

## CLAIMS PROCESS FLOW

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### Outpatient Consultation (OPD) and Non-Medical expenses

For outpatient consultation(s), the Insured will have to self-pay and file the claim directly with the Claims Department upon return to India at the address below OR meanwhile insured can submit scan documents for review through email on [claims@asego.in](mailto:claims@asego.in)

Segura Services Private Ltd , 26, Madhu Estate, 1st Floor. P.B.Marg, Opp Century IT Park, Worli, Mumbai 400030

**Call below mentioned numbers:**

Telephone No.: 022-67872037 / 022-2497-5225 / 6 / 7,

**WhatsApp: 86478-34444**

If any hospital does not provide a bill to you for the treatment /service rendered, please inform us BEFORE you leave the hospital. If the hospital insists that they will send the bills and claim directly from the Insurance Company, please inform them that ICICI Lombard shall not entertain any such requests from them. Claims must be filed directly by the insured with the ICICI Lombard claims department. Please retain a copy of the documents sent for your records.

**Policy Excess** For medical sickness/accident (OPD or hospitalization) there is policy excess, which the Insured will have to self-pay and this amount cannot be claimed.

### Hospitalization

- 1. Notification to ICICI Lombard General Insurance Company Ltd.** In case of medical hospitalization, please call and notify us at the 24 hours telephone number immediately on below mentioned number. It is important to notify us before seeking any medical consultation (unless it is an accident/emergency)

For Canada (Toll Free)	844-691-8883
For USA (Toll Free) For	844-691-8885
Rest of the world	+91 11 4222 1403
E-mail id	<a href="mailto:customersupportba@icicilombard.com">customersupportba@icicilombard.com</a>

**Medical Assistance Department - For ICICI Lombard General Insurance**

**Tel: +91 11 4222 1403 Fax: +91 120 434 4847 Email: [customersupportba@icicilombard.com](mailto:customersupportba@icicilombard.com)**

- 2.** When the Insured is admitted to a hospital, the Insurance medical assistance department will discuss your medical condition with the treating doctor. If it is confirmed that the admission to a hospital is NOT due to any pre-existing conditions or any exclusion listed in the policy, then the Insurance Company shall settle the payments directly with the hospital.
- 3.** In order to expedite processing of the claim you must send the following documents immediately by fax to **91 11 <120 434 4847>** or scan and email to us at [customersupportba@icicilombard.com](mailto:customersupportba@icicilombard.com) followed by original documents via courier on below mentioned address on later stage

**Claims Department - ICICI Lombard General Insurance**

C/O Bharti Assist Global Private Limited, Unit No. 219-221, 2<sup>nd</sup> Floor, Splendor Forum, Plot No. 3, District Centre Jasola, New Delhi- 110025, India

**E-mail ID : [customersupportba@icicilombard.com](mailto:customersupportba@icicilombard.com)**