

Claim Responsiveness as on Aug'26

FY	Details in %	Motor		Retail Health		Retail Personal Accident		Retail Fire - Dwelling		Package Policies for MSME	
		YTD	For the Month	YTD	For the Month	YTD	For the Month	YTD	For the Month	YTD	For the Month
		% Of Count	% Of Count	% Of Count	% Of Count	% Of Count	% Of Count	% Of Count	% Of Count	% Of Count	% Of Count
2026-27 (Apr 26 to Aug 26)	Claims Settled within 15 days	78%	54%	63%	44%	14%	4%	33%	7%	24%	8%
	Claims Settled within 30 days	4%	3%	9%	5%	2%	1%	4%	2%	6%	4%
	Claims Settled within 60 days	5%	4%	8%	5%	7%	1%	3%	1%	12%	5%
	Claims Settled > 60 days	4%	3%	7%	4%	25%	8%	13%	4%	18%	11%
	Unsettled Claims	10%	36%	14%	43%	52%	87%	47%	86%	40%	73%
	Value Proportion of claims settled	93%	93%	67%	70%	45%	36%	67%	57%	93%	93%
2025-26 (Apr 25 to Aug 25)	Claims Settled within 15 days	78%	54%	61%	34%	15%	3%	86%	14%	19%	10%
	Claims Settled within 30 days	4%	3%	9%	5%	3%	2%	2%	2%	12%	1%
	Claims Settled within 60 days	4%	3%	7%	5%	5%	1%	3%	2%	13%	6%
	Claims Settled > 60 days	3%	3%	6%	3%	17%	9%	4%	16%	18%	11%
	Unsettled Claims	11%	37%	18%	53%	59%	85%	5%	66%	37%	72%
	Value Proportion of claims settled	94%	95%	69%	64%	26%	18%	73%	44%	97%	91%
2024-25 (Apr 24 to Aug 24)	Claims Settled within 15 days	77%	54%	66%	42%	17%	5%	18%	15%	8%	3%
	Claims Settled within 30 days	5%	3%	10%	7%	3%	0%	15%	11%	9%	3%
	Claims Settled within 60 days	4%	3%	5%	3%	4%	2%	14%	9%	17%	7%
	Claims Settled > 60 days	3%	3%	4%	2%	30%	7%	26%	13%	27%	15%
	Unsettled Claims	11%	37%	15%	45%	47%	86%	26%	52%	39%	72%
	Value Proportion of claims settled	92%	92%	66%	71%	48%	76%	53%	41%	98%	98%
2023-24 (Apr 23 to Aug 23)	Claims Settled within 15 days	76%	51%	52%	37%	10%	2%	26%	16%	24%	11%
	Claims Settled within 30 days	5%	4%	12%	7%	3%	0%	6%	6%	10%	5%
	Claims Settled within 60 days	4%	3%	11%	5%	7%	2%	11%	0%	16%	4%
	Claims Settled > 60 days	3%	3%	8%	4%	28%	3%	15%	6%	16%	9%
	Unsettled Claims	11%	40%	17%	47%	53%	93%	42%	71%	34%	71%
	Value Proportion of claims settled	95%	95%	65%	64%	22%	22%	59%	16%	89%	88%

1. Claim settled includes fully paid or partially paid or closed or repudiated or rejected.
2. Value Proportion of claims settled = Total amount of claims paid (in full or in part) ÷ Total amount claimed (paid in full or part plus claim amount of repudiated)
3. Legal claims are not considered.(Source System TPCMS/TP/DR POOL)
4. For Coinsurance cases, our share amount is considered.
5. Motor LOB considered both Motor OD & TP