

Zero Cancellation Charges on Flight and Hotel Bookings

Claim Process (card policy)

a) Cardmember will Lodge a claim through:

a. Call Centre: - 1800-2666

b. E- Mail(I Health Care)- ihealthcare@icicilombard.com

b) Claim No. will be generated, and CRM will send a letter of requirement to process the claim to the claimant.

c) ICICI LOMBARD will confirm from ICICI bank on the eligibility of the claims (card and purchase details).

d) Cardmember will share all the documents.

e) If there will be a further requirement of documents or details our claims team will be in touch with customer.

f) ICICI Lombard will take further 14 days to process the claim (Including Payment), once all the document will be received.

Please find the necessary details claimant is required to provide at the time of claim intimation through E-mail:

1) Policy number:- 4049/258012671/00/000

2) Insured Name: - Cardmember's Name

3) DOL(Date of loss)

4) NOL (with description of accident with dates)(Nature of loss)

5) Nominee Address with pin code

6) Email ID and Mobile number

*DOL: - Date when the Cardmember has cancelled the existing booking/s.

*NOL: - Reason for cancellation.

Terms and Conditions:

a) Feature is valid only for Primary Cardmember's tickets/bookings done using Primary Times Black ICICI Bank Credit Card for his/her tray/stay.

b) Bookings done through ICICI Bank Credit Card "Times Black ICICI Bank Credit Card" shall be considered eligible for cancellation. Coverage applicable for all Times Black ICICI Bank Credit Card Cardmembers.

c) Coverage is for Non – Refundable amount (excluding any Convenience).

d) Charges or any other cost other than ticket cost when a booking is cancelled.

e) Maximum Indemnification Limit per transaction: INR 12000.

f) Maximum Indemnification Limit per card: INR 12000.

g) Coverage applicable for first two cancellations (domestic flight/ Hotel/ Movie).

h) Applicable for booking of tickets/stays in India only.

- i) Upon cancellation, the Credit Cardmember would receive refund only for his / her ticket or hotel booking.
- j) Coverage is provided till 24 hours before travel / stay date.
- k) Coverage applicable for 4 star / 5 star hotels.
- l) Claim Reporting Timelines for Cardmember - Intimation of claim to the Bank by Cardmember should be made within 60 days from the date of incidence. Claim Reporting Timelines for Bank-Intimation to ICICI Lombard should be made within 30 days from the date of intimation to the Bank by the Cardmember. Payment of domestic flight/ hotel/ movie ticket Booking should be done only through the Times Black ICICI Bank Credit Card.

Comprehensive Insurance Coverage

Coverage Sum Insured	Amount
Personal Accident due to Air (Death only)	₹ 3,00,00,000
Purchase Protection	₹ 1,40,000
Credit Shield	₹ 1,00,000
Loss of Checked in Baggage	₹ 84,000
Plane Hijacking	₹ 1,00,000
Card Liability Cover (Lost Card Liability, Counterfeit/Skimming/Phishing and Online Fraud Protection).	₹ 50,000
Medical Expenses for Bodily injury caused by and arising out of Rail/Road accident.	₹ 50,000
Loss of Passport and travel related documents	₹ 35,000
Baggage Insurance	₹ 25,000
Delay of Checked in Baggage	₹ 21,000
Missing of Connecting International Flight During Transit	₹ 21,000
Delay in Flight	₹ 17,500

All insurance benefits will be applicable only in case the Times Black ICICI Bank Credit Card has been used at least once in the last 60 days prior to the event. All insurance benefits are available on the Primary Card only. There is no insurance cover on Supplementary Cards. Please ensure that the minimum amount due on your Credit Card is paid at all times to avail of insurance benefits.

*Applicable for international travel only and not for domestic travel and only when the tickets are purchased on the Times Black ICICI Bank Credit Card. Travel insurance covers international travel only.

General Conditions:

- a) The insurance cover is valid only up to the mentioned number of cards. Only Primary card holders are covered.
- b) Active Card Clause - Cover is applicable only to active cards. An Active Card is defined as the card with one transaction / activity on any ATM/POS/e-commerce terminal in last 90 days from date of loss.
- c) Warranted that all cards are having Chip and PIN technology built in.
- d) Claim documents are to be submitted by Bank/Card holder within 60 days from the date of intimation to the ICICI Lombard. The above coverage is provided by ICICI Lombard General Insurance Company Limited under group policies issued to ICICI bank for its cardholders.

Claim Process:

- 1) Customer will Lodge a claim through:
 - a) Call Centre
 - b) E- Mail (iHealth Care)- ihealthcare@icicilombard.com
- 2) Claim No. will be generated, and CRM will send a letter of requirement to process the claim to the claimant.
- 3) ICICI LOMBARD will confirm from ICICI bank on the eligibility of the claims (card and purchase details).
- 4) Customer will share all the documents.
- 5) If there will be a further requirement of documents or details our claims team will be in touch with customer.
- 6) ICICI Lombard will take further 14 days to process the claim (Including Payment), once all the document will be received.

Please find the necessary details claimant required to provide at the time of claim intimation through E-mail:

- 1) Policy number
 - 2) Insured Name
 - 3) DOL (Date of loss)
 - 4) NOL (with description of accident with dates) (Nature of loss)
 - 5) Nominee Address with pin code
 - 6) Email ID and Mobile number
- Claim Intimation Clause: For any claims please - Notify us immediately on toll free number 18002666 or on our website (www.icicilombard.com) or

drop a letter to the customer Support department at our registered office address along with the Policy No..

Disclaimer:

Insurance is the subject matter of solicitation.

The insurer for the cover as aforesaid is ICICI Lombard General Insurance Co. Ltd. The policy is governed by the terms and conditions laid down by ICICI Lombard General Insurance Co. Ltd.

ICICI Bank is not responsible for processing of claims and all claim related queries need to be taken up directly on ICICI Lombard General Insurance Co. Ltd. Toll-Free number: 1800-2666, Email ID: ihealthcare@icicilombard.com.