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Targeting Total Transparency

- Through Public Disclosures

बीमा विनियामक और विकास प्राधिकरण

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Editor

U. Jawaharlal
Hindi Correspondent
Kamal Chowla
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Fax: +91-40-66823334
e-mail: irdajournal@irda.gov.in

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From the Publisher



For the regulators and the supervisors, the most important function is to ensure that the stability of the system remains rock-solid at all times. In a domain that has gone through the entire cycle of being a private market to nationalization to privatization again; it is all the more important that the confidence reposed in the players is not a misplaced one. It needs no emphasis that the failure of a player for whatever reason will deal a big blow to the confidence of the average consumer whose knowledge of the insurance business is not at a very high pedestal.

One way of ensuring that the conduct of a player is on par with the expectations of the other stakeholders, in general, and the regulator, in particular; is by ensuring that the various business statistics and other relevant information are displayed for public viewing at frequent intervals. Although it would be ambitious to believe that there is sufficient analytical ability for an individual to make an assessment of the insurer through the disclosures, it would ensure that the players exercise all the caution before making the public disclosures; and this in itself would accomplish the task of better business conduct, to a great extent. Further, industry analysts and other research oriented organizations can interpret the results and put them on the public domain in an easily comprehensible format; so that they can be put to good use by the others.

In order that the disclosures make wholesome sense, there must be uniformity to the types of disclosures made, as also the periodicity at which the information is provided. It would not only lend a higher level of credibility to the information disclosure but also enable the end-user to make a meaningful comparison of the various activities of the players. In an industry where one is going to witness the process of some of the companies being publicly listed in the not-too-distant future, the disclosures are thus absolutely essential. Several corporate debacles globally, followed by a long stint of financial meltdown emphatically put a large onus on corporate governance. Being additionally transparent would be the best way of ensuring good governance, which in turn can be accomplished through periodic, wholesome disclosures.

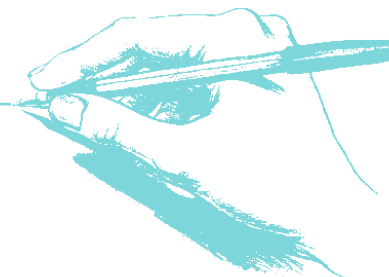
'Public Disclosures and Business Analytics' is the focus of this issue of the **Journal**. Natural and sometimes man-made disasters cause huge economic and human losses world over, despite the tremendous advancement of science and technology. 'Disaster Management and Role of Insurance' will be the focus of the next issue of the Journal.

J. Hari Narayan

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Enabling a Stronger Market

- Through Disclosures and Transparency



In a domain that was characterized by the presence of only public sector players, information disclosure has not been a major point of discussion. For one thing, competition in the non-life sector, if any, was limited only to a few aspects of business; and for players operating in the public sector, at that. In the life insurance side, it was just a monolithic structure devoid of even that little competition. In this backdrop, information sharing and disclosure have never been considered very vital. However, in light of the fact that the present day insurance industry boasts of more than a score of players in each of the classes; information disclosure on the public domain has become a *sine qua non*.

Historically, it has been observed that information disclosure and information sharing in the insurance arena have remained largely limited to a very few areas. This has led to a situation where the insurers have developed a natural aversion to sharing of information or their capabilities as regards the disclosures have not attained high levels of achievement. As a result, there may be several constraints initially that have to be surmounted. In the end, it has to be realized however that public disclosures, in their true spirit and not merely in letter, will work to the benefit of all stakeholders; eventually leading to a well-grown market with players of the highest caliber.

The emphasis on public disclosures is a world-wide phenomenon; and the supervisors have made it elaborately clear that for every player,

it is essential to make the business information public in order that a true assessment of their efficacies can be made by the discerning elements. In the Indian domain, we have embarked upon the process of public disclosures being made by insurers within the given time frame. As the process has just begun, the resultant analyses and comments thereon would follow shortly which would create the right impetus for the industry to make improvements. For a domain that is looking towards attaining global standards, it would create a perfect platform to launch itself for higher growth. It would also ensure that a clear roadmap for the future is laid out.

'Public Disclosures and Business Analytics in the Indian Insurance Industry' is the focus of this issue of the Journal. Dr. Mamta Suri begins the debate with a detailed account of the regulator's perspective, the entire backdrop of the need for disclosures; and the highlights of the business analytics project. In the next article, we get to see Mr. Harvey Lee commenting upon the importance of information and data analytics for the insurers for their own business interests.

The next article deals with the advantages that advanced analytics can bring to general insurers, in the long run. Giving a vivid description of the benefits of advanced analytics, Dr. Kartik Balakrishnan quotes from anecdotal experience and suggests ways for adaptation of the process in emerging markets. In the concluding article, Mr. Koushik Majumdar discusses the importance of disclosures to ensure transparency of the players; and goes on to explain how data and information can be made relevant. Apart from the usual monthly business figures, we also bring the segment-wise results of the first quarter in this issue of the **Journal**.

In spite of the tremendous growth that science and technology achieve continuously, there is a weird and overwhelming influence that nature wields on humanity in the form of disasters. Added to this, manmade disasters have been raising their ugly head in the form of terrorist attacks every now and then. 'Disaster Management and Role of Insurance' will be the focus of the next issue of the **Journal**.

Report Card:LIFE

statistics - life insurance

Sl No.	Insurer	Premium w/w (Rs. in Crores)			No. of Policies / Schemes			No. of lives covered under Group Schemes		
		July, 10	Upto July, 10	Upto July, 09	July, 10	Upto July, 10	Upto July, 09	July, 10	Upto July, 10	Upto July, 09
1	Bajaj Allianz Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	70.39 170.42 7.53 36.70	223.44 555.45 24.19 84.64	78.41 643.55 13.74 105.22	8638 121872 1 131	30369 449027 11 516	20596 505988 6 260	8116 1581256	34749 6032345	16888 4233714
2	ING Vysya Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.00 39.83 0.94 0.00	0.03 150.44 3.30 0.21	2.76 172.20 2.92 0.13	1 18622 0 0	4 67574 0 0	382 90166 0 0	193 63	643 138	892 2262
3	Reliance Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	26.22 248.51 6.64 14.84	62.74 777.75 11.87 48.95	34.22 634.61 48.30 18.10	4553 277233 17 7	11677 763895 80 57	7732 599533 2 173	82781 -31706	334467 28541	407 325110
4	SBI Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	82.72 248.05 193.75 38.47	206.53 651.30 568.99 112.46	93.33 736.32 54.18 514.41	8446 64070 14 6	22205 173283 29 8	17031 287776 0 37	32243 52127	149649 157873	31986 273717
5	Tata AIG Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	28.33 75.68 2.52 25.83	56.58 261.02 9.51 38.24	5.57 254.13 7.69 28.82	3909 46028 0 10	7745 166447 2 33	1399 212640 1 25	4201 11228	16169 35175	11282 61620
6	HDFC Standard Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	9.59 256.00 0.46 28.34	34.56 844.25 2.76 131.18	35.92 548.56 33.58 3.07	3895 56532 13 2	10119 185639 64 17	41789 184285 74 0	12208 11133	66304 55844	100066 325
7	ICICI Prudential Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1.45 495.98 18.25 68.13	4.79 1555.50 61.52 368.78	43.63 886.30 58.82 211.83	12 124479 9 2	96 459318 47 13	4835 510398 149 237	151737 13874	588984 229458	307892 261274
8	Birla Sunlife Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1.00 142.72 0.48 34.35	7.43 535.47 1.57 108.11	15.18 546.02 0.24 65.12	77 99590 0 13	26255 436205 1 76	37505 427973 77	145 12163	400 202564	538 120518
9	Aviva Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	3.85 52.53 0.06 3.56	7.46 175.42 0.13 12.97	30.69 152.06 0.00 9.46	371 17496 0 9	564 62913 0 35	3880 59037 0 30	445 132225	897 614546	0 569536
10	Kotak Mahindra Old Mutual Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	4.40 71.39 10.17 7.96	20.96 220.40 29.69 50.31	3.58 178.42 10.88 22.96	521 26503 1 52	2078 82523 1 246	524 77229 4 165	34595 151245	108089 470802	30491 186408
11	Max New York Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	12.93 119.02 0.12 6.88	64.63 497.53 4.22 33.07	66.32 490.66 0.65 18.39	124 56517 -3 -50	650 260150 13 391	8274 367016 9 281	-129265 -6308	496398 3357698	272743 1547688
12	Met Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	3.25 37.40 0.88 1.57	7.98 131.47 6.31 9.60	2.10 200.96 9.04 12.59	595 11527 0 24	1331 47019 0 116	303 71917 0 68	577 165779	3172 684927	3519 116650

13	Sahara Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	4.52 4.68 0.00 0.00	9.43 14.14 0.00 0.00	8.39 17.02 0.00 10.47	1071 5530 0 0	2389 16834 0 0	2530 19027 0 1	0 0 0 0	0 0 0 0	0 0 0 0	1247014
14	Shriram Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	17.87 16.90 5.10 0.47	68.05 60.75 16.13 2.50	22.25 60.49 0.00 0.15	2191 7664 0 1	8008 25639 0 4	3491 38345 0 4	23400 50132	71377 265598	0 11984	0 0
15	Bharti Axa Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.50 31.18 1.54 0.00	2.17 115.06 6.31 0.00	1.12 92.27 6.56 0.00	883 13967 0 0	2090 50142 0 0	549 43350 2 0	851 0	3973 0	4714 0	0 0
16	Future Generali Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.93 32.01 0.02 1.62	1.96 97.41 0.08 8.85	2.38 73.57 0.02 7.54	120 27386 0 4	253 84060 0 30	391 64060 0 37	383 415332	1835 1585823	104 104136	0 0
17	IDBI Fortis Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	7.80 24.24 0.00 0.11	25.19 70.68 0.00 0.44	30.04 57.51 0.00 0.02	1278 8511 0 0	4423 25177 0 7	4572 17421 0 2	0 0 0 0	0 0 0 0	0 0 0 0	0 0
18	Canara HSBC OBC Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.84 69.93 2.22 0.00	3.41 216.71 7.98 0.00	3.19 161.95 0.29 0.00	47 12231 0 0	182 34791 0 0	143 24028 2 0	1409 0	4766 0	180 0	0 0
19	Aegon Religare Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.39 16.56 0.05 0.00	2.24 48.67 0.23 0.00	0.35 17.11 0.00 0.00	72 5396 0 0	189 15573 0 0	34 7990 0 0	115 0	481 0	0 0	0 0
20	DLF Pramerica Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.13 7.65 0.00 0.00	0.63 22.54 0.00 0.00	0.03 6.47 0.00 0.00	14 2701 0 0	84 9207 0 0	4289 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0
21	Star Union Dai-ichi Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	20.17 21.12 3.39 1.74	53.14 53.99 11.31 2.47	13.20 29.19 2.85 0.51	1390 6389 0 5	3628 15988 0 15	1712 10744 0 2	2116 11105	6034 33072	3005 4387	0 0
22	IndiaFirst # Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium Private Total Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	13.58 18.00 1.28 0.06	39.64 78.76 1.61 0.32	492.66 5959.37 249.75 1028.78	929 6762 2 0	3017 27875 3 2	15772 3623212 249 1399	1296 5925	1464 19048	784707 9076374	0 0
23	LIC Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium Grand Total Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	2234.61 1770.10 1465.48 220.13	10097.49 6779.33 5209.85 2344.06	4083.85 5085.68 5086.46 0.00	350585 2133705 2240 67	1642280 7459981 5875 148	1064285 7664543 6211 0	227546 2618705	1889851 13948601	784707 9076374	0 0
		2545.45 3969.90 1720.87 490.77	11000.47 13914.04 5977.54 3357.17	4576.52 11055.02 5336.21 1028.78	389662 3150731 2294 283	1779636 10919260 6126 1714	1222057 11287755 6460 1399	2529775 2626905	9244824 14649127	5735199 9076374	0 0

Note: 1. Cumulative premium / No. of policies upto the month is net of cancellations which may occur during the free look period.
2. Compiled on the basis of data submitted by the Insurance companies

FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED JUNE, 2010

INDIVIDUAL SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(Rs. in Crores)

SI No	Particulars	Premium		Policies		Sum Assured	
		June, 2009	June, 2010	June, 2009	June, 2010	June, 2009	June, 2010
1	Non linked*						
	Life						
	with profit	268.08	289.38	21154	37452	562.65	433.55
	without profit	11.52	11.72	53298	39552	517.12	559.39
2	General Annuity						
	with profit	0.48	0.31	29	21	0.00	0.00
	without profit	83.00	249.89	2807	5994	0.17	1.02
3	Pension						
	with profit	7.28	3.09	1029	365	2.54	0.12
	without profit	0.00	2.11	0	194	0.00	0.11
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.00	0.49	0	1102	0.00	26.27
A.	Sub total	370.35	557.00	78317	84680	1082.49	1020.46
1	Linked*						
	Life						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	353.14	2872.85	76823	483967	1063.49	4278.77
2	General Annuity						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.00	5.79	0	295	0.00	0.00
3	Pension						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	2105.39	5018.24	618084	821030	3.05	179.52
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0.00	0.00
B.	Sub total	2458.53	7896.88	694907	1305292	1066.54	4458.29
C.	Total (A+B)	2828.88	8453.88	773224	1389972	2149.03	5478.75
	Riders:						
	Non linked						
1	Health #	0.00	0.01	0	0	0.00	-0.01
2	Accident # #	0.01	0.01	0	1	0.34	0.55
3	Term	0.00	0.00	0	0	0.00	0.13
4	Others	1.29	1.10	0	0	3.58	3.74
D.	Sub total	1.30	1.12	0	1	3.92	4.40
	Linked						
1	Health #	0.00	0.00	0	0	0.23	0.17
2	Accident # #	0.05	0.03	23	58	42.00	28.81
3	Term	0.00	0.00	0	0	0.00	0.08
4	Others	0.00	0.00	0	0	0.03	0.05
E.	Sub total	0.05	0.03	24	58	42.26	29.11
F.	Total (D+E)	1.35	1.14	24	60	46.18	33.51
G.	**Grand Total (C+F)	2830.23	8455.02	773224	1389972	2195.21	5512.25

* Excluding rider figures.

** for policies Grand Total is C.

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

Disability related riders.

The premium is actual amount received and not annualised premium.

FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED JUNE, 2010

INDIVIDUAL NON - SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(Rs. in Crores)

SI No	Particulars	Premium		Policies		Sum Assured	
		June, 2009	June, 2010	June, 2009	June, 2010	June, 2009	June, 2010
1	Non linked* Life						
	with profit	3287.24	3904.09	5176357	4774866	58964.16	64712.35
	without profit	65.71	484.34	351261	1036944	7764.33	16778.15
2	General Annuity						
	with profit	0.18	0.17	35	79	0.00	0.00
	without profit	0.00	0.00	0	0	0.00	0.00
3	Pension						
	with profit	19.27	9.23	12035	4585	238.14	63.03
	without profit	28.16	33.98	9185	6422	1.21	2.09
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	21.70	13.57	68029	35379	3364.38	1822.73
A.	Sub total	3422.26	4445.38	5616902	5858275	70332.22	83378.34
1	Linked* Life						
	with profit	-0.06	0.00	0	0	0.00	0.00
	without profit	3159.45	3439.95	1731689	1309051	31160.80	28082.43
2	General Annuity						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.00	6.05	0	811	0.00	0.00
3	Pension						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	847.82	2013.91	298900	582890	434.64	441.47
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	39.69	31.60	29226	17124	780.55	724.78
B.	Sub total	4046.90	5491.52	2059815	1909876	32375.98	29248.68
C.	Total (A+B)	7469.17	9936.91	7676717	7768151	102708.20	112627.02
1	Riders: Non linked						
	Health #	0.73	0.86	39	59	243.24	212.80
2	Accident # #	1.51	1.88	635	1016	1336.47	2235.83
3	Term	0.32	0.41	13	25	65.46	67.26
4	Others	0.66	0.87	6	4	9.02	534.19
D.	Sub total	3.22	4.03	693	1104	1654.19	3050.08
1	Linked						
	Health #	1.01	0.83	106	76	410.19	135.16
2	Accident # #	4.19	2.04	582	384	2031.35	974.73
3	Term	0.20	0.07	29	26	56.43	900.13
4	Others	0.38	0.23	6	9	113.48	112.28
E.	Sub total	5.78	3.17	723	495	2611.45	2122.30
F.	Total (D+E)	9.01	7.20	1416	1599	4265.64	5172.38
G.	**Grand Total (C+F)	7478.17	9944.11	7676717	7768151	106973.84	117799.40

* Excluding rider figures.

** for policies Grand Total is C.

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

Disability related riders.

The premium is actual amount received and not annualised premium.

FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED JUNE, 2010

GROUP SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(Rs. in Crores)

SI No	Particulars	Premium		No. of Schemes		Lives Covered		Sum Assured	
		June, 2009	June, 2010	June, 2009	June, 2010	June, 2009	June, 2010	June, 2009	June, 2010
1	Non linked* Life								
a)	Group Gratuity Schemes with profit	2.00	0.00	1	0	199	0	0.02	0.00
	without profit	1768.53	1972.37	560	402	206949	226971	947.80	1218.29
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	3.04	1.27	114	113	84056	31427	469.90	187.48
c)	EDLI with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	3.13	1.35	124	102	183179	177417	1385.40	1015.74
d)	Others with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	211.00	657.70	2787	3246	3310547	6009205	15921.42	41877.59
2	General Annuity								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	509.12	1000.29	45	47	1530	1283	0.00	0.00
3	Pension								
	with profit	5.00	0.00	1	0	0	0	0.00	0.00
	without profit	673.96	595.18	38	54	103900	207088	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
A.	Sub total	3175.78	4228.17	3670	3964	3890360	6653391	18724.55	44299.10
1	Linked* Life								
a)	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	73.33	26.63	1	6	2673	57903	0.27	6.71
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	1.66	0	7	0	3755	0.00	174.70
c)	EDLI with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
d)	Others with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.25	0.00	1	0	477	0	0.05	0.00
2	General Annuity								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
3	Pension								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	7.90	0.00	1	0	81	0	0.00	0.00
4	Health								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
B.	Sub total	81.49	28.29	3	13	3231	61658	0.31	181.41
C.	Total (A+B)	3257.27	4256.46	3673	3977	3893591	6715049	18724.86	44480.51
	Riders:								
	Non linked								
1	Health #	0.06	0.08	4	5	1186	1542	66.43	82.65
2	Accident # #	0.09	0.13	15	18	1013	3387	129.32	281.89
3	Term	0.00	0.00	0	0	0	0	0.00	0.00
4	Others	0.00	0.00	0	0	0	0	0.00	0.00
D.	Sub total	0.14	0.20	19	23	2199	4929	195.75	364.55
	Linked								
1	Health #	0.00	0.00	0	0	0	0	0.00	0.00
2	Accident # #	0.00	0.01	0	0	0	0	0.00	0.00
3	Term	0.00	0.00	0	0	0	0	0.00	0.00
4	Others	0.00	0.00	0	0	0	0	0.00	0.00
E.	Sub total	0.00	0.01	0	0	0	0	0.00	0.00
F.	Total (D+E)	0.14	0.21	19	23	2199	4929	195.75	364.55
G.	**Grand Total (C+F)	3257.42	4256.67	3673	3977	3893591	6715049	18920.61	44845.05

* Excluding rider figures..

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

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

Disability related riders.

The premium is actual amount received and not annualised premium.

FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED JUNE, 2010

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

SI No	Particulars	Premium		No. of Schemes		Lives Covered		Sum Assured	
		June, 2009	June, 2010	June, 2009	June, 2010	June, 2009	June, 2010	June, 2009	June, 2010
1	Non linked* Life								
a)	Group Gratuity Schemes with profit	0.00	25.98	0	4	0	29228	0.00	2.92
	without profit	73.53	32.11	50	52	75545	85842	159.30	735.59
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	26.13	19.80	0	83	107449	51899	597.94	335.34
c)	EDLI with profit	0.11	0.44	59	108	47324	541867	617.73	2393.36
	without profit	2.62	2.05	121	104	211822	211136	2353.04	2213.92
d)	Others with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	440.45	211.20	556	905	4299482	10710973	34280.87	68259.85
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	25.48	0	2	0	0	0.00	0.00
	without profit	0.69	2051.65	0	1	0	23043	0.00	0.00
4	Health								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.12	0.00	0	0	7055	0	0.00	0.00
A.	Sub total	543.65	2368.72	786	1259	4748677	11653988	38008.89	73940.98
1	Linked* Life								
a)	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	148.70	156.53	208	235	320271	273374	2136.72	1868.74
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	8.11	17.97	71	71	20777	24258	275.54	565.32
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	41.66	3.15	4	2	567	4725	3.70	-28.11
2	General Annuity								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.46	0.00	1	0	2	0	0.46	0.00
3	Pension								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	147.07	318.52	67	70	5907	65877	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	345.99	496.17	351	378	347524	368234	2416.41	2405.95
C.	Total (A+B)	889.64	2864.89	1137	1637	5096201	12022222	40425.30	76346.93
Riders:									
1	Non linked								
1	Health #	0.63	1.29	12	25	8473	25144	760.89	1343.02
2	Accident # #	0.24	0.19	16	11	-4150	4807	236.04	254.09
3	Term	0.00	0.00	0	0	67	0	0.81	0.12
4	Others	0.00	0.03	1	5	200	5885	59.48	1258.85
D.	Sub total	0.87	1.51	29	41	4590	35836	1057.22	2856.07
1	Linked								
1	Health #	0.00	0.00	0	0	0	0	0.00	0.00
2	Accident # #	0.00	0.00	12	0	24	0	0.59	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	12	0	24	0	0.59	0.00
F.	Total (D+E)	0.87	1.51	41	41	4614	35836	1057.80	2856.07
G.	**Grand Total (C+F)	890.52	2866.40	1137	1637	5096201	12022222	41483.10	79203.00

* 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.

\$ Reflects revised data submitted by ICICI Prudential Life Insurance Company Ltd.

CIRCULAR

10th August, 2010

Ref: IRDA/CAGTS/CIR/LCE/127/08/2010

To

All the Insurers

Subject: Transition from referral arrangement to Corporate Agency.

In order to facilitate smooth transition of eligible entities from existing referral arrangements to Corporate Agency system for complying with the IRDA (Sharing of data base for distribution of insurance product) Regulations, 2010, it has been decided by the Authority to waive CIE qualification requirement for a period of two months effective from 12.08.2010 to 11.10.2010.

All firms seeking transition from referral arrangement to Corporate

Agency are advised to comply with the provisions of IRDA (Licensing of Corporate Agents) Regulations, 2002 and relevant circulars issued in this regard without any delay. This relaxation is applicable to only those entities which have referral agreements approved by IRDA at present and have applied for corporate agency license.

Sd/-

(A.Giridhar)

Executive Director

CIRCULAR

16th August, 2010

Ref: IRDA/LIFE/MISC/CIR/129/08/2010

To

All the Life Insurers,

Re: Advertisements - Life Insurance Products

Attention is invited to Regulation 2 (d) of IRDA (Insurance Advertisements and Disclosures) Regulations, 2000 & Part – IV of Guidelines for Unit Linked Life Insurance Products issued vide Circular 032/IRDA/ACTL/Dec-2005 dated December 21, 2005 with regard to insurance advertisements .

A review of the advertisements, especially those relating to Unit Linked Life Insurance products reveals the necessity to improve the content and presentation in compliance with the provisions of the above referred Regulation and Guidelines.

Therefore, in order to enhance the extant transparency of the Insurance Advertisements, the Authority stipulates the following measures to be complied with by all life insurers.

1. Where any insurance advertisement highlights the benefit of Guarantees, a clear disclosure of the underlying conditions under which the guarantee operates must be made, wherever applicable. In all such cases, all the conditions (including cost of guarantee, charges) under which the guarantee operates need a prominent mention. If the underlying conditions are very elaborate, the text/wording on Guarantee must be accompanied by the phrase "Conditions Apply" in a font that is at least 50% of the font used to highlight the guarantee. These conditions must be distinctly mentioned in a legible font beneath, not making it part of other applicable disclosures.
2. All Insurance Advertisements must prominently state the availability of underlying element of 'Life Insurance Coverage' to

clearly identify the product as an Insurance product.

3. The Brand Names of insurance products must not use terms or phrases that convey a fabricated sense of security.
4. In respect of Unit Linked Life Insurance Products the actual asset mix of various underlying funds vis-à-vis the asset composition of approved asset pattern shall be placed on the web portal of respective insurance companies at least on a half yearly basis. This information on investment updates is to ensure that clear, actual and timely information is made available to prospects to make an informed financial decision.

All Life Insurers are directed to follow the above guidelines scrupulously. The above guidelines are in addition to the existing regulations, guidelines and circulars that are in vogue. This circular is issued in exercise of the powers conferred under section 14(1) of the IRDA Act, 1999 to protect the interests of the policyholders and to regulate, promote and ensure the orderly growth of the insurance industry.

Sd/-

(G Prabhakara)

Member (Life)

CIRCULAR

29th August, 2010

No: IRDA/CHM/CIR/ETASS/142/08/ 2010

Re: Exposure Draft on Electronic Transaction and Settlement System Regulations

Inter-company balances in reinsurance and co insurance business have been growing and have reached a very high level. The main reason appears to be the inability of the parties to the transactions to agree with the balances. This is mainly because each party stores the information within its system in different ways and with different reference numbers. So, it requires a positive effort to reconcile the two sets of accounts and track the transactions within the two parties' books. The problem is rendered more difficult because reconciliation of balances requires cooperation between the two parties to the transactions to resolve the matter.

It is also seen that the documentation available with the brokers and insurers is rudimentary and does not stand the audit scrutiny. Consequently the reconciliation of accounts poses serious problem leading to several undesirable practices.

The Authority is constrained to note that the balances can have serious implications for the liquidity of several entities in the sector . In order to overcome this problem, it is proposed to induce the insurers and reinsurance brokers involved to move over to a computerised system of administration and settlement of

accounts in respect of all inter-company transactions, both coinsurance and reinsurance.

The basic features of the draft regulations are as under

- It provides for setting up of a service company that will undertake the task of creating an electronic transaction administration and settlement system for quick and efficient settlement of reinsurance treaty, facultative, coinsurance and such other placements by whatever name they are called between reinsurers, insurers and brokers.
- The company's shareholders shall be Indian reinsurers, insurers and insurance brokers.
- Manner of grant of certificate of registration
- List of activities that it will undertake
- IT Systems
- Maintenance of confidentiality of information

An exposure draft of proposed Regulation on Electronic Transaction and Settlement System Regulations is posed to the industry councils and placed on the website of the Authority to seek the comments of Insurers, Insurance Brokers, Reinsurers and other stakeholders so as to reach the Authority on or before 10th September, 2010. The comments of the all the stake holders will be placed before the Insurance Advisory Committee and the Board of the Authority for their consideration.

The comments on the said exposure draft may be forwarded to Mr. Randip Singh Jagpal, Joint Director or to email id randip@irda.gov.in

Sd/
(A Giridhar)
Executive Director

ORDER

30th August, 2010

Ref No. IRDA/F&I/ORD/EMT/145/08/2010

On the recommendation of the Life Insurance Council vide letter dated August 18, 2010 and in exercise of the powers vested with the Authority under the proviso to Section 40B(2) of the Insurance Act, 1938, and having regard to the fact that where the life insurance companies listed at Annexure are in excess of the prescribed limits of expenses of management in the first five years of their operations, they shall be deemed to be not in violation of the requirements of Section 40B of the Insurance, 1938 read with Rule 17D of the Insurance Rules, 1939 during the said period.

The period of five financial years shall in addition to the first partial financial year which the individual insurer commenced operations.

ANNEXURE

Life insurance companies deemed to have not contravened the provisions of section 40B of the insurance act, 1938 read with rule 17D of the insurance rules, 1939

Sl. No.	Name of the Insurer	Year of Commencement of Operations*	Five Full Financial Years
1	Star Union Dai-Ichi Life Insurance Company Ltd.	2008-09	2009-10 to 2013-14
2	IndiaFirst Life Insurance Company Ltd.	2009-10	2010-11 to 2014-15

* Operations are for part of the year.

Sd/
(J. Hari Narayan)
Chairman

'Disasters cause a great amount of suffering for the humanity. It has, however, to be ensured that the losses are greatly curtailed by being in a state of preparedness for the eventuality' observes **U. Jawaharlal**.

Fighting Tooth and Nail

- Natural and Man-made Disasters

There has been a steady progress globally on matters pertaining to satellite imaging, predicting the movements of currents etc; and accordingly forecast any impending calamities. Despite all the progress achieved in this domain, nature still dominates the human effort; and the havoc that natural catastrophes cause knows no bounds. There are several countries across the globe that are additionally vulnerable to a particular calamity – cyclones in the littoral regions, earthquakes in places that are close to active volcanoes and so forth. However, the preparedness to the outcome of the calamities still remains below par, especially in the developing economies; and one gets to witness huge losses – both in the form of human lives and properties belonging to them occurring on account of natural calamities, year after year.

India has a long coastline and as a result, it has become a regular feature to witness cyclones, floods etc that render several people homeless. Further, in the aftermath of the devastation, communicable diseases spread fast and wide; resulting in further damage. One also gets to see an occasional earthquake ravaging a highly populous region, once again causing untold misery. While conceding that the human effort is no match to nature's fury, the one factor that needs to be underscored is that the preparedness for such an eventuality is always found to be insufficient.

A look at some of the major disasters across the globe would hold testimony to the fact that more than the intensity of the calamity – flood, cyclone or earthquake – it is the preparedness to face the event that has more to do with containment of losses. Closer home, the earthquake in Latur in Maharashtra a few decades ago is a perfect example of such low preparedness where several thousands lost their lives even for an earthquake of low intensity. One could take cue from the Japanese way of being prepared for earthquakes; or the littoral regions in the Gulf of Mexico for the seasonal storms.

While mankind has been used to fighting the fury of nature in the form of natural disasters for long, a more recent trend has been to witness

man-made disasters – in the form of terrorist attacks that also leave behind a vast trail of destruction. The very fact that these happen sporadically emphasizes the need for being in a state of preparedness at all times.

Whether natural or man-made, disasters leave behind a picture of tragedy and human suffering. Humanity's fight against the disasters continues despite the fact that not many of them can be avoided altogether. The economic losses arising out of these calamities, however, can be greatly curtailed; and one way of ensuring that this happens is to ensure that the risks are transferred by way of insuring lives and properties sufficiently. In this aspect, once again, the more developed economies are far ahead; and as a result, the gap between the economic losses and the insured losses is much less as compared to those in the developing countries where the concepts of risk transfer are not well understood, thereby dealing a double blow. It is for all the stakeholders to ensure that this gap is reduced by proper dissemination of the benefits of insurance and by ensuring that human lives and assets are covered under sufficient amounts of insurance.

'Disaster Management and Role of Insurance' will be the focus of the next issue of the **Journal**. We look forward to a healthy debate on the roles of the governments as also the general masses in the accomplishment of loss curtailment in the face of disasters.



Disaster Management and Role of Insurance

in the next issue...

Dr. Mamta Suri asserts that in a domain where the players are about to embark upon being publicly listed, comprehensive and timely public disclosures are an essential pre-requisite.

Mandating Public Disclosures

- The Regulatory Perspective

Disclosures:

Disclosure to the various stakeholders in the market is vital to the supervisory process in any jurisdiction. In an efficient marketplace disclosure is expected to achieve market discipline amongst the participants. Disclosures take on an added dimension in case of the insurance sector, since the insurer holds the monies of the insured/policyholders in 'trust'. Additionally, funds raised by the insurance sector have traditionally been channelized in nation-building through investments in the infrastructure sector, more so in the case of life segment, since these avenues are best suited to meet the long term investment profile of the sector. In effect, disclosures pertaining to all aspects of operations gain relevance viewed from the perspective of whichever stakeholder.

Objectives of Disclosures:

Broadly, the various objectives proposed to be achieved through disclosures, from the viewpoint of the various stakeholders include the following:

1. Providing insurance to the public at fair and non-discriminatory terms, thereby achieving stability in rates and terms;
2. Providing efficient service to policyholders and claimants to achieve a high degree of consumer satisfaction;
3. Transparency of operations resulting in building up market confidence in the

insurance industry. This results in the healthy and sustained growth of the insurance industry. The insurance industry has consistently been the most distrusted of all industry segments across the globe.

4. Disclosures are the cornerstones for achieving corporate governance. Disclosures also form the basis for prudential risk management practices overcoming the 'silo approach' to operations.

Availability of information is also critical to ensure that the needs of both analysts and researchers are met.

5. Market discipline and transparency lay down the foundation stone for building up the financial strength of insurance companies.
6. Disclosures and transparency provide the basis for ensuring proper and efficient management of insurance funds
7. Last but not the least, disclosures facilitate in maintaining competition at an effective and healthy level.

Availability of information is also critical to ensure that the needs of both analysts and researchers are met. It is equally important that such data is available in public domain so that the policyholders and investors, who are themselves not in a position to interpret and assess

the available information, can rely on the judgment of experts who have the wherewithal to make an assessment thereof.

Insurance Core Principles:

The International Association of Insurance Supervisors (IAIS), the association of insurance supervisors across jurisdictions, has also covered the various issues related to disclosures by insurance companies through its Guidance Papers, Standards and Principles. The IAIS has laid emphasis on supervisory bodies ensuring that the disclosures by the incumbent regulated entities are relevant, timely, accessible, comprehensive and meaningful, reliable, comparable and consistent over time.

ICP 26 Information, disclosure & transparency towards the market, one of the 28 core principles of standards and codes in place, provides 'The supervisory authority requires insurers to disclose relevant information on a timely basis in order to give stakeholders a clear view of their business activities and financial position and to facilitate the understanding of the risks to which they are exposed'.

The process places a responsibility on the recipients of information to exert the efforts necessary to understand and comprehend the information provided.

At this juncture, it is critical to appreciate the fine distinction between disclosure and transparency. Disclosure is the provision of information. Disclosure requirements generally specify/stipulate the information which needs to be provided, irrespective of whether or not the information provided can be effectively used by its recipients. Disclosure requirements are often externally imposed and sometimes not fully integrated into internal management reporting within insurers. As against this, 'transparency' envisages and lays emphasis on whether the user or recipient of the information is able to use and understand the information. There is thus a clear change in perspective from the provider to the receiver of information. And this is the critical shift, since it is the underlying principle which governs the effectiveness of the disclosure process. The process thus places a responsibility on the recipients of information to exert the efforts necessary to understand and comprehend the information provided. In effect, disclosures are a necessary precursor to transparency, which in turn is a necessary precursor to comparability between insurers

and, possibly, between various insurance industries.

Thus, the emphasis is not only on disclosure, rather it must achieve the following overall ends:

- a) Relevant to decisions taken by market participants;
- b) Timely so as to be available and up-to-date at the time those decisions are made;
- c) Accessible without undue expense or delay by the market participants;
- d) Comprehensive and meaningful so as to enable market participants to form a well rounded view of the insurer;
- e) Reliable as a basis upon which to make decisions;
- f) Comparable between different insurers and other companies; and
- g) Consistent over time so as to enable relevant trends to be discerned.

To achieve these ends, disclosures made must necessarily cover the following aspects, at the minimum:

- 1) Financial position - covering both the assets and the liabilities sides as at a given point in time - in the Indian context, 31st March;
- 2) Financial performance for a specified period - annual (April - March), half-yearly, quarterly or monthly;
- 3) Risk exposures and how they are managed;
- 4) The basis, methods and assumptions upon which information is prepared including the accounting policies (and comments on and the economic impact of any changes); and
- 5) Basic business, management and corporate governance information.

The disclosure requirements fall into four clear domains: (i) information relevant to the regulator to ensure the health of the entity supervised by it; (ii) information relevant to the policyholders to be comfortable that the

insurance cover bought by them would be serviced in terms of ability to honour the claims as and when they arise; (iii) information provided to the investor to ensure the comfort level to take an investment decision; and (iv) information provided to various other stakeholders, including the Government, analysts, etc. Since all these needs for information need not be met through primary sources, and given also the fact that there is an information need overlap amongst these four categories, the Authority as the supervisor and regulator for the sector also has a role to play in dissemination of the information.

On the opening up of the sector, while laying down the regulatory framework for the insurance sector, the Authority put in place stipulations on the disclosures to be made both to itself and to the prospective policyholders through advertisements/ sales literature while soliciting business. The prescriptions were put in place to ensure that the regulatory body was in a position to assess the performance of the insurance companies through actuarial, financial, and investment returns; with the solvency position being monitored through separate filings.

Means of supervision:

Transparency in operations, availability of information in the hands of the decision-makers and disclosures to the Authority, are all various aspects of ensuring effective supervision within the insurance companies, and for the sector as a whole either through self regulation or through the mechanics of supervisory oversight. Broadly, this oversight may be achieved in different measures through any one or all of the following means:

1. Internal mechanisms in the insurance companies such as:
 - (i) Supervision by the Board through sufficiently detailed reporting to the Board and active review by the Board;
 - (ii) Internal audit and external audit;
 - (iii) Properly structured delegation of authority within the insurer with checks and controls.

- (iv) Well defined and adequate lines of reporting back to the Board.
2. Industry self regulation measures, especially in matters of market conduct.
3. Supervisory oversight through reports:
 - (i) On monthly basis on market conduct matters;
 - (ii) On quarterly basis on financial strength;
 - (iii) On annual basis through investment returns, accounts returns and other statutory returns on quarterly or annual basis;
4. Supervisory oversight through on-site inspections based on findings of off-site supervision.

The Business Analytics solution architecture is aimed at providing necessary data and information for analyzing the insurance companies and regulatory decision making within the Authority.

Towards achieving its goal of effective supervision, the Authority has recently undertaken the Business Analytics Project (BAP), which is aimed at meeting the data needs and information for analyzing insurance companies; and for regulatory decision making. The Solution Development Architecture has already been finalized, and the next step of Implementation of ERP System–Stage-I - Short-listing of IT firms for the Technical Bidding (Phase-II) has been initiated by the Authority. The BAP is a comprehensive exercise at covering all aspects of the information needs of the regulator, be it financial and actuarial aspects, investments, the claims and grievance redressal mechanisms, global insurance industry wide information required for policy decision making. The operationalization of the BAP would plug a huge gap in ensuring transparency of operations of the insurance entities and facilitate in supervision by exception.

Supervision and business analytics:

The Business Analytics solution architecture is aimed at providing necessary data and information for analyzing the insurance companies and regulatory decision making within the Authority. In achieving this objective, the other areas which would also get

addressed include (i) simplification of the process of data capture to meet specified timelines; (ii) centralized access, storage and processing of captured data; (iii) focus on analytics of the data captured; (iv) dissemination of data/ information within the Authority for regulatory action - make it effortless and systems based; (v) support evolving need of information/ analysis from various stakeholders; and (vi) provide the framework for alerts and early warning signals. And last but not the least, the analytics project would put in place systems to ensure uniformity of data definitions and data format across departments. This would become the base for ensuring that the disclosures across the board become comparable and are on the page.

Thus, the business analytics project has been conceptualized to provide the solutions to ensure there is streamlining of data captured from the insurers for the purpose of offsite inspection. For the information to serve a useful purpose, the data is made available in a timely manner. The project aims at achieving centralized data storage and sharing across various functional departments within the

The regulators follow the approach of calling the management for discussions to review the performance and projections at least once a year.

Authority; and facilitates and enhances the data analysis capability and capacity to support effective regulation and monitoring market growth across various parameters. The project has also been envisaged to meet the evolving needs for information and analysis both within the Authority and amongst various stakeholders. It is expected that the project would provide the platform for effective information dissemination through enhanced functionality.

Supervisory actions:

The supervisory framework around which the regulators operate across jurisdictions is to carry out a least an annual exercise to assess the financial soundness and solvency of its regulatory entities. The process involves review of the financial performance both for the period under reporting and assessment of the financial strength as at the end of the said reporting period. Since the regulatory set-up is limited in size and the financial/managerial resources although not

restricted are limited, regulatory authorities per force need to follow the approach of management-by-exception. Broadly, the supervisory framework can be segregated into two broad components, viz., (i) annual exercise and (ii) case-by case action in case of adverse findings.

- (i) Annual exercise: The regulators follow the approach of calling the management for discussions to review the performance and projections at least once a year.
- (ii) In case of adverse findings: Frequently a graduated response is adopted to rectify any adverse findings, based on its gravity. These responses could include one or more of the following:
 - (i) Calling the management for discussions on remedial measures;
 - (ii) Giving suitable instructions or directions;
 - (iii) More stringent supervision with frequent on-site inspections;
 - (iv) Restrictions on growth or activities;
 - (v) Suspension or cancellation of registration.

The supervisory framework also facilitates the selection of entities for on-site inspections on periodic basis. These decisions are based on the assessment made based on the framework which throws up the early warning signals. While all entities are subject to on-site inspection within a specified framework, those which are of cause for any concern are subject to a more rigorous regime of on-site inspection followed up with reviews at periodic basis till such time as the concerns are fully addressed. It need not be emphasized that regulatory regimes need to necessarily rest around full and fair disclosures on a timely basis which meet the requirement and stipulations of the supervisory authority.

Risk management and disclosures:

Risk – the chance of something happening that will have an impact on objectives – is measured in terms of likelihood and consequence. It is the circumstance, action, situation or event with the ability or potential

to impact the key dependencies that support the core processes of the organisation. Broadly, risks are segregated into financial and non-financial risks. The former include any financial event that can give rise to unexpected reductions in a firm's value, including Market risk, Funding risk, Market liquidity risk, Credit risk and Legal risk. All risks other than financial risks are segregated under non-financial risks. While these are risks which a business organization faces, the regulator's perspective of risk is even wider as it is charged with not only the responsibility of the orderly growth and functioning of the market it supervises but also the solvency of the market players and protection of the interests of the policyholders. The process of risk management, which entails the making and carrying out of decisions that will minimize the adverse effects of accidental losses upon an organization, aims at not only reduction in risk but also increasing the return on equity capital. And the very crux of enterprise wide risk management rests on availability of information through adequate disclosures and transparency. It is also a fact that in putting in place systems to meet the stipulations on disclosures, entities also move a step closer to the analysis of the same information in-house and simultaneously 'peer pressures' and comparisons ensure that the benefits on market pressures and competitive environment exert influence to improve and operations performance on various counts. It is but a fact that better managed enterprises take the initiative of providing disclosures on a voluntary basis and actually make disclosures which go at least a step further from those requisitioned in the regulatory framework.

Disclosures at the point of sale:

Historically, a certain amount of skepticism has been associated with the insurance sector globally. One of the reasons for the same has been the kind of advertisements released by the industry while soliciting the business. The other areas of distrust come from the 'frequently observed mis-selling' by the intermediaries. Another reason for the lack of faith in the industry has been the belief that the industry is often seen to haggle when settling the claims. The need for the industry to build-up its image is critical to enable the

stakeholders to understand the mechanics of the insurance sector. If the insured expects a claim to be settled because he has been paying a premium on the policy for a number of years, he needs to appreciate that the said premium is only towards the cost of sharing the risk in the pool, of which he is a contributory part; and the policy is still governed by the terms of the agreement, including the sum assured limits.

The process of risk management, which entails the making and carrying out of decisions that will minimize the adverse effects of accidental losses upon an organization, aims at not only reduction in risk but also increasing the return on equity capital.

With disclosures and transparency, the haze can be cleared and the levels of trust built up. Disclosure at the point of sale is another aspect which the Authority has been addressing through issue of various guidelines and stipulations. This has been the underlying principle governing the benefit illustrations being indicated to the prospective policyholder at the point of sale. Particularly in the context of the Unit Linked Insurance products (ULIPs), the quotation includes the benefit illustration, clearly reflecting the risks being borne by the policyholder in case of ULIP. The benefit illustration brings out the various charges allocated – premium allocation charges, policy administration charges, mortality charges, fund management charges, rider premium charges, surrender/discontinuance charges, commission/brokerage; and the surrender value and death benefits for the respective policy year. The growth of the fund opted for by the policyholder is reflected in the benefit illustration at the assumed growth rates of 6% and 10%. In cases where a policy offers a guaranteed return, the same is clearly reflected in the policy document. It is important for the policyholder to know that such products are subject to market risks and previous performance of the respective fund is no guarantee that the same shall be sustained over a period of time. The product literature further provides details of any exclusion as applicable and complete details about the products solicited. The sales illustration document also provides for the declaration by the policyholder that he has fully understood the product being sold to him prior to entering into the contract, and the same is countersigned by the sales representative.

IRDA's recent initiatives at enhancing public disclosures:

With a view to improving transparency in operations, the Authority has been working towards enhancing disclosures to be made by insurance companies on periodic basis. Another step in this direction has been the issuance of guidelines in January, 2010. The stipulations on disclosures to be made by insurance companies have been strengthened by the Authority to fill the gap in availability of information in the public domain. These disclosures are required to be made through (i) Publication in Newspapers and (ii) Hosting on the respective company websites, effective from the period ended 31st March, 2010. This initiative has placed the insurance companies, which are presently not publicly listed entities, at par with the listed entities in the corporate world in terms of public disclosures. Listed corporate entities are governed by the terms of the Listing Agreement, which amongst other things provides for public disclosure of performance on a quarterly basis.

Publication in Newspapers: Every insurer is required to publish the Balance Sheet, Profit & Loss Account, Revenue Account and Key

Listed corporate entities are governed by the terms of the Listing Agreement, which amongst other things provides for public disclosure of performance on a quarterly basis.

Analytical Ratios on a half yearly basis in the stipulated forms (Half year for the period ended September, and annual for March ending). Separate forms have been indicated for Life and Non Life companies. The publication must be in at least one English daily newspaper circulating in the whole or substantially the whole of India and in one newspaper published in the regional language of the region where the registered office is situated or in Hindi.

Publication on Website: Every insurer is also required to host all the forms, as prescribed by the Authority, including Revenue Account, Profit & Loss Account, Balance Sheet, segmental reporting, schedules to accounts and other forms, on their website on quarterly/half yearly/ yearly basis as per the stipulated format. The disclosures are required to be made within a specified timeframe. Further, with a view to ensuring uniformity, the manner of computation of the key analytical ratios mandated for life and non-life insurance companies has also

been indicated. In addition, to ensure access to prior period data, insurance companies have been advised to make similar disclosure on their websites for a minimum period of 5 years based on the audited annual financial statements.

Review/audit of disclosures: The stipulations on the approval/audit have been indicated by the Authority as under:

- (i) Quarterly financial results: Unaudited quarterly disclosures are required to be approved by the Board of Directors of the company or by a Committee thereof.
- (ii) Half yearly accounts: The half yearly disclosures are required to be subject to limited review by the auditors. The limited review report shall be placed before the Board of Directors or by a Committee thereof.
- (iii) Annual Accounts: Audited accounts are required to be published after adoption by the Board of Directors.

These initiatives have followed deliberations at length both within the Authority and with the various stakeholders. Divergent views have at times been expressed - while some have taken the stance that the public at large was not yet ready to fully appreciate the disclosures proposed to be made, while others had expressed concerns over possibility of the information provided being exploited to meet devious ends. There were others who felt that the competitors may get access to confidential information, while some went that extra mile to voluntarily initiate disclosures.

The financial crisis and disclosures:

Against the backdrop of the financial crisis which started in September, 2007, the concerns relating to risk management have been heightened. While addressing concerns relating to stability, the Financial Stability Forum (FSF) proposed concrete actions in five areas, viz., (i) strengthened prudential oversight of capital, liquidity and risk management; (ii) enhancing transparency and valuation; (iii) changes in the role and uses of credit ratings; (iv) strengthening the authorities' responsiveness to risks; and (v)

robust arrangements for dealing with stress in the financial system.

The FSF has emphasized the need to strengthen the efficiency and resilience of the financial system, without hindering the processes of market discipline and innovation that are essential to the financial system's contribution to economic growth. It is pertinent to note that this stability rests on the premise of adequacy of transparency and disclosures, which further facilitates in establishing the adequacy of requisite risk management systems.

As brought out by the FSF, the recent market turmoil has heightened the desirability for financial firms to publicly disclose their exposures to certain instruments that the marketplace now considers to be high-risk or involve more risk than previously thought, including collateralised debt obligations (CDOs), residential mortgage-backed securities (RMBSs), commercial mortgage-backed securities (CMBS), other special purpose entities (SPEs) and leveraged finance. While insurance companies in India are not exposed to these risks (which is also true globally), attention needs to be drawn to the fact that supervisory bodies have taken initiatives to increase both quantitative and qualitative disclosures by global banks and securities firms. These disclosures broadly cover the following categories:

- Total exposure, including on- and off-balance sheet
- Exposure before and after hedging
- Exposure before and after write-downs.

As already indicated above, the insurance sector has broadly escaped un-scathed from the crises, other than certain monoline insurance companies and others which were exposed to guarantees, the impact of the meltdown has been felt on the assets side of the Balance Sheet. Against the backdrop of various regulatory measures in the banking sector, the insurance companies may also be impacted both on the solvency stipulations and on disclosures requirements.

How much disclosure and the cost of regulatory burden:

'How much disclosure is sufficient?' is a question which would always be a dilemma to be addressed by the regulator. While the insurance companies would prefer to restrict the quantum of public and regulatory disclosure, frequently on the plea of the attached costs and the regulatory burden, the regulator would want to ensure

It is pertinent to note that this stability rests on the premise of adequacy of transparency and disclosures, which further facilitates in establishing the adequacy of requisite risk management systems.

adequacy of disclosures and transparency. Insurance companies frequently also cite reasons of confidentiality due to the adverse impact of the information being accessed by their competitors. There is, however, a fine balance which needs to be maintained to ensure that while transparency of operations is achieved, the cost of such disclosures do not outweigh the benefits reaped. There is also the concern about the disclosures resulting in an overflow of information, resulting in the critical information being lost in the overwhelming degree of disclosures. The contents must meet the objectives for which the disclosures are being made.

In a number of jurisdictions, it has been observed that the supervisory bodies work at (i) assessing the costs attached to the increased stipulations being prescribed; and (ii) the objectives proposed to be achieved through the additional stipulations being prescribed by the regulatory authorities.

The way forward:

There is frequently a thin line between meaningful and timely disclosure; and a plethora of information being provided which may easily result in critical information getting lost sight of. In the Indian context, the disclosure requirements are slowly moving towards international benchmarks. It is envisaged that with the levels of disclosures being raised, the various stakeholders would be in a position to use it to meet their individual needs for information and transparency – be it the regulator, the insurance companies and the intermediaries, the policyholders, the policy makers and the analysts. As the industry reaches a higher level of maturity, the information needs are also likely to evolve and would have to be addressed on a continuing basis.

Already, the next level of challenges include meeting the information needs to handle the concerns relating to supervision of financial conglomerates which would also require supervisory cooperation and information sharing; stipulating disclosure requirements which would lay down the framework which facilitates supervisory oversight to monitor intra group transactions and exposures; and putting in place the capital adequacy framework. The Principal regulators have initiated steps to operationalize this framework. The concerns include 'Group Risk Profile' of the FCs covering their risk concentrations and management of liquidity risk on an entity and group-wide basis.

Both the capital market regulator and the insurance sector regulator would be equally keen to ensure that disclosures are consistent and meaningful, particularly since the financial information furnished would need a deeper understanding of the intricacies of the insurance sector.

The first set of insurance company registrations, post opening up of the sector, were granted in the year 2000. Thus, at least a few insurance companies would be completing ten years of operations in the current financial year. While private sector non-life insurance companies have been reporting profits, having achieved break-even comparatively early, the life insurance companies which face the strain of new business in the initial years of operations have also been able to turnaround, although the cumulative losses still need to be completely wiped off. In such a scenario, the capital markets in India

could be a witness to Initial Public Offerings (IPOs) in the not-too-distant future. The challenge here is to ensure adequacy of disclosures to facilitate investment decision making by the investor community. Both the capital market regulator and the insurance sector regulator would be equally keen to ensure that disclosures are consistent and meaningful, particularly since the financial information furnished would need a deeper understanding of the intricacies of the insurance sector.

Further, as the global economies move towards International Financial Reporting Standards (IFRS) to achieve one global language of presenting the financial statements, the insurance sector is faced with the challenges of convergence towards the said standards, particularly in a scenario where the Accounting Standard for Insurance Contracts still has to be finalized, and to meet the disclosure requirements under the new set of accounting rules.

Overall, these are interesting times where the expectations for information of the various stakeholders are increasing. The issue which needs to be addressed is not 'how much disclosure' but how to make the disclosures made relevant, timely, accessible, comprehensive and meaningful, reliable, comparable and consistent over time.

The author is Joint Director (F & I) IRDA. The opinions and views in the article are personal.

Harvey Lee suggests that a continuous analysis of consumer data is bound to lead to a better foot-hold for a player in competitive business environment.

Creating Data-Driven Competitive Advantage

- Priorities in Insurance

Due to the Indian insurance industry's rapid growth and the recent detariffing of non-life lines, the nature of competition is set to be very dynamic for the foreseeable future. Strong fundamentals such as a robust data-driven decision-making framework can lead to a solid and sustainable competitive advantage for an insurer. The data-knowledge continuum, which stretches from data, to information, to knowledge, to wisdom; offers many opportunities for the data-savvy insurer to outsmart the competition, separating the best from the merely good. In my experience in working with insurers around the world, I have observed a vast range of capabilities in utilising data to make better decisions in every business function. Companies that have moved quickly to adopt data-driven processes have avoided unnecessary leakages in claims and premiums; whilst out-performing the competition with highly targeted product features, pricing, marketing and distribution.

Following are some provocative questions and insights to help an insurer stay ahead of the curve.

Data What should we collect?

In an ideal world, one would be able to collect the data generated by every event for future review, but finite budgets constrain the amount of data a business can realistically collect and retain. Even if all data were collected, it would not all be useful. Whilst the answer to "what should we collect?" should be ultimately driven by functional questions from the business, a survey of the available data might spark questions that were previously unasked.

For the most part, insurers tend to be reasonably good at collecting transactional data about their own customers for operational purposes – who bought a policy on what vehicle, how much did they claim for and what was the settlement? However, there is much to be gained by looking outside of the operational set.

Companies that have moved quickly to adopt data-driven processes have avoided unnecessary leakages in claims and premiums; whilst out-performing the competition with highly targeted product features, pricing, marketing and distribution.

One simple example that is sometimes missed by insurers is data on customers that receive a quote for insurance but ultimately decline to purchase. Does your business keep track of the policy offered and the price quoted? Do you know why the customer declined to purchase? If the customer purchased insurance elsewhere, who did they go with and at what price? Is this data hidden from you by your agents and dealers? Having access to this data should prompt critical questions for competitive product design.

More advanced data collection regimes would collect data on people that your business may have never had any contact with; examples that I have seen include:

- Claims histories of customers with other insurers (can that inform underwriting?)

- Quoting behaviour of agents for your competitors' products (can that inform product design?)
- List of vehicle owners without current insurance (can that inform marketing?)
- Prescription information of visually-impaired drivers (can that inform claims handling?)

Collecting data outside the realm of everyday operational data provides the raw materials for game-changing analytical processes.

Information How should we analyse the data?

The raw facts about the claims made by a customer are probably not very interesting in themselves once the claim has been processed. To make sense of the raw data, analysis needs to be performed to transform the data into information that is relevant to decision-making.

We start with examining an example that insurers have already come to terms with: take a customer's claims history into account when pricing a policy, such as with a No Claims Bonus. Inherent in doing so is a fundamental form of analysis – given many data records, how does one link together the relevant ones? In this case, how does one identify all the claims belonging to the same customer?

Linking up a customer's claims history within a single insurer may be a simple case of matching up the policy numbers on the claim records. But it is much more complicated to link together a customer's claims history from multiple previous insurers without the benefit of a unique identifier. Using a combination of key fields such

Data should be transformed into information via robust scientific analysis to maximise the effectiveness of solutions to business problems.

as customer name, father's name and date of birth sounds like a good strategy until you drill into the details – spelling errors, missing dates of birth, initials instead of full names, and differences in Romanisation (e.g. x vs. ksh) are just a few of the potential problems.

Some other applicable analyses that require an understanding of historical data, statistics and other mathematics include:

- Generalised linear models, e.g. given a customer's age, gender and marital status, what is the expected loss cost?
- Non-linear models, e.g. how likely is it that this customer will purchase insurance from us at this price?
- Survival models, e.g. will this customer stay with us for at least 5 years?

- Conjoint analysis, e.g. what product features should we advertise to readers of Overdrive?

Whilst some of these analyses may be familiar to your actuaries or pricing team, it is important for an insurer to recognise that analytics can greatly improve performance in areas outside loss modelling and pricing. Data should be transformed into information via robust scientific analysis to maximise the effectiveness of solutions to business problems.

Knowledge Is the information accessible?

Having the right information is only useful if it can be accessed by the right people, at the right time, at an affordable cost. Knowledge systems come in many varieties, from simply ensuring that data is collected and collated whenever it is needed – simple, accurate, no capital costs but repetitive and slow – to having computerised expert systems that push information to people just in time for them to make decisions – complex, difficult to do right, probably high capital cost but saves on query and search costs.

A simple, low-tech solution providing underwriters all the pertinent information they need at the time of underwriting is to ask the customer to provide answers to questions in a proposal form, as well as supporting documents such as renewal notices. This is a little-considered form of a knowledge system that connects the information to the people who need it, at the right time, and at a very low cost to the business.

However, the last point is loaded with a subtle implication that filling out forms and collecting documents can be a lot of effort for customers. Every question you ask and every document you require is one more hurdle that might cause a customer to go elsewhere. In this context, it could be valuable to have collected some of the customer's personal data already, suitably linked together with their vehicle data, health records and other required underwriting facts. At time of proposal, the only question you would need to ask the customer is, "Is this information correct?"

A common problem amongst large organisations, insurers included, is "the left hand not knowing what the right hand is doing." Claims investigation units generate great information every day about the sorts of risks that would be undesirable to insure in the

first place. Does your business have a process for claims staff to report controversial cases of over-insurance back to underwriters so that they can cut the problem off at the source? Is this information communicated by means of informal anecdotes? Any insurer should be able to take advantage of an expert system that ingests information about controversial claims and automatically flags undesirable risks at underwriting time. Well-integrated policy and claims decision platforms tend to offer these sorts of benefits out-of-the-box.

The effectiveness of your data warehousing and data mining activities will be severely limited in application if knowledge processes are not in place to consume and disseminate the information.

Wisdom – How should we act on our knowledge?

Finally, even vast amounts of knowledge are insufficient for making good decisions. Knowledge is simply input to decision-making processes. The predictive power of statistics can help you make the right call for recurring decisions (e.g. should we drop our prices again next April?), but many problems require solutions that incorporate deep insight into the limitations of your knowledge systems.

It may seem obvious to your marketing team that customers who have been loyal to the company for many years should receive a discount for their loyalty. Armed with the knowledge of which customers have just accepted their fifth renewal, your marketing and pricing teams can collaborate effectively.

But is that all the knowledge that is required to make this pricing decision? More insight into the bigger picture might require additional knowledge to be input – what is the impact on retention rates if we give the discount? If additional analysis shows that discounting customers at their fifth renewal does not affect

retention rates – your business would be simply giving away the discount premium – the wiser decision may be to hold off on giving a loyalty discount.

Is discounting the best way to reward loyalty? In some industries the best way to reward loyalty is to offer those customers higher margin products – “exclusive” access to VIP service plans or “special edition”

Armed with the knowledge of which customers have just accepted their fifth renewal, your marketing and pricing teams can collaborate effectively.

goods. Are there product features that an insurer could offer to very loyal customers on top of their standard policies that might entice them to pay even more? Guaranteed 30-day claim settlements, break-down cover and foreign driving cover would be amongst the options available – a truly wise, data-driven organisation would be able to discern which would work best, whilst understanding that no knowledge system can completely model reality.

The popular Bertrand Russell quote rings true, “The whole problem with the world is that fools and fanatics are always so certain of themselves, but wiser people so full of doubts.” Let those doubts drive your organisation to seek out new sources of data, perform new forms of analyses and create new systems of knowledge, allowing your company to act wisely and competitively.

The author is Program Director, International Operations and Development with LexisNexis® Risk Solutions.

Dr. Karthik Balakrishnan emphasizes that advanced analytics can produce huge, positive results for insurers. He adds that a beginning can be made in a simple manner which can later be converted into complex and wholesome solutions.

Analytical Opportunities in General Insurance

- Road Ahead for Emerging Markets

As economies become increasingly global, insurance carriers are challenged to identify and leverage high-impact opportunities, strategically differentiate from competition, control and optimize costs, and allocate resources and capital in increasingly smart ways. With profound implications for the top and bottom lines, these issues become especially critical in soft market cycles (as the one currently

If one can foster novel and insightful ways of describing segments of interest such as high-loyalty customers and suspicious claims, companies can optimize their business investments by targeting the right segments for attention.

in the United States) or rapidly growing, highly-competitive markets (as the ones in India and China). Advanced analytics can help in the development of strategies and solutions for these challenging contexts.

A product of sophisticated modeling and analysis techniques applied to diverse and detailed data; advanced analytics, when coupled with deep domain knowledge, can produce insights and solutions that can allow a carrier to make efficient, well-informed, and systematic decisions; and achieve unparalleled business results.

For instance, if one can accurately and reliably predict future outcomes (e.g., likelihood and severity of a loss), companies can proactively make sound business decisions in the underwriting, pricing, and placement of risks. Similarly, if one can foster novel and insightful ways of describing segments of interest such as high-loyalty

customers and suspicious claims, companies can optimize their business investments by targeting the right segments for attention (marketing and investigation respectively).

Figure 1 shows a high-level view of analytical opportunities across the general insurance life-cycle. Essentially, the opportunities fall into three broad buckets: marketing analytics; underwriting and pricing analytics; and operations analytics. While there is no specific sanctity in having this three bucket view, our experience suggests this as a logical demarcation of business emphasis — activities that bring the right business to the door (marketing analytics), activities that let the right risks through the door at the right price (underwriting and pricing analytics), and finally, activities that service the right risks in the right way (operations analytics).

As Figure 1 demonstrates, within each area, there are an incredible number of opportunities that can be driven by advanced analytics. Indeed, carriers across the globe are beginning to leverage newer techniques from more sophisticated statistical modeling methods such as generalized linear models and generalized additive models to a plethora of machine-learning techniques (decision trees, neural networks, clustering techniques) to new algorithms and tools such as text mining and social network mining to tap into rich - but previously underutilized - data such as text and customer networks.

While a full discussion of the potential of advanced analytics perhaps warrants a book by

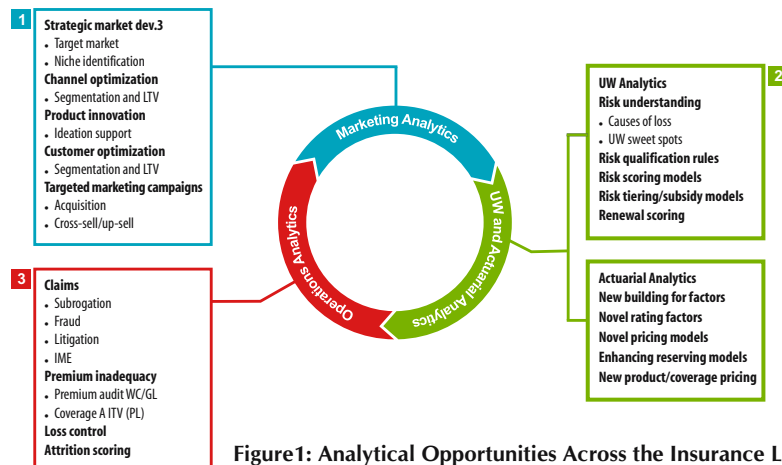


Figure 1: Analytical Opportunities Across the Insurance Lifecycle

itself, I will use an example of a hypothetical carrier, SmartCo, to illustrate some of the analytical - hence business - opportunities across the general insurance lifecycle. However, the business environment and examples are geared towards a U.S.-based context. I ask the reader to gather the essence of the opportunities and translate to their specific business and market contexts.

I will assume that SmartCo writes motor and home insurance delivered through an independent-agent channel. The narrative also assumes SmartCo is a regional carrier operating in a few western and eastern states and is looking to expand into the southeastern states of Florida and Georgia.

In such a typical business scenario, SmartCo can leverage advanced analytics in a number of ways to achieve growth and sustain productivity in the strategic areas of marketing, underwriting, pricing, and operations.

Applying Advanced Analytics to Aid Marketing Strategies

Marketing and sales are critical functions in any carrier, as they have a significant impact on the type and extent of business that the carrier is able to attract. Analytics can be leveraged in numerous ways to help and support these key functions — from identifying profitable (and marketable) customer segments to discovering geographies worthy of penetration to product innovation, brand positioning, channel optimization, and many others.

With a view to understanding their current markets, SmartCo's analytics team undertakes a detailed analysis. The analysts augment their policyholder data with a number of external data sources, such as census information,

credit bureau data, psychographic profiles, and so forth. This allows them to build descriptive profiles of customers considered good for business. Although much of SmartCo's recent growth has been with young, single, high-income policyholders, the analysis reveals that the company's products and price points have significantly more appeal with young, middle-class families. The company labels this profile as one of its key target segments.

Armed with this information, the marketing and sales areas launch a series of analyses aimed at better understanding their ability to service this target segment. The analytics team creates a nationwide map with ZIP-level characterization of market potential (number of households with young, middle-class families). By overlaying SmartCo's current book of business, it is easy to determine the penetration of SmartCo versus market potential, allowing the identification of geographies with low penetration and hence high potential for new business acquisition. Additionally, the team applies capacity constraints based on their catastrophe projections to the high-potential geographies, making the underpenetrated ZIP codes in non-catastrophic areas rise to the top.

The team then overlays the location of their current independent agency appointments on this qualified map to determine whether the current agency plant can help tap into the identified market potential. It is important to have agencies in the locality with a business mix that will help service the needs of the carrier. SmartCo's analysts purchase external data on independent agencies to help gauge the mix of business at various agencies. Analysis helps identify agencies of interest — already appointed agencies with ability to service the desired markets and prospective agencies with high potential for providing new business growth in the target segment. The sales/agency management department then intensifies its efforts, developing new ways to incentivize already appointed agencies to deliver growth in desired market segments. They also approach and establish relationships with prospective agencies, particularly in underrepresented areas, thereby strengthening their agency channel and improving the ability to meet business growth goals in the target segments.

Following the premise that the company's product offerings will appeal to similar target segments across other geographies, the team performs a similar analysis for two state expansions under

consideration. Census and other external household profile data is used to identify geographies with high densities of target segments, while the addition of projected CAT loads and other business exclusions allows the localization of geographical areas of “most interest.” As before, external agency data is used to determine the best approach to tap into the market - using existing agencies with branches near geographies of interest or through new agencies chosen for appointments based on their size, ability to access the local market, and book of business.

To increase brand awareness in the new market, SmartCo also launches an advertising campaign influenced by analytics. Since their target market is young, middle-class families; the analysts leverage external data sources to understand the psychographic attributes of these segments - the kinds of magazines they read, the TV programs they watch, where they shop, and so forth. The marketing department selectively chooses magazines and TV programs for advertisement placement and tailors their messaging around “protecting young families” with their unique product offerings.

Analytical insights emerging from other activities can also be used for marketing and branding gains. For instance, when SmartCo's underwriting analytics discovers novel ways of preventing homeowner's water losses (see next article), the marketing function utilizes it to brand SmartCo as a carrier that not only looks for innovative solutions to understand risk but also cares for its policyholders and take steps to enhance their peace of mind.

Improving Risk Understanding and Underwriting with Advanced Analytics

The business of insurance is all about risk assessment and management. Successful carriers not only understand risk clearly but also actively use the information to manage exposure to risk through

proactive measures intended to avoid or prevent losses or, at the very least, screen and price for them in the underwriting process.

Advanced analytics is playing an increasingly critical role in understanding risk and underwriting. Accordingly, SmartCo tasks its analytics unit with analyzing its claims data to look for loss patterns and better understand risk. The team analyzes overall loss frequencies and severities on the book of business and creates views at various geographic resolutions, including region, state, and ZIP code. The team also builds time-trend views at these geographic resolutions and discovers that observed loss severities grow in line with the projected development factors from the actuarial department.

Analysts also discover that their claims data warehouse has a cause-of-loss field, with values such as fire, water, and weather. They use this additional attribute for analysis and characterize the distribution and trends of specific types of homeowners' losses. While they discover some interesting things, there isn't much differentiation of losses by cause of loss across the western states. In performing the analysis, they realize that the cause-of-loss field in their claims system is a description of the peril rather than a true cause of loss. For example, “water” simply indicates the peril that caused the corresponding loss. It doesn't explain why water caused the loss (a burst pipe, a faulty washer, an overflowing bathtub, or rainwater through an open window). The team strives to achieve this level of analytics. But how?

Text mining offers techniques and tools to extract information and insights hidden in unstructured textual assets, such as notes (adjuster, underwriter, loss inspector, or premium auditor), documents, and web pages. Perhaps the team can use text-mining capabilities to extract the true causes of loss from claims adjuster notes (see Figure 2).

This turns out to be an extremely effective exercise. Text mining adjuster notes for claims with water losses allows the analysts to discover that concepts such as “burst pipe,” “frozen pipe,” “washer,” “dishwasher,” “bathtub,” “kitchen sink,” and “fish bowl” are often associated with the losses. Once the team labels the claims with these cause-of-loss tags extracted from text mining, interesting patterns emerge. Geographic distributions and trends

Text mining description-of-loss field to classify water claims into weather-related versus non-weather-related. Examples show some of the challenges of text mining real-world claims data

Weather-related	Non-weather-related
After heavy downpour, water damage to ceiling and walls in den	Leakage from ice maker in bar
Freeze damage to swimming pool	Freezer defrosted, causing water damage

Figure2: Text Mining: Causes of Loss

are differentiated - frozen/bursting pipes appear to drive the water losses in Idaho, while water losses in California are the result of malfunctioning washers/dishwashers. SmartCo uses the insights to tailor the underwriting criteria for new business risks in those geographies.

The analytics team now digs deep, striving to understand key loss drivers for key customer segments. They discover that the primary homeowners' loss drivers in the young, middle-class families segment are water (kitchen sink overflow, washer malfunction) and fire (unattended stove, children playing with open flame/candle).

SmartCo leverages the findings in innovative ways. Following the mantra that prevention is better than cure; the company undertakes a campaign to install plastic water-overflow trays under washers for its target customer segment. While the cost of the program is considerable in the short term, it produces tangible customer relationship benefits, with numerous customers hailing the effort. Furthermore, during the installation of the overflow trays, SmartCo's customer service representatives also identify additional coverage needs of the policyholders such as scheduled valuable possessions such as jewelry, china, silverware, and art.

This allows SmartCo's marketing and sales function to drive business value in a number of ways.

For customers belonging to its top agencies, SmartCo engages an out-bound call center to contact insureds and follow up on discoveries from the installation visits. This allows SmartCo not only to establish a stronger rapport with its policyholders but also add significant premiums through additional coverage endorsements. Furthermore, because SmartCo underwrites the cost of the program entirely, the initiative is positioned and perceived as a value-added relationship benefit for its top agencies, generating additional channel loyalties.

For the rest of its agencies, SmartCo offers a similar out-bound call center program to leverage up-sell opportunities - but for a fee. A number of interested agencies team up with SmartCo and enjoy the revenue benefits of the up-sell effort. Agencies that don't explore this opportunity are perceived as non-engaged

partners for the carrier's growth plans, and systematic efforts are made in subsequent years to minimize their agency appointments.

With further analytics using text mining and other techniques, SmartCo is able to move to smarter underwriting. In addition to a significant overhaul of underwriting criteria that have been used for decades, the company is also able to introduce a number of innovative risk evaluation criteria. For instance, with a deep

Increasingly, advanced predictive modeling techniques are being used to augment traditional ratemaking.

understanding of the propensity and severity of fire losses across various customer segments, SmartCo is able to introduce a multi-tiered underwriting scheme that allows differential discounts for smoke detectors, fire extinguishers, and central fire alarm subscriptions by specific customer segments.

Additional insights related to risk understanding and segmentation directly lead to SmartCo's innovations in pricing.

Augmenting Traditional Ratemaking with Advanced Predictive Modeling

Pricing is a classic area for application of analytics. "Insurance rate" is simply an analytic product. Increasingly, advanced predictive modeling techniques are being used to augment traditional ratemaking. Among the key benefits of predictive modeling methodologies is the ability to analyze significant volumes of diverse data and discover patterns at fine levels of granularity. For instance, traditional territorial ratemaking and credibility theory require territorial geographies not only to be homogeneous enough but also large enough for the derived statistics to be significant. These classical approaches are often of a hierarchical decomposition nature — decompose the country into states, and states into territories to ensure the territories satisfy credibility requirements. Attention is not paid to the fact that risks or sub-geographies in a certain territory may be extremely similar to those in another. The credibility requirements are expected to be satisfied within each territory, not across.

Predictive modeling expands the horizon, inherently discovering statistically significant risk patterns across geographies or other risk groups used in traditional ratemaking. This allows carriers to develop precise ways of segmenting and pricing their risks.

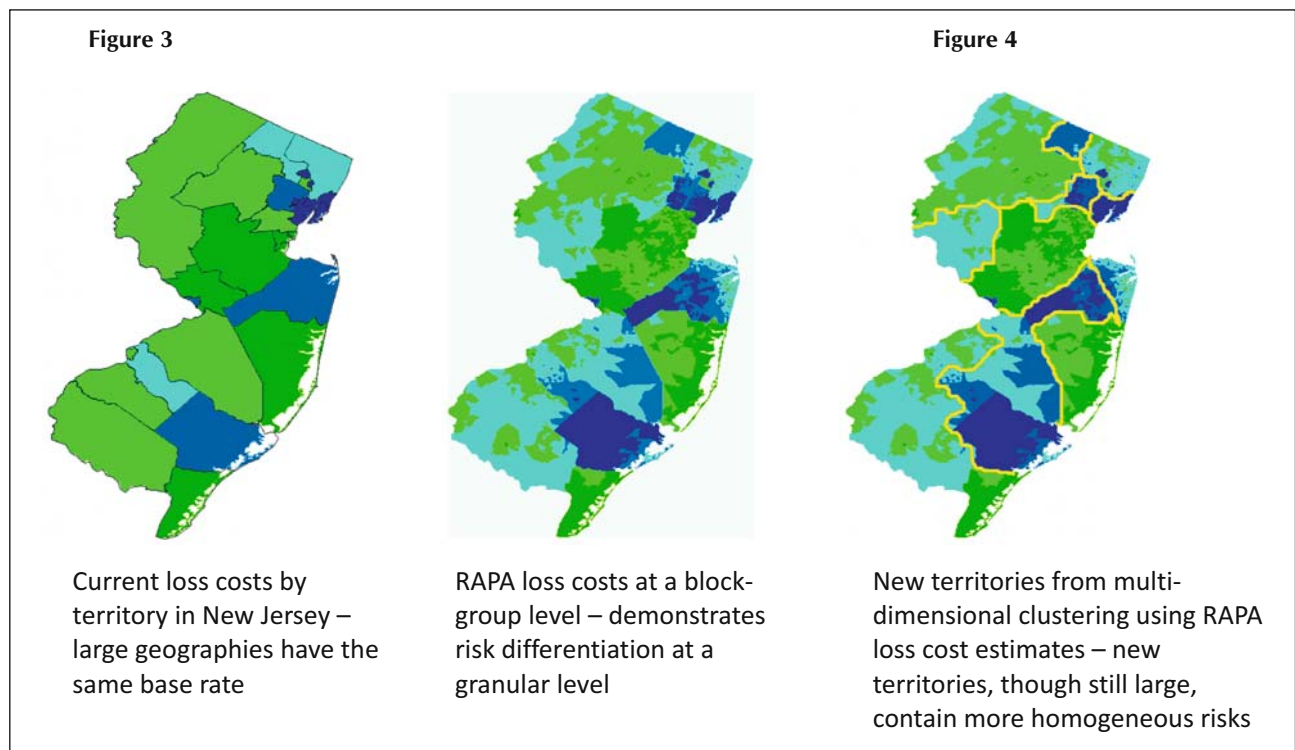
However, building a predictive model-based pricing structure is a daunting exercise. Risk scoring at a fine granularity requires consideration of numerous external data sources, such as weather,

geological maps/features, census characteristics, locality characteristics, traffic densities and patterns, vehicle characteristics, home characteristics, and so forth. Identifying, exploring, and including such data sources can be significantly costly, both financially as well as in time and resources. Specialized tools to geocode locations are required, as are significant computing and storage capabilities. When processed, the data sources often yield thousands of predictor attributes requiring algorithms for sampling and variable selection. In all, such initiatives are easily multiyear efforts even for large analytics teams.

SmartCo looks to make quick headway in innovative risk scoring and pricing. Consequently, the company chooses a buy-and-customize option instead of a build option. It licenses ISO Risk Analyzer® — a sophisticated rating paradigm that leverages predictive modeling methodologies and a number of unique sources of data to produce accurate loss cost estimates at a very fine level of geography — the block-group. The analytics and actuarial teams at SmartCo use the ISO Risk Analyzer® solutions in a number of ways.

For their motor rating, SmartCo actuaries choose the power of ISO Risk Analyzer® Personal Auto (RAPA) and leverage its accurate loss cost estimates at a granular level. The powerful differentiation and refinement offered by the product are clearly visible in their territorial maps, as illustrated in Figure 3. The map on the left shows their current loss costs by territory in New Jersey, while the one on the right shows the RAPA loss costs at a block-group level. The spotty map provides clear evidence that very few of the current territories are “pure.” Most territories have sub-geographies that are less or more risky than the territory as a whole.

SmartCo's analytics and actuarial teams analyze the model results on their book of business and develop two broad strategies for



adoption. In states with significant books of business and updated territories, the analysts assume the territorial loss costs are accurate. They perform revenue-neutral analysis at the territorial level, developing, and consequently filing, rating relativities for block groups within the territories. When applied to new business, each garaging address is geo-coded and its block group identified. The corresponding block group–level relativity is then applied to the corresponding territorial loss cost estimate to produce the effects of micro-segmentation.

In states with thin books of business or outdated territories, the

analysts perform multidimensional clustering using RAPA loss cost estimates (and other attributes) to develop homogeneous and credible territories along with new territorial loss cost estimates. For instance, new territories for New Jersey are illustrated in Figure 4.

To support SmartCo's expansion into new states such as Florida and Georgia, the analytics and actuarial teams follow a similar

approach. They leverage the granular location loss cost estimates from ISO Risk Analyzer® to craft homogeneous territories and estimate territorial loss costs. They then file the territories and loss costs for use in pricing new business onto their books.

The examples provided illustrate the use of advanced analytics in pricing. Since pricing is a function of estimated future losses based on past loss experience, it is critical to consider attributes that increase or decrease loss severities or payouts. For instance, fraudulent claims can drive up loss payouts, thereby impacting not only current losses but also estimates of future losses. By controlling loss expenses and inappropriate loss payments, a carrier can significantly improve its competitive pricing and possibly market share.

Improving Claim Outcomes with Advanced Analytics

Claims is a key business area for any carrier. Front-end functions such as sales and underwriting often get more attention because they place business on the books. But for most policyholders, claims is the only touch point with the company. It is when the promise offered in the policy is tested in reality.

Claims handling can make or break a company in significant ways. While the goal is fair and equitable claims settlements, achieving that is not simple. Much rides on the expertise and follow-through of adjusters. They not only have to gather the facts of the loss but investigate them appropriately, verify coverage, evaluate the loss, and negotiate a fair and equitable settlement.

Throughout the claim settlement process, they also have to make a number of other decisions regarding the claim: Does it have subrogation opportunity? Is it suspicious? Is an independent appraiser needed? Should the home reconstruction after a loss be overseen by a professional engineer? Should a nurse or case manager be involved? Should the injuries be subjected to an independent medical examiner? All this happens only after the right adjuster is assigned to the right claim. This claim adjuster assignment process can also benefit from analytics. Adjuster success profiles have been used to match claims to adjusters.

The claim adjustment life cycle is highly nonlinear. Adjusters don't have the luxury of

working a claim from start to finish in a defined and timely manner. Much depends on when insureds or claimants return their calls and when and what kinds of required documentation they submit. It is typical for an adjuster to work on tens of open claims at any given time. Furthermore, while working on a particular claim, an adjuster might be interrupted by a call from an involved party in another claim and will have to “context switch.” The constant stop-and-start nature of work combined with the volume of claims an adjuster handles results in situations where key facts and decisions on a claim might be missed. For example, another party may have been responsible for a loss suffered by the insured. The adjuster may have investigated and arrived at this conclusion and may even record the intention of referring the claim to the subrogation unit for recovery proceedings. However, that may never come to pass because of frequent interruptions.

Missed opportunities in subrogation hold considerable implications for the bottom line. It's not surprising that subrogation analytics has not only been used by a number of large carriers but has also spawned a number of analytical entities that specialize in this domain.

Similar opportunities exist for identifying suspicious claims for referral to SIUs. In addition to leveraging predictive modeling methodologies such as logistic regression and decision trees, these solutions also make use of adjuster notes through text mining.

After working with adjuster notes, the analytics unit at SmartCo explores the viability of text mining the notes for concepts related to subrogation identification and suspicion detection. Working with business experts and adjusters, they create a core list of concepts related to subrogation, such as another person at fault, at-fault party identified, and insured not at fault. Using text analytics, they can build filters that sift through adjuster notes looking for phrases that correspond to concepts of interest, such as “the furnace repairman incorrectly installed,” “the other driver struck our insured,” or “insured was struck by the adverse party.” Each example would trigger the concept of “other person at fault.” Such extracted concepts provide rich data to build decision rules for subrogation referral (see Figure 5).

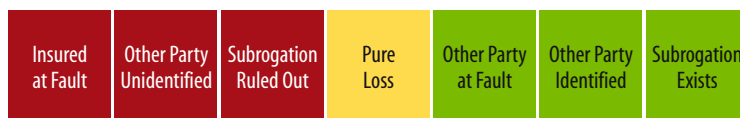


Figure 5 - Subrogation Concepts Extracted from Adjuster Notes Using Text Mining

In addition, SmartCo analysts leverage text-mining capabilities to enhance their fraud detection system. By building textual profiles to detect various suspicious flags, such as “exaggerating injuries,” “overtreatment,” “suspicious statements,” and so forth, the analysts were able to build effective decision-tree models to generate referrals to their SIU as illustrated in Figure 6.

The deployment system was set up to run adjuster notes automatically through the text profiles nightly. Once tagged with textual concepts, the claims could be scored for subrogation or fraud potential. High-scoring claims were automatically routed to the recovery unit or SIU (or both) as appropriate.

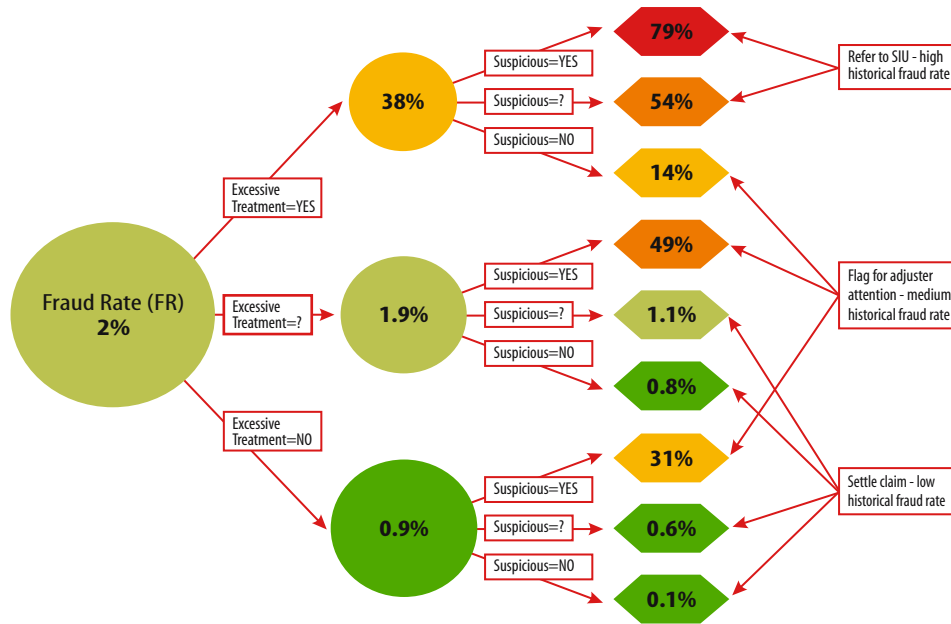


Figure 6: A Simple Model for Fraud Detection Built Using Features Extracted Via Text Mining

Simple solutions such as these produced significant bottom-line results for SmartCo. Furthermore, by having systematic solutions to detect fraud and identify recoveries, SmartCo was able to improve its loss ratio, which created significant opportunities in other areas. While the marketing team undertook branding efforts to highlight SmartCo's stand on fighting fraud and its innovations in technical solutions, the underwriting and pricing areas were able to deliver substantial growth in existing and new markets with aggressive and competitive pricing.

Summary

With cost-effective infrastructure capabilities to store, process, and mine data, and a multitude of internal and external data sources increasingly becoming available; there has been a spurt in advanced quantitative efforts to develop data-driven models and solutions across the entire insurance lifecycle. This article highlighted some of the interesting analytical opportunities in the context of a hypothetical U.S. property/casualty carrier. But what would happen if a carrier does not have the internal capabilities to pursue the high-end analytics described herein or if the market and regulatory constraints do not permit a carrier to go the full distance?

The heartening news about these quantitative efforts is that they can start simple and incrementally progress towards the more complex to fit with carrier, regulatory, or market constraints. For instance, in a number of insurance markets, rating has historically been restricted to a preset number of territories, such as metro versus non-metro or urban versus rural. With rate deregulation in a number of markets, there is an opportunity to create more refined territories. However, one does not have to immediately adopt a highly refined geography (such as a block group) as highlighted in this article. Instead, the carrier might choose to incrementally refine the territories beginning with, for example, a segmentation of metros into small, medium, and large, and determine base-level pricing for them separately. Over a period of time, additional segmentation could be added to eventually refine territorial rating to operate at highly granular levels.

Similarly, a carrier does not need to adopt text mining practices or build sophisticated predictive models right away. Business gains can be easily had by creatively building “business rules” for both underwriting and claims handling. For example, a simple ratio such as \$InjuryLoss/\$VehicleDamage can be used in a business rule to identify claims with disproportionately high ratios and flag them for investigator attention. While such rules will add some business value, they will also have a tendency to generate false positives (bad referrals). Practitioners would do well to periodically assess the usefulness and accuracy of the rules by analyzing outcomes on the data that has been put through the rules. Rules can be reweighted accordingly and such data can eventually support the building of more sophisticated multivariate predictive models.

The author is Vice President of analytics at ISO Innovative Analytics (IIA). A unit of ISO, IIA is focused on delivering advanced predictive analytic tools to the Property/Casualty insurance industry.

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'Recent public disclosure norms for the insurers not only bring in compliance to a major tenet of the core principle of insurance supervision but is also a bold step forward to bring in some 'method to madness' as the insurance market is growing' observes **Koushik Majumdar**.

Setting the Priorities Right

- Public Disclosures and Business Analytics

International Association of Insurance Supervisors (IAIS) has clearly stated the need for public disclosures in its core principles under the Markets and Consumer section. The disclosures are expected to keep stakeholders informed of the financial health of the insurer and the risks they are bearing; and hence allow markets to act efficiently.

ICP 26 - Information, Disclosure & Transparency towards the market:

The supervisory authority requires insurers to disclose relevant information on a timely basis in order to give stakeholders a clear view of their business activities and financial position and to facilitate the understanding of the risks to which they are exposed".

The regulatory body has acknowledged this requirement in its notification for disclosures and has also touched upon the other important aspect, the possibility that some of the insurers may go for IPO as they are on verge of completion of 10 years. The listing norms will subject the insurers to higher market scrutiny and hence such mandatory disclosure is an important step in the right direction.

Information disclosure is essential to bring in more transparency and this becomes much more important for a sector which is yet to be publicly listed and hence information availability in market is significantly less.

Such disclosures are essential although it is just the starting point. Disclosures, per se, are just data points. The more pertinent question is how can the data be made more relevant and how to translate this data to information and how this information can be analysed to generate a view point.

Such translation of data requires compliance to a few critical attributes for the data:

- Uniformity in data reporting structure
- Comparability of the data
- Relevance to time

The disclosure norms address all the above aspects comprehensively.

The listing norms will subject the insurers to higher market scrutiny and hence such mandatory disclosure is an important step in the right direction.

The uniformity of data reporting had been achieved earlier only, as the insurers needed to report the same to IRDA as per prescribed format at-least on a yearly basis. The current notification on disclosures significantly addresses the 'data comparability' attribute. IRDA has provided the definitions and process for calculations in an unambiguous manner and thus puts to rest, lots of confusion that abounds the market in the different ratios as reported by the individual insurers. The five year requirement for the disclosure is also important as it helps in making sense of the figures especially if one wants to compare the performance across the years.

'Handle with care'- One is accustomed to see such a statement frequently on packages containing breakable objects. But the same applies to data. Information overloading may kill the intent of disclosure and make reporting redundant unless the data is 'handled with care'.

IAIS categorically states that 'Greater disclosure entails increased costs...These costs must be weighed against the potential benefit of increased disclosure required by any standards'. While it may be a little premature to question the cost impact of such disclosures for the Indian insurers, the point raised by IAIS still holds true. Making

information available is not the end but the start of the journey towards better understanding of the industry health in general and that of insurer in particular. There are several broad parameters under which the insurer can be analysed and different stakeholders may be interested in different sets of parameters; and that is where the objective function i.e. the reason behind a particular analysis plays an important role. While an investor may look at the profitability ratios, a policyholder may like to focus on solvency ratio or claim ageing; regulator may like to keep a tab on grievance statistics, the insurer itself on expense ratio and the persistency while an insurance analyst may need to cover most of the above.

The crux is that one need to identify his/ her area of analysis; focus on the data required for the same and then employ statistical measures to arrive at a meaningful conclusion from the information available. This is where business analytics makes a start.

Business analytics is not about arriving at a productivity figure or persistency plotting, it is a key tool for CXO to arrive at a business decision. Today the primary challenge for a CXO is to be able to identify signals early enough and then be able to respond to it effectively. Insurance market is out of its nascent stage. There is extreme competitiveness among the various players and at same time there are new entrants. Changing regulatory environment adds further to it. The goal is to always try and keep one ahead of time; and that is possible when today's information is analysed and built into a predictive model which can address one or more of the questions below.

Business analytics is not about arriving at a productivity figure or persistency plotting, it is a key tool for CXO to arrive at a business decision.

- Can one build a model with an early warning signal built within, which can predict future challenges and opportunities?
- Can one benchmark itself against industry standard and track 'How am I performing against the benchmark?'
- Can one track its customer service effectively? Are the claims processed within time? Are grievances addressed effectively?
- Can one identify its major risk and monitor them proactively?

Today's CXO needs quick answer to all of these. This is where real time data analysis capability brings in a competitive advantage. An effective business analytic system provides agility to CXO by providing anywhere, anytime information enabling him to make an intelligent choice to drive business growth or cost improvement initiatives.

Business analytics has three major steps:

1. Identifying data requirement and reliable data source
2. Building the objective function and defining the parameters
3. Running the data against a set procedure/ analytical tool and subsequent interpretation

The greater challenge lies in the first step as an erroneous/ unavailable data impairs the analytical capability though one may be completely ready as far as other two steps are concerned. This is where the public disclosure is going to play a very important role. The mandatory disclosures will ensure that for insurance industry, a uniform set of data encompassing financial, service and operational performance parameters are available consistently.

A few illustrations will definitely help the cause.

- Till last year, the only information that was available on a timely manner was the business figures (premium earned). Rest of the details would generally be a part of the regulators annual report and for which one had to wait till at least the 2nd or 3rd quarter of the next financial year. Hence most of the information would have been of mere historical significance.
- Insurers used to report their analytical ratios (e.g. expense ratio) based on their own method of calculation making it difficult not only to compare against peers but also across time periods.
- Solvency ratio which is a primary health factor for an insurer would not be available easily
- Product comparison and product profitability could be done only for a select few who used to report insurance business separately in annual reports
- Similarly comparison of insurer performance with respect to servicing of claims will need to await the regulator annual report.

What the exercise of public disclosures has done now is that: (Taking Life insurance example)

- Operational excellence can be inferred from analytical ratio (Schedule-22) or Operating expense schedule (Schedule-6). Comparison between peers as well as comparative performance across years is easily possible
- Business performance can be inferred from Premium schedule (Schedule-4) or similarly simple persistency can be calculated from the same schedule
- Gross expense as percentage of gross premium can either be obtained from Schedule-22 or can be calculated from Schedule-4 and commission Schedule (Schedule-5)
- Financial health can be derived from the

Revenue account (Schedule-1), P&L account (Schedule-2) or the Balance sheet (Schedule-3) and surely from the Solvency margin (Schedule-32)

- Claim service performance can be obtained from claims data (Schedule-40) and the claim ageing data (Schedule-39)

But what it does not say is:

- What is the solvency benchmark? What is industry average, what is required as per regulatory requirement and where one stands now?
- Solvency margin has increased. Is it a consequence of normal operation of business or was there any capital infusion that was made necessary to keep the solvency ratio up?
- What factors have influenced the change in the claim settlement ratio? Is it more number of fraudulent claims or is it a failure of the insurer to serve customer effectively?
- What was the average time taken to service a claim? What is the performance against the benchmark?
- How are the quality metrics performing with respect to process?

Hence further research will be required to get answer to some of those questions.

Some of the process level performance parameters e.g. Turnaround time, Accuracy, new business conversion, straight thru pass percentage, channel wise performance, customer category wise variation and so on will drive the overall efficiency parameter for the insurer and can be analysed currently from within the organization only. Effective use of business analytics will require a dedicated single window real time system which can access all data required real time, analyse the data automatically and feed out the relevant output. A monthly report with month on month trend across channels, geographies, products etc can prove very valuable in driving business as well as operational decision making.

While simple data analysis can easily be achieved using EXCEL and some of its advanced features, a real time predictive model may require advanced mathematics applications. A recent approach has been to use Data Envelopment Analysis (DEA) to define benchmark or calculating efficiency measures.

DEA is quite a popular tool in the manufacturing sector but its application in financial services sector is still on experimental stage. In general if one is given a set of output

and a set of inputs, DEA can be used to identify:

- Minimum input required to produce the same output
- Maximum output using the same set of input.

In a very simplistic example, let us consider that in a life insurance industry, the output is 'gross premium earned' (y); and the inputs are 'commission cost' (x1) and the 'operating expense' (x2) and the

A monthly report with month on month trend across channels, geographies, products etc can prove very valuable in driving business as well as operational decision making.

productivity function (output as function of inputs: $y = f(x_1, x_2)$) is not known, then one can still derive a benchmark productivity. A set of linear programs will need to be solved either to maximize y with same x1 and x2; or minimize x1, x2 and still get same or greater 'y'. This benchmark productivity can be then used to derive the efficiency of the corresponding data point. DEA is a specialized offshoot of economics and provides a promising tool for further experimentation.

Is it viable for the insurance regulatory body to take a leaf out from the telecom regulatory body; and try and define service level performance parameters for all the insurers and then enabling a systemic approach to report the same on a periodic basis?

One thought to ponder over is – if one has to consider the relationship between an insurer and a policyholder as that of a service provider and a customer, then what would be the service level performance parameters (SLA) that would govern such a relationship? Can the industry in tandem with the regulatory body work in identifying such SLA, defining the minimum compliance required and then define a mechanism for a transparent recording and reporting of corresponding figures to IRDA? Once that happens, then only true transparency in spirit will be achieved and business analytics will play a much more critical role than in ensuring that all stakeholders are served effectively. IRDA has initiated a step forward and then as industry matures, we may see similar such higher value being delivered through more relevant disclosures supported by strong business analytics.

Sources Used:

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The author is a Business Consultant in the financial services domain of 'ecs'- a premier management consulting firm based out of India. The views expressed by the author in this article are personal and do not reflect those of his employer.

प्रकाशक का संदेश



विनियामकों व पर्यवेक्षकों के लिये, सबसे महत्वपूर्ण कार्य होता है कि वह कार्यप्रणाली की अखण्डता को सदैव मजबूत बनाए रखें। ऐसे कार्यक्षेत्र में जिसमें वह निजि बाजार से राष्ट्रीयकरण तथा पुनः निजिकरण का एक चक्र पूरा चुका हो; यह अत्यधिक महत्वपूर्ण है कि बीमाकर्ताओं में आत्मविश्वास के लौटाने में कोई चूक नहीं हुई है। हमें इस बात को अधिक महत्व देने की अधिक आवश्यकता नहीं है कि किसी भी बीमाकर्ता की असफलता से आम ग्राहक जिसे बीमा की कोई अत्यधिक जानकारी नहीं है, के विनास को एक गहरी ठेस पहुंचेगी।

एक बीमाकर्ता के आचरण को साझेदारों, साधारण रूप से, विशेष रूप से विनियामक, की अपेक्षा के अनुसार सुनिश्चित करने के लिये विभिन्न व्यापारिक आँकड़ों तथा अन्य प्रासंगिक सूचनाओं को विभिन्न अंतरालों पर जनता के लिये प्रकाशित किया जाए। यद्यपि यह समझना एक महत्वकांक्षा होगी की एक साधारण पुरुष में बीमाकर्ता द्वारा प्रकाशित आँकड़ों को समझने की पूरी पूरी क्षमता होती है, इससे यह सुनिश्चित हो जायेगा कि बीमाकर्ता आँकड़ों के प्रकाशन के समय सभी प्रकार की सतर्कता बरतते हैं; तथा इससे बेहतर व्यापारिक प्रबंधन के लक्ष्य को निष्पादित करने में अत्यधिक सहायता मिलेगी। आगे, उद्योग के विश्लेषक तथा अन्य अनुसंधान में रत संस्थाएँ परिणामों की व्याख्या करेंगी तथा उसे जनता के प्रक्षेत्र में आसान व बोधनीय प्रारूप में लाएँगे

ताकी वह अन्य लोगों की आवश्यकता के अनुरूप प्रयोग में लाया जा सके।

प्रकटनों के संपूर्ण समझ के लिये, यह आवश्यक है कि प्रकटनों के प्रकार में एकरूपता बनाई रखी जाए तथा जानकारियों के प्रकाशित करने के अंतरालों को भी निर्धारित किया जाए। इससे न केवल उच्च स्तरीय विश्वसनीयता को प्राप्त किया जा सकता है, वरन, इससे अंतिम प्रयोगकर्ता को भी बीमाकर्ताओं की विभिन्न गतिविधियों की अर्थपूर्ण तुलना करने में सहायता मिलेगी। एक ऐसा उद्योग, जिसमें हम यह देखेंगे की एक प्रणाली जिसमें कुछ कम्पनियाँ जिनका भविष्य अधिक लम्बा नहीं है, सार्वजनिक सूची में हैं, अतैव, प्रकटन अत्यंत आवश्यक हैं। कई संस्थागत विध्वंस भौगोलिक रूप से दीर्घकालिक वित्तिय असफलताओं का परिणाम थीं जिनका एक बड़ा दायित्व निगमित प्रशासन को जाता है। अत्यधिक पारदर्शी होना सफल संचालन के लिये एक सर्वोत्तम उपाय होगा, जोकि सामयिक, स्वस्थ प्रकटनों के द्वारा प्राप्त किया जा सकता है।

‘सार्वजनिक प्रकटन व व्यापारिक विश्लेषण’ जर्नल के इस अंक का केन्द्र बिन्दु है। विज्ञान व तकनीक में अद्भुत प्रगति होने के उपरांत भी प्राकृतिक व कभी कभी मानव-रचित आपदाओं के कारण संपूर्ण विश्व में विशाल आर्थिक व मानवीय नुकसान होते हैं। ‘आपदा प्रबंधन व बीमा की भूमिका’ जर्नल के अगले अंक का केन्द्र बिन्दु होगा।

जे. हरि नारायण

जे. हरि नारायण
अध्यक्ष

दृष्टि कोण



आईएआईजी (इंटरनैशनली ऐक्टिव इंशुरेन्स ग्रुप्स) के अधीक्षण के लिये एक अंतर्राष्ट्रीय समांजस्यपूर्ण, भली-भाँती संरेखित व कुशलतापूर्वक संचालित पद्धति का परिचय अब दुनिया के सभी पर्यवेक्षकों के लिये एक मुख्य विषय है।

श्री पीटर ब्रामुलर

अध्यक्ष, आईएआईएस कार्यान्वयन समिति

एनएआईसी के द्वारा, राज्यों के विनियामक लगातार एक साथ एक सुचारु लोक नीति बनाने के लिये कार्य करते हैं तथा हम यह सुनिश्चित करने का प्रयास करते हैं कि ग्राहक को इन लाभों से जुड़ी प्रत्येक जानकारी प्राप्त हो।

श्री थॉमस आर. सुलिवन

कनैक्टिकट बीमा कमिशनर

जैसा कि भौगोलिक सुधारों से वित्तीय पृष्ठभूमि के आकार में परिवर्तन होता है, हम अपने निरीक्षणात्मक व विनियामक पद्धति तथा बाजारी अवसंरचना को निरंतर मजबूत बनाते जाएंगे जोकि अंतर्राष्ट्रीय मानदण्डों तथा उत्कृष्ट कार्य प्रणाली के अनुरूप होगी।

श्री हैंग स्वी कीट

प्रबंध निदेशक, मोनेटरी ऑथॉरिटी ऑफ सिंगापुर

एक विनियामक के दृष्टिकोण से यह अनिवार्य है कि हम बेहतर व उत्कृष्ट विनियम के लिये निरंतर प्रयास करते रहें, जोकि वित्तीय स्थिरता; वित्तीय सेवाओं के उपभोक्ताओं के संरक्षण तथा बाजार की अखंडता को उपाजित करने लिये अनिवार्य है; साथ ही साथ जो अर्थव्यवस्था के लिये भी लाभकारी हों।

श्री केन्जी टामुरा

संसदीय सचिव, वित्तीय सेवाओं का मंत्रीमण्डल कार्यालय, जापान

गत तीन वर्षों से विनियामक संप्रदाय का प्रमुख ध्यान विशेषतौर पर सुधार एवं सटीक मितव्ययी पद्धति का कार्यान्वयन करने में है, ताकी बाजार में आत्मविश्वास को बढ़ावा दिया जा सके व वित्तीय स्थिरता को कायम किया जा सके।

सुश्री शीला निकोल

निदेशक, कण्डक्ट पॉलिसी डिविजन, एफएसए, यूके

यह एक सही समय है जब बीमा कंपनियों को ऐसे उत्पादों को बाजार में लाने के लिये अपना ध्यान केन्द्रित करना होगा जो पूर्ण रूप से उन लोगों जो ग्रामीण गरीब/गरीबी के स्तर से नीचे तथा जिनके साथ जोखिम जुड़ा हुआ है की जरूरतों व उम्मीदों के अनुरूप हों, अन्यथा बीमा क्षेत्र का तीव्रता से प्रगती करना कठिन कार्य है।

श्री जे. हरि नारायण

अध्यक्ष, बीमा विनियामक और विकास प्राधिकरण, भारत



डॉ. सुबोध कुमार एवं हरीश चंद्र रतूड़ी कहते हे कि बीमा ग्राहक को प्रस्ताव पत्र भरते समय जन्मतिथि लिखने में पूरी सजगता और ईमानदारी बरतनी चाहिए।

जीवन बीमा में ग्राहक हित रक्षा

- उपभोक्ता राज्य आयोग निर्णीत मामलों के आलोक में

...(पिछले अंक से आगे)

राज्य आयोग में जीवन बीमा के निर्णीत उपभोक्ता मामले : एक दृष्टि में

क्र.सं.	शीर्षक एवं वाद संख्या	विषय वस्तु	निर्णय	विमर्श
1.	पूर्ण प्रकटन नियम सम्बन्धी :	दो साल में ग्राहक ने पाँच पॉलिसियाँ लीं। चिकित्सा अवकाश विवरण और जीर्ण अतिसार रोग छिपाया, निगम ने दावा निराकृत कर दिया।	रक्त अतिसार को मृत्युकारक न मानते हुए फोरम ने दावेदार की प्रार्थना स्वीकार की। राज्य आयोग ने फोरम के निर्णय की पुष्टि कर दी।	ग्राहक को प्रस्ताव पत्र में पूर्व रोगवृत्त और चिकित्सा अवकाश विवरण सत्यता-पूर्वक लिखना चाहिए।
2.	पूर्ण प्रकटन नियम सम्बन्धी :	बीमादार द्वारा प्रस्ताव पत्र में चिकित्सा अवकाश विवरण न लिखने के कारण निगम ने दावा निराकृत किया।	इलाज कराने, दवाई खरीदने अथवा भर्ती होने के प्रमाण के अभाव में फोरम ने दावेदार की प्रार्थना स्वीकार की। राज्य आयोग ने भी निगम की अपील खारिज की।	समय सही-सही चिकित्सा अवकाश विवरण देना चाहिए ताकि दावे के समय विवाद की स्थिति उत्पन्न न हो।
3.	आयु प्रमाणन (अधिवय) सम्बन्धी : 2005 यूएडी 173	निगम के अनुसार बीमादार ने अपनी आयु नौ वर्ष कम बताकर बीमा करा लिया। फोरम ने वोटर लिस्ट को आयु का प्रमाणक नहीं माना, परिवार रजिस्टर की प्रविष्टि आयु प्रमाणन की साक्ष्य स्वीकृत हुई।	फोरम ने दावेदार की प्रार्थना स्वीकार की और निगम के विरुद्ध निर्णय दिया। राज्य आयोग में भी निगम की अपील खारिज हो गई।	प्रस्तावक को जन्मतिथि के बारे में सावधानी एवं ईमानदारी बरतनी चाहिए।
4.	पूर्ण प्रकटन नियम सम्बन्धी : 2005 यूएडी 650	बारह वर्ष से तपेदिक रोग होने की बात छिपाकर दो पॉलिसियाँ ली और उनका पुनर्चलन भी कराया गया।	राज्य आयोग ने निगम द्वारा दावा निराकृत करने को सही ठहराया और फोरम के निर्णय को पलट दिया।	बीमा कराते समय और पुनर्चलन के समय भी चिकित्सा इतिहास वर्णन में बीमादार को पूर्ण सावधानी और ईमानदारी बरतनी चाहिए।

क्र.सं.	शीर्षक एवं वाद संख्या	विषय वस्तु	निर्णय	विमर्श
5.	दुर्घटना हित लाभ में अपवर्जन खण्ड सम्बन्धी : 2005 यूएडी 768	दुर्घटना हित लाभ सहित पॉलिसी थी गंगाजी में डूबने से मृत्यु हुई। बीमित को मानसिक रोग भी था। निगम ने आत्महत्या मानते हुए दोहरा बीमा देने से मना कर दिया।	आत्महत्या करना सिद्ध नहीं हुआ। फोरम ने दावेदार के पक्ष में निर्णय दिया। राज्य आयोग ने फोरम के निर्णय की पुष्टि की।	बीमा ग्राहक को जागरूक होना चाहिए जिससे बीमा कम्पनी की मनमानी को चुनौती दी जा सके।
6.	पूर्ण प्रकट नियम सम्बन्धी : 2005 यूएडी 797	बीमित संविदा से छः माह पूर्व एक महीने तक अस्पताल में भर्ती रही, यह बात उसने प्रस्ताव पत्र में छिपायी। यद्यपि फोरम ने दावेदार की प्रार्थना स्वीकार की, राज्य आयोग ने महत्वपूर्ण तथ्य छिपाये जाने के आधार पर निगम के निर्णय को उचित माना।	जिला फोरम ने दावेदार के पक्ष में निर्णय दिया। राज्य आयोग ने फोरम के निर्णय को पलट दिया और निगम के पक्ष में निर्णय दिया।	पूर्व रोग वृत्त वर्णन में प्रस्तावक को सत्यपरायण रहना चाहिए।
7.	पूर्ण प्रकटन नियम सम्बन्धी : 2006 (2) यूएडी 166	बीमित ने अपनी आयु आठ वर्ष कम बताकर बीमा कराया और चिकित्सा अवकाश विवरण छिपाया, निगम ने मृत्यु दावा निराकृत कर दिया।	जिला फोरम ने शिकायतकर्ता की प्रार्थना नामंजूर कर दी। राज्य आयोग में भी दावेदार की अपील खारिज हो गयी।	बीमा ग्राहक को प्रस्ताव पत्र अवकाश विवरण देने में पूर्ण सावधानी और ईमानदारी बरतनी चाहिए।
8.	निर्विवादिता खण्ड सम्बन्धी : 2006 यूएडी 854	तीन साल पुराना मधुमेह रोग छिपाकर बीमा कराया गया। निगम ने दावा निराकृत किया।	जानबूझकर तथ्य छिपाने पर दो साल बाद भी पॉलिसी निर्विवाद नहीं होती। फोरम ने निगम की बीमा सेवा में न्यूनता नहीं मानी। राज्य आयोग ने भी दावेदार की अपील खारिज कर दी।	ग्राहक को बीमा कराते समय प्रस्ताव पत्र में पूछे गये स्वास्थ्य संबंधी प्रश्नों का सावधानी और सत्यता से उत्तर देना चाहिए, मधुमेह आदि जैसे जीर्ण रोगों को कभी नहीं छिपाना चाहिये।
9.	आयु प्रमाणन (अत्यवय) सम्बन्धी : 2007 यूएडी 152	बीमित ने गलत जन्मतिथि बताकर बीमा करा लिया जबकि वास्तव में उसकी आयु अट्ठारह वर्ष से कम थी।	जिला फोरम ने दावेदार की प्रार्थना स्वीकार कर ली, किन्तु राज्य आयोग ने संविदा को ब्यर्थ माना। निगम की अपील को स्वीकार करते हुए फोरम के निर्णय को पलट दिया।	प्रस्तावक को जन्मतिथि के बारे में सावधानी एवं ईमानदारी बरतनी चाहिए।
10.	पूर्ण प्रकटन नियम सम्बन्धी : 2008 यूएडी 393	बीमादार ने गले का कैंसर होने की बात छिपाकर बीमा करा लिया जिसका वह मेडिकल कॉलेज में इलाज करा चुका था।	फोरम ने दावेदार की प्रार्थना नामंजूर कर दी। राज्य आयोग ने फोरम के निर्णय को बरकरार रखते हुए दावेदार की अपील खारिज कर दी।	बीमादार को प्रस्ताव पत्र में पूछे गये चिकित्सा इतिहास वर्णन में पूर्ण सावधानी और ईमानदारी बरतनी चाहिए।

न्यायालय में निर्णीत मामलों के आधार पर उपयोगी सुझाव

- ग्राहक वर्ग के लिए
 - जन्मतिथि सम्बन्धी
 - पूर्वरोग वृत्त एवं चिकित्सा इतिहास सम्बन्धी
 - चिकित्सा अवकाश विवरण
 - पॉलिसी का पुनर्चलन और प्रकटन नियम
 - ग्राहक जागरूकता सम्बन्धी
- अभिकर्ता के लिए
- बीमा कम्पनी के लिए
- बीमा नियामक एवं विकास प्राधिकरण के लिए

न्यायालय में निर्णीत मामलों के आधार पर ग्राहक वर्ग के लिए उपयोगी सुझाव

जन्मतिथि सम्बन्धी

बीमा ग्राहक को प्रस्ताव पत्र भरते समय जन्मतिथि लिखने में पूरी सजगता और ईमानदारी बरतनी चाहिए। आयु के सम्बन्ध में दी गई सूचना को 'महत्वपूर्ण

आयु कम अथवा अधिक लिखने पर दावे के समय विवाद की प्रबल सम्भावना रहती है, जिसमें बीमादार को हानि की अधिक गुंजाईश है।

विषय में स्पष्ट प्रश्न पूछा जाता है। रोग सम्बन्धी प्रश्न का उत्तर देते समय किसी भी रोग को छिपाना नहीं चाहिए। पूर्व रोगवृत्त एवं चिकित्सा इतिहास वर्णन में ग्राहक को पूरी दृढ़ता दिखानी चाहिए। यदि अभिकर्ता किसी रोग को छिपाने की सलाह दें, तब अभिकर्ता की यह सलाह कभी नहीं माननी चाहिए। अन्यथा, दावे के समय जीर्ण रोगों की हिस्ट्री पता लग जाती है और बीमा कम्पनी दावा निराकृत कर देती है। मुख्य रूप से मधुमेह, कैंसर और तपेदिक रोग के विवादित मामले प्रकाशित हुए हैं। छोटी-मोटी बीमारी छिपाने के मामले में न्यायालयों की मदद से राहत मिल जाती है। किन्तु गम्भीर, लम्बी अथवा मृत्युकारक बीमारियों और उनके इलाज को छिपाने पर दावेदार को कुछ नहीं मिलता है।

चिकित्सा अवकाश विवरण

जीवन बीमा प्रस्ताव पत्र में प्रश्न होता है कि अगर पिछले पाँच वर्षों में स्वास्थ्य के आधार पर कार्यस्थल से अनुपस्थित रहे हों तो उसका विवरण दें। न्यायालय में आये विवादों से संकेत मिलता है कि नौकरी पेशा बीमाधारकों के सम्बन्ध में उनका चिकित्सा अवकाश विवरण बीमा कम्पनी को नियोक्ता से उपलब्ध हो जाता है। अतः प्रस्तावक को यह तथ्य ध्यान में रखकर इस प्रश्न का उत्तर सावधानीपूर्वक देना चाहिए क्योंकि विवाद की स्थिति में प्रस्तावक पर 'पूर्ण प्रकटन के नियम' के उल्लंघन का आरोप लग जाएगा। यद्यपि न्यायालय ने चिकित्सा अवकाश को वास्तव में बीमार होने का प्रमाण नहीं माना है, फिर भी बीमा ग्राहक के लिए पहले से सावधानी रखना अधिक उपयुक्त है। यह वास्तविकता है कि कर्मचारी किसी दूसरे प्रयोजन के लिए भी चिकित्सा प्रमाण पत्र के आधार पर अवकाश लेते हैं। रोपी प्रमाण पत्र के आधार पर उन्हें अवकाश मिल जाता है, जबकि दूसरे प्रयोजनों के लिए उन्हें अवकाश नहीं मिलता। ग्राहक के हित में है कि वह स्वास्थ्य के आधार पर कार्यस्थल से अनुपस्थित रहने का सही विवरण प्रस्ताव पत्र में लिखे।

पॉलिसी का पुनर्चलन और प्रकटन नियम

जब बीमा पॉलिसी का नवकरण कराया जाता है, तब प्रकटन सम्बन्धी जिम्मेदारी बीमादार पर पुनः लागू होती है और नवकरण होने के पश्चात् ही यह जिम्मेदारी समाप्त होती है। कालातीत होने के 6 मास बाद किन्तु 5 वर्ष पूर्व पुनर्चलित करने के लिए

बीमादार के स्वास्थ्य तथा आदत के सम्बन्ध में सन्तोषजनक प्रमाण तथा बीमा कम्पनी के अधिकृत डॉक्टर से अपने व्यय पर जाँच कराकर डॉक्टरी रिपोर्ट भेजनी होती है। बीमादाता का यदि समाधान हो जाए कि बीमादार के स्वास्थ्य, वैयक्तिक एवं पारिवारिक इतिहास तथा पेशे में कोई प्रतिकूल परिवर्तन नहीं हुआ है, तब पुनर्चलन के लिए अपनी स्वीकृति देता है। इस स्वीकृति के मिलने पर बीमादार को प्रीमियम की बकाया कुल किस्तें और उन पर 10 प्रतिशत वार्षिक चक्रवृद्धि ब्याज दर से ब्याज अदा करना होता है। यदि पॉलिसी पर कम से कम 5 वर्षों का प्रीमियम अदा हो चुका हो, तब उसके कालातीत होने के 12 मास के भीतर अवशेष प्रीमियम की किस्त ब्याज सहित जमा करके पुनर्चलन हो सकता है। यदि पॉलिसी पर कम से कम दस वर्षों या बीमा अवधि के आधी अवधि (जो भी अधिक हो) का प्रीमियम अदा हो चुका हो तब उसे बारह मास बाद किन्तु अट्ठारह मास के अंदर पुनर्चलित कराने के लिए अवशेष प्रीमियम और ब्याज, सन्तोषजनक स्वास्थ्य की घोषणा करना पर्याप्त होता है। अतः बीमाधारक को पॉलिसी के पुनर्चलन के समय भी 'पूर्ण प्रकटन नियम' सम्बन्धी वे सभी सावधानियाँ रखनी चाहिए जो बीमा करारते समय अपेक्षित हैं।

ग्राहक जागरूकता सम्बन्धी

बीमाधारक को अनुबन्ध के विषय में मिलने वाली सभी सुविधाओं की पूर्ण जानकारी होनी चाहिए। यद्यपि इस विषय में बीमादाता का कर्तव्य है कि वह पॉलिसी की विशेषताओं को ग्राहक के सम्मुख पूर्ण रूप से प्रकट करे। इस सम्बन्ध में बीमा अधिनियम और आईआरडीए (ग्राहक हित रक्षा) विनियमों में प्रावधान है। किन्तु, व्यवहार में यह उचित होगा कि ग्राहक स्वयं भी पॉलिसी में निहित लाभों की पूर्ण जानकारी एकत्र कर ले। बीमाधारक को अपने उत्तराधिकारियों को भी अपनी पॉलिसियों के विवरण और उनकी विशेषताओं के बारे में जरूर बता देना चाहिए। अन्यथा, जानकारी के अभाव में दावेदार सम्पूर्ण बीमा लाभों से वंचित रह सकते हैं। दुर्घटना हितलाभ और तत्सम्बन्धी नियमों की जानकारी के बिना दावेदार अपना पक्ष रखने में सफल नहीं हो सकते।

अभिकर्ता के लिए सुझाव

- बीमित की कुल बीमाराशि (पुरानी पॉलिसियों को मिलाकर) कितनी हुई इस पर अभिकर्ता ध्यान दे

और प्रस्ताव में नैतिक संकट का आँकलन कर ले।

- ग्राहक को सही चिकित्सा अवकाश विवरण बताने के लिए प्रेरित करे, जिसमें भविष्य के विवाद की स्थिति टाली जा सके।
- ग्राहक को सही जन्मतिथि देने को बाध्य करे और किंचित भी संदेह होने पर प्रमाण की उचित जाँच करे।

बीमाधारक को अपने उत्तराधिकारियों को भी अपनी पॉलिसियों के विवरण और उनकी विशेषताओं के बारे में जरूर बता देना चाहिए। अन्यथा, जानकारी के अभाव में दावेदार सम्पूर्ण बीमा लाभों से वंचित रह सकते हैं।

- ग्राहक को पूर्व रोगवृत्त वर्णन में सत्यता के पालन की सलाह दे। 'बिना मेडिकल बीमा' में ग्राहक के स्वास्थ्य के संदर्भ में अभिकर्ता का दायित्व विस्तृत होता है।

- पॉलिसी में निहित लाभ और सुविधाओं को धारक को भली-भाँति समझाये और दावे के समय दावेदार का सक्रिय सहयोग करे।
- बीमा करते समय अभिकर्ता द्वारा प्रस्तावक को 'पूर्ण प्रकटन नियम' की व्यवस्थाओं को अनिवार्य रूप से बताया जाना चाहिए, जिसके अन्तर्गत जन्मतिथि में सत्य कथन, पूर्व रोग वर्णन और चिकित्सा अवकाश विवरण में सत्य वाचन का नियम है।

बीमा कम्पनी के लिए सुझाव

- कम अवधि में लगातार पॉलिसियाँ लेने पर जाँच करे।
- छोटे-मोटे रोग के आधार पर विवाद न करे।
- केवल चिकित्सा अवकाश विवरण हासिल करके विवाद न करे।
- बीमा कम्पनी अपने माध्यम से ग्राहक की जन्मतिथि का सत्यापन कर ले।
- बीमा कम्पनी के डॉक्टर चिकित्सा परीक्षण के नाम पर कोरी औपचारिकता निभाते हुए देखे गये हैं। अभिकर्ता के संज्ञान में रहते हुए फर्जी चिकित्सा परीक्षण के उदाहरण मिलते हैं।
- बीमादाता को दावों के निस्तारण में केवल कम्पनी के हित तक ही ध्यान

सीमित नहीं रखना चाहिए, अपितु ग्राहक हित को भी दृष्टिकोण में सम्मिलित करना चाहिए।

- बीमादाता अभिकर्ताओं के प्रशिक्षण में इस बात पर विशेष ध्यान दें कि उन्हें सिखाया जाए कि प्रस्तावक का पूर्व रोग इतिहास जानना अनिवार्य है।
- जीवन बीमा ग्राहकों के मध्य 'पूर्ण प्रकटन नियम' का व्यापक प्रचार किया जाना अपेक्षित है, जिसके अन्तर्गत जन्मतिथि में सत्य कथन, पूर्व रोग वर्णन और चिकित्सा अवकाश विवरण में सत्यवाचन का नियम है।

पेंशन उत्पाद बाजार में स्थान बनाने लगे, जिसका लाभ संगठित और असंगठित दोनों क्षेत्रों में कार्यरत व्यक्तियों को मिलेगा।

- ग्राहक शिक्षा के अन्तर्गत बीमा ग्राहकों के मध्य 'पूर्ण प्रकटन नियम' के प्रचार का दायित्व बीमादाता और बीमा अभिकर्ता के ऊपर निर्धारित किया जाना चाहिए। 'पूर्ण प्रकटन नियम' के अन्तर्गत जन्म तिथि में सत्य कथन, पूर्व रोग वर्णन और चिकित्सा अवकाश विवरण में सत्यवाचन की शर्त है।

निजीकरण के बाद बीमा व्यवसाय को गति मिली, इसका श्रेय बीमा कम्पनियों और नियामक संस्था दोनों पक्षकारों को जाता है। एक ओर निजी कम्पनियों ने जहाँ आक्रामक विपणन नीति का आश्रय लिया, वहीं दूसरी ओर पूर्व की एकाधिकारी संस्था ने अपना बाजार अंश सुरक्षित रखने के क्रम में सकारात्मक प्रयास प्रारम्भ कर दिये। निजी क्षेत्र और सार्वजनिक क्षेत्र के मध्य प्रतिस्पर्धा का बाजार पर अनुकूल प्रभाव फलित होने लगा। यूनिट लिंकड बीमा उत्पादों का नया बाजार सृजित हुआ। पेंशन उत्पाद बाजार में स्थान बनाने लगे, जिसका लाभ संगठित और असंगठित दोनों क्षेत्रों में कार्यरत व्यक्तियों को मिलेगा। ग्राहक की स्थिति में सुधार हुआ। उपभोक्ता सशक्तिकरण का कार्य सरल हुआ। प्रतिस्पर्धी बाजार में ग्राहक शक्ति सम्पन्न हो जाता है। बीमा में उत्पाद विकास, उत्पाद श्रृंखला विस्तारीकरण, सेवा गुणवत्ता नियंत्रण आदि में उल्लेखनीय प्रयास हुये हैं। बीमा सेवाओं के लिए नये वितरण माध्यमों का विकास हुआ है।

बीमा नियामक एवं विकास प्राधिकरण के लिये सुझाव

- न्यायालयों के अनेक निर्णयों के आलोक में बीमादाता पर बाध्यता लागू की जाए कि छोटे-मोटे पूर्व रोग के कारण वह दावा निराकृत न कर सके।
- केवल चिकित्सा अवकाश विवरण के आधार पर बीमादाता दावा निराकृत न कर सके।
- बीमा संविदा के दो वर्ष के बाद बीमादाता को जन्मतिथि पर विवाद करने का अधिकार नहीं होना चाहिये।
- बीमादाता और अभिकर्ता प्रस्तावक के स्वास्थ्य की संविदा से पूर्व सम्यक् जाँच और चिकित्सकीय परीक्षण करा लें। दावे के समय उनके विवाद करने के अधिकार का परिसीमन होना चाहिए।
- दोनों पक्षकारों के मध्य 'पूर्ण प्रकटन के नियम' के क्रियान्वयन के सम्बन्ध में अभिकर्ता के दायित्व का निर्धारण होना चाहिए।

¹डॉ. सुबोध कुमार, रीडर, वाणिज्य विभाग हे.न.ब.ग. केन्द्रीय विश्वविद्यालय, स्वामी रामतीर्थ परिसर, बादशाहीथौल, टिहरी गढ़वाल, (उत्तराखण्ड) 249199

²हरीश चन्द्र रतूड़ी, शोध छात्र, हे.न.ब.ग. केन्द्रीय विश्वविद्यालय, स्वामी रामतीर्थ परिसर, बादशाहीथौल, टिहरी गढ़वाल, (उत्तराखण्ड) 249199

डॉक्टर जॉर्ज ई, थॉमस का मानना है कि स्वास्थ्य बीमाधारकों में से बहुत कम प्रतिशत लोग ही बड़े दावे के अनुपात के लिये जिम्मेदार हैं, कहीं न कहीं दावे के प्रबन्धन में चूक हो रही है जिसका गम्भीरता से निरीक्षण करने की आवश्यकता है।

दावा प्रबन्धन प्रणाली

- एक स्वास्थ्य जाँच

‘जब दावे के समय आता है तो बीमा संविदा झूठी पड़ जाती है’, आईआरडीए अपनी वार्षिक रिपोर्ट २००८-०९ में उद्योग को यह याद दिलाया है कि वह विनियामन करता है। यह सत्य, जोकि बहुत सालों की समाप्ति पर आता है, दावे के निराकरण होने पर भी यह दिल में दुःखन जरूर छोड़ जाता है। बीमाकर्ता भी इस बात से सहमत हैं कि पॉलिसी बेचते हुए बीमाधारक से बात करना व दावे के समय उससे बात करना दो अलग अलग पहलु हैं तथा इतने सालों के अनुभव के बाद इन दोनों क्षेत्रों में कई तरह कि कुशलताएँ पनप चुकि हैं।

दुगने कमजोर के साथ लेन देन: ‘संवेदनशीलता’ साधारणतः बीमे के दावे से निपटने के समय बीमाकर्ताओं के लिये एक संकेत-शब्द होता है। स्वास्थ्य दावों को निपटाने के समय, यह शब्द ‘परम संवेदनशील’ बन जाता है। जब एक बीमाधारक बीमाकर्ता के सामने अपने आप को एक दावाकर्ता के रूप में प्रस्तुत करता है तब वह दोनों पक्षों में कमजोर पक्ष की तरफ होता है। बीमा संविदा के अनुसार अपने प्रीमियम का भुगतान करने की जिम्मेदारी को निभाने के बाद वह चिन्तित हो कर प्रतीक्षा करता है कि बड़ी बीमा कम्पनी अपने दावे को निभाएगी। एक स्वास्थ्य-बीमाधारक दुगना कमजोर होता है, पहले तो अपनी बीमारी के कारण, चाहे वह स्वयं हो या कोई परिवार का सदस्य; तथा दूसरा एक दावेदार जोकि अपने दावे के भुगतान से आनेवाले पैसे का इन्तज़ार करता है।

स्वास्थ्य बीमाधारक उम्मीद करता है कि बीमारी, इन्सान के सबसे मौलिक डर चाहे वह उसे या उसके परिवार को प्रभावित होने के समय बीमाकर्ता उसका सबसे काबिल दोस्त साबित होगा। पहले ही भीषण विपत्ति से कमजोर होने के बाद, वह बीमाकर्ता के साथ किसी प्रकार की कानूनी लड़ाई लड़ने को बाधित नहीं होता। दावा कर्ता के रूप में, वह सरलता से बीमाकर्ता की किसी भी अभद्रता,

असंवेदनशीलता या अन्याय के कृत्य से अप्रसन्न हो सकता है। एक बीमाधारक उन सभी प्रकार कि सेवाओं की उम्मीद रखता है जो वह संभवतः प्रदान कर सकता है (या कभी कभी नहीं कर सकता)।

दावे के भुगतान की रूपरेखा होना: जब बीमाधारक के लिये दावा एक असंभावित चीज़ होता है, स्वास्थ्य बीमाकर्ता भी इस तथ्य को जानता है कि दावे किसी न किसी बीमाधारक से आ रहे हैं। उसे दावे निपटारे के लिये संविदा की रूपरेखा के अंतर्गत ही कार्यवाही करनी होती है, उसे अपने आप के लिये यह संतुष्टि करनी होती है कि जो भुगतान की राशी संविदा

पहले ही भीषण विपत्ति से कमजोर होने के बाद, वह बीमाकर्ता के साथ किसी प्रकार की कानूनी लड़ाई लड़ने को बाधित नहीं होता।

के नियमों के अंतर्गत हो तथा किसी भी प्रकार का सवाचारी या नैतिक जोखिम उसमें सम्मिलित न हो। उसे ग्राहक का प्रिय बने रहने के लिये सदैव तत्परता व संवेदनशील बने रहना होता है। बीमाकर्ता इस बात से वाकिफ है कि एक दावे से उसे कोई भारी नुकसान नहीं होगा, एक तत्पर भुगतान ग्राहक के दिल तक पहुंचने का सबसे छोटा रास्ता है तथा उसके विपरीत असंवेदनशीलता उसके दिल, घर तथा व्यापार के सभी दरवाजे बंद कर सकती है। सबसे बड़ा नुकसान तब होगा जब आपके उत्पाद का लोगों द्वारा नकारात्मक विज्ञापन व अन्य प्रशंसावर्धक कार्यों को प्रभावित करेगा। सिक्के का अन्य पहलु यह है कि अगर बीमाकर्ता अपने वादे से अधिक भुगतान करता है तो इससे कंपनी को वित्तीय लाभ से समझौता करना पड़ेगा एवं बाजार में उसके खिलाफ यह धारणा बन जाएगी कि यह एक गैर जिम्मेदार कम्पनी है जिसका फ़ायदा उठाना बहुत आसान कार्य है। सारांश में हम कह सकते हैं कि, एक स्वास्थ्य बीमाकर्ता के पास मजबूत एवं संवेदनशील दावा भुगतान कार्य प्रणाली होनी चाहिये, जो सहानुभूती, व्यवसाय की गुणवत्ता व समझदारी की अभ्यस्त हो।

(शेष भाग अगले अंक में.....)

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	18.78 14.64	7.05 5.68	7.05 5.68	0.00 0.00	8.47 9.69	161.47 132.99
2	TATA-AIG \$ Previous year	84.75 75.66	42.59 34.42	42.59 34.42	0.00 0.00	15.70 16.23	71.56 45.94
3	Reliance Previous year	41.25 57.07	12.79 13.61	9.53 9.87	3.26 3.74	-0.97 28.25	229.67 359.17
4	IFFCO Tokio Previous year	110.31 103.44	42.02 39.97	24.45 23.81	17.57 16.16	16.14 38.23	205.90 157.39
5	ICICI Lombard Previous year	96.47 102.95	49.66 57.66	35.06 30.68	14.60 26.98	48.42 56.90	349.49 306.87
6	Bajaj Allianz Previous year	75.97 59.70	24.27 18.42	21.94 16.49	2.33 1.93	23.97 26.45	411.36 344.04
7	HDFC ERGO Previous year	59.74 25.87	11.60 7.55	8.26 3.51	3.34 4.04	16.89 6.68	83.76 52.79
8	Cholamandalam Previous year	22.61 29.10	11.28 11.37	11.26 11.32	0.01 0.05	6.79 6.64	140.64 106.52
9	Future Generali Previous year	24.53 9.92	10.41 3.20	10.41 3.20	0.00 0.00	6.97 3.64	71.75 42.85
10	Universal Sompo Previous year	13.22 8.70	2.13 1.05	2.13 1.05	0.00 0.00	2.23 1.48	42.96 5.60
11	Shriram Previous year	1.10 0.34	0.10 0.00	0.10 0.00	0.00 0.00	0.29 0.17	138.05 61.72
12	Bharti Axa Previous year	18.40 8.83	3.97 0.98	3.97 0.98	0.00 0.00	2.35 2.96	82.38 21.92
13	Raheja QBE* Previous year	0.26 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.04 0.00
14	SBI	0.58	0.00	0.00	0.00	0.00	0.00
15	New India Previous year	372.82 299.57	160.20 115.54	74.10 55.35	86.11 60.19	82.95 74.86	522.52 504.58
16	National Previous year	179.92 144.84	79.61 63.09	45.38 38.53	34.23 24.56	46.36 36.50	618.23 519.64
17	United India Previous year \$	240.02 193.37	148.50 120.01	87.71 57.91	60.79 62.10	99.77 71.18	478.53 416.29
18	Oriental Previous year	211.98 173.01	135.34 87.36	60.27 46.35	75.07 41.01	76.81 63.74	426.81 381.86
	Grand Total Previous year	1,572.71 1,307.00	741.52 579.91	444.21 339.15	297.30 240.76	453.13 443.61	4,035.12 3,460.16
SPECIALISED INSTITUTIONS							
19	ECGC Previous year						
20	Star Health & Allied Insurance Previous year						
21	Apollo MUNICH Previous year						
22	Max BUPA # Previous year						

Commenced operations in March, 2010

\$ Figures revised by Insurer for March, 2009

Compiled on the basis of data submitted by the Insurance companies

FOR THE PERIOD APRIL - JUNE, 2010 (PROVISIONAL & UNAUDITED)

(Rs. in Crores)

Motor OD	Motor TP	Health	Aviation	Liability	Personal Accident	All Others	Grand Total
126.46	35.00	47.54	0.00	1.92	8.93	7.56	261.70
102.58	30.41	29.82	0.00	1.49	8.20	6.58	209.09
60.53	11.03	34.49	0.00	38.41	33.55	3.00	324.05
38.84	7.09	18.44	0.00	35.51	32.15	3.35	261.71
155.27	74.40	66.51	34.07	9.11	24.12	12.77	429.35
283.23	75.94	60.03	1.63	9.49	15.25	12.99	557.48
141.37	64.53	33.44	11.59	25.16	5.60	32.48	482.63
108.62	48.77	30.82	7.01	20.16	4.92	23.99	425.94
253.71	95.78	399.96	29.95	34.13	28.55	34.27	1,070.89
209.99	96.88	205.83	25.21	30.31	32.86	33.68	852.25
305.65	105.72	89.95	4.68	23.08	13.00	51.79	718.07
245.62	98.42	97.26	8.20	17.74	16.93	45.93	634.67
60.19	23.58	83.13	11.24	24.17	27.40	1.96	319.89
35.13	17.65	45.13	1.90	18.75	6.02	16.69	181.38
97.74	42.90	42.97	0.00	3.63	8.08	8.63	244.62
81.53	24.99	57.04	0.00	3.97	8.12	10.02	232.77
51.68	20.07	32.93	0.00	3.18	5.18	4.76	159.72
31.00	11.85	22.13	0.00	1.86	3.55	4.40	91.55
31.75	11.22	7.66	0.00	0.43	1.58	7.65	77.85
4.95	0.66	5.38	0.00	0.23	6.57	6.01	35.02
70.88	67.17	0.00	0.00	0.14	0.20	0.11	139.99
30.21	31.50	0.00	0.00	0.02	0.13	0.09	62.48
64.77	17.61	14.43	0.00	0.66	5.91	0.91	129.00
17.13	4.79	4.06	0.00	0.40	2.04	0.38	41.58
0.03	0.01	0.00	0.00	0.92	0.18	0.01	1.42
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.93	0.00	0.00	0.07	1.58
299.52	223.00	644.90	12.89	43.01	32.77	125.04	1,997.12
283.81	220.77	467.88	12.27	37.52	24.38	112.53	1,649.13
417.09	201.14	368.31	9.20	23.16	29.91	111.10	1,465.78
325.95	193.69	247.82	12.41	13.95	23.31	90.48	1,152.04
259.60	218.93	391.44	1.32	24.76	28.75	142.80	1,555.89
241.11	175.18	284.29	0.35	20.94	19.81	141.47	1,267.72
232.71	194.11	300.59	14.42	26.72	35.67	146.69	1,375.03
205.81	176.04	250.82	25.95	30.80	30.36	128.76	1,172.66
2,628.95	1,406.17	2,558.26	130.30	282.58	289.37	691.59	10,754.56
2,245.53	1,214.64	1,826.74	94.94	243.16	234.59	637.35	8,827.46
						208.04	208.04
						189.71	189.71
		316.55			2.27	1.09	319.90
		224.05			1.21	1.04	226.29
		39.38			1.04	1.63	42.05
		17.98			0.57	0.91	19.45
		2.31			0.00	0.00	2.31
		0.00			0.00	0.00	0.00

Report Card: General

GROSS PREMIUM UNDERWRITTEN FOR AND UP TO THE MONTH OF JULY, 2010

(Rs.in Crores)

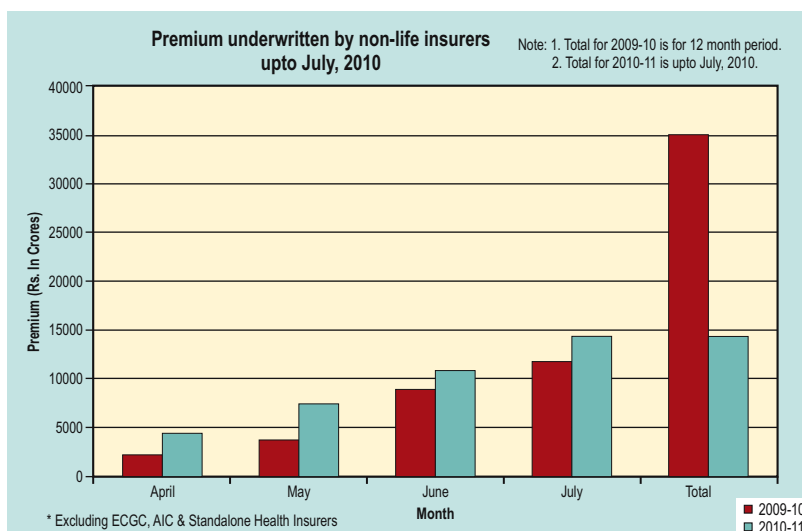
INSURER	JULY		APRIL-JULY		GROWTH OVER THE CORRESPONDING PREVIOUS YEAR
	2010-11	2009-10*	2010-11	2009-10*	
Royal Sundaram	92.93	76.85	354.63	285.94	24.02
Tata-AIG	115.69	78.04	440.08	339.75	29.53
Reliance General	135.01	170.48	564.35	727.96	-22.47
IFFCO-Tokio	158.44	127.06	641.06	553.00	15.93
ICICI-Iombard	326.02	260.02	1396.91	1112.27	25.59
Bajaj Allianz	250.38	215.01	968.45	849.69	13.98
HDFC ERGO General	113.24	109.87	433.12	291.25	48.71
Cholamandalam	81.01	63.32	325.63	296.09	9.98
Future Generali	46.55	27.56	206.28	119.10	73.19
Universal Sampo	26.32	9.74	104.17	44.77	132.70
Shriram General	57.94	17.55	197.93	80.03	147.31
Bharti AXA General	50.81	20.48	179.80	62.05	189.76
Raheja QBE	0.63	0.05	2.05	0.08	2380.77
SBI General#	5.04	0.00	6.62	0.00	
New India	593.60	508.63	2590.71	2157.99	20.05
National	468.80	362.78	1934.58	1514.82	27.71
United India	503.66	348.08	2059.40	1647.88	24.97
Oriental	437.47	424.47	1812.50	1597.13	13.48
PRIVATE TOTAL	1460.00	1176.02	5821.08	4761.97	22.24
PUBLIC TOTAL	2003.53	1643.96	8397.19	6917.82	21.38
GRAND TOTAL	3463.52	2819.98	14218.27	11679.79	21.73
SPECIALISED INSTITUTIONS:					
1. Credit Insurance					
ECGC	60.06	69.77	268.10	259.48	3.32
2. Health Insurance					
Star Health & Allied Insurance	208.71	178.00	528.62	404.29	30.75
Apollo MUNICH	13.93	7.43	55.98	26.88	108.26
Max BUPA @	1.70	0.00	4.00	0.00	
Health Total	224.34	185.43	588.61	431.17	36.51
3. Agriculture Insurance					
AIC	130.31	101.95	278.39	233.15	19.41

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

@ Commenced operations in March, 2010

Commenced operations in April, 2010

* Figures revised by insurance companies



A one-day seminar on 'Role of Insurers and Reinsurers in Achieving the Objectives of National Policy on Disaster Management' was organized jointly by IRDA, National Disaster Management Authority (NDMA) and FICCI at New Delhi on 11th August, 2010.

Natural disasters play havoc with the lives and property of the people. India is especially vulnerable to the catastrophes - being prone to landslides, cyclones, earthquakes etc year after year. They cause an untold misery to several millions, especially the economically downtrodden; and compensation/relief comes mainly in the form of budgeted funds of the Government. There is need for disaster management awareness at every level through proper education. The lack of a credible database at the industry level makes it highly difficult for the insurers to tackle the situation through successful underwriting of the risks.

The timing of the seminar was particularly significant as it came close on the heels of the tragedy caused by the cloud break and flash floods in Leh, Ladakh.



The inaugural session of the seminar. Seen from L to R are: Dr. Amit Mitra, Secretary General, FICCI; Mr. J. Hari Narayan, Chairman, IRDA; Gen. N.C. Vij, Vice-Chairman, NDMA; and Ms. Jyoti Vij, Secretary, FICCI.



Mr. J. Hari Narayan delivering the key-note address.



Dr. Amit Mitra, Mr. J. Hari Narayan and Gen. N.C. Vij putting their hands together in a symbolic gesture.

A one-day workshop on 'Convergence of IFRS for Insurance Sector in India' was organized by IRDA on 6th August 2010 at Hyderabad. The workshop was very well-received by the industry; and several CEOs, CFOs, Appointed Actuaries and various other industry professionals attended the workshop.



A view of the inaugural session –Seated from L to R are:
Mr. Avinash Chander, Secretary, Accounting Standards Board, ICAI;
Mr. K. Prabhakar, Member, International Accounting Standards Board (IASB);
Mr. J. Hari Narayan, Chairman, IRDA; Mr. Wayne Upton, Research Director, IASB;
Mr. Douglas Barnert, Executive Director,
Group of North American Insurance Enterprises.



A section of the audience at the workshop.



Dr. R. Kannan, Member (Actuary), IRDA speaking at the workshop.



Mr. R.K. Nair, Member (F & I), IRDA giving an overview and concluding remarks on the workshop.

Statistical Supplement

(Monthly - June, 2010)

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	1884	7597.34	30008	88683	441.69	1627.73	30931963.00	104682390.00
Previous year	1442.32	5969.61	31528	92927	-118.09	-1475.11	23865168.00	62439780.00
Marine Cargo	523	2194.02	14519	42374	103.55	545.19	9922206.00	50158887.00
Previous year	419.08	1648.83	13720	40448	-72.66	-1032.40	4116927.00	20263598.00
Marine Hull (Including Onshore & Offshore oil energy)	51.77	232.64	58	129	4.25	39.31	295814.00	2033403.00
Previous year	47.52	193.33	144	392	-8.30	-377.42	262750.00	702194.00
Marine (Total)	574.40	2426.67	14577	42503	107.80	584.51	10218020.00	52192290.00
Previous year (Total)	466.60	1842.16	13864	40840	-80.96	-1409.83	4379677.00	20965792.00
Aviation	60.68	468.31	20	62	-305.84	-351.63	286677.00	5184209.00
Previous year	366.51	819.94	32	64	278.40	573.72	3191979.00	5179201.00
Engineering	978.40	2396.74	1368	4036	-30.56	-248.27	32679317.00	49476557.00
Previous year	1008.96	2645.01	1453	4173	-2.09	-1392.93	10455976.00	29206786.00
Motor Own Damage	10080.89	30564.66	329398	984818	1836.70	6002.60	737316.00	2232925.00
Previous year	8244.19	24562.06	281104	839755	-1685.79	-5285.93	606798.00	1780454.00
Motor Third party	3549.82	10571.54	330198	1003997	201.14	729.40		
Previous year	3348.68	9842.14	294355	889880	-806.67	-2002.24		
Motor (Total)	13630.71	41136.20	330198	1003997	2037.84	6732.00	737316.00	2232925.00
Previous year (Total)	11592.86	34404.20	294355	889880	-2492.47	-7288.17	606798.00	1780454.00
Workmen's compensation / Employer's liability	178.95	598.65	1675	5156	24.41	143.77	20833.00	81592.00
Previous year	154.54	454.88	1697	4794	4.68	-50.80	19721.00	87075.00
Public Liability	6.26	28.08	16	63	1.82	1.33	16646.00	68294.00
Previous year	4.44	26.76	15	72	0.48	-3.76	8759.00	76102.00
Product Liability	88.32	433.42	55	147	13.78	201.51	48510.00	156907.00
Previous year	74.54	231.91	50	141	9.65	-129.36	39298.00	199016.00
Other Liability Covers	304.23	1247.64	284	885	-65.47	187.29	202059.00	691960.00
Previous year	369.70	1060.35	307	907	388.63	459.87	338717.00	725647.00
Liability (Total)	577.75	2307.79	2030	6251	-25.46	533.89	288048.00	998753.00
Previous year (Total)	603.21	1773.89	2069	5914	403.43	275.95	406495.00	1087840.00
Personal Accident	345.65	1299.95	8364	22139	-203.20	-393.51	14812616.00	18451237.00
Previous year	548.85	1693.46	6934	20796	169.40	119.47	2405675.00	9733463.00
Medical Insurance	2823.16	7073.25	77671	195890	-352.23	-909.27	2835735.00	7866920.00
Previous year	3175.39	7982.52	129702	391855	1122.22	2518.34	3906273.00	9692271.00
Overseas Medical Insurance	614.17	1921.84	48513	158703	81.40	177.92	106253.00	224149.00
Previous year	532.77	1743.93	38707	121016	-4.32	-375.43	32372.00	218796.00
Health (Total)	3437.33	8995.09	126184	354593	-270.83	-731.36	2941988.00	8091069.00
Previous year (Total)	3708.16	9726.45	168409	512871	1117.90	2142.91	3938645.00	9911067.00
Crop Insurance	0	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	124.48	427.15	12	49	76.38	231.21	101770.00	851018.00
Previous year	48.09	195.94	15	72	-195.54	-265.03	209742.00	1257277.00
All Other Miscellaneous	1147.80	4751.69	49244	137449	-74.44	354.99	1873520.00	50899678.00
Previous year	1222.23	4396.70	48065	151216	-540.94	-1166.96	1445495.00	46647732.00
Grand Total	22761.19	71806.93	562005	1659762	1753.39	8339.57	94871235.00	293060126.00
Previous year (Total)	21007.80	63467.37	566724	1718753	-1460.95	-9885.98	50905650.00	188209392.00

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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
350.00	678.61	4220	11824	0.00	0.00	0.00	0.00		
225.00	582.99	2594	11038	0.00	0.00	0.00	0.00		
11.00	69.83	544	2074	0.00	0.00	0.00	0.00		
50.00	114.57	355	1231	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		
11.00	69.83	544	2074	0.00	0.00	0	0	0	0
50.00	114.57	355	1231	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
108.00	404.75	221	652	0.00	0.00	0.00	0.00		
198.00	451.42	89	278	0.00	0.00	0.00	0.00		
97.39	287.72	2248	7541	0.00	0.00	0.00	0.00		
166.04	464.45	6076	17391	0.00	0.00	0.00	0.00		
1110.61	3408.90	31302	96677	0.00	0.00	0.00	0.00		
954.96	2893.21	18782	64477	0.00	0.00	0.00	0.00		
1208.00	3696.62	31302	96677	0.00	0.00	0	0	0	0
1121.00	3357.66	18782	64477	0.00	0.00	0	0	0	0
30.40	107.20	304	943	0.00	0.00	0.00	0.00		
16.40	55.64	170	632	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
2.46	144.36	15	35	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
32.86	251.56	319	978	0.00	0.00	0	0	0	0
16.40	55.64	170	632	0.00	0.00	0	0	0	0
12.43	342.46	907	1548	0.92	1.68	6500.00	9700.00		
250.00	524.17	3576	7790	1.05	2.80	4200.00	13080.00		
73.36	179.82	1246	3635	0.00	0.00	0.00	0.00	95722.00	249851.00
34.00	102.42	850	2521	0.00	0.00	0.00	0.00	76790.00	265754.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
73.36	179.82	1246	3635	0.00	0.00	0	0	95722	249851
34.00	102.42	850	2521	0.00	0.00	0	0	76790	265754
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		
152.93	738.93	13270	37229	0.00	0.00	0.00	0.00		
220.00	804.42	10224	32353	0.00	0.00	0.00	0.00		
1948.58	6362.58	52029	154617	0.92	1.68	6500	9700	95722	249851
2114.40	5993.29	36640	120320	1.05	2.80	4200	13080	76790	265754

Name of the Insurer: *Bharti Axa General Insurance Company 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	83.13	1839.88	880	2397	83.13	1756.76	10679279.36	15649668.92
Previous year	171.94	882.71	722	1827	171.94	710.77	369316.13	1232775.53
Marine Cargo	42.09	397.21	185	473	42.09	355.12	4066184.87	5632516.26
Previous year	10.04	97.84	133	338	10.04	87.80	55606.04	425575.73
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	42.09	397.21	185	473	42.09	355.12	4066184.87	5632516.26
Previous year (Total)	10.04	97.84	133	338	10.04	87.80	55606.04	425575.73
Aviation								
Previous year								
Engineering	53.71	235.10	138	368	53.71	181.40	3243828.19	4280179.53
Previous year	-53.00	296.01	167	409	-53.00	349.01	-77481.45	1075488.24
Motor Own Damage	2258.64	6476.53	38138	102409	2258.64	4217.89	1861528.92	2187405.63
Previous year	651.94	1713.31	10794	23862	651.94	1061.37	60878.99	154782.44
Motor Third party	715.46	1761.08	38138	102409	715.46	1045.63		
Previous year	196.97	479.05	10794	23862	196.97	282.09		
Motor (Total)	2974.09	8237.61	38138	102409	2974.09	5263.52	1861528.92	2187405.63
Previous year (Total)	848.91	2192.36	10794	23862	848.91	1343.46	60878.99	154782.44
Workmen's compensation / Employer's liability	5	39	65	280	5.13	33.63	34678	40347
Previous year	10	35.13	106	303	10.25	24.88	1217	3999.21
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers	5	27	5	62	5.37	21.63	52468	60758
Previous year	3	5.35	11	34	3.24	2.11	3026	5271.80
Liability (Total)	10.50	65.77	70	342	10.50	55.27	87146.18	101104.86
Previous year (Total)	13.49	40.48	117	337	13.49	26.99	4243.25	9271.01
Personal Accident	155.20	590.66	1124	2983	155.20	435.46	16096770.39	19117060.43
Previous year	53.94	204.34	534	1328	53.94	150.40	284275.78	1096208.15
Medical Insurance	402.10	1442.70	1092	2784	402.10	1040.60	42334.77	51852.39
Previous year	273.43	405.53	462	1031	273.43	132.10	874.18	3940.56
Overseas Medical Insurance								
Previous year								
Health (Total)	402.10	1442.70	1092	2784	402.10	1040.60	42334.77	51852.39
Previous year (Total)	273.43	405.53	462	1031	273.43	132.10	874.18	3940.56
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	38.98	90.63	813	1638	38.98	51.65	791922.46	964085.85
Previous year	5.64	38.30	309	1035	5.64	32.66	53344.98	233386.26
Grand Total	3759.80	12899.56	42440	113394	3759.80	9139.76	36868995.14	47983873.86
Previous year (Total)	1324.39	4157.58	13238	30167	1324.39	2833.19	751057.89	4231427.93

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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
0.13	0.22	13	16						
0.18	2.99	8	515						
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
40.66	64.74	1067	1945						
2.82	5.09	84	138						
	11.64								
0.85	1.71								
40.66	76.39	1067	1945	0.00	0.00	0	0	0	0
3.68	6.80	84	138	0.00	0.00	0	0	0	0
0	0.02	1	1						
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.02	0.02	1	1	0.00	0.00	0	0	0	0
2.06	25.92	27	52						
0.58	0.68	11	18						
2.61	3.50	9	12						
2.61	3.50	9	12	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.13	1.54	8	72						
0.08	1.86	8	328						
45.59	107.57	1124	2097	0.00	0.00	0	0	0	0
4.53	12.34	112	1000	0.00	0.00	0	0	0	0

Name of the Insurer: Cholamandalam Ms General Insurance Company 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	306.26	2,261.14	5,176	17,676	(136.47)	(649.07)	1,371,655	6,991,205
Previous year	442.73	2,910.22	1,466	3,969	126.37	266.13	2,282,814	9,081,128
Marine Cargo	215.80	1,126.43	767	2,549	(75.08)	(5.09)	1,582,673	5,732,660
Previous year	290.89	1,131.52	828	2,544	(10.26)	53.53	1,166,016	4,196,163
Marine Hull (Including Onshore & Offshore oil energy)	0.04	1.09	-	-	0.04	(4.30)	4	104
Previous year	-	5.39	-	9	-	5.39	1,914	6,780
Marine (Total)	215.84	1,127.52	767	2,549	(75.04)	(9.39)	1,582,677	5,732,764
Previous year (Total)	290.89	1,136.91	828	2,553	(10.26)	58.92	1,167,931	4,202,943
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	155.79	678.54	568	1,787	(10.76)	14.95	487,607	1,111,320
Previous year	166.54	663.60	252	787	(36.01)	(142.36)	614,359	1,793,188
Motor Own Damage	3,402.15	9,774.49	60,423	169,741	639.82	1,621.26	223,011	646,414
Previous year	2,762.33	8,153.23	38,682	122,293	870.16	1,828.05	147,134	424,662
Motor Third party	1,493.03	4,289.52	-	-	607.79	1,790.71	-	-
Previous year	885.24	2,498.82	-	-	345.86	908.64	-	-
Motor (Total)	4,895.18	14,064.01	60,423	169,741	1,247.61	3,411.96	223,011	646,414
Previous year (Total)	3,647.57	10,652.04	38,682	122,293	1,216.01	2,736.69	147,134	424,662
Workmen's compensation / Employer's liability	28.10	95.83	25	300	(19.41)	(35.26)	3,805	15,477
Previous year	47.51	131.09	76	459	10.99	(23.12)	5,126	26,445
Public Liability	57.49	267.32	475	1,027	60.08	1.66	39,483	131,690
Previous year	(2.59)	265.66	356	943	(34.18)	17.97	27,674	94,036
Product Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Other Liability Covers	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Liability (Total)	85.59	363.15	500	1,327	40.67	(33.60)	43,288	147,167
Previous year (Total)	44.93	396.75	432	1,402	(23.19)	(5.15)	32,800	120,480
Personal Accident	224.89	807.59	1,848	4,654	(13.92)	(4.19)	266,723	889,662
Previous year	238.81	811.79	1,555	4,043	28.98	71.93	54,268	320,134
Medical Insurance	1,685.58	4,296.60	2,316	6,345	197.29	(1,407.30)	91,278	210,062
Previous year	1,488.28	5,703.91	2,273	6,400	108.73	650.32	81,036	278,232
Overseas Medical Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Health (Total)	1,685.58	4,296.60	2,316	6,345	197.29	(1,407.30)	91,278	210,062
Previous year (Total)	1,488.28	5,703.91	2,273	6,400	108.73	650.32	81,036	278,232
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	234.18	863.49	7,043	26,986	(37.42)	(138.48)	571,943	1,744,201
Previous year	271.60	1,001.96	20,060	45,611	(108.64)	(394.62)	503,969	1,893,678
Grand Total	7,803.31	24,462.04	78,641	231,065	1,211.96	1,184.87	4,638,182	17,472,795
Previous year (Total)	6,591.35	23,277.18	65,548	187,058	1,301.98	3,241.86	4,884,310	18,114,444

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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
-		-		-	159.90				
-	0.21	0	1	-	591.40	-	-		
-	-	0	0	-		-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-		-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	31.40	-	-		
-	-	0	0	-	90.92	-	-		
174.69	538.78	7,955	7,955	-	-	-	-		
157.74	435.92	2,294	6,280	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
174.69	538.78	7,955	7,955	-	-	-	-		
157.74	435.92	2,294	6,280	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
937.73	2,150.76	0		-		579,570	1,433,802		
-	790.00	1	2	-	-				
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
937.73	2,150.76	0	0	-	-	579,570	1,433,802	-	-
-	790.00	1	2	-	-	-	-	-	-
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	-	-	-		
-	-	0	0	-	68.60	-	-		
-	0.43	0	3	-	208.96	-	-		
1,112.42	2,689.54	7,955	7,955	-	259.90	579,570	1,433,802	-	-
157.74	1,226.56	2,295	6,286	-	891.28	-	-	-	-

Name of the Insurer: Future General India Insurance Co. 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	310.26	2453.40	911	2868	133.93	1461.73	438966.33	3177369.07
Previous year	176.34	991.67	741	2363	60.45	576.06	193832.72	2530764.24
Marine Cargo	262.89	1040.88	5036	9739	192.08	720.94	602170.91	2273349.06
Previous year	70.81	319.94	1738	4320	23.09	209.65	154146.27	1993131.32
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)	262.89	1040.88	5036	9739	192.08	720.94	602170.91	2273349.06
Previous year (Total)	70.81	319.94	1738	4320	23.09	209.65	154146.27	1993131.32
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	314.72	696.68	253	786	223.43	332.67	129743.48	278437.30
Previous year	91.29	364.01	276	727	-4.84	218.78	47120.04	447488.85
Motor Own Damage	1771.97	5168.12	41571	119655	664.46	2067.92	156046.12	442062.15
Previous year	1107.51	3100.20	38610	104457	768.32	2353.48	92033.99	254027.51
Motor Third party	711.33	2007.23			266.89	822.27		
Previous year	444.45	1184.96	38610	104457	366.31	1031.91		
Motor (Total)	2483.30	7175.35	41571	119655	931.35	2890.19	156046.12	442062.15
Previous year (Total)	1551.96	4285.15	38610	104457	1134.62	3385.38	92033.99	254027.51
Workmen's compensation / Employer's liability	54.14	137.16	297	787	30.69	67.48	5683.95	13110.80
Previous year	23.46	69.69	189	589	18	50	1747.96	6132.15
Public Liability	0.00	0.00	0	0	-0.01	-1.83	0.00	0.00
Previous year	0.01	1.83	5	67	0	1	1.00	508.55
Product Liability	63.26	180.78	82	260	41.35	66.45	19232.58	38316.24
Previous year	21.90	114.33	73	192	21	74	3545.13	28270.96
Other Liability Covers	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0			0.00	0.00
Liability (Total)	117.40	317.95	379	1047	72.03	132.10	24916.53	51427.04
Previous year (Total)	45.37	185.85	267	848	38.30	124.28	5294.09	34911.65
Personal Accident	136.49	518.46	3643	6593	90.87	163.79	144173.78	412582.19
Previous year	45.62	354.66	1082	2972	5.71	226.85	81516.34	1898393.98
Medical Insurance	554.36	2995.53	1455	2683	-245.88	782.24	7541.55	25032.15
Previous year	800.24	2213.29	1156	3009	703.76	1232.39	37996.33	124993.84
Overseas Medical Insurance	93.42	297.94	5220	17785	93.42	297.94	8092.25	24370.17
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Health (Total)	647.78	3293.47	6675	20468	-152.46	1080.19	15633.80	49402.32
Previous year (Total)	800.24	2213.29	1156	3009	703.76	1232.39	37996.33	124993.84
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	157.98	475.92	1420	14498	33.70	35.93	228952.39	867218.01
Previous year	124.28	439.99	5879	19742	119.26	400.15	61523.04	609686.71
Grand Total	4430.83	15972.11	59888	175654	1524.93	6817.56	1740603.32	7551847.13
Previous year (Total)	2905.90	9154.56	49749	138438	2080.36	6373.55	673462.83	7893398.10

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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
19.47	214.65	65	299						
7.13	24.62	8	75						
32.96	129.53	871	1158						
1.36	15.43	50	169						
32.96	129.53	871	1158	0.00	0.00	0	0		
1.36	15.43	50	169	0.00	0.00	0	0		
19.98	46.18	16	57						
3.43	6.69	3	19						
131.59	384.96	3281	11624						
39.87	199.46	811	4782						
56.39	159.71								
17.09	85.48	348	2049						
187.98	544.67	3281	11624	0.00	0.00	0	0		
56.96	284.95	811	4782	0.00	0.00	0	0		
26.22	33.19	21	54						
0.32	3.70	3	40						
26.22	33.19	21	54	0.00	0.00	0	0		
0.73	3.70	3	40	0.00	0.00	0	0		
10.00	40.25	242	354					5000	76376
43.00	43.00	19	19						
10.74	55.68	86	138						
39.09	190.59	18	126						
4.37	4.37	249	249						
15.11	60.05	335	387	0.00	0.00	0	0	0	0
39.09	190.59	18	126	0.00	0.00	0	0	0	0
24.29	106.92	547	12144						
30.85	64.04	1297	5076						
335.99	1,175.44	5378	26077	0.00	0.00	0	0	0	0
182.55	633.02	2209	10306	0.00	0.00	0	0	0	0

Name of the Insurer: *HDFC ERGO General Insurance Company 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	814.24	5,974.11	3,184	7,944	469.77	3,387.49	1,235,625	25,762,368
Previous year	344.47	2,586.62	107	344	251.62	2,212.78	407,114	5,748,510
Marine Cargo	165.52	826.45	168	435	88.23	475.54	195,500	3,141,070
Previous year	77.29	350.91	61	189	37.42	256.36	181,953	1,285,314
Marine Hull (Including Onshore & Offshore oil energy)	135.02	333.89	15	148	(49.19)	(69.77)	2,861	66,815
Previous year	184.20	403.66	4	12	184.20	403.66	4,432	10,165
Marine (Total)	300.54	1,160.34	183	583	39.04	405.78	198,361	3,207,885
Previous year (Total)	261.49	754.56	65	201	221.63	660.02	186,385	1,295,479
Aviation	317.04	1,123.56	6	13	207.04	933.11	1,038,062	1,188,698
Previous year	110.00	190.44	1	2	92.69	173.13	106,725	144,225
Engineering	290.79	1,688.57	242	607	40.00	1,020.34	581,260	1,911,549
Previous year	250.79	668.23	50	133	171.41	480.93	329,784	789,155
Motor Own Damage	2,255.69	6,018.68	34,639	92,945	1,074.48	2,505.25	153,962	404,795
Previous year	1,181.21	3,513.43	7,332	67,061	(54.85)	616.57	70,947	203,397
Motor Third party	846.92	2,357.65	45,085	125,177	240.34	592.45		
Previous year	606.57	1,765.19	33,194	92,923	437.68	1,382.31		
Motor (Total)	3,102.61	8,376.33	45,085	125,177	1,314.83	3,097.70	153,962	404,795
Previous year (Total)	1,787.78	5,278.63	33,194	92,923	382.83	1,998.88	70,947	203,397
Workmen's compensation / Employer's liability	12.85	54.80	37	85	4.41	(0.74)	9,352	37,364
Previous year	8.44	55.54	20	71	0.19	36.71	16,254	49,797
Public Liability	17.30	35.36	18	48	13.69	3.00	10,939	35,842
Previous year	3.61	32.37	11	37	1.98	27.24	3,471	24,351
Product Liability	74.95	87.83	2	9	73.42	80.41	5,235	10,570
Previous year	1.53	7.42	1	5	0.32	3.41	679	3,679
Other Liability Covers	339.25	2,238.62	65	208	122.47	458.50	93,874	450,620
Previous year	216.79	1,780.12	60	175	2.87	1,179.18	57,413	313,939
Liability (Total)	444.35	2,416.62	122	350	213.99	541.17	119,401	534,396
Previous year (Total)	230.37	1,875.45	92	288	5.36	1,246.53	77,817	391,766
Personal Accident	838.84	2,739.54	63,847	168,153	695.69	2,137.53	145,003	378,179
Previous year	143.15	602.01	1,008	2,812	91.29	443.44	482,573	2,255,534
Medical Insurance	2,093.89	8,093.52	27,755	71,381	1,150.35	3,744.92	89,088	282,204
Previous year	943.54	4,348.60	32	933	903.29	4,259.88	62,895	189,793
Overseas Medical Insurance	73.78	219.53	608	1,939	23.61	55.12	1,156,530	3,098,619
Previous year	50.17	164.41	481	1,281	(16.54)	(50.79)	1,001,097	2,778,516
Health (Total)	2,167.67	8,313.05	28,363	73,320	1,173.95	3,800.04	1,245,617	3,380,823
Previous year (Total)	993.71	4,513.01	513	2,214	886.75	4,209.09	1,063,991	2,968,309
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	120.04	196.46	1,216	3,919	(278.90)	(1,472.19)	27,469	93,424
Previous year	398.95	1,668.65	980	2,510	314.01	1,487.74	732,730	2,632,995
Grand Total	8,396.13	31,988.57	142,248	380,066	3,875.41	13,850.96	4,744,759	36,862,117
Previous year (Total)	4,520.71	18,137.61	36,010	101,427	2,417.60	12,912.56	3,458,066	16,429,369

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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
26.59	417.36	226	546		-		-		
217.30	218.10	23	23	-	-	-	-		
0.27	45.66	14	37		-		-		
37.56	72.03	-2	10	-	-	-	-		
-	-	0	0		-		-		
-	-	0	0	-	-	-	-		
0.27	45.66	14	37	-	-	-	-	-	-
37.56	72.03	-2	10	-	-	-	-	-	-
-	-	0	0		-		-		
-	-	0	0	-	-	-	-		
9.10	41.88	25	69		-		-		
55.69	64.91	17	17	-	-	-	-		
212.44	508.53	3433	8504		-		-		
516.24	821.31	6246	11669	-	-	-	-		
105.14	279.69	5518	14948		-		-		
-	-	0	0	-	-	-	-		
317.58	788.22	5,518	14,948	-	-	-	-	-	-
516.24	821.31	6,246	11,669	-	-	-	-	-	-
0.51	4.88	5	10		-		-		
0.50	1.84	1	4	-	-	-	-		
0.14	0.14	1	1		-		-		
0.32	0.33	2	2	-	-	-	-		
-	3.26	0	0		-		-		
-	-	0	0	-	-	-	-		
2.19	10.31	1	3		-		-		
2.50	10.19	1	4	-	-	-	-		
2.84	18.59	7	14	-	-	-	-	-	-
3.33	12.36	4	10	-	-	-	-	-	-
85.54	192.30	6232	13665		-		-		
4.92	6.38	461	472	-	-	-	-		
69.20	1,213.49	1464	3101	13.38	18.17	8,179	13,440	80,242	246,512
3.21	27.16	-400	1	-	-	-	-	77,282	189,844
2.13	3.26	12	42		-		-	10,793	29,149
9.39	10.70	109	113	-	-	-	-	8,010	22,549
71.33	1,216.75	1476	3143	13.38	18.17	8,179	13,440	91,035	275,661
12.61	37.86	-291	114	-	-	-	-	85,292	212,393
-	-		0		-		-		
-	-	0	0	-	-	-	-		
-	-	0	0		-		-		
-	-	0	0	-	-	-	-		
3.38	12.26	232	850		-		-		
96.41	109.72	113	128	-	-	-	-		
516.64	2,733.02	13,730	33,272	13	18	8,179	13,440	91,035	275,661
944.06	1,342.66	6,571	12,443	-	-	-	-	85,292	212,393

Name of the Insurer: ICICI Lombard General Insurance Company 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	893.34	9,646.66	2,305	6,628	305.89	(647.89)	4,731,108	21,670,287
Previous year	587.45	10,294.55	2,218	7,620	(1,107.68)	(1,596.84)	1,252,592	15,171,908
Marine Cargo	800.18	3,506.02	720	2,379	347.03	437.79	2,764,211	15,021,521
Previous year	453.15	3,068.23	1,222	2,441	(280.45)	(417.50)	1,744,497	11,565,828
Marine Hull (Including Onshore & Offshore oil energy)	477.61	1,459.62	28	157	(694.96)	(1,237.98)	12,592	868,652
Previous year	1,172.57	2,697.61	28	167	834.87	(2,843.82)	478,591	1,917,272
Marine (Total)	1277.78	4965.65	748	2536	-347.93	-800.20	2776803.41	15890172.64
Previous year (Total)	1625.71	5765.84	1250	2608	554.42	-3261.32	2223088.10	13483100.35
Aviation	1,173.40	2,994.67	20	58	290.50	473.29	9,166,693	10,709,990
Previous year	882.90	2,521.37	17	51	415.28	1,411.59	11,263,670	12,109,245
Engineering	849.18	4,841.85	542	1,731	(694.09)	(848.09)	356,829	4,856,113
Previous year	1,543.26	5,689.94	619	1,857	(339.19)	(1,615.09)	1,364,035	5,530,557
Motor Own Damage	8,870.15	25,370.94	345,583	857,266	2,421.01	4,372.18	1,188,450	3,211,761
Previous year	6,449.14	20,998.75	166,276	543,410	(286.06)	(232.59)	811,122	2,657,610
Motor Third party	3,454.08	9,577.71	354,510	892,043	(43.05)	(110.04)		
Previous year	3,497.13	9,687.75	186,662	620,177	113.39	(261.06)		
Motor (Total)	12324.22	34948.65	354510	892043	2377.96	4262.14	1188450.22	3211761.32
Previous year (Total)	9946.27	30686.50	186662	620177	-172.68	-493.65	811121.88	2657610.14
Workmen's compensation / Employer's liability	92.15	391.81	395	1,315	26.64	118.71	11,475	64,815
Previous year	65.51	273.10	247	712	24.70	(39.74)	9,320	42,046
Public Liability	3.72	28.46	8	53	(2.47)	1.88	-	8,177
Previous year	6.20	26.58	17	55	0.14	(8.21)	18,100	65,736
Product Liability	22.17	53.57	5	17	(9.42)	(9.82)	6,100	12,722
Previous year	31.59	63.39	9	21	(28.55)	(48.14)	11,461	28,158
Other Liability Covers	912.01	2,939.52	134	511	527.22	271.86	79,236	398,353
Previous year	384.78	2,667.66	135	503	257.76	(161.18)	235,702	552,520
Liability (Total)	1030.05	3413.37	542	1896	541.97	382.63	96810.36	484067.22
Previous year (Total)	488.08	3030.74	408	1291	254.05	-257.27	274582.73	688460.48
Personal Accident	667.31	2,854.76	23,438	53,117	229.34	(431.03)	1,020,022	7,556,785
Previous year	437.97	3,285.79	15,251	40,298	(16.63)	(274.75)	911,430	5,228,794
Medical Insurance	14,517.78	37,981.56	23,072	66,524	9,478.24	19,195.19	1,153,104	3,371,136
Previous year	5,039.53	18,786.37	26,607	84,475	(5,055.70)	(15,821.20)	67,171	943,596
Overseas Medical Insurance	695.60	2,014.73	49,261	133,677	66.51	218.20	1,268,707	3,481,731
Previous year	629.09	1,796.53	31,297	89,535	12.80	74.37	1,152,619.08	3,529,007
Health (Total)	15213.37	39996.29	72333	200201	9544.75	19413.40	2421811.02	6852866.94
Previous year (Total)	5668.63	20582.90	57904	174010	-5042.90	-15746.83	1219790.25	4472602.45
Crop Insurance	-	0.00	-	-	-	0.00	-	-
Previous year	0.00	0.00	-	-	0.00	0.00	-	-
Credit Guarantee	114.58	452.27	4	13	(26.30)	(288.39)	3,999	16,478
Previous year	140.88	740.66	4	20	(245.99)	75.40	2,911	20,743
All Other Miscellaneous	654.48	2,974.58	9,308	28,498	(112.43)	347.59	3,377,603	7,899,081
Previous year	766.91	2,626.99	9,600	23,850	161.38	(728.32)	15,479,204	17,250,205
Grand Total	34197.71	107088.74	463750	1186721	12109.66	21863.45	25140128.43	79147601.54
Previous year (Total)	22088.05	85225.29	273933	871782	-5539.96	-22487.08	34802424.64	76613224.45

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
-	0.00	-	-	-	0.00	-	-		
0.00	8.56	-	3	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	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	3.58	-	23	-	0.00	-	-		
4.00	13.07	55	131	0.00	0.00	-	-		
1006.74	2,822.78	-	-	-	0.00	-	-		
730.83	2,233.91	16,187	49,166	0.00	0.00	-	-		
589.01	1,711.30	32,093	84,418	-	0.00	-	-		
104.61	675.60	4,026	27,416	0.00	0.00	-	-		
1595.75	4534.08	32093	84418	0.00	0.00	0	0	0	0
835.44	2909.51	16187	49166	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	-	-		
600	600.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
600.00	600.00	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	965.37	-	8	0.00	0.00	-	-		
7952.58	11,685.15	475	1,272	123.19	123.19	64,721	64,721	1,892,443	6,802,322
289.34	2,518.71	415	1,659	0.17	31.69	176	26,147	646,701	2,281,624
0.00	78.13	-	1,744	-	0.00	-	-	49,261	133,677
28.41	98.81	1,090	4,135	0.00	0.00	-	-	31,297	89,535
7952.58	11763.27	475	3016	123.19	123.19	64721	64721	1941704	6935999
317.75	2617.53	1505	5794	0.17	31.69	176	26147	677998	2371159
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
0	10	5	215	-	-	-	-		
48	367	65	275	-	-	-	-		
10148.65	16911.05	32573	87672	123.19	123.19	64721	64721	1941704	6935999
1205.64	6881.35	17812	55377	0.17	31.69	176	26147	677998	2371159

Name of the Insurer: *Iffco Tokio General Insurance Co 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	1921.26	11030.52	7792	21774	170.01	1921.26	10163347.96	58350690.24
Previous year	1401.18	10344.24	7659	21893	-687.89	1401.18	7412130.92	54720328.00
Marine Cargo	830.48	2445.18	1144	2783	164.86	830.48	6026547.05	17743996.74
Previous year	979.35	2381.27	1106	2786	307.09	979.35	7106908.78	17280273.33
Marine Hull (Including Onshore & Offshore oil energy)	90.03	1757.23	36	116	-46.60	90.03	584203.54	11402754.42
Previous year	184.60	1615.53	50	85	-502.26	184.60	1197905.56	10483299.88
Marine (Total)	920.51	4202.40	1180	2899	118.26	920.51	6610750.59	29146751.17
Previous year (Total)	1163.96	3996.81	1156	2871	-195.17	1163.96	8304814.34	27763573.20
Aviation	352.37	1158.74	37	99	92.19	352.37	2329521.24	7660475.23
Previous year	347.29	700.86	30	58	120.07	347.29	2295922.93	4633426.86
Engineering	462.08	1613.74	513	1476	-115.80	462.08	38151.64	133239.77
Previous year	2757.11	3822.94	511	1490	2170.01	2757.11	227642.78	315644.02
Motor Own Damage	5166.17	14136.81	293327	838203	353.70	5166.17	210234.08	575288.82
Previous year	3615.66	10862.42	232987	704883	-190.90	3615.66	147137.18	442039.51
Motor Third party	2189.12	6453.10	4363	16267	90.14	2189.12		
Previous year	1678.25	4876.66	232987	704883	-134.40	1678.25		
Motor (Total)	7355.29	20589.91	293327	838203	443.84	7355.29	210234.08	575288.82
Previous year (Total)	5293.91	15739.09	232987	704883	-325.30	5293.91	147137.18	442039.51
Workmen's compensation / Employer's liability	86.10	260.74	709	2223	10.57	86.10	5368.17	16255.51
Previous year	96	269	743	2165	15	96.46	6014	16770
Public Liability	30.22	319.06	15	77	-19.60	30.22	143708.84	1517229.40
Previous year	26	144	143	255	-45	26.33	125218	685692
Product Liability	40.53	102.38	4	39	11.04	40.53	21970.34	55498.22
Previous year	41	31	39	39	53	40.88	22164	23754
Other Liability Covers	756.24	1833.47	345	827	679.01	756.24	731454.16	1773381.17
Previous year	553	1571	60	447	450	552.94	534820	1519945
Liability (Total)	913.09	2515.65	1073	3166	681.01	913.09	902501.51	3362364.30
Previous year (Total)	716.62	2016.06	985	2906	473.58	716.62	688216.22	2246160.16
Personal Accident	247.45	560.12	3389	10298	88.84	247.45	530522.86	1200889.80
Previous year	216.34	492.35	2549	7216	74.90	216.34	463833.88	1055581.02
Medical Insurance	1057.30	3264.96	2367	6981	30.34	1057.30	44614.20	137769.68
Previous year	1116.34	2993.90	3829	10418	682.31	1116.34	47105.74	126332.03
Overseas Medical Insurance	31.63	78.77	3529	8358	3.67	31.63	5262.27	13105.43
Previous year	25.63	88.19	2438	7330	-12.99	25.63	4697.31	16159.62
Health (Total)	1088.92	3343.72	5896	15339	34.01	1088.92	49876.48	150875.10
Previous year (Total)	1141.98	3082.09	6267	17748	669.32	1141.98	51803.05	142491.65
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	1665.10	3248.09	8761	24076	978.26	1665.10	1236236.26	2411505.65
Previous year	1137.98	2399.47	12117	39992	418.21	1137.98	844879.69	1781461.02
Grand Total	14926.07	48262.89	321968	917330	2490.62	14926.07	22071142.62	102992080.08
Previous year (Total)	14176.37	42593.90	264261	799057	2717.74	14176.37	20436380.97	93100705.45

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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
31.84	86.55	832	2245						
22.45	110.98	625	3057						
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
2.83	19.29	31	63						
663.83	1871.16	42160	109736						
319.43	909.03	0	0						
983.26	2780.19	42160	109736	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
1	3	27	65						
0	0	1	3						
0	0	0	0						
0	1	12	50						
1.29	3.84	40	118	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
74.24	149.14	1064	3092	5.07	9.79	87086	172938		
1.24	1796.79	26	90						
1.24	1796.79	26	90	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
460.62	566.63	2657	7288	257.76	262.79	37571	40157		
1370.94	3349.94	51583	154732	340.82	355.84	148167	247944		
1555.32	5402.43	46810	122632	262.83	272.58	124657	213095	0	0
1393.39	3460.92	52208	157789	340.82	355.84	148167	247944	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	6530.06	17991.69	49871	163604	1354.82	3507.60		
Previous year	5175.24	14484.09	42059	136705	1263.28	376.00		
Marine Cargo	1514.02	4537.75	18672	58933	307.15	684.46		
Previous year	1206.87	3853.29	17231	54203	173.59	74.76		
Marine Hull (Including Onshore & Offshore oil energy)	2477.71	3422.80	231	662	674.11	966.81		
Previous year	1803.60	2455.99	185	572	763.72	107.67		
Marine (Total)	3991.73	7960.55	18903	59595	981.26	1651.27	0.00	0.00
Previous year (Total)	3010.47	6309.28	17416	54775	937.31	182.43	0.00	0.00
Aviation	332.03	919.64	11	34	445.48	-321.50		
Previous year	-113.45	1241.14	9	42	-947.53	49.57		
Engineering	1295.76	4636.34	2716	16202	134.41	986.28		
Previous year	1161.35	3650.06	2586	13683	-172.64	-182.52		
Motor Own Damage	15560.26	41708.79	46621	573084	4500.99	9114.05		
Previous year	11059.27	32594.74	32046	497179	540.74	-2728.37		
Motor Third party	5127.35	20113.82	53429	382523	-1570.21	744.35		
Previous year	6697.56	19369.47	55843	328586	127.64	-1241.18		
Motor (Total)	20687.61	61822.61	53429	573084	2930.78	9858.40	0.00	0.00
Previous year (Total)	17756.83	51964.21	55843	497179	668.38	-3969.55	0.00	0.00
Workmen's compensation / Employer's liability	573.59	1432.40	2146	10965	264.08	618.18		
Previous year	309.51	814.22	1084	7718	174.62	227.53		
Public Liability	66.57	387.25	87	2453	39.66	194.45		
Previous year	26.91	192.80	64	1945	7.90	33.37		
Product Liability	39.16	231.50	39	159	23.93	98.24		
Previous year	15.23	133.26	18	89	4.92	41.49		
Other Liability Covers	74.94	264.38	452	2334	6.41	9.62		
Previous year	68.53	254.76	389	2502	25.77	-34.77		
Liability (Total)	754.26	2315.53	2724	15911	334.08	920.49	0.00	0.00
Previous year (Total)	420.18	1395.04	1555	12254	213.21	267.62	0.00	0.00
Personal Accident	811.74	2990.98	12394	112522	259.82	660.30		
Previous year	551.92	2330.68	7920	91810	149.25	543.00		
Medical Insurance	10671.48	36725.51	86429	302423	3228.39	12055.60		
Previous year	7443.09	24669.91	63485	213837	860.64	1206.03		
Overseas Medical Insurance	9.46	105.46	358	2929	-14.13	-6.15		
Previous year	23.59	111.61	483	2871	3.59	-12.26		
Health (Total)	10680.94	36830.97	86787	305352	3214.26	12049.45	0.00	0.00
Previous year (Total)	7466.68	24781.52	63968	216708	864.23	1193.77	0.00	0.00
Crop Insurance	0.00		0					
Previous year	0.00		0					
Credit Guarantee	0.00		0					
Previous year	0.00		0					
All Other Miscellaneous	3502.87	11109.69	65429	475786	1074.09	2061.71		
Previous year	2428.78	9047.98	49087	409681	-576.45	-669.38		
Grand Total	48587.00	146578.00	338885	2104613	10729.00	31374.00	0.00	0.00
Previous year (Total)	37858.00	115204.00	272489	1761423	2399.04	-2209.06	0.00	0.00

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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
259.07	707.11	4029	14101	174.13	518.91				
213.47	620.66	3847	12355	161.31	520.71				
29.58	73.43	129	720	8.06	27.27				
43.99	89.39	261	971	20.19	52.57				
0.00	0.00	0	0	0.00	0.00				
0.00	0.00	0	0	0.00	0.00				
29.58	73.43	129	720	8.06	27.27				
43.99	89.39	261	971	20.19	52.57				
0.00	0.00	0	0	0.00	0.00				
0.00	0.00	0	0	0.00	0.00				
48.66	105.50	516	1148	12.69	62.51				
42.19	108.73	461	1128	11.43	71.43				
1469.40	3451.40	43184	139095	529.44	1527.31				
1182.47	2880.10	32107	111873	395.47	1201.73				
966.18	2271.84	25418	84128	301.63	961.25				
852.31	1929.18	20427	68098	254.08	759.91				
2435.58	5723.24	43184	139095	831.07	2488.56				
2034.78	4809.28	32107	111873	649.55	1961.64				
22.78	57.54	436	896	9.39	16.17	35	138		
21.38	50.78	419	759	11.21	20.43	38	176		
0.00	0.00	0	0	0.00	0.00	0			
0.00	0.00	0	0	0.00	0.00	0			
0.00	0.00	0	0	0.00	0.00	0			
0.00	0.00	0	0	0.00	0.00	0			
0.00	2.00	0	86	0.00	1.03	0			
4.20	7.90	35	190	1.03	3.38	0			
22.78	59.54	436	982	9.39	17.20	35	138		
25.58	58.68	454	949	12.24	23.81	38	176		
97.39	189.05	4259	12925	102.68	268.63	69428	135997		
78.09	145.14	4760	11756	64.82	186.94	49086	100018		
264.61	570.35	10289	27096	413.55	936.07	87264	194777		
195.67	400.65	8493	22182	225.39	540.46	54081	103738		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
264.61	570.35	10289	27096	413.55	936.07	87264	194777		
195.67	400.65	8493	22182	225.39	540.46	54081	103738		
0.00		0		0.00		0			
0.00		0		0.00		0			
0.00		0		0.00		0			
0.00		0		0.00		0			
245.33	1229.08	41294	106398	326.21	1310.62	13649	42426		
103.43	938.80	25846	81830	264.10	1080.97	8067	28485		
3403.00	8657.30	129554	386593	1877.78	5629.77	170376	373338		
2737.20	7171.33	96656	311142	1409.03	4438.53	111272	232417		

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	12.19	26.34	7	21	12.19	26.34	6219.00	28635.00
Previous year								
Marine Cargo	0.00	0.13		6	0.00	0.13		246.00
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.13	0	6	0.00	0.13	0.00	246.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation								
Previous year								
Engineering		0.48		1	0.00	0.48	0.00	864.86
Previous year								
Motor Own Damage	2.12	3.01	21	35	2.12	3.01	328.22	476.31
Previous year								
Motor Third party	0.17	1.10	0	42	0.17	1.10		
Previous year								
Motor (Total)	2.29	4.11	21	42	2.29	4.11	328.22	476.31
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability	0.00	1.95	0	1	0.00	1.95	0.00	
Previous year								
Public Liability	0.00	0.71	0	1	0.00	0.71	0.00	1500
Previous year	0.00	0.00	0	0				
Product Liability								
Previous year								
Other Liability Covers	22.70	89.74	2	11	22.70	89.74	12692	37715
Previous year	0.00	0.00	0	0				
Liability (Total)	22.69	92.40	2	13	22.69	92.40	12692.25	39215.25
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident		18.00		10	0.00	18.00		35372.00
Previous year								
Medical Insurance								
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	0.08	0.87	1	6	0.08	0.87	75.00	402.00
Previous year			0	0				
Grand Total	37.24	142.33	31	99	37.24	142.33	19314.47	105211.42
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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

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	1195.61	4125.46	4235	10965	350.16	-1581.60	1254983.79	5860092.03
Previous year	845.44	5707.06	3900	9260	166.06	1640.39	1308322.91	11432900.79
Marine Cargo	246.99	953.28	2159	5768	-20.93	-33.92	450762.90	2558055.66
Previous year	267.92	987.20	1930	4994	-42.79	5.75	649738.84	3666205.50
Marine Hull (Including Onshore & Offshore oil energy)	121.17	326.13	3	4	-173.40	-47.82	170858.23	176086.59
Previous year	294.57	373.95	37	75	248.37	132.99	29690.37	49233.61
Marine (Total)	368.16	1279.41	2162	5772	-194.33	-81.74	621621.14	2734142.26
Previous year (Total)	562.49	1361.16	1967	5069	205.58	138.74	679429.21	3715439.10
Aviation	1704.91	3407.33	2	17	1666.94	3244.38	2.83	1537.83
Previous year	37.96	162.96	13	43	-189.86	-313.19	44520.47	203762.59
Engineering	535.58	-96.83	526	1294	-483.72	-2922.18	286328.97	1751873.38
Previous year	1019.30	2825.35	560	1541	180.84	447.38	617815.78	2308390.76
Motor Own Damage	5660.31	15527.33	131941	240868	-6094.79	-12795.50	354577.58	984141.61
Previous year	11755.11	28322.83	177345	517357	6388.28	8520.96	507157.91	1500889.22
Motor Third party	2796.57	7439.57	136251	381822	2513.29	-154.46		
Previous year	283.28	7594.03	187917	549373	-1927.67	-150.18		
Motor (Total)	8456.88	22966.90	136251	381822	-3581.50	-12949.96	354577.58	984141.61
Previous year (Total)	12038.38	35916.85	187917	549373	4460.61	8370.78	507157.91	1500889.22
Workmen's compensation / Employer's liability	62.43	152.21	285	767	-8.10	-56.36	4852.61	15566.75
Previous year	70.53	208.58	398	1261	-9.64	-42.29	6570.16	26250.67
Public Liability	9.06	48.77	39	125	-4.00	-33.53	4060.51	31117.33
Previous year	13.07	82.30	58	120	-1.20	14.23	11318.20	44532.41
Product Liability	5.07	7.83	3	6	3.06	1.28	940.00	2090.00
Previous year	2.01	6.55	3	61	-12.57	-10.39	500.00	1235.00
Other Liability Covers	31.51	702.45	771	1275	20.19	51.30	-6873.56	242744.44
Previous year	11.32	651.15	26	108	2.35	-257.61	179940.00	236209.25
Liability (Total)	108.07	911.26	1098	2173	11.14	-37.31	2979.56	291518.52
Previous year (Total)	96.93	948.58	485	1550	-21.06	-296.06	198328.36	308227.32
Personal Accident	216.00	2412.42	2908	15561	14.65	887.86	436077.17	3659868.38
Previous year	201.35	1524.56	2299	21062	-173.38	-2252.22	489583.29	2857118.91
Medical Insurance	1819.13	5534.76	16109	108641	115.57	508.20	72398.26	190414.77
Previous year	1703.56	5026.57	35545	105760	-312.97	-6790.43	114365.84	295722.46
Overseas Medical Insurance	374.16	1116.48	65726	186258	68.06	140.47	2120287.82	7173506.45
Previous year	306.10	976.00	39759	133791	-125.24	-15.52	395344.01	1278155.79
Health (Total)	2193.29	6651.24	81835	294899	183.63	648.67	2192686.08	7363921.22
Previous year (Total)	2009.66	6002.57	75304	239551	-438.21	-6805.95	509709.85	1573878.25
Crop Insurance	0	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0	0	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0	0.00	0	0	0.00	0.00	0	0.00
Previous year	0	0	0	0	0.00	0.00	0	0
All Other Miscellaneous	476.47	1277.45	7154	17847	101.92	-21.14	246223.89	1561924.72
Previous year	374.55	1298.59	8260	19928	-26.83	-826.06	345299.49	2214472.43
Grand Total	15254.96	42934.66	236171	730350	-1931.11	-12813.02	5395481.01	24209019.95
Previous year (Total)	17186.07	55747.68	280705	847377	4163.75	103.81	4700167.25	26115079.39

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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
10.09	338.63	156	380						
54.96	580.30	273	509						
1.42	17.50	18	54						
8.06	8.08	31	33						
0.00	0.00	0	0						
0.60	0.60	2	2						
1.42	17.50	18	54	0.00	0.00	0	0	0	0
8.66	8.68	33	35	0.00	0.00	0	0	0	0
0.00	0.00	0	0						
0.00	0.00	0	0						
8.03	65.71	15	72						
41.98	91.28	29	80						
469.78	1323.22	10631	29790						
1365.84	3585.07	18704	52728						
249.76	693.39	245	947						
19.41	473.33	731	2064						
719.55	2016.62	10631	29790	0.00	0.00	0	0	0	0
1385.25	4058.40	18704	52728	0.00	0.00	0	0	0	0
0.15	7.81	3	27						
2.89	6.22	21	61						
0.00	0.51	0	2						
2.86	2.86	1	1						
0.27	0.27	1	1						
0.00	0.00	0	0						
0.17	0.36	17	42						
0.00	4.00	0	2						
0.58	8.95	21	72	0.00	0.00	0	0	0	0
5.75	13.08	22	64	0.00	0.00	0	0	0	0
1.64	18.18	428	2311	0.19	24.54	367.00	202572.00		
1.19	94.77	257	696	0.99	77.65	1389.00	3519.92		
16.98	1078.09	334	1504						
24.08	100.45	1207	3147						
19.47	51.82	5568	14157						
15.78	34.27	2999	6489						
36.45	1129.91	5902	15661	0.00	0.00	0	0	0	0
39.86	134.72	4206	9636	0.00	0.00	0	0	0	0
0.00	0.00	0	0						
0.00	0.00	0	0						
0	0.00	0	0						
0	0	0	0						
8.21	35.89	579	1354	7.63	35.85	533.00	5086.00		
16.65	35.79	598	1163	12.81	20.64	1920.00	3069.00		
785.97	3631.39	17750	49694	7.82	60.39	900	207658	0	0
1554.31	5017.03	24122	64911	13.80	98.29	3309	6589	0	0

Name of the Insurer: Royal Sundaram Alliance Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	609.69	1878.20	3337	8854	398.90	414.62	640946.89	3433378.69
Previous year	210.79	1463.58	1474	5735	-118.74	-910.71	270489.59	2225795.08
Marine Cargo	259.84	704.60	3337	9310	31.36	136.26	803228.28	1808444.38
Previous year	228.49	568.34	3049	6575	68.90	63.51	606656.78	1583522.08
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)	259.84	704.60	3337	9310	31.36	136.26	803228.28	1808444.38
Previous year (Total)	228.49	568.34	3049	6575	68.90	63.51	606656.78	1583522.08
Aviation							0.00	
Previous year							0.00	
Engineering	269.00	847.09	85	410	-20.74	-122.17	164013.24	381607.47
Previous year	289.74	969.25	136	556	-72.58	-220.71	75463.60	277500.08
Motor Own Damage	4454.86	12646.45	62959	180673	1027.89	2388.60	243582.48	683312.95
Previous year	3426.97	10257.85	50870	148377	482.97	1752.72	190593.63	563524.93
Motor Third party	1257.34	3500.30	421	1519	179.13	459.28		
Previous year	1078.22	3041.02	877	2263	354.94	923.62		
Motor (Total)	5712.20	16146.75	62959	180673	1207.01	2847.89	243582.48	683312.95
Previous year (Total)	4505.19	13298.87	50870	148377	837.90	2676.34	190593.63	563524.93
Workmen's compensation / Employer's liability	11.10	61.25	39	130	-13.65	-5.92	695.21	5746.34
Previous year	24.75	67.18	69	191	-32.98	-28.48	989.40	6132.49
Public Liability	35.65	108.11	50	126	26.01	42.64	13369.46	36918.86
Previous year	9.63	65.46	18	89	-0.43	-9.68	14172.93	45372.27
Product Liability	14.08	22.51	6	10	5.80	5.69	3884.19	6946.17
Previous year	8.29	16.82	5	9	8.29	-3.61	176.10	2466.75
Other Liability Covers								
Previous year								
Liability (Total)	60.83	191.87	95	266	18.15	42.41	17948.87	49611.36
Previous year (Total)	42.68	149.46	92	289	-25.12	-41.78	15338.44	53971.50
Personal Accident	305.06	892.67	6100	19313	96.31	73.09	2256574.85	4885240.31
Previous year	208.75	819.58	9073	33706	38.29	131.07	154698.35	731441.42
Medical Insurance	1660.15	4753.72	13026	59150	680.09	1771.48	89676.17	406706.73
Previous year	980.06	2982.23	17624	56706	-16.61	-140.20	113631.65	610079.67
Overseas Medical Insurance								
Previous year								
Health (Total)	1660.15	4753.72	13026	59150	680.09	1771.48	89676.17	406706.73
Previous year (Total)	980.06	2982.23	17624	56706	-16.61	-140.20	113631.65	610079.67
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	171.46	755.51	35577	82528	-5.60	97.75	828269.74	5101328.96
Previous year	177.06	657.75	3065	6707	-15.38	300.93	790738.16	2655003.34
Grand Total	9048.24	26170.40	124516	360504	2405.47	5261.34	5044240.53	16749630.85
Previous year (Total)	6642.76	20909.06	85383	258651	696.66	1858.45	2217610.20	8700838.10

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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
15.23	24.77	507	883						
17.29	27.93	574	1397						
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		
0.79	1.43	2	4						
0.00	0.00	0	0						
271.99	597.37	2850	6584						
622.77	1278.91	12177	21384						
271.99	597.37	2850	6584	0.00	0.00	0	0		
622.77	1278.91	12177	21384	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		
49.34	108.28	36029	64632	0.97	2.46	2448.00	5593.00		
26.15	84.13	1779	2380	0.42	1.30	1450.00	4671.00		
586.32	1026.42	7914	20965	382.83	383.08	112084.00	112425.00	53522.50	155625.50
213.73	400.10	4802	6665	0.30	0.43	392.00	538.00	78842.00	194642.00
586.32	1026.42	7914	20965	382.83	383.08	112084	112425	53523	155626
213.73	400.10	4802	6665	0.30	0.43	392	538	78842	194642
174.79	413.87	2435	6208	0.00	0.00	0.00	0.00		
79.04	210.42	1428	4268	0.00	0.00	0.00	0.00		
1098.47	2172.14	49737	99276	383.80	385.54	114532	118018	53523	155626
958.97	2001.48	20760	36094	0.71	1.73	1842	5209	78842	194642

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	16.89	57.71	18	46	16.89	57.71	32646.91	99126.43
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	93.29	93.29	4	4	93.29	93.29	48349.96	48349.96
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								
Previous year								
All Other Miscellaneous	6.65	6.67	5	6	6.65	6.67	80460.42	80570.58
Previous year								
Grand Total	116.83	157.67	27	56	116.83	157.67	161457.29	228046.97
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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

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	35.44	110.16	135	328	17.82	75.77	31544.33	145407.60
Previous year	17.62	34.39	38	135	17.62	34.39	14365.25	29080.95
Marine Cargo	8.06	10.46	58	89	8.06	10.46	9064.98	11128.56
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine (Total)	8.06	10.46	58	89	8.06	10.46	9064.98	11128.56
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Engineering	10.49	28.85	28	62	-0.41	11.71	9103.02	19474.70
Previous year	10.90	17.14	6	12	10.90	17.14	4509.00	23485.28
Motor Own Damage	2502.50	7088.17	73550	208304	1631.69	4066.96	193910.69	559265.48
Previous year	870.81	3021.21	30365	94566	870.81	3021.21	64620.25	224313.49
Motor Third party	2401.15	6716.50	78294	218218	1481.80	3566.17		
Previous year	919.35	3150.33	31236	96452	919.35	3150.33		
Motor (Total)	4903.65	13804.67	78294	218218	3113.49	7633.13	193910.69	559265.48
Previous year (Total)	1790.16	6171.54	31236	96452	1790.16	6171.54	64620.25	224313.49
Workmen's compensation / Employer's liability	5.20	7.49	4	17	4.87	5.53	6.96	39.17
Previous year	0.33	1.96	4	10	0	2	5.70	24.77
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	0.59	6.14	7	23	0.26	5.69	125.00	4069.31
Previous year	0.33	0.45	1	4	0.33	0.45	100.00	185.00
Liability (Total)	5.79	13.63	11	40	5.13	11.22	131.96	4108.48
Previous year (Total)	0.66	2.41	5	14	0.66	2.41	105.70	209.77
Personal Accident	8.95	20.04	1421	3282	3.23	6.70	10327.67	28327.09
Previous year	5.72	13.34	1724	3808	5.72	13.34	2844.40	6746.67
Medical Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	3.80	10.80	118	386	0.31	1.35	7381.80	16992.91
Previous year	3.49	9.45	286	752	3.49	9.45	1072.70	2962.15
Grand Total	4976.18	13998.61	80065	222405	3147.63	7750.34	261464.45	784704.82
Previous year (Total)	1828.55	6248.27	33295	101173	1828.55	6248.27	87517.30	286798.31

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
139.76	413.34	4370	12355	0.00	0.00	0	0		
69.83	150.73	2108	4559	0.00	0.00	0	0		
108.59	319.22	4407	12515	0.00	0.00	0	0		
58.68	123.36	2175	4699	0.00	0.00	0	0		
248.35	732.56	4407	12515	0.00	0.00	0	0		
128.51	274.09	2175	4699	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	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	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	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
248.35	732.56	4407	12515	0.00	0.00	0	0	0	0
128.51	274.09	2175	4699	0.00	0.00	0	0	0	0

Name of the Insurer: *Tata AIG General Insurance Co 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	878	8,475	9,311	27,683		-	26,364,007	82,342,602
Previous year	721	7,566	11,942	36,059	-	-	11,035,439	37,790,901
Marine Cargo	979	4,259	1,545	4,969		-	1,807,674	4,134,469
Previous year	753	3,442	1,323	4,143	-	-	1,325,830	3,008,063
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	979	4,259	1,545	4,969	-	-	1,807,674	4,134,469
Previous year (Total)	753	3,442	1,323	4,143	-	-	1,325,830	3,008,063
Aviation	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	169	1,570	85	225		-	3,245,984	7,054,203
Previous year	143	1,623	46	175	-	-	1,816,896	2,265,010
Motor Own Damage	2,247	6,053	55,891	153,669		-	126,344	357,218
Previous year	1,302	3,884	27,370	87,834	-	-	68,532	227,413
Motor Third party	388	1,103	55,891	153,669		-	-	-
Previous year	233	709	27,370	87,834	-	-	-	-
Motor (Total)	2,636	7,156	55,891	153,669	-	-	126,344	357,218
Previous year (Total)	1,535	4,594	27,370	87,834	-	-	68,532	227,413
Workmen's compensation / Employer's liability	25	96	30	76		-	15,117	114,022
Previous year	10	84	10	50	-	-	4,025	73,604
Public Liability	187	884	35	177		-	123,197	539,956
Previous year	182	752	35	145	-	-	133,190	380,324
Product Liability	16	126	19	75		-	3,175,742	6,589,555
Previous year	13	126	29	126	-	-	1,145,053	2,342,205
Other Liability Covers	552	2,736	584	1,706		-	331,806	1,292,543
Previous year	398	2,589	311	1,039	-	-	321,133	979,569
Liability (Total)	780	3,841	668	2,034	-	-	3,645,862	8,536,075
Previous year (Total)	604	3,551	385	1,360	-	-	1,603,400	3,775,702
Personal Accident	1,118	3,355	8,188	27,673		-	764,218	2,714,822
Previous year	943	3,215	9,692	29,044	-	-	735,193	2,032,130
Medical Insurance	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Overseas Medical Insurance	1,205	3,449	29,954	91,688		-	3,386,899	10,048,425
Previous year	641	1,844	22,138	67,516	-	-	2,733,812	7,390,305
Health (Total)	1,205	3,449	29,954	91,688	-	-	3,386,899	10,048,425
Previous year (Total)	641	1,844	22,138	67,516	-	-	2,733,812	7,390,305
Crop Insurance	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	97	300	1,018	2,493		-	4,374	10,248
Previous year	136	335	89	730	-	-	10,950	36,710
Grand Total	7,860	32,405	106,660	310,434	-	-	39,345,362	115,198,063
Previous year (Total)	5,476	26,171	72,985	226,861	-	-	19,330,052	56,526,234

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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
447	556	57	223		-		-		
94	240	85	274	-	-	-	-		
258	356	65	145		-		-		
36	100	20	71	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
258	356	65	145	-	-	-	-	-	-
36	100	20	71	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
21	26	4	7		-		-		
2	11	2	8	-	-	-	-		
149	427	4,288	11,720		-		-		
66	222	1,362	4,702	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
149	427	4,288	11,720	-	-	-	-	-	-
66	222	1,362	4,702	-	-	-	-	-	-
0	2	-	2		-		-		
(0)	1	-	1	-	-	-	-		
58	122	15	55		-		-		
16	51	13	53	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
58	124	15	57	-	-	-	-	-	-
15	52	13	54	-	-	-	-	-	-
36	95	678	2,320	0	1	3,696	10,194		
23	39	201	670	0	0	1,402	1,402		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
287	818	89	291		-		-		
0	4	66	146	-	-	-	-		
287	818	89	291	-	-	-	-	-	-
0	4	66	146	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
34	139	1,069	2,475		-		-		
15	25	333	889	-	-	-	-		
1,291	2,541	6,265	17,238	0	1	3,696	10,194	-	-
252	692	2,082	6,814	0	0	1,402	1,402	-	-

Name of the Insurer: *The New India Assurance Co. 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	8334.62	37281.71	63872	243343	3616.11	7324.59	224260760.87	307952407.17
Previous year	4718.51	29957.12	63411	215391			41145044.64	89064158.96
Marine Cargo	2552.77	7409.59	29244	77675	973.82	1874.64	127700091.98	158727029.45
Previous year	1578.95	5534.95	28538	71263			17301749.30	49098273.36
Marine Hull (Including Onshore & Offshore oil energy)	6011.49	8610.83	463	2829	1759.67	2591.66	9368675.25	14644165.43
Previous year	4251.82	6019.17	777	3744			2846895.17	12114272.79
Marine (Total)	8564.26	16020.42	29707	80504	2733.49	4466.30	137068767.23	173371194.88
Previous year (Total)	5830.77	11554.12	29315	75007	0.00	0.00	20148644.47	61212546.15
Aviation	177.51	1289.48	63	134	21.29	62.53	39131.76	954387.09
Previous year	156.22	1226.95	61	199			-163020.82	1275387.75
Engineering	2878.46	8295.03	3232	19327	-116.06	808.63	25806965.94	56697453.99
Previous year	2994.52	7486.40	5803	22128			13815439.39	21995402.40
Motor Own Damage	10020.63	29951.85	422874	1197275	847.11	1570.72	13096709.38	14395140.17
Previous year	9173.52	28381.13	427091	1237581			942383.58	2294573.98
Motor Third party	7586.40	22300.30	456254	1028570	108.14	223.34		
Previous year	7478.26	22076.96	193025	595116				
Motor (Total)	17607.03	52252.15	456254	1197275	955.25	1794.06	13096709.38	14395140.17
Previous year (Total)	16651.78	50458.09	427091	1237581	0.00	0.00	942383.58	2294573.98
Workmen's compensation / Employer's liability	523	1235	9192	19543	185	240	1217531	1374234
Previous year	338	995	5903	25239			56686	154479
Public Liability	113	138	413	845	145	106	64423	504224
Previous year	-32	32	-270	978			45127	516315
Product Liability	52	205	16	32	-219	-210	21960786	22160737
Previous year	270	415	-1106	50			-52771	186927
Other Liability Covers	616	2723	-3701	17219	232	414	9054391	9724292
Previous year	384	2310	58780	65707			89938	388681
Liability (Total)	1303.64	4301.15	5920	37639	343.13	549.29	32297131.07	33763486.49
Previous year (Total)	960.51	3751.86	63307	91974	0.00	0.00	138980.04	1246402.05
Personal Accident	1066.22	3277.03	39136	141918	435.68	839.51	7418699.95	20048911.70
Previous year	630.54	2437.52	30375	111442			8754745.47	14246918.67
Medical Insurance	19066.10	63995.60	93069	275621	6951.71	17752.98	240417834.20	251779803.55
Previous year	12114.39	46242.62	90151	281837			3228260.40	11231008.66
Overseas Medical Insurance	138.18	494.84	8474	20227	-7.13	-50.26	65666114.79	65983235.96
Previous year	145.31	545.10	5798	20343			-64817.61	59167.60
Health (Total)	19204.28	64490.44	101543	295848	6944.58	17702.72	306083948.99	317763039.51
Previous year (Total)	12259.70	46787.72	95949	302180	0.00	0.00	3163442.79	11290176.26
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0			0.00	0.00
Credit Guarantee	0.00	0.52	0	10	16.80	-13.15	0.00	2.90
Previous year	-16.80	13.67	557	575			21282.51	96092.41
All Other Miscellaneous	3436.52	12503.74	71840	293381	109.11	1264.21	1311338651.31	1353089689.28
Previous year	3327.41	11239.53	131893	372015			36711722.71	65363693.35
Grand Total	62572.54	199711.67	771567	2309379	15059.38	34798.69	2057410766.50	2278035713.18
Previous year (Total)	47513.16	164912.98	847762	2428492	0.00	0.00	124678664.78	268085351.98

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
375.06	1337.72	8330	27914	153.98	895.91	0.00	0.00		
370.62	1406.23	5037	21457	149.25	584.55	0.00	0.00		
60.31	219.04	685	2619	14.95	178.14	0.00	0.00		
57.16	144.01	554	1996	43.80	132.95	0.00	0.00		
1.27	14.55	28	86	-5.32	39.77	0.00	0.00		
1.41	5.35	21	55	4.14	7.97	0.00	0.00		
61.58	233.59	713	2705	9.63	217.91	0	0		
58.57	149.36	575	2051	47.94	140.92	0	0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
90.70	287.05	370	1141	78.87	236.50	0.00	0.00		
87.67	211.37	417	1312	87.34	206.50	0.00	0.00		
658.14	1673.95	18225	119797	534.32	1471.58	1554.00	4124.00		
698.33	2176.07	23659	123657	838.56	1815.47	2137.00	5529.00		
326.94	1121.02	25596	83359	311.91	951.38	3048.00	8298.00		
616.60	1606.54	8939	53436	647.04	1239.48	1619.00	5437.00		
985.08	2794.97	25596	119797	846.23	2422.96	4602	12422		
1314.93	3782.61	23659	123657	1485.60	3054.95	3756	10966		
66	120	204	818	-86	56	1920	5685		
80	168	900	1520	16	61	740	4474		
1	1	6	11	0	11	0	0		
1	1	19	28	0	1	0	0		
1	18	3	3	0	25	0	0		
4	19	4	4	3	24	0	0		
164	252	714	1814	22	64	1	4		
-48	61	573	1181	-1	42	-34	4		
231.01	391.69	927	2646	-64.47	156.08	1921	5689		
37.48	249.82	1496	2733	17.83	127.91	706	4478		
53.78	169.65	3742	16351	-39.32	146.28	20764	114743		
-25.31	110.95	3035	10301	13.58	78.51	19888	198355		
279.90	1336.86	15897	49758	658.80	1401.51	581318	976151	86434	1408703
10.03	630.91	2811	18672	303.59	906.48	33415	10179203	88493	1295894
28.26	34.05	339	1117	6.65	23.06	-6604	2090	2365	6613
2.37	13.35	27	609	3.96	16.18	-2846	8848	805	10406
308.16	1370.91	16236	50875	665.45	1424.57	574714	978241	88799	1415316
12.40	644.26	2838	19281	307.55	922.66	30569	10188051	89298	1306300
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.03	0.03	6	6	12.43	12.43	0	0		
531.16	2192.45	16093	68096	141.45	594.17	16692	54851		
484.45	1455.29	14793	78731	149.49	671.68	20847	5210558		
2636.53	8778.03	72007	289525	1791.82	6094.38	618693	1165946		
2340.84	8009.92	51856	259529	2271.01	5800.11	75766	15612408		

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	3355.03	21197.86	43908	137497	506.73	3897.24	7746891.18	54594779.72
Previous year	2848.30	17300.62	41048	122925				
Marine Cargo	1906.23	6027.06	15603	44899	593.63	1392.25	5668570.39	16527408.02
Previous year	1312.60	4634.81	19754	54851				
Marine Hull (Including Onshore & Offshore oil energy)	4995.76	7507.20	461	1097	2756.16	3405.91	1014497.23	1615646.54
Previous year	2239.60	4101.29	565	1173				
Marine (Total)	6901.99	13534.26	16064	45996	3349.79	4798.16	6683067.62	18143054.56
Previous year (Total)	3552.20	8736.10	20319	56024				
Aviation	1197.96	1442.31	40	107	955.96	-1152.76	4302380.75	4382794.09
Previous year	242.00	2595.07	42	108				
Engineering	2716.38	7680.63	3357	10851	616.78	1306.16	2788867.44	7678298.33
Previous year	2099.60	6374.47	3828	10724				
Motor Own Damage	7631.61	23270.77	412883	1212422	972.01	2689.29	509712.77	1548726.73
Previous year	6659.60	20581.48	366314	1079862				
Motor Third party	6402.87	19410.50	571802	1692716	558.87	1806.44	0.00	0.00
Previous year	5844.00	17604.06	142032	406990				
Motor (Total)	14034.48	42681.27	571802	1692716	1530.88	4495.73	509712.77	1548726.73
Previous year (Total)	12503.60	38185.54	366314	1079862				
Workmen's compensation / Employer's liability	505.92	1721.36	5172	15864	-4.78	178.46	8376.11	29504.23
Previous year	510.70	1542.90	4964	14938				
Public Liability	8.40	39.68	26	127	2.80	-5.70	3379398.00	7882493.94
Previous year	5.60	45.38	31	140				
Product Liability	14.66	112.74	11	32	-22.64	-144.26	80300.66	1432949.35
Previous year	37.30	257.00	8	37				
Other Liability Covers	246.19	798.25	2617	7542	-129.51	-436.85	1707090.80	5199052.92
Previous year	375.70	1235.10	2734	7258				
Liability (Total)	775.17	2672.03	7826	23565	-154.13	-408.35	5175165.57	14544000.44
Previous year (Total)	929.30	3080.38	7737	22373				
Personal Accident	1398.64	3567.00	87766	257810	558.34	530.81	1550349.96	5812449.87
Previous year	840.30	3036.19	88309	252881				
Medical Insurance	9092.78	29771.57	74525	185828	1806.58	5001.67	354275.53	1103041.08
Previous year	7286.20	24769.90	51497	145144				
Overseas Medical Insurance	82.31	287.38	2244	8599	-10.19	-24.23	231509.35	903017.46
Previous year	92.50	311.61	2641	8937				
Health (Total)	9175.09	30058.95	76769	194427	1796.39	4977.44	585784.88	2006058.54
Previous year (Total)	7378.70	25081.51	54138	154081				
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	2459.54	14668.85	87467	276534	-1160.46	1792.73	3157540.19	1046170173.92
Previous year	3620.00	12876.12	89588	262590				
Grand Total	42014.28	137503.16	894999	2639503	8000.28	20237.16	32499760.36	1154880336.20
Previous year (Total)	34014.00	117266.00	813355	2368558			0.00	0.00

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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
284.37	1131.06	7273	21934	934.31	1989.71	0	0	0	0
169.20	845.30	4597	13055	21.20	98.10	0	0	0	0
50.13	237.46	566	1930	512.68	756.48	0	0	0	0
22.40	98.90	558	2043	7.40	25.30	0	0	0	0
10.36	29.53	298	528	220.87	246.51	0	0	0	0
6.60	10.50	402	587	-2.30	4.30	0	0	0	0
60.49	266.99	864	2458	733.55	1002.98	0	0	0	0
29.00	109.40	960	2630	5.10	29.60	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
92.33	300.80	465	1416	642.72	924.45	0	0	0	0
66.80	166.90	399	970	5.40	34.10	0	0	0	0
1343.82	4106.78	70316	208798	2228.49	5165.93	0	0	0	0
689.80	2298.00	40853	119471	114.00	344.10	0	0	0	0
1217.23	3676.62	99716	294333	1804.78	4170.53	193125	1621111	401235	2243363
668.60	2079.90	56889	164644	121.40	351.00	0	0	0	0
2561.05	7783.40	99716	294333	4033.27	9336.46	193125	1621111	401235	2243363
1358.40	4377.90	56889	164644	235.40	695.10	0	0	0	0
57.10	213.47	833	2669	134.21	315.35	816	1046	10362	11083
36.20	101.30	611	1594	7.70	24.00	0	0	0	0
1.19	1.79	2	4	0.17	0.93	1	2	2	10
0.00	0.30	0	1	0.00	0.00	0	0	0	0
0.50	0.50	1	1	3.78	3.78	0	0	1	1
0.50	0.70	1	3	0.00	0.00	0	0	0	0
24.49	71.16	287	727	89.62	152.28	139	292	1037	1444
10.00	40.20	110	353	2.30	6.30	0	0	0	0
83.28	286.92	1123	3401	227.78	472.33	956	1340	11402	12538
46.70	142.50	722	1951	10.00	30.30	0	0	0	0
91.98	299.27	19337	58360	474.71	731.01	24782	150592	178209	527315
60.50	145.20	10703	32373	7.90	29.20	0	0	0	0
308.44	605.38	4690	10646	1506.53	1889.10	82172	218802	153309	297056
119.00	259.40	1573	4386	32.90	106.10	0	0	0	0
1.49	7.55	41	194	20.95	28.42	344	512	2677	3114
0.80	4.40	29	78	0.20	1.90	0	0	0	0
309.93	612.93	4731	10840	1527.48	1917.52	82516	219314	155986	300170
119.80	263.80	1602	4464	33.10	108.00	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
812.64	4311.58	26742	82116	1708.53	3086.80	160687	165208	213441	1915756
474.20	1440.10	18136	58097	38.50	88.80	2390	6237	28078	76383
4296.07	14992.95	160251	474858	10282.35	19461.24	462066	2157565	960273	4999142
2324.60	7491.10	94008	278184	356.60	1113.20	2390	6237	28078	76383

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	7062.00	24002.00	65383	207299	1667.00	4665.00	11290168	38444977
Previous year	5395.00	19337.00	70862	205198	847.00	-183.00	8673633	31065607
Marine Cargo	2334.00	8771.00	21469	77926	787.00	2980.00	4950159	18610346
Previous year	1547.00	5791.00	22926	74765	-1074.00	-440.42	3382900	12666968
Marine Hull (Including Onshore & Offshore oil energy)	1062.00	6079.00	1567	4532	690.00	-131.00	382014	2184365
Previous year	372.00	6210.00	1110	2796	-93.00	2271.42	119884	2001389
Marine (Total)	3396.00	14850.00	23036	82458	1477.00	2849.00	5332173	20794711
Previous year (Total)	1919.00	12001.00	24036	77561	-1167.00	1831.00	3502784	14668357
Aviation	90.76	132.18	78	347	72.55	97.11	13617	19832
Previous year	18.21	35.07	7	70	-70.02	-515.28	2679	5159
Engineering	3480.00	9977.00	8923	25339	661.00	2859.00	1500000	4306751
Previous year	2819.00	7118.00	10289	25624	923.00	329.00	1248948	3153560
Motor Own Damage	8675.00	25960.00	436793	1270935	703.00	1849.00	1230936	3683586
Previous year	7972.00	24111.00	419825	1232260	1048.00	2451.81	993334	3004286
Motor Third party	7195.00	21893.00	730459	2087643	1081.00	4375.00		0
Previous year	6114.00	17518.00	611552	1819658	1095.00	1782.19		0
Motor (Total)	15870.00	47853.00	730459	2087643	1784.00	6224.00	1230936	3683586
Previous year (Total)	14086.00	41629.00	611552	1819658	2143.00	4234.00	993334	3004286
Workmen's compensation / Employer's liability	477.30	1405.36	6136	18042	104.61	292.97		0
Previous year	372.69	1112.39	4556	13955	102.82	-168.71	0.00	0
Public Liability	69.89	303.81	448	2149	-7.02	-6.50	11846	55203
Previous year	76.91	310.31	388	1455	-32.25	-19.85	13036	54453
Product Liability	39.89	168.63	166	601	10.56	77.33	7937	33554
Previous year	29.33	91.30	160	466	5.65	1.84	6086	18948
Other Liability Covers	67.59	597.96	2195	7989	5.70	17.60	20563	181925
Previous year	61.89	580.36	2334	7739	12.41	76.56	18474	173234
Liability (Total)	654.67	2475.76	8945	28781	113.85	381.40	40346	270682
Previous year (Total)	540.82	2094.37	7437	23615	88.63	-110.15	37596	246634
Personal Accident	830.48	2875.12	30623	107775	288.15	893.78	2734550	9468249
Previous year	542.33	1981.34	30936	92401	74.84	235.36	1956546	7148030
Medical Insurance	10578.37	36785.02	88458	375243	3194.37	9988.62	1461247	5081312
Previous year	7384.00	26796.40	107747	327175	1976.00	8329.40	1190165	4319086
Overseas Medical Insurance	679.63	2358.98	5589	28381	192.63	726.38	199950	694088
Previous year	487.00	1632.60	7344	24097	275.00	484.60	143913	482404
Health (Total)	11258.00	39144.00	94047	403624	3387.00	10715.00	1661197	5775400
Previous year (Total)	7871.00	28429.00	115091	351272	2251.00	8814.00	1334077	4801490
Crop Insurance	0.00	0.00	0	0	0.00	0.00		0
Previous year	0.00	0.00	0	0	0.00	0.00		0
Credit Guarantee	0.00	0.00	0	0	0.00	0.00		0
Previous year	0.00	0.00	0	0	0.00	0.00		0
All Other Miscellaneous	3463.08	14279.93	170914	501472	-274.55	132.72	667584	2752735
Previous year	3737.64	14147.22	159199	468828	-105.45	430.07	696778	2637353
Grand Total	46104.99	155589.00	1569200	4715673	9176.00	28817.00	24470572	85516924
Previous year (Total)	36929.00	126772.01	1449234	4296486	4985.00	15065.01	18446375	66730476

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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
502.36	1755.58	12590	37594	0.00	0.00	0	0		
479.13	1445.30	10333	31652	85.95	407.94	345	983		
46.91	207.22	1313	4460	0.00	0.00	0	0		
46.46	163.04	1340	3870	14.52	81.50	0	195		
4.35	17.45	153	400	0.00	0.00	0	0		
4.02	12.61	116	230	1.71	7.27	0	0		
51.26	224.67	1466	4860	0.00	0.00	0	0		
50.47	175.65	1456	4100	16.23	88.77	0	195		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
116.73	370.00	633	2453	0.00	0.00	0	0		
103.91	329.47	872	2500	67.13	165.09	3	52		
944.62	5549.83	50194	177933	0.00	0.00	0	0		
1173.31	4936.18	56083	174409	186.05	601.55	107	4742		
1162.18	5007.13	78815	280985	0.00	0.00	0	0		
672.75	4178.46	77188	241066	108.55	350.13	80	2028		
2106.79	10556.96	78815	280985	0.00	0.00	0	0		
1846.07	9114.64	77188	241066	294.60	951.68	187	6770		
23.03	116.48	536	2651	26.05	58.42	25	158		
36.95	116.55	590	2058	10.18	30.34	40	106		
2.64	16.60	71	339	0.00	0.00	0	0		
1.95	7.00	61	182	1.02	3.97	2	2		
0.00	2.16	0	18	0.00	0.00	0	0		
6.25	7.59	2	2	0.00	1.45	0	0		
2.54	37.56	50	643	0.00	0.00	0	0		
5.95	25.80	212	566	0.00	10.53	0	0		
28.21	172.79	657	3651	26.05	58.42	25	158		
51.10	156.94	864	2808	11.20	46.29	42	108		
151.78	903.12	1266	9616	335.42	590.14	9791	41648		
358.64	880.37	4998	12151	315.76	466.36	3819	18744		
491.82	1375.61	9318	32059	374.08	2448.16	12814	78434	54410	120435
361.61	956.66	8720	23288	79.21	382.97	2533	38950	37981	82973
39.42	89.49	356	1436	0.00	5.75	0	362	365	1176
22.51	74.08	322	1257	-5.27	0.00	-454	0	262	817
531.24	1465.10	9674	33495	374.08	2453.91	12814	78796	54775	121611
384.12	1030.74	9042	24545	73.94	382.97	2079	38950	38243	83790
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		
886.34	5103.21	59012	120779	122.92	2125.61	4916	14424		
652.98	4723.16	49460	124690	95.06	1887.13	1874	7453		
4374.72	20551.43	214307	671365	858.48	5228.08	27546	135026		
3926.42	17856.28	210296	617922	959.87	4396.23	8349	73254		

Name of the Insurer: Universal Sampo General Insurance Company 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	535.23	1321.52	8692	22396	313.83	451.31	658476.31	1639198.23
Previous year	221.40	870.21	8049	20214	212.63	843.32	296850.11	912543.81
Marine Cargo	74.66	212.53	122	281	32.18	107.58	399805.52	1284912.21
Previous year	42.48	104.95	96	205	25.08	87.55	192984.71	400566.47
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)	74.66	212.53	122	281	32.18	107.58	399805.52	1284912.21
Previous year (Total)	42.48	104.95	96	205	25.08	87.55	192984.71	400566.47
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	48.51	222.86	95	272	55.66	74.88	31855.88	81096.08
Previous year	-7.15	147.98	95	217	-7.15	147.98	42186.94	100578.01
Motor Own Damage	1337.93	3174.66	50707	120277	1075.19	2679.94	123428.19	214560.12
Previous year	262.74	494.72	7159	13318	262.74	494.72	23276.48	46169.28
Motor Third party	334.48	1121.65	0	0	310.84	1055.94		
Previous year	23.64	65.71	0	0	23.64	65.71		
Motor (Total)	1672.41	4296.31	50707	120277	1386.03	3735.88	123428.19	214560.12
Previous year (Total)	286.38	560.43	7159	13318	286.38	560.43	23276.48	46169.28
Workmen's compensation / Employer's liability	4.63	17	38	154	1.04	9.25	309	1550
Previous year	3.59	7.96	26	40	3.59	7.96	311.46	999.26
Public Liability	0.00	4.27	0	4	-5.39	-1.71	0	5900
Previous year	5.39	5.98	1	6	5.39	5.98	3718.00	5000.00
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	4.29	21.71	7	33	1.40	12.37	1161	6258
Previous year	2.89	9.34	19	26	2.89	9.34	2582	4497
Liability (Total)	8.92	43.19	45	191	-2.95	19.91	1469.83	13707.52
Previous year (Total)	11.87	23.28	46	72	11.87	23.28	6611.46	10496.26
Personal Accident	93.02	157.59	400	1062	111.60	-498.91	867886.20	1179263.54
Previous year	-18.58	656.50	112	282	-65.10	609.98	40104.35	7442106.48
Medical Insurance	50.53	766.15	1553	5146	-4.05	227.93	3223.25	52015.30
Previous year	54.58	538.22	752	3432	54.58	538.22	2419.19	46917.18
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)	50.53	766.15	1553	5146	-4.05	227.93	3223.25	52015.30
Previous year (Total)	54.58	538.22	752	3432	54.58	538.22	2419.19	46917.18
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	297.85	764.68	12301	33294	110.19	163.98	184806.04	421131.69
Previous year	187.66	600.70	10505	28976	187.66	600.70	111979.53	333733.35
Grand Total	2781.12	7784.82	73915	182919	2002.48	4282.55	2270951.20	4885884.69
Previous year (Total)	778.64	3502.27	26814	66716	705.95	3411.46	716412.78	9293110.85

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
113.95	309.67	3956	11737	0	0.00	0	0		
94.70	232.68	3168	8641	0	0.00	0	0		
113.95	309.67	3956	11737	0.00	0.00	0	0	0	0
94.70	232.68	3168	8641	0.00	0.00	0	0	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	5202.9	14851.6	13879	80760	18.4	1689.3	177885.2	500954.2
Previous year	5172.7	13162.0	10987	50908	3670.7	6400.2	180773.6	474041.9
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	5202.9	14851.6	13879	80760	18.4	1689.3	177885.2	500954.2
Previous year (Total)	5172.7	13162.0	10987	50908	3670.7	6400.2	180773.6	474041.9

* 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	37.67	103.51	2888	6171	37.67	103.51	28759.38	61571.50
Previous year	32.15	57.03	2083	3424	32.15	57.03	103085.00	176188.23
Medical Insurance	979.96	3775.88	34690	88952	979.96	3775.88	49975.35	115414.12
Previous year	358.51	1632.08	3765	9159	358.51	1632.08	26732.00	121962.58
Overseas Medical Insurance	42.70	162.59	2261	7513	42.70	162.59	181863.36	564613.23
Previous year	51.49	165.58	2276	8596	51.49	165.58	165864.00	562582.50
Health (Total)	1022.66	3938.47	36951	96465	1022.66	3938.47	231838.71	680027.34
Previous year (Total)	410.00	1797.66	6041	17755	410.00	1797.66	192596.00	684545.08
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	45.36	163.41	44876	136467	45.36	163.41	224380.00	682335.00
Previous year	32.13	90.63	32037	90253	32.13	90.63	160185.00	451005.00
Grand Total	1105.69	4205.39	84715	239103	1105.69	4205.39	484978.08	1423933.84
Previous year (Total)	474.28	1945.32	40161	111432	474.28	1945.32	455866.00	1311738.31

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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	2088	1.34	1.70	906	3072		
0.03	0.03	285	285	0.44	0.44	143	143		
190.66	191.83	4958	5400	0.00	1.17	0	442	59007	189382
0.40	1.77	49	185	2.40	4.13	120	880	15403	61464
								2735	9096
								2731	9845
190.66	191.83	4958	5400	0.00	1.17	0	442	61742	198478
0.40	1.77	49	185	2.40	4.13	120	880	18134	71309
190.66	192.08	4958	7488	1.34	2.86	906	3514	61742	198478
0.43	1.80	334	470	2.84	4.57	263	1023	18134	71309

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	7448	20804	1067	2882	891	1833	387104	899179
Previous year	6557	18971	1144	3146	546	2501	396097	953166
All Other Miscellaneous								
Previous year								
Grand Total	7447.90	20804.02	1067	2882	890.80	1833.02	387104.28	899179.27
Previous year (Total)	6557.00	18971.00	1144	3146	546.00	2501.00	396097.00	953166.00

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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

Name of the Insurer: Max Bupa Health Insurance Company Limited

BUSINESS FIGURES:

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

* Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2010

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		
								2297	3987
0.00	0.00	0	0	0.00	0.00	0	0	2297	3987
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	2297	3987
0.00	0.00	0	0	0.00	0.00	0	0	0	0

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

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire			0	0			0	0
Previous year			0	0			0	0
Marine Cargo			0	0			0	0
Previous year			0	0			0	0
Marine Hull (Including Onshore & Offshore oil energy)			0	0			0	0
Previous year			0	0			0	0
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0	0
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0	0
Aviation			0	0			0	0
Previous year			0	0			0	0
Engineering			0	0			0	0
Previous year			0	0			0	0
Motor Own Damage			0	0			0	0
Previous year			0	0			0	0
Motor Third party			0	0			0	0
Previous year			0	0			0	0
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0	0
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0	0
Workmen's compensation / Employer's liability			0	0			0	0
Previous year			0	0			0	0
Public Liability			0	0			0	0
Previous year			0	0			0	0
Product Liability			0	0			0	0
Previous year			0	0			0	0
Other Liability Covers			0	0			0	0
Previous year			0	0			0	0
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0	0
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0	0
Personal Accident	75.39	227.34	10066	29803	17.48	106.54	101159.04	363038.31
Previous year	57.91	120.80	7287	19028	28.03	43.36	67154.53	135645.44
Medical Insurance	9525.69	31253.24	57342	152953	2190.48	9101.74	118049.25	10390247.50
Previous year	7335.21	22151.50	36069	90169	1250.97	9934.64	57462.48	10226305.23
Overseas Medical Insurance	127.91	401.39	4521	13198	37.48	148.30	383368.97	1200931.70
Previous year	90.43	253.09	2576	7203	50.20	128.11	214188.12	593209.96
Health (Total)	9653.60	31654.63	61863	166151	2227.96	9250.04	501418.22	11591179.20
Previous year (Total)	7425.64	22404.59	38645	97372	1301.17	10062.75	271650.60	10819515.19
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	41.30	108.50	14568	38574	11.58	4.44	145680	385740.00
Previous year	29.72	104.06	10062	36650	-23.16	48.20	100620.00	366500.00
Grand Total	9770.29	31990.47	86497	234528	2257.02	9361.02	748257.26	12339957.51
Previous year (Total)	7513.27	22629.45	55994	153050	1306.04	10154.31	439425.13	11321660.63

* Wherever applicable



“ನನ್ನ ಕೈ ಮಿನ ಎಲ್ಲಾ ದಸ್ತಾವೇಜುಗಳನ್ನು ಕಳುಹಿಸಿ ಈಗ ಮೂರು ವಾರಗಳಾದುವು ನನ್ನ ಹಣವನ್ನು ಅವರು ಬೇಗ ಕಳುಹಿಸಬಹುದೆಂದು ಆಶಿಸುತ್ತೇನೆ.”

“ಹೌದು, ಖಂಡಿತ. ಎಲ್ಲಾ ಕಾಗದ ಪತ್ರಗಳು ಸಮರ್ಪಕವಾಗಿದ್ದರೆ ಅದನ್ನು ಅವರು 30 ದಿನಗಳೊಳಗೆ ಸೆಟಲ್ ಮಾಡಲೇ ಬೇಕು. ಅದು ನಿಯಮ!”

ದ ಇನ್‌ಶೂರೆನ್ಸ್ ರೆಗ್ಯುಲೇಟರಿ ಆಂಡ್ ಡೆವಲಪ್‌ಮೆಂಟ್ ಅಥಾರಿಟಿ (IRDA) ಇದು ಭಾರತದಲ್ಲಿರುವ ಇನ್‌ಶೂರೆನ್ಸ್ ಕಂಪನಿಗಳ ಸುಪರ್‌ವೈಸರಿ ಸಂಸ್ಥೆಯಾಗಿದ್ದು ಪಾಲಿಸಿ ಧಾರಕರ ಹಿತವನ್ನು ಸಂರಕ್ಷಿಸುವುದು. ಐ ಆರ್ ಡಿ ಎ ಅವರು ವಿಧಿಸಿರುವ ನಿಯಮಾವಳಿಗಳಲ್ಲಿ ಕೆಲವು ಹೀಗಿವೆ :

- ಸಂಬಂಧಪಟ್ಟ ಎಲ್ಲಾ ದಸ್ತಾವೇಜುಗಳನ್ನು ಸ್ವೀಕರಿಸಿದ 30 ದಿನಗಳೊಳಗೆ ಇನ್‌ಶೂರೆನ್ಸ್ ಕಂಪನಿಯು ಹಣ ಪಾವತಿ ಮಾಡಬೇಕು ಅಥವಾ ವಿವಾದ ವಿದ್ದರೆ ಸಂಬಂಧಿತ ಸಮರ್ಪಕ ಕಾರಣ ನೀಡಬೇಕು.
- ಪ್ರಸ್ತಾವನೆ ಅಂಗೀಕಾರವಾದ 30 ದಿನಗಳ ಒಳಗೆ ವಿಮಾ ಕಂಪನಿಯು ಭಾವೀ ಪಾಲಿಸಿ ಧಾರಕರಿಗೆ ಪ್ರೋಸಲ್ ಫಾರಂನ ಒಂದು ಪ್ರತಿಯನ್ನು ಉಚಿತವಾಗಿ ನೀಡಬೇಕು.
- ಪ್ರೋಸಲ್ ಕೈಸೇರಿದ 15 ದಿನಗಳೊಳಗೆ ಅದನ್ನು ಪ್ರೊಸೆಸ್ ಮಾಡಬೇಕು ಮತ್ತು ಪಾಲಿಸಿ ಧಾರಕರಿಗೆ ತಿಳಿಸಬೇಕು.
- ಒಂದು ವೇಳೆ, ಎಲ್ಲಾ ದಸ್ತಾವೇಜುಗಳನ್ನು ಸಾದರ ಪಡಿಸಿದ ಬಳಿಕವೂ ಕ್ಲೈಮ್‌ನ್ನು ಸೆಟಲ್ ಮಾಡುವುದರಲ್ಲಿ ವಿಳಂಬವಾದರೆ ಇನ್‌ಶೂರೆನ್ಸ್ ಕಂಪನಿಯು ಒಂದು ನಿಗದಿತ ಮೊತ್ತದ ಬಡ್ಡಿ ಕೊಡಬೇಕಾಗುತ್ತದೆ.
- ಜೀವ ವಿಮೆಯ ಪಾಲಿಸಿಧಾರಕರುಗಳಿಗೆ 15 ದಿವಸಗಳ “ಕ್ರೀ ಲುಕ್ ಪಿರಿಯಡ್” (ಪಾಲಿಸಿ ಕೈ ಸೇರಿದ ದಿನದಿಂದ) ಹಕ್ಕು ಇದ್ದು ಅವರು ಪಾಲಿಸಿಯನ್ನು ರದ್ದುಗೊಳಿಸಬಹುದು.
- ಪಾಲಿಸಿಧಾರಕರ ಯಾವುದೇ ನಿವೇದನೆಗೆ ಇನ್‌ಶೂರೆನ್ಸ್ ಕಂಪನಿಯು 10 ದಿವಸಗಳೊಳಗೆ ಪ್ರತ್ಯುತ್ತರ ನೀಡಬೇಕು



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Introducing and implementing an internationally coherent, well aligned and efficiently operationable approach to supervising IAIG (Internationally Active Insurance Groups) is now a key issue for supervisors around the world.

Mr. Peter Braumuller

Chair of the IAIS Executive Committee

Through the NAIC, state regulators consistently work together to create sound public policy and we intend to make sure consumers have appropriate disclosure surrounding these benefits.

Mr. Thomas R. Sullivan

Connecticut Insurance Commissioner

As global reforms reshape the financial landscape, we will continue to strengthen our supervisory and regulatory regimes and market infrastructure, consistent with new international standards and best practices.

Mr. Heng Swee Keat

Managing Director, Monetary Authority of Singapore

What is important from the regulator's perspective is to continue our efforts towards 'better and quality regulation', which is necessary to achieve financial stability; protection of users of financial service and market integrity; but make the benefit to the economy.

Mr. Kenji Tamura

Parliamentary Secretary of Cabinet Office for Financial Services, Japan

The greatest attention of the regulatory community over the past three years has necessarily been on reforming and implementing the right prudential regime in order to promote market confidence and to maintain financial stability.

Ms. Sheila Nicoll

Director of the Conduct Policy Division, FSA, UK

It is high time the insurance companies focused more on bringing out products which completely meet the needs and aspirations of those in the rural poor/below poverty strata and the risks associated with them; or otherwise, it is very difficult for the insurance sector to grow fast.

Mr. J. Hari Narayan

Chairman, Insurance Regulatory & Development Authority, India

