

Disclosure of Claim Responsiveness for and upto the month of June'2026

Sr. No.	Line of Business	Claimed settled during June 2026				Claims outstanding as on 30.06.2026
		In 15 Days	In 30 Days	In 60 Days	Beyond 60 days	
1	Motor	54%	2%	5%	1%	38%
2	Health & Personal Accident	50%	20%	13%	1%	16%
3	Homeowners	0%	13%	13%	13%	63%
4	Retail fire for dwellings	3%	0%	14%	10%	72%
5	Package policies for MSME	0%	0%	0%	0%	0%

Claims Reported: Includes claims reopened during the reporting period.

Claims Settled: Includes claims paid (fully/partially), repudiated, rejected, or closed up to the reporting month-end.

Outstanding Claims: Includes claims pending settlement under reinstatement mode.

Health Insurance: Only Reimbursement Claims are considered.

Health Reimbursement Claims: Registration is based on minimum documents (Policy Details, Hospital Name/Location, and Admission Date). TAT is calculated from

Motor OD Settled Ageing: Calculated from Intimation Date to Settlement Date for reimbursement claims, and from Intimation Date to Delivery Order Date for cashless claim

Exclusions: Legal claims, Co-insurance claims, and non-Retail products.

Sr. No.	Line of Business	Claims outstanding as on 01.04.2026	Claims reported during Period 2026	Claimed settled during June 2026	Proportion of claims					Claims outstanding as on 30.06.2026
					Paid in full	Paid in Part	Repudiated	Rejected	Closed	
1	Motor	61264	118930	49124	26%	0	2%	0	0	73%
2	Health & Personal Accident	361	3741	1339	23%	0	10%	0	0	67%
3	Homeowners	0	8	3	25%	0	13%	0	0	63%
4	Retail fire for dwellings	5	24	6	10%	0	10%	0	0	79%
5	Package policies for MSME	0	0	0	0%	0	0%	0	0	0%

Claims Reported: Includes all new claims reported and claims reopened during the reporting period.

Sr. No.	Line of Business	For June'2026			Up to June'2026		
		Total amount of claims paid in Rs.	Total amount Claimed for	Value proportion of Claims	Total amount of claims paid in Rs.	Total amount Claimed for	Value proportion of Claims
1	Motor	1,298,834,475	1,604,269,231	81%	3,241,439,363	3,908,775,162	83%
2	Health & Personal Accident	43,512,440	65,805,347	66%	110,460,448	149,449,481	74%
3	Homeowners	32,400	39,852	81%	32,400	39,852	81%
4	Retail fire for dwellings	1,334,216	1,571,631	85%	1,375,878	1,634,427	84%
5	Package policies for MSME	-	-	0%	-	-	0%

Total Paid Amount: Includes all amounts paid (full or partial) for claims settled during the reporting period; excludes claim-related expenses.