

To know your policy details on line through IVRS (Interactive Voice Response system) in the following cities, please dial 1251 (4 digits only).

We have 44 IVRS centers providing all types of information on policy servicing. This facility is available 24x7 and the cities having IVRS centers are as follows;

Visakhapatnam, Vijayawada, Cuttack, Patna, Asansol, Shilong, Ranchi, Hazaribagh, Jammu, Shimla, Rajkot, Surat, Vadodara, Mysore, Dharwad, Kozhikode, Trivandrum, Agra, Allahabad, Bareilly, Kanpur, Varanasi, Kota, Amritsar, Jalandar, Ludhiana, Bhopal, Jabalpur, Gwalior, Meerut, Jodhpur, Lucknow, Coimbatore, Madurai, Salem, Thanjavur, Pondicherry, Goa, Kolhapur, Nagpur, Nashik, Aurangabad, Gorakhpur and Raipur.

To avail IVRS facilities from any of these centers just dial 1251 which is a unique telephone number. From any place other than the above mentioned 44 centers, [IVRS can be accessed by dialing the City STD code of the IVRS center followed by 1251 \(For MTNL and BSNL users\). For others, the list of phone nos. is already given on the previous page.](#)

IVRS-CUM-INFO CENTERS: - In addition to the above, with a view to helping customers interact easily from place of their convenience, LIC has set up INFO CENTERS in the following 14 places. Delhi, Kolkatta, Mumbai, Ahmedabad, Pune, Hyderabad, Bangalore, Chennai, Jaipur, Indore, Chandigarh, Guwahati, Ernakulam and Jamshedpur.

Where the information need of the caller goes beyond what can be answered by IVRS, he has the option to interact with our Info Center Executive. The access No. is the same (1251).

The INFO CENTERS work from 8 AM to 8PM from Monday to Friday and from 10AM to 6PM on Saturdays. INFO CENTERS provide information on products, policy status, policy servicing, Telephone No.s and addresses of our Offices and any other information the customer would want.