

NIVA BUPA HEALTH INSURANCE COMPANY LIMITED

GRIEVANCE REDRESSAL					
Grievances redressed by ageing bucket					
#	Metric × Ageing bucket	FY 2026-27 (YTD Aug'26)	FY 2025-26	FY 2024-25	FY 2023-24
1	Number redressed — within 15 days	3805	6379	6325	4376
2	Number redressed — within 30 days	-	-	-	-
3	Number redressed — within 60 days	-	-	-	-
4	Number redressed — beyond 60 days	-	-	-	-
5	Number unaddressed beyond TAT	-	-	-	-
6	Numbers within TAT* (work in progress for the reporting period)	157	44	24	21
7	Proportion (%) redressed — within 15 days	100%	100%	100%	100%
8	Proportion (%) redressed — within 30 days	-	-	-	-
9	Proportion (%) redressed — within 60 days	-	-	-	-
10	Proportion (%) redressed — beyond 60 days	-	-	-	-
11	Proportion (%) unaddressed beyond TAT	-	-	-	-

**Grievances received in the last month of the financial year and redressed within the prescribed timelines of 15 days are reflected in the subsequent financial year's reporting.*