

ICICI Prudential Life Insurance

ICICI Pru iProtect Smart - Claims

Quick and Simple Claim Process

We understand filing a claim may be a difficult time for your loved ones. We assure you we will be there with them throughout the process. Our priority is to make claim experience as fast, easy, and convenient as possible for your family.

- Guaranteed 1 day death claim settlement[#]
- Payment of interest on claim amount for every day of delay beyond 1 working day[#]

Claim settlement in 3 quick and simple steps:

1. Claim Reporting: You can report your claims online / at our branches / at our central office / on our central ClaimsCare helpline (through SMS or e-mail~)
2. Claim Processing: Our special ClaimCare team will assess your claim, and inform you in case any further documents need to be submitted.
3. Claim Settlement: Once your claim is intimated and we receive all the relevant documents, we will settle your claim[^]



Claim settlement made easy for you

Modes of raising a request for claims



Online
www.iciciprulife.com



SMS
'ICLAIM <space>
Policy No' to 56767



E-mail
claimsupport@iciciprulife.com



**ICICI Prudential Life
branch**
Visit your nearest
branch



**24x7 ClaimCare
number**
1860 266 7766 ^

Your claim will be formally registered only after receiving a written claim intimation at our branch/Claims Cell.
^ For calls within India. Our overseas customers can call us on +91 22 6193 0777

W/11/0690/2019-20

Important Documents for Death Claim

1. [Claim intimation form](#)
2. Death certificate issued by Local Municipal Authority (Death Claims)
3. Claimant's Photo Identification Proof & Current Address Proof
4. Cancelled Cheque / Copy of bank passbook

Click [here](#) to know more about our claim process

Click [here](#) to initiate your claim online

~Claim will be formally registered after we receive us a written request of your claim at our branch or Claims Cell office.

^Provided no investigation is required

#Day 1 is counted from the day of receiving the last document. All due premiums in the policy must have been paid and the policy must have been active for a continuous period of 3 years. Mandatory document to be submitted at Branch Office before 3pm on a working day- Original policy certificate, copy of death certificate by local authority, Nominee's current address proof, photo identity proof, Cancelled cheque, Copy of bank passbook, Copy of medico legal cause of death, Medical records (Admission notes, Discharge / Death summary, Test reports, etc.). For accidental death - Copy of FIR, Panchanama, Inquest report, Driving license. Claim documents submitted prior to 3pm will be considered for ULIP policies. Interest will be paid on claim amount for every day of delay beyond 1 working day. Applicable only for non-investigative death claims. Interest shall be at the bank rate that is prevalent at the beginning of the financial year in which death claim has been received. In case of breach in regulatory turnaround time, interest will be paid as per IRDAI regulations.

ICICI Pru iProtect Smart (Form Number: T50, T51 and UIN: 105N151V05) is a Non-Linked Non Par Life Individual pure risk premium product. The life insurance product is underwritten by ICICI Prudential Life Insurance Company Limited. W/II/1438/2020-21.

ICICI Prudential Life Insurance Company Limited. IRDAI Regn No. 105. CIN: L66010MH2000PLC127837. Registered Office Address: - ICICI PruLife Towers, 1089 Appasaheb Marathe Marg, Prabhadevi, Mumbai-400025. For more details on the risk factors, terms and conditions, please read the sales brochure carefully before concluding a sale.

BEWARE OF SPURIOUS PHONE CALLS AND FICTITIOUS / FRAUDULENT OFFERS

IRDAI clarifies to public that

- IRDAI or its officials do not involve in activities like sale of any kind of insurance or financial products nor invest premiums.
- IRDAI does not announce any bonus.

Public receiving such phone calls are requested to lodge a police complaint along with details of phone call, number.