



Volume IX, No. 4

# Journal

April 2011



## Renewed Emphasis

- On Risk Management

बीमा विनियामक और विकास प्राधिकरण

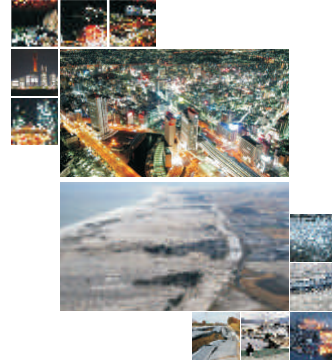
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## From the Publisher



**R**isk Management has been acquiring monumental importance, especially over the last few years, globally. Apart from the conventional areas that one has in mind with regard to risk management, there is just no end to the challenges that emerge afresh from hitherto unknown areas. It is this dynamic nature of business that puts an additional onus on risk management being thoroughly comprehensive. The corporate world has been gearing itself up for these new challenges; and their risk management strategies have been demonstrating the adoption of a wider coverage of business activity. As a natural corollary, the risk management strategies of insurers would also need to take a fresh look at how they are geared up for eventualities. Especially in view of the fact that insurance and reinsurance businesses are getting increasingly trans-national, there is hardly any scope for complacency as regards a major global event not afflicting one's business interests.

Japan has been at the forefront of adopting the highest order of risk management strategies, historically; and has been a worthy example for emulation by others. Despite its additional vulnerability to nature's perils, it has always maintained a great deal of success with regard to its businesses, as also its insurance/reinsurance contracts. The recent havoc created by the twin perils of earthquake and tsunami have proved that even the best preparedness against natural hazards could turn out to be insufficient in the face of such devastation. It is an object lesson for the corporate world – especially for those countries

that are vulnerable to frequent natural calamities – India included; for taking a review of their risk management strategies and augmenting them wherever necessary.

Being an emerging domain, the Indian insurance industry is open to frequent progressive changes. It is essential that the players adapt themselves to the regulatory and legal reforms on an on-going basis while at the same time ensuring that the other requirements do not get diluted. Solvency requirements and Asset-Liability Management demand a high order of commitment from the top managements; and risk management strategies of insurers should consider this point at the top of their agenda. Comprehensive risk management should ensure that all the components should be properly aligned.

'Risk Management for Insurers' is the focus of this issue of the **Journal** once again. Another area that has been gaining a lot of ground more recently is proper reporting; and there is a great deal of emphasis on uniform and meaningful reporting of vital business information on an on-going basis. 'International Financial Reporting Standards' (IFRS) will be the focus of the next issue of the Journal.

**J. Hari Narayan**

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# Continuously under Scanner

## - Risk Management for Insurers

How ironical that the very entities that are created to help enhance the huge volumes of production should become the bane of humanity around them! The nuclear plants that Japan has built over a period of time to support their emergence as industrial giants continue to create confusion over a possible radiation in and around the cities that they are located in. In the possible scenario where the state has not put proper risk management strategies in place, it would have become a victim of severe reprimand from several of its neighbours; as also the major world bodies and other super powers. But Japan has always been known for the best risk management practices; and in this background one shudders at the thought of such an event occurring in a country that does not boast of the best risk management strategies in place.

There is a sudden bout of debate and activity surrounding the safety of nuclear plants elsewhere in the world; and what if a similar earthquake/tsunami strikes in these places? The intense debate has brought into light the risk management strategies adopted and the preparedness for any eventuality falling out of such a scenario. The renewed emphasis is on how efficient we are when it comes to risk management. Both the major classes of insurance in Japan – Life and Non-life – have committed themselves to be by the side of the policyholders in this hour of crisis. But it needs no great intelligence to guess the financial impact that the event could create on their bottom-lines.

It serves as a very strong reminder universally on how important risk management is; and further on how it has to be an on-going phenomenon and not a rigid one-time task. The results of insurers are just an extension of what is happening around, and to that extent it is very essential that risk management forms the uppermost management function. Especially, it should be the endeavour of such of those

insurers whose solvency is always just around the threshold levels not to venture into high risk zones beyond their tolerance in an attempt to boost their top-line growth.

'Risk Management for Insurers' is once again the focus of this issue of the **Journal**, and how timely! In the opening article, Mr. Anup Jindal contends that India is one of the countries which are most vulnerable to natural catastrophes; and says that it is very essential to be updated about the various risks that we face in light of increased urbanization and industrialization. In the article that follows, Mr. G.V. Rao throws light on the present trends of risk management being adopted by insurers and on how they need to be augmented. In the true style of a hard-core academician, Prof Subhro S. Chakrabarti brings into discussion the priorities needed for insurers in the domain of risk management and how prepared we are. In the last article on the issue focus, Mr. Aditya Khanna and Mr. Anuraag Sunder take a look at the steady emergence of various facets of life and how risk management has grown as a management imperative.

In the 'Thinking Cap' section, the first of the two articles talks about the importance of reliable data bases; and Mr. Srinivas Gunturi gives a vivid account of it in life insurance contracts which are essentially long-term. In the second article, Mr. N. Swaminathan discusses the nuances of a timely transfer of movable property and quotes a few cases. 'In the more advanced markets, insurance can be obtained for assets that one normally cannot imagine' says Mr. K. Murali in the final article in the 'End-User' section.

Several corporate failures globally have emphasized the need for proper and timely reporting which is consistent with some preset standards. International Financial Reporting Standards (IFRS) 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 February, 2011

Sl No.	Insurer	Premium w/w (₹ in Crores)		No. of Policies / Schemes		No. of lives covered under Group Schemes	
		February, 11	Upto February, 11	February, 11	Upto February, 11	February, 11	Upto February, 11
1	<b>Bajaj Allianz</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	48.90	662.17	6834	88038	76572	142055
		141.45	1566.96	144542	1254577	1823608	18612825
		79.39	262.49	12	70	8	15585
		43.88	399.27	76	1295	909	653495
2	<b>ING Vysya</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	2.46	14.50	340	2179	996	1307
		59.51	514.31	26293	227886	247240	138
		0.28	7.80	0	0	0	68
		0.00	0.25	0	0	0	0
3	<b>Reliance Life</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	67.09	486.50	7434	64997	36799	579536
		128.61	1758.32	146247	1634072	1945025	156803
		4.45	29.21	18	187	13	10745
		1.11	98.61	6	121	417	9311
4	<b>SBI Life</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	242.42	1416.20	20301	127298	65691	331243
		245.97	2445.71	75387	653316	1103518	723255
		34.33	1571.04	10	105	3	29186
		47.62	412.35	3	52	110	47056
5	<b>Tata AIG</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	10.27	159.43	935	19026	3365	92080
		80.16	796.54	37787	478232	598776	352372
		4.79	35.27	0	11	10	20819
		6.19	100.91	2	59	63	9848
6	<b>HDFC Standard</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	57.66	421.22	16450	202253	265847	262889
		244.17	2489.25	55266	536930	582834	252300
		2.83	8.01	35	186	175	67339
		19.29	329.18	4	45	38	1362
7	<b>ICICI Prudential</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	263.43	1535.36	18192	98253	10137	164136
		200.50	3223.14	79752	1116551	1539267	177271
		21.09	214.25	11	137	272	2087087
		28.28	737.79	3	35	309	503418
8	<b>Birla Sunlife</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	3.96	28.67	207	27656	120902	2087087
		95.55	1353.16	47623	892264	1439993	503418
		0.29	5.16	0	2	3	61
		15.92	294.19	10	194	238	17374
9	<b>Aviva</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	9.15	69.14	284	4096	5896	1140
		38.36	465.67	13649	157710	191438	634140
		0.07	0.58	0	3	1	3479
		2.35	42.93	8	125	103	1446699
10	<b>Kotak Mahindra Old Mutual</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	52.34	113.79	3951	9898	6843	423417
		33.78	615.63	12864	211974	262328	1320069
		10.61	98.27	1	5	17	31947
		9.19	129.53	46	592	456	78506
11	<b>Max New York</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	20.14	195.23	-6	1272	6045	822067
		131.82	1485.88	56777	727036	828605	6356964
		4.20	39.81	1	29	27	999
		5.75	68.53	34	643	570	120932
12	<b>Met Life</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	6.54	130.29	659	17946	1341	9190
		34.48	406.04	19831	144282	244649	2160035
		0.93	10.30	0	6	0	1962
		4.35	35.73	29	255	155	484543

13	<b>Sahara Life</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	3.06 3.66 0.00 0.01	33.85 39.00 0.00 0.01	30.36 53.20 0.00 19.83	701 4773 0 2	7634 46551 0 3	8830 59425 0 6	0 0 712 0	0 0 0 2212630
14	<b>Shriram Life</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	22.42 7.37 10.43 0.01	277.43 140.84 76.12 3.68	83.48 237.82 26.59 0.47	2685 6119 0 0	31989 71355 1 7	13000 106622 4 11	307280 389334 0 0	99964 61663 0 0
15	<b>Bharti Axa Life</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.77 23.21 1.77 0.00	4.75 286.93 17.27 0.00	5.37 305.88 22.58 0.00	103 13325 0 0	2995 133324 3 0	5138 137434 7 0	9245 0 0 0	14209 0 0 0
16	<b>Future Generali Life</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	13.33 21.33 0.00 0.40	41.62 286.65 0.10 26.98	6.73 328.39 0.07 22.05	1927 17417 0 13	5591 269182 1 93	1007 250821 1 93	2241 2151976 0 0	1217 2441640 0 0
17	<b>IDBI Federal</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	18.05 15.52 0.00 1.80	145.81 212.40 0.00 8.23	75.79 208.87 0.00 0.09	1496 5913 0 0	16060 75533 0 11	11807 61148 0 5	66753 606993 0 0	34910 0 0 0
18	<b>Canara HSBC OBC Life</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.01 47.82 0.41 1.04	5.31 603.71 13.96 56.06	9.05 508.91 4.54 0.00	6891 0 0 1	254 95054 3 4	463 78717 4 0	147 6778 0 0	2770 0 0 0
19	<b>Aegon Religare</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	4.72 24.37 0.02 0.00	11.47 187.46 0.53 0.00	1.43 106.86 0.00 0.00	601 8980 0 0	1410 67481 1 0	241 35375 0 0	1332 0 0 0	0 0 0 0
20	<b>DLF Pramerica</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1.32 4.47 0.00 0.00	2.13 59.83 0.00 0.00	0.46 27.06 0.00 0.00	171 2936 0 0	281 29704 0 0	64 15707 0 0	0 0 0 0	0 0 0 0
21	<b>Star Union Dai-ichi</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	34.81 17.86 5.92 0.07	259.89 180.32 43.46 17.80	180.45 186.26 13.64 2.78	2316 6396 0 3	17210 59923 4 51	19200 66998 5 16	36687 191222 0 0	14219 31313 0 0
22	<b>IndiaFirst #</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium <b>Private Total</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	12.88 23.35 2.01 1.30 895.73 1623.31 183.82 188.58	168.68 227.60 10.64 21.98 6183.41 19345.37 2443.22 2784.02	23.54 92.75 0.00 0.00 2117.51 23103.17 662.07 3682.19	985 9197 0 3 86586.00 797965 88 243	12702 83804 7 16 759038.00 8966741 761 3601	2099 44512 0 0 662283.00 11664040 550 3499	15151 723097 0 0 358482 1550218	0 0 0 0 2692878 33510580
23	<b>LIC</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium <b>Grand Total</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1085.38 1187.30 2302.41 1411.19 1981.11 2810.61 2486.23 1589.78	24502.41 19265.71 18490.73 10862.76 30685.82 38611.08 20933.95 13646.78	19960.07 17721.55 16632.61 0.00 4071768 25360881 15087 4987	191085 3050941 -2494 4363 277651 3848906 -2406 4606	4758594 25564968 19430 0 5420877 3729908 19980 3499	31044702 0 18539976 13062194 -10087192 12264393 -9728710 13814611	0 0 0 0 24331212 51513037	33737580 33510580

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

# Circular

Date: 04-03-2011

**Sub: Announcement of final results of Elections to the 4th Council of IISLA**  
As per Articles of Association (AOA) of the Indian Institute of Insurance Surveyors and Loss Assessors (IISLA) read with the revised "Regulations & Procedure for the Conduct of Elections to the Council" I, K. V. Krishnan, the undersigned Election Officer (appointed by the IRDA), conducted IISLA-4th Council Elections as per schedule in the Election Notification dated 24th November 2010. Finally, "counting

of votes" of IISLA-4th Council Elections was held as per notified schedule on 3rd march 2011 at the Office of the undersigned Election Officer in Mumbai in the presence of Independent Scrutinizers, Candidates/ Representatives of Candidates and Members of IISLA Council.

Following are the ranking lists of candidates (zone-wise) in terms of number of valid votes secured by each one of them:

### 1. West Zone: 2 (Two) Vacancies

Sl.No.	Name of Candidate	IISLA Membership No.	No. of Votes Secured	Ranking
1.	<b>Mr. Sanjay Shival Surpure</b>	A/W/03185	701	1
2.	<b>Mr. Sunil Jawahar Vora</b>	F/W/01652	647	2
3.	Mr. Iqbalhusen Ismailbhai Tadhha	F/W/04265	646	3
4.	Mr. Shyam Sunder Agrawal	F/W/02803	573	4
5.	Mr. Khetsinh Takhtsinh Jhala	A/W/04327	49	5

According to the no. of votes secured and ranking as above, the candidates at Sl.Nos.1 and 2 (viz. Mr. Sanjay Shival Surpure and Mr. Sunil Jawahar Vora) are declared elected from the West Zone.

### 2. North Zone: 1 (One) Vacancy:

Sl.No.	Name of Candidate	IISLA Membership No.	No. of Votes Secured	Ranking
1.	<b>Mr. Lalit Gupta</b>	A/N/01922	606	1
2.	Mr. Chand Kumar Bhatia	F/N/00097	542	2
3.	Mr. Anupam Kumar Govil	F/N/00464	145	3
4.	Mr. Sunil Bhasin	A/N/01925	24	4

According to the no. of votes secured and ranking as above, the candidate at Sl.No.1 (viz. Mr. Lalit Gupta) is declared elected from the North Zone.

### 3. East Zone: 1 (One) Vacancy:

Sl.No.	Name of Candidate	IISLA Membership No.	No. of Votes Secured	Ranking
1.	<b>Mr. Jitendra Prasad Singh</b>	F/E/03627	683	1
2.	Mr. Goutam Basu	F/E/00778	611	2
3.	Mr. Raj Kumar	F/E/03290	30	3

According to the no. of votes secured and ranking as above, the candidate at Sl.No.1 (viz. Mr. Jitendra Prasad Singh) is declared elected from the East Zone.





It is to be noted that if it is found later on that any candidate has furnished incorrect/wrong information and/or concealed/withheld/suppressed correct/material/relevant information and/or misrepresented and/or his/her membership fee up to Financial Year 2010-11 has not been received by IISLA as on 24th November 2010, the Competent Authority shall be at liberty to take appropriate

disciplinary action against such candidate.

This notification is being hosted on the website of IISLA and IRDA for the information of all concerned

Sd/-  
**(K.V. Krishnan)**  
Election Officer-IISLA-4th Council

## Press Release

Date:12-03-2011

The IRDA had conducted an audit of the Third Party Motor Insurance Pool and has established that the pool reserves have to be significantly augmented in order to meet the higher compensation to be paid to the unfortunate victims of road accidents. Such augmenting of reserves will strengthen the insurance companies and will enable them to meet all claim obligations at all times expeditiously and without fall. The IRDA has required all general insurance companies to increase these reserves are augmented to a satisfactory level,

companies have also been required to restrict their expenditure in terms of bonuses, incentives etc., besides bringing in additional capital as might be necessitated.

The IRDA has also noticed that certain unhealthy competitive practices have emerged in the detariffed market and has also instituted steps to ensure that the Indian Insurance Market remains vibrant, strong and responsive to consumer needs.

## To the CEOs of all General Insurers and GIC

Ref:IRDA/NL/ORD/MPL/046/03/2011

Date:12-03-2011

### **Order under Section 14 of IRDA Act read with Section 64VA of Insurance Act' 1938**

#### **To**

The CEOs of all General Insurance Companies and GIC.

**Sub:** Motor Third Party Pool Reserves and Account Reserves – Reg

#### **Ref:**

1. Report submitted by Mr. K P Sarma, Consultant Actuary, IRDA

2. Letter dated February 07, 2011 from ED, IRDA to CMD, General Insurance Corporation (GIC).

3. Letter dated 1st March, 2011, from Secretary General, General Insurance Council, addressed to Member (Non-Life), IRDA.

4. Circular No. 11/IRDA/ACTL/IBNR/2005-06

5. Clause No. 3 of the covering letter to R3 granted to all non-life insurers regarding maintenance of solvency ratio of 150%.

The Authority had investigated Actuarial valuation of the Indian Motor Third Party Insurance Pool (IMTPIP) under the Insurance Act, 1938 in order to assess the adequacy of the reserves which are to be calculated as per the IRDA Regulations and in particular as per reference 4 cited. The Report established that the ultimate loss ratios are 172.3%, 181.81%, and 194.15% for the years 2007-08, 2008-09 and 2009-10 respectively. Against this estimate, the pool has maintained reserves at 126% for all the years the pool has underwritten third party motor liability. The report under Ref No. 1 was communicated vide letter cited under Ref No. 2 to the CMD, GIC, the pool Administrator and a meeting of the General Insurance Council was convened for consideration of the Report cited at 1 above. The General Insurance Council, responded vide letter cited under Ref No. 3 on behalf of the members of the pool.

2. The Council has made following submissions, regarding the loss reserves in their letter, among other things:

(i) All the Members of the Pool will make a tentative provision of 153% for the each of the four years from 2007-08 to 2010-11 for IMTPIP losses.

(ii) All the general insurers should be allowed to amortize the entire IMTPIP losses over three year period.

(iii) IRDA and IMTPIP together carry out peer review of the estimation of loss reserves carried out by Sri. K.P. Sarma.

(iv) Insurers may be allowed to lower the solvency requirement for IMTPIP business to 100% instead of 150%.

(v) The general insurers may be allowed to value their assets at fair market value.

3. The Authority has examined the representation of the general insurers and is

satisfied that the non-life insurers have not complied with the instruction issued by the Authority vide circular cited at Sl. No. 4 and the license condition imposed cited at Sl. No. 5 and is of the view that the following measures are needed in the interest of orderly growth of insurance industry. The Authority recognizes liabilities as per the report submitted by Mr. K.P Sarma, till such time the review ordered as below, is scrutinized and accepted by the Authority. Accordingly, the Authority under the Section 14 of IRDA Act, 1999 read with Section 64VA hereby directs as under:-

A. The report of Appointed Actuary of IMTPIP be subjected to peer review by an independent actuary appointed by the Authority.

B. The peer review shall:

i. arrive at loss reserves required for maintaining a solvency ratio of 150% as per the Insurance Act, 1938 and Regulations there under;

ii. provide for the impact of the Hon'ble Supreme Court's decision in the Sarla Verma case on compensation to be paid to accident victims, and

iii. submit the report not later than 30th June, 2011 and

iv. that the cost of such valuation be met by the IMTPIP

C. All the general insurers, including M/s GIC Re are hereby instructed:-

i. to maintain a solvency ratio of not less than 130% for all lines of business as on 31st March 2011, the IMTPIP losses being valued at an ultimate loss ratio of not less than 153% for all the years the pool was underwriting, until the peer review report as ordered above is finalized,



- ii. to maintain a solvency ratio of not less than 137%, 145% and 150% for all lines of business not later than 31st March 2012, 31st March 2013 and 31st March 2014 respectively. IMTPIP losses shall be valued and further provided for as determined by the Authority after the peer review report as ordered above is scrutinized and accepted by the Authority for this purpose;
  - iii. to maintain 150% Solvency ratio thereafter (ie. from 31st March, 2014), at all times;
  - iv. not to declare dividends to the shareholders without the prior specific approval of the Authority for any year or part of the year wherein the solvency ratio is reported below 150%;
  - v. to submit a financial plan as approved by the Board of Directors as per Section 64VA (2A) of Insurance Act, 1938, to the Authority within a period of two months, indicating a plan of action to correct the deficiency for the said 3 year period up to March 2014. In addition, an annual plan duly approved by the Board of Directors shall be submitted not later than 15th of February every financial year starting from 2011-12 and a half-yearly review of Annual Plan reviewed by the Board of Directors shall be submitted not later than 15th August of each of the three years starting from 15th August 2011.
  - vi. to appoint full-time qualified and experienced Property and Casualty Actuaries to strengthen the actuarial department as required. They are permitted to utilize the services of actuaries qualified from Casualty Actuarial Society, USA and Institute of Actuaries, UK and Australia if Actuaries having necessary experience and qualification under IAI are not available.
  - vii. not to disburse bonus, performance incentives etc by whatever name such payments are called to any key management personnel, the senior management, Appointed Actuaries, Whole time Directors of the Board or any of the CxOs without the prior specific approval of the Authority.
  - viii. to ensure that the pricing of products including discounts are in accordance with the underwriting principles and in conformity with the product as cleared by the Authority under File & Use Guidelines.
  - ix. not to exceed the limitations of expenses of management under Rule 17E of Insurance Rules, 1939 at any time.
4. All the non-life insurers are directed to submit the quarterly statements (viz., Quarterly Report on Accounting Transactions to the Board of Directors) prescribed under Circular No. IRDA/009/F&U/07-08 dated 14th May 2007 not later than 30 days after the end of the Quarter along with the Board Resolution concerned.
  5. The Authority will review the applicability of each of the above instructions to such insurers who have achieved 150% solvency ratio on a sustainable basis on their specific application.
  6. All the general insurers are directed to acknowledge the receipt of this Order and place this order before the Board of Directors well before the finalization of accounts.

Sd/-  
**(J Hari Narayan)**  
Chairman



## To all

Date: 16-03-2011

### **Exposure Draft on Guidelines on Web Aggregators**

The use of internet is growing rapidly in India. Buyers of Insurance products increasingly access / visit websites to know the features and to compare prices of the products offered by different insurers. This has led to the emergence of dedicated websites known as 'web aggregators' offering information on insurance products. The concept of web aggregator is of online enquiry or shopping where a client could get information and premium quotes on all types of policies across Insurance companies at one point.

With a view to bringing in uniformity in display of Prices and Key Features of the insurance products by the web sites, to protect the interests of the clients and to rationalize the

approach to be adopted by Insurers / Brokers in dealing with various websites that offer price comparisons and display the key features of products, the Authority proposes to issue Guidelines on 'Web Aggregators'. An exposure draft of the guidelines is attached as annexure (attached as docfile).

Comments on the exposure draft are invited from all the stakeholders including insurers, insurance distributors, policyholders, consumer bodies, general public and all other interested parties. The comments may be forwarded to Mr. V Sai Kumar, OSD (Life) at vsaikumar@irda.gov.in on or before 31.03.2011.

Sd/-  
**(A Giridhar)**  
Executive Director

## All the CEOs of Insurance Companies

Ref:IRDA/CAD/GDL/AGN/052/03/2011

Date: 25-03-2011

To

### **All the CEOs of Insurance Companies**

#### **Sub: Guidelines Pertaining to Agents**

Reference is invited to circulars ref. IRDA/CAD/GDL/AGN/016/02/2011 dated 11th February, 2011 & IRDA/CAD/GDL/AGN/016/02/2011 dated 14th February, 2011 prescribing guidelines relating to individual agents in respect of life insurance and Non Life Insurance respectively. Vide the above referred circular dated 11th February, 2011 issued in respect of life insurance the Authority has put in place certain persistency bench marks for individual life insurance agents. The Authority has also mandated all insurers vide above circulars to lay down Minimum Business requirements for agents which shall be incorporated in agency agreements.

The Authority vide letter dated 28th November, 2006 allowed Star Health and Allied Insurance Company to avail the services of general insurance agents of other companies. This

special dispensation is extended to all the Standalone Health Insurance Companies and will be valid till further orders of the Authority.

In view of special dispensation given to above Standalone Health Insurance companies a situation could arise where an agent works for two general insurers one of which is a Standalone Health Insurer. Hence it is now clarified that in all such cases those agents shall achieve in full the Minimum Business Requirements laid down by at least one of the general insurance companies. The Standalone Health Insurance company utilizing the services of general insurance agents of other companies shall maintain a list of such agents and notify their performance to respective general insurers on annual basis to carry out effective monitoring.

This is issued, under Section 14(2) of the IRDA Act, 1999.

Sd/-  
**(A. Giridhar)**  
Executive Director

# Setting Universal Standards

- The Way to Go

'In order that businesses are run on sound ethical means, it is essential that the stakeholder has access to information that is comprehensive, sensible and easy to understand' opines **U. Jawaharlal**.

Financial scams and corporate failures used to be 'once-in-a-long-while' phenomena until not very long ago. This meant that supervision of the industry and a continuous follow-up of the health of business entities was a much simpler and easier task. However, in the more recent times, one has been witness to a plethora of various setbacks – simple financial failures, deliberate scams, frauds and other unethical transactions. In the process, some of the best names associated with global financial trade commanding great reputations were maligned. Besides, the incidence of cross-border businesses also took a quantum jump making it all the more complex. Money-laundering has turned out to be a major task that needs to be tackled on top priority in order that we do not become victims of international financial black deeds – although unwittingly.

Further, the emphasis on customer orientation has taken giant strides; and transparency of operations has assumed an importance that has not been talked about hitherto. All this meant that there is a reporting system that is wholesome and meaningful. With businesses assuming an increasingly complex character apart from growing in size, the reporting of information also took a more complex character with uniformity of reporting taking the back seat. Besides, the interpretation of results presents a great multiplicity thereby adding to the confusion.

Universally, the need for a standardized and

uniform pattern of reporting was felt which ensured a true and fair view as also presentation of facts related to business. It further laid equal stress on understandability of information rather than taking shelter under professional jargon. Reliability and comparability of information was also considered another important issue. Reporting of information that is out of relevance for a business entity has to be avoided so that the stakeholder gets to see only what is truly pertinent. Above all, considering the trans-border nature and the truly global character of several businesses, the information must be of a uniform pattern to all the participants.

International Financial Reporting Standards (IFRSs) have been propounded with these basic characteristics as their main agenda. Several developed markets have already adopted these standards, with several others joining the fray steadily. The time for convergence to IFRSs in India has remained hazy although there is no doubt that it is not going to be long before we adopt these standards for improving the transparency and accountability of the business entities. Indian insurers would also do well to adapt themselves to the requirements of the IFRSs so that the insurance industry will not lag behind, as and when the standards are adopted.

IFRSs will be the focus of the next issue of the **Journal**. Several professionals associated with this hugely important task will pen their thoughts.



## International Financial Reporting Standards (IFRSs)

In the next issue...

# Need for a Closer Look

## - Natural Catastrophes in India

**Anup Jindal** emphasizes that if a realistic assessment of the catastrophe risks is to be made, one should also take into account the future projections; and not merely the past losses.

The industry needs to analyse the development patterns and adaptation measures especially those related to urbanization in order to better understand the vulnerability of future exposure to natural catastrophes.

India is facing a unique paradox. The unprecedented economic growth leading to rise in prosperity is also increasing the vulnerability to natural catastrophes. The recent earthquake and tsunami events in Japan have brutally reminded us of the devastating aftermath of natural catastrophes and the need for effective disaster risk reduction.

The insurance industry in India is expected to play an increasingly important role in disaster risk financing and reduction. It is therefore vital for the industry to better understand the historical trend and future projections related to natural catastrophes along with changes in exposure distribution and vulnerability in the future. The industry can also leverage its expert understanding of these issues to increase awareness and contribute towards development of effective adaptation measures.

It is important to understand both the historical trends and future projections related to the occurrence, severity and distribution of natural catastrophes in India. There has been a marked increase in occurrence of natural catastrophes since 1990 around the world including India.

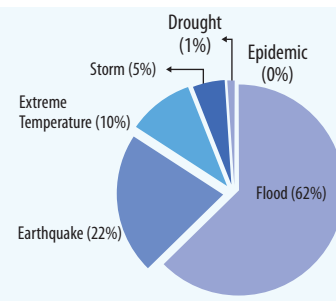
Scientists are already attributing increased risk of natural catastrophes to climate change.

The economic growth along with demographic and socio-economic changes will have a significant impact on the exposure in the future. However, just understanding exposure distribution is not good enough. The industry needs to analyse the development patterns and adaptation measures especially those related to urbanization in order to better understand the vulnerability of future exposure to natural catastrophes.

India is one of the most natural catastrophe prone countries in the world. In 2009, India was ranked at fourth place both for the number of natural catastrophes that afflicted the country and the quantum of economic losses suffered<sup>1</sup>. India is exposed to a variety of natural catastrophes that afflict a large area of the country. Since 1900, the natural catastrophe afflicting India most frequently has been floods followed by storms, epidemics, extreme temperature, earthquake and drought. While drought, epidemics and windstorms have resulted in the most fatalities due to scale and

**ECONOMIC DAMAGE FROM NATCAT EVENTS IN INDIA FROM 1900 - 2010**

	No. of Events	Fatalities	Economic Damage (\$ B)
Flood	232	60,218	31.9
Storm	151	1,64,11	11.1
Earthquake	32	2378,3	5.1
Drought	14	87	2.4
Extreme Temperature	47	42,50,3	0.5
Epidemic	68	20	A.A.

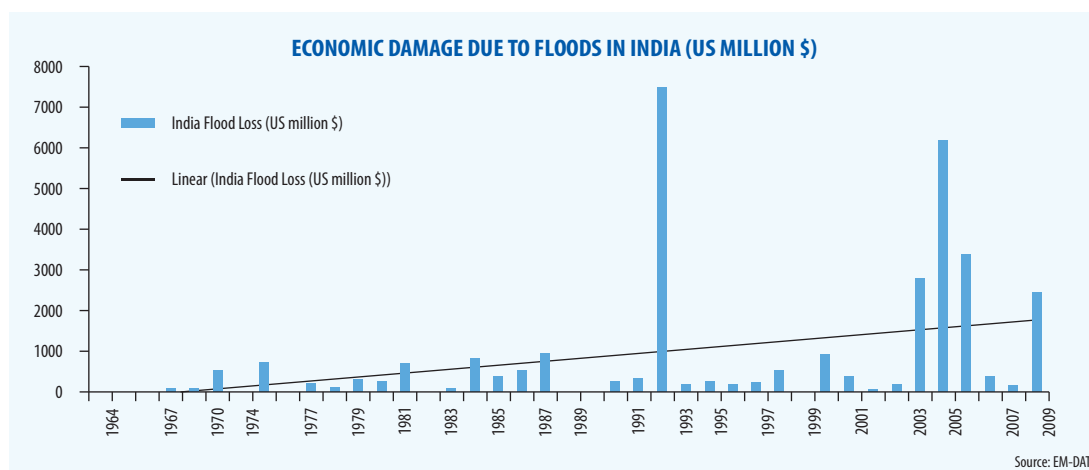


**ECONOMIC DAMAGE**

Source: EM-DAT

duration of such catastrophes, it is floods followed by storms and earthquake that have led to the most economic and insured losses. (Refer: Table 1 depicting economic damages from NatCat events in India from 1900-2010). Alarming, there has been a growing global trend in the frequency of natural catastrophes over the last decade and India has been no different. In fact some of the worst NatCat

events that include tsunami, Gujarat earthquake, urban floods in Mumbai, Gujarat and Kashmir earthquakes have occurred in the last decade. There is a growing trend in the economic losses suffered due to floods in India (Refer: Table 2 ) since 1900. More worrying has been an increase in the frequency of flood events that have severely affected urban areas in the last decade.

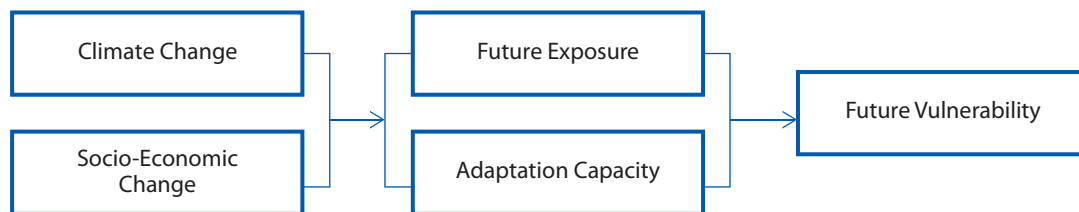


This historical trend in the occurrence of natural catastrophes becomes even more worrisome considering the impact of both weather variability and climate change. The variability of weather from year to year has a major impact both on the frequency and severity of hydrological and meteorological catastrophes in India. According to a study<sup>2</sup>, India was ranked at 11th place amongst 62 countries studied for weather variability. In the same study the sensitivity of the Indian economy to weather variability was estimated to be about 31% of the GDP. Climate change is likely to increase weather variability in the future.

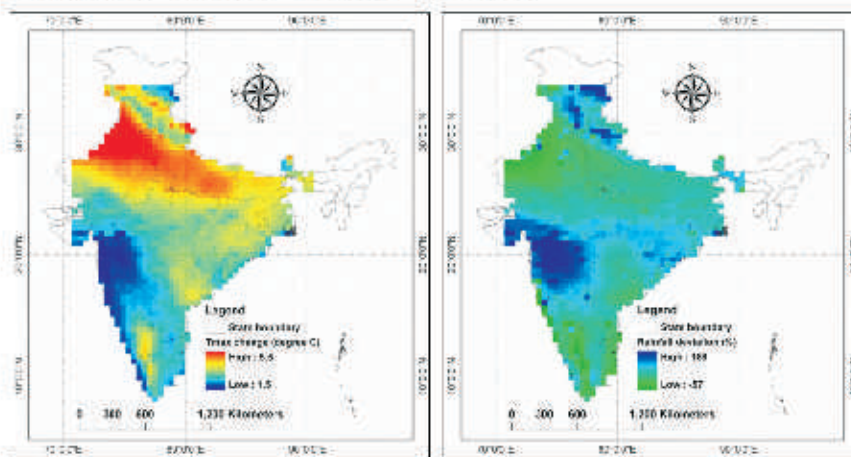
The impact of climate change is studied by combining the outputs of various climate models with various impact models in the area of hydrology, agriculture and so forth. The climate models predict that most of India would be hotter by 2° to 5° C by 2080. The rainfall distribution pattern is expected to change considerably with quite a few regions receiving less rainfall and other regions receiving increased rainfall in the form of high intensity short duration events. (Refer: Table 3)

depicting impact of climate change on temperature and rainfall in India). A study conducted by OECD to assess the risk of flooding in coastal cities due to climate change ranked Kolkata and Mumbai as the top two most vulnerable urban agglomerations in the world. It was estimated that the return period (or probability) of rainfall that resulted in Mumbai 2005 floods will increase from 1 in 200 years to 1 in 100 years by 2080 due to climate change<sup>3</sup>. Recently published studies<sup>4</sup> in a leading scientific journal conclude that global warming is already causing extreme weather events that affect the lives of millions. The research directly links rising greenhouse-gas levels with the growing intensity of rain and snow in the northern hemisphere, and the increased risk of flooding. This is bad news for India as floods already cause the most economic losses in India. Climate change is likely to have a negative impact on the agriculture output and has important implications for agriculture insurance providers.

A study conducted by OECD to assess the risk of flooding in coastal cities due to climate change ranked Kolkata and Mumbai as the top two most vulnerable urban agglomerations in the world.



### Impact of Climate Change on India



Modeled change in max. temperature and rainfall in 2071-2100 compared to 1964-1990 time period

Source: UMSEI, 2008

It is important to note that India's large urban agglomerations and more developed states are already quite vulnerable to natural disasters and in the absence of adequate adaptation measures, the situation is likely to worsen.

While there are still uncertainties on the likely impact of climate change and it will take more research to conclusively establish a linkage between occurrence of extreme events and climate change, the socio-economic changes that India is undergoing and is expected to undergo are more certain. These changes are leading to increase in exposure at risk as well as increasing vulnerability.

India is set to become the most populous country in the world with more and more people living in urban areas. According to a study<sup>5</sup>, India's five large and highly developed states (Tamilnadu, Punjab, Gujarat, Maharashtra and Karnataka) will have more people living in urban areas than villages by 2030. The number of cities with population exceeding 1 million will increase to 68 from 42 today. The urban India will drive economic growth with 69% of the GDP forecasted to come from cities by 2030. The growing population coupled with the increase in per

capita income will significantly increase exposure to natural catastrophes. It is important to note that India's large urban agglomerations and more developed states are already quite vulnerable to natural disasters and in the absence of adequate adaptation measures, the situation is likely to worsen.

The demand for new residential and commercial space has led to large scale property development in almost all urban areas. However, the urban infrastructure that includes sewer and storm water network, storm surge protection and emergency response has not kept pace. This has led to increased vulnerability to natural catastrophes. It has been estimated that the economic loss from the 2005 Mumbai flood could have been drastically reduced if the government had revamped the storm water and sewer system in order to increase its capacity and efficacy. India's urban development marked by poor planning and inadequate enforcement has led



to uncontrolled development in highly vulnerable areas such as river beds, coastal zones and obstruction to urban drainage and evacuation routes.

Insurance companies will have to deal with a situation where a growing client base will be located in highly vulnerable areas that are at an increased risk to natural catastrophes due to climate change.

The industry will need to better understand the natural catastrophes affecting India and their impact by performing a scientific hazard

vulnerability risk assessment study. It is imperative to develop India specific climate models in order to better assess the impact of climate change and be able to do so at a high resolution required for urban areas. Development of such climate models is very complex and requires both financial support as well as access to wealth of data available with the insurance industry.

The industry should implement robust risk management practices that are based on scientific framework and enabling technologies. This will help in better exposure

## Delhi – Case Study

### Perils

In the past both floods and earthquakes have occurred in Delhi and its close surroundings.

Five earthquakes of magnitude 5.5 to 6.7 on Richter scale are known to have occurred in the UT of Delhi and nearby areas since 1720 AD. While a rigorous seismic hazard assessment for Delhi region is yet to be undertaken, various experts have indicated a very high probability of occurrence of a magnitude 6 event in the next few decades.

Delhi has experienced six major floods in the years 1924, 1947, 1976, 1978, 1988 and 1995. The most severe was the flood event in September 1978 when the river level was 2.66 m above the danger level. This led to large parts of northeast, east and northwest Delhi being completely submerged. In 2010, few weeks before the Commonwealth games, there was a flood scare with river Yamuna flowing 2 m above the danger level.

### Urban Development Pattern

Delhi urban area has witnessed explosive growth over the years with its population expected to be around 22.5 Million by 2035. The eastern and north eastern parts of Delhi have grown the fastest and also have the highest population density. The entire city comprises of either high density high rise developments, high density unplanned settlements comprising of low rise planned settlements. Most of the structures do not comply with the latest earthquake resistant building guidelines.

### Increasing Vulnerability

The entire city has pockets of high rise buildings and dense unplanned settlements with sub standard structures that in would be extremely vulnerable to damage by a moderate earthquake. All of the new developments in east Delhi and other parts along the Yamuna river bed section with up to 200m deep alluvial soil are even more vulnerable as they face the risk of soil liquefaction during an earthquake. The damage caused by a moderate earthquake could be devastating as was the case in Latur where a 6.4 magnitude earthquake led to more than 10,000 fatalities.

Delhi primary defence against floods are the embankments built along the river side. Large parts of East and North East Delhi, Noida have developments that are well below the danger mark level and at times 3 to 4 m below the highest flood level. The effect of failure of such embankments, as has been observed in the form of breaches during past floods, is devastating because the pressure of the entire embanked stretch is released at one point, and it takes the people by surprise.

Indian insurance industry must develop innovative solutions that leverage India's knowledge capital and use them to establish presence in similar emerging markets.

management, enforcement of guidelines, implementation of risk based pricing and modelling of losses.

Industry needs to engage with the government to develop innovative disaster risk financing mechanisms in order to provide protection to people who are most vulnerable to natural catastrophes.

It is important to develop an industry think tank that brings together experts from various domains to play an effective role in formulation and development of India's disaster risk reduction strategy. Proactive engagement with local governments is necessary to make them aware of risks and the important role of adaptation measures in reducing economic losses.

While natural catastrophes present a multi-dimension challenge, they also offer a unique opportunity. Indian insurance industry must develop innovative solutions that leverage India's knowledge capital and use them to establish presence in similar emerging markets.

<sup>1</sup>EMDAT Database, www.emdat.be

<sup>2</sup>Weatherbill Inc. (2008), "Global weather sensitivity, a comparative study"

<sup>3</sup>Hallegatte, S et.al. (2010), "Flood Risks; climate change impacts and adaptation benefits in Mumbai.", OECD Working Paper no. 27, OECD Publishing

<sup>4</sup>Pardeep Pall et.al. (2011), "Anthropogenic greenhouse gas contribution to flood risk in England and Wales in autumn 2000", Nature 470, 382-385 (17 February 2011)

<sup>5</sup>McKinsey Global Institute (2010), "India's urban awakening – building inclusive cities, sustaining economic growth"

*The author is the Chief Operating Officer, RMSI Pvt Ltd. The views expressed in this article are in his personal capacity.*

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# The New Frontiers of Risk Management

- Priorities for Insurers

**GV Rao opines that with little underwriting controls exercised by the industry, risk management strategies and their applications have become even more crucial for insurers to minimize the potential claim impact.**

## Universe of Risks - Business Sustenance:

Insurance, primarily, is a business where the risk exposures of third parties are the only basic raw materials for an insurer's own business, unlike in other types of commercial businesses. Without an active and ever expanding universe of risks, non-life insurers have no business occupation or professional calling at all. Yet, how good are the insurers in risk-managing the accepted third-party risks of others? How well-equipped are they to manage not only such risks, but also their own resultant corporate enterprise risks to make a decent living and to keep their investors reasonably satisfied? The frontiers of RM are ever expanding with technology driving it.

The business of non-life insurance is based fundamentally on dealing with the 'uncertainty of risk exposures' of those, who insure with them. Insurers, consequentially, have also to deal with the 'uncertainty', which their own corporate risk management practices would generate on their future financial position. Risk management is a business analytical tool for insurers to assess, whether the insurer is financially flexible to absorb possible losses that could occur, under a variety of not impossible scenarios; and also about its capital adequacy to meet them. RM is also a tool to measure the quality of the business performance of an insurer. Yet, RM as a business analytical tool is rarely used. Why?

'Risk Management' of the physical hazards of a risk category was done, if it was done at all, by

the Tariff Advisory Committee, till 2007. Insurers were only asked to push sales at the pre-determined prices, and not to be concerned with any aspect of analyzing the characteristics of risks. Insurers, however, were internally categorizing risks, based on their risk appetite, as standard risks, sub-standard risks and declined risks - all subject to a higher underwriting authority. 2007 changed this marketing dynamics - bringing, not order but chaos, orchestrated by all the stakeholders. In the meantime, the IRDA has raised the bar by asking the Boards to get involved in RM. How will this move play out?

With a substantial number of risks heavily under-priced, whose numbers are rapidly multiplying, and with little underwriting controls exercised by the industry, RM strategies and their applications have become even more crucial to do one's utmost to avert accidents from happening and to minimize the potential claim impact.

A good point to start, for any insurer, is to get a feedback on the current corporate risk management practices, by subjecting its financial statements to a SWOT analysis. RM theories are usually holistic, as in a text-book fashion and on models built elsewhere. Where analytical data is lacking to build any kind of models, the results do yet count, at a practical level. The fundamental purpose of building and measuring the corporate RM practices is to make achieved gains into bigger gains, and the losses incurred either as gains or as lesser losses. The red ink portions in the 15 schedules

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Risk management is a business analytical tool for insurers to assess, whether the insurer is financially flexible to absorb possible losses that could occur, under a variety of not impossible scenarios; and also about its capital adequacy to meet them.

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Insurance is a business, which is entirely about prudent risk management: selling intangibles and managing the accepted intangibles, with lots of presumptions, but with little real evidence to support them.

of the financial statements need to be turned to green, and that really is the challenge to RM practices, in a nutshell.

The CEOs of many insurers are vying among themselves, despite the scenario of under-priced risks, by making major efforts at creating growth accretions, because these growth signals are readily apparent to the market. Their Boards also seem to believe that loss occurrences are wholly unpredictable, and hence there is nothing wrong in their boosting the personal prestige of their CEOs, should they pursue growth as a single and sole differentiator among insurers. But the costs of doing so are not compared to the accrued benefits. A major concept of RM is to estimate the costs and benefits of every operational move.

The huge claim liability provisions required to be made under law are mostly insurers' estimates, and are fixed at their sole discretion, and are hence malleable by the CEOs. The more decentralized the organizational set-up in estimating claim liabilities is, the greater is the opportunity for an insurer to decide on the quantum of claim outstanding liabilities. The overall financial situation preparation thus easily lends itself to managerial opportunism, even while keeping their Boards in the dark. This natural tendency to alter accounts must be uncovered by RM, as a ferreting discovery tool. It is for the Boards to take the leading edge to guard the investors.

**'Sensitivity' to RM:**

"Non-life insurance is an industry where the market dynamics are shifting rapidly, where risks are becoming increasingly more diverse and where the business relationships, which insurance firms have to manage, are growing even more complex" said Sarah Wilson, Director of Insurance, FSA in November 2006. She opined that insurers viewed RM more as a regulatory compliance issue, and not as a superior performance delivery tool. Risk analyzing, risk segregating and risk controlling activities had all a low priority. Risk appetite has remained undefined, without a boundary and a border. MIS does not include risk analysis.

Capital management tool has also remained in its infancy status. Do these apply to Indian conditions?

An insurer's ability and competence to make profits for its investors would depend on the quality of risk management advisory services it is able to provide and implement to its insured community to prevent 'insured accidents' and to minimize their 'loss potential', should an unpredictable accident occur. Accident occurrences are inevitable: but could deliberate attempts be made to avert them, by consciously implementing appropriate RM methods and models? Can the monetary and human negative consequences of accidents be minimized, and made less unmanageable?

**What is the core of RM?**

Both these aspects, prevention and minimization, are two important parts of the RM approach. At its quintessential best, that is the real role of the non-life insurance industry: prevention of 'national waste'. Insurers also need to convince the market that they have something additionally to offer it apart from a policy document covering specified insurable losses.

Differentiation among insurers must centre on that perspective, if insurance is to be bought, not as a commodity, as now. What are the insurers doing, after accumulating the risk exposures from thousands of their insured? The next role up the ladder, after risk-managing their customer risks, is to risk manage their own businesses at a corporate level.

Well, insurance is a business, which is entirely about prudent risk management: selling intangibles and managing the accepted intangibles, with lots of presumptions, but with little real evidence to support them. The honest reality is that the ability of an insurer to respond to the unpredictable market challenges depends essentially on their RM capabilities and their implementation.

**RM as a process:**

Insurers should have three major and fundamental elements in their RM objectives.

The specific outcomes they wish to achieve by practicing superior RM; secondly the appropriate systems and procedures, which must be put in place suitable to their particularized risk profiles and thirdly by establishing a management structure that is able to embed risk management in its overall management plans and its effective execution.

### Identifying high-risk-prone areas and types of risks:

According to IAIS Guidance paper on Stress Testing published in 2003, one can draw certain inferences on certain concepts applicable to RM practices. Stress testing is another form of more intensive subjugation of RM practices - 'to think the unthinkable', where two or more serious and unexpected events could occur simultaneously throwing all prudent RM measures out of financial gear. The risk management practices of an insurer must identify the kinds of major risks to which an insurer is likely to be exposed and also the business functional areas, where the impact of RM will be high for result-production.

The strategic business areas of an insurer that need attention for RM analysis are: solvency position, lines of business and distribution systems, investment policy, business plan and operating ratios, and sufficiency of technical provisions and general economic conditions. These business areas must be subjected to a scenario testing of varying risk analysis. Let us discuss a list of five major risk exposures.

Operational risk deals with failure of internal controls, systems and procedures, frauds, reputational risks, dependency on specific customers or distributors, impact of litigation risks. Market risk deals with valuation of assets, over insurance capacity by entry of more players, mismatch of ALM, Motor TP Pool claim provisions on which an insurer has no control. Credit risk of an insurer's deals with counterparties including reinsurers, debtors, brokers etc. Insurance risk that includes inappropriate underwriting strategy, impact on claim functions, catastrophic risk and deterioration of technical provisions, inadequate pricing, and uncertainty of claims

experience in relation to frequency and size of large claims, reinsurance costs and internal management costs. Liquidity risk is another, but in India 64 V B on premium collection has reduced its negative impact. But yet, the 'receivables' in schedule 12 is an issue to be monitored.

### RM Framework & implementation:

The risk framework and the specific risk zones have been identified above. The work is now cut out for the Chief Risk Officer and his team and the Appointed Actuary, who has a statutory role on solvency, technical reserves provisioning and is also a Board Officer to get to work. The CRO has to get the numbers and has to watch the negative trends and work out remedial menu of action plans. But the execution of RM strategy depends wholly on the seriousness, which the Board attaches to it; and hence the governance and oversight function of the Board becomes crucial for implementation of RM.

Does the Board of an insurer have a good knowledge of corporate risk exposures of its insurer selling intangibles, with a substantially unpredictable outcome? Raghuram Rajan, Professor in the Chicago 'varsity points out that though the Board of a financial firm is designed to be another check on management, the directors may not be an effective source of deterrence. In the case of Lehman's Board, when it filed for bankruptcy in 2008, 'its board risk committee had met only twice a year and had limited ability to monitor Lehman's risk taking'. The gaps between intentions and implementations are huge all over the world particularly when it comes to RM practices, which many fail to appreciate and understand.

Risk exposures are needed for insurance business; but a substantial portion of these risk exposures of over 70% or more are held within the company. Hence how risk exposures are accepted, treated, retained and traded becomes crucial from a pricing point of view. Here the gap between reality and willful expectation has been huge and exaggerated, with reality consistently beating the willful expectation. It is the Boards of insurers that

“ The gaps between intentions and implementations are huge all over the world particularly when it comes to RM practices, which many fail to appreciate and understand. ”

Top line growth is in health, but it has produced the highest revenue loss. Should this portfolio be subjected to RM checks?

hold the real keys to the kingdom of RM world.

**IRDA intervention:**

IRDA has issued a set of guidelines on corporate governance effective April 2010, which contains a reference to setting up of a Risk Management Committee (mandatory) under 7.3 of the said guidelines. The RMC has to lay down the RM strategy, across various lines of business and the operating head has direct access to the Board. The Chief Risk Officer has a defined role. The CRO should perform specialized analyses and quality reviews, develop an aggregate view on risk profile of the insurer and advise the Board on strategic and

operational matters such as corporate strategy etc. A certification is required as at 31<sup>st</sup> March 2011 from the secretary to the Board about the compliance of the terms of reference of the RMC.

**An example to drive home a truth:**

It is generally propagated that motor TP business has worse results than any other portfolio segment. If one were to exercise RM controls and an analysis, it would seem that the most poorly performing segment is really the health segment and not motor TP. Let us take a working example of an imaginary insurer in the market.

**A Revenue result:**

Item	Motor TP 09/10	Motor TP 08/09	Health 09/10	Health 08/09
Earned Premium	323 cr	323 cr	1264 cr	1169 cr
Net Inc. Claims	396 cr (123%)	621 cr (192%)	1426 cr (113%)	1256 cr (107%)
Inv. Income/TR	425 cr	390 cr	94 cr	74 cr
Rev Acc. Result	284 cr	15 cr	(511 cr)	(406 cr)
Claims O/S	2796 cr	3204 cr	265 cr	224 cr

Two important factors need notice: Motor TP claims produced a huge investment income sufficient to cover the incurred loss ratio on EP. The health portfolio has a relatively lower loss ratio, but has no investment income generation capability and hence contributed to a much bigger revenue loss.

If these results are subjected to a RM analysis, what steps are needed to be taken to take care of the deteriorating financial situation? Is the insurer aware of the sources of his operational losses? If the volume of premium counts for much - health premium is four times the EP of Motor TP - then such a drive for premium growth comes with a sting in its tail. Is that what an insurer wants? Top line growth is in health, but it has produced the highest revenue loss. Should this portfolio be subjected to RM checks?

**Final word:**

Now that RM is led from the offices of the IRDA, by written directives; the expectations of the investors and the customers are roused. How an insurer is now performing these RM functions must get crystallized by mutual consultation, and must be followed up and evidenced on the performance results, as seen from the published statements of the insurers. If expected improvements planned are not forthcoming, one should put it through a grind to learn to improve its RM methodology. Who will perform this task: the Board or the IRDA, which has given it a RM Code?

*The author is ex-CMD, Oriental Insurance Co. Ltd.*

# Managing Risks

## - The Insurers' Way

**Subhro S. Chakrabarti insists that while risk management consists of a whole lot of diverse areas, insurers' core functions of underwriting and claims management must not be lost sight of.**

It is needless to emphasize that managing risks is what insurers and reinsurers do. Of late, the ambit of risk management for insurance companies has widened significantly. Risk management is not merely underwriting risks; but also focusing towards risks to a company's investment, its capital base and liquidity position.

Risk management, as far as insurers are concerned, is about anticipating, identifying, assessing and controlling risks. To an outsider, it might look like insurers taking a bet on whether an accident or any adverse event will happen or not but those who are familiar with insurers' operations would know that decisions about risk-taking are done in a controlled way and backed up by a fairly sophisticated risk management framework.

In any typical insurance organization, in order to implement/facilitate the system of risk control one would find the risk owner, the risk taker and the risk controller. One needs to clarify the roles and responsibilities of these entities. There is no doubt that senior management is the ultimate risk owner of the company and implements risk management by defining the company strategy. Business unit managers are the actual risk takers and have responsibility for properly assessing and pricing risks. Risk controllers, who normally sit in the controlling offices like Head Office, Zonal Office and Regional Office and sometimes

called as 'Chief Underwriters', 'Regional Underwriters' etc are responsible for risk governance and independent monitoring of risk taking activities.

One of the most challenging activities of underwriters is to take note of accumulation potentials. For example, insurers generally build their Fire portfolio by accepting different and independent risks based on the principle of law of large numbers for which they might feel comfortable but exposure to NatCat perils carries a potentially large accumulation for insurers. One single event can trigger losses in a few hundreds of policies; and therefore insurers resort to transfer of significant part of such risks by way of Re-insurance after making proper assessment by using the models framed by the re-insurers, if need be.

Like every other organization which is concerned about risks, in insurance too risk management process begins at the top. The senior management, while fixing the strategies for running the business defines two things viz risk tolerance and risk appetite. An organization's risk tolerance means stating explicitly what magnitude of loss the company can withstand without going bankrupt. This maximum aggregate loss amount depends on the available capital and required liquidity. By risk appetite it is meant where the company's capital is best invested to generate the required returns or alternatively defining what types of

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organization's risk tolerance means stating explicitly what magnitude of loss the company can withstand without going bankrupt. This maximum aggregate loss amount depends on the available capital and required liquidity.

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From the regulatory point of view, the rates charged by insurers must be adequate, not excessive and unfairly discriminatory. Looking from the commercial angle, the rates should be simple, stable, and responsive; and should encourage loss prevention.



risk the company wishes to assume (Fire, Marine, Motor, Health etc) and allocating capital to these businesses accordingly.

Another important consideration is risk diversification. An insurer's capacity to safely assume risks of high value depends not only on its capital strength but also on its ability to spread its risks, which at time involves risk transfer by way of reinsurance. High degree of diversification can be achieved by insurers if they can go beyond the area of their usual operation across a wide range of different lines of business and by assuming large number of independent risks. The more risks that are added to insurer's portfolio, the lower the volatility of that insurer's result. Lower volatility would result in reduced capital requirement which in turn allows the insurer to take more with its existing capital base.

For risk management process to be successful for any insurer, one should concentrate on three areas/aspects, namely, Underwriting management, Asset management and Capital management.

The core business of insurers is to take insurable risk off an individual, a householder or a firm. Before assuming these risks on their books, insurers scrutinize, classify and price them based on the relevant data provided to them by the proponents; the activity on the whole is universally known as Underwriting which also entails risk transfer mechanism involving various types of re-insurance, especially in regard to complex and large risks.

When assessing risks, insurers must take into account the fundamental principles of insurability. Insurability is a set of basic criteria which must be complied with for a risk to be insurable; and any attempt to disregard these may jeopardize their solvency norms and claim-paying ability. The following are the criteria for insurability.

Randomness - the event must be accidental/unpredictable.

Assessability - frequency and severity of claimable events can be quantified.

Mutuality - for the insurer and insured, possible to build a risk pool in which risk is shared and diversified at economically fair terms.

Economic viability - the price needs to cover the expected cost of acquiring and administering the business as well as the total claims cost plus reasonable return on capital.

As regards pricing of a risk, insurers follow different methods of rating depending upon the nature/type of risk. Rate is the price per unit of insurance. An exposure unit is the unit of measurement used in insurance pricing. It has several basic objectives, which can be grouped into two, namely regulatory and commercial. From the regulatory point of view, the rates charged by insurers must be adequate, not excessive and unfairly discriminatory. Looking from the commercial angle, the rates should be simple, stable, and responsive; and should encourage loss prevention. Three main rating methods used in non-life insurance, especially for Property and Liabilities are: Class, Merit and Judgment rating.

Class rating - also called Manual rating, means that exposures with similar characteristics are placed in the same underwriting class and each is charged the same rate. The rate charged reflects the average loss experience for the class as a whole.

Merit rating - It is a rating plan by which class rates are adjusted upward or downward based on individual loss experience. It is based on the assumption that the loss experience of a particular insured will differ substantially from the loss experience of other insureds. There are three types of merit rating, namely, schedule rating, experience rating and retrospective rating.



Judgment rating involves evaluation of each exposure individually and the rate is determined largely by the underwriter's judgment as loss exposures are so diverse that class rating is not possible or loss statistics are not available.

Life insurance rating is entirely a different ball-game. In life insurance, the net single premium is the present value of the death benefit. The net annual level premium must be mathematical equivalent of the net single premium. The net annual level premium is determined by the present value of a life annuity due of one unit of any currency for the premium paying period; thereafter loading for expenses is added to the net annual level premium to determine the gross premium.

Asset management is also an integral part of the insurance business. Insurers collect premium and in exchange provide their clients with protection and as such they are duty-bound to indemnify their client after an event giving rise to claim. Normally, there is a time-gap between the premium payment and the claim payment; and during such period the funds are held on the insurer's books which can be invested in different asset classes as recommended/prescribed by the regulatory body. Such funds are necessary part of insurance operations and are split into two main types:

Policyholders' fund or technical reserves - necessary to cover outstanding liabilities to policyholders.

Shareholders' fund, free reserves or surplus - the remaining funds, not tied to any specific liabilities to policyholders, can therefore be utilized as the insurer wish although a part of it must be maintained to comply with the solvency requirement of the regulatory/statutory authorities. Use of these funds depends on the type of business underwritten.

In life insurance it is known as 'surplus and is utilized to provide bonus to 'with profit' policyholders and dividend to share holders. In non-life insurance, it is used to provide dividend to shareholders and as an additional cushion against an unexpected flow of claims.

How long the funds are held differs significantly between lines of business and contract structure. This influences the investment decision. The substantial funds (assets) held by the insurers are invested so as to earn interest and capital gains. In most classes of insurance, particularly long term business - life insurance, annuities and pensions - generates significant investment income which makes vital contribution to an insurer's profit. Insurers invest in a wide range of government, public and private sector securities, property, mortgages as prescribed/recommended by the regulatory/statutory authorities which are otherwise known as 'approved securities'. The overall aim is to be able to meet liabilities when they fall due, while earning the maximum possible yield without incurring too great a risk. In non-life insurance, the major problem for any insurance company is the unexpectedly large claims that might force them to sell investment at short notice, possibly at a loss. Insurers therefore eye for liquid assets like stocks and shares; and generally avoid others, such as property and land. But such investment should produce satisfactory yield to enable the insurer to pay good dividend to shareholders and any underwriting loss can be balanced by investment gains. Premium and investment income together should cover all the expected losses, administrative expenses and capital cost for the purpose of generating an economic value. Although insurance companies take care of their commitment for large and complex risks or a loss-prone portfolio by way suitable re-insurance arrangements, the insurance company might need to hold shareholder capital as buffer if any unprecedented/ adverse



Premium and investment income together should cover all the expected losses, administrative expenses and capital cost for the purpose of generating an economic value.



“ Insurers' capital and liquidity should be managed in such way so that the insurers can respond to various stakeholders' interests, which are partially conflicting, suitably.

surprise losses affect their net account badly. There is nothing wrong for the shareholders to expect a sufficient yield on their money considering such eventuality.

The objective for the insurance investment management process is to create value for both policyholders buying insurance and the shareholders of the insurance company. Both the estimated future claims payment (liabilities) and the values of the invested reserves (assets) change with the movement of capital markets. If the value of liabilities and investment diverge, this can have an impact on shareholders capital. Insurers constantly endeavor to match and then manage the relative changes and thereby focus on Asset Liability Management (ALM). ALM process also faces investment constraints from different angles apart from matching of liabilities due to company's overall risk tolerance and regulatory restrictions.

“ For any insurer, capital is the prerequisite to all their operations; especially for their core activity viz underwriting. It provides a cushion against unexpected losses. These losses could emanate from different angles such as when claim payments exceed premiums and investment income, when loss reserves turn out to be insufficient or when assets are weakened during stock market slumps. Capital management must take care that the company is able to withstand unexpectedly high level of loss. To ensure this all the insurers in the world resort to different traditional risk transfer mechanism (Re-insurance) and experimenting with Alternative Risk Transfer mechanism. Alternatively, they try to match their risk profile with their capital base by way of raising additional capital or reducing assumption of risks by way of controlled underwriting and investment activities.

Liquidity management ensures that the company is able to pay claims and meet all

financial obligations that fall due. Insurers generate liquidity through their core business by way of collecting premium in advance while providing cover, which in turn means they effectively pre-fund future claim payments. Hence, one can say, there is limited liquidity risk. Despite existence of such limited liquidity risk, it is very much pertinent to monitor and manage liquidity closely to have sufficient liquidity even at the time of extreme situations. Insurers' capital and liquidity should be managed in such way so that the insurers can respond to various stakeholders' interests, which are partially conflicting, suitably. Customers want prompt claim payment. Regulators, rating agencies keep their eyes on policyholder protection, company's net worth and overall stability. Investors look for attractive returns and put pressure on companies to maximize capital. It is interesting to note that all the stakeholders, especially regulator and rating agencies, agree that the insurer must have an adequate capital position but they may not be of the same view as to measurement of capital adequacy.

One can sum up by stating that for any insurer, anticipating the worst is a core competency, which is relevant to its long-term survival.

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# Against the Gods and Against the Odds

- Being Prepared for Eventualities

**Aditya Khanna and Anuraag Sunder opine that the rapid change in individual lifestyles as also the corporate activities have necessitated a high order of Risk Management to be in place.**

Circa 1960- Laxman's 'Ordinary Indian' or characters in *Malgudi Days* appeared reasonably content with their daily grind of 9 a.m. to 5 p.m. office, vegetable shopping, teaching kids' schoolwork, neighbourhood chat, followed by one to two hours of *Doordarshan* on EcTV in the evening. Good old days. Today's 'aam aadmi' easily juggles between a choice of multiple modes of transport to office such as train, metro, cab, pool car, personal car or which of the personal cars!, flexi workstations, perhaps more than one mobile phone number if not the endless choice of handset models, several credit/ debit cards, multiple bank accounts, multiple e-mail ids usually at least one official and one personal, different time zones and the resultant 'calls'; different brands of television sets and nearly 400 channels. Today, choices have increased manifold and so have our exposures to living.

This growing complexity of daily existence provides a window to the growing complexity of risks that we, as a society face. Today, we are unarguably more exposed to newer and more complex stress points or risk ulcers. For people gaining adulthood along with or earlier than economic reforms of 1990, stress levers include their personal health and healthcare expenditure in varying states of their economic capabilities, pensions or superannuation, an aspect perhaps their parents might have never bothered about due to varying comforting factors, employment - good private sector jobs are only as secure as the last appraisal; or even security. These are at great variance from the previously perceived risks of acquiring good education, securing government employment, improving the prospects for marriage and

security against eventualities. Most of the recently growing risks were well absorbed within the larger confines of joint families.

Government has also recognised and responded with various measures including National Disaster Management Authority, New Pension schemes, Rashtriya Swasthya Bima Yojana, National Rural Health Mission, National Rural Employment Guarantee (NREGA) and other such initiatives. These may be seen to benefit Laxman's common man and through his betterment the overall health of the economy. What this entails is that the changing risk profile is being responded to by appropriate initiatives both at individual level and as we shall see, at the corporate level as well.

Corporate existence has turned out to be more dynamic and fast paced than yesterday. Previously perceived high risks of asset protection, fewer avenues of financing, license approval, better quality of imported products, or pitched corporate 'wars' of takeover nature in 80's have given way to newer forms of risks that may range from complex geo-political, societal, governance, merger and acquisitions, to geo-environmental like pollution, oil spills nuclear contamination or the more politically sensitive such as displacement of original inhabitants caused by setting up of some new industrial feature. Corporate institutions are now increasingly benchmarked on corporate governance, ethics, environmental sensitivity or employee friendliness. Corporates are working in an 'open' world where any perceived wrong action may be judged, analysed, juried and tried in the cyber space

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With Indian corporations going global, exploring new markets, picking up infrastructure contracts in new markets, investing and creating industrial conglomerates, exposures to such risk which are 'political' can never be exaggerated.

even before an official press release may be issued. CXOs are written as much about their swing on the golf course as their latest merger deal. Being proficient or efficient is no longer good enough. It is a complex world!

It would thus be imperative to pause at this stage and gather some of the new and complex risks that corporations are already or getting exposed to – the idea being to bring to the fore the changing risk profile and desist from providing a quick fix, snap-finger solution. Not that the solution cannot be conceived but finding that itself would be a “risky affair” and a subject of much deeper scrutiny and examination.

Over the last few years, Indian business houses have gone global. Today, Indian conglomerates are owners of business groups from South Korea to Europe; Africa to Latin America; and US to Japan. At the same time and post strategic initiatives of 1991, markets of Indian businesses have also spread far and wide with trading volumes increasing manifold and businesses breaking through new customer territories. As Indian global footprint has increased, so has the exposure to new and complex forms of risks.

While traditionally we have been looking at risks relating to 'Acts of God' and man-made perils, there is a growing awareness of newer perceptions of risks in businesses. Agree that some of these have been present in the past as well, the difference however being the degree of increasing frequency and prominence the issue seems to be acquiring and threatening to swamp the very existence of the businesses. How much of these risks may be insurable or what could be a comprehensive and most effective way of managing them is a much larger issue. The starting point would be to be aware of the changing risk profile itself before embarking on the obvious.

**Risks bearing immediate and hard impact for Indian businesses:**

1. Political Risks Governance - government and corporation
2. Volatility of supplies and price - commodity/ raw materials
3. Geo-political and geo-economic

4. Climate change
5. Technology - theft and obsolescence

**Governance- Government and Corporation**

Governance failures create and exacerbate systemic risks and expose the constituents to a greater degree of uncertainty. These risks have been the watershed of many an institution in the recent past. Recent instances of unrest in the Middle East and North Africa highlight the deafening gaps between the governed and the governors. Loss of faith, trust, confidence, lives and great amount of economic back-peddling lead everyone into a zero sum game. For corporations, examples of Arthur Anderson, Enron, Lehman Brothers and the casualties of 2008 economic crisis elucidate the lack of governance structures. Closer home, 2009-10 have gone down in history as one of the most acerbic periods from a governance perspective. Analysis of reasons, their implications and inquiry have had resultant “governance and/ or trust deficit” as outcomes further eroding the confidence of businesses. Latest FDI factsheet from the Government of India suggests a 50% drop in the FDI in January 2011 over January 2010 or a 29% drop on a till date basis as compared to January 2010, perhaps as a result of this governance deficit?

Governance issues can lead to collapse of the financial structures of an economy such as banking systems or even sovereign defaults in extreme cases (US, Greece, Ireland and now Portugal). There have been immediate social adjustments through push to domestic demand rather than exports stimulus provided by countries in 2008. It can also lead to currency adjustments and protectionist methods. On the micro-side, governance failures can also lead to a flurry of illegal activities which then backfeed into further governance deficit thus creating an eerie spiral. A natural corollary of such events is high pressure for insurance. Trends have suggested an upswing in claims during times of overall chaos and catastrophe.

With Indian corporations going global, exploring new markets, picking up infrastructure contracts in new markets, investing and creating industrial conglomerates, exposures to such risk which are 'political' can never be exaggerated. Both,

organisations in public sector or privately owned are affected with varying degrees of sensitivity.

For the insurance environment such factors show trends which are catastrophic in nature and not isolated incidents. Panic reactions are common in the market where relevant products fail to respond to the market need when they are required most.

### **Volatility of supplies and price - Commodity /raw materials**

India's vulnerability to commodity price mismatch has been demonstrated more than a reasonable number of times in the recent past. From food crisis of 2008 to the recent onion and sugar scarcity have brought forth our fragile commodity supply structures. For the corporate entities commodity prices have reflected in volatility experienced in metals like copper and silver. International price of the barrel of crude and its direct impact on company and household budgets remains a matter of discussion more often than not. Companies have been taking measures to not only hedge against such volatility but also ensure supplies of raw materials in the long run. These events become glaring in the eye when looked at from the long term view of increasing population, greater pressures on these resources with increasing consumption on one hand and reducing farm land/ produce, shift of land use for commercial purposes etc. on the other. Supply side capacity issues are steered through technological interventions, process innovations etc. In an emerging economy like India where need of inclusive development is felt stronger by the day, such approaches may lead to another set of political perspectives. Till the time technology intervention marries inclusive growth, risks of continually increasing prices or worse, shortage of commodities remains a real threat.

Increase in resource efficiency through technology and transformation of user behaviour can reduce demand and pressures on finite resources. Motivation for sustainable consumption, governed through holistic perspectives should reduce the propensity and impact of this risk.

### **Geo-political & Geo-economic**

India's increasing business interests outside the political boundaries of the country expose Indian businesses to political and economic risks of the resultant geography. Recent developments in Egypt, Libya and Japan over the last few weeks; and the economic collapse of 2008 triggered in US and Europe have brought this stark reality to life.

Recent events in the Middle East saw several Indians who had emigrated years or decades ago, return to their homeland. Though they had no role to play in these incidents, they had to leave behind every asset or penny that they had mobilised during their stay. Similarly, economies requiring specialised skills or experiencing talent deficit open up floodgates for Indian passports without much ado. Similarly, companies have been welcomed or otherwise dependant on the political regime or the government of the day.

The year 2008 had witnessed the return of thousands affected Indians who either had no jobs in their adopted countries or were no longer welcome given the job deficit amidst cries of protectionism and jingoism. Indian IT giants and celebrated BPOs were impacted due to their clients shutting shop in faraway locations. We were hit adversely for no act of omission or commission at our end.

Even when we look at scenarios leading to economic impacts of a global catastrophe like 2008 depression or the recent spate of earthquakes, tsunamis and flash floods, Indian business interests have been exposed to and have suffered defaults from their customers on account of increasing insolvencies in their markets. It is a stark reality that such risks of buyer default are common in countries to which India is exposed in terms of trade destination. As per the leading specialist insolvency research firm - Hardman & Co, corporate insolvencies in UK have a possible upward shift anywhere between 8 to 21% this year.

As we spread our wings from Telecom in Africa to Petrochemical in and around Latin America, Africa and Europe or mining interest in Australia; understanding and respecting the geo risks is critical. Of late, Indian insurers have

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Virtual world's control and competency to inflict damages on real world are still not adequately mapped. Online crime has moved up the curve from password theft, phishing, credit card theft etc to shaking up governments and personalities.

been reportedly besieged with requests of quotations from Indian MNCs to seek cover against political, credit and other risks. Traditional policy wordings provide only as much protection. Would it be time to consider Alternative Risk transfers for such high impact risks?

**Climate related risks**

To assert that the Indian weather patterns are showing signs of change would not require intense debate. The only point of discussion remains by how much and when do we witness its impact.

Climate change has the potential to transform our lives in a phenomenal way. It may impact severely on temperature trends, precipitation and extreme rainfall, drought, river and inland flooding, sea storms, coastal flooding and also environmental health risks. Our infrastructural and managerial vulnerability to nature was exposed during Common Wealth Games

preparation when incessant rainfall either stalled or disturbed the construction process. Population pressures combined with demands on limited resources bring climate vulnerability to a completely new level.

As part of a global study by Maplecroft, India has been ranked as the second most vulnerable country to impacts of climate change over the next 30 years. This is a significant statement as we prioritise our risk perceptions.

Acts of god have hit areas which were hitherto assumed to be 'safe' and the vagaries of weather have become more unpredictable despite a host of simulated models of climate prediction. The accurate prediction of monsoon remains as elusive as it was. This has not made businesses more sure of their forecasts and planning of operations and thus increasing brand/customer loyalty. Actuarial calculations and development of appropriate risk management techniques will only follow innovations on these fronts.

**Table 1**  
**Climate change projections for India based on an ensemble of four GCM outputs**

Year	Temperature change (*C)			Precipitation change (%)			Sea-level rise (cm)
	Annual	Winter	Monsoon	Annual	Winter	Monsoon	
2020s	1.36#0.19	1.61#0.16	1.13#0.43	2.9#3.7	2.7#17.7	2.9#3.7	4-8
2050s	2.69#0.41	3.25#0.36	2.19#0.88	6.7#8.9	-2.9#26.3	6.7#8.9	15-38
2080s	3.84#0.76	4.52#0.49	3.19#1.42	11.0#12.3	5.3#34.4	11.0#12.3	46-59

**Source:** Aggarwal, D and M Lal (2001), Vulnerability of Indian Coastline to Sea-level Rise, Centre for Atmospheric Sciences, Indian Institute of Technology, New Delhi.

**Technology - theft and risk of outdation**

Virtual world's control and competency to inflict damages on real world are still not adequately mapped. Online crime has moved up the curve from password theft, phishing, credit card theft etc to shaking up governments and personalities. Cyber world has shook up Governments, Presidents and dictators like never before through Wikileaks in the largest expose or theft of its kind. Social media tools like Twitter, Facebook have provided enough ammunition to evict ministers and heads of powerful sports bodies in India or Hollywood celebrities. Cyber theft brings action from countries that suffer from economic disparities but enjoying good access to global communication technologies.

Cyber world's economy is much fast paced and dynamic. It also has greater repository of WMD

on a company's functional systems, data privacy, brand and consumer confidence. Today, cyber insurance policies provide minimum or no coverage against such phenomenal exposures. As businesses increase their web presence and seek online identity, cyber protection becomes critical

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# Valid Client Databases

- Lifeline for Insurers

**Srinivas Gunturi** observes that maintaining an updated and accurate database, which is so vital for the success of life insurance industry, is a task that demands utmost dedication and application.

Thanks to the unforeseen trends of globalization and the opened up economies the world over, the planet earth has shrunk into a small village – no surprise if we come across one particular person twice or thrice at various parts of the globe, in a day, when we are traveling overseas. Further, now-a-days, in most of the developed countries, we can notice that 4 to 6 persons out of 10 are not natives. It clearly states how freely the countries, globally, have got mixed up with other nationals in their day-to-day activities. This trend has – while on one front bringing us several advantages of free economy, the mobility and freedom of moving over across the world; it has also started posing considerable challenges to the business organizations who want to keep a close track of their customers for regularly contacting them for fulfilling various business purposes and contractual obligations. Cleansing of the client databases and minimizing ‘bad address’ instances has become one of the most critical areas of success to the business units which invariably thrive on effective customer contact. That is how the terms, ‘Client Database Management / Contact Management’ has become the most often heard word in the current day business context.

Some laws, across the world, state that ‘the communication is complete only when it reaches the recipient’. Some other state laws proclaim that ‘your communication is complete

when you have sent your communication to the recipient’. However, the life insurers across the globe have been going towards the first option – whether or not the regulatory laws demand it – for reaching out to their customers, for the obvious reasons and better business interest.

## **Client Database Management - Relevance to Life Insurance**

Life insurance contracts are normally, long term contracts. For maintaining accurate customer contact until the logical end of their long term contracts; the insurers, globally, are investing amazing and mind-blowing amounts of time and effort.

We are mistaken if we see this trend as a tendency to remind the policy owners of their renewal premium due dates, solely for the purpose of ensuring persistency and reducing policy lapses. Insurers are quite eager to maintain update and accurate customer contact on their records – even on single premium policies – to ensure that they will be able to make good the contractual claim disbursements in time and to get a valid discharge from their outstanding claims. To publicize their claim experience ratio as well as for selling new business. There are several other reasons for the life insurers to worry about maintaining accurate client database. A few of such reasons are listed below:

“ For maintaining accurate customer contact until the logical end of their long term contracts; the insurers, globally, are investing amazing and mind-blowing amounts of time and effort. ”

“ To complicate the things a bit more, there are a few policyholders who want to provide separate addresses for their different policy contracts. And, there are a few other nomadic clients who provide different addresses for different times of a year.

- Increasing the response rate from their policyholders
- Reducing returned/undelivered mails due to bad addresses
- Save on postage and other material costs
- To gain on time
- Improve customer satisfaction

Unprecedentedly, the insurers are approaching towards client data management with a deeper understanding of its need in maintaining an accurate client database. That is how, the contact data management has become the industry buzzword across the globe, nowadays.

**The Magnitude of the Problem**

Life insurers belong to that business section who need to manage millions of ever-changing addresses of their policy owners. In fact, it is not an exaggeration if we say that a life insurer would normally have to maintain active relationship with several types of roles that can be tied to one single individual life insurance contract, as listed below.

1. Life insured;
2. Proposer/Applicant (in case the life insured is a minor child);
3. Appointee in case of a minor or juvenile policy owner;
4. Spouse of the insured;
5. Owner/Assignee (multiple owners/ assignees possible);
6. Payer (who undertakes to pay the contractual premiums);
7. Beneficiaries (multiple beneficiaries possible);
8. Payees (who can be different from the beneficiaries);

9. Producer (multiple producers per policy are possible)
10. Medical examiners/Attending physicians
11. Secondary addressees - mostly seen in the North American geography where a few state insurance regulators in the USA impose on the insurers to mark a copy of their mails to a secondary addressee (if there is one added to a contract) to facilitate the transactions where the policy owner or the insured is beyond certain age such as 65 or so.

The insurers, irrespective of the amount of the face amount or the sum assured or the premium amount, will have to maintain the accurate contact details as they need to contact them for highly essential contractual purposes. By now, we can understand how challenging and cost incurring an effort it is to maintain an up-to-date client database. Adding to the agony, most of the insurers, particularly in the North American geography facilitate providing more than one address such as (i) Home Address; (ii) Business Address; and (iii) Address on Vacation, etc. To complicate the things a bit more, there are a few policyholders who want to provide separate addresses for their different policy contracts. And, there are a few other nomadic clients who provide different addresses for different times of a year.

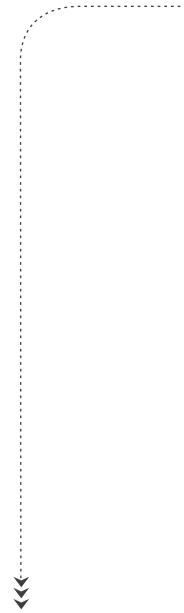
From the above example, we can easily understand how difficult the client data management can be. That is precisely how the Client Database Management has started assuming unprecedented importance now-a-days. We can easily guess who came to the rescue of the insurers in overcoming this gigantic task of managing the contact details – the information technology.

**Some Pertinent Questions**

- If a mail – a correspondence letter or a premium notice or a disbursement cheque



- is returned undelivered due to a bad address, what are the efforts made to obtain the correct address of the policyholder?
- Are there any established processes followed by you in the above situations or do you handle them on a case-to-case approach?
- Do you maintain a customer-centric database and maintain address and contact details at client level?
- Just in case you are not using a centralized customer database, will you take care to ensure that the address on a new application is in sync with the address on the other contracts/policies of the same client?
- If you are maintaining a client level database and contact details, do you facilitate policy/contract specific address variations for a given client?
- How do you ensure that there are no data-input-errors (typos) while recording or inputting your client contact details from an application form or over a telephone call into your address records?
- How well your field staff (the agents and producers) are trained on this topic and to what extent you utilize their services in this issue?
- Do you use any address validation tools / software?



### Validating Client Addresses – Various Practices of Life Insurers in the North America

S.No.	Means / Practice	Brief Description
1	Call Center Staff	Some insurers train their call center staff to verify the address details on the incoming calls from their policyholders. If the call center staff identifies that the address on record is not current, they insist on such clients applying for a change of address, instantly.
2	Confirmation Mails	Apart from security verification, some insurers make it a point to send a mail confirmation to the new address in cases of address corrections with an acknowledgment receipt and wait for such record for tracking purposes. The event is kept open until it is tracked to a closure.
3	Centralized Customer Database	Most of the insurers are veering towards maintaining a centralized customer database such as Customer Relationship Management (CRM)
4	Field Force Services	A majority of the insurers are encouraging their agent/producer staff to zero out the bad address records on their client database.
5	Address Cleansing Campaigns	Some insurers periodically launch customer address cleansing campaigns to encourage their clients to create awareness on the importance of updating their addresses.



Do you maintain a customer-centric database and maintain address and contact details at client level?



Some customers have a tendency of using the more popular city name or landmark which can be quite distant from their residential address, rather than giving a closer and accurate landmarks/ street names.

**How the addresses can become bad addresses?**

There are various ways how one's address becomes ineffective on a client database.

1. Obviously, the first and mostly seen cause is that the clients neglect sending a request for the change of address to the insurer.
2. Entry level errors at the time of data capture from an application form or a phone call into your records
3. Providing incorrect address in the first place. Some customers have a tendency of

using the more popular city name or landmark which can be quite distant from their residential address, rather than giving a closer and accurate landmarks/street names.

4. Unusual/strange terms of the street/house names which can be easily mis-spelt.

In case there is no centralized customer database, it is possible that the address updates might have taken place only on a few policies while the address on a few other policies of the same client are not updated – left over, by mistake.

**Validating Client Addresses – Tools and Techniques**

S.No.	Name of the Service/Tool	Brief Description
1	National Change of Address (NCOA)	Some insurers in the North America periodically avail the services of NCOA database (a government database) for comparing, correcting and standardizing the addresses of their client database.
2	QAS validation	Some insurers use the 'Quick Address' validation tool to compare their clients' address with the United States Postal Services (USPS) address file.
3	UPS XML Address Verification	This tool enables the users to avoid errors at the data entry level as it is internally interfaced with other standardized address databases.
4	LexisNexis	Some insurers use this system for tracking bad addresses.
5	Skip Tracing Tools and Websites	Skip tracing is locating a person who has not been in contact for quite some time.
6	Third Party Vendors and Agencies	External service providers

**The Government Role**

The government can play a vital role in helping the organizations and the public ensure valid address databases by standardizing the

address line naming conventions, establishing proper numbering for the houses, appropriately naming the streets, roads, etc. Essentially, the governments can insist on

registering the new addresses and change of addresses with the government bodies. Propagating the usage of the PIN or ZIP codes is just another way. To quote an example, there are a few cities in the world where the naming conventions are so well established by the authorities that the prefixes such as 'street' or 'drive' or 'avenue' will convey a specific meaning when used in the address. A few examples of street naming conventions:

- "Way"= Indicates major roads
- "Avenue/Drive/Lane/Mews = Residential Areas
- "Close/Court"= Indicates a cul-de-sac
- "Square"= Indicates a square
- "Way/Path/Walk" = Indicates a pedestrian way

As a quick example, we can refer to the scenario of UK where mostly the flat number along with the postal code will be called the full address for any given name!

### Conclusion

Undelivered/returned mail inevitably means a lost customer, a lost opportunity and waste of material and postage expenses, to the business unit. If we look at it from the customer perspective, the loss could be just doubled. It is high time the customers were thoroughly educated on the importance of always be in the 'good books' of their insurers by providing the latest and up-to-date contact details. On the other hand, life insurers world across must try to reap the fruits of having the most accurate customer contact details on their records by adopting the address management tools and techniques as appropriate to their geography. Updating the customer database is quite an

important aspect of a business unit especially where the business unit is fond of a continued long term contact with its clients – such as life insurers. While the task seems to be a bit easier in the western countries on account of their system dependency in most walks of life, it seems that the other parts of the world have a great scope to make progress in this area. Undoubtedly, the role of the government can never be under-stressed in this context. Establishing standardized naming conventions for streets, roads, house numbering along with insistence of the use of the PIN/ZIP codes in the contact information can bring a radical change in scaling down on the bad addresses.

Well, so far, it is all about snail-mails that we have discussed. But, as with the progress in the communication technology, the insurers have started offering their customers to choose their 'preferred' communication method such as sending text messages to their mobiles or e-mail notifications or the normal snail-mails. While it is always better to have alternate contact details, updating the other contact details cannot be neglected for the simple reason that, without updating other contact details, the existing contact will again become the one and the only source of contact.

*The author is a Life & Annuities Business Analyst, working in North America. The ideas expressed in the article are his own personal ideas and do not represent any other person or organization.*

”

There are a few cities in the world where the naming conventions are so well established by the authorities that the prefixes such as 'street' or 'drive' or 'avenue' will convey a specific meaning when used in the address.

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# Liability of Recorded Owner

- Need for Review

**N. Swaminathan writes that issues associated with transfer of movable property need to be dealt with more carefully in order to avoid the possibility of erroneous judgments.**

“ The fundamental principle of fixing liability is that a person is liable for his acts of omission or negligence. Also he is vicariously liable for negligence of his agents or workmen, but cannot be made liable for act of omission of Transferee.

The Supreme Court in the case of Pushpa V. Shankuntala (2011), 2 SCC 240 has extended the definition of ‘owner’, as defined in sub-section 30 of section 2 of Motor Vehicles Act, 1988, to include a person who has sold his vehicle as also transferred the possession to another (Transferee), but the Transferee has not got the change of ownership recorded in the records of RTO or registration certificate issued by RTO. It failed to notice that the sale of vehicle, being a movable property, will be governed by Section 4 of Sales of Goods Act, 1930. The Motor Vehicles Act, more particularly, Section 50 only deals with recording of change of ownership. It does not deal with mode and manner of sale of vehicle. It ruled that “It is undeniable that notwithstanding the sale of the vehicle neither the transferor Jitender Gupta nor the transferee Salig Ram took any step for the change of the name of the owner in the certificate of registration of the vehicle. In view of this omission Jitender Gupta must be deemed to continue as the owner of the vehicle for the purpose of the Act, even though under civil law he ceased to be its owner after its sale”. This extended definition of owner, which would include a person who has sold the vehicle and transferred the possession, is a misplaced interpretation and does not stand to logic and dehors the objects and reasons of the said section.

The consequences of aforesaid extended definition could be as under:

- i. The Transferor (erstwhile owner), notwithstanding loss of possession and legal ownership, continues to be liable for faults, acts or omission of some other person.
- ii. Transferor having lost effective control of the vehicle is still being made liable for negligence or omission of some other person.
- iii. The fundamental principle of fixing liability is that a person is liable for his acts of omission or negligence. Also he is vicariously liable for negligence of his agents or workmen, but cannot be made liable for act of omission of Transferee. This dehors or defies the principles of fixing liability.
- iv. Supposing there is an omission on the part of Transferee to record the transfer in Registration Certificate in time, Transferor post sale cannot insure the vehicle as he has lost ‘insurable interest’ in the vehicle and in the interregnum period between sale and recording of sale in Registration Certificate, to fix the liability of the Transferor on ground of deemed ownership is based on a fallacious theory.

- v. It is pertinent to note that liability under Section 166 is akin to unlimited liability as there is no cap on this liability and asking the Transferor to take this “unlimited liability” is unreasonable and arbitrary.
- vi. In practice, the transferor signs Form 29 and Form 30 and hands over documents to Transferee to effect transfer in Registration Certificate and take delivery and possession letter from the Transferee. This judgment will force a prospective Transferor to take the obligation and responsibility of effecting change in the Registration Certification.

In the case of Pushpa, the question that arose before the Apex Court was “Whether the liability of the recorded owner of the vehicle was co-extensive and from the recorded owner it would pass on to the insurer of the vehicle?” This question arose on the following factual backdrop: One Jitender Gupta sold his truck to Salig Ram on 2-2-1993 and gave its possession to the Salig Ram. On the date of sale, insurance policy was effective from 25-2-1992 to 24-2-1993. After a hiatus of expiry of the policy, Salig Ram took an insurance policy in name the of Jitender Gupta valid from 8-3-93 to 7-12-94. The truck met with an accident on 7-5-94 and two people died in the accident. The Apex court answered both the questions in affirmative and held that “inescapable conclusion is that Jitender Gupta, whose name continues in the records of the registering authority as the owner of the truck was equally liable for payment of the compensation amount. Further, since an insurance policy in respect of the truck was taken out in his name he was indemnified and the claim will be shifted to the insurer.”

It may not be irrelevant here to note the objects and reasons for enacting this section and the same is reproduced hereunder:

Objects and Reasons. - Clause 50 provides for recording the transfer of ownership of a motor vehicle in the certificate of registration by the registering authorities when the property changes hands due to sale, or inheritance or purchase in public auction conducted by the Government. It also lays down that if the transfer is not reported to the registering authorities within prescribed time, the parties are liable for prosecution and if the party pays the prescribed amount in lieu of prosecution, no further action is to be taken.

From the objects and reasons, it is evident that Section 50 only provides the mode and manner of recording change of ownership, which could result from a variety of circumstances, namely, death of the registered owner or sale etc. It does not prescribe how the vehicle has to be sold and when the sale is effected. Transfer of ownership and recording thereof are two distinct things. The former is dealt under section 4 of Sale of Goods Act, 1930 and the latter is covered under Section 50 of Motor Vehicles Act. Non compliance of section 50 of Motor Vehicle Act i.e not intimating factum of transfer and not recording thereof within the permitted range of time is only punishable with a fine of Rs.100/- under section 177. Thus, any stretching of said section to fasten unlimited liability on Transferor, who has sold the vehicle and delivered the possession, is misconceived.

Section 4 of Sale of Goods Act, 1930 defines sale and agreement to sell and the same is reproduced hereunder for easy reference:

“Sale and agreement to sell.- (1) A contract of sale of goods is a contract whereby the seller transfers or agrees to transfer the property in goods to the buyer for a price. There may be a contract of sale between one part-owner and another.”

In-order to constitute a transaction of sale,

”

From the objects and reasons, it is evident that Section 50 only provides the mode and manner of recording change of ownership, which could result from a variety of circumstances, namely, death of the registered owner or sale etc.

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Non-disclosure or misrepresentation would seriously vitiate the policy and insurer can avoid the policy on this count alone.

there are three essential ingredients as adumbrated in State of Madras Vs Gannon Dunkerley namely, (i) an agreement to transfer title (ii) supported by consideration, and (iii) an actual transfer of title in the goods. The Apex Court in the case of Bharat Sanchar Nigam Ltd. Vs. Union of India held that “Gannon Dunkerley survived the 46th Constitutional Amendment in two respects. First with regard to the definition of 'sale' for the purposes of the Constitution in general and for the purposes of Entry 54 of List II in particular except to the extent that the clauses in Art.366(29A) operate....” Thus, the ingredients set out by Apex Court in Gannon Dunkerley in regard to the definition of Sale of movable property holds good till today.

Sale of vehicle is a sale of 'movable property' and it will be governed by Sales of Goods Act, 1930 and to ascertain when the sale is effected in a given case, one has to test the case with the basic ingredients set out above. All the three ingredients of sale are fulfilled on delivery of possession, receipt of consideration and transfer of title. The court cannot postpone the date of sale to a later date, namely, date of recording of change in registration certificate and this interpretation of court is outside section 4 of Sales of Goods Act, 1930.

In Pushpa's case, the Transferee had taken policy in the name of Transferor post sale of vehicle as per section 4 of Sales of Goods Act, 1930, after a hiatus of expiry of earlier policy, and court ruled that Transferor was indemnified by the insurer and court shifted the liability to the insurer. Here again, the court made the mistake of not noticing the fact that

post sale of vehicle, the transferor has no insurable interest whatsoever in the vehicle and he is not affected by risks associated with the vehicle therefore, Transferee could not have insured in the name of Transferor. The court further compounded the mistake by shifting the liability to the insurer. It may be borne in mind that all insurance contracts are based on doctrine of 'uberrima fidei', meaning thereby that insured has to adhere to utmost good faith. Non-disclosure or misrepresentation would seriously vitiate the policy and insurer can avoid the policy on this count alone. In this case, taking policy in the name of Transferor post sale of vehicle is a serious misrepresentation and non-disclosure of material fact and seriously undermines the principles of utmost good faith. From the insurer perspective, it may be noted that insurer has agreed to indemnify Jitender Gupta and not the loss arising out of acts and omissions of Transferee. Thus, shifting of liability to insurer in this case is against the rudimentary principle of insurance.

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# Beyond the Horizon

- Wacky and Weird Insurance Policies

**K. Murali narrates that there are some strange insurance products in the global insurance market, beyond the routine covers that one gets to see more regularly.**

The life of an insurer is perceived to be boring. You deal with the same old Property, Transit, Auto, Home or Health Insurance, day in and day out. The policies are standard (even after removal of tariffs) and except for the odd innovation, the insurer easily gets bored with his daily routine. However, there are interesting things even in the insurers' professional life. There are some weird and wacky insurance covers that exist and believe me, people have taken insurance against being abducted by aliens from some other planet! Not one, but some 20,000 such policies have been sold in USA. A claim under this policy is also said to have been paid for a driver who claimed he was kidnapped by aliens who came in an UFO for 40 minutes before he was released. However there is no confirmation for this bit of information (or imagination?).

Here is a compilation of such insurance covers that make you sit up. The list moves from the weird to the weirdest.

### **Celebrity body parts insurance:**

This is quite common and most of us have heard about this. Bruce Springsteen insuring his voice, Jlo insuring her "you know what", David Beckham insuring his legs etc. Even in India, one of the public sector insurers had a policy called Nada Lahiri, where you could cover a dancer's legs or a violinist's fingers.

Even here, there is innovation in the policy issued to actress Julie Bishop. The cover for \$25,000 was against her gaining 4" around the hips or waist over a 7-year period!

A "Miss World was issued a "happiness policy" that insured against "worry lines" developing on her face.

### **Moustache Insurance:**

Merv Hughes, the powerful right-handed pace bowler for Australia's national cricket team was so worried about his trademark moustache that he purchased a large policy to cover the walrus-like whiskers, while leaving his bowling arm uninsured. Along with his impressive playing ability and large 6'4" frame, the bodacious moustache made him one of the world's most recognizable cricket stars.

### **The Cover:**

Hughes' moustache was insured for a whopping \$317,000 (Australian) during his time spent as Australia's star bowler from 1985-1994.

### **Ben Turpin's Crossed Eyes: \$25,000**

Back during the silent film era, actors had to go the extra mile to make people laugh. A simple bit of funny dialogue wouldn't do the trick, mostly because moviegoers had to read the

dialogue. Since Charlie Chaplin already had the "future moustache of Hitler as comedy" bit on lock, silent film star Ben Turpin went with the alternative crossed eye routine. In 1907, the sight of a man with crossed eyes was all it took to send throngs of moviegoers into fits of laughter. Convinced that his crossed eyes were the key to his silent comedy success, Turpin took out an insurance policy that would pay him \$25,000 in the event that his eyes somehow became normal (uncrossed).

### **Sense of Smell insurance**

They say the nose knows, and nobody knows that better than Dutch winemaker Ilja Gort. After winning several major awards for his wine, he had a revelation. "We won some important medals and I realized how necessary it was to have a nose," he told *The Times*. "It is my most important asset. A lot of people feel that wine making is about the taste buds but we do it with the nose, in fact." With a hefty insurance policy in place, he can afford to be a little more cavalier about his olfactory organ, but he's not.

"Every time I look in the mirror now I feel rich. I just hope I fall on my face . . . No, actually, I'm a bit more careful with my nose than before. I've stopped nose-picking. And I like skiing very much but from now on, no more." The agreement he signed actually forbids him from taking part in winter sports, as well as several other hazardous activities including fire-breathing and acting as a knife-thrower's assistant.

### **The Cover:**

As careful as Gort is, if something did happen to damage his sense of smell, Watkins Syndicate would pay out 5 million euro, or just over six million US dollars.

### **Prize Payout Insurance**

Some game shows don't want to pay up if you win a major prize. One of the most famous

examples is the show "Who Wants to be a Millionaire?" which insured against having to pay out major prizes. The idea was that if someone actually did become a millionaire, then an insurance company would cover the prize money.

### **Horse Breeding**

Only those involved in horse racing would truly understand this insurance policy. However, there are several insurance companies that offer policies that will protect you in the event your horse can't breed. This is important, since many horse owners make a tidy profit by allowing mares to mate with prime stallions. If it turns out that your healthy horse can't reproduce, you could get a payout to compensate you for what you would have lost.

### **Casino insurance**

Online gamblers in the U.K. have access to a new type of insurance that American gamers won't be seeing anytime soon: casino insurance. Offered to players at online gambling site Devilfish.com (which does not accept wagers from the United States), casino insurance promises cash back for non-winning online gambling sessions each month.

For example, a gambler with the Devilfish insurance who loses 50 euros in a month will get back 5 euros. At the maximum, a gambler who loses 1,000 euros in a month will get back 150. The free insurance automatically applies to all Devilfish.com players without an opt-in required. Devilfish hopes the insurance will encourage gamblers "to enjoy their favorite games even more."

### **Football Fever**

At the last world cup, passions ran high, and weird insurance policies followed them. Dutch insurance company SEZ ran a policy offering companies in the Netherlands protection against staff 'pulling sickies' on the days



surrounding big matches for the national team. The firm would pay out for the first two days of sickness, if any employee was absent from work on the days surrounding Holland's big matches.

Many Indian employers would find this policy interesting in a cricket crazy nation like ours and with cricket matches throughout the year.

### **Lottery Winnings**

This insurance is designed to protect employers. In the United Kingdom, it's possible for employers to purchase insurance policies that offer a payout if two or more workers leave because they won the lottery. The costs of replacing employees can be high, and having good workers leave due to a large change in financial circumstances can leave an employer in the lurch.

### **Paternity**

Are you a ladies' man? If so, you might consider paternity insurance. This is an insurance policy that is purchased to help cover the costs of a paternity suit, if one is brought against you. The insurance could help you cover the costs of child support as well. It's extra insurance, for just in case other precautions don't work.

### **Judge Insurance**

That's right - if you are taking part in a high-stakes trial, you can even insure your judge. In the 1980s, one of the parties in an expensive civil lawsuit purchased an insurance policy to cover the judge. Because both sides had spent millions of dollars on the suit, they did not want to run the risk of losing all the money they'd invested if something happened to the precious judge during the trial.

### **Friends of Police policy**

Car policies bring up their share of weird insurance scenarios too. For example, in Denmark, the Danish Automobile Association has two schemes to protect drivers from fines - the speeding insurance, which will cover drivers for up to four offences, of a total of £900 (£90 per year) or parking ticket insurance, which covers four tickets or £182 worth of fines for £36 per year. Unsurprisingly, the Danish Council for Traffic Security is less happy about these strange insurance policies, believing it'll make fines less of a deterrent for some reason.

### **Virgins against pregnancy insurance**

Goodfellow Rebecca Ingrams Pearson (GRIP), the London insurance brokerage which specializes in disability coverage, has also sold about 4,000 immaculate-conception policies, which pay if paternity is ascribed to You Know Who ("very popular with girls called Mary").

### **Bobbit Insurance**

Another quirky policy, of which 4,500 have been sold, is what is called John Wayne Bobbitt policy, which pays if a knife-wielding wife... well, you remember the story. (In case you were wondering, policies for any of the above cost \$150 a year for \$1.5 million in coverage.)

*The author is Head - Health Underwriting at L & T General Insurance Co. Ltd.*

## प्रकाशक का संदेश



जोखिम प्रबंधन अब स्मरणार्थक महत्वता अर्जित करता जा रहा है, विशिष्टतः पिछले कुछ वर्षों से भौगोलिक रूप से। केवल रूढ़िवादी क्षेत्रों के सिवाय जो सामान्यतः जोखिम प्रबंधन के विषय में सोचा जाता है, यहाँ तक कि नई नई प्रकार कि चुनौतियाँ अज्ञात क्षेत्रों से सामने आ कर खडी हो जाती हैं। जोखिम प्रबंधन की इसी सक्रिय प्रकृति के कारण यह एक अतिव्यापक श्रेणी में आता है। निगमित क्षेत्र में इस प्रकार की नई चुनौतियों से निपटने की नीतियाँ बनाई जा रही हैं, तथा उनकी जोखिम प्रबंधन नीतियों से यह उजागृत हो रहा है कि वे इन नीतियों के द्वारा एक विस्तृत व्यापारिक गतिविधियों को इसमें सम्मिलित कर रहे हैं। एक स्वभाविक अनुमान के अनुसार, बीमाकर्ताओं की जोखिम प्रबंधन नीतियों को भी आधुनिक परिवेश में जाँचा जाना चाहिए ताकी यह अनुमान लगाया जा सके कि वह संभावित अनुमानों का सामना करने के लिए वह कितने सक्षम हैं। विशेषतः यह एक तथ्य है कि बीमा व पुनर्बीमा व्यापार अब निरंतर एक अंतरराष्ट्रीय रूप धारण करते जा रहे हैं, यह एक ऐसी प्रमुख भौगोलिक घटना है जिसमें किसी के व्यापारिक हितों को कोई क्षति नहीं होगी अतः अब संतोष करने की कोई गुंजाइश नहीं रह गई है।

प्राचीन काल से जापान सर्वोच्च कोटी की जोखिम प्रबंधन नीतियों को अपनाने में सदैव अग्रसर रहा है तथा अन्य लोगों द्वारा उसके अनुसरण का एक जीवंत उदाहरण रहा है। प्राकृतिक आपदाओं के प्रति अति संवेदनशील होने के उपरांत भी इसने बीमा / पुनर्बीमा संविदाओं सहित व्यापारिक क्षेत्र में सदैव शिखरता पाई है। हालही में घटी दो आपदाओं भूकंप व सुनामी से मची तबाही से यह साबित हो गया है कि यदि हम प्राकृतिक आपदाओं से लडने के लिए कितनी भी उत्कृष्ट कोटि के प्रबंध कर लें, परंतु इस प्रकार के विध्वंस में वह भी कम पड जाते हैं। विशेषतः उन देशों के निगमित

क्षेत्र के लिए, जो प्राकृतिक आपदाओं के प्रति अति संवेदनशील हैं, जिसमें भारत भी सम्मिलित है; उनकी जोखिम प्रबंधन नीतियों की समीक्षा तथा उन्हें जब कभी भी आवश्यकता हो उनके संवर्धन के लिए यह एक दयनीय पाठ है।

उभरते हुए प्रक्षेत्र के कारण, भारतीय बीमा उद्योग बारंबार प्रगतिशील बदलावों के लिए सदैव तत्पर है। यह आवश्यक है कि सभी बीमाकर्ता अपने आप को विनियामक व कानूनी संशोधनों के अनुसार निरंतर ढालते रहें तथा यह भी ध्यान रखें कि ऐसे समय पर यह भी सुनिश्चित करें कि इस क्रम में अन्य आवश्यकताओं का हास न हो। ऋण शोधन क्षमता की आवश्यकता तथा संपत्ति-उत्तरदायित्व प्रबंधन को उच्च प्रबंधन से अत्यधिक वचनबद्धता की आवश्यकता होती है; तथा बीमाकर्ताओं की जोखिम प्रबंधन नीतियों को अपनी कार्यसूची में इसको सर्वोपरि रखना चाहिए। व्यापक जोखिम प्रबंधन को यह सुनिश्चित कर लेना चाहिए कि सभी अवयव सुचारू रूप से तैयार किए जा चुके हैं।

बीमाकर्ताओं के लिए जोखिम प्रबंधन पुनः जर्नल के इस अंक का केंद्र बिंदु है; तथा एक अन्य क्षेत्र जो आज कल अत्यधिक चर्चा का विषय बना हुआ है वह है सुचारू प्रतिवेदन; तथा वर्तमानकाल में महत्वपूर्ण व्यापारिक सूचना के एकरूपी व अर्थपूर्ण प्रतिवेदन कि ओर निरंतर अत्यधिक ध्यान दिया जा रहा है। वैश्विक वित्तीय प्रतिवेदन प्रणाली (आई एफ आर एस) जर्नल के अगले अंक का केन्द्र बिंदु रहेगा।

जे. हरि नारायण

जे. हरि नारायण  
अध्यक्ष

# दृष्टि कोण



इस प्रकार की अभूतपूर्व राष्ट्रीय संकटों (भूकंप व सुनामी के उपरांत), हमने अपने सभी त्रासदीग्रस्त क्षेत्रों के यथाशीघ्र पुनर्स्थापन व जापानी समाज व अर्थव्यवस्था को स्थिरता प्रदान करने के लिए हर प्रकार के प्रयास करने के लिए कमर कस ली है।

**श्री हिसाहितो सुजुकी**

अध्यक्ष, साधारण बीमा समिति, जापान

जापान के जीवन बीमा उद्योग बीमा राशि व लाभों के सरल व तुरंत भुगतान लिए भरसक प्रयत्न व साथ ही आपदा से प्रभावित बीमित व्यक्तियों को अपना सहयोग देने के लिए प्रभावपूर्ण रूप से उनकी प्रत्येक वांछित जानकारी उन्हें प्रदान करेगा।

**श्री कोइचिरो वटनेब**

अध्यक्ष, जीवन बीमा समिति, जापान

संयुक्त राज्य बीमा विनियामकों को यह विश्वास है कि पर्यवेक्षक कॉलेज उन्नत वैश्विक संचार का पोषण व महत्वपूर्ण भौगोलिक बीमा प्रचालन में चूक के समन्वय के लिए एक मंच तैयार करके एक महत्वपूर्ण भूमिका निभा सकते हैं।

**सुश्री सुसन ई. वोस्स**

एनएआइसी अध्यक्ष व लोवा बीमा आयुक्त

एन ए एस के लिए विपणन आचरण एक महत्वपूर्ण पर्यवेक्षकीय केन्द्र बिन्दु रहता है, तथा हम बीमाकर्ताओं सहित वित्तीय संस्थानों को इसके लिए निरंतर नियुक्त रखेंगे ताकी उनकी ग्राहकों से दिन प्रति दिन की निष्पक्ष लेनदेन में प्रगति का मूल्यांकन किया जा सके।

**श्री ली बून नियाप**

सहायक प्रबंध निदेशक (बैंकिंग व बीमा), मोनेटरी अथॉरिटी ऑफ सिंगापुर

वस्तुतः परिवर्तन चुनौतियाँ - एक खतरा जो अधिक पूँजी जरूरतों कि ओर तेजी से बढ़ रहा है आर्थिक पुनर्लाभ की गति को धीमा कर देगा - जिसे वह पूर्णरूप से अलभ्य बना देगा। परंतु हमें इस बात कि ओर ध्यान देना होगा कि इसके परिणामवश प्रणाली अपनी कल्पना से और अधिक संवेदनशील हो।

**लॉर्ड टर्नर**

अध्यक्ष, वित्तीय सेवाएं प्राधिकरण (एफ एस ए), यू.के.

निपुर्ण मध्यस्थता अत्यंत आवश्यक है; तथा एक ऐसा व्यापारिक ढाँचा जिसमें वितरण लागत की वास्तविकता शामिल न हो, अत्यंत प्रभावहीन सिद्ध होगा।

**श्री जे. हरि नारायण**

अध्यक्ष, बीमा विनियामक और विकास प्राधिकरण, भारत



# कहाँ खड़े हैं हम वैश्विक पुनर्बीमा बाजार में ?

**जगेंद्र कुमार** का कहना है कि प्रत्येक बीमाकर्ता को एक सक्षम और स्पष्ट पुनर्बीमा कार्यक्रम की जरूरत होती है, ताकि वह अपनी वित्तीय क्षमता के अधीन परिचालन में सक्षम हो सके।

...(पिछले अंक से आगे)

(करोड़ रुपए में)

बीमा वर्ग	2008-09		2009-2010	
	प्रीमियम में कमी	शुद्ध लाभ में कमी	प्रीमियम में कमी	शुद्ध लाभ में कमी
अग्नि	691.81	-203.15	782.90	201.75
समृद्धि कार्गो	168.94	-40.76	181.22	-35.09
समृद्धि अन्य	462.11	96.77	427.41	268.92
वाहन	34.91	22.98	15.49	7.74
वायु उद्योग क्षेत्र	171.27	103.53	207.89	84.84
अभियांत्रिकी	284.36	24.66	364.26	130.27
अन्य मिश्रित	562.29	149.81	850.30	40.10
<b>कुल</b>	<b>2405.69</b>	<b>153.84</b>	<b>2829.47</b>	<b>698.53</b>

पुनर्बीमा कार्यक्रम के लिए बनाए गए दिशा निर्देश सिद्धांत इस प्रकार है:

1. देश में अधिकतम धारण।
2. पर्याप्त क्षमता का विकास।
3. पुनर्बीमा की लागत में आने वाले व्यय की सर्वश्रेष्ठ सुरक्षा।
4. व्यवसाय के प्रबन्धन की सरलीकरण।

बीमा प्राधिकरण यह निर्देशित करता है कि प्रत्येक बीमाकर्ता अपनी वित्तीय शक्ति और व्यवसाय के आकार के अनुसार अधिकतम संभावित धारण करें। सामान्य बीमा निगम के विशेष संदर्भ में व्यवस्थापन भारतीय पुनर्बीमाकर्ताओं को पुनर्बीमा के लिए सभी बीमाकर्ताओं के साथ अतिरिक्त घरेलू नियमन की व्यवस्था भी करता है।

**भारतीय साधारण बीमा निगम एक नजर :**

जी आई सी री ने वर्ष 2009-10 में रु. 9737 करोड़ रु. का

प्रीमियम और वैश्विक प्रीमियम पर 39% वृद्धि दर दर्शा कर शानदार सफलता अर्जित की है। जी आई सी री का देशी व विदेशी व्यवसाय प्रतिशत 56 : 44 रहा है संक्षिप्त में जी आई सी री ने वर्ष 2009-10 में 3.71% का शोधन अनुपात प्रदर्शित करते हुए निम्न उपलब्धि दिखाई :

(मिलियन में)

परिश्रम	2009-10	2008-09
शुद्ध प्रीमियम	87769	74023
शुद्ध इन्कर्ट दावे	68564	62171
कर पश्चात लाभ	17746	14072
कुल परिसम्पत्तियां	438421	300196
अंश पूंजी	4300	4300
मुना कोष	85966	73533
तकनीकी कोष	137526	122897

आज जहाँ भारतीय बीमा बाजार तेजी से वृद्धि की ओर अग्रसर है वहीं पुनर्बीमा का क्षेत्र भी उसी अनुपात में बढ़ रहा है। गैर जीवन बीमा का कारोबार वर्ष 2009-10 में 34817.17 करोड़ तक

पहुँच गया तथा जीवन बीमा का 109209.40 करोड़ रु. तक। जीवन तथा गैर जीवन बीमा के क्षेत्र में जी.आई.सी.री. का पुनर्बीमा व्यवसाय इस प्रकार रहा:

(करोड़ रु. में)

वर्ष 2009-10	अग्नि	विविध	समृद्धि	जीवन	कुल
सकल प्रीमियम	3219.54	5655.75	849.61	14.03	9736.92
वृद्धि दर %	40.4	14.9	1.8	19.5	20.8
शुद्ध प्रीमियम	2696.65	5302.99	763.21	14.03	8776.87
वृद्धि दर %	32.4	14.1	8.3	19.5	18.6
इन्कई दावे	1636.38	4748.23	464.95	6.83	6856.39
शुद्ध कमीशन	716.98	1043.45	167.69	2.12	1930.25

### पुनर्बीमा सहायक समिति:

पुनर्बीमा सलाह समिति जो बीमा अधिनियम 1938 के तहत स्थापित है और प्रत्येक बीमाकर्ता के प्राधिकरण द्वारा वर्णित नियमों के तहत बाह्य करती है कि प्रत्येक सामान्य बीमा पालिसी के लिए बीमारशि के निश्चित प्रतिशत तक पुनर्बीमा कराएगा, जिसे अनिवार्य सत्र या संवैधानिक सत्र भी कहा जाता है। समिति की अनुशंसा पर प्राधिकरण ने 2009 के 20% को घटाकर वर्ष 2009 से 2011 तक के लिए 10% कर दिया है। सामान्य बीमा निगम द्वारा 2010-11 में भी प्राप्त 2009-10 में आकर 10% की ही वैधानिक छुटको स्वीकार किया गया है। उसी तरह से वर्ष 2010-11 के लिए कमीशन और लाभ कमीशन परस्पर विचार के द्वारा सम्बन्धित बीमाकर्ता और भारतीय पुनर्बीमाकर्ता के मध्य सहमति पर तय किया जाएगा। भारतीय गैर जीवन बीमा कर्ताओं को आतंकवाद खतरों के साथ संयुक्त होना पड़ता है, जबकि वैश्विक पुनर्बीमा बाजार ने 11 सितम्बर 2001 में न्यूयार्क शहर में आतंकवादी हमलों के बाद से जीवन सुरक्षा देना बन्द कर दिया है।

वैश्विक बाजार की राह पर जी.आई.सी.री. भी अपने पुनर्बीमा व्यवसाय में ओटोमेशन की सम्भावनाएं तलाश रही है। पुनर्बीमा व्यवसाय तेजी से बढ़ व बदल रहा है। बीमा कम्पनियाँ स्वयं भी जोखिम से प्रभावित होती हैं। उन्हें दावे का भुगतान दावा होने पर तुरन्त करना पड़ता है। वे निश्चित नहीं कर सकते कि दावा किस समय एवं कितना बड़ा होगा। जब कोई बड़ी आपदा जैसे बोम्बे हाई में ओ.एन.जी.सी. के क्रुए में लगी आग, या मौयाल में गैस रिसाव से हुआ जनसंहार से कई बड़ी बीमा एवं पुनर्बीमा कम्पनियाँ प्रभावित हो जाती हैं। जिसके लिए प्राथमिक बीमाकर्ता एवं पुनर्बीमाकर्ता एक समझौते के अंतर्गत संधि की सुनिश्चित शर्तों के आधार पर विभिन्न प्रकार के जोखिमों की प्रतिधारण सीमा

सुनिश्चित कर लेते हैं। इस समझौते के अन्तर्गत पुनर्बीमाकर्ता को किसी विशेष जोखिम को अस्वीकार करने का विकल्प भी रहता है। कुछ समझौतों में पुनर्बीमाकर्ता की भूमिका तभी परिलक्षित होती है जब क्षति कुछ सीमा से अधिक हो। आधिक्य क्षति अनुपात तब प्रभावी होता है जब प्रत्यक्ष बीमाकर्ता के दावे का अनुपात वित्तीय वर्ष में निर्दिष्ट सीमा से अधिक हो जाता है। हाल ही में बीमा नियामक ने पुनर्बीमा पर एक समिति बनाई है जो नए दिशा निर्देशों पर कार्य कर रही है। वैश्विक रूप से जीवन बीमा के क्षेत्र में केवल 2% तथा सामान्य बीमा में लगभग 35-40% पुनर्बीमा होता है। वर्ष 2010-11 में जी आई सी री ने प्रथम दस पुनर्बीमा कम्पनियों में स्थान पाने की नीति बनाई है, वर्तमान में इसका विश्व में 16वाँ स्थान है। विश्व में अपनी शाखाएं बढ़ाते हुए अगली शाखा जोहनसबर्ग (दक्षिणी अफ्रीका) में प्रस्तावित है। सत्र 2010-11 के मध्यान्ह तक भारतीय बीमा उद्योग में 22723 करोड़ रु. का कारोबा 22.86% की वृद्धि दर्ज करते हुए हो चुका है। जिससे ये संकेत मिल रहे है कि इस वर्ष सामान्य बीमा कारोबार लगभग 45000 करोड़ का लक्ष्य प्राप्त करेगा। हाल ही में सरकार की कर नीति से भारतीय पुनर्बीमा में 10% की गिरावट आई है। अभी पुनर्बीमा बाजार पूरी तरह विकसित नहीं है लेकिन इसमें 25% वृद्धि की संभावना है एक रिपोर्ट के मुताबित 2011 से 2030 तक भारतीय सामान्य बीमा बाजार 120 यू एस डालर से बढ़ कर 340 यू एस बिलियन डालर होने का अनुमान है। स्पष्ट रूप से भारत में पुनर्बीमा बाजार भी तेजी से वृद्धि कर और अधिक मजबूत होगा।

लेखक कार्पोरेट हेड (ट्रेनिंग), श्रीराम जनरल इश्योरेंस, 71/143, परमहंस मार्ग, मानसरोवर, जयपुर - 302020

बीमा कम्पनियाँ स्वयं भी जोखिम से प्रभावित होती हैं। उन्हें दावे का भुगतान दावा होने पर तुरन्त करना पड़ता है। वे निश्चित नहीं कर सकते कि दावा किस समय एवं कितना बड़ा होगा।

# बीमाकर्ताओं की विनिवेश प्रक्रिया एवं संबंधित उपबन्ध

**जगेंद्र कुमार** का प्राधिकरण के द्वारा विनिवेश नियमावली में विनिवेश के लिए प्रस्तावित नियमों के संगत सभी बीमाकर्ताओं को कार्य करना है।

प्राधिकरण ने संरचनात्मक ठांचे में निवेश की सीमा में ढील देते हुए एक एकल निवेशित कम्पनी में निवेश की सीमा 10% से बढ़कर 20% कर दी है।

भारतीय अर्थव्यवस्था ने वर्ष 2009-10 में गत वर्ष के 6.7 प्रतिशत विकास दर के मुकाबले 7.4% की ऊँची सकल घरेलू उत्पाद में वृद्धि दर्ज की। जहां औद्योगिक क्षेत्र में 10.4% की दर से विकास हुआ वंही सेवा क्षेत्र में भी 8.3% की वृद्धि दर्ज की गई। वर्ष 2009-10 के दौरान मुद्रास्थिती ने अपना मार्ग महत्वपूर्ण ढंग से दो क्षेत्रों में विभाजित कर लिया। जबकि वर्ष दर वर्ष थोकमूल्य सूचकांक स्थिति वर्ष के प्रथम छमाही में कम बनी रही। प्रथम अर्ध वर्ष में नकारात्मक गति दूसरे छमाही में तीव्र हुई जो मार्च 2010 तक 11% तक पहुँच गई जीवन बीमा क्षेत्र के बीमा घनत्व का अनुपात 2001 के 9.1 के यू.एस.डी. से वर्ष 2009 में 47.7 यू.एस.डी. तक पहुँच चुकी थी। इसी प्रकार से जीवन क्षेत्र का बीमा घनत्व का अनुपात 2001 के 2.15% से वर्ष 2009 में 4.60% पहुँच चुकी थी। भारत में गैर जीवन बीमा क्षेत्र का प्रवेश 9 वर्षों से स्थिर लगभग 0.60% रहा है। इसके घनत्व में आंशिक वृद्धि हुई है, जो वर्ष 2001 के 24 से यू.एस.डी. से बढ़कर 2009 में 6.7 यू.एस.डी. हो गया है।

## बीमा क्षेत्र द्वारा निवेश

बीमा विनियामक और विकास प्राधिकरण वर्ष 2009-10 में भारतीय रिजर्व बैंक के साथ आधारभूत संरचना सुविधा की परिभाषा में शामिल हो गया और इस तरह आधारभूत संरचना क्षेत्र में निवेश के लिए नए अवसर पैदा हो गए। प्राधिकरण ने संरचनात्मक ठांचे में निवेश की सीमा में ढील देते हुए एक एकल निवेशित कम्पनी में निवेश की सीमा 10% से बढ़कर 20% कर दी है। यह सीमा ऋण एवं इक्विटी को मिलाकर है और किन्हीं शर्तों को पूरा करने पर उपसीमाओं के अलावा है। संबंधित बीमाकर्ता की निवेशक समिति की पूर्व स्वीकृति पर ऋण में 5%

के अतिरिक्त निवेश की भी अनुमति भी दी गई है। जोखिम प्रबन्धन ढांचे को और मजबूत करते हुए बीमा विनियामक ने खतरों को कम करने के उद्देश्य से पारम्परिक एवं यूनिट लिंक वर्ग में निवेश पर समीप से निगरानी रखने बीमा कम्पनियों के निवेश जोखिम प्रबन्धन प्रणाली तथा प्रक्रियाओं के निर्माण हेतु इस वर्ष दिशा निर्देश जारी किए हैं।

## बीमाकर्ताओं द्वारा विनिवेश की देखभाल:

कलैन्डर वर्ष 2010 के अन्त तक भारत में पंजीकृत बीमा कम्पनियों की स्थिति इस प्रकार थी:

व्यवसाय का प्रकार	सार्व. क्षेत्र	निजी क्षेत्र	कुल
जीवन बीमा	1	23	24
सामान्य बीमा	6	18	24
पुनर्बीमा	1	0	1
<b>कुल</b>	<b>8</b>	<b>41</b>	<b>49</b>

बीमा विनियामक ने विनिवेश के लिए एकनियामक ढाँचा तैयार किया है, जिसे सभी जीवन और गैर जीवन बीमाकर्ताओं के साथ पुनर्बीमाकर्ताओं के द्वारा भी प्रयोग में लाया जाएगा। जीवन बीमा खण्ड में विनिवेश प्रक्रिया के लिए नियम हैं जोकि जीवन निधि, पेंशन, सामान्य वार्षिकता और समूह निधी तथा यूलिप निधि के साथ संयुक्त होना है। प्राधिकरण के द्वारा विनिवेश नियमावली में विनिवेश के लिए प्रस्तावित नियमों के संगत सभी बीमाकर्ताओं को कार्य करना है। जीवन और गैर जीवन बीमाकर्ताओं के द्वारा विनिवेश का वर्णन इस प्रकार है:

(करोड़ रु. में)

बीमाकर्ता	जीवन बीमा		सामान्य बीमा		कुल बीमा	
	2009	2010	2009	2010	2009	2010
सार्वजनिक	799593	985028	47782	51678	847375	1036715
निजी	116772	220127	111111	14685	127883	234811
कुल	916365	1205155	58893	66372	975258	1271527

### बीमा क्षेत्र का कुल विनिवेश:

वर्ष 2009-10 में बीमा क्षेत्र का कुल विनिवेश संगठित रूप से 2008-09 के 18.61 से बढ़ कर 30.38% होकर 1271527 करोड़ रुपए हो गया। जीवन बीमा सतत रूप से बीमा उद्योग द्वारा किए गए विनिवेश का सबसे बड़ा भागीदार रहा है। जिसका दर कुल विनिवेश का 95% है जो वर्ष 2008-09 में 93.96% था। उसी प्रकार से सार्वजनिक क्षेत्र की कम्पनियों का कुल विनिवेश में योगदान 82% रहा है। यद्यपि निजी क्षेत्र के संचालन में स्थायित्व आने के साथ उनके विनिवेश की प्रक्रिया हाल के वर्षों में तीव्र गति से बढ़ी है। ऐतिहासिक रूप से बीमा कंपनियों की लाभार्जन क्षमता विनिवेश आय से ही संतुलित है अन्यथा अधिकांश बीमा कम्पनियां, विशेषतया सार्वजनिक क्षेत्र की कम्पनियां सदैव अभिगोपन हानि अर्जित करती रहीं हैं। अभिगोपन हानियों का प्रमुख कारण दर प्रतियस्पर्धा तथा बीमा बाजार में बड़ा हिस्सा

हथियाना रहा है। किन्तु विनिवेश आय ने न केवल उनकी अभिगोपन हानियों का समायोजन किया है बल्कि शुद्ध आय भी दर्ज की है।

### जीवन बीमाकर्ताओं द्वारा विनिवेश:

31 मार्च 2009 की तुलना में 31 मार्च 2010 में जीवन बीमा कम्पनियों के विनिवेश के आधार समान रहे और यह बात बीमा विनियामक द्वारा प्रस्तावित नियमों के अनुकूल रही। जीवन बीमाकर्ताओं द्वारा विनिवेश के लिए विभिन्न उपलब्ध स्रोतों को मुख्य रूप से निधियों जैसे कि (1) पारम्परिक निधि और (2) यूलिप निधि में बाँट दिया गया है। जीवन बीमाकर्ताओं द्वारा विनिवेश की गई कुल निधि 31 मार्च 2010 तक 12.5155 करोड़ रुपए थी जिसका ब्यौरा इस प्रकार है :

(करोड़ रु. में)

विनिवेश स्रोत	2009		2010	
	राशि	प्रतिशत	राशि	प्रतिशत
<b>I. पारम्परिक उत्पाद</b>				
1. केन्द्र सरकार की प्रतिभूति	316010	42.50	361520	41.39
2. राज्य सरकार और अन्य स्वीकृत प्रतिभूतियां	107190	14.41	136998	15.68
3. हाउसिंग और आधारभूत संरचना	66673	8.97	72439	8.29
4. स्वीकृत विनिवेश	202469	27.23	245987	28.16
5. अन्य विनिवेश	51260	6.89	56592	6.48
<b>कुल (1+2+3+4+5)</b>	<b>743602</b>	<b>100.00</b>	<b>873536</b>	<b>100.00</b>
<b>II. यूलिप निधि</b>				
6. स्वीकृत विनिवेश	151490	87.69	293114	88.39
7. अन्य विनिवेश	21273	12.31	38505	11.61
<b>कुल (6+7)</b>	<b>172763</b>	<b>100.00</b>	<b>331619</b>	<b>100.00</b>
<b>कुल योग (I+II)</b>	<b>916365</b>		<b>1205155</b>	

ऐतिहासिक रूप से बीमा कंपनियों की लाभार्जन क्षमता विनिवेश आय से ही संतुलित है अन्यथा अधिकांश बीमा कम्पनियां, विशेषतया सार्वजनिक क्षेत्र की कम्पनियां सदैव अभिगोपन हानि अर्जित करती रहीं हैं।

वैश्विक अनुभव के आधार पर यह एक सर्वस्वीकृत तथ्य है कि बीमा एक पूंजी प्रधान व्यापार है।

जीवन बीमा के क्षेत्र में पारम्परिक उत्पादों के तहत निधियों के विभाजन के आधार पर, जीवन निधी पेंशन और सामान्य

वार्षिकता निधि तथा यूनिट लिंकड निधि का विभाजन इस प्रकार रहा:

(करोड़ रु. में)

बीमाकर्ता	जीवन निधि	पेंशन और वार्षिकता निधि	यूनिट लिंकड निधि	कुल निधि 2010	कुल निधि 2009
प्रतिशत	61%	12%	27%	100%	100%
एल आई सी	699475	130885	154668	985028	799593
निजी	33137	10038	176951	20127	1167722
कुल	732613	140923	331619	1205155	916365

गैर जीवन बीमाकर्ताओं द्वारा किया गया विनिवेश:

भारतीय सामान्य बीमा कम्पनियों द्वारा विनिवेश का तरीका विनिवेश नियमों के अनुकूल था। इन गैर जीवन बीमाकर्ताओं द्वारा किया गया विनिवेश बीमा उद्योग द्वारा किए गए विनिवेश का

मात्र 5% था। इस क्षेत्र द्वारा किया गया कुल विनिवेश 31.03.2010 को 66372 करोड़ रुपए था जिसका ब्यौरा इस प्रकार है।

(करोड़ रु. में)

विनिवेश का तरीका	2009 वर्ष		2010 वर्ष	
	कुल	% निधि	कुल	% निधि
केन्द्र सरकार की प्रतिभूतिया	14591	24.78	16038	24.16
राज्य सरकार और अन्य स्वीकृत	6077	10.32	6971	10.50
हाउसिंग और ऋण	4244	7.21	4790	7.22
आधारभूत संरचना में निवेश	8980	15.25	10373	15.63
स्वीकृत विनिवेश	21031	35.71	24256	36.55
अन्य विनिवेश	3971	6.74	3944	5.94
कुल	58893	100.00	66372	100.00

\* इसमें विशिष्ट कम्पनियों को शामिल नहीं किया गया है।

वर्ष 2009-10 के दौरान सभी जीवन और आम बीमा कम्पनियों को विनिवेश नियमावली में वर्णित विनिवेश के तरीके की शर्तों से शिकायत थी। सभी बीमाकर्ताओं जिसमें जीवन व गैर जीवन बीमा कम्पनियां शामिल हैं, ने अपने जोखिम प्रबन्धन तन्त्र का आडिट किया और वाध्य स्वतन्त्र आडिट फर्म द्वारा अपने विनिवेश के कार्यों का समानान्तर आडिट करवाया। वर्ष 2009-10 से यह प्रक्रिया सभी बीमाकर्ताओं के लिए वैधानिक रूप से प्रभावी कर दी गई है।

**भारतीय साधारण बीमा निगम द्वारा विनिवेश**

हालांकि भारतीय साधारण बीमा निगम केन्द्रीय सरकार की प्रत्याभूतियों में न्यूनतम वैधानिक विनिवेश की शर्त को पूरा करने में असफल रहा है किन्तु निगम का कुल विनिवेश रु. 33573.93

करोड़ रु. है जोंकि वर्ष 2008-09 के 20994.71 करोड़ से 59.91% अधिक है। यद्यपि विनिवेश की शर्त को पूरा न करने पर निगम पर 5 लाख रु. का जुर्माना लगाया गया। निगम की विनिवेश आय वर्ष 2009-10 में 1211.17 करोड़ रु. है यही आय 2008-09 में 1136.86 करोड़ रु. थी। निगम का लाभांश सत्र 2009-10 में 82% था तथा कर पश्चात शुद्ध लाभ 1774 करोड़ रुपए। भारतीय साधारण बीमा निगम आज 3.71% शोधन मार्जिन के साथ कुल 9027 करोड़ रु. की सम्पत्तियों का मालिक है तथा विश्व का 16वाँ सब से बड़ा पुनर्बीमाकर्ता है।

**विनिवेश की आवश्यकता:**

वैश्विक अनुभव के आधार पर यह एक सर्वस्वीकृत तथ्य है कि बीमा एक पूंजी प्रधान व्यापार है। आर्थिक पूंजी किसी भी बीमा



कम्पनी की पूँजी आवश्यकता के उच्चतम स्तर को प्रतिविश्वित करती है। पूँजी प्रधान व्यापार में, पूँजी का निर्धारण बीमा कम्पनियों के बीमा जोखिम, बाजार जोखिम, परिचालन जोखिम, ऋण जोखिम आदि जरूरतों से पृथक् रूप से निपटने के संदर्भ में किया जाता है। यह मत है कि भारत में बीमा उद्योग को कुछ हद तक समेकन का सामना करना पड़ सकता है जिसके लिए अभी प्रस्ताव विचाराधीन है क्योंकि पालिसीधारकों के हितों की पूरी सुरक्षित होना आवश्यक है। विनिवेश आय मूलतः ब्याज या लाभांश के रूप में होती है। बीमा कम्पनियों के पास अपार धनराशि होती है। यह राशि संग्रहण इसलिए होता है क्योंकि

पालिसी जारी होने से समाप्त होने तक कभी भी दावे की संभावना को नकारा नहीं जा सकता। अतः इस संग्रहित राशि को उचित माध्यम से विनिवेश कर उस पर लाभ या ब्याज कमाया जा सकता है। इसका विनियोजन बीमा अधिनियम 1938 की धारा 27-ए के तहत किया जाता है।

#### निवेश पर विनियमन:

बीमा विनियामक और विकास प्राधिकरण (निवेश) (चतुर्थ संशोधन) विनियम 2008 के तहत सभी प्रकार की बीमा कम्पनियों को अपनी धनराशि विभागानुसार निवेशित करनी होती है:

निवेश का प्रकार	साधारण बीमा कंपनी	जीवन बीमा कंपनी	वार्षिकी / पैंशन
	निवेश सम्पत्ति	निवेश सम्पत्ति	निवेश सम्पत्ति
I. सरकारी प्रतिभूति	20%	25%	20%
II. सरकारी प्रतिभूति अथवा अन्य मान्यता प्राप्त प्रतिभूतियां	30%	25%	40%
III. धारा 27 वं-आवास बैंक व हुडकों के बाँड तथा डिबैन्चर	5%	35%	60% बाद
IV. टांचागत क्षेत्र में निवेश (अभिदान, इक्विटी, डिबैन्चर)	10%	15%	-

इसके अतिरिक्त सभी पुनर्बीमाकर्ताओं जो भारत में पुनर्बीमा करते हैं, निवेश करेंगे तथा सदा निवेश में रहेंगे। विनियमन यह भी उपबन्धित करता है कि सभी बीमाकर्ताओं को एक निवेश समिति बनानी होती जिसमें बीमाकर्ता के कम से कम दो कार्यकारी निदेशक, मुख्य कार्यपालन अधिकारी, वित्ती प्रधान, निवेश प्रधान शामिल होंगे। इस प्रकार विनियमन सभी निवेशों को नियंत्रित करते हैं।

बीमा अधिनियम 1938 की धारा 27 क तथा ख से बिना पूर्वागृह के, सभी बीमाकर्ता अपने निवेश को सीमित करने के लिए बाध्य हैं। भारत में जीवन बीमा निगम की विनिवेश में सर्वाधिक भागीदारी है। सामान्य बीमा कम्पनियों में सार्वजनिक क्षेत्र की कम्पनियों की विनिवेश आय ही उनके शुद्ध लाभ का प्रमुख आधार है जिससे वह वर्ष दर वर्ष हो रहे अभिगोपन घाटे को समायोजित करती हैं। भारत में ईक्विटी बाजार में आई तेजी से विनिवेश आय को बड़ा सफल मिला है तथा तेजी से बढ़ती

भारतीय अर्थ व्यवस्था में भारतीय बीमाकर्ताओं ने विनिवेश के रूप में एक बड़ी राशि विनियमनों के तहत निवेशित की हुई है जो उन्हें आर्थिक रूप से भी सृष्टृण बनाती है। 31 मार्च 2010 तक बीमा क्षेत्र द्वारा भारत में किया गया कुल 1271527 करोड़ रु. का विनिवेश संगठित रूप से 30.38% है जिसका भारतीय अर्थव्यवस्था में अभूतपूर्व योगदान है। आशा के अनुरूप बीमा कम्पनियों का विनिवेश उनकी प्रति वर्ष होती प्रीमीयम वृद्धि के साथ बढ़ता रहा है तथा बीमा क्षेत्र के विस्तार के अवसरों को देखते हुए अभी बढ़ता ही रहेगा।

“ सामान्य बीमा कम्पनियों में सार्वजनिक क्षेत्र की कम्पनियों की विनिवेश आय ही उनके शुद्ध लाभ का प्रमुख आधार है जिससे वह वर्ष दर वर्ष हो रहे अभिगोपन घाटे को समायोजित करती हैं। ”

लेखक कॉर्पोरेट हेड (ट्रेनिंग), श्रीराम जनरल इश्योरेंस, 71/143, परमहंस मार्ग, मानसरोवर, जयपुर - 302020

# Report Card: General

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

(₹ in Crores)

INSURER	FEBRUARY		APRIL-FEBRUARY		GROWTH OVER THE CORRESPONDING PREVIOUS YEAR
	2010-11	2009-10*	2010-11	2009-10*	
Royal Sundaram	93.53	78.57	1028.60	820.44	25.37
Tata-AIG	91.81	76.05	1097.12	813.77	34.82
Reliance General	140.60	137.41	1514.08	1846.98	-18.02
IFFCO-Tokio	135.53	108.11	1637.21	1336.86	22.47
ICICI-Iombard	366.95	272.62	3878.30	3002.74	29.16
Bajaj Allianz	241.13	213.13	2612.89	2245.43	16.36
HDFC ERGO General	95.24	69.47	1170.42	822.59	42.28
Cholamandalam	76.17	64.07	877.33	723.85	21.20
Future Generali	48.58	34.85	556.35	342.52	62.43
Universal Sampo	25.07	20.01	259.15	155.22	66.95
Shriram General	83.28	51.52	687.48	358.20	91.93
Bharti AXA General	52.10	32.17	491.23	244.06	101.28
Raheja QBE	1.13	0.22	7.46	1.44	419.59
SBI General#	8.55	0.00	30.16	0.00	
L&T @	3.58	0.00	10.17	0.00	
New India	519.02	474.23	6367.33	5431.97	17.22
National	545.07	399.62	5381.05	4104.18	31.11
United India	492.24	384.19	5558.93	4553.20	22.09
Oriental	384.37	359.62	4743.75	4139.02	14.61
<b>PRIVATE TOTAL</b>	<b>1463.25</b>	<b>1158.20</b>	<b>15857.94</b>	<b>12714.09</b>	<b>24.73</b>
<b>PUBLIC TOTAL</b>	<b>1940.70</b>	<b>1617.66</b>	<b>22051.06</b>	<b>18228.37</b>	<b>20.97</b>
<b>GRAND TOTAL</b>	<b>3403.95</b>	<b>2775.86</b>	<b>37909.00</b>	<b>30942.46</b>	<b>22.51</b>
<b>SPECIALISED INSTITUTIONS:</b>					
<b>1. Credit Insurance</b>					
ECGC	70.73	70.56	782.63	731.71	6.96
<b>2. Health Insurance</b>					
Star Health & Allied Insurance	36.13	134.34	1211.39	921.00	31.53
Apollo MUNICH	53.08	9.43	251.34	100.18	150.89
Max BUPA \$	2.98	0.00	20.61	0.00	
<b>Health Total</b>	<b>92.19</b>	<b>143.77</b>	<b>1483.35</b>	<b>1021.18</b>	<b>45.26</b>
<b>3. Agriculture Insurance</b>					
AIC	387.87	162.15	1774.07	1421.54	24.80

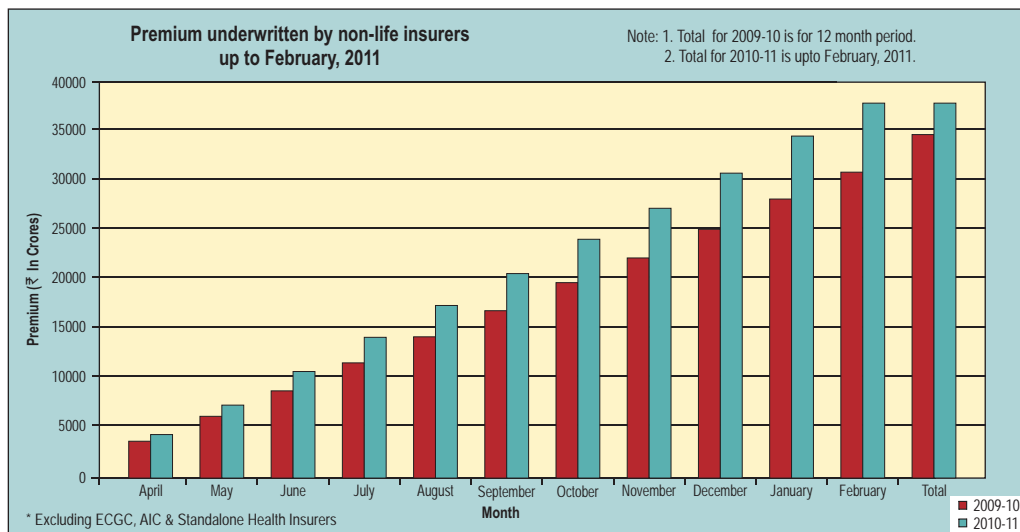
Note: Compiled on the basis of data submitted by the Insurance companies

@ Commenced operations in October, 2010

\$ Commenced operations in March, 2010

# Commenced operations in April, 2010

\* Figures revised by insurance companies



# **Statistical Supplement**

(Monthly - January, 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	3490.06	22807.83	32824	301998	105.01	1769.93	26170484.00	291713727.00
Previous year	3385.05	21037.91	30676	306370	0.53	-799.37	22574860.00	233444079.00
Marine Cargo	1089.46	6470.06	13403	138833	120.81	702.49	12910269.00	117921332.00
Previous year	968.65	5767.57	13754	136679	-19.61	-577.73	18094278.00	80742420.00
Marine Hull (Including Onshore & Offshore oil energy)	7.52	358.45	9	342	-45.12	-208.76	175098.00	2737572.00
Previous year	52.64	567.21	156	1197	-9.99	-815.83	198272.00	2791068.00
Marine (Total)	1096.98	6828.51	13412	139175	75.69	493.73	13085367.00	120658904.00
Previous year (Total)	1021.29	6334.78	13910	137876	-29.60	-1393.57	18292550.00	83533488.00
Aviation	154.18	2248.36	36	264	5.32	-554.50	4636453.00	34408061.00
Previous year	148.87	2802.87	24	243	19.94	-55.16	3071838.00	24629421.00
Engineering	1075.50	8723.01	1636	13818	79.85	458.02	9459448.00	141954838.00
Previous year	995.64	8264.99	1422	13732	-246.56	-990.21	10623672.00	95835084.00
Motor Own Damage	11296.20	106062.45	328098	2922131	2369.59	22622.47	766885.00	7413351.00
Previous year	8926.61	83439.99	333811	3026823	1900.28	2399.40	703220.00	6271113.00
Motor Third party	3342.19	34020.32	332394	3303078	67.70	2238.95		
Previous year	3274.48	31781.37	335110	3095908	147.33	-2414.87		
Motor (Total)	14638.38	140082.77	332394	3303078	2437.29	24861.42	766885.00	7413351.00
Previous year (Total)	12201.10	115221.35	335110	3095908	2047.61	-15.47	703220.00	6271113.00
Workmen's compensation / Employer's liability	272.49	2128.94	1751	16446	95.29	659.74	48810.00	308475.00
Previous year	177.20	1469.20	1512	15036	39.42	-546.18	22457.00	247014.00
Public Liability	6.22	50.62	13	118	-0.94	0.64	13521.00	133282.00
Previous year	7.16	49.98	15	134	0.85	-597.80	15849.00	142376.00
Product Liability	214.41	1077.71	82	459	3.76	202.89	91647.00	554645.00
Previous year	210.64	874.82	57	446	-150.97	-788.39	151022.00	686454.00
Other Liability Covers	573.94	5446.21	357	2875	53.63	1645.79	302729.00	2177281.00
Previous year	520.31	3800.42	341	2905	-7.73	-338.45	342713.00	2159179.00
Liability (Total)	1067.06	8703.47	2203	19898	151.76	2509.06	456707.00	3173683.00
Previous year (Total)	915.30	6194.41	1925	18521	-118.43	-2270.83	532041.00	3235023.00
Personal Accident	587.45	4544.23	7139	75298	149.17	38.29	1935229.00	35029027.00
Previous year	438.28	4505.95	7871	75419	-881.67	-1900.28	1521853.00	23076828.00
Medical Insurance	3341.52	22541.39	66992	771220	1173.25	2488.12	2521307.00	23207226.00
Previous year	2168.26	20053.27	63417	974393	-3708.82	-6319.15	3202193.00	32172583.00
Overseas Medical Insurance	364.65	4759.37	31943	430706	63.27	297.08	47105.00	1165219.00
Previous year	301.38	4462.29	33980	349862	-54.34	-689.34	44266.00	1521994.00
Health (Total)	3706.16	27300.76	98935	1201926	1236.52	2785.20	2568412.00	24372445.00
Previous year (Total)	2469.64	24515.56	97397	1324255	-3763.16	-7008.49	3246459.00	33694577.00
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	-598.96	0.00	0.00
Credit Guarantee	93.20	1627.35	21	211	-81.16	66.07	371805.00	3307912.00
Previous year	174.37	1561.28	24	233	58.03	-122.42	362933.00	5341350.00
All Other Miscellaneous	1824.59	14309.12	43421	497436	388.97	1518.24	4698393.00	75105107.00
Previous year	1435.62	12790.87	39719	449226	4389.77	3120.35	3124214.00	80774303.00
Grand Total	27733.57	237175.42	532021	5553102	4548.41	33945.46	64149183.00	737137055.00
Previous year (Total)	23185.16	203229.97	528078	5421783	1476.47	-12034.39	64053640.00	589835266.00

\* Wherever applicable

## FOR AND UP TO THE MONTH OF JANUARY, 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
-402.47	1040.93	-9689	25497	0.00	0.00	0.00	0.00		
388.87	1805.67	7089	52535	0.00	0.00	0.00	0.00		
43.39	210.04	324	6157	0.00	0.00	0.00	0.00		
38.65	321.51	578	5250	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		
43.39	210.04	324	6157	0.00	0.00	0	0	0	0
38.65	321.51	578	5250	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		
66.74	1172.94	157	2065	0.00	0.00	0.00	0.00		
126.55	939.19	257	1238	0.00	0.00	0.00	0.00		
50.83	889.73	1779	26905	0.00	0.00	0.00	0.00		
101.43	1356.50	2966	46276	0.00	0.00	0.00	0.00		
999.50	11606.18	324896	618839	0.00	0.00	0.00	0.00		
1031.09	10196.65	33401	284571	0.00	0.00	0.00	0.00		
1050.34	12495.90	324896	618839	0.00	0.00	0	0	0	0
1132.52	11553.15	33401	284571	0.00	0.00	0	0	0	0
65.19	359.18	224	2916	0.00	0.00	0.00	0.00		
22.35	203.26	285	2680	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.21	0.83	6	8	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		
612.22	887.43	13636	15297	0.00	0.00	0.00	0.00		
3.57	50.34	7	97	0.00	0.00	0.00	0.00		
677.41	1246.61	13860	18213	0.00	0.00	0	0	0	0
26.13	254.43	298	2785	0.00	0.00	0	0	0	0
194.66	779.93	19817	43694	3.09	21.46	10205.00	72615.00		
43.47	512.91	3835	15875	1.56	11.94	7800.00	49451.00		
202.69	864.43	5639	20901	0.00	0.00	0.00	0.00	98344.00	774689.00
100.05	474.29	2273	11479	0.00	0.00	0.00	0.00	75803.00	741582.00
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
202.69	864.43	5639	20901	0.00	0.00	0	0	98344	774689
100.05	474.29	2273	11479	0.00	0.00	0	0	75803	741582
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		
914.78	3065.18	-6245	93322	0.00	0.00	0.00	0.00		
267.43	3175.76	8868	117432	0.00	0.00	0.00	0.00		
2747.53	20875.96	348759	828688	3.09	21.46	10205	72615	98344	774689
2123.67	19036.91	56599	491165	1.56	11.94	7800	49451	75803	741582

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	613.10	3407.55	1354	14505	613.10	2794.45	13677628.33	90818520.77
Previous year	155.73	2210.14	959	12954	155.73	2054.41	218.62	4007520.91
Marine Cargo	160.64	986.51	261	2037	160.64	825.87	5669408.73	35378513.64
Previous year	75.09	417.77	162	1329	75.09	377.69	200.50	1491465.23
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	160.64	986.51	261	2037	160.64	825.87	5669408.73	35378513.64
Previous year (Total)	75.09	417.77	162	1329	75.09	377.69	200.50	1491465.23
Aviation								
Previous year								
Engineering	372.90	1205.25	191	1445	372.90	832.35	12305946.52	67078787.03
Previous year	147.53	1099.68	167	1706	147.53	952.16	494.40	3250508.01
Motor Own Damage	3574.01	25058.96	56082	426513	3574.01	21484.94	3239740.14	18004286.09
Previous year	1668.33	9460.28	27441	122578	1668.33	7791.95	3286.77	600087.15
Motor Third party	970.86	7245.68	56082	426513	970.86	6274.82		
Previous year	504.34	2909.19	27441	150019	504.34	2455.81		
Motor (Total)	4544.87	32304.64	56082	426513	4544.87	27759.77	3239740.14	18004286.09
Previous year (Total)	2172.67	12369.47	27441	150019	2172.67	10247.75	3286.77	600087.15
Workmen's compensation / Employer's liability	22.79	109	38	644	22.79	86.09	45195	272937
Previous year	24	168	171	1319	24.19	136.43	33	15540
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers	9	87	8	114	9.08	77.57	78501	466747
Previous year	46	89	38	117	45.75	43.29	52	29882
Liability (Total)	31.87	195.53	46	758	31.87	163.66	123695.80	739684.12
Previous year (Total)	69.94	257.00	209	1436	69.94	179.72	84.69	45422.81
Personal Accident	135.09	1256.43	1702	15791	135.09	1121.34	17923578.31	122585087.32
Previous year	700.57	1528.42	791	6019	700.57	827.86	1699.05	8870887.70
Medical Insurance	630.79	4156.49	1828	16609	630.79	3525.70	85633.33	451358.42
Previous year	825.31	3084.15	1142	6848	825.31	2978.58	5897.31	23679.93
Overseas Medical Insurance								
Previous year								
Health (Total)	630.79	4156.49	1828	16609	630.79	3525.70	85633.33	451358.42
Previous year (Total)	825.31	3084.15	1142	6848	825.31	2978.58	5897.31	23679.93
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	54.26	400.57	1195	11891	54.26	346.30	988988.38	6904590.55
Previous year	30.11	222.01	855	10233	30.11	191.89	66.99	526881.61
Grand Total	6543.53	43912.95	62659	489549	6543.53	37369.42	54014619.54	341960827.95
Previous year (Total)	4176.95	21188.65	31726	190544	4176.95	17810.06	11948.33	18816453.35

\* Wherever applicable

## FOR AND UP TO THE MONTH OF JANUARY, 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
8.71	23.87	1087	3652						
	13.57		3153						
0.02	0.10	3	7						
			1						
0.02	0.10	3	7	0.00	0.00	0	0	0	0
0.00	0.00	0	1	0.00	0.00	0	0	0	0
0.09	3.63	2	6						
	0.13		2						
114.96	540.40	2198	12267						
15.80	39.29	478	1469						
	11.64								
4.57	13.26		0						
114.96	552.04	2198	12267	0.00	0.00	0	0	0	0
20.36	52.55	478	1469	0.00	0.00	0	0	0	0
	2		6						
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	2.01	0	6	0.00	0.00	0	0	0	0
20.22	71.53	79	360						
0.64	283.57	24	156						
11.70	27.99	42	171	0.00	0.00	0	0		
0.93	1190.04	2	37		586.25		1400000		
11.70	27.99	42	171	0.00	0.00	0	0	0	0
0.93	1190.04	2	37	0.00	586.25	0	1400000	0	0
4.64	14.26	885	2829						
	9.94		2560						
160.34	693.42	4296	19292	0.00	0.00	0	0	0	0
21.93	1551.80	504	7384	0.00	586.25	0	1400000	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	500.68	4,863.09	6,114	64,152	187.63	610.89	887,542	13,866,923
Previous year	313.06	4,252.20	1,036	14,628	41.58	(895.39)	1,680,556	16,202,468
Marine Cargo	616.62	3,760.29	680	7,146	106.69	194.32	1,171,920	17,509,254
Previous year	509.93	3,565.98	423	10,125	168.31	355.97	1,901,446	14,454,902
Marine Hull (Including Onshore & Offshore oil energy)	-	1.09	-	-	(0.93)	(93.81)	-	104
Previous year	0.93	94.90	-	49	(4.67)	(28.03)	-	20,299
Marine (Total)	616.62	3,761.38	680	7,146	105.75	100.51	1,171,920	17,509,358
Previous year (Total)	510.87	3,660.88	423	10,174	163.64	327.94	1,901,446	14,475,201
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	114.14	1,920.82	632	6,345	(25.58)	(13.29)	195,820	2,765,924
Previous year	139.73	1,934.11	66	3,409	(158.05)	(298.49)	824,920	5,372,156
Motor Own Damage	4,024.66	34,423.89	65,073	584,552	1,176.51	8,204.21	251,045	2,153,598
Previous year	2,848.14	26,219.68	48,238	444,338	388.54	10,472.61	174,735	1,598,394
Motor Third party	1,766.22	15,106.89	-	-	602.89	4,397.44	-	-
Previous year	1,163.33	10,709.45	-	-	452.00	(533.79)	-	-
Motor (Total)	5,790.87	49,530.78	65,073	584,552	1,779.40	12,601.65	251,045	2,153,598
Previous year (Total)	4,011.47	36,929.12	48,238	444,338	840.53	9,938.81	174,735	1,598,394
Workmen's compensation / Employer's liability	65.82	425.26	60	980	18.32	38.98	51,180	173,409
Previous year	47.50	386.28	150	857	9.34	(43.24)	7,635	58,624
Public Liability	(0.55)	534.32	75	3,321	(23.14)	(195.79)	19,205	256,743
Previous year	22.59	730.11	125	3,286	(15.82)	(17.14)	15,891	231,883
Product Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Other Liability Covers	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Liability (Total)	65.28	959.58	135	4,301	(4.82)	(156.81)	70,385	430,152
Previous year (Total)	70.09	1,116.39	125	4,143	(6.48)	(60.38)	23,526	290,507
Personal Accident	175.83	2,676.66	789	18,531	(26.11)	265.05	215,877	3,079,159
Previous year	201.94	2,411.61	2,209	19,503	(544.71)	(250.20)	778,994	5,094,711
Medical Insurance	784.61	13,915.17	118	19,518	1.62	930.31	61,667	824,367
Previous year	782.99	12,984.86	2,311	23,700	(229.11)	(816.37)	41,220	880,077
Overseas Medical Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Health (Total)	784.61	13,915.17	118	19,518	1.62	930.31	61,667	824,367
Previous year (Total)	782.99	12,984.86	2,311	23,700	(229.11)	(816.37)	41,220	880,077
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	237.38	2,489.00	6,957	73,942	72.57	(199.94)	823,554	5,117,208
Previous year	164.81	2,688.94	3,906	155,155	(116.30)	(764.89)	305,506	3,941,436
Grand Total	8,285.42	80,116.48	80,498	778,487	2,090.47	14,138.37	3,677,810	45,746,691
Previous year (Total)	6,194.96	65,978.11	58,314	675,050	(8.90)	7,181.05	5,730,902	47,854,951

\* Wherever applicable



## FOR AND UP TO THE MONTH OF JANUARY, 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
0.36	0.36			26.00	918.39				
-	0.27		2	127.88	1,293.88	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			15.00	15.00	-	-		
-	-			38.10	342.62	-	-		
751.63	2,096.00	4037	33295	-	-	-	-		
156.25	1,519.52	2266	22396	-	-	-	-		
				-	-	-	-		
				-	-	-	-		
751.63	2,096.00	4037	33295	-	-	-	-		
156.25	1,519.52	2266	22396	-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
290.00	8,570.86					198,990	5,365,152		
274.10	2,797.30	4	11						
-	-			-	-	-	-		
-	-			-	-	-	-		
290.00	8,570.86			-	-	198,990	5,365,152	-	-
274.10	2,797.30	4	11			-	-	-	-
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
20.10	128.60	1463	9382	81.00	81.00	-	-		
-	0.43		3	63.84	465.05	-	-		
1,062.08	10,795.82	5500	42677	122.00	1,014.39	198,990	5,365,152	-	-
430.35	4,317.52	2270	22412	229.82	2,101.55	-	-	-	-

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	631.59	5978.24	944	9347	28.28	2716.48	929191.73	4333923.24
Previous year	603.31	3261.77	479	4834	340.32	1831.52	1560973.66	3754194.93
Marine Cargo	313.94	2645.50	2748	40429	138.39	1357.53	783388.28	4707986.40
Previous year	175.55	1287.97	1924	17119	53.56	743.82	613720.41	2834430.14
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)	313.94	2645.50	2748	40429	138.39	1357.53	783388.28	4707986.40
Previous year (Total)	175.55	1287.97	1924	17119	53.56	743.82	613720.41	2834430.14
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	212.08	2010.95	380	3062	30.40	770.84	76107.13	829431.30
Previous year	181.68	1240.12	189	1599	134.26	296.14	139816.28	587370.34
Motor Own Damage	2020.35	18526.48	36175	379447	584.84	7036.16	184744.72	1257944.00
Previous year	1435.51	11490.32	36470	321141	755.84	5100.01	131895.84	868250.25
Motor Third party	736.89	7017.23	13	167	176.54	2471.55		
Previous year	560.35	4545.68	13	4026	294.93	1695.17		
Motor (Total)	2757.24	25543.71	36175	379447	761.38	9507.71	184744.72	1257944.00
Previous year (Total)	1995.86	16036.00	36470	321141	1050.77	6795.18	131895.84	868250.25
Workmen's compensation / Employer's liability	44.04	483.65	301	3074	17.61	236.83	3560.11	43004.42
Previous year	26.44	246.82	225	1865	16.69	158.84	3479.85	19415.50
Public Liability	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	-3.20	-7.32	0.00	0.00
Product Liability	153.63	679.47	96	782	26.18	177.23	32696.62	129566.94
Previous year	127.45	502.24	76	589	83.95	196.52	15756.25	67782.73
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)	197.67	1163.12	397	3856	43.79	414.06	36256.73	172571.35
Previous year (Total)	153.88	749.06	301	2454	97.44	348.04	19236.10	87198.23
Personal Accident	271.77	2387.17	3717	33258	83.37	1231.57	570342.44	6506834.16
Previous year	188.40	1155.60	1480	11623	78.36	274.32	532142.34	2303932.42
Medical Insurance	2041.49	8678.96	1325	10041	-53.12	3016.56	55651.58	94245.35
Previous year	2094.60	5662.40	679	6170	1197.16	2063.59	8069.15	44133.20
Overseas Medical Insurance	48.82	718.99	3033	45456	2.63	228.02	4448.10	66295.42
Previous year	46.19	490.97	2705	30379	46.19	490.97	5375.62	39252.17
Health (Total)	2090.30	9397.95	4358	55497	-50.49	3244.58	60099.68	160540.77
Previous year (Total)	2140.79	6153.36	3384	36549	1243.35	2554.56	13444.77	83385.37
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	167.47	1650.67	1928	27142	47.07	767.65	183781.54	1296546.48
Previous year	120.39	883.02	5248	29449	56.23	501.71	122695.61	725094.69
Grand Total	6642.07	50777.32	50647	552038	1082.20	20010.43	2823912.26	19265777.70
Previous year (Total)	5559.87	30766.89	49475	424768	3054.28	13345.29	3133925.01	11243856.38

\* Wherever applicable

## FOR AND UP TO THE MONTH OF JANUARY, 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
84.71	488.34	67	875						
31.07	86.94	23	185						
24.90	280.26	258	3018						
22.75	46.06	148	556						
	-		0						
24.90	280.26	258	3018	0.00	0.00	0	0		
22.75	46.06	148	556	0.00	0.00	0	0		
	-		0						
14.21	127.06	26	230						
5.88	29.83	15	70						
199.77	1,547.14	3638	34758						
181.97	675.16	3905	14366						
85.61	685.97		0						
77.99	289.36	1673	6157						
285.38	2233.11	3638	34758	0.00	0.00	0	0		
259.96	964.52	5578	20523	0.00	0.00	0	0		
	-		0						
	33.00		54						
1.44	47.81	17	165						
41	63	20	104						
	-		0						
1.44	80.81	17	219	0.00	0.00	0	0		
41.25	63.14	20	104	0.00	0.00	0	0		
26.41	72.31	197	1722		5.20		95367		
					43.31		811726		
11.98	90.20	58	531					19317	216463
7.95	273.95	150	599						
2.08	24.14	160	1521						
14.06	114.34	218	2052	0.00	0.00	0	0	19317	216463
7.95	273.95	150	599	0.00	0.00	0	0	0	0
	-		0						
	-		0						
33.95	323.91	416	16523						
41.83	271.78	4769	25217						
485.06	3720.14	4837	59397	0.00	5.20	0	95367	19317	216463
410.69	1736.22	10703	47254	0.00	43.31	0	811726	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	1,972.45	16,439.56	2,815	26,909	1,427.51	8,049.56	3,001,191	32,565,765
Previous year	544.93	8,390.00	1,326	7,081	222.31	5,021.45	962,270	18,802,128
Marine Cargo	496.24	2,592.04	167	1,515	294.66	1,455.36	1,380,608	13,171,323
Previous year	201.58	1,136.67	116	918	121.20	653.58	464,760	4,004,230
Marine Hull (Including Onshore & Offshore oil energy)	372.43	1,565.65	58	426	135.91	471.83	100,233	3,356,273
Previous year	236.52	1,093.82	21	161	233.72	922.01	286,678	359,563
Marine (Total)	868.67	4,157.68	225	1,941	430.57	1,927.20	1,480,842	16,527,596
Previous year (Total)	438.11	2,230.49	137	1,079	354.92	1,575.58	751,437	4,363,792
Aviation	277.41	3,254.84	1	25	(312.11)	1,508.79	6,000	1,376,564
Previous year	589.52	1,746.05	-	9	542.68	1,640.70	-	694,056
Engineering	509.17	4,580.46	316	2,559	207.46	2,345.06	551,149	4,761,115
Previous year	301.71	2,235.40	255	1,336	178.87	1,329.55	575,177	2,847,297
Motor Own Damage	2,870.33	23,648.10	48,767	380,775	1,033.73	8,543.14	196,164	1,580,920
Previous year	1,836.60	15,104.96	31,605	268,493	637.11	5,188.84	121,106	964,483
Motor Third party	1,090.80	8,969.64	71,472	517,884	292.10	2,158.58		
Previous year	798.70	6,811.07	41,935	355,755	323.20	4,497.45		
Motor (Total)	3,961.14	32,617.74	71,472	517,884	1,325.84	10,701.72	196,164	1,580,920
Previous year (Total)	2,635.30	21,916.03	41,935	355,755	960.32	9,686.28	121,106	964,483
Workmen's compensation / Employer's liability	31.36	260.82	36	334	5.11	91.93	30,340	291,441
Previous year	26.24	168.89	19	268	18.65	110.65	14,052	133,710
Public Liability	8.58	174.18	13	135	3.90	107.72	5,509	511,108
Previous year	4.68	66.46	10	104	(0.47)	9.13	3,872	58,795
Product Liability	8.01	200.07	3	29	(10.66)	152.05	2,995	52,654
Previous year	18.67	48.02	3	16	18.67	16.92	1,882	12,459
Other Liability Covers	394.32	6,212.42	116	904	45.65	245.01	92,390	1,384,729
Previous year	348.67	5,967.41	76	685	197.25	3,178.35	68,489	1,180,132
Liability (Total)	442.26	6,847.48	168	1,402	44.00	596.71	131,234	2,239,932
Previous year (Total)	398.27	6,250.77	108	1,073	234.10	3,315.04	88,295	1,385,095
Personal Accident	1,069.23	10,503.97	101,068	800,667	341.87	5,471.48	489,637	2,934,515
Previous year	727.36	5,032.48	48,334	275,208	655.37	4,483.04	518,392	7,756,363
Medical Insurance	4,035.77	27,568.23	25,613	270,881	2,251.32	8,101.32	113,159	1,069,354
Previous year	1,784.45	19,466.90	17,330	87,076	1,464.48	15,809.47	144,440	950,339
Overseas Medical Insurance	70.77	684.01	445	5,095	106.82	151.65	1,364,229	10,617,225
Previous year	(36.05)	532.36	245	3,818	(91.61)	(61.72)	1,289,265	10,011,018
Health (Total)	4,106.55	28,252.24	26,058	275,976	2,358.14	8,252.97	1,477,387	11,686,579
Previous year (Total)	1,748.41	19,999.27	17,575	90,894	1,372.87	15,747.75	1,433,705	10,961,357
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	116.27	864.05	4,290	21,038	(1,507.03)	(6,647.49)	58,502	591,311
Previous year	1,623.29	7,511.54	2,979	18,440	1,123.81	5,715.45	1,866,139	6,161,298
Grand Total	13,323.14	107,518.03	206,413	1,648,401	4,316.24	32,206.00	7,392,107	74,264,298
Previous year (Total)	9,006.89	75,312.03	112,649	750,875	5,645.24	48,514.85	6,316,523	53,935,869

\* Wherever applicable

**FOR AND UP TO THE MONTH OF JANUARY, 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
60.58	803.03	214	1,850		-		-		
2.18	470.47	27	196	-	-	-	-		
33.23	253.57	16	123		-		-		
0.22	135.39	7	80	-	-	-	-		
-	0.37	-	22		-		-		
-	0.15	-	-	-	-	-	-		
33.23	253.94	16	145	-	-	-	-	-	-
0.22	135.54	7	80	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
61.84	315.97	38	307		-		-		
21.04	197.31	16	127	-	-	-	-		
275.61	2,154.46	5,582	39,428		-		-		
410.27	2,535.67	8,633	63,429	-	-	-	-		
154.50	1,118.81	9,418	63,053		-		-		
-	-	-	-	-	-	-	-		
430.11	3,273.27	9,418	63,053	-	-	-	-	-	-
410.27	2,535.67	8,633	63,429	-	-	-	-	-	-
7.44	19.19	3	22		-		-		
5.12	8.51	2	15	-	-	-	-		
0.34	36.47	1	4		-		-		
-	0.48	-	4	-	-	-	-		
1.55	27.93	1	5		-		-		
-	-	-	-	-	-	-	-		
95.94	343.86	18	52		-		-		
1.50	30.73	1	15	-	-	-	-		
105.26	427.46	23	83	-	-	-	-	-	-
6.62	39.72	3	34	-	-	-	-	-	-
96.11	881.22	15,006	99,458		-		-		
45.71	246.11	3,294	16,143	-	-	-	-		
862.30	3,840.86	1,470	13,787	-	58.13	-	53,279	95,992	1,217,979
58.15	1,925.78	517	2,369	6.04	34.38	19,292	42,642	40,650	539,700
7.25	20.58	11	122		-		-	11,184	155,237
0.92	14.08	2	188	-	-	-	-	10,685	86,635
869.54	3,861.45	1,481	13,909	-	58.13	-	53,279	107,176	1,373,216
59.07	1,939.86	519	2,557	6.04	34.38	19,292	42,642	51,335	626,335
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
4.42	55.20	424	5,773		-		-		
71.28	458.94	611	1,760	-	-	-	-		
1,661.10	9,871.52	26,620	184,578	-	58.13	-	53,279	107,176	1,373,216
616.40	6,023.61	13,110	84,326	6.04	34.38	19,292	42,642	51,335	626,335

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	1,046.65	25,495.96	2,205	20,665	(121.23)	908.81	2,820,279	47,920,551
Previous year	1,167.88	24,587.16	2,025	21,604	(1,207.14)	(3,509.39)	2,535,712	38,456,570
Marine Cargo	1,311.13	9,333.03	856	8,793	417.13	2,221.45	4,529,849	33,466,281
Previous year	893.99	7,111.58	672	7,638	(114.18)	(1,100.33)	2,901,580	25,995,870
Marine Hull (Including Onshore & Offshore oil energy)	996.30	5,517.74	16	532	373.22	(694.41)	35,477	2,796,662
Previous year	623.08	6,212.15	47	545	54.13	(6,552.44)	75,542	3,869,589
Marine (Total)	2307.43	14850.77	872	9325	790.35	1527.04	4565325.93	36262943.46
Previous year (Total)	1517.08	13323.73	719	8183	-60.04	-7652.77	2977122.03	29865458.19
Aviation	2,750.79	9,919.24	11	148	2,534.27	4,397.36	64,934	18,037,172
Previous year	216.52	5,521.88	11	154	(111.49)	573.06	139,046	21,944,920
Engineering	1,556.97	13,190.25	584	5,674	480.14	(458.44)	193,941	9,346,638
Previous year	1,076.83	13,648.70	499	5,571	(255.40)	(3,688.26)	643,784	8,231,932
Motor Own Damage	10,495.20	91,254.60	369,013	3,394,735	1,675.96	14,380.71	1,379,324	12,113,562
Previous year	8,819.24	76,873.89	286,578	2,613,786	1,493.83	3,854.75	988,614	9,439,041
Motor Third party	3,456.19	33,292.45	377,135	3,484,246	(675.54)	(1,489.71)		
Previous year	4,131.73	34,782.16	304,701	2,818,604	(266.71)	(2,221.29)		
Motor (Total)	13951.39	124547.05	377135	3484246	1000.42	12891.01	1379323.62	12113561.51
Previous year (Total)	12950.97	111656.04	304701	2818604	1227.11	1633.46	988614.42	9439041.49
Workmen's compensation / Employer's liability	225.99	1,682.05	567	4,740	108.60	701.27	41,958	244,917
Previous year	117.39	980.78	382	3,205	41.36	87.03	18,478	162,111
Public Liability	3.15	51.11	7	107	1.56	4.20	4,036	25,563
Previous year	1.59	46.91	6	107	1.59	(9.59)	3,000	97,409
Product Liability	12.07	197.75	5	51	(43.08)	(39.64)	3,380	37,717
Previous year	55.15	237.39	4	53	(32.31)	(105.63)	2,510	51,975
Other Liability Covers	3,064.70	10,317.14	146	1,395	1,427.93	1,645.49	104,806	1,568,311
Previous year	1,636.78	8,671.65	123	1,376	878.67	2,245.25	146,695	1,852,390
Liability (Total)	3305.92	12248.05	725	6293	1495.01	2311.32	154180.41	1876508.47
Previous year (Total)	1810.91	9936.73	515	4741	889.31	2217.06	170683.81	2163884.02
Personal Accident	663.03	8,153.05	39,900	288,466	81.00	1,047.25	1,330,719	18,099,982
Previous year	582.03	7,105.80	15,779	137,063	34.59	(3,223.99)	1,495,736	20,568,816
Medical Insurance	11,129.30	114,205.93	27,660	240,167	771.00	45,475.01	530,781	8,267,877
Previous year	10,358.31	68,730.92	24,717	254,039	(1,081.53)	(19,964.17)	424,534	3,184,181
Overseas Medical Insurance	346.37	5,274.57	34,143	409,921	12.80	433.73	796,513	9,684,656
Previous year	333.57	4,840.84	28,878	275,264	(113.79)	(305.08)	679,884.41	8,685,594
Health (Total)	11475.68	119480.50	61803	650088	783.80	45908.74	1327294.40	17952533.87
Previous year (Total)	10691.88	73571.76	53595	529303	-1195.32	-20269.25	1104418.83	11869774.93
Crop Insurance	-	0.00	-	-	-	0.00	-	-
Previous year	0.00	0.00	-	-	0.00	0.00	-	-
Credit Guarantee	301.67	1,949.47	9	41	(57.26)	(411.47)	41,718	81,176
Previous year	358.93	2,360.93	8	49	66.97	208.78	18,004	121,065
All Other Miscellaneous	1,407.54	21,300.99	8,564	96,631	(1,267.54)	10,001.31	2,731,473	25,010,639
Previous year	2,675.08	11,299.69	11,090	112,125	1,879.65	2,756.71	1,809,375	42,363,299
Grand Total	38767.08	351135.34	491808	4561577	5718.97	78122.92	14609188.30	186701705.77
Previous year (Total)	33048.12	273012.42	388942	3637397	1268.25	-30954.59	11882495.00	185024761.22

\* Wherever applicable

## FOR AND UP TO THE MONTH OF JANUARY, 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	8.56	-	3	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	(0.18)	-	-	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	-0.18	0	0	0.00	0.00	0	0	0	0
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.00	4.74	-	33	-	0.00	-	-		
2.10	37.72	12	270	0.00	0.00	-	-		
952.37	9,530.79	-	-	-	0.00	-	-		
1,001.55	5,843.82	-	108,669	0.00	0.00	-	-		
463.99	5,173.97	27,076	280,406	-	0.00	-	-		
641.79	3,361.69	28,621	133,183	0.00	0.00	-	-		
1416.36	14704.76	27076	280406	0.00	0.00	0	0	0	0
1643.33	9205.51	28621	133183	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	-	-		
-	777.56	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.00	777.56	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	965.32	-	8	0.00	0.00	-	-		
870.45	31,429.22	300	3,645	38.06	702.74	12,302	238,599	391,564	16,147,600
1,502.97	12,754.64	1,200	4,432	0.00	33.24	-	27,637	631,416	7,864,897
2.37	132.42	64	3,431	-	0.00	-	-	34,143	409,921
23.52	263.45	581	8,341	0.00	0.00	-	-	28,878	275,264
872.82	31561.64	364	7076	38.06	702.74	12302	238599	425707	16557521
1526.49	13018.09	1781	12773	0.00	33.24	0	27637	660294	8140161
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
2	37	31	537	-	-	-	-		
8	420	126	829	-	-	-	-		
2290.68	47085.89	27471	288052	38.06	702.74	12302	238599	425707	16557521
3179.56	23654.85	30540	147066	0.00	33.24	0	27637	660294	8140161

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	1482.39	19158.30	7236	70896	515.58	1482.39	7841727.87	101346103.75
Previous year	1188.20	17235.92	6951	70097	96.76	1188.20	6285476.55	91176850.79
Marine Cargo	835.17	7349.63	1002	9749	262.50	835.17	6060582.81	53334303.60
Previous year	552.82	5895.08	1064	9656	113.65	552.82	4011681.53	42779040.56
Marine Hull (Including Onshore & Offshore oil energy)	617.45	4345.31	71	419	558.40	617.45	4006697.07	28197003.02
Previous year	88.24	4929.11	48	331	39.96	88.24	572564.57	31985322.83
Marine (Total)	1452.62	11694.94	1073	10168	820.90	1452.62	10067279.88	81531306.62
Previous year (Total)	641.06	10824.19	1112	9987	153.61	641.06	4584246.10	74764363.39
Aviation	466.10	3657.33	55	291	-45.45	466.10	3081404.61	24178669.51
Previous year	915.97	3575.27	60	325	705.42	915.97	6055475.48	23636156.76
Engineering	1019.08	5482.28	520	4898	576.76	1019.08	84141.46	452648.49
Previous year	748.49	8014.58	551	5034	46.19	748.49	61799.40	661729.70
Motor Own Damage	5931.52	53430.21	333731	3038436	-551.59	5931.52	241379.49	2174309.48
Previous year	4501.37	39944.16	281874	2573420	58.79	4501.37	183180.52	1625503.03
Motor Third party	2547.04	23293.90	6570	50081	-120.99	2547.04		
Previous year	2058.58	18214.85	6341	48261	18.86	2058.58		
Motor (Total)	8478.56	76724.11	333731	3038436	-672.58	8478.56	241379.49	2174309.48
Previous year (Total)	6559.95	58159.01	281874	2573420	77.65	6559.95	183180.52	1625503.03
Workmen's compensation / Employer's liability	113.97	1071.40	885	8115	-24.96	113.97	7105.62	66796.61
Previous year	74	789	758	6936	-1	73.71	4595	49203
Public Liability	131.57	739.09	8	122	114.96	131.57	625670.58	3514577.00
Previous year	32	412	36	496	24	32.36	153890	1960702
Product Liability	14.10	167.09	12	128	7.31	14.10	7643.58	90582.34
Previous year	8	69	9	79	7	7.78	4216	44310
Other Liability Covers	147.46	3159.97	155	2207	42.23	147.46	142630.85	3056405.81
Previous year	214	2781	235	1495	119	214.46	207429	2689532
Liability (Total)	407.11	5137.56	1060	10572	139.55	407.11	783050.63	6728361.76
Previous year (Total)	328.30	4051.55	1038	9006	147.39	328.30	370130.03	4743746.74
Personal Accident	249.53	2342.07	5285	40599	12.04	249.53	534995.79	5021338.73
Previous year	175.38	1670.93	3315	25481	-15.51	175.38	376017.78	3582421.53
Medical Insurance	3041.64	15955.10	3359	26754	2093.45	3041.64	128346.61	673248.96
Previous year	2749.93	11721.08	4187	39608	2225.11	2749.93	116037.25	494588.18
Overseas Medical Insurance	15.98	212.04	2728	26200	-4.33	15.98	2657.99	35279.87
Previous year	16.10	201.73	2008	19653	0.99	16.10	2949.73	36964.77
Health (Total)	3057.62	16167.14	6087	52954	2089.12	3057.62	131004.60	708528.83
Previous year (Total)	2766.02	11922.80	6195	59261	2226.10	2766.02	118986.98	531552.95
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	1054.90	9803.94	8492	72348	209.67	1054.90	783201.31	7278828.51
Previous year	603.03	7420.26	15228	115294	-180.82	603.03	447714.26	5509094.44
Grand Total	17667.92	150167.67	363539	3301162	3645.59	17667.92	23548185.63	229420095.69
Previous year (Total)	13926.40	122874.51	316324	2867905	3256.78	13926.40	18483027.10	206231419.33

\* Wherever applicable



(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF JANUARY, 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
36.54	321.19	1102	9477						
2.59	291.37	261	10232						
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
5.58	144.18	9	187						
530.80	5557.44	23588	281235						
216.53	2428.96	0	0						
747.33	7986.40	23588	281235	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0	12	3	153						
0	2	0	10						
0	0	0	0						
0	2	5	184						
0.24	16.94	8	347	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
151.67	1248.99	2873	21191	8.50	65.60	169969	1287780		
1793.23	7460.33	48	552	0.00	0.26	0	636		
0.00	0.00	0	0						
1793.23	7460.33	48	552	0.00	0.26	0	636	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
67.80	1102.29	2872	22897	2.22	354.50	1278	53953		
2053.49	14920.96	31689	487032	15.56	480.43	131607	1154678		
2802.39	18280.32	30500	335886	10.72	420.36	171247	1342369	0	0
2056.08	15212.33	31950	497264	15.56	480.43	131607	1154678	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	4004.99	46814.34	48217	465792	1147.59	11578.36	16152502.53	2324191460
Previous year	2857.40	35235.98	46038	457325	4.84	9.93	6659685.74	3209519265
Marine Cargo	1226.28	13700.62	11846	129492	233.68	2463.38	3894106.73	1079801548
Previous year	992.60	11237.24	7370	80795	-20.61	-1.29	2292991.97	1041169214
Marine Hull (Including Onshore & Offshore oil energy)	1124.31	8245.93	215	2099	933.31	-705.18	1156968.37	108206553.4
Previous year	191.00	8951.11	176	2169	-69.87	66.43	69317.72	1025233583
Marine (Total)	2350.59	21946.55	12061	131591	1166.99	1758.20	5051075.10	1188008101.6
Previous year (Total)	1183.60	20188.35	7546	82964	-90.49	65.14	2362309.69	2066402797.4
Aviation	86.43	2466.67	16	234	-121.17	-1025.75	70.4	7173130.59
Previous year	207.60	3492.42	5	251	-58.37	-36.66	6711.74	8312402.99
Engineering	1579.29	17047.18	2510	26279	53.86	3832.26	2957870.98	1032966533
Previous year	1525.43	13214.92	2266	24620	-22.20	7.27	4153201.22	134471469.1
Motor Own Damage	14612.75	131222.05	412040	3797347	3257.25	28306.02	588161.83	5142607.27
Previous year	11355.50	102916.03	347010	3281665	1.71	-1.24	449556.21	4160789.81
Motor Third party	9791.20	88600.67	617493	5607716	1820.10	14827.84	588196.87	5133472.18
Previous year	7971.10	73772.83	514277	4839820	-4.94	1.29	449566.72	4156655.98
Motor (Total)	24403.95	219822.72	617493	5607716	5077.35	43133.86	1176358.70	10276079.45
Previous year (Total)	19326.60	176688.86	514277	4839820	-3.23	0.05	899122.93	8317445.79
Workmen's compensation / Employer's liability	464.56	4213.57	4128	42634	160.69	1123.14	48213.18	345436.86
Previous year	303.87	3090.43	3809	38211	-3.26	14.31	18934.17	211842.97
Public Liability	6.72	63.66	50	780	0.26	5.42	10	30580.36
Previous year	6.46	58.24	77	662	20.97	5.22	100	3433303.5
Product Liability	14.19	206.58	9	94	-34.74	-49.07	4000	173720.98
Previous year	48.93	255.65	9	85	29.03	-8.24	10450	147504.85
Other Liability Covers	206.95	1335.69	493	4519	19.98	202.80	249973.28	1000931146
Previous year	186.97	1132.89	417	3954	67.82	27.51	202235.54	3429737.32
Liability (Total)	692.42	5819.50	4680	48027	146.19	1282.29	302196.46	1001480884.6
Previous year (Total)	546.23	4537.21	4312	42912	114.57	38.79	231719.71	7222388.64
Personal Accident	956.10	10374.95	31147	303310	82.12	2775.05	2974308.23	62155288.9
Previous year	873.98	7599.90	29673	293458	5.73	27.20	2650856.47	33753348.97
Medical Insurance	14483.43	126231.68	123140	1088971	14483.43	126231.68	826397.62	225254552.6
Previous year	11507.52	83694.84	112875	983503	11507.52	83694.84	492058.4408	38554327.81
Overseas Medical Insurance	29.13	571.36	1043	18807	-3.81	0.13	0	1608.33
Previous year	32.94	571.23	1131	17961	4.01	-11.39	0	31.21
Health (Total)	14512.56	126803.03	124183	1107778	-0.41	50.48	826397.62	225256160.9
Previous year (Total)	11540.47	84266.07	114006	1001464	4.00	15.84	492058.4408	38554359.02
Crop Insurance								
Previous year								
Credit Guarantee	0.00	21.96	0	4	0.00	-9.26	0	1975
Previous year	0.00	31.22	0	6	0.00	0.00	0	5900.5
All Other Miscellaneous	4009.67	32481.09	94625	911301	1422.97	7280.02	104727804.2	397054362.8
Previous year	2586.70	25201.07	92358	931291	5.02	6.61	3096078.65	91982820.11
Grand Total	52596.00	483598.00	934932	8602032	23455.52	196836.84	134168584.20	6248563976.76
Previous year (Total)	40648.00	370456.00	810481	7674111	11467.40	83801.79	20551744.59	5598542197.03

\* Wherever applicable

## FOR AND UP TO THE MONTH OF JANUARY, 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
533.87	5193.11	8629	75572	468.62	5504.69	0	0	0	0
287.23	3462.89	6997	69207	260.41	4804.54	0	0	0	0
81.78	651.84	624	5128	113.84	929.6	0	0	0	0
67.56	558.79	400	3920	71.42	676.19	0	0	0	0
19.55	188.67	42	611	30.44	189.76	0	0	0	0
9.47	115.44	34	504	11.43	107.23	0	0	0	0
101.33	840.51	666	5739	144.28	1119.36	0	0	0	0
77.03	674.23	434	4424	82.85	783.42	0	0	0	0
0	0	0	0	0.33	3.97	0	0	0	0
0	0	0	0	0	1.59	0	0	0	0
39.03	1013.17	342	3425	121.58	1674.68	0	0	0	0
40.1	722.62	302	3832	72.7	1002.92	0	0	0	0
1235.88	10380.89	72771	634467	618.13	5338.76	0	0	0	0
888.52	7899.32	56162	502277	504.45	4596.77	0	0	0	0
1241.38	10501.92	112594	957465	584.71	5022.52	0	0	0	0
935.39	8305.61	83517	735875	482.15	4469.99	0	0	0	0
2477.26	20882.81	112594	957465	1202.84	10361.28	0	0	0	0
1823.91	16204.93	83517	735875	986.60	9066.76	0	0	0	0
67.25	477.46	771	7457	43.36	387.16	0	0	0	0
41.67	311.19	562	5404	24.5	302.93	0	0	0	0
1.58	2.66	5	53	0.05	3.05	0	0	0	0
1.21	2.61	2	27	0	3.87	0	0	0	0
0.25	6.18	1	3	0	12.72	0	0	0	0
0.47	9.75	1	4	0	10.62	0	0	0	0
83.01	102.15	22	212	107.72	200.49	0	0	0	0
80.92	106.9	13	177	104.43	177.54	0	0	0	0
152.09	588.45	799	7725	151.13	603.42	0	0	0	0
124.27	430.45	578	5612	128.93	494.96	0	0	0	0
32.98	462.68	4035	42448	43.01	850.22	18082	191205	188344	1762162
35.05	325.41	3716	37913	74.87	749.8	18230	180707	154067	1675954
671.32	7305.18	10260	102273	1137.73	15599.89	33301	309705	335308	3059600
506.38	5688.82	10188	96879	861.51	10123.9	36575	295383	337716	2800563
0.58	20.82	35	668	2.91	51	80	1434	1093	19317
1.11	15.35	50	514	3.39	60.65	112	1582	1171	18608
671.9	7326	10295	102941	1140.64	15650.88	33381	311139	336401	3078917
507.49	5704.17	10238	97393	864.9	10184.56	36687	296965	338887	2819171
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
611.49	5017.51	29218	256878	385.9	3107.63	22714	121781	71848	626813
374.44	4248.5	24842	237692	250.79	2287.09	18971	128518	67913	565392
4619.95	41324.24	166578	1452193	3658.33	38876.14	74177.00	624125.00	596593	5467892
3269.52	31773.20	130624	1191948	2722.05	29375.63	73888.00	606190.00	560867	5060517

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	9.35	98.10	4	68	9.35	98.10	10511.50	121219.80
Previous year	0.22	8.45	2	32	0.22	8.45	114.67	13733.79
Marine Cargo	1.55	5.33	6	36	1.55	5.33	758.08	5650.64
Previous year	0.11	0.96	5	28	0.11	0.96	128.55	1096.08
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0				
Previous year	0.00	0.00	0	0				
Marine (Total)	1.55	5.33	6	36	1.55	5.33	758.08	5650.64
Previous year (Total)	0.11	0.96	5	28	0.11	0.96	128.55	1096.08
Aviation	0.00	0.00	0	0				
Previous year	0.00	0.00	0	0				
Engineering	2.45	27.38	3	23	2.45	27.38	1765.82	21648.85
Previous year	0.00	0.02	0	1	0.00	0.02	0.00	2.25
Motor Own Damage	0.95	13.54	5	138	0.95	13.54	80.00	1936.84
Previous year	0.00	11.47	0	117	0.00	11.47	0.00	1760.64
Motor Third party	0.49	2.23	37	80	0.49	2.23		
Previous year	0.00	1.95	0	37	0.00	1.95		
Motor (Total)	1.44	15.77	37	138	1.44	15.77	80.00	1936.84
Previous year (Total)	0.00	13.42	0	117	0.00	13.42	0.00	1760.64
Workmen's compensation / Employer's liability	0.00	3.51	0	3	0.00	3.51	0.00	625.00
Previous year	0.00	1.60	0	4	0.00	1.60	0	0
Public Liability	0.00	2.16	0	3	0.00	2.16	0.00	2500
Previous year	0.00	1.54	0	2	0.00	1.54	0	1000
Product Liability								
Previous year								
Other Liability Covers	46.84	444.04	13	84	46.84	444.04	11262	163162
Previous year	3.24	86.69	4	19	3.24	86.69	-10461	36290
Liability (Total)	46.84	449.71	13	90	46.84	449.71	11262.00	166286.92
Previous year (Total)	3.24	89.82	4	25	3.24	89.82	-10461.00	37289.86
Personal Accident	0.06	32.82	0	20	0.06	32.82	152.50	49725.00
Previous year	0.06	8.67	0	13	0.06	8.67	0.00	9106.00
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	0.00	3.38	1	32	0.00	3.38	1.50	1879.66
Previous year		0.34	0	9	0.00	0.34	0.00	342.51
Grand Total	61.68	632.49	64	407	61.68	632.49	24531.40	368347.70
Previous year (Total)	3.63	121.67	11	225	3.63	121.67	-10217.77	63331.13

\* Wherever applicable

## FOR AND UP TO THE MONTH OF JANUARY, 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	27.47	0	4	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	0		
0.00	0.00	0	0	0.00	0.00	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	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.03	11.12	0	1	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		
0.03	38.59	0	5	0.00	0.00	0	0		
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	857.49	8438.74	2726	32110	124.65	-2866.18	1612136.56	12113163.64
Previous year	732.84	11304.91	2991	31508	-186.64	-110.03	619411.17	19208053.64
Marine Cargo	129.52	1994.56	2398	21176	-53.61	-458.89	267726.48	5176387.47
Previous year	183.13	2453.45	1705	19125	-50.99	-349.69	349981.53	11758093.95
Marine Hull (Including Onshore & Offshore oil energy)	97.89	1581.50	0	17	115.17	123.73	0.00	1834023.75
Previous year	-17.29	1457.77	0	113	59.10	-1416.16	-19498.34	951013.00
Marine (Total)	227.41	3576.06	2398	21193	61.56	-335.16	267726.48	7010411.22
Previous year (Total)	165.84	3911.22	1705	19238	8.10	-1765.85	330483.19	12709106.95
Aviation	0.22	4526.95	1	44	-19.16	519.54	132.77	354009.74
Previous year	19.38	4007.41	2	114	-26.97	2993.65	7988.32	4914329.29
Engineering	702.16	4165.54	326	3869	56.92	-2615.39	169483.90	4141807.82
Previous year	645.24	6780.93	338	4642	-374.12	-3075.65	382017.80	6139439.18
Motor Own Damage	7120.69	58952.82	163547	1226525	194.58	-20227.29	448875.97	3699867.19
Previous year	6926.11	79180.10	175000	1759340	-159.61	9843.06	436628.21	4845427.09
Motor Third party	3164.73	27022.57	166697	1392399	-122.48	-8806.15		
Previous year	3287.21	35828.72	182046	1854525	226.42	8016.95		
Motor (Total)	10285.42	85975.39	166697	1392399	72.10	-29033.43	448875.97	3699867.19
Previous year (Total)	10213.32	115008.82	182046	1854525	66.81	17860.01	436628.21	4845427.09
Workmen's compensation / Employer's liability	55.34	545.77	203	2254	0.61	-61.24	5306.90	52742.62
Previous year	54.73	607.01	304	3604	-1.20	-102.07	5262.76	69151.32
Public Liability	8.42	102.39	58	382	-17.31	-130.22	12270.19	183264.42
Previous year	25.73	232.62	30	387	15.39	-62.68	-507544.74	25341943.76
Product Liability	0.18	12.17	2	13	-19.30	-58.93	150.00	3575.00
Previous year	19.48	71.10	1	70	-3.92	-32.01	1265.00	9375.00
Other Liability Covers	29.71	893.20	690	5309	-43.83	55.34	12053.26	301534.05
Previous year	73.54	837.86	224	497	58.69	-345.13	15127.77	276546.52
Liability (Total)	93.65	1553.53	953	7958	-79.83	-195.06	29780.35	541116.09
Previous year (Total)	173.48	1748.59	559	4558	68.97	-541.90	-485889.21	25697016.60
Personal Accident	224.26	4012.95	3055	47884	93.27	-86.12	560401.48	10138414.93
Previous year	130.99	4099.07	3367	47737	-34.37	-890.85	404899.61	11458303.38
Medical Insurance	2679.83	18917.86	10146	165874	617.74	1212.84	58396.17	544137.59
Previous year	2062.09	17705.02	65256	387992	873.77	-7099.88	63610.18	1834584.03
Overseas Medical Insurance	227.05	3160.40	50756	583055	-1.37	376.51	1668195.26	19713274.05
Previous year	228.42	2783.89	44894	430372	0.46	197.48	1099154.62	11240291.15
Health (Total)	2906.88	22078.26	60902	748929	616.36	1589.35	1726591.43	20257411.64
Previous year (Total)	2290.52	20488.91	110150	818364	874.23	-6902.40	1162764.80	13074875.18
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	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0	0.00
All Other Miscellaneous	239.86	3020.87	4197	51810	28.72	-586.07	618539.06	6544577.43
Previous year	211.14	3606.95	5347	64421	117.11	-200.06	147380.83	4930977.18
Grand Total	15537.34	137348.28	241255	2306196	954.59	-33608.52	5433667.98	64800779.70
Previous year (Total)	14582.75	170956.80	306505	2845107	513.11	7366.93	3005684.73	102977528.48

\* Wherever applicable

## FOR AND UP TO THE MONTH OF JANUARY, 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
54.19	388.09	45	931	0.00	29.39	0.00	0.00		
25.41	706.80	69	1279	0.00	0.00	0.00	0.00		
0.06	22.26	1	82	0.00	0.00	0.00	0.00		
0.18	21.43	5	119	0.00	0.00	0.00	0.00		
0.00	0.30	0	1	0.00	0.00	0.00	0.00		
0.00	0.82	0	2	0.00	0.00	0.00	0.00		
0.06	22.56	1	83	0.00	0.00	0	0	0	0
0.18	22.25	5	121	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		
1.16	47.78	7	152	0.00	0.83	0.00	0.00		
2.99	128.71	15	193	0.00	0.00	0.00	0.00		
651.03	5416.25	10773	96046	0.00	0.00	0.00	0.00		
670.86	8578.08	14930	159859	0.00	0.00	0.00	0.00		
338.05	2652.57	253	37089	0.00	0.00	0.00	0.00		
371.07	3157.30	929	6913	0.00	0.00	0.00	0.00		
989.08	8068.82	10773	96046	0.00	0.00	0	0	0	0
1041.93	11735.38	14930	159859	0.00	0.00	0	0	0	0
0.00	11.07	0	52	0.00	0.00	0.00	0.00		
0.63	14.63	8	118	0.00	0.00	0.00	0.00		
0.00	1.09	0	3	0.00	0.00	0.00	0.00		
0.00	2.97	0	3	0.00	0.00	0.00	0.00		
0.00	0.27	0	1	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.98	0	104	0.00	0.00	0.00	0.00		
0.03	4.03	7	9	0.00	0.00	0.00	0.00		
0.00	13.41	0	160	0.00	0.00	0	0	0	0
0.66	21.63	15	130	0.00	0.00	0	0	0	0
2.47	45.16	22	3528	0.20	133.45	335.00	504038.00		
1.47	111.41	214	2100	0.46	938.96	800.00	5584250.92		
27.84	1154.83	145	2377	0.00	0.00	0.00	0.00		
9.28	2182.78	384	8332	0.00	0.00	0.00	0.00		
0.53	107.21	34	28207	0.00	0.00	0.00	0.00		
10.81	101.92	3254	22300	0.00	0.00	0.00	0.00		
28.37	1262.04	179	30584	0.00	0.00	0	0	0	0
20.09	2284.69	3638	30632	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	0.00	0	0	0	0.00	0	0.00		
0	0.00	0	0	0	0.00	0	0.00		
4.15	84.65	249	3992	4.38	66.09	96.00	6715.00		
5.03	97.65	331	4420	11.28	93.31	1627.00	35051.00		
1079.47	9932.50	11276	135476	4.58	229.76	431	510753	0	0
1097.77	15108.52	19217	198734	11.74	1032.27	2427	5619302	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	212.07	3955.36	2843	27194	-172.18	251.19	653196.17	6570048.58
Previous year	384.25	3704.17	2962	27338	-77.83	-1308.59	575114.48	5592770.63
Marine Cargo	142.90	1991.49	2386	28919	-38.63	243.43	525837.69	4667517.94
Previous year	181.53	1748.06	3115	27706	-8.09	53.83	395126.04	4125915.40
Marine Hull (Including Onshore & Offshore oil energy)	40.74	40.74	0	0	-1.00	-7.61	0.00	0.00
Previous year	41.74	48.35	0	0	-5.65	0.95	0.00	0.00
Marine (Total)	183.63	2032.23	2386	28919	-39.63	235.82	525837.69	4667517.94
Previous year (Total)	223.27	1796.40	3115	27706	-13.74	54.78	395126.04	4125915.40
Aviation							0.00	
Previous year							0.00	
Engineering	329.16	3080.59	109	1198	112.27	126.37	103717.28	1132024.84
Previous year	216.89	2954.22	121	1655	-91.50	-208.50	69678.95	966398.37
Motor Own Damage	6044.10	50238.65	84859	702374	1864.60	11959.23	312634.93	2638461.90
Previous year	4179.49	38279.42	65474	587968	447.60	4602.51	219277.14	2042369.64
Motor Third party	1519.72	12997.34	675	4642	326.31	1879.67		
Previous year	1193.41	11117.67	940	7734	139.37	2472.26		
Motor (Total)	7563.82	63235.99	84859	702374	2190.91	13838.90	312634.93	2638461.90
Previous year (Total)	5372.91	49397.09	65474	587968	586.97	7074.77	219277.14	2042369.64
Workmen's compensation / Employer's liability	15.38	197.23	48	412	-60.83	-65.40	1197.25	20717.89
Previous year	76.21	262.63	83	572	59.43	-57.05	19854.01	43359.58
Public Liability	282.76	1028.59	81	380	60.06	233.08	82464.11	211407.08
Previous year	222.70	795.51	75	343	148.56	493.80	76339.01	220896.42
Product Liability	62.81	234.09	31	71	16.52	35.82	32254.78	73137.06
Previous year	46.29	198.27	18	52	32.02	65.70	18398.75	51749.40
Other Liability Covers								
Previous year								
Liability (Total)	360.95	1459.91	160	863	15.75	203.50	115916.14	305262.04
Previous year (Total)	345.20	1256.41	176	967	240.01	502.45	114591.77	316005.40
Personal Accident	342.65	3180.96	8665	60138	-54.88	664.09	3063568.97	24071980.02
Previous year	397.53	2516.87	9014	70599	153.79	134.47	336360.62	2771233.04
Medical Insurance	1200.46	13259.47	15805	179931	113.64	3010.46	127522.04	1392863.36
Previous year	1086.82	10249.02	18521	208517	328.47	595.53	147305.74	1605118.60
Overseas Medical Insurance								
Previous year								
Health (Total)	1200.46	13259.47	15805	179931	113.64	3010.46	127522.04	1392863.36
Previous year (Total)	1086.82	10249.02	18521	208517	328.47	595.53	147305.74	1605118.60
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	383.00	3302.96	11426	457955	248.38	990.15	2723216.86	19461612.28
Previous year	134.61	2312.81	5489	32531	-16.72	1038.77	144821.18	9986835.40
Grand Total	10575.74	93507.46	126253	1458572	2414.27	19320.48	7625610.08	60239770.97
Previous year (Total)	8161.47	74186.98	104872	957281	1109.44	7883.68	2002275.91	27406646.49

\* Wherever applicable



## FOR AND UP TO THE MONTH OF JANUARY, 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
6.87	102.74	143	2947						
-40.35	105.96	-588	3502						
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		
0.60	6.80	5	31						
0.00	3.01	0	8						
1160.74	5552.35	13999	78914						
277.87	4240.02	3201	56688						
1160.74	5552.35	13999	78914	0.00	0.00	0	0		
277.87	4240.02	3201	56688	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		
13.86	518.27	2945	311935	0.31	8.96	1078.00	26105.00		
5.81	178.98	3829	17286	0.67	11.25	1806.00	37698.00		
440.83	5214.88	5834	128147	95.91	2399.32	6576.00	646495.00	40426.00	465350.00
150.14	1657.93	1543	28073	0.12	1.16	223.00	1415.00	42187.00	527611.00
440.83	5214.88	5834	128147	95.91	2399.32	6576	646495	40426	465350
150.14	1657.93	1543	28073	0.12	1.16	223	1415	42187	527611
158.86	1453.74	2334	21375	0.00	0.00	0.00	0.00		
165.15	757.76	2756	13247	0.00	0.00	0.00	0.00		
1781.77	12848.78	25260	543349	96.21	2408.29	7654	672600	40426	465350
558.62	6943.66	10741	118804	0.79	12.41	2029	39113	42187	527611

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	207.35	676.49	1742	4027	207.35	676.49	121743.96	571989.44
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	498.91	818.68	20	50	498.91	818.68	146402.52	230555.49
Previous year								
Engineering	7.93	99.09	27	54	7.93	99.09	1837.40	41997.53
Previous year								
Motor Own Damage	2.92	2.92	2	2	2.92	2.92	160.19	160.19
Previous year								
Motor Third party	0.05	0.05	2	2	0.05	0.05		
Previous year								
Motor (Total)	2.97	2.97	2	2	2.97	2.97	160.19	160.19
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	0.00	539.37	0	4	0.00	539.37	0.00	1772807.86
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								
Previous year								
All Other Miscellaneous	4.76	24.09	51	161	4.76	24.09	38695.45	265051.55
Previous year								
Grand Total	721.92	2160.69	1842	4298	721.92	2160.69	308839.52	2882562.06
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

\* Wherever applicable

(Premium in ₹ Lakhs)

**FOR AND UP TO THE MONTH OF JANUARY, 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	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	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		
0.00	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

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	44.84	315.06	119	1055.00	18.02	179.29	57655.37	549901.34
Previous year	26.82	135.77	52	383	21.05	115.51	36631.93	155232.14
Marine Cargo	1.59	18.89	58	389.00	1.59	18.89	2211.52	21461.05
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)	1.59	18.89	58	389	1.59	18.89	2211.52	21461.05
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
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	25.35	163.51	59	355.00	-6.16	41.98	7375.85	128989.30
Previous year	31.51	121.53	30	108	18.62	87.08	33723.89	103021.19
Motor Own Damage	4254.30	31345.78	119231	914836.00	1936.87	16542.15	391445.89	2479751.65
Previous year	2317.43	14803.63	69185	455688	1054.28	10627.61	193745.19	1136724.79
Motor Third party	3658.85	28210.06	120850	929154.00	1291.13	12784.13		
Previous year	2367.72	15425.93	74912	477746	1187.42	11470.66		
Motor (Total)	7913.15	59555.84	120850	929154	3228.00	29326.28	391445.89	2479751.65
Previous year (Total)	4685.15	30229.56	74912	477746	2241.70	22098.27	193745.19	1136724.79
Workmen's compensation / Employer's liability	6.54	22.65	24	104.00	2.77	8.77	34.41	220.78
Previous year	3.77	13.88	8	41	3.38	7.00	11.36	116.29
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	0.09	14.42	9	110.00	0.03	13.23	99.00	10359.95
Previous year	0.06	1.19	5	29	0.05	0.58	72.00	480.00
Liability (Total)	6.63	37.07	33	214	2.80	22.00	133.41	10580.73
Previous year (Total)	3.83	15.07	13	70	3.43	7.58	83.36	596.29
Personal Accident	15.24	193.65	1322	13294.00	0.39	53.57	20983.62	241900.00
Previous year	14.85	140.08	539	12877	14.85	140.08	25711.77	166315.77
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	10.81	135.31	66	1058.00	9.65	108.81	402622.42	710101.56
Previous year	1.16	26.50	41	1841	0.67	26.01	335.70	10634.09
Grand Total	8017.60	60419.32	122507	945519	3254.28	29750.81	882428.08	4142685.63
Previous year (Total)	4763.32	30668.51	75587	493025	2300.32	22474.53	290231.84	1572524.27

\* Wherever applicable

(Premium in ₹ Lakhs)

**FOR AND UP TO THE MONTH OF JANUARY, 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		
0.00	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		
246.21	1831.20	7599	54508.00	0.00	0.00	0	0		
172.13	761.69	4945	23421	0.00	0.00	0	0		
164.50	1353.60	7641	54967.00			0	0		
136.73	628.16	5473	25549	0.00	0.00	0	0		
410.71	3184.80	7641	54967	0.00	0.00	0	0		
308.86	1389.85	5473	25549	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	0.00	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	0.00	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	0.00	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		
410.71	3184.80	7641	54967	0.00	0.00	0	0	0	0
308.86	1389.85	5473	25549	0.00	0.00	0	0	0	0

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	1,183	16,678	6,303	91,270		-	5,271,393	119,333,643
Previous year	1,410	14,069	13,761	144,741	-	-	18,207,901	227,266,301
Marine Cargo	1,623	13,038	1,725	18,169		-	355,309	7,877,880
Previous year	1,111	9,796	1,772	19,127	-	-	419,246	8,512,192
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	1,623	13,038	1,725	18,169	-	-	355,309	7,877,880
Previous year (Total)	1,111	9,796	1,772	19,127	-	-	419,246	8,512,192
Aviation	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	249	3,481	101	839		-	2,348,935	15,163,931
Previous year	150	3,308	55	753	-	-	1,445,729	9,716,541
Motor Own Damage	3,533	27,455	73,270	645,550		-	186,706	1,542,288
Previous year	1,807	15,361	40,017	315,630	-	-	91,034	807,973
Motor Third party	567	4,637	73,270	645,550		-	-	-
Previous year	300	2,624	40,017	315,630	-	-	-	-
Motor (Total)	4,100	32,092	73,270	645,550	-	-	186,706	1,542,288
Previous year (Total)	2,107	17,985	40,017	315,630	-	-	91,034	807,973
Workmen's compensation / Employer's liability	89	869	14	170		-	67,664	298,197
Previous year	478	617	11	123	-	-	30,503	119,590
Public Liability	473	2,633	47	469		-	548,002	3,808,265
Previous year	298	2,386	61	378	-	-	102,092	1,229,081
Product Liability	31	441	8	140		-	91,828	7,217,462
Previous year	46	446	18	244	-	-	95,829	3,043,848
Other Liability Covers	1,060	9,154	550	5,515		-	213,421	2,769,373
Previous year	256	9,117	431	3,505	-	-	314,679	3,531,974
Liability (Total)	1,653	13,096	619	6,294	-	-	920,916	14,093,297
Previous year (Total)	1,078	12,567	521	4,250	-	-	543,103	7,924,494
Personal Accident	1,070	10,491	5,916	75,454		-	532,476	6,843,016
Previous year	958	8,288	4,191	65,509	-	-	222,645	4,168,463
Medical Insurance	47	1,297	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Overseas Medical Insurance	585	8,085	21,894	282,544		-	2,979,101	33,339,894
Previous year	1,036	6,420	22,073	234,859	-	-	2,856,296	28,521,665
Health (Total)	632	9,382	21,894	282,544	-	-	2,979,101	33,339,894
Previous year (Total)	1,036	6,420	22,073	234,859	-	-	2,856,296	28,521,665
Crop Insurance	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	369	2,273	4,476	45,424		-	3,855	73,739
Previous year	114	1,338	311	2,072	-	-	2,200	127,771
Grand Total	10,879	100,531	114,304	1,165,544	-	-	12,598,691	198,267,688
Previous year (Total)	7,963	73,772	82,701	786,941	-	-	23,788,153	287,045,400

\* Wherever applicable

(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF JANUARY, 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
133	884	124	757		-		-		
16	649	32	695	-	-	-	-		
130	825	81	554		-		-		
159	353	22	201	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
130	825	81	554	-	-	-	-	-	-
159	353	22	201	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
2	73	2	18		-		-		
0	29	-	19	-	-	-	-		
550	2,360	15,009	61,552		-		-		
136	1,189	2,962	23,565	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
550	2,360	15,009	61,552	-	-	-	-	-	-
136	1,189	2,962	23,565	-	-	-	-	-	-
0	9	2	9		-		-		
(0)	3	-	3	-	-	-	-		
108	386	58	257		-		-		
43	164	13	146	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
109	395	60	266	-	-	-	-	-	-
43	167	13	149	-	-	-	-	-	-
24	510	972	7,233	0	2	427	13,764		
19	118	406	2,257	3	12	33,226	93,002		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
58	1,331	193	1,023		-		-		
392	678	20	451	-	-	-	-		
58	1,331	193	1,023	-	-	-	-	-	-
392	678	20	451	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
207	928	4,577	37,588		-		-		
54	250	452	3,751	-	-	-	-		
1,213	7,305	21,018	108,991	0	2	427	13,764	-	-
820	3,433	3,907	31,088	3	12	33,226	93,002	-	-

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	7431.79	89909.33	164415	848218	-783.86	11672.60	139123255.02	1694846385.97
Previous year	8215.65	78236.73	57293	826484			64630141.66	331372331.71
Marine Cargo	1812.40	21131.75	38159	252564	43.38	4541.96	9062557.36	97642339.06
Previous year	1769.02	16589.79	13961	225856			3846094.07	95272510.32
Marine Hull (Including Onshore & Offshore oil energy)	1379.40	23932.56	799	11080	574.35	1017.08	1047085.57	27720925.44
Previous year	805.05	22915.48	3330	13087			2785466.28	28583267.97
Marine (Total)	3191.80	45064.31	38958	263644	617.73	5559.04	10109642.93	125363264.50
Previous year (Total)	2574.07	39505.27	17291	238943	0.00	0.00	6631560.35	123855778.29
Aviation	1115.48	6365.88	147	1093	708.52	2098.62	7365085.54	82255723.40
Previous year	406.96	4267.26	-40	401			-65160.67	2172196.18
Engineering	3214.97	27492.88	7659	66547	481.35	2674.33	10067120.35	499817980.50
Previous year	2733.62	24818.55	4947	68990			-49999318.22	44151232.19
Motor Own Damage	11979.36	108227.88	469671	4327979	2012.97	12917.01	219118707.05	267284412.11
Previous year	9966.39	95310.87	432155	4230595			1071043418.76	10455430151.27
Motor Third party	8423.56	77503.35	459936	3857133	621.26	4656.54		
Previous year	7802.30	72846.81	341975	2844853				
Motor (Total)	20402.92	185731.23	469671	4327979	2634.23	17573.55	219118707.05	267284412.11
Previous year (Total)	17768.69	168157.68	432155	4230595	0.00	0.00	1071043418.76	10455430151.27
Workmen's compensation / Employer's liability	201	3919	4124	65659	19.15	1064.29	117202	886846
Previous year	182	2855	-19218	61468			-6019116	849273
Public Liability	25	65	282	634	25.17	-76.91	47912	618034
Previous year	0	142	-1773	2152			-842996	604748
Product Liability	46	425	97	1009	45.73	197.92	54104	340455
Previous year	0	227	13	76			214198	417901
Other Liability Covers	1148	9125	-1281	50346	639.74	1903.12	-2824272	1844649
Previous year	508	7222	5340	49030			910960	4051612
Liability (Total)	1419.44	13534.89	3222	117648	729.79	3088.42	-2605054.16	3689984.46
Previous year (Total)	689.65	10446.47	-15638	112726	0.00	0.00	-5736953.52	5923533.36
Personal Accident	736.95	9973.05	44084	459862	-50.13	1720.09	609197.92	57679547.70
Previous year	787.08	8252.96	32358	421921			64174600226.12	29209935.28
Medical Insurance	13242.10	166249.48	120138	1132615	3007.63	40028.01	13770527.63	360723062.08
Previous year	10234.47	126221.47	63123	1091673			-63525860.70	2435657821.94
Overseas Medical Insurance	28.03	1067.53	1382	46501	-92.24	-193.56	-17012.55	239839.68
Previous year	120.27	1261.09	-7481	36178			-1450119.16	1459181.09
Health (Total)	13270.13	167317.01	121520	1179116	2915.39	39834.45	13753515.08	360962901.76
Previous year (Total)	10354.74	127482.56	55642	1127851	0.00	0.00	-64975979.86	2437117003.03
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
Credit Guarantee	2.96	5.72	5	58	2.96	7.15	13.40	19.65
Previous year	0.00	-1.43	9	22			117300.07	117309.97
All Other Miscellaneous	2973.51	39436.32	96240	1031365	-820.29	4379.53	26357890.82	455978612.47
Previous year	3793.80	35056.79	150010	1185307			25891457.10	256943854.12
Grand Total	53759.95	584830.62	945921	8295530	6435.69	88607.78	423899373.95	3547878832.52
Previous year (Total)	47324.26	496222.84	734027	8213240	0.00	0.00	-63127063760.45	13686293325.40

\* Wherever applicable



**FOR AND UP TO THE MONTH OF JANUARY, 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
494.26	4190.74	5546	80401	354.99	3213.26				
211.24	4895.51	5613	71189	175.37	1996.81				
77.36	802.69	773	9104	167.50	778.74				
21.64	475.86	676	7935	43.70	550.66				
3.86	30.60	61	249	35.45	88.57				
0.66	21.65	19	184	2.50	48.07				
81.22	833.29	834	9353	202.95	867.31	0	0		
22.30	497.51	695	8119	46.20	598.73	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		
69.18	800.61	429	4124	95.58	764.43	0.00	0.00		
80.10	945.67	757	5027	53.00	636.45	0.00	0.00		
758.79	6481.67	15978	298513	704.76	5536.36	320395.00	338773.00		
804.96	7772.39	29772	294231	545.37	4510.48	289.00	12669.00		
460.37	3965.99	48116	240716	360.36	3564.73	315652.00	481737.00		
662.43	4398.03	23696	143863	1825.59	4663.42	99600.00	252385.00		
1219.16	10447.66	48116	298513	1065.12	9101.09	636047	820510		
1467.39	12170.42	29772	294231	2370.96	9173.90	99889	265054		
-9	407	1159	5210	2814	3194	6938	23781		
-81	297	-2063	3561	9	249	-1730	13614		
0	7	45	53	1	19	65	672		
-6	9	-26	279	-2	9	0	0		
0	21	0	6	1	42	1	1		
0	23	-14	5	1	28	0	0		
31	399	449	5429	34	208	76	699		
38	255	-301	4075	5	128	12	28		
22.57	833.73	1653	10698	2849.67	3463.29	7080	25153		
-49.56	584.23	-2404	7920	12.85	414.17	-1718	13642		
9.70	525.45	2636	39991	39.82	565.18	36075	308461		
-565.38	659.89	3254	29660	39.50	1097.94	43435	524619		
255.57	5640.96	5897	122657	-7526.24	5757.68	86511	3214652	546820	5071927
606.20	2573.66	2577	311240	1284.28	2882.42	-10920744	2828112	-420877	3139206
0.58	73.93	21	2248	6.48	94.39	506	6982	3742	39065
-12.91	30.20	89	1088	3.03	29.11	829	15087	29233	61958
256.15	5714.89	5918	124905	-7519.76	5852.07	87017	3221634	550562	5110992
593.29	2603.86	2666	312328	1287.31	2911.53	-10919915	2843199	-391644	3201164
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		
121.06	7937.91	10823	216724	62.50	2568.07	2927083	3902950		
128.15	4992.58	23477	311536	403.05	2285.74	33412	5364059		
2273.30	31284.28	75955	784709	-2849.13	26394.70	3693302.00	8278708.00	550562	5110992
1887.53	27349.67	63830	1040010	4388.24	19115.27	-10744897.00	9010573.00	-391644	3201164

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	4871.25	56003.57	43212	430041	1985.28	9540.70	6212093.13	124494729.65
Previous year	2885.97	46462.87	40752	403558				
Marine Cargo	1756.32	19422.69	13929	149100	422.13	4644.41	5277993.79	61013489.64
Previous year	1334.19	14778.28	19621	194757				
Marine Hull (Including Onshore & Offshore oil energy)	1585.40	18090.36	240	3989	171.45	3312.08	87980.02	5199700.80
Previous year	1413.95	14778.28	222	3848				
Marine (Total)	3341.72	37513.05	14169	153089	593.58	7956.49	5365973.81	66213190.44
Previous year (Total)	2748.14	29556.56	19843	198605				
Aviation	1422.42	7078.58	36	355	-377.14	-1707.17	214749.45	13065242.83
Previous year	1799.56	8785.75	24	338				
Engineering	3531.36	24471.57	3278	34477	924.84	3815.18	3458676.73	21623540.23
Previous year	2606.52	20656.39	2992	33556				
Motor Own Damage	8142.18	78233.78	441137	4258434	575.41	8130.55	540522.91	5189982.82
Previous year	7566.77	70103.23	404958	3479788				
Motor Third party	6697.97	64905.79	615589	5879871	280.20	4847.52	0.00	0.00
Previous year	6417.77	60058.27	565228	7785048				
Motor (Total)	14840.15	143139.57	615589	5879871	855.61	12978.07	540522.91	5189982.82
Previous year (Total)	13984.54	130162	565228	7785048				
Workmen's compensation / Employer's liability	563.83	5783.44	5099	51386	134.24	1058.66	10408.25	92438.50
Previous year	429.59	4724.78	4704	48070				
Public Liability	9.66	80.28	44	344	-1.92	-2.21	647424.02	11247489.83
Previous year	11.58	82.49	36	363				
Product Liability	63.90	417.30	11	121	47.94	-40.84	170845.25	2532504.29
Previous year	15.96	458.14	12	121				
Other Liability Covers	204.33	2400.91	2404	24484	53.56	-784.33	320144.75	9760424.16
Previous year	150.77	3185.24	2415	23196				
Liability (Total)	841.72	8681.93	7558	76335	233.82	231.28	1148822.27	23632856.78
Previous year (Total)	607.90	8450.65	7167	71750				
Personal Accident	890.01	11252.28	81775	858568	75.95	-2775.93	1467606.20	20390155.63
Previous year	814.06	14028.21	95793	892440				
Medical Insurance	13201.27	105342.50	70899	688618	5452.50	21047.81	656325.26	4013347.67
Previous year	7748.77	84294.69	60561	560440				
Overseas Medical Insurance	35.30	637.89	1137	19418	-14.63	-121.95	96020.96	1865697.93
Previous year	49.93	759.84	1326	20965				
Health (Total)	13236.57	105980.39	72036	708036	5437.87	20925.86	752346.22	5879045.60
Previous year (Total)	7798.70	85054.53	61887	581405				
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	3628.52	41817.06	88179	887611	75.91	7476.27	6832570.70	1090922411.58
Previous year	3552.61	34340.79	96541	913293				
Grand Total	46603.72	435938.00	925832	9028383	9805.72	58440.75	25993361.42	1371411155.56
Previous year (Total)	36798.00	377497.25	890227	10879993	0.00	0.00	0.00	0.00

\* Wherever applicable

## FOR AND UP TO THE MONTH OF JANUARY, 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
361.22	3182.25	7766	73980	0.00	14832.22	0	0	0	0
241.36	2323.20	6347	55756	796.78	2323.20	0	0	0	0
70.24	715.80	733	7160	0.00	3549.54	0	0	0	0
70.71	501.25	952	8981	293.57	501.25	0	0	0	0
15.96	125.17	90	1571	0.00	2126.25	0	0	0	0
5.91	52.64	67	1262	52.64	265.74	0	0	0	0
86.20	840.97	823	8731	0.00	5675.79	0	0	0	0
76.62	553.89	1019	10243	346.21	766.99	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
69.64	899.29	421	4650	0.00	3726.03	0	0	0	0
225.95	820.28	393	3749	784.94	820.28	0	0	0	0
1550.90	13812.95	78062	727842	0.00	18062.75	0	0	0	0
1261.88	9928.42	63829	522353	2276.72	9928.42	0	0	0	0
1365.97	12448.82	112466	1030893	0.00	14418.47	7842	4146934	191141	10519904
1137.18	9146.82	88733	719099	1847.63	9146.82	56588	801226	22616	294921
2916.87	26261.77	112466	1030893	0.00	32481.22	7842	4146934	191141	10519904
2399.06	19075.24	88733	719099	4124.35	19075.24	0	801226	22616	294921
69.68	747.39	914	8739	140.49	1518.80	79	119688	684	622353
72.19	475.84	972	6859	133.64	475.84	67	67	67	67
0.55	5.77	3	25	0.00	12.57	0	0	0	0
0.16	3.20	2	13	3.20	4.80	1	1	2	17
0.00	9.13	0	4	0.00	79.32	0	0	0	0
0.17	9.55	2	6	0.36	9.55	0	0	0	0
14.44	170.78	207	1997	0.00	836.94	86	1322	510	16505
8.18	107.40	136	1328	55.72	107.40	23520	146314	183999	1417750
84.67	933.07	1124	10765	140.49	2447.63	165	121010	123224	760888
80.70	595.99	1112	8206	192.92	597.59	23588	146382	184068	1417834
82.51	1143.42	17441	188106	279.89	3482.93	6282	1140617	217132	4098259
112.13	880.07	20724	151045	265.12	880.07	243852	1045211	5422	649507
283.47	2333.90	4420	41343	2802.48	17961.51	4084	2158181	17568	4558119
171.01	1804.35	3141	25554	1804.35	2301.61	85415	271456	25861	69816
1.81	22.85	34	614	0.00	145.58	0	9989	361	15806
1.38	13.66	34	334	8.62	13.66	252	2283	40	299
285.28	2356.75	4454	41957	2802.48	18107.09	4084	2168170	17929	4573925
172.39	1818.01	3175	25888	1812.97	2315.27	85667	273739	25901	70115
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
1590.31	11059.97	31464	284265	0.00	8252.41	8902	668995	849821	5629498
802.96	11069.90	30412	232426	831.26	11069.90	1895954	4202777	135785	834597
5476.70	46677.49	175959	1643347	3222.86	89005.32	27275.00	8245726.00	1399247	25582474
4111.17	37136.58	151915	1206412	9154.55	37848.54	2249061.00	6469335.00	373792	3266974

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	5479.00	64939.00	68320	724871	1297.00	11994.00	8759392	103891819
Previous year	4182.00	52945.00	62831	655753	-80.00	5772.00	6712681	85087998
Marine Cargo	1837.00	22746.00	19139	260505	-373.00	2596.84	3896076	48249795
Previous year	2210.00	20149.16	22295	247814	-927.00	2398.16	4692144	43924080
Marine Hull (Including Onshore & Offshore oil energy)	1663.00	19286.00	1201	17330	186.00	3908.04	598201	6935085
Previous year	1477.00	15377.96	876	10068	1230.00	4552.96	527500	5007446
Marine (Total)	3500.00	42032.00	20340	277835	-187.00	6504.88	4494278	55184879
Previous year (Total)	3687.00	35527.12	23170	257881	303.00	6951.12	5219644	48931526
Aviation	228.00	840.00	63	607	-0.71	142.35	34209	126031
Previous year	228.71	697.65	35	278	132.80	-703.52	34310	103301
Engineering	2365.00	31625.00	8830	113321	621.00	9838.32	1019397	13637785
Previous year	1744.00	21786.68	7435	105866	-220.00	2104.68	754978	9634771
Motor Own Damage	9965.00	91398.00	501752	4548715	1398.00	8814.15	1413981	12968891
Previous year	8567.00	82583.85	430497	4216346	531.00	9721.85	1215612	10438308
Motor Third party	9817.00	79036.00	783219	7306451	2428.00	15122.40		0
Previous year	7389.00	63913.60	623177	5288656	1480.00	9029.60		0
Motor (Total)	19782.00	170434.00	783219	7306451	3826.00	23936.55	1413981	12968891
Previous year (Total)	15956.00	146497.45	623177	5288656	2011.00	18751.45	1215612	10438308
Workmen's compensation / Employer's liability	177.92	4192.01	4244	57174	-211.79	337.55		0
Previous year	389.71	3854.46	4836	51502	63.64	256.83	0	0
Public Liability	24.19	951.62	712	5964	-48.91	333.48	4100	165001
Previous year	73.10	618.14	733	1785	-12.05	-110.70	10380	104618
Product Liability	28.15	579.86	189	1704	0.10	251.01	5601	115375
Previous year	28.05	328.85	160	2128	8.56	2.75	5582	68003
Other Liability Covers	112.74	2112.51	2040	17343	-99.51	132.72	34300	642708
Previous year	212.25	1979.79	1783	23738	32.45	269.77	64576	592173
Liability (Total)	343.00	7836.00	7185	82185	-360.12	1054.75	44000.67	923084.27
Previous year (Total)	703.12	6781.25	7512	79153	92.60	418.66	80538.58	764794.58
Personal Accident	673.00	9494.00	32927	460629	86.92	1582.21	2216003	31262377
Previous year	586.08	7911.79	53592	484769	90.58	2067.77	1930435	28359175
Medical Insurance	10363.82	121851.57	72951	1226381	320.13	28354.54	1431610	16832012
Previous year	10043.69	93497.02	67205	1134017	4503.47	30032.32	1387389	14838528
Overseas Medical Insurance	1110.18	9012.44	5108	98447	31.87	1217.29	326620	2651562
Previous year	1078.31	7795.15	5959	106378	234.53	1774.85	317337	2302175
Health (Total)	11474.00	130864.00	78059	1324829	352.00	29571.83	1758230	19483575
Previous year (Total)	11122.00	101292.17	73164	1240395	4738.00	31807.17	1704726	17140703
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
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
All Other Miscellaneous	5000.00	48634.99	133352	1661481	768.91	5488.11	963855	9375398
Previous year	4231.09	43146.89	124045	1529508	340.00	44.67	815615	8093748
Grand Total	48844.00	506699.00	1132295	11952208	6404.01	90113.00	20703344.51	246853840.18
Previous year (Total)	42440.00	416586.00	974962	9642260	7407.99	67214.00	18468539.69	208554324.85

\* Wherever applicable

## FOR AND UP TO THE MONTH OF JANUARY, 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
846.66	5816.59	18949	114582	0.00	0.00	0	0		
789.80	5019.04	36246	132836	-1236.78	0.00	-3021	0	0	0
63.92	820.73	1181	18803	0.00	0.00	0	0		
60.31	712.11	1037	17946	-543.32	0.00	-618	0	0	0
4.91	71.58	85	1604	0.00	0.00	0	0		
16.87	77.15	150	1142	-19.08	0.00	-120	0	0	0
68.83	892.31	1266	20407	0.00	0.00	0	0		
77.18	789.26	1187	19088	-562.40	0.00	-738	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
74.32	1870.51	542	20762	0.00	0.00	0	0		
73.62	1291.76	522	18241	-501.68	0.00	-584	0	0	0
1842.05	21470.86	67870	633998	0.00	0.00	0	0		
1855.48	21419.76	69976	633897	-2430.67	0.00	-12516	0	0	0
920.91	15023.79	99706	997677	0.00	0.00	0	0		
833.23	11402.87	98763	821161	-1446.44	0.00	-8692	0	0	0
2762.96	36494.66	99706	997677	0.00	0.00	0	0		
2688.71	32822.63	98763	821161	-3877.11	0.00	-21208	0		
74.73	402.55	3875	10482	261.02	416.82	32922	35194		
33.04	392.45	2991	9425	258.58	360.97	32552	34297	0	0
2.68	38.22	136	933	0.00	0.00	0	0		
2.48	27.72	130	739	-10.43	0.00	-104	0	0	0
0.00	2.85	0	30	0.00	0.00	0	0		
0.00	8.89	0	19	-2.75	0.00	-91	0	0	0
8.45	140.89	16	1540	0.00	8.57	0	14		
7.93	138.78	14	1941	-15.87	0.00	-3	0	0	0
85.86	584.51	4027	12984	261.02	425.38	32922	35209		
43.44	567.83	3135	12124	229.53	360.97	32354	34297		
134.99	4914.56	8395	59409	375.22	3662.64	33755	182229		
132.48	2437.31	8239	55974	589.07	3566.11	52994	125773	0	0
386.60	6452.27	7263	100655	959.83	13128.35	2699938	10426250	2736996	11824024
283.67	4202.62	5614	78957	948.34	7191.13	39955	717523	13944	8320659
12.82	280.00	116	3728	-6.48	0.00	-8204	0	106427	137526
21.42	253.81	265	4477	-80.60	0.00	-610	0	508	119002
399.42	6732.27	7379	104383	953.35	13128.35	2691734	10426250	2843423	11961550
305.09	4456.43	5879	83434	867.74	7191.13	39345	717523	14452	8439661
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
1521.81	16101.08	53938	460442	3252.13	8686.38	298033	520791		
1338.37	14483.13	33418	595811	2804.56	7943.52	32253	264413	0	0
5894.85	73406.49	194202	1790646	4841.72	25902.75	3056444.00	11164478.61	2843423	11961550
5448.68	61867.38	187389	1738670	-1687.07	19061.73	131395.00	1142006.00	14452	8439661

Name of the Insurer: *Universal Sompo 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	389.46	4250.23	7670	77548	-28.66	1030.21	442549.13	4950639.73
Previous year	418.12	3220.02	8079	74809	253.00	2809.06	752282.96	3501250.33
Marine Cargo	75.05	474.24	74	992	33.70	124.01	550258.45	3172077.15
Previous year	41.35	350.23	86	735	32.89	313.17	462206.64	2185709.59
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)	75.05	474.24	74	992	33.70	124.01	550258.45	3172077.15
Previous year (Total)	41.35	350.23	86	735	32.89	313.17	462206.64	2185709.59
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	28.66	438.54	80	865	-2.27	149.16	24287.73	293653.66
Previous year	30.93	289.38	67	647	14.36	269.37	23874.64	290352.32
Motor Own Damage	935.94	10216.65	26557	348082	57.72	6153.29	68632.13	685293.33
Previous year	878.22	4063.36	31058	138091	803.37	3884.26	97677.04	441042.72
Motor Third party	234.00	2882.23			44.22	2159.04		
Previous year	189.78	723.19	0	0	189.78	723.19		
Motor (Total)	1169.93	13098.88	26557	348082	101.93	8312.33	68632.13	685293.33
Previous year (Total)	1068.00	4786.56	31058	138091	993.15	4607.46	97677.04	441042.72
Workmen's compensation / Employer's liability	4.89	98	55	626	-2.93	62.86	337	10143
Previous year	7.82	34.94	39	209	8.22	33.85	1813.66	5549.41
Public Liability	0.00	4.27	0	4	0.00	-1.74	0	5900
Previous year	0.00	6.01	0	7	-1.68	4.33	0.00	5005.00
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	0.79	52.84	2	55	0.79	33.74	205	39291
Previous year	0.00	19.10	0	31	0.00	19.10	0	5774
Liability (Total)	5.68	154.90	57	685	-2.14	94.85	541.98	55334.15
Previous year (Total)	7.82	60.05	39	247	6.54	57.28	1813.66	16328.61
Personal Accident	12.00	309.48	522	5408	-7.12	-650.69	50388.44	1971162.97
Previous year	19.12	960.17	181	1846	33.66	887.94	36372.41	10710245.08
Medical Insurance	192.47	1843.84	3309	30260	-25.69	423.63	14205.58	115660.98
Previous year	218.16	1420.21	3013	28188	155.19	1316.07	8116.70	94756.70
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)	192.47	1843.84	3309	30260	-25.69	423.63	14205.58	115660.98
Previous year (Total)	218.16	1420.21	3013	28188	155.19	1316.07	8116.70	94756.70
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	297.83	2837.69	11964	118011	95.78	403.86	157680.23	1485183.94
Previous year	202.05	2433.83	11964	110463	17.53	2054.83	155563.51	1255177.46
Grand Total	2171.07	23407.80	50233	581851	165.52	9887.36	1308543.68	12729005.92
Previous year (Total)	2005.55	13520.44	54487	355026	1506.32	12315.17	1537907.56	18494862.80

\* Wherever applicable

## FOR AND UP TO THE MONTH OF JANUARY, 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		
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		
124.33	1185.06	4422	42896	0	0.00	0	0		
100.85	1007.07	3637	36312	0	0.00	0	0		
124.33	1185.06	4422	42896	0.00	0.00	0	0	0	0
100.85	1007.07	3637	36312	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	9235.8	138619.4	32341	504394	-224.7	12680.3	289601.3	3981249.9
Previous year	9460.5	125939.1	54441	491445	1921.4	59651.3	267064.0	3730711.8
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	9235.8	138619.4	32341	504394	-224.7	12680.3	289601.3	3981249.9
Previous year (Total)	9460.5	125939.1	54441	491445	1921.4	59651.3	267064.0	3730711.8

\* 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	55.58	531.08	3348	23936	55.58	531.08	36494.63	303295.38
Previous year	29.24	340.85	1961	15208	29.24	340.85	62444.68	1076910.55
Medical Insurance	5669.82	18394.99	107879	430893	5669.82	18394.99	519762.98	1039030.21
Previous year	987.90	7993.01	23584	121555	987.90	7993.01	103383.67	820813.95
Overseas Medical Insurance	24.87	393.19	1836	22694	24.87	393.19	171156.64	1878614.05
Previous year	28.50	394.72	1634	19698	28.50	394.72	146364.00	1584530.00
Health (Total)	5694.69	18788.18	109715	453587	5694.69	18788.18	690919.62	2917644.26
Previous year (Total)	1016.41	8387.74	25218	141253	1016.41	8387.74	249747.67	2405343.95
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	51.93	507.48	50773	476524	51.93	507.48	258865.00	2387620.00
Previous year	35.80	346.46	35346	343406	35.80	346.46	176730.00	1716566.00
Grand Total	5802.20	19826.74	163836	954047	5802.20	19826.74	986279.24	5608559.63
Previous year (Total)	1081.44	9075.04	62525	499867	1081.44	9075.04	488922.35	5198820.50

\* Wherever applicable

(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF JANUARY, 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		
5.27	25.32	2134	16103	0.12	3.54	1504	14599		
0.05	0.40	409	3304	0.29	3.62	456	3984		
20.64	989.79	4864	41123	0.00	45.85	0	9689	213973	846828
15.51	17.56	3184	3401	17.46	48.74	3274	5581	51914	395809
								1836	24927
								2230	25258
20.64	989.79	4864	41123	0.00	45.85	0	9689	215809	871755
15.51	17.56	3184	3401	17.46	48.74	3274	5581	54144	421067
25.91	1015.11	6998	57226	0.12	49.40	1504	24288	215809	871755
15.55	17.96	3593	6705	17.75	52.35	3730	9565	54144	421067

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	7938	71190	1108	10373	1319	5074	255324	3411781
Previous year	6619	66116	938	10740	404	6162	217347	3339031
All Other Miscellaneous								
Previous year								
Grand Total	7937.70	71189.96	1108	10373	1318.93	5074.41	255323.87	3411780.94
Previous year (Total)	6618.77	66115.55	938	10740	404.18	6162.07	217346.79	3339030.61

\* Wherever applicable

**FOR AND UP TO THE MONTH OF JANUARY, 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		
		6							
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	6	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	274.10	1762.89	2962	20356	268.67	1757.45	13266.00	76930.00
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	274.10	1762.89	2962	20356	268.67	1757.45	13266.00	76930.00
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								
Previous year								
Grand Total	274.10	1762.89	2962	20356	268.67	1757.45	13266.00	76930.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

\* Wherever applicable

### FOR AND UP TO THE MONTH OF JANUARY, 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		
4.11	21.64	66	302	0.00	0.00	0	0	4686	31414
4.11	21.64	66	302	0.00	0.00	0	0	4686	31414
0.00	0.00	0	0	0.00	0.00	0	0	0	0
4.11	21.64	66	302	0.00	0.00	0	0	4686	31414
0.00	0.00	0	0	0.00	0.00	0	0	0	0

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				
Previous year			0	0				
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			0	0
Previous year			0	0			0	0
Public Liability			0	0			0	0
Previous year			0	0			0	0
Product Liability			0	0			0	0
Previous year			0	0			0	0
Other Liability Covers			0	0			0	0
Previous year			0	0			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	78.74	991.68	10971	109002	-334.67	-51.33	135582.62	1423544.12
Previous year	413.41	907.02	10028	84484	372.55	-648.81	99367.68	736533.53
Medical Insurance	22230.33	115198.12	86155	680383	16828.48	35540.56	208981.38	31557319.73
Previous year	5401.85	76776.06	50498	409778	-4747.63	30605.76	88262.30	29828944.30
Overseas Medical Insurance	58.85	967.85	1978	302916	14.32	279.15	201393.38	3211711.94
Previous year	44.53	646.69	1601	21026	15.09	313.61	139136.65	3472693.71
Health (Total)	22289.18	116165.97	88133	983299	16842.80	35819.71	410374.76	34769031.67
Previous year (Total)	5446.38	77422.75	52099	430804	-4732.54	30919.37	227398.95	33301638.01
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	42.75	369.03	15352	131514	-1.40	33.42	153520	4528330.00
Previous year	44.15	335.61	16811	120265	3.72	-27.19	168110.00	1202650.00
Grand Total	22410.67	117526.68	114456	1223815	16506.73	35801.80	699477.38	40720905.79
Previous year (Total)	5903.94	78665.38	78938	635553	-4356.27	30243.37	494876.63	35240821.54

\* Wherever applicable



**FOR AND UP TO THE MONTH OF JANUARY, 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
22.20	341.16	4276	45850	25.24	315.10	17184	206293.00		
12.54	157.41	3850	38933	391.17	686.36	35001	362450.00		
13389.00	51460.73	28728	234109	8295.39	84453.23	5621582	19572980.00	12390820	85539909
469.01	3763.06	17835	157363	5515.37	71523.26	29076	96800138.00	69001	117905074
12.93	203.28	392	5808	31.24	462.07	1198	16743.00	1978	33334
18.05	143.09	383	4038	24.94	335.70	922	11898.00	1601	21024
13401.93	51664.01	29120	239917	8326.63	84915.30	5622780	19589723	12392798	85573243
487.06	3906.15	18218	161401	5540.31	71858.96	29998	96812036	70602	117926098
				0.00	108.50	0	38574		
				0.00	104.06	0	36470		
13424.13	52005.17	33396	285767	8351.87	85338.90	5639964	19834590	12392798	85573243
499.60	4063.56	22068	200334	5931.48	72649.38	64999	97210956	70602	117926098



“मुझे अपने दावे के कागज़ात भेजे तीन हफ़्ते हो गये ... मैं आशा करती हूँ कि वे जल्दी पैसा भेजें. ”

“हाँ ज़रूर भेजेंगे. जब सब कागज़ात सही तरह हैं, तो उन्हें नियमानुसार ३० दिनों के अंदर दावे का भुगतान करना होता है.”

भारत में बीमा कंपनियों की निरीक्षणात्मक समिति, बीमा विनियामक और विकास प्राधिकरण, पॉलिसी-धारकों के हितों की सुरक्षा करती है. कुछ नियम जो आई.आर.डी.ए.ने बनाये वे इस प्रकार हैं :

- बीमा कंपनी को, आवश्यक कागज़ात मिलने के ३० दिनों के अंदर या तो दावे का भुगतान करना है या उसका संबद्ध कारणों के साथ विरोध करना है.
- बीमा कंपनी प्रस्ताव स्वीकृत होने के ३० दिनों के अंदर, प्रस्ताव प्रपत्र की एक मुफ्त प्रतिलिपि संभावित पॉलिसी धारक को उपलब्ध कराएगी .
- बीमा कंपनी को, प्रस्ताव मिलने के १५ दिनों के अंदर उसे संसाधित और संचारित करना है.
- अगर सब आवश्यक कागज़ात मिलने पर भी दावे का भुगतान चुकाने में देर होती है, तो बीमा कंपनी अनुबद्ध रकम का ब्याज देने की दायी है.
- बीमा पॉलिसी-धारक १५ दिनों तक (पॉलिसी मिलने की तारीख से) “फ्री लुक पीरियड” का हकदार है, जिस दौरान वह पॉलिसी रद्द कर सकता है.
- बीमा कंपनी को पॉलिसी-धारक के किसी संदेश का जवाब, संदेश प्राप्ति के १० दिनों के अंदर देना होगा.



आई.आर.डी.ए. द्वारा लोक-हित के लिये जारी.  
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# view point



In such an unprecedented national crisis (in the aftermath of earthquake and tsunami), we have made up our minds to make all-out efforts for swifter recovery of the devastated areas and the stability of Japanese society and the economy.

**Mr. Hisahito Suzuki**

Chairman, The General Insurance Association of Japan

The life insurance industry in Japan will put out a lot of efforts to make simple and quick payments of insurance money and benefits as well as responding to inquiries from policyholders empathetically in order to fully support the disaster victims.

**Mr. Koichiro Watanabe**

Chairman, The Life Insurance Association of Japan

U.S. insurance regulators recognize the important role supervisory colleges can play in providing a forum to foster improved international communication and coordination regarding the oversight of significant global insurance operations.

**Ms. Susan E. Voss**

NAIC President and Iowa Insurance Commissioner

Market conduct remains a key supervisory focus for MAS, and we will continue to engage financial institutions, including insurers, to assess their progress in embedding fair dealing in their day-to-day dealings with customers.

**Mr Lee Boon Ngiap**

Assistant Managing Director (Banking & Insurance), Monetary Authority of Singapore

In fact transition challenges – the danger that moving rapidly to higher capital requirements will slow economic recovery – make the ideal unattainable. But we need to recognise that as a result the system remains more vulnerable than is ideal.

**Lord Turner**

Chairman of the Financial Services Authority (FSA), UK

Efficient intermediation is a must; and it would be a poor business model which does not take into account the reality of distribution costs.

**Mr. J. Hari Narayan**

Chairman, Insurance Regulatory & Development Authority, India



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