

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

Name of the Insurance Company: Bajaj Allianz General Insurance Company Limited  
(Information as at 31 March 2022)

1.

| Name of the TPA  | License Number | Valid From<br>DD/MM/YY | To<br>DD/MM/YY |
|--|----------------|------------------------|----------------|
| Family Health Plan<br>Insurance TPA<br>Private Limited | 013            | 01/02/2020             | 31/01/2023     |

2. Number of policies and lives serviced in respect of which public disclosure are made:

| Description            | Individual | Group | Government | Total |
|------------------------|------------|-------|------------|-------|
| No of policies service | 0          | 3     | 0          | 3     |
| No of lives serviced   | 0          | 96318 | 0          | 96318 |

3. Geographical Area of services Rendered in respect of which public disclosure is made:

| Sr. No       | Name of State  | Name of District    | Individual               |                       | Group                    |                       | Government               |                       |
|--------------|----------------|---------------------|--------------------------|-----------------------|--------------------------|-----------------------|--------------------------|-----------------------|
|              |                |                     | No. of policies serviced | No. of lives serviced | No. of policies serviced | No. of lives serviced | No. of policies serviced | No. of lives serviced |
| 1            | Delhi          | New Delhi           | 0                        | 0                     | 0                        | 65                    | 0                        | 0                     |
| 2            | Haryana        | Gurgaon             | 0                        | 0                     | 0                        | 62                    | 0                        | 0                     |
| 3            | Kerala         | Ernakulam           | 0                        | 0                     | 0                        | 16                    | 0                        | 0                     |
| 4            | Madhya Pradesh | Dhar                | 0                        | 0                     | 0                        | 167                   | 0                        | 0                     |
| 5            | Maharashtra    | Mumbai              | 0                        | 0                     | 1                        | 84,007                | 0                        | 0                     |
| 6            | Tamil Nadu     | Tamil Nadu          | 0                        | 0                     | 1                        | 412                   | 0                        | 0                     |
| 7            | Tamil Nadu     | Kancheepuram        | 0                        | 0                     | 1                        | 374                   | 0                        | 0                     |
| 8            | Uttar Pradesh  | Gautam Buddha Nagar | 0                        | 0                     | 0                        | 767                   | 0                        | 0                     |
| <b>Total</b> |                |                     | 0                        | 0                     | 3                        | 96,191                | 0                        | 0                     |

4. Data of number of claims processed:

| TPA  | No. of claims outstanding at the beginning of year | No. of claims received during the year | No. of claims paid during the year | Settlement ratio( %) | No. of claims repudiated during the year | Claims repudiation % | No. of claims outstanding at the end of the year |
|--|--|--|------------------------------------|----------------------|--|----------------------|--|
| Family Health Plan Insurance TPA Private Limited | 488  | 62490                                  | 50265                              | 80%                  | 12401                                    | 20%                  | 312  |

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

| Sr No        | Description        | Individual Policies (in %) |                       | Group Policies (in %) |                       |
|--------------|--------------------|----------------------------|-----------------------|-----------------------|-----------------------|
|              |                    | TAT for preauth**          | TAT for discharge *** | TAT for preauth**     | TAT for discharge *** |
| 1            | Within <1 Hour     | 0                          | 0                     | 66%                   | 66%                   |
| 2            | Within 1-2 Hours   | 0                          | 0                     | 18%                   | 23%                   |
| 3            | Within 2-6 Hours   | 0                          | 0                     | 11%                   | 9%                    |
| 4            | Within 6-12 Hours  | 0                          | 0                     | 1%                    | 1%                    |
| 5            | Within 12-24 Hours | 0                          | 0                     | 3%                    | 1%                    |
| 6            | >24 Hours          | 0                          | 0                     | 1%                    | 1%                    |
| <b>Total</b> |                    | <b>0</b>                   | <b>0</b>              | <b>100</b>            | <b>100</b>            |

\*percentage to be calculated on total of respective column.

\*\*Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-authorization is issued in the hospital)

\*\*\*Reckoned as final discharge summary sent to hospital from the time discharge bill is received by Insurer

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

| Description<br>(to reckoned<br>from) | Individual       |                       | Group            |                    | Government       |                    | Total            |                       |
|--------------------------------------|------------------|-----------------------|------------------|--------------------|------------------|--------------------|------------------|-----------------------|
|                                      | No. of<br>Claims | Perce<br>ntage<br>(%) | No. of<br>Claims | Perce<br>ntage (%) | No. of<br>Claims | Perce<br>ntage (%) | No. of<br>Claims | Perce<br>ntage<br>(%) |
| Within 1<br>Month                    | 0                | 0                     | 7001             | 11%                | 0                | 0%                 | 7001             | 11%                   |
| Between 1-3<br>Months                | 0                | 0                     | 1577             | 3%                 | 0                | 0%                 | 1577             | 3%                    |
| Between 3-6<br>Months                | 0                | 0                     | 43419            | 69%                | 0                | 0%                 | 43419            | 69%                   |
| More than 6<br>Months                | 0                | 0                     | 10669            | 17%                | 0                | 0%                 | 10669            | 17%                   |
| <b>Total</b>                         | <b>0</b>         | <b>0</b>              | <b>62666</b>     | <b>100%</b>        | <b>0</b>         | <b>0%</b>          | <b>62666</b>     | <b>100%</b>           |

\*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

| Sr.<br>No. | Description                                     | No. of Grievances |
|------------|---|-------------------|
| 1          | Grievances outstanding at the beginning of year | 0                 |
| 2          | Grievances received during the year             | 2                 |
| 3          | Grievances resolved during the year             | 2                 |
| 4          | Grievances outstanding at the end of the year   | 0                 |

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

Name of the Insurance Company: Bajaj Allianz General Insurance Company Limited  
(Information as at 31 March 2022)

1.

| Name of the TPA                           | License Number | Valid From<br>DD/MM/YY | To<br>DD/MM/YY |
|---|----------------|------------------------|----------------|
| Good Health Insurance TPA Private Limited | 23             | 27/01/2021             | 26/01/2024     |

2. Number of policies and lives serviced in respect of which public disclosure are made:

| Description            | Individual | Group | Government | Total     |
|------------------------|------------|-------|------------|-----------|
| No of policies service | 0          | 7     | 1          | 8         |
| No of lives serviced   | 0          | 32541 | 2,627,318  | 2,659,859 |

3. Geographical Area of services Rendered in respect of which public disclosure is made:

| Sr. No. | Name of State   | Name of District | No. of policies serviced | No. of lives serviced |
|---------|-----------------|------------------|--------------------------|-----------------------|
| 1       | TELANGANA       | Hyderabad        | 6                        | 31,640                |
| 2       | Maharashtra     | Mumbai           | 1                        | 931                   |
| 3       | Jammu & Kashmir | Jammu & Kashmir  | 1                        | 2,627,318             |
|         | Grand Total     |                  | 8                        | 2,659,889             |

4. Data of number of claims processed:

| TPA                                       | No. of claims outstanding at the beginning of year | No. of claims received during the year | No. of claims paid during the year | Settlement ratio( %) | No. of claims repudiated during the year | Claims repudiation % | No. of claims outstanding at the end of the year |
|---|--|--|------------------------------------|----------------------|--|----------------------|--|
| Good Health Insurance TPA Private Limited | 348  | 2794                                   | 2691                               | 86%                  | 229                                      | 7%                   | 222  |

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

| Sr No        | Description        | Individual Policies (in %) |                      | Group Policies (in %) |                      |
|--------------|--------------------|----------------------------|----------------------|-----------------------|----------------------|
|              |                    | TAT for preauth**          | TAT for discharge*** | TAT for preauth**     | TAT for discharge*** |
| 1            | Within <1 Hour     | 0                          | 0                    | 86%                   | 96%                  |
| 2            | Within 1-2 Hours   | 0                          | 0                    | 14%                   | 4%                   |
| 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%                   |
| <b>Total</b> |                    | <b>0</b>                   | <b>0</b>             | <b>100%</b>           | <b>100%</b>          |

\*percentage to be calculated on total of respective column.

\*\*Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-authorization is issued in the hospital)

\*\*\*Reckoned as final discharge summary sent to hospital from the time discharge bill is received by Insurer

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

| Description<br>(to reckoned<br>from | Individual       |                      | Group            |                    | Government       |                    | Total            |                      |
|-------------------------------------|------------------|----------------------|------------------|--------------------|------------------|--------------------|------------------|----------------------|
|                                     | No. of<br>Claims | Perce<br>tage<br>(%) | No. of<br>Claims | Percent<br>age (%) | No. of<br>Claims | Percent<br>age (%) | No. of<br>Claims | Perce<br>tage<br>(%) |
| Within 1<br>Month                   | 0                | 0                    | 2920             | 100%               | 0                | 0                  | 2920             | 100%                 |
| Between 1-3<br>Months               | 0                | 0                    | 0                | 0%                 | 0                | 0                  | 0                | 0%                   |
| Between 3-6<br>Months               | 0                | 0                    | 0                | 0%                 | 0                | 0                  | 0                | 0%                   |
| More than 6<br>Months               | 0                | 0                    | 0                | 0%                 | 0                | 0                  | 0                | 0%                   |
| <b>Total</b>                        | <b>0</b>         | <b>0</b>             | <b>2920</b>      | <b>100%</b>        | <b>0</b>         | <b>0</b>           | <b>2920</b>      | <b>100%</b>          |

\*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

| Sr.<br>No. | Description                                     | No. of Grievances |
|------------|---|-------------------|
| 1          | Grievances outstanding at the beginning of year | 0                 |
| 2          | Grievances received during the year             | 1                 |
| 3          | Grievances resolved during the year             | 1                 |
| 4          | Grievances outstanding at the end of the year   | 0                 |

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

Name of the Insurance Company: Bajaj Allianz General Insurance Company Limited  
(Information as at 31 March 2022)

1.

| Name of the TPA                                 | License Number | Valid From<br>DD/MM/YY | To<br>DD/MM/YY |
|---|----------------|------------------------|----------------|
| Medi assist<br>Insurance TPA<br>Private Limited | 003            | 11/09/2019             | 10/09/2022     |

2. Number of policies and lives serviced in respect of which public disclosure are made:

| Description             | Individual | Group  | Government | Total  |
|-------------------------|------------|--------|------------|--------|
| No of policies serviced | 0          | 68     | 0          | 68     |
| No of lives serviced    | 0          | 510024 | 0          | 510024 |

3. Geographical Area of services Rendered in respect of which public disclosure is made:

| Sr. No. | Name of State | Name of District | No. of policies serviced | No. of lives serviced |
|---------|---------------|------------------|--------------------------|-----------------------|
| 1       | Karnataka     | -                | 28                       | 173663                |
| 2       | Maharashtra   | -                | 30                       | 333780                |
| 3       | TamilNadu     | -                | 10                       | 2581                  |

4. Data of number of claims processed:

| TPA                                     | No. of claims outstanding at the beginning of year | No. of claims received during the year | No. of claims paid during the year | Settlement ratio( %) | No. of claims repudiated during the year | Claims repudiation % | No. of claims outstanding at the end of the year |
|---|--|--|------------------------------------|----------------------|--|----------------------|--|
| Medi assist<br>Insurance<br>TPA Pvt Ltd | 2738   | 126456                                 | 107473                             | 83%                  | 16818                                    | 13%                  | 4903   |

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

| Sr No        | Description        | Individual Policies (in %) |                      | Group Policies (in %) |                      |
|--------------|--------------------|----------------------------|----------------------|-----------------------|----------------------|
|              |                    | TAT for preauth**          | TAT for discharge*** | TAT for preauth**     | TAT for discharge*** |
| 1            | Within <1 Hour     | 0                          | 0                    | 94.8%                 | 90.5%                |
| 2            | Within 1-2 Hours   | 0                          | 0                    | 4.4%                  | 8.3%                 |
| 3            | Within 2-6 Hours   | 0                          | 0                    | 0.7%                  | 1.1%                 |
| 4            | Within 6-12 Hours  | 0                          | 0                    | 0.2%                  | 0.1%                 |
| 5            | Within 12-24 Hours | 0                          | 0                    | 0                     | 0%                   |
| 6            | >24 Hours          | 0                          | 0                    | 0%                    | 0%                   |
| <b>Total</b> |                    | <b>0</b>                   | <b>0</b>             | <b>100%</b>           | <b>100.0%</b>        |

\*percentage to be calculated on total of respective column.

\*\*Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-authorization is issued in the hospital)

\*\*\*Reckoned as final discharge summary sent to hospital from the time discharge bill is received by Insurer

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

| Description (to reckoned from) | 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              | 123240        | 99%            | 0             | 0%             | 123240        | 99%            |
| Between 1-3 Months             | 0             | 0              | 929           | 1%             | 0             | 0%             | 929           | 1%             |
| Between 3-6 Months             | 0             | 0              | 112           | 0%             | 0             | 0%             | 112           | 0%             |
| More than 6 Months             | 0             | 0              | 10            | 0%             | 0             | 0              | 10            | 0%             |
| <b>Total</b>                   | <b>0</b>      | <b>0</b>       | <b>124291</b> | <b>100%</b>    | <b>0</b>      | <b>0%</b>      | <b>124291</b> | <b>100%</b>    |

\*Percentage is calculated on total of the respective column



7. Data of grievances received against the TPA

| <b>Sr. No.</b> | <b>Description</b>                              | <b>No. of Grievances</b> |
|----------------|---|--------------------------|
| 1              | Grievances outstanding at the beginning of year | 0                        |
| 2              | Grievances received during the year             | 4                        |
| 3              | Grievances resolved during the year             | 4                        |
| 4              | Grievances outstanding at the end of the year   | 0                        |

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

Name of the Insurance Company: Bajaj Allianz General Insurance Company Limited  
(Information as at 31 March 2022)

1.

| Name of the TPA                               | License Number | Valid From DD/MM/YY | To DD/MM/YY |
|---|----------------|---------------------|-------------|
| Paramount Healthcare Services Private Limited | 006            | 01/01/2020          | 31/12/2022  |

2. Number of policies and lives serviced in respect of which public disclosure are made:

| Description            | Individual | Group | Government | Total |
|------------------------|------------|-------|------------|-------|
| No of policies service | 0          | 8     | 0          | 8     |
| No of lives serviced   | 0          | 9614  | 0          | 9614  |

3. Geographical Area of services Rendered in respect of which public disclosure is made:

| Sr. No.            | Name of State | Name of District | No. of policies serviced | No. of lives serviced |
|--------------------|---------------|------------------|--------------------------|-----------------------|
| 1                  | DELHI         | DELHI            | 2                        | 1216                  |
| 2                  | Maharashtra   | PUNE             | 6                        | 8398                  |
| <b>Grand Total</b> |               |                  | <b>8</b>                 | <b>9614</b>           |

4. Data of number of claims processed:

| TPA                           | No. of claims outstanding at the beginning of year | No. of claims received during the year | No. of claims paid during the year | Settlement ratio( %) | No. of claims repudiated during the year | Claims repudiation % | No. of claims outstanding at the end of the year |
|-------------------------------|--|--|------------------------------------|----------------------|--|----------------------|--|
| Paramount Healthcare Services | 64   | 868                                    | 850                                | 97%                  | 50                                       | 6%                   | 32   |

|                 |  |  |  |  |  |  |  |
|-----------------|--|--|--|--|--|--|--|
| Private Limited |  |  |  |  |  |  |  |
|-----------------|--|--|--|--|--|--|--|

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

| Sr No        | Description        | Individual Policies (in %) |                      | Group Policies (in %) |                      |
|--------------|--------------------|----------------------------|----------------------|-----------------------|----------------------|
|              |                    | TAT for preauth**          | TAT for discharge*** | TAT for preauth**     | TAT for discharge*** |
| 1            | Within <1 Hour     | 0                          | 0                    | 89%                   | 76%                  |
| 2            | Within 1-2 Hours   | 0                          | 0                    | 9%                    | 22%                  |
| 3            | Within 2-6 Hours   | 0                          | 0                    | 2%                    | 2%                   |
| 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%                   |
| <b>Total</b> |                    | <b>0</b>                   | <b>0</b>             | <b>100%</b>           | <b>100%</b>          |

\*percentage to be calculated on total of respective column.

\*\*Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-authorization is issued in the hospital)

\*\*\*Reckoned as final discharge summary sent to hospital from the time discharge bill is received by Insurer

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

| Description (to reckoned from) | 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              | 841           | 93%            | 0             | 0              | 841           | 93%            |
| Between 1-3 Months             | 0             | 0              | 48            | 5%             | 0             | 0              | 48            | 5%             |
| Between 3-6 Months             | 0             | 0              | 6             | 1%             | 0             | 0              | 6             | 1%             |
| More than 6 Months             | 0             | 0              | 5             | 1%             | 0             | 0              | 5             | 1%             |
| <b>Total</b>                   | <b>0</b>      | <b>0</b>       | <b>900</b>    | <b>100%</b>    | <b>0</b>      | <b>0</b>       | <b>900</b>    | <b>100%</b>    |

\*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

| <b>Sr. No.</b> | <b>Description</b>                              | <b>No. of Grievances</b> |
|----------------|---|--------------------------|
| 1              | Grievances outstanding at the beginning of year | 1                        |
| 2              | Grievances received during the year             | 1                        |
| 3              | Grievances resolved during the year             | 0                        |
| 4              | Grievances outstanding at the end of the year   | 0                        |

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

Name of the Insurance Company: Bajaj Allianz General Insurance Company Limited  
(Information as at 31 March 2022)

1.

| Name of the TPA                                | License Number | Valid From DD/MM/YY | To DD/MM/YY |
|--|----------------|---------------------|-------------|
| United Healthcare Parekh Insurance TPA Pvt Ltd | 002            | 14/10/2020          | 13/10/2022  |

2. Number of policies and lives serviced in respect of which public disclosure are made:

| Description            | Individual | Group | Government | Total |
|------------------------|------------|-------|------------|-------|
| No of policies service | 0          | 2     | 0          | 2     |
| No of lives serviced   | 0          | 1866  | 0          | 1866  |

3. Geographical Area of services Rendered in respect of which public disclosure is made:

| Sr. No.            | Name of State | Name of District | No. of policies serviced | No. of lives serviced |
|--------------------|---------------|------------------|--------------------------|-----------------------|
| 1                  | Maharashtra   | Mumbai           | 2                        | 1866                  |
| <b>Grand Total</b> |               |                  | <b>2</b>                 | <b>1866</b>           |

4. Data of number of claims processed:

| TPA   | No. of claims outstanding at the beginning of year | No. of claims received during the year | No. of claims paid during the year | Settlement ratio( %) | No. of claims repudiated during the year | Claims repudiation % | No. of claims outstanding at the end of the year |
|---|--|--|------------------------------------|----------------------|--|----------------------|--|
| United Healthcare Parekh Insurance TPA Pvt Ltd. | 0  | 143                                    | 104                                | 73%                  | 6  | 4%                   | 33   |

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

| Sr No        | Description        | Individual Policies (in %) |                      | Group Policies (in %) |                      |
|--------------|--------------------|----------------------------|----------------------|-----------------------|----------------------|
|              |                    | TAT for preauth**          | TAT for discharge*** | TAT for preauth**     | TAT for discharge*** |
| 1            | Within <1 Hour     | 0                          | 0                    | 43%                   | 34%                  |
| 2            | Within 1-2 Hours   | 0                          | 0                    | 37%                   | 46%                  |
| 3            | Within 2-6 Hours   | 0                          | 0                    | 20%                   | 20%                  |
| 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%                   |
| <b>Total</b> |                    | <b>0</b>                   | <b>0</b>             | <b>100%</b>           | <b>100%</b>          |

\*percentage to be calculated on total of respective column.

\*\*Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-authorization is issued in the hospital)

\*\*\*Reckoned as final discharge summary sent to hospital from the time discharge bill is received by Insurer

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

| Description (to reckoned from) | 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              | 104           | 100%           | 0             | 0              | 104           | 100%           |
| Between 1-3 Months             | 0             | 0              | 0             | 0%             | 0             | 0              | 0             | 0%             |
| Between 3-6 Months             | 0             | 0              | 0             | 0%             | 0             | 0              | 0             | 0%             |
| More than 6 Months             | 0             | 0              | 0             | 0%             | 0             | 0              | 0             | 0%             |
| <b>Total</b>                   | <b>0</b>      | <b>0</b>       | <b>104</b>    | <b>100%</b>    | <b>0</b>      | <b>0</b>       | <b>104</b>    | <b>100%</b>    |

\*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

| <b>Sr. No.</b> | <b>Description</b>                              | <b>No. of Grievances</b> |
|----------------|---|--------------------------|
| 1              | Grievances outstanding at the beginning of year | 0                        |
| 2              | Grievances received during the year             | 0                        |
| 3              | Grievances resolved during the year             | 0                        |
| 4              | Grievances outstanding at the end of the year   | 0                        |

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Name of the Insurance Company: Bajaj Allianz General Insurance Company Limited  
(Information as at 31 March 2022)

1.

| Name of the TPA                            | License Number | Valid From DD/MM/YY | To DD/MM/YY |
|--|----------------|---------------------|-------------|
| Vidal Health Insurance TPA Private Limited | 016            | 01/11/2018          | 30/10/2021  |
|  |                |                     |             |

2. Number of policies and lives serviced in respect of which public disclosure are made:

| Description            | Individual | Group | Government | Total |
|------------------------|------------|-------|------------|-------|
| No of policies service | 0          | 1     | 0          | 1     |
| No of lives serviced   | 0          | 177   | 0          | 177   |

3. Geographical Area of services Rendered in respect of which public disclosure is made:

| Sr. No.            | Name of State  | Name of District | No. of policies serviced | No. of lives serviced |
|--------------------|----------------|------------------|--------------------------|-----------------------|
| 1                  | Andhra Pradesh | Vishakhapatnam   | 1                        | 177                   |
| <b>Grand Total</b> |                |                  | <b>1</b>                 | <b>177</b>            |

4. Data of number of claims processed:

| TPA  | No. of claims outstanding at the beginning of year | No. of claims received during the year | No. of claims paid during the year | Settlement ratio( %) | No. of claims repudiated during the year | Claims repudiation % | No. of claims outstanding at the end of the year |
|--|--|--|------------------------------------|----------------------|--|----------------------|--|
| Vidal Health Insurance TPA Private Limited | 7  | 0                                      | 2                                  | 85.7%                | 4  | 57%                  | 1  |



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

| Sr No        | Description        | Individual Policies (in %) |                      | Group Policies (in %) |                      |
|--------------|--------------------|----------------------------|----------------------|-----------------------|----------------------|
|              |                    | TAT for preauth**          | TAT for discharge*** | TAT for preauth**     | TAT for discharge*** |
| 1            | Within <1 Hour     | 0                          | 0                    | 0%                    | 0%                   |
| 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%                   |
| <b>Total</b> |                    | <b>0</b>                   | <b>0</b>             | <b>0%</b>             | <b>0%</b>            |

\*percentage to be calculated on total of respective column.

\*\*Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-authorization is issued in the hospital)

\*\*\*Reckoned as final discharge summary sent to hospital from the time discharge bill is received by Insurer

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

| Description (to reckoned from) | 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              | 6             | 100            | 0             | 0              | 6             | 100%           |
| Between 1-3 Months             | 0             | 0              | 0             | 0%             | 0             | 0              | 0             | 0%             |
| Between 3-6 Months             | 0             | 0              | 0             | 0%             | 0             | 0              | 0             | 0%             |
| More than 6 Months             | 0             | 0              | 0             | 0%             | 0             | 0              | 0             | 0%             |
| <b>Total</b>                   | <b>0</b>      | <b>0</b>       | <b>0</b>      | <b>100%</b>    | <b>0</b>      | <b>0</b>       | <b>6</b>      | <b>100%</b>    |

\*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

| <b>Sr. No.</b> | <b>Description</b>                              | <b>No. of Grievances</b> |
|----------------|---|--------------------------|
| 1              | Grievances outstanding at the beginning of year | 0                        |
| 2              | Grievances received during the year             | 0                        |
| 3              | Grievances resolved during the year             | 0                        |
| 4              | Grievances outstanding at the end of the year   | 0                        |

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

Name of the Insurance Company: Bajaj Allianz General Insurance Company Limited  
(Information as at 31 March 2022)

1.

| Name of the TPA                             | License Number | Valid From DD/MM/YY | To DD/MM/YY |
|---|----------------|---------------------|-------------|
| Vipul Medcorp Insurance TPA Private Limited | 016            | 01/10/2019          | 30/09/2022  |
|   |                |                     |             |

2. Number of policies and lives serviced in respect of which public disclosure are made:

| Description            | Individual | Group | Government | Total |
|------------------------|------------|-------|------------|-------|
| No of policies service | 0          | 5     | 0          | 5     |
| No of lives serviced   | 0          | 2306  | 0          | 2306  |

3. Geographical Area of services Rendered in respect of which public disclosure is made:

| Sr. No.            | Name of State | Name of District | No. of policies serviced | No. of lives serviced |
|--------------------|---------------|------------------|--------------------------|-----------------------|
| 1                  | Maharashtra   | Pune             | 5                        | 2306                  |
| <b>Grand Total</b> |               |                  | <b>5</b>                 | <b>2306</b>           |

4. Data of number of claims processed:

| TPA                    | No. of claims outstanding at the beginning of year | No. of claims received during the year | No. of claims paid during the year | Settlement ratio( %) | No. of claims repudiated during the year | Claims repudiation % | No. of claims outstanding at the end of the year |
|------------------------|--|--|------------------------------------|----------------------|--|----------------------|--|
| Vidal Health Insurance | 6  | 100                                    | 90                                 | 94.3%                | 5  | 5%                   | 6  |

|                     |  |  |  |  |  |  |  |
|---------------------|--|--|--|--|--|--|--|
| TPA Private Limited |  |  |  |  |  |  |  |
|---------------------|--|--|--|--|--|--|--|

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

| Sr No        | Description        | Individual Policies (in %) |                      | Group Policies (in %) |                      |
|--------------|--------------------|----------------------------|----------------------|-----------------------|----------------------|
|              |                    | TAT for preauth**          | TAT for discharge*** | TAT for preauth**     | TAT for discharge*** |
| 1            | Within <1 Hour     | 0                          | 0                    | 97%                   | 77%                  |
| 2            | Within 1-2 Hours   | 0                          | 0                    | 3%                    | 13%                  |
| 3            | Within 2-6 Hours   | 0                          | 0                    | 0%                    | 10%                  |
| 4            | Within 6-12 Hours  | 0                          | 0                    | 0%                    | 16.7%                |
| 5            | Within 12-24 Hours | 0                          | 0                    | 0%                    | 0%                   |
| 6            | >24 Hours          | 0                          | 0                    | 0%                    | 0%                   |
| <b>Total</b> |                    | <b>0</b>                   | <b>0</b>             | <b>100%</b>           | <b>100%</b>          |

\*percentage to be calculated on total of respective column.

\*\*Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-authorization is issued in the hospital)

\*\*\*Reckoned as final discharge summary sent to hospital from the time discharge bill is received by Insurer

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

| Description (to reckoned from) | 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              | 86%           | 91%            | 0             | 0              | 86            | 91%            |
| Between 1-3 Months             | 0             | 0              | 9             | 9%             | 0             | 0              | 9             | 9%             |
| Between 3-6 Months             | 0             | 0              | 0             | 0%             | 0             | 0              | 0             | 0%             |
| More than 6 Months             | 0             | 0              | 0             | 0%             | 0             | 0              | 0             | 0%             |
| <b>Total</b>                   | <b>0</b>      | <b>0</b>       | <b>95%</b>    | <b>100%</b>    | <b>0</b>      | <b>0</b>       | <b>95</b>     | <b>100%</b>    |

\*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

| <b>Sr. No.</b> | <b>Description</b>                              | <b>No. of Grievances</b> |
|----------------|---|--------------------------|
| 1              | Grievances outstanding at the beginning of year | 0                        |
| 2              | Grievances received during the year             | 0                        |
| 3              | Grievances resolved during the year             | 0                        |
| 4              | Grievances outstanding at the end of the year   | 0                        |

**Tapan Singhel**  
**Managing Director and Chief Executive Officer**  
**Bajaj Allianz General Insurance Company Limited**