FAQ – Claim

Query	Contact Point
I have a policy issued by Bharti Axa GIC, What is the claim intimation process?	
I have a health policy issued by Bharti Axa GIC, How can I avail cashless claim?	
I have a policy issued by Bharti Axa GIC, Whom do I contact in case of any query?	
I have a policy issued by Bharti GIC, How can I check my claim status?	Please visit https://www.bharti-axagi.co.in/contact-us or can contact us on 1800-103-2292 or email us on customersupportba@icicilombard.com
I have a policy issued by Bharti GIC, my claim was rejected; Whom do I contact regarding the claim rejection?	
I have a policy issued by Bharti GIC, my claim was settled but the settled amount was lower than my intimated amount. Whom do I contact to enquire about the discrepancy in the claim settlement?	
I have a policy issued by Bharti GIC, What is the claim withdrawal process?	
I have a policy issued by Bharti GIC, Inspection was carried out – How can I check my claim status?	
I have a policy issued by Bharti GIC, What is the loss inspection process?	

FAQ – Policy Servicing

Query	Contact point
I have a policy issued by Bharti Axa GIC, How can I change my contact details - Address, Nominee name etc.	For all your policy servicing needs, visit https://www.bharti-axagi.co.in/contact-us or call us on 1800-103-2292 or email us on customersupportba@icicilombard.com
I have a policy issued by Bharti Axa GIC, What is the process to increase the Sum Assured?	
How can I cancel my policy issued by Bharti Axa GIC?	
How can I add members to my policy issued by Bharti GIC?	
I have a policy issued by Bharti Axa GIC, Whom do I contact in case of any query?	
The premium payment to Bharti Axa GIC for covering my asset is done but I have not received my policy document as yet. What is the process to get the policy copy?	
I have received a renewal notice/quote from Bharti Axa GIC, If notice/quote is valid, how can I convert it to a policy?	Yes, your renewal notice/quote is valid, Please visit https://www.bharti-axagi.co.in/contact-us or call us on 1800-103-2292 or email us on customersupportba@icicilombard.com
I have a policy issued by Bharti Axa GIC, do I need to get it transferred to IL?	The policy gets transferred automatically to ICICI Lombard
I have a health policy issued by Bharti GIC, do I need to get it ported to IL?	The policy gets ported automatically to ICICI Lombard

I did not renew my policy which was issued by Bharti Axa GIC, What is the process to get the policy inspected and renewed?	For policy renewal please visit Health Insurance – https://www.bharti-axagi.co.in/health-insurance-renew Two wheeler Insurance https://www.bharti-axagi.co.in/two-wheeler-insurance-renew Car Insurance https://www.bharti-axagi.co.in/car-insurance-renew Others https://www.bharti-axagi.co.in/contact-us or call us on 1800-103-2292 or email us on customersupportba@icicilombard.com
I have not received the rebranded policy copy, Can I avail services using the existing policy?	Yes, you can use the same policy to avail the services.