Claim responsiveness - Death Claims

Proportions[1] of claims settled[2] across ageing[3]	
Ageing of Claims	FY'25
within 15 days	97.35%
within 30 days	98.98%
within 60 days	99.63%
Beyond 60 days	0.36%
Pending (WIP)[4]	0.01%

[1] Proportions of claims basis number of claims
[2] Settled: claims paid in full, paid in part, repudiated, rejected, closed
[3] This summary Includes Retail & Group Death Claims.
[4] As on last day of the reported period

Proportions[5] of claims settled - Settlement status	
Settlement status	FY'25
Paid in full	99.84%
Paid in part	0.00%
Repudiated	0.14%
Rejected	0.00%
Closed	0.00%
[5] Proportions of claims basis number of claims	

Value proportion of claims settled[6]	
Details	FY'25
Value proportion of claims settled	98.30%

[6]Formula = Total amount of claims paid (in full or in part) ÷ Total amount claimed (of claims decided for payment in full or in part or repudiated)

Claim responsiveness - Health and Rider claims

Proportions[1] of claims settled[2] across ageing[3]	
Ageing of Claims	FY'25
within 15 days	87.81%
within 30 days	97.02%
within 60 days	97.82%
Beyond 60 days	0.60%
Pending (WIP)[4]	1.58%

[1] Proportions of claims basis number of claims
[2] Settled: claims paid in full, paid in part, repudiated, rejected, closed
[3] This summary Includes Retail & Group Health and Rider Claims
[4] As on last day of the reported period

Proportions[5] of claims settled - Settlement status	
Settlement status	FY'25
Paid in full	90.50%
Paid in part	0.00%
Repudiated	0.18%
Rejected	7.74%
Closed	0.00%
[5] Proportions of claims basis number of claims	

Value proportion of claims settled[6]	
Details	FY'25
Value proportion of claims settled	97.18%

[6]Formula = Total amount of claims paid (in full or in part) ÷ Total amount claimed (of claims decided for payment in full or in part or repudiated)