

### Claim responsiveness - Death Claims

| Proportions <sup>1</sup> of claims settled <sup>2</sup> across ageing <sup>3</sup>                                                                                                                                                                                          |             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Ageing of Claims                                                                                                                                                                                                                                                            | YTD July'26 |
| within 15 days                                                                                                                                                                                                                                                              | 98.71%      |
| within 30 days                                                                                                                                                                                                                                                              | 99.66%      |
| within 60 days                                                                                                                                                                                                                                                              | 99.91%      |
| Beyond 60 days                                                                                                                                                                                                                                                              | 0.03%       |
| Pending (WIP) <sup>4</sup>                                                                                                                                                                                                                                                  | 0.06%       |
| <sup>1</sup> Proportions of claims basis number of claims<br><sup>2</sup> Settled: claims paid in full, paid in part, repudiated, rejected, closed<br><sup>3</sup> This summary Includes Retail & Group Death Claims.<br><sup>4</sup> As on last day of the reported period |             |

### Claim responsiveness - Health and Rider claims

| Proportions <sup>1</sup> of claims settled <sup>2</sup> across ageing <sup>3</sup>                                                                                                                                                                                                    |             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Ageing of Claims                                                                                                                                                                                                                                                                      | YTD July'26 |
| within 15 days                                                                                                                                                                                                                                                                        | 91.19%      |
| within 30 days                                                                                                                                                                                                                                                                        | 92.13%      |
| within 60 days                                                                                                                                                                                                                                                                        | 92.43%      |
| Beyond 60 days                                                                                                                                                                                                                                                                        | 0.02%       |
| Pending (WIP) <sup>4</sup>                                                                                                                                                                                                                                                            | 7.55%       |
| <sup>1</sup> Proportions of claims basis number of claims<br><sup>2</sup> Settled: claims paid in full, paid in part, repudiated, rejected, closed<br><sup>3</sup> This summary Includes Retail & Group Health and Rider Claims<br><sup>4</sup> As on last day of the reported period |             |

| Proportions <sup>5</sup> of claims settled - Settlement status |             |
|----------------------------------------------------------------|-------------|
| Settlement status                                              | YTD July'26 |
| Paid in full                                                   | 99.64%      |
| Paid in part                                                   | 0.00%       |
| Repudiated                                                     | 0.28%       |
| Rejected                                                       | 0.02%       |
| Closed                                                         | 0.00%       |
| <sup>5</sup> Proportions of claims basis number of claims      |             |

| Proportions <sup>5</sup> of claims settled - Settlement status |             |
|----------------------------------------------------------------|-------------|
| Settlement status                                              | YTD July'26 |
| Paid in full                                                   | 85.81%      |
| Paid in part                                                   | 0.00%       |
| Repudiated                                                     | 0.02%       |
| Rejected                                                       | 6.62%       |
| Closed                                                         | 0.00%       |
| <sup>5</sup> Proportions of claims basis number of claims      |             |

| Value proportion of claims settled <sup>6</sup>                                                                                                                 |             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Details                                                                                                                                                         | YTD July'26 |
| Value proportion of claims settled                                                                                                                              | 98.42%      |
| <sup>6</sup> 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) |             |

| Value proportion of claims settled <sup>6</sup>                                                                                                                 |             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Details                                                                                                                                                         | YTD July'26 |
| Value proportion of claims settled                                                                                                                              | 99.90%      |
| <sup>6</sup> 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) |             |