

# Insurers brace for accident claims, ease process

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Following the Insurance Regulatory and Development Authority of India's diktat to prioritise and expedite claims processing for victims of the Odisha train accident, several insurance companies have announced measures to reach out to policyholders and simplify the process.

"Claims processing is a document-intensive process. When catastrophes happen, insurers process claims expeditiously to give some relief to the families. This could be through deploying more people and even waiving

some documentation," said Vighnesh Shahane, MD and CEO of Ageas Federal Life Insurance.

## MEASURES ANNOUNCED

Several insurers such as LIC, ICICI Prudential Life, Bajaj Allianz Life, IndiaFirst Life, SBI Life, Liberty General and Bajaj Allianz General Insurance have announced measures such as minimal documentation, dedicated helplines for claim-related inquiries and setting up a special task force.

Most of them said they will rely on the list of deceased passengers issued by hospitals, government authorities or the police instead of insist-

ing on death certification. Insurers have initiated mapping the list of passengers with their own database against railway ticket information. On receiving confirmation from relevant authorities, they will start reaching out to nominees and family members, companies said.

"Average intimation period for death claims is usually four-five months for individual policies. Here, we believe it should be anywhere from a month to two months," said Atri Chakraborty, COO at IndiaFirst Life Insurance.

Insurers have appointed multiple investigators in different States, and have de-

ployed special resources on-site of the accident for immediate resolution and assistance, they said.

"We have created a dedicated helpline and digital capabilities so that it is easier for customers or their family members," said Tapan Singhel, Chairman, General Insurance Council, and MD of Bajaj Allianz General.

In a separate circular on Monday, insurers have been mandated to designate a dedicated helpline, publicise details of offices or special camps, process and disburse claims proactively, and publish all this information and data relating to claims on their website.