Claim Responsiveness & improvements thereof

Last Three Years Numbers

Proportions of Claims settled (In full, part, repudiated, rejected, closed) in timelines:

Duration	FY24	FY25	FY26
Within 15 Days	82.75%	88.39%	91.41%
Within 30 Days	5.76%	4.31%	3.89%
Within 60 Days	5.84%	4.62%	4.70%
> 60	5.58%	2.67%	-
Unsettled at month end from date of filing	0.07%	-	-

Proportions (%) of Claims paid

Key Measurement Pointers	FY24	FY25	FY26
Full-	99.11%	99.37%	99.28%
Part-	0	0	0
Repudiated-	0.82%	0.63%	0.72%
Rejected-	0	0	0
Closed-	0	0	0
Remaining unsettled at end of the month being reported upon -	0.07%	0	0

Value Proportions of claims settled - Total amounts of claim paid vs Total Claimed

Key Measurement Pointers	FY24	FY25	FY26
Proportions (%) of Claims paid in (Overall):	98.35%	98.35%	98.78%

Claim Responsiveness & improvements thereof Financial Year - 26-27

Claim Responsiveness	YTD Oct'26					
	Fully Settled	Partly Settled	Repudiated	Rejected	Closed	Remaining unsettled at the end of the reporting
Proportions of claims within 15 days from the date of filing of the claims	91.34%	0.00%	0.16%	0.00%	0.00%	0.72%
Proportions of claims within 30 days from the date of filing of the claims	2.73%	0.00%	0.00%	0.00%	0.00%	0.24%
Proportions of claims within 60 days from the date of filing of the claims*	4.33%	0.00%	0.16%	0.00%	0.00%	0.32%
Proportions of claims beyond 60 days from the date of filing of the claims	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Value Proportion	97.05%					