

## **Liberty General Insurance Launches Dedicated 24/7 Helpline <+91-9324968286> for the Victims of Odisha Train Tragedy**

**Mumbai, June 5, 2023:** Liberty General Insurance is deeply saddened by the tragic rail accident that took place in Odisha on Saturday, June 02, 2023. In response to this devastating event, Liberty General Insurance—that provides Personal Accident insurance coverage to IRCTC train passengers—has launched a dedicated 24/7 helpline <+91-9324968286> for its policyholders impacted by the tragedy.

**CEO and Whole Time Director, Mr. Roopam Asthana**, along with all the employees of Liberty General Insurance expressed their profound grief for the victims and remain fully committed to provide quick claims settlement in the face of this tragic event. Mr. Roopam Asthana said, *"We stand with our customers in their time of need and will fulfill our promise of 'protection for the unexpected, delivered with care.' The Balasore Train tragedy is unprecedented and tragic and we are distressed by the loss of innocent lives. At Liberty General Insurance, we have implemented several extraordinary measures to ensure hassle-free claims process for our policyholders. Our helpline number <+91-9324968286> is a quick point of contact for our policyholders, where a trained team of executives will sensitively guide them with their claim-related issues."*

Given the magnitude of the rail accident, Liberty General Insurance is committed to prioritizing all customers reaching out for support. The company has taken the following initiatives to facilitate efficient claim settlement and support for the affected passengers and their families:

1. A dedicated task force is ready 24/7 to provide quick and efficient service to the affected passengers.
2. A nodal officer has been appointed to oversee the process and ensure that customer queries and claims are handled efficiently and accurately.
3. Proactive outreach to policyholders traveling on the two passenger trains involved in the accident is being conducted, seeking information on their safety.
4. Working closely with the IRCTC and railway authorities to provide support and assistance in every possible way.
5. Simplification of claims documentation to mitigate the hardships faced by claimants.
6. Swift and expedited settlement of claims to provide relief to the affected families.

Liberty General Insurance encourages policyholders to utilize the following touchpoints for claim registration or any assistance:

<b><i>Dedicated Claim Support Helpline</i></b>	<b>+91-9324968286</b>
<b><i>Dedicate Claim Support email id</i></b>	<b><a href="mailto:odishairctclaims@libertyinsurance.in">odishairctclaims@libertyinsurance.in</a></b>
<b><i>Customer Support email id</i></b>	<b><a href="mailto:care@libertyinsurance.in">care@libertyinsurance.in</a></b>
<b><i>Toll-Free Number</i></b>	<b>1800-266-5844</b>
<b><i>Claim Submission to Local Branch</i></b>	<b>Claim submission facility is available at all PAN India branches.</b>
<b><i>Nodal Officer Mail ID</i></b>	<b><a href="mailto:Amol.Sawai@libertyinsurance.in">Amol.Sawai@libertyinsurance.in</a></b>

<b>Nodal Officer Contact No</b>
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<b>+91-7738399788</b>
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**For death claims, the following documents will be required:**

1. Claim form along with Nominee details.
2. Death certificate / a list of casualties or confirmation published by the Railways, police, or any State or Central Authorities.
3. KYC and NEFT details of the nominee or Legal Heir / Succession Certificate.

**For hospitalization claims (not paid for by any Government Authority or any other third party), the following documents will be required:**

1. Claim form.
2. A list of casualties or confirmation published by the Railways, police, or any State or Central Authorities.
3. Hospitalization records and medical bills (paid by policyholder/claimed by hospital).
4. KYC and NEFT details of the customer.
5. Medical Bills (paid or claimed) and Treatment records.

Liberty General Insurance remains committed to providing uninterrupted facilitation and support to the victims and their families during this difficult time. The company's dedicated team will continue to work diligently to ensure swift, efficient, and compassionate service to its policyholders.

**About Liberty General Insurance**

Liberty General Insurance Ltd. (LGI) is a joint venture between Liberty Citystate holdings PTE Ltd — a group company of Liberty Mutual Insurance Group, a diversified global insurer with over 900 offices across the world, headquartered in the U.S., Enam Securities, and Diamond Dealtrade. LGI commenced operations in 2013 with the aim of providing comprehensive retail, commercial and industrial insurance solutions. The company has an employee strength of 1100+ with presence across 100+ locations in 29 states and UTs. Its partner network consists of about 6000+ hospitals and more than 4500 auto service centres. The company offers health and personal accident insurance, car and two-wheeler insurance, employee compensation insurance, commercial insurance, engineering insurance, marine insurance, liability insurance and property insurance among other products in India.

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