To,

The Managing Director,

ICICI Lombard General Insurance Company Ltd.,

ICICI Lombard House,

414, Veer Savarkar Marg,

Near Siddhi Vinayak Temple,

Prabhadevi, Mumbai – 400025

Sub: Legal Notice redressal of my grievance regarding the arbitrary, unilateral and illegal increase of premium amount in my mediclaim policy

Dear Sir/Madam,

I, Mr. Anirban Sen, Son of Mr. Nirmal Jyoti Sen, aged about 50 years, residing at 512, Marao Kenny, Caranzalem, Panaji Goa, the Complainant, through my legal counsel, hereby serve upon you this legal notice seeking redressal of my grievance regarding the arbitrary, unilateral and illegal increase of premium amount in my mediclaim policy in blatant violation of IRDAI regulations and guidelines.

1. That I have been your loyal customer for the last 10 years continuously renewing the Complete Health Insurance Policy for me and my sister, the present policy being valid from 16/02/2019 to 15/02/2021.
2. That vide renewal notice dated 16/11/2020, you unilaterally and arbitrarily revised the premium for the next 2-year policy term commencing from 16/02/2021 in complete disregard to extant IRDAI regulations permitting only +/- 5% change in premium.
3. That you have increased the premium by almost 70% which is excessive, arbitrary and illegal being in contravention of the binding Circular No. IRDAI/HLT/REG/CIR/175/09/2019 issued by IRDAI.
4. That despite multiple requests, you have failed and neglected to provide sufficient clarity regarding the basis of the calculation of the revised premium in the name of confidentiality which reeks of malafides.
5. That you have also adopted discriminatory pricing policies by offering the same mediclaim policy online at lower premium to new customers compared to existing customers like me.
6. That such arbitrary, unilateral and illegal increase in premiums amounts to deficiency in service, unfair trade practice and restrictive trade practice under the Consumer Protection Act, 2019.

In light of the above submissions, you are called upon to immediately refund the illegally charged excess premium of Rs. 1,00,000 along with interest at 18% p.a. and cancel the existing policy without any cancellation charges. Failure to comply within 15 days from receipt hereof shall constrain me to initiate appropriate legal action against you in the competent Consumer Disputes Redressal Commission to protect my rights and interests besides claiming heavy compensation for mental agony and pecuniary loss.

Please treat this as the final opportunity to avoid litigation.

Yours faithfully,

Mr. Anirban Sen

(Complainant)