

Press Release

Bajaj Allianz GIC launches mobile based health claim settlement facility

- *One-of-its-kind facility to settle health reimbursement claims of up to Rs. 20,000*
- *Paperless claim settlement through self-service mobile app of company – Insurance Wallet*
- *Improves claim processing time to 2 days*

Pune, 16th January, 2017: Bajaj Allianz General Insurance has launched a unique facility wherein it empowers its customers to register and manage their health insurance reimbursement claims of up to Rs 20,000. Customers can now instantaneously submit digital documents through company's self-service mobile application – 'Insurance wallet' for further assessment and settlement. Through this new facility, a health insurance customer can now receive their claims of up to Rs 20,000 in 2 working days.

At present, an insured not availing cashless facility or receiving treatment at a non-network hospital, has to share original hardcopies of claim documents with insurance provider to process health reimbursement claims. As a result it takes 8-10 days for the insurance company to process the claim and make the payment to the customer.

Through this new facility, post intimating the claim through company's self-service mobile application – Insurance Wallet, the policyholder will have to upload the pictures of the requisite claim documents on the mobile application. Once the company receives the documents a confirmation call will be made to the customer as well as the hospital. The claim would then be assessed on the basis of the uploaded documents. Once the medical admissibility is confirmed the company will settle the claim in 2 days.

Commenting on the launch, **Abhijeet Ghosh, Head, Health Administration Team** says, "At Bajaj Allianz General Insurance it has been our constant endeavor to simplify claims management processes to provide a convenient and hassle free experience to our customers. Today, even though insurers provide cashless facility, a considerable chunk of health insurance claims received are reimbursement claims. Currently, it takes 8-10 days to settle a health reimbursement claim due to significant time being spent on movement of documents. By using this facility our customers can instantly register and share claims documents with us allowing immediate assessment and overall reduction in the time taken to process claims."

Process for registering a claim through company's mobile application –

1. Intimate and register health claim by logging on the Insurance Wallet app- A self-service mobile platform for Bajaj Allianz GIC customers to manage their insurance policies and claims. This application can be downloaded from Play Store and App Store.
2. Select the policy number under which insured intends to register the claim followed by the name of patient and the hospital.
3. Then provide additional info such as e-mail id, mobile no., and date of admission, discharge details, diagnosis details and estimated expenses.
4. Once you confirm the policy details, patient name, hospital name and the hospitalization details a claim number would get generated
5. Once the claim is generated the customer will get an option to upload claim documents
6. Before uploading the images of the requisite claim documents (claim forms and bills) on the mobile app the insured needs to mention the following in upper case on the bills - "CLAIMED FROM BAJAJ ALLIANZ GENERAL INSURANCE CO LTD"
7. As soon as the company receives the documents a call will be made to the hospital as well as the customer to confirm hospitalisation

For further details on process of registering claims, please refer the attachment.

About Bajaj Allianz General Insurance

Bajaj Allianz General Insurance is one of the leading private general insurance company in India. Bajaj Allianz is a joint venture between Allianz SE, the world's leading insurer and largest asset manager, and Bajaj Finserv Limited, India's most diversified non-bank financial institution. Bajaj Allianz General Insurance offers general insurance products such as motor insurance, home insurance, health insurance as well as other unique insurance plans such as wedding insurance, event insurance, and film insurance. The Company began its operations in 2001 and today has a pan-India presence in 200 towns and cities. The Company has been constantly expanding its operations to be close to their customers. Bajaj Allianz General Insurance has been a profit-making company since its inception and has consistently been rated with "iAAA" rating for its claims paying ability by ICRA Limited (an associate of Moody's Investors) consecutively for last 11 years.

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