

## Press Note

### **Bajaj Allianz General Insurance Extends Swift Support to Flood-Affected Customers in Andhra Pradesh and Telangana**

**Pune, September 10, 2024:** The recent floods in Telangana and Andhra Pradesh have caused widespread damage to life and property. Bajaj Allianz General Insurance, one of the leading private general insurers in India, reaffirms its commitment to standing by its customers during these challenging times, ensuring timely and efficient claim settlements to support their recovery.

Bajaj Allianz General Insurance stands in solidarity with the people of Andhra Pradesh and Telangana during these challenging times, committed to providing all possible support to those affected by this calamity. The insurance industry, alongside Bajaj Allianz, is dedicated to serving citizens, especially in times of crisis. To assist customers, the company has implemented several measures to ensure quick and effective support, making their situation a little easier. A dedicated helpline has been set up to facilitate customer queries, and specialized teams have been deployed to expedite claims for a smooth process. Bajaj Allianz is proactively reaching out to customers in the affected regions to ensure their safety and prioritize their claims when needed. The company is committed to mobilizing all available resources to help policyholders rebuild their lives during this difficult period.

The company has undertaken several proactive initiatives to ease the burden on those affected by the floods, providing seamless support to help their customers through this crisis:

#### **1. Proactive Customer Communication:**

The first SMS advisory campaign was executed on 3rd September, targeting the affected districts in Andhra Pradesh and Telangana. Given the evolving nature of the situation, a follow-up campaign has been initiated to ensure continued communication and guidance for their customers.

#### **2. Awareness Camps**

Awareness camps have been organized to educate customers about the claim process, their rights, and the support available to them during these catastrophic events. These camps aim to inform customers of the steps involved in filing claims and help them navigate the claims process seamlessly.

#### **3. Proactive Spot Settlement**

The company is actively conducting spot settlements through their extensive network. This approach allows for fast and efficient claim processing, ensuring that customers receive immediate support so that they are not worried about financial burdens in the aftermath of this tragedy.

#### **4. On-Account Payment for Complex Cases**

In areas where spot settlement is not feasible due to various challenges, the company is providing on-account payments. This initiative ensures that customers receive interim financial assistance so that repair work can start immediately.

#### **5. Virtual Video Surveys for Small Claims**

For smaller claims, the company is conducting virtual video surveys to better assess the situation and subsequently expedite the settlement process. This will allow the damages to be swiftly assessed, and the claims will be processed without delay, delivering faster assistance to customers.

## 6. Coordination with OEMs and Dealer Workshops

The company maintain close collaboration with OEMs and their authorized dealer workshops. This partnership helps them secure necessary parts faster and ensures that repairs are completed to the highest standards, reducing customer waiting time. Even regarding non-motor claims, the company is maintaining close liaisoning with its surveyors to ensure faster claims assessment.

## 7. Advisories on Official Websites

Bajaj Allianz has placed advisories on their official website, offering customers access to accurate and essential information. This ensures that all relevant details are readily available, helping customers stay informed and make the necessary decisions during this critical time.

## 8. Customer Care Contact Information

An emergency toll-free helpline is activated for customer support: 1800 209 7072.

At the same time, claim registration links are included in the SMS advisory shared by Bajaj Allianz to its customers to facilitate easy claim processing for affected customers.

For further information, please visit our official website or contact our customer support team.

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## About Bajaj Allianz General Insurance

Bajaj Allianz General Insurance stands as India's premier private general insurance company. It is a collaborative effort between Bajaj Finserv Limited, India's most diversified non-bank financial institution, and Allianz SE, the world's leading insurer and largest asset manager. Bajaj Allianz General Insurance provides a wide range of general insurance products, including motor insurance, home insurance, and health insurance, along with distinctive insurance offerings like coverage for pet insurance, weddings, events, cybersecurity, and the film industry. The company commenced its operations in 2001 and has consistently expanded its reach to be in close proximity to its customers. Presently, it maintains a presence in nearly 1,500 towns and cities across India. Notably, Bajaj Allianz General Insurance holds the issuer rating of [ICRA]AAA from ICRA Limited, signifying the highest level of assurance regarding the punctual fulfilment of financial commitments.

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