



## Liberty General Insurance launches '**Liberty Health 360**' – a dedicated in-house health claims hub

- ✓ Faster turnaround time for claim settlement
- ✓ Customers to have direct communication with the company

**10<sup>th</sup> August, 2018, Mumbai:** Liberty General Insurance Limited, one of India's fastest growing general insurance companies, today announced the launch of its **exclusive in-house health claims management hub, Liberty health 360**, for its customers. With the launch of this facility, customers can now expect faster turnaround time for cashless as well as reimbursements claims.

With the launch of Liberty Health 360, Liberty General Insurance's health claims management system gets simpler and smoother for the customers. They can now directly communicate with Liberty to intimate their claims, submit required documents and follow up with other procedures. On confirmation of medical admissibility, the company will approve cashless claims within 2 hours. Personal accidents claims and reimbursement claims will be processed within 10 days of receipt of all required documents. The team will also stress on training of its employees to enhance their technical skills as well as soft skills to ensure delivery of defined service standards.

Commenting on the launch, **Roopam Asthana, CEO and Whole Time Director of Liberty General Insurance Limited** said, 'At Liberty General Insurance, it has been our constant endeavor to provide a seamless healthcare journey to our customers. Towards this, we have set up Liberty Health 360 which will bring all healthcare requirements under one umbrella. By moving to an in-house claims management system, we will not only be able to reduce the claims settlement turnaround time but will also be able to provide a much smoother and hassle free claims experience to our customers.'

Launch of Liberty health 360 will add an impetus to the company's plan to grow its health insurance portfolio aggressively. Today, Liberty General Insurance has 2500 network hospitals across 150 cities and they aim to grow it to 6000 network hospitals across 600 cities by June 2019.

### **About Liberty General Insurance:**

**Liberty General Insurance** Limited is a joint venture between Liberty Citystate holdings PTE Ltd, a group company of US Headquartered Liberty Mutual Insurance Group, a leading multinational property and casualty group, Enam Securities, a privately owned and managed firm that makes long-term investments in listed companies, as well as backs entrepreneurs building valuable private companies and DP Jindal Group, an industrial conglomerate. Liberty General Insurance commenced operations in 2013 with the aim of providing comprehensive retail, commercial and industrial insurance solutions. The company has an employee strength of 1100+ over a network of 60 offices in 58 cities across 23 states. Its partner network consists of about 5000 hospitals and more than 3100 auto service centres. The company offers health and personal accident insurance, car and two-wheeler insurance, employee compensation insurance, commercial insurance, fire and engineering insurance, marine insurance and other miscellaneous insurance products in India.

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