

FORM NO. NL-48

**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 - MEDI ASSIST INSURANCE TPA PVT. LTD.

Validity of agreement with the TPA: from 26/07/2025 to 25/07/2028

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

Description	Individual	Group	Government
Number of policies serviced	-	143	-
Number of lives serviced	-	337,382	-

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
ANDHRA PRADESH	Visakhapatnam
BIHAR	Patna
DELHI	Delhi
GUJARAT	Ahmedabad
HARYANA	Gurgaon
KARNATAKA	Bengaluru
KERALA	Kochi
MAHARASHTRA	Mumbai
ODISHA	Sambalpur
PUNJAB	Mohali
TAMIL NADU	Chennai
TELANGANA	K.V.Rangareddy
UTTAR PRADESH	Gautam Buddha Nagar
WEST BENGAL	Kolkata

D. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	86
ii.	Number of claims received during the year	56,132
iii.	Number of claims paid during the year	56,077 (100%)
iv.	Number of claims repudiated during the year	134 (0%)
v.	Number of claims outstanding at the end of the year	7

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%	98%	68%
2	Within 1-2 hours	0%	0%	2%	28%
3	Within 2-6 hours	0%	0%	0%	4%
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%	56,095	100%	-	0%	56,095	100%
Between 1-3 months	-	0%	104	0%	-	0%	104	0%
Between 3 to 6 months	-	0%	8	0%	-	0%	8	0%
More than 6 months	-	0%	4	0%	-	0%	4	0%
Total	-	0%	56,211	100%	-	0%	56,211	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	6
3	Grievances resolved during the year	6
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations , as amended from time to time

FORM NO. NL-48

**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 - ERICSON INSURANCE TPA PVT. LTD.

Validity of agreement with the TPA: from 01/11/2025 to 31/10/2028

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

Description	Individual	Group	Government
Number of policies serviced	-	3	-
Number of lives serviced	-	1,846	-

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
Delhi	New Delhi
Telangana	Hyderabad

D. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	-
ii.	Number of claims received during the year	92
iii.	Number of claims paid during the year	92 (100%)
iv.	Number of claims repudiated during the year	0 (0%)
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%	100%	95%
2	Within 1-2 hours	0%	0%	0%	5%
3	Within 2-6 hours	0%	0%	0%	0%
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 (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%	91	99%	-	0%	91	99%
Between 1-3 months	-	0%	1	1%	-	0%	1	1%
Between 3 to 6 months	-	0%	-	0%	-	0%	-	0%
More than 6 months	-	0%	-	0%	-	0%	-	0%
Total	-	0%	92	100%	-	0%	92	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

FORM NO. NL-48

**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 - Health Assist Insurance TPA Pvt. Ltd (Formerly Known Safeway Insurance Tpa Pvt. Ltd)

Validity of agreement with the TPA: from 01/08/2024 to 31/07/2027

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

Description	Individual	Group	Government
Number of policies serviced	-	1	-
Number of lives serviced	-	1,227	-

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
Delhi	New Delhi

D. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	-
ii.	Number of claims received during the year	117
iii.	Number of claims paid during the year	117 (100%)
iv.	Number of claims repudiated during the year	0 (0%)
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%	100%	100%
2	Within 1-2 hours	0%	0%	0%	0%
3	Within 2-6 hours	0%	0%	0%	0%
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 (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%	116	99%	-	0%	116	99%
Between 1-3 months	-	0%	1	1%	-	0%	1	1%
Between 3 to 6 months	-	0%	-	0%	-	0%	-	0%
More than 6 months	-	0%	-	0%	-	0%	-	0%
Total	-	0%	117	100%	-	0%	117	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

FORM NO. NL-48

**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 - Volo Health Insurance TPA Pvt. Ltd

Validity of agreement with the TPA: from 01/09/2025 to 31/08/2028

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

Description	Individual	Group	Government
Number of policies serviced	-	18	-
Number of lives serviced	-	22,212	-

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
Delhi	New Delhi
Karnataka	Bangalore
Gujarat	Ahmedabad
Telangana	Hyderabad
Tamil Nadu	Chennai
Maharashtra	Mumbai
Maharashtra	Pune
West Bengal	Kolkata

D. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	0
ii.	Number of claims received during the year	1,854
iii.	Number of claims paid during the year	1,846 (100%)
iv.	Number of claims repudiated during the year	8 (0%)
v.	Number of claims outstanding at the end of the year	0

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%	97%	60%
2	Within 1-2 hours	0%	0%	1%	35%
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%	1,841	99%	-	0%	1,841	99%
Between 1-3 months	-	0%	11	1%	-	0%	11	1%
Between 3 to 6 months	-	0%	2	0%	-	0%	2	0%
More than 6 months	-	0%	-	0%	-	0%	-	0%
Total	-	0%	1,854	100%	-	0%	1,854	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

FORM NO. NL-48

**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 - Vidal Health Insurance TPA PVT. LTD.

Validity of agreement with the TPA: from 26/07/2025 to 25/07/2028

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

Description	Individual	Group	Government
Number of policies serviced	-	51	-
Number of lives serviced	-	263,461	-

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
Tamil Nadu	Chennai
Haryana	Faridabad
Haryana	Gurgaon
Gujarat	Ahmedabad
Maharastra	Mumbai
West Bengal	Kolkata

D. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	0
ii.	Number of claims received during the year	11,680
iii.	Number of claims paid during the year	11,592 (99%)
iv.	Number of claims repudiated during the year	88 (1%)
v.	Number of claims outstanding at the end of the year	0

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%	97%	95%
2	Within 1-2 hours	0%	0%	2%	4%
3	Within 2-6 hours	0%	0%	1%	1%
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 (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%	11,613	99%	-	0%	11,613	99%
Between 1-3 months	-	0%	61	1%	-	0%	61	1%
Between 3 to 6 months	-	0%	6	0%	-	0%	6	0%
More than 6 months	-	0%	-	0%	-	0%	-	0%
Total	-	0%	11,680	100%	-	0%	11,680	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	2
3	Grievances resolved during the year	2
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations , as amended from time to time

FORM NO. NL-48

**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 - Health India Tpa Services Pvt. Ltd.

Validity of agreement with the TPA: from 01/01/2026 to 31/12/2028

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

Description	Individual	Group	Government
Number of policies serviced	-	-	-
Number of lives serviced	-	38,731	-

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
ASSAM	Khordha
GUJARAT	Ahmedabad
HARYANA	Gurgaon
KARNATAKA	Bengaluru
MAHARASHTRA	Mumbai
TAMIL NADU	Coimbatore
WEST BENGAL	Kolkata

D. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	2
ii.	Number of claims received during the year	1923
iii.	Number of claims paid during the year	1,925 (100%)
iv.	Number of claims repudiated during the year	0 (0%)
v.	Number of claims outstanding at the end of the year	0

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%	93%	57%
2	Within 1-2 hours	0%	0%	5%	28%
3	Within 2-6 hours	0%	0%	2%	15%
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%	1,912	99%	-	0%	1,912	99%
Between 1-3 months	-	0%	9	0%	-	0%	9	0%
Between 3 to 6 months	-	0%	4	0%	-	0%	4	0%
More than 6 months	-	0%	-	0%	-	0%	-	0%
Total	-	0%	1,925	100%	-	0%	1,925	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

FORM NO. NL-48

**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 (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

FORM NO. NL-48

**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 - Link-K Insurance TPA Pvt Ltd

Validity of agreement with the TPA: from 24/12/2024 to 23/12/2027

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

Description	Individual	Group	Government
Number of policies serviced	-	-	-
Number of lives serviced	-	-	-

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
MAHARASHTRA	Mumbai
TAMIL NADU	Hyderabad

D. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1
ii.	Number of claims received during the year	22
iii.	Number of claims paid during the year	23 (100%)
iv.	Number of claims repudiated during the year	0 (0%)
v.	Number of claims outstanding at the end of the year	0

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%	100%	80%
2	Within 1-2 hours	0%	0%	0%	13%
3	Within 2-6 hours	0%	0%	0%	7%
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%	21	91%	-	0%	21	91%
Between 1-3 months	-	0%	2	9%	-	0%	2	9%
Between 3 to 6 months	-	0%	-	0%	-	0%	-	0%
More than 6 months	-	0%	-	0%	-	0%	-	0%
Total	-	0%	23	100%	-	0%	23	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

FORM NO. NL-48

**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 -MDINDIA HEALTHCARE SERVICES (TPA) PVT. LTD.

Validity of agreement with the TPA: 01/07/2025 to 30/06/2028

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

Description	Individual	Group	Government
Number of policies serviced	-	16	-
Number of lives serviced	-	582,664	-

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
MAHARASHTRA	Mumbai
TAMIL NADU	Hyderabad

D. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	0
ii.	Number of claims received during the year	3,551
iii.	Number of claims paid during the year (specify % also in brackets)	3,533 (99%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	18 (1%)
v.	Number of claims outstanding at the end of the year	0

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%	85%	63%
2	Within 1-2 hours	0%	0%	11%	20%
3	Within 2-6 hours	0%	0%	3%	17%
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 (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	0%	3,545	100%	0	0%	3,545	100%
Between 1-3 months	0	0%	5	0%	0	0%	5	0%
Between 3 to 6 months	0	0%	1	0%	0	0%	1	0%
More than 6 months	0	0%	-	0%	0	0%	-	0%
Total	0	0%	3,551	0%	-	0%	3,551	0%

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

FORM NO. NL-48

**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 -NIL

Validity of agreement with the TPA: NIL

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

Description	Individual	Group	Government
Number of policies serviced	2,227,511	6,604	-
Number of lives serviced	5,221,528	12,988,230	-

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
ANDAMAN & NICOBAR IS.	
ANDHRA PRADESH	
ARUNACHAL PRADESH	
ASSAM	
BIHAR	
CHANDIGARH	
CHHATTISGARH	
Dadra & Nagra Haveli	
DAMAN & DIU	
DELHI	
GOA	
GUJARAT	
HARYANA	
HIMACHAL PRADESH	
JAMMU & KASHMIR	
JHARKHAND	
KARNATAKA	
KERALA	
LADAKH	
LAKSHADWEEP	
MADHYA PRADESH	
MAHARASHTRA	
MANIPUR	
MEGHALAYA	
MIZORAM	
NAGALAND	
ORISSA	
PUDUCHERRY	
PUNJAB	
RAJASTHAN	
SIKKIM	
TAMIL NADU	
TELANGANA	
TRIPURA	
UTTAR PRADESH	
UTTARAKHAND	
WEST BENGAL	

D. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	25,574
ii.	Number of claims received during the year	772,379
iii.	Number of claims paid during the year (specify % also in brackets)	7,51,272 (94%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	18,474 (2%)
v.	Number of claims outstanding at the end of the year	28,207

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	94%	61%	94%	59%
2	Within 1-2 hours	5%	31%	5%	32%
3	Within 2-6 hours	1%	8%	1%	9%
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	100%	100%	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 (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	586,048	100%	181,876	100%	-	0%	767,924	100%
Between 1-3 months	450	0%	779	0%	-	0%	1,229	0%
Between 3 to 6 months	481	0%	100	0%	-	0%	581	0%
More than 6 months	9	0%	3	0%	-	0%	12	0%
Total	586,988	100%	182,758	100%	-	0%	769,746	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	2,222
3	Grievances resolved during the year	2,222
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations , as amended from time to time