



MEDIA RELEASE

BHARTI AXA LIFE INSURANCE AND BHARTI AXA GENERAL INSURANCE SIMPLIFY CLAIM SETTLEMENT WITH MINIMAL PAPER WORK FOR FLOOD VICTIMS IN KERALA AND KARNATAKA

MUMBAI/NEW DELHI: September 3, 2018: Bharti AXA Life Insurance and Bharti AXA General Insurance, the respective joint ventures between Bharti Enterprises, one of India's leading business groups, and AXA, one of the world's largest insurance companies, have simplified insurance claim settlement process with minimal paper work for the flood victims of Kerala and the flood-affected districts of Karnataka.

This was announced by **Mr. Vikas Seth, Managing Director and Chief Executive Officer, Bharti AXA Life Insurance**, and **Mr. Sanjeev Srinivasan, Managing Director and Chief Executive Officer, Bharti AXA General Insurance**, here today.

Bharti AXA Life Insurance has simplified claim processing for the flood victims of Kerala and Karnataka in three steps – written intimation from the nominee along with cancelled cheque of the nominee's bank account; death certificate from any authorised hospital or police or armed forces; and Aadhar card of the nominee.

"In view of the deluged-ravaged Kerala and some districts of Karnataka and resultant loss of lives, we have set up a dedicated assistance cell at each district in Kerala and the flood-hit districts of Karnataka for simplified life claims with minimal documents. We understand the plight of our customers and endeavour to settle eligible claims expeditiously. If death certificate is not available, we shall accept a certificate from police, armed forces or any authorised hospital certifying the death of the life insured," said Mr. Seth.

The company has also extended the existing grace period of 15 days or 30 days as applicable to 60 days for payment of premiums due during the period from 15th July 2018 to 30th September 2018 and waived off late or penalty fees on such due premium.

Similarly, Bharti AXA General Insurance has formed help desks to support and guide its customers and instructed its nodal officers and branches in Kochi, Trivandrum, Thissur, Kotayam and Calicut to fast-track claim settlement processes in the flood-devastated Kerala and the flood-hit districts of Karnataka.



“We have introduced documentation waivers in support of motor claims. Survey has been waived for minor losses, if the insured is able to share the photographs through digital media. Basis that, remote survey will be conducted and claim shall be processed. No insistence on Registration Certificate, if it has been lost in flood and the claim shall be processed based on the soft copy available in the online portal,” said Mr. Srinivasan.

Bharti AXA General Insurance has waived off monetary claim letter, damage certificate and letter of subrogation for claims up to Rs. 1 lakh.

The company has also decided to skip estimate of loss for completely submerged vehicles in Kerala and Karnataka floods and expedite claim settlement.

Bharti AXA Life Insurance Company Ltd.

www.bharti-axalife.com

Bharti AXA Life Insurance is a joint venture between Bharti, one of India’s leading business groups with interests in telecom, agriculture business and retail, and AXA, one of the world’s leading organizations with interests in financial protection and wealth management. The joint venture company has a 51% stake from Bharti and 49% stake of AXA. The company has pan-India presence through its 216 branches and offers a wide range of value for money and need-based insurance products targeted at individual and groups.

Bharti AXA General Insurance Company Ltd.

www.bharti-axagi.co.in

Bharti AXA General Insurance is a joint venture between Bharti, one of India’s leading business groups with interests in telecom, agriculture business and retail, and AXA, one of the world’s leading organizations with interests in financial protection and wealth management. The joint venture company has a 51% stake from Bharti and 49% stake of AXA. The company has pan-India presence through its 101 branches and offers insurance solutions for motor and two-wheeler, health and critical illness, property and student, individual and family travel.

For media queries, please contact:

Sanjiv Kumar

sanjiv.kumar10@bharti-axa.com

+91 9312456677