



ICICI Prudential Life Insurance

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 ^

Things to keep in mind for a seamless claims process

Ensure your personal details on the insurance policy are correct and up to date

Update the insurer in case you take up activities which can be a risk to you such as smoking, dangerous sports, etc.

Keep all relevant policy papers together, along with certified copies of identity proofs of the insured and beneficiaries. For example, Aadhaar card, PAN card, etc.

Explain to your loved ones the details of all the policies that you have and the necessary steps to make a claim in case of an unfortunate incident

Ensure your policy premiums are paid on time for a smooth claims process

W/I/0691/2019-20

Claim settlement made easy for you

Modes of raising a request for claims



Online
www.iciciprulife.com



SMS
'CLAIM <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/I/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.