

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	FY 24	FY 25	FY 26
Proportions (%) of Claims paid in (Overall):	98.35%	98.35%	98.78%

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Financial Year - 26-27

Claim Responsiveness	YTD Jun'26					
	Fully Settled	Partly Settled	Repudiated	Rejected	Closed	Remaining unsettled at the end of the reporting
Proportions of claims settled within 15 days from the date of filing of the claims	90.15%	0.00%	0.00%	0.00%	0.00%	2.65%
Proportions of claims settled within 30 days from the date of filing of the claims	3.22%	0.00%	0.00%	0.00%	0.00%	0.76%
Proportions of claims settled within 60 days from the date of filing of the claims	3.03%	0.00%	0.00%	0.00%	0.00%	0.19%
Proportions of claims settled 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	93.51%					