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Steady in Ascendancy

- Claims Management in Insurance

बीमा विनियामक और विकास प्राधिकरण



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ISSUE FOCUS

- 11 Claim Settlement in the Insurance Value Chain
P.C. James
- 16 Save the Policyholder and Save the Insurer
*Dr Karanam Nagaraja Rao
and Prof Neha Chabraa*
- 22 Claims Management Essentials from
the Reinsurance Perspective
Dr Som Majumdar
- 27 Ethical Corporate Culture
Avinash Singaraju
- 31 Targeting Better Transparency
Jamuna Choudhary

HUMOUR

- 35 In the Wonderland of Life Insurance
Pawan Verma

04 Statistics - Life Insurance

08 In the Air

40 वैयक्तिक संपर्क की आवश्यकता
सी.एल. भारद्वाज

44 दावा प्रक्रिया में समयोचित सुधार
कमल चौला

46 Statistics - Non Life Insurance

49 Statistical Supplement (Monthly)

From the Publisher

The settlement of claims in the Indian insurance industry has been an enigma - over the last several years. On one hand, it is our experience to note that the insurers progressively report improvement on a year-on-year basis as regards the number and amount of claims, as also the time within which the claims have been settled. The outstanding or the pending claims ratios also indicate a relative improvement; and all this should be reason enough for all the industry stakeholders - including the policyholders - to be pretty happy. However, on the other hand, the large number of complaints and in several cases, the resultant legal battles, has a different tale to tell.



As has often been debated, the prime reason for such an unsavoury situation could be the industry's failure to properly explain the coverage and exclusions in an insurance contract. Despite all the growth in the area of the training related institutes; if we are yet to overcome this fundamentally significant problem, it is unfortunate that something is grossly wrong with our priorities and needs a lot of introspection. One area that is certainly a major contributory factor for the malady is our age-old obsession with the growth in business figures. Rather than looking for opportunities to latch on to any semblance of business growth, proceeding with avowed corporate goals would certainly bring in a great deal of sensibility. Also, progressive improvement in all aspects of claims management should be a matter of fact; and not be limited to mere reporting.

One more area that would automatically bring about an improvement in the claims ratios is the presence of a vibrant management imperative to keep a check on frauds. However much the intermediaries struggle to bring additional business, a porous and lax claims management is bound to have its complications in keeping a check on the adverse ratios. Although the fact that a lack of deterrent punishment acts as an incentive for the large number of fraudulent attempts, a cautious and clinical approach in claims management is bound to bring down the number of frauds and the resultant adverse claims ratios.

'Claims Management' is the focus of this issue of the Journal.

Mr. U. Jawaharlal has been working as the Editor of the IRDA Journal since January, 2006; and this issue, incidentally, is the 100th issue that he is editing. I take this opportunity, on my own behalf and also on behalf of IRDA, to congratulate him heartily on this stellar achievement.



T.S. Vijayan



FROM THE EDITOR

Conviction and Commitment - Claims Management in Insurance

The management of the claims portfolio has always been a tricky affair for the insurers - Life as well as Non-life. Even when the conditions under which the policy would pay for an event are very clearly spelt out in the policy document, it is not easy to convince the policyholder either for an exclusion or for such things as restricted payments, deductibles etc. Much of this can be attributed to the low literacy levels generally in the country though, what defeats one's imagination is the lack of application on the part of the literate population. One can say with an absolute certainty that at least half the problems would be non-existent if only.....

At the same time, a little more involvement and foresightedness of the players in prognosticating the possible problems and taking steps to nip them in the bud would also go a long way in keeping a check on the number of claim-related controversies. It is an accepted fact that the general opinion in the minds of several policyholders is not a very favourable one as regards claim settlement in various classes of insurance; and this leads to low levels of the industry reputation. There is need for reversing such trends so that the long-awaited target of 'insurance being bought on one's own volition' is accomplished.

'Claims Management in Insurance' is the focus of this issue of the Journal. Prof. P.C. James opens the account with a write-up on the possible areas of delay or denial of a claim; and on what can and should be done to improve our methods so that the entire experience of

buying an insurance policy turns out to be a pleasant one for the policyholders. In the next article, Dr. Karanam Nagaraja Rao and Prof. Neha Chabraa discuss the effect of fraudulent claims on the Life insurance industry. They observe that frauds negate all the good work done by the insurers and unless they are treated with an iron-handed discipline, they will continue to adversely affect the profitability of insurers. In the next article, Dr. Som Majumdar writes that the handling of claims in reinsurance calls for a great deal of dexterity and unless the managements ensure that timely payment of deserving claims is achieved, it could have a long-standing effect on the relationship between the insurers and reinsurers.

The conditions of the policy and their interpretation in the true sense lays the foundation for the easy settlement of a claim and as such, insurers should be proactive in making the policy wording very explicit. Taking this point as the essence, Mr. Avinash Singaraju exhorts the importance of the organizational culture in ensuring that claims management is devoid of major controversies. If one were to take a voting on which is the most important class of insurance, perhaps Health insurance would win hands down. All the same, the class is replete with innumerable complaints, the reasons for which are brought out in detail by Ms. Jamuna Choudhary in the next article. In the 'humour' section of the Journal, we have an article by Mr. Pawan Kumar Verma that explains dramatically the idiosyncrasies of the actuarial tribe.

Dear Readers, I fondly recall my association with the IRDA Journal over the last eight and a half years. During this period, I have had the pleasure to be in contact with you all - some directly and others through the Journal. I admit in all humility that although it is a job replete with several hurdles, my association with you has made it reasonably simple. As a result, I have always been successful in bringing out the Journal in all its completeness and well within the time schedules, at that. It has always been my earnest endeavour to position the Journal in such a manner that it would be of use to the several stakeholders in the industry. The feedback that I receive from time to time gives me the impression that I have been successful at least to a great extent in achieving this desired milestone.

It may be a pleasant surprise to you to know that the issue you are currently reading is the 100th one with me as the Editor; and I have absolutely no hesitation in mentioning that it is you who have made it possible. I salute you for the excellent support and co-operation that you have rendered all these years. As a very strange



co-incidence, this edition is also my last issue of the IRDA Journal, or my swan song, if I may say so.

During this long and arduous journey, I was actively associated with people from different walks of life whom I could not have known but for this hugely important assignment of being the Editor of the esteemed IRDA Journal. I thank IRDA from the depth of my heart for providing me this great opportunity. I have had the privilege of working under three different Chairmen of IRDA during this stint of mine and I had the pleasure of learning a great deal from each of them. I thank them sincerely for all the guidance and hand-holding. I have always had the best camaraderie and support from each of the Members of the authority and staff of IRDA; and I have reason to be grateful to them for this.

While saying 'good-bye', I am reminded of a few couplets of my dear friend Harshavardhan (well-known in the General insurance domain) in Urdu, which I quote.

*Yun tho nahin ke kal ufaq pe aaftaab na hogi
Hum ho na sahin noor-e-adab to har sabab hogi
Hayat-e-kaarvaan aage bhi tho hogi
Peshani-e-hayaat mein kuch iztiraab hogi*

Why do you mourn, as if there is no morn?
You may not be around but literary brilliance shall abound
Life of caravan shall still be ahead
In professional life, tumults shall still abound

In the end, I wish you all the best in all your endeavours and look forward to being in touch. Should you be interested, you may write to me at ujala54@gmail.com in future.

U. Jawaharlal



FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER MARCH 2014

INDIVIDUAL SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

Sl. No.	PARTICULARS	PREMIUM		POLICIES		SUM ASSURED	
		Mar, 2013	Mar, 2014	Mar, 2013	Mar, 2014	Mar, 2013	Mar, 2014
1	Non linked*						
	Life						
	with profit	9977.20	13707.51	1539825	1789015	24833.49	20392.32
	without profit	3060.92	168.69	668746	279378	12213.31	2382.07
2	General Annuity						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	1445.44	1718.96	37350	42486	70.39	56.17
3	Pension						
	with profit	11.60	27.40	927	634	44.19	51.41
	without profit	122.17	72.29	199	242	0.45	0.44
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.15	2.25	27	760	1.09	41.10
A.	Sub total	14617.48	15697.10	2247074	2112515	37162.93	22923.51
1	Linked*						
	Life						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	2030.96	1140.45	168029	65069	3767.25	1764.00
2	General Annuity						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0.00	0.00
3	Pension						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	39.95	43.28	176	185	-0.05	0.89
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.21	0.02	30	5	0.63	0.08
B.	Sub total	2071.11	1183.75	168235	65259	3767.83	1764.97
C.	Total (A+B)	16688.59	16880.85	2415309	2177774	40930.76	24688.48
	Riders:						
	Non linked						
1	Health#	0.00	0.01	0	9	0.14	0.19
2	Accident##	0.27	0.31	6	978	60.20	63.38
3	Term	0.001858	0.01	0	37	0.09	0.49
4	Others	5.12	5.22	0	0	8.87	8.04
D.	Sub total	5.39	5.56	6	1024	69.30	72.09
	Linked						
1	Health#	0.01	0.01	0	6	1.18	0.26
2	Accident##	0.19	0.17	192	7701	362.94	182.84
3	Term	0.00	0.00	0	0	0.48	0.10
4	Others	0.01	0.01	0	6	1.37	0.28
E.	Sub total	0.21	0.19	193	7713	365.97	183.48
F.	Total (D+E)	5.60	5.75	199	8737	435.27	255.57
G.	**Grand Total (C+F)	16694.20	16886.60	2415309	2177774	41366.03	24944.04

* Excluding rider figures.

** for policies Grand Total is C.

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

Disability related riders.

The premium is actual amount received and not annualised premium.



FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED MARCH 2014

INDIVIDUAL NON - SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

Sl. No.	PARTICULARS	PREMIUM		POLICIES		SUM ASSURED	
		Mar, 2013	Mar, 2014	Mar, 2013	Mar, 2014	Mar, 2013	Mar, 2014
1	Non linked*						
	Life						
	with profit	33666.19	33155.11	33266723	33486886	501767.41	582088.27
	without profit	4676.36	4069.23	6833469	3901423	229300.66	238234.68
2	General Annuity						
	with profit	0.85	0.00	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0.00	0.00
3	Pension						
	with profit	49.07	132.60	18713	29474	507.29	2048.42
	without profit	34.25	102.72	-120	14573	-0.05	364.20
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	127.02	116.89	431503	298287	3318.21	2945.07
A.	Sub total	38553.74	37576.53	40550288	37730643	734893.53	825680.65
1	Linked*						
	Life						
	with profit	0.04	-0.36	0	0	0.00	0.00
	without profit	6395.44	5707.54	1132423	882757	68191.31	62600.30
2	General Annuity						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0.00	0.00
3	Pension						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	265.10	371.62	23997	33029	-11.93	52.39
4	Health						
	with profit	0.00	0.00	16	0	0.00	0.00
	without profit	60.82	24.59	33265	12077	1179.90	515.73
B.	Sub total	6721.40	6103.39	1189701	927863	69359.28	63168.42
C.	Total (A+B)	45275.14	43679.92	41739989	38658506	804252.81	888849.06
	Riders:						
	Non linked						
1	Health#	14.70	11.40	1555	97651	2449.76	1675.44
2	Accident##	27.70	20.94	10720	841128	40174.06	42592.33
3	Term	16.38	16.63	727	55436	3366.83	3233.26
4	Others	13.41	8.74	211	16003	5027.29	2496.24
D.	Sub total	72.19	57.71	13213	1010218	51017.94	49997.27
	Linked						
1	Health#	0.87	0.35	44	1022	120.88	31.62
2	Accident##	1.11	1.15	576	73439	2688.07	3950.57
3	Term	0.04	0.03	1	25	84.93	62.06
4	Others	0.65	0.43	112	8841	124.62	91.28
E.	Sub total	2.68	1.96	733	83327	3018.50	4135.52
F.	Total (D+E)	74.86	59.67	13945	1093545	54036.44	54132.80
G.	**Grand Total (C+F)	45350.00	43739.59	41739989	38658506	858289.25	942981.86

* Excluding rider figures.

** for policies Grand Total is C.

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

Disability related riders.

The premium is actual amount received and not annualised premium.



FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED MARCH 2014

GROUP SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

Sl. No.	PARTICULARS	Premium		No. of Schemes		Lives Covered		Sum Assured	
		Mar, 2013	Mar, 2014	Mar, 2013	Mar, 2014	Mar, 2013	Mar, 2014	Mar, 2013	Mar, 2014
Non linked*									
1	Life								
a)	Group Gratuity Schemes with profit	0.00	61.47	0	35	0	0	0.00	0.00
	without profit	12492.54	13439.22	157	147	479847	498303	409.41	721.57
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.01
	without profit	293.03	178.60	61	15	12357	5445	102.17	38.42
c)	EDLI with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	2.56	2.31	74	76	214430	202217	2846.80	2684.71
d)	Others with profit	1.43	22.67	0	5	85	0	0.01	0.00
	without profit	4487.60	6736.85	1390	1432	20902711	22844135	232408.77	275831.69
2	General Annuity with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	4837.13	5344.06	48	26	140880	238520	0.02	0.00
3	Pension with profit	379.23	582.12	7	21	0	10912	0.00	0.00
	without profit	15377.70	23575.49	0	27	494506	113030	224.46	222.99
4	Health with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
A.	Sub total	37871.23	49942.80	1737	1784	22244816	23912562	235991.64	279499.39
Linked*									
1	Life								
a)	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	319.01	273.01	21	22	45668	38009	4.37	3.68
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	55.35	82.87	2	0	2378	1100	85.32	103.60
c)	EDLI with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
d)	Others with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	30.40	77.41	0	50	28	662	0.00	63.09
2	General Annuity with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
3	Pension with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	73.95	64.18	0	22	444	1928	0.00	0.00
4	Health with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
B.	Sub total	478.70	497.47	23	94	48518	41699	89.70	170.37
C.	Total (A+B)	38349.93	50440.27	1760	1878	22293334	23954261	236081.34	279669.77
Riders:									
Non linked									
1	Health#	0.83	1.02	39	55	8214	7311	611.19	704.28
2	Accident##	5.09	6.27	128	91	291729	22848	6967.15	4035.91
3	Term	0.00	0.00	0	0	0	0	0.00	0.00
4	Others	0.00	0.00	0	0	0	0	0.00	0.00
D.	Sub total	5.93	7.30	167	146	299943	30159	7578.34	4740.19
Linked									
1	Health#	0.00	0.00	0	0	0	0	0.00	0.00
2	Accident##	0.04	0.03	0	0	0	0	0.00	0.00
3	Term	0.00	0.00	0	0	0	0	0.00	0.00
4	Others	0.00	0.00	0	0	0	0	0.00	0.00
E.	Sub total	0.04	0.03	0	0	0	0	0.00	0.00
F.	Total (D+E)	5.96	7.33	167	146	299943	30159	7578.34	4740.19
G.	**Grand Total (C+F)	38355.89	50447.60	1760	1878	22293334	23954261	243659.68	284409.96

* Excluding rider figures.

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

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

Disability related riders.

The premium is actual amount received and not annualised premium.



FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED MARCH 2014

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

Sl. No.	PARTICULARS	Premium		No. of Schemes		Lives Covered		Sum Assured	
		Mar, 2013	Mar, 2014	Mar, 2013	Mar, 2014	Mar, 2013	Mar, 2014	Mar, 2013	Mar, 2014
1	Non linked*								
a)	Life								
	Group Gratuity Schemes with profit	17.01	1.12	4	0	1271	-3	0.13	0.00
	without profit	1170.44	1515.96	3013	4753	3590412	3258202	14434.27	23497.76
b)	Group Savings Linked Schemes with profit	4.57	14.34	0	0	4263	22863	30.95	168.90
	without profit	558.70	381.37	684	337	2221618	624265	13140.62	6988.54
c)	EDLI with profit	0.00	0.00	3	0	20574	0	278.47	0.00
	without profit	20.58	24.07	788	475	3316154	2931464	25510.30	27991.61
d)	Others with profit	17.37	2.48	3	1	19172	22	1.92	0.00
	without profit	995.15	1335.80	24581	28678	46237685	62443414	353975.76	514648.28
2	General Annuity								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
3	Pension								
	with profit	92.03	0.00	0	0	711	0	0.00	0.00
	without profit	2178.05	4447.50	52	519	51425	315303	56.82	29.23
4	Health								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	-0.01	0.02	0	0	-44	155	-23.21	5.25
A.	Sub total	5053.89	7722.66	29128	34763	55463241	69595685	407406.03	573329.58
1	Linked*								
a)	Life								
	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	1406.50	705.73	376	289	575567	400672	3410.95	229.80
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	14.40	28.47	47	50	23119	55956	661.34	253.76
c)	EDLI with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
d)	Others with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	102.56	78.47	18	40	898	1801	80.93	29.02
2	General Annuity								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
3	Pension								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	21.39	19.82	20	17	1726	1745	0.00	0.00
4	Health								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
B.	Sub total	1544.85	832.49	461	396	601310	460174	4153.22	512.58
C.	Total (A+B)	6598.73	8555.15	29589	35159	56064551	70055859	411559.26	573842.15
	Riders:								
	Non linked								
1	Health#	6.51	6.48	138	177	394266	325548	32554.09	34964.88
2	Accident##	5.19	5.56	68	124	78844	70087	5773.57	5329.45
3	Term	0.09	0.14	1	0	7250	6141	740.17	454.39
4	Others	0.04	0.02	9	9	2547	949	830.16	408.86
D.	Sub total	11.83	12.19	216	310	482907	402725	39897.98	41157.58
	Linked								
1	Health#	0.00	0.00	0	0	0	0	0.00	0.00
2	Accident##	0.00	0.00	0	0	0	0	0.00	0.00
3	Term	0.00	0.00	0	0	0	0	0.00	0.00
4	Others	0.00	0.00	0	0	0	0	0.00	0.00
E.	Sub total	0.00	0.00	0	0	0	0	0.00	0.00
F.	Total (D+E)	11.83	12.19	216	310	482907	402725	39897.98	41157.58
G.	**Grand Total (C+F)	6610.56	8567.34	29589	35159	56064551	70055859	451457.24	614999.74

* Excluding rider figures.

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

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

Disability related riders.

The premium is actual amount received and not annualised premium.



Guidelines on Pilot launch of the Insurance Repository System.

Ref:IRDA/NL/GDL/MISC/137/06/2014

10-06-2014

1. Background: The Authority had issued guidelines on Insurance repositories and electronic issuance of electronic policies in April, 2011. Under these guidelines, five entities have been granted certificates of registration to act as 'Insurance Repositories' in July, 2013. After the IRs have become operational, several teething issues with respect to the function of the IR system, processes, security and price related concerns have come to the notice of the Authority. In addition to these concerns, it was observed that one of the critical reasons affecting a smooth take off of the IR system is failure on the part of the Insurers and IRs in arriving at a price structure commensurate with the scope of services being offered and volumes involved.

With a view to resolve the concerns, the Authority constituted two sub committees to examine and devise simplified processes and a secured Insurance Repository System. The reports submitted by these committees to the Authority include several recommendations on the processes and the security framework of the IR system.

The Authority would review these recommendations and issue revised guidelines on "Insurance Repositories and electronic issuance of insurance policies" dated 29th April, 2011 (also herein referred to as "IR guidelines"). In the meantime, the Authority has proposed to launch a mandatory pilot of the IR system.

The following advantages are perceived through this pilot launch:

1. Establish and test processes, IT and security framework of the complete IR system encompassing Insurers, IRs and Approved persons and gain confidence over the smooth running of the IR system.
2. Help the industry in better understanding the changed business environment and better plan sales, services and their delivery.
3. Uncover issues pertaining to hardships, if any, on the part of the policyholders.
4. Identify any issue with regard to security.
5. Help the industry in transformation

from the existing to the proposed mandatory IR regime.

6. Help the industry in discovering the true price for various activities in the IR system.

2. Participation in Pilot launch:

2.1 It shall be mandatory for all the Life Insurers and the IRs to participate in the Pilot launch.

2.2 During the Pilot launch, each Life insurer shall convert a minimum of 1000 or 5% of the existing individual policies (issued in hard form and currently in force) whichever is less for each of the IRs into electronic form. This shall be however subject to a minimum of 250 policies per IR.

2.3 Each Life insurer shall also issue a minimum of 1000 or 5% of the total individual policies issued during the launch period whichever is lower in electronic form for each of the IRs. This too shall be however subject to a minimum of 250 policies per IR.

2.4 The pilot launch will be for duration of 2 months with effect from 01.07.2014.

2.5 During the pilot launch, an insurer shall not deny any request for electronic policy - both for conversion of existing policies and for issuance of new policies from any of the policyholders.

2.6 For the policies converted/issued in electronic form, within an e-Insurance Account, the IR shall be responsible for providing the following mandatory information with facility to print/download wherever necessary:

- a. Policy Status (including premium status, NAV status, Bonus status, Loan status, Claims status, Nominee/ Assignment Status, etc)
- b. Premium due calendar and Online premium payment facilitation
- c. Premium History
- d. Printing copy of the policy (including the proposal, terms and conditions , policy schedule, benefit illustration etc)
- e. Policy level - Transaction History
- f. Policy level - Claims History

- g. Acceptance of service requests for onward transmission to Insurers.

- h. Tracking system for service requests/ grievances.

- i. Annual statements

- j. SMS/email notification of Survival benefit/Maturity claim

- k. SMS/email notification of premium due, premium update, status update

- l. Ability to raise a complaint/grievance with the insurer

It may be noted that in addition to the above, the IRs are permitted to provide any additional services/features which they feel would help in bringing value addition to the services rendered by them to policyholders.

Optional features/services:

The cost of the additional/optional services rendered by IRs shall be as mutually agreed between them and the Insurers. The scope of these features/ services shall however be within the regulatory framework prescribed by the Authority from time to time. An indicative list of such features/services is as follows:

Optional Features

- 1 Policy servicing
- 2 Non-core activities
3. CashCollection
- 4 Others

3. Adherence to the prevailing guidelines/circulars: The Insurance Repository system unless otherwise specified as a part of these guidelines shall be completely in accordance with IR guidelines and any other relevant existing Regulations, Guidelines, Circulars and other regulatory framework of the Authority and other relevant legal provisions.

4. Mode of issuance/conversion of electronic policies: The opening of the electronic insurance account (eIA) shall be as per the procedure stated below:

- a. Where a request for e-IA comes with an online proposal for insurance, it shall be essential for the IR to ensure that the consent for insurance includes consent for e-IA as well.



Responsibility On-boarding	Insurance Company	Insurance Repository
New Customer to the Insurer - customer approaching the Insurer for eIA.	a) For every new policy sold, the insurer shall collect along with policy application/proposal, the required details and a consent (using a common form for proposal plus eIA or using an exclusive eIA form) for opening an Electronic Insurance Account. The eIA form or a copy of the common form as applicable shall be provided to the IR concerned. b) It shall be essential that the customer is provided with the option to choose according to his/her own preference from among the five IRs. c) After an eIA is opened the insurer shall collect e-IA details from IRs and shall record the same in the Policy Document and in their policy databases.	a) IR shall do a KYC validation. If the KYC evidence is provided by the insurer, the IR shall validate the same. b) IR shall perform a de-duplication check c) IR shall receive the requisite details and shall open an eIA account. d) With due coordination from the insurer, IR shall credit the electronic policy to the eIA e) IR shall provide electronic access to the policyholder and communicate the eIA details to the Insurer.
Existing Customer to the Insurer - Policyholder approaching the Insurer	a) Insurer shall receive an application for opening of an eIAccount and forward the same to the IR.	a) IR shall do a KYC validation and de-duplication check. b) IR shall receive the requisite details and shall open an eIA. c) IR shall credit the electronic policy to the eIA d) IR shall provide electronic access to the policyholder and communicate the eIA details to the Insurer.
Applicant with no existing policy approaching the IR directly	-	a) IR shall do a KYC validation and de-duplication check b) IR shall receive the requisite details and shall open an eIA. c) IR shall provide electronic access to the customer and communicate the eIA details to the customer.

Customer Care - Handling Service requests

Various Policy Services	a) When a policyholder approaches Insurer: The Insurer shall receive Service Request, execute the same and pass the updated policy data to IR and inform the policyholder accordingly. b) When a policyholder approaches IR: IR shall receive the request; transmit to the insurer if the request pertains to Level 2 (policy changes as mentioned in section 10 of these guidelines) changes. The insurer shall execute the request and pass the updates to the IR who shall confirm the policyholder of the changes made. If the change is pertaining to the Level 1 (as mentioned in section 10 of these guidelines) change of customer basic account information, the IR shall affect the change and inform all insurers of the policyholder.
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While handling a request for opening of the eIA, the following shall be noted:

- b. It shall also be essential that the proposer/policy holder is given the option to choose any IR licensed by IRDA.
 - c. Since the original policy contains policy information and helps the dependants of the policy holder during a claim process, the insurer shall not insist on its return while conversion into electronic form.
 - d. The IR shall be responsible for performing a de-duplication check prior to opening of the eIA.
 - e. The KYC documentation provided by the insurer shall be sufficient to open the e-IA by IRs. However, the IR shall perform a validation of the same before opening e-IA.
- 5. Free Look:** Clause 29 (1)(a) (vii) of the IR guidelines require the IRs to inform the policyholder about the availability of the free-look option as prescribed under Protection of Policyholders interests, regulations, 2002. The Regulation 6 of IRDA (Policyholders interests) regulations, 2002 prescribe a period of 15 days from the receipt of the policy to review the terms and conditions and exercise a 'free-look' option. For electronically issued policies, it is hereby clarified that commencement of the period of 15 days for exercising free look option would be as follows :
- a. **New eIA case:** Where an application for e-Insurance Account accompanies the proposal for insurance, the date of receipt of the 'welcome kit' from the IR with the credentials to log on to the e-Insurance Account or the delivery date of the email confirming the grant of access to the eIA or the delivery date of the email confirming the credit of the Insurance policy by the IR to the eIA, whichever is later shall be reckoned for the purpose of computation of the 'Free-look' period.
 - b. **Existing eIA case:** For the purpose of computation of commencement of "Free Look Period", the date of delivery of the email confirming the credit of the Insurance policy by the IR shall be reckoned as the starting date of 15 days period.
- 6. Policy information sheet:** The clause 29 (2) of the IR guidelines requires that a hard copy of the insurance information sheet is sent to the address stated in the policy. As the complete policy is available



for download from the eIA, this information sheet that needs to be sent in a 'hard copy' shall consist of relevant details of the policy as available in the schedule of the policy and need not be an exhaustive policy/policy bond/ welcome kit. Further, the insurers may send this information sheet in a 'hard copy' by postal means of their choice.

7. Underlying agreement: For the specific purpose of the pilot launch, any issuance/ conversion made during this pilot launch will need no underlying agreement as required under clause 22 of the IR guidelines. In the absence of an underlying agreement, the fee structure and all other matters shall be fully in accordance with these guidelines.

However, where there is already an underlying agreement in place, the fee structure and scope of optional features/ services and other matters shall be in accordance with such underlying agreement. It may be noted in this context that irrespective of whether an underlying agreement is in place or not, the clauses of these guidelines other than fee structure (clause 12) shall be applicable to all the IRs and insurers for the Pilot launch.

8. Particulars of eIA, modus operandi, ID and password: As per the clause 20 (5) (a) of the IR guidelines, the IRs are required to send the particulars of eIA and modus operandi of its operation, login ID and password in a hard copy to the e-Insurance account holder. It is advised in this context that for the purpose of the pilot launch, the IRs are permitted to send these details in an electronic form as per the procedure stated below without having to send hard copies of the ID, password and modus operandi of operation. The following procedure shall be adopted for grant of access to the eIA.

Grant of Access to the e-Insurance Account holder

Stage 1: ID is generated by the IR or registered as requested by the applicant and confirmed by the IR. The account holder would be provided with the instructions to activate the account.

Stage 2 : After successful validation of ID, IR generates and sends a one-time password (OTP1) on the registered email id and another one-time password (OTP2) on the registered mobile number of the account holder.

Stage 3: On successful validation of both OTP1 and OTP2, password resetting option is mandated to the eIA holder.

Stage 4: Only after resetting the password, access to the eIA is granted and confirmation about activation sent to the registered email ID and registered mobile number. The account holder is provided with the instructions and modus operandi of the account operation in an email and also via a link accessible from the e-IA.

Other specifications:

- a. Only one email-ID can be used for one eIA.
- b. Only one mobile number can be used for one eIA.
- c. Confirmation of change in the password is sent on the registered email ID and registered mobile number
- d. Confirmation of grant of access is sent on the registered email ID and registered mobile number.
- e. OTP (1 & 2) will have a maximum validity of 24 hours.
- f. With respect to the confirmation of grant of access to the eIA, the IRs shall store the delivery date and time stamp of the email and SMS messages.

9. KYC compliance: For the purpose of KYC compliance, the IRs shall be governed by the AML guidelines/Master circular prevailing from time to time. Where a request is received by the IR for conversion of an existing policy/issuance of a new policy in electronic mode, any KYC proof that is available, valid and provided by the insurer shall be considered as being complied. And, the IR shall be responsible to validate this KYC documentation provided by the insurer before acceptance.

10. Service Levels: In the IR system, all the services shall be broadly categorized into two levels as indicated below:

- a. **Level 1:** These are the set of services that the IR can handle on their own without the need for referring to the insurer. Level 1 changes include changes to a policyholder's address and identity details which are typically uniform across all policies issued by all insurance companies. Once updated, the level1 changes shall be communicated by the IR to all the insurers of the policyholder.
- b. **Level 2:** These relate to the policy level changes that are not identity

related in nature. Typically, these are to be effected only by the insurer. The IR shall take the responsibility of communicating such requests to the insurers. Once, these changes are affected, the insurers shall provide a confirmation of the same to the IR who updates their own databases. It may however be noted these services shall be handled as per an underlying agreement if outsourced to the IRs as per the prevailing regulatory framework.

11. iTrex: In order to ensure that no duplicate of e-Insurance Account is created and also to ensure smooth transaction flow between various parties to the transactions related to the IRs, IRDA had set up "Insurance Transaction exchange" or "iTrex" which acts as a Central Index Server and a messaging hub. It is mandated that all transactions between the insurers and the IRs shall be routed only through "iTrex" and by no other external means. This is believed to ensure the effectiveness of "iTrex" as a "de-duplication" and "messaging hub".

12. Fee structure: In the absence of an underlying agreement between the insurer and the IRs, the fee structure shall be as mutually agreed for the pilot launch. However, the charges shall at no time exceed the maximum cap prescribed in the table below: S. No Stage Max Cap on charges Payable by Payable to

Stage	Max. Cap on charges	Payable by	Payable to
e-Policy Issuance (New policy)	60	Insurer	IR
e-Policy Conversion (Existing policy)	40	Insurer	IR

13. Reports: The IRs shall submit the fortnightly report starting from 16th of July, 2014 on the pilot launch as per the Annexure -1.

14. Compliance: These guidelines are issued by virtue of the powers vested under section 14 (2) (e) of the IRDA Act, 1999.

Any entity not fully participating in the pilot launch as prescribed in clause 2 or acting in contravention of any other provisions of these pilot launch guidelines, shall attract the provisions of section 102 of Insurance Act, 1938 and such other appropriate regulatory action as deemed fit by the Authority.

(Suresh Mathur)
Sr. JD (NL).

ISSUE FOCUS

Claim Settlement in the Insurance Value Chain

-- Need for Better Transparency

P.C. James insists that the institution of insurance is in place to indemnify the covered losses of the insured; and to this extent, insurers must be proactive in looking for reasons to pay the claims.

The two central themes of insurance business are protecting the policyholder against covered risks and safeguarding the policyholder money. Based on this, insurers bring in capital and assume risks by collecting premium upfront from ‘the many’ to form sustainable insurance pools; and safeguard the policyholder funds through regulated (ring-fenced) investment practices. However, from the perspective of the public the real proof of insurance is when the promise made at the time of policy issuance, is honoured at loss/claim occurrence. The value chain from this perspective would be understood by the industry as per the chart below where the claim experience of the consumer plays a large role.

From the perspective of the public the real proof of insurance is when the promise made at the time of policy issuance, is honoured at loss/claim occurrence.

Along with the value that claims throw up in insurance, there is now a looming role for protecting consumer/policyholder rights. Briefly these rights can be summarized as under:

1. Right to proper information and advice

2. Right to suitability of products
3. Right to fair terms
4. Right to fair treatment
5. Right to redressal of grievances and disputes.

All these rights have a place when a claim is lodged, needing a customer-centered claims management orientation, where even when the claim is not payable, the consumer needs to be explained that the claim is beyond the promise made at the time of taking the policy. Even in the 21st century, surprisingly the world is seeing that insurers dispute and deny the policyholder their rightful claims and has to look to courts at great expense and delay to get the promises indemnified. Disputes relating to WTC and Hurricane Katrina are well known. Based on





occurrence of such ignominious examples, new themes are emerging that will convert the proverbial uncertainty of insurance promise, into more reasonable certainties especially for the ordinary consumer.

New concepts that are gaining currency include contract certainty, treating customers fairly (TCF), relooking at basis clauses and other unequal clauses in insurance contracts, and so on. New risks are facing insurers such as conduct risk, which put those companies at risk if they design their products, processes or culture orientation in such a manner that they make profit from consumer errors and/or misuse their superior knowledge of insurance verbiage to profit at the cost of the customer. Conduct risk will gain traction as time passes for industries in the credence category like insurance, where in the absence of tangible evidence consumers can be bullied, threatened, ignored or otherwise let down despite clear terms and conduct requirements to the contrary.

In these contexts, insurance claim as a value chain concept, need to be re-engineered to reduce a variety of costs for both the insured and insurer, and to take insurance claims from a position of uncertainty once a covered loss has taken place, to one of reasonable hope of indemnity, both as to admission of

liability and to the quantum that will be paid out. The claim process chain broadly follows this logic:

1. Intimation of claim and submission of estimate
2. Appointment of surveyor and first visit of surveyor
3. Request for documents by surveyor/insurer
4. Survey and report submission after documents are obtained and verifications made
5. Insurer processing of claim
6. Insurer payment or rejection
7. Dealing with complaints/legal cases where disputes arise.

The first key to a successful claim outcome is to get the right surveyor to survey and assess the loss. This is clearly an important responsibility


of the insurer. Seeing the many pitfalls in this, many companies are tempted to move to the dominance of in-house surveyors, but the onus of neutrality and professionalism could be lost both in perception as well in the legal sense as the Insurance Act would imply. There is a clear need to upgrade and professionalize the surveyor function as efficient, professional, timely and consumer/insurer friendly. Translated, this means that the surveyor should reach the site of loss within hour/s of the appointment and interact with both insured/insurer and inspect the site of loss/repair. Anecdotal evidence indicates incidences of long delay in reaching the site of loss, sending assistants instead of the appointed surveyor, outsourcing of the job to others, long absences, malingering by seeking of numerous and voluminous documents and so on. Professional integrity and service capability has to shine where insureds face tragedy; and manifest objectivity and transparency to the process of survey and assessment must meet and exceed the regulatory objectives of protecting the consumer in distress. Insurers need to work with dispatch in parallel with surveyors and ensure that surveyor fees and expenses paid immediately to ensure results.

Increasing use of technology is to be infused with full vigour to ensure that insurer credibility is


New concepts that are gaining currency include contract certainty, treating customers fairly (TCF), relooking at basis clauses and other unequal clauses in insurance contracts, and so on

established. Hence as soon as photographs are taken, they should be uploaded to those concerned including the insured. Videography may be used as required. There should be an interim report for large losses, where more time may be required for full assessment. In the interim report, the question of admission of liability should be determined and informed to the insured. More importantly, an interim payment should be arranged to give cash infusion to the devastated insured. Speed and correctness of indemnification are the two parameters of claim excellence and every claim functionary should be culturally programmed to ensure that these objectives are optimised.

If the twin needs of the consumer that insurers should speed the admission (or denial) of liability and infuse cash as needed by an 'on account' payment, the claim function could be transformed and the industry could meet with universal approval. It will take away the burden of uncertainty for the insured; banks and financiers will be willing to fund repairs/ reinstatement, insurers will get incentive to finalise settlements faster and a prolonged agony of claim uncertainty will be largely eliminated. For smaller claims with repair orientation, straight through processing using technology is being spoken of and in some cases attempted. Advances in this area



The core of insurance is simple: if a peril has been covered in the contract and the insurer has received the consideration that was due and the unfortunate peril occurs and results into a financially measurable loss, then the insurer has to pay the loss.



would be a great boon and paper trails and delays could be a thing of the past, as claims could run through their stages seamlessly.

The onus of proving that the loss is covered and payable is generally on the insured in named peril policies and the onus that the policy does not cover the loss is on the insurer. Hence the insurer and surveyor should seek from the insured only those documents that are relevant to the duties of the insured and especially those that go to the roots of the contract such as insurable interest, proximate cause of loss, the factors that make the indemnity right for both parties, including subrogation and contribution. In case a loss is not payable the focus will increasingly go on to understand why the loss is covered or not, with evidences that will stand the strict

scrutiny of a court of law, whether the asset was insured as intended by both parties, whether peril has clearly occurred or not, and whether any exclusion supersedes the occurrence of loss. Repudiation may also involve more complex matters such as issues of non-disclosure, misrepresentation and fraud.


Insurers and their auditors can be confused about the core duty of an insurer in case of a claim. They need to be able to differentiate between real reasons that can be invoked for repudiation, and technical clauses in the policy that are laid down to bring discipline and ethics into the claiming process for the insured. It is well accepted legally and often mandated by regulation as well that a technical violation of the policy condition does not entitle the insurer to repudiate a claim. The core of insurance is simple: if a peril has been covered in the contract and the insurer has received the consideration that was due and the unfortunate peril occurs and results into a financially measurable loss, then the insurer has to pay the loss. If there are technical breaches of clauses and conditions, the insurer should seek explanations and conduct investigation of the violation of the technical conditions, if any, which may have happened, such as delay in the intimation of loss. If the technical violations result in exposing a real reason that a claim is not payable, then the claim is to be repudiated.

Claim logic is something that has to be understood as a necessary part of proving the claim. It is seen from experience that every claim is different even though they may appear to be the same. Thus if a truck falls on its right side the outcome can depend on the speed of the truck, the skill of the driver, whether there is a load or not, the depth of the fall, whether the terrain was rocky/grassy and so on. Therefore losses need to be verified physically by photo/video evidence, they need to be inspected, measured, and the repair/reinstatement costs need to be itemized and so on. In parallel the insured has to inform the civil/police authorities and their report of loss is required (except in cases of widespread losses well reported and pictured in the media), because they are the nominated authorities under law to be informed and report on losses as applicable. Insured's internal documents have to be made available to prove the occurrence and the quantification of loss and to whom the loss is payable.

Aging of claims is a matter of concern and insurers need to feel apologetic about it and should not look to the customer as the sole blame-worthy cause. Urgency is the name of the game but given that due diligence is essential as well, in ensuring proper indemnity, there has to be ingenuity, great management skills and use of technology to bring together the

diverse and unique requirements of claim settlement so that the on time indemnity as also the sustainability of the insurance pool is upheld, which will give great credibility to the insuring function.

Delays can arise from the insured for non-submission of documents or not making available witnesses who were on the site of loss during the occurrence etc. Delay can happen if necessary documents are not given by the civil/police authorities on their findings, or from the surveyor, who is too busy and keeps on giving incremental demands for various documents and formalities. Finally, delay is on the part of the insurer who is not able to get clarity on the claim logic and the policy terms and conditions. Relentless claim logic should be pursued by visual, eyewitness and public authority



Delay can happen if necessary documents are not given by the civil/police authorities on their findings, or from the surveyor, who is too busy and keeps on giving incremental demands for various documents and formalities.

records, followed by physical/volumetric measurements to be made by the surveyor. In parallel, the insured must satisfy that there was a valid policy and that the premium has been paid as billed. The peril must have been covered by the policy on the subject matter insured and the insured must have insurable interest in the matter. The quantification of loss follows, based on the cover given. This can begin with broad estimation, on the basis of which an interim payment for large claims can be considered, which helps everyone concerned to ensure that indemnification process has successfully begun, and thereafter the finality can proceed keeping the principles of costs to be incurred for reinstatement, depreciation, underinsurance, limits in policy and deductibles/coinsurance etc. as applicable.

The other great benefit in policy that should move into the mainstream of claim settlement is cashless settlements. In all repairs and other cost insurances, such as hospitalisation claims, cashless settlements are to be the main means of settlement as insured paying cash upfront (out of pocket payments as it is normally called) puts uncalled for and disproportionate burdens on the insured to borrow or sell assets or to forego the claim altogether. Therefore claims must be cashless to the extent possible so as to make them painless.

Finally micro-insurance claims need a relook and transformation. Micro insurance is now emerging as a mainstream insurance. Unique solutions are needed in this area to reach out and indemnify large numbers of micro claims in outlying and unreachable areas in exemplary ways. Hence claims for micro-insurance customers have to turn to non-traditional and innovative ways of settlement. Micro-insurance claims being low ticket claims, the claim-processing costs should not add burdens to an already overburdened marginalised customer. Hence world over new insurance propositions are taking place such as proxy and parametric insurances, that look to proxies like the weather, which is the principal risk in agriculture to do away with issues like moral hazard and cumbersome paperwork and insurer monitoring. Hence in such insurances documents like claim forms, surveyor visits and verification, meteorological reports are totally avoided as the insurer gets real time weather data on hourly basis from independent automatic weather stations, which helps to pay claims very soon after the close of the policy/crop period. Similarly in animal insurance, common enough in remote areas as they are often livelihood based risk protections, insureds cannot get the services of veterinary doctors or post mortem reports, and hence community based claim settlement

The community is well aware of the pitfalls of allowing moral hazards and frauds entering the insurance system and hence they monitor claim ratios with the insurer and uphold the rectitude to the indemnity system.

concepts are taking root, where the community takes responsibility for the correctness of claims and through insurer trained responsible committees, such committees certify to the correctness of the claim and build the claim logic and the documentation, that will stand the scrutiny of insurance requirements. The community is well aware of the pitfalls of allowing moral hazards and frauds entering the insurance system and hence they monitor claim ratios with the insurer and uphold the rectitude to the indemnity system.

There are many frontiers that are getting the attention of the industry, but claims settlement leading to consumer comfort, ease and satisfaction is going to be the critical customer advocacy point for the credibility and popularity of the insurance system. This is essential because insurance will play a vital

role in a world of risk and losses. Indemnification to victims is the root of the liability laws, where insurance is often mandatory and so also it will be increasingly inescapable for insurers to escape from liability when real losses happen to their customers and the coverage given has to answer to the loss sustained, cleanly without having to go through the 'reading between the lines' approach that many insurers habitually tend to do. Successful claim management has to meet the reasonable expectations of the insured customer at the time of loss.

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ISSUE FOCUS

Save the Policyholder and Save the Insurer

- An Appraisal on Fraudulent Claims

Dr Karanam Nagaraja Rao and Prof Neha Chabraa opine that fraudulent claims have a deleterious effect on the functioning of an insurance company, and as such, have to be dealt with in utmost seriousness.

Introduction

Insurance is a cooperative endeavor wherein a large number of persons, in effect, agree to share the financial loss arising due to a particular risk of a single individual of the group which is insured. An insurer would be unable to compensate all losses from his capital. So, by insuring a large number of persons, he is able to pay the amount of loss. Any claim remaining unsettled for a genuine person is as harmful as settling to a fraud person as each payout from the insurer is a charge on the premiums of all policyholders. Hence it is ordained on the part of the insurer to have as much zeal to settle the claims as to detect the frauds. In other words, insurance companies need to initiate as many pro initiative measures for zero outstanding claims as to zero outstanding frauds in order to sustain in the competitive market.

Any financial instrument has value only if it pays the customer at the appointed time. A policy of Life insurance is no exception to the general rule.

Mechanism of Claims Settlement

'The proof of the pudding is in the eating' is a good old English proverb. It means that the real value or quality of something can be judged only when it is put to use. Any financial instrument has value only if it pays the customer at the appointed time. A policy of Life insurance is no exception to the general rule. The proof of insurance is enjoying uninterrupted risk

coverage or enjoying the maturity proceeds.

A claim is the natural culmination of the promise made by the insurance company at the time of entering the contract. This promise was that the insurance company would pay a stipulated sum assured on the happening of the insured event or contingency. For Term insurance/Whole Life policies, the claim has to be paid on death of the insured. For Endowment policies, the claim has to be paid on death or maturity.

The claim settlement is thus the final obligation of the insurer. It is called the 'discharge of contract by performance'. The efficiency of the insurance company is measured by how effectively it handles the settlement of claims.

The operational management of the claims has significant impact on customer loyalty, customer retention and brand image of the



individual insurance company. A hassle free claim settlement, sometimes, results in recycling of business boosting up the volumes of insurance business. Any delay in the settlement of claim leads to mental agony for the claimant; and one dissatisfied customer is sufficient to undermine the market image of the company. The delay on the part of the claimant in submitting the required forms is also counted for the turnaround time (TAT) and measured as an index for the operational efficiency of the company. Companies, therefore, take pro-active measures in helping the claimant to submit the claims forms fast to the companies.

A few proactive initiatives in the settlement of maturity claims

As the company is supposed to settle claim as on date of maturity, certain proactive steps are taken by the companies.

1. The company contacts the policyholder through registered letter/ e-mail/ SMS alert/ telephonic conversation etc. Some companies initiate this process at least two months in advance to ensure that the maturity claim cheque gets encashed on the date of maturity.
2. Insurance companies alert the field staff to locate the customers in case the registered

letters get undelivered. They also try to establish contacts with the policyholders through their employers/ postal authorities/ friends of customers etc depending on individual case.

3. A few insurance companies view the prompt settlement of claim with all seriousness and set claim settlement as a parameter in service index meter and thus appraise their operation team members.

A few proactive initiatives in the settlement of death claims:

‘There is no greater fraud than a promise not kept’ (Gaelic proverb). As the insurance company is supposed to settle death claims as stipulated by the provisions of IRDA rules, certain proactive steps are taken by the companies.

Companies hire detective agencies in probing the genuineness of claims, particularly where, prima facie, there is evidence of suppression of material facts.

1. For ensuring fast claim settlement operation, insurance companies encourage the insurance agents/ advisors to assist the claimant in procuring the requirements and helping in filling the details in various forms.
2. Companies hire detective agencies in probing the genuineness of claims, particularly where, prima facie, there is evidence of suppression of material facts.
3. Companies, through their links with established hospitals, try to obtain case sheet summaries of the patient.
4. Companies establish links with local police officials and get police inquest reports and post mortem reports.
5. Like in maturity claims, a few insurance companies view the prompt settlement of claim with all seriousness and set claim settlement as a parameter in service index meter.

The activities as stated above are normally supervised by an exclusive Claims Department in each insurance company loaded with targets. By virtue of initiating fast claim settlement process on board, the departments contribute to the image of the respective companies. But do we have Fraud Detection

departments to safeguard the pool of policyholders' money? If they are necessitated, what are the claim frauds that we normally come across in majority of the insurance companies?

Insurance Frauds:

Insurance is a concept built on the edifice of 'utmost good faith' and a fraud is wrought with breaching the very foundations of the edifice. The American Heritage Dictionary of the English language defines fraud as 'a deception deliberately practiced in order to secure unfair or unlawful gain'. In insurance parlance, a fraud is one where a claim, otherwise not payable, is paid. As per India Forensic Research, a Pune based research agency, insurers are nearly losing ₹15,000 crore every year due to exaggerated claims. However, there is no agency or repository of fraudulent claims in India to assess the losses due to frauds. About 86 per cent of the frauds occurred in the Life insurance segment while the remaining 14 per cent took place in the General insurance sector which includes risk of loss to assets like car, house, accidents, etc. (Economic Times, 4th March, 2012).

There is no agency or repository of fraudulent claims in India to assess the losses due to frauds.

murder, inventing loss such as auto theft, burglary, theft, razing the property which is non existing to fire etc. Here the intention is subvert the due process by forceful unlawful or illegal activities. Soft frauds, on the other hand, are opportunistic frauds. They are like obtaining the policy by deceitful means like under representing the age to take advantage of lower premiums, exaggerating the legitimate claims, misrepresenting the facts such as suppressing insurance history with many insurance companies at the inception of the policy so that claims can be made against different companies etc.

Modus Operandi

Fraud in claims takes place in different ways and the insurer must be ever vigilant to ensure that the policy holders' money is not frittered away for wrongful reasons. Sometimes, the frauds are methodical and follow a particular pattern (claims in a particular district may be of snake bite or

heart attack etc.). Shakespearean dictum of 'method in madness' is a dangerous trend unless curbed in the initial stages.

Some of the prominent methods of fraudulent claims are as follows:

- Age related - understatement of age resulting in less or no medical examination and subsequent early claims - these types of claims do irreparable damage to the insurer. Sometimes the insurer cannot justify his repudiation of the claim action in the court of law as his own field staff must have attested the age proofs.
- Fabricating the dates of death/ death certificates - In a few cases, especially in rural areas, dates of death are tampered to ensure that the death had happened within grace period limits or 'claims concession' provisions. A claim which would have been admitted for paid up value alone is sought to be claimed for full sum assured. Likewise in Motor insurance, when cover is not there for a vehicle, insurance is taken to cover the loss.
- Converting natural deaths into accidental deaths - In some cases, a natural death is shown as accident by inventing new reasons like 'snake bite', 'drowning', 'fall from the tree',



etc. These are done in collusion with village elders and others.

- Fake claims - They happen when there is absolutely no loss but loss is shown as happened or the loss is self-inflicted.
- Exaggerating the claims - in Motor insurance replacement of parts is sometimes claimed when they are repaired or maintenance expenditure is converted to claims. The principle of indemnity is defeated when, say, in Fire insurance, even if the loss is `50,000, loss is reported as `One lakh or undamaged items are lifted out from the site.
- Multiple policies - It relates to suppression of insurance history, especially of other insurers with an intention to reap profits when policy results in to death claim. There are occasions when multiple policies taken with surname or last name prefixing or suffixing to the first name at different locations in order to influence underwriting decisions and also to get death claim advantages. Normally this type of fraud happens with the active connivance of the inside staff members/ insurance advisors of the company.
- Manipulation of hospital certificates - It involves arranging hospital bills in case

In Health insurance, particularly in non-urban centers, people impersonate someone who has insurance to take treatment.

of Health insurance from non-existing hospitals or with existing hospitals at inflated rates to claim medical bills. In Health insurance, particularly in non-urban centers, people impersonate someone who has insurance to take treatment.

- Claims padding - It occurs when a person increase the damages for a vehicle just to over-state the claim.
- Maneuvering the thefts - This happens in the case of theft of an uninsured vehicle when the number plates are put to a different vehicle to get an insurance policy and thereafter register a claim on the same.
- Miscellaneous claim related frauds - At times, the field staff or the operation staff or both in collusion get death certificate of a policyholder whose policy is lapsed for the last 2 to 3 years

but have run for more than 5 years. They open bank accounts in the name the customer and coolly encash the death claim proceeds. This type of fraud can be detected only when the policy matures and the real policyholder approaches office claiming the maturity proceeds.

Some of the prominent portenders of fraudulent claims are as follows:

- a. Delay in intimating the claim - This is the normal practice perpetrated by the claimant to subvert authentic evidence getting surfaced. In case of Fire or Motor insurance, the delay in notification leads to little evidence at a later date.
- b. Claims in patterns - This is the case where the claims department receiving claims wherein majority of the claims of same reason or same type. For example, from a particular area, all claims are of snake bites. Or all claims from certain area are from paid up policies or early claims are more pronounced under one broker or agency. Sometimes the death certificates are received only from one source, say, a village panchayat etc.
- c. Age proof related - This also follows the patterns, may be all age proofs relating to claims in certain period are from same

school which may be existing or non-existing.

- d. In the case of Property insurance, conspicuous absence of debris in case of a fire or abnormal number of recent purchases etc.

The insurer should be ever vigilant and watch the trends for arresting the frauds. What can an insurer do to institute a mechanism to arrest the frauds? Here are a few tips, which, some insurers are already implementing.

Preventing the claim frauds:

Insurance frauds cause potential threat to the financial soundness of the companies. Not only do they deplete the funds of the companies but also inflict losses to the individual policyholders. After all the cooperative mechanism of people's money for people's good gets defeated. The trusteeship concept of preserving the funds of the customers could not be sustained by the insurers. If frauds are to be detected, there should be a robust institutional mechanism to identify and detect them. Again they involve lot of strain on the financials of the insurance companies. The normal institutional mechanisms in vogue are as follows.

- **Investigation** - It is done either by the internal officials of the company or outsourced. All

If frauds are to be detected, there should be a robust institutional mechanism to identify and detect them.

insurance companies institute investigations in respect of early claims as Sec 45 of the Insurance Act is operative in the first 2 years from the date of risk. Investigation is normally done to assess whether the claim is genuine and there was no suppression of material facts.

- **Underwriting aspect of investigation** - In respect of claims, especially when they are early claims, the insurer looks upon/ reviews the underwriting aspects leading to the issue of the policy. The age proofs, the agents' confidential report, the moral hazard report and the medical reports are subject to scrutiny to ascertain whether the underwriting decision is correct and also whether any document leading to the issue of the policy is forged. Sometimes same handwriting in the proposal and the medical reports give raise to the

suspicion that the health report of the proponent is also forged by the field staff in connivance with hospital authorities.

- **Pooling of claims** - Insurer pools up all claims relating to the same life assured to ascertain whether the life assured had revealed information of all his policies while taking a new policy. Sometimes, insurers seek to get the information from other insurers also. IRDA has initiated the process of creating database for strategic applications by instituting Insurance Information Bureau in 2009.
- **Linkages**- A good number of insurance companies liaise with governmental and hospital agencies for collecting the data, for example, a few companies resort to verification of vehicle details with RTO in Motor insurance; a few Life insurance companies verify the case sheets from the hospitals where there is the suspicion of life assured undergoing treatment prior to the issue of policy and a few companies liaise with police authorities to acquire inquest reports to ascertain the accidental nature of deaths etc.

A few suggestions

Frederick William Robertson, an English theologian says that "There

are three things in the world that deserve no mercy - hypocrisy, fraud and tyranny.” Fraud amounts to deceit and involves wastage of public money. ‘In USA, to prevent losses over INR1,320 billion annually to healthcare insurance frauds, the government has introduced Health Insurance Portability and Accountability Act (HIPAA) that makes insurance frauds a criminal offence depending on the nature of the crime’ (Ernst & Young report on Fraud in Insurance Survey, 2010-11). Can insurance companies in India take a leaf out of the USA legislation for ensuring insurance frauds as a criminal offence? Perhaps this may deter the fraudsters to think twice before resorting to frauds.

Secondly, according to India’s Ministry of Labor and Employment’s advisory note, this was circulated to insurance companies, “It is in the interest of insurance companies to spend time and effort on an effective monitoring mechanism to ensure that claim ratios are realistic, manageable and correct”. Insurance is a data-driven industry and companies will not only need to compete in terms of their product offerings, but will also be required to leverage business intelligence-enabled analytics to attain a competitive edge. In this direction, it is advisable for insurance companies to exchange claims related data on day to day basis to thwart the likely frauds in the

Insurance companies need to educate all stakeholders the implications of frittering away the funds pooled up by the policyholders.

industry.

Thirdly, majority of the insurance companies do not have dedicated anti-fraud departments on board. Today, India’s insurance industry is working toward reducing operational costs. When this is the aim, it is imperative to have focus in areas that promote in control or reduce costs by proactively arresting frauds, which can be achieved through an effective fraud risk assessment (FRA) program.

Finally, insurers should have a sound fraud management strategy which include

- A clear mission statement to indicate the insurer’s level of tolerance to fraud;
- Facilitate the development of quantitative risk tolerance limits on fraud; and
- Provide direction to the overall fraud management plan (Source-

Monetary Authority of Singapore- Insurance Business and Insurance Fraud Risk, 2007)

Conclusion:

Frauds of any nature are frowned at. Surprisingly, insurance frauds are not. Sometimes they are being encouraged by the insiders of the insurance industry for so called generosity. Insurance business is not a business of charity. Insurance companies need to educate all stakeholders the implications of frittering away the funds pooled up by the policyholders. When frauds are perpetrated, it is necessary to initiate disciplinary action against the insiders. A robust fraud reduction mechanism is to be instituted for the larger purpose saving the policyholder and saving the insurance company itself.

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ISSUE FOCUS

Claims Management Essentials from the Reinsurance Perspective

- An Empirical Study

Dr Som Majumdar states that the claims management function is not merely the settlement of a claim but a whole lot of other services related with it.

PREFACE

Efficient claims management is vital to the success of both large and small companies working within the insurance industry. Major components of the claims handling process include developing strategies to cut costs and put emphasis on loss recovery processes built into the risk transfer mechanism in an attempt to optimise the claims liability falling onto the net account aiming at balance sheet protection. In addition to the competitive environment in which insurance companies operate, these businesses are challenged by more stringent compliance with government regulations and increasing expectations on the part of consumers. Settling insurance claims is just one aspect of the claims management process. The time it takes to process a claim involves several stages beginning with a person filing a claim. The stages that follow determine if a claim has merit as well as how much the insurance company will pay. Insurance customers expect a company to settle claims quickly

Although quickly settling a claim can avoid the chances for litigation, accurate liability assessment is crucial to achieving a quick resolution in a claim dispute.

and to their satisfaction. Because high customer satisfaction levels can give the company a competitive edge, reducing the time it takes to settle insurance claims is one way to decrease the number of customer complaints and improve service. Claims for the insurance companies lead to heavy cash outflow and hence the scientific management tools are required to be deployed to maintain profitability while managing the claims administration work satisfactorily. By default, the claims management subject, per se, is too broad to discuss in one segment as it is in the present case.

The current study will therefore aim at examining some aspects of claims management functions from the reinsurance perspective covering the non-marine class of insurance. The analysis will be later interpolated to an empirical study primarily to demonstrate how to minimise the impact of losses to protect company's balance sheet in the long run.

DEFINITION OF CLAIMS

It is ironic that all claims are losses but not all losses are necessarily the claims in insurance parlance. In most cases involving insurance claim disputes, the insurance company eventually agrees to pay an equitable amount if a customer has a legitimate claim and can present evidence supporting it. Although quickly settling a claim can avoid the chances for litigation, accurate liability assessment is crucial to achieving a quick resolution in a claim dispute. Unfortunately, settling claims too quickly increases a company's chance of paying out on a greater number of fraudulent claims. Unlike large companies that can absorb some losses as a part of



doing business, small companies quickly suffer the negative effect on net earnings when paying fraudulent claims. Then again, processing insurance claims too slowly increases the risk of losing dissatisfied customers. In a highly competitive insurance market, small companies can't afford to lose customers. The reported loss may be of two dimensions, viz. micro view representing single individual loss such as typical fire damage to a property or sinking of a ship or personal injury as a result of insured event etc. By contrast, such losses can arise from a macro angle characterised by magnitude of losses resulting from a catastrophic event like storm, earthquake, and bush fire and so on. Although the nomenclature of these losses or damages are related to some kind of financial loss, the modus operandi in treating those losses from the management point of view will be different.

ROUTINE FEATURES OF CLAIMS PROCESSING

There is an old cliché that says “a stitch in time saves nine”. The same principles apply to the claims management functions. Just because there is a reported claim, it does not necessarily mean that the management functions are to be activated all at once. Before jumping to a conclusion one has to carefully examine if at all there is a claim that needs attention. The primary step will therefore be to determine if it is a claim in question and then to establish onus of proof.

The following steps are essential upon receipt of claim notification:

- Is there a policy in existence that covers the “subject matter of insurance”?
- Is the premium on the policy duly paid?
- Does the loss apparently fall within the scope of cover?
- Is it within the scope of “operative clause”?
- Are there any “exclusions” that may be applied on the claim in question?
- Is the property damaged also the property “insured”?
- Is the date of loss falling within the period of insurance?

Once these routine essentials are all sorted out, the next vital step is to establish the onus of proof that needs attention to the following points:

- Prima facie proof of loss must be given by the insured. Once this is done, the onus of proof shifts to the insurer to exclude the loss by “Exception”.

- If the insurer’s “promise to pay” is “Qualified”, then the onus of proof to show that the “Exception” does not apply, remains with the insured.
- If, however, the “Exception” lies in the “Operative Clause”, the onus is on the insured.
- However, if only a specific element of the insurer’s general promise is recorded as “Exception”, then the onus of proof remains with the insurer. If “Exceptions” are in the “Conditions”, onus is on the insurer.

LOSS TREATMENT FROM THE REINSURANCE PERSPECTIVE:

For an insurer, the word “Claims” has got very wide ramifications. The people dealing with claims management functions are to work around many elements to determine what constitutes a claim for the purpose of company’s balance sheet. These are primarily:-

- Reported losses
- Assessed losses
- Paid losses
- Outstanding losses
- IBNR losses

All these loss figures are ultimately taken together into one loss figure to be incorporated in company’s accounts which are known as “Incurred Claims”. The traditional method to work out this figure is composed of:



Outstanding Claims as at the end of the accounting period

Plus

Paid claims during the accounting period

Minus

Outstanding claims as at the beginning of the accounting period”.

It is however important to note that the original gross figure on the above three elements of claims are needed to be adjusted to reflect the amount of recovery made or due from the reinsurers and the “Net” figure is taken into accounts.

PROVISIONING FOR OUTSTANDING CLAIMS

At the end of a financial year, a commercial organisation has to prepare a consolidated account of financial transactions during the year (and a balance sheet reflecting the assets and liabilities on the last day of the year).

For an insurance entity, one of the most difficult items is to quantify possible future liability for claims. There is inevitably a time gap between occurrence of a loss and settlement of the claim. Further, claims take time to be recognised in long tail business like ‘products recall, products liability medical malpractices etc. But a provision has still to be made in the annual accounts for the likely liability for future claims, shown under the accounting head “outstanding claims”. These have to be revised

As the outstanding losses constitute a significant amount, a small percentage variation can affect the results of the year.

every year as a part of the exercise of finalising that year’s accounts.

Great care has to be taken in estimating outstanding claims. As the outstanding losses constitute a significant amount, a small percentage variation can affect the results of the year. While there is no inherent reason for excessively or inadequately estimating future liabilities, there are important considerations. Overstatement provides a safety margin, but more importantly, entails deferment of tax obligations. On the other hand, understatement results in increasing earnings of the year.

COMPUTATION OF OUTSTANDING LOSS RESERVE:

Claims management functions hold the primary responsibility to create actuarial reserve in compliance with statutory regulations for the current and future claims because they are responsible for setting claims. There are some complexities too. Known and reported claims take time to settle, and at the end of the financial year, a large number of

claims may still be in the process of quantification and settlement. Insurers are to make provision for outstanding liabilities for the risks already assumed, comprising:-

- Future losses under unexpired policies - the frequency and quantum of these is unknown
- Losses already incurred but not yet settled - calculated as:
 - Losses reported and adequately provided
 - Losses reported but inadequately provided
 - Losses already occurred but unreported (IBNR)

IBNR (Incurred but not yet reported) mainly arises from:

- Losses caused but not yet apparent
- Losses discovered but which are not known to insured
- Losses known to insured but not reported to insurer
- Losses known to insurer but not recorded in the books on basis that liability is denied.

METHODS OF IBNR CALCULATIONS

While practices differ, the following method is one of the traditional tools used for estimating liability for IBNR losses:

- A percentage of written premium
- A percentage of known outstanding claims



- Average claim amount multiplied by ratio of claims reported
- Mathematical projection of the extent of future development of claims of various underwriting years.

The first step is to present the data on development year basis, i.e. Cumulative position at the end of each subsequent year. This is called “Triangulation” because the presentation takes the form of a triangle, as will be seen below:

CLAIM RATIOS AS AT 31ST DECEMBER 2008

Year	NO. OF YEARS AFTER EACH YR. OF OCCURRENCE							
	0	1	2	3	4	5	6	7
2001	15	45	85	112	127	130	132	132
2002	21	59	93	126	137	140	140	
2003	12	42	72	110	120	123		
2004	40	105	138	158	145			
2005	33	50	107	128				
2006	7	32	66					
2007	55	111						
2008	2							

For projecting the likely development of various underwriting years e.g. what the incurred loss of 2008, which presently is 2 is likely to be by the seventh year, there are several mathematical models. Although more complex methods are seldom used unless very essential or demanded, by and large, the most common approach is “the basic chain ladder method”. Under this method, the correlation in the development of claims between two

development years is established by ascertaining the quantum of increase in claims from one development year to the next in respect of all common underwriting years which fall to be dealt with in these two development years and thus the IBNR component is estimated as appropriate. Besides, more often than not, empirical ‘rule of thumb’ methods, reinforced by adaptive control, are also used by many Lloyds Syndicates. The IBNR calculation exercise relates to mathematically projecting the extent of likely development of the various underwriting years, so that suitable provisions can be made in the accounts for these future liabilities.

Once the claim liability is reasonably ascertained, it is incumbent upon the primary insurer to send “Preliminary Loss Advice” (PLA) to their respective reinsurers to activate “Cash Call” under the provisions of cash call clause embedded in the Proportional treaty. Likewise, the loss intimation should also be given to the Excess of Loss reinsurers when the quantum of loss on their Net Account is likely to exceed 75 per cent of the ‘Deductibles’ or the ‘Excess Point’.

In order to control the cash flow on account of claims paid to the original assured, the insurers should also take resort to ‘simultaneous settlement clause’ whereby the insurer can call upon the reinsurer to make cash contribution alongside the insurers so that their assets are not disturbed to mobilise cash on a short notice to pay off to the original

assured as “on account payment” before the final settlement.

EMPIRICAL CASE STUDY

Like any of the important management functions, the effectiveness of the claims management division are to be judged as to how seriously and quickly the claim is processed, adjusted and paid to the assured to ensure optimum customer satisfaction. On the other hand, it is equally important to organise recovery of claim from various reinsurers to control cash outflow from the insurer’s accounts that aims at protection of balance sheet. The following case study will highlight the various processes of managing the claim to achieve optimum management efficiency:

1. A Fire policy was issued on 1.1.2013 covering a petroleum installation complex with vapour cloud extension for a total sum assured of \$20 million (MD & BI combined)
2. 4-line fire surplus treaty with net retention of \$2 million (underwritten on PML basis with a minimum PML at 50%) is in place.
3. PML error cover was taken on Excess of Loss basis at \$1M Xs \$0.5M that inures to the benefit of underlying Risk Excess of Loss cover.
4. Underlying risk excess of loss cover was taken in 2-Layers at (i) First Layer \$1M Xs \$1M and (ii) 2nd Layer \$3M Xs \$2M on

AOR/AOE/AOL and/or series of losses out of any one event

5. The original gross value of the risk was underwritten on 50% PML basis to utilise full treaty capacity and the sharing arrangement was \$2M on Net Account (20%) and \$8M on treaty (80%)

Generally speaking, when settling claim is delayed, it costs the insurance company more money due to possibility of onset of litigation.

Absolute Net Account	\$4.5M
Recovery:	
Risk Excess of Loss Cover	
- Deductible	(\$1M)
- First layer	(\$1M)
- Second layer	(\$2.5M)
Total:	(\$4.5M)

CONCLUSION

6. Due to a massive explosion during mid-year, a “total loss” claims was intimated by the assured and the loss was subsequently assessed by the loss adjuster as follows:

Before paying \$17.5M to the original assured to ensure customer satisfaction and to avoid future legal complications, the claims management division of the above insurer arranged distribution of loss by activating various clauses of the treaties to their advantage. As there was a failure of PML assessment, the loss to net account was recorded at \$3M instead of original assessment of \$2M which was to be recovered from PML error cover first because it inures to the benefit of underlying risk excess of loss cover. Therefore, the recovery process was set in motion as follows to collect cash from the reinsurers:

- a. Material damage (MD) \$12M
- b. Business Interruption (BI) \$3M
- c. Injury sustained to third parties \$1M
- d. Damage to surrounding property belonging to Third Parties \$1.5M
- e. Total assessed loss was estimated to be \$17.5M

Claims management team sprang into action and immediately took control of handling the claim and took following steps:

Loss Distribution - \$17.5M

Surplus Treaty (80%)	\$9.6M	Net Account (20%)	\$2.4M
Business Interruption	\$2.4M		\$0.6M
Gross Loss amount:	\$12M		\$3M
Add: TPPL Loss	-		\$1M
Add: TPPD Loss	-		\$1.5M
Total amount of loss on Net Account:			\$5.5M
Recovery:			
PML Error covers			(\$1M)

- Issued PLA (preliminary loss advice) to the Surplus treaty and activated “cash call” with intimation of their desire to invoke “simultaneous settlement clause” seeking cash contribution to pay off the loss alongside the insurer.

Loss Distribution - \$17.5M

Surplus Treaty (80%)	\$9.6M	Net Account (20%)	\$2.4M
Business Interruption	\$2.4M		\$0.6M
Gross Loss amount:	\$12M		\$3M
Add: TPPL Loss	-		\$1M
Add: TPPD Loss	-		\$1.5M
Total amount of loss on Net Account:			\$5.5M
Recovery:			
PML Error covers			(\$1M)

- Issued PLA to the Excess of Loss treaty to comply with the terms of the treaty as the loss on net account was likely to exceed 75% of the “deductibles”.

The nature of claims management function as outlined above reveals that while making an immediate loss settlement to the original assured for an amount of \$17.5M, the net cash outflow from the insurers’ books of accounts has only been \$1M which is about 5.7% of the total outlay. The effective claims management functions will aim at keeping customers satisfied that helps gain competitive edge and reduce customer complaints. Generally speaking, when settling claim is delayed, it costs the insurance company more money due to possibility of onset of litigation. Another way to cut cost and improve service is to use claims management system software that speeds the process and decrease the number of claim errors apart from early detection of fraud. Other essential functions of the scientific claims management process that can reduce costs include developing programs directed at preventing claims before they occur and avoiding future claims.

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ISSUE FOCUS

Ethical Corporate Culture

- Way to Manage Claims

Avinash Singaraju argues that the controversies related to claims take root at the very beginning of the contractual obligations; and as such, have to be tackled as a part of the organizational culture.

Any insurance professional acknowledges the fact that Claims management is one of the core domains which every insurer relies upon to maintain high consumer satisfaction, simultaneously safeguarding the company's financial outgo. The service becomes critical as the consumer approaches the insurer upon the incidence of an unfortunate incident expecting monetary solace and any deviation from their expectations leads to conflict. The process gets recognized as a social obligation more so when the loss is catastrophic in nature. Claims processing is governed primarily by the policy conditions supplemented by circumstantial evidences and material facts disclosed by the client at the time of policy issuance. The claim settlement would be a smooth and hassle-free experience to both the insured and the insurer if all the vital documents and corresponding declarations are in order. However, the process becomes cumbersome if the transaction, starting from sale of insurance to the consumer does not happen as per set guidelines. The

Claims processing is governed primarily by the policy conditions supplemented by circumstantial evidences and material facts disclosed by the client at the time of policy issuance.

alarming trend of increasing consumer grievances of late has drawn the focus of all the stakeholders, primarily on the ethical behavior of the insurers.

The necessity of a company's ethical health is gaining prominence across the world due to increasing number of high-profile business failures. Consumer-centric approach is being adopted by the organizations irrespective of the business they are into and the markets that they operate in. "Ethics" is the global buzz-word of the day, backed by the regulators as also the consumer

forums that ensure that the organizations do not resort to malpractices in their quest for profit generation. It is a positive sign to note that companies are increasingly recognizing that managing ethics and compliance risk holistically is the key to fostering and sustaining a strong ethical corporate culture, and that by acting ethically, they have a greater opportunity to outperform their peers and win in the marketplace.

The Indian insurance industry has been subject to stringent regulatory controls right from the very beginning which has paved way for sustained growth of the industry even during turbulent economic crises. The recent focus on grievance redressal is one such step of the regulator to curb the unethical business practices which have become more visible of late, thanks to the emerging technologies and varied distribution channels amidst tough market conditions. The relevance of various parties involved in an insurance transaction needs to be analyzed to appreciate the good practices and at the same



time, curb the unethical behavior wherever witnessed.

It is an interesting observation that consumers in general, tend to keep away from buying insurance owing to factors such as perceived lack of need, limited product knowledge, product complexity and lack of trust in the insurance industry. According to the Behavioral Economics theory, the modern consumer wants to be able to research options and make choices based on objective information as well as from peer group experience. The consumer does not want to be 'sold to'. Rather, the consumer expects to be empowered in his or her buying decision. It is at this point that insurers reach out to consumers through various distribution channels and advertising media, trying to convince them to get insured.

As managers of risk, insurers have a compelling value proposition to help consumers reduce exposure to uninsured risks. Risk protection is the core of insurance business and the insurers try to reach their consumer base through various distribution channels. As a corollary, insurance marketing has become a "push" market whereby the consumer is approached by various insurers offering varied product features at competitive pricing. Everything sails smoothly as long as the consumer's interests remain safeguarded. The problem arises only when this aggression by the distribution channels gets converted into desperation to generate

business. Since business generation is the key performance parameter for the distribution channels, they sometimes tend to evade the consumer's interests by resorting to mis-selling. Such fraudulent activities visibly undermine the legitimacy of insurance agreement.

Insurance agreement is a legal contract between the insurer and the insured. Being a contract, any insurance agreement should satisfy the essentialities of a contract as specified under Section 10 of the Indian Contract Act 1982 to be valid. The contract starts from the proposal submission stage and thus the "Proposal Form" becomes a very important document in the entire process. This document submitted by the insured provides all the fundamental risk information based upon which the insurer provides the terms of acceptance as also

calculates the premium amount to be paid by the insured. Ideally, it is the responsibility of the consumer to assess the insurance needs and then approach an insurance company for apt coverage. The creation of standard disclaimer stating that 'insurance is a subject matter of solicitation' was a judicious move by the regulator to accentuate the fact that insurance has to be requested for and not be sold. However, in the practical scenario of the push market, insurance products are being pushed on to the consumers rather than their feeling the necessity. Insurance thus ends up being sold as a compulsion, than as a requirement of risk transfer.

The role of consumers in diverging from the standard procedure also needs to be objectively evaluated before reaching any conclusion. Consumers normally tend to sign the blank proposal form leaving the content to be filled by the intermediary involved. The importance of signing the properly filled proposal form is understood the hard way by the consumer only upon the incidence of a claim where the insurer is left with no option but to repudiate the claim based on the data provided in the proposal form. This happens as the consumers either trust the intermediary to the fullest or are under the perception that filling the proposal is a mere formality. Insurers accept the data as provided in the proposal form abiding by the principle of utmost good faith and hence the client

The importance of signing the properly filled proposal form is understood the hard way by the consumer only upon the incidence of a claim where the insurer is left with no option but to repudiate the claim based on the data provided in the proposal form.

changing stand at a later date, mainly after a claim incidence becomes controversial. A loss incidence itself is unpleasant for any consumer and repudiation/ reduction of related insurance claim only adds to the agony. The insurers are bound by their policy conditions while settling a claim and cite the information provided in the proposal form as a support to their stand, which makes it legitimate.

Since insurance marketing is increasingly dependent on agency channel, the quantum of such negative experiences arising in this channel is naturally higher as compared to any other channels of intermediation. The recently evolved distribution channels such as bancassurance, automotive dealer tie-ups and such others, function similar to agency channel and hence the reputation ascribed to agency channel in this regard gets attributed to them too. Bancassurance channel, which primarily comprises of financier firms, has been observed in a few instances to have recommended insurance coverage to consumers only to the extent of safeguarding their hypothecated financial interest. The consumer under the belief of having insurance coverage realizes at a later date, mostly during a claim settlement, that the coverage provided is either insufficient or irrelevant. Thus, the entire experience of insurance transaction becomes excruciating.

Certain grievances have also arisen in the past wherein the proposal

The consumer under the belief of having insurance coverage realizes at a later date, mostly during a claim settlement, that the coverage provided is either insufficient or irrelevant.

form was reportedly not signed by the consumer. These situations arise where the intermediary submits the unsigned/ unfilled proposal form only to satisfy the mandatory requirement of making the document available to insurer for policy issuance. The true spirit behind the utilization of proposal form thus gets blatantly defeated resulting in unfavorable experiences to all the stake holders involved.

The practice of attaching signed proposal form as a part of the final policy document is already being implemented in Life insurance business. The regulator may consider implementing the same in the conduct of General insurance business as well, so as to increase the transparency in the entire transaction. This practice gives an opportunity to the consumer to seek rectification if any, as soon as a policy gets issued, rather than resort

to a legal tussle after the occurrence of an unfortunate incident.

It is to be understood that the reputation of the insurer is at stake irrespective of where the deviation has occurred and whether committed intentionally or otherwise. And hence, it becomes paramount to all the players in this industry to ensure that such unfortunate experiences are curtailed to the minimum level. Multi-pronged strategies aimed at improving the awareness of intermediary channels as also the consumers have to be implemented to ensure that all the stake holders involved in the transaction appreciate and scrupulously follow the laid down procedure of providing details completely and accurately in the signed proposal form.

There is a need for all the insurers to come together and take concrete initiatives to educate the consumers about the significance of proposal form in the entire process of insurance agreement. It would be beneficial to organize mass awareness drives using various communication media to create awareness in this direction. Intermediary channels need to be sensitized about the repercussions of submitting unfilled/unsigned proposal forms and any deviations should be treated with iron handed discipline which might also involve cancellation of license as the last resort. Mere financial penalties have never been a deterrent to commit



frauds and hence such regulations should be made more stringent.

Collectively and in consensus with the regulator, insurers may try to devise standard proposal forms for each of the insurance products available in the market. The proposal form may be divided into two parts whereby the first part captures the basic risk details and is common to all the insurers. The latter part needs to be so designed as to capture the details specific to the policy coverage being sought by the consumer. Also, the basic format can be made simpler, thereby reducing the apprehension of consumers to a large extent. Requisite recommendations may be sought from professional bodies such as General Insurance Council and Life Insurance Council thereby honoring the suggestions of all the insurers involved and making them collectively accountable so as to foster more focused action for improved adherence to good practices.

The regulator may consider playing a more active role with respect to increasing the awareness levels amongst the consumers and should not limit itself to scrutinizing the insurer's role. The recent publicity campaign run through various media channels by the regulator on the setting up of Grievance Redressal Cell is a glaring example of the impact that can be created when the message gets initiated by none other than the regulatory authority. General public would tend to take

such advertising initiatives by the regulator in a more serious manner whereas the same message from an insurer would end up being treated like any other marketing gimmick.

It can thus be summarized that all the stakeholders involved in the business viz., insurers, intermediary channels as also the regulator have their unique role to play to ensure that the industry follows ethical practices in true spirit and not just for the sake of following. The foundation for ethical behavior goes beyond corporate culture and the policies of any given company, for it also depends greatly upon an individual's moral background, the other institutions that affect an individual, the competitive business environment the company is in and, indeed, society as a whole.

The nation is now at a juncture of anticipating stable governance and robust economic growth coupled with increased liberalization. Insurance industry as always is poised to be vital segment of the economy and would continue to be instrumental in shaping the economic road map for the nation. The magnitude of business is only going to increase in the coming days with new entrants flooding the market space and so, corrective actions taken now shall mark the industry progress all ahead.

Insurance industry as always is poised to be vital segment of the economy and would continue to be instrumental in shaping the economic road map for the nation.

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ISSUE FOCUS

Targeting Better Transparency

- Claims in Health Insurance

Jamuna Choudhary avers that several constraints in the domain of Health insurance claims can be overcome with more committed participation both by the insurers as well as the insured.

Like any other insurance, Health insurance is meant to compensate the cost of treatment for a covered illness, if the insured person is hospitalized during the policy period. In other words, a Health insurance policy is a contract between the insurance company and the policyholder/insured persons, wherein the insurer agrees to pay the insured person's hospitalization expenses to the extent it is provided under the policy subject to the maximum of sum insured, for which a premium is paid.

There are many policies, of course, which also pay for illnesses as lump sum amounts. This can be on diagnosis of say cancer or detection of HIV or other similar illnesses (commonly referred to as critical illnesses), which are basically benefit based policies. Irrespective of whether it is a hospitalization policy, or a benefit policy, the real test of all insurance policies lies on how quickly and how best the claims are settled, if there is a claim under a policy. It does not matter how best the company is in terms of its

technical people, marketing force, underwriters or the net-worth; the crux of success of the company lies in the manner the claims team responds to the claims, irrespective of whether the team is through outsourcing (TPA) or in-house. Insurance companies are there to honour liabilities and to pay the claims.

The outcome of a study on Health insurance claims, (summary published in Economic Times 29.07.2013) conducted by

Irrespective of whether it is a hospitalization policy, or a benefit policy, the real test of all insurance policies lies on how quickly and how best the claims are settled, if there is a claim under a policy.

'Consumer Voice' a consumers' rights organization does not seem to be encouraging. The study was said to be made on a survey across eight cities i.e. Delhi, Mumbai, Kolkata, Chennai, Bengaluru, Hyderabad, Ahmedabad and Lucknow. It is found that four out of every nine Health insurance policyholders faced problems while getting their claims approved and settled. The claims include those made with service providers i.e. third party administrators (TPA). Out of this, 26% claimants say documentation is the toughest part, while 21.8% complaints relate to authorisation of claims. Close to 17% respondents rated 'unjustified deduction by TPA in claim settlement' as a major problem they have to deal with at the time of claim processing.

As per Consumer Awareness Department (IRDA) Annual Report: 2012-13, the highest percentage of grievances in Non-life segment emanate from disputes on insurance claims and contracts (policies). It is seen sometimes policy related



grievances give rise to claims related complaints at a later stage. Further, the number of claims rejected by TPAs alone is 515600 and claims pending as at the end of the financial year is 323631 (which were 313376 in 2011-12). Closure of claims and subsequently re-opening does not carry any good message and certainly not when the number counts in several thousands. In 2012-13 as many as 78959 were reopened, which were closed earlier for various reasons.

The figures would surely make any policyholder sceptical about the efficacy of his insurance cover. But the insurers have a different story to tell. They say that the figures speak half-truth. They cite the large number of settlements and huge amounts of claims paid. It is argued that in 2012-13, the same TPAs have settled 39,23,710 claims and the Health insurance industry incurred around `11,835 crore in claims alone. The figure will still be higher if the intermediary charges and other management expenses are added to it. Though it is always expected that the insurance companies should strive hard to settle the claims faster and in a quality manner, it may not always be correct to blame the insurance companies for each and every delay and denial of claims. It is seen, on many occasions, that the insured persons are also responsible and contribute to cause delays or even repudiations. This can be due to lack of knowledge on policy conditions,

As an insurance company, the efforts should always be to ensure that the claims process is simple and hassle-free.

exclusions or can be due to delay in submission of documents. Sometimes the behavior of the customers to commit fraud stands to be another reason.

Insurers argue that if companies show leniency and keep accepting bogus claims, it may add to the expenses and cost customers more in the form of higher premiums. The claims ratio is already seen to be on the higher side and the premium is also seen to be increasing, which cannot be considered to be good news in insurance business. As an insurance company, the efforts should always be to ensure that the claims process is simple and hassle-free. However, since an insurance contract is based on the principle of 'utmost good faith', it is important that the customer is honest in his declarations and abides by the policy agreement. Fraud itself contributes to around 15% of the total claims, which indirectly provides no other alternative but to increase the premium. It is the duty of the policyholder to abide by terms, conditions and procedures

laid down in the policy contract and not give the insurer a chance to reject his claim. If customers take some precautions and follow rules to keep their part of the contract in order, even if the insurer falters, there are regulations to protect their rights.

Proposal Stage:

Due to tough competition to increase market share, insurance companies by and large are putting efforts to ensure claims process to be simple and hassle-free. However, since an insurance contract is based on the principle of 'utmost good faith', it is important that the customer is honest not only while lodging claims but also when entering into the contract. His/Her declarations on the proposal are important to the insurance contract. In a way, the declarations are captured and converted to be the basis of the policy document. As the proposal is the first step towards the insurance contract, it is possible that the problem starts from the beginning of the contract itself, leaving a scope for disputes where a claim arises at a future date, if the insured suppresses vital facts.

According to a new survey conducted by an insurer on the occasion of World Tobacco Day, nearly one-third of the respondents said that they decided against buying a policy as they feared that their applications would be turned



down by insurance firms. Over half of those participating in the survey also said that they had not disclosed their smoking habits while buying Health insurance policies. "Smokers fear that insurers will attribute ailments that may arise in future to their habit and reject the application or claims. However, such concerns are unfounded as smoking or pre-existing ailments don't automatically disqualify one from getting a health cover. It is a myth that if the proposer is a smoker, the application for policy purchase will be rejected outright. In India, smoking, by itself, does not necessarily result in premium loading or rejection of policy applications. However, if smoking has resulted in health complications at the time of making the proposal, it can impact the insurer's decision to issue you a policy. Therefore, it is expected that each and every proposer makes correct declarations, without hiding existing ailments or conditions that are material to the risk.

The insurers are bound to attach a copy of the proposal form along with the policy document. If the insured gives wrong information and incorrect declarations, then it is possible that the insurers can deny the claims. Non-disclosure, wrong disclosure, suppression of facts or even partial disclosure may negate a claim under the policy. It may also lead to cancellation of the contract without making any refund of

premium. Therefore, the insured persons should take utmost care to maintain utmost good faith not only at the beginning but also during the tenure of the policy.

Policy Stage:

It is often seen that the insured persons do not verify the policy document about the coverage, provisions, sum insured and other terms/conditions especially the exclusions and waiting periods. At times some claims are lodged, which are not found to be covered or are specifically excluded or fall within the waiting periods. It may so happen that the intermediaries may not divulge certain key issues with a fear of losing the business. But it is also the responsibility of the customers to be sure that they have purchased the desired policy and acquiring the right contract. They should, if there is a mismatch between the desired terms and written clauses, immediately bring such differences to the notice of the insurance company and get the policy amended. The policy

provisions provide for a free-look period (of minimum 15 days), which gives an opportunity to the policyholder to return the policy with a request even to cancel the policy due to such discrepancies.

The insured, during the currency of the policy, is required to inform the insurance company about the changes if any including changes in occupation, which may be relevant to the risk and get the policy amended. It may so happen that the change may not be material to the risk and the insurer may not make any endorsement on the policy. In some cases, the insurer reviews the changes and accordingly may charge an extra premium and may pass endorsements on such changes. Therefore, it is the duty of the insured to inform the insurance company about such changes which may warrant a mention in the policy.

Claims Stage:

The other very important reason for denial of claims is non-intimation in time to the Third Party Administrator (TPA) or the insurance company about the hospitalization as provided in the policy document. This results in delay in or non-approval of pre-authorization note. Prior intimation on planned hospitalization helps the policyholder know about admissibility of the claim, his eligibility in respect of treatment, type of accommodation, exclusions and limitations. By this process, the

It is a myth that if the proposer is a smoker, the application for policy purchase will be rejected outright.



insured becomes aware of claim eligibilities and accordingly can choose type of hospitalization or accommodation. This does not leave any scope for disputes in future. Claimants, when hospitalized, may have comparatively less knowledge as to what his eligibility is and therefore may occupy luxury cabins, incurring more money not only on room rent but also on hospitalization expenses. The claimant may fail to get the cashless facility too. This leads to disputes, when the insurers pay less than what is spent. Although denial of cashless payment is not a denial of claim, it is always better on the part of the policyholders to act in line with the policy conditions.

Every insurer needs claims related documents to make the reimbursement. It is often seen that the insurers are not even intimated for a pretty long time. Delay in submission of claim intimation for reimbursement claims hinders the insurer in investigating or verifying with the hospital about the treatments and corresponding expenses. It is commonly believed that a patient with insurance is charged more than one without insurance. Surprisingly, in many cases, it is reported that the hospitals, in order to make money carry out treatments which are not even medically necessary. On the other hand, with an insurance policy in hand, the policyholders believe that he would get all expenses

Delay in submission of claim intimation for reimbursement claims hinders the insurer in investigating or verifying with the hospital about the treatments and corresponding expenses.

reimbursed. But it is possible that an insurance company may deny the claim or limit the claim for the treatments which are medically necessary. It is also possible that the insured might have undergone treatment for an illness, which is pre-existing and is not payable under that particular policy. It is always in the interest of the customer to be in touch with the insurers to avoid unpleasant situations.

Insured persons, after getting the treatment forget to provide the documents. Sometimes they do not provide all the documents. In some other cases, the documents provided are even not related to the treatment. There are occasions when the claimants provide the documents long after the policy specified timelines. This leads to suspicion and sometimes the claims are not entertained, although the

regulations provide that the claims if intimated late or that the claim documents are submitted late, the insurers may entertain the claims provided the delay is substantiated and is due to unavoidable circumstances. But such situations may lead to uncertainties about acceptance of the claims. Therefore, the insured as a matter of duty is required to provide all necessary documents in time to avoid uncertainties.

Conclusion:

The policyholders with their knowledge about the insurance coverage and adherence to the policy conditions will have more peace than the persons who do not bother about the conditions. Claimants who hardly bother about the dos and don'ts end up spending more time at the complaint counters than those who make it a point to know the policy terms before a decision is exercised.

The author is Asst. Director (Health), IRDA. Views expressed are personal.



HUMOUR

In the Wonderland of Life Insurance

- Seeing Beyond the Mundane

Pawan Verma takes a humorous dig at the functioning of Life insurance companies with a special focus on the role of actuaries.

For all the uninitiated and the under-privileged who have been deprived of the fun of working in a Life insurance company, I would like to present a few glimpses of the same for their benefit. Have you ever imagined what a Life insurance company looks like? Let me suggest that you may visualize a typical Life insurance company as a bus transporting passengers to their respective destinations. There is this Sales Director who, immediately after sighting the bus, jumps into it, grabs the steering wheel and starts pressing the accelerator, while the Chief Underwriter keeps on pressing her foot constantly on the brake and the Compliance Head keeps on honking incessantly. While all this is happening, the Appointed Actuary keeps continuously looking into the rear view mirror and giving directions how to move forward.

In this entire melee, the Conductor, i.e. the salesman, keeps on enticing all the passengers outside to get inside the moving bus, irrespective of their destinations. However, he does not bother to stop the bus even

if some passengers fall down from the moving bus accidentally unless they have paid the fare, i.e. the premium.

Who is the Actuary?

While all the actors in this play are familiar players, the Actuary is a relatively unknown face to the outside world as the tribe is mostly confined to the Life insurance industry, where he is treated like God. In fact, the only thin line of difference between God and an actuary is that God never thinks that He is an actuary. The actuaries are in fact, bright individuals who are professionally fond of handling figures - but of the excel sheet variety only. Their interests in vital statistics also remain limited to those relating to the insurance companies only. In fact, the literature on actuarial science provides some interesting role models one of which relates to a tall, young and handsome actuary who had two beautiful wives living separately from each other. As the story goes, the young actuary would often lie to them, telling each of

them that he was with the other, and thus finding out time to go to office to do some actuarial modeling.

However, all said and done, the role of an actuary is the backbone of the Life insurance industry. They are the ones who, with their analysis of the past trends and future projections, tell a Life insurance company in advance how many of its customers are going to die in a particular year. But, before you misunderstand it, let me clarify that they are different from the mafia, as the mafia goes a step further and decides who are the ones that are going to die! The actuaries are also different from the mafia in the sense that you can negotiate with the mafia and get some concessions from them.

The senior and experienced ones among the actuaries are appointed by the insurance companies and designated as "Appointed Actuaries". As the role demands, they are expected to report both to their company head and the regulator. But being responsible professionals, most of the time,



they report into themselves only. Their job is to keep a constant watch on the financial health of the insurance companies. However, as a result of the constantly falling top lines and rising expense lines year after year, most of these Appointed Actuaries have turned into disappointed actuaries today.

The Theory of Probability

Coming to predicting the future, unlike the astrologers, the actuaries do their jobs scientifically and get paid for it handsomely as well. They work on the theory of probability and by analyzing the historical data and trends; predict the probability of the occurrence of similar trends in future as well. As students of the actuarial science, the actuaries would have an absolute belief in the theory of probability and they would not allow any unknown factors, emerging trends or unexplained possibilities to impact their judgment. You must have heard the story of the old and veteran actuary who had a sudden chest pain while walking down the staircase. Suspecting it to be a heart attack, he immediately jumped down the staircase after doing a quick calculation that as per past data, the probability of a person having a heart attack while falling down from a staircase was much less than the probability of a person having a heart attack while climbing down the staircase. The rest is part of the sad history as the actuarial books have recorded the incident as

one of the rare exceptions when the theory did not work.

Handling Complications

With their expertise in developing and handling complex actuarial models, analyzing complexities with speed and accuracy becomes just the second nature of the actuaries. And they are never reluctant to showcase their skills. It happened once that an actuary was travelling in a train with a farmer. True to his nature, the actuary was boasting of his mental faculties trying to impress the farmer. As the train passed a flock of sheep in a meadow, the farmer asked, "Can you count the sheep in the flock and tell me?" The actuary looked at the flock and said with a winning smile, "There are 1,159 sheep out there." The farmer was impressed as he said, "Incredible! By chance, I happen to be the owner of the flock and I know that they are exactly 1,159. But how did you count them so quickly?" The actuary answered, "Easy, I just counted the number of legs and divided it by four."

Camouflaged by Simplicity

The ever-increasing inclination to handling complexities, however, deprives the actuaries of the ability of handling simple and mundane situations. And that becomes possibly the only weakness that they possess as a tribe. A friend of mine told me the story of a young actuary who had come to seek admission to an advanced actuarial course. As the

queue was long, the clerk told him to go to the end of the line. The young man came back five minutes later and said he couldn't because someone else was already there.

The situation is no different with experienced and qualified actuaries as well. Quite often they get cheated by small-time street vendors and shop keepers because these votaries of higher maths tend to forget the lower maths involving addition, subtraction, etc. I was myself witness to a scene when I once walked into the actuarial department of my office. What I saw was simply mind-boggling. There were three young actuarial interns, busily involved with something in the center of the room. As I went closer, I saw one of them was holding a long board upright, the second was steadying a chair on a desk while the third intern was standing on the chair placed on the desk. He had one end of a tape measure and the first student had the other. Amused, I enquired what they were doing. They answered in a chorus, "We're trying to measure this board." Perplexed, I said, "Why don't you lay it down on the floor and measure it?" They said, "We have already measured its length, now we are measuring its height."

Mixing like Oil & Water

Though extremely dedicated and hard-working, the actuaries are often the most misunderstood professionals in the industry simply



because of the inability of others to understand what they are doing. It is a well-known fact in the industry that oil and water mix better than actuaries and salesmen. While it is extremely difficult for a salesman to say “no”, an actuary would find it almost impossible to say “yes” to any proposal. While the actuary would constantly blame the Sales Director that he does not sell the product but sells the company itself, the Sales Director would have you believe that the actuaries do a useless job and can be dispensed with altogether.

Nothing illustrates this relationship better than the story of the Sales Director of an insurance company who had crash-landed in a paddy field after a plane accident. As he regained consciousness lying in the field, he looked around and asked an onlooker, “Where am I?” Startled, the onlooker asked him, “Are you the Sales Director of any company?” “Yes”, said the Sales Director, “but how did you know this?”

The onlooker laughed, “Well, your question reminds me of the eternal refrain I have been hearing from the successive sales directors of my company with reference to their targets - where am I? But, forget it”, he added, “let me help you with your query. You have crash-landed here after a plane accident. You are lying in a large paddy field which is ripe for harvesting...” Startled, the Sales Director sprang up on his feet and asked, “Are you an Actuary?”

Now, it was the onlooker’s turn to be surprised. He said, “Yes, but how did you come to know this?”

“Elementary, my friend,” said the Sales Director, “as usual, the information provided by you is absolutely correct, but thoroughly useless”.

Love-Hate Relationships

Professional jealousy and rivalries also are the factors why actuaries usually develop a love-hate relationship with the other professionals within the industry, Underwriters, in particular. While together they would espouse common causes, they would leave no opportunity to undermine the other once they get the opportunity. This love-hate relationship is amply illustrated by the story of the two underwriters of a Life insurance company who were going to attend a conference along with their actuary. Travelling in a plane, the underwriters had taken the window and the middle seats. As the actuary came in, he settled down in the aisle seat next to them, kicked off his shoes, wiggled his toes and closed his eyes. After a while, the underwriter in the window seat moved and said, “Let me get up and get a soda for myself.” “No problem,” said the actuary, “I’ll get it for you.” While he was gone, the underwriter picked up the actuary’s shoe and spat in it. When he returned with the soda, the other underwriter said, “That looks wonderful, I think

I’ll have one too.” Again, the actuary obligingly went to fetch it and while he was away, the other underwriter picked up the other shoe and spat in it. The Actuary returned and they all sat back, discussed business and enjoyed the flight. As the plane was landing, the Actuary slipped his feet into his shoes and knew immediately what had happened. “How long must this go on?” he asked. “This fighting between our professions? This hatred? This animosity? This spitting in shoes and pissing in sodas?”

The author is former COO of Star Union Dai-ichi Life Insurance. The author undertakes that views expressed are his own; and that the article has been written in a lighter vein with malice to none.

प्रकाशक का संदेश

भारतीय बीमा उद्योग में दावों का निपटान पिछले कई वर्षों से एक समस्या रही है। एक ओर अपने अनुभव में हमने पाया है कि जहाँ तक दावों की संख्या और राशि एवं उस समय का संबंध है जिसके अंदर दावों का निपटान किया गया है, बीमाकर्ता वर्षानुवर्ष आदार पर प्रगामी रूप में सुधार की सूचना देते हैं। बकाया अथवा लंबित दावों के अनुपात भी सापेक्ष सुधार दर्शाते हैं; तथा यह सब पॉलिसीधारकों सहित उद्योग के सभी हितधारकों के लिए अत्यंत प्रसन्न होने का पर्याप्त कारण होना चाहिए। तथापि, दूसरी ओर बड़ी संख्या में शिकायतें और अनेक मामलों में परिणामी कानूनी लड़ाइयाँ कुछ अलग ही कहानी बयान करती हैं।

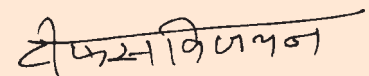


जैसा कि प्रायः वाद-विवाद किया गया है, इस प्रकार की अरुचिकर स्थिति के लिए मूल कारण बीमा संविदा में कवरेज और अपवर्जनों को उचित ढंग से स्पष्ट करने में उद्योग की विफलता हो सकती है। प्रशिक्षण से संबंधित संस्थानों के क्षेत्र में समस्त संवृद्धि के बावजूद; यदि हमें अभी इस मूलतः महत्वपूर्ण समस्या को हल करना है तो यह दुर्भाग्यपूर्ण है कि हमारी प्राथमिकताओं के संबंध में कुछ स्थूल रूप से गलत है और इस में बहुत कुछ आत्मनिरीक्षण करने की आवश्यकता है। एक क्षेत्र जो निश्चित रूप से इस अस्वस्थता के लिए प्रमुख सहायक कारक है, व्यावसायिक आंकड़ों में संवृद्धि को लेकर हमारा पूर्वागत मोह है। व्यवसाय में वृद्धि की किसी भी संभावना को पकड़ने के अवसर खोजने के बजाय स्वीकृत कारपोरेट लक्ष्यों के साथ आगे बढ़ना निश्चय ही बहुत अधिक समझदारी की बात होगी। साथ ही, दावा प्रबंध के सभी पहलुओं में प्रगामी तथ्यात्मक होना चाहिए और वह केवल सूचना देने तक ही सीमित नहीं होना चाहिए।

एक और क्षेत्र जो दावों के अनुपातों में अपने आप सुधार लाएगा, धोखाधड़ियों पर नियंत्रण रखने के लिए एक स्पंदनशील प्रबंध आदेश की विद्यमानता है। अतिरिक्त व्यवसाय उत्पन्न करने के लिए मध्यवर्ती चाहे कितना भी अधिक प्रयत्न करें, प्रतिकूल अनुपातों पर नियंत्रण रखने में एक छिट्रिल और शिथिल दावा प्रबंध की अपनी जटिलताएँ अवश्य होंगी। यद्यपि यह एक तथ्य है कि निवारक दंड का अभाव बड़ी संख्या में कपटपूर्ण प्रयासों के लिए प्रेरणा-स्रोत के रूप में कार्य करता है, तथापि दावा प्रबंध में एक सतर्क एवं नैदानिक दृष्टिकोण धोखाधड़ियों की संख्या और परिणामी प्रतिकूल दावा अनुपातों को अवश्य कम करेगा।

‘दावा प्रबंध’ पत्रिका के इस अंक का केन्द्रबिंदु है।

श्री यू. जवाहरलाल आईआरडीए जर्नल के संपादक के रूप में जनवरी 2006 से कार्यरत है; तथा यह अंक संयोगवश 100वाँ अंक है जिसका संपादन वे कर रहे हैं। इस अवसर पर मैं अपनी ओर से तथा आईआरडीए की ओर से भी इस शानदार उपलब्धि के लिए उनको हार्दिक बधाई देता हूँ।


टी.एस. विजयन
अध्यक्ष

दृष्टि कोण

“

हम जिस वैश्विक बीमा बाजार में परिचालन करते हैं, उसके लिए ऐसे बीमा पर्यवेक्षक की आवश्यकता है जो उपभोक्ताओं के हित के लिए त्वरित और प्रभावी ढंग से सहयोग करने की क्षमता से युक्त हो।

श्री पीटर ब्राउम्यूलर

अध्यक्ष, कार्यकारिणी समिति, अंतरराष्ट्रीय बीमा पर्यवेक्षक संघ (आईएआईएस)

बीमा और पुनर्बीमा का व्यापार स्थानीय और वैश्विक दोनों है; तथा वित्तीय संकट ने हमें स्मरण कराया है कि हमारी दुनिया और वित्तीय बाजार कितने परस्पर-संबद्ध बन गये हैं।

श्री ऐडम हम

अध्यक्ष, एनएआईसी के अध्यक्ष एवं उत्तरी डकोटा बीमा आयुक्त।

यदि वित्तीय बाजार के असंतुलन बढ़ रहे हैं तो अन्य बातें पूर्ववत् रहते हुए मौद्रिक नीति को सख्त बनाया जाना चाहिए, भले ही इसके कारण अल्पावधि में संभाव्यता की अपेक्षा उत्पादन में और अधिक विचलन क्यों न हों।

श्री रवि मेनन

प्रबंध निदेशक, मौद्रिक प्राधिकरण, सिंगापुर।

बीमा बाजारों में बढ़ता हुआ अंतरराष्ट्रीय कार्यकलाप पर्यवेक्षी प्राधिकरणों के बीच परस्पर सहयोग और विनियम की आवश्यकता का निर्माण करता है जिससे प्रत्येक प्राधिकरण प्रशासनिक कुशलता और बीमा विधियों के प्रवर्तन के लक्ष्य प्राप्त कर सके।

श्री रॉबर्टो वेस्टेनबर्गर

अधीक्षक, ब्राजील का सुपर इन्तेन्डिएन्सिए द सेगुरोस प्रिवदोस (एसयूएसईपी)

आर्थिक और वित्तीय प्रगति (एशिया में) के साथ उल्लेखनीय सामाजिक प्रगति भी रही है। इनके अंतर्गत बढ़ती हुई प्रत्याशित आयु, निम्नतर मृत्यु दरें, वृद्धिशील साक्षरता दरें और शिक्षा के उच्चतर स्तर शामिल हैं।

डॉ. ज़ेती अख्तर अज़ीज़

गवर्नर, बैंक नेगारा मलेशिया

व्यवसाय के बारे में अपनी गहरी समझ और आंकड़ों का विश्लेषण करने के अपने कौशल के कारण बीमांकिक उन मुद्दों को संप्रेषित करने के लिए एक बेहतर स्थिति में हैं जिन्हें सराहनीय और युक्तियुक्त ढंग से संकेन्द्रित किया जाना है।

श्री टी.एस. विजयन

अध्यक्ष, बीमा विनियमक और विकास प्राधिकरण, भारत।

”

पॉलिसीधारक सेवाएँ

वैयक्तिक संपर्क की आवश्यकता

- पॉलिसीधारक संबंधी सेवाएँ

सी.एल. भारद्वाज यह तर्क करते हैं कि जीवन बीमा संविदा में सभी सेवाओं के बीच मृत्यु-दावों के निपटान का विलक्षण स्थान है क्योंकि शोकसंतप्त परिवार की राह एवं तात्कालिक वित्तीय आवश्यकताओं की पूर्ति के संबंध में इसकी भूमिका है।

सेवा केवल पॉलिसी दस्तावेज का वचन पूरा करना अथवा ग्राहक से प्राप्त अनुरोध पर कार्रवाई करना मात्र ही नहीं है। यह इसे आगे भी कुछ है- यह तो मूल्य, एहसास एवं अनुभव का वितरण है जिससे ग्राहक लाभ उठाता है और जिसे याद रखता है। उदाहरण के लिए वह सुखद अनुमति जो हम किसी वातानुकूलित डिपार्टमेंटल स्टोर में खरीदारी करते समय पाते हैं, कार पार्किंग करने के लिए अच्छी जगह, लिफ्ट की सुविधा, जो सामान हम खरीदना चाहते हैं उसे ढोने के लिए प्रयुक्त ट्रॉली, गुणवत्ता, मूल्य पर्ची, विक्रेताओं की प्रीतिकर स्थिति, बिल बनाने का समय और सुविधा, पैकिंग और अंततः विक्रयोत्तर सेवा-ये सभी उपादान मिलकर 'सेवा' को पूरा करते हैं।

यदि हम उपर्युक्त संकल्पना को जीवन बीमा के संदर्भ में सोचे तो यह जानना आवश्यक है कि हम किस हद तक सफल रहे हैं एवं हमें अपनी सेवा में कितनी अभिवृद्धि करने की जरूरत है। ये कुछ ऐसे विचार हैं जो मैं इस आलेख में आपके समक्ष रखना चाहता हूँ।

1) **विक्रय-स्थान पर ग्राहक का अनुभव:** एक अच्छी बीमा संस्था में बिक्री का

प्रारंभिक स्थान ग्राहक के अंदर यह विश्वास उत्पन्न करता है कि क्या खरीदना उसके लिए आवश्यक है। जबकि किसी डिपार्टमेंटल स्टोर में किराने का सामान खरीदने का निर्णय आवश्यकता से नियंत्रित होता है तथा यह आवश्यकता तात्कालिक है, वहीं जीवन बीमा की आवश्यकता को सभी ग्राहक आसानी से नहीं समझते।

बीमे के संबंध में ग्राहक आवश्यकता को आसानी से क्यों नहीं समझता? सीधी-सी बात है, अन्य वित्तीय उत्पादों के विषय में जहाँ निवेशक के जीवित रहते हुए लाभ प्रदान करने की व्यवस्था

है, वहीं जीवन बीमा के मामले में प्राथमिक लाभ मृत्यु होने पर ही दिया जाता है। मृत्यु वह न्यूनतम चीज है जिसके बारे में कोई भी व्यक्ति अपने जीवन में सोचना चाहता है- परंतु वह 'जीवन में सर्वाधिक निश्चित' स्थिति है तथा वह किसी परिवार के जीवन-स्तर को पूरी तरह से विघटित कर सकती है। दरअसल मुझे याद है, 90के दशक के प्रारंभिक वर्षों में मैं जब चेन्नै में एलआईसी में था, बैंकिंग उत्पादों की तुलना में जीवन बीमा किस तरह से श्रेष्ठ है, यह बतलाने के लिए बीमा विक्रेता तमिल में यह लोकप्रिय बात कहा करते थे: "बैंक तो केवल गणना करके पैसे देते हैं, पर बीमा आपको वह देता है जो आपके लिए गणनीय है"।

एक अच्छी बीमा संस्था में बिक्री का प्रारंभिक स्थान ग्राहक के अंदर यह विश्वास उत्पन्न करता है कि क्या खरीदना उसके लिए आवश्यक है।

जहाँ एक ओर शिक्षित व्यक्तियों के लिए "मानव-जीवन मूल्य" (Human Life Value) और "पूंजीगत आवश्यकताओं का विश्लेषण" (Capital need Analysis) जैसे सिद्धांत बीमा सुरक्षा की मात्रा का परिकलन करने में सहायता करते हैं, वहीं अशिक्षित एवं अन्य समूह के लोगों को बीमा की जरूरत बताने हेतु, बीमा से जुड़ी कई कहानियाँ एक लोकप्रिय माध्यम हो सकती हैं। उनके लिए कहानियों के

अलावा और कोई सशक्त माध्यम हो ही नहीं सकता।

अंततः महत्वपूर्ण यह है कि ग्राहक प्रारंभिक लाभ को अवश्य समझे और इसके बारे में आश्वस्त हो जाए- वास्तव में ग्राहक का अनुभव यहीं पर प्रारंभ होता है- बात को लक्ष्य तक पहुँचाने की विक्रेता की सामर्थ्य, उत्पाद की विशेषताओं आदि को वह कैसे समझाता है, इस पर सबकुछ निर्भर है। अपवर्जनों और परिसीमाओं के बारे में प्रकटीकरण करने के विषय में भी सावधानी बरतने की आवश्यकता है- एक व्यावसायिक विक्रेता के लिए यह जानकारी होनी आवश्यक है कि ग्राहक को एक समग्र चित्र दिया जाना चाहिए जिससे विक्रय की प्रक्रिया में पारदर्शिता के लिए मार्ग प्रशस्त हो सके। ऐसे प्रकटीकरणों से अनावश्यक उन्मुक्त निरसनों से बचने में सहायता मिलती है।

2) **पॉलिसी पैक और स्वागत किट:** पॉलिसी दस्तोज का आवरण किसी भी ग्राहक के मन-मस्तिष्क में कंपनी के प्रति प्रथम छवि का निर्माण करता है अतः यह जरूरी है कि इस किट का बाह्य रंग व आवरण, कंपनी की गुणवत्ता मूल्यों एवं ब्रांड को सही रूप में परिलक्षित करे।

प्रस्ताव फार्म, लाभ निदर्शन और अन्य दस्तावेजों की स्पष्ट फोटो प्रतियाँ संनलग्न किये जाएँ जिससे यह सुनिश्चित किया जा सके कि ग्राहक को दस्तावेजों की समीक्षा का अवसर मिले और वह इस बात की पुष्टि पर सके कि वे उसकी मूल समझ के अनुसार है।

एजेंट द्वारा ग्राहक को पॉलिसीयों का हस्त वितरण व्यक्तिगत संपर्क को और बढ़ाता है- चाहे ऐसी

चूँकि अन्य पक्ष के विक्रेताओं को प्रीमियम भुगतान संग्रहण का कार्य सौंपने से बीमाकर्ता की भूमिका गौण सी प्रतीत होने लगती है, अतः बीमा कंपनियाँ यह सुनिश्चित करने के लिए सावधानी बरतती है कि सभी प्रीमियम संग्रहणों के लिए बीमाकर्ता द्वारा उचित रसीद जारी की जाए।

सुविधाएँ सामान्यतः क्लब सदस्यों तक ही सीमित क्यों न हों।

अधिकांश बीमा कंपनियों द्वारा स्वागत कथन आम तौर पर पॉलिसी के निर्गम के बाद किया जाता है जहाँ ग्राहक कंपनी के साथ पहला निजीकृत संपर्क प्राप्त करता है।

पॉलिसियों का वितरण एक ऐसा क्षेत्र है जिनका सर्वाधिक महत्व बीमा कंपनियों के लिए है। ऐसे स्थान है जहाँ कूरियर द्वारा सेवा नहीं की जा सकती तथा स्पीड पोस्ट प्रायः प्राप्ति-स्वीकृति वापस नहीं भेजता। कूरियर पॉलिसी पैक उस स्थिति में लौटा देते है जहाँ सेवा करना संभव नहीं है। “वितरण के प्रमाण” का पता लगाने के लिए एक सुदृढ़ व्यवस्था ग्राहक के संतोष में वृद्धि करेगी जिसे प्रोत्साहित किया जाना चाहिए।

3) **नवीकरण प्रीमियम के भुगतान:** प्रत्येक बीमा कंपनी के पास नवीकरण प्रीमियम के

भुगतान करने के लिए विभिन्न संपर्क स्थान और पद्धतियाँ है, जैसे ईसीएस, एनईएफटी, चेक संग्रहण स्थान, एम-चेक जैसी मोबाईल भुगतान सुविधाएँ आदि। परंतु यहाँ पर यह विचारणीय है कि ग्राहक को कैसे स्मरण कराया जाए और जागरूक बनाया जाए तथा भुगतान करने का उसका अनुभव किस प्रकार से सुविधाजनक हो।

मैं शहरी क्षेत्रों के बारे में बात नहीं कर रहा हूँ जहाँ घर बैठे कोई भी भुगतान कर सकता है। मुख्य रूप से यह उन पॉलिसीधारकों के लिए है जो श्रेणी बी और श्रेणी सी नगरों में रहते है तथा उन ग्राहकों के लिए है जो तकनीकी जानकारी से युक्त नहीं है। जबकि शाखा कार्यालय संपर्क के प्रथम स्थान है, अधिकांश बीमा कंपनियों के पास आउटसोर्सिंग वाले बाहरी विक्रेताओं द्वारा, बैंकों और डाक घरों आदि के माध्यम से बहुविध ग्राहक संपर्क स्थान विद्यमान है। चूँकि अन्य पक्ष के विक्रेताओं को प्रीमियम भुगतान संग्रहण का कार्य सौंपने से बीमाकर्ता की भूमिका गौण सी प्रतीत होने लगती है, अतः बीमा कंपनियाँ यह सुनिश्चित करने के लिए सावधानी बरतती है कि सभी प्रीमियम संग्रहणों के लिए बीमाकर्ता द्वारा उचित रसीद जारी की जाए। अधिकांश ग्राहक जिन्होंने अपने मोबाईलों का पंजीकरण करवाया हो, अपने मोबाईलों के माध्यम से तत्काल प्राप्ति-स्वीकृति प्राप्त करते हैं। चूँकि इस प्रकार की मोबाईल प्राप्ति-स्वीकृतियाँ और ई-प्राप्ति-स्वीकृतियाँ आय-कर के प्रयोजनों के लिए मान्यताप्राप्त नहीं है, अतःमैंने ऐसे कई ग्राहकों को देखा है जो बीमाकर्ता के मुख-पत्र (लेटरहेड) पर रसीद प्राप्त करने के लिए बीमाकर्ताओं के साथ संपर्क करते हैं।

यहाँ पर भी, ग्राहक की सेवा करने के लिए एजेंट का स्थान कोई नहीं ले सकता- खास तौर से इसलिए कि वह प्रत्येक प्रीमियम भुगतान के लिए नवीकरण कमीशन प्राप्त करता है। उन दिनों में जब इलेक्ट्रॉनिक भुगतान करना एक सपना था, प्रीमियम भुगतान के लिए चेक ही एकमात्र उपलब्ध विधि थी तथा एजेंटों ने ग्राहकों से मिलने के चेक प्राप्त करने, उन्हें जमा करने और रसीद वितरित करने का कार्य किया था। इसे ग्राहक बहुत प्रसन्न था क्योंकि यह सब करने में उसे समय व्यतीत करने की आवश्यकता नहीं थी। अधिकांश एजेंटों ने यह सुनिश्चित किया कि प्रीमियम भुगतान की तारीख ग्राहक का वेतन जमा होने की तारीख से मेल खाए, ताकि चेक अनादृत होने की संभावना न्यूनतम हो।

वर्तमान समय में बीमा कंपनियाँ रिनिवल प्रीमियम क्षमा करने के विभिन्न विकल्पों का प्रादुर्भाव कर रही है जहाँ बीमा वितरकों को ग्राहक सेवा देने हेतु अतिरिक्त प्रयास करना पड़ता है।

अपनी शाखाओं का स्थान बदलने वाली बीमा कंपनियाँ ग्राहकों के संबंध में अतिरिक्त सावधानी बरतती है। सेवा प्रदान करनेवाले कार्यालय के पते में प्रस्तावित परिवर्तन की सूचना ग्राहकों को पर्याप्त समय पहले दी जाती है ताकि यह सुनिश्चित किया जा सके कि ग्राहक अपने सेवाप्रदाता कार्यालय के स्थान की जानकारी रखे।

4) पॉलिसी सेवा संबंधी अनुरोध: इन अनुरोधों के अंतर्गत पते में परिवर्तन, नामांकन में परिवर्तन, ऋण के लिए अनुरोध, ऋण की चुकौती, पॉलिसियों का समनुदेशन आदि शामिल हैं। यह विवेकपूर्ण होगा कि विभिन्न ग्राहक सेवाओं, अपेक्षित दस्तावेजों और उस स्थान के

संबंध में जहाँ ग्राहक दस्तावेज प्रस्तुत कर सकता है, विवरण पॉलिसी किट में ही दिया जाए। यहाँ भी प्रायः ग्राहक के पास पॉलिसी दस्तावेज को पढ़ने के लिए समय नहीं होता और समस्या बढ़ जाती है। अतः कंपनी की वेबसाइट, प्रीमियम की सूचनाओं, स्मरण-पत्रों आदि जैसे विभिन्न साधनों के माध्यम से ग्राहक संपर्क स्थानों के बारे में प्रचार अवश्य किया जाना चाहिए।

इस क्षेत्र में भी एजेंट की निजीकृत सेवा का स्थान कौन ले सकता है? ग्राहक के लिए उसकी पॉलिसी संबंधी सभी अनुरोधों के विषय में व्यावसायिक एजेंट पहला संपर्क स्थान है- इसका कारण यह है कि एजेंट को ग्राहक की सेवा करने तथा ग्राहकों को सुखद अनुभूति प्राप्त करने का अवसर प्रदान करता है। परोक्ष रूप से इसके कारण एजेंट और बीमा कंपनी में ग्राहकों का विश्वास भी बढ़ जाता है तथा ग्राहकों से कारोबार को दोहराने एवं अन्य ग्राहकों के निर्दिष्ट (रिफरल) व्यवसाय के लिए मार्ग प्रशस्त हो जाता है। ऐसे

अनेक धारण-अवधि वाले (टेन्यूड) एजेंट है जिन्होंने विशुद्ध ग्राहक सेवा द्वारा इस व्यवसाय में सफलता प्राप्त की है।

5) दावों का निपटान: जहाँ तक ग्राहक सेवा का संबंध है, यहाँ सर्वाधिक महत्वपूर्ण क्षेत्र दावों का निपटान है। यहाँ ध्यान देने योग्य महत्वपूर्ण बात यह है कि मृत्यु होने पर किये जानेवाले दावों की स्थिति में दावे का निपटान करवाने के लिए औपचारिकताओं की पूर्ति नामांकित व्यक्ति द्वारा करनी होगी। नामांकित व्यक्ति दावा फार्म बीमाकर्ता को प्रस्तुत करता है। बीमाकर्ता के लिए यह सुनिश्चित करने की आवश्यकता होगी कि नामांकित व्यक्ति का अनुभव अच्छा है, विशेष रूप से इस बात का ध्यान रखते हुए कि मृत्यु के कारण वह अभी मानसिक व्यथा से संतप्त है। दावों से संबंधित सभी दस्तावेज अवश्य एक ही किस्त में आमंत्रित किये जाने चाहिए।

बीमा कंपनी का कार्य उसी क्षण समाप्त हो जाता है जब उनके द्वारा दावा अपेक्षाओं के बारे में नामांकित व्यक्ति को सूचित किया जाता है। परंतु इस प्रक्रिया में नामांकित व्यक्ति की सहायता कौन करेगा? यहाँ भी एजेंट एक महत्वपूर्ण भूमिका अदा करता है। फार्म सौंपने के बाद एजेंट के लिए यह आवश्यक होगा कि वह नामांकित व्यक्ति को समझाए कि उन फार्मों को कैसे भरना चाहिए, मृत्यु प्रमाणपत्र आदि जैसे समर्थक दस्तावेज प्राप्त कर संलग्न किये जाएँ तथा फार्म बीमाकर्ता को प्रस्तुत किया जाए।

ग्राहक के परिवार को उत्तम सेवा प्रदान करने का अवसर एजेंट अवश्य हाथ में लें जो जीवन बीमा विक्रय व्यवसाय उपलब्ध कराता है। जरूरत के वक्त मदद करने के अलावा किसी को भी जीवन

**यहाँ ध्यान देने योग्य
महत्वपूर्ण बात यह है कि
मृत्यु होने पर किये जानेवाले
दावों की स्थिति में दावे का
निपटान करवाने के लिए
औपचारिकताओं की पूर्ति
नामांकित व्यक्ति द्वारा करनी
होगी।**

में संतोष देनेवाली बात और कुछ नहीं है। हालांकि बीमा कंपनी दावे का चेक प्रदान करती है, फिर भी दावा चेक यदि नामांकित व्यक्ति को एजेंट स्वयं सुपुर्द करता है तो नामांकित व्यक्ति की आँखों से एक या दो आँसू पोंछने से जो संतोष उसे प्राप्त होता है वह अद्वितीय है। यद्यपि हममें से प्रत्येक के हृदय में परोपकार की भावना विद्यमान है, तथापि हममें से कितने लोगों ने अपनी इच्छा से जाकर कुछ किया है। यहाँ यह एक ऐसा व्यवसाय है जो अपने स्वरूप से ही यह अवसर प्रदान करता है। ऐसा कुछ भी नहीं है जो जीवन बीमा का स्थान ले सके जब निस्वार्थ सेवा करने का अवसर सामने आए।

कुछ बीमा कंपनियों ने समर्पित दावा संचालकों को नियुक्त किया है जो दावा फार्म भरने तथा प्रलेखन के लिए व्यवस्था करने में नामांकित व्यक्तियों की सहायता करते हैं। ऐसे कई उदाहरण रहे हैं जहाँ नामांकित व्यक्तियों ने दावा रशियों का वार्षिकियों जैसी एकल प्रीमियम पॉलिसियों में वापस जमा कर दिया है जो एक स्थिर मासिक आय उपलब्ध कराती है।

एक और क्षेत्र जो महत्व का है, जहाँ भी आवश्यक हो वहाँ दावों और निराकरण की जाँच-पड़ताल है। दावों की जाँच-पड़ताल यथाशीघ्र (भले ही विनियम 6 महीने का समय देते हैं) पूरी करनी होगी, यह समझते हुए कि प्रत्येक दिन का विलंब नामांकित व्यक्ति के परिवार को अपूरणीय हानि पहुँचा सकता है। वास्तव में, कुछ ऐसी बीमा कंपनियाँ हैं जो दावे की सूचना के बाद तत्काल कम से कम निधि मूल्य का निपटान कर देती हैं - इससे परिवार को तुरंत कुछ राहत मिलती है। बीमा कंपनियों को अनिवार्यतः अपने उत्पाद की संरचना में

**अधिकांश निरस्तीकरण
बीमाकृत व्यक्ति के स्वास्थ्य
के बारे में महत्वपूर्ण तथ्यों को
विशेष रूप से उच्चरक्तचाप
और मधुमेह के बारे में
प्रकटीकरण न करने के कारण
घटित होते हैं जिनके बारे में
अधिकांश बीमाकृत व्यक्ति
जानते तक नहीं।**

नामांकित व्यक्तियों को कुछ आश्वासित तात्कालिक लाभ देने का लक्ष्य रखना चाहिए।

जहाँ दावों का निरस्तीकरण अपरिहार्य हो जाता है, बीमा कंपनियाँ निरस्तीकरण के कारणों का उल्लेख करते हुए अपने पत्र में ग्राहकों को 'बीमा लोकपाल' का पता भी बताती हैं ताकि विक्षुब्ध ग्राहकों अथवा उनके उत्तराधिकारियों को अपना पक्ष रखते हुए अपील करने का एक अवसर मिल सकें। अधिकांश निरस्तीकरण बीमाकृत व्यक्ति के स्वास्थ्य के बारे में महत्वपूर्ण तथ्यों को विशेष रूप से उच्चरक्तचाप और मधुमेह के बारे में प्रकटीकरण न करने के कारण घटित होते हैं जिनके बारे में अधिकांश बीमाकृत व्यक्ति जानते तक नहीं। तथापि, निरस्तीकरण का मूल कारण ग्राहकों द्वारा 'स्वैच्छिक अप्रकटीकरण' नहीं, बल्कि वह 'अनजाने में अप्रकटीकरण' है - उदाहरण के लिए ग्राहकों ने यह जाने बिना प्रस्ताव फार्म पर आँख मूँदकर हस्ताक्षर कर दिये हैं कि वह एक स्वास्थ्य घोषणापत्र पर हस्ताक्षर कर रहा है - ग्राहककी जानकारी के बिना स्वास्थ्य संबंधी प्रश्नों

का नकारात्मक उत्तर देने सहित एजेंटों ने प्रस्ताव फार्म भर दिये हैं, जो अप्रकटीकरण और निरस्तीकरण के रूप में परिणत हुआ है। यह समस्या तब और भी अधिक हो जाती है जब ग्राहक किसी देशी भाषा में हस्ताक्षर कर देता है अथवा वह अशिक्षित है और अपने अंगूठे का निशान लगा देता है।

एजेंट दावों के संबंध में निर्णय लेने में महत्वपूर्ण भूमिका अदा करता है तथा इस कारण से एजेंट को अनिवार्यतः यह सुनिश्चित करना चाहिए कि ग्राहकों को सभी महत्वपूर्ण प्रश्न समझा दिये जाएँ तथा ग्राहक द्वारा वे पढ़कर समझ लिये जाएँ (भले ही वह शिक्षित क्यों न हों)। प्रस्ताव फार्मों में महत्वपूर्ण प्रश्नों पर विशेष बल देने के द्वारा बीमा कंपनियाँ भली भाँति कार्य कर सकेंगी।

ग्राहक संबंधी अनुभव को समृद्ध बनाने के लिए मैंने केवल कुछ ही उदाहरण उद्धृत किये हैं। इस प्रकार के और भी अनेक क्षेत्र हैं जो यदि बीमा कंपनियों द्वारा केन्द्रीभूत किये जाएँ तो न केवल वे ग्राहकों के विश्वास में वृद्धि करेंगी, बल्कि प्रत्येक व्यक्ति को यह भी समझाएगी कि अन्य वित्तीय उत्पादों की तुलना में जीवन बीमा अनुपम है।

लेखक वरिष्ठ उपाध्यक्ष-अनुपालन एवं मुख्य जोखिम अधिकारी, भारती एएक्सए लाइफ इन्श्यूरेंस कंपनी लिमिटेड हैं। उपर्युक्त आलेख में अभिव्यक्त विचार लेखक के निजी विचार हैं तथा किसी भी तरह से यह नहीं माना जा सकता कि ये कंपनी की धारणाओं को प्रतिबिंबित करते हैं।

बीमा दावे

दावा प्रक्रिया में समयोचित सुधार

कमल चौला का कहना है कि आज के दौर में सभी बीमा कंपनियाँ दावों के समाजिक निपटान के साथ-साथ उनके प्रबंधन को भी अधिक महत्व देती है।

दावे का अर्थ है सही तथ्य के आधार पर अपना हक माँगना अर्थात् जब हमें यह विश्वास होता है कि हम अपना या जिसका हम प्रतिनिधित्व कर रहे हैं वह अपने पक्ष में कानूनी व संवैधानिक रूप में अपना अंश अन्य व्यक्ति या संस्था से प्राप्त करने के योग्य है तब हम दावा करते हैं कि हमें हमारा अंश मिलना चाहिए। इसी प्रकार बीमा क्षेत्र में भी दावा अपना एक महत्वपूर्ण स्थान रखता है। बीमा क्षेत्र में 'दावा' तब दृष्टिपटल में आता है जब बीमित का नामित व्यक्ति या परिजन बीमित के अस्पताल के खर्च के लिये या मोटर गाडी की मरम्मत के लिये या मोटर के खो जाने की स्थिति में बीमित राशि पाने के लिये या बीमित उपकरणों/अवसंरचनाओं आदि की अग्नि, जल या अन्य प्राकृतिक आपदाओं से हुई क्षति के कारण या चरम अवस्था में बीमित की मृत्यु की अवस्था में मृत्यु दावा राशि प्राप्त करने के लिये बीमाकर्ता से संपर्क करते हैं।

बीमाकर्ता किसी व्यक्ति विशेष या मोटर या अवसंरचना आदि का बीमा करते हुए उस वस्तु/व्यक्ति विशेष से जुड़े सभी प्रकार के जोखिमों को ध्यान में रख कर ही बीमा करता है। जिस प्रकार बीमा कंपनी बीमा करते हुए बीमा ग्राहक को उसके बीमा से जुड़े प्रत्येक तथ्य से अवगत

कराती है, उसी प्रकार बीमा ग्राहक का भी यह उत्तरदायित्व है कि वह भी अपने या प्रस्तावित बीमा आवरण वस्तु से जुड़े सभी तथ्य पूर्ण सत्यता से बीमा कंपनी को बताए।

दावे के प्रमुख चरण हैं-दावे का खुलना व बंद होना, बीमा राशि प्रदान करना, दावों को आरक्षित करना, प्रत्यासन (सबरोगेशन) से वसूली करना तथा सेवा प्रदाता के साथ मिल कर काम करना। बीमा दावे कपटता के प्रति संवेदनशील होते हैं, अतः बीमा दावों के निपटान के लिये बीमा कंपनी को प्रदान की गई सूचनाओं व बीमित व्यक्ति या वस्तु से संबंधित उनकी प्रस्तुत अवस्था की जानकारी एक महत्वपूर्ण भूमिका निभाते हैं।

एक अनुमान के अनुसार गैर-जीवन बीमा में लगभग 15 प्रतिशत पॉलिसीयों में दावा किया जाता है। परिस्थिति यह है कि आज के दौर में सभी बीमा कंपनियाँ दावों के सामयिक निपटान के साथ-साथ उनके प्रबंधन को भी अधिक महत्व देती है, ताकि वह ऐसी कार्य-प्रणाली का अनुसरण कर सकें जोकि दावा राशि के भुगतान में आने वाली सभी प्रकार की अडचनों को दूर कर सकें।

दावा प्रक्रिया में अन्य संस्थाएँ भी एक महत्वपूर्ण भूमिका निभाती हैं जैसे बीमा दलाल, सर्वेयर व हानि अनुमानकर्ता, मोटर रिपेयर दुकानदार, स्वास्थ्य केंद्र, टीपीए, वकील, आदि।

गैर-जीवन बीमा में अत्यधिक विकल्पों की सुलब्धता के कारण प्रायः यह देखा जाता है कि यदि ग्राहक एक बार गया तो संभवतः उसका लौटना कठिन होता है अतः इस परिवेश में दावा निवारण एक अत्यधिक मजबूत औजार के रूप में प्रयोग किया जा सकता है। यदि ग्राहक शिकायतों के साथ साथ उनके दावों के शीघ्र निपटान कि ओर अधिक ध्यान दिया जाए तो बीमा ग्राहक को यह विश्वास दिलाया जा सकता है कि इस कंपनी में यदि उसके दावे का भुगतान समय पर किया गया है तो यह कंपनी की सक्षमता व विश्वसनीयता का प्रतीक है।

हमें यह ध्यान में रखना चाहिए कि एक असंतुष्ट ग्राहक बीमा कंपनी की साख को नुकसान पहुँचा सकता है, संभवतः वह अपना अनुभव अन्य व्यक्तियों के साथ साझा करेगा अतः बीमा कंपनी को यह सुनिश्चित कर लेना चाहिए कि उनके ग्राहक को दावे के समय किसी प्रकार का कष्ट न हो और यदि उसके भुगतान में कुछ अडचन है तो उसे शीघ्रता से निपटा ले।

गैर-जीवन बीमा में साधारणतः दावा के भुगतान में देरी सर्वेयर द्वारा रिपोर्ट देरी से जमा करने के कारण होती है तथा उनकी रिपोर्ट आने के उपरांत भी कई औपचारिकताएँ होती हैं जिनके कारण अंतिम भुगतान में अपेक्षा से अधिक समय लग जाता है। अतः जरूरी है कि बीमा कंपनियाँ अपनी कार्यनीति में ऐसे सुधार लाएँ जिससे कि दावा भुगतान की प्रक्रिया को कम से कम समय व पारदर्शी रूप से समपन्न कर सकें ताकि बीमा उपभोक्ता का बीमा कंपनी के प्रति विश्वास बना रहे व अपनी अन्य बीमा आवश्यकताओं के लिये उनसे संपर्क करे।

इसके लिये निम्नलिखित उपाय किये जा सकते हैं, जैसे:-

क) दावा प्रक्रिया का पूर्ण आधुनिकिकरण:

इस प्रक्रिया के अंतर्गत बीमा कंपनी की सभी शाखाओं को एक ही नेटवर्क के द्वारा जोड़ा जाए तथा दावा प्रक्रिया के सभी चरण शीघ्रता से पूर्ण किये जाएँ।

ख) प्रत्येक बीमाधारक का पैन नम्बर/ मोबाईल नं./आधार नम्बर आदि होने से कंपनी आसानी से बीमा धारक का मामला बीमा कंपनी के किसी भी कम्प्यूटर से खोल कर उसके बीमा से जुड़ी सभी जानकारी प्राप्त कर सकती है तथा बीमाधारक से केवल उन्हीं मूलभूत दस्तावेजों की माँग कर सकती है जोकि प्रस्तुत बीमा दावा से जुड़े हों।

ग) कौशलपूर्ण जोखिम अंकन (अंडर राईटिंग) दावों की संख्या को कम करने में एक महत्वपूर्ण योगदान देता है। यदि बीमा स्वीकार करने के समय हम संभावित से जुड़े सभी प्रकार के जोखिमों का पूर्वानुमान सही प्रकार से लगाते हैं तथा उसकी प्रकृति

के अनुसार उसकी आयु/मजबूती/सुरक्षा कारकों का भली प्रकार से अध्ययन कर लेते हैं तो संभव है कि बीमाकर्ता को अवाँछनीय रूप से अपनी अर्जित राशि में सड़े एक बड़ा हिस्सा दावे के रूप में बीमाधारक को न देना पड़े। इसके लिये आवश्यक है कि जोखिमांकन विभाग व दावा विभाग आपसी समन्वय से कार्य करें व मिल कर दावों को कम करने के लिये नये-नये प्रयोग करें।

घ) बीमा पॉलिसी दस्तावेज का स्थानीय भाषा में मुद्रित होना: इससे बीमाधारक को बीमा पॉलिसी में लिखित अपनी बीमित वस्तु के बीमा से जुड़ी प्रत्येक मद को पूर्णरूप से समझने में सहायता मिलेगी तथा उसे पॉलिसी के सभी नियम व शर्तों का ज्ञान होगा।

अधिकाँश गैर-जीवन बीमा आवरण अल्पावधि के होते हैं जैसे एक से तीन वर्ष, मुमकिन है कि बीमा कंपनियाँ इस अवधि के मध्य में एक मध्यावधि निरीक्षण कर सकती है, जिसमें यदि बीमित कोई बड़ा संयंत्र, इमारत, उपकरण या वाहन आदि है तो बीमा अवधि के अंतराल के मध्य में बीमित वस्तु की सुरक्षा के लिये जो कदम बीमाधारक ने प्रारंभ में उठाए थे वह अभी भी उनका अनुपालन कर रहा है कि नहीं जैसे:-

- संयंत्र में सुरक्षा आलार्म
- अग्नि शमन यंत्र व सामग्री का रखरखाव
- पर्याप्त वायु प्रवाह (वेंटिलेशन)
- अतिज्वलनशील वस्तुओं का सुचारु रखरखाव
- अपरिचित व्यक्तियों का प्रवेश निषेध
- ऐंटी-थेफ्ट (चोरी-रोकथाम) आलार्म

- लाईव-स्टॉक का सुचारु रखरखाव
- पैकिंग मैटीरियल की गुणवत्ता
- बीमित वस्तु के स्थानांतरण के लिये आवश्यक सुरक्षा उपायों को ध्यान में रखना
- बीमित वस्तु का वर्षा व अन्य प्राकृतिक आपदाओं में सुरक्षा के उपाय
- संयंत्र के कार्मिकों को सुरक्षा उपायों का आवश्यक प्रशिक्षण देना, इत्यादि।

बीमाकर्ता यदि इन सभी उपायों को बीमा की मध्यावधि में निरीक्षण करे तो संभव है कि दावा राशि पर होने वाले अत्यधिक वहन को कम किया जा सकता।

यदि बीमाकर्ता समय-समय पर अपने योग्य अधिकारियों की मदद से दावा-प्रचलन (क्लेम ट्रेंड) का अध्ययन करें व समय रहते उपचारात्मक कार्यवाहियाँ करते रहें जैसे-किसी विशिष्ट श्रेणी के व्यापार को बंद करना, जिसमें अत्यधिक दावों की माँग की जाती है, इत्यादि।

साराँश, दावा बीमा उद्योग का एक अभिन्न अंग है और यह प्रत्येक बीमाकर्ता का कर्तव्य है कि वह दावा प्रक्रिया में गति लाए व अल्प आयुवर्ग, स्वास्थ्य संबंधी दावों को शीघ्रता से निपटाए तथा दावों के सामयिक निपटान के साथ साथ दावा प्रबंधन को भी महत्वता दे ताकि बीमित या उसके आश्रितों को दावा राशि यथाशीघ्र प्राप्त हो।

लेखक - सहायक निदेशक, गैर-जीवन (विनियामक कार्यवाहियों), बीमा विनियमक और विकास प्राधिकरण हैं। उपर्युक्त आलेख में अभिव्यक्त विचार लेखक के निजी विचार हैं।



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

Sl. No.	Insurer	Fire	Marine	Marine Cargo	Marine Hull	Engineering	Motor
1	Royal Sundaram Previous year	67.17 92.53	31.07 29.32	28.75 27.77	2.31 1.55	36.84 38.15	1,022.46 1,105.67
2	TATA-AIG Previous year	343.36 274.46	219.25 210.66	219.25 210.66	0.00 0.00	63.08 51.17	1,074.85 1,044.18
3	Reliance Previous year	177.96 168.42	40.44 28.47	38.93 27.81	1.52 0.66	72.34 84.89	1,444.65 1,291.68
4	IFFCO Tokio Previous year	213.43 173.79	117.41 102.14	104.59 88.63	12.82 13.51	93.47 66.21	1,761.73 1,587.90
5	ICICI Lombard Previous year	487.02 380.34	251.76 229.19	190.03 160.56	61.74 68.63	181.40 188.50	3,213.80 2,705.76
6	Bajaj Allianz Previous year	388.33 356.13	122.10 97.27	112.30 95.79	9.80 1.48	128.93 133.89	2,699.85 2,399.23
7	HDFC ERGO Previous year	320.73 299.11	87.45 76.78	72.08 60.53	15.38 16.25	70.07 70.75	1,004.06 803.44
8	Cholamandalam Previous year	109.90 93.54	64.94 50.98	64.93 50.97	0.01 0.01	27.70 32.95	1,249.71 1,066.46
9	Future Generali Previous year	117.38 106.34	51.17 54.51	51.17 54.51	0.00 0.00	38.06 35.65	708.03 619.78
10	Universal Sompo Previous year	107.16 90.32	18.16 14.95	18.16 14.95	0.00 0.00	19.15 12.25	231.75 290.72
11	Shriram Previous year	11.06 9.28	0.94 1.71	0.94 1.71	0.00 0.00	6.53 4.89	1,481.04 1,517.34
12	Bharti Axa Previous year	79.52 52.15	33.69 21.16	33.69 21.16	0.00 0.00	33.89 27.50	1,043.36 866.38
13	Raheja QBE Previous year	0.38 0.79	0.01 0.04	0.01 0.04	0.00 0.00	0.57 0.35	0.65 0.42
14	SBI Previous year	446.13 314.77	9.94 7.29	9.94 7.29	0.00 0.00	19.22 20.73	465.33 267.43
15	L&T Previous year	33.27 24.11	8.21 7.62	8.21 7.62	0.00 0.00	17.63 16.05	137.85 96.63
16	Magma HDI Previous year	15.57 7.65	5.94 0.00	5.94 0.00	0.00 0.00	4.50 0.08	388.49 87.26
17	Liberty Videocon Previous year	9.47 NA	1.12 NA	0.00 NA	0.00 NA	5.25 NA	97.01 NA
18	Star Health & Allied Insurance Previous year						
19	Apollo MUNICH Previous year						
20	Max BUPA Previous year						
21	Religare Health Previous year						
22	Cigna TTK Previous year						
	Private Total Previous year	2,927.85 2,443.74	1,063.61 932.10	958.91 830.01	103.58 102.08	818.62 784.00	18,024.60 15,750.28
23	New India Previous year	1,411.74 1,332.68	711.46 669.93	320.22 317.71	391.24 352.22	418.11 418.58	4,604.24 3,796.20
24	National Previous year	876.48 846.17	330.28 351.96	189.15 211.54	141.13 140.42	319.77 321.38	4,910.30 4,293.58
25	United India Previous year	1,189.74 1,120.76	587.28 601.51	307.05 321.30	280.23 280.20	553.49 563.75	3,709.85 3,389.87
26	Oriental Previous year	973.95 905.16	458.65 474.00	249.52 259.25	209.13 214.75	367.29 372.27	2,638.79 2,403.80
27	ECCG Previous year						
28	AIC of India Previous year						
	Public Total Previous year	4,451.90 4,204.77	2,087.67 2,097.39	1,065.93 1,109.80	1,021.74 987.60	1,658.66 1,675.97	15,863.18 13,883.45
	Grand Total Previous year	7,379.75 6,648.51	3,151.28 3,029.49	2,024.84 1,939.81	1,125.32 1,089.68	2,477.28 2,459.97	33,887.77 29,633.73

Compiled on the basis of data submitted by the Insurance companies



FOR THE PERIOD MARCH 2014 (PROVISIONAL & UNAUDITED)

(₹ in Crores)

Motor OD	Motor TP	Health	Aviation	Liability	Personal Accident	All Others	Grand Total
729.64	292.82	210.36	0.00	14.92	40.59	13.59	1,437.00
816.54	289.13	209.23	0.00	22.02	48.08	16.10	1,561.09
709.55	365.29	214.42	2.67	220.21	148.96	75.90	2,362.71
731.85	312.33	181.87	1.10	196.90	120.16	54.58	2,135.08
769.01	675.63	470.09	2.96	35.51	27.88	116.99	2,388.82
748.50	543.18	295.53	2.28	36.21	22.28	80.24	2,010.01
1,042.54	719.18	285.36	3.60	47.86	30.75	377.33	2,930.92
995.80	592.10	210.79	5.91	40.31	30.26	352.87	2,570.18
2,073.72	1,140.08	1,570.16	41.85	151.47	199.98	758.73	6,856.16
1,829.77	875.99	1,665.17	70.69	142.35	168.97	583.01	6,133.98
1,862.21	837.64	743.66	7.36	168.54	54.03	203.64	4,516.45
1,707.39	691.85	594.85	7.15	146.85	56.52	209.52	4,001.40
635.12	368.94	616.82	22.34	116.91	299.40	369.20	2,906.99
539.55	263.88	521.50	24.85	107.80	253.68	295.30	2,453.20
629.75	619.96	199.18	0.00	14.50	59.57	128.95	1,854.45
593.94	472.52	287.00	0.00	12.25	53.30	24.41	1,620.89
500.01	208.02	132.45	0.00	34.76	50.28	132.30	1,264.42
431.16	188.62	139.13	0.00	29.17	62.35	58.34	1,105.27
128.92	102.83	86.96	0.34	4.22	6.90	65.80	540.45
148.28	142.44	55.27	0.00	3.98	2.94	63.92	534.35
527.80	953.24	0.00	0.00	1.44	4.62	4.96	1,510.59
589.63	927.70	0.00	0.00	0.80	3.83	3.54	1,541.38
727.17	316.19	159.30	0.00	16.62	23.50	17.55	1,407.43
630.78	235.60	198.12	0.00	10.79	28.24	14.09	1,218.43
0.00	0.65	0.02	0.00	20.29	0.45	0.91	23.28
0.12	0.31	0.02	0.00	14.26	0.62	4.75	21.26
253.03	212.30	21.16	4.73	3.29	181.49	36.27	1,187.57
163.24	104.19	6.74	16.21	2.05	108.45	27.18	770.85
98.37	39.49	45.41	0.00	5.27	2.94	2.24	252.82
63.22	33.41	26.37	0.00	5.31	3.37	2.60	182.07
198.78	189.71	0.00	0.00	8.90	0.00	1.52	424.93
52.32	34.94	0.00	0.00	0.15	0.00	0.00	95.14
83.27	13.74	4.19	0.00	1.32	9.94	1.53	129.82
NA	NA	NA	NA	NA	NA	NA	NA
		1,074.44			22.77	0.00	1,097.21
		843.72			16.50	0.00	860.22
		664.68			16.71	11.09	692.48
		598.75			13.16	8.08	619.99
		307.53			1.32	0.00	308.85
		207.22			0.00	0.00	207.22
		150.04			2.27	0.00	152.31
		38.39			0.40	0.00	38.80
		0.34			0.00		0.34
		NA			NA		NA
10,968.88	7,055.72	6,956.56	85.86	866.05	1,184.38	2,318.49	34,246.01
10,042.09	5,708.19	6,079.67	128.19	771.21	993.12	1,798.50	29,680.80
2,297.90	2,306.34	3,295.79	93.58	250.91	168.98	568.24	11,523.04
1,957.69	1,838.51	2,753.95	122.43	228.68	158.89	556.63	10,037.95
2,179.41	2,730.90	2,993.47	91.03	92.49	131.74	498.86	10,244.43
2,437.67	1,855.90	2,561.26	73.58	104.73	145.72	467.37	9,165.73
1,596.60	2,113.25	2,659.94	68.42	157.52	208.53	574.17	9,708.93
1,583.20	1,806.67	2,642.81	63.95	147.64	190.93	544.82	9,266.04
1,162.14	1,476.65	1,718.15	108.87	120.74	118.24	626.60	7,131.28
1,136.87	1,266.93	1,491.94	94.01	115.39	128.38	558.56	6,543.51
						1,303.85	1,303.85
						1,157.22	1,157.22
						3,383.95	3,383.95
						3,235.25	3,235.25
7,236.04	8,627.14	10,667.35	361.90	621.66	627.49	6,955.67	43,295.49
7,115.43	6,768.02	9,449.96	353.97	596.43	623.92	6,519.84	39,405.69
18,204.92	15,682.85	17,623.91	447.76	1,487.71	1,811.87	9,274.17	77,541.50
17,157.52	12,476.20	15,529.63	482.15	1,367.64	1,617.04	8,318.34	69,086.49



STATISTICS NON-LIFE INSURANCE

Report Card : General

Gross Premium underwritten for and up to the month of April 2014

(₹ in Crores)

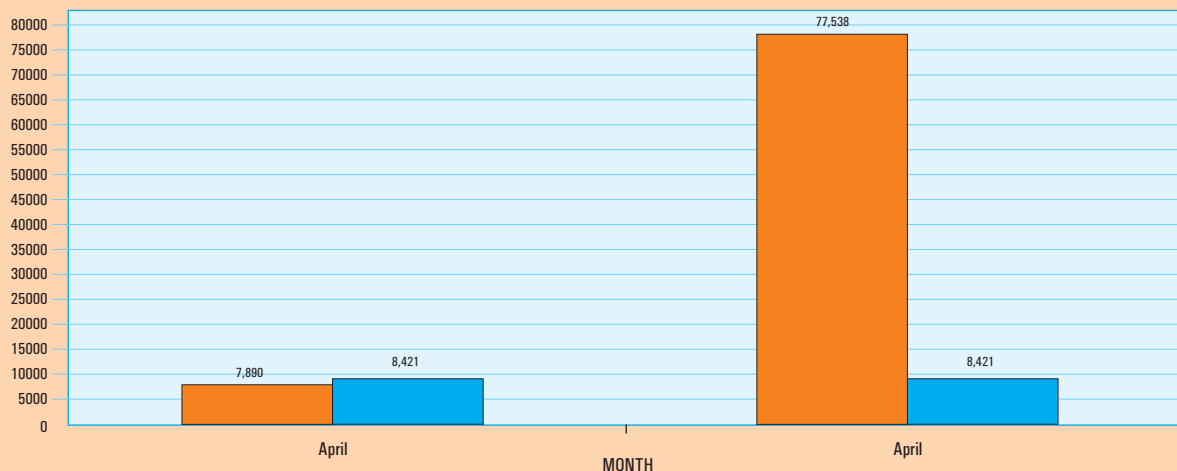
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INSURER	APRIL		APRIL - JANUARY		GROWTH OVER THE CORRESPONDENCE PREVIOUS YEAR
	2014-15	2013-14*	2014-15	2013-14*	
Royal Sundaram	160.43	145.66	160.43	145.66	10.14
Tata-AIG	334.07	314.79	334.07	314.79	6.12
Reliance General	340.07	296.99	340.07	296.99	14.51
IFFCO-Tokio	328.71	317.44	328.71	317.44	3.55
ICICI-lombard	846.28	817.88	846.28	817.88	3.47
Bajaj Allianz	421.23	384.48	421.23	384.48	9.56
HDFC ERGO General	350.45	416.96	350.45	416.96	-15.95
Cholamandalam	153.46	182.05	153.46	182.05	-15.71
Future Generali	143.42	125.76	143.42	125.76	14.04
Universal Sampo	69.53	50.86	69.53	50.86	36.70
Shriram General	100.59	111.29	100.59	111.29	-9.62
Bharti AXA General	207.39	195.04	207.39	195.04	6.33
Raheja QBE	2.05	1.71	2.05	1.71	19.83
SBI General	105.38	100.01	105.38	100.01	5.37
L&T General	25.62	26.91	25.62	26.91	-4.80
Magma HDI	32.75	18.66	32.75	18.66	75.46
Liberty	25.73	3.47	25.73	3.47	642.33
Star Health & Allied Insurance	80.25	55.72	80.25	55.72	44.01
Apollo MUNICH	43.91	38.72	43.91	38.72	13.39
Max BUPA	25.72	18.60	25.72	18.60	38.25
Religare	21.91	21.89	21.91	21.89	0.12
Cigna TTK	0.33	NA	0.33	NA	NA
New India	1,544.43	1,355.49	1,544.43	1,355.49	13.94
National	1,013.28	918.76	1,013.28	918.76	10.29
United India	1,095.51	1,021.74	1,095.51	1,021.74	7.22
Oriental	817.32	742.74	817.32	742.74	10.04
ECGC	84.71	81.64	84.71	81.64	3.75
AIC	47.27	125.16	47.27	125.16	-62.23
PRIVATE TOTAL	3,818.93	3,644.89	3,818.93	3,644.89	4.77
PUBLIC TOTAL	4,602.52	4,245.53	4,602.52	4,245.53	8.41
GRAND TOTAL	8,421.45	7,890.41	8,421.45	7,890.41	6.73

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

* Figures revised by insurance companies

Premium underwritten by non-life insurers up to the month of April 2014



* Compiled on the basis of data submitted by the Insurance companies

The total bar in the above chart represents the business figures of the entire financial year

Legend: 2013-14 (Orange), 2014-15 (Blue)

Statistical Supplement

(Monthly - March, 2014)



Name of the Insurer: *Bajaj 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	6334.56	38833.05	49239.00	399238.00	738.39	3220.46	38001917.00	279114431.00
Previous year	5596.17	35612.59	44371.00	369739.00	2723.98	7292.46	82222967.00	706036923.00
Marine Cargo	733.39	11230.07	12855.00	142469.00	-193.26	1651.05	4585962.00	40217193.00
Previous year	926.65	9579.02	12877.00	142133.00	62.57	594.39	12512879.00	154461072.00
Marine Hull (Including Onshore & Offshore oil energy)	4.67	980.32	1.00	36.00	2.67	832.58	55.00	8085992.00
Previous year	2.01	147.74	5.00	26.00	1.04	247.38	868.00	8631882.00
Marine (Total)	738.06	12210.39	12856	142505	-190.59	2483.63	4586017.00	48303185.00
Previous year (Total)	928.65	9726.76	12882	142159	63.62	841.77	12513747.00	163092954.00
Aviation	20.45	735.96	9.00	74.00	2.77	20.83	510120.00	3811503.00
Previous year	17.67	715.13	6.00	69.00	13.93	-1892.32	536748.00	12373832.00
Engineering	1616.23	12893.16	1109.00	11747.00	312.27	-495.40	1343362.00	17762038.00
Previous year	1303.96	13388.56	1970.00	14069.00	45.18	1039.64	22856082.00	215417445.00
Motor Own Damage	19143.05	186220.90	374066.00	3774650.00	255.45	15482.26	1056200.00	10117481.00
Previous year	18887.60	170738.64	361459.00	3604831.00	3250.64	27621.69	1637632.00	11920972.00
Motor Third party	9805.79	83763.86	398318.00	3928511.00	1703.20	14579.04		
Previous year	8102.60	69184.82	381173.00	3742871.00	2657.32	17125.81		
Motor (Total)	28948.85	269984.76	398318	3928511	1958.65	30061.30	1056200.00	10117481.00
Previous year (Total)	26990.20	239923.46	381173	3742871	5907.96	44747.50	1637632.00	11920972.00
Workmen's compensation / Employer's liability	384.24	3540.65	1824.00	18790.00	46.76	310.47	76420.00	517520.00
Previous year	337.48	3230.18	1607.00	17171.00	37.86	151.96	80320.00	844098.00
Public Liability	5.10	86.26	19.00	194.00	-0.32	20.32	22199.00	231369.00
Previous year	5.42	65.94	18.00	160.00	-1.54	-1.91	27882.00	260867.00
Product Liability	251.22	2575.64	36.00	581.00	48.52	447.89	57189.00	1239230.00
Previous year	202.70	2127.75	33.00	439.00	-126.09	350.85	100181.00	1225844.00
Other Liability Covers	368.66	10651.31	271.00	3286.00	44.62	1390.61	173523.00	3746059.00
Previous year	324.04	9260.71	206.00	2692.00	-41.88	1920.52	330680.00	5829846.00
Liability (Total)	1009.23	16853.86	2150	22851	139.59	2169.29	329331.00	5734178.00
Previous year (Total)	869.63	14684.57	1864	20462	-131.65	2421.42	539063.00	8160655.00
Personal Accident	617.80	5403.45	128436.00	699586.00	115.86	-248.92	679207.00	7395071.00
Previous year	501.95	5652.38	57291.00	523842.00	-123.07	-257.10	3924248.00	37951538.00
Medical Insurance	6061.82	66037.98	55663.00	417576.00	-802.60	13825.56	959991.00	6007392.00
Previous year	6864.43	52212.42	53282.00	413038.00	1994.90	15899.35	8445659.00	54901282.00
Overseas Medical Insurance	680.23	8328.45	32067.00	395072.00	154.01	1055.99	127810.00	3301494.00
Previous year	526.22	7272.46	27146.00	387863.00	50.97	908.01	219931.00	8524268.00
Health (Total)	6742.05	74366.43	87730	812648	-648.60	14881.54	1087801.00	9308886.00
Previous year (Total)	7390.65	59484.88	80428	800901	2045.87	16807.36	8665590.00	63425550.00
Crop Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	138.72	982.21	2.00	32.00	32.41	237.86	11297.00	2710493.00
Previous year	106.31	744.36	4.00	30.00	17.29	-392.06	1102339.00	8331407.00
All Other Miscellaneous	2525.44	19381.61	80990.00	724609.00	-1085.91	-826.04	1336677.00	23829907.00
Previous year	3611.35	20207.66	183367.00	704584.00	1339.15	1370.33	6306450.00	38792245.00
Grand Total	48691.38	451644.90	760839	6741801	1374.84	51504.55	48941929.00	408087173.00
Previous year (Total)	47316.54	400140.35	763356	6318726	11902.26	71979.01	140304866.00	1265503521.00

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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
182.83	2943.94	4340.00	31787.00	0.00	0.00	0.00	0.00		
162.27	2083.21	4143.00	30989.00	0.00	0.00	0.00	0.00		
35.91	438.16	934.00	9739.00	0.00	0.00	0.00	0.00		
57.73	356.11	957.00	8807.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
35.91	438.16	934	9739	0.00	0.00	0	0	0	0
57.73	356.11	957	8807	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		
56.85	856.24	151.00	1861.00	0.00	0.00	0.00	0.00		
103.67	1038.62	498.00	2935.00	0.00	0.00	0.00	0.00		
1535.40	14254.69	485.00	6585.00	0.00	0.00	0.00	0.00		
1561.17	13876.53	859.00	47192.00	0.00	0.00	0.00	0.00		
970.94	7456.78	46685.00	432785.00	0.00	0.00	0.00	0.00		
833.57	6444.09	48851.00	368517.00	0.00	0.00	0.00	0.00		
2506.34	21711.47	46685	432785	0.00	0.00	0	0	0	0
2394.74	20320.62	48851	368517	0.00	0.00	0	0	0	0
41.94	472.62	311.00	3436.00	0.00	0.00	0.00	0.00		
32.56	416.29	241.00	3068.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
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		
43.32	660.72	46.00	384.00	0.00	0.00	0.00	0.00		
18.97	465.36	32.00	303.00	0.00	0.00	0.00	0.00		
85.26	1133.34	357	3820	0.00	0.00	0	0	0	0
51.52	881.65	273	3371	0.00	0.00	0	0	0	0
48.32	423.24	13119.00	63862.00	16.46	159.89	38016.00	370265.00		
33.03	482.90	6817.00	60793.00	9.90	109.10	25652.00	318058.00		
302.10	4222.69	6195.00	42980.00	0.00	0.00	0.00	0.00	141292.00	1369787.00
285.09	3670.97	4317.00	36165.00	0.00	0.00	0.00	0.00	145475.00	1535076.00
75.86	754.33	3830.00	33366.00	0.00	0.00	0.00	0.00	0.00	0.00
57.34	590.08	1936.00	23418.00	0.00	0.00	0.00	0.00	0.00	0.00
377.96	4977.02	10025	76346	0.00	0.00	0	0	141292	1369787
342.43	4261.05	6253	59583	0.00	0.00	0	0	145475	1535076
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
230.12	1352.89	7594.00	56436.00	0.00	0.00	0.00	0.00		
272.68	1386.27	17571.00	67495.00	0.00	0.00	0.00	0.00		
3523.60	33836.30	83205	676636	16.46	159.89	38016	370265	141292	1369787
3418.08	30810.43	85363	602490	9.90	109.10	25652	318058	145475	1535076



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	572.14	7951.76	922.00	13416.00	572.14	7379.62	2370649.32	34652396.85
Previous year	268.55	5215.09	2129.00	19539.00	268.55	4946.54	408894.93	11436051.28
Marine Cargo	225.66	3368.74	230.00	3216.00	225.66	3143.08	2741292.67	18680908.07
Previous year	58.12	2116.37	328.00	3392.00	58.12	2058.25	1011978.84	6532455.01
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	225.66	3368.74	230	3216	225.66	3143.08	2741292.67	18680908.07
Previous year (Total)	58.12	2116.37	328	3392	58.12	2058.25	1011978.84	6532455.01
Aviation								
Previous year								
Engineering	230.88	3388.73	405.00	4202.00	230.88	3157.85	891079.03	5407887.45
Previous year	304.54	2749.79	423.00	3128.00	304.54	2445.25	-326736.79	-1434557.86
Motor Own Damage	6909.61	72716.65	157622.00	1655215.00	6909.61	65807.04	701994.74	6748600.87
Previous year	6824.95	63077.80	134220.00	1077930.00	6824.95	56252.85	589437.47	6531101.73
Motor Third party	2729.34	31619.46	157622.00	1655215.00	2729.34	28890.12		
Previous year	3229.54	23559.87	134220.00	1077930.00	3229.54	20330.33		
Motor (Total)	9638.95	104336.11	157622	1655215	9638.95	94697.15	701994.74	6748600.87
Previous year (Total)	10054.49	86637.68	134220	1077930	10054.49	76583.19	589437.47	6531101.73
Workmen's compensation / Employer's liability	70.05	707.70	302	2693	70.05	637.65	24264	183017
Previous year	45.46	467	211	1580	45.46	421.10	220616	329438
Public Liability	0	9	0	29	0.00	9.21		
Previous year	0	8.01		20.00	0.00	8.01		
Product Liability					0.00	0.00	0	0
Previous year					0.00	0.00	0	
Other Liability Covers	24	946	35	539	24.35	921.19	80922	530713
Previous year	32	604	26	345	32.10	572.32	26349	225703
Liability (Total)	94.40	1662.45	337	3261	94.40	1568.05	105185.54	713729.73
Previous year (Total)	77.56	1078.98	237	1945	77.56	1001.42	246965.59	555140.85
Personal Accident	124.56	2350.49	1133.00	12253.00	124.56	2225.93	11505402.80	66486599.74
Previous year	223.79	2824.18	1042.00	10960.00	223.79	2600.39	11741343.32	22038210.55
Medical Insurance	1025.81	15929.70	2249.00	18927.00	1025.81	14903.89	13690.79	196249.69
Previous year	852.78	19812.20	1952.00	17988.00	852.78	18959.42	9184.31	116121.43
Overseas Medical Insurance								
Previous year								
Health (Total)	1025.81	15929.70	2249	18927	1025.81	14903.89	13690.79	196249.69
Previous year (Total)	852.78	19812.20	1952	17988	852.78	18959.42	9184.31	116121.43
Crop Insurance								
Previous year								
Credit Guarantee	36	211	0	4	36.05	174.49	0	0
Previous year	30	169	1	4	29.60	139.11		
All Other Miscellaneous	141.98	1544.50	558.00	10802.00	141.98	1402.52	553503.05	3430053.82
Previous year	101.91	1239.93	1636.00	17327.00	101.91	1138.01	421579.35	2469777.66
Grand Total	12090.43	140743.00	163456	1721296	12090.43	128652.57	18882797.94	136316426.22
Previous year (Total)	11971.34	121842.92	141968	1152213	11971.34	109871.58	14102647.02	48244300.65

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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
81.90	718.50	-1959.00	2244.00						
175.57	175.57	1132.00	1132.00						
-110.89	274.28	24.00	336.00						
67.14	67.14	192.00	192.00						
-110.89	274.28	24	336	0.00	0.00	0	0	0	0
67.14	67.14	192	192	0.00	0.00	0	0	0	0
-1.77	147.70	-8.00	477.00						
68.72	68.72	186.00	186.00						
831.89	6417.79	44290.00	216002.00						
1893.88	1893.88	88710.00	88710.00						
782.41	4317.14		0.00						
3676.72	3676.72		0.00	0.00					
1614.31	10734.93	44290	216002	0.00	0.00	0	0	0	0
5570.60	5570.60	88710	88710	0.00	0.00	0	0	0	0
3.93	68.46	-7.00	245.00						
15.54	16	46.00	46.00						
0.47	1.48	1.00	4.00						
0.04	0.04	1.00	1.00						
13.79	23.02	5.00	25.00						
3.37	3.37	8.00	8						
18.18	92.96	-1	274	0.00	0.00	0	0	0	0
18.95	18.95	55	55	0.00	0.00	0	0	0	0
-50.33	85.73	51.00	839.00	0.00	53.45	0	874631		
222.88	222.88	442.00	442.00	51.89	51.89	231605	231605		
168.40	478.95	76.00	1112.00						
368.41	368.41	698.00	698.00						
168.40	478.95	76	1112	0.00	0.00	0	0	0	0
368.41	368.41	698	698	0.00	0.00	0	0	0	0
20	20	1.00	1.00						
	0								
-8.68	92.74	-1614.00	2260.00						
36.20	36.20	1351.00	1351.00						
1730.92	12645.59	40860	223545	0.00	53.45	0	874631	0	0
6528.47	6528.47	92766	92766	51.89	51.89	231605	231605	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	1,193.3	10,990.4	22,159	179,693	355.0	1,636.4	4,443,725	33,469,915
Previous year	838.3	9,354.0	14,360	149,154	247.0	2,191.4	1,774,815	26,132,626
Marine Cargo	419.7	6,492.6	474	5,338	177.6	1,395.2	11,474,910	57,523,314
Previous year	242.1	5,097.4	848	6,034	(325.6)	52.0	863,772	31,513,824
Marine Hull (Including Onshore & Offshore oil energy)	-	1.1	-	3	-	-	-	109
Previous year	-	1.1	-	3	-	1.1	-	109
Marine (Total)	419.7	6,493.7	474	5,341	177.6	1,395.2	11,474,910	57,523,423
Previous year (Total)	242.1	5,098.5	848	6,037	(325.6)	53.0	863,772	31,513,933
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	199.6	2,769.6	929	10,628	(75.5)	(525.0)	476,692	4,657,113
Previous year	275.1	3,294.6	1,318	9,954	66.2	830.9	694,699	5,565,717
Motor Own Damage	5,201.9	62,975.1	68,905	839,542	(521.5)	3,581.6	371,108	4,476,406
Previous year	5,723.4	59,393.5	71,397	780,854	713.9	6,253.9	386,385	4,057,096
Motor Third party	6,371.4	61,995.7	79,316	882,340	1,698.9	14,743.6	-	-
Previous year	4,672.5	47,252.1	72,812	789,003	1,374.3	12,266.3	-	-
Motor (Total)	11,573.3	124,970.8	79,316	882,340	1,177.4	18,325.2	371,108	4,476,406
Previous year (Total)	10,395.9	106,645.7	72,812	789,003	2,088.1	18,520.2	386,385	4,057,096
Workmen's compensation / Employer's liability	27.5	476.6	161	2,326	(10.5)	(164.8)	4,362	103,153
Previous year	38.0	641.4	181	2,846	38.0	(32.0)	9,571	144,769
Public Liability	39.8	973.1	45	714	(36.7)	389.3	30,468	242,319
Previous year	76.5	583.8	74	798	(33.4)	(244.9)	10,203	140,294
Product Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Other Liability Covers	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Liability (Total)	67.3	1,449.7	206	3,040	(47.2)	224.5	34,829	345,472
Previous year (Total)	114.5	1,225.2	255	3,644	4.6	(276.9)	19,774	285,063
Personal Accident	459.0	5,957.4	2,651	28,212	(79.1)	627.1	1,624,652	7,778,704
Previous year	538.1	5,330.3	3,508	20,523	52.3	615.0	272,924	4,395,627
Medical Insurance	1,651.0	19,337.2	10,157	87,531	(1,479.0)	(8,793.1)	622,249	1,667,989
Previous year	3,130.0	28,130.4	9,563	63,117	2,351.0	5,240.8	98,186	1,002,042
Overseas Medical Insurance	38.6	580.8	1,312	15,977	(8.6)	11.0	2,924	31,085
Previous year	47.1	569.8	1,033	16,799	2.7	(112.7)	1,683	30,037
Health (Total)	1,689.6	19,918.0	11,469	103,508	(1,487.5)	(8,782.1)	625,173	1,699,074
Previous year (Total)	3,177.1	28,700.1	10,596	79,916	2,353.7	5,128.1	99,869	1,032,079
Crop Insurance	9,158.0	11,674.4	43	137	8,674.2	10,311.5	113,138	143,674
Previous year	483.7	1,362.9	25	47	(130.8)	324.9	5,868	14,723
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	115.7	1,220.7	4,427	42,586	9.3	142.9	774,247	4,557,333
Previous year	106.4	1,077.8	4,275	42,991	34.3	48.7	338,989	3,712,582
Grand Total	24,875.5	185,444.7	121,674	1,255,485	8,704.1	23,355.6	19,938,473.5	114,651,114.7
Previous year (Total)	16,171.3	162,089.1	107,997	1,101,269	4,389.9	27,435.4	4,457,095.7	76,709,446.5

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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
5.3	24.2	33	203	-	-	-	-	-	-
5.2	19.6	27	126	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
4.4	14.4	2	11	-	-	-	-	-	-
0.4	24.7	7	34	-	-	-	-	-	-
678.5	8,366.0	14,071	171,714	-	-	-	-	-	-
630.3	5,943.0	12,817	127,152	-	-	-	-	-	-
436.5	5,025.2	14,257	172,710	-	-	-	-	-	-
336.0	3,197.3	12,860	127,639	-	-	-	-	-	-
1,115.0	13,391.3	14,257	172,710	-	-	-	-	-	-
966.3	9,140.3	12,860	127,639	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
500.7	8,519.4	17	20	-	-	520,919	5,465,992	-	-
2,291.5	19,099.9	5	28	-	-	11,221,976	20,407,751	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
500.7	8,519.4	17	20	-	-	520,919	5,465,992	-	-
2,291.5	19,099.9	5	28	-	-	11,221,976	20,407,751	-	-
9,158.0	11,674.4	43	137	-	-	-	-	-	-
483.7	1,362.9	25	47	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
47.1	524.3	1,656	18,124	-	-	-	-	-	-
7.6	443.4	1,882	17,741	-	-	-	-	-	-
10,830.5	34,147.9	16,008	191,205	-	-	520,919	5,465,992	-	-
3,754.6	30,090.7	14,806	145,615	-	-	11,221,976	20,407,751	-	-



Name of the Insurer: Future Generali 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	828.69	11738.45	3793	38618	-4.45	1104.08	3061586.05	32512292.32
Previous year	833.14	10634.37	3010	31704	74.79	2227.62	2309669.56	22054091.41
Marine Cargo	199.28	5117.44	1151	11787	-436.02	-333.69	681810.49	15192631.84
Previous year	635.31	5451.13	1203	11737	356.08	1498.29	1138794.49	14718798.54
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	-	-	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	-	-	0.00	0.00	0.00	0.00
Marine (Total)	199.28	5117.44	1151	11787	-436.02	-333.69	681810.49	15192631.84
Previous year (Total)	635.31	5451.13	1203	11737	356.08	1498.29	1138794.49	14718798.54
Aviation	0.00	0.00	-	-	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	-	-	0.00	0.00	0.00	0.00
Engineering	318.56	3805.59	889	7867	-15.70	240.91	350572.51	2701695.55
Previous year	334.27	3564.67	801	7093	58.30	777.82	222876.96	1960045.64
Motor Own Damage	5510.62	50000.79	70553	661510	784.66	6884.65	304221.90	2790258.66
Previous year	4725.96	43116.13	60678	601770	965.13	7780.70	263157.82	2417754.30
Motor Third party	2366.88	20801.99	343	1672	562.48	1939.78		
Previous year	1804.40	18862.21	110	868	-24.49	637.20		
Motor (Total)	7877.49	70802.77	70553	661510	1347.14	8824.43	304221.90	2790258.66
Previous year (Total)	6530.36	61978.34	60678	601770	940.64	8417.90	263157.82	2417754.30
Workmen's compensation / Employer's liability	163.26	2026.74	987	11159	38.23	446.83	20397.96	324842.71
Previous year	125.03	1579.91	782	8435	39	405	12849.15	229735.89
Public Liability	1.93	21.90	9	116	1.93	21.90	2865.00	34122.89
Previous year	0.00	0.00	-	-	0	0	0.00	0.00
Product Liability	118.71	1426.96	188	1832	56.03	89.94	41577.01	471070.38
Previous year	62.69	1337.03	181	1754	-26	208	25408.21	382139.50
Other Liability Covers	0.00	0.00	-	-	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	-	-			0.00	0.00
Liability (Total)	283.90	3475.61	1184	13107	96.19	558.67	64839.97	830035.98
Previous year (Total)	187.72	2916.94	963	10189	13.16	612.47	38257.36	611875.39
Personal Accident	330.96	5027.95	9846	96201	26.82	-1207.06	478069.20	35889270.33
Previous year	304.13	6235.01	7345	79043	-46.61	1602.96	270973.71	18098772.70
Medical Insurance	515.62	12118.86	3417	26230	-308.25	-749.93	19038.81	476631.79
Previous year	823.87	12868.78	2777	22885	128.69	809.38	43158.08	570553.47
Overseas Medical Insurance	104.02	1126.15	4727	53479	18.72	81.80	53361.29	868243.61
Previous year	85.30	1044.35	4126	57578	-9.37	48.44	71547.09	479197.30
Health (Total)	619.64	13245.01	8144	79709	-289.53	-668.13	72400.09	1344875.41
Previous year (Total)	909.17	13913.14	6903	80463	119.32	857.82	114705.17	1049750.77
Crop Insurance	164.66	6700.43	41	1309	164.66	6700.43	2502.19	79167.39
Previous year	0.00	0.00	-	-	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	-	-	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	-	-	0.00	0.00	0.00	0.00
All Other Miscellaneous	572.95	6529.18	6179	62702	140.27	695.42	1912794.27	9808122.13
Previous year	432.68	5833.75	5261	53619	-16.30	2394.05	469005.80	6793947.46
Grand Total	11196.15	126442.42	101780	972810	1029.37	15915.06	6928796.66	101148349.61
Previous year (Total)	10166.78	110527.36	86164	875618	1499.37	18388.93	4827440.88	67705036.22

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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
38.76	1,124.54	380	3099						
79.06	1,018.49	187	2804						
16.12	385.63	87	844						
33.84	656.08	91	898						
-	-	-	-						
-	-	-	-						
16.12	385.63	87	844	0.00	0.00	0	0		
33.84	656.08	91	898	0.00	0.00	0	0		
-	-	-	-						
-	-	-	-						
31.08	290.48	97	705						
17.38	282.77	87	635						
426.61	4,158.08	5738	53469						
366.02	3,471.42	5380	50855						
215.96	1,687.93	-	-						
176.28	1,828.77	-	-						
642.57	5,846.01	5738	53469	0.00	0.00	0	0		
542.30	5,300.19	5380	50855	0.00	0.00	0	0		
8.62	115.35	53	522						
4.27	104.50	33	428						
-	-	-	-						
-	-	-	-						
2.35	69.30	9	142						
3.99	55.09	15	119						
-	-	-	-						
-	-	-	-						
10.97	184.65	62	664	0.00	0.00	0	0		
8.26	159.59	48	547	0.00	0.00	0	0		
12.00	180.61	810	6939	2.00	52.17	3472	107568		
8.31	162.49	476	6969						
12.76	192.04	164	1320					24671	385867
9.14	149.94	135	1222						
6.34	62.10	297	2958						
5.50	54.62	210	3207						
19.10	254.14	461	4278	0.00	0.00	0	0	24671	385867
14.64	204.56	345	4429	0.00	0.00	0	0	0	0
-	-	-	-						
-	-	-	-						
-	-	-	-						
-	-	-	-						
179.25	3,818.06	982	9161						
185.18	1,859.04	3531	32327						
949.87	12,084.12	8617	79159	2.00	52.17	3472	107568	24671	385867
888.97	9,643.20	10145	99464	0.00	0.00	0	0	0	0



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

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	5,827.04	32,073.19	9,130	71,567	453.24	2,162.25	6,511,426.61	65,150,719.20
Previous year	5,373.80	29,910.94	9,468	59,935	434.47	3,157.29	3,965,984.69	60,147,334.02
Marine Cargo	587.51	7,207.63	929	5,485	87.10	1,154.38	3,105,779.54	28,540,156.18
Previous year	500.42	6,053.25	390	3,396	97.94	1,866.07	899,562.63	23,840,812.31
Marine Hull (Including Onshore & Offshore oil energy)	76.95	1,537.66	5	162	(125.37)	(86.87)	1,040.00	906,860.03
Previous year	202.33	1,624.54	14	403	143.43	(277.93)	84,150.01	860,871.53
Marine (Total)	664.47	8,745.29	934	5,647	(38.27)	1,067.51	3,106,819.54	29,447,016.20
Previous year (Total)	702.74	7,677.79	404	3,799	241.37	1,588.14	983,712.64	24,701,683.84
Aviation	46.44	2,233.95	4	76	22.27	(250.90)	29,804.50	5,168,761.40
Previous year	24.17	2,484.85	-	50	10.45	220.00	120.00	3,393,619.11
Engineering	571.78	7,007.30	591	4,662	91.93	(67.80)	92,880.22	2,577,756.22
Previous year	479.86	7,075.09	672	5,469	146.29	558.83	170,720.11	2,170,662.32
Motor Own Damage	7,522.16	63,511.93	95,750	851,384	1,232.67	9,556.56	549,645.05	4,377,795.87
Previous year	6,289.49	53,955.37	78,524	731,770	1,008.11	9,897.10	428,853.71	3,533,821.79
Motor Third party	4,787.91	36,894.13	172,107	1,576,092	1,603.62	10,505.74	-	-
Previous year	3,184.29	26,388.39	155,099	1,363,991	391.32	3,342.87	-	-
Motor (Total)	12,310.07	100,406.06	172,107	1,576,092	2,836.29	20,062.30	549,645.05	4,377,795.87
Previous year (Total)	9,473.78	80,343.76	155,099	1,363,991	1,399.42	13,239.97	428,853.71	3,533,821.79
Workmen's compensation / Employer's liability	78.32	780.24	169	1,327	(14.98)	(0.84)	30,932.76	313,844.91
Previous year	93.30	781.08	151	1,121	34.02	235.04	30,720.94	223,398.56
Public Liability	8.57	122.57	17	199	(3.11)	(78.04)	19,083.14	126,197.80
Previous year	11.67	200.61	25	204	(5.48)	44.38	22,681.45	156,471.81
Product Liability	25.63	104.41	2	25	8.49	(372.24)	3,040.00	30,712.19
Previous year	17.14	476.65	3	29	14.60	239.45	5,600.00	36,290.00
Other Liability Covers	607.02	10,683.63	141	1,442	13.84	1,362.09	190,804.42	3,012,474.70
Previous year	593.17	9,321.54	138	1,327	111.28	253.90	209,659.98	2,473,309.51
Liability (Total)	719.53	11,690.86	329	2,993	4.25	910.97	243,860.31	3,483,229.60
Previous year (Total)	715.28	10,779.88	317	2,681	154.41	772.77	268,662.37	2,889,469.89
Personal Accident	3,012.82	29,940.26	129,080	1,398,858	912.35	4,572.61	2,846,920.49	26,511,680.99
Previous year	2,100.47	25,367.65	141,996	1,485,469	150.37	6,648.23	1,199,079.49	43,011,423.28
Medical Insurance	4,797.23	58,608.12	39,371	417,006	1,646.04	8,869.80	254,154.01	2,254,374.81
Previous year	3,151.19	49,738.32	36,610	467,763	4.58	10,160.18	167,975.90	1,965,598.53
Overseas Medical Insurance	156.91	3,073.67	2,129	22,523	(67.36)	661.87	521,650.13	25,584,851.02
Previous year	224.27	2,411.80	1,451	14,475	113.71	840.20	1,126,164.11	25,316,599.51
Health (Total)	4,954.14	61,681.79	41,500	439,529	1,578.67	9,531.66	775,804.13	27,839,225.84
Previous year (Total)	3,375.47	52,150.13	38,061	482,238	118.29	11,000.38	1,294,140.01	27,282,198.04
Crop Insurance	175.90	2,317.32	-	64	82.29	1,393.72	7,448.24	71,026.51
Previous year	93.61	923.60	8	19	(183.17)	622.42	5,035.72	23,517.37
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	5,328.26	34,602.66	321	3,357	2,524.73	5,996.73	582,434.12	5,337,404.79
Previous year	2,803.53	28,605.93	285	5,440	1,805.27	23,565.63	332,190.48	4,408,788.52
Grand Total	33,610.45	290,698.67	353,996	3,502,845	8,467.74	45,379.05	14,747,043.22	169,964,616.62
Previous year (Total)	25,142.72	245,319.62	346,310	3,409,091	4,277.18	61,373.65	8,648,499.21	171,562,518.18

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
80.12	1,496.45	701	5,733	-	-	-	-		
91.77	1,178.77	734	4,166	-	-	-	-		
11.60	559.23	126	536	-	-	-	-		
10.56	148.15	36	364	-	-	-	-		
-	60.65	-	3	-	-	-	-		
-	58.11	-	10	-	-	-	-		
11.60	619.88	126	539	-	-	-	-	-	-
10.56	206.26	36	374	-	-	-	-	-	-
-	82.90	-	7	-	-	-	-		
-	9.83	-	1	-	-	-	-		
55.48	467.89	80	660	-	-	-	-		
35.49	423.23	44	829	-	-	-	-		
865.02	7,053.19	11,971	104,176	-	-	-	-		
719.65	5,323.79	9,362	75,623	-	-	-	-		
815.73	6,372.40	30,118	278,087	-	-	-	-		
547.38	4,157.50	28,824	217,005	-	-	-	-		
1,680.75	13,425.60	30,118	278,087	-	-	-	-	-	-
1,267.03	9,481.29	28,824	217,005	-	-	-	-	-	-
3.62	66.13	21	92	-	-	-	-		
1.22	38.06	3	60	-	-	-	-		
0.04	4.97	1	13	-	-	-	-		
2.51	5.72	3	10	-	-	-	-		
-	7.08	-	3	-	-	-	-		
3.68	6.96	-	2	-	-	-	-		
8.15	636.72	7	64	-	-	-	-		
8.15	171.55	5	58	-	-	-	-		
11.81	714.91	29	172	-	-	-	-	-	-
15.56	222.30	11	130	-	-	-	-	-	-
277.91	2,350.85	13,709	138,693	8.68	114.18	9,751	154,713		
213.64	2,080.72	14,391	137,134	35.50	101.73	39,887	119,036		
297.31	2,951.74	2,398	24,878	-	-	-	-	123,650	3,551,702
166.16	3,053.01	2,247	26,464	-	-	-	-	591,921	3,181,760
1.99	15.59	78	643	-	-	-	-	112,156	1,486,895
0.95	7.17	44	318	-	-	-	-	105,537	1,088,861
299.31	2,967.33	2,476	25,521	-	-	-	-	235,806	5,038,597
167.10	3,060.17	2,291	26,782	-	-	-	-	697,458	4,270,621
24.47	365.60	-	-	-	-	-	-		
38.50	336.28	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
1,710.37	13,302.18	44	211	-	-	-	-		
1,201.66	21,610.14	23	280	-	-	-	-		
4,151.80	35,793.59	47,283	449,623	8.68	114.18	9,751	154,713	235,806	5,038,597
3,041.30	38,608.99	46,354	386,701	35.50	101.73	39,887	119,036	697,458	4,270,621



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	2,846.04	48,701.54	2,457	27,886	245.40	10,667.51	3,030,765	78,274,220
Previous year	2,600.65	38,034.03	2,231	26,345	289.18	7,197.68	2,678,895	59,429,086
Marine Cargo	631.02	19,002.51	1,117	17,787	(393.51)	2,946.56	2,208,425	73,167,794
Previous year	1,024.53	16,055.95	1,207	12,712	590.03	3,236.17	3,409,559	59,162,900
Marine Hull (Including Onshore & Offshore oil energy)	330.63	6,173.67	1	128	(67.38)	(689.29)	3,876	2,039,086
Previous year	398.01	6,862.96	4	133	220.47	(208.63)	33,048	1,647,730
Marine (Total)	961.65	25176.17	1118	17915	-460.89	2257.27	2212301.08	75206880.03
Previous year (Total)	1422.54	22918.90	1211	12845	810.50	3027.54	3442606.98	60810629.60
Aviation	188.08	4,185.11	10	157	(311.24)	(2,884.25)	128,008	5,761,537
Previous year	499.32	7,069.36	16	167	279.98	(4,764.24)	522,960	5,880,684
Engineering	1,198.01	18,139.78	545	9,528	253.39	(710.37)	298,016	9,693,543
Previous year	944.62	18,850.15	718	7,836	(382.21)	969.53	1,310,029	11,819,091
Motor Own Damage	17,179.37	207,371.94	796,355	8,869,325	560.43	24,394.57	2,482,923	28,280,193
Previous year	16,618.94	182,977.38	645,990	7,064,525	491.62	32,753.98	2,160,638	23,482,448
Motor Third party	9,563.70	114,008.07	806,311	8,991,996	605.39	26,409.38		
Previous year	8,958.31	87,598.69	656,626	7,175,426	2,141.13	23,938.52		
Motor (Total)	26743.07	321380.02	806311	8991996	1165.82	50803.95	2482923.45	28280192.82
Previous year (Total)	25577.25	270576.07	656626	7175426	2632.75	56692.50	2160638.38	23482448.02
Workmen's compensation / Employer's liability	234.00	3,806.61	909	12,225	41.05	381.73	35,810	797,883
Previous year	192.96	3,424.88	798	8,988	38.12	638.53	22,874	634,666
Public Liability	1.99	54.47	7	152	(0.61)	1.07	4,300	75,216
Previous year	2.59	53.40	7	144	1.81	13.20	2,550	88,091
Product Liability	1.27	215.12	1	60	(1.40)	12.13	1,081	56,399
Previous year	2.67	202.98	1	62	2.67	(11.09)	500	54,458
Other Liability Covers	400.35	11,070.67	182	2,631	132.38	516.58	107,616	3,353,349
Previous year	267.96	10,554.08	178	2,406	(12.86)	108.56	80,404	2,423,308
Liability (Total)	637.61	15146.86	1099	15068	171.42	911.52	148807.65	4282847.27
Previous year (Total)	466.18	14235.34	984	11600	29.74	749.20	106327.98	3200523.68
Personal Accident	1,526.17	19,998.07	33,983	491,916	176.44	3,101.23	1,380,065	29,072,992
Previous year	1,349.73	16,896.83	45,920	582,276	324.89	3,023.51	1,221,499	24,204,054
Medical Insurance	8,389.99	148,380.71	53,293	601,642	(3,896.13)	(10,930.40)	518,489	7,024,007
Previous year	12,286.13	159,311.11	54,038	435,569	4,081.20	15,727.61	592,491	6,667,235
Overseas Medical Insurance	564.26	8,635.68	77,361	955,461	32.67	1,429.82	3,049,255	19,535,509
Previous year	531.59	7,205.86	62,897	842,412	57.68	861.36	1,502,054.53	22,113,488
Health (Total)	8954.25	157016.39	130654	1557103	-3863.46	-9500.58	3567743.39	26559515.45
Previous year (Total)	12817.72	166516.97	116935	1277981	4138.87	16588.96	2094545.51	28780723.86
Crop Insurance	11,447	59,015.26	1,189	2,633	10,929	15,253.93	290,494	843,556
Previous year	517.61	43,761.33	412	2,318	(2,396.09)	12,004.12	-187,881	491,059
Credit Guarantee	99.08	2,562.30	6	77	(240.58)	459.96	5,384	124,535
Previous year	339.66	2,102.35	4	66	9.99	117.40	16,942	116,492
All Other Miscellaneous	1,156.16	14,294.94	7,090	107,805	(180.26)	1,857.78	2,140,942	46,925,088
Previous year	1,336.42	12,437.16	9,091	87,336	559.08	2,778.39	3,557,397	32,724,097
Grand Total	55757.18	685616.45	984462	11222084	7885.48	72217.96	15685450.13	305024907.31
Previous year (Total)	47871.70	613398.50	834148	9184196	6296.69	98384.62	16923957.98	250938886.46

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
-	0.00	-	-	-	0.00	-	-	-	-
0.00	0.00	-	-	0.00	0.00	-	-	-	-
-	0.00	-	-	-	0.00	-	-	-	-
0.00	0.00	-	-	0.00	0.00	-	-	-	-
-	0.00	-	-	-	0.00	-	-	-	-
0.00	0.00	-	-	0.00	0.00	-	-	-	-
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
-	0.00	-	-	-	0.00	-	-	-	-
0.00	0.00	-	-	0.00	0.00	-	-	-	-
0.00	0.00	-	-	-	0.00	-	-	-	-
0.00	0.00	-	-	0.00	0.00	-	-	-	-
724.83	9,282.68	-	-	-	0.00	-	-	-	-
925.11	10,663.43	-	-	0.00	0.00	-	-	-	-
708.72	11,013.89	36,675	414,241	-	0.00	-	-	-	-
897.39	8,844.40	34,624	363,886	0.00	0.00	-	-	-	-
1433.56	20296.57	36675	414241	0.00	0.00	0	0	0	0
1822.50	19507.83	34624	363886	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	-	-	-	-
-	0.00	-	-	-	0.00	-	-	-	-
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	-	-	-	0.00	-	-	-	-
0.00	0.00	-	-	0.00	0.00	-	-	-	-
774.48	15,483.00	256	1,983	76.50	425.67	-	81,389	802,990	15,650,131
1,412.61	25,995.00	186	2,579	42.89	295.69	-	75,640	2,458,930	24,823,910
9.39	47.35	126	797	-	0.00	-	-	77,361	955,461
0.16	89.83	12	2,096	0.00	0.00	-	-	62,897	842,412
783.87	15530.35	382	2780	76.50	425.67	0	81389	880351	16605592
1412.78	26084.83	198	4675	42.89	295.69	0	75640	2521827	25666322
6,163	36,458	912	1,911	-	-	-	-	-	-
-37	31,672	360	2,008	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
3	42	41	560	-	-	-	-	-	-
4	25	31	327	-	-	-	-	-	-
8383.56	72327.00	38010	419492	76.50	425.67	0	81389	880351	16605592
3202.60	77289.98	35213	370896	42.89	295.69	0	75640	2521827	25666322



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	2920.67	21342.75	6574.00	67377.00	968.12	1450.73	2536851.56	34393969.48
Previous year	1081.89	17378.96	7349.00	60657.00	306.85	1055.25	2453106.98	36435436.25
Marine Cargo	472.30	10458.64	1604.00	14098.00	-88.84	452.01	1340357.37	30930327.49
Previous year	574.06	8862.55	991.00	9587.00	175.88	572.55	1304279.69	24612389.43
Marine Hull (Including Onshore & Offshore oil energy)	35.07	1282.31	29.00	465.00	-22.82	35.52	6325.76	692702.91
Previous year	44.05	1351.31	50.00	513.00	44.91	44.05	15818.32	965777.08
Marine (Total)	507.37	11740.94	1633	14563	-111.66	487.54	1346683.13	31623030.40
Previous year (Total)	618.11	10213.87	1041	10100	220.80	616.60	1320098.00	25578166.50
Aviation	97.12	360.12	11.00	32.00	86.97	97.12	152916.04	675007.51
Previous year	117.92	590.85	4.00	94.00	91.70	117.92	1093554.85	3362075.21
Engineering	880.95	9346.74	747.00	6104.00	535.26	862.86	397438.64	6757808.85
Previous year	553.31	6620.83	656.00	5244.00	-763.27	545.41	117500.54	2328066.88
Motor Own Damage	10363.32	104254.34	304950.00	3685595.00	575.39	9298.11	585289.38	6045552.25
Previous year	9779.20	99580.47	294706.00	3869453.00	-1514.83	7992.94	426457.91	6421044.30
Motor Third party	7294.92	71918.32	9322.00	82680.00	704.54	6743.45		
Previous year	5521.90	59209.89	8388.00	63800.00	-270.67	5521.90		
Motor (Total)	17658.24	176172.65	304950	3685595	1279.93	16041.56	585289.38	6045552.25
Previous year (Total)	15301.09	158790.37	294706	3869453	-1785.50	13514.84	426457.91	6421044.30
Workmen's compensation / Employer's liability	125.42	1605.63	997.00	11005.00	-40.70	119.59	16208.82	245963.33
Previous year	120	1329	888	10189	-22	119.09	2220	26893
Public Liability	6.32	58.82	16.00	153.00	3.02	6.32	15527.50	139056.95
Previous year	21	648	20	151	-38	18.18	26694	287542
Product Liability	30.93	336.45	11.00	91.00	8.32	30.93	15744.20	128191.70
Previous year	8	222	3	68	3	8.19	6232	56927
Other Liability Covers	166.44	2784.83	148.00	1351.00	-19.09	162.13	50854.50	939587.33
Previous year	50	1832	29	371	-24	50.46	55898	501021
Liability (Total)	329.11	4785.73	1172	12600	-48.45	318.98	98335.02	1452799.31
Previous year (Total)	200.18	4030.86	940	10779	-80.49	195.91	91043.24	872383.20
Personal Accident	229.70	3075.03	8686.00	126103.00	-3.97	219.82	706974.05	9275075.85
Previous year	321.18	3025.83	3192	25020	142.16	320.83	568254.88	2340318.30
Medical Insurance	4519.55	28169.49	12923.00	92367.00	2622.14	4553.02	1029556.70	3734915.53
Previous year	791.13	20808.95	3495	25224	-1039.30	789.29	309730.45	2877055.51
Overseas Medical Insurance	81.45	366.03	17919.00	50956.00	43.05	81.45	19015.50	67907.40
Previous year	23.97	270.15	2704	34461	5.98	23.97	31721.52	130389.21
Health (Total)	4601.00	28535.52	30842	143323	2665.19	4634.47	1048572.20	3802822.93
Previous year (Total)	815.10	21079.10	6199	59685	-1033.32	813.27	341451.97	3007444.71
Crop Insurance								
Previous year								
Credit Guarantee	53	5123	10	70	-109	53	9500	559494
Previous year								
All Other Miscellaneous	6633.73	32610.28	32088.00	316831.00	2821.00	4326.33	309699.48	18544248.65
Previous year	5065.41	35287.47	43431	399388	3706.41	5059.36	123446507.82	246414682.50
Grand Total	33911.03	293092.29	386713	4372598	8083.59	28492.55	7192259.18	113129809.37
Previous year (Total)	24074.20	257018.14	357518	4440420	805.33	22239.37	129857976.19	326759617.85

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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
3.77	211.32	111	5330.00						
21.90	274.85	503	7134.00						
0.00	0.00	0	0.00						
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		
8.89	17.84	14.00	101.00						
1.03	31.57	0.00	94.00						
376.29	7372.67	34307.00	383767.00						
485.97	6305.58	16862.00	361059.00						
369.61	8247.52	0.00	0.00						
371.28	5204.03	0.00	0.00						
745.90	15620.19	34307	383767	0.00	0.00	0	0		
857.25	11509.61	16862	361059	0.00	0.00	0	0		
2	23	31	397						
3	34	61	571						
0	1	1	6						
0	0	0	5						
0	0	0	0						
0	0	0	0						
1	5	33	302						
1	11	52	561						
2.92	28.72	65	705	0.00	0.00	0	0		
3.75	45.06	113	1137	0.00	0.00	0	0		
118.89	1154.34	580	15700	5.43	56.12	108376	1122323		
177.28	1546.17	612	8999	181.30	239.76	918707	1982253		
1573.08	9659.88	496	3840	1102.18	8792.95	947622	5246666		
0.65	5513.28	83	1334	-0.06	4995.26	0	2585292		
0.00	0.00	0	0						
0.00	0.00	0	0	0.00	0.00	0	0		
1573.08	9659.88	496	3840	1102.18	8792.95	947622	5246666	0	0
0.65	5513.28	83	1334	-0.06	4995.26	0	2585292	0	0
3107.61	21373.48	4127	37562.00	2829.94	17968.43	256280	1342348		
4344.71	21894.81	8643	51304.00	3981.21	18300.70	220035	1257377		
5561.06	48065.77	39700	447005	3937.55	26817.50	1312278	7711337	0	0
5406.57	40815.35	26816	431061	4162.45	23535.72	1138742	5824922	0	0



Name of the Insurer: L&T 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	255.64	3,327.27	864	5,580	23.81	915.88	595,285	7,393,398
Previous year	231.82	2,411.40	487	2,776	74.33	1,070.71	585,743	9,411,199
Marine Cargo	60.63	821.38	726	5,488	(22.92)	58.94	209,646	3,756,883
Previous year	83.54	762.43	859	5,009	11.31	165.36	640,075	4,364,864
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	60.63	821.38	726	5,488	(22.92)	58.94	209,646	3,756,883
Previous year (Total)	83.54	762.43	859.00	5,009.00	11.31	165.36	640,075.27	4,364,863.60
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	292.20	1,762.56	316	2,983	49.01	158.01	110,270	1,458,394
Previous year	243.19	1,604.55	597.00	3,617.00	(11.18)	266.04	126,100.61	1,656,721.91
Motor Own Damage	1,149.28	9,836.52	22,212	161,585	207.85	3,514.34	82,546	696,771
Previous year	941.43	6,322.18	11,062	74,755	117.21	300.21	93,153.28	612,240.28
Motor Third party	555.29	3,948.72	5,245	5,947	145.63	607.47	-	-
Previous year	409.66	3,341.25	112.00	1,408.46	(92.79)	(36.46)	-	-
Motor (Total)	1,704.58	13,785.24	22,212	161,585	353.48	4,121.80	82,546	696,771
Previous year (Total)	1,351.09	9,663.43	11,062	74,755	24.42	263.75	93,153.28	612,240.28
Workmen's compensation / Employer's liability	29.25	407.76	277	2,591	(17.26)	8.29	5,427	78,512
Previous year	46.51	399.47	510.00	3,071.00	14.91	128.30	6,393.07	68,236.50
Public Liability								
Previous year								
Product Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Other Liability Covers	11.63	119.36	43	264	(1.90)	(12.39)	5,014	88,029
Previous year	13.54	131.75	39.00	170.00	1.38	(8.83)	13,709.50	173,765.74
Liability (Total)	40.89	527.12	320	2,855	(19.16)	(4.10)	10,441	202,908
Previous year (Total)	60.04	531.22	549.00	3,241.00	16.28	119.47	20,102.57	242,002.24
Personal Accident	13.32	293.58	1,039	5,837	(35.57)	(43.38)	15,164	1,040,127
Previous year	48.89	336.96	766.00	5,663.00	38.03	144.86	173,634.73	1,219,120.83
Medical Insurance	788.43	4,540.77	4,764	25,246	(801.53)	1,903.93	47,734	378,525
Previous year	1,589.96	2,636.85	1,401.00	6,738.00	1,582.11	2,062.24	62,929.94	112,831.45
Overseas Medical Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Health (Total)	788.43	4,540.77	4,764	25,246	(801.53)	1,903.93	47,734	378,525
Previous year (Total)	1,589.96	2,636.85	1,401.00	6,738.00	1,582.11	2,062.24	62,929.94	112,831.45
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	25.95	224.38	442	4,221	(3.33)	(35.67)	130,921	819,010
Previous year	29.28	260.05	265.00	1,526.00	(2.85)	(236.64)	136,886.78	930,405.77
Grand Total	3,181.63	25,282.30	30,683	213,795	(456.20)	7,075.41	1,202,009.33	15,746,016.77
Previous year (Total)	3,637.82	18,206.89	15,986	103,325	1,732.45	3,855.79	1,838,626.28	18,549,385.11

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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
32.01	125.81	63	407	-	-	-	-	-	-
5.78	70.93	15	144	-	-	-	-	-	-
4.65	42.23	82	595	-	-	-	-	-	-
1.72	15.86	47	350	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
4.65	42.23	82	595	-	-	-	-	-	-
1.72	15.86	47.00	350.00	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
8.20	85.63	42	389	-	-	-	-	-	-
2.50	48.54	17.00	198.00	-	-	-	-	-	-
163.99	1,128.33	5,288	25,615	-	-	-	-	-	-
88.80	734.30	1,149.00	8,849.00	-	-	-	-	-	-
78.44	587.89	-	6,267	-	-	-	-	-	-
47.73	390.12	-	-	-	-	-	-	-	-
242.43	1,716.23	5,288	25,615	-	-	-	-	-	-
136.52	1,124.41	1,149	8,849	-	-	-	-	-	-
1.53	25.49	29	234	-	-	-	-	-	-
3.95	16.53	11.00	60.00	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
1.53	25.49	29	234	-	-	-	-	-	-
3.95	16.53	11.00	60.00	-	-	-	-	-	-
0.52	2.27	372	851	0.05	0.66	5,250,000	10,051,785	-	-
0.05	0.51	11.00	149.00	0.29	1.54	1,306.00	4,126.00	-	-
-	-	-	-	0.76	17.56	3,802,500	10,953,729	33,337	2,406,095
-	-	-	-	3.69	14.12	508.00	3,092.00	59,330.00	71,340.00
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	0.76	17.56	3,802,500	10,953,729	33,337	2,406,095
-	-	-	-	3.69	14.12	508.00	3,092.00	59,330.00	71,340.00
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
3.79	10.19	32	188	-	-	-	-	-	-
0.61	5.91	5.00	49.00	-	-	-	-	-	-
293.13	2,007.84	5,908	28,279	0.81	18.22	9,052,500	21,005,514	33,337	2,406,095
151.13	1,282.68	1,255	9,799	3.99	15.66	1,814	7,218	59,330	71,340



Name of the Insurer: Liberty Videocon 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	87.35	947.09	236.00	1297.00	0.00	0.00	197552.86	2377536.96
Previous year	6.68	18.15	7.00	19.00	0.00	0.00	115166.20	133052.45
Marine Cargo	24.62	111.79	11.00	90.00	0.00	0.00	41139.00	412695.82
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine (Total)	24.62	111.79	11	90	0.00	0.00	41139.00	412695.82
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Engineering	55.62	524.89	59.00	336.00	0.00	0.00	95719.15	536858.27
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Motor Own Damage	1311.40	8326.95	7418.00	46775.00	0.00	0.00	66410.31	403620.73
Previous year	112.17	178.42	764.00	1232.00	0.00	0.00	4273.93	9084.95
Motor Third party	239.56	1373.59	7706.00	48345.00	0.00	0.00		
Previous year	13.75	21.97	764.00	1232.00	0.00	0.00		
Motor (Total)	1550.96	9700.54	7706	48345	0.00	0.00	66410.31	403620.73
Previous year (Total)	125.92	200.40	764	1232	0.00	0.00	4273.93	9084.95
Workmen's compensation / Employer's liability	9.31	126.36	50.00	306.00	0.00	0.00	1556.67	17814.24
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Public Liability	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Product Liability	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Liability Covers	0.49	5.18	9.00	43.00	0.00	0.00	107.00	1882.35
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Liability (Total)	9.80	131.53	59	349	0.00	0.00	1663.67	19696.59
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	298.54	994.30	40.00	245.00	0.00	0.00	1328502.88	5369375.92
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Medical Insurance	182.33	419.22	29.00	61.00	0.00	0.00	10498.97	17188.05
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Health (Total)	182.33	419.22	29	61	0.00	0.00	10498.97	17188.05
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	8.25	152.61	126.00	908.00	0.00	0.00	27620.37	777714.39
Previous year	0.72	0.72	3.00	3.00	0.00	0.00	114432.78	114432.78
Grand Total	2217.47	12981.97	8266	51631	0.00	0.00	1769107.21	9914686.72
Previous year (Total)	133.32	219.27	774	1254	0.00	0.00	233872.91	256570.18

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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
0.12	14.93	3.00	39.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	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	7.55	0.00	3.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
43.73	237.51	289.00	1747.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
11.96	57.68	308.00	1854.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
55.69	295.19	308	1854	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.13	8.01	1.00	15.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.25	0.00	2.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.13	8.27	1	17	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.02	2.84	0.00	4.00	55.01	55.01	5000.00	5000.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
20.02	20.02	1.00	1.00	0.00	0.00	0.00	0.00	18861	45858
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
20.02	20.02	1	1	0.00	0.00	0	0	18861	45858
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	2.25	1.00	20.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
75.99	351.04	314	1938	55.01	55.01	5000	5000	18861	45858
0.00	0.00	0	0	0.00	0.00	0	0	0	0



Name of the Insurer: Magma HDI 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	83.88	1557.32	180.00	1231.00	108.88	1550.59	205352.41	2705177.18
Previous year	31.10	765.34	13.00	52.00	33.15	752.37	209862.02	916827.47
Marine Cargo	25.66	594.08	72.00	236.00	15.13	522.18	37845.95	1770330.33
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine (Total)	25.66	594.08	72	236	15.13	522.18	37845.95	1770330.33
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Engineering	64.42	450.18	172.00	775.00	69.66	474.57	34104.58	348717.73
Previous year	7.31	8.14	9.00	11.00	7.31	8.14	4876.52	5365.72
Motor Own Damage	2248.54	19877.52	29313.00	251485.00	2274.11	20174.61	251448.29	2089247.30
Previous year	1614.62	5231.87	21921.00	71813.00	1714.51	5338.25	171113.56	531110.06
Motor Third party	2260.62	18971.15	34777.00	287682.00	2294.42	19299.24		
Previous year	1182.53	3493.72	21989.00	71930.00	1187.18	3506.15		
Motor (Total)	4509.16	38848.66	34777	287682	4568.53	39473.85	251448.29	2089247.30
Previous year (Total)	2797.15	8725.59	21989	71930	2901.69	8844.40	171113.56	531110.06
Workmen's compensation / Employer's liability	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Public Liability	73.25	890.42	36.00	189.00	78.71	894.24	31475.98	283310.01
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Product Liability	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Liability Covers	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	3.47	14.79	1.00	4.00	3.47	14.79	7052.17	13113.54
Liability (Total)	73.25	890.42	36	189	78.71	894.24	31475.98	283310.01
Previous year (Total)	3.47	14.79	1	4	3.47	14.79	7052.17	13113.54
Personal Accident	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	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	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	24.17	152.40	855.00	1422.00	25.97	156.44	76809.11	219629.57
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Grand Total	4780.54	42493.06	36092	291535	4866.88	43071.86	637036.32	7416412.13
Previous year (Total)	2839.03	9513.86	22012	71997	2945.62	9619.70	392904.27	1466416.79

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	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		
0.00	0.00	0	0	0.00	0.00	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	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		
342.14	11257.78	6062.00	147033.00	0.00	0.00	0.00	0.00		
1777.51	5739.77	14004.00	49252.00	0.00	0.00	0.00	0.00		
295.31	10546.52	6142.00	152272.00	0.00	0.00	0.00	0.00		
0.00	0.25	0.00	3.00	0.00	0.00	0.00	0.00		
637.46	21804.30	6142	152272	0.00	0.00	0	0		
1777.51	5740.02	14004	49252	0.00	0.00	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	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	540.00	540.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	540	540		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
637.46	21804.30	6142	152272	0.00	0.00	0	0	0	0
1777.51	5740.02	14004	49252	0.00	0.00	540	540	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	10415.67	87648.24	71999	568570	-2451.33	3031.53	153560204	999936211
Previous year	12867.00	84616.71	67286	547797	2830.79	15764.06	1070021300	1652176938
Marine Cargo	1461.09	18914.86	12975	143476	-927.74	-2238.85	3709014	1074390405
Previous year	2388.83	21153.71	9134	100013	-442.11	1102.79	34393948	111909718
Marine Hull (Including Onshore & Offshore oil energy)	645.50	14113.24	287	3077	-1056.62	70.98	547522	37896988
Previous year	1702.12	14042.26	267	3213	1073.38	-2720.55	10175936	39823365
Marine (Total)	2106.59	33028.10	13262	146553	-1984.36	-2167.87	4256536	1112287393
Previous year (Total)	4090.95	35195.97	9401	103226	631.27	-1617.76	44569884	151733083
Aviation	381.52	9103.19	15	128	-625.22	1745.19	611015	29890162
Previous year	1006.74	7358.00	8	119	337.39	2668.26	3189661	23419893
Engineering	4383.51	31976.88	3938	31619	-103.98	-160.86	1069701107	3344868691
Previous year	4487.49	32137.74	5196	38300	95.46	1982.40	13314887	62564119
Motor Own Damage	30491.21	217940.51	516827	5787938	17455.33	-25826.74	952025	9425650
Previous year	13035.88	243767.25	489970	5490519	-19317.89	-3626.25	835406	8488669
Motor Third party	36771.45	273089.64	777513	8471382	20230.55	87499.25	950785	9410877
Previous year	16540.90	185590.39	755110	8349256	-11176.86	18811.75	833323	11072394
Motor (Total)	67262.66	491030.15	777513	8471382	37685.88	61672.51	1902810	18836528
Previous year (Total)	29576.78	429357.64	755110	8349256	-30494.75	15185.50	1668729	19561063
Workmen's compensation / Employer's liability	557.78	6584.81	4530	53605	-143.96	-375.87	67001	667838
Previous year	701.74	6960.68	4596	54176	58.72	424.00	49877	719908
Public Liability	10.86	93.94	91	1231	-914.14	-917.17	5654	61305
Previous year	925.00	1011.11	73	1123	-4.74	2.18	1515	54207
Product Liability	50.04	513.28	16	126	13.68	126.49	26653	285109
Previous year	36.36	386.79	12	121	-36.61	-50.74	11063	202162
Other Liability Covers	158.09	2056.95	922	9756	-24.74	-57.20	181732	1808229
Previous year	182.83	2114.15	782	8095	-9.12	194.99	102455	1578905
Liability (Total)	776.77	9248.98	5559	64718	-1069.17	-1223.76	281039	2822480
Previous year (Total)	1845.93	10472.73	5463	63515	8.25	570.43	164909	2555181
Personal Accident	1167.53	13174.42	40310	379512	-1137.22	-1397.63	6353203	52530935
Previous year	2304.74	14572.05	38384	378474	-258.97	-534.34	9341924	41997680
Medical Insurance	21216.43	297423.51	187855	1627749	-17112.63	43223.97	203953118	360575088
Previous year	38329.06	254199.54	185699	1565609	-2979.34	40730.00	1824255	51408860
Overseas Medical Insurance	115.47	1923.10	798	17098	-48.09	-2.91	5288	48681
Previous year	163.56	1926.01	909	17836	128.39	1183.46	295	23928
Health (Total)	21331.90	299346.61	188653	1644847	-17160.72	43221.06	203958407	360623769
Previous year (Total)	38492.62	256125.55	186608	1583445	-2850.95	41913.46	1824550	51432788
Crop Insurance								
Previous year								
Credit Guarantee	0.00	69.42	0	7	0.00	69.42	0	56715
Previous year	0.00	0.00	1	1	4.80	4.75	1171	1171
All Other Miscellaneous	7747.85	49816.98	109690	853087	-211.90	3080.37	1134703975	2645310759
Previous year	7959.75	46736.61	109230	907368	-3530.17	10903.04	23215815	193841437
Grand Total	115574.00	1024442.96	1210939	12160423	12942.00	107869.96	2575328296	8567163642
Previous year (Total)	102632.01	916573.00	1176687	11971501	-33226.88	86839.80	1167312828	2199283354

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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
789.88	5766.90	10112	76096	547.91	5857.25				
-278.54	5372.01	9747	72837	708.19	7318.42				
75.42	873.19	478	5445	103.72	1236.29				
72.88	816.94	404	4077	119.03	1527.11				
9.19	171.20	31	447	-3.05	290.91				
22.31	187.23	51	594	17.19	234.83				
84.61	1044.41	509	5892	100.67	1527.21				
79.86	988.81	455	4671	136.22	1761.93				
0.00	8.85	0	3	72.90	137.71				
0.00	0.00	0	1	0.00	0.00				
378.17	1685.68	560	4094	120.88	3165.13				
337.31	1737.86	549	3924	224.10	3549.14				
1947.65	18377.07	105707	1094495	1115.44	10728.31				
201.48	16645.19	95331	973036	1092.24	10042.12				
302.19	29828.15	155917	1596989	1688.83	15306.75				
386.91	24399.31	146349	1493959	1369.36	12519.89				
2249.84	48205.21	155917	1596989	2804.27	26035.07				
588.39	41044.50	146349	1493959	2461.60	22562.01				
48.00	705.67	634	8393	45.11	583.66				
82.91	741.58	662	8535	42.49	657.16				
0.00	3.01	2	46	0.73	5.59				
0.00	2.00	1	45	0.03	5.45				
1.67	19.29	1	10	4.03	25.83				
7.92	33.33	2	7	7.86	44.26				
1.02	43.16	70	767	22.25	141.58				
2.75	29.63	84	491	14.63	189.61				
50.69	771.12	707	9216	72.13	756.66				
93.59	806.54	749	9078	65.01	896.48				
125.26	694.47	5058	49638	74.39	887.27	8340	161029	111115	1378192
120.96	660.42	4622	48000	151.66	1019.10	107522	257883	104460	1670410
4640.68	13551.12	13284	118723	7611.46	50992.54	40292924	42883935	40551054	45414953
2579.00	8011.98	13733	119306	8531.83	35357.22	36135041	38484086	38902496	44680208
0.42	14.36	22	422	2.21	53.04	92	1274	1104	17452
0.15	12.35	17	418	2.81	49.79	179	1629	1398	19048
4641.09	13565.48	13306	119145	7613.67	51045.58	40293016	42885209	40552158	45432405
2579.13	8024.33	13750	119724	8534.64	35407.00	36135220	38485715	38903894	44699256
0.00	0.00	0	0	0.00	0.00				
0.00	0.00	0	0	0.00	0.00				
1248.23	6618.89	31818	210200	824.71	4611.19	5422	101838	43409	405486
1897.03	6863.65	32406	226077	636.19	3501.15	76971	127369	37434	418325
9567.77	78361.01	217987	2071273	12231.52	94023.07	40306778	43148076	40706682	47216083
5417.73	65498.12	208627	1978271	12917.60	76015.22	36319713	38870967	39045788	46787991



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	0.00	37.96	0.00	59.00	0.00	37.96	0.00	42780.97
Previous year	0.41	79.46	0.00	73.00	0.41	79.46	0.00	125955.12
Marine Cargo	0.00	0.69	0.00	3.00	0.00	0.69	0.00	670.31
Previous year	1.13	3.76	0.00	5.00	1.13	3.76	74.19	3685.10
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	0.00	0	0.00	0.00	0.00	0.00
Marine (Total)	0.00	0.69	0	3	0.00	0.69	0.00	670.31
Previous year (Total)	1.13	3.76	0	5	1.13	3.76	74.19	3685.10
Aviation	0.00	0.00	0	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Engineering	14.07	57.38	2.00	20.00	14.07	57.38	29545.71	51448.44
Previous year	3.39	35.24	2.00	26.00	3.39	35.24	35.71	14370.46
Motor Own Damage	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	11.85	0.00	138.00	0.00	11.85	0.00	1796.02
Motor Third party	2.71	64.74	99.00	1286.00	2.71	64.74	0.00	0.00
Previous year	12.34	30.62	251.00	844.00	12.34	30.62	0.00	0.00
Motor (Total)	2.71	64.74	99	1286	2.71	64.74	0.00	0.00
Previous year (Total)	12.34	42.48	251	844	12.34	42.48	0.00	1796.02
Workmen's compensation / Employer's liability	2.37	16.15	7.00	33.00	2.37	16.15	5837.51	8945.45
Previous year	0.82	16.91	9.00	43.00	0.82	16.91	1723.20	27865.24
Public Liability	8.40	22.60	4.00	29.00	8.40	22.60	5120.00	14881.95
Previous year	1.40	22.64	1.00	21.00	1.40	22.64	200.00	10055.20
Product Liability								
Previous year								
Other Liability Covers	123.94	1990.37	38.00	494.00	123.94	1990.37	33795.20	617917.68
Previous year	105.85	1386.92	34.00	336.00	105.85	1386.92	23702.89	433308.21
Liability (Total)	134.71	2029.12	49	556	134.71	2029.12	44752.71	641745.08
Previous year (Total)	108.08	1426.48	44	400	108.08	1426.48	25626.09	471228.65
Personal Accident	8.95	45.12	4.00	37.00	8.95	45.12	9480.02	92537.14
Previous year	2.07	62.23	11.00	128.00	2.07	62.23	15387.58	120047.47
Medical Insurance	0.37	1.99	20.00	66.00	0.37	1.99	149.00	496.50
Previous year	0.49	1.51	27.00	44.00	0.49	1.51	224.00	337.00
Overseas Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Health (Total)	0.37	1.99	20	66	0.37	1.99	149.00	496.50
Previous year (Total)	0.49	1.51	27	44	0.49	1.51	224.00	337.00
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0	0
Previous year	0.00	0.00	0	0	0.00	0.00	0	0
Credit Guarantee	0.00	44.36	0.00	8.00	0.00	44.36	0.00	4810.33
Previous year	0.00	4.18	0.00	1.00	0.00	4.18	0.00	230.05
All Other Miscellaneous	0.00	46.63	0.00	43.00	0.00	46.63	0.00	25297.31
Previous year	46.91	470.50	0.00	67.00	46.91	470.50	14770.50	130626.74
Grand Total	160.81	2327.98	174	2078	160.81	2327.98	83927.43	859786.09
Previous year (Total)	174.80	2125.82	335	1588	174.80	2125.82	56118.07	868276.61

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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	27.44	0.00	11.00	0.00	0.00	0.00	0.00		
0.00	58.82	0.00	20.00	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	0.20	-2.00	1.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.20	-2	1	0.00	0.00	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		
4.84	32.74	0.00	5.00	0.00	0.00	0.00	0.00		
2.73	26.36	4.00	42.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
2.04	30.25	91.00	483.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
2.04	30.25	91	483	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.34	1.79	5	8	0.34	2.17	50	310		
1	3	7	11	2	4	36	340		
0.00	6.65	0.00	2.00	0	0	0	0		
-0.14	0.00	-1.00	0.00	0.00	0.00	0.00	0.00		
0	0	0	0	0	0	0	0		
0	0	0	0	0.00	0.00	0	0		
0.00	23.52	0.00	1.00	0	0	0	0		
1.41	22.61	1.00	3.00	0.00	0.00	0.00	0.00		
0.34	31.96	5	11	0.34	2.17	50	310		
1.95	25.14	7	14	1.61	3.61	36	340		
0.01	23.17	0	1	0.10	5.35	84.00	22910		
2.04	31.36	39	132	1.03	4.91	11017.00	15718.00		
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	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	1.13	0	10	0.00	0.00	0.00	0.00		
0.95	2.78	0	18	0.00	0.00	0.00	0.00		
7.23	146.70	96	521	0.44	7.52	134	23220		
7.67	144.66	48	227	2.64	8.52	11053	16058		



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	341.08	17796.33	3606.00	41206.00	-365.06	953.85	1070089.59	34972135.35
Previous year	706.14	16842.48	5504.00	39556.00	339.36	5209.98	1771242.73	34016358.21
Marine Cargo	293.62	3892.74	1480.00	17087.00	219.12	1111.69	854775.40	12656055.44
Previous year	74.50	2781.05	1257.00	20463.00	-30.70	-1187.01	227935.81	10921686.88
Marine Hull (Including Onshore & Offshore oil energy)	0.00	151.74	0.00	7.00	-10.17	86.17	0.00	88949.35
Previous year	10.17	65.57	0.00	7.00	9.93	-15.60	0.00	9754.95
Marine (Total)	293.62	4044.47	1480	17094	208.95	1197.86	854775.40	12745004.78
Previous year (Total)	84.67	2846.62	1257	20470	-20.77	-1202.61	227935.81	10931441.83
Aviation	9.22	295.54	4.00	26.00	-5.04	67.53	185588.72	816919.15
Previous year	14.26	228.01	0.00	32.00	14.14	-136.86	-3927.00	816891.51
Engineering	289.10	7233.57	414.00	4703.00	-50.44	-1255.84	77601.38	6905082.60
Previous year	339.54	8489.41	459.00	4507.00	84.39	-580.46	271550.02	7072233.70
Motor Own Damage	6268.43	76901.12	174841.00	1973186.00	-100.93	2051.36	413424.55	4838928.73
Previous year	6369.36	74849.76	141388.00	1639077.00	-74.55	5002.57	392333.22	4771280.49
Motor Third party	6924.24	67563.38	251060.00	2455660.00	2439.74	13245.46		
Previous year	4484.50	54317.92	166123.00	1808485.00	140.31	10665.37		
Motor (Total)	13192.68	144464.50	251060	2455660	2338.82	15296.83	413424.55	4838928.73
Previous year (Total)	10853.86	129167.68	166123	1808485	65.76	15667.94	392333.22	4771280.49
Workmen's compensation / Employer's liability	73.47	799.12	280.00	3291.00	12.35	32.20	14154.84	131675.74
Previous year	61.12	766.92	257.00	2874.00	7.69	175.09	7125.99	112317.84
Public Liability	3.99	171.59	47.00	586.00	0.47	-41.24	6865.60	185144.79
Previous year	3.51	212.82	60.00	637.00	0.01	22.05	7250.60	117309.31
Product Liability	1.07	37.19	1.00	11.00	0.86	29.81	250.00	8028.23
Previous year	0.21	7.38	1.00	11.00	0.21	-0.72	6.00	3486.00
Other Liability Covers	25.75	2543.54	652.00	8191.00	15.53	-90.52	12837.44	812928.44
Previous year	10.22	2634.06	695.00	7375.00	-2.63	1436.92	10459.50	770580.48
Liability (Total)	104.27	3551.43	980	12079	29.21	-69.75	34107.88	1137777.20
Previous year (Total)	75.06	3621.18	1013	10897	5.28	1633.34	24842.09	1003693.63
Personal Accident	148.84	2788.38	5631.00	68810.00	0.47	560.25	370942.28	20144152.31
Previous year	148.37	2228.14	2297.00	17615.00	48.98	-332.76	454719.81	6044458.60
Medical Insurance	1690.86	43586.75	14332.00	302179.00	-1236.27	17507.76	342646.64	73970686.16
Previous year	2927.14	26078.99	33034.00	215970.00	1608.18	7144.25	7020001.75	459928536.62
Overseas Medical Insurance	249.80	3422.45	52297.00	724583.00	-31.92	-51.62	1598456.21	27550101.12
Previous year	281.72	3474.07	60673.00	721290.00	34.60	-119.67	1972228.16	37049488.36
Health (Total)	1940.66	47009.20	66629	1026762	-1268.20	17456.14	1941102.84	101520787.29
Previous year (Total)	3208.86	29553.06	93707	937260	1642.78	7024.58	8992229.91	496978024.98
Crop Insurance	0.45	3022.12	38.00	427.00	0.45	2996.45	-191.30	38062.61
Previous year	0.00	25.67	0.00	21.00	-5.03	20.64	0.00	374.41
Credit Guarantee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	179.97	8676.95	4715.00	48400.00	-63.51	678.65	148726.77	9180920.36
Previous year	243.49	7998.30	8689.00	57430.00	-13.10	2442.03	291110.35	11523891.62
Grand Total	16499.90	238882.49	334557	3675167	825.65	37881.96	5096168.11	192299770.37
Previous year (Total)	15674.25	201000.53	279049	2896273	2161.79	29745.80	12422036.93	573158648.98

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
22.44	279.36	46.00	479.00	0.00	0.00	0.00	0.00		
0.04	215.35	3.00	279.00	0.00	0.00	0.00	0.00		
577.15	7162.26	15412.00	177388.00	0.00	0.00	0.00	0.00		
117.44	6397.14	7592.00	141759.00	0.00	0.00	0.00	0.00		
768.22	7586.80	8992.00	63091.00	0.00	0.00	0.00	0.00		
103.44	4919.33	2871.00	13647.00	0.00	0.00	0.00	0.00		
1345.37	14749.06	15412	177388	0.00	0.00	0	0	0	0
220.88	11316.47	7592	141759	0.00	0.00	0	0	0	0
0.32	54.07	6.00	169.00	0.00	0.00	0.00	0.00		
0.27	40.40	13.00	212.00	0.00	0.00	0.00	0.00		
0.32	3.51	3.00	28.00	0.00	0.00	0.00	0.00		
0.02	5.06	4.00	63.00	0.00	0.00	0.00	0.00		
0.00	6.38	0.00	1.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.53	19.34	24.00	428.00	0.00	0.00	0.00	0.00		
0.44	34.07	40.00	360.00	0.00	0.00	0.00	0.00		
1.16	83.29	33	626	0.00	0.00	0	0	0	0
0.74	79.53	57	635	0.00	0.00	0	0	0	0
4.51	176.35	854.00	12441.00	0.00	0.00	0.00	0.00		
0.50	102.07	133.00	1207.00	0.00	0.00	0.00	0.00		
21.36	2332.10	308.00	2725.00	0.00	0.00	0.00	0.00	6592254	12420727
1144.03	4939.48	179.00	2773.00	0.00	0.00	0.00	0.00	1600340	7239128
9.96	150.50	3584.00	54396.00	0.00	0.00	0.00	0.00	52649	407807
6.82	173.75	2460.00	44807.00	0.00	0.00	0.00	0.00	8430	91998
31.32	2482.61	3892	57121	0.00	0.00	0	0	6644903	12828534
1150.85	5113.23	2639	47580	0.00	0.00	0	0	1608770	7331126
0.45	3022.12	38.00	427.00	0.00	0.00	0.00	0.00		
0.00	25.67	0.00	21.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
12.68	312.60	451.00	6598.00	14.79	249.71	0.00	296439.00		
12.24	203.45	839.00	7016.00	24.49	228.97	832.00	240556.00		
1417.93	21105.38	20726	255080	14.79	249.71	0	296439	6644903	12828534
1385.25	17055.77	11263	198497	24.49	228.97	832	240556	1608770	7331126



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	394.91	6716.91	3641.00	34423.00	-65.15	-2536.00	780389.76	11618738.02
Previous year	460.06	9252.91	3936.00	30685.00	-73.28	4146.06	929568.26	10564614.50
Marine Cargo	253.23	2875.34	4896.00	54050.00	-69.70	98.47	605747.51	6361654.09
Previous year	322.93	2776.87	4053.00	44398.00	-74.61	-340.63	917355.35	7044847.08
Marine Hull (Including Onshore & Offshore oil energy)	15.54	231.18	2.00	11.00	15.54	76.12	4168.90	210868.98
Previous year	0.00	155.06	0.00	0.00	0.00	120.72	0.00	179210.81
Marine (Total)	268.77	3106.53	4898	54061	-54.16	174.59	609916.42	6572523.08
Previous year (Total)	322.93	2931.93	4053	44398	-74.61	-219.91	917355.35	7224057.89
Aviation							0.00	
Previous year							0.00	
Engineering	352.45	3684.36	140.00	1356.00	-101.91	-130.37	161346.16	1288140.35
Previous year	454.35	3814.73	169.00	1211.00	20.08	131.34	242314.64	1271452.26
Motor Own Damage	6521.56	72963.94	90592.00	976333.00	-1567.78	-8689.66	331536.58	3589016.17
Previous year	8089.34	81653.60	114849.00	1072650.00	-546.28	2378.45	437924.13	4003198.85
Motor Third party	2379.55	29282.18	1821.00	18982.00	-1026.81	368.82		
Previous year	3406.36	28913.37	2038.00	10250.00	392.44	1492.43		
Motor (Total)	8901.11	102246.13	90592	976333	-2594.59	-8320.84	331536.58	3589016.17
Previous year (Total)	11495.70	110566.97	114849	1072650	-153.84	3870.88	437924.13	4003198.85
Workmen's compensation / Employer's liability	21.27	357.85	75.00	1149.00	-3.28	32.34	6009.05	78722.39
Previous year	24.55	325.51	103.00	892.00	0.78	57.06	3342.97	53520.54
Public Liability	25.00	960.13	31.00	436.00	-0.47	-609.68	7953.81	254026.26
Previous year	25.47	1569.81	45.00	504.00	-76.23	265.04	14105.01	339528.23
Product Liability	0.40	174.49	1.00	56.00	-22.73	-132.22	400.00	51712.74
Previous year	23.13	306.72	4.00	93.00	1.58	-3.63	2116.66	96106.86
Other Liability Covers								
Previous year								
Liability (Total)	46.67	1492.47	107	1641	-26.48	-709.57	14362.86	384461.40
Previous year (Total)	73.15	2202.04	152	1489	-73.87	318.47	19564.64	489155.63
Personal Accident	402.77	4058.81	12263.00	153557.00	29.11	-748.75	1866649.11	24486857.76
Previous year	373.66	4807.56	15489.00	163277.00	-15.24	1147.41	471427.35	23680843.13
Medical Insurance	1587.27	21035.86	30277.00	296690.00	-480.71	112.52	405157.05	3095492.47
Previous year	2067.98	20923.34	27531.00	261725.00	767.79	37.32	288043.31	5056854.01
Overseas Medical Insurance								
Previous year								
Health (Total)	1587.27	21035.86	30277	296690	-480.71	112.52	405157.05	3095492.47
Previous year (Total)	2067.98	20923.34	27531	261725	767.79	37.32	288043.31	5056854.01
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	67.40	1358.69	994.00	14586.00	-64.62	-251.33	162082.37	2191179.01
Previous year	132.02	1610.02	1114.00	10311.00	3.59	-1301.20	1190249.50	4033620.89
Grand Total	12021.34	143699.75	142912	1532647	-3358.51	-12409.74	4331440.31	53226408.24
Previous year (Total)	15379.85	156109.49	167293	1585746	400.63	8130.38	4496447.17	56323797.15

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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
0.17	32.96	36.00	1241.00						
2.79	38.09	261.00	2290.00						
0.00	0.00	0.00	0.00						
0.00	0.00	0.00	0.00						
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0.00	0.00						
0.00	1.36	0.00	9.00						
280.69	6636.80	1848.00	52206.00						
394.92	5878.37	2395.00	48435.00						
280.69	6636.80	1848	52206	0.00	0.00	0	0		
394.92	5878.37	2395	48435	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		
1.29	125.26	160.00	19353.00	0.74	7.19	1302.00	16922.00		
23.81	326.97	3521.00	36443.00	0.00	0.41	0.00	1210.00		
39.96	3698.23	72.00	20722.00	0.02	3492.96	14.00	1259610.00	252563.50	1021106.00
580.20	4463.69	1932.00	40848.00	541.33	3499.78	156536.00	1153034.00	325187.50	4043014.00
39.96	3698.23	72	20722	0.02	3492.96	14	1259610	252564	1021106
580.20	4463.69	1932	40848	541.33	3499.78	156536	1153034	325188	4043014
237.01	2229.70	2903.00	28752.00	0.00	0.00	0.00	0.00		
306.29	4355.80	4305.00	60324.00	0.00	0.00	0.00	0.00		
559.12	12722.95	5019	122274	0.76	3500.15	1316	1276532	252564	1021106
1308.00	15064.28	12414	188349	541.33	3500.19	156536	1154244	325188	4043014



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	5234.20	44612.69	38139.00	316926.00	790.69	13135.85	3809923.69	37293420.22
Previous year	4443.51	31476.84	35511.00	267383.00	1818.46	15673.86	3852485.74	23919662.29
Marine Cargo	96.17	994.44	410.00	3284.00	43.30	265.08	355662.20	3637114.53
Previous year	52.87	729.36	203.00	1349.00	37.00	545.79	169129.93	1624064.72
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine (Total)	96.17	994.44	410	3284	43.30	265.08	355662.20	3637114.53
Previous year (Total)	52.87	729.36	203	1349	37.00	545.79	169129.93	1624064.72
Aviation	15.26	473.14	7.00	107.00	142.54	-1147.36	0.00	120382.01
Previous year	-127.28	1620.50	18.00	144.00	-128.48	-612.93	0.00	314697.61
Engineering	140.79	1921.75	425.00	3573.00	4.47	-150.84	118478.38	1484473.79
Previous year	136.32	2072.59	411.00	2974.00	46.25	1005.52	146073.42	1617594.34
Motor Own Damage	3123.19	25302.57	55334.00	435146.00	331.48	8978.40	261362.28	3922274.94
Previous year	2791.71	16324.17	45649.00	269377.00	2096.13	13699.34	796857.47	2487140.09
Motor Third party	2798.55	21230.29	666.00	3419.00	797.98	10811.17		
Previous year	2000.57	10419.12	75.00	715.00	1689.82	9559.57		
Motor (Total)	5921.74	46532.86	55334	435146	1129.46	19789.57	261362.28	3922274.94
Previous year (Total)	4792.28	26743.29	45649	269377	3785.95	23258.91	796857.47	2487140.09
Workmen's compensation / Employer's liability	14.75	185.42	52.00	616.00	8.72	87.36	2167.61	25792.89
Previous year	6.03	98.06	29.00	244.00	5.14	93.62	1247.90	11209.72
Public Liability	0.41	2.48	1.00	6.00	0.41	1.06	1500.00	5326.18
Previous year	0.00	1.42	0.00	6.00	0.00	1.42	0.00	4980.00
Product Liability	0.00	13.73	0.00	2.00	0.00	13.73	0.00	7300.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Liability Covers	4.05	127.82	16.00	214.00	-0.50	21.88	1483.50	53505.16
Previous year	4.55	105.94	17.00	114.00	4.53	105.92	1990.00	71731.00
Liability (Total)	19.21	329.45	69	838	8.63	124.03	5151.11	91924.24
Previous year (Total)	10.58	205.42	46	364	9.67	200.96	3237.90	87920.72
Personal Accident	2338.79	18149.42	530.00	4290.00	236.38	7304.10	5232795.59	49209716.55
Previous year	2102.41	10845.32	88.00	597.00	2071.69	10240.32	9155181.28	22843159.50
Medical Insurance	486.69	2116.13	14895	44331	436.24	1442.02	32526.10	127482.58
Previous year	50.45	674.11	279	1228	11.50	299.79	1552.30	15968.95
Overseas Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Health (Total)	486.69	2116.13	14895	44331	436.24	1442.02	32526.10	127482.58
Previous year (Total)	50.45	674.11	279	1228	11.50	299.79	1552.30	15968.95
Crop Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	422.66	3627.30	52236.00	332606.00	115.68	909.54	1576671.84	26235016.33
Previous year	306.98	2717.76	37219.00	188588.00	191.66	1458.50	1090938.55	24150436.12
Grand Total	14675.51	118757.18	162045	1141101	2907.40	41671.99	11392571.19	122121805.18
Previous year (Total)	11768.12	77085.19	119424	732004	7843.70	52070.72	15215456.59	77060644.34

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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
2366.65	12878.75	16353.00	137352.00	0.00	0.00	0.00	0.00		
1100.34	8639.78	14559.00	104549.00	0.00	0.00	0.00	0.00		
46.12	115.99	107.00	321.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
46.12	115.99	107	321	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	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
66.57	516.03	186.00	1235.00	0.00	0.00	0.00	0.00		
25.43	370.84	98.00	857.00	0.00	0.00	0.00	0.00		
1222.12	8982.66	24258.00	169065.00	246.71	715.25	11483.00	32080.00		
357.63	3923.37	5813.00	71266.00	1778.39	1778.39	74428.00	74428.00		
1199.59	8292.94	253.00	1030.00	255.57	708.03	28.00	52.00		
135.33	2477.98	0.00	38.00	1369.17	1369.17	0.00	0.00		
2421.72	17275.60	24258	169065	502.28	1423.27	11511	32132		
492.96	6401.35	5813	71266	3147.56	3147.56	74428	74428		
1.11	19.40	11.00	90.00	0.00	0.00	0.00	0.00		
-1.42	16.30	4.00	42.00	0.00	0.00	0.00	0.00		
0.00	0.59	0.00	2.00	0.00	0.00	0.00	0.00		
0.00	0.61	0.00	2.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	3.61	0.00	25.00	0.00	0.00	0.00	0.00		
1.92	4.33	4.00	11.00	0.00	0.00	0.00	0.00		
1.11	23.60	11	117	0.00	0.00	0	0		
0.50	21.24	8	55	0.00	0.00	0	0		
0.64	24.69	11.00	106.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
172.92	566.15	6554.00	18301.00	0.00	0.00	0.00	0.00	25035.00	146367.00
3.01	6.12	92.00	195.00	0.00	0.00	0.00	0.00	1438.00	24165.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
172.92	566.15	6554	18301	0.00	0.00	0	0	25035	146367
3.01	6.12	92	195	0.00	0.00	0	0	1438	24165
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
227.50	1085.11	30991.00	128953.00	16.07	177.68	17259.00	119244.00		
155.06	632.59	16873.00	61199.00	0.00	0.00	0.00	0.00		
5303.24	32485.92	78471	455450	518.34	1600.95	28770	151376	25035	146367
1777.30	16071.92	37443	238121	3147.56	3147.56	74428	74428	1438	24165



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	93.43	1105.80	1804	9148	23.55	178.15	61980.94	1772577.23
Previous year	69.88	927.64	727	3951	-17.61	151.41	74337.40	1971152.80
Marine Cargo	19.91	94.43	87	819	7.66	-76.42	83694.59	183920.66
Previous year	12.25	170.85	85	2003	-40.54	-18.43	36509.12	361784.58
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine (Total)	19.91	94.43	87	819	7.66	-76.42	83694.59	183920.66
Previous year (Total)	12.25	170.85	85	2003	-40.54	-18.43	36509.12	361784.58
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	73.76	652.77	163	1623	-19.62	163.36	71086.40	366135.02
Previous year	93.37	489.41	146	773	43.82	127.09	64398.99	349127.38
Motor Own Damage	5623.18	52780.02	145936	1455531	-1100.97	-6183.14	523237.00	5168444.38
Previous year	6724.15	58963.16	166114	1582799	194.89	5175.36	656049.27	5767762.50
Motor Third party	9190.45	95324.09	146831	1500280	-980.53	2553.70		
Previous year	10170.98	92770.40	166611	1628791	1573.33	21842.83		
Motor (Total)	14813.63	148104.11	146831	1500280	-2081.51	-3629.44	523237.00	5168444.38
Previous year (Total)	16895.14	151733.55	166611	1628791	1768.23	27018.19	656049.27	5767762.50
Workmen's compensation / Employer's liability	10.67	119.64	121	1110	1.79	59.15	336.16	3032.46
Previous year	8.89	60.49	80	488	5.43	26.49	192.54	1344.79
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	0.54	24.66	8	145	0.36	5.33	175.00	25991.00
Previous year	0.18	19.33	9	98	0.12	4.97	122.00	25233.18
Liability (Total)	11.21	144.30	129	1255	2.15	64.48	511.16	29023.46
Previous year (Total)	9.06	79.82	89	586	5.54	31.46	314.54	26577.97
Personal Accident	32.22	461.71	12823	52113	-12.21	78.60	26684.12	641014.14
Previous year	44.43	383.11	1905	12470	34.98	76.63	51789.36	460314.06
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	16.52	495.81	591	4867	-1.76	141.87	15199.42	941979.78
Previous year	18.28	353.94	650	3190	12.93	107.32	20856.36	1595483.55
Grand Total	15060.69	151058.93	162428	1570105	-2081.72	-3079.40	782393.61	9103094.67
Previous year (Total)	17142.41	154138.32	170213	1651764	1807.35	27493.67	904255.04	10532202.84

*Wherever applicable



Name of the Insurer: TATA AIG General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	4,293	34,336	12,002	124,006		-	9,580,774	197,666,531
Previous year	3,241	27,446	11,874	77,977	-	-	21,379,789	179,500,098
Marine Cargo	1,412	21,925	265	26,091		-	352,479	5,942,654
Previous year	1,346	21,066	3,172	43,242	-	-	442,146	6,514,906
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	1,412	21,925	265	26,091	-	-	352,479	5,942,654
Previous year (Total)	1,346	21,066	3,172	43,242	-	-	442,146	6,514,906
Aviation	(6)	267	-	6		-	-	635,955
Previous year	6	110	-	7	-	-	-	1,450,549
Engineering	(96)	6,308	22	978		-	3,695,213	36,545,245
Previous year	200	5,117	92	1,074	-	-	630,174	18,682,863
Motor Own Damage	7,598	70,955	130,336	1,397,672		-	582,747	4,469,502
Previous year	8,115	73,185	231,931	1,922,002	-	-	553,955	4,297,577
Motor Third party	4,180	36,529	130,336	1,397,672		-	-	-
Previous year	4,539	31,233	231,931	1,922,002	-	-	-	-
Motor (Total)	11,778	107,485	130,336	1,397,672	-	-	582,747	4,469,502
Previous year (Total)	12,655	104,418	231,931	1,922,002	-	-	553,955	4,297,577
Workmen's compensation / Employer's liability	177	2,041	-	477		-	23,266	794,510
Previous year	193	1,959	77	473	-	-	44,790	594,361
Public Liability	21	2,632	55	650		-	45,590	2,595,601
Previous year	374	3,266	55	619	-	-	204,341	5,318,585
Product Liability	0	505	60	212		-	8,737	493,958
Previous year	36	566	10	107	-	-	35,396	919,212
Other Liability Covers	1,495	16,843	775	9,912		-	510,370	6,758,275
Previous year	1,717	13,899	780	9,129	-	-	609,662	5,755,039
Liability (Total)	1,694	22,021	890	11,251	-	-	587,963	10,642,344
Previous year (Total)	2,320	19,690	922	10,328	-	-	894,189	12,587,197
Personal Accident	529	14,896	18,227	195,921		-	12,203,623	120,243,099
Previous year	814	12,016	17,569	80,144	-	-	12,530,962	108,916,184
Medical Insurance	800	8,947	34,694	333,185		-	914,735	6,351,533
Previous year	1,219	9,749	20,701	38,787	-	-	434,010	2,305,515
Overseas Medical Insurance	1,044	12,495	23,766	255,675		-	7,860,577	87,306,645
Previous year	915	8,438	23,507	442,629	-	-	10,527,918	150,249,478
Health (Total)	1,844	21,442	58,460	588,860	-	-	8,775,312	93,658,178
Previous year (Total)	2,134	18,187	44,208	481,416	-	-	10,961,928	152,554,993
Crop Insurance	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	847	7,590	8,104	44,842		-	12,166	2,727,506
Previous year	462	5,458	8,332	64,999	-	-	21,300	2,014,002
Grand Total	22,295	236,271	228,306	2,389,627	-	-	35,790,277	472,531,014
Previous year (Total)	23,178	213,508	318,100	2,681,189	-	-	47,414,443	486,518,369

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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
309	3,079	2,009	15,681		-		-		
239	2,829	2,084	10,553	-	-	-	-	-	-
146	2,511	146	1,744		-		-		
196	2,477	158	1,840	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-	-	-
146	2,511	146	1,744	-	-	-	-	-	-
196	2,477	158	1,840	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-	-	-
5	129	10	157		-		-		
4	201	5	54	-	-	-	-	-	-
2,403	21,724	31,804	339,284		-		-		
2,688	19,104	61,379	481,312	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-	-	-
2,403	21,724	31,804	339,284	-	-	-	-	-	-
2,688	19,104	61,379	481,312	-	-	-	-	-	-
0	66	-	60		-		-		
6	44	20	48	-	-	-	-	-	-
71	1,268	132	1,358		-		-		
77	1,144	107	1,112	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-	-	-
71	1,333	132	1,418	-	-	-	-	-	-
83	1,188	127	1,160	-	-	-	-	-	-
156	1,682	7,261	72,436	161	4,792	-	1,905,392		
128	941	6,547	20,262	1,087	7,606	468,542	3,966,229	-	-
98	5,468	4,942	40,116		-		-		
1,500	7,426	2,663	6,547	-	-	-	-	-	-
57	639	214	4,492		-		-		
55	472	1,146	19,786	-	-	-	-	-	-
155	6,107	5,156	44,608	-	-	-	-	-	-
1,555	7,898	3,809	26,333	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-	-	-
440	3,310	6,407	29,929		-		-		
112	1,442	6,967	49,190	-	-	-	-	-	-
3,684	39,876	52,925	505,257	161	4,792	-	1,905,392	-	-
5,005	36,079	81,076	590,704	1,087	7,606	468,542	3,966,229	-	-



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	17862.17	141173.61	67150.00	665514	3889.69	7905.63	416720406.88	1507280497.74
Previous year	13972.48	133267.98	81112.00	687127			291452537.03	1378342444.32
Marine Cargo	3220.91	32021.64	24989.00	275610	-212.43	251.01	91734365.15	575223457.60
Previous year	3433.34	31770.63	28544.00	278094			150863497.35	437391547.39
Marine Hull (Including Onshore & Offshore oil energy)	5456.21	39124.05	994.00	11095	-265.07	3901.98	11626453.25	169917610.25
Previous year	5721.28	35222.07	471.00	10660			4010049.68	311069572.01
Marine (Total)	8677.12	71145.69	25983	286705	-477.50	4152.99	103360818.40	745141067.85
Previous year (Total)	9154.62	66992.70	29015	288754	0.00	0.00	154873547.03	748461119.40
Aviation	-438.22	9357.94	94.00	800	-1981.53	-2884.56	11240724.79	282042578.85
Previous year	1543.31	12242.50	131.00	806			11724575.50	179540321.10
Engineering	5143.28	41810.80	2847.00	59633	-1243.04	-47.01	67708080.07	327443088.84
Previous year	6386.32	41857.81	8480.00	69289			436589039.80	556281628.42
Motor Own Damage	20097.59	229789.80	559355.00	7671962	1135.11	34021.06	6825949.35	64191281.66
Previous year	18962.48	195768.74	748321.00	7022302			5631586.67	34259915.37
Motor Third party	24642.62	230634.21	759384.00	8311544	3907.30	46782.80		
Previous year	20735.32	183851.41	787156.00	8678652				
Motor (Total)	44740.21	460424.01	759384	8311544	5042.41	80803.86	6825949.35	64191281.66
Previous year (Total)	39697.80	379620.15	787156	8678652	0.00	0.00	5631586.67	34259915.37
Workmen's compensation / Employer's liability	780.24	8996	6668.00	73245	242.15	1164.34	406368.91	6523632
Previous year	538.09	7832	7524.00	74980			848735.71	2633818
Public Liability	46.25	174	88.00	650	-296.09	-284.35	131.78	7850
Previous year	342.34	459	1431.00	2027			64.01	32512
Product Liability	-3.46	568	-2.00	176	-8.60	10.07	149.60	215578.10
Previous year	5.14	558	7.00	85			48.78	12282
Other Liability Covers	1206.02	15352	17.00	82055	-72.51	1332.73	405946.40	94261761
Previous year	1278.53	14019	7749.00	82032			1048535.84	3542118
Liability (Total)	2029.05	25090.78	6771	156126	-135.05	2222.79	812596.69	101008821.46
Previous year (Total)	2164.10	22867.99	16711	159124	0.00	0.00	1897384.34	6220729.76
Personal Accident	1537.30	16898.15	53150.00	532478	1232.05	1009.27	22853836.01	690855578.26
Previous year	305.25	15888.88	54492.00	547579			123254691.88	578154176.50
Medical Insurance	35362.65	328486.61	182203.00	1609012	7802.85	54121.84	37115869.00	836499087.47
Previous year	27559.80	274364.77	200623.00	1632981			14577785.64	139404376.09
Overseas Medical Insurance	122.45	1092.59	2367.00	29122	96.68	62.49	848501.81	6397232.56
Previous year	25.77	1030.10	471.00	27916			8985.66	876387.35
Health (Total)	35485.10	329579.20	184570	1638134	7899.53	54184.33	37964370.81	842896320.03
Previous year (Total)	27585.57	275394.87	201094	1660897	0.00	0.00	14586771.30	140280763.44
Crop Insurance	0.00	0.00	0.00	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0			0.00	0.00
Credit Guarantee	-10.78	0.00	-5.00	0	11.95	0.00	-3500.00	0
Previous year	-22.73	0.00	-4.00	0			-15000.00	0
All Other Miscellaneous	7269.48	56823.77	375451.00	1289852	-91.04	1161.26	37839888.99	475195210.59
Previous year	7360.52	55662.51	145896.00	1058429			1173762.11	331622797.57
Grand Total	122294.71	1152303.95	1475395	12940786	14147.47	148508.56	705323171.99	5036054445.28
Previous year (Total)	108147.24	1003795.39	1324083	13150657	0.00	0.00	1041168895.66	3953163895.88

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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
631.87	11766.81	3468.00	78879	-397.79	2411.65	0.00	0		
419.03	14877.98	7804.00	91027	3020.99	8090.62	0.00	0		
-624.14	3408.41	1367.00	19930	53.06	901.90	0.00	0		
-156.31	4474.45	414.00	18446	423.40	1906.95	0.00	0		
3.19	341.56	-176.00	353	72.30	140.45	0.00	0		
-10.45	254.28	104.00	717	2.84	28.92	0.00	0		
-620.95	3749.97	1191	20283	125.36	1042.35	0	0		
-166.76	4728.73	518	19163	426.24	1935.87	0	0		
-0.15	1.47	0.00	0	0.00	3.98	0.00			
0.69	12.89	0.00	0	0.00	0.00	0.00	0		
347.60	3106.15	470.00	6264	127.73	1333.55	0.00			
101.61	3944.70	460.00	7348	251.73	1761.92	0.00	0		
2510.14	44313.74	-23117.00	719113	-1348.23	6769.12	3771.00	502892		
4864.82	53545.89	-14231.00	763535	834.45	10478.81	67445.00	466235		
2981.22	61745.52	43726.00	829615	-5260.05	9518.85	98566.00	839711		
4438.19	56943.66	78828.00	839440	1640.17	12219.31	90481.00	608189		
5491.36	106059.26	43726	829615	-6608.28	16287.97	102337	1342603		
9303.01	110489.55	78828	839440	2474.62	22698.12	157926	1074424		
-101.11	989	-3091.00	2951	16.41	734	1651.00	24605		
-21.89	1257	323.00	9690	81.90	597	2725.00	15248		
0.49	1	0.00	10	45.07	45	1007.00	1007		
0.00	2	1.00	15	-0.17	0	0.00	0		
-0.08	5	0.00	26	0.00	0	0.00	0		
1.38	83	1.00	20	-25.23	3	0.00	0		
48.71	2113	-47039.00	16851	-9.21	701	2128.00	11095		
-54.13	2638	1955.00	18956	129.26	1168	-1344.00	8041		
-51.99	3107.85	-50130	19838	52.27	1481.02	4786	36707		
-74.64	3980.36	2280	28681	185.76	1767.69	1381	23289		
266.06	1573.03	1780.00	53319	320.63	2054.15	41754.00	557102		
83.48	2057.64	6197.00	61368	-74.01	2431.58	40811.00	6161943		
3570.12	33190.26	138369.00	223071	1748.51	18661.46	2120098.00	25116702	3239129	40019265
4257.01	36640.11	-8186.00	93569	1780.22	12539.15	1308011.00	18895618	2050260	31788829
1381.64	1422.84	-71.00	668	585.95	668.89	-217.00	2942	3837	28594
-215.01	33.23	30.00	686	1.55	33.99	722.00	4289	3077	23790
4951.76	34613.10	138298	223739	2334.46	19330.35	2119881	25119644	3242966	40047859
4042.00	36673.34	-8156	94255	1781.77	12573.14	1308733	18899907	2053337	31812619
0.00	0.00	0.00	0	0.00	0	0.00	0		
0.00	0.00	0.00	0	0.00	0	0.00	0		
0.00	0.00	0.00	0	0.00	0	0.00	0		
0.00	0.00	0.00	0	0.00	0	0.00	0		
1346.87	11666.95	69365.00	255618	180.92	2877.00	4830338.00	10610522		
3390.25	17075.10	26628.00	323791	807.67	4657.60	116550.00	3806097		
12362.43	175644.59	208168	1487555	-3864.70	46822.02	7099096	37666578		
17098.67	193840.29	114559	1465073	8874.77	55916.54	1625401	29965660		



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	8703.04	97394.90	56781	528408	-1072.92	6878.69	18075429.93	249722931.07
Previous year	9775.96	90516.21	57661	511633				
Marine Cargo	1407.82	24951.75	16445	171448	227.18	-973.47	6256544.43	73135627.51
Previous year	1180.64	25925.22	16390	176925				
Marine Hull (Including Onshore & Offshore oil energy)	1139.75	20913.22	560	5680	-543.19	-561.62	111674.79	17402441.23
Previous year	1682.94	21474.84	397	5263				
Marine (Total)	2547.57	45864.97	17005	177128	-316.01	-1535.09	6368219.22	90538068.74
Previous year (Total)	2863.58	47400.06	16787	182188				
Aviation	83.56	10886.71	34	441	-191.00	1485.31	1294954.13	16259563.47
Previous year	274.56	9401.40	43	401				
Engineering	5419.52	36728.93	5762	44196	-958.44	-497.62	4323120.71	27039163.93
Previous year	6377.96	37226.55	5870	45925				
Motor Own Damage	11211.33	116213.74	532540	5901857	-11.17	2526.77	819311.20	7963327.69
Previous year	11222.50	113686.97	500050	5645479				
Motor Third party	14752.87	147665.36	717236	7906641	2123.00	20972.33	0.00	0.00
Previous year	12629.87	126693.03	703085	7650825				
Motor (Total)	25964.20	263879.10	717236	7906641	2111.83	23499.10	819311.20	7963327.69
Previous year (Total)	23852.37	240380.00	703085	7650825				
Workmen's compensation / Employer's liability	616.64	7816.60	6455	66719	-51.95	253.87	9715.82	140387.66
Previous year	668.59	7562.73	6166	64930				
Public Liability	19.60	115.20	54	443	2.54	-0.84	1020278.77	11306617.22
Previous year	17.06	116.04	47	442				
Product Liability	47.21	728.74	8	111	-5.35	199.83	74130.00	2843173.72
Previous year	52.56	528.91	11	104				
Other Liability Covers	282.88	3413.95	3333	35921	-49.58	83.09	971482.83	14278761.64
Previous year	332.46	3330.86	3020	36213				
Liability (Total)	966.33	12074.49	9850	103194	-104.34	535.95	2075607.42	28568940.24
Previous year (Total)	1070.67	11538.54	9244	101689				
Personal Accident	831.69	11823.80	75848	846876	-375.26	-1014.00	969758.59	21231890.66
Previous year	1206.95	12837.80	79721	865733				
Medical Insurance	16889.32	171144.58	145437	1203450	1155.94	22568.36	674817.10	6438870.23
Previous year	15733.38	148576.22	148070	1121761				
Overseas Medical Insurance	33.58	670.71	888	18502	-13.54	52.59	1081612.33	4515580.75
Previous year	47.12	618.12	915	17159				
Health (Total)	16922.90	171815.29	146325	1221952	1142.40	22620.95	1756429.43	10954450.98
Previous year (Total)	15780.50	149194.34	148985	1138920				
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	5566.55	62659.96	97746	843291	-3274.33	6804.18	10894750.75	85041858.17
Previous year	8840.88	55855.78	106591	855263				
Grand Total	67005.36	713128.15	1126587	11672127	-3038.07	58777.47	46577581.38	537320194.95
Previous year (Total)	70043.43	654350.68	1127987	11352577			0.00	0.00

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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
979.04	8593.55	12015	106417	0.00	0.00	0	0	0	0
655.63	6060.70	12544	100204	0.00	0.00	0	0	0	0
96.98	1180.57	994	10091	0.00	0.00	0	0	0	0
108.71	1041.87	780	8039	0.00	0.00	0	0	0	0
17.69	134.90	161	1298	0.00	0.00	0	0	0	0
64.47	189.78	90	1180	0.00	0.00	0	0	0	0
114.67	1315.47	1155	11389	0.00	0.00	0	0	0	0
173.18	1231.65	870	9219	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
338.72	1668.72	675	6069	0.00	0.00	0	0	0	0
207.99	1292.53	723	8956	0.00	0.00	0	0	0	0
2249.76	23028.84	112152	1207899	0.00	0.00	0	0	0	0
2211.77	21605.57	104244	1109175	0.00	0.00	0	0	0	0
3585.91	34310.17	160980	1695016	0.00	0.00	1246	44304	100119	884195
2977.16	27797.18	151973	1551119	0.00	0.00	103	312260	130682	1050217
5835.67	57339.01	160980	1695016	0.00	0.00	1246	44304	100119	884195
5188.93	49402.75	151973	1551119	0.00	0.00	103	312260	130682	1050217
101.70	1218.26	874	11632	147.35	1941.27	0	0	0	0
105.01	1078.92	878	11104	178.92	1964.27	0	0	0	0
0.59	4.28	3	27	0.00	0.00	0	0	0	0
0.00	5.14	0	31	0.00	0.00	0	0	0	0
0.00	2.21	0	4	0.00	0.00	0	0	0	0
0.00	0.74	0	4	0.00	0.00	0	0	0	0
43.96	343.88	364	3268	0.00	0.00	0	0	0	0
39.12	289.85	341	3245	0.00	0.00	0	0	0	0
146.25	1568.63	1241	14931	147.35	1941.27	0	0	0	0
144.13	1374.65	1219	14384	178.92	1964.27	0	0	0	0
90.53	1009.09	13473	157996	154.46	2736.58	6	5581	437	25887
69.49	1081.90	13685	167107	213.56	3344.23	69	3775	1801	23702
829.49	5871.64	10785	82078	3320.85	26518.94	48	444	191	1723
672.59	4665.87	11956	75070	2990.05	25305.97	51	448	202	1945
1.13	24.35	35	777	0.00	0.00	0	0	0	0
1.72	26.98	40	730	0.00	0.00	0	0	0	0
830.62	5895.99	10820	82855	3320.85	26518.94	48	444	191	1723
674.31	4692.85	11996	75800	2990.05	25305.97	51	448	202	1945
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
1386.00	13259.35	41292	299015	1102.47	24983.43	308	17401	561	21337
1106.72	10479.00	48248	299240	3956.39	20845.67	2815	49564	3125	51289
9721.50	90649.81	241651	2373688	4725.13	56180.22	1608	67730	101308	933142
8220.38	75616.03	241258	2226029	7338.92	51460.14	3038	366047	135810	1127153



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	13014.45	118973.58	397885	1214122	-21.16	6897.15	14100163	128898786
Previous year	13035.61	112076.43	333251	1193082	1270.11	16384.93	14123088	121426251
Marine Cargo	2296.15	30704.73	158146	393495	-343.98	-1425.47	4869883	65121379
Previous year	2640.13	32130.20	105774	413780	-816.05	-873.98	5599427	68144645
Marine Hull (Including Onshore & Offshore oil energy)	-329.25	28023.36	32901	52325	-2692.00	2.94	-118435	10080346
Previous year	2362.75	28020.42	20484	44495	800.12	4381.79	849910	10079288
Marine (Total)	1966.90	58728.09	191047	445820	-3035.98	-1422.53	4751448	75201725
Previous year (Total)	5002.88	60150.62	126258	458275	-15.93	3507.81	6449337	78223933
Aviation	2086.54	6842.18	210	1838	839.09	447.48	313059	1026584
Previous year	1247.45	6394.70	5	1873	-1022.82	1968.43	187164	959444
Engineering	6712.95	55349.30	12520	124593	-1900.60	-1025.28	2893513	23857457
Previous year	8613.55	56374.58	11265	158735	1712.33	3853.36	3712737	24299388
Motor Own Damage	8965.67	159659.96	654970	7066309	5353.56	1339.57	1272181	22654900
Previous year	3612.11	158320.39	580975	6777886	-11471.77	18112.51	512539	22464823
Motor Third party	30212.60	211324.58	1119837	11602186	1081.90	30657.85		0
Previous year	29130.70	180666.73	963246	11184501	5613.50	25293.53	0	0
Motor (Total)	39178.27	370984.54	1119837	11602186	6435.46	31997.42	1272181	22654900
Previous year (Total)	32742.81	338987.12	963246	11184501	-5858.27	43406.04	512539	22464823
Workmen's compensation / Employer's liability	840.07	8945.77	825	106098	-80.04	192.65		0
Previous year	920.10	8753.11	954	106093	-129.94	623.08	0	0
Public Liability	526.41	1513.64	1179	6557	388.99	209.56	89222	256549
Previous year	137.42	1304.08	2789	9193	559.21	-52.03	23292	221031
Product Liability	462.12	1377.54	785	5903	253.41	223.46	91946	274083
Previous year	208.71	1154.08	730	2582	103.20	167.77	41526	229622
Other Liability Covers	396.08	3915.10	3082	38476	-985.50	362.41	120503	1191122
Previous year	1381.58	3552.69	1021	28970	1065.66	456.78	420329	1080863
Liability (Total)	2224.68	15752.05	5871	157034	-423.14	988.08	301670.52	1721753.84
Previous year (Total)	2647.81	14763.96	5494	146839	1598.13	1195.60	485146.78	1531515.99
Personal Accident	6567.36	20852.50	137014	654240	861.42	1759.25	21624498	68661508
Previous year	5705.94	19093.25	37620	573616	4579.11	269.42	18788080	62868785
Medical Insurance	23671.45	265359.54	337823	2503578	-6458.97	1585.14	3269865	36655541
Previous year	30130.42	263774.40	2268211	4392021	-25334.52	40984.69	4162077	36436577
Overseas Medical Insurance	75.66	634.56	2212	16450	378.14	128.06	22259	186691
Previous year	-302.48	506.50	-14131	3118	10546.20	114.95	-88991	149015
Health (Total)	23747.11	265994.10	340035	2520028	-6080.83	1713.20	3292124	36842231
Previous year (Total)	29827.94	264280.90	2254080	4395139	-14788.32	41099.64	4073086	36585592
Crop Insurance	182.54	402.50	6866	57575	-167.46	52.50		1463
Previous year	350.00	350.00	29723	29723	350.00	350.00	0	0
Credit Guarantee	96.44	103.95	2	59	96.44	103.95		0
Previous year	0.00	0.00	0	0	0.00	0.00	0	0
All Other Miscellaneous	-6.11	56910.52	212751	2151788	3708.35	2778.32	-1178	10970703
Previous year	-3714.46	54132.20	289937	2299047	-8991.17	-3364.83	-716040	10435123
Grand Total	95771.13	970893.31	2424038	18929283	311.60	44289.55	48547479	369837111
Previous year (Total)	95459.53	926603.76	4050879	20440831	-21166.84	108670.39	47615139	358794855

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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
46.52	8609.56	298735	471565	0.00	0.00	0	0		
43.48	8046.32	241147	392971	0.00	0.00	0	0	0	0
11.97	1367.51	25690	52109	0.00	0.00	0	0		
123.66	1302.39	21323	43424	0.00	0.00	0	0	0	0
35.44	168.63	427	3010	0.00	0.00	0	0		
118.29	224.84	302	2150	0.00	0.00	0	0	0	0
47.41	1536.14	26117	55119	0.00	0.00	0	0		
241.95	1527.23	21625	45574	0.00	0.00	0	0		
0.00	0.00	0	0	-0.06	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
16.73	2811.72	1618	47209	0.00	0.00	0	0		
6.96	2533.08	988	39341	0.00	0.00	0	0	0	0
38.07	35744.25	297569	1471573	0.00	0.00	0	0		
34.30	32202.03	218064	1196401	0.00	0.00	0	0	0	0
299.57	31731.46	219420	1973418	0.00	0.00	0	0		
14.64	28331.66	131117	1617556	0.00	0.00	0	0	0	0
337.64	67475.71	297569	1973418	0.00	0.00	0	0		
48.94	60533.69	218064	1617556	0.00	0.00	0	0		
4.33	893.31	7013	27377	-26.72	1607.77	-8243	82325		
14.07	697.90	5479	21388	88.43	1560.94	246	81839	0	0
2.01	56.99	3	1208	0.00	0.00	0	0		
0.45	50.43	3	1079	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
3.86	227.75	78	3341	0.00	0.00	0	0		
0.00	193.01	0	2610	0.00	0.00	0	0	0	0
10.20	1178.05	7094	31926	-26.72	1607.77	-8243	82325		
14.52	941.34	5482	25077	88.43	1560.94	246	81839		
155.06	9684.35	133582	238812	156.49	5193.41	1102603	10169646		
121.14	7565.90	106464	194156	224.03	4721.28	30682	3693852	0	0
1052.89	24797.74	1393792	1698494	8533.96	51231.63	-14406	36641258	10432539	48976895
4173.72	24552.22	978824	1213210	10552.73	48331.73	9733110	36630013	6710888	38863810
-229.94	54.08	113	4671	0.00	0.00	0	0	202	9134
-200.63	36.05	88	3649	0.00	0.00	0	0	-1134	25425
822.95	24851.82	1393905	1703165	8533.96	51231.63	-14406	36641258	10432741	48986029
3973.09	24588.27	978912	1216859	10552.73	48331.73	9733110	36630013	6709754	38889235
182.54	402.50	-108	31811	0.00	0.00	0	0		
350.00	350.00	29723	29723	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	-0.01	0.00	0	0	0	0
1741.19	24956.68	883252	1917686	2665.16	18681.93	77278	985216		
2937.09	23768.26	519998	1534149	1642.79	16532.68	194652	983919	0	0
3360.24	141506.53	3041764	6470712	11328.83	76714.74	1157232	47878445	10432741	48986029
7737.17	129854.10	2122403	5095406	12507.97	71146.63	9958690	41389624	6709754	38889235



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	1162.47	10716.26	19881.00	136245.00	7.88	1684.14	1551217.16	16665514.50
Previous year	1154.59	9032.12	15751.00	118318.00	110.70	1304.19	2254262.62	15296525.55
Marine Cargo	70.36	1816.04	271.00	2366.00	-93.30	320.87	1851010.85	18493378.82
Previous year	163.66	1495.17	317.00	2416.00	65.32	605.55	2353358.70	14307342.40
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine (Total)	70.36	1816.04	271	2366	-93.30	320.87	1851010.85	18493378.82
Previous year (Total)	163.66	1495.17	317	2416	65.32	605.55	2353358.70	14307342.40
Aviation	0.00	34.45	0.00	7.00	0.00	34.45	0.00	50100.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Engineering	250.43	1915.07	189.00	1799.00	155.98	689.67	35384.68	756311.15
Previous year	94.44	1225.40	225.00	2068.00	-4.67	265.97	70837.18	734956.11
Motor Own Damage	1715.45	12892.34	47043.00	407369.00	-145.64	-1935.64	231435.81	1843815.05
Previous year	1861.09	14827.97	62206.00	482554.00	-121.18	-2361.67	158146.96	1236700.23
Motor Third party	1126.34	10282.74	0.00	0.00	-778.89	-3960.80		
Previous year	1905.23	14243.54	0.00	0.00	1409.66	9892.83		
Motor (Total)	2841.79	23175.08	47043	407369	-924.53	-5896.44	231435.81	1843815.05
Previous year (Total)	3766.32	29071.52	62206	482554	1288.48	7531.17	158146.96	1236700.23
Workmen's compensation / Employer's liability	18	209	106	1454	-7.96	-26.06	2640	40926
Previous year	25.85	235.55	177.00	1518.00	8.29	21.77	3789.47	44438.78
Public Liability	0.18	2.39	1.00	10.00	0.18	-0.29	1500	9865
Previous year	0.00	2.68	0.00	11.00	0.00	-4.89	0.00	6250.00
Product Liability	1.74	29.99	1.00	14.00	1.74	8.32	1023.00	6362.00
Previous year	0.00	21.66	0.00	11.00	0.00	12.67	0.00	4255.25
Other Liability Covers	27	180	10	191	19.04	42.16	8622	47520
Previous year	8	138	23	211	0	67	2758	47086
Liability (Total)	46.86	422.31	118	1669	12.99	24.13	13784.76	104672.95
Previous year (Total)	33.87	398.18	200	1751	8.52	96.90	6547.47	102030.06
Personal Accident	117.42	689.94	1301	8231	287.79	395.70	503140.03	16203084.44
Previous year	-170.37	294.24	-2258.00	4505.00	-196.24	-168.49	-2088051.50	1776020.41
Medical Insurance	1663.33	8669.18	34925	137044	765.37	3156.55	209953.78	728022.39
Previous year	897.96	5512.63	38695	118983	518.52	1939.13	82537.41	352628.06
Overseas Medical Insurance	3.05	26.62	146.00	1641.00	2.70	12.62	28184.24	435635.45
Previous year	0.35	14.00	66.00	1546.00	-0.09	3.68	5037.28	343092.78
Health (Total)	1666.37	8695.80	35071	138685	768.07	3169.17	238138.02	1163657.84
Previous year (Total)	898.31	5526.62	38761	120529	518.43	1942.80	87574.70	695720.84
Crop Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	-0.18	18.44	1.00	12.00	-0.18	18.44	0.00	30400.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	1003.76	6561.34	32787.00	192431.00	-110.56	169.83	684343.45	4294352.02
Previous year	1114.33	6391.51	31744.00	191783.00	391.31	1398.23	2688680.49	5784527.72
Grand Total	7159.29	54044.73	136662	888814	104.15	609.97	5108454.77	59605286.77
Previous year (Total)	7055.14	53434.77	146946	923924	2181.85	12976.34	5531356.61	39933823.31

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	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		
0.00	0.00	0	0	0.00	0.00	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	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	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	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
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	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.23	8.38	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	0.00	0.00	0.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0	0	0.23	8.38	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
498.99	2585.46	16128.00	77482.00	0.00	0.00	0.00	0.00		
676.99	2772.24	16927.00	82659.00	259	258.77	2516107	2516107		
597.63	2797.37	16839	81564	0.23	8.38	0	0	0	0
676.99	2772.24	16927	82659	258.77	258.77	2516107	2516107	0	0



Name of the Insurer: Agriculture Insurance Company of India Ltd.

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	25811.14	338395.45	74728	1217768	3154.34	14870.49	430218.96	6512971.97
Previous year	22656.81	323524.96	50035	625445	8121.98	65817.60	408488.66	6176493.04
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	25811.14	338395.45	74728	1217768	3154.34	14870.49	430218.96	6512971.97
Previous year (Total)	22656.81	323524.96	50035	625445	8121.98	65817.60	408488.66	6176493.04

*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	276.91	1671.15	7612	44835.00	276.91	1671.15	319724.34	3327251.42
Previous year	226.99	1315.59	6511	37960.00	226.99	1315.59	312683.75	1946151.61
Medical Insurance	9031.66	65810.46	73139	434492.00	9031.66	65810.46	356857.88	3264885.92
Previous year	6934.84	59317.84	59425	324863.00	6934.84	59317.84	321465.17	2369668.19
Overseas Medical Insurance	33.29	657.07	2894	29296.00	33.29	657.07	228521.25	4296366.50
Previous year	38.01	557.12	2857	25810.00	38.01	557.12	285087.00	2893174.36
Health (Total)	9064.94	66467.53	76033	463788	9064.94	66467.53	585379.13	7561252.42
Previous year (Total)	6972.85	59874.96	62282	350673	6972.85	59874.96	606552.17	5262842.55
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	46.19	1109.27	0	2	46.19	1109.27	34389.00	3385032.00
Previous year	34.62	808.07	0	2	34.62	808.07	300475.00	4067750.00
Grand Total	9388.04	69247.94	83645	508625	9388.04	69247.94	939492.47	14273535.85
Previous year (Total)	7234.46	61998.62	68793	388635	7234.46	61998.62	1219710.92	11276744.16

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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		
11.65	40.15	9011	17417	0	0.00	0	0		
29.12	52.84	242	1852	0	0.00	0	0		
499.17	3773.12	51435	227506	172	752.11	40462	155748	149316	1841222
804.93	5307.54	29877	694571	3219	3559.06	1039045	1116553	448647	2159183
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	3759	47414
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	3345	37042
499.17	3773.12	51435	227506	172.10	752.11	40462	155748	153075	1888636
804.93	5307.54	29877	694571	3219.06	3559.06	1039045	1116553	451992	2196225
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		
510.83	3813.27	60446	244923	172.10	752.11	40462	155748	153075	1888636
834.05	5360.38	30119	696423	3219.06	3559.06	1039045	1116553	451992	2196225



Name of the Insurer: CignaTTK 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	29.32	33.66	415	555	29.32	33.66	1540.00	2114.50
Previous year	0.00							
Overseas Medical Insurance								
Previous year								
Health (Total)	29.32	33.66	415	555	29	34	1540.00	2114.50
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	29.32	33.66	415	555	58.64	67.32	1540.00	2114.50
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

*Wherever applicable



Name of the Insurer: *Export Credit Guarantee Corporation of India Ltd.,*

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	16064	130385	1133	9460	2821	14663	337524	3795838
Previous year	13243	115722	1081	9698	-332	15211	399433	4646140
All Other Miscellaneous								
Previous year								
Grand Total	16063.93	130384.78	1133	9460	2820.72	14663.22	337523.87	3795837.95
Previous year (Total)	13243.21	115721.56	1081	9698	-332.01	15210.84	399433.06	4646140.01

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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



Name of the Insurer: Max Bupa Health Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)								
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	6.25	132.21	27.00	294.00	6.25	132.21	230,150.00	390,027.82
Previous year	-	-	-	-	-	-	-	-
Medical Insurance	4,222.37	30,753.28	28,201.00	204,609.00	4,222.37	30,753.28	306,393.16	2,261,949.82
Previous year	3,200.94	20,721.84	15,598.00	150,137.00	3,200.94	20,721.84	210,841.31	901,285.88
Overseas Medical Insurance								
Previous year								
Health (Total)	4222.37	30753.28	28201.00	204609.00	4222.37	30753.28	306393.16	2261949.82
Previous year (Total)	3200.94	20721.84	15598.00	150137.00	3200.94	20721.84	210841.31	901285.88
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	4,228.62	30,885.49	28,228.00	204,903.00	4,228.62	30,885.49	536,543.16	2,651,977.64
Previous year (Total)	3,200.94	20,721.84	15,598.00	150,137.00	3,200.94	20,721.84	210,841.31	901,285.88

*Wherever applicable



Name of the Insurer: *Religare 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	33.06	226.98	39.00	287.00	25.85	186.58	112.21	445760.79
Previous year	7.21	40.39	11.00	34.00	7.21	40.39	60.05	110464.84
Medical Insurance	1121.90	15003.76	12441.00	68227.00	549.41	11164.62	-23839.04	948276.79
Previous year	572.49	3839.14	4404.00	16776.00	572.49	3839.14	30560.50	171627.20
Overseas Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Health (Total)	1121.90	15003.76	12441.00	68227.00	549.41	11164.62	-23839.04	948276.79
Previous year (Total)	572.49	3839.14	4404	16776	572.49	3839.14	30560.50	171627.20
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	1154.96	15230.73	12480	68514	575.25	11351.20	-23726.83	1394037.57
Previous year (Total)	579.70	3879.53	4415	16810	579.70	3879.53	30620.55	282092.04

*Wherever applicable



(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2014

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	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
0.00	2.19	0.00	5.00	0.00	0.00	0.00	0.00	10496.00	111335.00
0.89	0.89	1.00	1.00	0.89	0.89	24914.00	24914.00	27961.00	37981.00
157.52	988.86	1506.00	5643.00	4.37	445.34	17307.00	1741830.00	94372.00	2434077.00
112.83	164.82	300.00	754.00	0.00	0.00	0.00	0.00	33787	170882.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
157.52	988.86	1506.00	5643.00	4.37	445.34	17307.00	1741830.00	94372.00	2434077.00
112.83	164.82	300	754	0.00	0.00	0	0	33787	170882
157.52	991.05	1506	5648	4.37	445.34	17307	1741830	104868	2545412
113.71	165.71	301	755	0.89	0.89	24914	24914	33787	170882



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								
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	386.87	2277.18	19574	156522.00	85.01	627.23	337875.98	2460519.63
Previous year	301.86	1649.95	6471	127046.00	-0.97	120.33	2388758.20	4465527.20
Medical Insurance	14786.61	106249.69	191428	1397949.00	3234.69	23204.78	958155.38	8445017.01
Previous year	11551.92	83044.91	64277	1151813.00	9533.81	-24948.01	-1157638.99	3446682.39
Overseas Medical Insurance	91.95	1194.46	2563	38854.00	-36.72	-132.31	358191.50	4280185.38
Previous year	128.67	1326.77	-2037	37758.00	62.90	133.16	-4243844.57	93015.30
Health (Total)	14878.56	107444.15	193991	1436803	3197.97	23072.47	1316346.88	12725202.39
Previous year (Total)	11680.59	84371.68	62240	1189571	9596.71	-24814.85	-5401483.56	3539697.69
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	0.00	0.00	0	0.00	0.00	0.00	0	0.00
Previous year	0.00	0.00	0	0.00	0.00	-276.10	0	0.00
Grand Total	15265.43	109721.33	213565	1593325	3282.98	23699.70	1654222.86	15185722.02
Previous year (Total)	11982.45	86021.63	68711	1316617	9595.74	-24970.62	-3012725.36	8005224.89

*Wherever applicable

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EVENTS

18 - 20 Jun 2014 Venue: Taipei, Taiwan	Strategic Issues Conference By LIMRA/LOMA
02 - 03 Jul 2014 Venue: Singapore	Asia Cyber Liability Insurance Conference By Asia Insurance Review.
04 Jul 2014 Venue: NIA, Pune	Geosure-2014 By National Insurance Academy/GIC of India.
14 - 16 Jul 2014 Venue: NIA, Pune	Workshop on Effective Communication (Non-Life) By National Insurance Academy.
28 - 30 Jul 2014 Venue: NIA, Pune	Risk-based Underwriting (Non-life) By National Insurance Academy.
11 - 13 Aug 2014 Venue: NIA, Pune	Workshop on Social Marketing (Life) By National Insurance Academy.
25 - 27 Aug 2014 Venue: NIA, Pune	Market Segmentation - Effective Service Delivery By National Insurance Academy.
01 - 02 Sep 2014 Venue: Singapore	Conference on Insurance M&As in Asia By Asia Insurance Review.
01 - 04 Sep 2014 Venue: Sharm El Sheikh city, Egypt	The 30th GAIF General Conference By General Arab Insurance Federation
04 - 05 Sep 2014 Venue: Jakarta, Indonesia	12th Conference on Catastrophe Insurance in Asia By Asia Insurance Review.

view point



The global insurance marketplace in which we operate demands an insurance supervisor with the ability to co-operate quickly and effectively for the benefit of consumers.

Mr. Peter Braumüller

Chairman of the Executive Committee of the
International Association of Insurance Supervisors (IAIS).

The business of insurance and reinsurance is both local and global; and the financial crisis reminded us how interconnected our world and financial markets have become.

Mr. Adam Hamm

NAIC President and North Dakota Insurance Commissioner.

If financial market imbalances are growing, *ceteris paribus*, monetary policy should be tightened, even if it causes further deviations in output from potential in the short term.

Mr. Ravi Menon

Managing Director, Monetary Authority of Singapore.

Growing international activity in insurance markets creates a need for mutual cooperation and exchange among supervisory authorities in order for each authority to reach the goals of administrative efficiency and enforcement of insurance laws.

Mr. Roberto Westenberger

Superintendent of Brazil's Superintendência de Seguros Privados (SUSEP).

Economic and financial progress (in Asia) has also been accompanied by remarkable social progress. These include rising life expectancy, lower mortality rates, increasing literacy rates and higher education levels.

Dr. Zeti Akhtar Aziz

Governor, Bank Negara Malaysia.

Owing to their deep understanding of the business and their skill to analyse the data, actuaries are better placed to communicate the issues to be focussed in an appreciable and convincing manner.

Mr. T.S. Vijayan

Chairman, Insurance Regulatory & Development Authority, India.



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