Claim responsiveness - Death Claims

Proportions[1] of claims settled[2] across ageing[3]	
Ageing of Claims	FY'26
within 15 days	98.20%
within 30 days	99.34%
within 60 days	99.80%
Beyond 60 days	0.19%
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'26
Paid in full	99.78%
Paid in part	0.00%
Repudiated	0.20%
Rejected	0.01%
Closed	0.00%

[5] Proportions of claims basis number of claims

Value proportion of claims settled[6]	
Details	FY'26
Value proportion of claims settled	98.52%

[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'26
within 15 days	94.06%
within 30 days	97.21%
within 60 days	97.91%
Beyond 60 days	0.35%
Pending (WIP)[4]	1.74%

[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'26
Paid in full	90.71%
Paid in part	0.00%
Repudiated	0.15%
Rejected	7.40%
Closed	0.00%

[5] Proportions of claims basis number of claims

Value proportion of claims settled[6]	
Details	FY'26
Value proportion of claims settled	96.65%

[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)