

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (ANNUAL DISCLOSURE)

Name of the Insurance Company	HDFC ERGO General Insurance Co. Ltd.
Information as at	31/03/2026

A. Specify whether In-house Claim Settlement or Services rendered by TPA:

Name of the TPA	Family Health Plan Insurance TPA Ltd
Validity of agreement with the TPA	from 24/11/2023 to 23/11/2026

B. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	60	-
Number of lives serviced	-	62,539	-

C. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer:

Name of the State	Name of the Districts
CHHATTISGARH	Bilaspur
DELHI	Delhi
GUJARAT	Ahmedabad
HARYANA	Gurgaon
KARNATAKA	Bengaluru
MAHARASHTRA	Pune
ODISHA	Khordha
TAMIL NADU	Chennai
TELANGANA	Hyderabad
UTTAR PRADESH	Gautam Buddha Nagar

D. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	11
ii.	Number of claims received during the year	6,167
iii.	Number of claims paid during the year	6,147 (99%)
iv.	Number of claims repudiated during the year	31 (1%)
v.	Number of claims outstanding at the end of the year	-

E. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	0%	0%	94%	67%
2	Within 1-2 hours	0%	0%	5%	28%
3	Within 2-6 hours	0%	0%	1%	5%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
	Total	0%	0%	100%	100%

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

F. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	0%	6,151	100%	-	0%	6,151	100%
Between 1-3 months	-	0%	19	0%	-	0%	19	0%
Between 3 to 6 months	-	0%	7	0%	-	0%	7	0%
More than 6 months	-	0%	1	0%	-	0%	1	0%
Total	-	0%	6,178	100%	-	0%	6,178	100%

G. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations, as amended from time to time

For HDFC ERGO General Insurance Company Limited



Parthanil Ghosh
Managing Director & CEO