

If an individual customer holds several policies with ICICI Lombard, 'My Insurance Account' provides an easy access through a single interface as the policies can be easily managed online. Customers can view, print, buy new policies, renew and extend policies from one single account. It gives customer the convenience of 24x7 accessibility and paperless transactions. Multiple payment options are available to the customers such as internet banking, credit card, debit card and cash card. The Policy PDF (a digitally signed valid legal softcopy) is made available to the customer in the 'My Account' section of the online account. Another benefit that a customer enjoys is that he does not have to provide the same information for every product he buys, as information is directly taken from 'My Insurance Account'.

Creating 'My Insurance Account' is a simple two-step process. Users can visit the company's official website ([www.icicilombard.com](http://www.icicilombard.com)) and click-click on the 'Create My Insurance Account' link. The account can be created after filling out a few personal details. To add existing policies, the policy holders can click on the 'Search Your Policy' link within 'My Insurance Account' and select the product and enter its details to search the policy.

## Key Features

1. Policies accessible anytime, anywhere
2. All the purchased policies stored in one centralized location
3. One can view, print, buy, renew, search and tag all existing policies easily online from One single account
4. Multiple payment options available on a single account
5. Online digital policy acts as a valid policy document

Launching this initiative, Mr. Neelesh Garg, Director - Retail, ICICI Lombard General Insurance Company Ltd., said, "Our research into our customer needs indicates that today people are hard pressed for time and are looking for quick and convenient solutions. The key thought behind the launch of 'My Insurance Account' is customer convenience as it allows the customer to effectively manage all his ICICI Lombard policies at a click-click of a button from a single account. Though the customer may have bought several ICICI Lombard policies through different channels but the relationship he enjoys is one to one with the company through this account. This is just one of the many initiatives in the pipeline to offer ICICI Lombard customers greater convenience and superior service through the internet."

## About ICICI Lombard General Insurance Company Ltd.

ICICI Lombard GIC Ltd. is a 74:26 joint venture between ICICI Bank Limited, India's second largest bank with consolidated total assets of over USD 100 billion at March 31, 2010 and Fairfax Financial Holdings Limited, a Canada based USD 30 billion diversified financial services company engaged in general insurance, reinsurance, insurance claims management and investment management.

**ICICI Lombard GIC Ltd.** is the largest private sector general insurance company in India with a Gross Written Premium (GWP) of Rs. 3,694.7 crore for the year ended March 31, 2010. The company issued over 44 lakh policies and settled over 62 lakh claims and has a claim disposal

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ratio of 96% (percentage of claims disposed against claims reported) as on March 31, 2010. The company has 4,201 employees and 315 branches as on October 31, 2010.

The company has been assigned a domestic rating of 'iAAA' by ICRA (an associate of Moody's Investors Service) for highest claim paying ability and a fundamentally strong position, for the fifth consecutive year. The company has recently received 'NASSCOM – CNBC TV18 IT User Award 2010' for Best Technology Implementation in the Insurance Sector. It has been awarded CNBC Awaaz Consumer Award 2010 for being the 'most preferred brand' in the General Insurance category. ICICI Lombard Auto Insurance has been rated highest in customer satisfaction by J.D. Power Asia Pacific in India among 11 auto insurance providers. The company has been conferred the Golden Peacock- Eco Innovation Award of 2009 for weather insurance and the Customer and Brand Loyalty award in the 'Insurance Sector - Non-Life' at the 3rd Loyalty awards, 2010. It was awarded the 'General Insurance Company of the Year' at the 11th Asia Insurance Industry Awards. The company also won the NDTV Profit Business Leadership Award 2007 and was adjudged as the most Customer Responsive Company in the Insurance category at the Economic Times Avaya GlobalConnect Customer Responsiveness Award 2006. It has the Gold Shield for 'Excellence in Financial Reporting' by the ICAI (Institute of Chartered Accountants of India) for the year ended March 31, 2006.

ICICI Lombard allows instant policy issuance and renewal through its website [www.icicilombard.com](http://www.icicilombard.com) for all retail insurance products including Car Insurance, Health Insurance, Travel Insurance, Two Wheeler Insurance and Home Insurance. There are multiple payment options available including internet banking, credit card, debit card and cash card.

For more details about the company, log on to the website: [www.icicilombard.com](http://www.icicilombard.com)

If you have any question or need more inputs or looking to get a policy coverage for your child or family contact us to [get a free quote](#) today!

**Source:** [ICICI Lombard Press Release](#)