

**LOT<sup>7</sup>**

SMART MOBILE SHOPPE

Insurance  
Claim  
Process

Insure your new love.  
*(Trust us, they'll love you for it.)*

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# Insurance conditions

- Theft
- All Mobile Phones are covered under Insurance except for Fun Books and Tablets without Calling Facility (without SIM Provision).



# Claim Process

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# Step 1

Customer should contact the below mentioned numbers (10 am to 6 pm) for the following :

- mobile being stolen (within 24 hrs)
- for claim guidance
- to know the status of the claim

- 040-67298421
- 9396551466 (Venu Gopal)
- 9676685956 (Narendar)



## Step 2

- Claim form ( please ask the client to mention his / her mobile number on the top of the form )
- Invoice copy in original
- Theft Certificate issued by police authorities in original with complaint register number / GD entry number for mobiles worth below 20,000.
- FIR and Non traceable certificate issued by police authorities in case of value of mobile phone exceeding 20,000/-
- Certificate issued by police authorities in case of road accidents , Fire accident and Riot and Strike.



## Step 3

Once all the required documents are in place, customers should courier the documents or personally deliver them to the below mentioned address

Aditya Birla Insurance brokers Ltd.

C-2 , 2nd floor , Millennium Square Building ,

Nagarjuna Circle , Road No. 1, Banjara Hills ,

Hyderabad - 500034

Landmark : Next to Bata Showroom , Above Dr. Batra's clinic

The logo for LOT, featuring the letters 'LOT' in a bold, white, sans-serif font on a purple background. A small orange square with a white '7' is positioned to the right of the 'T'. A small 'TM' trademark symbol is located at the top right of the purple box.

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## Step 4

Once the claim documents are received from the customer within 15 to 20 working days ( excluding Saturday , Sunday and public holiday) they (Aditya Birla Insurance Brokers Ltd) will revert to the customer about his status whether the claim is accepted or rejected.

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## Step 5

- Once the claim is approved by them they will send or mail a voucher to the customer for Bank Details
- Customer has to fill in the voucher for bank details and send back the same to Aditya Birla Insurance
- Within 7 days they will credit the amount to the Customer's bank account



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