



UJJIVAN SMALL FINANCE BANK

Build a Better Life

Shopkeeper's Insurance:

We provide with Maxima Current Account covers Structure & building, Plant & Machinery, Electrical fittings & fixtures, Furniture/Furnishings & decor, Raw Materials, Finished Goods & Stock in process.

The policy covers the insured property related to the business against insured peril at one location with the total value at risk up to as per requested 5 Lakhs.

Coverage against:

- 1) Fire
- 2) Explosion or Implosion
- 3) Lightning
- 4) Earthquake, volcanic eruption, or other convulsions of nature
- 5) Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation
- 6) Acts of terrorism
- 7) Bursting or overflowing of water tanks, apparatus and pipes
- 8) Leakage from automatic sprinkler installations
- 9) Theft within 7 (seven) days from the occurrence of and proximately caused by any of the above Insured Events

Sum Insured coverage – **5 Lakhs or upto ₹3,000 premium (whichever is lesser)**

Customer Care details – **18002666**

E-mail – **customersupport@icicilombard.com**

CLAIM PROCESS OF ICICI LOMBARD

- Intimate your claim
- Survey of loss site
- Documents list for processing claim
- Submission of Documents
- Survey report of Surveyor
- Offer for Settlement
- Consent on offer
- Claim Payment

1. Please follow these steps for hassle free claim experience.



2. In the event of a claim, intimate the claim online immediately. It is recommended to use the online mode of intimation. ICICI Lombard also accepts claim intimation on toll free number 1800 2666.
3. From here, ICICI Lombard's claims associate will get in touch with you and will appoint a surveyor immediately.
4. ICICI Lombard's appointed surveyor will survey the loss and request for documents for processing the claim.
5. Customer will have to submit the relevant documents through the 'Upload Documents' link, the surveyor will verify and assess the loss and then submit the final report.
6. Claims department will verify the Survey Report and further process the claim for settlement / closure
7. For payable claims, customer will receive an Offer for Settlement on which customer shall need to provide your consent.
8. On receipt of consent from customer and KYC check, the claim payment shall be credited to customer's Bank account.
9. For claims which are not payable as per the terms & conditions of the policy issued to customer, ICICI Lombard personnel shall explain the ground for the denial to the customer.

