



Volume XI, No. 1

Journal

January 2013



Towards Vital Protection

- Health Insurance

बीमा विनियामक और विकास प्राधिकरण

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From the Publisher



As the growth in the domain of Health insurance continues to be discernible, so are the complexities associated with it. A cursory look at the business figures indicates that a major chunk of the business in this sector comes from just a handful of insurers, thereby indicating that a large number of players have either some hesitancy towards this line of activity; or that they are deliberately keeping away from the class, conscious of the tough demands associated with it. For a healthy growth of any class of business, it is essential that all the players play an equally important role and desist from the practice of choosing seemingly simple and profitable lines. Also, it would tend to defeat the very purpose of competitive participation which was the essence of liberalization.

Further, another very important issue that was envisaged at the time of opening up of the industry for private participation was that it would enable a uniform growth of business across various geographies of the country. Especially in a class like Health insurance, the pathetic state of access to even basic healthcare – not to speak of tertiary care – in the rural and semi-urban segments of the country, should be a reason for rapid expansion so that the citizens of these regions have access to immediate attention in case of emergencies. However, a deeper look at the statistics indicates that only an insignificant part of the

business comes from the rural and semi-urban areas. This is an imbalance that needs to be largely corrected at the earliest opportunity.

It is also observed that most of the claims in the domain come from a concentrated group of policies thereby necessitating a high incidence of cross-subsidization. While it would be ambitious to expect that there should be a very high uniformity in the claims occurrence, such a conspicuous skew is undesirable; and would be detrimental to the healthy growth of the industry in the long run. There is need for studying and understanding the claims propensity of different cross-sections of policyholders; and take steps to even it out to the extent possible. Such an analysis would also result in the identification and arresting of various frauds – either unintended or deliberate.

‘Health Insurance’ is once again the focus of this issue of the **Journal**. Yet another class of insurance that is responsible for huge claims ratios as also frauds being inflicted upon the insurers is Motor insurance. The next issue of the **Journal** will focus on ‘Motor Insurance’.

J. Hari Narayan

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Scaling Further Heights

- Health Insurance in India

Ever since the insurance industry in India has been opened up for private participation, the one class that has hogged the limelight is Health insurance. The reasons for this should rightly be called a mixed bag of both positives and negatives – and why not? Looking at it optimistically, it has caught the attention of several forces that have earlier not even bothered to give it the scantiest regard. No wonder the business figures of insurers have steadily grown over the years. If the story were to end here on this very bright side of the picture, several of the stakeholders would be very happy. But then, there is the other side that compels one to look deeper.

Time and again, it has been voiced that the ignorance of the common man about the singularities of an insurance contract is solely responsible for several of the ills associated with the class. Even some of the best literate and well-placed persons of the society fail to understand that the premiums they pay are to take care of the fall-out of a contingent event. Yours truly would vouch – and out of personal experience, at that – that it is well-nigh impossible to convince one that when one buys insurance, one really pays for an event that one doesn't desire to happen. It is this reason alone that is responsible for several claims being made, especially in a class like Health, which leads to frauds unwittingly. Is there a lesson for all of us here to understand that there is a serious

need for some sort of consumer education before the customer purchasing a policy?

There have been occasions when consumers have complained that genuine claims have been turned down by the insurers; with some of them being supported by courts/other forums. It is here that the players have really to direct their best attention and ensure that there is a drastic cut in such complaints or grievances. While it is not the intention to say that such calls have always been genuine ones, the number of verdicts going against the players eventually is a great cause of worry. Substantial improvement in this direction would be a great achievement; and one looks forward to it at the earliest opportunity.

'Health Insurance' is once again the focus of this issue of the **Journal**. One aspect of adverse claims ratios in Health insurance is said to be over-billing by hospitals and deviation from a standard practice. Dr. Praveen Chandra highlights the role of modern techniques associated with diagnosis and treatment; and explains in detail how one of these new inventions could contain costs to a great extent; in addition to simplifying the procedures. The role of TPAs has always been debated strongly in the larger scheme of things in the domain of Health insurance. We have Mr. K. Murali giving us some precious inputs on this very important link in the Health insurance value chain. An oft-

quoted reason for the problems in Health insurance is the efficiency with which claims are handled. Mr. Harvey Lee provides a great insight into improving this vital management function, in his article.

Although portability of Health insurance policies was not envisaged to bring in a great revolution in the class, it has been considered a major step towards alleviation of a large number of customer travails. To what extent we have achieved that is the essence of the next article by Mr. R. Venugopal. In the end, Mr. N.M. Behera looks at some vital numbers with regard to HIV/AIDS afflicted persons; and discusses the feasibility of bringing them under the insurance umbrella. In the 'Thinking Cap' section, Dr. N. Siva Kumar throws light on how innovation can bring about a positive change in the way insurance is understood and transacted in India, in the second episode of his article.

One other class of insurance that poses several challenges in the Indian domain is Motor insurance. We will get to see some experts unravelling several less-understood issues associated with 'Motor Insurance' that will be the focus of the next issue of the **Journal**.

U. Jawaharlal

Report Card:LIFE

First Year Premium of Life Insurers for the Period ended November, 2012

Sl No.	Insurer	Premium u/w (₹ in Crores)		No. of Policies / Schemes		No. of lives covered under Group Schemes	
		Nov, 12	Upto Nov, 12	Upto Nov, 11	Nov, 12	Upto Nov, 11	Upto Nov, 11
1	Bajaj Allianz	21.49	176.44	229.53	2398	20743	25603
	Individual Single Premium	83.54	586.66	653.57	48487	398248	564990
	Group Single Premium	62.95	388.31	162.87	33	189	56
2	ING Vysya	60.45	417.30	281.20	19	234	566
	Individual Single Premium	9.66	131.97	13.43	65	1280	1475
	Group Single Premium	31.04	254.58	327.27	14436	107959	139323
3	Reliance Life	0.04	0.54	0.00	0	0	0
	Individual Single Premium	0.00	0.00	0.00	0	0	0
	Group Single Premium	15.70	71.31	175.50	1632	11459	22340
4	SBI Life	84.37	564.40	600.37	59846	447033	592513
	Individual Single Premium	1.91	24.35	24.03	26	147	139
	Group Single Premium	8.32	120.90	120.75	3	133	149
5	Tata AIA	30.14	154.81	811.09	1990	11029	63605
	Individual Single Premium	176.24	1047.84	907.89	65735	442917	407562
	Group Single Premium	195.27	1384.84	1352.89	4	57	98
6	HDFC Standard	19.70	154.17	99.75	16	81	95
	Individual Single Premium	20.02	74.68	140.30	142	1607	7000
	Group Single Premium	183.11	1601.59	1416.89	9173	85460	177698
7	ICICI Prudential	8.69	65.43	72139	0	2	5
	Individual Single Premium	15.33	79.20	86.27	3	90	62
	Group Single Premium	11.46	14.46	14.46	11215	87708	18914
8	Birla Sunlife	233.87	1601.59	60010	60010	414116	337968
	Individual Single Premium	36.93	494.47	29	29	285	224
	Group Single Premium	0.00	-0.01	162.85	0	0	9
9	Aviva	7.41	65.85	178.71	369	3535	11264
	Individual Single Premium	260.80	1716.48	1488.63	72139	556411	699641
	Group Single Premium	40.91	350.17	19	19	11	116
10	Kotak Mahindra Old Mutual	11.99	553.72	601.94	0	123	21
	Individual Single Premium	1.56	9.86	55.82	62	629	1208
	Group Single Premium	65.65	565.15	672.45	37325	315605	509397
11	Max LIFE	0.37	3.93	2.85	0	1	1
	Individual Single Premium	54.63	412.24	294.67	29	282	191
	Group Single Premium	0.82	6.28	23.99	50	672	4760
12	Met Life	25.94	209.44	242.72	8467	81118	85775
	Individual Single Premium	0.03	0.44	0.58	0	0	0
	Group Single Premium	2.32	132.98	110.20	13	92	68
13	Met Life	13.75	60.83	160.75	334	2824	9102
	Individual Single Premium	28.06	209.13	212.86	9210	79680	92596
	Group Single Premium	16.13	106.47	75.36	3	21	34
14	Met Life	12.24	119.66	102.32	36	459	428
	Individual Single Premium	17.32	135.17	143.25	12	137	553
	Group Single Premium	101.93	811.74	843.12	33800	283413	336579
15	Met Life	12.33	62.95	32.82	0	16	14
	Individual Single Premium	1.89	23.03	30	30	728	615
	Group Single Premium	17.73	143.97	104.09	674	20429	8286
16	Met Life	32.72	300.03	211.72	12134	109855	84983
	Individual Single Premium	0.17	2.08	5.59	0	0	2
	Group Single Premium	3.18	27.34	100.67	16	153	337
17	Met Life	17.32	135.17	143.25	12	137	553
	Individual Single Premium	101.93	811.74	843.12	33800	283413	336579
	Group Single Premium	12.33	62.95	32.82	0	16	14
18	Met Life	1.89	23.03	30	30	728	615
	Individual Single Premium	17.73	143.97	104.09	674	20429	8286
	Group Single Premium	32.72	300.03	211.72	12134	109855	84983
19	Met Life	0.17	2.08	5.59	0	0	2
	Individual Single Premium	3.18	27.34	100.67	16	153	337
	Group Single Premium	17.32	135.17	143.25	12	137	553
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	Group Single Premium	1.89	23.03	30	30	728	615
21	Met Life	17.73	143.97	104.09	674	20429	8286
	Individual Single Premium	32.72	300.03	211.72	12134	109855	84983
	Group Single Premium	0.17	2.08	5.59	0	0	2
22	Met Life	3.18	27.34	100.67	16	153	337
	Individual Single Premium	17.32	135.17	143.25	12	137	553
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	Group Single Premium	12.33	62.95	32.82	0	16	14
26	Met Life	1.89	23.03	30	30	728	615
	Individual Single Premium	17.73	143.97	104.09	674	20429	8286
	Group Single Premium	32.72	300.03	211.72	12134	109855	84983
27	Met Life	0.17	2.08	5.59	0	0	2
	Individual Single Premium	3.18	27.34	100.67	16	153	337
	Group Single Premium	17.32	135.17	143.25	12	137	553
28	Met Life	101.93	811.74	843.12	33800	283413	336579
	Individual Single Premium	12.33	62.95	32.82	0	16	14
	Group Single Premium	1.89	23.03	30	30	728	615
29	Met Life	17.73	143.97	104.09	674	20429	8286
	Individual Single Premium	32.72	300.03	211.72	12134	109855	84983
	Group Single Premium	0.17	2.08	5.59	0	0	2
30	Met Life	3.18	27.34	100.67	16	153	337
	Individual Single Premium	17.32	135.17	143.25	12	137	553
	Group Single Premium	101.93	811.74	843.12	33800	283413	336579
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	Individual Single Premium	17.73	143.97	104.09	674	20429	8286
	Group Single Premium	32.72	300.03	211.72	12134	109855	84983
35	Met Life	0.17	2.08	5.59	0	0	2
	Individual Single Premium	3.18	27.34	100.67	16	153	337
	Group Single Premium	17.32	135.17	143.25	12	137	553
36	Met Life	101.93	811.74	843.12	33800	283413	336579
	Individual Single Premium	12.33	62.95	32.82	0	16	14
	Group Single Premium	1.89	23.03	30	30	728	615
37	Met Life	17.73	143.97	104.09	674	20429	8286
	Individual Single Premium	32.72	300.03	211.72	12134	109855	84983
	Group Single Premium	0.17	2.08	5.59	0	0	2
38	Met Life	3.18	27.34	100.67	16	153	337
	Individual Single Premium	17.32	135.17	143.25	12	137	553
	Group Single Premium	101.93	811.74	843.12	33800	283413	336579
39	Met Life	12.33	62.95	32.82	0	16	14
	Individual Single Premium	1.89	23.03	30	30	728	615
	Group Single Premium	17.73	143.97	104.09	674	20429	8286
40	Met Life	32.72	300.03	211.72	12134	109855	84983
	Individual Single Premium	0.17	2.08	5.59	0	0	2
	Group Single Premium	3.18	27.34	100.67	16	153	337
41	Met Life	17.32	135.17	143.25	12	137	553
	Individual Single Premium	101.93	811.74	843.12	33800	283413	336579
	Group Single Premium	12.33	62.95	32.82	0	16	14
42	Met Life	1.89	23.03	30	30	728	615
	Individual Single Premium	17.73	143.97	104.09	674	20429	8286
	Group Single Premium	32.72	300.03	211.72	12134	109855	84983
43	Met Life	0.17	2.08	5.59	0	0	2
	Individual Single Premium	3.18	27.34	100.67	16	153	337
	Group Single Premium	17.32	135.17	143.25	12	137	553
44	Met Life	101.93	811.74	843.12	33800	283413	336579
	Individual Single Premium	12.33	62.95	32.82	0	16	14
	Group Single Premium	1.89	23.03	30	30	728	615
45	Met Life	17.73	143.97	104.09	674	20429	8286
	Individual Single Premium	32.72	300.03	211.72	12134	109855	84983
	Group Single Premium	0.17	2.08	5.59	0	0	2
46	Met Life	3.18	27.34	100.67	16	153	337
	Individual Single Premium	17.32	135.17	143.25	12	137	553
	Group Single Premium	101.93	811.74	843.12	33800	283413	336579
47	Met Life	12.33	62.95	32.82	0	16	14
	Individual Single Premium	1.89	23.03	30	30	728	615
	Group Single Premium	17.73	143.97	104.09	674	20429	8286
48	Met Life	32.72	300.03	211.72	12134	109855	84983
	Individual Single Premium	0.17	2.08	5.59	0	0	2
	Group Single Premium	3.18	27.34	100.67	16	153	337
49	Met Life	17.32	135.17	143.25	12	137	553
	Individual Single Premium	101.93	811.74	843.12	33800	283413	336579
	Group Single Premium						

13	Sahara Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1.20 3.24 0.00 0.00	9.12 20.66 0.00 0.01	11.12 20.99 0.00 0.00	271 6308 0 0	2009 37116 0 3	2468 29298 0 0	0 0	0 275	0 0
14	Shriram Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	7.80 13.32 10.20 0.88	76.51 100.01 63.99 7.77	116.55 74.41 46.47 5.44	980 10291 0 5	9297 69451 0 51	14573 63277 0 19	41467 69885	271488 441795	191962 284714
15	Bharti Axa Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.03 13.89 2.42 0.00	0.20 105.89 18.19 0.00	0.77 102.40 17.05 0.00	1 6755 0 0	3 56201 2 0	134 61706 1 0	988 0	7514 0	6038 0
16	Future Generali Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1.22 7.32 0.00 0.45	7.40 61.35 0.10 40.22	20.23 144.86 0.22 14.92	155 5503 0 2	1063 47443 0 27	3017 86640 1 91	3653	18 30320	53 75774
17	IDBI Federal Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	5.54 19.00 0.00 2.40	28.17 123.43 0.00 15.86	64.77 97.50 0.00 10.43	1052 9185 0 1	4487 58158 0 6	4278 38841 0 16	14300	117676	0 274196
18	Canara HSBC OBC Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.01 17.20 0.85 7.84	0.02 233.15 4.64 104.18	0.06 294.59 2.74 129.04	1 5034 0 2	2 42445 0 32	1 41972 1 11	268 5231	1439 109876	836 70980
19	Aegon Religare Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.41 6.37 0.03 0.00	2.65 70.49 0.11 6.03	11.72 101.95 0.38 0.00	21 3591 0 0	162 35395 0 0	725 40572 0 0	2 0	109 591	719 0
20	DLF Pramerica Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.24 11.13 0.00 0.25	1.26 78.07 0.00 0.25	7.92 46.61 0.00 0.00	18 7821 0 4	153 53710 0 4	919 34313 0 0	24737	24737	0 0
21	Star Union Dai-ichi Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	24.75 20.88 4.06 22.58	117.97 146.18 30.53 28.04	197.32 133.74 37.24 104.20	1752 11960 0 3	8393 85135 2 24	13556 69492 0 28	2714 8194	17290 161485	15477 167449
22	IndiaFirst Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	3.38 12.40 24.90 0.52	29.99 100.29 332.82 8.84	159.89 66.77 18.22 112.77	235 8597 8 36	2486 56323 33 71	12846 32479 2 35	4980 11671	38339 401359	15890 238658
23	Edelweiss Tokio Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.16 2.07 0.04 0.14	0.38 13.43 0.40 1.99	0.09 1.99 0.08 0.00	9 1284 0 12	22 8028 4 49	1307 1307 1 0	12 2717	59 20033	7 0
24	Private Total Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	193.73 1271.30 618.24 225.13	1324.87 9115.11 3358.97 2253.70	2719.09 905.35 2528.02 2370.22	23438 50709 122 230	190129 387420 882 2530	226629 4528922 695 2741	1905608 502783	10521422 8916420	3923168 12961463
	LIC Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	862.80 1704.38 1804.52 130.02	7674.64 16808.53 19103.76 984.62	7069.81 14122.40 17664.47 6903.30	121830 2618747 4 2233	1034770 17372564 69 15441	1118222 17177336 12370 3519	25135 3545004	512307 23439225	13486697 4760843
	Grand Total Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1056.53 2975.67 2422.76 355.14	8999.51 25923.64 22462.73 3238.31	9787.90 23174.96 20192.49 9273.52	145268 3125638 126 2463	1224899 21246784 951 17971	1344851 21706280 13065 6260	1930743 4047787	11033729 32355645	17389865 17722306

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

To CEOs of all Insurers

Ref: IRDA/F&I/CIR/INV/ 250/12/2012

4th December, 2012

Sub: Participation of Insurers in Repo I Reverse Repo transactions in Corporate

Debt Securities

1. The Authority allowed the Insurers to participate in Repo/Reverse transactions in Govt Securities through Collateralized Borrowing and Lending Obligation (CBLO).
2. The Reserve Bank of India, vide notification No.IDMD.DOD.05/11.08.38/ 2009-10 dated January 8, 2010, has issued the 'Repo in Corporate Debt Securities (Reserve Bank) Directions, 2010. The same was modified vide RBI Circular No. IDMD.PCD.22/11.08.38/201 0-11 dated □ November 09, 2010. Within the Guidelines issued by RBI, participation in repo transactions in Corporate Debt Securities by Insurers has been envisaged, subject to the approval of the IRDA.
3. IRDA prepared draft exposure draft and invited public comments by placing the draft on its website www.irda.gov.in on 3rd August, 2012. The comments were received from various stake holders including Insurance Companies, Regulators, market participants etc. After examining these comments in detail, the draft guidelines are suitably modified as follows:
4. Insurers are permitted to undertake Repo transactions in Corporate Debt Securities subject to other provisions of Insurance Act, 1938 and following conditions:
 - a. In case of Life Insurance Companies, the exposure to reverse repo (Lending) transactions in Government securities and Corporate Debt Securities at any point of time shall not exceed 10% of all funds taken together. Further, at Segregated Fund level, the exposure should not exceed 10% of such fund size. Life Insurance Companies are not permitted to participate in repo transactions.
 - b. In case of Non-Life Insurance Companies, the exposure to Reverse Repo and Repo transactions in both Government Securities as well as Corporate Bond Securities shall not exceed 10% of Investment Assets of the Insurer.
 - c. The tenor of Repo transactions shall not exceed a period of six months. While entering into such repo transaction (borrowing), prior approval of the Investment Committee shall be obtained.
 - d. The underlying corporate debt security shall be listed and have a minimum rating of AA or equivalent.
 - e. Reverse Repo/Repo transactions in Corporate Debt Securities shall not be permitted between the Insurer and its promoter group entities.
 - f. The Securities held as collaterals in a Reverse Repo shall not be taken into consideration for computation of exposure under Regulation 5 of IRDA (Investment) Regulation, 2000. In Reverse Repo transaction, the exposure shall be on the counterparty. The following disclosures should be made by the Insurers in the Notes on Annual Accounts to the balance sheet:
 - g. Insurer shall enter into bilateral Reverse Repo/ Repo agreement as per the documentation finalized by FIMMDA. Such additional clauses may also be inserted in the standard agreement to suit the specific needs of the Insurance regulatory framework provided such clauses should be more stringent than the standard clauses provided by FIMMDA.
 - h. In all other matters such as Accounting Methodology, reporting of trades, settlement of trades, prohibition on sale of repoed security, haircut, valuation etc. related to such Repo and Reverse Repo transactions, Insurers shall follow the Directions given in notification IDMD.DOD.05/11.08.38/2009-10 dated January 8, 2010, issued by RBI and as updated from time-to-time.
 - i. The Board of the Insurer shall issue necessary Guidelines in the Investment Policy covering the following:
 - i. Category of Counterparty

	Minimum outstanding during the year	Maximum outstanding during the year	Daily average outstanding during the year	Outstanding as on March 31
Securities Sold under repo				
i. Government Securities				
I. Corporate Debt Securities				
Securities purchased under reverse repo				
i. Government Securities				
i. Corporate Debt Securities				

- ii. Credit rating of the instruments issued by the Counterparty
- iii. Exposure on the Counter party subject to the maximum limits prescribed in this circular
- iv. Maximum exposure on the specific Corporate Debt Instrument and the Issuer of such Debt Instrument
- v. Tenor of Collateral
- vi. Applicable Haircuts
- vii. The treatment of 'downgrading of rating' during the tenure of repo transaction
- j. At any point of . time these transactions shall be in compliance with Regulation 3, 4 and 5 of the IRDA (Investment) Regulation, 2000 as amended from time to time and other Guidelines, Circulars as issued from time to time.
- k. A quarterly certificate shall be issued by the Concurrent Auditor specifically

on Repo transactions (borrowing) and the same shall form part of the certificate issued as per the Technical Guide on Internal/Concurrent Audit of Insurance Companies issued by ICAI. All Repo transaction shall also be reported to the Investment Committee and Board periodically.

R.K. Nair
MEMBER (F & I)

To CEOs/CAOs of Insurers

Ref:IRDA/MLT/MISC/CIR/263/12/2012

Date: 24-12-2012

Re: Health Insurance BAP application- Digital Signature of TPAs

For implementation of a web based licensing system for TPAs which would facilitate online submission of application by companies for grant of fresh/renewal TPA license.

The said licensing system would also enable TPAs to submit online documents, forms and other returns as prescribed in the IRDA (TPA- Health Services) Regulations, 2001, for grant of fresh/renewal/modified license, in soft form with the digital signature of the CEO/ CAO/director authorized to do so.

In view of the above, all TPAs, holding valid TPA license issued by IRDA, are therefore required to make necessary arrangements to procure digital signatures of their CEO/ CAO/ directors, from any of the agencies approved by the Ministry of Corporate Affairs.

The details relating to procurement of digital signature, cost and other related information is provided as Annexure I of this circular. For the purpose of filing the returns I applications IRDA expects the signing authorities to have Class-11 I Class III digital signatures procured from

certification agencies. If signing authorities of the TPAs already possess these digital signatures procured for the purpose of filing the income tax returns, MCA-21 etc., the same can be used for the purpose of filing IRDA returns application. The TPAs may also ensure that digital signatures of the signing authorities are renewed periodically with the respective certification agency in order to ensure its validity.

All TPAs are therefore required to strictly comply with the above requirement and the confirmation on the same may be communicated to Health Department, IRDA by 11th January, 2012.

Annexure-I

Digital Signature

A digital signature is an electronic method of signing an electronic document. The Information Technology Act, 2000 provides for use of Digital Signatures on the documents submitted in electronic form in order to ensure the security and authenticity of the documents filed electronically. This is the only secure and authentic way that a document can be submitted electronically.

Digital Signature uses the Public Key Infrastructure (PKI technology, which is a sophisticated, mathematically proven method of encrypting and decrypting information) . Information can be decrypted only when both a private key and a public key match each other.

The certificate contains information about a user's identity (for example, their name, email address, the date the certificate was issued and the name of the Certifying Authority that issued it.).

In the BAP application process usage of Digital Signatures for ensuring

1. User Authentication- (Ensuring the identity of the signer)
2. Data Integrity- (If the data is tampered, Signature validity is lost)
3. Non-Repudiation (In case of Dispute, Signed Data can be used in court of Law)

Obtaining Digital Signature Certificate

Digital Signatures can be obtained from a Certifying Agency. The user is free to buy signature from any of the Digital Signature Providers recognized by the Ministry of Corporate Affairs. Recognized

Sr. No	Name of Certification Agency (CA)	Cost of USB Crypto token	Cost of DSC with one year validity	Renewal Charges for DSC with year validity	Cost of DSC with two year one validity	Support charges
1.	MTNLCA	Reference of USB crypto token which the user can procure is provided on www.mtnltrustline.com .	Rs. 300/- for MTNL phone subscriber) and Rs. 450/- for others (Taxes extra)	Rs. 300/- (for MTNL phone subscriber) and Rs. 450/- for others (Taxes extra)	Rs. 400/- for MTNL phone subscriber and Rs. 600/- for others (Taxes extra)	Inclusive
2.	TCS	Rs. 750 (Inclusive of 4% Sales Tax). Any other applicable Taxes Extra.	Rs. 1245 (Inclusive of 12.24% Sales Tax.) Any other applicable Taxes Extra.	Rs. 1000/- (Inclusive of 12.24% Sales Tax) Any other Extra applicable Taxes Extra	Rs. 1900/- (Inclusive of 12.24% Sales Tax) Any other applicable taxes	Not Provided by CA
3.	IDBRT	Not provided by the CA. The user can procure the token from market directly and get his DSC loaded into it	Rs. 750/- (Rs. 500/- towards administrative expenses and Rs 250/- for Certificate)	Rs. 750/-	Rs. 1500/-	Inclusive
4.	SAFESCRYPT (SATYAM)	Rs. 1000/- Taxes extra	Rs. 995/- (No service tax applicable)	Rs. 995/- (No service tax applicable)	Rs. 1650/- (No service tax applicable)	Rs. 500/- per site visit payable directly to the Authorised Partner.
5.	nCODE Solutions	Rs. 900/- (Inclusive of VAT/Sales Tax)	Rs. 1090/- (No service tax applicable)	Not Finalised	Rs. 1650/- (No service tax applicable)	Inclusive
6.	NIC	Certificate provided in Smart card. Cost of Card Rs. 400/-. For DSCs on USB token, the subscribers have to bring NICCA approved USB token	All certificates provided with 2 years validity	NIL	NIL for Government Rs. 150/- for PSU, Autonomous Statutory) Bodies	Training Charges: Rs. 500/- per participant (optional)
7.	Central Excise & Customs	Does not issue DSCs to person other than those from the Department				
8.	e-Mudhra (3i Infotech Consumer Services Limited)	Rs 700/- • Exclusive of VAT I Sales Tax I Courier charges	Rs. 899/- • Service tax not applicable	Rs. 899/- • Service tax not applicable	Rs. 1149/- • Service tax not applicable	Inclusive of Telephonic or Web support

vendors (Source: Ministry of Corporate Affairs <http://www.mca.gov.in/n/MCA21/certifying-new.htm>)

1. Tata Consultancy Services Ltd. (TCS)
2. National Informatics Centre (NIC)
3. Institute for Development & Research in Banking Technology (IDRBT)
4. MTNL

5. (n)Code Solutions Ltd., (A division of Gujarat Narmada Valley Fertilizers Company Ltd.)

6. SafeScrypt from Sify Communications (Satyam)
7. EMudhra (3i Infotech)

Further details about CA and Cost of signatures as published on the MCA website are given below.

Certification Agencies:

Certification Agencies are appointed by the office of the Controller of Certification Agencies (CCA) under the provisions of IT Act, 2000. There are a total of seven Certification Agencies authorised by the CCA to issue the Digital Signature Certificates (DSCs). The details of these Certification Agencies are available on the portal of the Ministry www.mca.gov.in

Costing/ Pricing of Digital Signatures:

It includes the cost of medium (a UBS token which is a onetime cost), the cost of issuance of DSC and the renewal cost after the period of validity. The company representatives and professionals required to obtain DSCs are free to procure the same from any one of the approved Certification Agencies as per the web site. The issuance costs in respect of each Agency vary and are market driven.

However, for the guidance of stakeholders, the Ministry has obtained the costs of issuance of DSCs at the consumer end from the Certification Agencies. The costs as intimated by them are as under:

Note: These costs are only indicative. The actual can be obtained from the specific vendor.

Prices for Issuance of Class-II Digital Signature at the Consumer End

Class of DSCs:

Different Types of Digital Signature and usage:

- Class 2:
- Here, the identity of a person is verified against a trusted, pre-verified database.
- Primarily used in MCA21 (Ministry of Corporate Affairs e-governance project), ROC, Income Tax e-filing, sign

a word or excel file, sign e-mail sent through Outlook

- Class 3:
- This is the highest level where the person needs to present himself or herself in front of a Registration Authority (RA) and prove his/ her identity.
- Primarily used for e-tendering and e-procurement bidding

Validity of Digital Signatures:

The DSCs are typically issued with one year validity and two year validity. These are renewable on expiry of the period of initial issue.

(M. Ramaprasad)
Member - Non Life

Order

Ref: IRDA/BRK/MISC/ORD/259/12/2012

Date: 17-12-2012

Various stakeholders have been requesting the Authority to consider sub broking system as prevalent in other jurisdictions. At present the insurers and brokers are mainly operating mostly in big cities. In order to increase the penetration of insurance in semi urban & rural areas presence of intermediaries is very vital.

The issue of sub broking is under consideration of the Authority for quite some time. After considerable deliberations on the issue of sub-broking, it has been decided to constitute a committee with the following members to examine various issues relating to sub-broking and submit their report to the Authority for consideration.

The committee is constituted to look into the matters relating to sub broking and other related matters. The committee comprises of the following members.

- 1) Mr P. C. James, Chair professor, NIA
Representing General Insurance Council
- 2) Mr. Sanath Kumar, GM, New India Assurance Company

3) Mr. MukeshKumar, HDFC Ergo General Insurance Co Ltd

4) Ms. Anamika Rastravar, Bajaj General Insurance Co Ltd

Representing Life Ins council

5) Mr. Malay Ghosh - ED/ President, Reliance Life Insurance Co. Ltd -

6) Mr. Ramesh Vishwanathan, Sr VP ICICI Pru Life Ins Co. Ltd.

7) Mr. Sohanlal Kadel, President, IBAI

8) Mr. Sanjay Kedia, Director, IBAI

9) Mr. Fali Poncha, Member, IBAI

10) Mr Suresh Mathur, Sr JD, IRDA,

11) Mr Satish Hegde, OSD, IRDA

The terms of reference of the above committee includes the following

- (i) To consider the introduction of a retail broking system in the insurance space in the country;
- (ii) To consider the qualifications, examination and syllabus and the licensing system, which should be introduced for the actors in a retail broking system;

(iii) To consider the manner in which the retail broking system could operate as sub-brokers and together with insurance brokers the manner in which these could be dovetailed with the Common Service Centres proposed to be set up by the Government of India.

(iv) To consider and recommend the draft agreement that should be entered into between the brokers and retail sub-brokers if such is the recommendation; and

(v) Any other matter relevant to the above.

Mr. Suresh Mathur, SR JD, IRDA will chair the meetings. Mr. Satish Hegde, OSD, IRDA will act as member convener of the committee.

The Committee shall submit its report by 31 51 January, 2013.

J. Hari Narayan
Chairman

Order

Ref: IRDA/BRK/ORD/LC/001/01/2013

Date: 02-01-2013

CANCELLATION OF BROKER LICENSE NO.374

WHEREAS M/S AMBIT INSURANCE BROKING & ADVISORY PVT. LTD. (hereinafter referred to as the 'Broker'), having its Registered Office at 'Ambit House', 449, Senapati Bapat Marg, Lower Parel, Mumbai 400 013 has been granted license by the Authority to act as a Direct Broker vide License No.374 w.e.f. 6.5.2008 for a period of three years pursuant to the provisions of the IRDA (Insurance Brokers) Regulations, 2002.

WHEREAS, the Broker vide letter dated 30th March, 2011 submitted their application for renewal of direct broking license to the Authority in response to

which the Authority raised certain queries vide letter dated 2.5.2011.

WHEREAS, the Broker vide letter dated 1st February, 2012 communicated to the Authority that the Board of Directors of the Company have decided to cease operations immediately as a Direct Insurance Broker and surrender licence to the Authority for cancellation.

WHEREAS, the Broker vide letter dated 1st February, 2012 submitted the original license No.374

WHEREAS, the Broker has given an undertaking vide letter dated 5th March, 2012 to service the existing clients whose policies are in force for a period of six

months from date of cancellation of license as required under Regulation 40 of the IRDA (Insurance Brokers) Regulations, 2002 within which it shall make suitable arrangements with another licensed broker to service the contracts already concluded.

NOW THEREFORE, pursuant to the request made by the Broker for surrender of Broker license, the Authority hereby cancels the Direct Broker License No.374 granted to M/s Ambit Insurance Broking & Advisory Pvt. Ltd.

This has approval of the Competent Authority.

Suresh Mathur
Sr. Joint Director

Order

Ref: IRDA/BRK/MISC/ORDI2551 12/2012

Date: 13.12.12

IN RESPECT OF MIS SMARTGAIN INSURANCE BROKERS PRIVATE LIMITED

1. M/s Smartgain Insurance Brokers Private Limited (the applicant entity) had submitted an application dated 31.12.2008 (the application) under the provisions of IRDA (Insurance Brokers) Regulations, 2002 (the Brokers Regulations) seeking a license to act as a Direct Broker.

2. The Insurance Regulatory & Development Authority (the Authority) had sought further information through the following references:

- (i) Reference No. IRDA/DB 428/09 dated 03.12.2010.
- (ii) Reference No. IRDA/DB 428/09 dated 31.10.2011.
- (iii) Reference No. IRDA/DB 428/09 dated 09.01.2012.

3. The applicant entity failed to provide the additional information sought by the Authority. A last opportunity to furnish full information as sought in references sent by the Authority was given vide Reference No. IRDA/ DB 428/MK/01/12 dated 07.11.2012.

4. The applicant entity has not responded even to this reference so far.

5. In view of the above, the Authority is of view that the applicant entity is not interested any further in taking up its application seeking a license to act as a Direct Broker.

6. Whereas, the Authority in its letter Reference No. IRDA/DB 428/MK/01/12 dated 07.11.2012 also intimated the applicant entity that in case it failed to submit the additional information needed to complete its application

within two weeks of receipt, the Authority, in terms of Regulation 7 of the Brokers Regulations, will be constrained to reject the application submitted by it without any further notice.

7. Whereas, the Authority is yet to receive any response from the applicant entity to its letter Reference No. IRDA/DB 428 /MK/01/12 dated 07.11.2012.

8. Hence, the Authority, in exercise of the powers vested with it, in terms of Regulation 7 of the Brokers Regulations, hereby rejects the application submitted by the applicant entity.

J. Hari Narayan
Chairman

Order

Ref: IRDA/BRK/MISC/ORD/256/12/2012

Date: 13.12.12

M/S CARE WELL INSURANCE BROKERS PRIVATE LIMITED

1. M/ s Care Well Insurance Brokers Private Limited (the applicant entity) had submitted an application dated 20.02.09 (the application) under the provisions of IRDA (Insurance Brokers) Regulations, 2002 (the Brokers Regulations) seeking a license to act as a Direct Broker.
2. The Insurance Regulatory & Development Authority (the Authority) had sought further information through the following references:
 - (i) Reference No. IRDA/DB 433/09 dated 24.03.2011.
 - (ii) Reference No. IRDA/DB 433/09 dated 01.02.2012.
3. The applicant entity failed to provide the additional information sought by the Authority. A last opportunity to furnish full information as sought in references sent by the Authority was given vide Reference No. IRDA/DB 433/MK/01/12 dated 07.11.2012.
4. The applicant entity has not responded even to this reference so far.
5. In view of the above, the Authority is of view that the applicant entity is not interested any further in taking up its application seeking a license to act as a Direct Broker.
6. Whereas, the Authority in its letter Reference No. IRDA/DB 433/MK/01/12 dated 07.11.2012 also intimated the applicant entity that in case it failed to submit the additional information needed to complete its application within two weeks of receipt, the Authority, in terms of Regulation 7 of the Brokers Regulations, will be constrained to reject the application submitted by it without any further notice.
7. Whereas, the Authority is yet to receive any response from the applicant entity to its letter Reference No. IRDA/DB 433/MK/01/12 dated 07.11.2012.
8. Hence, the Authority, in exercise of the powers vested with it, in terms of Regulation 7 of the Brokers Regulations, hereby rejects the application submitted by the applicant entity.

J. Hari Narayan
Chairman

Circular

Ref: IRDA/SDD/MISC/DIR/261/12/2012

Date: 27-12-2012

The Chairman/CEOs of all the insurers

AML/CFT guidelines

Attention is drawn to clause (ii) under the head 'Proof of Residence' in Annexure I of the Master Circular 2010 on AML/CFT guidelines- IRDA Circular reference IRDA/F&I/CIR/AML/158/09/2010 dated 24th September 2010 which permits 'Bank account statement not older than six months as on the date of acceptance' as valid proof of residence. In partial modification of the same, the following documents are hereby included as acceptable towards proof of residence in place of the document stipulated at clause (ii) referred to above:

- (i) Current Passbook with details of permanent/present residence address (updated upto the previous month) and
 - (ii) Current statement of bank account with details of permanent/present residence address (as downloaded)
2. Attention is also drawn to the fact that Annexure I of the Master Circular 2010 on AML/CFT guidelines provides for acceptance of **'written confirmation from the banks where the prospect is a customer, regarding identification and proof of residence'**.

It has come to our notice that customers in remote areas who have limited access to banking facilities have difficulty in providing such written confirmations

from banks. After detailed deliberations, it is observed that this aspect is posing a hindrance to the financial inclusion measures. In view of the same, copies of the documents shown at para 1 (i) & (ii) above are hereby, considered as 'officially valid document' towards Identity and address in case of micro insurance products. In such cases, it is advised that 'written confirmation from banks' need not be insisted upon.

3. The above requirement shall be implemented with immediate effect. Insurance companies are also advised to amend their AML/CFT policy suitably.

R. K. Nair
Member (F&I)

Order

Ref: 90/CA/INSP/NL/APRIL 2011

Date: 31-12-2012

Re: General Inspection of complaint pertaining to M/s Bajaj Allianz General Insurance Company Limited - April, 2011; Complainant: Mr.Ritesh Kumar - Complaint No. 442/BAJNL/COMP/09-10 - Motor Insurance Claim under Policy No. OG -09-1101-6014-00010777 - Violation of Regulations 9(1) & Regulation 9(5) of IRDA PPHI Regulations 2002

We draw your attention to your letter of 15.05.2012 in regard to delay in

responding to the insured post the claim intimation and also to the delay in making offer of claim settlement in regard to the above complaint. The competent authority has taken serious note of your company's violation of Regulations 9(1) and (5) of IRDA (PPI) Regulations 2002 in the matter.

While no further charges are pressed for the moment, you are specifically advised to scrupulously adhere to IRDA PPI

Regulations 2002 in all matters regarding claims servicing. The competent authority has also directed that systems be put in place in your company to the effect that all claim papers/documents are properly docketed.

The receipt of this letter may be acknowledged.

(Yegnapriya Bharath)
Joint Director

Order

Ref: IRDA/NL/ORD/MISC/006/01/2013

Date: 08-01-2013

Modifications to "GR 9: Depreciation on Parts for Partial Loss Claims" of the erstwhile India Motor tariff

The Authority vide its Exposure Draft dated 16th October 2012 had invited all the stakeholders to provide their comments on the draft proposal of modifications to "GR 9: Depreciation on Parts for Partial Loss Claims" of the erstwhile India Motor tariff.

As had been brought out in the Exposure Draft, the paint as a material is having a limited life and is subject to depreciation looking into the exposure the motor vehicles have to varying weather conditions. However, it is observed that presently there is no uniform practice prevailing in the market in respect of depreciation of painting.

In view of the above, and also by taking into consideration the various comments received from various stakeholders on the Exposure Draft issued by the Authority, the GR 9 and wordings of

Individual motor package policy of the erstwhile IMT shall be partially modified as under **(The changes are shown in bold letters):**

A. GR 9: Depreciation on Parts for Partial Loss Claims:

The following rates of depreciation shall apply for replacement of parts for partial loss claims in respect of all categories of vehicles I accessories.

1. Rate of depreciation for all rubber, nylon/ plastic parts, tyres and tubes, batteries and air bags: 50%
2. Rate of depreciation for all fibre glass components: 30%
3. Rate of depreciation for all parts made of glass: NIL
4. Rate of depreciation for all other parts including wooden parts is to be as per the following schedule:

Age of the Vehicle	% of Depreciation
Not exceeding 6 months	Nil
Exceeding 6 months but not exceeding 1 year	5%
Exceeding 1 year but not exceeding 2 years	10%
Exceeding 2 years but not exceeding 3 years	15%
Exceeding 3 years but not exceeding 4 years	25%

Exceeding 4 years but not exceeding 5 years	35%
Exceeding 5 years but not exceeding 10 years	40%
Exceeding 10 years	50%

5. Rate of Depreciation for Painting: In the case of painting, the depreciation rate of 50% shall be applied only on the material cost of total painting charges. In case of a consolidated bill for painting charges, the material component shall be considered as 25 % of total painting charges for the purpose of applying the depreciation.

B. Individual Package Policy Wordings:

Wherever the reference is drawn to the depreciation rates to be applied for replacement of parts for partial loss claims in respect of all categories of vehicles I accessories under package policy wordings, the wordings need to be modified as above.

Accordingly, the Section 1: loss of or Damage to the Vehicle Insured of the individual motor package policy shall need to be partially modified as under:

The Company will indemnify the insured against loss or damage to the vehicle

insured hereunder and I or its accessories whilst thereon

- i. by fire explosion self ignition or lightning;
- ii. by burglary housebreaking or theft;
- iii. by riot and strike;
- iv. by earthquake (fire and shock damage);
- v. by flood typhoon hurricane storm tempest inundation cyclone hailstorm frost;
- vi. by accidental external means;
- vii. by malicious act;
- viii. by terrorist activity;
- ix. whilst in transit by road rail inland-waterway lift elevator or air;
- x. by landslide rockslide.

Subject to a deduction for depreciation at the rates mentioned below in respect of parts replaced:

1. For all rubber, nylon/ plastic parts, tyres and tubes, batteries and air bags: 50%
2. For all fibre glass components: 30%
3. For all parts made of glass: Nil
4. Rate of depreciation for all other parts including wooden parts will be as per the following schedule:

Age of the Vehicle	% of Depreciation
Not exceeding 6 months	Nil
Exceeding 6 months but not exceeding 1 year	5%
Exceeding 1 year but not exceeding 2 years	10%
Exceeding 2 years but not exceeding 3 years	15%
Exceeding 3 years but not exceeding 4 years	25%
Exceeding 4 years but not exceeding 5 years	35%

Exceeding 5 years but not exceeding 10 years 40%
Exceeding 10 years 50%

5. Rate of Depreciation for Painting: In the case of painting, the depreciation rate of 50% shall be applied only on the material cost of total painting charges. In case of a consolidated bill for painting charges, the material component shall be considered as 25 %of total painting charges for the purpose of applying the depreciation.

The above changes shall be applicable to all motor package policies whose risk inception date falls on or after 0151 February 2013.

All the insurers writing motor insurance business are advised to give adequate publicity to the proposed changes so that the policyholder is made aware and there are minimal grievances/complaints.

M. Ramaprasad
Member (Non-Life)

15th Global Conference of Actuaries

The 15th Global Conference of Actuaries (GCA) is being held jointly by the Institute of Actuaries of India (IAI) and International Actuarial Association (IAA) between 17th and 19th February, 2013 at Mumbai. The theme of the conference would be “Waves of Reforms .. Oceans of Opportunities”.

This year’s conference would cover a wide range of topics which would be discussed and debated by eminent global personalities from the world of insurance, education and consulting. The inaugural Keynote Address on 18th February would be delivered by Mr. J. Hari Narayan, Chairman, IRDA.

The conference would provide an effective platform for discussing the emerging global scenario and the role of the actuarial profession.

Venue:
Hotel Grand Hyatt, Santacruz East,
Mumbai.

Dates:
17th – 19th February, 2013.



Constitution of Working Groups on Standardization of Products

Ref: IRDA/ACT/ORD/MISC/007/01/2013

Date: 11-01-2013

Re: Constitution of Working Groups on Standardization of Products

The Authority is in consultation with the Life Insurance Council constitute the following

Working Groups on the Standardization of the products aimed at bring in uniformity in the products offered by the life insurance companies.

The composition of Working Groups and terms of reference are indicated below:

2. Terms of Reference

- to standardize the design of the product;
- to determine the relevant parameters which may need to be defined for each of the products as also numerical range within which such parameters could be permitted based either on normative principles or on consideration of such products hitherto cleared by the IRDA;
- to ensure that the parameters and the ranges so determined are consistent with the proposed IRDA (Linked Insurance Products) Regulations, 2012 and IRDA (Non-Linked Insurance Products) Regulations, 2012;
- the groups may also consider whether formulation of ranges for such parameters are necessary in view of the design principles being evolved.

b. Administrative Support

- the working group(s) may seek the support of any specialized institutions or organizations as may be required for the purpose.
- the expenditure towards TA/DA in connection with the meetings of the working Groups shall be borne by the respective insurance companies/organisations to which the member(s) belong to
- the product wise information of the products cleared since 2010 would be made available to each Working Group

The working groups have to submit its report within 3 months from the date of this order.

J. Hari Narayan
Chairman

Working Group 1: Linked ULIPs

	Name of the Member	Organization	Status
1.	Mr. Sai Srinivas	Future Generali	Member Secretary/Convenor
2.	Niall Ohare	Birla	Member
3.	Navin Vlyer	Canara HSBC	Member
4.	Subhrajit Mukhopadhyay	ING Life	Member - Alternate Member
5.	V. Harikesh	SBI	Secretary/Convenor
6.	M. Nelius Bezuidenhout	Shriram Life	Member
7.	Manoj Kumar	DD(Actl), IRDA	Member

Working Group 2: Linked VIPs

	Name of the Member	Organization	Status
1.	Rajeev Kumar	Bharti Axa	Member/Secretary/Convenor
2.	Abhay Tewari	Edelweiss	Member
3.	R. Jayaram	Kotak	Member
4.	Aneesh Khanna	IDBI Federal	Member /Alternate Member
5.	Rajesh Kumar	Sahara	Secretary/Convenor
6.	Mr. Rakesh Kumar	LIC	Member
7.	P.K. Maiti	DD(Actl), IRDA	Member

Working Group 3: Non-Linked VIP

	Name of the Member	Organization	Status
1.	V. Viswanad	Max	Member
2.	I.S. Rao	SUD	Member
3.	Chandan Khasnobis	India First	Member Alternate Member
4.	Indraneel Chatterjee	Met	Secretary/Convenor
5.	Rajesh Dalmia	Reliance	Member
6.	K.S. Gopalkrishnan	Aegon	Member Secretary/Convenor
7.	C.S. Kumar	DD(Actl), IRDA	Member

Working Group 4: Non-Linked Others

	Name of the Member	Organization	Status
1.	Heerak Basu	Tata AIG	Member
2.	Sanjeeb Kumar	Aviva	Member
3.	Ramchadnra Pandit	Bajaj	Member
4.	Avijit Chatterjee	ICICI Pru	Member / Secretary / Convener
5.	Srinivasan Parthasarathy	HDFC	Alt. Member/Secretary/Convenor
6.	Pradeep K. Thapliyal	DLF	Member
7.	N.S.K. Prabhakar	DD (Actl), IRDA	Member

Fighting the Evil Forces

- Motor Insurance

‘There is need for quickly identifying the weak links in the domain of Motor insurance so that it can be converted into a profitable portfolio for the players’ writes **U. Jawaharlal**.

Inurance is totally dependent on the law of large numbers for it to be successful. The sheer number of motor vehicles plying on Indian roads; and the vast number of vehicles that get added progressively year after year would by themselves suffice to ensure that the operation of the law of large numbers is in place. Further, the vehicles plying on the roads are mandated to possess valid insurance without which it is a punishable offence. However, the fact that several vehicles that ply on Indian roads do not carry a valid insurance (reasonable estimates put it anywhere around 40% of them) is one that needs to be taken seriously and tackled at the right places. This alone could be a major factor for the Motor portfolio to bleed year after year.

Almost all the automobile dealers in the country have made it a point to ensure that Motor insurance is obtained along with the other essential documents that enable a vehicle to be used on the roads. Thus, there is a vast improvement in the number of ‘new’ vehicles with valid insurance. However, the real problem is

the renewal of the policies from the second year onwards when the vehicle owner fails to take it seriously. Even among those that go on to renew their policies, there is a high incidence of opting only for the mandated third party liability, thereby defeating the very objective of insurance. Time once again to emphasize on the need for consumer education and awareness!! Also, there should be attempts to enlist the co-operation of other organizations like the transport authorities and the police to ensure that all the vehicles are duly insured.

Motor insurance is also one class where there are several controversies associated with claim settlements. There is a huge role for various stakeholders, especially the service providers or the motor garages and the surveyors, to register an improvement in this direction so that the large number of consumer grievances is arrested. The element of moral hazard also ranks high in this class for obvious reasons. Players and distributors should take additional efforts to properly explain the operation of deductibles and no-claim

bonus to the policyholders so that they are encouraged to desist from making at least small claims.

In a few developed markets, there are various sops given to policyholders to ensure that they maintain their vehicles in such a condition that the possibility of accident proneness is reduced to a great extent. This would be useful as a wonderful underwriting tool and also helps in ensuring to put in place a price commensurate with the risk. While it would be ambitious to expect that such finer nuances can be introduced into the Indian market right away, efforts should be on to reduce the extent of applying the same rules and standards across the board thereby disincentivizing the better risks.

‘Motor Insurance’ will be the focus of the next issue of the **Journal** and without doubt, several challenging issues will come to the fore.

‘Motor Insurance’
in the next issue...



Fractional Flow Reserve Technology

– A Boon to the Healthcare System

Dr. Praveen Chandra suggests that insurers should insist on the hospitals adopting modern versions of medical diagnosis and treatment, so that there is a check on more expensive and needless procedures being forced on the patients in a routine manner.

Background

Coronary artery disease (CAD), the commonest form of heart disease affects millions of lives worldwide. In India, it contributes to more than 95% of the total Cardio Vascular Disease prevalence.^{1,2,16} In CAD, coronary artery narrowing or stenosis restricts the flow of blood and reduces the supply of oxygen to the heart. When the heart receives insufficient oxygen supply; it causes a condition called myocardial ischemia. Patients with CAD are treated with stenting of occluded vessels, which is known as Percutaneous Coronary Intervention (PCI).^{3,4}

Recent research has questioned the use of PCI in patients suffering from CAD against standard medical therapy. Stenting has found to be useful in many patients with stenosis; however, it was not helpful when performed on all patients.⁵

Fractional Flow Reserve (FFR) is used to determine the severity of stenosis in patients with CAD. It helps the physicians

to identify ischemia-causing lesions, which determines which patients will benefit from PCI. This is particularly useful among those patients where hemodynamic significance of stenosis cannot be determined by angiography alone.¹² FFR has an accuracy of greater than 90% in determining ischemia-inducing stenosis, which allows better decision-making on the part of the physician, results in better patient outcomes, and helps to avoid unnecessary stenting.^{4,7}

Coronary angiogram always precedes PCI, however, it may misjudge the severity of particular lesions.⁴ On the other hand, FFR is computed from the ratio of actual blood flow in the narrowed artery to normal achievable blood flow, and this gives a more accurate diagnosis of ischemic-inducing lesions than angiography alone.⁴

Health Economic Data

The landmark FAME (FFR vs. Angiography for Multivessel Evaluation) study demonstrated a significant clinical benefit

of FFR-guided PCI against angiography-guided PCI; with 30% reduction in risk of revascularization, myocardial infarction and death. In terms of economic value, FFR-guided PCI had cost savings for 91% of patients and was found to be cost-effective in almost 100% of patients at U.S. threshold of USD 50,000 per Quality-Adjusted Life Year (QALY)⁸ - Typically, Incremental Cost Effectiveness Ratio (ICER) of USD 50,000 to USD 150,000 per QALY is considered cost-effective, and ICER lower than USD 50,000 per QALY is considered highly cost-effective as per WHO established thresholds.¹⁵

Provided below are the country-specific estimated healthcare system cost savings over a two-year time frame by using FFR-guided stenting rather than stenting guided by angiography alone in multi-vessel patients in the context of different European health care systems.⁶

Similar results were seen in Asian countries and Australia. These analyses given in the table below made use of the

The table below further demonstrates the significant cost-saving in the FFR-guided PCI arm in comparison to the angiography-guided PCI arm (Based on US Patient data)⁶

Outcome	Angiography-guided PCI Arm	FFR-Guided PCI Arm	Difference (95% CI)
Cost of initial procedure, \$	6,007	5,332	
Cost of initial hospitalization, \$	14,878	13,182	-1,697 (-2,893 to -510)
Cost of events during 12- months follow-up \$	1,821	1,134	-668 (-1,383 to -25)
Overall costs, \$	16,700	14,315	-2,384 (-3,826 to -1011)

Country	Annual healthcare system cost savings (in million Euros)	
	2011	2012
United Kingdom*	0.3	0.8
France	5	11
Italy	0.8	3
Germany	3.3	10.5
Belgium#	-	4

*In million United Kingdom pounds

data from FAME to identify expected outcomes post follow up for 2 years and the per-person costs FFR-guided PCI vs. Angiography-guided PCI.¹³

Country	Savings per patient (USD) in 2 years' time
Australia (Public sector)	1,812
Australia (Private sector)	1,812
China	951
India	1,437
Japan	2,407
Korea	1,055

The other breakthrough study, FAME 2 (FFR-guided PCI plus Medical Therapy vs Medical therapy alone) suggested that FFR-guided PCI is a cost-effective strategy; the results favoring FFR-guided PCI showed an Incremental Cost Effectiveness Ratio (ICER) of USD 32,000 per QALY gained based on 3-year projections. Typically, ICERs of USD 50,000 to USD 150,000 per QALY are considered cost-effective. However, ICER lower than USD 50,000 per QALY is considered highly cost-effective as per WHO established thresholds.¹⁵

FFR Cost Effectiveness Data from India¹¹

101 patients (111 lesions) were identified between 50%-90% occlusion, if PCI had

Calculations:

FFR procedure cost (approximate)
(i) Cost of FFR for 101 patients

Average cost per Drug Eluting Stent (DES)
(ii) Cost of DES for 81 lesions

Total Savings in 101 patients
Total Savings in 101 patients

[Assuming USD 1 = INR 50]

been considered for all the lesions, then 111 stents would have been used. By doing FFR, only 30 lesions were found ischemic out of 111 lesions i.e. 81 lesions were not considered for PCI.

This includes only the cost of stents; thus the savings will increase when hospital stay, other hardware used during the procedure are also taken into account.

Clinical Significance of FFR-guided PCI

The FAME study demonstrated that at the end of 1 year FFR-guided PCI group (n=509) that experienced an event i.e. death, non-fatal MI or repeat vascularization were a total of 67 patients (13.2%) whereas in the angiography-guided group (n=496), it was 91 patients (18.3%) that experienced one of the above events.⁴

Two year follow up of the FAME study demonstrated that routine measurement of FFR in patients with multi-vessel CAD undergoing PCI with drug-eluting stents significantly reduces mortality and myocardial infarction by 34% at 2 years when compared with standard angiography-guided PCI.⁹

In addition to the patient outcome benefits as highlighted above, the FAME study also demonstrated that FFR did not prolong procedure time and decreased the amount of contrast agent used during PCI procedures.⁹

FAME 2 (FFR-guided PCI plus Medical Therapy vs. Medical Therapy alone on patients with stable CAD) suggested that FFR-guided arm when compared to Medical Therapy alone demonstrated better patient outcomes and improved quality of life. Furthermore, FFR-guided group experienced greater relief of angina; 86% relative risk reduction of acute coronary syndrome (ACS) requiring

urgent revascularization and unplanned hospital readmission.¹⁵

Clinical Guidelines and Acceptance for FFR

The European Society of Cardiology (ESC) and European Association for Cardio-Thoracic Surgery (EACTS) guidelines have given FFR a Class I, Level A recommendation (highest level of recommendation) and suggested that "Fractional Flow Reserve (FFR) guided Percutaneous Coronary Intervention (PCI) is recommended for detection of ischemia-related lesion(s) when objective evidence of vessel-related ischemia is not available".¹⁴ The American College of Cardiology Foundation Appropriate Use Criteria Task Force (ACCF); American Heart Association (AHA); Society for Cardiovascular Angiography and Interventions (SCAI), give FFR a Class IIa recommendation, with Level A evidence, suggesting to use FFR-guided revascularization in patients with ischemic CAD.¹⁰

Conclusion

The FAME study demonstrated better outcomes for patients with FFR-guided PCI as compared to Angiography-guided PCI.⁴ The study also demonstrated that FFR-guided PCI resulted in savings of more than USD 2,000 per patient in a year.⁸ The cost-effectiveness of FFR-guided PCI was confirmed in 13 countries, concluding that the value of this technology for identifying ischemia-causing lesions for PCI improved outcomes for patients and saved costs. Likewise, the FAME 2 study demonstrated the advantage of FFR-guided PCI when used along with appropriate Medical Therapy instead of appropriate Medical Therapy alone for patients with stable CAD.⁷

The three-year projections provided an ICER of USD 32,000 per QALY gained, which is well below the US threshold of USD 50,000 per QALY gained. FFR has found to be cost saving and cost-effective for recommended patient groups across several geographies. In patients suffering from CAD, FFR has shown not only improvement in patient outcomes but

INR 30,000 (USD 600) per patient
INR 30,30,000 (USD 60,600)

INR 100,000 (USD 2,000)
INR 81,00,000 (USD 162,000)

(ii) – (i)
INR 81,00,000 - INR 30,30,000
INR 50,70,000 (USD 101,400)

also significant reduction in healthcare costs.

Relevance to insurance:

The Indian Health insurance sector has been dogged with high claim ratios, year after year. The reasons attributed for such a phenomenon, apart from the growing volume of Health insurance business, are the policyholders' tendencies to enforce claims, exaggerate claims; and in extreme cases, making fraudulent claims on their Health insurance policies. The role of the other stakeholders is also often quoted as an equally strong reason for such an incidence of wrongful claims. The lack of very objective measures in treatment protocols and standard treatment guidelines also are a strong causative factor for the healthcare provider related frauds being inflicted on the insurer community. All these factors are responsible for a huge drain of resources which the industry can ill-afford; and the otherwise healthy growth of business is losing its relevance owing to a large incidence of such undesirable trends.

Based on the above data, my recommendation is that FFR should be incorporated as part of the standard treatment guidelines in India to treat PCI; and that FFR guided PCI as suggested in the ESC/EACTS guidelines should be used for detection of ischemia-related lesion(s) when objective evidence of vessel-related ischemia is not available.¹⁴ Apart from the significant reduction of costs and improvement in clinical outcomes for patients as explained in the paragraphs above, it would also bring in a great deal of objectivity in the diagnosis and treatment of stable PCI patients thereby obviating the problem of needless stenting being enforced on the patients.

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The lack of very objective measures in treatment protocols and standard treatment guidelines also are a strong causative factor for the healthcare provider related frauds being inflicted on the insurer community.

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Role of TPAs in the Growth of Health Insurance

– Need for a Deeper Analysis

K. Murali emphasizes that the institution of the TPAs has contributed a great deal to the Health insurance segment; and further suggests ways to improve so that the policyholder community as also the insurance industry derives higher benefits in the long run.

The growth in the Health insurance portfolio has been phenomenal in the past 10 years. Though the penetration levels are still in single digits, the prospects of the Health insurance industry seem very bright. The following factors have contributed to the improved topline of the Health portfolio.

- More options in coverage
- Employers including Health insurance for employees as an attraction for joining them
- Increase in medical care costs driving people towards insurance
- Introduction of cashless hospitalization
- Quicker turnaround times for claims settlement
- Government schemes like RSBY

The growth in Health insurance coincided with the introduction of TPAs; let us look at the role of TPAs in the Health insurance space. There are many detractors who link the increase in losses in the Health insurance industry also to the advent of TPAs!!

Has anyone analyzed the role of the TPAs and have thought about improving their services? Sadly, the TPAs themselves are not doing that analysis and are just drifting with the current.

Let us look at the functions of the TPAs.

Now let us analyze each of these functions to understand the pain points and ways to fix them.

Enrolment:

For every 100 customers, less than 10 people make claims in a year. That means for 90% of the customers, their relationship with the TPAs is only till enrolment. The insurer sends the list of customers which the TPAs store in their database and issue each customer an ID card. The ID card comes in different shapes and sizes, some with photos and some without. Again, some insurers insist on the issue of cards for each renewal while some are satisfied with one time issue of the card. But this is the area which attracts the maximum number of complaints. Basically the complaints relate to

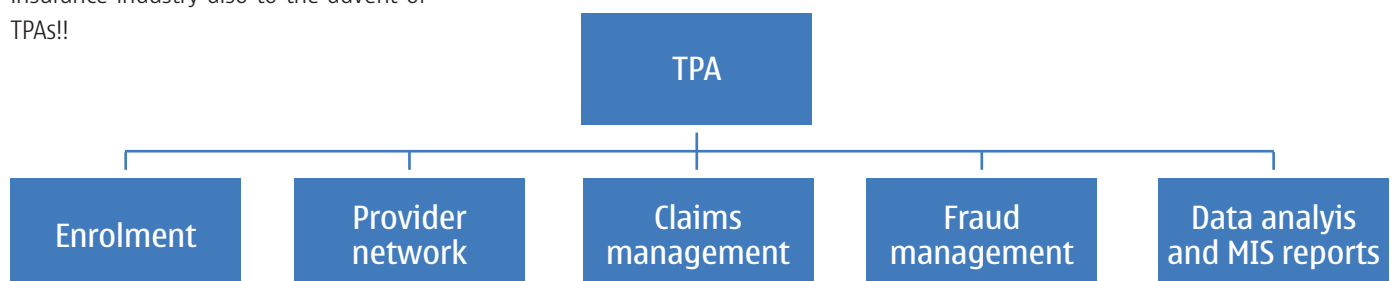
- Delay in the issue of cards
- Issue of cards with wrong data
- Issue of cards with wrong photos

If you do a root cause analysis of these grievances, you would see that

- Insurers still send hard copies of policies
- The photos are sent after considerable delay
- The photos collected from the customers are not in standard sizes or current photos.

At this stage, the purpose of these cards and their utility has to be critically examined.

- These cards give a physical manifestation to insurance which is intangible.
- They serve as a handy tool for storing the insurance policy details.
- Wherever photo ID cards are issued, they serve as an identity proof.



However, compared to the benefits that are evident, the negative factors outweigh the positives.

So, insurers can either dispense with this requirement or look at

- Issuing the policy itself in the card form
- Or incorporate a tear away portion in the policy itself (like the frequent flyer membership cards of airlines)
- Or like any other policy, let the customer produce the policy copy along with any other photo ID (in these days of ubiquitous ID requirements at all places, all the customers would have one such ID proof handy).

This would reduce the customer grievances regarding ID cards to a very large extent.

Provider networking:

In the initial days after the TPA introduction, the hospitals were reluctant to be part of the network. This was because of the absence of insurance penetration and lack of clarity on the cashless process. Now with Health insurance penetration improving, the hospitals find it necessary to be part of the network of TPAs /insurers. All major hospitals have at least 20% of their revenues coming from insured customers.

However, there is a popular perception that hospitals overcharge insurers/TPAs for providing cashless access. This may not be entirely true but the TPAs have failed in managing the perception. Most of the hospitals do not have a published rate chart and in its absence, it is hard to make a comparison. We have to accept the fact that the hospitals are free to provide services according to their perception of the paying capacity of the patient. The general principle of ‘caveat emptor’ should apply here also.

Most of the hospitals do not have a published rate chart and in its absence, it is hard to make a comparison. We have to accept the fact that the hospitals are free to provide services according to their perception of the paying capacity of the patient.

Hospitals also cannot be blamed if they include a buffer to take care of the delay in settlement of claims by TPAs/insurers. The usual system of “float” that was being provided to the TPAs for settling hospital claims had its own pitfalls. There was a big time lag between submission of claims by the TPAs to the insurers and payment by insurers. The TPAs could never reveal the cause of the delay, if it was due to the insurer, to the hospitals; and many a times, they stand penalized by the hospitals which often resort to blacklisting of the TPA.

However, there are some pathbreaking initiatives in the payment workflow with a couple of leading insurers moving to the “zero balance” account system. This totally eliminates the need for manual float replenishment work flow as the entire process is automated. Some insurers have also benefited by getting “early payment” discounts from major hospitals on moving to this system. Some other insurers make payments directly to

the hospitals thus saving a couple of days in the payment cycle.

The issue of negotiated rates for TPAs still remains open though the PPN concept was targeted at achieving package rates. For the negotiated/package rate scheme to become a success, insurers/TPAs should look at

- Restricting the number of network hospitals so that such hospitals get increased footfalls
- Agree to a volume based discount structure with the hospitals so that hospitals also see a business sense
- Get the powers to direct traffic to select hospitals based on published success rates of treatment by such hospitals
- Impose co pay for hospitals that do not agree for negotiated rates but that are willing to provide cashless hospitalization.

Claims management:

Claims is the major outgo for any insurance company and it is high time steps were taken to control this outflow. By saying “control”, not for a moment am I suggesting that genuine claims should be reduced in quantum. Claims management consists of

- Processing the claims faster
- Paying what is allowed under the policy
- Reducing leakages, by containing fraud or over payment
- Having skilled manpower

The TPAs face challenges on three out of the above four points. The processing speed has definitely increased and this is evidenced by the data published by IRDA. The percentage of claims settled within 30 days shows a marked improvement over the years.

However, the TPAs face a huge employee turnover which adversely impacts their efforts on points 2, 3 and 4. There is one more challenge of training their employees because of the variety of policies being marketed by the insurers. As of today, there are at least 30 insurers (both Life and Non-life) who sell Health insurance policies. This means there are at least 30 types of policies, not to speak of the multiple policies marketed by each insurer. Though all such policies are built on the standard Medclaim platform, there are slight differences from policy to policy. What is excluded for 2 years under one insurer's policy might be excluded for 4 years under another policy. In the insurers' quest for innovation, there could be many other such small variations. Many insurers just send the policy wordings to the TPAs and it is left to the TPAs to understand and interpret the policy. Won't be surprised, if the number of interpretations is more because there are 29 TPAs operating today and each is entitled to at least one interpretation – one only wishes that at least within the TPA, there is one uniform interpretation!

Thanks to IRDA, there are some standardization initiatives like uniform pre-existing condition definition, critical illness definition and non-medical expense heads definition. The recent exposure draft talks of even standard two year exclusions. These are steps in the right direction and my suggestion would be to look at having standard Health policy clauses on the lines of Marine insurance. The additional covers/exclusions would be in the form of endorsements and this would make the claims management process more efficient, whether it is done in-house or outsourced to TPAs.

Fraud management:

Fraud management is altogether a different stream and to expect the TPAs to discharge this function too is stretching it too far. Moreover, there is inherent conflict of interest in clubbing together claims management and frauds management. In markets abroad, fraud management is a specialist function entrusted to specialists. Till recently, at least one private insurer had a special investigation unit, headed by an ex CBI officer to fight frauds.

Conclusion:

Overall, the introduction of the TPAs has resulted in

- Improved Turnaround times in claims processing.
- Making cashless treatment a reality, though only 50-60 per cent of the claims are cashless claims.
- Using medical professionals for claims processing

- Software development with rule engines for automated claims processing, outlier detection and online access for customers for viewing claims status.
- Increased availability of network hospitals at all nooks and corners.

One could argue that much more could have been done in the past 10 years of TPAs existence. But it is always better late than never. The present trend towards having the claims management in-house might result in reduced business for the existing TPAs but the targets to be achieved remain the same for TPAs as well as in-house claims management teams. Let us hope that the ultimate beneficiary is the customer and we would see the reduction in loss ratios being passed on to the customers in the form of increased benefits at lesser premium.

Though all such policies are built on the standard Medclaim platform, there are slight differences from policy to policy. What is excluded for 2 years under one insurer's policy might be excluded for 4 years under another policy.

The author is a freelance Health insurance professional. The views expressed are personal.

Claims Handling Efficiency

- Using Triage to Achieve

Harvey Lee exhorts the importance of prioritizing the precious resources so that a proper balance of various functions is achieved, which would eventually result in management efficiency.

In an insurance industry where pressure on both the top line and the bottom line are driven simultaneously, it is essential to understand the consequences of only focusing on pushing the top line. Unlike a physical goods business which presumably makes a margin on each sale, indiscriminately pushing the top line in insurance – e.g. selling more policies at cut prices, with lax underwriting discipline – will lead to disaster for the bottom line, as the resulting claims losses and expenses outweigh the insufficient premiums. On the other hand, as long as customer service levels are maintained, reducing costs to boost the bottom line generally leaves the top line unscathed. However, tinkering with the two variable claims costs (expenses and claims losses) can be like running back-and-forth on a seesaw; one month you are squeezing down claims leakages by increasing the level of scrutiny, and the next you are trying to reduce the headcount and time required to process a single claim. It can seem despairingly like a zero-sum game: either your claims ratio is down but your expense ratio is high, or vice versa. Now that the Indian general insurance industry has endured several years of “land grabbing,” there is much to do to create efficiencies within claims processes before the weight of inadequate underwriting results comes crashing down.

In this article, the concept of using *claims triage* is presented as a way for insurers to

use existing resources more effectively to reduce claims losses. By achieving higher efficiencies, insurers should be able to reduce both their claims losses and expenses simultaneously.

Origins of Triage

The word *triage* (pronounced tree-AHJ) stems from the French verb *trier*, meaning to sort. It was first used by French doctors in World War I and refers to a system of prioritising medical patients in order to achieve optimal overall outcomes given resource constraints. For example, in a situation involving a high number of casualties such as a train wreck, the availability of vital resources such as time, doctors, life-support devices and transportation to hospital may be overwhelmed by the sheer number of casualties that require treatment. A system of triage can be used to sort the casualties and assign resources to treating them in order to maximise the overall outcomes, with the side benefit of organising the treatment effort into a

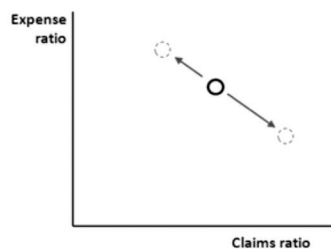
structure resembling a project plan.

Like any system that prioritises some things over others, there are winners and losers – some casualties will be assigned treatment by the best burns specialist, put on the ventilation machine, sent to hospital in the first ambulance, etc. while others are left untreated until those same resources are freed up. However morbidly unfair that may seem, the fact is that when resources are constrained, it can be impossible to treat all of the individual casualties being faced simultaneously. In these sorts of situations, any approach would result in an implicit prioritisation of some casualties over others.

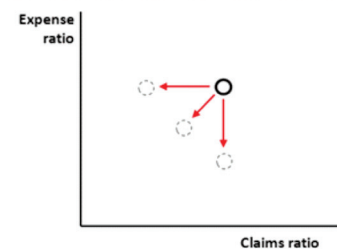
Evolution of Medical Triage

A triage team – usually a team of paramedics – makes sorting assessments based on both the current status of the casualty (e.g. non-life-threatening injuries, life-threatening injuries or deceased) and a prediction of the incremental benefit of treatment (i.e. how

Instead of just trading off claims losses with handling expenses...



...achieve efficiencies to reduce either, or both – do more with less



much is prompt treatment likely to help in improving the outlook). Each component presents very clear limitations.

Firstly, the triage needs to be performed quickly and systematically to direct immediate aid to casualties – implicitly, there is little time to gather data and perform a complete diagnosis on each casualty. Over time and repeated triage efforts, medical triage systems have evolved standardised diagnostic processes that paramedics can perform on each casualty in less than 60 seconds to collect an informative set of data on which to base triage decisions. The key is to collect the relevant data – typically, medical signs such as blood pressure, pulse rate, respiratory signs and sources of bleeding – no more and no less.

Secondly, triage involves a prediction of future outcomes – these predictions can never be 100 per cent accurate. Historically, these predictions were very subjective in nature. Some guesswork was required from paramedics who may or may not have had substantive relevant experience. For example, even an experienced paramedic may find it difficult to differentiate between a chest wound that is repairable and one that is beyond help. An inexperienced paramedic will have even more trouble differentiating. This guesswork often led to sub-optimal results: some casualties that would really benefit from immediate treatment are left waiting, others that are beyond help are fast-tracked to hospital, and others still with only minor injuries are assigned scarce resources unnecessarily. To improve the accuracy of the sorting process, medical triage systems have recently started using quantitative, empirical results to inform sorting decisions and reduce the amount of guesswork required. Modern medical triage systems enable even less-skilled and less-experienced paramedics to make assessments backed by all of the available data and experience, not just their own.

Applying Triage to Insurance Claims

To reduce the impact of claims costs to the

Even if the term 'triage' is new to the vocabulary, most claims departments already have simple forms of triage instituted in terms of coarse business rules.

bottom line (both losses and handling), an insurer needs to reduce the cost of the trade-off required between handling expenses and claims losses. That is, for the same amount of spending on handling expenses, how can an insurer reduce claims losses; or, how can an insurer reduce the amount of spending on handling expenses required to achieve the same level of claims leakages (e.g. fraudulent claims, inflated claims, claims on perils not covered)?

Like medical practitioners in medical triage situations, a claims department sees many problems simultaneously and has limited resources to solve them. Large claims and small claims, own damage and third party claims, own administered and third party administered claims, reimbursement and cashless claims. Given the limited resources available, a claims triage process can optimise the effort in resolving all of the claims in the same way triage can maximise outcomes in medical treatment scenarios.

Even if the term 'triage' is new to the vocabulary, most claims departments already have simple forms of triage instituted in terms of coarse business rules such as:

- If a claim is for `5,000 or less, simply pay it
- If a Motor claim is more than `30,000, it must be reviewed by an in-house surveyor

- If a claim is made within 2 weeks of policy initiation and there is a break in coverage, send it to the special investigation unit (SIU).

However, like simple forms of medical triage, business rules like these have limitations based on the coarseness of the rule. It is easy to see the inefficiencies that remain, or are even created by these sorts of business rules: perhaps there are a huge number of `5,000 claims on perils not covered; or perhaps the referral threshold of `30,000 is too low and leads to excessive workloads for in-house surveyors; and if only 1% of break-in-coverage claims are repudiated then 99% of the time the SIU is not doing productive work. Whilst claims triage cannot necessarily help a special investigation unit (SIU) do a better job of identifying and uncovering evidence of fraud, it can certainly reduce the number of specious claims that are referred to it, which also relieves the workload and enables investigators to spend more time on each case or look into other suspicious cases.

Additionally, it is probable that the rules were originally created based on high-level, general observations and almost never updated. Again, like medical triage, insurance claims triage of today can be improved by basing the sorting criteria on a scientific, objective model backed by empirical data.

Better Triage for Insurance Claims

A true improvement to the status quo of existing claims triage systems would:

1. Increase the detail of the sorting to improve accuracy using more data and more sophisticated analytics
2. Base the sorting on an evolving blend of empirical data and general experience
3. Cost less to implement than the incremental benefits.

These improvements are agnostic and could apply to claims triage in any line of insurance, but to illustrate, we discuss what an advanced claims triage system

for a hypothetical healthcare claims department might look like.

Increase Detail

The more detail that is considered by a triage process, the finer and more accurate the triage can be, leading to more appropriate treatment being applied and improving efficiency. In an advanced claims triage process, the sorting would be based on many more factors than just the size of the claim and whether there was a break in coverage.

Some other factors to consider might include:

- Was the treatment conducted in an “in-network” hospital? Were the “preferred” rates charged or are they inflated?
- How many claims per month are received involving treatment by this doctor? Is this number suspiciously high?
- What is the probability that the diagnosis will lead to more claims in the future? Does the reserve need to be adjusted?

Even if these factors seem obvious, they must be combined in an appropriate manner to be helpful – otherwise, too much labour will be allocated to perform claim edits, any doctor being too hardworking will be treated as a fraudster, and solvency requirements will be sent sky-high with excessive reserves. Most doctors involved frequently in claims are not trying to defraud the insurer – the goal is to sort the ones that are from the ones that are not, using more information than just a single attribute (i.e. the number of recent claims). The key is to take an overall view of the attributes of the claim in combination to determine how to process it.

Using Scoring Models to Assimilate More Detail

One way to do this is to create scoring models that add or subtract points based on the attributes of the claim (see the sidebar for an example). All statistical

predictive modelling techniques – including regression modelling, classification trees, neural nets and nearest neighbour clustering – eventually boil down to a scoring model, but the ease of use, sophistication, accuracy and amount of subjective human input required to perform the analysis will vary. Scoring models can be created to rate any aspect of interest of a claim, but some likely ones are:

- Likelihood that a claim is fraudulent
- Likelihood that the best thing the insurer can do is to pay this claim immediately
- Likelihood that a claim will significantly increase in severity (or lead to more claims)
- Deviation from an established benchmark for a claim of this type
- Estimated benefit of handling internally versus assigning to a third party administrator

For example, a high score on the fraud model could indicate that there is a high likelihood that a claim is fraudulent. Some claims may score highly on multiple models, such as an excessive claim that is also likely to be fraudulent.

The process workflow for a claim can be influenced or even completely determined by the scores given to the claim, depending on the appetite and requirement for human oversight. Claims that score highly on the fraud model

should be referred to the SIU. Claims that score highly on the “pay immediately” model should be fast-tracked for payment. This sorting process for claims based on scores is directly analogous to the sorting done in medical triage that determines whether a patient should be treated now or later, and what resources to assign to treating him or her.

Base Decisions on Both Empirical Data and General Experience

Traditional claims triaging efforts are unstructured and generally based solely on the experiences of a handful of operations managers making decisions that can be improved by increasing the level of detail – if a manager sees a trend of inflated claims from out-of-network hospitals, a too-common response would be to apply additional scrutiny to all out-of-network hospital claims. For the most part, this is a grouping error that is solved by sorting with increased detail, but the whole effort can still be left unstructured and likely to either stagnate into irrelevance (the managers who set the rules move on to other roles) or fluctuate wildly (the rule setters react to every new event). Systematically incorporating empirical data into decision-making can help regulate the effort to maintain an effective claims triage process.

Fast Track Model

Recall the scoring models introduced previously. How should the relevant factors and the assigned scores for each model be determined? Take the example of a fast-track model: it would be possible for an experienced claims manager to list a handful of attributes that would indicate claims which should be fast-tracked, such as low claim amount or where complete supporting documents were submitted at intimation. However, can the claims manager be sure that all the relevant factors are accounted for? Are some factors actually less relevant than they may seem? Finally, what weighting or what score should each factor be assigned in the model? The robust way to answer these questions is to be informed with

Can the claims manager be sure that all the relevant factors are accounted for? Are some factors actually less relevant than they may seem?

empirical data – observations of objective facts attributed to relevant claims.

Fraud Model

For claims triage, one useful form of empirical data is a dataset of historical claims describing the attributes of each claim (e.g. policy details, treating hospital and doctor, diagnosis, treatment, claim amount, etc.) matched with the outcome of interest. For example, for a fraud model, the attributes of each claim should be matched with whether or not the claim was found to be fraudulent. Running a statistical modelling analysis on this data can then highlight which factors are relevant to detecting fraud, and to what extent. The output of the analysis on the historical data is a predictive statistical model – a scoring model where the factors and scores are “trained” to the historical patterns. When this scoring model is applied to new claims, the resulting scores will represent the statistically best prediction of whether a claim is fraudulent. In other words, the model extrapolates the historical patterns into the future, setting an expectation of events to come.

If a statistical analysis exercise is regularly conducted using “fresh” historical data – for example, an analysis every six months on the latest two years of data – then models can be kept up-to-date without overreacting to fads. Building a claims triage process around objective scoring models that are updated regularly will institutionalise accurate triaging and keep the claims handling process running efficiently.

Caveats of Statistical Analysis

Whilst statistical analysis and predictive modelling represent a scientific gold standard, there are some caveats that should be kept in mind. Statistical analysis is not a silver bullet that can describe the future with 100% certainty and in general,

Experienced managers are still critical for claims triage, but the nature of their roles changes from being the traffic controllers to maintaining and optimising the traffic lights.

people are not particularly adept at understanding and acting on probabilistic future outcomes. An everyday example is when we curse the weather bureau for making us pack our umbrellas and raincoats because they announced a 90% chance of rain, even though the day turns out to be beautifully sunny – on average, this will happen 1 in 10 times! In this case, packing an umbrella still represents a logical decision, but the mind has “rounded up” the expectation of rain to 100% without justification.

Another caveat that affects all forms of statistical analysis is that models based on historical data can only discover “more of the same.” That is, they can only predict future events if similar events were detected in the past. For example, if an insurer has never identified any claims that presented opportunity for subrogation, then statistical analysis on historical data will not be able to predict future subrogation opportunities. Statistical predictive modelling can only extrapolate the known patterns of the past into the future. As a consequence, even if a claims triage process were to be informed by statistical analysis, there is still a need for human inspection to identify novel trends that fall outside the historical experience.

The pitfalls of incorporating empirical data into claims triage can be mitigated by understanding the limitations of what statistical analysis can and cannot do. Experienced managers are still critical for claims triage, but the nature of their roles changes from being the traffic controllers to maintaining and optimising the traffic lights.

Reduce Overall Cost

The point of a triage process is to assign resources efficiently and to organise the process. Assuming that financial cost is a consideration of the claims handling process, then the cost of actually performing triage must be factored into any decisions aimed at reducing the overall cost of claims. Thus, it is important to consider how to manage the cost of claims triage so that a net benefit can be gained.

Like medical triage, the sorting process for claims triage needs to be fast and not resource intensive. Unlike medical triage, which generally deals with limited data (basically restricted to what a paramedic can diagnose and measure within 60 seconds or so), the significantly larger timescales and reduced urgency of claims handling means that much more complete data can be collected and considered, and more data can be generated or collected over the course of the handling process – patient reports, claim histories, benchmark comparisons, etc. The greater amount of detail in the data implies a higher processing cost – how can this be managed?

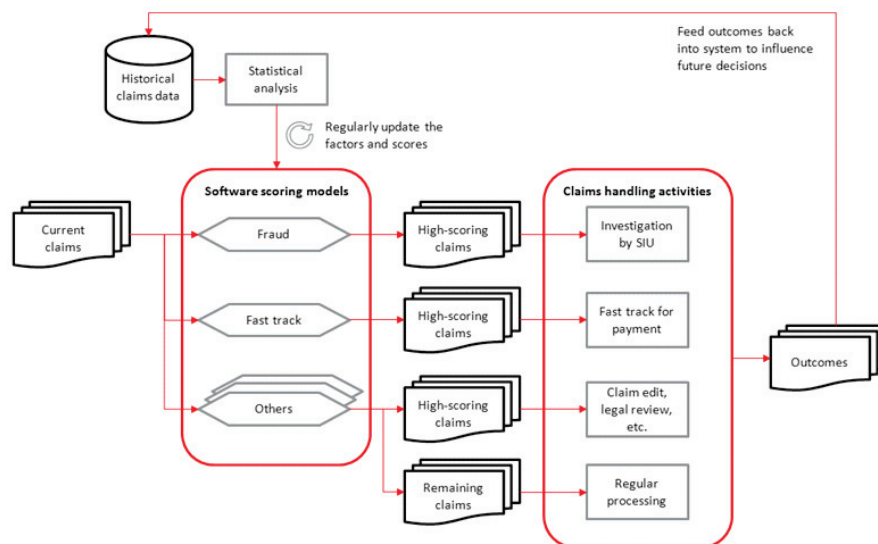
Greater Detail, Greater Processing Cost?

A trained triage paramedic arriving at the scene of a building fire has a lot of information to digest at once – the number and status of casualties, the safety of the situation, the resources available for administering treatment etc. The training that a triage paramedic has

undergone helps him or her filter and process the information in a systematic manner. For example, which medical signs should be assessed first, and in what order? How do the indications combine to sort a casualty into a triage group? Should first aid be administered before moving on to triage the next casualty? The more questions like these that the paramedic needs to consider, the more detailed and accurate the triaging will be, but at the cost of a more complex and intensive process, implying more training required for triagers, more time required to triage and greater opportunity for error.

Over time, medical triage has evolved to a point that balances the accuracy and benefit of the triage and the complexity and resource requirements of the process. One relatively recent innovation in medical triage is the use of software on handheld devices that performs the triaging based on medical inputs entered by the paramedic. The software alleviates the need for the paramedic from having to apply the triaging rules (or scoring model), which has several benefits: the scoring model can be significantly more detailed, and the model is consistently applied regardless of the experience of the paramedic. This in turn reduces the training required, and allows the paramedic to focus on aspects of medical diagnosis and first aid.

A claims triage process is faced with far more data than medical triagers have access to currently. As discussed earlier, consideration of more detailed data allows greater accuracy in sorting and leads to more efficient treatment. Fortunately, as part of the regular claims handling process, much of the relevant data will be stored in a structured manner in a database, and so it is a straightforward extension to design triaging software to do the processing.



Even in a market like India where the cost of labour is relatively low, only the use of software enables a truly scalable claims triage process – hiring staff to triage claims leads to the same problems historically faced by medical triage:

- Having to trade-off the benefits of an intricate sorting process with the time and training of triagers required to administer it
- Inconsistencies in the accuracy of triage depending on the individual skill of the triager, which would result in inefficiencies such as fraudulent claims being fast-tracked or simple claims being sent for intensive editing

Implementing claims triage in software complements the other improvements harmoniously: software easily handles greater detail with almost zero marginal cost, applies scoring models consistently and rigorously, can be tightly integrated to statistical analysis (which is typically done using software anyway) and models can be updated automatically with new data inputs whenever necessary. Like with many other aspects of business, using software in claims triage defeats the false compromise between detail and cost.

Complete View of an Improved Claims Triage Process

The following diagram shows a flowchart depicting a claims triage process that incorporates the advanced improvements discussed earlier.

Note the salient aspects:

1. Scoring models that can incorporate a combination of many fine details are used to sort claims into different handling processes
2. Empirical outcomes are fed back into the scoring models via statistical analysis to allow the models to evolve and adapt
3. Software is used to ensure low marginal costs without sacrificing robustness

The concept of triage greatly improved the efficiency and effectiveness of medical care. Prudent and careful application of triage techniques can help insurers manage the bottom line without chasing their own tails. The savings to the insurer in terms of reduced fraud, limited claim inflation, increased subrogation recovery and better retention through improved customer service can simply be pocketed to boost solvency or reinvested to increase

volumes. A well-designed and well-executed claims triage process ensures that any claims handling team, however resource-constrained, can achieve maximum performance.

SIDEBAR #1

Example of Medical Triage

A simple system of triage in a train wreck situation might involve attending to each casualty as quickly as possible and sorting them into one of four groups:

Simple triage categories

Green	Casualty is likely to survive without prompt treatment, e.g. a person with minor cuts and bruises
Yellow	Casualty is likely to die without prompt treatment, e.g. a person with serious bleeding or internal injuries
Red	Casualty is likely to die despite prompt treatment, e.g. a person with severe head trauma
Black	Casualty is already deceased

Each casualty can be tagged with a coloured patch to identify the group quickly. After a casualty has been sorted into a group, the treatment plan is applied: people in the Yellow group are treated first; once resources have finished treating people in the Yellow group, attend to people in the Green group whose conditions have deteriorated so as to require prompt treatment, then attend to people in the Red group that are still alive. Obviously it is too late to give medical treatment to people in the Black group, but death rituals may be appropriate.

The triage system presented is a simple example, with some similarities to the formalised systems used by paramedics in real world mass-casualty incidents; the

CLAIM ATTRIBUTE		SCORE
MEDICAL PROVIDER		
The doctor giving the treatment has previously been involved in a repudiated claim for suspicion of fraud	<input checked="" type="checkbox"/>	+2.0
Treatment was given at an out-of-network hospital		+0.5
TREATMENT		
The treatment provided is the same type of treatment provided in a previous claim	<input checked="" type="checkbox"/>	-0.5
The treatment provided is unusual given the diagnosis that was made	<input checked="" type="checkbox"/>	+2.5
The treatment is one-off in nature and leaves little evidence that it was provided	<input checked="" type="checkbox"/>	+2.0
The treatment is major surgery		-1.0
CLAIM AMOUNT		
The claimed amount is less than ₹5,000		-1.0
The claimed amount is more than ₹1,00,000		+1.5
TOTAL SCORE		6.0

grouping and criteria will vary from system to system. The key is that a system of triage allows resourcing decisions to be made that are consistent with achieving the best overall outcome.

SIDEBAR #2

Websites about Medical Triage

The use of medical triage is still evolving throughout the world. Below are some links to a handful of interesting websites regarding medical triage:

- <http://indiatoday.intoday.in/site/Story/107313/its-an-emergency,-doctor.html>

An India Today (July 2010) article contrasts the response to the Mumbai bombings in 2003 (“there was a glaring absence of formalised triage”) to the Mumbai terrorist attacks in 2008 (“the triage saved time and we managed to save most lives”).

- <http://www.start-triage.com>

The START (Simple Triage And Rapid Treatment) triage system was designed in California, USA in 1983 and updated in 1994, and was used in two well-known terrorist bombings in the USA.

- <http://www.westnet.com/~ds/wtc.html>

A first-hand account of the triage effort at the World Trade Center terrorist attacks in New York in 2001.

SIDEBAR #3

Example of a Scoring Model

In this very simple hypothetical fraud model, claims are scored so that a higher score represents a higher likelihood of fraud. An insurer might use this scorecard and apply it to every claim, then send all claims that score 5+ to the SIU for investigation.

Since the score for this claim is 6.0, this claim would be referred to the SIU. Note that some attributes serve to reduce the suspicion of fraud, as indicated by a negative score. The actual attributes to include in the scorecard and the scores applied to each attribute need to be determined using a mix of general experience and empirical data about referrals to the SIU that resulted in the detection of fraud.

The author is Program Director, International Insurance, LexisNexis Risk Solutions.

Portability of Health Cover

- Hope for a Better Tomorrow

R.Venugopal says that although the portability associated with Health insurance may not be the panacea for all ills, it is bound to be a game-changer in the days to come.

The Insurance Regulatory and Development Authority, IRDA, has permitted the switch over of a Health insurance policy from one insurer to another under the portability initiative - from October 1, 2011; while ensuring that the existing benefits to the policyholder are not lost. This is a welcome move to the great advantage of the customer.

The Advantages

Till now the customer was reluctant to change the Health insurer even though he/she was not satisfied with the services of the insurer in view of the fear that the customer would lose all the present benefits of the health plan. Especially every insurer has a rule called the waiting period to cover the pre-existing diseases of the customer. Pre-existing illness is a condition from which the customer suffers at the time taking the policy – like Diabetes, Heart ailment etc. The insurer imposes the condition that this pre-existing illness will be covered only after a waiting period of 3 to 4 years. In the mean time if the customer changes the insurer, the new company will begin the waiting period afresh.

Similarly there is another concept of some added benefit if there has been no claim at all for the last 3-4 years called the 'No Claim Bonus'. Again if the insurer is changed, this advantage too will lapse and the new company may start counting the claim-free years afresh.

Now the portability allows these benefits to be transferred and the full credit is to be given to the customer by the new insurer. The new insurer has to give the decision of accepting or not accepting the switch-over of the Health policy to the customer within a month. If no reply is received within the time limit, it will be deemed to have been accepted.

The end of all problems?

Although the portability clause is laudable, is it all so rosy as it sounds? As long as the risk is a reasonable one without much claim record, every new insurer will welcome any incoming Health policy with open arms. But the moment

the insurer sees the red light in the form of any potential claimant coming into its fold or any customer with a heavy claim record, the new insurer will start imposing conditions of increase in premium or putting any underwriting condition. On the other hand, a customer begins thinking of portability only when his claims get delayed or reduced. So it gets to be a case of 'Heads you lose, Tails I win'.

Hence IRDA has made that portability is not a matter of right. It is up to the new company to accept or reject the proposal. Which company will willingly take a new policy with bad claim experience and add to its woes, especially the policy of a Senior citizen who is seen as a high-risk category?

Again for people who have accumulated a No Claim Bonus and who desire portability, there may be a disadvantage - the IRDA Circular, although this benefit can be carried over, the premium to be charged will be for the increased Sum Assured only. That means the policyholder may have to pay higher premium, of course, for a higher cover. If the customer had continued with the existing insurer, he/she would have got a discounted premium. Before making the decision of portability, the insured should fully compare the benefits of the new insurer like the reimbursement of room rent in the hospital, surgeries covered, exclusions etc.

Pre-existing illness is a condition from which the customer suffers at the time taking the policy – like Diabetes, Heart ailment etc. The insurer imposes the condition that this pre-existing illness will be covered only after a waiting period of 3 to 4 years.

From Group Cover to Individual Cover

Portability from a Group medical cover provided by an employer to an individual cover is also permitted but the person will get credit only for the period he has been insured with the current group insurer. The customer is at the losing end especially if he has not made any claim with the previous insurer. Again the person can switch over only to the individual medical cover of the same insurer first. After one year only, he can opt for another portability if he/she so desires.

Co-payment Clause

Another common aspect in most health covers for Senior citizens is the co-payment clause. This refers to a part of a claim a customer agrees to bear while the company bears the rest. This aspect too needs scrutiny by the person contemplating portability. This is also common in Group mediclaim covers offered by the employer, particularly for the claims made by the employees for their dependent parents.

The two different Health Covers:

There are two types of health cover available in India. One is the Mediclaim type by the general insurance companies which allows for the reimbursement of the expenses subject to certain conditions like the production of bills. The second is the Benefit type offered by the life insurers where irrespective of the expenses involved, the benefits allowed under the policy are paid to the policyholder. This aspect too needs examination before the portability option is decided.

Customer the King:

Ultimately the portability clause approved by IRDA is another milestone in the path of customer service and supremacy. Customer is the King and he chooses the service provider and rejects the company, if he/she is dissatisfied for whatever reason. This is the fact the insurers have to keep in mind and continually strive to improve their services. Incidentally, the service provider who smiles, stays.

The second is the Benefit type offered by the life insurers where irrespective of the expenses involved, the benefits allowed under the policy are paid to the policyholder. This aspect too needs examination before the portability option is decided.

The Future

IRDA's Committee on Health Insurance for Senior citizens has recommended a risk-based capital model for Health insurance companies instead of the present RSM-Required Solvency Margin model. RBC model envisages solvency margin for each portfolio vertical depending upon the risk differing from the RSM Model where the company's entire risk is taken together and 150% assets are to be maintained for the company's 100% liability.

There is a demand from the public to remove the concept of pre-existing diseases and for that reason repudiation of claims by the insurance companies. This has gained credence from the fact that around 60% of the complaints received at the offices of the Insurance Ombudsmen pertain to Mediclaims. While it may not be possible to remove the concept of pre-existing diseases under Health insurance plans entirely, there are proposals to do away with this clause if there is no claim from that particular pre-existing illness for a period of 2-4 years after taking the policy. Already many insurance companies are following this provision.

IRDA committee has also recommended a capital of Rs.25 crores for a stand-alone insurance company. Further, IRDA committee has recommended a 51% FDI for health insurance companies. It has also favored a separate syllabus and exclusive training for the insurance agents who would be canvassing Health insurance.

The Road Ahead

As per a report of Ernst & Young under the aegis of CII, Health insurance premium is likely to touch ₹30000 cr. in 2015. It has also recommended transformation of healthcare providers as the stakeholders in the Health insurance companies to prevent unnecessary over-treatment to patients to boost up the claim for illnesses. This will also help in removing the bad name for the hospitals that they are hand-in-glove with the laboratories in charging exorbitantly by ordering 'needless tests'.

Health insurance for the masses in India and spread of awareness towards it are the crying needs of the hour and let us be happy that we are moving in the right direction. The huge escalating costs of hospital treatment are ruining a large number of families in this country. By taking Health insurance at the right time for a right amount, may be, we will be able to save a lot of expenditure and fortune in the future for the families and even create wealth. Portability of Health insurance may well usher in an era of higher efficiency and transparency in the matter of claim settlement; and eventually draw a roadmap for healthy growth of the industry.

The author is Retired Executive Director of LIC of India; and Retired Professor, National Insurance Academy, Pune. The views expressed are personal.

Health Insurance for HIV/AIDS

- Miles to Go?

N M Behera opines that with an adverse selection of risks and with the near certainty of the claims ratios taking a further beating, HIV/AIDS coverage may possibly be restricted to critical illness based insurance policies rather than the standard indemnity based policies, at least for the time-being.

HIV originated in west-central Africa during the early twentieth century. AIDS was first recognized by the Centre for Disease Control and Prevention (CDC) in 1981 and its cause—HIV infection—was identified in the early part of the decade. Since its discovery, global figures indicate AIDS has caused nearly 30 million deaths (as of 2009). As of 2010, approximately 34 million people have contracted HIV globally. And with 16.6 million children orphaned, many cared by grandparents, AIDS is considered a pandemic, a disease outbreak which is present over a large area and is actively spreading. There are more than 2.5 million people in India suffering from HIV/AIDS. Total number of claims under Health insurance is around 12.5 million a year. Surprisingly, none of these HIV persons has ever got any claim. It is so because either these people are not covered under any policy; or if covered, the disease falls out of the scope of cover. Under such a situation the plight of the people suffering from HIV/AIDS could be a matter of great concern.

HIV/AIDS as explained by medical world:

HIV is a disease of the human immune system caused by the HIV virus. During the initial infection a person may experience a brief period of influenza like illness, which is typically followed by a prolonged period without symptoms. As the illness progresses it interferes more and more with the immune system, making the

afflicted much more likely to get infections, including opportunistic infections. It is a virus that destroys the body's CD4 immune cells, which help fight disease. With the right medication, one can have HIV for years or decades without HIV progressing to Acquired Immuno Deficiency Syndrome (AIDS). AIDS is diagnosed when one has HIV as well as certain opportunistic infections or if the CD4 cell count drops below 200.

HIV is transmitted primarily via unprotected sexual intercourse (including anal and oral sex); and even contaminated through blood transfusion and hypodermic needle, and via vertical transmission during pregnancy, delivery, or breastfeeding. Some body fluids, such as saliva and tears, do not transmit HIV.

Prevention of HIV infection, primarily through safe sex and proper preventive hospital programmes, is a key strategy to control the spread of the disease. There is no cure or HIV vaccine.

Prevention of HIV infection, primarily through safe sex and proper preventive hospital programmes, is a key strategy to control the spread of the disease. There is no cure or HIV vaccine. However, antiretroviral treatment (ART) can slow the course of the disease and may lead to a near-normal life expectancy. While it reduces the risk of death and complications from the disease, these medications are expensive and may be associated with side effects. These drug "cocktails" can cost \$15,000 a year. Due to weakened immune systems, people with HIV can be vulnerable to infections like pneumocystis pneumonia, tuberculosis, candidiasis, cytomegalovirus, and toxoplasmosis.

STATISTICAL ESTIMATES:

INDIA: The first AIDS detected in India was in 1986 in Tamilnadu. And National AIDS Control Organisation (NACO) was created in 1992. In 2009, it is estimated that there were 24,99,892 persons living with HIV and AIDS-PLHA (women 39%, Children 3.5%) and 1,20,668 persons were newly infected in the same year. With 1,72,041 AIDS related deaths in 2009, the figure bypassed the dubiously known regular biggest killer - road accidents (1,70,660 deaths in 2009). The average per day deaths of 471 in HIV/AIDS can be compared with more than two terrorist attacks happening daily (such as 26/11 terrorist attack in Mumbai).

AIDS stigma exists around the world in a

variety of ways, including shunning, social rejection, discrimination and avoidance of HIV infected people; compulsory HIV testing without prior consent or protection of confidentiality; violence against HIV infected individuals or people who are perceived to be infected with HIV; and the quarantine of HIV infected individuals. Stigma-related violence or the fear of violence prevents many people from seeking HIV testing. Often, AIDS stigma is expressed in conjunction with one or more other stigmas, particularly those associated with homosexuality, bisexuality, promiscuity, prostitution, and drug use. However, the dominant mode of spread worldwide for HIV remains heterosexual transmission.

The following graph speaks of the percentages as to how HIV gets infected/transmitted.

SOCIO-ECONOMIC IMPACT:

National Level: HIV/AIDS affects the economics of both individuals and countries. The Gross Domestic Product of the most affected countries has decreased due to the lack of human capital. Without proper nutrition, health care and medicine, large numbers of people die from AIDS-related complications. They will not only be unable to work, but will also require significant medical care with lot of expenses.

By affecting mainly young adults, AIDS reduces the taxable population,

resultantly reducing the resources available for government spending such as education and health services not related to AIDS resulting in increasing pressure for the state's finances and slower growth of the economy. This results in a slower growth of the tax base, an effect that is reinforced if there are growing expenditures on treating the sick, training (to replace sick workers), sick pay and caring for AIDS orphans.

Household level: AIDS results not only in loss of income but also increased spending on healthcare. In India the worst affected are low and low-medium income families which include almost 90% of total HIV patients. A study showed that households with an HIV/AIDS patient spent twice as much on medical expenses as other households. This additional expenditure also leaves less income to spend on education and other personal or family investment.

INSURANCE COVER:

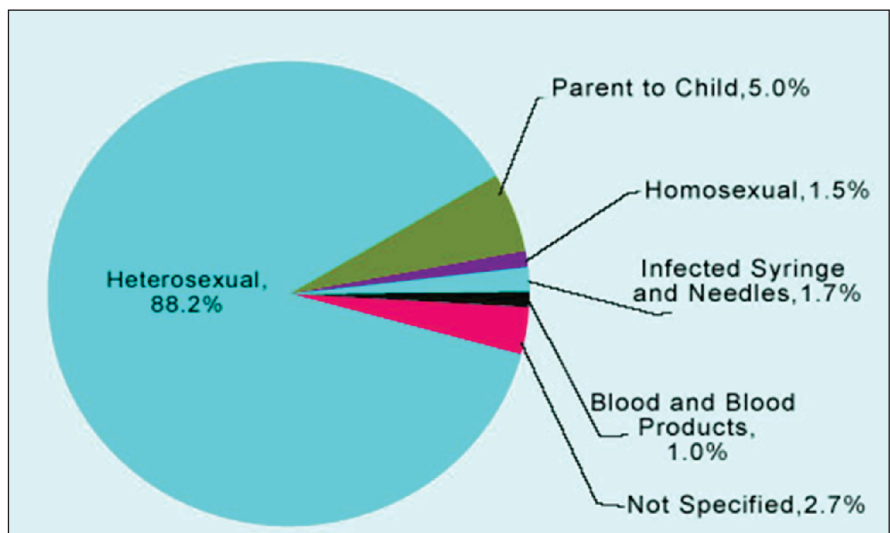
Covering this disease under insurance policy is still a debatable issue across the globe. Insurance being a commercial business, rolls on its own mechanism of certain principles like law of large numbers, pooling system, principle of uncertainties, solvency etc. As of now it is found that this illness is normally excluded in all Health insurance policies, except where there is a mandate under law, or included with all resistance only to

the extent of a meager amount. India has seen that diseases like cancer (5,56,400 deaths), heart attack (nearly 45 million patients) etc are now covered under the insurance policy. Therefore, the common man wonders, why HIV cannot be covered!

IS IT COVERED NOW?

Life insurance companies across the globe normally do not exclude HIV in their life policies. It means a death, even due to or related to HIV, merits to be paid under the policy. This sounds good. But the fate of coverage is filtered at the beginning of the acceptance of proposal at underwriting level. It is seen that if the proposal comes from a person with HIV, the underwriters well decline acceptance. It means, pre-existing HIV is out of scope of acceptance under life policies. But once the proposal is accepted, the insurer has no ground to decline the claim irrespective of whether the illness is pre-existing or post infected.

Life insurance companies, like all other Non-life insurance companies or stand alone Health insurance companies offering Health insurance, also provide Health insurance cover either in indemnity or benefit based policies. Under this, all Life/Non-life/Standalone Health insurers adopt almost similar underwriting principles while dealing with acceptance of proposals and settlement of claims. (i) It is found that the proposals with HIV are not accepted for underwriting, because HIV patient is vulnerable to many other illnesses. (ii) All policies carry exclusion clauses which categorically treat HIV as a permanent exclusion. It means none of the Health insurance policies normally cover HIV – either pre- or post-infected. Miserably, declining a proposal is more dangerous than accepting a proposal with HIV exclusion, because the later merits for illness not related to HIV/AIDS. The exclusion wordings in most of the policies more or less read similar to “expenses arising out of any condition directly or indirectly caused by or associated with Human T-Cell, Lymphotropic virus type III (HTLB-III) or Lymphadinopathy



associated virus (LAV) or the mutants derivative or variations deficiency syndrome or any syndrome or condition of a similar kind commonly referred to AIDS”.

It may not be fully correct to say that HIV is completely excluded in all policies by all insurance companies around the globe. Recently, it is found that some insurance companies both in Life and Non-life segments have gradually and slowly started granting cover for HIV patients also. The reasons can be attributed to the legislations, product innovations and mass coverage. But it is also seen that these are too little for a patient, which either come under too many restrictions (adherence to ART) and/or with too little compensation amounts.

COVERAGE IN SOME COUNTRIES (FOR EXAMPLE):

UK: Life insurers do not normally exclude AIDS in life policies. But HIV exclusion is more common in all health insurance policies. Claims unrelated to HIV are paid. Now, post infected HIV is covered under critical illness policies where one time lump sum compensation is paid as full and final payment. Unlike many other countries, UK has the biggest advantage of having its government owned National Health Scheme (NHS) where all citizens are covered for all illness including HIV.

USA: The American Disability Act prohibits discrimination on the basis of disability. It considers contagious disease as impairment and entitles PLHA the same Health insurance covers that are offered to those not having HIV. That apart, the state has a number of government supported health schemes, where the citizens can be members to benefit for illnesses. The American healthcare system is principally financed by medical insurance schemes. These fall into three primary categories: (i) Private work-based schemes, run either directly by the employer, or through a union, (ii) Government funded programmes (such as Medicaid and Medicare) available to over-65s, those on limited incomes and people with

Life insurance policies which are subject to underwriting scrutiny do not exclude HIV related deaths. All Health insurance policies, however, normally exclude HIV from the scope of cover.

disabilities and (iii) Private Health insurance, purchased by individuals that are self-employed, or have no work-based scheme available to them.

NETHERLANDS: The Dutch government mandates all citizens to buy a (defined) basic package Health insurance policy. The package does not include pre-existing HIV. But basic cover is not denied to anybody irrespective of whether one is HIV patient or not. But it covers post infected HIV.

SOUTH AFRICA: The cover is granted by 'All Life' a life insurance company, for the illness without differentiating pre or post infected. The prevalence rate of HIV in SA is comparatively very high. The policy mandates strict adherence to ART, lack of which will reduce the claim amounts by certain percentages. Some of the insurance companies have started providing HIV cover after certain waiting periods especially for post infected people. The group policies do not discriminate pre or post existing HIV patients.

THAILAND: Under Thailand's new constitution, health is protected by the state as a human right. The National Health Insurance Act supports the policy of universal health care coverage. Equal entitlement to health has been introduced for vulnerable populations, such as the elderly, the disabled and abandoned children.

INDIA: Life insurance policies which are subject to underwriting scrutiny do not exclude HIV related deaths. All Health insurance policies, however, normally exclude HIV from the scope of cover. It is seen that there is hardly any critical illness policy which offers HIV cover. Now a few insurers have offerings of HIV cover under critical illness cover.

Government sponsored schemes including RSBY, floated across the country covered by all non-life insurance companies transacting Health insurance business, do not exclude HIV. It is understood that the IRDA has a limited role in mandating any insurance except those under rural and social sector segments. It is also understood that IRDA is working with NACO, insurers and has already floated a draft guideline to explore possibilities to cover HIV in a meaningful manner.

WHY COMMONLY NOT COVERED IN INSURANCE:

The insurance experts advocate that main features associated with HIV/AIDS are the basic factors responsible to keep HIV/AIDS out of the scope of insurance cover.

“**Acute condition** (as defined by Association of British Insurers - ABI) is a disease, illness or injury that is likely to respond quickly to medical treatment and aims to return the patient to the state of health he had immediately prior to suffering the illness, disease or injury or which leads to full recovery”. Acute conditions are the real subject matter of any health insurance cover. According to the definition, HIV does not qualify for acute condition and hence is usually not covered.

ABI also defines **Chronic illness** as a disease, illness or injury that has one or more of the following characteristics i.e. (i) it needs ongoing or long term monitoring through consultation, examination, checkups, and/or tests, (ii) it needs ongoing or long term control of relief of symptoms, (iii) it requires your rehabilitation or for you to be specially trained to cope with it, (iv) it continues

indefinitely, (v) it has no known cure, (vi) it comes back or is likely to come back. From this definition, one can say without doubt that HIV has all characteristics of chronic illness. But Health insurance normally does not cover chronic illness including HIV.

NO CURE: Research to improve current treatments includes decreasing side effects of current drugs, further simplifying drug regimens to improve adherence, and determining better sequences of regimens to manage drug resistance. However, only a vaccine is thought to be able to halt the pandemic. This is because a vaccine would cost less, thus being affordable for a developing country, and would not require daily treatment. However, after over 20 years of research, HIV-1 remains a difficult target for a vaccine, and there is as yet no cure.

Medically, HIV is so far considered as incurable. The medications (ART) may prolong the survival of the patient, but paradoxically, more the patient lives, more he depends on medication and more he spends on it. The expenses are not only regular but also as high as \$15000 per year. Though the social workers may claim success for longer life, this may not indicate a welcome sign to Health insurance business. The contradiction is that, Life policies covering mainly death may have the comfort of longer lives which will resultantly reduce their outgo, while it may not be in the interest of the Health insurers, because they will be required to compensate for treatments for a far longer period due to medication. No Health insurance company can be comfortable to pay for long by putting its solvency in jeopardy.

NO DEPENDABLE DATA: Insurers need actuarial pricing for risks to be covered. HIV/AIDS by its own nature cannot provide sufficient and dependable data. Patients fail to know if they are infected by HIV. If they know, the period of infection is generally not known. Even if it is known that they are infected, they do not disclose for fear of social discrimination. These pose as barriers for data collection. Non-

availability of accurate data is a cause of concern for the actuaries to price the illness in insurance.

CLAIM RATIO: As of now, for various other reasons, the cost (premium) of Health insurance cover is considered to be very high. Further, the industry is also at stake with its high incurred claim ratio - ICR (for the 1st time slightly less than 100% in 2011-12)) which is comparatively almost 50% higher than it should be. At this juncture addition of any claim out of so far uncovered illnesses will further jeopardize the balance-sheet, which may not bode well for the industry.

Impact on ICR: During 2011-12, it is found that the total net incurred claim amount is slightly less than ₹10,000 cr. without incurring a pie on HIV. With a proposition to include HIV patients in the insurance net including HIV as a covered illness, the following rough estimates can be made to find out the impact on the existing claim positions and the effect on insurance industry. The fact is that there are around 2.5 million HIV/AIDS patients living in India and the estimated expense per person is around \$15000 a year as per an US survey. At a very conservative estimate if 20% of the HIV/AIDS people are considered in the claims net, with a minimum claim amount of ₹1.00 lac per person per year, the total estimated claim

Medically, HIV is so far considered as incurable. The medications (ART) may prolong the survival of the patient, but paradoxically, more the patient lives, more he depends on medication and more he spends on it.

amount could be around ₹5000 cr. (20% of 25 lac multiplied by ₹1.00 lac per person) per annum exclusively for HIV/AIDS claimants, which itself will be more than 50% of the present claim amount. The position can well be imagined where all claims put together, the actual total claims amount comes to around ₹10000 cr. and with inclusion of just 20% of the total PLHAS, and paying a marginal amount of ₹1.00 lac per person; the total claim amount could be triggered by more than 50% which will go up to ₹15000 cr. a year. The total premium income in 2011-12 is around ₹13000 cr. It is difficult to increase the premium to adequately compensate the triggered loss due to HIV/AIDS alone. In the absence of increase in premium the figures will upset the balance sheet of each insurance company, which may not be a good signal for any business enterprise.

On one hand the price is said to be high, which is difficult for the customers to afford. On the other hand, the claims ratio is difficult to be managed. At this juncture, inclusion of HIV which is costly and recurring will further aggravate the situation. Inclusion of HIV will lead to have more claims. More claims means the cost of insurance could go up and will add to the existing price. Insurers fear it may not help either the insurers or the insured public. Moreover, it is a fact that, the insurance company has no power to deny renewals except under fraud related concerns, which means each policy is bound to be renewed ensuring payment of claims for years together till death even against the basic principles of insurance which does not operate under situations of long term certainty.

SOCIAL STIGMA:

As HIV/AIDS is found to be mainly transmitted through sexual transmission as a result of having intercourse with more than one person, many advocate that this is a social crime and any crime of such nature should not be encouraged by any financial support, which will itself be a punitive measure. But many also think it

as a very conservative approach, which will further damage the socio-economic system.

LEGAL PROVISIONS IN INDIA

As of now, there is no comprehensive law for protection of HIV/AIDS Patients in India. Disabilities (equal opportunities, protection of rights and full participation) Act, 1995 in India is aimed to safeguard the disabled from discrimination, it mainly emphasizes on employment, transportation and similar opportunities for the disabled. It fails to specify anything on the HIV/AIDS and is virtually silent on this condition. The Social Security section of the Act reads “Appropriate government shall by notification frame an insurance scheme for the benefit of its employees with disabilities”. It goes on to say “the appropriate government may instead of framing an insurance scheme frame an alternative security scheme for the employees with disabilities”.

However, NALSAR, Hyderabad has recently come out with a Working Draft (9th February, 2011 version) for **Persons with Disabilities Act, 2011**, which is now under government scrutiny, that incorporates the following.

Sec-25 (1) under Rights to Social Security, provides “all persons with disabilities shall have a right to social security which includes but is not limited to securing adequate standard of living for persons with disabilities and their families in terms of food security, shelter, housing, social care, pension, unemployment allowance, medical and life insurance”

Sec 25(5) states “Any refusal of insurance on the basis of disability is unlawful. Any rule in standard form contracts that persons with disabilities constitute higher or unacceptable risk constitutes discrimination and is invalidated; and any practice to that effect stands invalidated”.

Sec 25 (6) reads “In fulfillment of its obligation under this section the appropriate governments shall make schemes and programmes with the participation and involvement of persons

The government on its own can create a health care scheme (including providing ART care) without involving the insurance mechanism as is practiced in many other countries.

with disabilities and care-givers that inter alia makes provision for:..... (h) coverage of medical expenses, travel allowances and therapy within a comprehensive insurance scheme for persons with disabilities.

26A Insurance: (1) All establishments shall provide (medical insurance) and life insurance to persons with disabilities on an equal basis with others; (2) The denial of such insurance or its provisions on disproportionate premiums or iniquitous conditions would be seen as discrimination.

Though the working draft addresses the concerns of disabled persons, it also considers HIV/AIDS as disabilities. However, unlike in United Kingdom, it fails to provide the freedom to insurers, who can discriminate the illnesses on rightful justifications substantiated by meaningful data and statistics.

THEN WHAT COULD BE THE SOLUTION?

It is difficult to bring an all out solution in one go or by any operating wing. However, any effort to do so on an urgent basis must at least include the following:

1. Preventive Measures

Important to have preventive measures starting from creating

awareness, education through government campaigns, NGOs and other social bodies.

2. Control Measures

- i. The government on its own can create a health care scheme (including providing ART care) without involving the insurance mechanism as is practiced in many other countries.
- ii. The insurers must create the database to price the illness.
- iii. The insurers must provide benefit based lump sum payment policies for post-policy infected illness. The insurers may also have policies with excess of time and expenses.
- iv. Large group insurance policies can have HIV as an inclusive cover.
- v. Government can have a scheme run through insurance, which can have community based pricing.
- vi. The insurers must strengthen the insured base to comfortably accommodate the HIV claims.

The author is Deputy Director, IRDA. The views expressed in the article are personal.

Innovation-based Growth Paradigm

- Key to Growth of the Insurance Industry

Dr. N. Sivakumar observes that for a sustained growth of the industry, the vision of the insurers matters a great deal, although technology would be there to support this vision, in times of need.

(Continued from Nov.2012 issue)

INNOVATION BASED KEY TO GROWTH ACTION PLANS

The final stage of innovation based growth is development of key to growth action plans. These action plans are derived from innovation growth drivers outlined in the previous section.

Customer related innovation: Anders (2010) observes that “the more uniform a society is, the less we need to know each other in order to predict one another’s behaviour. But as the people around us grow more and more individualized, we need more information, signals and cues, to predict, even roughly, how the insurance prospects and customers are going to behave”. The innovation in prediction of customer insurance preferences and demands is the key to growth of the sector. Some of the action plans based on customer related innovation have been described below:

1. The most important consumer related innovation should be towards improving consumer awareness. One innovative practice which can be emulated in this aspect is the use of non-government organizations and

self-help groups to improve awareness. Further, targeted advertising to specific groups of customers can also be used.

2. Innovative strategies can be used by firms to locate their customers geographically. They can also use a clusters based approach to set their core markets.

One innovative practice which can be emulated in this aspect is the use of non-government organizations and self-help groups to improve awareness. Further, targeted advertising to specific groups of customers can also be used.

3. It is necessary to innovatively improve customer service levels. It is important to ensure that where consumers receive advice, the advice is suitable and takes into account their requirements. In this regard, agents will have to be educated that having a long-term relationship with clients will result in much more income than maximising income in the first sale.

4. Consumer based innovation must ensure that customers are provided with products that perform as firms have promised.

5. Innovation in Health insurance can include issuance of biometric smart cards. The smart card can be used to identify customers and provide them timely service.

6. Finally, an important innovation which is a key to growth is to follow ‘treating customers fairly (TCF)’ norms, which are expected to be mandated soon.

Distribution related innovation: According to the CEO of a private sector insurer, the greatest barrier to insurance is

‘penetration’. Further, ‘insurance sector in India desperately needs a distribution revamp’ (Baru, 2010). Companies therefore need to identify areas within existing channels providing major distribution advantage and innovate new distribution channels. Some of the innovative action plans in this regard have been detailed below:

1. Firms have an opportunity to sell and service insurance policies through new innovative channels like postal services, automobile companies and distributors. In this regard, companies like Maruti, Hyundai, Honda and Toyota have already shown interest in selling life insurance policies.
2. The key to growth is to focus on the more than 50% of India’s population living in tier 2 cities, tier 3 cities and rural areas. An innovative approach in this regard would be to employ access-based positioning. This involves, training locals to target local areas effectively. The advantage of this strategy is that locals understand the prevailing customs, behaviours and language very well and can sell successfully.
3. Strategic innovative investments will have to be made on education and training of channel members.
4. Innovative firms can also use new channels like worksite marketing. Under a worksite marketing arrangement, an insurer approaches an employer about offering its employees the opportunity to buy insurance coverage at work on a payroll-deduction basis (Singhvi and Bhatt, 2008).
5. Social network marketing channels can be effectively and innovatively

The RBC formula takes consideration of possible risks from lower asset values, higher rates of morbidity and mortality, lower interest risk, and other business risks, to manage solvency.

used for effective distribution of insurance products.

Financial innovation: The basic objective of financial innovation is to ensure operational efficiency of the players in all its aspects – solvency, cost effectiveness, accounting compliance and risk management. Some of the key to growth action plans in this regard are the following:

1. While Solvency II norms may be mandated by IRDA in the near future, insurance companies have several innovative opportunities to manage solvency. These include firstly, using ‘risk-based capital’ (RBC) standards. The RBC formula takes consideration of possible risks from lower asset values, higher rates of morbidity and mortality, lower interest risk, and other business risks, to manage solvency. Another approach is to use embedded value (EV) of the insurance companies to manage solvency.
2. With regard to cost control, firms can innovatively use their foreign partners’ technical and financial

expertise in a range of operational processes to contain costs.

3. To control marketing costs, it is necessary to increase productivity by getting agents to focus on particular generic products. Alternatively, insurers could introduce new products for specific market segments and can innovatively price them to recover the incremental costs of their distribution.
4. To manage catastrophes firms will have to create catastrophe reserves as per IRDA requirements, and use these reserves innovatively to manage these claim situations.
5. Firms must innovatively implement effective fraud management systems. According to Ernst & Young (2011), proactive fraud monitoring is the need of the hour. Some of the innovative action plans that companies must include in their fight against fraud are a well-defined whistle-blowing policy, periodic fraud risk assessment, third-party due diligence, data analytics tools to identify red flags, and the automation of processes.
6. Insurance firms must lay out a clear plan to ensure that they migrate to IFRS soon.

Human resources related innovation: Krishnamurthy (2005) observes that insurance is an intensively people-oriented business and human resources will be the undoubted differentiator in the sector. The innovations in this regard are as follows:

1. The new age insurance agent has to be trained to be an advisor to the customer instead of being a mere

seller of policies. For this, state-of-the-art training facilities have to be developed by insurers which are of international standards.

2. To improve quality of personnel, firms will have to evolve world class professional standards for various functional specialists like marketing and sales personnel, IT specialists, underwriters and actuaries.
3. Pricewaterhousecoopers (2011) has stated that firms pursuing innovation based growth would have to attract and retain professionals:
 - who are able to bridge the gap between business and technology,
 - who have strong abilities in advanced information analytics,
 - who understand cultural diversity and have the ability to understand and function effectively in multiple cultures, and
 - who are conversant with harmonization of regulations, policies and products across borders.

Marketing innovation: Bakhshi (2005) has advocated an integrated approach for the growth of the insurance industry. This includes creating awareness about insurance, enhancing reach through cost-effective distribution, and meeting customer needs through product innovation. Integrated marketing innovations include:

1. **Product innovation:** The growth of the insurance sector in the future will depend on how effectively insurers are able to come up with product designs suitable to the changing market context. Some of the product innovations include:

- Creating customised high-end complicated products for high-end, financially-aware customers with risk appetite.
 - Aiming simplified, OTC insurance products which are a combination of endowment, money-back, and pensions in varying proportion, to cater to the middle class and lower middle class segments,
 - Innovative repackaging of unit-linked plans,
 - Returning to traditional products such as money back plans, term life and endowment plans in the backdrop of the recent global financial crisis,
 - Development of long term care products for an increasing senior citizen population, and
 - Providing health insurance with innovative features like portability of insurance from one insurer to another.
2. **Differentiation innovation:** The ability to differentiate will be a key to success and those insurers who can deliver superior customer value will command customer loyalty and

Customers could be made to realize that if they are taking a car insurance, their lives are more important than the car and hence the requirement for a life insurance too is advisable.

advocacy in the future. Key innovations in this regard are:

- Differentiation through customer centricity which will be critical for sustained growth of the industry.
 - Development of brand loyalty programmes.
 - Conducting timeline-analysis of insurance products for creating life-style segmentation clusters.
3. **Promotion innovation:** The key to growth action plans in this area could include:
 - Innovative advertising. For example customers could be made to realize that if they are taking a car insurance, their lives are more important than the car and hence the requirement for a life insurance too is advisable.
 - Social networking advertising. Insurance companies can use social networking sites like facebook which are considered the future of communication and networking.

Strategic innovation: Strategic innovation can take several forms. Some innovative action plans are described below.

1. To increase insurance penetration, a strategic innovation in the insurance sector would be to encourage participation of the cooperatives in commencing insurance business.
2. To protect against the threat of new entrants, existing firms may have to carve out niche areas of operation.
3. Implementing an enterprise-wide market intelligence platform supporting strategic and operational questions, from target group

definition, product development and pricing down to the level of customer interaction in marketing and sales functions, would be key to growth of the sector.

4. Big Indian insurance companies with significant market shares in the local countries can use strategic opportunities to commence business in other markets.
5. Finally, insurance companies can grow by innovatively catering to the increasing demand for Indian insurance offshoring business.

Technical and technology based innovation: According to Krishnamurthy (2005), technological advancement would be a key driver of growth in a long-term business like life insurance. Technology will provide the cutting edge in terms of improved disclosure to the policy holder and the regulator in due course of time. Some of the innovations in this regard are explained below.

1. Insurers in India have already innovated on technology on the inflows side, with customer friendly premium collection systems. However, according to the Chairman of IRDA, technological leverage to manage the outflow side, the settlement of claims is yet to happen. In this regard Pricewaterhousecoopers (2011) observes that mobile technology can play a greater role in claims management for property and casualty insurers.
2. The key to growth of the insurance sector is the usage of information technology in all forms of insurance including microinsurance. Technology can help significantly reduce costs and

To sustain visionary growth, the sector must realise that they are trustees of huge amounts of public money collected in the form of premiums and hence insurance professionals must develop high level of ethics and integrity.

improve the viability of microinsurance.

3. On the technical side, the key to growth is the employment of technology for scientific pricing of products. Some interesting innovations in this regard are community based rating in Health insurance and revising morbidity/mortality tables taking into account scientific advances for better rating.
4. Finally, the key to growth is the development of appropriate regulations and forward looking policies by the IRDA to foster and reward innovation among insurers.

Going beyond business metrics – sustained vision based growth

All the previous sections have discussed the key to growth of the insurance industry using business and commercial metrics. While these are very important for growth, the real key to sustained growth of the sector is to develop a vision which can provide meaning and

relevance to the growth being aimed at. The public sector behemoth in this regard has an enduring vision of bringing the benefits of the financial sector and capital markets to the common man (Superbrands, 2011a). It aims at spreading life insurance widely and in particular to the rural areas and to the socially and economically backward classes, with a view to reaching all insurable persons in the country and providing them with adequate financial coverage at a reasonable cost.

To sustain visionary growth, the sector must realise that they are trustees of huge amounts of public money collected in the form of premiums and hence insurance professionals must develop high level of ethics and integrity (ICAI, 2011). Also, firms must have a social conscientiousness in all its strategies and action plans. For instance even in a technical activity like investing funds, a life insurer can forge a vision of investing to the best advantage of the investors as well as the community as a whole, keeping in view national priorities. For this purpose the regulator must devise an optimal combination of rules based and principles based approaches of regulating the industry.

In conclusion, when the sector is governed by a moral vision, it will contribute effectively towards social and national growth, which is the true key to the long term sustained growth of the industry.

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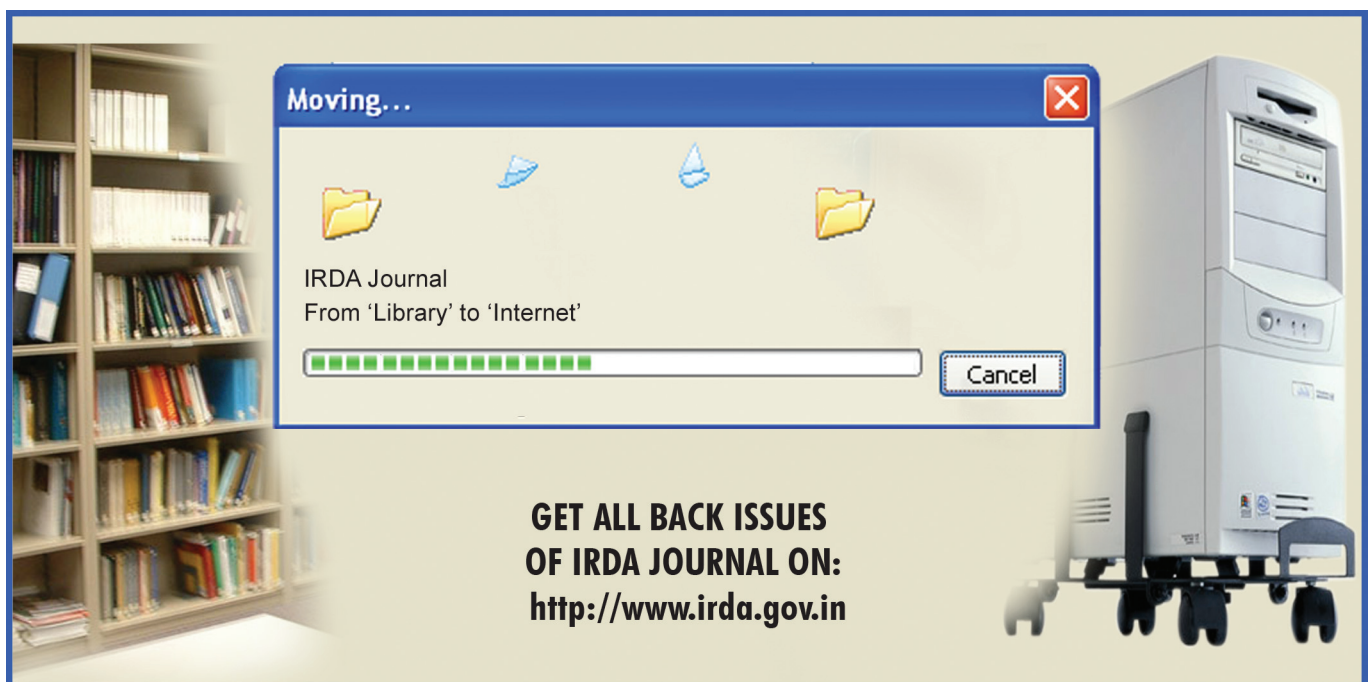
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प्रकाशक का संदेश



स्वास्थ्य बीमा के क्षेत्र में वृद्धि जैसे लगातार पहचानी जा रही है, वैसे ही उसके साथ जुड़ी जटिलताएँ भी बढ़ती हुई नजर आ रही हैं। व्यवसाय के आंकड़ों को सरसरी नजर से देखें तो स्पष्ट होगा कि इस क्षेत्र में व्यवसाय के एक बड़े खंड का संबंध केवल मुट्ठी-भर बीमाकर्ताओं से है, जिससे विदित होता है कि खिलाड़ियों की बहुतायत को या तो इस श्रेणी के कार्यकलाप को अपनाने में कुछ संकोच है; या फिर इसके साथ संबद्ध कठिन माँगों से सचेत होकर इस श्रेणी से वे जानबूझकर दूर रहते हैं। व्यवसाय की किसी भी श्रेणी के स्वास्थ्य विकास के लिए यह आवश्यक है कि सभी खिलाड़ी समान रूप से महत्वपूर्ण भूमिका अदा करें और केवल आसान और लाभकारी प्रतीत हो रही व्यवस्थाओं का चयन करने की प्रथा को त्याग दें। साथ ही, इससे प्रतियोगी सहभागिता के उस उद्देश्य को ही विफल करने की प्रवृत्ति पनपेगी जो उदारीकरण का मूलभूत तत्व है।

इसके अलावा, एक और अत्यंत महत्वपूर्ण बात जिसकी परिकल्पना निजी सहभागिता के लिए उद्योग को खोलने के समय की गई थी, यह थी कि इससे देश के विभिन्न भौगोलिक क्षेत्रों में इस व्यवसाय की एकसमान वृद्धि संभव होगी। खासतौर से स्वास्थ्य बीमा जैसी श्रेणी में देश के ग्रामीण और अर्ध-शहरी खंडों में विशेष चिकित्सा तो दूर, कम से कम प्राथमिक स्वास्थ्य रक्षा के लिए भी पहुँच की दयनीय स्थिति के कारण तेजी से इसका विस्तार हो जाना चाहिए ताकि इन क्षेत्रों के नागरिक अत्यावश्यकता की स्थिति में तत्काल ध्यान देने के लिए पहुँच रख सकें। फिर भी, आंकड़ों को गहराई से देखने पर यह पता चलता है कि ग्रामीण और अर्ध-शहरी क्षेत्रों से इस व्यवसाय का केवल एक नगण्य भाग ही संबंध रखता है। यह एक ऐसा असंतुलन है जिसमें जल्दी से जल्दी काफी हद तक सुधार लाने की आवश्यकता है।

यह भी पाया गया है कि इस क्षेत्र में अधिकांश दावे पालिसियों के एक संकेद्रित समूह से आते हैं जिसके कारण अनेक प्रकार से प्रति-सहायता का अत्यधिक भार आवश्यक हो जाता है। एक ओर जहाँ यह प्रत्याशा एक उच्च आकांक्षा की बात होगी कि दावों की प्राप्ति में बहुत अधिक एकरूपता होनी चाहिए, वहीं दूसरी ओर इस प्रकार का सुस्पष्ट झुकाव अवांछनीय है; और अंततोगत्वा यह उद्योग की स्वस्थ वृद्धि के लिए हानिकारक होगा। दावों के संबंध में पॉलिसीधारकों के विभिन्न वर्गों में विद्यमान प्रवृत्तियों का अध्ययन कर उन्हें समझने तथा संभव सीमा तक उन्हें संतुलित रखने के लिए कदम उठाने की आवश्यकता है। ऐसे विश्लेषण से तरह-तरह की धोखाधड़ियों की पहचान करना और उन्हें रोकना भी संभव हो सकेगा – चाहे वे अनजाने में घटित हुई हों अथवा जान-बूझकर।

‘स्वास्थ्य बीमा’ एक बार फिर पत्रिका के इस अंक का केन्द्रबिन्दु है। इसके अलावा, बीमे की एक और श्रेणी है जो दावों के विशाल अनुपात और बीमाकर्ताओं के लिए कष्ट पहुँचा रही धोखाधड़ियों के लिए भी जिम्मेदार है और वह है ‘मोटर बीमा’। पत्रिका के अगले अंक का फोकस ‘मोटर बीमा’ पर होगा।

जे. हरि नारायण

जे. हरि नारायण
अध्यक्ष

दृष्टि कोण



हम जिस वैश्विक बीमा विपणन-स्थान में परिचालन करते हैं, उसके लिए एक ऐसे बीमा पर्यवेक्षक की आवश्यकता है जिसमें उपभोक्ताओं के हित के लिए त्वरित रूप से और प्रभावी ढंग से सहयोग करने की क्षमता है।

श्री पीटर ब्राउम्यूलर

अध्यक्ष, आईएआईएस कार्यकारिणी समिति

प्रगति-पथ पर अग्रसर होने की योजना वृद्धि के लिए प्रमुख क्षेत्रों की पहचान करने तथा शोधक्षमता संबंधी हमारे दृष्टिकोणों के बीच संभव सुयोजन करने के लिए हमारे सर्वोत्तम प्रयासों को प्रतिबिंबित करती है। इन प्रयासों से अधिक कुशल और प्रभावी विनियामक पर्यवेक्षण तथा पालिसीधारक की संवर्धित सुरक्षा के लिए मार्ग प्रशस्त होना चाहिए।

श्री केविन एम. मैककैर्टी

एन ए आई सी के अध्यक्ष और फ्लोरिडा के बीमा आयुक्त

मलेशिया और सिंगापुर सहित, कई अग्रणी एशियाई देशों में बैंक आम तौर पर सुसंचालित और भली भाँति पूँजीकृत हैं। वैश्विक वित्तीय संकट के दौरान वे हमारे लिए शक्ति के स्रोत थे।

श्री थर्मन षण्मुगरत्नम

उप प्रधान मंत्री और वित्त मंत्री, सिंगापुर सरकार।

जब भी बाजार का दुरुपयोग किया जाता है, हर बार वह एक व्यक्ति अथवा व्यक्तियों के समूह के व्यवहार का परिणाम होता है। परंतु इसे जो संभव बनाती है वह तो संस्कृति है: फर्म की, उद्योग की और विनियामक परिवेश की।

श्री जामी साइमिनटन

अध्यक्ष, थोक प्रवर्तन, एफएसए, यूके।

वैश्विक बैंकों, पर्यवेक्षक प्राधिकरणों और अंतरराष्ट्रीय संगठनों द्वारा (वैश्विक वित्तीय) संकट से पहले किये गये तनाव परीक्षण ज्यादातर सही चेतावनी देने में विफल हो गए हैं।

श्री जॉन एफ. लैकर

अध्यक्ष, आस्ट्रेलियन प्रूडेन्शियल रेग्युलेशन अथॉरिटी।

भारतीय अर्थव्यवस्था स्वयं मंदी के एक निरंतर दौर से गुजर रही है जिसने बीमा क्षेत्र सहित, वित्तीय क्षेत्र को भी हानि पहुँचाई है।

श्री जे. हरिनारायण

अध्यक्ष, बीमा विनियामक और विकास प्राधिकरण, भारत



भारतीय परिवेश में जीवन बीमा का बदलता स्वरूप

जगेन्द्र कुमार का मानना है कि... एन्डोमैन्ट और यूलिप में बीमा के साथ साथ निवेश का लाभ मिलता है लेकिन अगर पर्याप्त बीमा कवर लेने जाएँ तो काफी अधिक प्रीमियम देना होगा।

जीवन बीमा एक अनुबन्ध है जो ग्राहक बीमा कम्पनी के साथ करता है तथा एक निश्चित मूल्य (प्रीमियम) पॉलिसी की अवधि में बीमाकृत बने रहने के लिये अदा करता है। यह मूल्य पूर्व निर्धारित होता है। जीवन बीमा पॉलिसी में बोनस, प्रतिभागीता लाभ, गारन्टीकृत परिवर्धन, उत्तरजीविता लाभ, परिपक्वता लाभ, मृत्यु लाभ, बीमा रक्षा कर लाभ आदि अनेक फायदे निहित हैं। आदर्शतः पॉलिसी की अवधि अधिक रूप से परिवार द्वारा आप (बीमित) पर वर्षों की संख्या के बराबर होना आवश्यक है। आज कल जीवन सबसे बड़ा जोखिम है। मृत्यु की अनिश्चितता ही जीवन बीमा के लिये प्रेरित करती है। किन्तु जीवन बीमा को मृत्यु नहीं बल्कि जिन्दगी के नजरिये से देखा जाता है। जिससे मृत्यु की स्थिति में परिवार या आश्रितों को जीने का सबब और सहारा मिलता है। कोई भी व्यक्ति अपने जीवन के

लिये कितनी भी जीवन बीमा पॉलिसियाँ ले सकता है क्योंकि जीवन 'अमूल्य' है जिसका कोई मूल्य सुनिश्चित नहीं किया जा सकता। प्रस्तावक, की आर्थिक स्थिति इसका सबसे बड़ा निर्णायक है जो बीमा पॉलिसियों की संख्या, बीमा राशि तथा बीमा अवधि निर्धारित करने का आधार है। जीवन बीमा एक और सबसे बड़ी सुविधा देता है वह है किस्तों में प्रीमियम भुगतान जो तिमाही,

कोई भी व्यक्ति अपने जीवन के लिये कितनी भी जीवन बीमा पॉलिसियाँ ले सकता है क्योंकि जीवन 'अमूल्य' है जिसका कोई मूल्य सुनिश्चित नहीं किया जा सकता।

छमाही, वार्षिक या मासिक किसी भी प्रकार का हो सकता है यह चुनाव भी प्रस्तावक अपनी सुविधानुसार कर सकता है। किन्तु आज के सन्दर्भ में पॉलिसीधारकों की ज्यादा दिलचस्पी पॉलिसी हस्तांतरण, सरेन्डर, बिक्री एवम राईडर्स में रहती है जिससे बीमा पॉलिसी से ऋण सहित अधिकतम लाभ उठाये जा सकें। आज आनलाइन सुविधा ने पॉलिसियों के खरीदने से लेकर, प्रीमियम भरने, विरलेषण करने, स्टेटस देखने, एनएवी चैक करने, रिवाइवल करने समर्पक कराने यहाँ तक कि सेवा दोषों की शिकायत करने तक की सुविधा उपलब्ध करा दी है। तथा जग जग खुलने वाली शाखाओं एवं 'प्रीमियम पाइन्ट' की मदद से यह और भी आसान हो गया है।

अधिकर्ता सेवा

जीवन बीमा निगम ने हाल ही में "प्रीमियम पाइन्ट" शुरू किया है जिसके तहत एजेन्ट

अपने घर/कार्यालय से ही पॉलिसी का क्रमांक, प्रीमिय रसीद एवं पॉलिसी की जानकारी दे सकता है। इससे ग्राहकों का समय भी बचता है और परेशानी भी कम होती है। ऐसा एजेन्ट अब ग्राहकों को हाथों हाथ और भी बेहतर सेवा दे सकता है। जीवन बीमा निगम के एजेन्ट इस समय बीमा उद्योग में सबसे अधिक समर्पित एजेन्ट माने जाते हैं जिससे अधिक शतक दशकों से जुड़े हुये हैं। जीवन बीमा उद्योग में लगभग 30 लाख एजेन्ट सक्रिय हैं। जिससे 14 लाख अकेले जीवन बीमा निगम में ही है तथा जो एलआईसी का लगभग 90 प्रतिशत कारोबार करते हैं। निजी बीमा कंपनियों के एजेन्ट यद्यपि अधिक प्रोफेशनल होते हैं किन्तु उनका अभी स्थायित्व नहीं है तथा कंपनियों को बदलने के चक्कर में उनकी साख भी नहीं है। जीवन बीमा निगम के अधिकारों अधिकर्ता अपने बीमा के व्यवसाय को एक कैरियर के रूप में लेते हैं। इसका कारण यह है कि अगर एल आई सी का कोई एजेन्ट पांच साल तक लगातार काम करता है और उसके बाद सक्रिय नहीं भी रहता तो भी उसके द्वारा की गई पॉलिसियों का कमीशन उसे मिलता रहता है। अगर किसी कारण से उसकी मृत्यु हो जाती है तो भी यह कमीशन उसके परिवार को मिलता रहता है और 15 साल बाद वह ग्रेच्युटी पाने का भी अधिकारी हो जाता है। यही नहीं अगर

किसी कारण से उसकी मृत्यु हो जाती है तो भी यह कमीशन उसके परिवार को मिलता रहता है और 15 साल बाद वह ग्रेच्युटी पाने का भी अधिकारी हो जाता है।

किसी ने लगातार चार साल तक अच्छा काम किया तो उसे क्लब मैम्बर में भी शामिल किया जाता है जिससे निगम उसे फर्नीचर, वाहन, आफिस, मकान आदि के लिये ऋण देता है। आजकल अभिकर्ताओं को मांगने पर परिचय पत्र, लाइसेंस कमीशन रेट की जानकारी देना अवश्य है यही नहीं पॉलिसी चुनते समय उसका इलस्ट्रेशन भी समझाना आवश्यक है। बीमा कंपनी व बीमा नियामक दोनों ही इसी पॉलिसी धारक की अपेक्षाओं को तर्क संगत रखने का एक अहम उपाय मानते हैं।

बदलती प्राथमिकताएँ

इन्सान के जीवन में प्राथमिकताएँ हर समय बदलती रहती हैं और इन बदलती प्राथमिकताओं को बीमा योजनाएँ किस तरह समाहित कर सकती हैं यह महत्वपूर्ण है। मसलन आप कुछ समय के बाद प्रीमियम का भुगतान कर सकते हैं, पॉलिसी बन्द कर दी

जाये तो आपको क्या मिलेगा, क्या आप पॉलिसी के मध्य में राइडर जोड़ सकते हैं, क्या आप बाद कि किसी तिथि से मृत्यु पर देय लाभ की राशि बढ़ा सकते हैं, आदि आदि। बीमा योजनाओं का चुनाव हर ग्राहक अपनी प्राथमिकताओं के आधार पर करना चाहता है। यूँ भी बाल बीमा, किशोरावस्था में शिक्षा के लिये, शादी के लिये, रोजगार के लिये तथा वृद्धावस्था में पेंशन के लिये हर व्यक्ति की प्राथमिकताएँ बदलती रहती हैं। जीवन बीमा एक संवेदनशील मामला है इस बारे में बीमा पॉलिसी का चुनाव गम्भीरता से करना चाहिये इस बारे में जानकारी प्रदान करने के लिये अभी बहुत-सारे विकल्प हैं जैसे अभिकर्ता की राय, ब्रोकर्स की वैल्यू ऐडेड कन्सल्टेशन, आनलाइन पॉलिसी तुलना एवं स्वयं बीमा कंपनी के कार्यालय में जाकर पॉलिसियों का अध्ययन करना। यही नहीं इन्टरनेट पर ही जीवन बीमा पॉलिसियों का तुलनात्मक विश्लेषण प्रदान करने वाली अनेक वेबसाइट उपलब्ध हैं। बीमा नियामक स्वयं भी समय समय पर पॉलिसियों एवं बीमा उत्पादों में परिवर्तन की सूचना निर्गमित करता रहता है। इसके अतिरिक्त बीमा का उद्देश्य भी स्पष्ट होना आवश्यक है जोकि विनिवेश, बीमा सदस्य तथा प्यूर रिस्क कवरेज या वृद्धावस्था पेंशन आदि हो सकता है इसे बीमा पॉलिसी का चुनाव सही होता है। पहले जीवन बीमा को महज आप कर बचाने की गरज से खरीदा जाता था अब यह उद्देश्य

पूर्णतया गौड़ हो गया है क्योंकि यह तो सभी जीवन बीमा पालिसी यहां तक कि स्वास्थ्य बीमा पॉलिसी भी प्रदान करती है। जोखिमों की भरपाई भी हर जीवन बीमा पॉलिसी में हो जाती है। यहां तक की राइडर भी यह कार्यकर देते हैं। किन्तू अब जीवन बीमा अलग अलग उद्देश्यों के लिये अलग अलग पॉलिसियाँ भी प्रदान करता है।

कितना लें जीवन बीम कवर:

आज जीवन बीमा का एक से बेहतर एक उत्पाद उपलब्ध हैं और अनेक जीवन बीमा कम्पनियाँ जो अलग अलग तरह से ग्राहकों को लुभा रही हैं। इन दस वर्षों में बीमा कारोबार में भी काफी बदलाव आ गया है जिससे ग्राहक को सलाहकार, विश्लेषण तथा मीडिया ने काफी जानकारी एवं जागरूकता लादी है। फिर भी मिस-सैलिंग के किस्से यदा कदा सुनने को मिल जाते हैं। किसी भी परम्परागत बीमा योजना को देखा जाये चाहे वह एन्डोमैन्ट हो, मनी बैंक हो, होल लाइफ हो, पैन्शन प्लान या फिर चिल्ड्रन इन्श्योरेन्स प्लान हो टर्म प्लान को छोड़ कर सभी पॉलिसियाँ काफी महंगी होती है। हालाँकि बीमा कम्पनियों इन दिनों यूलिप से ज्यादा जोर परम्परागत बीमा योजनाओं पर दे रही हैं पर सच्चाई यह है कि अभी भी इन योजनाओं का कॉस्ट फेक्टर कम नहीं हुआ है। अधिकांश लोग बीमा रिस्क फैक्टर की वजह से लेना चाहते हैं और उसका सही

विकल्प टर्म प्लान ही है जो लागत व जोखिम दोनों के हिसाब से सही है तथा अच्छी बीमा राशि भी सहनीय (एफोर्डेबल) है। यह प्लान जीवन बीमा निगम के अलावा आई प्रोटेक्ट (आई सी आई सी आई प्रूडैनिशियल टर्म प्लान (कोटक लाइफ) आई टर्म (एगोन रैलीगेयर) प्लेटिनम (मैक्स लाइफ) आदि नामों से भी उपलब्ध है। इसके अतिरिक्त यूलिप प्लान की लागत या कास्ट व बैनिफिट्स पर तो बीमा प्राधिकरण का नियन्त्रण है लेकिन परम्परागत बीमा योजनाओं के साथ ऐसा नहीं है। बीमा कंपनियाँ इनमें अधिकतम सीमा तक मनचाहा कमीशन दे सकती हैं और उनमें रिटर्न बोनस के रूप में होता है। साथ ही जीवन बीमा कम्पनियाँ जो कमाई करती हैं रिटर्न उस पर भी निर्भर करता है। वर्तमान में बढ़ती महंगाई व मुद्रा स्फीती को देखते हुये सबसे महत्वपूर्ण है कि बीमा प्लान का सम इन्श्योर्ड कम नहीं हो। महंगा होते हुये भी प्लान अच्छी

कई जीवन बीमा कम्पनियों ने अभी लाभ कमाना शुरू नहीं किया है। लिहाजा वे परम्परागत बीमा योजनाओं से बोनस देंगी, इसकी

बीमा राशि का हो जो भविष्य की जरूरतों को पूरा कर सके। क्योंकि जीवन बीमा सदैव दीर्घावधि का होता है और तब तक महंगाई हमारी सोच की रफ्तार से भी ज्यादा तेज बढ़ चुकी होती है।

बीमा पॉलिसी के लाभों पर अधिक जोर:

कई जीवन बीमा कम्पनियों ने अभी लाभ कमाना शुरू नहीं किया है। लिहाजा वे परम्परागत बीमा योजनाओं से बोनस देंगी, इसकी सम्भावना कम ही है। अगर कम्पनी ने हायर रिटर्न की गारंटी दे दी है तो बात अलग है। परम्परागत योजनाओं में अभी 6 प्रकार की पॉलिसियाँ प्रमुख है जिनमें एन्डोमैन्ट प्लान, मनी बैंक प्लान, होल लाइफ प्लान, पैशन प्लान, चिल्ड्रन प्लान व टर्म प्लान प्रमुख है। वैसे टर्म प्लान के अतिरिक्त सभी परम्परागत बीमा योजनाएँ यूलिप रूप में भी उपलब्ध है। परम्परागत बीमा योजनाओं के तहत पालिसीधारक जो भी निवेश करता है उसका 35 फीसदी पहले ही वर्ष में खर्च हो जाता है और दूसरे साल से न्यूनतम 5 फीसदी खर्च होता है। इसके अलावा इसमें सिर्फ 4-6 फीसदी ही रिटर्न मिलता है। बीमा कम्पनियाँ गारन्टीड रिटर्न के लिये अतिरिक्त शुल्क लेती हैं। गारन्टीड इन्श्योरेन्स प्लान पर ध्यान देने योग्य बात यह है कि ये योजनाएँ गारन्टीड इन्श्योरेन्स प्लान के नाम पर बीमा ग्राहकों को अधिक खर्च के बदले कम लाइफ

कवर मुंहया करती है लिहाजा पॉलिसी की सभी शर्तों को पढ़ना आवश्यक है। बीमा ग्राहक चाहे किसी भी उम्र के क्यों न हो लेकिन पॉलिसी खरीदने से पहले बाजार में उपलब्ध पॉलिसियों से उस की तुलना करना पसन्द करते हैं। एक ही तरह के विभिन्न उत्पाद बाजार में उपलब्ध हैं उनमें से अपने लायक उत्पाद का चुनाव उपलब्ध विभिन्न सुविधाओं और देय प्रीमियम के आधार पर करना उचित है। इसके अतिरिक्त जिस बीमा कम्पनी से उत्पाद लिया जा रहा है उसका दावा निपटान का इतिहास जानना ज्यादा महत्व पूर्ण है ताकि असामयिक मृत्यु की दशा में आश्रितों को कोई परेशानी न हो।

भविष्य की सुरक्षा:

जीवन बीमा यानि भविष्य को अर्थिक चिन्ताओं से मुक्त करने का एक जरिया। असामयिक हालातों से निपटने का माध्यम या फिर किसी पूर्व नियोजित काम के लिये पैसा जुटाने का एक विकल्प भविष्य की सुरक्षा, बच्चों की शिक्षा व शादी से जुड़ी हुई होती है। अगर महगाई वृद्धि की दर 6 प्रतिशत और उच्च शिक्षा की अवधि तक इसे 8 प्रतिशत माने तो 6 साल बाद शिक्षा के लिये 8 लाख और 8 साल बाद शादी के लिये 14 लाख की आवश्यकता होती है। इस का उचित निवेश कम से कम 40 प्रतिशत इक्विटी में होना चाहिये। बीमा कम्पनियाँ मानती है

जिस बीमा कम्पनी से उत्पाद लिया जा रहा है उसका दावा निपटान का इतिहास जानना ज्यादा महत्व पूर्ण है ताकि असामयिक मृत्यु की दशा में आश्रितों को कोई परेशानी न हो।

कि जब शेयर बाजार में उतार चढ़ाव का माहौल हो तब लोगों को गारन्टी शब्द से लुभाया जा सकता है। एन ए बी गारन्टीड उत्पादों की इसलिये थोड़ी चल पड़ी है क्योंकि वे मार्केट लिन्कड आफर करती है। एन ए वी गारन्टीड उत्पादों की सच्चाई से परिचित होना सभी निवेशकों के लिये जरुरी है। इस तरह से बीमा उत्पाद उनके लिये अच्छे है जो कि रिटायरमेंट के नजदीक है और शीर्घाधि निवेश करना चाहते है। सर्वोच्च एन ए वी गारन्टी देने वाले उत्पाद असलियत में वैसे नहीं होते जैसा उन्हें प्रचारित किया जाता है। ऐसे उत्पादों की एसैट मिक्सरेन्ज इक्विटी में 0 से 100 फीसदी होती है। इनकी प्रीमियम राशि का निवेश बीमा कम्पनियाँ कार्पोरेट डैट या गिल्ट सरीखे ऋण उपकरणों में करती है ताकि गारन्टी की रकम दी जा सके। वैसे अगर इन्हे स्टॉक में प्रमुखता से निवेश किया जाये तो कुल रिटर्न बाजार के उतार चढ़ाव के हिसाब से कम हो

सकता है। एन्डोमेंट और यूलिप में बीमा के साथ साथ निवेश का लाभ मिलता है लेकिन अगर पर्याप्त बीमा कवर लेने जाएँ तो काफी अधिक प्रीमियम देना होगा। निवेश के अन्य विकल्पों की तुलना में न केवल इनपर रिटर्न कम मिलता है बल्कि इनके खर्चे भी अधिक है। एन्डोमेंट, टर्म इन्श्योरेंस, यूलिप और पेंशन सब जीवन बीमा के ही उत्पाद हैं लेकिन इस सब के अलग अलग फायदे हैं। लेकिन बीमा पॉलिसी एंव उसकी बीमा राशि का चुनाव इस तरह से किया जाना आवश्यक है कि वह भविष्य की जरूरतों को पूरा कर सके।

बदलते दृष्टिकोण

1. नियोक्ता कम्पनी द्वारा उपलब्ध कराये जाने वाला सामूहिक बीमा सबसे सस्ता जीवन बीमा होता है। इसके लिये आपको कम प्रीमियम का भुगतान करना होता है हालांकि पर्याप्त जीवन बीमा के लिये इस पर पूरी तरह निर्भर नहीं रहा जा सकता। दूसरी बात जब आप वह कम्पनी छोड़ते है तो सामूहिक बीमा को आप व्यक्तिगत बीमा में नहीं बदल सकते।
2. जीवन बीमा की जरूरतें बदलती आर्थिक परिस्थितियों पर निर्भर करती हैं। वेतन में बढ़ोतरी घर में नये सदस्य आने जैसी स्थितियों में जीवन बीमा की जरूरतों की समीक्षा करना बेहतर है।

3. अगर शूलिप या एन्डोमैन्ट पॉलिसी ली हुई है एवं उसकी परिपक्वता का वक्त आपके सेवा निवृत्ति काल के आसपास है तो परिवपक्वता पर मिलने वाली राशी से आप किसी भी बीमा कम्पनी से एन्यूटी की खरीदारी कर सकते हैं। एन्यूटी खरीद कर आप नियमित समय अन्तराल पर पैशन की भांति पैसे पाते रहेंगे।

4. बीमा पॉलिसी लेते वक्त यह अवश्य देखा जाता है कि टर्म प्लान को छोड़कर कोई भी बीमा उत्पाद विशुद्ध निवेश के लिये नहीं बना है। निवेश के लिये अन्य उपलब्ध विकल्पों में से अपनी जरूरत एवं जोखिम उठाने की क्षमता के अनुकूल विकल्प का चुनाव आवश्यक है।

5. एजेन्ट, कार्पोरेट एजेन्ट एवं बैंक से बीमा खरीदते समय और कम्पनियों के उत्पादों से तुलना नही हो पाती क्योंकि ये किसी एक कम्पनी को ही रिप्रेजेंट करते है जबकि बीमा ब्रोकर किसी भी कम्पनी का कोई भी उत्पाद हासिल करा सकता है तथा उत्पादों की तुलनात्मक स्थिती से भी अवगत करा सकता है।

6. बीमा कम्पनियों के एन ए वी गारन्टीड योजनाएँ जीवन सुरक्षा के साथ साथ बीमाधारक को सम्पूर्ण वित्तीय सुरक्षा की गारन्टी भी देते है। इन दोनों गुणों के कारण यह उत्पाद बाजार में अच्छा

निवेश के लिये अन्य

उपलब्ध विकल्पों में से

अपनी जरूरत एवं जोखिम

उठाने की क्षमता के अनुकूल

विकल्प का चुनाव

आवश्यक है।

प्रदर्शन कर रहा है। लेकिन सर्वोच्च एन ए वी गारन्टीड फन्ड में डैटवइक्कीटी दोनों फन्ड होते है। इनकी रिटर्न पूरी तरह से बाजार आधारित नही होती है।

आज भी आम भारतीय एक निवेशक के तौर पर शेयर, म्यूच्युल फंड स्थायी जमा आदि के बारे में पोर्टफोलियो बनाते है लेकिन बीमा योजनाओं के बारे में लापरवाही भरा नजरिया अपनाते है। जबकि जीवन बीमा किसी भी व्यक्ति के निवेश पोर्टफोलियों का महत्वपूर्ण हिस्सा है। चूँकि तरह तरह की बीमा योजनाएँ मौजूद है ऐसे में भ्रमित होना स्वाभाविक है किन्तू कम जानकारी से हालात और खराब हो जाते है। कई बार गलत बीमा योजनाएँ खरीद कर परेशान रहते हैं तथा ऐसी पॉलिसीयों मे लेप्स या सॉर्डर की स्थिती मे अपना नुकसान कर बैठते है। वास्तव में बढ़ती सुविधाएँ, उपलब्ध वित्तीय सलाहकारों, ब्रोकर्स तथा आनलाइन

वैसाइटस के रहते बीमा योजनाओं का पोर्टफोलियो बनाना और उनका प्रबंध करना उतना मुश्किल नही है। जितना कि लगता है आवश्यकता है उचित समय पर उचित फैसले की, उन्हें लागू करने की और उस पर करीब से निगाह रखने की। यानी निवेश पोर्टफोलियो की तरह ही बीमा पोर्टफोलियो की समय समय पर समीक्षा करनी चाहिये। जीवन बीमा कवर निश्चित तौर पर पर्याप्त होना चाहिये जो शिक्षा, शादी, बच्चे तथा बुढ़ापे की सुरक्षा को लेकर हो। निवेश से जुडी नई बीमा योजनाओं में तभी निवेश करें जब तक कि आपने निवेश नहीं कर रखा हो या दूसरा कोई विकल्प नहीं हो। आज के बदलते परिवेश मे जीवन बीमा आवश्यकता है तथा आम आदमी के निवेश पोर्टफोलिये का अनिवार्य अंग है जिसे औसत आदमी को भी स्वीकारना होगा। भारत सरकार का भी सपना है कि हर एक व्यक्ति की जेब में एक जीवन बीमा पॉलिसी हो। मात्र यही सोच जीवन बीमा की प्रवेश दर, धनत्व तथा विकास का आधार बनेगी।

कितने भरोसेमन्द है बीमा एजेन्ट

जगेन्द्र कुमार का कहना है कि निजी बीमा कम्पनियाँ नये एजेन्टों को रखना ज्यादा पसन्द करती हैं क्योंकि उनमें काम करने की ललक होती है और वे करते भी हैं।

भारतीय बीमा उद्योग में लगभग 30 लाख बीमा एजेन्ट कार्यरत है। 80 फीसदी बीमा पॉलिसियों की बिक्री इन्हीं के जरिये होती है। अभी बीमा उद्योग जितना प्रीमियम कर रहा है उसका केवल 7 फीसदी हिस्सा ही एजेन्ट के कमीशन के रूप में जाता है। कमीशन के मद्दे नजर बीमा उत्पादों के वितरण का इससे सस्ता दूसरा कोई तरीका नहीं हो सकता। वित्तीय वर्ष 2010-11 में जीवन बीमा निगम का कुल प्रीमियम 86444.72 करोड़ रुपये था जबकि निजी जीवन बीमा कम्पनियों का इसी दौरान यह आँकड़ा 39381.30 करोड़ रुपये रहा। इस तरह दोनों का अनुपात 69:31 रहा। हालाँकि निजी बीमा कम्पनियों का जो पॉलिसी वितरण होता है उसके लिये उनके खुद के एजेन्ट, बैंकों की शाखाएँ और ब्रोकर आदि होते हैं जबकि एलआईसी अपने एजेन्टों पर ही भरोसा करती है और इन एजेन्टों से उसके कुल व्यवस्तय का 90 फीसदी हिस्सा आता है। हालाँकि निजी बीमा कम्पनियों के एजेन्ट ज्यादा पेशेवर माने

जाते हैं और इस पर भी इन कम्पनियों की ओर से उनका बराबर निरीक्षण किया जाता है। साथ ही उन्हें प्रोत्साहित करने के लिये तमाम तरह के प्रलोभन भी कम्पनी की ओर से दिये जाते हैं। निजी बीमा कम्पनियाँ नये एजेन्टों को रखना ज्यादा पसन्द करती हैं क्योंकि उनमें काम करने की ललक होती है और वे करते भी हैं। इसके ठीक विपरीत जीवन बीमा निगम अपने पुराने एजेन्टों में ही ज्यादा विश्वास रखता है और उसके पुराने एजेन्ट अपने बीमा व्यवसाय को एक कैरियर के रूप

में लेकर काम करते हैं। इसका एक कारण यह भी है कि जी.वी.नि. का कोई एजेन्ट पांच वर्ष तक लगातार काम करता है और उसके बाद वह काम नहीं भी करता है तो भी उसके द्वारा की गई पॉलिसियों का कमीशन उसे मिलता रहता है। देश में इस समय 26 निजी जीवन बीमा कम्पनियों द्वारा प्रथम प्रीमियम के तहत जितनी आय हासिल होती है उसे उनके 16 लाख एजेन्टों के अलावा बैंक एजेन्सी निजी नेटवर्क आदि लगे हैं। बावजूद इसके जी.वि.नि. के 14 लाख एजेन्ट इन कम्पनियों की तुलना में उनसे ज्यादा प्रीमियम हासिल करते हैं।

हालाँकि निजी बीमा कम्पनियों के एजेन्ट ज्यादा पेशेवर माने जाते हैं और इस पर भी इन कम्पनियों की ओर से उनका बराबर निरीक्षण किया जाता है।

(शेष अगले अंक में....)

जगेन्द्र कुमार, कॉर्पोरेट हेड (ट्रेनिंग)
श्रीराम जनरल इन्श्योरेंस

Report Card: General

GROSS PREMIUM UNDERWRITTEN FOR AND UP TO THE MONTH OF NOVEMBER, 2012

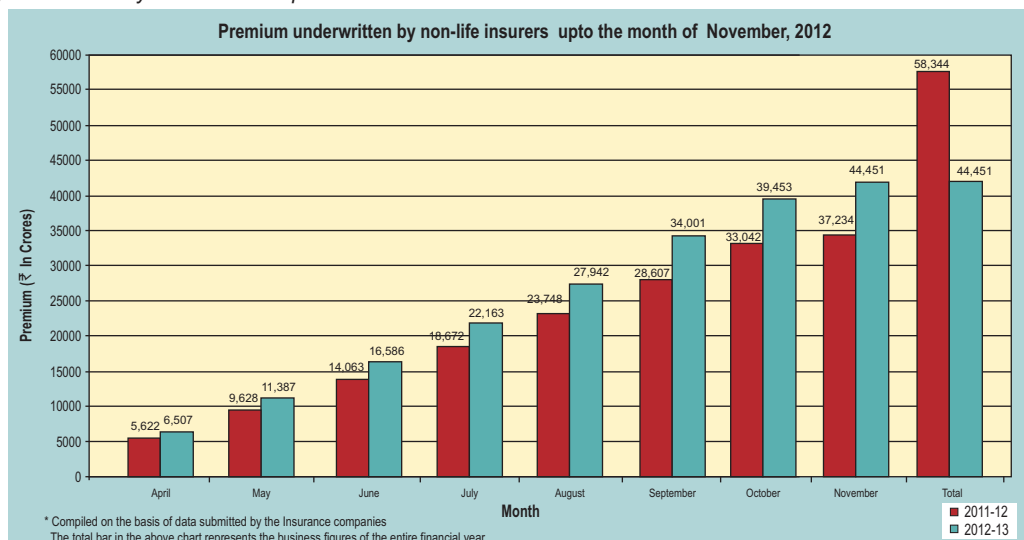
(₹ in Crores)

(%)

INSURER	NOVEMBER		APRIL - NOVEMBER		GROWTH OVER THE CORRESPONDING PREVIOUS YEAR
	2012-13	2011-12*	2012-13	2011-12*	
Royal Sundaram	130.41	114.10	1,012.91	954.97	6.07
Tata-AIG*	150.68	126.56	1,353.92	1,076.92	25.72
Reliance General	162.99	129.50	1,372.84	1,146.45	19.75
IFFCO-Tokio*	180.78	143.86	1,664.50	1,260.77	32.02
ICICI-Iombard	546.81	440.29	3,967.67	3,394.95	16.87
Bajaj Allianz*	294.75	243.82	2,505.62	2,089.83	19.90
HDFC ERGO General	176.80	142.76	1,601.18	1,164.17	37.54
Cholamandalam	130.45	120.06	1,057.15	902.51	17.13
Future Generali*	84.30	72.91	722.62	590.13	22.45
Universal Sampo	36.98	43.59	331.24	252.00	31.44
Shriram General	125.61	108.40	954.19	742.15	28.57
Bharti AXA General	98.75	70.77	772.87	530.22	45.77
Raheja QBE*	2.31	2.11	13.95	9.88	41.20
SBI General	66.58	16.55	425.47	133.57	218.53
L&T General	11.35	11.32	104.78	84.53	23.95
Magma HDI	10.54	NA	16.05	NA	NA
Star Health & Allied Insurance	58.45	38.21	512.78	806.96	-36.46
Apollo MUNICH*	54.63	43.14	318.02	233.18	36.38
Max BUPA	13.48	6.94	104.67	60.05	74.30
Religare	1.63	NA	16.58	NA	NA
New India	680.33	572.32	6,507.05	5,546.40	17.32
National	686.53	583.99	5,720.92	4,832.30	18.39
United India	721.45	642.92	6,227.94	5,160.06	20.70
Oriental	477.98	407.08	4,266.06	3,926.46	8.65
ECCG	92.99	87.42	727.38	615.18	18.24
AIC	160.65	156.31	2,172.95	1,720.91	26.27
PRIVATE TOTAL	2,338.28	1,874.89	18,829.02	15,433.27	22.00
PUBLIC TOTAL	2,819.93	2,450.04	25,622.30	21,801.31	17.53
GRAND TOTAL	5,158.21	4,324.93	44,451.32	37,234.57	19.38

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

* Figures revised by insurance companies



Statistical Supplement

(Monthly - October, 2012)

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	3446.47	23054.83	34264.00	237684.00	1075.29	4621.02	66453683.00	426443447.00
Previous year	2371.19	18433.81	26883.00	227733.00	1098.64	2710.98	47935424.00	286311258.00
Marine Cargo	707.85	5456.10	13598.00	93631.00	19.29	278.04	12121921.00	73552987.00
Previous year	688.56	5178.06	11971.00	96715.00	95.35	761.66	6892134.00	59866593.00
Marine Hull (Including Onshore & Offshore oil energy)	0.17	208.00	3.00	9.00	-7.18	149.58	3888149.00	7791182.00
Previous year	7.35	58.42	12.00	75.00	-6.25	-273.34	189277.00	1483158.00
Marine (Total)	708.02	5664.10	13601	93640	12.11	427.62	16010070.00	81344169.00
Previous year (Total)	695.91	5236.48	11983	96790	89.09	488.32	7081411.00	61349751.00
Aviation	34.57	522.47	24.00	99.00	-375.81	-1043.17	1367369.00	9243155.00
Previous year	410.38	1565.64	23.00	204.00	-170.46	-266.55	2303984.00	21489335.00
Engineering	1078.02	8541.44	1210.00	9800.00	413.26	1980.02	18645698.00	131896313.00
Previous year	664.76	6561.41	1087.00	9477.00	-35.44	955.57	9086329.00	91109165.00
Motor Own Damage	15262.24	92779.42	365662.00	2297003.00	2133.06	12852.25	1027655.00	6287291.00
Previous year	13129.18	79927.17	342665.00	2330470.00	1103.38	6544.19	862368.00	5756377.00
Motor Third party	5798.70	37590.02	371859.00	2363568.00	1353.32	7890.52		
Previous year	4445.39	29699.50	344424.00	2346062.00	843.07	5570.45		
Motor (Total)	21060.95	130369.44	371859	2363568	3486.37	20742.77	1027655.00	6287291.00
Previous year (Total)	17574.57	109626.67	344424	2346062	1946.46	12114.64	862368.00	5756377.00
Workmen's compensation / Employer's liability	247.39	1877.76	1771.00	12007.00	42.09	108.05	72302.00	482863.00
Previous year	205.30	1769.71	1397.00	12677.00	8.43	355.13	40647.00	312208.00
Public Liability	6.16	42.92	4.00	106.00	0.21	-1.51	4800.00	167091.00
Previous year	5.96	44.43	9.00	141.00	0.77	4.52	10620.00	272989.00
Product Liability	78.47	1346.66	69.00	491.00	12.28	356.78	138715.00	800672.00
Previous year	66.19	989.89	55.00	388.00	-21.24	221.73	46071.00	466175.00
Other Liability Covers	485.54	6098.53	326.00	2253.00	240.33	980.91	793632.00	3600812.00
Previous year	245.21	5117.62	260.00	2056.00	-0.18	671.11	208469.00	1868661.00
Liability (Total)	817.57	9365.87	2170	14857	294.90	1444.23	1009449.00	5051438.00
Previous year (Total)	522.66	7921.64	1721	15262	-12.23	1252.50	305807.00	2920033.00
Personal Accident	311.69	3548.46	7271.00	47292.00	-76.10	431.23	3508747.00	21842418.00
Previous year	387.78	3117.23	5493.00	44255.00	-3.15	43.74	1676243.00	13844226.00
Medical Insurance	3835.81	27658.02	72059.00	455154.00	1659.97	7594.30	3374747.00	22157561.00
Previous year	2175.85	20063.73	62476.00	455256.00	354.82	4845.56	3615720.00	23692091.00
Overseas Medical Insurance	458.68	5072.47	41349.00	328672.00	-66.39	811.56	269493.00	4883388.00
Previous year	525.07	4260.91	43455.00	351204.00	105.34	501.08	1344010.00	7433612.00
Health (Total)	4294.50	32730.49	113408	783826	1593.58	8405.86	3644240.00	27040949.00
Previous year (Total)	2700.91	24324.63	105931	806460	460.16	5346.65	4959730.00	31125703.00
Crop Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	136.38	346.77	9.00	52.00	21.29	-313.57	932847.00	4269536.00
Previous year	115.08	660.35	13.00	114.00	68.67	-608.79	315804.00	2731745.00
All Other Miscellaneous	1361.34	10615.57	51530.00	347306.00	14.53	511.95	2710388.00	18571456.00
Previous year	1346.80	10103.62	42921.00	362839.00	-19.35	174.46	2138831.00	39235813.00
Grand Total	33249.49	224759.44	595346	3898124	6459.44	37207.96	115310146.00	731990172.00
Previous year (Total)	26790.05	187551.48	540479	3909196	3422.39	22211.53	76665931.00	555873406.00

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

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
79.51	1130.04	2194.00	17301.00	0.00	0.00	0.00	0.00		
70.14	955.52	2176.00	18876.00	0.00	0.00	0.00	0.00		
28.84	230.68	888.00	5691.00	0.00	0.00	0.00	0.00		
13.64	292.57	582.00	6077.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
28.84	230.68	888	5691	0.00	0.00	0	0	0	0
13.64	292.57	582	6077	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		
110.06	600.65	255.00	1428.00	0.00	0.00	0.00	0.00		
78.77	598.95	93.00	1052.00	0.00	0.00	0.00	0.00		
1193.96	7444.63	1137.00	7686.00	0.00	0.00	0.00	0.00		
803.31	6621.32	3190.00	122155.00	0.00	0.00	0.00	0.00		
495.96	3457.10	32669.00	213717.00	0.00	0.00	0.00	0.00		
322.56	2708.20	25292.00	101385.00	0.00	0.00	0.00	0.00		
1689.92	10901.73	32669	213717	0.00	0.00	0	0	0	0
1125.87	9329.52	25292	122155	0.00	0.00	0	0	0	0
30.79	238.47	264.00	1775.00	0.00	0.00	0.00	0.00		
29.76	241.93	200.00	1815.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
18.95	284.04	18.00	140.00	0.00	0.00	0.00	0.00		
3.51	210.64	6.00	2571.00	0.00	0.00	0.00	0.00		
49.74	522.51	282	1915	0.00	0.00	0	0	0	0
33.27	452.57	206	4386	0.00	0.00	0	0	0	0
33.71	320.36	4754.00	30547.00	8.71	65.78	19717.00	219104.00		
34.98	367.58	3843.00	32825.00	5.60	25.46	9784.00	54656.00		
156.00	2393.01	2067.00	15831.00	0.00	0.00	0.00	0.00	150208.00	895684.00
91.05	807.18	1657.00	15124.00	0.00	0.00	0.00	0.00	60087.00	696107.00
30.94	377.00	1791.00	15269.00	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
186.94	2770.01	3858	31100	0.00	0.00	0	0	150208	895684
91.05	807.18	1657	15124	0.00	0.00	0	0	60087	696107
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
101.96	741.75	5135.00	29913.00	0.00	0.00	0.00	0.00		
283.72	2167.76	8374.00	76856.00	0.00	0.00	0.00	0.00		
2280.68	17217.72	50035	331612	8.71	65.78	19717	219104	150208	895684
1731.44	14971.65	42223	277351	5.60	25.46	9784	54656	60087	696107

Name of the Insurer: *Bharti AXA General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	319.61	3758.88	1518.00	10707.00	319.61	3202.03	572117.45	8152415.83
Previous year	175.89	3039.44	1883.00	10050.00	175.89	2863.55	342194.39	6292283.24
Marine Cargo	158.16	1446.87	296.00	1872.00	158.16	1206.40	272237.72	3027084.77
Previous year	115.19	1146.66	174.00	1331.00	115.19	1031.47	159268.54	2161104.80
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	158.16	1446.87	296	1872	158.16	1206.40	272237.72	3027084.77
Previous year (Total)	115.19	1146.66	174	1331	115.19	1031.47	159268.54	2161104.80
Aviation								
Previous year								
Engineering	474.46	1649.36	218.00	1429.00	474.46	958.17	206935.79	839257.95
Previous year	93.54	723.82	113.00	770.00	93.54	630.28	74836.50	570323.83
Motor Own Damage	5387.04	32840.94	91446.00	501265.00	5387.04	22579.39	280027.39	1776774.64
Previous year	4129.56	22142.02	58452.00	321669.00	4129.56	18012.46	228860.13	1293196.37
Motor Third party	1848.20	11420.96	91446.00	501265.00	1848.20	7935.98		
Previous year	1318.62	7919.89	58452.00	321669.00	1318.62	6601.27		
Motor (Total)	7235.23	44261.90	91446	501265	7235.23	30515.37	280027.39	1776774.64
Previous year (Total)	5448.19	30061.91	58452	321669	5448.19	24613.72	228860.13	1293196.37
Workmen's compensation / Employer's liability	47.53	260	127	773	47.53	159.87	22249	59753
Previous year	11.81	100	37.00	323	11.81	88.21	1067.92	16826
Public Liability	0	4.65	2	12.00				3145.00
Previous year	0		0		0.00		0	
Product Liability							15	15
Previous year	0		0		0.00		0	
Other Liability Covers	47	286	20	146	46.51	219.62	9839	82957
Previous year	12.37	145	8.00	88	12.37	132.83	2124.72	52245
Liability (Total)	94.09	551.13	149	931	94.04	379.50	32103.65	145869.45
Previous year (Total)	24.19	245.23	45	411	24.19	221.04	3192.63	69070.66
Personal Accident	282.20	1833.41	746.00	6655.00	282.20	1312.09	637858.95	4322701.73
Previous year	155.85	1410.45	596.00	7187.00	155.85	1254.60	287831.05	3234318.95
Medical Insurance	1499.83	13134.42	994.00	10231.00	1499.83	10367.64	5040.59	78712.03
Previous year	1158.04	8810.46	807.00	10505.00	1158.04	7652.42	4746.23	35118.85
Overseas Medical Insurance								
Previous year								
Health (Total)	1499.83	13134.42	994	10231	1499.83	10367.64	5040.59	78712.03
Previous year (Total)	1158.04	8810.46	807	10505	1158.04	7652.42	4746.23	35118.85
Crop Insurance								
Previous year								
Credit Guarantee	16	79	0	0			0	353
Previous year								
All Other Miscellaneous	111.47	698.20	1162.00	9704.00	111.47	489.97	80119.69	1053098.08
Previous year	106.30	506.67	1296.00	9183.00	106.30	400.37	150283.78	584005.03
Grand Total	10191.26	67412.82	96529	542794	10175.00	48431.18	2086441.23	19396266.98
Previous year (Total)	7277.18	45944.63	63366	361106	7277.18	38667.45	1251213.25	14239421.73

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

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
16.56	129.06	1088.00	8118.00						
12.79	61.05	1245.00	6664.00						
0.41	2.19	2.00	18.00						
0.14	0.74	2.00	15.00						
0.41	2.19	2	18	0.00	0.00	0	0	0	0
0.14	0.74	2	15	0.00	0.00	0	0	0	0
1.55	22.63	19.00	73.00						
1.93	9.54	12.00	43.00						
284.66	2084.31	5674.00	39374.00						
160.46	709.12	3203.00	15583.00						
139.09	816.84		0.00						
81.98	339.58	0.00	0.00						
423.75	2901.14	5674	39374	0.00	0.00	0	0	0	0
242.44	1048.70	3203	15583	0.00	0.00	0	0	0	0
0.80	11	2.00	17.00						
0.05	2	1.00	9.00						
0.00	0.53		1.00						
0.00	3.83	0.00	3						
0.23	0.23	2.00	2						
0.80	15.09	2	21	0.00	0.00	0	0	0	0
0.28	2.13	3	11	0.00	0.00	0	0	0	0
62.90	320.11	64.00	529.00						
35.87	183.34	61.00	587.00	11.89	11.89	45715	45715		
4.73	190.54	13.00	203.00						
6.94	44.17	53.00	389.00						
4.73	190.54	13	203	0.00	0.00	0	0	0	0
6.94	44.17	53	389	0.00	0.00	0	0	0	0
0	0								
7.88	98.56	838.00	7208.00						
9.32	43.88	1080.00	6406.00						
518.58	3679.32	7700	55544	0.00	0.00	0	0	0	0
309.70	1393.55	5659	29698	11.89	11.89	45715	45715	0	0

Name of the Insurer: Cholamandalam Ms General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	553.0	5,681.5	15,024	90,167	153.5	1,204.1	1,658,088	18,035,288
Previous year	399.5	4,477.4	8,035	83,016	247.1	779.9	590,175	4,960,918
Marine Cargo	562.5	3,053.2	506	3,784	85.5	178.1	2,399,766	21,979,977
Previous year	477.0	2,875.1	734	5,055	130.3	387.2	6,925,826	27,636,704
Marine Hull (Including Onshore & Offshore oil energy)	-	1.0	-	2	-	1.0	-	107
Previous year	-	-	-	-	-	(1.1)	-	0
Marine (Total)	562.5	3,054.2	506	3,786	85.5	179.1	2,399,766	21,980,084
Previous year (Total)	477.0	2,875.1	734	5,055	130.3	386.1	6,925,826	27,636,704
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	271.5	1,644.3	895	5,956	38.4	163.2	317,558	3,231,966
Previous year	233.1	1,481.2	745	5,646	11.7	74.5	130,675	2,513,618
Motor Own Damage	5,134.7	33,084.6	66,678	440,356	1,291.7	3,199.6	346,208	2,252,613
Previous year	3,843.0	29,885.0	59,334	432,106	(89.0)	6,355.4	263,205	1,873,612
Motor Third party	3,972.8	26,155.8	67,155	443,639	751.0	6,562.3	-	-
Previous year	3,221.8	19,593.4	59,544	433,397	1,496.2	9,267.5	-	-
Motor (Total)	9,107.4	59,240.3	67,155	443,639	2,042.7	9,761.9	346,208	2,252,613
Previous year (Total)	7,064.8	49,478.4	59,544	433,397	1,407.2	15,622.9	263,205	1,873,612
Workmen's compensation / Employer's liability	47.0	431.2	197	1,895	46.1	292.0	7,488	83,348
Previous year	0.9	139.1	366	2,168	(50.7)	(183.2)	5,531	51,139
Public Liability	10.0	429.8	68	532	(111.0)	(393.2)	14,176	97,792
Previous year	120.9	823.0	41	768	110.5	416.4	12,264	126,152
Product Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Other Liability Covers	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Liability (Total)	57.0	861.0	265	2,427	(64.8)	(101.1)	21,664	181,140
Previous year (Total)	121.8	962.1	407	2,936	59.8	233.3	17,795	177,291
Personal Accident	417.7	2,907.8	1,027	9,296	49.0	277.0	275,960	2,693,029
Previous year	368.7	2,630.8	1,314	11,333	89.5	654.2	341,162	2,124,080
Medical Insurance	2,913.8	17,368.2	5,404	31,086	(67.9)	2,499.1	39,607	560,561
Previous year	2,981.7	14,869.1	2,463	13,912	1,189.8	4,488.9	139,367	697,779
Overseas Medical Insurance	36.6	379.2	1,179	11,186	36.6	379.2	2,064	18,310
Previous year	-	-	-	-	-	-	-	-
Health (Total)	2,950.5	17,747.4	6,583	42,272	(31.2)	2,878.4	41,671	578,871
Previous year (Total)	2,981.7	14,869.1	2,463	13,912	1,189.8	4,488.9	139,367	697,779
Crop Insurance	-	879.1	-	305	-	879.1	-	8,855
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	75.3	654.0	2,962	25,981	(58.0)	(816.4)	120,373	2,515,019
Previous year	133.3	1,470.5	5,326	43,530	(224.7)	(379.7)	770,197	2,962,320
Grand Total	13,994.9	92,669.7	94,417	623,829	2,215.0	14,425.3	5,181,288	51,476,865
Previous year (Total)	11,779.9	78,244.4	78,568	598,825	2,910.5	21,860.2	9,178,401	42,946,323

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

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
0.3	10.9	11	69	-	-	-	-	-	-
0.6	7.0	22	802	312.2	3,003.7	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
0.1	4.2	2	17	-	-	-	-	-	-
17.3	19.7	1	17	80.3	503.4	-	-	-	-
500.8	3,110.5	10,926	68,589	-	-	-	-	-	-
329.4	1,946.2	7,440	45,028	-	-	-	-	-	-
279.6	1,661.8	10,937	68,918	-	-	-	-	-	-
161.6	998.2	7,454	45,188	-	-	-	-	-	-
780.4	4,772.3	10,937	68,918	-	-	-	-	-	-
491.0	2,944.4	7,454	45,188	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
2,339.2	11,819.0	-	18	-	-	2,645,073	6,819,450	-	-
2,703.3	10,487.8	20	87	-	-	1,716,969	6,836,226	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
2,339.2	11,819.0	-	18	-	-	2,645,073	6,819,450	-	-
2,703.3	10,487.8	20	87	-	-	1,716,969	6,836,226	-	-
-	879.1	-	305	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
33.0	274.5	1,280	10,784	-	-	-	-	-	-
29.2	216.3	1,370	10,254	30.2	343.3	-	-	-	-
3,153.1	17,760.0	12,230	80,111	-	-	2,645,073	6,819,450	-	-
3,241.3	13,675.3	8,867	56,348	422.6	3,850.4	1,716,969	6,836,226	-	-

Name of the Insurer: Future Generali India Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	577.11	7053.54	2568	18514	21.67	794.18	1139195.73	12781946.61
Previous year	555.43	6259.35	1808	13399	120.89	1595.17	1409159.29	6987559.09
Marine Cargo	579.30	3470.32	972	6701	223.11	1058.83	713770.20	9540786.98
Previous year	356.19	2411.50	620	4990	96.33	513.57	722283.27	3397083.24
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)	579.30	3470.32	972	6701	223.11	1058.83	713770.20	9540786.98
Previous year (Total)	356.19	2411.50	620	4990	96.33	513.57	722283.27	3397083.24
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	228.58	2109.58	499	3787	24.63	552.97	148465.71	1034876.36
Previous year	203.95	1556.60	374	3008	-57.90	91.62	148687.17	804443.31
Motor Own Damage	3816.06	23639.55	54020	336913	665.75	4319.39	218228.29	1387151.06
Previous year	3150.30	19320.16	49851	320413	1134.89	6879.07	191625.55	1175631.47
Motor Third party	1533.34	11277.16	86	466	-5.09	1197.57		
Previous year	1538.43	10079.59	32	297	785.36	5269.62		
Motor (Total)	5349.40	34916.71	54020	336913	660.67	5516.96	218228.29	1387151.06
Previous year (Total)	4688.73	29399.75	49851	320413	1920.25	12148.69	191625.55	1175631.47
Workmen's compensation / Employer's liability	122.58	929.51	738	4775	42.29	228.27	17649.15	148857.90
Previous year	80.29	701.24	433	3331	25	366	16913.10	94596.83
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	0	0.00	
Product Liability	87.74	793.77	147	1020	17.22	178.51	28246.38	235901.01
Previous year	70.52	615.26	87	695	13	190	21711.16	125331.46
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)	210.32	1723.28	885	5795	59.51	406.77	45895.53	384758.91
Previous year (Total)	150.81	1316.51	520	4026	37.72	555.54	38624.26	219928.29
Personal Accident	304.39	4258.40	7011	46542	116.38	1439.37	428635.70	12595131.32
Previous year	188.01	2819.03	4130	29560	10.57	998.82	322964.26	6502371.14
Medical Insurance	742.48	6738.10	2049	12612	358.70	192.23	24492.50	249748.53
Previous year	383.78	6545.86	1211	9789	-305.29	1260.01	9304.15	59413.95
Overseas Medical Insurance	69.85	695.84	4270	38422	4.92	47.33	44056.00	217146.98
Previous year	64.92	648.51	4323	39044	9.09	88.90	5915.40	57033.83
Health (Total)	812.32	7433.93	6319	51034	363.62	239.56	68548.50	466895.51
Previous year (Total)	448.70	7194.37	5534	48833	-296.20	1348.91	15219.55	116447.78
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	557.60	3536.54	5311	31353	322.82	1690.50	356364.52	4390624.03
Previous year	234.78	1846.03	1962	15884	77.40	638.82	225970.90	1540830.66
Grand Total	8619.02	64502.31	77585	500639	1792.41	11699.16	3119104.19	42582170.78
Previous year (Total)	6826.61	52803.14	64799	440113	1909.08	17891.13	3074534.26	20744294.99

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

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
41.43	535.66	254	1739						
2.92	389.96	178	1522						
101.14	506.84	75	508						
85.90	311.59	47	338						
101.14	506.84	75	508	0.00	0.00	0	0		
85.90	311.59	47	338	0.00	0.00	0	0		
45.04	164.14	35	343						
39.83	163.43	29	249						
290.21	1,928.12	4233	28422						
300.59	1,896.65	4425	30729						
140.41	1,117.48								
179.22	1,089.12								
430.62	3,045.61	4233	28422	0.00	0.00	0	0		
479.81	2,985.77	4425	30729	0.00	0.00	0	0		
8.18	67.48	39	265						
10.55	74.66	18	175						
1.42	30.84	10	50						
8.06	27.24	3	12						
9.60	98.32	49	315	0.00	0.00	0	0		
18.61	101.91	21	187	0.00	0.00	0	0		
25.83	88.97	445	4519	1.45	11.13	8112	52400		
8.88	81.52	231	1872	0.00	33.02	0	215000		
5.70	76.35	127	704					51635	253118
45.94	159.90	61	531					13121	18292
3.14	33.55	255	1965						
3.48	29.94	199	1835						
8.85	109.90	382	2669	0.00	0.00	0	0	51635	253118
49.42	189.84	260	2366	0.00	0.00	0	0	13121	18292
168.02	1,085.17	3567	18025						
68.22	288.27	945	6666						
830.53	5,634.61	9040	56540	1.45	11.13	8112	52400	51635	253118
753.58	4,512.27	6136	43929	0.00	33.02	0	215000	13121	18292

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

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	2,720.82	19,468.86	4,509	30,003	912.41	1,169.93	9,347,276	47,609,707
Previous year	1,808.41	18,298.93	3,949	27,245	438.69	5,450.37	13,300,867	48,555,631
Marine Cargo	302.66	4,083.28	268	1,890	(139.48)	1,412.62	939,024	12,158,883
Previous year	442.14	2,670.65	274	1,376	118.10	1,041.69	1,188,030	10,114,947
Marine Hull (Including Onshore & Offshore oil energy)	112.04	977.88	31	263	40.80	(301.97)	83,655	447,633
Previous year	71.24	1,279.84	17	254	(0.42)	623.02	2,244	180,578
Marine (Total)	414.70	5,061.16	299	2,153	(98.69)	1,110.66	1,022,679	12,606,516
Previous year (Total)	513.38	3,950.50	291	1,630	117.68	1,664.71	1,190,274	10,295,525
Aviation	591.88	2,023.97	9	40	60.59	369.89	216,724	1,935,573
Previous year	531.29	1,654.08	9	31	265.41	(1,073.78)	152,829	1,660,039
Engineering	441.54	5,016.70	475	2,882	13.39	560.16	110,048	1,313,905
Previous year	428.14	4,456.54	476	2,467	26.44	1,301.06	309,566	2,378,722
Motor Own Damage	4,840.95	27,705.55	66,527	382,066	969.68	5,297.43	315,084	1,793,398
Previous year	3,871.27	22,408.12	53,376	325,948	1,241.96	6,868.91	255,857	1,499,290
Motor Third party	2,177.31	13,767.04	113,279	718,078	300.95	1,964.03		
Previous year	1,876.36	11,803.00	86,833	572,970	835.79	5,864.85		
Motor (Total)	7,018.26	41,472.58	113,279	718,078	1,270.63	7,261.46	315,084	1,793,398
Previous year (Total)	5,747.63	34,211.12	86,833	572,970	2,077.75	12,733.76	255,857	1,499,290
Workmen's compensation / Employer's liability	47.61	427.07	71	547	26.15	140.56	17,328	123,274
Previous year	21.46	286.51	60	382	1.56	126.40	4,844	310,716
Public Liability	12.05	186.70	15	133	7.05	22.70	8,354	110,619
Previous year	5.00	164.00	8	137	(6.37)	15.18	5,667	(327,274)
Product Liability	34.00	70.31	2	20	(6.31)	(138.51)	2,870	14,890
Previous year	40.31	208.82	3	22	25.84	56.61	1,228	18,141
Other Liability Covers	479.66	5,841.06	108	811	20.57	430.85	141,211	1,574,214
Previous year	459.09	5,410.21	91	741	190.61	929.16	(1,318,647)	1,337,495
Liability (Total)	573.32	6,525.14	196	1,511	47.47	455.61	169,763	1,822,997
Previous year (Total)	525.85	6,069.53	162	1,282	211.63	1,127.34	(1,306,908)	1,339,078
Personal Accident	2,079.12	14,118.31	130,633	796,110	530.17	4,000.57	1,244,628	33,751,673
Previous year	1,548.95	10,117.74	92,326	614,464	224.40	3,066.05	592,924	9,739,506
Medical Insurance	3,655.80	28,876.43	40,408	268,384	1,132.30	6,172.38	164,356	1,130,455
Previous year	2,523.50	22,704.04	35,372	241,687	(769.34)	4,407.02	131,619	876,815
Overseas Medical Insurance	191.88	1,744.06	1,211	8,331	(5.96)	741.53	268,491	13,727,822
Previous year	197.84	1,002.53	714	4,564	136.15	503.70	93,593	7,396,393
Health (Total)	3,847.68	30,620.49	41,619	276,715	1,126.34	6,913.91	432,847	14,858,276
Previous year (Total)	2,721.34	23,706.57	36,086	246,251	(633.19)	4,910.72	225,213	8,273,208
Crop Insurance	74.79	611.84	1	2	74.79	611.84	1,454	11,408
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	320.08	19,537.66	344	3,850	184.82	17,690.55	139,263	3,055,231
Previous year	135.26	1,847.11	200	1,032	91.80	1,110.00	132,780	2,223,627
Grand Total	18,082.17	144,456.70	291,364	1,831,344	4,121.92	40,144.58	12,999,765	118,758,684
Previous year (Total)	13,960.25	104,312.12	220,332	1,467,372	2,820.60	30,290.23	14,853,402	85,964,626

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

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
53.03	931.23	312	2,042	-	-	-	-		
25.33	717.62	249	1,462	-	-	-	-		
4.19	136.98	18	200	-	-	-	-		
(8.56)	59.75	20	134	-	-	-	-		
-	7.82	-	8	-	-	-	-		
0.16	8.09	1	2	-	-	-	-		
4.19	144.81	18	208	-	-	-	-	-	-
(8.40)	67.85	21	136	-	-	-	-	-	-
-	9.83	-	1	-	-	-	-		
-	-	-	-	-	-	-	-		
50.17	259.32	81	403	-	-	-	-		
62.31	259.99	49	273	-	-	-	-		
518.66	2,473.83	7,262	36,216	-	-	-	-		
364.33	2,187.41	5,158	32,367	-	-	-	-		
342.92	2,057.25	17,891	102,884	-	-	-	-		
235.92	1,555.11	10,213	74,726	-	-	-	-		
861.57	4,531.08	17,891	102,884	-	-	-	-	-	-
600.24	3,742.52	10,213	74,726	-	-	-	-	-	-
0.44	22.34	3	23	-	-	-	-		
0.29	8.39	-	17	-	-	-	-		
-	0.18	-	1	-	-	-	-		
-	0.42	-	1	-	-	-	-		
1.50	1.50	1	1	-	-	-	-		
-	-	-	-	-	-	-	-		
16.40	106.37	4	33	-	-	-	-		
8.50	108.85	3	21	-	-	-	-		
18.34	130.39	8	58	-	-	-	-	-	-
8.79	117.66	3	39	-	-	-	-	-	-
183.36	1,062.24	11,998	69,075	27.07	60.59	35,551	72,806		
128.04	797.11	7,805	54,599	-	62.29	-	130,833		
230.19	2,153.85	2,256	14,787	-	-	-	-	120,138	1,714,716
83.00	1,468.63	1,590	12,394	-	7.81	-	5,683	80,794	747,650
0.78	3.99	36	173	-	-	-	-	100,904	589,037
0.51	15.44	25	129	-	-	-	-	11,151	88,390
230.97	2,157.83	2,292	14,960	-	-	-	-	221,042	2,303,753
83.52	1,484.07	1,615	12,523	-	7.81	-	5,683	91,945	836,040
259.75	264.93	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
432.61	18,889.65	12	205	-	-	-	-		
102.47	1,369.61	5	43	-	-	-	-		
2,094.00	28,381.31	32,612	189,836	27.07	60.59	35,551	72,806	221,042	2,303,753
1,002.28	8,556.42	19,960	143,801	-	70.10	-	136,516	91,945	836,040

Name of the Insurer: ICICI Lombard General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	3,514.13	29,176.34	2,504	15,939	2,367.82	5,016.43	5,544,598	42,957,957
Previous year	1,146.31	24,159.91	1,924	14,468	(1,655.92)	1,574.28	15,409,825	53,674,592
Marine Cargo	1,042.61	9,929.90	1,156	7,149	285.33	1,959.23	4,377,570	36,042,405
Previous year	757.29	7,970.67	1,160	7,810	(114.73)	1,513.34	2,252,432	31,000,006
Marine Hull (Including Onshore & Offshore oil energy)	619.49	3,672.51	17	94	(53.41)	(821.59)	353,924	1,035,567
Previous year	672.89	4,494.10	11	90	(414.31)	833.69	206,294	948,848
Marine (Total)	1662.10	13602.41	1173	7243	231.92	1137.64	4731493.94	37077971.83
Previous year (Total)	1430.18	12464.77	1171	7900	-529.04	2347.04	2458725.90	31948854.08
Aviation	811.55	5,854.22	14	107	(1,094.35)	(2,887.64)	138,931	3,413,345
Previous year	1,905.90	8,741.86	7	107	(2,070.29)	970.28	491,181	3,215,568
Engineering	1,383.95	11,020.25	682	4,135	312.45	250.19	561,811	6,666,286
Previous year	1,071.50	10,770.07	540	4,289	(436.11)	1,103.18	747,263	6,463,064
Motor Own Damage	16,146.62	99,128.07	630,210	3,761,326	2,386.04	20,851.37	2,114,134	12,614,398
Previous year	13,760.58	78,276.70	544,814	2,921,217	3,493.65	17,044.05	1,813,703	10,330,144
Motor Third party	8,212.53	45,079.92	641,749	3,823,802	2,532.23	12,205.51		
Previous year	5,680.30	32,874.41	551,468	2,968,478	2,050.35	9,922.99		
Motor (Total)	24359.15	144207.99	641749	3823802	4918.27	33056.88	2114133.59	12614397.51
Previous year (Total)	19440.87	111151.11	551468	2968478	5544.00	26967.03	1813703.41	10330144.48
Workmen's compensation / Employer's liability	342.27	2,035.33	779	5,161	49.31	372.27	56,306	387,172
Previous year	292.96	1,663.06	535	4,131	28.91	530.91	30,963	228,677
Public Liability	2.53	42.24	9	109	1.22	9.45	5,100	62,226
Previous year	1.31	32.79	6	83	(0.98)	(10.93)	3,000	47,199
Product Liability	12.58	145.00	4	38	11.40	(4.87)	14,128	37,778
Previous year	1.18	149.87	3	36	(1.55)	(10.86)	324	33,574
Other Liability Covers	544.67	6,565.45	216	1,402	282.98	1,122.81	132,865	1,452,715
Previous year	261.69	5,442.64	129	1,153	(6.60)	(79.66)	88,496	3,817,020
Liability (Total)	902.05	8788.01	1008	6710	344.91	1499.66	208398.49	1939891.36
Previous year (Total)	557.13	7288.35	673	5403	19.79	429.46	122782.92	4126469.88
Personal Accident	1,228.51	9,896.13	50,767	354,302	212.12	1,955.43	1,103,544	15,138,781
Previous year	1,016.39	7,940.69	78,468	350,935	38.96	1,890.38	1,292,629	19,251,664
Medical Insurance	16,142.22	80,543.76	34,158	232,925	2,186.17	(6,331.75)	658,898	3,060,050
Previous year	13,956.05	86,875.51	31,977	209,816	1,955.96	3,525.01	574,494	3,858,783
Overseas Medical Insurance	466.05	4,859.85	67,194	491,680	63.42	552.92	2,041,891	14,693,580
Previous year	402.64	4,306.93	54,366	326,037	25.49	83.18	1,146,912.44	8,450,925
Health (Total)	16608.28	85403.61	101352	724605	2249.59	-5778.83	2700789.06	17753630.06
Previous year (Total)	14358.69	91182.44	86343	535853	1981.45	3608.19	1721406.76	12309707.21
Crop Insurance	-	0.00	-	-	-	0.00	-	-
Previous year	0.00	0.00	-	-	0.00	0.00	-	-
Credit Guarantee	193.31	1,167.83	5	38	(48.96)	135.28	6,501	54,903
Previous year	242.27	1,032.55	4	26	(43.63)	(449.62)	5,812	30,501
All Other Miscellaneous	5,385.77	32,969.09	6,635	49,928	3,341.29	12,234.86	9,320,893	22,051,064
Previous year	2,044.48	20,734.23	5,982	43,675	(1,443.05)	2,661.79	4,886,553	9,679,743
Grand Total	56048.79	342085.90	805889	4986809	12835.06	46619.91	26431093.76	159668226.46
Previous year (Total)	43213.73	295465.99	726580	3931134	1406.16	41102.01	28949880.60	151030308.20

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.00	0.00	-	-	-	0.00	-	-		
(0.00)	0.84	1	14	0.00	0.00	-	-		
785.61	6,380.34	-	-	-	0.00	-	-		
1,394.86	7,696.24	-	-	0.00	0.00	-	-		
743.96	4,944.35	29,606	194,733	-	0.00	-	-		
986.14	5,539.55	34,881	202,092	0.00	0.00	-	-		
1529.57	11324.69	29606	194733	0.00	0.00	0	0	0	0
2381.00	13235.78	34881	202092	0.00	0.00	0	0	0	0
0.00	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	121.62	-	-	0.00	0.00	-	-		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	121.62	0	0	0.00	0.00	0	0	0	0
0.00	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	5.30	-	58,502		
2667.75	15,730.62	192	1,729	0.00	104.79	-	47,574	2,255,226	12,301,325
3,441.11	24,056.03	285	1,928	0.00	279.01	-	128,461	1,929,023	12,951,415
7.42	83.83	160	1,882	-	0.00	-	-	67,194	491,680
6.50	60.50	192	1,489	0.00	0.00	-	-	54,366	326,037
2675.18	15814.45	352	3611	0.00	104.79	0	47574	2322420	12793005
3447.61	24116.53	477	3417	0.00	279.01	0	128461	1983389	13277452
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
2,534	18,012	132	1,183	-	-	-	-		
724	10,033	324	1,430	-	-	-	-		
6738.93	45150.69	30090	199527	0.00	104.79	0	47574	2322420	12793005
6552.77	47507.77	35683	206953	0.00	284.32	0	186963	1983389	13277452

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

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	846.40	16270.49	3681.00	34262.00	-237.79	846.40	1685175.05	27457929.59
Previous year	869.74	15558.78	5104.00	46372.00	-143.16	869.74	1576582.05	18006309.34
Marine Cargo	773.44	5492.90	703.00	5367.00	77.79	773.44	2248119.42	16739786.59
Previous year	1141.62	6356.65	618.00	5800.00	377.21	1141.62	1884691.18	10006742.69
Marine Hull (Including Onshore & Offshore oil energy)	67.55	1174.83	29.00	250.00	-16.66	67.55	10805.70	873058.43
Previous year	57.51	1893.68	22.00	205.00	-21.82	57.51	749108.90	21259972.36
Marine (Total)	840.99	6667.72	732	5617	61.13	840.99	2258925.13	17612845.02
Previous year (Total)	1199.12	8250.33	640	6005	355.40	1199.12	2633800.08	31266715.05
Aviation	23.51	511.89	4.00	101.00	-24.76	23.51	24486.50	533136.60
Previous year	139.85	1305.38	16.00	220.00	-47.68	139.85	1825160.90	9695890.45
Engineering	335.43	3949.64	263.00	2797.00	-220.95	335.43	70081.71	1428570.01
Previous year	448.37	3602.13	288.00	2770.00	-18.19	448.37	33051.39	280068.23
Motor Own Damage	8769.08	51283.05	477800.00	2169715.00	1332.65	8769.08	576061.47	3829284.92
Previous year	6139.85	38510.50	293806.00	2050008.00	669.86	6139.85	36387422.05	230953686.32
Motor Third party	5273.23	30469.25	4846.00	19837.00	572.38	5273.23		
Previous year	3032.71	19965.94	1047.00	22106.00	180.59	3032.71		
Motor (Total)	14042.31	81752.31	477800	2169715	1905.03	14042.31	576061.47	3829284.92
Previous year (Total)	9172.56	58476.43	293806	2050008	850.46	9172.56	36387422.05	230953686.32
Workmen's compensation / Employer's liability	93.87	765.12	784.00	5826.00	-17.48	93.87	1725.00	14851.64
Previous year	82	783	762	6390	-40	82.11	53563	472749
Public Liability	22.77	374.72	9.00	82.00	-6.37	22.77	2516.49	41410.43
Previous year	20	510	15	109	-45	19.53	4479	115934
Product Liability	18.58	134.27	3.00	47.00	-10.44	18.58	1625.09	11743.34
Previous year	4	91	4	89	-6	3.82	1829	42367
Other Liability Covers	49.25	1412.02	19.00	222.00	-17.70	49.25	3202.56	91827.78
Previous year	78	1495	131	1520	-139	78.35	7710	582564
Liability (Total)	184.47	2686.14	815	6177	-51.99	184.47	9069.14	159833.19
Previous year (Total)	183.82	2879.17	912	8108	-230.66	183.82	67581.94	1213613.66
Personal Accident	186.75	1680.47	1666.00	13720.00	-29.48	186.75	44465.35	400129.84
Previous year	242.39	1684.90	1581	15899	40.64	242.39	6371972.09	40570067.60
Medical Insurance	1933.90	9604.16	1869.00	12855.00	548.47	1933.90	67805.09	336734.92
Previous year	706.17	9997.11	1563	18261	-54.82	706.17	8204.41	73385.81
Overseas Medical Insurance	19.00	171.83	2438.00	21961.00	-3.32	19.00	2427.79	21956.99
Previous year	24.27	188.55	4137	26597	-3.61	24.27	537661.08	3290314.37
Health (Total)	1952.90	9775.99	4307	34816	545.14	1952.90	70232.88	358691.91
Previous year (Total)	730.44	10185.66	5700	44858	-58.43	730.44	545865.48	3363700.18
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	5198.17	28737.50	44021.00	220686.00	-5545.89	5198.17	4081095.42	22561858.69
Previous year	917.94	12730.18	10808	61002	-2283.78	917.94	50778141.05	563097817.89
Grand Total	23610.94	152032.15	533289	2487891	-3599.54	23610.94	8819592.64	74342279.78
Previous year (Total)	13904.22	114672.97	318855	2235242	-1535.40	13904.22	100219577.04	898447868.71

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

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
19.64	158.26	752	4154.00						
21.13	544.50	864	10078.00						
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	0.00	0.00						
1.77	19.30	11.00	48.00						
0.33	47.58	4.00	88.00						
513.86	3631.32	24561.00	215964.00						
524.18	4780.20	19393.00	251596.00						
392.53	2988.41	0.00	0.00						
301.97	2731.72	0.00	0.00						
906.39	6619.73	24561	215964	0.00	0.00	0	0		
826.15	7511.92	19393	251596	0.00	0.00	0	0		
2	16	40	249						
0	27	0	186						
0	0	1	3						
0	6	1	16						
0	0	0	0						
0	0	0	0						
3	6	117	307						
0	3	4	80						
4.79	21.98	158	559	0.00	0.00	0	0		
0.13	35.75	5	282	0.00	0.00	0	0		
125.71	675.15	571	5134	6.14	40.38	122789	701941		
143.10	642.47	167	2642	8.43	36.06	168553	719963		
112.06	4153.27	134	632	98.97	3654.83	54986	2170786		
2.62	3385.32	46	852	0.00	362.10	0	183332		
0.00	0.00	0	0						
112.06	4153.27	134	632	98.97	3654.83	54986	2170786	0	0
2.62	3385.32	46	852	0.00	362.10	0	183332	0	0
2742.88	16619.11	3716	27044.00	2659.12	14160.66	48267	1030937		
78.42	5398.00	3957	24874.00	13.39	2915.27	215	246744		
3913.24	28266.80	29903	253535	2764.23	17855.87	226042	3903664	0	0
1071.88	17565.54	24436	290412	21.82	3313.43	168768	1150039	0	0

Name of the Insurer: L&T General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	172.07	1,477.13	200	1,399	120.85	627.16	510,336	7,179,696
Previous year	51.22	849.96	90	883	51.22	849.96	179,866	3,730,348
Marine Cargo	44.71	422.72	367	2,439	(26.02)	83.30	360,787	2,842,514
Previous year	70.73	339.41	217	1,294	70.73	339.41	274,792	1,313,025
Marine Hull (Including Onshore & Offshore oil energy)					-	-		
Previous year					-	-		
Marine (Total)	44.71	422.72	367	2,439	-26.02	83.30	360,787	2,842,514
Previous year (Total)	70.73	339.41	217	1,294	70.73	339.41	274,792	1,313,025
Aviation					-	-		
Previous year					-	-		
Engineering	107.31	780.57	211	1,938	13.66	213.36	124,110	1,056,160
Previous year	93.66	567.20	225	1,335	93.66	567.20	26,234	604,458
Motor Own Damage	485.42	3,269.11	5,525	36,485	(25.61)	435.95	39,305	353,156
Previous year	511.03	2,833.16	5,800	33,007	511.03	2,833.16	47,679	260,316
Motor Third party	259.65	1,903.75	74	1,014	(18.16)	412.15	-	
Previous year	277.81	1,491.61	11	122	277.81	1,491.61	-	
Motor (Total)	745.07	5,172.87	5,525	36,485	-43.77	848.10	39,305	353,156
Previous year (Total)	788.84	4,324.77	5,800	33,007	788.84	4,324.77	47,679	260,316
Workmen's compensation / Employer's liability	29.12	223.84	226	1,669	11.60	76.66	3,546	41,044
Previous year	17.52	147.18	107	691	17.52	147.18	1,666	23,016
Public Liability								
Previous year								
Product Liability	-				-	-		
Previous year					-	-		
Other Liability Covers	16.01	62.25	10	75	(4.11)	(41.85)	14,175	90,476
Previous year	20.12	104.10	8	58	20.12	104.10	13,566	359,484
Liability (Total)	45.13	286.09	236	1,744	7.49	34.81	17,722	131,520
Previous year (Total)	37.64	251.28	115	749	37.64	251.28	15,232	382,500
Personal Accident	9.11	267.11	348	2,784	9.37	99.04	24,093	1,022,257
Previous year	-0.26	168.07	191	2,867	-0.26	168.07	590	537,536
Medical Insurance	266.24	758.53	601	2,565	55.51	345.27	4,277	31,684
Previous year	210.73	413.27	40	114	210.73	413.27	11,064	11,064
Overseas Medical Insurance					-	-		
Previous year					-	-		
Health (Total)	266.24	758.53	601	2,565	56	345	4,277	31,684
Previous year (Total)	210.73	413.27	40	114	210.73	413.27	11,064	11,064
Crop Insurance					-	-		
Previous year					-	-		
Credit Guarantee		-			-	-		
Previous year					-	-		
All Other Miscellaneous	28.32	177.96	127	761	19.82	(229.19)	141,151	592,231
Previous year	8.51	407.15	60	700	8.51	407.15	45,968	5,393,283
Grand Total	1,417.97	9,342.98	7,615	50,115	156.91	2,021.85	1,221,782	13,209,219
Previous year (Total)	1,261.06	7,321.13	6,738	40,949	1,261.06	7,321.13	601,426	12,232,529

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

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
12.27	57.79	11	92						
7.31	14.29	6	64	-	-				
0.95	11.57	39	206						
0.28	2.38	10	40	-	-				
-	-	-	-	-	-				
0.95	11.57	39	206	-	-	-	-		
0.28	2.38	10	40	-	-	-	-		
-	-	-	-	-	-				
1.42	36.13	8	130						
2.11	15.00	10	60	-	-				
64.89	450.92	698	5,113						
62.30	331.38	794	4,201	-	-				
34.02	240.41	-							
31.81	151.23	-	-	-	-				
98.91	691.33	698	5,113	-	-	-	-		
94.10	482.61	794	4,201	-	-	-	-		
0.81	5.40	7	7						
0.05	2.30	1	16	-	-				
-	-	-	-	-	-				
	2.37		73						
-	0.85	(1)	12	-	-				
0.81	7.76	7	80	-	-	-	-		
0.05	3.15	-	28	-	-	-	-		
0.03	0.40	9	99	0.10	0.69	226	1,527		
0.06	0.59	18	172	-	-				
				0.58	6.15	186	1,642	1,582	2,502
-	-	-	-	-	-				
-	-	-	-	0.58	6.15	186	1,642	1,582	2,502
-	-	-	-	-	-	-	-		
0.78	4.31	3	34						
0.05	0.61	1	20	-	-				
115.16	809.29	775	5,754	0.68	6.83	412	3,169	1,582	2,502
103.96	518.63	839	4,585	-	-	-	-	-	-

Name of the Insurer: *Magma HDI General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine Cargo	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Engineering	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Motor Own Damage	324.87	324.87	5359.00	5359.00	324.87	324.87	28978.21	28978.21
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Motor Third party	226.43	226.43	5361.00	5361.00	226.43	226.43		
Previous year	0.00	0.00	0.00	0.00	0.00	0.00		
Motor (Total)	551.31	551.31	5361	5361	551.31	551.31	28978.21	28978.21
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Public Liability	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Product Liability	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Liability Covers	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Grand Total	551.31	551.31	5361	5361	551.31	551.31	28978.21	28978.21
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

*Wherever applicable

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	4994.26	52190.31	39631	313620	992.17	10180.47	51558314	452060925
Previous year	4002.09	42009.84	36549	315764	-656.57	6390.51	34520714	337817869
Marine Cargo	1610.58	12782.83	11866	89200	193.56	2092.04	9723557	51974112
Previous year	1417.02	10690.79	7697	63659	119.88	1414.93	3573251	47201064
Marine Hull (Including Onshore & Offshore oil energy)	629.09	7948.95	294	2008	150.47	94.47	4321665	17850897
Previous year	478.62	7854.48	203	1605	-46.45	2868.51	368270	129864662
Marine (Total)	2239.67	20731.78	12160	91208	344.03	2186.51	14045222	69825010
Previous year (Total)	1895.64	18545.27	7900	65264	73.43	4283.43	3941521	177065726
Aviation	294.81	3616.95	10	80	-289.98	906.49	120389	5270912
Previous year	584.79	2710.46	14	105	554.38	1289.16	1011440736	1027621743
Engineering	1637.02	16971.92	2974	20034	41.59	1855.55	11602309	34963167
Previous year	1595.43	15116.37	2463	21497	-72.77	3581.27	5067984	52298275
Motor Own Damage	17112.85	113205.61	484165	3069391	1032.26	17854.74	662459	4627376
Previous year	16080.59	95350.87	434280	2873666	1219.90	9520.64	613908	4153174
Motor Third party	18694.90	129343.99	700123	4538253	2087.16	27080.72	661257	6162588
Previous year	16607.74	102263.27	599734	4230912	2791.42	20859.56	612081	4146022
Motor (Total)	35807.75	242549.60	700123	4538253	3119.42	44935.46	1323715	10789964
Previous year (Total)	32688.33	197614.14	599734	4230912	4011.32	30380.20	1225989	8299196
Workmen's compensation / Employer's liability	527.18	4214.26	4584	32122	63.07	437.25	43691	505845
Previous year	464.11	3777.01	4019	31901	115.08	974.46	60442	341625
Public Liability	7.28	55.43	75	747	1.34	1.62	6000	28371
Previous year	5.94	53.81	63	507	0.76	6.50	100	51171
Product Liability	8.15	284.85	12	83	-2.83	32.40	22034	128665
Previous year	10.98	252.45	7	73	-10.54	100.09	16427	158947
Other Liability Covers	169.91	1336.84	762	4638	48.57	191.24	161830	1032326
Previous year	121.34	1145.60	510	3800	34.37	217.48	65412	1135863
Liability (Total)	712.52	5891.38	5433	37590	110.14	662.52	233554	1695207
Previous year (Total)	602.38	5228.86	4599	36281	139.67	1298.52	142381	1687605
Personal Accident	940.84	8218.10	29666	217542	38.74	227.71	1830047	23147058
Previous year	902.10	7990.39	25227	212641	-611.32	460.80	1447242	24708289
Medical Insurance	17622.29	124448.57	112731	848679	5128.82	15581.93	787421	39223199
Previous year	12493.47	108866.64	95655	795854	-260.72	23354.68	112888152	147254421
Overseas Medical Insurance	54.46	1397.20	1311	12677	20.75	966.85	500	19421
Previous year	33.71	430.35	1529	13592	-4.07	-42.80	0	5743
Health (Total)	17676.75	125845.77	114042	861356	5149.57	16548.78	787921	39242620
Previous year (Total)	12527.18	109296.99	97184	809446	-264.80	23311.88	112888152	147260164
Crop Insurance								
Previous year								
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0	0
Previous year	0.00	0.00	0	0	0.00	-21.96	0	0
All Other Miscellaneous	3499.38	27423.19	69179	515317	523.32	1104.51	69463918	137628772
Previous year	2976.06	26318.68	68867	560080	-17.81	4555.31	4541185	132205662
Grand Total	67803.00	503439.00	973218	6595000	10029.00	78608.00	150965390	774623635
Previous year (Total)	57774.00	424831.00	842537	6251990	3155.53	75529.12	1175215905	1908964529

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

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
287.08	3636.36	4766	38136	348.72	4420.63	0	0	0	0
260.21	3653.20	5340	47048	299.04	4098.47	0	0	0	0
43.95	455.21	364	2731	159.17	880.61	0	0	0	0
69.21	542.92	294	2848	175.95	909.01	0	0	0	0
14.09	114.87	32	420	26.31	151.65	0	0	0	0
9.84	115.39	35	382	6.85	201.80	0	0	0	0
58.04	570.08	396	3151	185.49	1032.25	0	0	0	0
79.05	658.31	329	3230	182.80	1110.81	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
22.71	1063.15	239	1968	201.97	2470.04	0	0	0	0
103.34	1121.48	297	2329	176.01	1819.61	0	0	0	0
1284.55	8186.78	79129	494590	753.30	4860.16	0	0	0	0
1297.12	8224.31	78076	489555	655.90	3937.04	0	0	0	0
1776.74	12154.12	112892	726739	867.08	6157.63	0	0	0	0
1573.49	10699.26	108836	733772	708.35	4686.84	0	0	0	0
3061.29	20340.90	112892	726739	1620.37	11017.79	0	0	0	0
2870.61	18923.57	108836	733772	1364.24	8623.88	0	0	0	0
44.74	429.12	692	4980	56.62	424.13	0	0	0	0
49.06	412.99	708	5234	50.11	376.07	0	0	0	0
0.09	1.85	2	40	0.03	2.12	0	0	0	0
0.03	2.48	1	33	0.10	2.62	0	0	0	0
0.00	5.82	0	1	4.00	16.92	0	0	0	0
0.00	5.93	0	2	5.79	11.18	0	0	0	0
2.69	15.79	51	216	16.24	116.26	0	0	0	0
2.49	15.10	27	147	30.04	105.13	0	0	0	0
47.52	452.58	745	5237	76.90	559.44	0	0	0	0
51.59	436.50	736	5416	86.04	495.00	0	0	0	0
28.77	309.39	3700	26322	39.11	560.93	15948	145387	238063	1402006
41.21	302.20	3265	29597	32.76	512.52	9001	110599	148358	1267093
400.43	3916.71	9401	63541	5073.08	16431.37	116288	2486249	439937	2452900
353.14	4191.23	8819	65441	764.42	9211.51	368443	2053793	272628	2217886
0.52	7.51	35	268	1.84	34.55	88	1058	1405	13291
0.90	15.04	38	476	2.89	37.52	122	1081	1567	14036
400.95	3924.22	9436	63809	5074.93	16465.93	116376	2487307	441342	2466191
354.04	4206.27	8857	65917	767.31	9249.03	368565	2054874	274195	2231922
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
419.97	4226.56	16162	114719	275.42	2865.17	20037	56620	44802	331746
393.91	3666.20	18886	142944	223.13	1756.13	11172	68103	31135	403746
4326.33	34523.24	148336	980081	7822.90	39392.18	152361	2689314	724207	4199943
4153.96	32967.73	146546	1030253	3131.33	27665.45	388738	2233576	453688	3902761

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	2.14	113.57	2	63	2.14	113.57	1073.51	110783.55
Previous year	24.87	138.14	1	38	24.87	138.14	41243.53	315011.28
Marine Cargo	0.02	32.62	0	4	0.02	32.62	200.00	3900.00
Previous year	0.17	0.71	1	13	0.17	0.71	2200.57	5681.05
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00						
Previous year	0.00	0.00						
Marine (Total)	0.02	32.62	0	4	0.02	32.62	200.00	3900.00
Previous year (Total)	0.17	0.71	1	13	0.17	0.71	2200.57	5681.05
Aviation								
Previous year								
Engineering	0.92	20.62	0	19	0.92	20.62	60.00	9863.28
Previous year	0.21	10.17	2	24	0.21	10.17	262.74	14310.50
Motor Own Damage	1.80	8.55	16	90	1.80	8.55	249.85	1255.68
Previous year	1.77	10.65	14	96	1.77	10.65	221.26	1241.48
Motor Third party	0.89	3.57	42	168	0.89	3.57	0.00	0.00
Previous year	0.65	7.24	35	643	0.65	7.24	0.00	0.00
Motor (Total)	2.69	12.13	42	168	2.69	12.13	249.85	1255.68
Previous year (Total)	2.42	17.89	35	643	2.42	17.89	221.26	1241.48
Workmen's compensation / Employer's liability	0.00	8.31	0	21	0.00	8.31	0.00	4080.39
Previous year	1.20	8.42	11	23	1.20	8.42	86.88	2341.39
Public Liability	2.20	12.97	3	14	2.20	12.97	3200.00	7726.20
Previous year	0.62	2.16	1	3	0.62	2.16	500.00	1500
Product Liability		0.00						
Previous year		0.00						
Other Liability Covers	187.43	1159.65	36	202	187.43	1159.65	43787.61	577033.07
Previous year	91.24	741.27	25	160	91.24	741.27	30890.00	216910
Liability (Total)	189.63	1180.93	39	237	189.63	1180.93	46987.61	588839.66
Previous year (Total)	93.06	751.85	37	186	93.06	751.85	31476.88	220751.73
Personal Accident	1.89	18.53	14	80	1.89	18.53	4661.35	81290.73
Previous year	0.72	16.17	17	33	0.72	16.17	1882.00	38178.00
Medical Insurance	0.00	0.08	0	2	0.00	0.08	0.00	20.00
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	0.00	0.08	0	2	0.00	0.08	0.00	20.00
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	52	272.21	6	44	52.23	272.21	5592	72233
Previous year	83	244.72	7	31	83.45	244.72	3523	41493.42
Grand Total	249.52	1650.69	103	617	249.52	1650.69	58823.86	868186.13
Previous year (Total)	204.90	1179.65	100	968	204.90	1179.65	80810.04	636667.47

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

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	25.03	0.00	8.00	0.00	0.00	0.00	0.00		
22.63	22.63	1.00	1.00	0.00	0.00	0.00	0.00		
0.00	0.20	0.00	1.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.20	0	1	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.22	15.27	1.00	11.00	0.00	0.00	0.00	0.00		
0.00	2.21	0.00	5.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	4.14	0.00	610.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.29	0.29	35.00	35.00	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.29	4.43	35	610	0.00	0.00	0	0		
0	2	0	1	0	2	0	104		
0	0	0	0	0	0	0	0		
0.00	0.00	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	0	0	0		
				0	0	0	0		
0.00	21.20	0.00	2.00	0	0	0	0		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	22.72	0	3	0.00	2.00	0	104		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.98	0	29	0.61	2.03	1461.00	2812.00		
0.04	0.04	16	16	0.70	9.83	578	5062		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
				0.00	0.00	0.00	0.00		
				0.00	0.00	0.00	0.00		
0.00	0.00	0	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		
0.00	5.70	0	7	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.22	69.90	1	59	0.61	4.03	1461	2916		
22.96	29.31	52	632	0.70	9.83	578	5062		

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	873.31	11435.11	2340.00	20509.00	-35.65	3974.08	1296274.54	22351636.25
Previous year	908.96	7461.03	2328.00	22106.00	447.06	920.29	1565222.43	11029339.97
Marine Cargo	197.77	2016.78	1334.00	14588.00	69.87	-678.70	710080.21	6717374.11
Previous year	127.90	2695.48	1516.00	15446.00	-68.51	1128.10	299565.25	5877831.50
Marine Hull (Including Onshore & Offshore oil energy)	1.82	45.18	1.00	6.00	1.82	-10.68	140.00	1336.95
Previous year	0.00	55.86	0.00	4.00	-166.58	-599.85	0.00	-2333.98
Marine (Total)	199.59	2061.96	1335	14594	71.69	-689.38	710220.21	6718711.06
Previous year (Total)	127.90	2751.34	1516	15450	-235.09	528.25	299565.25	5875497.52
Aviation	48.50	273.05	2.00	22.00	-1.81	77.23	290758.00	364544.68
Previous year	50.31	195.82	2.00	28.00	-12.41	-4235.03	270058.35	367707.75
Engineering	638.22	6054.02	302.00	2451.00	-215.79	-17.22	517996.20	2240879.90
Previous year	854.01	6071.24	214.00	2565.00	296.64	3397.52	1437343.53	4811354.22
Motor Own Damage	6885.85	43063.03	143628.00	921462.00	1907.12	2528.03	436885.66	2835039.17
Previous year	4978.73	40535.00	111162.00	912586.00	-1773.25	2255.01	307179.41	2584119.90
Motor Third party	4702.62	32723.93	157128.00	986403.00	1628.93	8178.82		
Previous year	3073.69	24545.11	112821.00	931136.00	118.13	6666.90		
Motor (Total)	11588.47	75786.95	157128	986403	3536.05	10706.85	436885.66	2835039.17
Previous year (Total)	8052.42	65080.10	112821	931136	-1655.12	8921.91	307179.41	2584119.90
Workmen's compensation / Employer's liability	52.63	481.48	199.00	1619.00	16.89	145.83	8141.79	77950.75
Previous year	35.74	335.65	112.00	1145.00	-23.83	-51.12	5264.94	35286.62
Public Liability	3.39	96.58	47.00	381.00	1.15	23.67	3629.23	76172.26
Previous year	2.24	72.91	44.00	466.00	-0.17	-9.95	2291.17	52110.69
Product Liability	0.95	5.20	1.00	7.00	0.00	-2.30	1000.00	2780.00
Previous year	0.95	7.50	1.00	9.00	0.95	-3.32	1000.00	3360.00
Other Liability Covers	125.10	2492.80	343.00	4266.00	-77.02	1392.19	62108.55	715251.58
Previous year	202.12	1100.61	291.00	3704.00	198.04	272.88	40776.24	377089.49
Liability (Total)	182.08	3076.06	590	6273	-58.97	1559.39	74879.57	872154.60
Previous year (Total)	241.05	1516.67	448	5324	174.99	208.50	49332.35	467846.80
Personal Accident	236.03	1666.73	1143.00	9326.00	-120.07	-161.86	1656409.10	4367778.78
Previous year	356.10	1828.59	995.00	14878.00	-10.71	-1408.17	1833743.11	5064050.10
Medical Insurance	2575.32	14166.28	8937.00	58974.00	1455.55	2259.93	744133.08	3697316.70
Previous year	1119.77	11906.35	7052.00	54465.00	-1784.92	-1789.54	65895.29	531679.50
Overseas Medical Insurance	230.81	2125.14	54429.00	415453.00	-54.44	-82.66	1604972.64	14998732.13
Previous year	285.25	2207.80	61561.00	404620.00	-42.39	-182.05	2068619.12	15463911.96
Health (Total)	2806.12	16291.42	63366	474427	1401.10	2177.26	2349105.73	18696048.84
Previous year (Total)	1405.02	14114.15	68613	459085	-1827.31	-1971.59	2134514.41	15995591.46
Crop Insurance	0.00	12.17	0.00	9.00	0.00	12.17	0.00	202.48
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	267.57	4327.11	3223.00	31019.00	-5.15	1650.99	2780001.17	6545417.49
Previous year	272.72	2676.13	3243.00	29740.00	89.88	331.00	2478471.04	5879073.01
Grand Total	16839.89	120984.58	229429	1545033	4571.40	19289.51	10112530.19	64992413.25
Previous year (Total)	12268.49	101695.07	190180	1480312	-2732.07	6692.68	10375429.88	52074580.74

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
14.12	733.07	206.00	2514.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
41.01	185.98	98.00	1115.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	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
41.01	185.98	98	1115	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		
6.20	118.16	29.00	170.00	0.00	0.00	0.00	0.00		
61.93	390.05	24.00	360.00	0.00	0.00	0.00	0.00		
729.85	4212.07	15091.00	87936.00	0.00	0.00	0.00	0.00		
452.75	3854.38	11139.00	92514.00	0.00	0.00	0.00	0.00		
499.12	3294.60	1104.00	4674.00	0.00	0.00	0.00	0.00		
343.05	2567.35	146.00	1554.00	0.00	0.00	0.00	0.00		
1228.97	7506.67	15091	87936	0.00	0.00	0	0	0	0
795.81	6421.73	11139	92514	0.00	0.00	0	0	0	0
5.12	30.87	24.00	123.00	0.00	0.00	0.00	0.00		
1.19	84.67	8.00	113.00	0.00	0.00	0.00	0.00		
0.27	4.35	6.00	45.00	0.00	0.00	0.00	0.00		
0.00	9.98	2.00	49.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.17	0.00	1.00	0.00	0.00	0.00	0.00		
0.34	32.04	25.00	182.00	0.00	0.00	0.00	0.00		
0.53	13.85	43.00	832.00	0.00	0.00	0.00	0.00		
5.73	67.26	55	350	0.00	0.00	0	0	0	0
1.73	108.67	53	995	0.00	0.00	0	0	0	0
1.04	84.44	40.00	687.00	0.00	0.00	0.00	0.00		
1.48	60.36	41.00	658.00	0.00	0.00	0.00	0.00		
59.50	2009.72	198.00	1695.00	0.00	0.00	0.00	0.00	127246	2910550
82.72	1154.62	250.00	4563.00	0.00	0.00	0.00	0.00	99178	1651683
12.00	135.48	4328.00	23255.00	0.00	0.00	0.00	0.00	5208	57654
25.30	192.81	5657.00	37991.00	0.00	0.00	0.00	0.00	10710	85253
71.51	2145.20	4526	24950	0.00	0.00	0	0	132454	2968204
108.02	1347.43	5907	42554	0.00	0.00	0	0	109888	1736936
0.00	12.17	0.00	9.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00		0.00		0.00		
10.04	267.34	324.00	4031.00	18.17	142.36	13538.00	191173.00		
14.31	518.24	747.00	5560.00	12.59	147.12	12625.00	363238.00		
1323.49	10201.23	20065	118133	18.17	142.36	13538	191173	132454	2968204
1038.42	9765.53	18215	146270	12.59	147.12	12625	363238	109888	1736936

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	445.93	7038.31	2982.00	17674.00	126.52	3705.24	550942.06	6690081.14
Previous year	319.41	3333.07	1873.00	16243.00	-31.60	-7.64	468558.64	5954350.24
Marine Cargo	138.30	1635.62	3050.00	23667.00	-101.16	226.54	493918.01	4140208.28
Previous year	239.45	1409.08	2293.00	18800.00	150.94	34.94	461542.09	3840082.51
Marine Hull (Including Onshore & Offshore oil energy)	0.00	-0.29	0.00	0.00	0.00	-0.29	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine (Total)	138.30	1635.33	3050	23667	-101.16	226.25	493918.01	4140208.28
Previous year (Total)	239.45	1409.08	2293	18800	150.94	34.94	461542.09	3840082.51
Aviation							0.00	
Previous year							0.00	
Engineering	416.46	2154.20	118.00	674.00	152.70	-13.62	98442.41	628435.83
Previous year	263.76	2167.82	97.00	692.00	-125.85	64.52	54597.54	426920.58
Motor Own Damage	7366.07	44415.39	97614.00	584016.00	25.37	1598.19	357027.48	2144332.91
Previous year	7340.70	42817.20	93110.00	578296.00	1901.22	9720.02	355683.48	2257506.72
Motor Third party	2509.10	15123.37	631.00	4703.00	92.08	601.25		
Previous year	2417.02	14522.12	546.00	3698.00	1126.34	5705.30		
Motor (Total)	9875.16	59538.76	97614	584016	117.45	2199.44	357027.48	2144332.91
Previous year (Total)	9757.72	57339.32	93110	578296	3027.56	15425.32	355683.48	2257506.72
Workmen's compensation / Employer's liability	51.48	202.75	75.00	459.00	28.38	52.67	12787.97	34457.80
Previous year	23.10	150.08	41.00	369.00	4.22	-0.63	2495.95	20864.95
Public Liability	513.14	938.17	48.00	270.00	221.40	267.11	44822.74	154230.81
Previous year	291.73	671.07	39.00	260.00	-187.00	-31.07	35920.80	132170.38
Product Liability	80.45	134.81	17.00	36.00	-55.42	-37.04	20235.65	38599.97
Previous year	135.86	171.85	11.00	33.00	87.02	6.56	15836.64	38963.89
Other Liability Covers								
Previous year								
Liability (Total)	645.06	1275.74	140	765	194.37	282.75	77846.36	227288.59
Previous year (Total)	450.70	992.99	91	662	-95.77	-25.14	54253.38	191999.23
Personal Accident	367.69	3169.58	11624.00	101218.00	89.80	1051.16	4031165.17	15197119.04
Previous year	277.89	2118.42	7518.00	65461.00	-48.20	-80.63	2014980.10	14955208.21
Medical Insurance	1119.02	12304.56	20670.00	143251.00	-175.12	-2360.95	235647.69	3728155.93
Previous year	1294.14	14665.51	21435.00	153577.00	-415.90	4501.26	1302956.46	13405107.71
Overseas Medical Insurance								
Previous year								
Health (Total)	1119.02	12304.56	20670	143251	-175.12	-2360.95	235647.69	3728155.93
Previous year (Total)	1294.14	14665.51	21435	153577	-415.90	4501.26	1302956.46	13405107.71
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	117.89	1133.26	673.00	5753.00	-93.81	-927.21	29213.76	880401.18
Previous year	211.70	2060.47	780.00	5318.00	106.26	158.46	40165.20	695349.92
Grand Total	13125.51	88249.74	136871	877018	310.74	4163.05	5874202.94	33636022.89
Previous year (Total)	12814.77	84086.68	127197	839049	2567.45	20071.08	4752736.89	41726525.12

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

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
2.70	23.49	187.00	1328.00						
2.36	29.28	143.00	1546.00						
0.00	0.00	0.00	0.00						
0.00	0.00	0.00	0.00						
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.17	0.84	2.00	6.00						
0.21	2.78	1.00	20.00						
488.77	3285.86	3721.00	30228.00						
398.66	2683.52	6161.00	31370.00						
488.77	3285.86	3721	30228	0.00	0.00	0	0		
398.66	2683.52	6161	31370	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
45.40	242.81	3299.33	25898.33	0.00	0.11	0.00	335.00		
12.03	106.28	3301.00	28555.00	0.32	1.69	1048.00	6184.00		
85.51	2037.41	2911.00	30360.00	24.01	1360.36	1520.00	560709.00	323292.00	2404268.00
548.14	8018.06	6243.00	42026.00	362.74	2389.65	90504.00	593173.00	355020.00	2315794.00
85.51	2037.41	2911	30360	24.01	1360.36	1520	560709	323292	2404268
548.14	8018.06	6243	42026	362.74	2389.65	90504	593173	355020	2315794
361.82	2734.63	5041.00	37883.00	0.00	0.00	0.00	0.00		
230.76	1263.71	3286.00	18235.00	0.00	0.00	0.00	0.00		
984.38	8325.04	15161	125703	24.01	1360.47	1520	561044	323292	2404268
1192.15	12103.64	19135	121752	363.05	2391.34	91552	599357	355020	2315794

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	2615.11	15785.71	19495.00	141538.00	1286.48	8286.78	1282979.78	12761408.47
Previous year	1328.63	7498.93	17081.00	87696.00	1243.45	7290.18	640510.35	4447480.66
Marine Cargo	39.09	421.52	94.00	627.00	21.12	349.94	119524.91	849791.62
Previous year	17.97	71.57	8.00	47.00	17.97	71.57	120474.49	245040.22
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine (Total)	39.09	421.52	94	627	21.12	349.94	119524.91	849791.62
Previous year (Total)	17.97	71.57	8	47	17.97	71.57	120474.49	245040.22
Aviation	196.24	1371.88	12.00	88.00	-421.68	-228.75	0.00	205697.61
Previous year	617.92	1600.63	26.00	66.00	0.00	1274.85	146402.52	333384.81
Engineering	79.32	1276.46	357.00	1501.00	45.58	894.40	64598.61	1035369.55
Previous year	33.74	382.06	86.00	556.00	-5.55	342.77	66795.15	342237.41
Motor Own Damage	1386.63	6862.57	21627.00	113777.00	1185.80	6208.73	104128.07	497856.16
Previous year	200.83	653.84	3052.00	10158.00	200.83	653.84	9727.02	21913.58
Motor Third party	794.39	4018.51	63.00	332.00	759.51	759.51		
Previous year	34.88	114.38	0.00	0.00	17.59	26.13		
Motor (Total)	2181.02	10881.08	21627	113777	1945.31	6968.24	104128.07	497856.16
Previous year (Total)	235.71	768.22	3052	10158	218.42	679.97	9727.02	21913.58
Workmen's compensation / Employer's liability	15.07	64.14	30.00	120.00	15.07	64.14	1726.17	7246.72
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Public Liability	0.00	0.96	0.00	5.00	0.00	0.96	0.00	3480.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Product Liability	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Liability Covers	18.87	54.20	6.00	55.00	18.87	54.20	5453.75	52763.75
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Liability (Total)	33.94	119.31	36	180	33.94	119.31	7179.92	63490.47
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	913.60	3935.04	101.00	265.00	913.60	3368.65	15759.11	3608261.36
Previous year	0.00	566.39	0.00	9.00	-10.87	110.66	0.00	5788192.00
Medical Insurance	67.22	475.86	67	668	35.14	227.65	260.00	11531.45
Previous year	32.08	248.21	10	27	32.08	248.21	2011.77	8028.98
Overseas Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Health (Total)	67.22	475.86	67	668	35.14	227.65	260.00	11531.45
Previous year (Total)	32.08	248.21	10	27	32.08	248.21	2011.77	8028.98
Crop Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	178.44	1622.51	13983.00	62743.00	134.49	1056.26	497440.24	15155438.73
Previous year	43.95	566.25	1765.00	5829.00	41.29	553.18	120473.20	1891755.84
Grand Total	6303.98	35889.36	55772	321387	3993.97	21042.48	2091870.63	34188845.42
Previous year (Total)	2310.01	11702.26	22028	104388	1536.79	10571.39	1106394.48	13078033.50

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

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
792.72	4525.82	7876.00	58065.00	0.00	0.00	0.00	0.00		
73.72	964.15	1377.00	11763.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
27.20	204.04	103.00	431.00	0.00	0.00	0.00	0.00		
2.46	48.88	18.00	152.00	0.00	0.00	0.00	0.00		
225.62	1338.54	3494.00	24741.00	0.00	0.00	0.00	0.00		
46.51	107.04	746.00	1768.00	0.00	0.00	0.00	0.00		
86.42	758.79	0.00	2.00	0.00	0.00	0.00	0.00		
8.19	19.02	0.00	0.00	0.00	0.00	0.00	0.00		
312.04	2097.33	3494	24741	0.00	0.00	0	0		
54.70	126.06	746	1768	0.00	0.00	0	0		
0.76	12.88	6.00	27.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.61	0.00	2.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	1.44	0.00	3.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.76	14.93	6	32	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.59	0.59	24.00	24.00	0.00	0.00	0.00	0.00	124.00	18967.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	633.00	47015.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.59	0.59	24	24	0.00	0.00	0	0	124	18967
0.00	0.00	0	0	0.00	0.00	0	0	633	47015
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
49.47	243.35	5307.00	16449.00	0.00	0.00	0.00	0.00		
9.18	31.59	487.00	1156.00	0.00	0.00	0.00	0.00		
1182.78	7086.06	16810	99742	0.00	0.00	0	0	124	18967
140.06	1170.68	2628	14839	0.00	0.00	0	0	633	47015

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	204.68	587.70	180	1202	172.45	163.66	898087.54	1588236.98
Previous year	32.23	424.04	95	1109	-8.20	226.14	108203.65	1004072.39
Marine Cargo	2.12	140.75	185	1047	0.85	32.11	2121.04	294289.22
Previous year	1.27	108.63	90	701	-0.73	94.37	1583.59	317330.76
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)	2.12	140.75	185	1047	0.85	32.11	2121.04	294289.22
Previous year (Total)	1.27	108.63	90	701	-0.73	94.37	1583.59	317330.76
Aviation	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Engineering	25.23	230.98	36	305	-11.94	30.58	61020.21	163442.69
Previous year	37.17	200.40	42	387	23.64	99.58	22427.99	91645.48
Motor Own Damage	4998.33	31352.78	130644	879216	386.89	4473.55	499051.78	3061202.90
Previous year	4611.43	26879.23	143038	857176	1013.63	6956.62	470643.18	2735369.96
Motor Third party	7945.51	50022.16	135354	901565	1569.03	14670.47	0.00	0.00
Previous year	6376.48	35351.69	143089	858126	3191.48	17145.61	0.00	0.00
Motor (Total)	12943.83	81374.94	135354	901565	1955.92	19144.02	499051.78	3061202.90
Previous year (Total)	10987.91	62230.92	143089	858126	4205.11	24102.23	470643.18	2735369.96
Workmen's compensation / Employer's liability	2.21	17.92	28	141	0.61	-1.51	79.50	461.06
Previous year	1.61	19.43	24	150	0.59	5.92	56.62	389.40
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	0.98	18.03	10	53	-10.11	-2.59	273.50	24447.50
Previous year	11.09	20.62	12	63	10.60	6.37	11034.00	16816.91
Liability (Total)	3.20	35.95	38	194	-9.50	-4.10	353.00	24908.56
Previous year (Total)	12.70	40.05	36	213	11.19	12.29	11090.62	17206.31
Personal Accident	180.67	197.71	434	5831	57.93	35.99	248340.69	283208.44
Previous year	122.74	161.72	350	5024	111.83	105.58	169960.81	197715.72
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	233.98	290.43	158	996	216.93	80.12	910683.69	1481648.43
Previous year	17.06	210.31	91	959	13.27	187.97	511100.27	1117391.56
Grand Total	13593.73	82858.47	136385	911140	2382.65	19482.39	2619657.96	6896937.22
Previous year (Total)	11211.08	63376.08	143793	866519	4356.11	24828.17	1295010.12	5480732.19

*Wherever applicable

Name of the Insurer: TATA AIG General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	2,398	21,396	4,105	32,151	-	-	14,892,727	100,826,602
Previous year	1,265	15,933	21,727	124,293	-	-	6,239,345	76,740,911
Marine Cargo	1,983	13,212	3,068	26,993	-	-	482,742	3,375,806
Previous year	1,770	11,579	2,644	16,421	-	-	408,100	2,786,354
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	1,983	13,212	3,068	26,993	-	-	482,742	3,375,806
Previous year (Total)	1,770	11,579	2,644	16,421	-	-	408,100	2,786,354
Aviation	25	84	-	7	-	-	560,200	1,450,549
Previous year	-	-	-	-	-	-	-	-
Engineering	607	5,082	100	673	-	-	5,949,387	20,770,664
Previous year	(5)	3,588	105	724	-	-	1,738,087	8,202,849
Motor Own Damage	6,299	40,318	149,804	995,784	-	-	346,471	2,239,632
Previous year	5,818	34,497	137,396	852,322	-	-	292,910	1,853,514
Motor Third party	2,590	14,082	149,804	995,784	-	-	-	-
Previous year	1,002	5,996	137,396	750,583	-	-	-	-
Motor (Total)	8,889	54,400	149,804	995,784	-	-	346,471	2,239,632
Previous year (Total)	6,820	40,493	137,396	852,322	-	-	292,910	1,853,514
Workmen's compensation / Employer's liability	136	1,129	42	256	-	-	39,395	382,013
Previous year	85	893	21	200	-	-	36,313	306,322
Public Liability	255	2,074	53	406	-	-	301,722	5,189,632
Previous year	225	1,704	33	315	-	-	168,812	4,060,490
Product Liability	39	354	9	61	-	-	51,491	781,462
Previous year	31	461	9	77	-	-	45,645	996,515
Other Liability Covers	860	7,935	730	5,198	-	-	289,493	2,949,669
Previous year	777	6,976	595	4,548	-	-	170,118	1,999,054
Liability (Total)	1,290	11,492	834	5,921	-	-	682,101	9,302,776
Previous year (Total)	1,119	10,033	658	5,140	-	-	420,888	7,362,380
Personal Accident	787	7,709	12,320	95,771	-	-	1,103,398	9,150,103
Previous year	867	7,478	10,628	70,561	-	-	971,234	6,500,805
Medical Insurance	135	2,962	12	24	-	-	32,147	217,039
Previous year	179	883	-	30	-	-	65,663	65,663
Overseas Medical Insurance	693	6,284	31,106	237,477	-	-	4,006,998	27,616,907
Previous year	634	6,497	28,784	246,838	-	-	3,778,988	29,529,047
Health (Total)	828	9,246	31,118	237,501	-	-	4,039,145	27,833,945
Previous year (Total)	813	7,380	28,784	246,868	-	-	3,844,651	29,594,709
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	497	3,192	4,443	37,015	-	-	12,912	148,848
Previous year	328	2,179	6,514	49,756	-	-	7,065	73,629
Grand Total	17,304	125,813	205,792	1,431,816	-	-	28,069,083	175,098,926
Previous year (Total)	12,977	98,661	208,456	1,366,085	-	-	13,922,279	133,115,153

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

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
167	1,480	324	3,531	-	-	-	-	-	-
74	1,189	437	2,192	-	-	-	-	-	-
166	1,656	153	1,147	-	-	-	-	-	-
109	1,350	108	915	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
166	1,656	153	1,147	-	-	-	-	-	-
109	1,350	108	915	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
(0)	318	4	32	-	-	-	-	-	-
3	204	3	41	-	-	-	-	-	-
1,589	8,836	36,081	233,498	-	-	-	-	-	-
1,062	5,788	30,061	174,701	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
1,589	8,836	36,081	233,498	-	-	-	-	-	-
1,062	5,788	30,061	174,701	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
12	64	79	96	-	-	-	-	-	-
8	35	1	14	-	-	-	-	-	-
58	576	15	519	-	-	-	-	-	-
38	463	76	545	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
70	641	94	615	-	-	-	-	-	-
46	498	77	559	-	-	-	-	-	-
56	466	1,824	15,428	-	-	-	-	-	-
64	636	2,188	16,099	-	-	-	-	-	-
-	2,710	12	12	135	2,961	944,028	2,125,155	-	-
179	883	-	30	179	883	130,369	658,216	-	-
374	525	-	671	-	-	-	-	-	-
-	(879)	1	207	-	-	-	-	-	-
374	3,234	12	683	135	2,961	944,028	2,125,155	-	-
179	4	1	237	179	883	130,369	658,216	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
170	1,025	3,787	28,994	-	-	-	-	-	-
168	1,088	6,894	50,750	-	-	-	-	-	-
2,592	17,656	42,279	283,928	135	2,961	944,028	2,125,155	-	-
1,705	10,756	39,769	245,494	179	883	130,369	658,216	-	-

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

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	7246.12	80506.62	47951.00	399834.00	1801.56	7930.99	251003042.96	1506733454.63
Previous year	5444.56	72575.63	47445.00	437762.00			853675463.81	1078951922.00
Marine Cargo	2312.69	19125.72	21280.00	160785.00	378.23	3212.22	37856568.09	173133938.77
Previous year	1934.46	15913.50	24678.00	154205.00			19143950.00	73329351.10
Marine Hull (Including Onshore & Offshore oil energy)	3764.80	17891.24	1182.00	6412.00	-1771.66	-1502.47	27575169.69	125970536.42
Previous year	5536.46	19393.71	975.00	4877.00			3001416.17	18668284.32
Marine (Total)	6077.49	37016.96	22462	167197	-1393.43	1709.75	65431737.78	299104475.19
Previous year (Total)	7470.92	35307.21	25653	159082	0.00	0.00	22145366.17	91997635.42
Aviation	1670.60	8015.11	105.00	470.00	188.20	639.94	160611350.68	179455501.28
Previous year	1482.40	7375.17	93.00	508.00			24134882.38	90299404.85
Engineering	2338.82	23307.42	4352.00	39455.00	-1077.73	713.10	34554275.66	107463794.42
Previous year	3416.55	22594.32	15688.00	76927.00			18840632.17	75970688.12
Motor Own Damage	16677.11	105993.98	585228.00	3894971.00	2849.49	20826.63	14309895.19	64487893.41
Previous year	13827.62	85167.35	570694.00	3411945.00			5893893.91	34708846.37
Motor Third party	15223.83	102971.31	656448.00	4392465.00	3413.07	25303.95		
Previous year	11810.76	77667.36	649263.00	3609813.00				
Motor (Total)	31900.94	208965.29	656448	4392465	6262.56	46130.58	14309895.19	64487893.41
Previous year (Total)	25638.38	162834.71	649263	3609813	0.00	0.00	5893893.91	34708846.37
Workmen's compensation / Employer's liability	881	4512	2562	43029	481.36	1477.29	123928	1359427
Previous year	400	3035	-8875	33469			59408	3180044
Public Liability	180	232	-263	348	151.92	40.33	-6018	39817
Previous year	28	192	10	558			2744	20473
Product Liability	24	503	9	48	-149.34	214.79	-171	11932
Previous year	174	288	12	58			768	3020
Other Liability Covers	686	8654	9186	50536	-17.68	-946.74	-7006715	4535087
Previous year	704	9601	7788	47637			609840	1460331
Liability (Total)	1771.82	13901.36	11494	93961	466.26	785.67	-6888976.70	5946262.43
Previous year (Total)	1305.56	13115.69	-1065	81722	0.00	0.00	672760.22	4663868.22
Personal Accident	992.05	11034.44	40441.00	311402	-29.90	1798.82	76827804.79	223180914.93
Previous year	1021.95	9235.62	15398.00	315181			-2890624.21	31035413.62
Medical Insurance	16462.80	168771.50	115983.00	882557	4098.01	26514.67	34233459.61	182764119.25
Previous year	12364.79	142256.83	151016.00	853941			14943754.72	115604002.98
Overseas Medical Insurance	82.70	699.29	1511.00	18825	-61.48	3.77	-9.10	791593.27
Previous year	144.18	695.52	1946.00	18088			35409.18	149906.82
Health (Total)	16545.50	169470.79	117494	901382	4036.53	26518.44	34233450.51	183555712.52
Previous year (Total)	12508.97	142952.35	152962	872029	0.00	0.00	14979163.90	115753909.80
Crop Insurance	0.00	0	0.00	0	0.00	0.00	0.00	0
Previous year	0.00	0	0.00	0			0.00	0
Credit Guarantee	0.00	12	1.00	3	0.00	11.93	3000.00	11500
Previous year	0.00	1	0.00	15			0.00	3
All Other Miscellaneous	4110.46	30442.00	64064.00	562557	1242.58	-975.15	6541098.65	277105994.77
Previous year	2867.88	31417.15	152848.00	626186			177348862.55	538142395.90
Grand Total	72653.80	582672.47	964812	6868726	11496.63	85264.07	636626679.52	2847045503.58
Previous year (Total)	61157.17	497408.40	1058285	6179225	0.00	0.00	114800400.90	2061524087.35

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

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
-154.67	7802.42	6546.00	53125.00	-869.56	2579.79	0.00	0.00		
1435.43	6259.97	9690.00	54333.00	750.89	2121.53	0.00	0.00		
-253.60	2207.40	-635.00	9754.00	-1.79	657.13	0.00	0.00		
225.70	1392.47	2047.00	7563.00	288.56	498.29	0.00	0.00		
-34.36	104.97	15.00	267.00	4.34	17.05	0.00			
22.11	124.88	75.00	268.00	1.20	8.22	0.00	0.00		
-287.96	2312.37	-620	10021	2.55	674.18	0	0		
247.81	1517.35	2122	7831	289.76	506.51	0	0		
-1.35	10.58	-1.00	0.00	0.00	0.00	0.00	0.00		
49.64	62.60	0.00	1.00	0.00	0.00	0.00	0.00		
-213.30	1845.88	296.00	4096.00	-293.70	571.34	0.00	0.00		
326.46	1235.51	2496.00	7805.00	785.41	1298.23	0.00	0.00		
1980.31	26026.66	58577.00	431858.00	192.42	4421.79	6990.00	45297.00		
6029.70	20733.55	94862.00	393887.00	1453.68	4352.72	36998.00	70031.00		
1049.90	29158.18	239507.00	609861.00	-362.64	4654.79	10234.00	45797.00		
5359.72	19488.63	72761.00	361396.00	958.51	3976.26	16619.00	74876.00		
3030.21	55184.84	239507	609861	-170.22	9076.58	17224	91094		
11389.42	40222.18	72761	361396	2412.19	8328.98	53617	144907		
68	694	-10	7290	146	277	3356	8034		
171	663	788	3276	70	270	1856	12901		
0	2	-1	11	0	0	0	0		
0	0.42	1	3	0	0	0	0		
1	9	2	13	1	2	0	0		
3	15	1	7	0	1	0	0		
-165	1469	230	10020	-137	463	-2618	8335		
346	1232	3361	10834	225	417	261	5421		
-95.70	2173.09	221	17334	9.42	741.17	738	16369		
520.86	1911.01	4151	14120	294.33	687.49	2117	18322		
-55.20	1082.44	2147.00	35357	-188.18	1316.74	30894.00	5822960		
217.80	766.52	6046.00	36265	-29.72	448.07	37286.00	409813		
-1319.80	18842.93	5529.00	49680	477.03	6478.77	39452426.00	44365323	40540405	54811565
1399.63	5786.02	10612.00	58691	1394.59	5290.23	140701.00	2554139	50495426	55344116
-112.38	33.09	132.00	848	7.02	47.73	-142.00	1388	2879	14389
4.83	26.29	92.00	1313	22.66	24.59	-4283.00	5303	-3803	13412
-1432.18	18876.02	5661	50528	484.05	6526.50	39452284	44366711	40543284	54825954
1404.46	5812.31	10704	60004	1417.25	5314.82	136418	2559442	50491623	55357528
0.00	0	0.00	0	0.00	0	0.00	0		
0.00	0	0.00	0	0.00	0	0.00	0		
0.00	0	0.00	0	0.00	0	0.00	0		
0.00	0	0.00	0	0.00	0	0.00	0		
334.48	7229.33	11420.00	164458	-182.16	1906.37	58737.00	3130891		
500.61	7161.76	27963.00	153616	317.29	1846.89	38664.00	3194489		
1124.33	96516.97	265177	944780	-1207.80	23392.67	39559877	53428025		
16092.49	64949.21	135933	695371	6237.40	20552.52	268102	6326973		

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	5415.40	60561.70	39139	293915	198.74	8962.67	21833778.73	138088507.06
Previous year	5216.66	51599.03	34520	293887				
Marine Cargo	2397.65	17144.45	14911	105083	-44.51	671.18	11989740.91	68854442.95
Previous year	2442.16	16473.27	12992	102562				
Marine Hull (Including Onshore & Offshore oil energy)	974.17	13004.28	547	3265	76.31	-69.48	349950.40	68443977.97
Previous year	897.86	13073.76	445	3091				
Marine (Total)	3371.82	30148.73	15458	108348	31.80	601.70	12339691.31	137298420.92
Previous year (Total)	3340.02	29547.03	13437	105653				
Aviation	1378.39	5869.35	35	217	294.56	1022.98	54610.15	5386818.89
Previous year	1083.83	4846.37	19	246				
Engineering	2045.38	18586.60	3428	23502	-480.86	1201.20	2472847.29	18154105.24
Previous year	2526.24	17385.40	2829	23344				
Motor Own Damage	10086.90	63180.83	500689	3194859	662.73	5330.03	640248.45	4151141.30
Previous year	9424.17	57850.80	462517	3065014				
Motor Third party	10448.18	71573.50	660035	4286583	1014.86	10151.92	0.00	0.00
Previous year	9433.32	61421.58	601563	4169178				
Motor (Total)	20535.08	134754.33	660035	4286583	1677.59	15481.95	640248.45	4151141.30
Previous year (Total)	18857.49	119272.38	601563	4169178				
Workmen's compensation / Employer's liability	498.52	4506.37	5406	38073	48.67	79.58	7393.84	76032.09
Previous year	449.85	4426.79	4316	36910				
Public Liability	7.13	56.40	27	253	3.68	-3.96	1645224.82	8911062.53
Previous year	3.45	60.36	42	263				
Product Liability	9.90	328.20	6	60	1.93	37.05	56373.92	1506759.43
Previous year	7.97	291.15	6	71				
Other Liability Covers	268.90	2007.82	3043	21619	72.41	93.22	353091.27	10619300.55
Previous year	196.49	1914.60	2179	19605				
Liability (Total)	784.45	6898.79	8482	60005	126.69	205.89	2062083.85	21113154.60
Previous year (Total)	657.76	6692.90	6543	56849				
Personal Accident	780.74	7395.97	68795	498470	36.85	-2781.60	1107231.30	11466532.68
Previous year	743.89	10177.57	65431	537723				
Medical Insurance	11203.04	86945.99	78369	588585	2871.55	13114.81	588259.62	3090201.53
Previous year	8331.49	73831.18	63618	519167				
Overseas Medical Insurance	32.07	417.49	1113	12098	-4.03	-72.02	106339.72	1218122.47
Previous year	36.10	489.51	1311	14323				
Health (Total)	11235.11	87363.48	79482	600683	2867.52	13042.79	694599.34	4308324.00
Previous year (Total)	8367.59	74320.69	64929	533490				
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	3342.80	27228.76	63862	476452	-959.30	-10867.87	10626379.84	41920232.02
Previous year	4302.10	38096.63	61515	519059				
Grand Total	48889.17	378807.71	938716	6348175	3793.59	26869.71	51831470.26	381887236.71
Previous year (Total)	45095.58	351938.00	850786	6239429			0.00	0.00

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

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
565.77	3562.63	7205	56079	0.00	0.00	0	0	0	0
371.95	3090.00	6267	53094	0.00	0.00	0	0	0	0
100.21	613.39	615	4790	0.00	0.00	0	0	0	0
162.93	592.84	602	4893	0.00	0.00	0	0	0	0
8.68	88.22	93	800	0.00	0.00	0	0	0	0
10.66	782.99	217	1084	0.00	0.00	0	0	0	0
108.89	701.61	708	5590	0.00	0.00	0	0	0	0
173.59	1375.83	819	5977	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
120.92	682.58	867	4107	0.00	0.00	0	0	0	0
112.79	737.18	352	3285	0.00	0.00	0	0	0	0
1933.27	11830.55	96211	618000	0.00	0.00	0	0	0	0
1719.86	10891.37	85936	559320	0.00	0.00	0	0	0	0
2268.80	15328.30	130397	854409	0.00	0.00	66	165212	50468	497732
1878.54	12810.56	115851	796871	0.00	0.00	156054	1632813	741	10012027
4202.07	27158.85	130397	854409	0.00	0.00	66	165212	50468	497732
3598.40	23701.93	115851	796871	0.00	0.00	156054	1632813	741	10012027
83.78	630.63	905	6557	135.55	1134.97	0	0	0	0
64.17	591.14	717	6136	128.43	1151.16	0	7917	0	52988
0.05	2.15	3	17	0.00	0.00	0	0	0	0
0.09	3.25	2	13	0.00	0.00	0	0	0	0
0.00	0.32	0	1	0.00	0.00	0	0	0	0
0.00	0.76	0	2	0.00	0.00	0	0	0	0
19.45	159.13	274	1906	0.00	0.00	0	0	0	0
12.46	141.18	146	1720	0.00	0.00	0	0	0	0
103.28	792.23	1182	8481	135.55	1134.97	0	0	0	0
76.72	736.33	865	7871	128.43	1151.16	0	7917	0	52988
81.25	626.28	12062	97358	194.03	1974.23	147	1334	896	14419
63.91	788.27	14144	112670	216.07	2043.19	114588	320529	297524	622891
304.58	2474.01	5207	37607	1710.14	14018.62	29	246	122	948
235.06	2063.14	4387	33105	1587.47	13776.75	917813	1109328	116	308993
1.38	18.86	44	485	0.00	0.00	0	0	0	0
0.74	15.41	31	449	0.00	0.00	0	0	0	0
305.96	2492.87	5251	38092	1710.14	14018.62	29	246	122	948
235.80	2078.55	4418	33554	1587.47	13776.75	917813	1109328	116	308993
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
771.80	5565.22	20702	153404	873.61	8817.70	180	26500	396	26873
824.39	11032.49	19784	170015	678.63	9690.68	1939	536097	2086	1554857
6259.94	41582.27	178374	1217520	2913.33	25945.52	422	193292	51882	539972
5457.55	43540.58	162500	1183337	2610.60	26661.78	1190394	3606684	300467	12551756

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	7812.90	69025.87	81238	490992	-781.10	10723.87	8464680	74784257
Previous year	8594.00	58302.00	89360	545642	2376.00	8965.00	13739408	93208633
Marine Cargo	2577.88	19619.07	26790	156435	660.88	335.07	5467402	41609905
Previous year	1917.00	19284.00	19773	201744	129.00	3069.00	4065748	40899258
Marine Hull (Including Onshore & Offshore oil energy)	1670.22	15973.46	1199	10120	-161.78	2569.46	600799	5745849
Previous year	1832.00	13404.00	1298	15977	423.00	2236.00	658993	4821583
Marine (Total)	4248.10	35592.53	27989	166555	499.10	2904.53	6068200	47355753
Previous year (Total)	3749.00	32688.00	21071	217721	552.00	5305.00	4724740	45720840
Aviation	142.10	2884.10	64	975	21.10	2372.10	21320	432723
Previous year	121.00	512.00	53	489	36.00	91.00	18155	76819
Engineering	2644.54	29532.60	12252	65410	-292.46	2021.60	1139888	12729569
Previous year	2937.00	27511.00	13657	83114	9.00	5522.00	1265948	11858190
Motor Own Damage	14801.79	95387.30	636120	4111088	2803.79	21020.30	2100295	13534952
Previous year	11998.00	74367.00	515618	3546682	2781.00	12908.00	1702453	10552283
Motor Third party	14559.04	96508.41	975405	6652505	2593.04	17972.41		0
Previous year	11966.00	78536.00	801628	5874631	3392.00	25226.00	0	0
Motor (Total)	29360.83	191895.71	975405	6652505	5396.83	38992.71	2100295	13534952
Previous year (Total)	23964.00	152903.00	801628	5874631	6173.00	38134.00	1702453	10552283
Workmen's compensation / Employer's liability	692.90	5222.05	4497	64505	-470.82	1226.11		0
Previous year	1163.72	3995.94	7387	49505	313.14	601.61	0	0
Public Liability	105.80	822.18	97	2801	-443.97	-244.51	17932	139353
Previous year	549.77	1066.69	484	4527	170.00	252.13	93181	180795
Product Liability	37.93	807.95	16	892	-350.67	98.49	7547	160754
Previous year	388.60	709.46	136	1144	212.31	231.93	77318	141158
Other Liability Covers	0.10	1301.56	3	13970	-1035.48	-907.35	30	395984
Previous year	1035.58	2208.91	1519	15068	249.22	346.33	315063	672035
Liability (Total)	836.73	8153.74	4613	82168	-2300.94	172.74	25509	696091
Previous year (Total)	3137.67	7981.00	9526	70244	944.67	1432.00	485562	993988
Personal Accident	2081.90	9128.55	43916	264839	270.90	946.55	6855120	30057787
Previous year	1811.00	8182.00	38191	338756	1110.00	1690.00	5963119	26941054
Medical Insurance	22705.31	165882.09	126479	1396117	7918.62	47247.31	3136407	22914186
Previous year	14786.69	118634.78	81705	939104	3900.29	29989.44	2042565	16387660
Overseas Medical Insurance	21.95	700.43	450	12133	-959.36	-6069.79	6458	206070
Previous year	981.31	6770.22	3516	73324	88.71	1055.56	288706	1991828
Health (Total)	22727.26	166582.52	126929	1408250	6959.26	41177.52	3142864	23120255
Previous year (Total)	15768.00	125405.00	85220	1012427	3989.00	31045.00	2331271	18379488
Crop Insurance	0.00	0.00	0	0	0.00	0.00		0
Previous year	0.00	0.00	0	0	0.00	0.00	0	0
Credit Guarantee	0.00	0.00	-60	0	0.00	0.00		0
Previous year	0.00	0.00	0	0	0.00	0.00	0	0
All Other Miscellaneous	4563.17	37953.32	410991	1393063	2967.84	-276.68	879647	7316303
Previous year	1595.33	38230.00	143716	1241992	-2374.67	5787.00	307533	7369638
Grand Total	74417.53	550748.94	1683337	10524757	12740.53	99034.94	28697526	210027691
Previous year (Total)	61677.00	451714.00	1202422	9385016	12815.00	97971.00	30538189	215100933

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

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
1287.86	4931.23	9502	85684	0.00	0.00	0	0		
1073.22	4109.36	8263	74508	0.00	0.00	0	0		
272.39	810.30	1062	15949	0.00	0.00	0	0		
209.53	623.31	948	14240	0.00	0.00	0	0		
12.70	86.16	224	1426	0.00	0.00	0	0		
9.77	66.28	199	1273	0.00	0.00	0	0		
285.09	896.46	1286	17375	0.00	0.00	0	0		
219.30	689.60	1147	15512	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
752.00	1866.07	7583	16506	0.00	0.00	0	0		
631.94	1568.13	5416	11790	0.00	0.00	0	0	0	0
6778.73	21189.49	80537	583572	0.00	0.00	0	0		
5214.41	16299.61	65477	474449	0.00	0.00	0	0	0	0
5174.61	20609.51	116252	917083	0.00	0.00	0	0		
3696.15	14721.08	95288	751707	0.00	0.00	0	0	0	0
11953.34	41799.00	116252	917083	0.00	0.00	0	0		
8910.56	31020.69	95288	751707	0.00	0.00	0	0		
45.13	438.33	578	7107	23.61	182.26	313	656		
33.43	324.69	451	5552	21.49	150.63	272	570	0	0
2.30	37.66	43	691	0.00	0.00	2	2		
2.00	32.75	38	617	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0		
0.62	3.67	12	33	0.00	0.00	0	0	0	0
7.99	124.42	113	1716	0.00	0.00	0	0		
6.61	102.83	89	1341	0.00	7.78	0	0	0	0
55.42	600.41	734	9514	23.61	182.26	315	658		
42.66	463.93	590	7543	21.49	158.41	272	571		
3983.81	5948.79	12018	43645	52.24	2288.12	1223319	1625131		
3112.35	4647.49	9771	35484	135.87	2080.11	13555	362957	0	0
7221.24	15419.34	5623	147750	3062.67	28956.11	749456	18689976	1996106	20615134
4118.42	8803.05	3749	98500	2778.57	13237.40	1142509	17590301	844081	18086339
8.66	184.11	154	3310	0.00	0.00	0	0	1107	14734
18.88	165.09	129	2759	0.00	0.00	0	0	843	114713
7229.90	15603.45	5777	151060	3062.67	28956.11	749456	18689976	1997213	20629868
4137.30	8968.14	3878	101259	2778.57	13237.40	1142509	17590301	844924	18201052
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
3460.16	11871.62	42758	275660	479.84	7101.56	37686	181819		
3008.84	10323.15	38177	246125	417.25	6175.27	9348	134681	0	0
29007.58	83517.04	195910	1516528	3618.36	38528.06	2010776	20497584	1997213	20629868
21136.17	61790.48	162530	1243929	3353.18	21651.19	1165684	18088509	844924	18201052

Name of the Insurer: Universal Somp 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	944.98	5904.18	7847.00	65935.00	630.85	1877.39	1028455.72	10224617.36
Previous year	314.14	4026.79	5036.00	60806.00	162.96	3097.84	380136.44	5344859.57
Marine Cargo	151.18	928.95	187.00	1279.00	116.29	399.48	1551275.73	7802512.03
Previous year	34.89	529.47	106.00	1051.00	34.89	529.47	605416.20	4408771.81
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine (Total)	151.18	928.95	187	1279	116.29	399.48	1551275.73	7802512.03
Previous year (Total)	34.89	529.47	106	1051	34.89	529.47	605416.20	4408771.81
Aviation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Engineering	170.17	796.52	201.00	1212.00	98.88	274.44	70588.69	527097.42
Previous year	71.30	522.08	80.00	854.00	-1280.59	-7113.33	53255.39	446393.70
Motor Own Damage	1351.89	7635.42	40087.00	249112.00	9.71	-813.21	118665.47	629698.65
Previous year	1342.18	8448.62	35469.00	226966.00	155.46	1328.73	66560.46	422188.59
Motor Third party	1186.72	7119.89	0.00	0.00	851.17	4954.50		
Previous year	335.56	2165.39	0.00	0.00	-2203.06	-12589.92		
Motor (Total)	2538.62	14755.31	40087	249112	860.88	4141.29	118665.47	629698.65
Previous year (Total)	1677.74	10614.01	35469	226966	-2047.60	-11261.18	66560.46	422188.59
Workmen's compensation / Employer's liability	20.51	152	114	891	12.09	41.77	8870	31977
Previous year	8.42	110	47	627	8.42	108.08	1530	19858
Public Liability	0.00	2.26	0.00	10.00	-0.15	-4.46	0	5750
Previous year	0.15	6.72	1.00	14.00	0.15	-12.19	450	6486
Product Liability	0.00	18.92	0.00	10.00	-0.60	9.92	0.00	3852.75
Previous year	0.60	8.99	1.00	6.00	-13.74	-83.13	50.00	1993.75
Other Liability Covers	14	92	14	137	12.47	44.54	6026	26879
Previous year	2	48	7	87	-32.98	-217.84	1406	13779
Liability (Total)	34.85	265.42	128	1048	23.81	91.78	14895.77	68458.60
Previous year (Total)	11.04	173.64	56	734	-38.15	-205.08	3435.59	42115.89
Personal Accident	46.73	373.76	716	4563	34.85	32.92	136811.70	3590300.10
Previous year	11.88	340.84	323	4434	-394.93	-2597.25	47254.67	4129045.18
Medical Insurance	406.81	2938.09	5037	40093	155.97	847.61	18314.05	156117.13
Previous year	250.84	2090.48	2243	21679	250.24	2081.69	8417.90	107264.76
Overseas Medical Insurance	0.60	8.80	25.00	1248.00	-0.41	2.33	5468.93	243104.06
Previous year	1.01	6.47	202.00	411.00	-406.40	-2940.42	72020.68	140175.53
Health (Total)	407.41	2946.89	5062	41341	155.56	849.94	23782.98	399221.19
Previous year (Total)	251.85	2096.95	2445	22090	-156.16	-858.73	80438.58	247440.29
Crop Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	421.92	3455.26	14035.00	101634.00	179.65	918.18	247781.55	2016907.66
Previous year	242.27	2537.08	8055.00	94361.00	-4473.58	-26889.20	127594.79	1590491.84
Grand Total	4715.86	29426.28	68263	466124	2100.76	8585.42	3192257.61	25258812.99
Previous year (Total)	2615.10	20840.86	51570	411296	-8193.17	-45297.47	1364092.12	16631306.87

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0.00	0.00	0	0	0	0		
0.00	0.00	0.00	0.00	0	0	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		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	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	0.00	0.00	0	0	0	0		
0.00	0.00	0.00	0.00	0	0	0	0		
0.00	0.00	0.00	0.00	0	0	0	0		
0.00	0.00	0.00	0.00	0	0	0	0		
192.96	1342.35	6135.00	42200.00	0	0.00	0	0		
87.83	1018.00	3183.00	37461.00	0	0.00	0	0		
192.96	1342.35	6135	42200	0.00	0.00	0	0	0	0
87.83	1018.00	3183	37461	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	19589.08	201229.76	62542	398065	9073.11	44770.78	367050.00	4275989.40
Previous year	10515.97	156458.98	80867	366847	-7740.39	42927.28	595610.96	3453530.81
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	19589.08	201229.76	62542	398065	9073.11	44770.78	367050.00	4275989.40
Previous year (Total)	10515.97	156458.98	80867	366847	-7740.39	42927.28	595610.96	3453530.81

*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	90.23	611.70	2787	18416.00	90.23	611.70	136048.84	796788.31
Previous year	99.87	510.50	2230	17492	99.87	510.50	42050.00	273024.38
Medical Insurance	4675.90	24896.53	23402	146146.00	4675.90	24896.53	162100.00	1104884.51
Previous year	3283.92	17725.70	14427	103878	3283.92	17725.70	54414.37	371599.18
Overseas Medical Insurance	40.81	341.80	2371	16131.00	40.81	341.80	234379.25	1737780.11
Previous year	40.98	339.83	1325	14594	40.98	339.83	230719.50	1629769.24
Health (Total)	4716.71	25238.34	25773	162277	4716.71	25238.34	396479.25	2842664.63
Previous year (Total)	3324.91	18065.54	15752	118472	3324.91	18065.54	285133.87	2001368.41
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	129.58	490.79	0	2	129.58	490.79	366220.00	2316890.00
Previous year	96.38	446.70	0	2	96.38	446.70	399235.00	2035565.00
Grand Total	4936.52	26340.83	28560	180695	4936.52	26340.83	898748.10	5956342.94
Previous year (Total)	3521.16	19022.74	17982	135966	3521.16	19022.74	726418.87	4309957.79

*Wherever applicable

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

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident								
Previous year								
Medical Insurance								
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance								
Previous year								
Credit Guarantee	9317	63439	726	5419	2005	10663	244483	3067795
Previous year	7312	52776	808	6764	148	4093	322708	2467001
All Other Miscellaneous								
Previous year								
Grand Total	9316.82	63439.27	726	5419	2005.04	10663.47	244483.02	3067794.62
Previous year (Total)	7311.78	52775.80	808	6764	148.42	4093.07	322707.97	2467001.33

*Wherever applicable

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	7.18	44.52	598	4152	7.18	44.52	4620.00	29340.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Medical Insurance	1,376.82	9,075.48	11988	75383	1,376.82	9,075.48	38354	237517.49
Previous year	647.89	5311.63	5273	32839	640.88	4197.02	35369.1	208568.5
Overseas Medical Insurance								
Previous year								
Health (Total)	1376.82	9075.48	11988	75383	1376.82	9075.48	38354.14	237517.49
Previous year (Total)	647.89	5311.63	5273	32839	640.88	4197.02	35369.10	208568.50
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	1384.00	9120.00	12586	79535	1384.00	9120.00	42974.14	266857.49
Previous year (Total)	647.89	5311.63	5273	32839	640.88	4197.02	35369.10	208568.50

*Wherever applicable

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

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	116.27	877.57	10029	72545.00	-47.26	72.64	155569.89	1478460.36
Previous year	163.53	804.93	10058	72985.00	76.48	93.53	170529.72	1284384.72
Medical Insurance	5271.07	43679.30	91269	635016.00	-10782.24	-33715.27	523561.74	2656788.80
Previous year	16053.31	74959.91	76506	568019.00	-3669.72	-1386.48	253908.85	24591303.00
Overseas Medical Insurance	70.32	876.63	2471	28848.00	2.94	31.16	272959.84	3138909.19
Previous year	67.38	845.47	2865	28830.00	0.46	64.47	343175.29	3139218.37
Health (Total)	5341.39	44555.93	93740	663864	-10779.30	-33684.11	796521.58	5795697.99
Previous year (Total)	16120.69	75805.38	79371	596849	-3669.26	-1322.01	597084.14	27730521.37
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	0.00	0.00	0	0.00	-39.82	-264.62	0	0.00
Previous year	39.82	264.62	14210	94874.00	6.78	8.48	142100	948740.00
Grand Total	5457.66	45433.50	103769.00	736409	-10866.38	-33876.09	952091.47	7274158.35
Previous year (Total)	16324.04	76874.93	103639	764708	-3586.00	-1220.00	909713.86	29963646.09

*Wherever applicable

Name of the Insurer: *Religare Health Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Medical Insurance	450.48	1494.59	1217.00	3899.00	450.48	1494.59	27153.00	57562.25
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Health (Total)	450.48	1494.59	1217	3899	450.48	1494.59	27153.00	57562.25
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	450.48	1494.59	1217	3899	450.48	1494.59	27153.00	57562.25
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF OCTOBER, 2012

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	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
5.03	5.03	71.00	71.00	0.00	0.00	0.00	0.00	31388	64610
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
5.03	5.03	71	71	0.00	0.00	0	0	31388	64610
0.00	0.00	0	0	0.00	0.00	0	0	0	0
5.03	5.03	71	71	0.00	0.00	0	0	31388	64610
0.00	0.00	0	0	0.00	0.00	0	0	0	0



Children's education



Buying a house



Retirement

A winner is one who plans
for the future with insurance.

- Life, property and wealth are always at risk.
- Risk of accidents, natural calamities, disasters, theft, riots etc.
- The 'it-can't-happen-to-me' attitude is most unwise.
- Insurance is the best safeguard to mitigate risk.
- Insurance alleviates loss in the event of risk becoming a reality.

Insurance is sensible, practical and above all, the right thing to do.



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21 – 23 Jan 2013 Venue: Mumbai	6th India Rendezvous By Asia Insurance Review, Singapore.
04 – 05 Feb 2013 Venue: Kingdom of Bahrein	Balancing Growth with Profitability By Middle East Insurance Forum
18 – 19 Feb 2013 Venue: Cairo, Egypt	International Takaful Summit By Global Takaful Industry
21 – 22 Feb 2013 Venue: Hyderabad, India	The MDRT Experience By Million Dollar Round Table
25 – 26 Feb 2013 Venue: Singapore	1st Asia Brokers' Summit By Asia Insurance Review, Singapore.
25 – 27 Feb 2013 Venue: NIA, Pune	Risk Management & PML By National Insurance Academy.
25 Feb – 02 Mar 2013 Venue: NIA, Pune	Management of Rural & Micro Insurance By National Insurance Academy.
27 Feb 2013 Venue: Singapore	Insurance Data Standards By ACORD Forum Asia.
07 – 09 Mar 2013 Venue: NIA, Pune	Management of Marine Cargo Insurance By National Insurance Academy.
20 – 21 Mar 2013 Venue: Bangkok	CEO Insurance Summit By Asia Insurance Review, Singapore.

view point



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

Mr. Peter Braumüller

Chair of the IAIS Executive Committee.

The Way Forward plan reflects our best efforts to identify key areas for enhancement and possible alignments between our solvency approaches. These efforts should lead to more efficient and effective regulatory oversight and increased policyholder protection.

Mr. Kevin M. McCarty

NAIC President and Florida Insurance Commissioner.

The banks in several leading Asian countries, including Malaysia and Singapore, are generally well-managed and well-capitalised. They were a source of strength for us during the global financial crisis.

Mr. Tharman Shanmugaratnam

Deputy Prime Minister and Minister for Finance, Government of Singapore.

Each time market abuse takes place, that is a result of the conduct of an individual or a group of individuals. But what makes it possible is the culture: the culture of the firm, of the industry and of the regulatory environment.

Mr. Jamie Syminton

Head of Wholesale Enforcement, FSA, UK.

Stress tests undertaken by global banks, supervisory authorities and international organisations before the (global financial) crisis largely failed to send the right warnings.

Mr. John F Laker

Chairman, Australian Prudential Regulation Authority.

The Indian economy itself is going through a continuing phase of slow down which has also taken a toll on the financial sector, including insurance sector.

Mr. J Hari Narayan

Chairman, Insurance Regulatory & Development Authority, India.



If undelivered please return to:

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