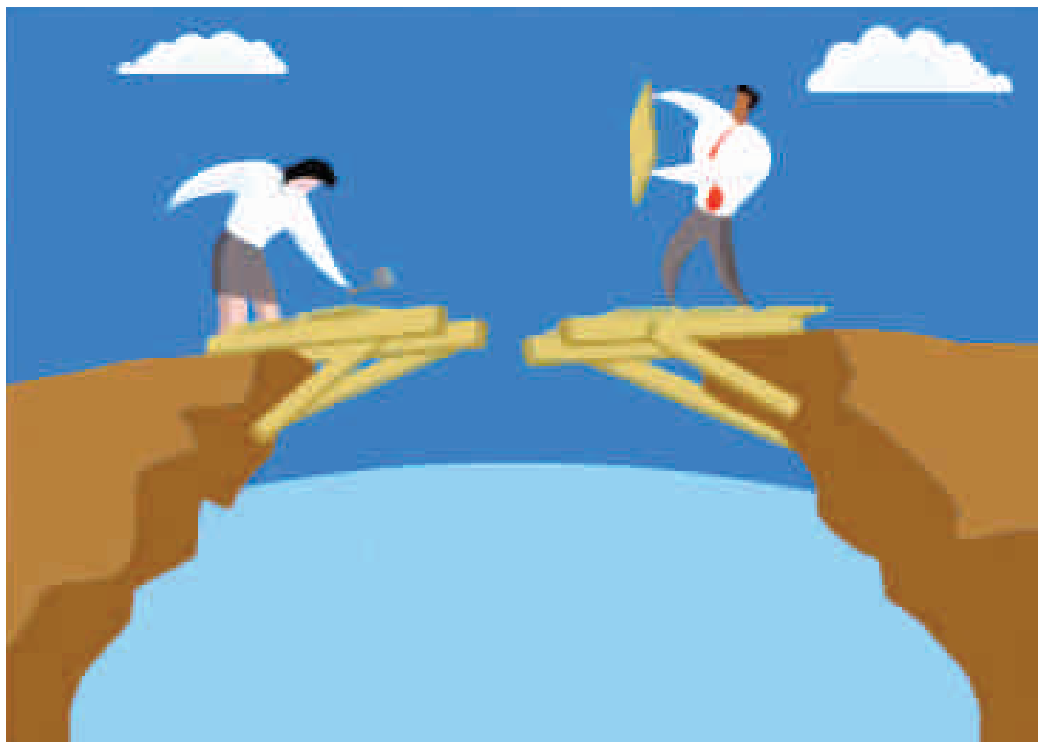




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Journal

September 2011



Reinforcing Business Priorities

- Life Insurance Lapsation

बीमा विनियामक और विकास प्राधिकरण

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Reinforcing Business Priorities
- Life Insurance Lapsation

बीमा विनियामक और विकास प्राधिकरण

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From the Publisher



The lapsation ratios of life insurers, seen over the last few years, indicate progressive improvement. While this is indeed gratifying, there is just no way the high incidence of this detrimental factor can be explained. If the insurance needs of the prospect are properly analyzed, and a product that suits his or her needs is suggested; the policyholder is bound to stay with the commitment throughout the contractual period. It, however, presupposes the existence of openness and transparency at the time of the sale. Whether we are able to accomplish such openness continues to remain the million dollar question.

There is universal acceptance of the fact that in long-term retention of the contracts, the role played by the distributor weighs heavily above all other factors. If that is so, managements should take up proper training of the distributors on an on-going basis – in addition to the one which is mandatorily prescribed. There should be a systematic and proper orientation of the benefits of stronger business persistency which will go a long way in certainly adding to better retention and at the same time serving their own interests as well. It is a well-known fact of the Indian insurance domain that there is a certain tilt towards chasing new business rather than also concentrating in retaining the existing clientele. There is no need to emphasize that we should be moving away from such lopsided priorities.

A poor backup support in the administrative services has also been quoted as a contributory factor for low business persistency. Life insurers would do well to adopt more modern techniques and resort to the use of IT in rendering efficient services to the policyholders. In a domain where pricing factors do not leave a great margin for negotiation, it is the efficiency in service delivery that will be the deciding factor in achieving better market shares. Insurers should not hesitate to learn about the cutting-edge techniques being practised by their peers in more advanced markets; and adapt them to the Indian industry so that we move in tandem.

'Lapsation in Life Insurance' is once again the focus of this issue of the **Journal**. In a domain that has been dotted with customer related controversies historically, an efficient handling of the customer grievances contributes strongly towards the players' eventual success. 'Grievance Management in Insurance' will be the focus of the next issue of the Journal.

J. Hari Narayan

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Improving Business Retention

- Key to Long-term Success

The very aspect of what creates the largely undesirable lapsation of life insurance contracts leads to a perennial debate – often ending in clueless arguments. Nevertheless, there is at least some semblance of consensus to a limited extent that mis-selling is the villain of the act. While it is not the intention of this column to go all over again on the downside of such a practice, it is regrettable that despite all the comments emanated from different interested parties and the developments that have taken subsequently; we are still unable to fight this menace effectively. One factor that once again has large acceptance is that there is an obsession with immediate results rather than a sustained development in the long run.

Every now and then, such a myopic practice being adopted by a particular player manages to enter the newspaper columns and creates a sensation. But nothing much is learnt; and the practice goes on unchecked. While such a phenomenon defeats rational judgment, it is for the players to ensure that such practices are detected and acted against strictly – in the broader interests of the industry reputation. The average buyer, on the other hand, should learn quickly the basics of the business so that he is not taken for a ride.

There is also a general feeling that the top-heavy compensation pattern of the distribution personnel is the other strong reason for a high lapsation. The industry should quickly adopt methods of undoing this style of functioning, as some players have shown. Although the levels of business persistency have been growing over a period of time, we are nowhere near what one could call a comfort level. More than the need for a maintaining a sustainable level of business, it is also essential that the insurance industry catches up with its more illustrious partners in the area of financial services. And for this to happen, there is immediate need for setting at rest the allegations against mis-selling, vested interests etc.

The focus of this issue of the **Journal** is once again on 'Lapsation in Life Insurance'. That the debate is rather endless is evidenced by the huge response from the practitioners and other stakeholders. We open the issue with an article by Mr Pawan Verma in which he suggests that in a domain that is witnessing increasing challenges, freshness of approach in dealing with the contentious issue of lapsation is the need of the hour. In the next article, Ms Shanai Ghosh writes that rather than the huge emphasis on proper communication at the time of sale alone, there is need to sustain the tempo in order to tackle effectively the issue that has been bothering the industry. That the problem of high lapsation in Life insurance is a global occurrence is brought home succinctly by Mr. Rajesh Sud in his article that follows. He goes on to suggest a few remedial measures to deal with the problem.

Mr. T.R. Ramachandran emphasizes that there is need to design products in such a manner that policyholders would be better motivated to keep their policies in force rather than giving up half way through. In the last article, Mr. V. Sai Kumar takes up the case of the paradoxical situation wherein all the hard work put in by the players as well as the policyholders ends in a fiasco by a meaningless lapsation of the contracts. This issue contains the first quarter performance of life and non-life insurers in addition to the regular monthly statistics.

There is no dearth of grievances in a domain where even the basics – not to speak of nuances – of insurance are not properly understood; and it is for the players to handle these grievances effectively. 'Grievance Management in Insurance' will be the focus of the next issue of the **Journal**.

U. Jawaharlal

Report Card:LIFE

First Year Premium of Life Insurers for the Period ended July, 2011

Sl No.	Insurer	Premium u/w (₹ in Crores)			No. of Policies / Schemes			No. of lives covered under Group Schemes		
		July 11	Upto July, 11	Upto July, 10	July, 11	Upto July, 11	Upto July, 10	July, 11	Upto July, 11	Upto July, 10
1	Bajaj Allianz Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	29.38	107.32	223.44	3345	11997	30369	16921	61139	34749
		81.32	265.23	555.45	79347	242128	449027	1290400	3262486	6032545
		17.82	57.40	84.64	10	25	11			
2	ING Vysya Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1.99	7.66	0.03	213	788	4	23	185	643
		40.23	128.73	150.44	19487	65114	67574	0	0	138
		0.13	0.83	3.30	0	0	0			
3	Reliance Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	25.23	50.83	62.74	3048	8460	11677	150960	647602	334467
		83.13	279.45	777.75	85263	292214	763895	7349	102531	28541
		9.92	15.60	11.87	17	71	80			
4	SBI Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	103.94	345.91	206.53	8906	27792	22205	15454	64787	149649
		123.21	352.95	651.30	55665	147376	173283	42567	164946	157873
		475.37	871.57	568.99	11	52	29			
5	Tata AIG Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	9.97	48.54	56.58	861	4127	7745	10554	36044	16169
		50.06	189.36	261.02	22207	91233	166447	2725	190267	35175
		5.81	17.72	9.51	2	2	2			
6	HDFC Standard Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	20.28	74.79	34.56	2220	8005	10119	47783	222466	66304
		209.03	578.82	844.25	49401	145120	185639	214	1184	55844
		24.36	91.33	2.76	20	106	64			
7	ICICI Prudential Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	15.89	82.56	131.18	0	3	17	360166	671250	588984
		22.59	107.93	4.79	1360	7619	96	64598	348773	229458
		198.12	569.66	1555.50	97994	392697	459318			
8	Birla Sunlife Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	34.79	139.47	61.52	16	61	47	47783	671250	588984
		45.09	303.72	368.78	4	15	13	214	1184	55844
		8.39	25.09	7.43	171	555	26255	49206	295651	400
9	Aviva Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	89.84	320.68	535.47	80768	221292	436205	254	1306	897
		0.37	1.64	1.57	1	1	1	1819	-295263	614546
		6.74	81.06	108.11	26	89	76			
10	Kotak Mahindra Old Mutual Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	3.89	14.75	7.46	1040	2434	564	85604	231951	108089
		38.76	111.43	175.42	12939	36752	62913	111509	530768	470802
		0.05	0.33	0.13	0	0	0	22760	28303	496398
11	Max New York Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	73.91	83.31	12.97	13	34	35	22991	1793852	3357698
		22.64	62.92	20.96	1373	4575	2078			
		30.74	95.44	220.40	13425	38830	82523			
12	Met Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	11.58	36.53	29.69	6	13	1	1615	5237	3172
		32.02	66.80	50.31	46	243	246	58883	308911	684927
		18.22	70.61	64.63	155	383	650			
			41836	176524	260150					
			1	13	13					
			46	395	391					
			719	2065	1331					
			13627	46049	47019					
			2	4	0					
			1875	100	116					

13	Sahara Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	2.49 3.23 0.00 0.00	5.44 9.36 0.00 0.00	9.43 14.14 0.00 0.00	551 4982 0 0	1221 12569 0 0	2389 16834 0 0	0 0 0 0	0 0 0 0				
14	Shriram Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	17.58 6.95 7.08 1.16	56.49 31.25 27.13 1.44	68.05 60.75 16.13 2.50	2339 6313 0 1	6790 25859 0 3	8008 25639 0 4	99431 125875	26796 111197	99431 125875	71377 265598		
15	Bharti Axa Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.15 12.30 2.01 0.00	0.59 50.32 7.97 0.00	2.17 115.06 6.31 0.00	36 7863 0 0	104 30217 1 0	2090 50142 0 0	2910 0	855 0	2910 0	3973 0		
16	Future Generali Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	2.47 20.50 0.00 1.86	8.12 68.55 0.17 4.93	1.96 97.41 0.08 8.85	353 13621 8	1158 38776 1 35	253 84060 0 30	0 27 19918	0 0	0 0	1835 1585823		
17	IDBI Federal Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	16.48 12.38 0.00 1.67	35.96 36.64 0.00 4.78	25.19 70.68 0.00 0.44	671 5199 0 0	2122 15259 0 15	4423 25177 0 7	0 0	0 0	0 0	0 174949		
18	Canara HSBC OBC Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.01 32.11 0.57 11.57	0.03 142.99 1.67 32.07	3.41 216.71 7.98 0.00	1 4981 1 1	1 19653 1 2	182 34791 0 0	0 525 44148	134 4555	0 0	4766 0		
19	Aegon Religare Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	2.75 13.73 0.09 0.00	8.79 42.64 0.24 0.00	2.24 48.67 0.23 0.00	104 4813 0 0	410 16176 0 0	189 15573 0 0	0 0	178 0	492 0	481 0		
20	DLF Pramerica Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.80 6.87 0.00 0.00	4.56 23.64 0.00 0.00	0.63 22.54 0.00 0.00	88 3888 0 0	472 15550 0 0	84 9207 0 0	0 0	0 0	0 0	0 0		
21	Star Union Dai-ichi Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	19.93 14.32 7.01 0.09	79.19 47.35 19.33 3.10	53.14 53.99 11.31 2.47	1371 7061 0 3	5354 20687 0 8	3628 15988 0 15	0 0	1775 23632	5779 51275	6034 33072		
22	IndiaFirst Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	19.42 9.25 2.57 0.44	95.48 29.78 7.10 3.15	39.64 78.76 1.61 0.32	1064 4635 0 5	7581 13348 0 19	3017 27875 3 2	0 0	1648 16274	4403 100611	1464 19048		
23	Private Total Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	360.56 1215.75 606.91 263.32	1238.68 3903.08 1326.30 919.75	902.99 7134.71 767.69 1013.11	29989 635315 83 277	104013 2103423 351 1356	137356 3459279 251 1566	2084157 7240538	743544 1833377	2084157 7240538	1889851 13948601		
	Grand Total Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	965.01 1898.65 1516.73 1684.31	4018.57 6246.85 5085.25 4056.01	10097.49 6779.33 5209.85 2344.06	133402 2310752 2279 582	666410 7349989 5120 1698	1642280 7459981 5875 148	4438177 1118794	2034453 418127	4438177 1118794	7354973 700526		
	Grand Total Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1325.57 3114.40 2123.64 1947.63	5257.25 10149.93 6411.55 4975.76	11000.47 13914.04 5977.54 3357.17	163391 2946067 2362 859	770423 9453412 5471 3054	1779636 10919260 6126 1714	6522334 8359332	2777997 2251504	6522334 8359332	9244824 14649127		

Note: 1. Cumulative premium / No. of policies upto the month is net of cancellations which may occur during the free look period.

2. Compiled on the basis of data submitted by the Insurance companies

FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED JUNE, 2011

INDIVIDUAL SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

SI No	Particulars	Premium		Policies		Sum Assured	
		June, 2010	June, 2011	June, 2010	June, 2011	June, 2010	June, 2011
1	Non linked*						
	Life						
	with profit	289.38	601.11	37452	87573	433.55	830.50
	without profit	11.72	11.58	39552	4773	559.39	306.56
2	General Annuity						
	with profit	0.31	0.34	21	46	0.00	0.00
	without profit	249.89	223.55	5994	5210	1.02	0.57
3	Pension						
	with profit	3.09	6.16	365	599	0.12	0.39
	without profit	2.11	12.49	194	337	0.11	0.13
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.49	0.09	1102	60	26.27	2.41
A.	Sub total	557.00	855.32	84680	98598	1020.46	1140.56
1	Linked*						
	Life						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	2872.85	3009.98	483967	504236	4278.77	4479.33
2	General Annuity						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	5.79	0.00	295	0	0.00	0.00
3	Pension						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	5018.24	64.92	821030	4092	179.52	0.30
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.00	0.38	0	105	0.00	1.73
B.	Sub total	7896.88	3075.28	1305292	508433	4458.29	4481.35
C.	Total (A+B)	8453.88	3930.60	1389972	607031	5478.75	5621.92
	Riders:						
	Non linked						
1	Health#	0.01	0.00	0	0	-0.01	0.00
2	Accident##	0.01	0.07	1	1	0.55	11.30
3	Term	0.00	0.00	0	0	0.13	0.00
4	Others	1.10	0.97	0	0	3.74	2.86
D.	Sub total	1.12	1.04	1	1	4.40	14.16
	Linked						
1	Health#	0.00	0.00	0	1	0.17	0.55
2	Accident##	0.03	0.03	58	79	28.81	109.99
3	Term	0.00	0.00	0	0	0.08	0.05
4	Others	0.00	0.00	0	0	0.05	0.38
E.	Sub total	0.03	0.04	58	80	29.11	110.96
F.	Total (D+E)	1.14	1.08	60	81	33.51	125.12
G.	**Grand Total (C+F)	8455.02	3931.68	1389972	607031	5512.25	5747.04

* Excluding rider figures.

** for policies Grand Total is C.

All riders related to critical illness benefit, hospitalisation benefit and medical treatment.

Disability related riders.

The premium is actual amount received and not annualised premium.

FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED JUNE, 2011

INDIVIDUAL NON - SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

SI No	Particulars	Premium		Policies		Sum Assured	
		June, 2010	June, 2011	June, 2010	June, 2011	June, 2010	June, 2011
1	Non linked*						
	Life						
	with profit	3904.09	5035.54	4774866	5299961	64712.35	78905.53
	without profit	484.34	309.15	1036944	772920	16778.15	25947.81
2	General Annuity						
	with profit	0.17	0.20	79	41	0.00	0.00
	without profit	0.00	0.00	0	0	0.00	0.00
3	Pension						
	with profit	9.23	42.74	4585	6559	63.03	229.59
	without profit	33.98	47.15	6422	6447	2.09	5.58
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	13.57	22.54	35379	71339	1822.73	410.57
A.	Sub total	4445.38	5457.33	5858275	6157267	83378.34	105499.07
1	Linked*						
	Life						
	with profit	0.00	0.01	0	0	0.00	0.00
	without profit	3439.95	1326.15	1309051	333135	28082.43	13943.92
2	General Annuity						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	6.05	0.00	811	0	0.00	0.00
3	Pension						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	2013.91	94.68	582890	3155	441.47	-2.54
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	31.60	20.22	17124	13780	724.78	317.80
B.	Sub total	5491.52	1441.05	1909876	350070	29248.68	14259.19
C.	Total (A+B)	9936.91	6898.38	7768151	6507337	112627.02	119758.27
	Riders:						
	Non linked						
1	Health#	0.86	9.14	59	222	212.80	563.65
2	Accident##	1.88	5.19	1016	2417	2235.83	6716.77
3	Term	0.41	1.01	25	127	67.26	233.15
4	Others	0.87	120.66	4	6	534.19	857.49
D.	Sub total	4.03	136.00	1104	2773	3050.08	8371.06
	Linked						
1	Health#	0.83	0.38	76	26	135.16	76.52
2	Accident##	2.04	0.25	384	166	974.73	539.03
3	Term	0.07	0.08	26	4	900.13	58.42
4	Others	0.23	0.04	9	7	112.28	17.97
E.	Sub total	3.17	0.76	495	202	2122.30	691.94
F.	Total (D+E)	7.20	136.76	1599	2974	5172.38	9063.00
G.	**Grand Total (C+F)	9944.11	7035.14	7768151	6507337	117799.40	128821.27

* Excluding rider figures.

** for policies Grand Total is C.

All riders related to critical illness benefit, hospitalisation benefit and medical treatment.

Disability related riders.

The premium is actual amount received and not annualised premium.

FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED JUNE, 2011

GROUP SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

SI No	Particulars	Premium		No. of Schemes		Lives Covered		Sum Assured	
		June, 2010	June, 2011	June, 2010	June, 2011	June, 2010	June, 2011	June, 2010	June, 2011
1	Non linked* Life								
a)	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	1972.37	1985.15	402	498	226971	411648	1218.29	2269.81
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	1.27	2.81	113	8	31427	1096	187.48	12.97
c)	EDLI with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	1.35	0.79	102	71	177417	324362	1015.74	1782.72
d)	Others with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	657.70	653.94	3246	2326	6009205	2769588	41877.59	33767.63
2	General Annuity								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	1000.29	535.58	47	44	1283	1487	0.00	0.00
3	Pension								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	595.18	1092.70	54	199	207088	234040	0.00	25.69
4	Health								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
A.	Sub total	4228.17	4270.97	3964	3146	6653391	3742221	44299.10	37858.82
1	Linked* Life								
a)	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	26.63	0.20	6	0	57903	41	6.71	0.00
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	1.66	16.51	7	0	3755	2058	174.70	76.58
c)	EDLI with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
d)	Others with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	17	0.00	0.00
2	General Annuity								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
3	Pension								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
4	Health								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
B.	Sub total	28.29	16.71	13	0	61658	2116	181.41	76.59
C.	Total (A+B)	4256.46	4287.68	3977	3146	6715049	3744337	44480.51	37935.41
	Riders:								
	Non linked								
1	Health#	0.08	0.08	5	7	1542	1045	82.65	60.48
2	Accident##	0.13	0.14	18	24	3387	23844	281.89	283.91
3	Term	0.00	0.00	0	0	0	0	0.00	0.00
4	Others	0.00	0.00	0	0	0	0	0.00	0.00
D.	Sub total	0.20	0.22	23	31	4929	24889	364.55	344.39
	Linked								
1	Health#	0.00	0.00	0	0	0	0	0.00	0.00
2	Accident##	0.01	0.01	0	0	0	0	0.00	0.00
3	Term	0.00	0.00	0	0	0	0	0.00	0.00
4	Others	0.00	0.00	0	0	0	0	0.00	0.00
E.	Sub total	0.01	0.01	0	0	0	0	0.00	0.00
F.	Total (D+E)	0.21	0.23	23	31	4929	24889	364.55	344.39
G.	**Grand Total (C+F)	4256.67	4287.91	3977	3146	6715049	3744337	44845.05	38279.80

* Excluding rider figures.

** for no. of schemes & lives covered Grand Total is C.

All riders related to critical illness benefit, hospitalisation benefit and medical treatment.

Disability related riders.

The premium is actual amount received and not annualised premium.

FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED JUNE 2011

GROUP NEW BUSINESS-NON-SINGLE PREMIUM (INCLUDING RURAL & SOCIAL) (₹ in Crores)

SI No	Particulars	Premium		No. of Schemes		Lives Covered		Sum Assured	
		June, 2010	June, 2011	June, 2010	June, 2011	June, 2010	June, 2011	June, 2010	June, 2011
1	Non linked* Life								
a)	Group Gratuity Schemes with profit	25.98	45.52	4	3	29228	50418	2.92	5.04
	without profit	32.11	45.23	52	62	85842	163161	735.59	2330.85
b)	Group Savings Linked Schemes with profit	0.00	1.16	0	3	0	1095	0.00	6.65
	without profit	19.80	25.06	83	140	51899	90131	335.34	1078.49
c)	EDLI with profit	0.44	0.00	108	0	541867	0	2393.36	0.00
	without profit	2.05	5.93	104	160	211136	463524	2213.92	7684.51
d)	Others with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	211.20	945.54	905	1690	10710973	4769254	68259.85	58749.28
2	General Annuity								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
3	Pension								
	with profit	25.48	53.62	2	5	0	640	0.00	0.00
	without profit	2051.65	1539.42	1	6	23043	79168	0.00	0.71
4	Health								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	1.88	0	0	0	17783	0.00	342.04
A.	Sub total	2368.72	2663.36	1259	2069	11653988	5635174	73940.98	70197.58
1	Linked* Life								
a)	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	156.53	190.78	235	95	273374	406484	1868.74	2742.71
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	17.97	8.63	71	26	24258	52334	565.32	4244.06
c)	EDLI with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
d)	Others with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	3.15	16.03	2	3	4725	4926	-28.11	10.31
2	General Annuity								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
3	Pension								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	318.52	147.49	70	2	65877	8910	0.00	797.32
4	Health								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
B.	Sub total	496.17	362.93	378	126	368234	472654	2405.95	7794.40
C.	Total (A+B)	2864.89	3026.29	1637	2195	12022222	6107828	76346.93	77991.97
	Riders:								
	Non linked								
1	Health#	1.29	1.37	25	30	25144	28774	1343.02	1615.79
2	Accident##	0.19	0.40	11	13	4807	8467	254.09	588.47
3	Term	0.00	0.00	0	0	0	398	0.12	30.65
4	Others	0.03	0.05	5	15	5885	18789	1258.85	3666.65
D.	Sub total	1.51	1.82	41	58	35836	56428	2856.07	5901.56
	Linked								
1	Health#	0.00	0.00	0	0	0	0	0.00	0.00
2	Accident##	0.00	0.01	0	0	0	0	0.00	0.00
3	Term	0.00	0.00	0	0	0	0	0.00	0.00
4	Others	0.00	0.00	0	0	0	0	0.00	0.00
E.	Sub total	0.00	0.01	0	0	0	0	0.00	0.00
F.	Total (D+E)	1.51	1.83	41	58	35836	56428	2856.07	5901.56
G.	**Grand Total (C+F)	2866.40	3028.12	1637	2195	12022222	6107828	79203.00	83893.54

* Excluding rider figures.

** for no. of schemes & lives covered Grand Total is C.

All riders related to critical illness benefit, hospitalisation benefit and medical treatment

Disability related riders.

The premium is actual amount received and not annualised premium.

CEOs of all Non-life Insurers and Reinsurers

IRDA/ACT/PNTC/GEN/179/08/2011

Re: Asset-Liability management and Stress testing

Asset-liability management (ALM) is the practice of managing a business so that decisions and actions taken with respect to assets and liabilities are coordinated. ALM is relevant to, and critical for, the sound management of the finances of the insurers that invests to meet its future cash flow needs and capital requirements.

Stress testing helps insurers to ascertain the potential level of vulnerability to different scenarios, to manage their risks and maintain enough financial resources to manage them. Stress tests enable insurers to study the quantitative impact of different scenarios and its affect on the solvency of an insurer. The stresses may be financial, operational, legal, liquidity based or be related to any other risk that might have an adverse economic impact on the insurer.

As Asset Liability Management and Stress testing plays a vital role in the sound management of the insurance business, the Authority prescribes the following additional guideline to the existing framework which is already prescribed in the Financial Condition Report (FCR). The guidelines shall be applicable to all non-life insurers and reinsurers and shall come into effect from September 30, 2011.

I. Asset Liability Management:

ALM being the critical area of managing the finances of the insurers, Authority vide its Circular No: IRDA/ACT/CIR/MISC/081/05/2010, May 13, 2010, has mandated all the non-life insurers to provide the details of ALM activities undertaken by them Section-11 on 'Investments and ALM' of Financial Condition Report (FCR).

On thorough examination of the details of ALM activities submitted by the non-life insurers in the FCR for the year ended March 31, 2010, it appeared that these details are incomplete and inconsistent. As the mandate by the Authority

was very broad, each insurer had adopted their own measures in reporting such details in FCR. In this regard, the following framework shall be put in place by the insurers:

1. Insurers shall have an ALM policy approved by the Board of the insurer and shall be submitted to the Authority within 45 days from the date of this circular. The Board shall approve the insurer's ALM policy, considering the asset-liability relationships, the insurer's overall risk tolerance, risk and return requirements, solvency position and liquidity requirements. The Board shall regularly review such policy at the year end or at more frequent intervals, if required, and submit to the Authority any changes in the ALM policy along with the FCR.

2. Insurers shall have in place effective procedures for monitoring and managing their asset-liability positions to ensure that their investment activities and asset positions are appropriate to their liability, risk profiles and their solvency positions. The insurers shall confirm compliance to this requirement within 45 days from the date of this circular.

3. The ALM policy shall, at the minimum, enable the insurer to:

3.1 understand the risks they are exposed to;

3.2 develop ALM policies to manage them effectively;

3.3 apply techniques appropriate for the nature of their business, the risks they undertake and specific/local market conditions; and

3.4 measure the interest rate risk, in particular, faced by the insurers and thereby improving the assessment of the asset liability management strategies of the insurers.

4. The insurer shall examine all risks requiring the coordination of its assets and liabilities. The ALM framework shall cover all the areas significant in terms of their potential impact on economic value. These may include risks like:

4.1 Market Risk

4.1.1 interest rate risk (including variations in market credit spreads)

4.1.2 equity, real estate and other asset value risks

4.1.3 currency risk

4.1.4 related credit risk

4.2 Underwriting Risk

4.3 Liquidity Risk

5. The insurer shall develop and implement controls and reporting procedures for its ALM policies that are appropriate for its business and the risks to which it is exposed. These shall be monitored closely and reviewed regularly.

6. All non-life insurers shall submit the data with respect to the assets and liabilities in the format, (Table-ALM) as per Annexure-1, on a quarterly basis within 21 days from the end of each quarter, starting from the quarter ending September 30, 2011 onwards.

7. 'Table-ALM' data shall be furnished for:

7.1 base discount rate applicable and, with such base discount rate increased & decreased by 1% and 2%.

7.2 impact on duration due to changes in the following:

7.2.1 fall of 30% in Equity values, 100 basis points fall in yield available on various fixed interest securities, adverse deviation of 50% in mortality/morbidity/claim rates, expenses, cancellation rates, renewal rates and 50% (increase and decreasing) in new business volumes independently.

7.2.2 fall of 30% p.a. in Equity values, 100 basis points p.a. fall in yield available on various fixed interest securities, annual adverse deviation of 25% p.a. in mortality/morbidity/claim rates, expenses, cancellation rates, renewal rates and 25% (increase and decreasing) in new business, during three years from the report date independently.

8 Table-ALM data should be furnished separately for 'Fire', 'Marine', 'Health', 'Motor-Third party', 'Motor-Own damage', 'WC/

Employers', 'Liability', 'Public/Product Liability', 'Aviation', 'Personal Accident' and 'Other classes of businesses'.

II. Stress testing

9 Stress Testing being critical in the management of risks and the financial soundness of the insurers, Authority vide Circular No: IRDA/ACT/CIR/MISC/081/05/2010, May 13, 2010, has mandated all the non-life insurers to conduct stress testing and provide the details in Chapter 14 of the Financial Condition Report (FCR).

10 On thorough examination of the requirements, it has been felt necessary to prescribe minimum requirements for the stress testing. In this regard, the insurer shall submit Format-ST-NL (Annexure-2 to this circular) as per the risk factors described in Annexure-3. The amount of deviation in the risk factors may be considered as per the risk profile of the insurer. However, the insurer shall submit the results of stress testing with respect to the scenarios based on the following specific risk factors as stated below in addition to the insurer specific deviations in the risk factors described in Annexure-3.

10.1 Fall of 30% in Equity values, 100 basis points fall in yield available on various fixed interest securities, adverse deviation of 50% in mortality/morbidity/claim rates, expenses, cancellation rates, renewal rates and 50% (increase and decrease) in new business volumes independently.

10.2 Fall of 30% p.a. in Equity values, 100 basis points p.a. fall in yield available on various fixed interest securities Annual adverse deviation of 25% p.a. in mortality/morbidity/claim rates, expenses, withdrawal/lapse rates and 25% (increase and decrease) in new business, during three years from the report date independently.

11 Insurer's Board shall ensure timely review of the issues emanating from 'Table-ALM' data and Format-ST-NL and take such corrective action as may be necessary under intimation to the Authority.

The circular is issued under Section 14 of IRDA Act, 1999.

Annexure-1

The amount of assets and liabilities in each of the duration buckets as indicated below should

be furnished. Macaulay duration should be used in this regard.

Line of business: As on:

Table-ALM

Macaulay Duration				
Base Scenario (1/2/3/4/5)	Assets in Rs. (000)	Liabilities in Rs. (000)	Net	Net, Hedged
Under 1 year				
1-2 years				
2-3 years				
3-5 years				
5-7 years				
7-10 years				
10-15 years				
15-20 years				
20-25 years				
Above 25 years				
Total				

Notes:

- Discount rate used in arriving at 'Macaulay duration' of various classes of assets and liabilities shall be furnished separately.
- Macaulay duration shall be computed as below:

$$\frac{\sum_{i=1}^n C_i(1+d)^{-t_i}}{\sum_{i=1}^n C_i(1+d)^{-t_i}}$$

For cash flows of C1, C2,, Cn at times t1, t2,, tn respectively and with 'd' being discount rate, Macaulay duration is:

3. 'Table ALM' data shall be signed by Chairman of the insurer's Board, Chief Executive Officer, Chief Financial Officer and Appointed Actuary.

Annexure-2

Format-ST-NL

Scenario	Value of Parameters	Value of Assets	Value of Liabilities	Available Solvency Margin	Required Solvency Margin	Solvency Ratio
I						
II						

Annexure-3

List of 'Risk Factors' to be considered in projecting financial and capital adequacy positions over the one-year period immediately following recent March 31.

1. Mortality/Morbidity/Claim rates: adverse deviation in experience
2. Investment returns
 - (a) Yield curve
 - (i) Parallel yield curve shift
 - (ii) No change for duration less than 5 years, parallel shift for duration more than 5 years, linear interpolation
 - (iii) Parallel shift for duration less than 5 years, no change for duration more than 5 years, linear interpolation
 - (iv) Change in credit spreads
 - (b) Equity market
 - (i) Equity crash – fall in all market, by market
 - (ii) Stock specific event risk - move in each individual stock, by stock
3. Expenses: increase in expenses
4. Renewal rates: adverse deviation in experience
5. New business: fall in new business
6. The appointed actuary shall also include shock scenarios to company's experience in the next projection year arising from changes in:
 - (a) reinsurance ceded;
 - (b) reserving basis;
 - (c) exercise rate of policy options;
 - (d) distribution to shareholders; and
 - (e) taxation.
7. The appointed actuary may also consider any other factors that have significant relevance to the insurer's business.

List of 'Risk Factors' to be considered in projecting financial and capital adequacy positions over the three-year period immediately following recent March 31.

1. Mortality/Morbidity/Claim rates: yearly deterioration in experience over the projection period
2. Investment returns
 - (a) Yield curve:
 - (i) Parallel yearly yield curve shift
 - (ii) No change for duration less than 5 years, yearly parallel shift for duration more than 5 years, linear interpolation
 - (iii) Yearly parallel shift for duration less than 5 years, no change for duration more than 5 years, linear interpolation
 - (iv) Change in credit spreads
 - (b) Equity market
 - (i) Equity dividend yield fall over the projection period
 - (ii) Equity total returns deteriorate over the projection period
3. Expenses: Yearly deterioration in experience over the projection period
4. Renewal rates: Yearly deterioration in experience over the projection period
5. New business: Yearly fall in new business income over the projection period
6. Where material, the appointed actuary shall also include scenarios on deterioration of company's experience over the projection period arising from changes in:
 - (a) reinsurance ceded;
 - (b) reserving basis;
 - (c) exercise rate of policy options;
 - (d) distribution to shareholders; and
 - (e) taxation;
7. The appointed actuary may also consider any other factors that have significant relevance to the insurer's business.

Sd/-
(J. Hari Narayan)
 Chairman

Need for Speed and Skill

- Handling Insurance Grievances

'At a time when the accent is on keeping the customer as satisfied as is possible, an inept handling of customer grievances is bound to adversely affect the reputation of the players, as also the industry' comments U. Jawaharlal.

A prospective client enters into a relationship with a service provider with lots of hopes and aspirations. With renewed emphasis on better customer service, the aspirational levels have gone up steeply. Especially in a society that is getting increasingly litigious with a remarkable rise in the matter of customer rights, it has become a tough job to keep the customer satisfied on all counts. Any aspect of business that gives rise to a debatable point, if not a heartburn, leads to customer grievances. In this backdrop, an efficient handling of the customer grievances has come to occupy a very important place in corporate management.

Add to this, the limited awareness of the average citizen in the matter of financial services, the issue is bound to lead to a situation that is not desirable. Particularly, when it comes to insurance, it is even worse with some of the basic elements not being understood by even those that have acquired a reasonably high level of education. No wonder then, that the number of grievances pertaining to the insurance industry keeps occupying the highest spot. One should concede that such an alarming state of affairs is caused not because of a solitary factor but a combination of several factors.

An efficient management of the public grievances presupposes the quickness at which they are

redressed. Accordingly, several regulators have indicated the timelines within which they are to be achieved. It is also very important to ensure that it is not just a nominal handling of the grievance that is desired but a true and logical settlement of the customer grievance. In the matter of grievance redressal in the Indian insurance domain, it is gratifying to see that there has been a considerable improvement. However, there are still a few pockets of operation that come up frequently for comment – not only by the press but also by the judiciary sometimes. Insurers should specifically concentrate on identifying and rectifying such problem areas as quickly as possible so that there is no scope for a repeated reprimand.

It has amply been demonstrated that the involvement of information technology has greatly added to the efficiency at which grievance settlement is handled. There must be a systematic management of the customer grievances reducing the delays at each stage through the adoption of computerized solutions, backed up by a team of dedicated personnel. It needs no emphasis that the methods and systems have to be reviewed from time to time; and updated accordingly.

'Grievance Management in Insurance' will be the focus of the next issue of the **Journal**.

Grievance Management in Insurance

in the next issue...



Need for Out-of-the-Box Solutions

- Managing Business Persistency

Pawan Verma emphasizes that in an environment that is changing its character rapidly, there is need for finding novel methods of customer delight – including business persistency.

The business environment today is becoming more and more dynamic and complex, throwing newer challenges by the day. Modern businesses therefore, are fast realizing that if they continue doing business today with the methods of yesterday, they would be out of business tomorrow. In the fast-evolving business environment, triggered by the ICT revolution, the customers are becoming savvier and demanding, while the businesses are struggling to cope up with their increasing expectations. This harsh reality of today's business environment has to be realized by all the critical stake-holders – the regulators included – and accordingly, they have to develop strategies and solutions aligned to the realities of the modern business landscape.

The business of life insurance is no exception to this, wherein, among the many challenges, management of business persistency is becoming a matter of global concern among the insurers. In India, post liberalization, the insurance industry has been the toast of the town, growing at the rate of around 35%. In the initial years, the private sector had been largely focused on the new business premiums - the only yardstick for getting industry recognition. Persistency, being the second level derivative of the New Business premium and that too with a time-lag, had been outside the radar-zone, leading to a situation where the average persistency in the industry has nose-dived. In recent times, the convergence of the financial services has added to the challenges in

persistency management. Also, the growing share of ULIPs in the insurers' portfolio further exposes their persistency management programs to the vagaries of the stock markets.

The global economic crisis has forced the insurers to have a re-look at their strategies and following certain regulatory interventions, this area is receiving some critical attention now.

Thinking Out-of-the-Box

Even though the industry has woken up to the challenges of managing business persistency, it is still pre-occupied with the routine and the mundane exercises towards customer retention, like sending renewal premium notices, customer-calling, etc. While the routine and the mundane are essential for survival, they can never give the required competitive edge to the industry, which is facing renewed competition from the competing financial services and has to rise up to the expectations of today's enlightened customers, who are well-exposed to the products and services in the developed markets. Hence, there is a need to think out of the box in search of new solutions, which could address the challenges on hand. The process would involve challenging some of our established notions and busting some of the popular myths about insurance.

This article explores a few concepts, which could have some positive impact in the area of persistency management and which could also be helpful in responding to the broader

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Persistency, being the second level derivative of the New Business premium and that too with a time-lag, had been outside the radar-zone, leading to a situation where the average persistency in the industry has nose-dived.

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“ The loyalty programs run by the super markets/credit card companies or the credit given to a regular customer by the neighbor-hood store, are just examples of rewarding the customers.

challenges emerging on the business landscape, and hence, they need to be examined by the industry with an open mind.

1. Persistency Discount to Customers

Universally, businesses reward their customers for loyalty and provide discount/rewards on repeat purchases. The loyalty programs run by the super markets/credit card companies or the credit given to a regular customer by the neighbor-hood store, are just examples of rewarding the customers. However, the life insurance industry hardly rewards its customers for loyalty or persistency. Here, the customer has to continue paying the standard tabular premium irrespective of the number of purchases made by him. At the same time, the loyalty bonuses payable under a few products fail to motivate him to keep his policy alive till maturity in view of the fact that the incidence of lapsation is much higher during the early years of the policy and such a long distance incentive hardly motivates him to keep his policy alive.

It is therefore suggested that insurers could offer a persistency discount to the customers on subsequent purchases made by them, if their previous policy with the same insurer has run for a reasonable period of time, defined by the insurer. This will in effect, mean risk-pricing to be done taking the customer as a unit instead of the current practice of considering the policy as a unit. Of course, this will require a re-look at the current legal and regulatory frameworks, but if implemented, will certainly provide an added incentive to the customers to continue paying their premiums and keep their policies alive.

2. Encouraging Pre-authorized Premium Payment Channels

Various persistency analyses done by professional bodies over a period of time and across different geographies have brought home the point that policies having a pre-authorized premium payment methodology – e.g. ECS/Direct Debit/Standing Instructions (ECS/DD/SI), Salary Deductions, etc. - have a much higher survival rate than the ones where

the customer has to trigger the payment each time. This is largely due to the fact that under the pre-authorized modes of payment, the customer does not have to trigger an action. Further, the customer is prevented by his own inertia from withdrawing the authorization given by him.

Currently, insurance companies generally utilize such platforms for premium payment under monthly/Quarterly modes of payment. However, it will make a lot of difference in the business persistency of a company if the customers are encouraged to move on to the ECS/DD/SI platform in case of annual and semi-annual modes of payment as well. This will require a consistent effort on the part of the company management to promote these channels, facilitate their operations and incentivize the intermediaries to move over the existing as well as the new customers to these platforms. At the same time, further refinements in the system, like configuring the customer's preferred date as the ECS trigger date, will make the system more robust and effective.

3. Sharing the Cost Benefits with the Customers

Insurance companies today offer varying degrees of discounts to the customers in premium rates depending upon the frequency of payment, like annual, semi-annual etc. There is a need to extend this concept if the customer makes the payment of renewal premiums through a cost-effective channel, using electronic payment gateways like, net banking, debit cards, ATMs, mobile banking, etc. or through other methods like ECS/DD/SI. These channels of renewal premium collection are comparatively much cheaper than the traditional branch-based collection system.

The customers could be rewarded on using these channels for renewal payments. This reward could be in the shape of lower allocation charges in case of ULIPs or a discount on the modular premium in case of traditional plans. Such an incentive will create a win-win

situation for both the customers and the insurers and will be a right step towards improving the business persistency.

4. Customer Engagement and Retention Programs

The life insurance industry today suffers from a very peculiar problem – it has millions of customers but it hardly knows any of them beyond the KYC norms, leave aside understanding them. This is so because insurers sell their products mainly through intermediaries, who always make conscious efforts to insulate the customer from the insurer in order to monopolize them. The problem is more accentuated in the agency channel, where the agent makes a conscious effort not to allow the insurer a direct access to the customer. In such situations, the insurer does not even have the basic details like the customers' contact numbers to communicate with them directly.

However, this is only part of the problem. Once an insurance sale is closed, the insurance companies hardly make any meaningful attempt to communicate with the customers and try to understand them. While customers are pampered at the sales stage, their subsequent interactions with the company are reduced to transaction-based communications for renewal payment in a very old and archaic manner.

In a world where the customers are becoming more sensitive and demanding and financial services across the spectrum are vying for a larger share of the customer's wallet, such a routine approach to persistency proves to be highly inadequate. Insurance companies, therefore, need to develop strategies to talk to the customers, listen to them on a regular basis and try to understand them in order to retain them. Such engagements with the customers can be done through regular customer meets, social media interactions, etc. The companies could also capture customer interactions through different touch-points, analyze the same and thereby improve their own

understanding of the customer behavior and expectations, which could go a long way in retaining them.

5. Removing the Ban on Rebating

On the face of it, this may sound to be sheer blasphemy. However, a closer look at the legal provisions would reveal that they are hardly serving any purpose and therefore need to be given a go by. First, it is being grossly violated behind the closed doors and not much can be done to stop this. Secondly, there are developed markets, which are actively considering doing away with this prohibition in the interest of customers. Third, there are situations where a veiled violation of the law has been an accepted practice in the industry. For instance, a cross-subsidization between two non-life products sold to the same customer practically amounts to "rebating" by the insurer in respect of the product which has been grossly under-priced.

Thus, while the ban on rebating is not serving any practical purpose, it has prevented the insurance companies from engaging the customers in any meaningful promotion programs as they remain under the constant mortal fear that any such program might be mistaken as rebating. It is therefore, advisable to re-visit the legal provision and do away with the same. This will enable the insurers to stand up to the challenges emanating from certain other sectors of the financial services, which do not have similar inhibiting provisions in connecting with the customers. For example, if freed from these shackles, an insurance company, like any other company in the service industry, would be in a position to offer a discount to the customers, if the premium is paid before the due date. Such measures will help the insurers connect with the customers and understand them better, which will not only lead to higher sales but better persistency as well. Any institutional misuse can be taken care of through improved corporate governance and reinforcing the internal controls within the company.

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In a world where the customers are becoming more sensitive and demanding and financial services across the spectrum are vying for a larger share of the customer's wallet, such a routine approach to persistency proves to be highly inadequate.

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There is a need to look at business persistency across all the business verticals, set up industry benchmarks and make it a critical business parameter in the performance evaluation of the company.

6. Banking on Predictive Business Analytics

Repeated studies in business persistency management have established the fact that business persistency is always a product of a complex set of inter-related attributes, primarily ascribable to the Policyholders, Products and the Intermediaries. In the absence of any deeper study of these inter-relationships, insurance companies do not gain any insight into the customer behavior and therefore, keep on approaching all their customers in a uniform manner for collecting the renewal premiums.

Some of these attributes that go into play in determining the business persistency are given below:

- a. Age
- b. Sex
- c. Marital Status
- d. Distribution Channel
- e. Commission structure
- f. Service Status
- g. Medical vs. Non-medical
- h. Rural vs. Urban
- i. Product Type
- j. Mode of Payment
- k. Method of Payment
- l. Size of the Policy
- m. Duration of the Policy

It is high time insurance companies invest their time and resources into developing some predictive analytics which will help them in understanding these dynamics. Such a predictive analysis of customer behavior will provide them the insight to focus on the weaker areas, re-orient their strategy towards these segments and take the necessary corrective measures wherever required. While the basics remain the same, each company has to do its own analysis, depending upon its customer and product profiles, business model, etc.

7. Monitoring the Critical Business Parameter

The industry regulator has already issued guidelines on the minimum benchmark in

business persistency in respect of the Agency channel. There is a need to look at business persistency across all the business verticals, set up industry benchmarks and make it a critical business parameter in the performance evaluation of the company. Going forward, the industry should be able to establish some recognition programs for better customer relationship management, with persistency being one of the critical parameters therein. This will definitely help separate the men from the boys.

Summing Up

The increasing complexity of business scenario today demands the insurers to be more analytical and creative to ensure a higher business persistency and a sustained cash flow. They need to find out ways and means to have a total ownership of the quality of business procured by them as well as the quality of their customer facing processes, so as to have a better effort-reward ratio. Similarly, the intermediary remuneration patterns and the reward and recognition programs have to be aimed at promoting long term customer relationships. On its part, the industry needs to re-examine some of its old beliefs and move beyond them if they are no longer serving the purposes they were invented for.

The author is COO, Star Union Dai-ichi Life Insurance Company Ltd. Views expressed in the article are personal.

Persistency Challenge

- The Bottoms-up Approach

Shanai Ghosh avers that the focus of the Life insurers is shifting gradually from an obsession with New Business premium towards strengthening their renewal premium portfolio which augurs well for the industry. She further adds that there should be no let up in pursuing a stronger persistency.

Persistency is the cornerstone of the financials of a life insurance company. The renewal premium stream is what differentiates life insurance from other financial services. Given the pricing strategies of most companies, any deviation from the assumptions regarding persistency made in the product pricing results in severe dampening of profitability. While it may appear onerous for customers to pay premiums year after year, this is the exact financial discipline that can yield the best results for them. If a policy sold is not renewed, both the insurer and the customer stand to lose. Then why is it that lapsation of insurance policies is becoming such an alarming problem in the industry? The essence of the problem lies in the lack of customer understanding about insurance. If the customer understood and appreciated that an insurance policy is a long term contract; and that he can benefit from it only if he pays the premiums when due for the entire term, the story would be very different.

So far, while analyzing the problem regarding persistency, most of the focus has been on the communication at the time of sale or ensuring renewal management process of reminding and collecting premium is working fine. While mis-selling or misrepresentation of the policy can be a significant cause of low persistency and all companies should definitely have a robust renewal management process and

system; lack of customer understanding is an equally strong contributor. Financial matters, anyway, appear complex to the common man and insurance that requires the common man to confront his fear of mortality might invoke an even greater inertia. Until the industry as a whole is able to make the customer overcome this inertia, we will continue to be plagued with this problem.

Despite the increase in penetration of life insurance from below 2% to above 4.5% in the last 10 years, insurance is still amongst the least understood concepts. The only way of exploding the market and increasing penetration rate to match those of developed markets is to increase overall awareness and the need for insurance.

Thus, in addition to all the efforts we make at ensuring sales and operations processes are aligned to bringing in business that will meet the required persistency norms, it may be in order to invert our view in tackling the persistency challenge and taking a more bottoms up approach. Enhancing customer awareness is a painfully slow but absolutely necessary process if we want to ensure that the customer is buying the right product for his financial needs. There are no shortcuts on the path to better persistency; it takes consistent, continuous and disciplined work at the ground

“ The essence of the problem lies in the lack of customer understanding about insurance. If the customer understood and appreciated that an insurance policy is a long term contract; and that he can benefit from it only if he pays the premiums when due for the entire term, the story would be very different. ”

There is a crying need for the entire industry to come together and launch a comprehensive 360 degree customer education programme that informs the customer about the need for insurance, how to select the right type of product and how to benefit from it.

level. The approach towards improving persistency needs to be four dimensional in nature:

Educating the Target Audience

First as an industry, we have to educate the entire target audience. There is a crying need for the entire industry to come together and launch a comprehensive 360 degree customer education programme that informs the customer about the need for insurance, how to select the right type of product and how to benefit from it. It has to begin with the creating awareness about the risks that exist in life and the ability of Life insurance to act as a risk mitigation plan. These are not very pleasant topics and it is understandable for a customer to shy away from such a discussion but the insurance industry cannot – it has a social obligation to educate the customer about these risks and how we can help him. Hardly any of the insurance advertisements today dwell on these risks but it is probably time to grab the bull by the horn and tell it like it is.

Ensure the Customer Understands the Policy he Purchases

Second, at every insurer's level, we have to undertake a process to improve awareness amongst our customers. A few life companies have undertaken a 'Know Your Policy Initiative' aimed at educating the customer about his insurance policy and ensuring he understands the benefits. The key thought behind this initiative is to use multiple channels to communicate with the customer during his initial 'on-boarding' process. Towards this end, the life insurer may have the following communication plan with the customer during the initial stage:

- Prior to acceptance of the application for processing, a customer care executive from a branch calls up every customer to confirm the details mentioned in the application form,

the product name, policy term and the premium payment term.

- Only if the customer is ok with all the details, the application is accepted into the system for further processing
- At this stage an automated SMS goes to the customer reinforcing the information communicated during the call
- After the policy is issued, another SMS goes to the customer confirm the details of the issued policy.
- This is followed up through an SMS telling the customer how to log into his policy account online
- Finally a welcome call goes to the customer that again confirms application details and educates the customer about the key policy features apart from the premium payment term and policy term. During this call, if any signs of mis-selling are detected, the customer is informed of the process that needs to be followed to lodge a complaint as a written complaint is necessary to initiate any action on a policy.

Through this process we are trying to ensure that we inform and make the customers understand the product that they have purchased. The logical progression to this initiative would be an ongoing communication plan to existing customers educating them on the various benefits of insurance. Thus it is imperative that the insurer develops a direct connect with the customer to be able to continue this process of education.

Agent hiring, training and compensation

Third; we have to go through the arduous process of hiring the right kind of agents and make continuous investment in training them. High agent attrition is a direct contributor of

low persistency. This high attrition is a result of a short-term approach; very often, people who have an immediate set of references are recruited and licensed as advisors but lesser thought is given to whether they will consider insurance sales as a long term career option. A short-term approach in a 'long-term' focused industry is bound to have disastrous results.

All this right hiring and training has to be supported by the age old carrot and stick approach wherein the agent gets a reward for good persistency and stick for poor persistency. The basic rewards and recognition programmes should have persistency as an eligibility criterion. While most insurers have already started building persistency into their agent compensation programme, there is a tendency to make exceptions for large producers. Persistency needs to evolve from a 'need to have' status to a 'non-negotiable' one.

Continuous Process Improvement

Fourth – Continuous improvement in renewal management process and system. Persistency management is a dynamic process and should be continuously reviewed to evaluate if it is keeping up with customer needs and expectations. A great example is the number of renewal payment options; pre-2000, I don't think anyone bothered about renewal payment; the ubiquitous agent appeared at the right time and collected your renewal. With increased agent attrition and mobility of customers across geographies, insurers have had to increase the number of ways in which a customer can pay premium and each year sees more innovation. Online payment is passé, mobile commerce is the new buzzword and insurers have been quick to adapt to it. However, this is a process of continuous improvement and the insurer has to ensure that its systems and processes keep pace with the dynamic and continuously evolving external environment. Life insurers should be on

constant look-out for increasing the number of options through which the customer can pay his renewal premium. At the same time, it should be kept in mind that there are customers who would prefer someone collecting the cheque from them; and for such customers, it is preferable to have representatives who offer this check collection service.

Best Practices

There are several best practices in developed markets which can be deployed in India to give us great results:

- **Keeping in Touch with the Customer**

Research has shown that there is a clear difference in the persistency rates for customers whose agent visits them at least once a quarter. Nippon Life, the largest private insurer in Japan and the 7th largest in the world, has salaried agents called sales representatives. They initiated a process called 'Policy Confirmation Activity' in 2007 as part of which all these Sales Representatives are made to call on the existing policyholders at least once a year to confirm their policies and provide service. This is a great example of the insurer proactively getting in touch with the customer. This engagement process has worked very well for the company both as a platform to deliver services on existing policies as well as to inform and educate the customer about new policies. This initiative was supported by advertisements in newspapers and TV.

- **Realignment of Agents Remuneration and Compensation**

Today, in India, the agent works almost entirely on a commission basis. In some of the developed markets, there are several initiatives to introduce a fixed component to the agent's commission basis some minimum productivity level and this fixed component is linked to activity and not

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This high attrition is a result of a short-term approach; very often, people who have an immediate set of references are recruited and licensed as advisors but lesser thought is given to whether they will consider insurance sales as a long term career option.

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“ In a market where agent attrition is a reality, a robust orphan policy management process can go a long way in management of persistency for the company.

the amount of premium. This ensures that process discipline is maintained in sales. In other markets persistency is as important as new business and a lot of reward and recognition programmes are centered around it. You have to convert persistency into a hero. For example, one insurer in India initiated a 'Retention Champions League' that was structured along the lines of a cricket league where different teams would play matches every day. Different sales units can be various teams and each day's match could involve hitting the renewal collection target for the day. Two teams can be pitted against each other and the one with the highest achievement would win the match. Technology should be used to generate the reports based on which winners would be declared everyday and for each stage. This programme would generate a huge amount of excitement in the company, which in turn could be translated into robust renewal collections, thus creating as much excitement around bringing in renewal premium as is done in the case of new business premium. Such programmes serve to align the focus of the sales force towards persistency as this is the one language they understand.

- **Orphan Policy Management** In a market where agent attrition is a reality, a robust orphan policy management process can go a long way in management of persistency for the company. There should be clear rules which should be inbuilt into the sales management process and IT systems that ensure that all customer policies are actively managed i.e. establish clear ownership from a servicing perspective for every policy and there should be well documented guidelines about what the ownership of a policy entails. It is not enough to have a process; there should be control measures, ideally, system

enabled, to check that the discipline is being followed. For instance, if there was a guideline that the agent has to contact the customer at least once a month, there should be a facility to update the details of this contact, the date and the remarks. This should be available to the sales manager through a report as well as the detailed record should he wish to cross verify.

- **Identify Persistency Risks and Proactively Manage them:** Using business intelligence tools such as SAS, it is possible to build a model that identifies certain attributes that contribute towards a higher risk of lapsation. Some of these attributes may be identifiable upfront while some would require a certain degree of data analysis. These attributes can help in identification of customers who have a higher propensity to lapse their policies and therefore the insurer can be pro-active in taking steps to mitigate the risk. Further, the insurer may also take the call of trying to minimize the percentage of such customers in its base and therefore it might educate its sales force to identify such customers as people looking for alternative financial solutions and not a long-term insurance plan. Consequently, customers with a long-term outlook requiring a long-term insurance plan would be dealt with on a priority basis, although they pose a lesser risk. On the other hand, customers with a short term outlook pose a risk and need to be handled differently.
- **Market Research and Design of Products:** Using market research and gathering market intelligence, it is useful to design products in such a manner that customer is induced to persist with a product. Recently one Health insurance company has filed a health product for life. It would be really worthwhile to measure the customer response and more

so measure the persistency, as on an average the product may be more worthwhile for the customers in the future. Products could be so designed that they not only influence the customers to persist; but in an agent driven product, the agents are induced to follow up and ensure persistency. This calls for immense awareness building amongst customers and agents, and an intricate balancing act. In a purely customer driven product such as sale over the net or direct sales where there is a disintermediation, the influencing factors have to be totally weighed towards customers. For other products, tight rope walking is essential while designing product features so that there is 'something in it' for an agent as well as for the customer. This is similar to designing good cricket pitches, which offer some assistance to both the bowlers and the batsmen; so that there is a fair balance.

- **Performance Management:** Persistency is a part of Key Performance Indicators – (KPI) of all the key functions of an insurance company. Persistency has become a key component for determining variable salary, performance linked bonus and promotion of employees of insurance companies. Persistency is a part of KPI of the actuary for designing an ideal product, a part of KPI of the risk management for initiating risk measures to strengthen persistency, a part of KPI of the sales force who need to adopt the right selling techniques and create adequate awareness amongst customers to ensure that the insurance company achieves the targeted persistency, KPI of the marketing function to create adequate awareness amongst the customers persistently, KPI of the customer service function which resolves the grievances of the customers and

positively influences the customers and most importantly a pivotal part of KPI of the retention function whose main focus is to retain customers. Thus an insurance company and its functionaries are expected to think long term and ensure that the relationship with customers is a long term one.

In a nutshell

The persistency challenge though ominous has a fairly simplistic solution which requires hard-work, discipline and perseverance at the ground level. There is no magic wand. The insurers have to focus on educating their customers and agents, ensure that their systems and processes are aligned to the changing needs of customers, creating an ongoing engagement platform for customers and finally integrate persistency into all rewards, recognition and incentive programmes; and give it as much of a pride of place as is reserved for New Business premium. For a market such as India that has witnessed a decade of hyper growth in New Business premium, the new decade and its new challenges of managing growth along with profitability and capital efficiency is already ensuring that insurers are giving persistency the much deserved importance in their day to day operations. With growing customer awareness, we can hope that Life insurance will be bought for the correct reasons and that the post sales services will ensure that customers continue with their policy.

The author is Senior Vice President, Reliance Life Insurance Company Ltd.

“ Products could be so designed that they not only influence the customers to persist; but in an agent driven product, the agents are induced to follow up and ensure persistency. ”

The Three-fold Effect

- Life Insurance Lapsation

Rajesh Sud asserts that a strong pro-active stance to be adopted by the Life insurers would go a long way in arresting the trends of lapsation; and at the same time, help the insurers achieve better profitability.

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In an open economy, there are many financial instruments available to feed those needs of the consumer. Life insurance is the simplest form of securing an individual and/or a family from financial difficulties.

Introduction:

Kunal was in a state of shock. He had not yet recovered from losing his elder brother, just 35 years of age, sometime back. Adding to the woe, he was wondering how to break the news to his sister-in-law that the insurance company has turned their request down for the claim as his brother has lapsed premium payments. As much as he pleaded with the company and the agent, who was their family friend, nothing could be done. The agent told him, that his brother had been sent reminders but they were ignored. "I will buy a new insurance policy, if you can't wait," he had told the agent. Unfortunately, his brother had no time to buy a new insurance. He was unprotected against any potential eventuality. The scary part is that the family is left to fend for themselves.

The above incident, God forbid, may just happen to anyone. As insensitive as it may sound, life insurance to protect against life eventualities helps one's family to continue living in case of demise of the main breadwinner.

With the Indian economy booming, there is greater tendency to live for the day. Both in terms of spending habits as well as following a healthy lifestyle. And that's the area of concern. What happens to the family when the main earning member is no more? Will they be able

to lead the same lifestyle they are used to? How do you protect them from such sudden catastrophe?

In an open economy, there are many financial instruments available to feed those needs of the consumer. Life insurance is the simplest form of securing an individual and/or a family from financial difficulties. It is not buying the Life insurance that is an issue, but sustaining it to gain full advantage of the product that is most important. Can you imagine that on an average only 15-20% of the policies are active by the end of fifth year? This is bad news for the customers, distributors, insurers, shareholders and the industry at large.

A global hazard

Lapsation is an issue faced in countries all over the globe. A recent conversation with an acquaintance living in the US, vindicated the fact. After facing some serious problem in their business, our acquaintance needed to cut down on their expenses. And the first axe to fall was on their US\$ 700 insurance policy. She said that they were in good health and they didn't need an insurance cover.

A study by LIMRA among people in the US individual life persistency reveals that lapse rates have increased from the mid-1990s. In 2001-02

- The overall lapse rate was 4.9 per cent on a policy basis and 7.8 per cent on a face amount basis.
- The overall lapse rate for whole life insurance plans was 3.9 per cent on a policy basis and 5.8 per cent on a face amount basis.
- Total lapse rates for term insurance for all policy years combined were 10.2 per cent on a policy basis and 10.3 per cent on a face amount basis.

The Indian context

In India, IRDA released a report stating the number of policies which had lapsed and the lapse ratios in respect of non linked business for different companies.

- For 2006 – 07, the lapse ratios, calculated as a ratio of number policies lapsed and forfeited during the year to the mean of in force policies during the year, varied from 4 per cent to 57 per cent
- Out of 15 companies for which the ratios were reported, three had lapse ratios less than 10 per cent, four had lapse ratios between 11 per cent and 20 per cent, five had lapse ratios between 21 per cent and 30 per cent and three had lapse ratios above 30 per cent.
- According to a report, the first premium lapse ratio of LIC was never below 14 per cent except the period 1969-70 where the first premium lapsation was 13.92 per cent. On an average 18 per cent of first premium lapsation is common for LIC.

However, LIC's experience in the matter of lapsation is slightly better than that of the leading Indian insurers.

It has also been observed that the conservation ratio of almost all the leading life insurers have witnessed a declining trend. The conservation

ratio (CR) for Bajaj Allianz was 58 per cent in FY11 against 69 per cent last year, ICICI Pru was 62 per cent in FY 11 against 68 per cent in FY10, Reliance life Insurance was 56 per cent in FY11 against 61 per cent in 2010 and Tata AIG was 77 per cent in FY 11 versus 81 per cent in 2010. Max New York Life has maintained a steady conservation ratio of above 80 per cent in the last five years.

The fact is that a very high proportion of the new business written every year goes off the books by way of lapses.

Reasons for lapsation

Many a time, there are product mis-matches, due to wrong selling, mis-selling or forced selling by advisors or lack of understanding of the product by policyholder. In the Indian Life insurance industry, we are still struggling with the ULIP three pay issue, where customers who have completed three years of their policy, need to be convinced to continue with their contract, by connecting them to their initial reason for buying the policy and re-sell the benefits of the long term continuance of the policy.

Another reason for lapsation is that the lack of understanding of the true value of life insurance i.e. long term savings and protection. With a desire to make a quick buck, there is a growing tendency to use life insurance as a short-term investment instrument which invariably results in a disappointment for the buyer; and loss of trust and faith for the life insurer and the distributor.

In a multi dimensional modern life needs, insurance premium is not top of the mind recall for the customers and efforts needs to be made through various customer touch points to reach out proactively to them. In some cases, customers face financial problems due to financial income challenges, due to which they

“ With a desire to make a quick buck, there is a growing tendency to use life insurance as a short-term investment instrument which invariably results in a disappointment for the buyer; and loss of trust and faith for the life insurer and the distributor. ”

“ The cash flows get impacted creating asset liability mismatch which adversely impact returns on the participation policies which in turn works against the life insurer. The bottom line is that lapsation hits profitability.

are unable to pay the premiums. The effect of inflation too leads to crunch on their savings and lack of financial planning forces individuals to lapse the policies. And that is where the need to have systemic lapse prevention and reinstatement programs for consumers, becomes very relevant.

Main issues
Difference between product need and product offering
Less financial and product understanding of the customer
Unforeseen financial difficulties by consumer
Availability of multiple products in the market causes confusion to the customer

It is critical to care

At the outset, even though it may look that the customer is the main party affected due to lapse policy, there are actually three stakeholders in all. The customer, the life insurance company and the agent. And all three are affected directly by lapsation.

Impact on Life Insurer - From the company's perspective, each product entails sales costs, commissions, underwriting costs etc. Too high a lapse rate may affect the ability of the insurer to recover these costs, given the projected benefits payouts required under these lines of insurance. Lapsation would mean loss of goodwill, which can cost market share in the present day competitive environment. The cash flows get impacted creating asset liability mismatch which adversely impact returns on the participation policies which in turn works against the life insurer. The bottom line is that lapsation hits profitability.

Impact on policyholders - For the consumer, apart from the distressing emotional burden, his family suffers monetary loss. The person is putting himself at risk with no insurance cover

plus he would also lose the money he has invested till then. The low awareness level is also regarding the customer's own personal risks, such as, loss of health, disability and untimely death. He loses on his investment, particularly in the early durations when the policy has not acquired any value. A new policy would cost more, considering the current higher age of the customer and other related factors. Some insurers consider previous lapses as adverse factor while underwriting a new proposal. The pay back, which is part of the premium paid that cannot be forfeited, will never meet the expectations of policyholders. Endowment policies yield steady returns only in the long run. If there is an early lapsation, policyholders receive the blow, in that they may not have received any gains, not recovered the front end costs and also deprived of the advantage of lower costs in the long run. By not running the policy for full tenure, the policyholder deprives himself of the benefit of compounding and habit of regular savings.

Impact on distributors - Lapsation on premiums also impacts the advisor who suffers loss of renewal commission, loss of client base and also loss of opportunity to up-sell and cross-sell to existing policyholders.

Distributors do not get renewal commissions if the policy is lapsed. In this case, it is possible that the agent may be losing client which is more disastrous than losing commission. If policyholder is disappointed at the sales process, then it is a permanent and irreparable loss to the agent and the insurance company. Further, insurers may also impose penalties due to lapsation, such as denying club membership, associated facilities and other benefits. The new regulation applicable from 1st July, 2011, prescribes minimum persistency of 50 per cent which will be increased to 75 per cent by 2014 as a pre condition for renewal of license.

Who loses what?		
Customer	Company	Advisor
Loses protection	Cash flow gets impacted	Loses client
Bad credit reputation	Projected benefit payouts get affected	Loses renewal commission
Higher premium payment for new policy as age factor comes in	Loss of market goodwill	Loss of opportunity to cross-sell to existing customers

Focus on Customer Retention - Planning a better tomorrow

By taking a few proactive measures and ensuring that premiums are remitted in time, not only does the lapsation of life insurance policies get arrested but it would go a long way in furthering the larger interests of all stakeholders.

Customer Education: Conserving persistency will remain a major challenge for insurance companies. Some factors that influence the scenario cannot be controlled, such as market downturn. However, organisations can monitor external and internal factors carefully and draw out a planned approach to control lapsation. A targeted communication strategy designed to educate the customers on what they will stand to lose, is an effective method to tackle the situation.

Need based selling: Advisors and agents should be properly trained to be able to understand the needs of the customer and sell products appropriately. With the industry and consumers both increasingly focused on retirement income, companies should ensure that owners understand the unique feature of guaranteed lifetime income inherent in all annuities.

It is extremely important that the product is sold in the right manner after analysing the need of the customer. Customer's financial capabilities, both current as well as projected

for future must be factored in before deciding on an optimum policy size for the customer. Strengthening of welcome call process, enhancing the quality of tele-calling, improving customer data quality, initiatives launched for capturing customer contact details, are also some of the steps that have helped customer retention. Welcome calling also weeds out the possibility of mis-selling or lack of understanding of product feature.

Product solutions: Flexible products, product switch, premium holidays etc will also help to reduce lapsation. Sometimes, due to unforeseen circumstances and sudden financial constraints, customers are unable to pay their premiums; increasing the premium paying options as well as consumer awareness about these options are also other ways of improvement. A greater flexibility to overcome short-term cash crunch would help in reducing lapsation.

Enablers that support persistency drive
Renewal notices in various languages
Non-intrusive intimation (email and sms)
Tele-call to customers and agent advisors
Collection model in the field for agency

Renewal reminders and ease of payment: A few insurers have adopted some of these key initiatives as a process to reduce lapsation. A robust renewal reminder calling process to



It is extremely important that the product is sold in the right manner after analysing the need of the customer. Customer's financial capabilities, both current as well as projected for future must be factored in before deciding on an optimum policy size for the customer.



Service should be made the key parameter for distribution and persistency should be one of the key parameters for their compensation. Collection of renewal premium should be engrained as part of distributor responsibility.

support the customer and distributors to ensure timely premium payments are developed.

Firstly, communications on renewals are sent to customers in vernacular languages to reach out to the large regional base of customers. Promotion of self pay options for the policy holder like ECS, Direct Debit, and payment thru IVR etc has been initiated.

Distributors' service orientation: Service should be made the key parameter for distribution and persistency should be one of the key parameters for their compensation. Collection of renewal premium should be engrained as part of distributor responsibility. To reduce the impact on all quarters, the Life insurer may adopt the 13th month persistency mode, in which quarterly linked performance linked bonus for distributors with more than 25 month vintage, can become mandatory. Executive Council and CEO Council (Internal Distribution Councils) gating can and should be introduced with 80 per cent persistency criteria, impacting their annual recognition criteria.

Direct service model: A high distributor attrition rate is one of the key reasons for lapsation. To overcome that limitation the Life insurer can start a Direct Customer Service for customers where relationship managers are assigned to 'Orphaned/ Direct' customers for servicing and retention.

Understanding lapsation behaviour, proactively: A predictive lapsation model has been created with the propensity to pay by the customer taken into consideration as preventive action while risk-profiling the customers on propensity to lapse by some life insurers. This has been followed by implementing less intrusive modes of communication like sms, emails, auto-dialler etc to remind them and prioritisation of renewal efforts making it more efficient.

To conclude, I would like to reiterate that Life insurance companies who are customer centric and have a high focus on service quality, across the entire customer life cycle from sales, issuance, post policy issuance servicing and claims, will go a long way in maintaining high levels of customer retention and effectively prevent lapsation.

The author is CEO & Managing Director, Max New York Life Insurance. The views expressed in the article are personal.

Tackling the Demon

- Lapsation in Life Insurance

T.R. Ramachandran opines that the element of lapsation is an indicator of bad salesmanship upfront; and that the insurer loses both the customer as well as the premium.

Life insurance is a long term contract that offers protection and helps meet the long term needs and aspirations of its customer. A break in the regular inflow of premium from the customer to the insurer results into a chasm in the structure of the policy, the resultant investment pattern arising from the premium inflow, the benefits accruable to the customer and the income pattern to the insurer. Lapsation is an anomalous phenomenon in which all the stakeholders stand on the losing side.

Company impact:

Lapsation ratio is a strong indicator of sales quality and customer focus of the organization as well as that of the general performance and profitability of an insurer. A lapsed policy results in loss of a premium stream to the insurer apart from shrinking the assets under management. Lapsation would mean loss of goodwill which affects the embedded value of the organization and has a direct bearing on the present year's profitability. As the franchise value of an insurance company is built through the new business margins and the embedded value, lapsation has a big impact on the valuation of the business. Moreover, the company's objective of providing prosperity and peace of mind is not met. The company loses happy customers and inherits a disgruntled one

thereby also losing reference opportunities to new customers.

On the contrary, there are the lapse supported products which act as a double edged sword. While they result in contributing to the bottom-line of the organization in the short term, they lead to reputational risk. There are several examples of such products in the US & UK which have resulted in a surge in complaints with the regulator and claims for compensation exposing the conflicting interests of the customer and the insurer.

Customer impact:

The customer loses by loss of protection and investment, possible forfeiture of entire premium or part thereof. In case the customer goes in for an alternate solution to fulfill his investment or protection needs, the additional charges which he pays on the new solution adds to his cost. Staying invested benefits the customer with wide protection available to the customer in the long run at a low cost. The customer also benefits from the power of compounding if he runs through the term of the long term product offering.

Distributor impact:

The intermediary - advisor, agent, bank or salesperson who sells the policy to the

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Lapsation would mean loss of goodwill which affects the embedded value of the organization and has a direct bearing on the present year's profitability.

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There still remains the question of how many policy holders really take time to read their policy document and other informative materials provided to them by the insurance companies.

customer benefits by earning trail commission on renewing the product. A lapsed policy results in a lost trail income opportunity. A parochial view taken by churning the customer's portfolio affects the image of the advisor and the customer's interests. This leads to the loss of an opportunity to manage the additional share of the customer's wallet and prospective leads in his circle of influence.

Managing Lapsation:

Lapsation remains as one of the most serious issues faced by the industry. Hence, the opportunities to reduce this should be considered and different approaches should be adopted that can be effectively deployed to manage and alleviate lapsation; and build a customer for life time. In order to manage the demon of lapsation, an insurance company can adopt proactive, reactive as well as predictive measures.

The proactive measures are resorted to, to ensure that commitments made at the time of sale of the policy are honored. For example: designing the right products to begin with; selling them appropriately, and to the right customer target; increase premium payment channels, improve customer contact ability etc among others.

The insurance companies should, at the time of sale, also incorporate services like sending additional materials such as Key Features Document, FAQs etc. explaining the product, terms and conditions in simple language for the customer to comprehend what he has purchased. There still remains the question of how many policy holders really take time to read their policy document and other informative materials provided to them by the insurance companies. In this area, on-going efforts are required by the insurance

companies to raise the level of awareness and involvement of the customers.

The onus also lies with the distributor who should enlighten the applicant on all matters pertaining to the contract to ensure that need-based selling is accomplished. The key to business retention is when the distributors put at the top of the agenda the prospect's needs rather than their own personal commercial interests.

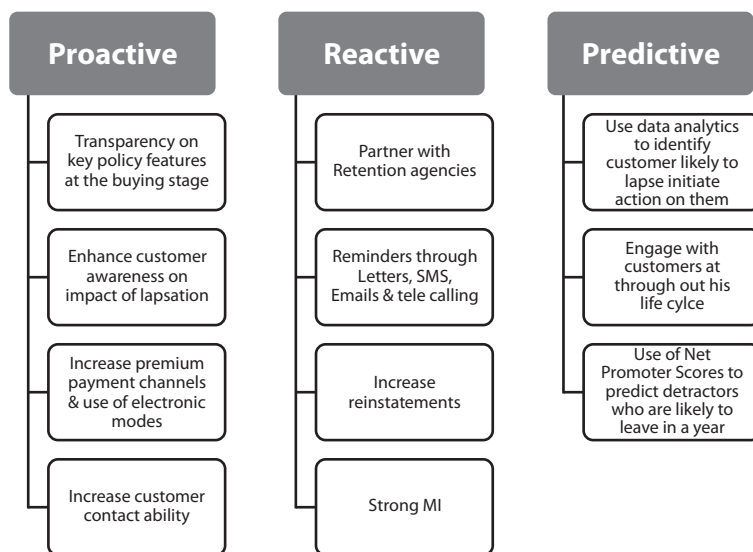
An integrated effort from the insurance company in terms of good after sales service along with other reactive measures results in keeping a customer satisfied and engaged. Service delivery initiatives that exceed the expectation of the policyholders can help develop brand loyalty. These can include - policyholders availing web services for premium payment, document submission, receiving cell phone alerts for premium dues, payment through SMS, access to the company through toll free numbers and IVRS (Interactive Voice Response System), online chats and e-mail notifications about important dates and customer service request responses. In addition, companies can set up Business Conservation Units (BCU) to implement corporate asset retention strategies. BCUs can help policyholders to access services according to the need and assist in continued client relationships. Insurance companies should also concentrate their efforts on taking up revival initiatives to persuade policyholders whose policies are in a lapsed condition.

The insurer can use technology to help reduce lapsation by taking preventive action to set up an advanced analytics model for predicting payment and lapse behavior that can be instrumental in identifying the customer who is most likely to lapse. Also with regular

engagement, the customer contact platform is kept live which bestows customer behavior trends. Also, life insurance companies collect data of all withdrawals and analyze their experience on regular basis to monitor performance, control the sales outlets, carry out profitability analysis and for assumptions to be used in product pricing and reserving. There is also the regulatory push to monitor lapses and take action, wherever necessary.

Another approach for mitigating lapsation is by focusing on 'customer value' rather than

product value – i.e. one can look at replacing the product so as not to lose the customer in select cases. This will help the company retain the customer and build goodwill. An insurer should also look at the impact on the brand value – whether a lapsing customer will return to it in future, and whether he will recommend the insurer to others. Activities which encourage persistency through customer satisfaction can have a positive influence on the franchise value, even when they do not succeed in keeping the policy in-force.



Policyholders are also equally affected by lapsation and it is also the insured customer's responsibility to ensure that his policies do not lapse. This requires a lot of discipline on the part of the policyholder, particularly in modern times, with the availability of other investment options and the ever increasing demands on his resources.

Customer education and financial literacy initiatives shall ensure in addressing this issue. It is also imperative for the insured to increase awareness about the product features and ensure timely payment of premium through ECS, Credit card auto-pay etc. He needs to be proactive in updating latest contact details

with the insurer to continue receiving alerts through post, email or SMS from Insurance companies.

One of the reasons of lapsation is a financial crunch experienced by the policyholder as a result of which he is unable to pay premiums. For example, change of employment or ill health may make the premiums unaffordable leading to voluntary lapse. The reason could also be product returns not meeting the expectation of policyholder or the bonus rates may no longer be attractive, or the policy cash value does not accumulate at the expected rate. One should consider reviewing the insurance contract to change the terms instead

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of letting the policy lapse. For example: reducing the sum assured amount thereby reducing the premiums too.

India Scenario

India has seen an improvement in the renewal process, which plays a significant role in reducing lapsation, with the emergence of the private sector in the last decade. The role of technology is evident across most trends. The scope of communication with the customer which would be restricted to renewals has grown to engagement throughout his life cycle. Post, E-mail, telephonic communication, automated voice reminders on phone and SMS are some of the modes through which insurance companies reach out to customers.

Renewal premiums are now paid at any branch of insurance companies. Some companies have partnered with banks who accept premium on behalf of the insurer. Awareness of virtual routes through the internet and through telephone (IVR) is also growing by the day. Automated modes like ECS or standing instructions through a credit card/debit card ensure that the customer undertakes limited effort and decreases the risk of lapsation for both the customer and the insurer. Use of mobile phones for remittance of insurance premium is likely to be a reality soon.

Conclusion

To conclude, a policy in force is not only a perennial source of income to insurance companies, it also provides for continued income to agents and maximizes long term

returns to the policy-holders. The insurance sector has entered into a very critical but conducive phase when it is desirable to pursue not just the new business growth but also to ensure its quality and retention. By taking a few proactive measures and ensuring that premiums are remitted in time, not only does the lapsation of life insurance policies get arrested but it would go a long way in furthering the larger interests of all the parties concerned viz., the life insured, the life insurer and the agents. Timely steps in this direction will pave the way for success to all.

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The author is CEO, Aviva Life Insurance Company India Ltd.

Promoting Persistency of Life Policies

- Priority for the Industry

V. Sai Kumar opines that top managements can drive better persistency levels through structural and cultural interventions rather than run-of-the-mill actions.

Policyholders buy life insurance with great hope and aspirations. In India endowment products which club savings with life protection are the most popular variety thanks to Indians' obsession with savings. People purchase life insurance to provide for crucial long term needs such as kids' higher education and marriages, retirement, house building, life style or to leave behind an estate for the heirs. In fact, policyholders are known to provide for the premiums sacrificing their crucial consumption needs of the moment just to ensure a secure and bright future for their families.

Insurers and distributors on their part expend huge efforts and resources in the process of procuring each policy. Insurers invest huge capital to set up the business, open offices, appoint distributors, create servicing infrastructure and to manage their establishments. Distributors have to toil hard to sell policies especially in view of the resistance they face in the market. This has led to the maxim – Insurance is more sold than bought.

Thus, both buyers and sellers of life insurance have a huge stake in the policies and therefore it would be logical and natural to conclude that lapse of insurance contracts should be the rarest of rare occurrences – possibly caused only by a serious change in the policyholder's fortunes or circumstances. However, the situation obtaining in real world is at gross

variance with this understanding. Strange as it may sound, as many as 40-50% of life insurance policies lapse in the first five years after their inception, and more than 20% of policies perish in the very first year of their existence! Let us try to understand why this menace persists despite the concern shown by all stakeholders.

The long term interests of a business lie in seeking growth while simultaneously ensuring/improving profitability. But businesses including life insurers, in pursuit of higher growth or market share, at times adopt aggressive marketing strategies which result in sharp selling practices. The sales teams are driven for "numbers", which is not objectionable by itself, but when it results in (as it often does) compromise with quality of sales at the field level, policyholder would be the casualty. Policies are sold without making important point-of-sale disclosures that help client make an informed purchase. For instance, in case of ULIPs the absence of guarantees and linkage of returns to stock market performance need to be disclosed to policyholders. But it was seen that many policyholders were lured into buying ULIPs on the promise of attractive returns, while disclosures on absence of guarantees and linkage of returns to market performance were conveniently forgotten. So long as the markets performed well there was no problem but when they crashed in the year 2008, policyholders realised that they were

“ The long term interests of a business lie in seeking growth while simultaneously ensuring/improving profitability. ”

meted out a raw deal and promptly lapsed or surrendered their policies in large numbers. But in the process they lost out a major portion of the premiums paid in addition to being deprived of valuable life cover. Insurers not only did not recover all their costs on such policies, and thereby lost precious capital, but also earned the ill-will of policyholders. It thus turned out that no one benefitted from this episode except the marketing teams and agents who would have earned handsome incentives and commissions in the short-run.

Many of the agents are ill-trained and lack the financial knowledge required to help clients choose the right product at the time of purchasing a policy. As a result, unsuitable products get taken up on wrong guidance or notions; and by the time clients wake up to the reality they have no choice but to lapse the policies.

People belonging to rural areas and lower income groups are known to be particularly prone to higher incidence of lapsation due to low awareness levels, poor servicing and unsuitable design of products. In insurers' offices one would often come across the sorry but familiar sight of the hapless illiterate widow enquiring whether any claim was payable on her husband's policy, only to be told that the policy was not eligible for any payment since it was in a lapsed condition.

Many such policies would have been in force if only the agents actively reminded and pursued with the policyholders for renewal premiums. But the problem is that agency turnover in insurance sector is very high as a result of which large number of policies are orphaned, thereby depriving the policyholders of agents' servicing support. Even when the agent continues to be on the rolls, he is on many occasions not prompt or professional enough to guide policyholders through the term of the policies.

Banks, as corporate agents, have been able to

use their leverage with the clientele to procure a good amount of life business but when it came to persistency rates, they have proved to be no better than others. One still needs to know whether this can be attributed more to incomplete development of advisory skills and servicing machinery; or to questionable sales practices involving duress. Life insurance industry needs to find urgent solutions to this problem in order to protect its profitability and credibility in the market. Here are a few measures which could help mitigate the menace of lapsation:

Insurers need to develop sharp and clear-cut business models that need to be frequently reviewed and validated by experience. Their strategies vis-à-vis products, pricing, distribution, geographies etc need to be aligned to their identified target market. This will ensure that their capital and other resources are deployed for optimum and sustainable returns. On the other hand, if insurers do not have a clear marketing strategy there can be wastage of resources, dilution of efforts and unsatisfactory business results. In such situations, managements tend to react in a knee-jerk fashion and push the sales force for better results rather than look for setting right the real problem. They, out of desperation, also launch unsustainable and ill-designed competitions for their field force which encourage aggressive selling. Policies sold on such occasions always result in much higher lapsation.

Marketing/sales teams need to be groomed to appreciate customer-centricity; the "anything-will-do-so -long-as-numbers-are-in-place" approach of top management is what manifests at the ground level as a predatory game of number-hunting – where customer ends up being the victim and not the beneficiary. Insurers need to have the patience and wisdom to painstakingly build a qualitative and mutually beneficial portfolio of policies.

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Excessively front-loaded commissions and incentives do not leave much at stake for marketing teams in persistency of policies. It has been proven that once they were more evenly spread out over the policy-terms, the selling practices had become more persistency-focused.

Structured analysis of the needs of the client ensures that the client's crucial financial requirements are factored in while suggesting the product. It is seen that once the policyholder identifies his policy as a provision for one or more of his crucial needs, say daughter's marriage, his commitment to the policy is much higher than when he buys it as just another investment. It helps to create this kind of identification among policyholders.

In these uncertain times, people's fortunes fluctuate quite a bit. Features of Life products need to be more flexible and change-friendly to be in tune with current requirements. Such flexibility would help policyholders to re-tailor policies to their changed realities and avoid lapsation.

Ease of payment of premiums prevents convenience-related defaults. Modern payment modes such as ECS, credit/debit cards, online payments, and tele-payments can keep a lot of policies in force that would fall into default under conventional modes.

Suitability audit is one of the checks adopted in some regimes to great effect. Passing proposals through the sieve of a well-designed suitability matrix which detects potential mis-match between attributes of the product and profile of the client throws up an alert for the insurer to probe into possible mis-selling. The matrix

needs to cover items such as riskiness of the product, amount of cover, term and quantum of premium, flexibility of product features etc which shall then be matched with client's age, gender, income, certainty of earnings, existing insurance cover, cover sought in the current proposal, assets and liabilities; and family profile and commitments. The suitability forms filled up by the client need to be preserved for a minimum period and shall be open for verification by regulators in case of grievances or high rates of lapsation or during inspections. Suitability checks need to be mandated especially in case of risky products and vulnerable clients such as illiterates, older people, women etc. This measure is bound to check mis-sale related lapsation.

It is said that rewarded behaviour is repeated. If Boards and top managements reward their teams for ethical sales based on quality advice, insurers shall beget high persistency rates. On the other hand, if they turn a blind eye to fly-by-night kind of sales they will be witness to customers walking out of the contracts.

*The author is Officer on Special Duty (Life), IRDA.
The views expressed in the article are his own.*

“ Passing proposals through the sieve of a well-designed suitability matrix which detects potential mis-match between attributes of the product and profile of the client throws up an alert for the insurer to probe into possible mis-selling. ”

प्रकाशक का संदेश



पिछले कुछ वर्षों से जीवन बीमाकर्ताओं के व्यपगमन अनुपात में प्रगामी सुधार का संकेत देखा गया है। हालांकि यह काफी संतुष्टिदायक है, लेकिन इस हानिकारक घटक के घटित होने की आधिक्यता को समझाने का कोई रास्ता नहीं है। यदि संभाष्य बीमाकर्ता की बीमा जरूरतों का विश्लेषण सही तरह से किया जाए, और उनकी जरूरतों के अनुकूल उत्पाद की सलाह दी जाए, तो पॉलिसीधारक अनुबंध का समय पूरा होने तक प्रतिबद्ध रहने के लिए बाध्य है। फिर भी, बिक्री के समय ही खुलेपन एवं पारदर्शिता के होने की पूर्वकल्पना की जाती है। लेकिन सवाल यह उठता है कि क्या हम ऐसे खुलेपन को प्राप्त करने में सक्षम होंगे?

यह तथ्य सार्वजनिक तौर पर स्वीकृति है कि अनुबंधों को दीर्घकाल तक रोके रखने के मामलों में अन्य घटकों से परे वितरक का पात्र भारी होता है। यदि ऐसा है तो प्रबंधनों द्वारा वितरकों के लिए अनिवार्य रूप में निर्धारित प्रशिक्षण के अतिरिक्त उचित प्रशिक्षण जारी रखनी होगी। व्यापार संबंधी बारंबारता के लाभों का व्यवस्थित एवं उचित दिशानिर्देश होना है, जो आगे चलकर निःसंदेह बेहतर प्रतिधारणा जोड़ने के साथ-साथ उनकी स्व-इच्छाओं को भी पूरा करने में सार्थक होती है। वे मौजूदा ग्राहकों को बनाए रखने की ओर ध्यान देने के बजाय नये व्यापार करने की ओर कुछ ज्यादा ही झुक जाते हैं - यह भारतीय बीमा डोमेन का एक सर्वविदित तथ्य है। इस बात पर जोर देने की जरूरत नहीं है कि हमें ऐसे असंतुलित प्राथमिकताओं से दूर रहना होगा।

यह भी कहा गया है कि प्रशासनिक सेवाओं में सही बैक-अप

समर्थन नहीं होना भी व्यापार की बारंबारता में कमी का कारण बन सकता है। जीवन बीमाकर्ता पॉलिसीधारकों को बेहतर सेवाओं का प्रबंधन करने के लिए ज्यादा आधुनिक तकनीक अपनाने एवं सूचना प्रौद्योगिकी (आईटी) का प्रयोग करने की पूरी कोशिश करेंगे। एक ऐसा डोमेन जहाँ मूल्य निर्धारण के लिए बातचीत से ज्यादा फायदा नहीं होगा, वहाँ सेवा सुपुर्दगी में दक्षता ही बाज़ार में शेरों का बेहतर भाव लाने में निर्णायक घटक होगा। बीमाकर्ताओं को अधिक उन्नत बाज़ारों में उनके प्रतियोगियों द्वारा अपनाए जाने वाले अत्याधुनिक प्रौद्योगिकी को सीखने से संकोच नहीं करना चाहिए, और उन्हें अपना कर भारती बाज़ार में लाना होगा ताकि हम भी साथ-साथ आगे बढ़ें।

जीवन बीमा में व्यपगमन एक बार फिर पत्रिका के इस अंक का मुद्रा है। यह एक ऐसा डोमेन है जो ऐतिहासिक तौर पर ग्राहक संबंधी विवादों से घेरा हुआ है और इसके खिलाड़ियों का विजय अंततः तब ही होगा जब वे ग्राहक संबंधी शिकायतों का सक्षम निपटारा करेंगे। पत्रिका के अगले अंक का मुद्रा है, बीमा में शिकायतों का निपटारा।

जे. हरि नारायण

जे. हरि नारायण
अध्यक्ष

दृष्टि कोण



प्रभावकारी विनियमन केवल उच्च मानकों का निर्धारण ही नहीं है। इसमें बाज़ार में ऐसे हालातों का सृजन करना भी है जो वित्तीय संस्थानों को मानकों को प्राप्त करने में सहायता प्रदान कर सकें।

श्री रवि मेनन

प्रबंध निदेशक, मोनेटरी अथॉरिटी ऑफ सिंगापुर

मूल्यांकन अभिकर्णों द्वारा हाल में लिए गए क्रियाकलापों से संयुक्त राज्य सरकार में बीमाकर्ताओं के निवेशों तथा सरकार-संबंधी प्रतिभूतियों पर इसका कोई प्रभाव नहीं है। जोखिम-आधारित पूंजी तथा संपत्ति मूल्यनिर्धारण आरक्षित निधियों पर इसका कोई प्रभाव नहीं है।

सुश्री सुसन वॉस

एनएआईसी अध्यक्ष व लोवा बीमा आयुक्त

यूरोप व संयुक्त राज्य में प्रस्तुत प्रतिकूल आर्थिक तथा वित्तीय हालातों के चलते, हम यह अवधारणा लगाते हैं कि आने वाले समय में भी बाज़ार की आवश्यक चंचलता यँ ही बरकरार रहेगी।

श्री नोर्मन टी.एल.चान

मुख्य कार्यपालक, हाँग काँग मोनेटरी अथॉरिटी

हम यह जानते हैं कि शून्य जोखिम वाली वित्तीय प्रणाली की परिकल्पना करना भी असंभव है। शून्य जोखिम वाली प्रणाली में गतिविधि भी शून्य होगी तथा इससे शून्य मूल्य ही उत्पन्न होगा।

श्री वयेन बेयर्स

कार्यकारी, महा प्रबंधक, ऑस्ट्रेलियन प्रुडेंशियल रेगुलेशन अथॉरिटी

उस दिशा में जिसमें हम आचरण करते हैं व क्रियाकलाप करते हैं उसमें बदलाव करने के साथ साथ, हमें यह भी सुनिश्चित करना होगा कि इससे हमारे सामूहिक उद्देश्यों व उत्तरदायित्व ढाँचे के संबंध में समाज व संसद की समझदारी में स्पष्टता बनी रहे। यह न केवल विनियामकों के लिए बल्कि, मेरे विचार से उद्योग के लिए भी अनिवार्य है।

श्री हैक्टर सांट्स

मुख्य प्रबंधक, एफएसए, यूके

प्रकटीकरण अपने-आप अधिक मज़बूत एवं सक्षम उद्योग नहीं बन पाते। लेकिन इसमें कोई शक नहीं है कि प्रकटीकरण भारत में बीमा उद्योग संबंधित बेहतर समीक्षात्मक समझ प्रदान करने में सक्षम होगा; और एतद्वारा स्वस्थ एवं मज़बूत बीमा क्षेत्र के निर्माण में योगदान करेगा।

श्री जे. हरि नारायण

अध्यक्ष, बीमा विनियामक और विकास प्राधिकरण, भारत



बीमा क्षेत्र की बदलती तस्वीर

जगेन्द्र कुमार का मानना है कि भारतीय बीमा बाजार आज आधुनिक तकनीकी से परिपूर्ण है, जिसका लाभ प्रत्येक वर्ग चाहे वह गाँवों में रहता है या शहर में, सबको मिल रहा है।

...(पिछले अंक से आगे)

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तृतीय पक्ष
प्रशासक नामक
मध्यस्थ चैनल के
भारतीय बीमा
बाजार में प्रवेश
करने से आज
स्वास्थ्य बीमा के
क्षेत्र में
पालिसीधारकों को
नकदी विहीन दावा
भुगतान की सेवा
उपलब्ध है

उपग्रह चित्र:
एक आम बीमा कंपनी ने फसल बीमा में उपग्रह चित्रों का इस्तेमाल करना शुरू कर दिया है। इसके लिए कंपनी ने नासा की सेटलाइट इमेजरी का प्रयोग किया है। फसल बीमा में नासा के उपग्रह चित्रों का प्रयोग करने के पीछे कंपनी का इरादा फर्जी फसल बीमा क्लेम को रोकने के साथ ही क्लेम का जल्दी से जल्दी भुगतान करना भी है। सन् 2007 में सरकार ने दो निजी बीमा कंपनियों आई सी आई सी आई लेखाई तथा इफको टोक्यो जनरल इन्श्योरेंस को भी मौसम आधारित फसल बीमा के क्षेत्र में उतरने की इजाजत दी थी। देश के किसान कम वारिस की समस्या से परेशान हैं। फसल बीमा वालों में केवल एक तिहाई ही स्वैच्छिक किसान हैं जिन्होंने कर्ज नहीं लिया है। फसल बीमा में सभी हार्टीकल्चर फ्लोरीकल्चर तथा औषधीय फसलों का शामिल किया जाना बाकी है। किन्तु 1999-2000 से लागू कृषि बीमा योजना जो कृषि मंत्रालय के जरिए लागू है, गन्ना, आलू, कपास, अदरक, प्याज, हल्दी, मिर्च, जूट, केला, अनानास, आदि फसलों को बीमा सुरक्षा दी जाती है। इसमें छोटे किसानों का प्रीमियम सरकार की ओर से 50 फीसदी सब्सिडी दी जाती है।

नकदी विहीन सेवाएं:

तृतीय पक्ष प्रशासक नामक मध्यस्थ चैनल के भारतीय बीमा बाजार में प्रवेश करने से आज स्वास्थ्य बीमा के क्षेत्र में पालिसीधारकों को नकदी विहीन दावा भुगतान की सेवा उपलब्ध है जिसमें बीमित को पालिसी की बीमाराशि तक का इलाज होने या दाना होने पर बीमा कंपनी तृतीय पक्ष प्रशासक के माध्यम से सीधा भुगतान अस्पताल को कर देती है तथा बीमित को केवल पालिसी क्लेम अगर कोई है तो, या बीमाराशि से अधिक की राशि अगर दावा अधिक राशि का है तो, ही भुगतानी होती है। यह एक ऐसी सुविधा है जिसका सर्वाधिक लाभ उपभोक्ता को मिला है जो सामान्य रूप से बड़ी राशि अपने इलाज पर वहन नहीं कर सकते। ऐसा ही विकल्प वाहन बीमा में उपलब्ध है जहां वाहनों की दुर्घटना या अति की स्थिति में वर्कशाप के माध्यम से नकदाविहीन सेवाएँ उपलब्ध है जहां मरम्मत तथा नए पार्ट लगाने पर सारे खर्चे बीमा कंपनी सीधे वर्कशाप को कर देती है। यद्यपि वर्कशाप टाई-अप में कोई लाईसेंस शुदा मध्यस्थ चैनल नहीं है तथा यह जोखिम बीमा कंपनियों स्वयं ही उठा रही है।

नवीन जोखिम नए उत्पाद:

आम बीमा के क्षेत्र में जैसे जैसे नए-नए जोखिम बढ़ते जा रहे हैं बीमा कम्पनियाँ नए-नए उत्पाद भी बाजार में लाती जा रही हैं। सदियों से त्रस्त अपहरण या फिरौती की समस्या से जख्म रहे लोगों के लिए आज फिरौती एवं अपहरण बीमा उपलब्ध है। इसके अतिरिक्त केवल आतंकवाद बीमा विवाह बीमा क्रिटिकल डिजीज बीमा, एड्स बीमा तथा विभिन्न खेल एवं खेल स्पर्धाओं के लिए बीमा उपलब्ध हैं। बीमा कम्पनियाँ देश विदेशों में बढ़ते हुए जोखिमों के प्रति सतर्क हैं तथा सुरक्षा प्रदान करने के लिए प्रयासरत हैं। यद्यपि ग्रामीण क्षेत्रों की आवश्यकताओं के लिए भी अभी बहुत उत्पादों की सख्त जरूरत है किन्तु बीमाकर्ताओं के सतत प्रयास जारी हैं।

बीमा के प्रतिजागरूकता:

एक समय था जब केवल जीवन बीमा ही विक्रेता था वह भी कर बचाने के लिए। अब नई पीढ़ी बीमा का अर्थ कर सेविंग से नहीं जोखिम सुरक्षा से स्वीकार करती हैं। विनियम या कर बचाने के अनेक उत्पाद बाजार में बेहतर उपलब्ध है किन्तु आकस्मिक सुरक्षा तथा आम आवश्यकताओं के प्रति बीमा सुरक्षा जैसे व्यक्तिगत दुर्घटना, स्वास्थ्य, वाहन, दुकान, मकान, यात्रा, ऋण प्रतिभूति शादी, आदि के प्रति अति संवेदनशील है तथा इसे विलासिता नहीं आवश्यकता मानती है। मीडिया ने भी बीमा को प्रचारित प्रसारित करने में महत्वपूर्ण भूमिका निभाई है तथा बीमा के प्रति जागरूकता पैदा की है। इन्टरनेट या आनलाइन सुविधा ने इसे विश्व स्तरीय पहचान दी है तथा बिना झंझटों के कभी भी कही भी तथा कुछ भी के आधार पर उपलब्धता प्रदान की है।

बीमाक्षेत्र की तरक्की की तस्वीर:

सन् 2000 से निजी क्षेत्र को खोलने के बाद बीमा क्षेत्र में प्रगति के द्वार खुल गए हैं आज वर्षों से सकल उत्पादन

के 0.6% पर टिका आम बीमा उद्योग 50,000 करोड़ के आंकड़े को छू रहा है। 24 जीवन बीमा तथा 24 गैर जीवन बीमा कम्पनियों ने राष्ट्र के नए रोजगार, बीमा शिक्षा, बीमा सुरक्षा तथा नए बीमा मध्यस्थ चैनल उपलब्ध कराए हैं। वित्तीय क्षेत्र में सभी बड़े औद्योगिक घराने तथा देश के सभी बड़े बैंक बीमा क्षेत्र में प्रवेश कर चुके हैं। लाइसेंस लेने के लिए बीमा विनियामक एवं विकास प्राधिकरण के पास अभी भी जीवन बीमा तथा सामान्य बीमा कम्पनियों की कतार है जो शीघ्र ही शीघ्र भारतीय बीमा बाजार में प्रवेशकर अपना वर्चस्व स्थापित हो रहे हैं। एक दो कम्पनियों को छोड़कर सभी बीमा कम्पनियों के साथ विदेशी बीमा कम्पनिया संयुक्त उपक्रम (जाइन्ट वेंचर) साझेदार के रूप में कार्यरत हैं। यही नहीं विश्व के सबसे बड़े कुबेर बारे भी भारतीय बीमा बाजार में हाथ आजमाने की तैयारी में हैं। भारतीय पुनर्बीमा कम्पनी भी विश्व के 10 प्रमुख संस्थानों में शामिल है तथा अनेक देशों में अपनी शाखाएं खोल चुकी है। जीवन बीमा के क्षेत्र में भी वर्ष प्रतिवर्ष तेजी से वृद्धि है। रही है तथा 2,45,000 करोड़ रुपए तक पहुंच जीवन बीमा अब 24 कम्पनियों के माध्यम से देश की 120 करोड़ की जनसंख्या पर नजर जमाए हुए हैं। स्वास्थ्य बीमा के क्षेत्र में तीन स्वतन्त्र कम्पनियाँ देश के उभरते हैंथ केयर मार्केट का लाभ लेकर तृतीय पक्ष प्रशासकों की सुविधा से तेजी से बढ़ रही हैं। हाल ही में अप्रैल 2011 में एक आम बीमा कम्पनी ने केवल एक माह में 1000 करोड़ रुपए से अधिक प्रीमियम कर सबको चोका दिया है। (न्यू इन्डिया इश्योरेन्स)

आज भारत में जीवन बीमा के साथ साथ जनरल बीमा का बाजार भी तेजी से फैल रहा है। आज बीमा बिक्री के क्षेत्र में भी मजबूत तथा बड़े चैनल उपलब्ध है तथा बीमा

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सन् 2000 से निजी क्षेत्र को खोलने के बाद बीमा क्षेत्र में प्रगति के द्वार खुल गए हैं आज वर्षों से सकल उत्पादन के 0.6% पर टिका आम बीमा उद्योग 50,000 करोड़ के आंकड़े को छू रहा है।

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आज बीमा नियामक एवं विकास प्राधिकरण से सतत प्रयासों तथा सम समायिक अध्यादेश दिशा निर्देश एवं आदेशों से बीमा कम्पनियां अपनी साल्वेंसी को मजबूत कर, ब्रेक इवन पाइन्ट पार करके लाभार्जन की रहा पर तेजी से बढ़ रही है।

सेवाओं में भी तेजी से सुधार हुआ है। सुरक्षा के लिहाज से बीमा एक बहतरीन उत्पाद है जिसका उपयोग आजकल परिजनों मित्रों को उपहार स्वरूप देने में भी होने लगा है। यद्यपि विश्वबीमा के सन्दर्भ में भारत की स्थिति सन्तोषजनक नहीं है किन्तु वार्षिक वृद्धि दर, नई बीमा कम्पनियों का बीमा बाजार में सतत प्रवेश, मध्यस्थ चैनलों में बढ़ोत्तरी, नवीन उत्पादों का सृजन, विदेशों में फैलती शाखाएं, बीमा विषय का उच्च शिक्षण संस्थानों व पाठ्यक्रमों में शामिल होना, माइक्रो उत्पादों के प्रति दिलचस्पी, बीमा कम्पनियों को आई पी ओ निकालने की अनुमति तथा पालिसीधारकों के हितों के संरक्षण हेतु अनेक विकल्पों की उपलब्धता से भारत में बीमा उद्योग की तस्वीर एकदम बदल दी है। आज बीमा नियामक एवं विकास प्राधिकरण से सतत प्रयासों तथा सम समायिक अध्यादेश दिशा निर्देश एवं आदेशों से बीमा कम्पनियां अपनी साल्वेंसी को मजबूत कर, ब्रेक इवन पाइन्ट पार करके लाभार्जन की रहा पर तेजी से बढ़ रही है। बीमा कम्पनियों को अन्डरराइटिंग लाभ कमाने के भी सख्त निर्देश जारी किए गए हैं। भारत में किसी भी बीमा कम्पनी के दिवालिया होने की सम्भावना दूर दूर तक नहीं है किन्तु समायोजन (मर्जर तथा एक्कीजीशन) का विकल्प सबके लिया कानूनी रूप से खुला है। आम बीमा कम्पनियों के सबसे बड़े हानिकारक तृतीय पक्ष दायित्व को भी गम्भीरता से लिया जा रहा है तथा तृतीय पक्ष पूल की असफलता के बाद तृतीय पक्ष प्रीमियम दरों में वृद्धि कर अब दायित्व को भी सीमित करने की दिशा में सक्रिय प्रक्रिया जारी है जो शीघ्रति शीघ्र इस असीमित दायित्व को दस लाख पर सीमित कर सकती है।

काली ही में बीमा रेगुलेटर ने स्वास्थ्य बीमा पालिसियों को पोर्टेबिलिटी की भी मंजूरी दी है जो अब जुलाई

2011 से लागू हो रही है। शीघ्र ही बीमा कम्पनियों को अब कैपिटल मार्केट से पूंजी जुटाना आसान हो जाएगा। इरडा के दिशा निर्देशों के मुताबित कोई भी बीमा कम्पनी 10 साल पूरा करने के बाद अब आई पी ओ ला सकती है। बीमा सम्बन्धी रेग्यूलेशनों के उपबन्धों तथा दिशा निर्देशों के उल्लंघन पर बीमा रेग्युलेटर ने वित्तीय जुर्माना भी लगाया है तथा पालिसीधारकों के हितों का संरक्षण भी सख्ती से किया जा रहा है। आज पालिसीधारक शिकायत निवारण तन्त्रों के अतिरिक्त सीधे बीमा रेग्युलेटर की अपनी शिकायत दर्ज करा सकता है। माइक्रो एजेन्सी चैनल से बीमा का ग्रामीण क्षेत्रों में भी तेजी से फैलाया जा रहा है। टैरिफ एडवाइजरी कमैटी ने डाटा कलेक्शन कर मोटर तथा स्वास्थ्य बीमा के क्षेत्र में महत्वपूर्ण योगदान दिया है। इश्योरेन्स इन्फोर्मेशन ब्यूरो भी इस दिशा में सक्रिय सहयोग दे रहा है। आज कल विज्ञापन के क्षेत्र में बीमा कम्पनियाँ छाई हुई हैं। भारतीय अर्थव्यवस्था में 2000-2010 का दशक सर्वाधिक व्यापक, प्रगतिशील, आर्थिक रूप से सुहण जनमानस पर प्रभावी विकासाशील तथा क्रान्तिकारी रहा है। जिसमें पुराने अधिनियमों में परिस्थितीजन्य परिवर्तन कर देश के बीमा उद्योग की सम्पूर्ण तस्वीर दी है।

जगेन्द्र कुमार, कॉर्पोरेट हैड (ट्रेनिंग), श्रीराम जनरल इश्योरेन्स, जयपुर - 302020

कब होती है साधारण बीमा पालिसियों में जोखिम आवरण की शुरुआत

जगेन्द्र कुमार का मानना है कि अनिश्चितता, जोखिम और असुरक्षा व्यापार के किसी रूप के लिए प्रासंगिक है। यह किसी व्यापारी संगठन के लिए अपरिहार्य बना देती है।

बीमा अधिनियम 1938 की धारा 64 वी बी के अनुसार बीमाकर्ता तब तक कोई जोखिम स्वीकार नहीं करेगा जब तक कि उसे प्रीमियम का अग्रिम भुगतान न कर दिया गया हो, अथवा प्रीमियम भुगतान की गारन्टी न दी गई हो अथवा विहित तरीके से पहले ही प्रीमियम जमा न करा लिया गया हो। यह प्रावधान भी किया गया है कि जोखिम स्वीकृति उसी तिथि से मानी जाएगी जिस तिथि को प्रीमियम का भुगतान नकद अथवा चैक द्वारा कर दिया गया हो। प्रीमियम वह प्रतिफल या मूल्य होती है जिसका भुगतान बीमाधारक द्वारा किसी बीमा संविदा के अन्तर्गत किया जाता है। बीमा व्यवसाय की अधिकांश श्रेणियों के अन्तर्गत प्रभारित की जाने वाली प्रीमियम दरों का परिकलन बीमाकृत राशि पर लागू करते हुए किया जाता है।

प्रतिफल की विफलता:

बीमा अधिनियम, 1938 की धारा 64 वी बी के अनुसार जोखिम की मान्यता प्रीमियम के भुगतान प्राप्त होने पर मिलेगी। प्रीमियम बीमा संविदा का प्रतिफल है। प्रतिफल की विफलता का यह तात्पर्य है कि बीमाकर्ता ने जिस दायित्व को स्वीकार किया था या जिसे स्वीकार करने की सहमति दी थी, वह न तो लागू हो सका और नहीं आरम्भ हो पाया जिससे कि बीमाकर्ता द्वारा जोखिम उठाने की नौबत ही नहीं आई। निम्नलिखित परिस्थितियों में प्रतिफल विफल माना जाता है।

(1) ऐसे मामले में जहां प्रीमियम भुगतान के एवज में

मिलने वाला प्रतिफल पूर्णतः विफल हो जाता है जहाँ बीमाकर्ता ने परम सदभाव के सिद्धांत का उल्लंघन किया है।

(2) बीमाकर्ता ने अपने अधिकार से बाहर या अपने संगठन द्वारा प्रदत्त अधिकारों से परे जाकर पालिसी जारी की है।

मेरीन बीमा अधिनियम, 1983 की धारा 84 में निम्नलिखित प्रावधान किए गए हैं:

1. ऐसे मामले जहां बीमाधारक या उसके एजेंटों ने न कोई धोखाघड़ी की हो और न ही कोई गैर कानूनी काम किया हो, वहां भरा गया प्रीमियम बीमाधारक को लौटाया जाना चाहिए।

2. जहां प्रीमियम भुगतान के एवज में मिलने वाला प्रतिफल संविभाजनीय हो और प्रतिफल का ऐसा संविभाजनीय अंश पूर्णतः विफल रहा हो तो ऐसी ही स्थिति में प्रीमियम का वह संविभाजनीय हिस्सा बीमाधारक को लौटाया जाना चाहिए।

प्रीमियम का अग्रिम भुगतान:

धारा 64 वी बी के तहत प्रावधान है कि जोखिम स्वीकृति उसी तिथि से मानी जाएगी जिस तिथि को प्रीमियम का भुगतान नकद अथवा चैक द्वारा किया गया हो। यदि प्रीमियम का भुगतान मनी आर्डर या चैक द्वारा किया गया हो तो जोखिम उस तारीख से स्वीकार किया जाएगा जिस तिथि को मनी आर्डर बुक किया गया हो अथवा

”

धारा 64 वी बी के तहत प्रावधान है कि जोखिम स्वीकृति उसी तिथि से मानी जाएगी जिस तिथि को प्रीमियम का भुगतान नकद अथवा चैक द्वारा किया गया हो।

”

बीमा नियम,
1939 के नियम
58 में यह
प्रावधान किया
गया है कि
चुनिन्दा
परिस्थितियों में
प्रीमियम प्राप्ति
से पहले ही
जोखिम स्वीकार
किया जा सकता
है।

चैक डाक द्वारा प्रेषित किया गया हो। यह भी संभव है कि भेजा गया चैक बाउंस कर जाए और बीमाकर्ता को भुगतान न हो। इस स्थिति में अनुच्छेद 64 वी बी को इस तरह देखा जाएगा कि यह जोखिम आवरण चैक के सम्बन्धित होने पर ही मान्य होगा। बीमाकर्ता जोखिम बीमाकर्ता तभी ले सकता है जब उसे प्रीमियम प्राप्त हो जाए। अनुच्छेद 64 वी बी के प्रावधानों के अनुसार कुछ श्रेणियों में रियायत हेतु अंचित बीमा नियम है यह नियम स. 59 में निम्न श्रेणियों को रियायत मिली हुई है:

सरकारी व अर्ध सरकारी संस्थाओं को जारी पालिसियां:

1. बीमारी बीमा, सामूहिक व्यक्तिगत दुर्घटना बीमा
2. विश्वसनीयता गारंटी बीमा
3. ऐसी पालिसी जिसका अनुमोदन प्रधान कार्यालय से हो
4. सूचनापेक्षी पालिसी
5. समायोजित प्रीमियम के आधार पर जारी पालिसी
6. हवाई / पानी के जहाज की वार्षिक प्रीमियम वाली पालिसी
7. हवाई / पानी के जहाज की अल्प अवधि आवरण पालिसी
8. एक वर्ष से अधिक समय के लिए जारी पालिसी
9. अनुसूचित व परिणामी हानि पालिसीयां
10. मेरीन बीमा संरक्षण, पोत को छोड़कर
11. सह बीमा वाली पालिसियां
12. पुनर्बीमा की पालिसियां
13. राष्ट्रीय कृषि बीमा योजना से जुड़ी पालिसियां

बीमा अधिनियम में यह प्रावधान किया गया है कि केन्द्र सरकार चाहे तो प्रीमियम के अग्रिम भुगतान संबंधी आवश्यकताओं में रियायत देने के नियम बना सकती है। बीमा नियम, 1939 के नियम 58 में यह प्रावधान किया गया है कि चुनिन्दा परिस्थितियों में प्रीमियम प्राप्ति से पहले ही जोखिम स्वीकार किया जा सकता है।

चतिकूल अवस्था के लिए अवरोधक:

साधारण बीमा पालिसियों के लिए एक प्रतिकूल स्थिति है कि चैक भेजने की तिथि से यह कायम होने की तिथि

तक कि चैक सम्बन्धित न हो जाए जोखिम संरक्षण बरकरार रहेगा। इस सन्दर्भ में बीमा विनियामक ने नियमों में अवरोधक तलाशा है। नियमानुसार साधारण बीमा की पालिसी हेतु जहां पर बीमाधारक या प्रस्तावक द्वारा किया गया भुगतान बीमाकर्ता को सम्बन्धित न हुआ है तो पालिसी प्रारम्भ से ही शुरू नहीं हुई मानी जाएगी अर्थात् पालिसी शुरू से ही विधिमान्य नहीं होगी। यह स्थिति अभी भी विवादित है।

वापिसी प्रीमियम की:

प्रतिफल के अंशत विफल होने पर भी प्रीमियम लौटाया जाता है। किन्तु एक बार जोखिम का बीमा प्रारम्भ होने पर बीमा धारक को कोई अधिकार नहीं होता कि वह भुगतान किए गए पूर्ण प्रीमियम अथवा प्रीमियम के किसी भी अंश की वापिसी की मांग करें। ऐसा इसलिए भी कि चाहे सम्पत्ति किसी अपवर्जित आपदा से ही क्यों न नष्ट हो गई हो अथवा सम्पत्ति में बीमाधारक का बीमा हित समाप्त हो चुका हो। ऐसी स्थिति में और इस तरह की अन्य परिस्थितियों में बीमाधारक का कोई कानूनी अधिकार नहीं बनता कि वह प्रीमियम वापिसी की मांग करें। तथापि प्रतिफल के विकल्प होने पर और पालिसी में किए गए अनुबन्ध के आधार पर प्रीमियम लौटाया जा सकता है उदाहरणार्थ किसी पोत को एक निश्चित तारीख से 12 माह के लिए बीमाकृत किया गया हो किन्तु बीमा आरम्भ होने की उस तारीख से भी पहले ही पोत पूरी तरह नष्ट हो गया हो।

विशेष बीमा अनुबन्ध और प्रीमियम:

स्वतः पुनर्बीमा संविदाओं के अन्तर्गत आने वाले जोखिमों के मामले में प्रीमियम का अग्रिम भुगतान किए बिना आवरण स्वीकार किया जा सकता है। इसी प्रकार यदि किसी भी सह-बीमाकर्ता को पूरे प्रीमियम का भुगतान कर दिया जाए तो यह माना जाएगा कि प्रीमियम का विधिवत भुगतान कर दिया गया है। लम्बी अवधि हेतु जारी की जाने वाली पालिसियों जैसे कि संविदा निष्पादन बाँड या गारंटिया, ठेकेदार सर्व जोखिम पालिसी, मशीनरी उत्पादन पालिसियों के मामलों में

प्रीमियम प्रचालित पद्धति के आधार पर बीमा आवरण की अवधि के दौरान समय समय पर भरा जा सकता है। तथापि, पहली किश्त अन्य समान राशि वाली किश्तों से कुल प्रीमियम की कम से कम 5% अधिक होनी चाहिए और प्रत्येक किश्त कर अग्रिम भुगतान किया जाना चाहिए। जहां प्रीमियम घोषणा के आधार पर देय होता है वहां ऐसी घोषणा प्राप्त के 15 दिन के भीतर प्रीमियम का भुगतान किया जा सकता है। लाभ की हानि या परिश्रमी हानि पालिसियों में पिछले वर्ष के प्रीमियम के आधार पर अनंतिम प्रीमियम राशि बीमा प्रारम्भ होने की तारीख / नवीनीकरण तारीख से पहले वसूल करली जाती है। कुछ ऐसी पालिसियाँ होती हैं जिनके अन्तर्गत प्रीमियम का समायोजन किया जा सकता है। उदाहरणार्थ कामगार क्षतिपूर्ति बीमा के मामले में प्रभारित किया जाने वाला प्रीमियम बीमा अवधि के लिए अनुमानित मजदूरी पर लागू दर के अनुसार होता है तथा अन्त में समायोजित होता है।

अनिश्चितता, जोखिम और असुरक्षा व्यापार के किसी रूप के लिए प्रासंगिक है। यह किसी व्यापारी संगठन के लिए अपरिहार्य बना देती है। बीमा एक लिखित संविदा है जिसके अर्थात् एक पक्ष प्रीमियम के नाम से पुकारे जाने वाले प्रतिफल के बदले एक अनिश्चित हानि की क्षतिपूर्ति करने के लिए सहमत होती है। बीमा पालिसियों में जोखिम आवरण बिना प्रीमियम के भुगतान / जमा / गारन्टी के सम्भव नहीं है क्यों कि प्रतिफल विहीन संविदा ही अमान्य है। किन्तु जोखिम का आवरण संविदा के प्रकार पर निर्भर है। जहां बीमा कम्पनी को यह दुख है कि बिना प्रीमियम के अग्रिम भुगतान के जोखिम का आवरण स्वीकार नहीं करे वहीं पालिसीधारक को भी यह हक है कि एक बार प्रीमियम का भुगतान करने पर बीमा कम्पनी संविदा की सभी शर्तों का पालन करें तथा पालिसि अवधि के तहत संविदा अकारण ही निरस्र का भुगतान ही बीमा कम्पनी को प्राप्त नहीं हुआ हो तथा पालिसी के तहत दावा प्रस्तुत कर दिया गया हो तो बीमा कम्पनी दावे को स्वीकार करें या अस्वीकार करें। विभिन्न न्यायालयों ने इस विषयों पर

अलग टिप्पणियाँ की हैं। हाल ही में सुप्रीम कोर्ट ने कहा है कि पालिसी प्रीमियम का चैक लिए जाने पर ही बीमा कम्पनी दावे का भुगतान करने के लिए प्रतिबद्ध है। न्यायमूर्ति एस.वी. सिन्हा और न्यायमूर्ति एल.एस. पटंकी पीठ ने कहा कि बीमा का करार बीमाकर्ता कम्पनी और बीमा लाभार्थी के बीच का है। बीमा कानून की धारा 64 वी बी का हवाला देते हुए पीठ ने कहा कि बीमा करार तभी अस्तित्व में आता है, जब बीमाकर्ता प्रीमियम की राशि अग्रिम हासिल कर लें। चैक जारी करने वाले की जिम्मेदारी तभी से शुरू हो जाती है जब वह इसे जारी करता है। उस तारीख से नहीं जब चैक का भुगतान होता है। शीर्ष अदालत ने कर्नाटक हाईकोर्ट के इस निर्णय के विरुद्ध नेशनल इश्योरेंस कम्पनी लिमिटेड की अपील पर यह फैसला सुनाया।

प्रीमियम का अग्रिम भुगतान एक ऐसा मुद्दा है जिस पर शिकायत निवारण तन्त्रों का भी दखल नहीं है केवल न्यायालय या सर्वोच्च न्यायालय ही न्याय से जुड़े इस कानूनी उपबन्ध (बीमा अधिनियम 1938, धारा 64 वी बी) पर अपनी प्रतिक्रिया व्यक्त करते रहे हैं। एक कटु सत्य यह भी है इस मुद्दे पर काफी असष्टता है जिसका फायदा समय समय पर बीमा कम्पनियां उठाती रही हैं। गौर तलब तथ्य में ही कि तृतीय पक्ष दावों में दुर्घटना न्यायाधिकरण तथा उच्च न्यायालय ने सदैव पीडित पक्षकारों को ही राहत दी है। बाहन दुर्घटना दावों का वास्तविक आधार सामाजिक सुरक्षा से है अतः अन्य पालिसि में इस पहलू को अलग अलग तरह से परिभाषित किया गया है। यह सर्वविदित तथ्य है कि साधारण बीमा पालिसियों में जोखिम आवरण की शुरुआत बिना प्रीमियम के अग्रिम भुगतान के नहीं होती। जहां वित्तीय जमा तथा गारन्टी जैसे प्रावधान है वहां संरक्षण दिया जाना स्वाभाविक है किन्तु अन्य मामलों में जोखिम का प्रारम्भ होना प्रतिफल की प्राप्ति पर ही टिका है।

जगेन्द्र कुमार, कॉर्पोरेट हैड (ट्रेनिंग), श्रीराम जनरल इन्श्योरेंस, जयपुर - 302020

प्रीमियम का अग्रिम भुगतान एक ऐसा मुद्दा है जिस पर शिकायत निवारण तन्त्रों का भी दखल नहीं है केवल न्यायालय या सर्वोच्च न्यायालय ही न्याय से जुड़े इस कानूनी उपबन्ध (बीमा अधिनियम 1938, धारा 64 वी बी) पर अपनी प्रतिक्रिया व्यक्त करते रहे हैं।

GROSS PREMIUM UNDERWRITTEN BY NON-LIFE INSURERS WITHIN INDIA (SEGMENT WISE) :

Sl. No.	Insurer	Fire	Marine	Marine Cargo	Marine Hull	Engineering	Motor
1	Royal Sundaram Previous year	17.12 18.78	6.65 7.05	6.65 7.05	0.00 0.00	10.24 8.47	223.39 161.47
2	TATA-AIG Previous year	97.80 85.09	53.44 42.59	53.44 42.59	0.00 0.00	19.76 15.70	154.65 71.56
3	Reliance Previous year	44.89 41.25	21.15 12.79	20.88 9.53	0.27 3.26	32.33 -0.97	311.54 229.67
4	IFFCO Tokio Previous year	110.88 110.31	41.88 42.02	31.57 24.45	10.31 17.57	15.71 16.14	244.42 205.90
5	ICICI Lombard Previous year	112.40 96.47	66.08 49.66	48.90 35.06	17.19 14.60	52.11 48.42	454.74 349.49
6	Bajaj Allianz Previous year	87.29 75.97	26.36 24.27	26.01 21.94	0.36 2.33	27.72 23.97	447.63 411.36
7	HDFC ERGO Previous year	88.00 59.74	20.15 11.60	14.74 8.26	5.41 3.34	24.51 16.89	128.07 83.76
8	Cholamandalam Previous year	27.83 22.61	12.01 11.28	12.01 11.26	0.00 0.01	6.55 6.79	202.24 140.64
9	Future Generali Previous year	32.10 24.53	13.55 10.41	13.55 10.41	0.00 0.00	7.19 6.97	118.98 71.75
10	Universal Somo Previous year	18.79 13.22	2.60 2.13	2.60 2.13	0.00 0.00	2.77 2.23	36.00 42.96
11	Shriram Previous year	1.85 1.10	0.22 0.10	0.22 0.10	0.00 0.00	0.67 0.29	229.10 138.05
12	Bharti Axa Previous year	22.18 18.40	8.16 3.97	8.16 3.97	0.00 0.00	3.75 2.35	114.14 82.38
13	Raheja QBE Previous year	0.78 0.26	-0.03 0.00	-0.03 0.00	0.00 0.00	0.04 0.00	0.06 0.04
14	SBI General	25.07	0.21	0.21	0.00	1.95	0.60
15	L&T	4.78	1.61	1.61	0.00	1.85	13.96
16	New India Previous year	390.76 372.82	168.36 160.20	71.60 74.10	96.76 86.11	80.71 82.95	656.49 522.52
17	National Previous year	194.70 159.21	90.87 68.38	49.43 44.69	41.44 23.70	65.30 46.47	799.14 650.99
18	United India Previous year	276.44 240.02	158.41 148.50	90.21 87.71	68.20 60.79	125.99 99.77	615.56 478.53
19	Oriental Previous year	256.33 211.98	146.81 135.34	73.40 60.27	73.41 75.07	80.30 76.81	493.64 426.81
20	AIC of India Previous year						
	Grand Total	1,810.00	838.52	525.17	313.35	559.45	5,244.35
	Previous year	1,551.76	730.30	443.52	286.77	453.23	4,067.88
SPECIALISED INSTITUTIONS							
21	ECGC Previous year						
22	Star Health & Allied Insurance Previous year						
23	Apollo MUNICH Previous year						
24	Max BUPA Previous year						

Commenced operations in March, 2010
 \$ Figures revised by Insurer for March, 2009
 Compiled on the basis of data submitted by the Insurance companies

FOR THE PERIOD APRIL - JUNE, 2011 (PROVISIONAL & UNAUDITED)

(₹ in Crores)

Motor OD	Motor TP	Health	Aviation	Liability	Personal Accident	All Others	Grand Total
169.26	54.14	77.46	0.00	2.11	8.93	11.82	357.73
126.46	35.00	47.54	0.00	1.92	8.93	7.56	261.70
131.17	23.48	36.50	0.00	44.77	35.15	8.44	450.51
60.53	11.03	34.49	0.00	38.41	33.55	3.00	324.39
200.27	111.28	79.03	0.54	10.61	10.33	14.41	524.84
155.27	74.40	66.51	34.07	9.11	24.12	12.77	429.35
160.06	84.36	58.23	5.71	18.54	6.99	29.78	532.15
141.37	64.53	33.44	11.59	25.16	5.60	32.48	482.63
326.62	128.12	423.54	37.32	38.00	33.51	43.95	1,261.65
253.71	95.78	399.96	29.95	34.13	28.55	34.27	1,070.89
327.65	119.98	109.84	6.59	31.91	11.88	46.58	795.81
305.65	105.72	89.95	4.68	23.08	13.00	51.79	718.07
84.21	43.86	123.40	5.93	28.56	42.76	1.91	463.29
60.19	23.58	83.13	11.24	24.17	27.40	1.96	319.89
140.56	61.68	51.71	0.00	4.30	10.49	6.16	321.29
97.74	42.90	42.97	0.00	3.63	8.08	8.63	244.62
79.58	39.39	37.30	0.00	6.03	11.14	7.25	233.54
51.68	20.07	32.93	0.00	3.18	5.18	4.76	159.72
28.37	7.63	12.22	0.00	0.82	2.04	10.04	85.29
31.75	11.22	7.66	0.00	0.43	1.58	7.65	77.85
103.92	125.18	0.00	0.00	0.18	0.22	0.20	232.45
70.88	67.17	0.00	0.00	0.13	0.20	0.11	139.99
84.50	29.63	39.19	0.00	1.39	7.96	2.12	198.88
64.77	17.61	14.43	0.00	0.66	5.91	0.91	129.00
0.04	0.02	0.00	0.00	2.46	0.14	0.03	3.48
0.03	0.01	0.00	0.00	0.92	0.18	0.01	1.42
0.51	0.09	1.45	4.79	0.00	0.23	1.73	36.03
9.43	4.53	0.10	0.00	0.78	1.52	2.72	27.32
354.30	302.19	741.72	20.57	47.71	32.96	176.84	2,316.12
299.52	223.00	644.90	12.89	43.01	32.77	125.04	1,997.12
449.63	349.51	513.16	11.60	24.55	31.06	119.72	1,850.11
388.57	262.42	389.54	9.23	18.09	29.95	97.84	1,469.70
307.23	308.33	540.60	1.45	27.35	32.33	185.64	1,963.77
259.60	218.93	391.44	1.32	24.76	28.75	142.80	1,555.89
243.69	249.95	322.03	19.29	30.68	32.85	138.08	1,520.00
232.71	194.11	300.59	14.42	26.72	35.67	146.69	1,375.03
						144.50	144.50
						148.52	148.52
3,201.03	2,043.32	3,655.49	113.80	320.75	316.73	1,186.73	14,045.83
2,600.43	1,467.45	2,937.73	129.39	277.52	292.72	1,037.54	11,478.07
						231.24	231.24
		406.13			2.56	1.17	409.86
		316.55			2.27	1.09	319.90
		67.73			1.69	2.40	71.83
		39.38			1.04	1.63	42.05
		14.13			0.00	0.00	14.13
		2.31			0.00	0.00	2.31

Report Card: General

GROSS PREMIUM UNDERWRITTEN FOR AND UP TO THE MONTH OF JULY, 2011

(₹ in Crores)

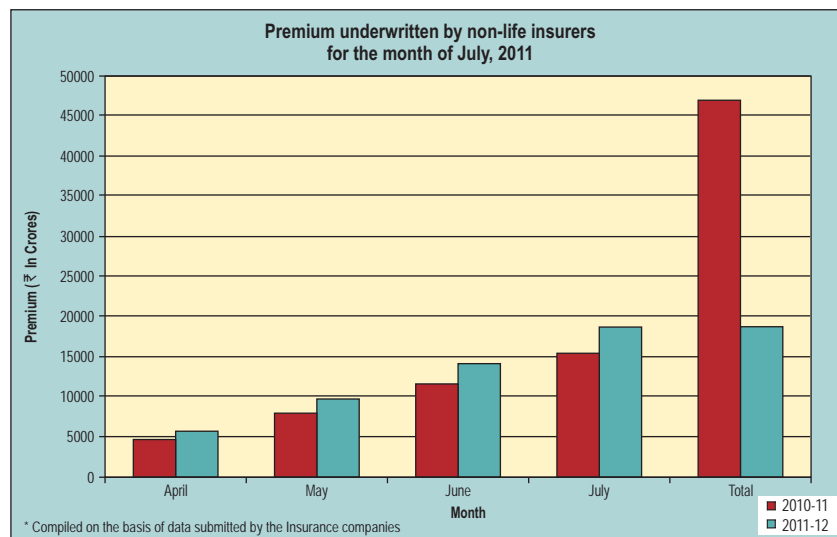
INSURER	JULY		APRIL-JULY		GROWTH OVER THE CORRESPONDING PREVIOUS YEAR
	2011-12	2010-11*	2011-12	2010-11*	
Royal Sundaram	116.33	92.93	474.06	354.63	33.68
Tata-AIG	152.92	115.69	603.38	440.08	37.11
Reliance General	135.58	135.01	660.42	564.35	17.02
IFFCO-Tokio	162.65	158.44	694.80	641.06	8.38
ICICI-lombard	398.09	326.02	1659.74	1396.91	18.82
Bajaj Allianz	290.20	250.38	1086.01	968.45	12.14
HDFC ERGO General	145.25	113.24	608.54	433.12	40.50
Cholamandalam	126.51	81.01	447.80	325.63	37.52
Future Generali	71.09	46.55	304.63	206.28	47.68
Universal Sampo	25.93	26.32	111.22	104.17	6.77
Shriram General	93.22	57.94	325.67	197.92	64.54
Bharti AXA General	64.27	50.81	263.40	179.80	46.50
Raheja QBE	1.14	0.63	4.62	2.05	124.95
SBI General	22.16	5.04	58.19	6.62	779.12
L&T General	11.49	0.00	38.81	0.00	
Star Health & Allied Insurance	102.20	208.71	512.06	528.62	-3.13
Apollo MUNICH	30.24	13.93	102.07	55.98	82.31
Max BUPA	5.34	1.70	19.38	4.00	383.99
New India	707.15	598.30	3023.27	2595.42	16.48
National	592.00	467.88	2442.11	1937.58	26.04
United India	639.37	503.67	2603.19	2059.56	26.40
Oriental	484.45	437.48	2004.45	1812.51	10.59
ECGC	78.11	60.06	309.35	268.10	15.39
AIC	144.32	129.88	288.82	278.39	3.75
PRIVATE TOTAL	1954.61	1684.34	7974.81	6409.68	24.42
PUBLIC TOTAL	2645.40	2197.27	10671.19	8951.56	19.21
GRAND TOTAL	4600.01	3881.60	18646.01	15361.24	21.38

Note: Compiled on the basis of data submitted by the Insurance companies

* Figures revised by insurance companies

Private includes 15 General & 3 Standalone Health Insurers

Public includes 4 PSU's, ECGC & AIC



The annual function of Institute of Insurance and Risk Management (IIRM) to award the International Post Graduate Diplomas to the students of 7th batch regular stream, candidates of Distance Learning mode, students of 2nd and 3rd Batch of Actuarial Science Course; and to welcome the students of the academic year 2011-12, was held on Friday, the 5th August 2011, in Hyderabad. Mr. U. K. Sinha, Chairman, SEBI delivered the convocation address and awarded Diplomas to the successful students of the IPGD in Insurance and Risk Management and Actuarial Sciences programmes.



Mr. U. K. Sinha delivering the Convocation address. Others in the picture are (L to R): Mr. M. Rama Prasad, Member (Non-life), IRDA; Mr. Vepa Kamesam, Managing Director, IIRM; Mr. J. Hari Narayan, Chairman, IRDA; Dr. R. Radhakrishna, Chairman of National Statistical Commission; and Mr. Vikram, Chartered Accountant.



Mr. J. Hari Narayan handing over a memento to Mr. U.K. Sinha
Looking on is Mr. Vepa Kamesam.



Ms. Megha Mehta, who won the SBI Life prize money of ₹1.00 lakh and gold medal, receiving the diploma from Mr. U. K. Sinha. Others in the picture are (L to R): Mr. M. Rama Prasad; Mr. Vepa Kamesam and Mr. J. Hari Narayan.

Statistical Supplement

(Monthly - June, 2011)

Name of the Insurer: Bajaz Allianz General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	1983.25	8728.76	35560	101856	99.24	1131.42	25934554.00	106549455.00
Previous year	1884.01	7597.34	30008	88683	441.69	1627.73	30931963.00	104682390.00
Marine Cargo	476.62	2600.53	13491	41461	-46.01	406.50	6635780.00	26899335.00
Previous year	522.63	2194.02	14519	42374	103.55	545.19	9922206.00	50158887.00
Marine Hull (Including Onshore & Offshore oil energy)	5.36	35.90	4	29	-46.41	-196.75	362851.00	761286.00
Previous year	51.77	232.64	58	129	4.25	39.31	295814.00	2033403.00
Marine (Total)	481.98	2636.43	13495	41490	-92.42	209.76	6998631.00	27660621.00
Previous year (Total)	574.40	2426.67	14577	42503	107.80	584.51	10218020.00	52192290.00
Aviation	30.32	658.93	26	95	-30.36	190.63	261103.00	5046876.00
Previous year	60.68	468.31	20	62	-305.84	-351.63	286677.00	5184209.00
Engineering	717.02	2772.25	1449	4306	-261.38	375.51	17051106.00	43386206.00
Previous year	978.40	2396.74	1368	4036	-30.56	-248.27	32679317.00	49476557.00
Motor Own Damage	10919.64	32765.43	316928	995007	838.74	2200.77	786078.00	2399781.00
Previous year	10080.89	30564.66	329398	984818	1836.70	6002.60	737316.00	2232925.00
Motor Third party	4530.79	11997.82	316928	995026	980.97	1426.27		
Previous year	3549.82	10571.54	330198	1003997	201.14	729.40		
Motor (Total)	15450.42	44763.25	316928	995026	1819.72	3627.05	786078.00	2399781.00
Previous year (Total)	13630.71	41136.20	330198	1003997	2037.84	6732.00	737316.00	2232925.00
Workmen's compensation / Employer's liability	230.40	813.47	1779	5725	51.45	214.82	40665.00	134270.00
Previous year	178.95	598.65	1675	5156	24.41	143.77	20833.00	81592.00
Public Liability	8.67	32.17	20	75	2.42	4.09	40049.00	149648.00
Previous year	6.26	28.08	16	63	1.82	1.33	16646.00	68294.00
Product Liability	69.40	563.18	68	183	-18.92	129.76	73759.00	223653.00
Previous year	88.32	433.42	55	147	13.78	201.51	48510.00	156907.00
Other Liability Covers	869.57	1782.38	281	902	565.34	534.75	325631.00	807974.00
Previous year	304.23	1247.64	284	885	-65.47	187.29	202059.00	691960.00
Liability (Total)	1178.04	3191.20	2148	6885	600.29	883.41	480104.00	1315545.00
Previous year (Total)	577.75	2307.79	2030	6251	-25.46	533.89	288048.00	998753.00
Personal Accident	373.24	1188.02	6396	18283	27.59	-111.93	1892562.00	5985256.00
Previous year	345.65	1299.95	8364	22139	-203.20	-393.51	14812616.00	18451237.00
Medical Insurance	2602.97	8959.41	64252	179800	-220.19	1886.16	2863906.00	10398467.00
Previous year	2823.16	7073.25	77671	195890	-352.23	-909.27	2835735.00	7866920.00
Overseas Medical Insurance	664.13	2024.93	49424	164116	49.96	103.09	1387808.00	4216996.00
Previous year	614.17	1921.84	48513	158703	81.40	177.92	106253.00	224149.00
Health (Total)	3267.10	10984.35	113676	343916	-170.23	1989.26	4251714.00	14615463.00
Previous year (Total)	3437.33	8995.09	126184	354593	-270.83	-731.36	2941988.00	8091069.00
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	131.45	282.41	14	54	6.97	-144.74	999955.00	1615118.00
Previous year	124.48	427.15	12	49	76.38	231.21	101770.00	851018.00
All Other Miscellaneous	1372.56	4375.49	58116	148304	224.77	-376.21	1890865.00	7548427.00
Previous year	1147.80	4751.69	49244	137449	-74.44	354.99	1873520.00	50899678.00
Grand Total	24985.37	79581.08	547808	1660215	2224.18	7774.15	60546672.00	216122748.00
Previous year (Total)	22761.19	71806.93	562005	1659762	1753.39	8339.57	94871235.00	293060126.00

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
91.71	364.49	2806	7958	0.00	0.00	0.00	0.00		
350.00	678.61	4220	11824	0.00	0.00	0.00	0.00		
30.46	87.68	664	1995	0.00	0.00	0.00	0.00		
11.00	69.83	544	2074	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
30.46	87.68	664	1995	0.00	0.00	0	0	0	0
11.00	69.83	544	2074	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
29.63	322.00	146	410	0.00	0.00	0.00	0.00		
108.00	404.75	221	652	0.00	0.00	0.00	0.00		
1510.27	2952.45	29192	62592	0.00	0.00	0.00	0.00		
97.39	287.72	2248	7541	0.00	0.00	0.00	0.00		
-38.06	1159.01	3689	34284	0.00	0.00	0.00	0.00		
1110.61	3408.90	31302	96677	0.00	0.00	0.00	0.00		
1472.21	4111.46	29192	62592	0.00	0.00	0	0	0	0
1208.00	3696.62	31302	96677	0.00	0.00	0	0	0	0
39.59	137.04	319	974	0.00	0.00	0.00	0.00		
30.40	107.20	304	943	0.00	0.00	0.00	0.00		
0.00	0.00	879	2536	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
75.96	205.57	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
2.46	144.36	15	35	0.00	0.00	0.00	0.00		
115.55	342.61	1198	3510	0.00	0.00	0	0	0	0
32.86	251.56	319	978	0.00	0.00	0	0	0	0
46.73	140.25	3746	9850	2.41	9.97	5983.00	22176.00		
12.43	342.46	907	1548	0.92	1.68	6500.00	9700.00		
113.34	295.60	1910	5156	0.00	0.00	0.00	0.00	80498.00	259094.00
73.36	179.82	1246	3635	0.00	0.00	0.00	0.00	95722.00	249851.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
113.34	295.60	1910	5156	0.00	0.00	0	0	80498	259094
73.36	179.82	1246	3635	0.00	0.00	0	0	95722	249851
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
307.10	952.69	11043	27523	0.00	0.00	0.00	0.00		
152.93	738.93	13270	37229	0.00	0.00	0.00	0.00		
2206.73	6616.78	50705	118994	2.41	9.97	5983	22176	80498	259094
1948.58	6362.58	52029	154617	0.92	1.68	6500	9700	95722	249851

Name of the Insurer: Bharti Axa General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	118.22	2218.01	1117	3563	118.22	2099.80	144834.79	4641037.49
Previous year	83.13	1839.88	880	2397	83.13	1756.76	10679279.36	15649668.92
Marine Cargo	65.66	815.90	192	633	65.66	750.24	118153.11	2098071.98
Previous year	42.09	397.21	185	473	42.09	355.12	4066184.87	5632516.26
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	65.66	815.90	192	633	65.66	750.24	118153.11	2098071.98
Previous year (Total)	42.09	397.21	185	473	42.09	355.12	4066184.87	5632516.26
Aviation								
Previous year								
Engineering	92.26	375.30	142	434	92.26	283.04	54430.29	1116862.29
Previous year	53.71	235.10	138	368	53.71	181.40	3243828.19	4280179.53
Motor Own Damage	2590.53	8450.50	42728	135613	2590.53	5859.96	153813.50	509091.74
Previous year	2258.64	6476.53	38138	102409	2258.64	4217.89	1861528.92	2187405.63
Motor Third party	1056.56	2963.11	42728	135613	1056.56	1906.55		
Previous year	715.46	1761.08	38138	102409	715.46	1045.63		
Motor (Total)	3647.09	11413.61	42728	135613	3647.09	7766.52	153813.50	509091.74
Previous year (Total)	2974.09	8237.61	38138	102409	2974.09	5263.52	1861528.92	2187405.63
Workmen's compensation / Employer's liability	16.96	54	60	176	16.96	36.68	1142.79	9716
Previous year	5.13	39	65	280	5.13	33.63	34677.77	40347
Public Liability	0.00		0		0.00		0.00	
Previous year	0.00		0		0.00		0.00	
Product Liability	0.00		0		0.00		0.00	
Previous year	0.00		0		0.00		0.00	
Other Liability Covers	23.85	86	11	44	23.85	61.66	10398.25	26929
Previous year	5.37	27	5	62	5.37	21.63	52468.41	60758
Liability (Total)	40.81	139.15	71	220	40.81	98.35	11541.04	36645.14
Previous year (Total)	10.50	65.77	70	342	10.50	55.27	87146.18	101104.86
Personal Accident	219.91	795.72	1851	5135	219.91	575.81	508809.33	3352957.82
Previous year	155.20	590.66	1124	2983	155.20	435.46	16096770.39	19117060.43
Medical Insurance	1146.82	3918.52	2956	8175	1146.82	2771.70	11130.80	12059.51
Previous year	402.10	1442.70	1092	2784	402.10	1040.60	42334.77	51852.39
Overseas Medical Insurance								
Previous year								
Health (Total)	1146.82	3918.52	2956	8175	1146.82	2771.70	11130.80	12059.51
Previous year (Total)	402.10	1442.70	1092	2784	402.10	1040.60	42334.77	51852.39
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	95.50	211.63	997	3457	95.50	116.13	52979.27	257582.31
Previous year	38.98	90.63	813	1638	38.98	51.65	791922.46	964085.85
Grand Total	5426.27	19887.84	50054	157230	5426.27	14461.58	1055692.13	12024308.28
Previous year (Total)	3759.80	12899.56	42440	113394	3759.80	9139.76	36868995.14	47983873.86

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
11.93	23.76	819	2535						
0.13	0.22	13	16						
0.12	0.30	2	7						
0.12	0.30	2	7	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.46	4.78	2	18						
98.26	286.13	2665	6952						
40.66	64.74	1067	1945						
49.92	128.96	0	0						
0.00	11.64	0							
148.17	415.08	2665	6952	0.00	0.00	0	0	0	0
40.66	76.39	1067	1945	0.00	0.00	0	0	0	0
	0		3						
			0						
0.00	0.23	0	3	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
71.72	106.51	149	336						
2.06	25.92	27	52						
3.34	17.55	62	197						
2.61	3.50	9	12						
3.34	17.55	62	197	0.00	0.00	0	0	0	0
2.61	3.50	9	12	0.00	0.00	0	0	0	0
5.27	16.54	723	2591						
0.13	1.54	8	72						
241.01	584.75	4422	12639	0.00	0.00	0	0	0	0
45.59	107.57	1124	2097	0.00	0.00	0	0	0	0

Name of the Insurer: Cholamandalam Ms General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	684.7	2,783.1	12,683	38,745	378.5	521.9	2,916,979	9,817,093
Previous year	306.3	2,261.1	5,176	17,676	(136.5)	(649.1)	1,371,655	6,991,205
Marine Cargo	195.4	1,201.3	717	2,017	(20.4)	74.9	3,115,874	9,731,002
Previous year	215.8	1,126.4	767	2,549	(75.1)	(5.1)	1,582,673	5,732,660
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-	(0.0)	(1.1)	-	0
Previous year	0.0	1.1	-	-	0.0	(4.3)	4	104
Marine (Total)	195.4	1,201.3	717	2,017	(20.5)	73.8	3,115,874	9,731,002
Previous year (Total)	215.8	1,127.5	767	2,549	(75.0)	(9.4)	1,582,677	5,732,764
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	217.9	654.9	869	2,612	62.1	(23.6)	438,043	1,137,915
Previous year	155.8	678.5	568	1,787	(10.8)	14.9	487,607	1,111,320
Motor Own Damage	5,067.5	14,055.8	65,676	180,928	1,665.3	4,281.3	270,185	781,782
Previous year	3,402.1	9,774.5	50,580	144,068	639.8	1,621.3	207,473	590,878
Motor Third party	2,223.8	6,168.4	65,883	181,370	730.8	1,878.9	-	-
Previous year	1,493.0	4,289.5	50,661	144,441	607.8	1,790.7	-	-
Motor (Total)	7,291.3	20,224.2	65,883	181,370	2,396.1	6,160.2	270,185	781,782
Previous year (Total)	4,895.2	14,064.0	50,661	144,441	1,247.6	3,412.0	207,473	590,878
Workmen's compensation / Employer's liability	(0.2)	141.5	313	1,046	(28.3)	45.7	(1,971)	25,975
Previous year	28.1	95.8	25	300	(19.4)	(35.3)	3,805	15,477
Public Liability	108.2	288.6	91	328	50.7	21.3	25,183	68,532
Previous year	57.5	267.3	475	1,027	60.1	1.7	39,483	131,690
Product Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Other Liability Covers	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Liability (Total)	108.0	430.1	404	1,374	22.4	67.0	23,212	94,507
Previous year (Total)	85.6	363.1	500	1,327	40.7	(33.6)	43,288	147,167
Personal Accident	357.8	1,049.2	2,403	6,352	132.9	241.6	7,166,067	7,833,860
Previous year	224.9	807.6	1,848	4,654	(13.9)	(4.2)	266,723	889,662
Medical Insurance	1,802.5	5,170.8	2,526	6,064	116.9	874.2	459,903	822,843
Previous year	1,685.6	4,296.6	2,316	6,345	197.3	(1,407.3)	91,278	210,062
Overseas Medical Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Health (Total)	1,802.5	5,170.8	2,526	6,064	116.9	874.2	459,903	822,843
Previous year (Total)	1,685.6	4,296.6	2,316	6,345	197.3	(1,407.3)	91,278	210,062
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	169.1	615.7	5,715	23,063	(65.1)	(247.8)	423,948	1,300,632
Previous year	234.2	863.5	7,043	26,986	(37.4)	(138.5)	571,943	1,744,201
Grand Total	10,826.7	32,129.2	91,200	261,597	3,023.4	7,667.2	14,814,211	31,519,634
Previous year (Total)	7,803.3	24,462.0	68,879	205,765	1,212.0	1,184.9	4,622,644	17,417,259

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
							1,025.0		
-	-	-	-	-	160	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	31.4	-	-		
278.8	735.1	6,571	16,868	-	-	-	-		
128.1	395.8	2,663	7,912	-	-	-	-		
149.4	349.4	6,601	16,928	-	-	-	-		
46.6	143.0	2,667	7,955	-	-	-	-		
428.2	1,084.5	6,601	16,928	-	-	-	-		
174.7	538.8	2,667	7,955	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
3,282.0	3,282.0	-	-	-	-	858,810.0	2,310,585.0		
937.7	2,150.8	-	-	-	-	579,570.0	1,433,802.0		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
3,282.0	3,282.0	-	-	-	-	858,810.0	2,310,585.0		
937.7	2,150.8	-	-	-	-	579,570.0	1,433,802.0		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
30.4	85.6	1,444	4,224	-	-	-	-		
-	-	-	-	-	68.6	-	-		
3,740.6	4,452.1	8,045	21,152	-	-	858,810.0	2,311,610.0	-	-
1,112.4	2,689.5	2,667	7,955	-	259.90	579,570.0	1,433,802.0	-	-

Name of the Insurer: Future General India Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	587.33	3209.93	2088	6169	277.07	756.53	1511501.37	4871001.73
Previous year	310.26	2453.40	911	2868	133.93	1461.73	438966.33	3177369.07
Marine Cargo	325.68	1354.81	679	2210	62.78	313.93	462698.07	3048904.84
Previous year	262.89	1040.88	5036	9739	192.08	720.94	602170.91	2273349.06
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine (Total)	325.68	1354.81	679	2210	62.78	313.93	462698.07	3048904.84
Previous year (Total)	262.89	1040.88	5036	9739	192.08	720.94	602170.91	2273349.06
Aviation	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Engineering	181.07	718.82	458	1266	-133.65	22.14	112851.04	381499.82
Previous year	314.72	696.68	253	786	223.43	332.67	129743.48	278437.30
Motor Own Damage	2953.82	7958.32	50479	135609	1181.85	2790.20	270668.35	703200.30
Previous year	1771.97	5168.12	41571	119655	664.46	2067.92	156046.12	442062.15
Motor Third party	1670.51	3939.22	50479	135609	959.18	1931.99		
Previous year	711.33	2007.23			266.89	822.27		
Motor (Total)	4624.33	11897.54	50479	135609	2141.02	4722.19	270668.35	703200.30
Previous year (Total)	2483.30	7175.35	41571	119655	931.35	2890.19	156046.12	442062.15
Workmen's compensation / Employer's liability	92.80	308.24	505	1360	38.65	171.07	20133.84	50316.10
Previous year	54.14	137.16	297	787	31	67	5683.95	13110.80
Public Liability					0.00	0.00		
Previous year	0.00	0.00	0	0	0	-2	0.00	0.00
Product Liability	111.69	295.03	119	345	48.44	114.24	22996.88	56812.68
Previous year	63.26	180.78	82	260	41	66	19232.58	38316.24
Other Liability Covers	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0			0.00	0.00
Liability (Total)	204.49	603.26	624	1705	87.09	285.32	43130.72	107128.79
Previous year (Total)	117.40	317.95	379	1047	72.03	132.10	24916.53	51427.04
Personal Accident	245.99	1113.80	3936	10382	109.50	595.35	351114.10	1694898.23
Previous year	136.49	518.46	3643	6593	90.87	163.79	144173.78	412582.19
Medical Insurance	913.01	3376.02	1393	3725	358.65	380.49	43130.50	67941.47
Previous year	554.36	2995.53	1455	2683	-245.88	782.24	7541.55	25032.15
Overseas Medical Insurance	113.57	354.44	6487	21446	20.14	56.50	12587.18	32711.73
Previous year	93.42	297.94	5220	17785	93.42	297.94	8092.25	24370.17
Health (Total)	1026.58	3730.45	7880	25171	378.79	436.98	55717.68	100653.20
Previous year (Total)	647.78	3293.47	6675	20468	-152.46	1080.19	15633.80	49402.32
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	192.38	725.40	2703	7083	34.40	249.48	229337.95	769440.29
Previous year	157.98	475.92	1420	14498	33.70	35.93	228952.39	867218.01
Grand Total	7387.84	23354.03	68847	189595	2957.00	7381.91	3037019.28	11676727.20
Previous year (Total)	4430.83	15972.11	59888	175654	1524.93	6817.56	1740603.32	7551847.13

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
51.39	323.98	193	637						
19.47	214.65	65	299						
55.45	167.49	51	148						
32.96	129.53	871	1158						
-	-	-	-						
-	-	-	-						
55.45	167.49	51	148	0.00	0.00	0	0		
32.96	129.53	871	1158	0.00	0.00	0	0		
-	-	-	-						
-	-	-	-						
7.23	50.83	30	97						
19.98	46.18	16	57						
272.59	761.11	4987	13844						
131.59	384.96	3281	11624						
178.68	432.83	-	-						
56.39	159.71	-	-						
451.27	1,193.94	4987	13844	0.00	0.00	0	0		
187.98	544.67	3281	11624	0.00	0.00	0	0		
3.79	46.47	35	81						
-	-	-	-						
-	-	-	-						
26.22	33.19	21	54						
-	3.46	-	7						
-	-	-	-						
-	-	-	-						
-	-	-	-						
3.79	49.93	35	88	0.00	0.00	0	0		
26.22	33.19	21	54	0.00	0.00	0	0		
16.10	47.72	387	928						
10.00	40.25	242	354						
25.11	95.85	107	236					1500	4258
10.74	55.68	86	138						
5.87	16.72	348	1042						
4.37	4.37	249	249						
30.98	112.57	455	1278	0.00	0.00	0	0	1500	4258
15.11	60.05	335	387	0.00	0.00	0	0	0	0
-	-	-	-						
-	-	-	-						
-	-	-	-						
-	-	-	-						
41.32	110.00	1255	2693						
24.29	106.92	547	12144						
657.53	2056.46	7393	19713	0.00	0.00	0	0	1500	4258
335.99	1175.44	5378	26077	0.00	0.00	0	0	0	0

Name of the Insurer: *HDFC ERGO General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	1,257.92	8,799.82	3,763	11,214	443.68	2,825.71	3,869,171	25,072,419
Previous year	814.24	5,974.11	3,184	7,944	469.77	3,387.49	1,235,625	25,762,368
Marine Cargo	269.62	1,474.08	184	524	104.10	647.63	723,551	6,477,277
Previous year	165.52	826.45	168	435	88.23	475.54	195,500	3,141,070
Marine Hull (Including Onshore & Offshore oil energy)	376.60	541.25	83	170	241.58	207.36	54,737	103,725
Previous year	135.02	333.89	15	148	(49.19)	(69.77)	2,861	66,815
Marine (Total)	646.22	2,015.32	267	694	345.68	854.99	778,288	6,581,003
Previous year (Total)	300.54	1,160.34	183	583	39.04	405.78	198,361	3,207,885
Aviation	59.08	593.46	3	14	(257.96)	(530.10)	13,652	1,360,831
Previous year	317.04	1,123.56	6	13	207.04	933.11	1,038,062	1,188,698
Engineering	538.17	2,451.33	410	1,021	247.38	762.75	733,111	1,884,744
Previous year	290.79	1,688.57	242	607	40.00	1,020.34	581,260	1,911,549
Motor Own Damage	3,180.38	8,421.05	45,824	127,168	924.69	2,402.37	211,982	566,623
Previous year	2,255.69	6,018.68	34,639	92,945	1,074.48	2,505.25	153,962	404,795
Motor Third party	1,749.82	4,385.62	80,579	226,994	902.90	2,027.97		
Previous year	846.92	2,357.65	45,085	125,177	240.34	592.45		
Motor (Total)	4,930.20	12,806.67	80,579	226,994	1,827.59	4,430.34	211,982	566,623
Previous year (Total)	3,102.61	8,376.33	45,085	125,177	1,314.83	3,097.70	153,962	404,795
Workmen's compensation / Employer's liability	33.13	138.39	39	159	20.28	83.58	38,844	172,021
Previous year	12.85	54.80	37	85	4.41	(0.74)	9,352	37,364
Public Liability	11.85	99.50	31	70	(5.44)	64.13	15,354	55,567
Previous year	17.30	35.36	18	48	13.69	3.00	10,939	35,842
Product Liability	4.06	21.97	4	11	(70.89)	(65.86)	2,050	7,283
Previous year	74.95	87.83	2	9	73.42	80.41	5,235	10,570
Other Liability Covers	412.53	2,595.97	86	319	73.27	357.35	115,574	593,209
Previous year	339.25	2,238.62	65	208	122.47	458.50	93,874	450,620
Liability (Total)	461.57	2,855.83	160	559	17.22	439.20	171,822	828,080
Previous year (Total)	444.35	2,416.62	122	350	213.99	541.17	119,401	534,396
Personal Accident	1,191.98	4,275.52	93,752	250,040	353.14	1,535.98	200,013	6,993,213
Previous year	838.84	2,739.54	63,847	168,153	695.69	2,137.53	145,003	378,179
Medical Insurance	2,829.57	11,972.66	38,991	102,219	735.68	3,879.14	126,276	410,171
Previous year	2,093.89	8,093.52	27,755	71,381	1,150.35	3,744.92	89,088	282,204
Overseas Medical Insurance	15.82	367.38	798	2,067	(57.95)	147.85	312,056	4,048,740
Previous year	73.78	219.53	608	1,939	23.61	55.12	1,173,235	3,130,331
Health (Total)	2,845.39	12,340.04	39,789	104,286	677.73	4,026.99	438,332	4,458,911
Previous year (Total)	2,167.67	8,313.05	28,363	73,320	1,173.95	3,800.04	1,262,323	3,412,534
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	62.34	190.89	152	421	(57.70)	(5.57)	331,980	1,208,043
Previous year	120.04	196.46	1,216	3,919	(278.90)	(1,472.19)	27,469	93,424
Grand Total	11,992.88	46,328.87	218,875	595,243	3,596.75	14,340.30	6,748,351	48,953,866
Previous year (Total)	8,396.13	31,988.57	142,248	380,066	3,875.41	13,850.96	4,761,464	36,893,828

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
59.37	287.48	273	576		-		-		
26.59	417.36	226	546	-	-	-	-		
26.80	58.39	22	60		-		-		
0.27	45.66	14	37	-	-	-	-		
0.51	0.51	1	1		-		-		
-	-	-	-	-	-	-	-		
27.31	58.90	23	61	-	-	-	-	-	-
0.27	45.66	14	37	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
11.08	78.28	45	114		-		-		
9.10	41.88	25	69	-	-	-	-		
283.09	897.26	4,212	12,774		-		-		
212.44	508.53	3,433	8,504	-	-	-	-		
223.40	514.76	10,082	30,281		-		-		
105.14	279.69	5,518	14,948	-	-	-	-		
506.49	1,412.02	10,082	30,281	-	-	-	-	-	-
317.58	788.22	5,518	14,948	-	-	-	-	-	-
0.56	1.70	3	7		-		-		
0.51	4.88	5	10	-	-	-	-		
-	-	-	-		-		-		
0.14	0.14	1	1	-	-	-	-		
-	-	-	-		-		-		
-	3.26	-	-	-	-	-	-		
9.16	51.01	4	9		-		-		
2.19	10.31	1	3	-	-	-	-		
9.72	52.71	7	16	-	-	-	-	-	-
2.84	18.59	7	14	-	-	-	-	-	-
123.40	339.68	9,629	23,447		-		-		
85.54	192.30	6,232	13,665	-	-	-	-		
120.48	1,203.15	2,401	5,844		-		-	81,730	343,491
69.20	1,213.49	1,464	3,101	13.38	18.17	8,179	13,440	80,242	246,512
1.40	4.13	28	57		-		-	11,237	34,726
2.13	3.26	12	42	-	-	-	-	10,793	29,149
121.88	1,207.28	2,429	5,901	-	-	-	-	92,967	378,217
71.33	1,216.75	1,476	3,143	13.38	18.17	8,179	13,440	91,035	275,661
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
5.33	10.21	5	24		-		-		
3.38	12.26	232	850	-	-	-	-		
864.57	3,446.57	22,493	60,420	-	-	-	-	92,967	378,217
516.64	2,733.02	13,730	33,272	13.38	18.17	8,179	13,440	91,035	275,661

Name of the Insurer: ICICI Lombard General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	1,533.29	11,240.41	1,509	6,535	639.95	1,593.75	3,321,298	24,128,846
Previous year	893.34	9,646.66	2,305	6,628	305.89	(647.89)	4,731,108	21,670,287
Marine Cargo	912.25	4,889.62	1,107	3,583	112.08	1,383.60	4,776,515	21,072,184
Previous year	800.18	3,506.02	720	2,379	347.03	437.79	2,764,211	15,021,521
Marine Hull (Including Onshore & Offshore oil energy)	374.20	1,718.61	2	42	(103.41)	258.99	12,742	521,553
Previous year	477.61	1,459.62	28	157	(694.96)	(1,237.98)	12,592	868,652
Marine (Total)	1286.45	6608.23	1109	3625	8.67	1642.59	4789256.50	21593736.86
Previous year (Total)	1277.78	4965.65	748	2536	-347.93	-800.20	2776803.41	15890172.64
Aviation	509.51	3,731.56	18	54	(663.89)	736.89	512,201	1,379,043
Previous year	1,173.40	2,994.67	20	58	290.50	473.29	9,166,693	10,709,990
Engineering	1,498.50	5,210.72	483	2,009	649.32	368.87	594,728	3,908,542
Previous year	849.18	4,841.85	542	1,731	(694.09)	(848.09)	356,829	4,856,113
Motor Own Damage	10,819.22	32,662.17	400,681	1,199,338	1,949.08	7,291.23	1,429,334	4,378,407
Previous year	8,870.15	25,370.94	345,583	857,266	2,421.01	4,372.18	1,188,450	3,211,761
Motor Third party	4,831.47	12,812.08	407,226	1,220,322	1,377.39	3,234.37		
Previous year	3,454.08	9,577.71	354,510	892,043	(43.05)	(110.04)		
Motor (Total)	15650.69	45474.25	407226	1220322	3326.47	10525.60	1429334.13	4378407.06
Previous year (Total)	12324.22	34948.65	354510	892043	2377.96	4262.14	1188450.22	3211761.32
Workmen's compensation / Employer's liability	147.73	639.29	506	1,684	55.58	247.48	18,948	101,432
Previous year	92.15	391.81	395	1,315	26.64	118.71	11,475	64,815
Public Liability	3.16	22.20	9	53	(0.57)	(6.26)	5,200	31,360
Previous year	3.72	28.46	8	53	(2.47)	1.88	-	8,177
Product Liability	41.66	66.58	5	19	19.49	13.01	5,488	9,239
Previous year	22.17	53.57	5	17	(9.42)	(9.82)	6,100	12,722
Other Liability Covers	576.43	3,072.39	111	446	(335.58)	132.87	68,480	351,199
Previous year	912.01	2,939.52	134	511	527.22	271.86	79,236	398,353
Liability (Total)	768.97	3800.46	631	2202	-261.07	387.09	98115.77	493230.07
Previous year (Total)	1030.05	3413.37	542	1896	541.97	382.63	96810.36	484067.22
Personal Accident	712.12	3,350.67	32,884	118,891	44.81	495.91	854,458	8,423,454
Previous year	667.31	2,854.76	23,438	53,117	229.34	(431.03)	1,020,022	7,556,785
Medical Insurance	10,632.31	40,223.12	30,663	82,563	(3,885.46)	2,241.56	560,329	1,762,412
Previous year	1 4,517.78	37,981.56	23,072	66,524	9,478.24	19,195.19	1,153,104	3,371,136
Overseas Medical Insurance	746.79	2,130.67	51,273	153,022	51.19	115.94	1,349,153	4,069,596
Previous year	695.60	2,014.73	49,261	133,677	66.51	218.20	1,268,706.78	3,481,731
Health (Total)	11379.10	42353.80	81936	235585	-3834.27	2357.50	1909481.28	5832007.81
Previous year (Total)	15213.37	39996.29	72333	200201	9544.75	19413.40	2421811.02	6852866.94
Crop Insurance	-	0.00	-	-	-	0.00	-	-
Previous year	0.00	0.00	-	-	0.00	0.00	-	-
Credit Guarantee	144.41	446.58	3	9	29.83	(5.69)	10,007	12,376
Previous year	114.58	452.27	4	13	(26.30)	(288.39)	3,999	16,478
All Other Miscellaneous	1,075.92	3,948.38	6,200	18,648	421.44	973.80	647,517	2,643,563
Previous year	654.48	2,974.58	9,308	28,498	(112.43)	347.59	3,377,603	7,899,081
Grand Total	34558.97	126165.07	531999	1607880	361.26	19076.33	14166396.01	72793206.18
Previous year (Total)	34197.71	107088.74	463750	1186721	12109.66	21863.45	25140128.43	79147601.54

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.45	0.72	10	11	-	0.00	-	-		
0.00	3.58	-	23	0.00	0.00	-	-		
1040.22	3,185.47	-	-	-	0.00	-	-		
1,006.74	2,822.78	-	-	0.00	0.00	-	-		
813.26	2,145.85	28,480	83,846	-	0.00	-	-		
589.01	1,711.30	32,093	84,418	0.00	0.00	-	-		
1853.48	5331.32	28480	83846	0.00	0.00	0	0	0	0
1595.75	4534.08	32093	84418	0.00	0.00	0	0	0	0
0.00	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	139.98	-	-	-	0.00	-	-		
600.00	600.00	-	-	0.00	0.00	-	-		
0.00	139.98	0	0	0.00	0.00	0	0	0	0
600.00	600.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	-	-	4	3.75	41,346	41,346		
0.00	0.00	-	-	0.00	0.00	-	-		
3321.63	10,362.86	274	812	0.00	109.45	-	47,561	1,667,406	5,785,367
7,952.58	11,685.15	475	1,272	123.19	123.19	64,721	64,721	1,892,443	6,802,322
8.14	23.12	228	646	-	0.00	-	-	51,273	153,022
0.00	78.13	-	1,744	0.00	0.00	-	-	49,261	133,677
3329.77	10385.98	502	1458	0.00	109.45	0	47561	1718679	5938389
7952.58	11763.27	475	3016	123.19	123.19	64721	64721	1941704	6935999
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
1	6	17	78	-	-	-	-		
0	10	5	215	-	-	-	-		
5184.85	15864.07	29009	85393	3.75	113.19	41346	88907	1718679	5938389
10148.65	16911.05	32573	87672	123.19	123.19	64721	64721	1941704	6935999

Name of the Insurer: *Iffco Tokio General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	1301.48	11087.95	7131	20518	125.23	1301.48	1381747.92	11771813.14
Previous year	1921.26	11030.52	7792	21774	170.01	1921.26	10163347.96	58350690.24
Marine Cargo	1003.70	3156.87	1049	2468	168.45	1003.70	1547085.31	4865925.02
Previous year	830.48	2445.18	1144	2783	164.86	830.48	6026547.05	17743996.74
Marine Hull (Including Onshore & Offshore oil energy)	906.46	1031.41	45	104	816.45	906.46	10049650.25	11434919.27
Previous year	90.03	1757.23	36	116	-46.60	90.03	584203.54	11402754.42
Marine (Total)	1910.17	4188.28	1094	2572	984.90	1910.17	11596735.55	16300844.29
Previous year (Total)	920.51	4202.40	1180	2899	118.26	920.51	6610750.59	29146751.17
Aviation	250.86	571.14	43	110	55.85	250.86	1391107.85	3167148.88
Previous year	352.37	1158.74	37	99	92.19	352.37	2329521.24	7660475.23
Engineering	603.76	1571.32	556	1260	58.96	603.76	47772.15	124330.19
Previous year	462.08	1613.74	513	1476	-115.80	462.08	38151.64	133239.77
Motor Own Damage	5904.09	16005.92	310922	918804	11.76	5904.09	35835496.81	97149552.86
Previous year	5166.17	14136.81	293327	838203	353.70	5166.17	210234.08	575288.82
Motor Third party	3014.72	8435.73	3820	15660	345.65	3014.72		
Previous year	2189.12	6453.10	4363	16267	90.14	2189.12		
Motor (Total)	8918.81	24441.65	310922	918804	357.42	8918.81	35835496.81	97149552.86
Previous year (Total)	7355.29	20589.91	293327	838203	443.84	7355.29	210234.08	575288.82
Workmen's compensation / Employer's liability	134.79	382.74	1056	2887	2.62	134.79	79114.87	224644.66
Previous year	86	261	709	2223	11	86.10	5368	16256
Public Liability	68.91	278.82	15	59	15.15	68.91	15631.36	63245.67
Previous year	30	319	15	77	-20	30.22	143709	1517229
Product Liability	2.92	50.86	14	42	-34.16	2.92	1352.97	23590.35
Previous year	41	102	4	39	11	40.53	21970	55498
Other Liability Covers	867.99	1141.15	266	691	786.96	867.99	400551.05	526606.04
Previous year	756	1833	345	827	679	756.24	731454	1773381
Liability (Total)	1074.61	1853.57	1351	3679	770.58	1074.61	496650.26	838086.72
Previous year (Total)	913.09	2515.65	1073	3166	681.01	913.09	902501.51	3362364.30
Personal Accident	307.61	699.43	2419	6636	129.39	307.61	7163470.37	16287967.75
Previous year	247.45	560.12	3389	10298	88.84	247.45	530522.86	1200889.80
Medical Insurance	1065.86	5729.74	2588	7665	-283.05	1065.86	7040.01	37844.82
Previous year	1057.30	3264.96	2367	6981	30.34	1057.30	44614.20	137769.68
Overseas Medical Insurance	30.00	93.68	4671	13105	-8.67	30.00	469585.54	1466276.02
Previous year	31.63	78.77	3529	8358	3.67	31.63	5262.27	13105.43
Health (Total)	1095.87	5823.42	7259	20770	-291.72	1095.87	476625.55	1504120.84
Previous year (Total)	1088.92	3343.72	5896	15339	34.01	1088.92	49876.48	150875.10
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	1285.52	2978.12	8741	26828	598.57	1285.52	48988675.28	113490081.96
Previous year	1665.10	3248.09	8761	24076	978.26	1665.10	1236236.26	2411505.65
Grand Total	16748.68	53214.88	339516	1001177	2789.17	16748.68	107378281.74	260633946.64
Previous year (Total)	14926.07	48262.89	321968	917330	2490.62	14926.07	22071142.62	102992080.08

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
40.68	89.33	1754	3509						
31.84	86.55	832	2245						
0.00	0.00	0	0						
0.00	0.00	0	0						
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0						
10.24	10.58	6	12						
2.83	19.29	31	63						
599.60	1505.64	24774	63287						
663.83	1871.16	42160	109736						
210.83	636.71	0	0						
319.43	909.03	0	0						
810.43	2142.35	24774	63287	0.00	0.00	0	0		
983.26	2780.19	42160	109736	0.00	0.00	0	0		
1	3	7	13						
1	3	27	65						
0	0	2	2						
0	0	1	3						
0	0	0	0						
0	0	0	0						
0	0	4	12						
0	1	12	50						
1.54	3.54	13	27	0.00	0.00	0	0		
1.29	3.84	40	118	0.00	0.00	0	0		
76.88	156.85	553	1360	4.33	8.73	86651	173647		
74.24	149.14	1064	3092	5.07	9.79	87086	172938		
4.16	2389.51	86	190	0.01	0.01	20	20		
1.24	1796.79	26	90						
0.00	0.00	0	0						
4.16	2389.51	86	190	0.01	0.01	20	20	0	0
1.24	1796.79	26	90	0.00	0.00	0	0	0	0
89.92	212.15	2777	9731	12.06	29.32	790	6818		
460.62	566.63	2657	7288	257.76	262.79	37571	40157		
1033.85	5004.31	29963	78116	16.40	38.06	87461	180485	0	0
1555.32	5402.43	46810	122632	262.83	272.58	124657	213095	0	0

Name of the Insurer: National Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	7488.55	19470.44	48620	145718	2401.89	3549.15	57294716	111597399
Previous year	5086.66	15921.29	47006	146244	1267.14	3572.82	17599407	54402081
Marine Cargo	1418.33	4943.04	13103	39182	-40.76	474.34	4952604	25566273
Previous year	1459.09	4468.70	9309	27378	338.34	699.26	19908431	31059890
Marine Hull (Including Onshore & Offshore oil energy)	3379.01	4144.43	190	505	1525.47	1774.85	127723372	128263589
Previous year	1853.54	2369.58	138	438	50.41	-84.42	100369827	100977988
Marine (Total)	4797.34	9087.47	13293	39687	1484.71	2249.19	132675976	153829863
Previous year (Total)	3312.63	6838.28	9447	27816	388.75	614.84	120278258	132037878
Aviation	579.43	1160.10	16	61	114.78	237.29	2165121	3939816
Previous year	464.65	922.81	21	101	499.73	-326.03	170759	1987289
Engineering	1968.23	6529.57	2680	9195	695.89	1882.97	2517515	21084975
Previous year	1272.34	4646.60	2591	8462	87.30	1000.47	2424691	7931096
Motor Own Damage	14375.10	44963.15	406234	1217083	1150.30	6106.04	583331	1771252
Previous year	13224.80	38857.11	357596	1068780	941.14	-5281.38	469306	1444099
Motor Third party	12035.36	34951.00	602140	1825929	3202.48	8708.84	582079	1768619
Previous year	8832.88	26242.16	527805	1587443	658.21	-3134.02	468283	1441351
Motor (Total)	26410.46	79914.15	602140	1825929	4352.78	14814.88	1165409	3539871
Previous year (Total)	22057.68	65099.27	527805	1587443	1599.35	-8415.40	937589	2885449
Workmen's compensation / Employer's liability	497.93	1748.04	4705	14206	138.30	497.45	47522	153379
Previous year	359.63	1250.59	4324	13640	76.01	279.19	25333	96593
Public Liability	5.00	27.44	78	255	1.92	1.78	10	5510
Previous year	3.08	25.66	94	284	0.05	2.29	10	13035
Product Liability	10.87	97.51	7	42	-3.66	51.18	14170	49483
Previous year	14.53	46.33	10	33	3.78	-7.36	15080	44885
Other Liability Covers	197.75	581.76	514	1718	-15.29	95.06	134295	413525
Previous year	213.04	486.70	409	1373	73.61	167.32	70822	337135
Liability (Total)	711.55	2454.74	5304	16221	121.26	645.46	195997	621896
Previous year (Total)	590.29	1809.28	4837	15330	153.47	441.44	111246	491648
Personal Accident	948.04	3106.41	30675	88655	111.99	111.65	3162368	14304464
Previous year	836.05	2994.76	29842	86818	234.51	658.01	3140218	11279318
Medical Insurance	14532.85	51075.48	109743	317130	2568.27	12389.76	1287879	5158310
Previous year	11964.58	38685.72	102192	294018	4604.54	14194.95	705815	12826681
Overseas Medical Insurance	67.78	240.99	2055	7349	-14.42	-27.30	4872	4946
Previous year	82.20	268.29	2337	8492	0.33	12.36	10	10
Health (Total)	14600.64	51316.48	111798	324479	2553.86	12362.47	1292751	5163256
Previous year (Total)								
Crop Insurance								
Previous year	12046.78	38954.01	104529	302510	4604.88	14207.31	705825	12826691
Credit Guarantee	0.00	0.00	0	0	-14.30	-21.96	0	0
Previous year	14.30	21.96	2	4	14.30	7.55	1500	1975
All Other Miscellaneous	3661.76	11971.64	83342	239395	771.14	2209.90	5568015	90864159
Previous year	2890.62	9761.74	85956	261796	636.51	1642.82	2952052	91528609
Grand Total	61166.00	185011.00	897868	2689340	12594.00	38041.00	206037868.06	404945698.84
Previous year (Total)	48572.00	146970.00	812036	2436524	9485.94	13403.83	148321543.93	315372033.79

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
364.57	1518.23	7938	22945	370.21	1611.48			0	0
311.89	1495.57	7275	21685	347.23	1704.97			0	0
88.05	236.91	608	1755	112.79	290.18			0	0
51.83	179.98	442	1321	100.96	281.45			0	0
31.67	57.75	45	125	92.55	107.63			0	0
8.61	40.89	51	149	33.03	68.16			0	0
119.73	294.66	653	1880	205.34	397.81			0	0
60.44	220.87	493	1470	134.00	349.61			0	0
0.00	0.00	0	0	0.00	0.00			0	0
0.00	0.00	0	0	0.00	0.00			0	0
49.75	830.21	359	1202	171.45	944.15			0	0
32.15	587.21	344	1126	80.88	646.31			0	0
1222.95	3604.22	72427	214027	584.48	1771.99			0	0
939.46	2788.37	58097	171361	496.68	1553.17			0	0
1685.25	4632.50	111295	332893	751.27	2093.72			0	0
969.13	2901.60	86975	258829	478.58	1477.89			0	0
2908.19	8236.72	111295	332893	1335.75	3865.71			0	0
1908.60	5689.96	86975	258829	975.26	3031.06			0	0
88.89	218.49	793	2354	53.26	163.69			0	0
56.40	137.11	782	2342	28.72	110.55			0	0
0.00	0.35	1	19	0.14	0.82			0	0
0.02	0.35	2	14	0.00	0.64			0	0
5.82	5.82	1	1	0.00	0.00			0	0
5.82	5.82	1	1	3.71	3.71			0	0
2.18	5.52	17	83	10.46	32.19			0	0
0.69	3.61	17	69	18.19	27.39			0	0
96.89	230.18	812	2457	63.86	196.70			0	0
62.94	146.89	802	2426	50.62	142.29			0	0
70.30	140.52	4978	13295	58.26	298.54	19994	48077	235709	563679
34.32	117.22	4654	12243	52.62	293.21	18776	59041	144235	516622
987.23	2307.15	9491	25562	1574.94	4342.13	30565	89290	300824	865096
1499.25	2699.86	10140	27889	1157.72	4123.09	27742	84281	278188	811013
1.98	7.84	50	229					2079	7479
1.86	9.68	86	301					2426	8696
989.21	2314.99	9541	25791	1579.54	4361.88	30565	89290	302903	872575
1501.10	2709.54	10226	28190	1165.01	4147.98	27742	84281	280614	819709
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
452.00	1286.27	21350	59855	306.62	843.88	10524	24941	43575	177304
656.27	1439.89	22420	69567	473.71	958.32	11408	24719	43400	144988
5050.64	14851.78	156926	460318	4091.03	12520.15	61083.00	162308.00	582187.00	1613558.00
4567.71	12407.15	133189	395536	3279.33	11273.75	57926.00	168041.00	468249.00	1481319.00

Name of the Insurer: Raheja QBE General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	15.26	78.10	6	21	15.26	78.10	33595.00	83692.85
Previous year	12.19	26.34	7	21	12.19	26.34	6219.00	28635.00
Marine Cargo	-0.09	-2.80	3	3	-0.09	-2.80	191.59	611.32
Previous year	0.00	0.13		6	0.00	0.13		246.00
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	-0.09	-2.80	3	3	-0.09	-2.80	191.59	611.32
Previous year (Total)	0.00	0.13	0	6	0.00	0.13	0.00	246.00
Aviation								
Previous year								
Engineering	3.62	4.34	7	10	3.62	4.34	9188.35	9696.35
Previous year		0.48		1	0.00	0.48	0.00	864.86
Motor Own Damage	3.83	4.22	29	37	3.83	4.22	470.61	539.95
Previous year	2.12	3.01	21	35	2.12	3.01	328.22	476.31
Motor Third party	0.06	1.50	4	188	0.06	1.50	0.00	0.00
Previous year	0.17	1.10	0	42	0.17	1.10		
Motor (Total)	3.88	5.72	29	188	3.88	5.72	470.61	539.95
Previous year (Total)	2.29	4.11	21	42	2.29	4.11	328.22	476.31
Workmen's compensation / Employer's liability	0.25	2.37	1	5	0.25	2.37	300.00	751.06
Previous year	0.00	1.95	0	1	0.00	1.95	0.00	
Public Liability	0.00	0.70	0	1	0.00	0.70	0	500
Previous year	0.00	0.71	0	1	0.00	0.71	0	1500
Product Liability								
Previous year								
Other Liability Covers	76.36	243.02	27	62	76.36	243.02	39724	108481
Previous year	22.70	89.74	2	11	22.70	89.74	12692	37715
Liability (Total)	76.61	246.09	28	68	76.61	246.09	40024.40	109732.06
Previous year (Total)	22.69	92.40	2	13	22.69	92.40	12692.25	39215.25
Personal Accident	7.63	13.69	18	26	7.63	13.69	43176.10	47730.10
Previous year		18.00		10	0.00	18.00		35372.00
Medical Insurance								
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	2.50	3.03	4	11	2.50	3.03	3653.90	4598.77
Previous year	0.08	0.87	1	6	0.08	0.87	75.00	402.00
Grand Total	109.41	348.17	95	327	109.41	348.17	130299.95	256601.41
Previous year (Total)	37.24	142.33	31	99	37.24	142.33	19314.47	105211.42

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
	0.00	0	0	0.00	0.00	0.00	0.00		
	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
2.21	2.21	5	5	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.47	6.99	770	3132		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
2.21	2.21	5	5	0.47	6.99	770	3132		
0.00	0.00	0	0	0.00	0.00	0	0		

Name of the Insurer: Reliance General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	613.92	4489.38	4131	10776	-581.69	363.92	999847.32	25069484.41
Previous year	1195.61	4125.46	4235	10965	350.16	-1581.60	1254983.79	5860092.03
Marine Cargo	685.47	2088.31	2525	6954	438.48	1135.02	892621.28	4295141.12
Previous year	246.99	953.28	2159	5768	-20.93	-33.92	450762.90	2558055.66
Marine Hull (Including Onshore & Offshore oil energy)	16.62	26.59	3	3	-104.55	-299.55	750.00	2363.63
Previous year	121.17	326.13	3	4	-173.40	-47.82	170858.23	176086.59
Marine (Total)	702.09	2114.89	2528	6957	333.93	835.48	893371.28	4297504.75
Previous year (Total)	368.16	1279.41	2162	5772	-194.33	-81.74	621621.14	2734142.26
Aviation	0.48	54.26	2	23	-1704.43	-3353.07	100.00	4952.60
Previous year	1704.91	3407.33	2	17	1666.94	3244.38	2.83	1537.83
Engineering	354.40	3233.40	386	1286	-181.18	3330.23	129311.29	2617796.35
Previous year	535.58	-96.83	526	1294	-483.72	-2922.18	286328.97	1751873.38
Motor Own Damage	6613.88	20026.85	145006	435231	953.57	4499.52	429033.28	1279368.94
Previous year	5660.31	15527.33	131941	240868	-6094.79	-12795.50	354577.58	984141.61
Motor Third party	4169.73	11127.56	147770	445176	1373.16	3687.99		
Previous year	2796.57	7439.57	136251	381822	2513.29	-154.46		
Motor (Total)	10783.61	31154.41	147770	445176	2326.73	8187.52	429033.28	1279368.94
Previous year (Total)	8456.88	22966.90	136251	381822	-3581.50	-12949.96	354577.58	984141.61
Workmen's compensation / Employer's liability	45.47	195.93	167	593	-16.96	43.72	4143.81	22173.17
Previous year	62.43	152.21	285	767	-8.10	-56.36	4852.61	15566.75
Public Liability	11.58	52.73	72	275	2.52	3.96	7823.25	37123.49
Previous year	9.06	48.77	39	125	-4.00	-33.53	4060.51	31117.33
Product Liability	2.89	6.20	3	7	-2.18	-1.63	590.00	2300.00
Previous year	5.07	7.83	3	6	3.06	1.28	940.00	2090.00
Other Liability Covers	693.95	805.82	583	1459	662.44	103.37	276037.50	305135.00
Previous year	31.51	702.45	771	1275	20.19	51.30	-6873.56	242744.44
Liability (Total)	753.89	1060.68	825	2334	645.82	149.42	288594.56	366731.67
Previous year (Total)	108.07	911.26	1098	2173	11.14	-37.31	2979.56	291518.52
Personal Accident	261.25	1032.73	2068	8261	45.25	-1379.69	379937.67	2121680.82
Previous year	216.00	2412.42	2908	15561	14.65	887.86	436077.17	3659868.38
Medical Insurance	1595.97	6864.30	8568	27293	-223.16	1329.54	70347.49	255297.53
Previous year	1819.13	5534.76	16109	108641	115.57	508.20	72398.26	190414.77
Overseas Medical Insurance	365.64	1039.09	61296	169191	-8.52	-77.39	2553790.39	7569798.68
Previous year	374.16	1116.48	65726	186258	68.06	140.47	2120287.82	7173506.45
Health (Total)	1961.61	7903.39	69864	196484	-231.68	1252.14	2624137.88	7825096.21
Previous year (Total)	2193.29	6651.24	81835	294899	183.63	648.67	2192686.08	7363921.22
Crop Insurance	0	0	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0	0	0	0	0.00	0.00	0	0
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	329.66	1441.13	5045	14086	-146.82	163.68	825925.92	2476981.59
Previous year	476.47	1277.45	7154	17847	101.92	-21.14	246223.89	1561924.72
Grand Total	15760.90	52484.27	232619	685383	505.93	9549.61	6570259.21	46059597.33
Previous year (Total)	15254.96	42934.66	236171	730350	-1931.11	-12813.02	5395481.01	24209019.95

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
148.36	440.58	523	1451	0.00	0.00	0.00	0.00		
10.09	338.63	156	380	0.00	0.00	0.00	0.00		
7.93	85.00	225	740	0.00	0.00	0.00	0.00		
1.42	17.50	18	54	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
7.93	85.00	225	740	0.00	0.00	0	0	0	0
1.42	17.50	18	54	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
22.15	225.64	57	156	0.00	0.00	0.00	0.00		
8.03	65.71	15	72	0.00	0.00	0.00	0.00		
671.40	2455.46	14963	48144	0.00	0.00	0.00	0.00		
469.78	1323.22	10631	29790	0.00	0.00	0.00	0.00		
446.51	1232.38	218	18801	0.00	0.00	0.00	0.00		
249.76	693.39	245	947	0.00	0.00	0.00	0.00		
1117.91	3687.84	14963	48144	0.00	0.00	0	0	0	0
719.55	2016.62	10631	29790	0.00	0.00	0	0	0	0
1.42	62.93	18	59	0.00	0.00	0.00	0.00		
0.15	7.81	3	27	0.00	0.00	0.00	0.00		
0.91	6.03	11	26	0.00	0.00	0.00	0.00		
0.00	0.51	0	2	0.00	0.00	0.00	0.00		
0.00	0.17	0	1	0.00	0.00	0.00	0.00		
0.27	0.27	1	1	0.00	0.00	0.00	0.00		
1.48	6.91	126	294	0.00	0.00	0.00	0.00		
0.17	0.36	17	42	0.00	0.00	0.00	0.00		
3.80	76.04	155	380	0.00	0.00	0	0	0	0
0.58	8.95	21	72	0.00	0.00	0	0	0	0
2.10	53.91	120	441	0.00	0.00	0.00	0.00		
1.64	18.18	428	2311	0.19	24.54	367.00	202572.00		
334.94	581.60	1029	3454	0.00	0.00	0.00	0.00	61662	219856
16.98	1078.09	334	1504	0.00	0.00	0.00	0.00	0	0
31.89	94.93	5873	15950	0.00	0.00	0.00	0.00	13993	41641
19.47	51.82	5568	14157	0.00	0.00	0.00	0.00	0	0
366.83	676.52	6902	19404	0.00	0.00	0	0	75655	261497
36.45	1129.91	5902	15661	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
70.36	455.08	846	2444	8.34	68.69	353.00	186152.00		
8.21	35.89	579	1354	7.63	35.85	533.00	5086.00		
1739.46	5700.61	23791	73160	8.34	68.69	353	186152	75655	261497
785.97	3631.39	17750	49694	7.82	60.39	900	207658	0	0

Name of the Insurer: Royal Sundaram Alliance Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	294.68	1712.01	2095	6959	-315.01	-166.18	963144.60	3387331.78
Previous year	609.69	1878.20	3337	8854	398.90	414.62	640946.89	3433378.69
Marine Cargo	104.94	665.25	2609	7148	-154.91	-39.34	202898.27	1954356.14
Previous year	259.84	704.60	3337	9310	31.36	136.26	803228.28	1808444.38
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine (Total)	104.94	665.25	2609	7148	-154.91	-39.34	202898.27	1954356.14
Previous year (Total)	259.84	704.60	3337	9310	31.36	136.26	803228.28	1808444.38
Aviation							0.00	
Previous year							0.00	
Engineering	270.60	1024.34	124	305	1.59	177.26	31243.24	198423.18
Previous year	269.00	847.09	85	410	-20.74	-122.17	164013.24	381607.47
Motor Own Damage	5807.80	16925.82	82060	231889	1352.94	4279.37	317000.05	882870.86
Previous year	4454.86	12646.45	62959	180673	1027.89	2388.60	243582.48	683312.95
Motor Third party	2123.83	5413.65	538	1603	866.49	1913.35		
Previous year	1257.34	3500.30	421	1519	179.13	459.28		
Motor (Total)	7931.63	22339.47	82060	231889	2219.43	6192.72	317000.05	882870.86
Previous year (Total)	5712.20	16146.75	62959	180673	1207.01	2847.89	243582.48	683312.95
Workmen's compensation / Employer's liability	29.59	79.34	61	149	18.49	18.08	7135.74	9931.19
Previous year	11.10	61.25	39	130	-13.65	-5.92	695.21	5746.34
Public Liability	42.45	116.03	32	125	6.80	7.92	5066.09	46549.24
Previous year	35.65	108.11	50	126	26.01	42.64	13369.46	36918.86
Product Liability	6.69	15.36	4	9	-7.40	-7.15	2135.09	7922.49
Previous year	14.08	22.51	6	10	5.80	5.69	3884.19	6946.17
Other Liability Covers								
Previous year								
Liability (Total)	78.72	210.72	97	283	17.89	18.85	14336.92	64402.92
Previous year (Total)	60.83	191.87	95	266	18.15	42.41	17948.87	49611.36
Personal Accident	257.35	892.83	7786	29640	-47.71	0.16	2108901.60	6371967.71
Previous year	305.06	892.67	6100	19313	96.31	73.09	2256574.85	4885240.31
Medical Insurance	1424.89	7746.11	21304	60063	-235.26	2992.39	1541801.56	7799301.97
Previous year	1660.15	4753.72	13026	59150	680.09	1771.48	89676.17	406706.73
Overseas Medical Insurance								
Previous year								
Health (Total)	1424.89	7746.11	21304	60063	-235.26	2992.39	1541801.56	7799301.97
Previous year (Total)	1660.15	4753.72	13026	59150	680.09	1771.48	89676.17	406706.73
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	1038.38	1182.10	792	2611	866.92	426.60	280677.82	577257.38
Previous year	171.46	755.51	35577	82528	-5.60	97.75	828269.74	5101328.96
Grand Total	11401.18	35772.85	116867	338898	2352.94	9602.45	5460004.05	21235911.94
Previous year (Total)	9048.24	26170.40	124516	360504	2405.47	5261.34	5044240.53	16749630.85

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
6.55	13.95	224	618						
15.23	24.77	507	883						
0.00	0.00	0	0						
0.00	0.00	0	0						
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.07	0.42	1	6						
0.79	1.43	2	4						
321.23	1114.76	3557	11736						
271.99	597.37	2850	6584						
321.23	1114.76	3557	11736	0.00	0.00	0	0		
271.99	597.37	2850	6584	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
12.41	45.83	3421	13898	0.38	1.07	1345.00	4005.00		
49.34	108.28	36029	64632	0.97	2.46	2448.00	5593.00		
1414.81	4979.75	5634	16311	1004.03	1400.18	191868.00	346844.00	307175.00	919563.50
586.32	1026.42	7914	20965	382.83	383.08	112084.00	112425.00	53522.50	155625.50
1414.81	4979.75	5634	16311	1004.03	1400.18	191868	346844	307175	919564
586.32	1026.42	7914	20965	382.83	383.08	112084	112425	53523	155626
189.09	440.54	2767	6398	0.00	0.00	0.00	0.00		
174.79	413.87	2435	6208	0.00	0.00	0.00	0.00		
1944.16	6595.26	15604	48967	1004.41	1401.25	193213	350849	307175	919564
1098.47	2172.14	49737	99276	383.80	385.54	114532	118018	53523	155626

Name of the Insurer: SBI General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	819.96	2506.86	10074	24776	803.07	2449.15	403830.33	1562025.37
Previous year	16.89	57.71	18	46	16.89	57.71	32646.91	99126.43
Marine Cargo	0.28	21.24	1	4	0.28	21.24	0.00	44185.52
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine (Total)	0.28	21.24	1	4	0.28	21.24	0.00	44185.52
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation	12.80	479.42	4	15	0.00	386.13	0.00	51627.64
Previous year	93.29	93.29	4	4	93.29	93.29	48349.96	48349.96
Engineering	35.35	194.53	55	139	35.35	194.53	3132.27	139147.70
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Motor Own Damage	34.45	51.26	548	770	34.45	51.26	1400.76	2246.09
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Motor Third party	6.05	8.54	0	0	6.05	8.54		
Previous year	0.00	0.00	0	0	0.00	0.00		
Motor (Total)	40.50	59.80	548	770	40.50	59.80	1400.76	2246.09
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Public Liability	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Product Liability	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Other Liability Covers	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	11.73	23.02	4	7	11.73	23.02	0.00	73322.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Medical Insurance	14.62	145.32	3	8	14.62	145.32	307.84	3849.71
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Health (Total)	14.62	145.32	3	8	14.62	145.32	307.84	3849.71
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	19.41	172.98	501	875	12.76	166.31	46255.61	1147117.56
Previous year	6.65	6.67	5	6	6.65	6.67	80460.42	80570.58
Grand Total	954.65	3603.18	11190	26594	918.31	3445.51	454926.81	3023521.59
Previous year (Total)	116.83	157.67	27	56	116.83	157.67	161457.29	228046.97

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
165.82	372.93	2204	5948	0.00	0.00	0.00	0.00		
6.99	6.99	11	11	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
2.55	9.16	15	39	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
4.68	6.00	91	115	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.92	1.16	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
5.60	7.16	91	115	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00	1578.00	0.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0	0	0.00	0.00	0	0	1578	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
4.07	7.36	90	179	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0.00		
178.04	396.61	2400	6281	0.00	0.00	0	0	1578	0
6.99	6.99	11	11	0.00	0.00	0	0	0	0

Name of the Insurer: Shriram General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	44.53	185.33	162	521	9.09	75.17	36625.29	246971.31
Previous year	35.44	110.16	135	328	17.82	75.77	31544.33	145407.60
Marine Cargo	19.07	22.29	106	261	11.01	11.83	198990.57	202737.40
Previous year	8.06	10.46	58	89	8.06	10.46	9064.98	11128.56
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine (Total)	19.07	22.29	106	261	11.01	11.83	198990.57	202737.40
Previous year (Total)	8.06	10.46	58	89	8.06	10.46	9064.98	11128.56
Aviation	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Engineering	24.71	66.88	62	169	14.22	38.03	4581.64	27316.24
Previous year	10.49	28.85	28	62	-0.41	11.71	9103.02	19474.70
Motor Own Damage	3463.18	10392.10	115393	327469	960.68	3303.93	350747.82	1058617.36
Previous year	2502.50	7088.17	73550	208304	1631.69	4066.96	193910.69	559265.48
Motor Third party	4880.89	12518.02	115574	328144	2479.74	5801.52	0.00	0.00
Previous year	2401.15	6716.50	78295	218219	1481.80	3566.17	0.00	0.00
Motor (Total)	8344.07	22910.12	115574	328144	3440.42	9105.45	350747.82	1058617.36
Previous year (Total)	4903.65	13804.67	78295	218219	3113.49	7633.13	193910.69	559265.48
Workmen's compensation / Employer's liability	7.12	10.30	26	53	1.92	2.81	78.27	137.23
Previous year	5.20	7.49	4	17	4.87	5.53	6.96	39.17
Public Liability	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Product Liability	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Other Liability Covers	0.03	7.99	2	25	-0.10	2.31	12.00	5248.41
Previous year	0.13	5.68	4	20	-0.20	5.23	125.00	4069.31
Liability (Total)	7.14	18.29	28	78	1.81	5.12	90.27	5385.64
Previous year (Total)	5.33	13.17	8	37	4.67	10.76	131.96	4108.48
Personal Accident	7.31	22.11	1113	2682	-1.64	2.07	5069.40	17552.62
Previous year	8.95	20.04	1421	3282	3.23	6.70	10327.67	28327.09
Medical Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	3.31	20.03	122	387	-0.95	8.77	6092.09	60787.84
Previous year	4.26	11.26	121	389	0.77	1.81	7381.80	16992.91
Grand Total	8450.14	23245.05	117167	332242	3473.96	9246.44	602197.09	1619368.40
Previous year (Total)	4976.18	13998.61	80066	222406	3147.63	7750.34	261464.45	784704.82

* Wherever applicable

Name of the Insurer: Tata AIG General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	1,420	9,780	33,651	44,700		-	11,466,790	40,148,949
Previous year	912	8,509	9,311	27,683	-	-	26,364,007	82,342,602
Marine Cargo	1,303	5,344	2,440	7,092		-	442,810	1,257,058
Previous year	979	4,259	1,545	4,969	-	-	1,807,674	4,134,469
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	1,303	5,344	2,440	7,092	-	-	442,810	1,257,058
Previous year (Total)	979	4,259	1,545	4,969	-	-	1,807,674	4,134,469
Aviation	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	239	1,976	94	246		-	1,016,559	2,944,231
Previous year	169	1,570	85	225	-	-	3,245,984	7,054,203
Motor Own Damage	4,408	13,117	117,902	351,752		-	235,659	765,821
Previous year	2,247	6,053	55,891	153,669	-	-	126,344	357,218
Motor Third party	818	2,348	117,902	250,013		-	-	-
Previous year	388	1,103	55,891	153,669	-	-	-	-
Motor (Total)	5,226	15,465	117,902	351,752	-	-	235,659	765,821
Previous year (Total)	2,636	7,156	55,891	153,669	-	-	126,344	357,218
Workmen's compensation / Employer's liability	90	438	25	87		-	27,083	227,494
Previous year	25	96	30	76	-	-	15,117	114,022
Public Liability	210	805	33	152		-	201,345	2,322,208
Previous year	187	884	35	177	-	-	123,197	539,956
Product Liability	42	218	9	32		-	54,602	508,262
Previous year	16	126	19	75	-	-	3,175,742	6,589,555
Other Liability Covers	608	3,015	549	1,843		-	230,010	893,884
Previous year	552	2,736	584	1,706	-	-	331,806	1,292,543
Liability (Total)	950	4,477	616	2,114	-	-	513,040	3,951,848
Previous year (Total)	780	3,841	668	2,034	-	-	3,645,862	8,536,075
Personal Accident	1,098	3,515	11,003	31,108		-	1,024,694	2,909,931
Previous year	1,118	3,355	8,188	27,673	-	-	764,218	2,714,822
Medical Insurance	472	472	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Overseas Medical Insurance	910	3,178	47,818	116,518		-	5,435,328	13,771,817
Previous year	1,205	3,449	29,954	91,688	-	-	3,386,899	10,048,425
Health (Total)	1,382	3,650	47,818	116,518	-	-	5,435,328	13,771,817
Previous year (Total)	1,205	3,449	29,954	91,688	-	-	3,386,899	10,048,425
Crop Insurance	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	(1)	844	6,832	22,650		-	4,777	36,582
Previous year	97	300	1,018	2,493	-	-	4,374	10,248
Grand Total	11,616	45,051	220,356	576,180	-	-	20,139,657	65,786,236
Previous year (Total)	7,894	32,439	106,660	310,434	-	-	39,345,362	115,198,063

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
80	839	226	439		-		-		
447	556	57	223	-	-	-	-		
153	781	271	456		-		-		
258	356	65	145	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
153	781	271	456	-	-	-	-	-	-
258	356	65	145	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
9	27	11	17		-		-		
21	26	4	7	-	-	-	-		
934	2,170	28,205	65,647		-		-		
149	427	4,288	11,720	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
934	2,170	28,205	65,647	-	-	-	-	-	-
149	427	4,288	11,720	-	-	-	-	-	-
0	17	2	7		-		-		
0	2	-	2	-	-	-	-		
93	283	86	203		-		-		
58	122	15	55	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
94	300	88	210	-	-	-	-	-	-
58	124	15	57	-	-	-	-	-	-
144	248	3,807	6,427	307	472	331,143	372,245		
36	95	678	2,320	0	1	3,696	10,194		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
151	476	122	207		-		-		
287	818	89	291	-	-	-	-		
151	476	122	207	-	-	-	-	-	-
287	818	89	291	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
121	341	9,502	22,041		-		-		
34	139	1,069	2,475	-	-	-	-		
1,685	5,181	42,232	95,444	307	472	331,143	372,245	-	-
1,291	2,541	6,265	17,238	0	1	3,696	10,194	-	-

Name of the Insurer: *The New India Assurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	7825.16	39076.03	82560	212300	-509.46	1794.32	13796449.98	77649685.48
Previous year	8334.62	37281.71	63872	243343			224260760.87	307952407.17
Marine Cargo	1878.87	7160.43	29540	64707	-673.90	-249.16	29657010.99	45517718.63
Previous year	2552.77	7409.59	29244	77675			127700091.98	158727029.45
Marine Hull (Including Onshore & Offshore oil energy)	6467.26	9675.80	640	1166	455.77	1064.97	8919434.37	10757680.70
Previous year	6011.49	8610.83	463	2829			9368675.25	14644165.43
Marine (Total)	8346.13	16836.23	30180	65873	-218.13	815.81	38576445.36	56275399.33
Previous year (Total)	8564.26	16020.42	29707	80504	0.00	0.00	137068767.23	173371194.88
Aviation	211.90	2057.33	227	357	34.39	767.85	220594.85	43187036.39
Previous year	177.51	1289.48	63	134			39131.76	954387.09
Engineering	1413.04	8070.62	7148	17872	-1465.42	-224.41	5219867.03	13932449.18
Previous year	2878.46	8295.03	3232	19327			25806965.94	56697453.99
Motor Own Damage	12659.30	35430.17	633532	1405812	2638.67	5478.32	12309829.13	15512300.97
Previous year	10020.63	29951.85	422874	1197275			13096709.38	14395140.17
Motor Third party	11374.44	30218.80	472768	1343848	3788.04	7918.50		
Previous year	7586.40	22300.30	456254	1028570				
Motor (Total)	24033.74	65648.97	472768	1343848	6426.71	13396.82	12309829.13	15512300.97
Previous year (Total)	17607.03	52252.15	456254	1028570	0.00	0.00	13096709.38	14395140.17
Workmen's compensation / Employer's liability	359.11	1272	1528	12774	-163.57	37.55	740872.09	835872
Previous year	522.68	1235	9192	19543			1217531.49	1374234
Public Liability	-5.60	25	-32	270	-118.63	-113.34	5647.17	8561
Previous year	113.03	138	413	845			64422.62	504224
Product Liability	83.64	162	126	133	31.76	-42.64	-60695.81	3106
Previous year	51.88	205	16	32			21960785.80	22160737
Other Liability Covers	1570.91	3311	12998	21975	954.86	587.81	-815251.17	517213
Previous year	616.05	2723	-3701	17219			9054391.26	9724292
Liability (Total)	2008.06	4770.53	14620	35152	704.42	469.38	-129427.72	1364752.12
Previous year (Total)	1303.64	4301.15	5920	37639	0.00	0.00	32297131.17	33763486.49
Personal Accident	1556.84	3295.95	61207	143578	490.62	18.92	8022203.18	10710394.01
Previous year	1066.22	3277.03	39136	141918			7418699.95	20048911.70
Medical Insurance	21564.95	73854.38	153563	319062	2498.85	9858.78	1500215.04	8165039.28
Previous year	19066.10	63995.60	93069	275621			240417834.20	251779803.55
Overseas Medical Insurance	107.39	317.97	10618	14041	-30.79	-176.87	-90922.28	55429.18
Previous year	138.18	494.84	8474	20227			65666114.79	65983235.96
Health (Total)	21672.34	74172.35	164181	333103	2468.06	9681.91	1409292.76	8220468.46
Previous year (Total)	19204.28	64490.44	101543	295848	0.00	0.00	306083948.99	317763039.51
Crop Insurance	0.00	0.00	0	0	0.00	0.00	1095.54	1095.54
Previous year	0.00	0.00	0	0			0.00	0.00
Credit Guarantee	0.00	0.55	-1	15	0.00	0.03	-275022.23	3.05
Previous year	0.00	0.52	0	10			-0.10	2.90
All Other Miscellaneous	6634.62	17683.39	128316	324580	3198.10	5179.65	53585557.13	87915061.93
Previous year	3436.52	12503.74	71840	293381			1311338651.31	1353089689.28
Grand Total	73701.83	231611.95	961206	2476678	11129.29	31900.28	132736885.01	314768646.46
Previous year (Total)	62572.54	199711.67	771567	2140674	0.00	0.00	2057410766.50	2278035713.18

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
918.07	2514.58	3333	19618	251.21	1044.34	0.00			
375.06	1337.72	8330	27914	153.98	895.91	0.00	0.00		
285.48	634.33	274	2556	85.82	304.17	0.00			
60.31	219.04	685	2619	14.95	178.14	0.00	0.00		
12.22	19.21	11	30	-3.97	0.77	0.00	0.00		
1.27	14.55	28	86	-5.32	39.77	0.00	0.00		
297.70	653.54	285	2586	81.85	304.94	0	0		
61.58	233.59	713	2705	9.63	217.91	0	0		
0.26	12.20	1	1	5.11	5.11	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
153.43	430.84	1566	1568	89.74	248.39	0.00			
90.70	287.05	370	1141	78.87	236.50	0.00	0.00		
2685.54	5674.88	72590	122966	738.92	2393.48	32983.00	95794.00		
658.14	1673.95	18225	119797	534.32	1471.58	1554.00	4124.00		
2695.01	5309.14	31744	127604	311.25	2220.06	-33122.00	47750.00		
326.94	1121.02	25596	83359	311.91	951.38	3048.00	8298.00		
5380.55	10984.02	31744	127604	1050.17	4613.54	-139	143544		
985.08	2794.97	25596	83359	846.23	2422.96	4602	12422		
108.67	253	234	916	42.11	161	1092.00	6062		
65.82	120	204	818	-86.04	56	1920.00	5685		
1.65	3	-3	2	2.37	3	0.00	0		
0.53	1	6	11	-0.28	11	0.00	0		
6.44	6	10	10	0.24	1	0.00	0		
0.87	18	3	3	-0.18	25	0.00	0		
196.58	456	2505	3658	72.63	125	5142.00	5155		
163.79	252	714	1814	22.03	64	1.00	4		
313.34	718.93	2746	4586	117.35	289.65	6234	11217		
231.01	391.69	927	2646	-64.47	156.08	1921	5689		
131.82	293.06	3767	12591	77.83	219.82	101576	163225		
53.78	169.65	3742	16351	-39.32	146.28	20764	114743		
1204.98	2559.00	775	15644	2219.11	3925.39	803874	2155857	1744859.00	3362192
279.90	1336.86	15897	49758	658.80	1401.51	581318	976151	86434.00	1408703
9.84	24.41	203	1043	2.74	11.76	837	2430	3313.00	6299
28.26	34.05	339	1117	6.65	23.06	-6604	2090	2365.00	6613
1214.82	2583.41	978	16687	2221.85	3937.15	804711	2158287	1748172	3368491
308.16	1370.91	16236	50875	665.45	1424.57	574714	978241	88799	1415316
0.00	0.00	5	5	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
795.17	2361.61	-36039	45278	408.50	1100.26	2944959	2977046		
531.16	2192.45	16093	68096	141.45	594.17	16692	54851		
9205.16	20552.19	8386	230524	4303.61	11763.20	3857341	5453319		
2636.53	8778.03	72007	253087	1791.82	6094.38	618693	1165946		

Name of the Insurer: *The Oriental Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	6157.12	25632.52	45368	136238	2802.09	4434.66	16098825.02	61479885.04
Previous year	3355.03	21197.86	43908	134778				
Marine Cargo	2225.75	7339.99	14946	43937	319.52	1312.93	6459903.06	23651341.51
Previous year	1906.23	6027.06	15603	44594				
Marine Hull (Including Onshore & Offshore oil energy)	4983.09	7341.12	496	1131	-12.67	-166.08	6217111.29	6963519.56
Previous year	4995.76	7507.20	461	1096				
Marine (Total)	7208.84	14681.11	15442	45068	306.85	1146.85	12677014.35	30614861.07
Previous year (Total)	6901.99	13534.26	16064	45690				
Aviation	633.18	1929.18	56	126	-564.78	486.87	-674115.90	3372030.19
Previous year	1197.96	1442.31	40	110				
Engineering	2537.21	8030.09	3140	10519	-179.17	349.46	2062447.48	6462756.51
Previous year	2716.38	7680.63	3357	10736				
Motor Own Damage	8084.02	24369.26	449196	1282623	452.41	1098.49	539600.77	1625963.33
Previous year	7631.61	23270.77	412883	1246310				
Motor Third party	9133.79	24995.21	609280	1767144	2730.92	5584.71	0.00	0.00
Previous year	6402.87	19410.50	571802	1729666				
Motor (Total)	17217.81	49364.47	609280	1767144	3183.33	6683.20	539600.77	1625963.33
Previous year (Total)	14034.48	42681.27	571802	1729666				
Workmen's compensation / Employer's liability	613.93	1991.01	5487	16646	108.01	269.65	10276.73	30064.63
Previous year	505.92	1721.36	5172	16331				
Public Liability	7.07	44.89	26	137	-1.33	5.21	3556486.33	7835722.91
Previous year	8.40	39.68	26	137				
Product Liability	8.02	104.12	9	31	-6.64	-8.62	47185.17	494345.13
Previous year	14.66	112.74	11	33				
Other Liability Covers	265.85	927.92	2896	8526	19.66	129.67	2613595.09	7532650.44
Previous year	246.19	798.25	2617	8247				
Liability (Total)	894.87	3067.94	8418	25340	119.70	395.91	6227543.32	15892783.11
Previous year (Total)	775.17	2672.03	7826	24748				
Personal Accident	1386.74	3284.61	78574	224445	-11.90	-282.39	13569661.20	17136558.07
Previous year	1398.64	3567.00	87766	233637				
Medical Insurance	8138.56	31945.73	74038	205293	-954.22	2174.16	375914.16	1015846.37
Previous year	9092.78	29771.57	74525	205780				
Overseas Medical Insurance	77.65	256.82	2064	7839	-4.66	-30.56	219982.52	817209.50
Previous year	82.31	287.38	2244	8019				
Health (Total)	8216.21	32202.55	76102	213132	-958.88	2143.60	595896.68	1833055.87
Previous year (Total)	9175.09	30058.95	76769	213799				
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0				
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0				
All Other Miscellaneous	4034.78	13807.89	79341	232555	1575.24	-860.96	5268632.16	27493583.85
Previous year	2459.54	14668.85	87467	240681				
Grand Total	48286.76	152000.36	915721	2654567	6272.48	14497.20	56365505.08	165911477.04
Previous year (Total)	42014.28	137503.16	894999	2633845			0.00	0.00

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
375.67	1624.87	8672	24341	0.00	0.00	0	0	0	0
284.37	1533.57	7273	22942	934.31	934.31	0	0	0	0
62.97	219.83	670	2282	0.00	0.00	0	0	0	0
50.13	206.99	566	2178	512.68	512.68	0	0	0	0
21.93	52.56	368	543	0.00	0.00	0	0	0	0
10.36	40.99	298	473	220.87	220.87	0	0	0	0
84.90	272.39	1038	2825	0.00	0.00	0	0	0	0
60.49	247.98	864	2651	733.55	733.55	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
100.29	356.73	470	1363	0.00	0.00	0	0	0	0
92.33	348.77	465	1358	642.72	642.72	0	0	0	0
1514.46	4653.86	81867	236841	0.00	0.00	0	0	0	0
1343.82	4483.22	70316	225290	2228.49	2228.49	0	0	0	0
1925.37	5289.77	116323	341880	0.00	0.00	18373	1446359	6177719	8019847
1217.23	4581.63	99716	325273	1804.78	1804.78	193125	1621111	401235	2243363
3439.83	9943.63	116323	341880	0.00	0.00	18373	1446359	6177719	8019847
2561.05	9064.85	99716	325273	4033.27	4033.27	0	1621111	401235	2243363
84.35	273.80	931	2838	159.73	488.55	3149	3559	4097	5189
57.10	246.55	833	2740	134.21	463.03	816	1226	10362	11454
1.47	1.78	4	7	0.00	0.00	0	0	0	0
1.19	1.50	2	5	0.17	0.17	1	1	2	2
0.50	0.50	1	1	0.00	0.00	0	0	0	0
0.50	0.50	1	1	3.78	3.78	0	0	1	1
28.44	80.91	278	818	0.00	0.00	0	0	0	0
24.49	76.96	287	827	89.62	89.62	139	139	1037	1037
114.76	356.99	1214	3664	159.73	488.55	3149	3559	4097	5189
83.28	325.51	1123	3573	227.78	556.60	956	1366	11402	12494
123.06	363.59	16322	46358	258.10	790.26	27084	195871	43300	257993
91.98	332.51	19337	49373	474.71	1006.87	24782	193569	178209	392902
218.66	699.06	4599	12582	1634.50	5526.58	55110	185773	71350	237411
308.44	788.84	4690	12673	1506.53	5398.61	82172	212835	153309	319370
1.74	10.33	62	305	0.00	0.00	0	0	0	0
1.49	10.08	41	284	20.95	20.95	344	344	2677	2677
220.40	709.39	4661	12887	1634.50	5526.58	55110	185773	71350	237411
309.93	798.92	4731	12957	1527.48	5419.56	82516	213179	155986	322047
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
1022.45	2250.81	26047	78353	985.53	2841.82	140718	510154	943339	1406322
812.64	2041.00	26742	79048	1708.53	3564.82	160687	530123	213441	676424
5481.36	15878.40	174747	511671	3037.86	9647.21	244434	2341716	7239805	9926762
4296.07	14693.11	160251	497175	10282.35	16891.70	268941	2559348	960273	3647230

Name of the Insurer: United India Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	8169.00	27644.00	71915	213995	1107.00	3642.00	13059952	44195044
Previous year	7062.00	24002.00	65383	207299	1667.00	4665.00	11290168	38444977
Marine Cargo	2472.00	9021.00	22827	70560	138.00	250.00	5242842	19132556
Previous year	2334.00	8771.00	21469	77926	787.00	2980.00	4950159	18610346
Marine Hull (Including Onshore & Offshore oil energy)	1305.00	6820.00	1754	5047	243.00	741.00	469424	2453237
Previous year	1062.00	6079.00	1567	4532	690.00	-131.00	382014	2184365
Marine (Total)	3777.00	15841.00	24581	75607	381.00	991.00	5712266	21585793
Previous year (Total)	3396.00	14850.00	23036	82458	1477.00	2849.00	5332173	20794711
Aviation	99.00	145.00	84	247	8.24	12.82	14854	21755
Previous year	90.76	132.18	78	347	72.55	97.11	13617	19832
Engineering	5221.00	12599.00	10761	29408	1741.00	2622.00	2250431	5430603
Previous year	3480.00	9977.00	8923	25339	661.00	2859.00	1500000	4306751
Motor Own Damage	10531.00	30723.00	493510	1378234	1856.00	4763.00	1494293	4359431
Previous year	8675.00	25960.00	436793	1270935	703.00	1849.00	1230936	3683586
Motor Third party	11638.00	30833.00	842330	2394763	4443.00	8940.00		0
Previous year	7195.00	21893.00	730459	2087643	1081.00	4375.00		0
Motor (Total)	22169.00	61556.00	842330	2394763	6299.00	13703.00	1494293	4359431
Previous year (Total)	15870.00	47853.00	730459	2087643	1784.00	6224.00	1230936	3683586
Workmen's compensation / Employer's liability	496.00	1568.21	6322	19552	18.70	162.85		0
Previous year	477.30	1405.36	6136	18042	104.61	292.97	0	0
Public Liability	77.10	356.34	538	2637	7.21	52.53	13068	60397
Previous year	69.89	303.81	448	2149	-7.02	-6.50	11846	55203
Product Liability	42.90	152.04	176	546	3.01	-16.59	8536	30251
Previous year	39.89	168.63	166	601	10.56	77.33	7937	33554
Other Liability Covers	79.00	658.41	2505	8190	11.41	60.45	24035	200313
Previous year	67.59	597.96	2195	7989	5.70	17.60	20563	181925
Liability (Total)	695.00	2735.00	9541	30925	40.33	259.24	45638	290961
Previous year (Total)	654.67	2475.76	8945	28781	113.85	381.40	40346	270682
Personal Accident	876.00	3233.00	32320	105861	45.52	357.88	2884425	10645374
Previous year	830.48	2875.12	30623	107775	288.15	893.78	2734550	9468249
Medical Insurance	15385.89	51016.53	94607	457022	4807.52	14231.51	2125336	7047187
Previous year	10578.37	36785.02	88458	375243	3194.37	9988.62	1461247	5081312
Overseas Medical Insurance	684.11	3043.47	5853	36969	4.48	684.49	201268	895402
Previous year	679.63	2358.98	5589	28381	192.63	726.38	199950	694088
Health (Total)	16070.00	54060.00	100460	493991	4812.00	14916.00	2326604	7942589
Previous year (Total)	11258.00	39144.00	94047	403624	3387.00	10715.00	1661197	5775400
Crop Insurance	0.00	0.00	0	0	0.00	0.00		0
Previous year	0.00	0.00	0	0	0.00	0.00	0	0
Credit Guarantee	0.00	0.00	0	0	0.00	0.00		0
Previous year	0.00	0.00	0	0	0.00	0.00	0	0
All Other Miscellaneous	4895.00	18564.00	201589	601654	1431.92	4284.07	943615	3578603
Previous year	3463.08	14279.93	170914	501472	-274.55	132.72	667584	2752735
Grand Total	61971.00	196377.00	1787091	5324685	15866.01	40788.01	28732079	98050153
Previous year (Total)	46104.99	155589.00	1569200	4715673	9176.00	28817.00	24470572	85516924

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
641.81	2031.36	12621	42959	0.00	0.00	0	0		
502.36	1755.58	12590	37594	0.00	0.00	0	0	0	0
51.45	232.21	848	4800	0.00	0.00	0	0		
46.91	207.22	1313	4460	0.00	0.00	0	0	0	0
6.25	20.00	157	416	0.00	0.00	0	0		
4.35	17.45	153	400	0.00	0.00	0	0	0	0
57.70	252.21	1005	5216	0.00	0.00	0	0		
51.26	224.67	1466	4860	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
119.87	397.40	652	2746	0.00	0.00	0	0		
116.73	370.00	633	2453	0.00	0.00	0	0	0	0
1106.08	6425.11	50295	197504	0.00	0.00	0	0		
944.62	5549.83	50194	177933	0.00	0.00	0	0	0	0
1304.82	6828.26	84346	319446	0.00	0.00	0	0		
1162.18	5007.13	78815	280985	0.00	0.00	0	0	0	0
2410.90	13253.37	84346	319446	0.00	0.00	0	0		
2106.79	10556.96	78815	280985	0.00	0.00	0	0		
28.59	144.84	545	3189	28.99	70.06	39	186		
23.03	116.48	536	2651	26.05	58.42	25	158	0	0
4.24	19.25	77	375	0.00	0.00	0	0		
2.64	16.60	71	339	0.00	0.00	0	0	0	0
0.00	3.05	0	21	0.00	0.00	0	0		
0.00	2.16	0	18	0.00	0.00	0	0	0	0
0.00	41.92	0	707	0.00	7.78	0	0		
2.54	37.56	50	643	0.00	0.00	0	0	0	0
32.83	209.06	622	4292	28.99	77.84	39	186		
28.21	172.79	657	3651	26.05	58.42	25	158		
158.47	1084.65	1363	11961	424.87	720.85	100907	304290		
151.78	903.12	1266	9616	335.42	590.14	9791	41648	0	0
526.97	1735.92	9418	40442	443.86	3177.81	7055704	10084970	9205667	13394640
491.82	1375.61	9318	32059	374.08	2448.16	12814	78434	54410	120435
23.15	88.72	304	1580	0.00	0.00	0	109	545	103713
39.42	89.49	356	1436	0.00	5.75	0	362	365	1176
550.12	1824.64	9722	42022	443.86	3177.81	7055704	10085079	9206212	13498353
531.24	1465.10	9674	33495	374.08	2453.91	12814	78796	54775	121611
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
998.63	5814.54	53296	125784	914.41	3297.20	5577	17178		
886.34	5103.21	59012	120779	122.92	2125.61	4916	14424	0	0
4970.33	24867.23	213922	751929	1812.13	7273.70	7162227	10406733	9206212	13498353
4374.72	20551.43	214307	671365	858.48	5228.08	27546	135026	54775	121611

Name of the Insurer: Universal Sompco General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	700.96	1879.41	10384	24950	165.73	557.89	948411.38	2620076.38
Previous year	535.23	1321.52	8692	22396	313.83	451.31	658476.31	1639198.23
Marine Cargo	51.67	260.02	134	387	-22.99	47.50	511970.15	2268844.79
Previous year	74.66	212.53	122	281	32.18	107.58	399805.52	1284912.21
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine (Total)	51.67	260.02	134	387	-22.99	47.50	511970.15	2268844.79
Previous year (Total)	74.66	212.53	122	281	32.18	107.58	399805.52	1284912.21
Aviation	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Engineering	76.67	277.36	87	368	28.16	54.49	105433.76	246515.58
Previous year	48.51	222.86	95	272	55.66	74.88	31855.88	81096.08
Motor Own Damage	1135.45	2837.36	29670	78142	-202.48	-337.29	52946.94	140662.05
Previous year	1337.93	3174.66	50707	120277	1075.19	2679.94	123428.19	214560.12
Motor Third party	283.87	762.53	0	0	-50.61	-359.13		
Previous year	334.48	1121.65	0	0	310.84	1055.94		
Motor (Total)	1419.32	3599.89	29670	78142	-253.09	-696.42	52946.94	140662.05
Previous year (Total)	1672.41	4296.31	50707	120277	1386.03	3735.88	123428.19	214560.12
Workmen's compensation / Employer's liability	15.96	37	95	254	11.34	19.48	1227	4770
Previous year	4.63	17.21	38	154	1.04	9.25	309.23	1549.92
Public Liability	0.41	5.49	1	9	0.41	1.22	400	3935
Previous year	0.00	4.27	0	4	-5.39	-1.71	0.00	5900.00
Product Liability	0.08	0.72	1	2	0.08	0.72	3.75	243.75
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Other Liability Covers	2	39	11	39	-2.44	17.55	321	8705
Previous year	4	22	7	33	1	12	1161	6258
Liability (Total)	18.30	82.15	108	304	9.39	38.96	1951.80	17653.75
Previous year (Total)	8.92	43.19	45	191	-2.95	19.91	1469.83	13707.52
Personal Accident	109.39	203.91	471	1406	16.37	46.32	2049360.35	2567511.00
Previous year	93.02	157.59	400	1062	111.60	-498.91	867886.20	1179263.54
Medical Insurance	144.88	1219.14	3285	7455	94.35	452.99	8224.70	64170.25
Previous year	50.53	766.15	1553	5146	-4.05	227.93	3223.25	52015.30
Overseas Medical Insurance	1.55	2.70	46	92	1.55	2.70	14250.15	28333.93
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Health (Total)	146.42	1221.84	3331	7547	95.90	455.70	22474.85	92504.18
Previous year (Total)	50.53	766.15	1553	5146	-4.05	227.93	3223.25	52015.30
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	425.43	1004.22	16139	36131	127.58	239.55	301124.95	737337.56
Previous year	297.85	764.68	12301	33294	110.19	163.98	184806.04	421131.69
Grand Total	2948.16	8528.80	60324	149235	167.04	743.98	3993674.18	8691105.28
Previous year (Total)	2781.12	7784.82	73915	182919	2002.48	4282.55	2270951.20	4885884.69

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
173.13	381.42	6195	12780	0	0.00	0	0		
113.95	309.67	3956	11737	0	0.00	0	0		
173.13	381.42	6195	12780	0.00	0.00	0	0	0	0
113.95	309.67	3956	11737	0.00	0.00	0	0	0	0

Name of the Insurer: Agriculture Insurance Company of India Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)								
Previous year (Total)								
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)								
Previous year (Total)								
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)								
Previous year (Total)								
Personal Accident								
Previous year								
Medical Insurance								
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)								
Previous year (Total)								
Crop Insurance	6765.92	14450.19	11419	66931	1559.43	-401.41	206730.09	497788.03
Previous year	5206.49	14851.60	9992	80760	33.89	1689.67	127912.83	500954.20
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	6765.92	14450.19	11419	66931	1559.43	-401.41	206730.09	497788.03
Previous year (Total)	5206.49	14851.60	9992	80760	33.89	1689.67	127912.83	500954.20

* Wherever applicable

Name of the Insurer: Apollo Munich Health Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	71.62	169.50	2826	7448	71.62	169.50	40166.50	98156.50
Previous year	37.67	103.51	2888	6171	37.67	103.51	28759.38	61571.50
Medical Insurance	1900.50	6608.22	49956	134306	1900.50	6608.22	78666.16	186150.10
Previous year	979.96	3775.88	34690	88952	979.96	3775.88	49975.35	115414.12
Overseas Medical Insurance	47.01	165.02	3106	9778	47.01	165.02	226327.63	755927.30
Previous year	42.70	162.59	2261	7513	42.70	162.59	181863.36	564613.23
Health (Total)	1947.51	6773.24	53062	144084	1947.51	6773.24	304993.78	942077.40
Previous year (Total)	1022.66	3938.47	36951	96465	1022.66	3938.47	231838.71	680027.34
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	58.88	240.29	58307	199811	58.88	240.29	291535.00	999055.00
Previous year	45.36	163.41	44876	136467	45.36	163.41	224380.00	682335.00
Grand Total	2078.02	7183.02	114195	351343	2078.02	7183.02	636695.28	2039288.90
Previous year (Total)	1105.69	4205.39	84715	239103	1105.69	4205.39	484978.08	1423933.84

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
5.04	12.55	436	2157	0.00	0.08	0	751		
0.00	0.25	0	2088	1.34	1.70	906	3072		
205.58	551.48	14658	33663	56.32	56.32	14055	14055	117947	349684
190.66	191.83	4958	5400	0.00	1.17	0	442	59007	189382
								3106	9778
								2735	9096
205.58	551.48	14658	33663	56.32	56.32	14055	14055	121053	359462
190.66	191.83	4958	5400	0.00	1.17	0	442	61742	198478
210.62	564.02	15094	35820	56.32	56.40	14055	14806	121053	359462
190.66	192.08	4958	7488	1.34	2.86	906	3514	61742	198478

Name of the Insurer: Export Credit Guarantee Corporation of India Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident								
Previous year								
Medical Insurance								
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance								
Previous year								
Credit Guarantee	8646	23124	1126	2786	1198	2320	300754	779531
Previous year	7448	20804	1067	2882	891	1833	387104	899179
All Other Miscellaneous								
Previous year								
Grand Total	8645.84	23123.61	1126	2786	1197.94	2319.59	300754.30	779530.95
Previous year (Total)	7448.00	20804.00	1067	2882	891.00	1833.00	387104.00	899179.00

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		

Name of the Insurer: Max Bupa Health Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident								
Previous year								
Medical Insurance	481.56	1412.98	4231	12330	472.00	1373	13832.4	46656.9
Previous year	128.21	230.81	1240	2547	124.11	224.27	4682.00	8411.00
Overseas Medical Insurance								
Previous year								
Health (Total)	481.56	1412.98	4231	12330	472.00	1373.08	13832.40	46656.90
Previous year (Total)	128.21	230.81	1240	2547	124.11	224.27	4682.00	8411.00
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	481.56	1412.98	4231	12330	472.00	1373.08	13832.40	46656.90
Previous year (Total)	128.21	230.81	1240	2547	124.11	224.27	4682.00	8411.00

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
6.13	11.05	71	138	2.89	2.89	4	4	9530	25067
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2297	3987
6.13	11.05	71	138	2.89	2.89	4	4	9530	25067
0.00	0.00	0	0	0.00	0.00	0	0	2297	3987
6.13	11.05	71	138	2.89	2.89	4	4	9530	25067
0.00	0.00	0	0	0.00	0.00	0	0	2297	3987

Name of the Insurer: *Star Health and Allied Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Marine Cargo			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Marine Hull (Including Onshore & Offshore oil energy)			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Engineering			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Motor Own Damage			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Motor Third party			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability			0	0				
Previous year			0	0				
Public Liability			0	0				
Previous year			0	0				
Product Liability			0	0				
Previous year			0	0				
Other Liability Covers			0	0				
Previous year			0	0				
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	107.23	256.43	10636	28194	31.84	29.09	134537.21	615583.84
Previous year	75.39	227.34	10066	29803	17.48	106.54	101159.04	363038.31
Medical Insurance	15099.12	40159.27	81722	217417	5573.43	8906.03	726869.35	10908522.25
Previous year	9525.69	31253.24	57342	152953	2190.48	9101.74	118049.25	10390247.50
Overseas Medical Insurance	142.20	453.40	4505	14573	14.29	52.01	480906.02	1547199.97
Previous year	127.91	401.39	4521	13198	37.48	148.30	383368.97	1200931.70
Health (Total)	15241.32	40612.67	86227	231990	5587.72	8958.04	1207775.37	12455722.22
Previous year (Total)	9653.60	31654.63	61863	166151	2227.96	9250.04	501418.22	11591179.20
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	53.90	117.08	19401	42004	12.60	8.58	194010	420040.00
Previous year	41.30	108.50	14568	38574	11.58	3.57	145680.00	385740.00
Grand Total	15402.45	40986.18	116264	302188	5632.16	8995.71	1536322.58	13491346.06
Previous year (Total)	9770.29	31990.47	86497	234528	2257.02	9360.15	748257.26	12339957.51

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
50.88	132.49	4284	12005	13.16	98.88	5991	37486.00		
20.09	49.40	4182	13270	23.19	131.74	15502	103329.00		
8959.61	23626.01	27744	73727	4004.73	13692.40	21925	6897322.00	101134	22925901.00
665.59	1819.61	19934	52703	8597.62	28855.07	33520	88755.00	72447	24465556.00
28.98	63.55	649	2513	74.79	223.93	2532	7640.00	4505	14557.00
31.12	84.14	707	2055	70.02	158.93	2528	5144.00	4521	13198.00
8988.59	23689.56	28393	76240	4079.52	13916.33	24457	6904962	105639	22940458
696.71	1903.75	20641	54758	8667.64	29014.00	36048	93899	76968	24478754
				0.00	0.00	0	0		
				41.30	108.50	14568	38574		
9039.47	23822.05	32677	88245	4092.68	14015.21	30448	6942448	105639	22940458
716.80	1953.15	24823	68028	8732.13	29254.24	66118	235802	76968	24478754



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15 Sep 2011 Venue: New Delhi	CII 5th Health Insurance Summit 2011 By Confederation of Indian Industry, New Delhi.
15 – 17 Sep 2011 Venue: NIA Pune	Workshop on Motor TP Claims By National Insurance Academy.
19 – 20 Sep 2011 Venue: NIA Pune	CD Deshmukh Seminar By National Insurance Academy.
20 – 21 Sep 2011 Venue: Mumbai	Global Insurance Summit 2011 By ASSOCHAM, New Delhi.
22 – 24 Sep 2011 Venue: NIA Pune	Programme on Aviation Insurance By National Insurance Academy.
27 – 28 Sep 2011 Venue: Abu Dhabi, UAE	5th Middle East Healthcare Insurance Conference By Asia Insurance Review, Singapore
13 – 15 Oct 2011 Venue: NIA Pune	Reinsurance Management By National Insurance Academy.
17 – 18 Oct 2011 Venue: Kuala Lumpur	1st Asian Captives Conference By Asia Insurance Review, Singapore
19 – 20 Oct 2011 Venue: Kuala Lumpur	7th Asian Conference on Pensions and Retirement Planning By Asia Insurance Review, Singapore
31 Oct – 02 Nov 2011 Venue: NIA Pune	Management of Marine Cargo Insurance By National Insurance Academy.

view point



Effective regulation is not just about setting high standards. It is also about creating market conditions that enable financial institutions to meet the standards.

Mr. Ravi Menon

Managing Director, Monetary Authority of Singapore.

There is no impact on insurer investments in U.S. government and government-related securities from the actions recently taken by the rating agencies. Risk-based capital and asset valuation reserves are unaffected.

Ms. Susan Voss

NAIC President and Iowa Insurance Commissioner.

Given the present unfavourable economic and financial conditions in Europe and in the US, we expect that there would continue to be significant market volatilities going forward.

Mr. Norman T.L. Chan

Chief Executive of the Hong Kong Monetary Authority.

We know that it is pointless to create a zero risk financial system. A zero risk system will have zero activity, and therefore generate zero value.

Mr. Wayne Byres

Executive General Manager, Australian Prudential Regulation Authority.

In addition to making changes to the way in which we all behave and operate, we also need to ensure there is clarity of understanding by society and Parliament as to our collective purposes and accountability framework. This is important not just for the regulators but also, in my view, for the industry.

Mr. Hector Sants

Chief Executive, FSA, UK.

Disclosures by themselves may not lead to a more robust and efficient industry. But there can be little doubt that disclosures will enable a more critical understanding of the insurance industry in India; and thereby contribute to the building of a healthy and robust insurance sector.

Mr. J. Hari Narayan

Chairman, Insurance Regulatory and Development Authority, India.



If undelivered please return to:

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