

Claim Responsiveness

I. Proportions of claims settled						
LOB	Particulars	YTD July FY2027	YTD July FY2026	FY 2026	FY 2025	FY 2024
Motor OD	i) Settled (in full or in part or repudiated or rejected or closed)					
	within 15 days	82.7%	82.5%	87.2%	86.9%	83.3%
	within 30 days	3.0%	3.7%	3.6%	3.8%	4.8%
	within 60 days	2.7%	3.1%	3.0%	3.3%	4.4%
	> 60 days	1.6%	2.6%	2.3%	2.9%	4.0%
	ii) Claims Unsettled at the end of the reporting month	10.1%	8.2%	3.9%	3.0%	3.5%
Retail Health	i) Settled (in full or in part or repudiated or rejected or closed)					
	within 15 days	73.8%	80.3%	85.3%	76.8%	67.6%
	within 30 days	8.9%	5.6%	7.4%	14.0%	22.6%
	within 60 days	3.2%	2.3%	3.0%	4.4%	5.1%
	> 60 days	0.7%	0.7%	0.8%	1.4%	1.2%
	ii) Claims Unsettled at the end of the reporting month	13.4%	11.1%	3.4%	3.4%	3.5%
Retail PA	i) Settled (in full or in part or repudiated or rejected or closed)					
	within 15 days	20.3%	25.6%	26.8%	38.4%	52.7%
	within 30 days	14.3%	16.1%	18.8%	19.0%	15.3%
	within 60 days	23.5%	21.2%	29.7%	24.1%	19.6%
	> 60 days	7.2%	8.6%	10.9%	8.3%	6.1%
	ii) Claims Unsettled at the end of the reporting month	34.7%	28.5%	13.8%	10.2%	6.2%
Fire	i) Settled (in full or in part or repudiated or rejected or closed)					
	within 15 days	38.3%	35.7%	44.4%	35.1%	33.7%
	within 30 days	11.0%	11.3%	11.3%	11.4%	11.0%
	within 60 days	7.7%	8.6%	11.0%	10.6%	10.3%
	> 60 days	12.8%	15.7%	21.6%	30.2%	30.8%
	ii) Claims Unsettled at the end of the reporting month	30.2%	28.7%	11.7%	12.8%	14.2%
Engineering	i) Settled (in full or in part or repudiated or rejected or closed)					
	within 15 days	57.4%	57.1%	56.4%	76.8%	76.0%
	within 30 days	9.8%	9.3%	14.8%	4.0%	8.9%
	within 60 days	7.9%	7.1%	10.3%	5.1%	5.4%
	> 60 days	7.9%	11.5%	13.0%	8.2%	6.3%
	ii) Claims Unsettled at the end of the reporting month	16.9%	15.1%	5.5%	5.8%	3.4%
Retail Misc	i) Settled (in full or in part or repudiated or rejected or closed)					
	within 15 days	43.9%	50.5%	51.1%	48.3%	51.9%
	within 30 days	13.3%	9.4%	12.7%	9.9%	11.6%
	within 60 days	9.2%	4.7%	8.8%	10.4%	11.2%
	> 60 days	12.8%	13.0%	18.3%	24.3%	17.9%
	ii) Claims Unsettled at the end of the reporting month	10.1%	8.2%	3.9%	3.0%	3.5%

Notes:

1. For instances where cashless benefit was availed, for ascertaining the ageing, approval by the insurer to extend the said benefit is considered as settlement of claim, considering payment is due to be paid to the service provider and not claimant; with reference to health line of business. Similarly, with reference to the motor line of business, for ascertaining the ageing, approval extended to the workshop is considered as settlement of claim.

2. The proportion of claims in each ageing slab, is calculated as percentage of the total claims received, comprising claims outstanding at the beginning of the period and claims reported during the period.

3. The date of intimation for reimbursement health claims is considered from be the date of receipt of the first document.

II. Proportions of claims paid						
LOB	Particulars	YTD July FY2027	YTD July FY2026	FY 2026	FY 2025	FY 2024
Motor OD	Paid in full	83.9%	84.2%	88.6%	89.9%	88.3%
	Paid in part	0.0%	0.0%	0.0%	0.0%	0.0%
	Repudiated/ Rejected	2.2%	3.4%	3.2%	2.8%	2.7%
	Closed	3.8%	4.2%	4.3%	4.3%	5.5%
	Remaining unsettled at the end of the reporting month	10.1%	8.2%	3.9%	3.0%	3.5%
Retail Health	Paid in full	85.0%	85.2%	94.2%	93.0%	90.4%
	Paid in part	0.0%	0.0%	0.0%	0.0%	0.0%
	Repudiated/ Rejected	1.6%	3.7%	2.4%	3.7%	3.5%
	Closed	0.0%	0.0%	0.0%	0.0%	2.6%
	Remaining unsettled at the end of the reporting month	13.4%	11.1%	3.4%	3.4%	3.5%
Retail PA	Paid in full	61.3%	61.4%	77.6%	76.4%	76.0%
	Paid in part	0.0%	0.0%	0.0%	0.0%	0.0%
	Repudiated/ Rejected	4.0%	10.1%	8.5%	13.4%	4.8%
	Closed	0.0%	0.0%	0.0%	0.0%	13.1%
	Remaining unsettled at the end of the reporting month	34.7%	28.5%	13.8%	10.2%	6.2%
Fire	Paid in full	52.6%	53.3%	68.6%	69.5%	70.7%
	Paid in part	1.8%	1.2%	0.0%	0.8%	1.1%
	Repudiated/ Rejected	7.5%	9.6%	11.0%	10.3%	4.9%
	Closed	7.8%	7.2%	8.7%	6.7%	9.1%
	Remaining unsettled at the end of the reporting month	30.2%	28.7%	11.7%	12.8%	14.2%
Engineering	Paid in full	77.6%	72.9%	84.0%	90.0%	92.8%
	Paid in part	0.8%	0.2%	0.0%	0.0%	0.1%
	Repudiated/ Rejected	0.6%	5.6%	5.0%	1.6%	0.7%
	Closed	4.1%	6.1%	5.5%	2.6%	3.0%
	Remaining unsettled at the end of the reporting month	16.9%	15.1%	5.5%	5.8%	3.4%
Misc	Paid in full	59.4%	58.5%	68.4%	72.3%	77.9%
	Paid in part	1.0%	2.3%	0.0%	0.1%	0.5%
	Repudiated/ Rejected	6.4%	5.7%	9.3%	10.5%	4.1%
	Closed	12.2%	11.0%	13.1%	10.0%	10.0%
	Remaining unsettled at the end of the reporting month	20.9%	22.4%	9.1%	7.2%	7.5%

Note: The proportion for each slab is demonstrated as percentage of total claims received, comprising claims outstanding at the beginning of the period and claims reported during the period.

III. Value proportion of claims settled					
LOB	YTD July FY2027	YTD July FY2026	FY 2026	FY 2025	FY 2024
Motor OD	97.8%	96.5%	97.1%	97.1%	96.8%
Retail Health	95.7%	93.1%	94.3%	86.9%	87.4%
Retail PA	88.8%	54.9%	71.9%	29.1%	32.5%
Fire	83.9%	90.2%	93.0%	80.8%	95.8%
Engineering	96.0%	84.7%	89.9%	98.5%	97.0%
Misc	87.4%	93.7%	87.6%	53.2%	88.2%

Note: For FY2025-26 & FY2026-27, the admissible claim amount excludes any amount claimed in excess of the Sum Insured, amounts settled by another insurer/TPA, and compulsory deductibles and co-payments applicable in accordance with the contractual terms of the product.