

## Standard Operating Procedure for UDAY NXT Insurance

### ➤ Claims Process:

- In case of an unfortunate incident, claim to be intimated by MIBL or MLMM immediately or at least within 48 hours.
- [GPA Track Your Claim](#) (link for claim intimation and tracking)
- Relevant documents to be submitted with ICICI Lombard within 7 days (maximum limit) from the date of accident.
- Claims settlement TAT 14 days. (subject to availability of the all the required documents)
- Toll Free Number – 1800-2666
- Toll Free no. to be shared with the car owners/ drivers/dealers.
- RM Contact IL –
  - Aniruddha Mayekar - 8657460434 - [aniruddha.mayekar@icicilombard.com](mailto:aniruddha.mayekar@icicilombard.com)
  - Supriti Kulkarni - 8655603656 - [supriti.kulkarni@icicilombard.com](mailto:supriti.kulkarni@icicilombard.com)
  - Gaurav Thakkar - 7506446766 - [gaurav.thakkar@icicilombard.com](mailto:gaurav.thakkar@icicilombard.com)
- Above contact to be shared strictly with MIBL and MLMM employees only.

### ➤ Claim Documents:

- Claim Documents to be submitted as under: -
  - Claim Form duly filled & signed.
  - Copy of Invoice / Cash-Memo of the vehicle purchased or serviced.
  - Copy of valid Motor Driving License.
  - Copy of the RC Book.
  - FIR lodged and recorded by Police Authority.
  - Copy of Death certificate.
  - Copy of Post-Mortem Report duly attested, Police Panchnama, if any.
  - Cause of death; if not given in PM report.
  - Statement of Owner of the Vehicle, if any recorded by Police Authorities;
  - Final charge-sheet copy / Final Police Investigation Report, if any.

- In case of death in hospital, copy of Discharge summary.
- Any further documentation as and when required.