

ICICI Prudential Life Insurance Co Ltd.

Your Local Link to IGP in India (Group Life)

Why partner with ICICI Prudential Life Insurance Co Ltd.?

Multiple touchpoints

A dedicated employee benefits team, managing business, service and operations nationwide, operating from eight key locations: Delhi, Kolkata, Gujarat, Pune, Mumbai, Bengaluru, Chennai, and Hyderabad

Digital capabilities

- Periodical statement of accounts
- Customized Management Information System
- End-to-end automated process for on-boarding
- Instant Certificate of Issuance
- Flexible premium payment options including digital payments

Claim support

ICICI Prudential Life Insurance has a group claim settlement ratio of 99.8% overall with an average settlement turnaround time of just 1.2 days as on March 31, 2025.

- Claim for Sure (CFS): commitment to settle eligible claims within 1 business day after receiving all documents
- All claim intimations/endorsements through email/web portals
- Automated Ticket Generation (ATG) for all queries and transaction requests
- Claim settlement with minimum documentation

Data security, risk management and client confidentiality

ICICI Prudential Life Insurance has an ISO 27001 certification for its Information Security Practices and ISO 22301 for

Business Continuity Management. It has an Advanced Cybersecurity Rating with a BitSight Score of 800 as on October 13, 2024.

Commitment to excellence in service

Team of highly motivated and skilled professionals dedicated to delivering high-quality service and support. Additionally, ICICI Prudential Life Insurance has been ranked No. 1 (Net Promotor Score) in the life insurance industry for customer satisfaction for three consecutive years as per the Life Insurance CuES 2025 report published by Hansa Research.

ICICI Prudential Life Insurance has a nationwide presence, innovative technology platforms and multi-channel distribution architecture which enables it to reach a broad customer base effectively. The Company currently manages employee benefits for over 6,500 corporate clients across various industry segments.



Facts & figures

- IGP Network Partner since 2025
- Financial strength ratings: Not rated

Recent awards & recognitions

- Future Tech 5.0 Summit & Awards 2025
 - Award for 'Most Innovative Digital Customer Experience'
 - Award for Claim for Sure: One-Day Claim Settlement Guarantee
 - Award for 'Excellence in AI Integration'
- India Insurance Summit & awards 2025 organized by Synnex
 - Award for 'Innovation Champion of the year in Life Insurance'
- 4th Edition Bharat BFSI Leadership Summit & Awards 2025 organized by Brainalytics
 - Award for 'Best Customer Service Provider'
 - Award for 'Best use of emerging technology for customer service'
 - Award for 'Outstanding AI powered business transformation'
 - Award for 'Life Insurance Company Of The Year'
- 19th Edition CX strategy summit & awards 2025 organized by UBS Forum
 - Award for 'Customer Experience Team of the year'
 - Award for 'CX strategy of the year'
 - Award for 'Digital Experience strategy of the year'
- InsureNext Global Conclave & Awards 2025 organized by Banking Frontiers
 - Award for 'Best Claims Settlement'
 - Award for 'Best Customer Experience Initiative'
 - Award for 'Best Life Insurance Product'
- 2nd Edition of Net Zero Summit & Awards 2025 organized by UBS Forum
 - Award for 'Sustainable Organization of the Year'
- 2nd Edition Data Analytics & AI Show 2025 organized by Quantic
 - Award for 'Best Use of Data Analytics in Risk Management'
- The BFSI Revolution Summit & Awards 2025 organized by Empiric Business Media Pvt. Ltd.
 - Award for 'Customer Experience'



More information

Varsha Bhansali

ICICI Prudential Life Insurance Co Ltd.

ICICI PruLife Towers

1089 Appasaheb Marathe Marg, Prabhadevi

Mumbai, 400025

India

T +91 99250 52700

E varsha.bhansali@iciciprulife.com

W www.iciciprulife.com



www.igpinfo.com | [LinkedIn](#)

The information in this document is subject to change without notice. Please contact your IGP Account Manager or IGPinfo@jhancock.com for more details.

The International Group Program (IGP) is a registered brand name under John Hancock. IGP operates in the State of New York under JH Signature Insurance Agency, Inc., a NY licensed broker.

IGP has provided the website address of our Network Partners for your convenience. John Hancock is not responsible for the content or accuracy of our Network Partners' web-site(s).

IGP Network Partners operating outside of the United States are not necessarily licensed in or authorized to conduct insurance business in any state in the United States including, the State of New York. The policies and/or contracts issued by a Network Partner to contract holders outside of the United States have not been approved by the NY superintendent of Financial Services, are not protected by the NY State guaranty fund and are not subject to the laws of NY or the laws and/or protections of any other state where the Network Partner is not licensed to do business.

© International Group Program

08/04/2025 WCAG AA