



## CLAIM FORM RETAIL CYBER LIABILITY INSURANCE

### ISSUANCE OF THIS FORM IS NOT A PROOF OF ADMISSIBILITY OF LIABILITY

#### Important Notice:

- Please read this claim form fully before answering the questions.
- The claim form is to be completed and signed by the Insured
- All questions must be answered as fully as possible. Please use additional sheets, if necessary and copies of relevant documentation should be attached.
- Please send the completed claim form as expressed under the policy wording to the Insurer.

### CUSTOMER INFORMATION

Name of the policyholder \_\_\_\_\_  
 \_\_\_\_\_  
 Address \_\_\_\_\_  
 \_\_\_\_\_  
 City / Town / Village \_\_\_\_\_  
 State \_\_\_\_\_ Pin Code \_\_\_\_\_  
 Phone No. \_\_\_\_\_ Fax Number \_\_\_\_\_  
 E-Mail Address \_\_\_\_\_  
 Website \_\_\_\_\_  
 PAN Card Details \_\_\_\_\_  
 Represented by (if applicable) \_\_\_\_\_

### POLICY INFORMATION

Policy Number \_\_\_\_\_

### BRIEF EXPLANATION OF CLAIM\* (If additional space is needed for explanation attach as a separate document):

.....  
 .....

### DOCUMENTS TO BE ENCLOSE IN SUPPORT OF THE CLAIM:

#### The claim shall be accepted using the following proof of loss

1) Lost Wages - The basis of calculations for Lost Wages will be the daily rate of Your last drawn monthly salary. You will be required to provide the latest salary slip verified by the entity issuing such slip.

For Self-employed person - The basis of calculations for Lost Wages will be the Your tax returns in the peior financial year. You will be required to provide the latest tax returns

2) Direct financial loss caused by an Unauthorized Fund Transfer:

- Proof of reporting to bank or credit organization;
- Proof that the bank or credit organization is not indemnifying such loss to you;
- Complaint letter acknowledged by Police.
- Copy of Bank Statement

### ICICI Lombard General Insurance Company Limited

IRDA Reg. No. 115

Mailing Address:

601 / 602, 6th Floor, Interface Building No. 16,  
 New Link Road, Malad (West),  
 Mumbai - 400 064.

UIN: IRDAN115RP0002V01202021 (Retail)

CIN : L67200MH2000PLC129408

Registered Office Address:

ICICI Lombard House, 414, Veer Savarkar Marg,  
 Near Siddhivinayak Temple, Prabhadevi,  
 Mumbai 400 025.

CLAIM FORM RETAIL CYBER LIABILITY INSURANCE

Toll free no : 1800 2666

Alternate no : 8655222666 (Chargeable)

E-mail : customersupport@icicilombard.com

Website : www.icicilombard.com

**DOCUMENTS TO BE ENCLOSE IN SUPPORT OF THE CLAIM: (CONTD.)**

- 3) Proof of Currency paid by You to prevent or end a Cyber Extortion Threat
- 4) Identity Theft Costs - copy of invoices/bill and proof of payments made thereto
- 5) Crisis Management Costs - copy of invoices/bill and proof of payments made thereto
- 6) Cyberbullying Costs - Copy of invoices for costs expended and proof of payments made thereto
- 7) Data Restoration Costs - Copy for invoices for costs expended and proof of payments made thereto
- 8) Legal fees and expenses - copy of invoices from lawyer for costs expended and proof of payments made thereto
- 9) Forensic fees expenses - copy of invoices from digital forensic expert for costs expended and proof of payments made thereto.
- 10) Consequential losses - copy of bank statements
- 11) Any other document or other information as necessary to evaluate liability under the policy

Please submit KYC documents for claim settlement amounting is above 1 lakh

**DETAILS OF BANK ACCOUNT**

Name of Bank Account Holder

Bank Account No.

Name of Bank  Branch

MICR Code (9 digit)  IFSC Code (11 digit)

Saving Account  Saving

I wish any payment due on the claims will be directly credited to my aforesaid Bank Account.\*

\*As per the IRDAI, it's mandatory that all payments are made to the insured only through electronic mode.

**CONDONATION OF DELAY**

The Company may condone delay in claim intimation/ document submission on merit, where it is proved that delay in reporting of claim or submission of claim documents, is due to reasons beyond the control of the insured.

Notwithstanding the above, delay in claim intimation or submission of claim documents due to reasons beyond the control of the insured shall not be condoned where such claims would have otherwise been rejected even if reported in time.

**DECLARATION**

I/We hereby agree, affirm and declare that:

- a) The statements/information given/stated by me/us in this claim form are true, correct and complete
- b) The details of all persons having an interest in the property in respect of which the claim is being made are provided or disclosed in this claim form, no claim made hereunder (or the same/similar claim) has been made or lodged with any other insurance company
- c) No material information which is relevant to the processing of the claim or which in any manner has a bearing on the claim has been withheld or not disclosed
- d) If I/We have given/made any false or fraudulent statement / information, or suppressed or concealed or in any manner failed to disclose material information, the policy shall be void and that I/We shall not be entitled to all/any right to recover there under in respect of any or all claims, past, present or future
- e) The receipt of this claim form/other supporting/related documents does not constitute or be deemed to constitute an agreement by the company of the claim and the company reserves the right to process or reject or require further / additional information in respect of the claim
- f) The above statements are in all respects true and complete and are made without any kind of reservation I/ We agree that the ICICI LOMBARD shall have the right to retain and disseminate the information provided by me / us to any of its service provider, Promoters or Group Companies In case of claim or generally, the Company may be contacted at the following address:
- g) I/We hereby give my/our consent to the Company to verify and obtain my/our identity/address proof as well as the identity /address proof of the insured through Central KYC Registry or UIDAI or through any other modes for the purpose of undertaking KYC.

**The Manager,**

**Claims Department,**

**ICICI Lombard General Insurance Company Limited**

ICICI Lombard House, 414, Veer Savarkar Marg, Near Siddhi Vinayak Temple, Prabhadevi, Mumbai 400025.

Such notice shall be effective on the date of receipt by the Company at such address.

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**GROUP CYBER LIABILITY INSURANCE CLAIM**  
**QUESTIONNAIRE ANNEXURE**

**Section I:**

- Whether the transaction was made by the Policy holder - YES \_\_\_ NO \_\_\_
- Details of any other insurance covering the loss -YES \_\_\_ NO \_\_\_ NA \_\_\_

If yes, please provide below details:

- a. Whether the claim was intimated to insurance provider other than ICICI Lombard GIC Ltd - YES \_\_\_ NO \_\_\_
- b. Please provide policy copy of insurance provider other than ICICI Lombard GIC Ltd

**Section II:**

Any additional relevant information: \_\_\_\_\_  
\_\_\_\_\_

**Declaration:**

I declare that the information provided is true and accurate.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_