## Claim responsiveness - Death Claims

| Proportions[1] of claims settled[2] across ageing[3] | |
|---|---|
| Ageing of Claims | YTD Jun'26 |
| within 15 days | 98.68% |
| within 30 days | 99.64% |
| within 60 days | 99.90% |
| Beyond 60 days | 0.02% |
| Pending (WIP)[4] | 0.08% |

[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 | YTD Jun'26 |
| Paid in full | 99.63% |
| Paid in part | 0.00% |
| Repudiated | 0.26% |
| Rejected | 0.03% |
| Closed | 0.00% |

[5] Proportions of claims basis number of claims

| Value proportion of claims settled[6] | |
|---|---|
| Details | YTD Jun'26 |
| Value proportion of claims settled | 98.61% |

[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 | YTD Jun'26 |
| within 15 days | 89.00% |
| within 30 days | 89.80% |
| within 60 days | 90.12% |
| Beyond 60 days | 0.00% |
| Pending (WIP)[4] | 9.88% |

[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 | YTD Jun'26 |
| Paid in full | 83.66% |
| Paid in part | 0.00% |
| Repudiated | 0.02% |
| Rejected | 6.44% |
| Closed | 0.00% |

[5] Proportions of claims basis number of claims

| Value proportion of claims settled[6] | |
|---|---|
| Details | YTD Jun'26 |
| Value proportion of claims settled | 99.86% |

[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)