

Claim Process for CANCELLATION FOR ANY REASON (CFAR) on ICICI Bank Emerald Credit Cards

Last updated on 24 May, 2021

Steps to follow:

1. Visit: <https://www.icicilombard.com>
2. Go to Claims -> Corporate Claim
3. Select: Fire burglary and Misc. Click Submit.
4. Go To -> Claim intimation

Enter below values in mentioned fields:

1. Loss details:

- a. Intimation date – Enter “Date”
- b. Claim reporter type – Select “Insured”
- c. Loss description – “Cancellation of Flight /hotel /Movie ticket” whichever is applicable.
- d. Loss date – “Cancellation date “
- e. Cause of loss – Select “Others”

2. Policy details:

- a. Please enter policy number – “4049/220460116/00”
- b. Policy certificate no. – “Leave it blank”
- c. Enter Captcha and then select “Next”
- d. Insured Name – Enter “ICICI BANK LIMITED”
- e. Estimated Loss – Enter “Cancellation amount”
- f. Nature of Loss – Select “Others”

3. Insured Contact details:

- a. Name- Enter “Your name “
- b. Mobile no. – Enter “Your mobile no. registered with bank”
- c. Email - Enter “Your Email registered with bank”

d. Address – Enter “your address”

e. Additional Information – “Loss details with card number” (Mandatory) “Once you save the above details, claim reference no. will be generated and send to your mail ID and your mobile number. It will be a system generated mail. Once you receive the claim reference no. please go to left hand side of the portal and select the link of “Upload document “.

4. Upload Documents:

a. Please enter policy no. – “**4049/220460116/00**”

b. Please enter claim reference no. – “Reference no you will get while claim intimation”

c. Please go to document type and upload the documents under different heads:

d. Claim Form – Claim form (Available at ICICI Bank Emerald webpage)

e. Claim Supporting document - Hotel booking confirmation document / travel ticket.

f. Claim Bill – Cancellation of booking /ticket indicating cancellation charges applicable.

g. Others: Cancel cheque

h. The document will be uploaded one by one.

i. Post all uploads customer will get the confirmation that all the documents are uploaded successfully.

Terms and Conditions:

1. Bookings done through ICICI Bank Credit Card “Emerald” shall be considered eligible for cancellation. Coverage applicable for all Emerald card holders

2. No. of Credit Cards covered: First 2000 cards issued to the customers. Any further increase in no. of cards has to be endorsed by paying additional premium.

3. Coverage is for Non – Refundable amount (excluding any Convenience charges or any other cost other than ticket cost) when a Booking is cancelled

4. Maximum Indemnification Limit per transaction: INR 12000

5. Maximum Indemnification Limit per card: INR 12000

6. Coverage applicable for first two Domestic flight, Hotel and Movie cancellations

7. Upon cancellation, the credit card holder would receive refund only for his / her ticket or hotel booking

8. Booking and Cancellation date should be within the Policy Period

9. Coverage applicable for Business / Premium Economy / Economy Class domestic flights
10. Coverage is provided till 24 hours before travel / stay date.
11. Coverage applicable for 4 star / 5 star hotels
12. Anywhere within the territorial limits of India
13. Claim Reporting Timelines for Card Holder - Intimation of claim to the Bank by card holder should be made within 60 days from the date of incidence.

Policy Period: From: 13/04/2021 to 12/04/2022