#### FORM NL-1-B-RA Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010 REVENUE ACCOUNT FOR THE PERIOD ENDED ON March 31, 2023



| Particulars  | Schedule Ref.<br>Form No. |   | Miscell                                | aneous                                  |  |   | Тс                                     | tal                                     |                                       |
|--|---------------------------|---|--|---|--|---|--|---|---------------------------------------|
|  |                           | For the Quarter Ended<br>March 31, 2023 | Up to the year<br>ended March 31, 2023 | For the Quarter Ended<br>March 31, 2022 | Up to the year<br>ended March 31, 2022 | For the Quarter Ended<br>March 31, 2023 | Up to the year<br>ended March 31, 2023 | For the Quarter Ended<br>March 31, 2022 | Up to the year<br>ended March 31, 202 |
|  |                           |   |  |   |  |   |  |   |                                       |
| 1 Premiums earned (Net)  | NL-4                      | 85,907                                  | 2,66,275                               | 57,020                                  | 1,75,251                               | 85,907                                  | 2,66,275                               | 57,020                                  | 1,75,251                              |
| 2 Profit/ Loss on sale/redemption of Investments   |                           | 130                                     | 352                                    | 94                                      | 533                                    | 130                                     | 352                                    | 94                                      | 533                                   |
| 3 Interest, Dividend & Rent – Gross<br>Note-1  |                           | 4,112                                   | 13,085                                 | 2,483                                   | 8,196                                  | 4,112                                   | 13,085                                 | 2,483                                   | 8,196                                 |
| 4 Other<br>(a) Other Income  |                           | -                                       | -                                      | -                                       | -                                      | -                                       | -                                      |   |                                       |
| (b) Contribution from the Shareholders' Account<br>(i) Towards Excess Expenses of Management |                           | 11,298                                  | 36,416                                 | 12,032                                  | 27,172                                 | 11,298                                  | 36,416                                 | 12,032                                  | 27,17                                 |
| TOTAL (A)  |                           | 1,01,447                                | 3,16,128                               | 71,629                                  | 2,11,152                               | 1,01,447                                | 3,16,128                               | 71,629                                  | 2,11,152                              |
|  |                           |   |  |   |  |   |  |   |                                       |
| 6 Claims Incurred (Net)  | NL-5                      | 41,645                                  | 1,43,931                               | 28,092                                  | 1,08,863                               | 41,645                                  | 1,43,931                               | 28,092                                  | 1,08,863                              |
| 7 Commission   | NL-6                      | 9,755                                   | 19,083                                 | 7,076                                   | 12,042                                 | 9,755                                   | 19,083                                 | 7,076                                   | 12,042                                |
| 8 Operating Expenses related to Insurance Business   | NL-7                      | 35,636                                  | 1,18,019                               | 29,550                                  | 85,673                                 | 35,636                                  | 1,18,019                               | 29,550                                  | 85,673                                |
| 9 Premium Deficiency   |                           | -                                       | -                                      | -                                       | -                                      | -                                       |  | -                                       | -                                     |
|  |                           |   |  |   |  |   |  |   |                                       |
| TOTAL (B)  |                           | 87,036                                  | 2,81,033                               | 64,718                                  | 2,06,578                               | 87,036                                  | 2,81,033                               | 64,718                                  | 2,06,578                              |
| 10 Operating Profit/(Loss)<br>C= (A - B)   |                           | 14,411                                  | 35,095                                 | 6,911                                   | 4,574                                  | 14,411                                  | 35,095                                 | 6,911                                   | 4,574                                 |
|  |                           |   |  |   |  |   |  |   |                                       |
| 11 APPROPRIATIONS  |                           |   |  |   |  |   |  |   |                                       |
| Transfer to Shareholders' Account  |                           | 14,411                                  | 35,095                                 | 6,911                                   | 4,574                                  | 14,411                                  | 35,095                                 | 6,911                                   | 4,574                                 |
| Transfer to Catastrophe Reserve  |                           | -                                       | -                                      |   | -                                      | -                                       | -                                      | -                                       | -                                     |
| Transfer to Other Reserves (to be specified)   |                           | -                                       | -                                      |   | -                                      |   | -                                      |   | -                                     |
| TOTAL (C)  |                           | 14,411                                  | 35,095                                 | 6,911                                   | 4,574                                  | 14,411                                  | 35,095                                 | 6,911                                   | 4,57                                  |

Note - 1 Pertaining to Policyholder's funds Miscellaneous Total For the Quarter Ended Up to the year ended March 31, 2023 March 31, 2023 ended March 31, 2023 March 31, 2022 ended March 31, 2022 March 31, 2023 March 31, 2022 ended March 31, 2022 Interest, Dividend & Rent 4,131 13,094 2,570 8,599 4,131 13,094 2,570 8,599 Add/Less:-Investment Expenses (87) (403) (87) (403) Amortisation of Premium/ Discount on Investments (19) (9) (19) (9) Amount written off in respect of depreciated investments Provision for Bad and Doubtful Debts -Provision for diminution in the value of other than actively traded Equities . Investment income from Pool Interest, Dividend & Rent – Gross 4,112 13,085 2,483 8,196 4,112 13,085 2,483 8,196

### FORM NL-2-B-PL Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010 PROFIT AND LOSS ACCOUNT FOR THE PERIOD ENDED ON March 31, 2023



| PROFIL AND LOSS ACCOUNT FOR THE PERIOD ENDE   |                        |   |  |   | (Amount in Rs. Lakhs)                  |
|---|------------------------|---|--|---|--|
| Particulars   | Schedule Ref. Form No. | For the Quarter Ended<br>March 31, 2023 | Up to the year<br>ended March 31, 2023 | For the Quarter Ended<br>March 31, 2022 | Up to the year<br>ended March 31, 2022 |
| 1 OPERATING PROFIT/(LOSS)   | NL-1                   |   |  |   |  |
| (a) Fire Insurance  |                        |   | -                                      | -                                       | -                                      |
| (b) Marine Insurance  |                        |   | -                                      | -                                       | -                                      |
| (c) Miscellaneous Insurance   |                        | 14,411                                  | 35,095                                 | 6,911                                   | 4,574                                  |
|   |                        |   | -                                      |   | -                                      |
| 2 INCOME FROM INVESTMENTS   |                        |   |  |   |  |
| (a) Interest, Dividend & Rent – Gross   |                        | 1,306                                   | 5,408                                  | 998                                     | 3,754                                  |
| (b) Profit on sale of investments   |                        | (9)                                     | 142                                    | 24                                      | 94                                     |
| (c) (Loss on sale/ redemption of investments)                                       |                        | -                                       | -                                      | -                                       | -                                      |
| (d) Amortization of Premium / Discount on   |                        |   |  |   |  |
| Investments   |                        | 82                                      | 45                                     | (21)                                    | (94)                                   |
| 3 OTHER INCOME (To be specified)  |                        |   |  | -                                       | -                                      |
| (a) Gain/(Loss) on Foreign Exchange Fluctuation                                     |                        | (0)                                     | (1)                                    | 0                                       | (13)                                   |
| (b) Interest Income   |                        | 19                                      | 77                                     | 6                                       | 21                                     |
| (c) Provisions written back   |                        | 540                                     | 540                                    | -                                       | 711                                    |
| TOTAL (A)   |                        | 16,349                                  | 41,306                                 | 7,918                                   | 9,047                                  |
|   |                        |   |  |   |  |
| 4 PROVISIONS (Other than taxation)  |                        |   |  |   | (4.000)                                |
| (a) For diminution in the value of investments                                      |                        | -                                       | -                                      | - 29                                    | (1,998)                                |
| (b) For doubtful debts  |                        | (34)                                    | 102                                    | - 29                                    | 2,217                                  |
| (c) Others (to be specified)  |                        | -                                       | -                                      | -                                       | -                                      |
| 5 OTHER EXPENSES  |                        |   |  |   |  |
| <ul> <li>(a) Expenses other than those related to Insurance<br/>Business</li> </ul> | ce                     |   |  |   |  |
| (i) Managerial Remunerationn  |                        | 94                                      | 393                                    | 59                                      | 244                                    |
| (ii) Interest on Subordinated Debentures  |                        | 660                                     | 2,675                                  | 446                                     | 652                                    |
| (iii) Others  |                        | 412                                     | 413                                    | 122                                     | 347                                    |
| (b) Bad Debts written off   |                        | -                                       | -                                      | -                                       | -                                      |
| (c) Interest on Subordinated Debt   |                        | -                                       | -                                      | -                                       | -                                      |
| (d) Expenses towards CSR activities   |                        | -                                       | -                                      | -                                       | -                                      |
| (e) Penalties   |                        | -                                       | -                                      | -                                       | -                                      |
| (f) Director's Sitting Fess   |                        | 14                                      | 53                                     | 15                                      | 66                                     |
| (g) Contribution to Policyholders' A/c  |                        | -                                       | -                                      |   | -                                      |
| (i) Towards Excess Expenses of Management   |                        | 11,298                                  | 36,416                                 | 12,032                                  | 27,172                                 |
| (h) Others  |                        | -                                       | -                                      | -                                       | -                                      |
| TOTAL (B)   |                        | 12,444                                  | 40,052                                 | 12,703                                  | 28,700                                 |
| 6 Profit/(Loss) Before Tax  |                        | 3,905                                   | 1,254                                  | (4,785)                                 | (19,653)                               |
|   |                        | 5,505                                   | 1,234                                  | (-,705)                                 | (15,000)                               |
| 7 Provision for Taxation  |                        | -                                       | -                                      | -                                       | -                                      |
|   |                        |   |  |   |  |
| 8 Profit / (Loss) after tax   |                        | 3,905                                   | 1,254                                  | (4,785)                                 | (19,653)                               |
| 9 APPROPRIATIONS  |                        |   |  |   |  |
| (a) Interim dividends paid during the year  |                        | -                                       | -                                      | -                                       | -                                      |
| (b) Final dividend paid<br>(c) Transfer to any Reserves or Other Accounts (t        |                        | -                                       |  |   | -                                      |
| (c) Transfer to any Reserves of Other Accounts (to<br>be specified)                 |                        |   | -                                      | -                                       | -                                      |
| Balance of profit/ loss brought forward from last                                   |                        | (1,05,287)                              | (1,02,636)                             | (97,851)                                | (82,983)                               |
| year  |                        |   |  |   |  |
| Balance carried forward to Balance Sheet  |                        | (1,01,382)                              | (1,01,382)                             | (1,02,636)                              | (1,02,636)                             |

## FORM NL-3-B-BS

Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010 BALANCE SHEET As At March 31, 2023



|   |                           |                      | (Amount in Rs. Lakhs) |
|---|---------------------------|----------------------|-----------------------|
| Particulars   | Schedule Ref. Form<br>No. | As at March 31, 2023 | As at March 31, 2022  |
| SOURCES OF FUNDS  |                           |                      |                       |
| SHARE CAPITAL   | NL-8                      | 1,51,068             | 1,40,860              |
| SHARE APPLICATION MONEY PENDING ALLOTMENT                             |                           | -                    | -                     |
| RESERVES AND SURPLUS  | NL-10                     | 33,426               | 12,540                |
| FAIR VALUE CHANGE ACCOUNT   |                           | -                    | -                     |
| -Shareholders' Funds  |                           | (336)                | (200)                 |
| -Policyholders' Funds   |                           | 31                   | 1                     |
| BORROWINGS  | NL-11                     | 25,000               | 25,000                |
| TOTAL   |                           | 2,09,189             | 1,78,201              |
| APPLICATION OF FUNDS  |                           |                      |                       |
| INVESTMENTS-Shareholders  | NL-12                     | 1,15,545             | 86,962                |
| INVESTMENTS-Policyholders   | NL-12A                    | 2,21,065             | 1,53,170              |
| LOANS   | NL-13                     | -                    | -                     |
| FIXED ASSETS  | NL-14                     | 5,558                | 4,967                 |
| DEFERRED TAX ASSET (Net)  |                           |                      |                       |
| CURRENT ASSETS  |                           |                      |                       |
| Cash and Bank Balances  | NL-15                     | 10,186               | 5,881                 |
| Advances and Other Assets   | NL-16                     | 35,303               | 22,863                |
| Sub-Total (A)   |                           | 45,489               | 28,744                |
| DEFERRED TAX LIABILITY (Net)  |                           | -                    | -                     |
| CURRENT LIABILITIES   | NL-17                     | 1,18,439             | 89,109                |
| PROVISIONS  | NL-18                     | 1,61,409             | 1,09,169              |
| Sub-Total (B)   |                           | 2,79,848             | 1,98,278              |
| NET CURRENT ASSETS (C) = (A - B)                                      |                           | (2,34,359)           | (1,69,534)            |
| MISCELLANEOUS EXPENDITURE (to the extent not written off or adjusted) | NL-19                     | -                    |                       |
| DEBIT BALANCE IN PROFIT AND LOSS ACCOUNT                              |                           | 1,01,382             | 1,02,636              |
| TOTAL   |                           | 2,09,189             | 1,78,201              |

### CONTINGENT LIABILITIES

| Particulars  | As at March 31, 2023 | As at March 31, 2022 |
|--|----------------------|----------------------|
| 1. Partly paid-up investments  | -                    | -                    |
| 2. Claims, other than against policies, not acknowledged as debts by the company | -                    | -                    |
| 3. Underwriting commitments outstanding (in respect of shares and securities)    | -                    | -                    |
| 4. Guarantees given by or on behalf of the Company                               | -                    | -                    |
| 5.Statutory demands/ liabilities in dispute, not provided for                    | 1,202                | 1,202                |
| 6. Reinsurance obligations to the extent not provided for in accounts            | -                    | -                    |
| 7 .Others- Claims, under policies, not acknowledged as debts                     | 3,622                | 2,614                |
| TOTAL  | 4,824                | 3,816                |

### FORM NL-4-PREMIUM SCHEDULE

Name of the Insurer: Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010



|                                      |  |   |  |   | Miscell                                    | aneous                                    |  |   |  |   | (Amo                                       | ount in Rs. Lakhs)                        |
|--------------------------------------|--|---|--|---|--|---|--|---|--|---|--|---|
|                                      | н  | ealth                                     | Persona                                    | Accident                                  | Travel I                                   | nsurance                                  | Total                                      | Health                                    | Total Mise                                 | cellaneous                                | Grand Total                                | Grand Total                               |
| Particulars                          | For the Quarter<br>Ended March<br>31, 2023 | Up to the year<br>ended March 31,<br>2023 | For the Quarter<br>Ended March<br>31, 2023 | Up to the year<br>ended March<br>31, 2023 | For the Quarter<br>Ended March<br>31, 2023 | Up to the year<br>ended March<br>31, 2023 | For the Quarter<br>Ended March<br>31, 2023 | Up to the year<br>ended March 31,<br>2023 | For the Quarter<br>Ended March<br>31, 2023 | Up to the year<br>ended March<br>31, 2023 | For the Quarter<br>Ended March<br>31, 2023 | Up to the year<br>ended March<br>31, 2023 |
| Gross Direct Premium                 | 1,30,759                                   | 3,98,736                                  | 2,513                                      | 8,004                                     | 160  | 563                                       | 1,33,432                                   | 4,07,303                                  | 1,33,432                                   | 4,07,303                                  | 1,33,432                                   | 4,07,303                                  |
| Add: Premium on reinsurance accepted | -  | -   | -  | -   | -  | -   | -  | -   | -  | -   | -  | -   |
| Less : Premium on reinsurance ceded  | 27,375                                     | 86,948                                    | 518  | 1,741                                     | 87   | 304                                       | 27,979                                     | 88,992                                    | 27,979                                     | 88,992                                    | 27,979                                     | 88,992                                    |
| Net Written Premium                  | 1,03,385                                   | 3,11,788                                  | 1,995                                      | 6,263                                     | 73   | 259                                       | 1,05,453                                   | 3,18,311                                  | 1,05,453                                   | 3,18,311                                  | 1,05,453                                   | 3,18,311                                  |
| Add: Opening balance of UPR          | 1,37,583                                   | 1,05,529                                  | 2,938                                      | 2,595                                     | 97   | 4   | 1,40,618                                   | 1,08,127                                  | 1,40,618                                   | 1,08,127                                  | 1,40,618                                   | 1,08,127                                  |
| Less: Closing balance of UPR         | 1,56,560                                   | 1,56,560                                  | 3,473                                      | 3,473                                     | 130  | 130                                       | 1,60,163                                   | 1,60,163                                  | 1,60,163                                   | 1,60,163                                  | 1,60,163                                   | 1,60,163                                  |
| Net Earned Premium                   | 84,408                                     | 2,60,757                                  | 1,460                                      | 5,385                                     | 40   | 133                                       | 85,908                                     | 2,66,275                                  | 85,908                                     | 2,66,275                                  | 85,908                                     | 2,66,275                                  |
|                                      |  |   |  |   |  |   | -  | -   | -  | -   | -  | - 1                                       |
| Gross Direct Premium                 |  |   |  |   |  |   | -  | -   | -  | -   | -  | -   |
| - In India                           | 1,30,759                                   | 3,98,736                                  | 2,513                                      | 8,004                                     | 160  | 563                                       | 1,33,432                                   | 4,07,303                                  | 1,33,432                                   | 4,07,303                                  | 1,33,432                                   | 4,07,303                                  |
| - Outside India                      | -  | -   | -  | -   | -  | -   | -  | -   | -  | -   | -  | -   |
|                                      |  |   |  |   |  |   |  |   |  |   |  |   |

|                                      |                 |                                 |          |                | Miscella                       | aneous      |                                |                 |                                |             | (Amou           | unt in Rs. Lakhs) |
|--------------------------------------|-----------------|---------------------------------|----------|----------------|--------------------------------|-------------|--------------------------------|-----------------|--------------------------------|-------------|-----------------|-------------------|
|                                      | He              | alth                            | Personal | Accident       | Travel I                       | nsurance    | Total                          | Health          | Total Mis                      | cellaneous  | Grand Total     | Grand Total       |
|                                      |                 |                                 |          |                |                                |             |                                |                 |                                |             |                 |                   |
| Particulars                          | For the Quarter | or the Quarter Up to the year F |          | Up to the year | For the Quarter Up to the year |             | For the Quarter Up to the year |                 | For the Quarter Up to the year |             | For the Quarter | Up to the year    |
|                                      | Ended March     |                                 |          | ended March    | Ended March                    | ended March | Ended March                    | ended March 31, | Ended March                    | ended March | Ended March     | ended March       |
|                                      | 31, 2022        | 31, 2022 2022                   |          | 31, 2022       | 31, 2022                       | 31, 2022    | 31, 2022                       | 2022            | 31, 2022                       | 31, 2022    | 31, 2022        | 31, 2022          |
|                                      |                 |                                 |          |                |                                |             |                                |                 |                                |             |                 |                   |
|                                      |                 |                                 |          |                |                                |             |                                |                 |                                |             |                 |                   |
| Gross Direct Premium                 | 87,100          | 2,74,904                        | 2,120    | 6,076          | 18                             | 18          | 89,237                         | 2,80,997        | 89,237                         | 2,80,997    | 89,237          | 2,80,997          |
| Add: Premium on reinsurance accepted | -               | -                               | -        | -              | -                              | -           | -                              | -               | -                              | -           | -               | -                 |
| Less : Premium on reinsurance ceded  | 20,426          | 63,960                          | 512      | 1,264          | 11                             | 11          | 20,949                         | 65,234          | 20,949                         | 65,234      | 20,949          | 65,234            |
| Net Written Premium                  | 66,674          | 2,10,944                        | 1,608    | 4,812          | 7                              | 7           | 68,289                         | 2,15,763        | 68,289                         | 2,15,763    | 68,289          | 2,15,763          |
| Add: Opening balance of UPR          | 93,667          | 63,826                          | 3,192    | 3,789          | -                              | -           | 96,859                         | 67,615          | 96,859                         | 67,615      | 96,859          | 67,615            |
| Less: Closing balance of UPR         | 1,05,529        | 1,05,529                        | 2,595    | 2,595          | 4                              | 4           | 1,08,127                       | 1,08,127        | 1,08,127                       | 1,08,127    | 1,08,127        | 1,08,127          |
| Net Earned Premium                   | 54,812          | 1,69,241                        | 2,205    | 6,006          | 4                              | 4           | 57,020                         | 1,75,251        | 57,020                         | 1,75,251    | 57,020          | 1,75,251          |
|                                      |                 |                                 |          |                |                                |             |                                |                 | -                              | -           | -               | -                 |
| Gross Direct Premium                 |                 |                                 |          |                |                                |             |                                |                 |                                |             |                 |                   |
| - In India                           | 87,100          | 2,74,904                        | 2,120    | 6,076          | 18                             | 18          | 89,237                         | 2,80,997        | 89,237                         | 2,80,997    | 89,237          | 2,80,997          |
| - Outside India                      | -               | -                               | -        | -              | -                              | -           | -                              | -               | -                              | -           | -               | -                 |
|                                      |                 |                                 |          |                |                                |             |                                |                 |                                |             |                 |                   |

#### FORM NL-5 - CLAIMS SCHEDULE



### Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

|  | 1               |                |                 |                |                 |                |                 |             |                 |                |                 | ount in Rs. Lakhs) |
|--|-----------------|----------------|-----------------|----------------|-----------------|----------------|-----------------|-------------|-----------------|----------------|-----------------|--------------------|
| Particulars  | He              | alth           | Personal        | Accident       | Travel I        | isurance       | Total           | Health      | Total Mise      | cellaneous     | Grand Total     | Grand Total        |
|  |                 |                |                 |                |                 |                |                 |             |                 |                |                 |                    |
|  |                 |                |                 |                |                 |                |                 |             |                 |                |                 | 1                  |
|  |                 |                |                 |                |                 |                |                 |             |                 |                |                 |                    |
|  | For the Quarter | Up to the year | For the Quarter | Up to the year | For the Quarter | Up to the year | For the Quarter |             | For the Quarter | Up to the year | For the Quarter | Up to the year     |
|  | Ended March     | ended March    | Ended March     | ended March    | Ended March     | ended March    | Ended March     | ended March | Ended March     | ended March    | Ended March     | ended March        |
|  | 31, 2023        | 31, 2023       | 31, 2023        | 31, 2023       | 31, 2023        | 31, 2023       | 31, 2023        | 31, 2023    | 31, 2023        | 31, 2023       | 31, 2023        | 31, 2023           |
|  |                 |                |                 |                |                 |                |                 |             |                 |                |                 |                    |
|  |                 |                |                 |                |                 |                |                 |             |                 |                |                 |                    |
| Claims Paid (Direct)   | 52,749          | 1,67,935       | 514             | 1,515          | 0               | 1              | 53,263          | 1,69,452    | 53,263          | 1,69,452       | 53,263          | 1,69,452           |
| Add :Re-insurance accepted to direct claims                      | -               | -              | -               | -              | -               | -              | -               | -           | -               | -              | -               | -                  |
| Less :Re-insurance Ceded to claims paid                          | 10,296          | 34,517         | 40              | 127            | 0               | 0              | 10,335          | 34,644      | 10,335          | 34,644         | 10,335          | 34,644             |
| Net Claim Paid   | 42,454          | 1,33,418       | 474             | 1,389          | 0               | 1              | 42,928          | 1,34,808    | 42,928          | 1,34,808       | 42,928          | 1,34,808           |
| Add Claims Outstanding at the end of the year                    | 34,771          | 34,771         | 1,189           | 1,189          | 24              | 24             | 35,984          | 35,984      | 35,984          | 35,984         | 35,984          | 35,984             |
| Less Claims Outstanding at the beginning of the year             | 35,948          | 25,807         | 1,305           | 1,054          | 15              | -              | 37,268          | 26,861      | 37,268          | 26,861         | 37,268          | 26,861             |
| Net Incurred Claims  | 41,277          | 1,42,383       | 358             | 1,523          | 9               | 25             | 41,645          | 1,43,931    | 41,645          | 1,43,931       | 41,645          | 1,43,931           |
|  |                 |                |                 |                |                 |                |                 |             | -               | -              | -               | -                  |
| Claims Paid (Direct)   |                 |                |                 |                |                 |                |                 |             | -               | -              | -               | -                  |
| -In India  | 52,749          | 1,67,921       | 514             | 1,515          | 0               | 1              | 53,263          | 1,69,438    | 53,263          | 1,69,438       | 53,263          | 1,69,438           |
| -Outside India   | -               | 14             | -               | -              | -               | -              | -               | 14          | -               | 14             | -               | 14                 |
| Estimates of IBNR and IBNER at the end of the period (net)       | 22,079          | 22,079         | 682             | 682            | -               | -              | 22,761          | 22,761      | 22,761          | 22,761         | 22,761          | 22,761             |
| Estimates of IBNR and IBNER at the beginning of the period (net) | 21,032          | 18,696         | 696             | 633            | -               | -              | 21,728          | 19,329      | 21,728          | 19,329         | 21,728          | 19,329             |

|  |  |   |  |   |  |   |  |   |  |   | (Amo                                       | ount in Rs. Lakhs                         |
|--|--|---|--|---|--|---|--|---|--|---|--|---|
| Particulars  | He   | alth                                      | Personal                                   | Accident                                  | Travel I                                   | nsurance                                  | Total                                      | Health                                    | Total Mise                                 | ellaneous                                 | Grand Total                                | Grand Total                               |
|  |  |   |  |   |  |   |  |   |  |   |  |   |
|  | For the Quarter<br>Ended March<br>31, 2022 | Up to the year<br>ended March<br>31, 2022 | For the Quarter<br>Ended March<br>31, 2022 | Up to the year<br>ended March<br>31, 2022 | For the Quarter<br>Ended March<br>31, 2022 | Up to the year<br>ended March<br>31, 2022 | For the Quarter<br>Ended March<br>31, 2022 | Up to the year<br>ended March<br>31, 2022 | For the Quarter<br>Ended March<br>31, 2022 | Up to the year<br>ended March<br>31, 2022 | For the Quarter<br>Ended March<br>31, 2022 | Up to the year<br>ended March<br>31, 2022 |
|  |  |   |  |   |  |   |  |   |  |   |  | <br>                                      |
| Claims Paid (Direct)   | 32,279                                     | 1,33,656                                  | 236  | 1,021                                     | -  | -   | 32,516                                     | 1,34,677                                  | 32,516                                     | 1,34,677                                  | 32,516                                     | 1,34,677                                  |
| Add :Re-insurance accepted to direct claims                      | -  | -   | -  | -   | -  | -   | -  | -   | -  | -   | -  | -   |
| Less :Re-insurance Ceded to claims paid                          | 6,847                                      | 29,289                                    | 19   | 268                                       | -  | -   | 6,867                                      | 29,557                                    | 6,867                                      | 29,557                                    | 6,867                                      | 29,557                                    |
| Net Claim Paid   | 25,432                                     | 1,04,367                                  | 217  | 753                                       | -  | -   | 25,649                                     | 1,05,120                                  | 25,649                                     | 1,05,120                                  | 25,649                                     | 1,05,120                                  |
| Add Claims Outstanding at the end of the year                    | 25,807                                     | 25,807                                    | 1,054                                      | 1,054                                     | -  | -   | 26,861                                     | 26,861                                    | 26,861                                     | 26,861                                    | 26,861                                     | 26,861                                    |
| Less Claims Outstanding at the beginning of the year             | 23,744                                     | 21,859                                    | 674  | 1,259                                     | -  | -   | 24,418                                     | 23,118                                    | 24,418                                     | 23,118                                    | 24,418                                     | 23,118                                    |
| Net Incurred Claims  | 27,494                                     | 1,08,314                                  | 597  | 549                                       | -  | -   | 28,092                                     | 1,08,863                                  | 28,092                                     | 1,08,863                                  | 28,092                                     | 1,08,863                                  |
|  |  |   |  |   |  |   |  |   | -  | -   | -  | -   |
| Claims Paid (Direct)   |  |   |  |   |  |   |  |   | -  | -   | -  | -   |
| -In India  | 32,279                                     | 1,33,635                                  | 236  | 1,021                                     | -  | -   | 32,516                                     | 1,34,656                                  | 32,516                                     | 1,34,656                                  | 32,516                                     | 1,34,656                                  |
| -Outside India   | -  | 21  | -  | -   | -  | -   | -  | 21  | -  | 21  | -  | 21  |
| Estimates of IBNR and IBNER at the end of the period (net)       | 18,696                                     | 18,696                                    | 633  | 633                                       | -  | -   | 19,329                                     | 19,329                                    | 19,329                                     | 19,329                                    | 19,329                                     | 19,329                                    |
| Estimates of IBNR and IBNER at the beginning of the period (net) | 15,392                                     | 13,192                                    | 524  | 1,020                                     | -  | -   | 15,916                                     | 14,212                                    | 15,916                                     | 14,212                                    | 15,916                                     | 14,212                                    |

#### FORM NL-6-COMMISSION SCHEDULE

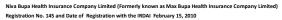
#### Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010



| Particulars   | He                       | alth               | Personal        | l Accident     | Travel I                          | nsurance                   | Total           | Health                   | Total Mic             | collonoour     | Grand Total     | 6              |
|---|--------------------------|--------------------|-----------------|----------------|-----------------------------------|----------------------------|-----------------|--------------------------|-----------------------|----------------|-----------------|----------------|
|   |                          | Health             |                 |                | Personal Accident Haver insurance |                            |                 | incultin                 | h Total Miscellaneous |                | Grand Fotal     | Grand Total    |
|   |                          |                    |                 |                |                                   |                            |                 |                          |                       |                |                 |                |
|   |                          |                    |                 |                |                                   |                            |                 |                          |                       |                |                 |                |
|   | For the Quarter          | Up to the year     | For the Quarter | Up to the year | For the Quarter                   | Up to the year             | For the Quarter | Up to the year           | For the Quarter       | Up to the year | For the Quarter | Up to the year |
|   | Ended March 31,          | ended March 31,    | Ended March     | ended March    | Ended March                       | ended March                | Ended March     | ended March              | Ended March           | ended March    | Ended March     | ended March    |
| l i i i i i i i i i i i i i i i i i i i                             | 2023                     | 2023               | 31, 2023        | 31, 2023       | 31, 2023                          | 31, 2023                   | 31, 2023        | 31, 2023                 | 31, 2023              | 31, 2023       | 31, 2023        | 31, 2023       |
|   |                          |                    |                 |                |                                   |                            |                 |                          |                       |                |                 |                |
| l i i i i i i i i i i i i i i i i i i i                             |                          |                    |                 |                |                                   |                            |                 |                          |                       |                |                 |                |
|   |                          |                    |                 |                |                                   |                            |                 |                          |                       |                |                 |                |
|   |                          |                    |                 |                |                                   |                            |                 |                          |                       |                |                 |                |
|   |                          |                    |                 |                |                                   |                            |                 |                          |                       |                |                 |                |
| Commission & Remuneration   | 13,792                   | 40,716             | 334             | 1,090          | 20                                | 68                         | 14,147          | 41,874                   | 14,147                | 41,874         | 14,147          | 41,874         |
| Rewards   | 2,932                    | 7,653              | -               | -              | -                                 | -                          | 2,932           | 7,653                    | 2,932                 | 7,653          | 2,932           | 7,653          |
| Distribution fees   | -                        | -                  | -               | -              | -                                 | -                          | -               | -                        | -                     | -              | -               | -              |
| Gross Commission  | 16,724                   | 48,369             | 334             | 1,090          | 20                                | 68                         | 17,079          | 49,527                   | 17,079                | 49,527         | 17,079          | 49,527         |
| Add: Commission on Re-insurance Accepted                            | -                        | -                  |                 | -              | -                                 | -                          | -               | -                        | -                     | -              | -               | -              |
| Less: Commission on Re-insurance Ceded                              | 7,285                    | 29,849             | 15              | 513            | 23                                | 82                         | 7,323           | 30,444                   | 7,323                 | 30,444         | 7,323           | 30,444         |
| Net Commission  | 9,439                    | 18,520             | 320             | 577            | -3                                | -15                        | 9,755           | 19,083                   | 9,755                 | 19,083         | 9,755           | 19,083         |
| L   |                          |                    |                 |                |                                   |                            |                 |                          |                       |                |                 |                |
| Break-up of the expenses (Gross) incurred to procure business to be | furnished as per details | s indicated below: |                 |                |                                   |                            |                 |                          |                       |                |                 |                |
| Individual Agents   | 7,502                    | 21.614             | 208             | 628            | 6                                 | 25                         | 7,716           | 22.267                   | 7.716                 | 22.267         | 7,716           | 22.267         |
| Corporate Agents-Banks/FII/HFC                                      | 2,953                    | 10,453             | 106             | 406            | -                                 |                            |                 |                          |                       |                |                 |                |
| Corporate Agents-Others   | 1.483                    | 4.230              | 108             | 408            | -                                 | -                          | 3,059           | 10,858                   | 3,059                 | 10,858 4,232   | 3,059           | 10,858         |
| Insurance Brokers   | 4,694                    | 4,230              | 18              | 54             | 15                                | 42                         | 4,727           | 4,232                    | 4,727                 | 4,232          | 4,727           | 4,232          |
|   | 4,054                    | 11,720             | 10              | 54             | 15                                | 42                         | 4,727           | -                        | 4,727                 | 11,810         | 4,727           | 11,010         |
| Direct Business - Online <sup>6</sup><br>MISP (Direct)              |                          |                    |                 |                |                                   |                            |                 |                          |                       |                | -               |                |
| Web Aggregators   | 13                       | 49                 | 0               | 0              |                                   |                            | 13              | 50                       | 13                    | 50             | 13              | 50             |
| Insurance Marketing Firm  | 25                       | 99                 | 0               | 0              | 0                                 | 0                          | 25              | 99                       | 25                    | 99             | 25              | 99             |
| Common Service Centers  | 23                       | 33                 | 0               | 0              | 0                                 | 0                          |                 | -                        |                       |                | 25              | 33             |
| Micro Agents  |                          |                    |                 |                |                                   |                            | -               |                          | -                     |                | -               | -              |
| Point of Sales (Direct)   | 54                       | 204                | 0               | 0              |                                   | 0                          | - 54            | 205                      | - 54                  | - 205          | - 54            | 205            |
| Other   | -                        | -                  | -               | -              | -                                 | -                          | 54              |                          | 54                    | 205            |                 | 205            |
| TOTAL   | 16,724                   | 48,369             | 334             | 1,090          | 20                                | 68                         | 17,079          | 49,527                   | 17,079                | 49,527         | 17,079          | 49,527         |
| Commission and Rewards on (Excluding Reinsurance) Business          | 23,724                   | -0,305             | 334             | 1,030          | 20                                | -                          | 17,075          | 43,327                   | 17,079                | 43,327         | 17,079          | 43,327         |
| written :   |                          |                    |                 |                | _                                 | _                          |                 |                          |                       |                |                 |                |
| In India  | 16,724                   | 48,369             | 334             | 1,090          | 20                                | 68                         | 17,079          | 49,527                   | 17,079                | 49,527         | 17,079          | 49,527         |
| Outside India   | -                        | -                  | -               | -              | -                                 | -                          | -               | -                        | -                     | -              | -               | -              |
|   |                          | •                  |                 | •              |                                   | •                          | •               |                          | •                     | •              |                 |                |
| Particulars   |                          | alth               | Demons          | Accident       | Miscellane                        |                            | Total           | Unalth                   | Tatal Mia             | cellaneous     | Grand Total     | Grand Total    |
| PartiCulars   | For the Quarter          | Up to the year     | For the Quarter | Up to the year | For the Quarter                   | nsurance<br>Up to the year | For the Quarter | Health<br>Up to the year | For the Quarter       | Up to the year | For the Quarter | Up to the year |
|   | Ended March 31,          | ended March 31,    | Ended March     | ended March    | Ended March                       | ended March                | Ended March     | ended March              | Ended March           | ended March    | Ended March     | ended March    |
|   | 2022                     | 2022               | 31.2022         | 31.2022        | 31.2022                           | 31.2022                    | 31. 2022        | 31.2022                  | 31.2022               | 31.2022        | 31.2022         | 31.2022        |

| Particulars   | He                      | alth                      | Persona         | Accident       | Travel I        | nsurance    | Total           | Health      | Total Mis       | cellaneous     | Grand Total     | Grand Total    |
|---|-------------------------|---------------------------|-----------------|----------------|-----------------|-------------|-----------------|-------------|-----------------|----------------|-----------------|----------------|
|   | For the Quarter         | Up to the year            | For the Quarter | Up to the year | For the Quarter |             | For the Quarter |             | For the Quarter | Up to the year | For the Quarter | Up to the year |
|   | Ended March 31,         | ended March 31,           | Ended March     | ended March    | Ended March     | ended March | Ended March     | ended March | Ended March     | ended March    | Ended March     | ended March    |
|   | 2022                    | 2022                      | 31.2022         | 31.2022        | 31.2022         | 31, 2022    | 31. 2022        | 31.2022     | 31.2022         | 31.2022        | 31, 2022        | 31.2022        |
|   |                         |                           |                 |                |                 |             |                 |             |                 |                |                 |                |
|   |                         |                           |                 |                |                 |             |                 |             |                 |                |                 |                |
| Commission & Remuneration   | 8,958                   | 27,765                    | 291             | 829            | 3               | 3           | 9,252           | 28,597      | 9,252           | 28,597         | 9,252           | 28,597         |
| Rewards   | 1,352                   | 5,053                     | -               | -              | -               | -           | 1,352           | 5,053       | 1,352           | 5,053          | 1,352           | 5,053          |
| Distribution fees   | -                       | -                         | -               | -              | -               | -           | -               | -           | -               | -              | -               | -              |
| Gross Commission  | 10,311                  | 32,818                    | 291             | 829            | 3               | 3           | 10,604          | 33,650      | 10,604          | 33,650         | 10,604          | 33,650         |
| Add: Commission on Re-insurance Accepted                                | -                       | -                         | -               | -              | -               | -           | -               | -           | -               | -              | -               | -              |
| Less: Commission on Re-insurance Ceded                                  | 3,401                   | 21,278                    | 124             | 327            | 3               | 3           | 3.528           | 21.608      | 3.528           | 21.608         | 3.528           | 21.608         |
| Net Commission  | 6,910                   | 11,540                    | 167             | 502            | (0)             | (0)         | 7,076           | 12,042      | 7,076           | 12,042         | 7,076           | 12,042         |
| Break-up of the expenses (Gross) incurred to procure business to be fit |                         | And Provident And Andrews |                 |                |                 |             |                 |             |                 |                |                 |                |
| Break-up of the expenses (Gross) incurred to procure business to be fi  | urnisned as per details | indicated below:          |                 |                |                 |             |                 |             |                 |                |                 |                |
| Individual Agents   | 5,006                   | 15,535                    | 182             | 426            |                 |             | 5,188           | 15,961      | 5,188           | 15,961         | 5,188           | 15,961         |
| Corporate Agents-Banks/FII/HFC  | 2,338                   | 7,017                     | 99              | 369            |                 |             | 2,437           | 7,386       | 2,437           | 7,386          | 2,437           | 7,386          |
| Corporate Agents-Others   | 906                     | 3,696                     | 0               | 3              |                 |             | 906             | 3,699       | 906             | 3,699          | 906             | 3,699          |
| Insurance Brokers   | 1,952                   | 5,338                     | 9               | 29             | 3               | 3           | 1,963           | 5,369       | 1,963           | 5,369          | 1,963           | 5,369          |
| Direct Business - Online <sup>c</sup>                                   |                         |                           |                 |                |                 |             | -               | -           |                 |                | -               | -              |
| MISP (Direct)   |                         |                           |                 |                |                 |             | -               | -           |                 | -              | -               | -              |
| Web Aggregators   | 15                      | 1,093                     | 0               | 1              |                 |             | 15              | 1,094       | 15              | 1,094          | 15              | 1,094          |
| Insurance Marketing Firm  | 21                      | 56                        | 0               | 1              |                 |             | 21              | 56          | 21              | 56             | 21              | 56             |
| Common Service Centers  |                         |                           |                 |                |                 |             | -               | -           |                 |                | -               | -              |
| Micro Agents  |                         |                           |                 |                |                 |             | -               | -           |                 |                | -               | -              |
| Point of Sales (Direct)   |                         |                           | 1               | 2              |                 |             | 74              | 84          | 74              | 84             | 74              | 84             |
|   | 73                      | 83                        |                 |                |                 |             |                 |             |                 |                |                 |                |
| Other   | -                       | -                         | -               | -              | -               | -           | -               | -           | -               | -              | -               | -              |
| TOTAL   | 10,311                  | 32,818                    | 291             | 829            | 3               | 3           | 10,605          | 33,650      | 10,605          | 33,650         | 10,605          | 33,650         |
| Commission and Rewards on (Excluding Reinsurance) Business              |                         |                           |                 |                | -               | -           |                 |             |                 |                |                 | 1              |
| written :   |                         |                           |                 |                |                 |             |                 |             |                 |                |                 |                |
| In India  | 10,311                  | 32,818                    | 291             | 829            | 3               | 3           | 10,605          | 33,650      | 10,605          | 33,650         | 10,605          | 33,650         |
| Outside India   | -                       |                           | -               | -              |                 |             | -               |             |                 |                | -               | -              |

FORM NL-7-OPERATING EXPENSES SCHEDULE





|    |  |  |   |  |   |  | aneous                                    |  |   |  |   |  | ount in Rs. Lakhs                        |
|----|--|--|---|--|---|--|---|--|---|--|---|--|--|
|    | Particulars  | Hea  | alth                                      | Personal                                   | Accident                                  | Travel In                                  | nsurance                                  | Total                                      | Health                                    | Total Mis                                  | ellaneous                                 | Grand Total                                | Grand Total                              |
|    |  |  |   |  |   |  |   |  |   |  |   |  |  |
|    |  | For the Quarter<br>Ended March<br>31, 2023 | Up to the year<br>ended March<br>31, 2023 | For the Quarter<br>Ended March<br>31, 2023 | Up to the year<br>ended March<br>31, 2023 | For the Quarter<br>Ended March<br>31, 2023 | Up to the year<br>ended March<br>31, 2023 | For the Quarter<br>Ended March<br>31, 2023 | Up to the year<br>ended March<br>31, 2023 | For the Quarter<br>Ended March<br>31, 2023 | Up to the year<br>ended March<br>31, 2023 | For the Quarter<br>Ended March<br>31, 2023 | Up to the yea<br>ended March<br>31, 2023 |
|    |  |  |   |  |   |  |   |  |   |  |   |  |  |
| 1  | Employees' remuneration & welfare benefits             | 14,781                                     | 59,873                                    | 278  | 1,202                                     | 17   | 85  | 15,075                                     | 61,159                                    | 15,075                                     | 61,159                                    | 15,075                                     | 61,15                                    |
| 2  | Travel, conveyance and vehicle running expenses        | 611  | 2,262                                     | 12   | 45  | 1  | 3   | 623  | 2,310                                     | 623  | 2,310                                     | 623  | 2,31                                     |
|    | Training expenses                                      | 474  | 1,151                                     | 9  | 23  | 1  | 2   | 484  | 1,175                                     | 484  | 1,175                                     | 484  | 1,17                                     |
|    | Rents, rates & taxes                                   | 371  | 1,670                                     | 7  | 34  | 0  | 2   | 378  | 1,706                                     | 378  | 1,706                                     | 378  | 1,70                                     |
|    | Repairs  | 303  | 1,045                                     | 6  | 21  | 0  | 1   | 310  | 1,067                                     | 310  | 1,067                                     | 310  | 1,06                                     |
| 6  | Printing & stationery                                  | 14   | 86  | 0  | 2   | 0  | 0   | 14   | 87  | 14   | 87  | 14   | 8  |
| 7  | Communication expenses                                 | 3,070                                      | 4,558                                     | 61   | 91  | 4  | 6   | 3,135                                      | 4,656                                     | 3,135                                      | 4,656                                     | 3,135                                      | 4,65                                     |
| 8  | Legal & professional charges                           | 539  | 2,145                                     | 10   | 43  | 1  | 3   | 550  | 2,191                                     | 550  | 2,191                                     | 550  | 2,19                                     |
| 9  | Auditors' fees, expenses etc.                          |  |   |  |   |  |   |  | -   | -  |   |  |  |
|    | (a) as auditor   | 13   | 52  | 0  | 1   | 0  | 0   | 13   | 53  | 13   | 53  | 13   | 5  |
|    | (b) as adviser or in any other capacity, in respect of | -  |   | -  |   | -  |   | -  | -   | -  | -   | -  | -  |
|    | (i) Taxation matters                                   | (2)  |   | (0)  |   | (0)  |   | (2)  | -   | (2)  | -   | (2)  | -  |
|    | (ii) Insurance matters                                 | (2)  | _   | (0)  | _   | (0)  | _   |  |   | -  |   |  | -  |
|    | (iii) Management services; and                         |  |   |  |   |  |   | -  | -   | -  |   | -  | -  |
|    | (c) in any other capacity                              |  |   |  |   |  |   | -  | -   | -  | -   | -  | -  |
|    | (i) Tax Audit Fees                                     | 0  | 2   | (0)  | 0   | (0)  | 0   | (0)  | 2   | (0)  | 2   | (0)  |  |
|    | (ii) Certification Fees                                | 2  | 7   | 0  | 0   | 0  | 0   | 2  | 8   | 2  | 8   | 2  |  |
| 10 | Advertisement and publicity                            | 12,229                                     | 35,145                                    | 236  | 705                                       | 15   | 50  | 12,481                                     | 35,900                                    | 12,481                                     | 35,900                                    | 12,481                                     | 35,90                                    |
| 11 | Interest & Bank Charges                                |  |   | 13   |   | 15   | 30  | 706  | 1,838                                     | 706  | 1,838                                     | 706  | 1,83                                     |
| 12 | Depreciation   | 692  | 1,800                                     |  | 36  | 1  | 3   | 1,109                                      | 3,199                                     | 1,109                                      | 3,199                                     | 1,109                                      | 3,19                                     |
| 13 | Brand/Trade Mark usage fee/charges                     | 1,087                                      | 3,132                                     | 21   | 63  | 1  | 4   | -  | -   | -  |   |  |  |
|    | Business Development and Sales Promotion Expenses      | - 58                                       | - 114                                     |  | - 2                                       | - 0  | - 0                                       | 59   | 116                                       | 59   | 116                                       | 59   | 11                                       |
| 15 | Information Technology Expenses                        | 531  | 2,135                                     | 10   | 43  | 1  | 3   | 542  | 2,181                                     | 542  | 2,181                                     | 542  | 2,18                                     |
| 16 | Goods and Services Tax (GST)                           |  |   | 10   |   | 1  | 5   | 48   | 49  | 48   | 49  | 48   | 4  |
| 17 | Others   | 47   | 48  | . 1  | 1   | 0  | 0   | -  |   |  |   | -  |  |
|    | (a) Membership and Subscription                        | - 9  | -   |  |   | - 0  |   | 9  | 31  | 9  | 31  | 9  | 3  |
|    | (b) Insurance  |  | 30  | 0  | 1   |  | 0   | 61   | 230                                       | 61   | 230                                       | 61   | 23                                       |
|    | (c) Board Meeting Expenses                             | 60   | 225                                       | 1  | 5   | 0  | 0   | 6  | 19  | 6  | 19  | 6  | 1  |
|    | (d) Miscellaneous Expenses                             | 5  | 18  | 0  | 0   | 0  | 0   | 34   | 41  | 34   | 41  | 34   | 4  |
| -+ |  | 34   | 40  | 1  | 1   | 0  | 0   |  |   | -  |   | -  | -  |
|    | TOTAL  | 34,927                                     | 1,15,537                                  | 667  | 2,319                                     | 42   | 163                                       | 35,636                                     | 1,18,019                                  | 35,636                                     | 1,18,019                                  | 35,636                                     | 1,18,01                                  |
|    | In India   | 34,927                                     | 1,15,537                                  | 667  | 2,319                                     | 42   | 163                                       | 35,636                                     | 1,18,019                                  | 35,636                                     | 1,18,019                                  | 35,636                                     | 1,18,01                                  |
|    | Outside India  | -  | 100,001                                   | 007  | 1,515                                     | 42   | 105                                       | -  | 1,10,015                                  | -  | 1,10,015                                  | 55,030                                     | 1,13,013                                 |

### FORM NL-7-OPERATING EXPENSES SCHEDULE(Continued)



Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited)

Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

|    | Particulars  | Hea  | alth  | Personal                                   | Accident  | Miscell<br>Travel II                       | aneous<br>nsurance                              | Total                                      | Health  | Total Mis                                  | cellaneous                                      | (Amo<br>Grand Total                        | ount in Rs. Lakhs<br>Grand Total                |
|----|--|--|---|--|---|--|---|--|---|--|---|--|---|
|    |  | For the Quarter<br>Ended March<br>31, 2022 | Up to the<br>quarter<br>ended March<br>31, 2022 | For the Quarter<br>Ended March<br>31, 2022 | Up to the<br>quarter<br>ended March<br>31, 2022 | For the Quarter<br>Ended March<br>31, 2022 | Up to the<br>quarter<br>ended March<br>31, 2022 | For the Quarter<br>Ended March<br>31, 2022 | Up to the<br>quarter<br>ended March<br>31, 2022 | For the Quarter<br>Ended March<br>31, 2022 | Up to the<br>quarter<br>ended March<br>31, 2022 | For the Quarter<br>Ended March<br>31, 2022 | Up to the<br>quarter<br>ended March<br>31, 2022 |
| 1  | Employees' remuneration & welfare benefits             | 13,165                                     | 43,348  | 320  | 958   | 3  | 3   | 13,488                                     | 44,309  | 13,488                                     | 44,309  | 13,488                                     | 44,309  |
| 2  | Travel, conveyance and vehicle running expenses        | 451  | 43,348  | 11   | 27  | 0  | 0   | 462  | 1,258   | 462  | 1,258   | 462  | 1,258   |
| 3  | Training expenses                                      | 451  | 1,231   | 11   | 2/  | 0  | 0   | 30   | 84  | 30   | 84  | 30   | 84  |
| 4  | Rents, rates & taxes                                   | 350  | 1,394   | 4  | 31  | 0  | 0   | 359  | 1,425   | 359  | 1,425   | 359  | 1,42  |
| 5  | Repairs  |  |   | 5  |   |  |   | 308  | 773   | 308  | 773   | 308  | 77:   |
| 6  | Printing & stationery                                  | 300  | 756   | 7  | 17  | 0  | 0   | 31   | 51  | 31   | 51  | 31   | 5:  |
| 7  | Communication expenses                                 | 31   | 50  | 1  | 1   | 0  | 0   | 358  | 1,111   | 358  | 1,111   | 358  | 1,11  |
| 8  | Legal & professional charges                           | 349  | 1,087   | 8  | 24  | 0  | 0   | 723  | 1,661   | 723  | 1,661   | 723  | 1,66  |
|    | Auditors' fees, expenses etc.                          | 706  | 1,625   | 17   | 36  | 0  | 0   |  |   |  |   |  | -   |
|    | (a) as auditor   | -  |   | -  |   |  |   | 12   | 46  | 12   | 46  | 12   | 4   |
|    | (b) as adviser or in any other capacity, in respect of | 12   | 45  | 0  | 1   | 0  | 0   |  |   |  |   |  |   |
|    | (i) Taxation matters                                   | -  |   | -  | -   | -  | -   | 2  | 2   | 2  | 2   | 2  |   |
|    | (ii) Insurance matters                                 | 2  | 2   | 0  | 0   | 0  | 0   | -  |   |  |   |  | -   |
|    | (iii) Management services; and                         | -  | -   | -  |   | -  | -   |  |   |  |   | -  | -   |
|    | (c) in any other capacity                              | -  | -   | -  |   | -  |   |  |   |  |   |  |   |
|    | (i) Tax Audit Fees                                     | -  | -   | -  |   | -  |   | 2  | 2   | 2  | 2   | 2  |   |
|    | (ii) Certification Fees                                | 2  | 2   | 0  | 0   | 0  | 0   | 3  | 4   | 3  | 4   | 3  |   |
| 10 | Advertisement and publicity                            | 3  | 4   | 0  | 0   | 0  | 0   | 12,311                                     | 29,552  | 12,311                                     | 29,552  | 12,311                                     | 29,55   |
|    | Interest & Bank Charges                                | 12,016                                     | 28,911  | 292  | 639   | 2  | 2   | 318  | 966   | 318  | 966   | 318  | 25,55   |
|    | Depreciation   | 310  | 945   | 8  | 21  | 0  | 0   | 745  | 2,676   | 745  | 2,676   | 745  | 2,67  |
|    |  | 727  | 2,618   | 18   | 58  | 0  | 0   |  |   |  | 2,070   |  | 2,67  |
|    | Brand/Trade Mark usage fee/charges                     | -  | -   |  |   |  |   | - 25                                       | -<br>45   | - 25                                       | - 45  | - 25                                       | - 4   |
| 14 | Business Development and Sales Promotion Expenses      | 24   | 44  | 1  | 1   | 0  | 0   | 25   | 45  | 25   | 45  | 25   |   |
| 15 | Information Technology Expenses                        | 320  | 1,476   | 8  | 33  | 0  | 0   | 328  | 1,509   | 328  | 1,509   | 328  | 1,50  |
| 16 | Goods and Services Tax (GST)                           | 0  | 6   | 0  | 0   | 0  | 0   | 0  | 6   | 0  | 6   | 0  |   |
| 17 | Others   | -  | -   |  |   | -  |   | -  | -   | -  | -   | -  | -   |
|    | (a) Membership and Subscription                        | 7  | 35  | 0  | 1   | 0  | 0   | 7  | 35  | 7  | 35  | 7  |   |
|    | (b) Insurance  | 45   | 125   | 1  | 3   | 0  | 0   | 46   | 128   | 46   | 128   | 46   | 12  |
|    | (c) Board Meeting Expenses                             | 43   | 5   | 0  | 0   | 0  | 0   | 2  | 5   | 2  | 5   | 2  |   |
|    | (d) Miscellaneous Expenses                             | (9)  | 24  | (0)  | 1   | 0  | 0   | (10)                                       | 25  | (10)                                       | 25  | (10)                                       | 2   |
|    |  | (5)  | 24  | (0)  | 1   | 0  | 0   |  |   | -  | -   | -  | -   |
|    | TOTAL  | 28,843                                     | 83,816  | 702  | 1,852   | 5  | 5   | 29,550                                     | 85,673  | 29,550                                     | 85,673  | 29,550                                     | 85,67   |
|    | In India   | 28,843                                     | 83,816  | 702  | 1,852   | 5  | 5   | 29,550                                     | 85,673  | 29,550                                     | 85,673  | 29,550                                     | 85,67   |
|    | Outside India  |  |   |  |   |  |   |  |   |  |   |  |   |



(Amount in Rs. Lakhs)

| Particulars                                      | As at March 31, 2023 | As at March 31, 2022 |
|--|----------------------|----------------------|
| 1 Authorised Capital                             |                      |                      |
| 5,00,00,00,000 (Previous period 1,50,00,00,000)  | 5,00,000             | 1,50,000             |
| Equity Shares of Rs 10 each                      |                      |                      |
| Preference Shares of Rs each                     | -                    | -                    |
| 2 Issued Capital                                 |                      |                      |
| 1,51,06,77,916 (Previous period 1,40,86,02,228)  | 1,51,068             | 1,40,860             |
| Equity Shares of Rs 10 each                      |                      |                      |
| Preference Shares of Rs each                     | -                    | -                    |
| 3 Subscribed Capital                             |                      |                      |
| 1,51,06,77,916 (Previous period 1,40,86,02,228)  | 1,51,068             | 1,40,860             |
| Equity Shares of Rs 10 each                      |                      |                      |
| Preference Shares of Rs each                     | -                    | -                    |
| 4 Called-up Capital                              |                      |                      |
| 1,51,06,77,916 (Previous period 1,40,86,02,228)  | 1,51,068             | 1,40,860             |
| Equity Shares of Rs 10 each                      |                      |                      |
| Less : Calls unpaid                              | -                    | -                    |
| Add : Equity Shares forfeited (Amount originally | -                    | -                    |
| paid up)   |                      |                      |
| Less : Par Value of Equity Shares bought back    | -                    | -                    |
| Less : Preliminary Expenses                      | -                    | -                    |
| Expenses including commission or brokerage on    | -                    | -                    |
| Underwriting or subscription of shares           | -                    | -                    |
| Preference Shares of Rs each                     | -                    | -                    |
| 5 Paid-up Capital                                |                      |                      |
| 1,51,06,77,916 (Previous period 1,40,86,02,228)  | 1,51,068             | 1,40,860             |
| Equity Shares of Rs 10 each                      |                      |                      |
| Preference Shares of Rs Each                     | -                    | -                    |

Out of the above 82,25,96,790 (Previous period 77,22,65,272) Equity Shares of Rs. 10/- each are held by the holding company along with its nominees.



# PATTERN OF SHAREHOLDING

[As certified by the Management]

| Shareholder  | As at March 3    | 31, 2023     | As at March 31, 2022 |              |  |
|--------------|------------------|--------------|----------------------|--------------|--|
|              | Number of Shares | % of Holding | Number of Shares     | % of Holding |  |
| Promoters    |                  |              |                      |              |  |
| · Indian     | 82,25,96,790     | 55%          | 77,22,65,272         | 55%          |  |
| · Foreign    | 67,03,19,343     | 44%          | 62,93,05,094         | 45%          |  |
| Investors    |                  |              |                      |              |  |
| · Indian     | -                |              | -                    | -            |  |
| · Foreign    | -                |              | -                    | -            |  |
| Others -ESOP | 1,77,61,783      | 1%           | 70,31,862            | 0            |  |
| TOTAL        | 1,51,06,77,916   | 100%         | 1,40,86,02,228       | 100%         |  |



### DETAILS OF EOUITY HOLDING OF INSURERS

## Niva Buba Health Insurance Company Limited (Formerly known as Max Buba Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

PARTICULARS OF THE SHAREHOLDING PATTERN OF NIVA BUPA HEALTH INSURANCE COMPANY LIMITED (Formerly Max Bupa Health Insurance Company Limited) INSURANCE COMPANY. AS AT YEAR ENDED MARCH 31.2023

SI. No Category No. of Investors No. of shares held % of share-holdings (Rs. In lakhs) Shares pledged or otherwise encumbered Shares under Lock in Period As a percentage of Total Shares held (IX) = (VIII)/(III)\*10 0 (II) (I) (III) (IV) (V) umber o Asa Number shares percentage of Total of shares (VIII) (VI) Shares held (VII) = (VI)/(III)\*10 Promoters & Promoters Group A A.1 Indian Promoters Individuals/HUF (Names of major shareholders): i) (i) Mr. Ashutosh Telang (Nominee of Fettle Tone 10 0.003 LLP) (ii) Mr. Divya Sehgal (Nominee of Fettle Tone LLP) (iii) Mr. Maninder Singh Juneja (Nominee of Fettle Tone LLP) 10 10 -Bodies Corporate: (i) Fettle Tone LLP ii) 54.45 82,259.68 -1 82,25,96,760 -(ii) (iii) iii) Financial Institutions/ Banks Central Government/ State Government(s) / President of India iv) v) Persons acting in concert (Please specify) vi) Any other (Please specify) Foreian Promoters A.2 Individuals (Name of major shareholders): (I) Mr. David Fletcher (Nominee of Bupa Sindapore Holdinas Pte. Ltd.) (II) Ms. Joy Linton (Nominee of Bupa Singapore Holdinas Pte. Ltd.) (III) i) 20 0.003 10 -Bodies Corporate: (i) Bupa Sindapore Holdinos Pte. Ltd (ii) (iii) ii) 67,03,19,313 44.37 67.031.93 iii) Any other (Please specify) в. Non Promoters B.1 Public Shareholders 1.1) Institutions Mutual Funds Foreign Portfolio Investors i) ii) iii) iv) v) v) v) Financial Institutions/Banks Insurance Companies FII belonaina to Foreian promoter FII belonging to Foreign Promoter of Indian Promoter Provident Fund/Pension Fund Alternative Investment Fund Anv other (Please specify) vii) viii) ix) 1.2) Central Government/ State Government(s)/ resident of India 1.3) Non-Institutions Individual share capital upto Rs. 2 Lacs Individual share capital in excess of Rs. 2 Lacs 12 51 1.68.000 1,75,93,783 0.01 1.16 16.8 1,759.38 i) ii) NBFCs registered with RBI Others: - Trusts - Non Resident Indian - Clearing Members - Non Resident Indian Non Repartriable iii) iv) - Bodies Corporate - IEPF Iny other (Please Specify) v) Non Public Shareholders Custodian/DR Holder Employee Benefit Trust Anv other (Please specify) B.2 2.1) 2.2) 2.3) Total 70 1,51,06,77,916 100.00% 151067.79

Foot Notes: (a) All holdinas, above 1% of the paid up equity, have to be separately disclosed. (b) Indian Promoters - As defined under Reoulation 2(1)(a) of the Insurance Reoulatorv and Development Authority (Registration of Indian Insurance Companies) Reoulations, 2000 (c) Where a company is listed, the column "Shares pledged or otherwise encumbered" shall not be applicable to "Non Promoters" category

#### PART B:

Name of the Indian Promoter / Indian Investor: Fettle Tone LLP



niva

(Please repeat the tabulation in case of more than one Indian Promoter / Indian Investor)

| SI. No.                                | Category  | No. of Investors | No. of shares held      | % of share-<br>holdings | Paid up equity<br>(Rs. In lakhs) |                             | pledged or<br>encumbered   |                               | under Lock in<br>Period  |
|--|---|------------------|-------------------------|-------------------------|----------------------------------|-----------------------------|--|-------------------------------|--|
| (I)                                    | (II)  |                  | (111)                   | (IV)                    | (V)                              | Number of<br>shares<br>(VI) | As a<br>percentage<br>of Total<br>Shares held<br>(VII) =<br>(VI)/(III)*10<br>0 | Number<br>of shares<br>(VIII) | As a<br>percentage of<br>Total Shares<br>held (IX) =<br>(VIII)/(III)*10<br>0 |
| A                                      | Promoters & Promoters Group   |                  |                         |                         |                                  |                             |  |                               |  |
| A.1                                    | Indian Promoters  |                  |                         |                         |                                  |                             |  |                               |  |
| i)                                     | Individuals/HUF (Names of major shareholders):  |                  | -                       | -                       | -                                | -                           | -  | -                             | -  |
|  | (i)<br>(ii)<br>(iii)  |                  |                         |                         |                                  |                             |  |                               |  |
| ii)                                    | Bodies Corporate:<br>(i)True North Fund VI LLP<br>(ii) Faering Capital India Evolving Fund II &<br>Faering Capital India Evolving Fund III                        | 1<br>1           | N.A<br>N.A              | N.A<br>N.A              | N.A<br>N.A                       | N.A<br>N.A                  | N.A<br>N.A   | N.A<br>N.A                    | N.A<br>N.A   |
| iii)                                   | Financial Institutions/ Banks   |                  | -                       | -                       | -                                | -                           | -  | -                             | -  |
| iv)                                    | Central Government/ State Government(s) /<br>President of India   |                  | -                       | -                       | -                                | -                           | -  | -                             | -  |
| v)                                     | Persons acting in concert (Please specify)  |                  | -                       | -                       | -                                | -                           | -  | -                             | -  |
| vi)                                    | Any other (Please specify)  |                  | -                       | -                       | -                                | -                           | -  | -                             | -  |
| A.2                                    | Foreign Promoters   |                  |                         |                         |                                  |                             |  |                               |  |
| i)                                     | Individuals (Name of maior shareholders):<br>(i)<br>(ii)<br>(iii)   |                  | -                       | -                       | -                                | -                           | -  | -                             | -  |
| ii)                                    | Bodies Corporate:<br>(i)<br>(ii)<br>(iii)   |                  | -                       | -                       | -                                | -                           | -  | -                             | -  |
| iii)                                   | Any other (Please specify)  |                  | -                       | -                       | -                                | -                           | -  | -                             | -  |
| В.                                     | Non Promoters   |                  |                         |                         |                                  |                             |  |                               |  |
| B.1                                    | Public Shareholders   |                  |                         |                         |                                  |                             |  |                               |  |
| 1.1)<br>i)<br>ii)<br>iii)<br>iv)<br>v) | Institutions<br>Mutual Funds<br>Foreign Portfolio Investors<br>Financial Institutions/Banks<br>Insurance Companies<br>FII belonging to Foreign promoter of Indian |                  | -<br>-<br>-             |                         |                                  |                             |  |                               |  |
| vi)                                    | Promoter <sup>(e)</sup><br>FII belonging to Foreign promoter of Indian  |                  |                         |                         |                                  |                             |  |                               |  |
| vi)<br>vii)                            | Promoter (e)<br>Provident Fund/Pension Fund   |                  |                         | -                       | -                                | -                           | -  | -                             | -  |
| viii)                                  | Alternative Investment Fund<br>Any other (Please specify)   |                  | -                       | -                       | -                                | -                           | -  | -                             | -  |
| ix)<br>1.2)                            | Central Government/ State Government(s)/<br>President of India  |                  | -                       | -                       | -                                | -                           | -  | -                             | -  |
| 1.3)<br>i)<br>ii)<br>iii)<br>iv)       | Non-Institutions<br>Individual share capital upto Rs. 2 Lacs<br>Individual share capital in excess of Rs. 2 Lacs<br>NBFCs registered with RBI<br>Others:          | 1                | -<br>N.A<br>-           | N.A                     | N.A<br>-                         | N.A                         | N.A  | -<br>N.A<br>-                 | -<br>N.A<br>-  |
| v)                                     | - Trusts<br>- Non Resident Indian<br>- Clearino Members<br>- Non Resident Indian Non Repartriable<br>- Bodies Corporate<br>- IEPF<br>Any other (Please Specify)   | 5                | -<br>-<br>-<br>N.A<br>- | N.A                     | -<br>-<br>-<br>N.A<br>-          | -<br>-<br>-<br>N.A<br>-     | -<br>-<br>N.A  | -<br>-<br>-<br>N.A<br>-       | N.A  |
| B.2<br>2.1)<br>2.2)<br>2.3)            | Non Public Shareholders<br>Custodian/DR Holder<br>Employee Benefit Trust<br>Anv other (Please specify)  |                  | -<br>-<br>-             | -                       |                                  | -                           | -  |                               |  |
|  | Total   | 8                | -                       | -                       | -                                | -                           | -  | -                             | -  |
| L                                      | I   |                  |                         | I                       | I                                |                             |  | I                             | I  |

Note: 1. Fette Tone LLP being a Limited Liability Partnership, no shares are held by the members/partners. The interest in LLP is expressed as percentage of partnership interest. Since, there are no shares or equity capital in an LLP, the number of shares and paid up capital amount are mentioned as N.A. 2. Partnership Interest as on March 31. 2023 is as under: Partnership

| Partners   | Interest (%) |
|--|--------------|
| PROMOTERS  |              |
| a. True North Fund VI LLP  | 61.09        |
| b. Faering Capital India Evolving Fund II and<br>Faering Capital India Evolving Fund III | 16.45        |
| NON PROMOTERS  | 22.46        |
| Total  | 100          |

Foot Notes: (a) At A.1 and A.2 of part B above, the names of individuals and bodies corporate must be specifically and separately mentioned. (b). Insurers are required to highlight the categories which fall within the purview of Regulation 11(1)(ii) of the Insurance Regulatory and Development Authority (Registration of Indian Insurance Companies) Regulations, 2000.

(c) Details of invectors (excluding emoloyees holding under ESOP) have to be provided where the insurance company is unlisted.
 (d) Details of Indian investors, singly and jointly holding more than 1%, have to be provided where the insurance company is listed.
 (e) Please secondly the names of the FIIS. indication those FIIS which below to the Group of the binut Venture partner / foreign investor of the Indian insurance company.
 (f) Please specify the names of the OCBs, indicating those OCBs which belong to the Group of the Joint Venture partner / foreign investor of the Indian insurance company.

# FORM NL-10-RESERVE AND SURPLUS SCHEDULE



Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited)

Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

|   |   |                      | (Amount in Rs. Lakhs |
|---|---|----------------------|----------------------|
|   | Particulars                                     | As at March 31, 2023 | As at March 31, 2022 |
|   |   |                      |                      |
| 1 | Capital Reserve                                 | -                    | -                    |
| 2 | Capital Redemption Reserve                      | -                    | -                    |
| 3 | Share Premium                                   |                      |                      |
|   | -Opening Balance                                | 12,511               | 5,675                |
|   | -Additions during the period                    | 20,874               | 6,836                |
| 4 | General Reserves                                | -                    | -                    |
|   | Less: Amount utilized for Buy-back              | -                    | -                    |
|   | Less: Amount utilized for issue of Bonus shares | -                    | -                    |
| 5 | Catastrophe Reserve                             | -                    | -                    |
| 6 | Other Reserves - Employee Stock options         |                      |                      |
|   | -Opening Balance                                | 29                   |                      |
|   | -Additions during the period                    | 12                   | 2                    |
| 7 | Balance of Profit in Profit & Loss Account      | -                    | -                    |
|   | TOTAL   | 33,426               | 12,54                |



Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited)

Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

|   | (Amount in Rs. Lakhs   |                      |                      |  |  |  |  |  |
|---|------------------------|----------------------|----------------------|--|--|--|--|--|
|   | Particulars            | As at March 31, 2023 | As at March 31, 2022 |  |  |  |  |  |
| 1 | Debentures/ Bonds*     | 25,000               | 25,000               |  |  |  |  |  |
| 2 | Banks                  | -                    | -                    |  |  |  |  |  |
| 3 | Financial Institutions | -                    | -                    |  |  |  |  |  |
| 4 | Others                 | -                    | -                    |  |  |  |  |  |
|   | TOTAL                  | 25,000               | 25,000               |  |  |  |  |  |

(Amount in Rs. Lakhs)

# DISCLOSURE FOR SECURED BORROWINGS

(Amount in Rs. Lakhs)

| SL. NO. | SOURCE / INSTRUMENT | AMOUNT BORROWED | AMOUNT OF SECURITY | NATURE OF<br>SECURITY |
|---------|---------------------|-----------------|--------------------|-----------------------|
|         |                     |                 |                    |                       |
| 1       | Nil                 |                 |                    |                       |

\* Debentures are Unsecured, subordinated, listed, rated, redeemable, taxable, non-cumulative and non-convertible.

### FORM NL-12 & 12A -INVESTMENT SCHEDULE



## Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited)

Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

|   | NL -12<br>Shareholders  |                         | NL                      | -12A                    | (Amount in Rs. Lakhs)<br>Total |                         |  |
|---|-------------------------|-------------------------|-------------------------|-------------------------|--------------------------------|-------------------------|--|
|   |                         |                         | Policy                  | holders                 |                                |                         |  |
| Particulars   | As at March 31,<br>2023 | As at March 31,<br>2022 | As at March 31,<br>2023 | As at March 31,<br>2022 | As at March 31,<br>2023        | As at March 31,<br>2022 |  |
|   |                         |                         |                         |                         |                                |                         |  |
| LONG TERM INVESTMENTS   |                         |                         |                         |                         |                                |                         |  |
| 1 Government securities and Government guaranteed<br>bonds including Treasury Bills | 30,279                  | 22,746                  | 44,501                  | 31,229                  | 74,780                         | 53,975                  |  |
| 2 Other Approved Securities   | 10,969                  | 10,451                  | 12,551                  | 8,565                   | 23,520                         | 19,016                  |  |
| 3 Other Investments   | -                       | -                       | -                       | -                       | -                              | -                       |  |
| ( a) Shares   | -                       | -                       | -                       | -                       | -                              | -                       |  |
| (aa) Equity   | -                       | -                       | -                       | -                       | -                              | -                       |  |
| (bb) Preference   | -                       | -                       | -                       | -                       | -                              | -                       |  |
| ( b) Mutual Funds   | -                       | -                       | -                       | -                       | -                              |                         |  |
| (c) Derivative Instruments  | -                       | -                       | -                       | -                       | -                              | -                       |  |
| (d) Debentures/ Bonds   | 18,086                  | 19,544                  | 88,047                  | 55,365                  | 1,06,133                       | 74,909                  |  |
| (e) Other Securities  | -                       | -                       | -                       | 1,982                   | -                              | 1,982                   |  |
| (f) Subsidiaries  | -                       | -                       | -                       | -                       | -                              | -                       |  |
| (g) Investment Properties-Real Estate   | -                       | -                       | -                       | -                       | -                              | -                       |  |
| 4 Investments in Infrastructure and Housing   | 24,149                  | 11,652                  | 52,413                  | 44,450                  | 76,562                         | 56,102                  |  |
| 5 Other than Approved Investments   | 11,951                  | -                       | 7,925                   | 50                      | 19,876                         | 50                      |  |
| TOTAL   | 95,434                  | 64,393                  | 2,05,437                | 1,41,641                | 3,00,871                       | 2,06,034                |  |
| SHORT TERM INVESTMENTS  |                         |                         |                         |                         |                                |                         |  |
| 1 Government securities and Government guaranteed<br>bonds including Treasury Bills | 2,000                   | 1,018                   | 4,028                   | 3,478                   | 6,028                          | 4,49                    |  |
| 2 Other Approved Securities   | -                       | -                       | 1,000                   | 505                     | 1,000                          | 50                      |  |
| 3 Other Investments   | -                       | -                       | -                       | -                       | -                              | -                       |  |
| (a) Shares  | -                       | -                       | -                       | -                       | -                              | -                       |  |
| (aa) Equity   | 1,105                   | 309                     | -                       | -                       | 1,105                          | 30                      |  |
| (bb) Preference   | -                       | -                       | -                       | -                       | -                              | -                       |  |
| (b) Mutual Funds  | 5,251                   | 8,351                   | 319                     | 412                     | 5,570                          | 8,76                    |  |
| (c) Derivative Instruments  |                         | -                       | -                       | -                       | -                              | -                       |  |
| (d) Debentures/ Bonds   | 3,500                   | 6,002                   | 7,996                   | 3,511                   | 11,496                         | 9,51                    |  |
| (e) Other Securities -Fixed Deposits  | 2,599                   | 4,179                   | 1,783                   | 3,120                   | 4,382                          | 7,29                    |  |
| (f) Subsidiaries  | -                       | -                       | -                       | -                       | -                              | -                       |  |
| (g) Investment Properties-Real Estate   | -                       | -                       | -                       | -                       | -                              | -                       |  |
| 4 Investments in Infrastructure and Housing   | 5,004                   | 2,001                   | 502                     | 502                     | 5,506                          | 2,50                    |  |
| 5 Other than Approved Investments   | 652                     | 707                     | -                       | -                       | 652                            | 70                      |  |
| TOTAL   | 20,111                  | 22,569                  | 15,628                  | 11,528                  | 35,739                         | 34,091                  |  |
| GRAND TOTAL   | 1,15,545                | 86,962                  | 2,21,065                | 1,53,170                | 3,36,610                       | 2,40,13                 |  |

| A) Aggregate v         | value of Investments other th | an Listed Equity Sec | urities and Deriv | ative Instruments |                 |                 |
|------------------------|-------------------------------|----------------------|-------------------|-------------------|-----------------|-----------------|
|                        |                               |                      |                   |                   | (Amount in      | n Rs. Lakhs)    |
|                        | Share                         | holders              | Policy            | holders           | То              | tal             |
| Particulars            | As at March 31,               | As at March 31,      | As at March 31,   | As at March 31,   | As at March 31, | As at March 31, |
|                        | 2023                          | 2022                 | 2023              | 2022              | 2023            | 2022            |
|                        |                               |                      |                   |                   |                 |                 |
| Long Term Investments  |                               |                      |                   |                   |                 |                 |
| Book Value             | 95,434                        | 64,393               | 2,05,405          | 1,41,641          | 3,00,839        | 2,06,034        |
| market Value           | 93,898                        | 63,462               | 2,00,686          | 1,42,640          | 2,94,583        | 2,06,102        |
| Short Term Investments |                               |                      |                   |                   |                 |                 |
| Book Value             | 18,331                        | 21,538               | 15,628            | 11,528            | 33,959          | 33,066          |
| market Value           | 18,344                        | 21,606               | 15,510            | 11,664            | 33,854          | 33,270          |



Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited)

Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

| Particulars                              | As at Marsh 21, 2022 | (Amount in Rs. Lakhs<br>As at March 31, 2022 |
|--|----------------------|--|
| Particulars                              | As at March 31, 2023 | As at March 31, 2022                         |
|  |                      |  |
| 1 SECURITY-WISE CLASSIFICATION           |                      |  |
| Secured                                  |                      |  |
| (a) On mortgage of property              | -                    |  |
| (aa) In India                            | -                    |  |
| (bb) Outside India                       | -                    |  |
| (b) On Shares, Bonds, Govt. Securities   | -                    |  |
| (c) Others                               |                      |  |
| Unsecured                                | -                    |  |
| TOTAL                                    | -                    |  |
| 2 BORROWER-WISE CLASSIFICATION           |                      |  |
| (a) Central and State Governments        | -                    |  |
| (b) Banks and Financial Institutions     | -                    |  |
| (c) Subsidiaries                         | -                    |  |
| (d) Industrial Undertakings              | -                    |  |
| (e) Companies                            | -                    |  |
| (f) Others                               | -                    |  |
| TOTAL                                    | -                    |  |
| 3 PERFORMANCE-WISE CLASSIFICATION        |                      |  |
| (a) Loans classified as standard         | -                    |  |
| (aa) In India                            | -                    |  |
| (bb) Outside India                       | -                    |  |
| (b) Non-performing loans less provisions | -                    |  |
| (aa) In India                            | -                    |  |
| (bb) Outside India                       | -                    |  |
| TOTAL                                    | -                    |  |
| 4 MATURITY-WISE CLASSIFICATION           |                      |  |
| (a) Short Term                           | -                    |  |
| (b) Long Term                            | -                    |  |
| TOTAL                                    | -                    |  |
| Provisions against No                    | on-performing Loans  |  |
| Non-Performing Loans                     | Loan Amount          | Provision                                    |
| -  | (Rs. Lakhs)          | (Rs. Lakhs)                                  |
| Sub-standard                             | -                    | -  |
| Doubtful                                 | -                    | -  |
| Loss                                     | -                    | -  |
| Total                                    | -                    | -  |



|                           | r               |           |            |                 | Γ              |         |             |                | •               | nount in Rs. Lakhs |
|---------------------------|-----------------|-----------|------------|-----------------|----------------|---------|-------------|----------------|-----------------|--------------------|
| Particulars               |                 | oss Block |            |                 | Depre          | ciation |             | Net E          | Block           |                    |
|                           | As at March 31, | Additions | Deductions | As at March 31, | Upto March 31, | For The | On Sales/   | Upto March 31, | As at March 31, | As at March 31,    |
|                           | 2022            |           |            | 2023            | 2022           | Period  | Adjustments | 2023           | 2023            | 2022               |
| Goodwill                  | -               |           | -          | -               | -              | -       | -           | -              | -               | -                  |
| Intangibles               |                 |           |            |                 |                |         |             |                |                 |                    |
| a) Softwares              | 11,732          | 2,435     | -          | 14,166          | 9,218          | 2,270   | -           | 11,489         | 2,678           | 2,513              |
| b) Website                | 113             | -         | -          | 113             | 113            | -       | -           | 113            | -               | -                  |
| Land-Freehold             | -               | -         | -          | -               | -              | -       | -           | -              | -               | -                  |
| Leasehold Property        | 1,723           | 154       | 6          | 1,872           | 757            | 165     | 5           | 916            | 955             | 967                |
| Buildings                 | -               | -         | -          | -               | -              | -       | -           | -              | -               | -                  |
| Furniture & Fittings      | 603             | 105       | 3          | 705             | 424            | 104     | 3           | 526            | 179             | 179                |
| Information Technology    | 1,629           | 230       | -          | 1,859           | 1,510          | 75      | -           | 1,584          | 275             | 119                |
| Equipment (Other Devices) |                 |           |            |                 |                |         |             |                |                 |                    |
| Information Technology    | 1,941           | 370       | 157        | 2,153           | 1,372          | 381     | 156         | 1,596          | 557             | 569                |
| Equipment (End User       |                 |           |            |                 |                |         |             |                |                 |                    |
| Devices)                  |                 |           |            |                 |                |         |             |                |                 |                    |
| Vehicles                  | -               | -         | -          | -               | -              | -       | -           | -              | -               | -                  |
| Office Equipment          | 1,391           | 177       | 5          | 1,564           | 822            | 204     | 4           | 1,022          | 542             | 569                |
| Others                    | -               |           |            | -               | -              |         |             |                |                 |                    |
| TOTAL                     | 19,132          | 3,471     | 171        | 22,432          | 14,216         | 3,199   | 169         | 17,246         | 5,185           | 4,916              |
| Work in progress          | 51              | 1,320     | 999        | 373             | -              | -       | -           | -              | 373             | 51                 |
| Grand Total               | 19,183          | 4,791     | 1,170      | 22,805          | 14,216         | 3,199   | 169         | 17,246         | 5,558           | 4,967              |
| PREVIOUS PERIOD           | 16,464          | 3,093     | 374        | 19,183          | 11,712         | 2,676   | 173         | 14,216         | 4,968           | -                  |



(Amount in Rs. Lakhs)

|   |   | As at March 31, 2023 | As at March 31, 2022 |  |  |  |  |
|---|---|----------------------|----------------------|--|--|--|--|
|   |   |                      |                      |  |  |  |  |
|   | Particulars   |                      |                      |  |  |  |  |
| 1 | Cash (including cheques <sup>(a)</sup> , drafts and stamps) | 191                  | 137                  |  |  |  |  |
| 2 | Bank Balances   |                      |                      |  |  |  |  |
|   | (a) Deposit Accounts  |                      |                      |  |  |  |  |
|   | (aa) Short-term (due within 12 months)                      | 3,580                | 1,830                |  |  |  |  |
|   | (bb) Others   | -                    | -                    |  |  |  |  |
|   | (b) Current Accounts  | 6,415                | 3,914                |  |  |  |  |
|   | (c) Others  | -                    | -                    |  |  |  |  |
| 3 | Money at Call and Short Notice                              |                      |                      |  |  |  |  |
|   | (a) With Banks  | -                    | -                    |  |  |  |  |
|   | (b) With other Institutions                                 | -                    | -                    |  |  |  |  |
| 4 | Others  | -                    | -                    |  |  |  |  |
|   | TOTAL   | 10,186               | 5,881                |  |  |  |  |
|   |   |                      | · · · ·              |  |  |  |  |
|   | Balances with non-scheduled banks included in 2 and 3       | -                    | 1                    |  |  |  |  |
|   | above   |                      |                      |  |  |  |  |
|   | CASH & BANK BALANCES  |                      |                      |  |  |  |  |
|   | In India  | 10,186               | 5,881                |  |  |  |  |
|   | Outside India   | -                    | -                    |  |  |  |  |

(a) Cheques on hand amount to Rs. 178.22 (in Lakhs) Previous Period : Rs. 130.81 (in Lakhs)



|   |                      | (Amount in Rs. Lakhs) |
|---|----------------------|-----------------------|
|   | As at March 31, 2023 | As at March 31, 2022  |
| Particulars   |                      |                       |
| ADVANCES  |                      |                       |
| 1 Reserve deposits with ceding companies  | -                    | -                     |
| 2 Application money for investments   | -                    | -                     |
| 3 Prepayments   | 2,341                | 1,886                 |
| 4 Advances to Directors/Officers  | -                    | -                     |
| 5 Advance tax paid and taxes deducted at source (Net of provision for taxation) | 474                  | 265                   |
| 6 Others  |                      |                       |
| Advance To Suppliers  | 364                  | 958                   |
| Less: Provisions  | (51)                 | (24)                  |
| Sub-total   | 313                  | 934                   |
| TOTAL (A)   | 3,128                | 3,084                 |
| OTHER ASSETS  |                      |                       |
| 1 Income accrued on investments   | 8,854                | 6,628                 |
| 2 Outstanding Premiums  | 775                  | 667                   |
| Less : Provisions for doubtful ,if any  | (560)                | (564)                 |
| Sub-total   | 215                  | 103                   |
| 3 Agents' Balances  | 282                  | 222                   |
| Less: Provisions  | (282)                | (222)                 |
| Sub-total   | -                    | -                     |
| 4 Foreign Agencies Balances   | -                    | -                     |
| 5 Due from other entities carrying on insurance business (including reinsurers) | 14,677               | 8,859                 |
| Less : Provisions for doubtful, if any  | -                    | -                     |
| 6 Due from subsidiaries/ holding  | -                    | -                     |
| 7 Investments held for Unclaimed Amount of Policyholders                        | 306                  | 290                   |
| 8 Others  | -                    | -                     |
| (a) Rent and other deposits   | 3,309                | 737                   |
| (b) GST unutilized credit   | 4,762                | 3,041                 |
| (c) Other Receivables   | 6,597                | 7,187                 |
| Less: Provisions  | (6,545)              | (7,066)               |
| Sub-total   | 52                   | 121                   |
| TOTAL (B)   | 32,174               | 19,779                |
| TOTAL (A+B)   | 35,303               | 22,863                |

# FORM NL-17-CURRENT LIABILITIES SCHEDULE



Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited)

Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

| (Amount in Rs. Lak  |                      |                      |  |  |
|---|----------------------|----------------------|--|--|
| Particulars   | As at March 31, 2023 | As at March 31, 2022 |  |  |
|   |                      |                      |  |  |
| 1 Agents' Balances  | 3,457                | 2,576                |  |  |
| 2 Balances due to other insurance companies                 | 27,992               | 20,949               |  |  |
| 3 Deposits held on re-insurance ceded                       | -                    | -                    |  |  |
| 4 Premiums received in advance                              | -                    | -                    |  |  |
| (a) For Long term policies <sup>(a)</sup>                   | 1,780                | 600                  |  |  |
| (b) for Other Policies                                      | 727                  | 1,417                |  |  |
| 5 Unallocated Premium                                       | 1,945                | 2,579                |  |  |
| 6 Sundry creditors  | 32,927               | 24,303               |  |  |
| 7 Due to subsidiaries/ holding company                      | -                    | -                    |  |  |
| 8 Claims Outstanding  | 35,984               | 26,861               |  |  |
| 9 Due to Officers/ Directors                                | -                    | -                    |  |  |
| 10 Unclaimed Amount of policyholders                        | 112                  | 128                  |  |  |
| 11 Income accrued on Unclaimed amounts                      | 58                   | 52                   |  |  |
| 12 Interest payable on debentures/bonds                     | -                    | -                    |  |  |
| 13 GST Liabilities  | 2,668                | 5,344                |  |  |
| 14 Others (to be specified)                                 |                      |                      |  |  |
| (a) Tax deducted at source                                  | 2,387                | 1,725                |  |  |
| (b) Advance from Corporate Clients                          | 7,334                | 1,598                |  |  |
| (c) Interest accrued and not due on Subordinated Debentures | 652                  | 652                  |  |  |
| (d) Other statutory dues                                    | 417                  | 326                  |  |  |
| TOTAL   | 1,18,439             | 89,109               |  |  |

Note :

(a) Long term policies are policies with more than one year tenure

# FORM NL-18-PROVISIONS SCHEDULE



Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited)

Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

|   |  |                      | (Amount in Rs. Lakhs) |
|---|--|----------------------|-----------------------|
|   | Particulars  | As at March 31, 2023 | As at March 31, 2022  |
| 1 | Reserve for Unexpired Risk                             | 1,60,163             | 1,08,127              |
| 2 | Reserve for Premium Deficiency                         | -                    | -                     |
| 3 | For taxation (less advance tax paid and taxes deducted | -                    | -                     |
|   | at source)   |                      |                       |
| 4 | For Employee Benefits                                  | 1,247                | 1,042                 |
| 4 | Others   | -                    | -                     |
|   | TOTAL  | 1,61,410             | 1,09,169              |

FORM NL-19 MISC EXPENDITURE SCHEDULE (To the extent not written off or adjusted)



Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited)

Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

(Amount in Rs. Lakhs)

|   | Particulars                                     | As at March 31, 2023 | As at March 31, 2022 |
|---|---|----------------------|----------------------|
| 1 | Discount Allowed in issue of shares/ debentures | -                    | -                    |
| 2 | Others  | -                    | -                    |
|   | TOTAL   | -                    | -                    |



| SI.No. | Particular  | For the Quarter Ended<br>March 31, 2023 | Up to the year<br>ended March 31, 2023 | For the Quarter Ended<br>March 31, 2022 | Up to the year<br>ended March 31, 2022 |
|--------|---|---|--|---|--|
| 1      | Gross Direct Premium Growth Rate**  | 50%                                     | 45%                                    | 49%                                     | 60%                                    |
| 2      | Gross Direct Premium to Net worth Ratio (No. of times)                              | 1.61                                    | 4.90                                   | 1.76                                    | 5.54                                   |
| 3      | Growth rate of Net Worth  | 64%                                     | 64%                                    | -12%                                    | -12%                                   |
| 4      | Net Retention Ratio**   | 79%                                     | 78%                                    | 77%                                     | 77%                                    |
| 5      | Net Commission Ratio**  | 9%                                      | 6%                                     | 10%                                     | 6%                                     |
| 6      | Expense of Management to Gross Direct<br>Premium Ratio**                            | 40%                                     | 41%                                    | 45%                                     | 42%                                    |
| 7      | Expense of Management to Net Written<br>Premium Ratio**                             | 50%                                     | 53%                                    | 59%                                     | 55%                                    |
| 8      | Expense of Management to Net Written<br>Premium Ratio** (Note-1)                    | 43%                                     | 43%                                    | 54%                                     | 45%                                    |
| 9      | Net Incurred Claims to Net Earned Premium**   | 48%                                     | 54%                                    | 49%                                     | 62%                                    |
| 10     | Claims paid to Claims Provisions** (Note-2)   | 88%                                     | 89%                                    | 88%                                     | 93%                                    |
| 11     | Combined Ratio**  | 92%                                     | 97%                                    | 103%                                    | 107%                                   |
| 12     | Investment income ratio   | 2%                                      | 6%                                     | 1%                                      | 5%                                     |
| 13     | Technical Reserves to Net Premium Ratio ** (No. of times)                           | 1.86                                    | 0.62                                   | 1.98                                    | 0.63                                   |
| 14     | Underwriting Balance Ratio (No. of times)   | (0.01)                                  | (0.06)                                 | (0.13)                                  | (0.18)                                 |
| 15     | Operating Profit Ratio  | 17%                                     | 13%                                    | 12%                                     | 3%                                     |
| 16     | Liquid Assets to Liabilities Ratio (No. of times)                                   | 0.23                                    | 0.23                                   | 0.30                                    | 0.30                                   |
| 17     | Net Earning Ratio   | 3.70%                                   | 0.39%                                  | -7.01%                                  | -9.11%                                 |
| 18     | Return on Net Worth Ratio   | 4.70%                                   | 1.51%                                  | -9.43%                                  | -38.71%                                |
| 19     | Available Solvency Margin Ratio to Required<br>Solvency Margin Ratio (No. of times) | 1.67                                    | 1.67                                   | 1.72                                    | 1.72                                   |
| 20     | NPA Ratio   |   |  |   |  |
|        | Gross NPA Ratio   | 1.88%                                   | 1.88%                                  | 3.23%                                   | 3.23%                                  |
|        | Net NPA Ratio   | 0%                                      | 0%                                     | 0%                                      | 0%                                     |
| 21     | Debt Equity Ratio (No. of times)  | 0.30                                    | 0.30                                   | 0.49                                    | 0.49                                   |
| 22     | Debt Service Coverage Ratio (No. of times)  | 6.92                                    | 1.47                                   | -9.74                                   | -29.13                                 |
| 23     | Interest Service Coverage Ratio (No. of times)                                      | 6.92                                    | 1.47                                   | -9.74                                   | -29.13                                 |
| 24     | Earnings Per Share  | 0.27                                    | 0.09                                   | (0.34)                                  | (1.42)                                 |
| 25     | Book Value Per Share  | 5.50                                    | 5.50                                   | 3.60                                    | 3.60                                   |

Notes: -

1. Expense of Management has been calculated on Net Commission paid

2. Claims provision taken for paid claims only



| ** Segmental Reporting up to the year              | egmental Reporting up to the year   |                     |                      |     |  |     |     |                                     |                |   |   |
|--|-------------------------------------|---------------------|----------------------|-----|--|-----|-----|-------------------------------------|----------------|---|---|
| Segments<br>Upto the year ended on March 31 , 2023 | Gross Direct Premium<br>Growth Rate | Net Retention Ratio | Net Commission Ratio |     | Expense of Management<br>to Net Written Premium<br>Ratio |     |     | Claims paid to<br>Claims Provisions | Combined Ratio | Technical<br>Reserves to Net<br>Premium Ratio<br>(No. of times) | Underwriting<br>Balance Ratio<br>(No. of times) |
| Health   |                                     |                     |                      |     |  |     |     |                                     |                |   |   |
| Current Period                                     | 45%                                 | 78%                 | 6%                   | 41% | 53%  | 43% | 55% | 89%                                 | 98%            | 0.61  | (0.06)  |
| Previous Period                                    | 62%                                 | 77%                 | 5%                   | 42% | 55%  | 45% | 64% | 93%                                 | 109%           | 0.62  | (0.20)  |
| Personal Accident                                  |                                     |                     |                      |     |  |     |     |                                     |                |   |   |
| Current Period                                     | 32%                                 | 78%                 | 9%                   | 43% | 54%  | 46% | 28% | 91%                                 | 75%            | 0.74  | 0.18  |
| Previous Period                                    | 10%                                 | 79%                 | 10%                  | 44% | 56%  | 49% | 9%  | 91%                                 | 58%            | 0.76  | 0.52  |
| Travel Insurance                                   |                                     |                     |                      |     |  |     |     |                                     |                |   |   |
| Current Period                                     | -                                   | -                   | -                    | 41% | 89%  | 57% | 19% | -                                   | 76%            | 0.50  | (0.30)  |
| Previous Period                                    | -                                   | -                   | -                    | 46% | 113%   | -   | -   | -                                   | -              | -   | -   |
| Total Health                                       |                                     |                     |                      |     |  |     |     |                                     |                |   |   |
| Current Period                                     | 45%                                 | 78%                 | 6%                   | 41% | 53%  | 43% | 54% | 89%                                 | 97%            | 0.62  | (0.06)  |
| Previous Period                                    | 60%                                 | 77%                 | 6%                   | 42% | 55%  | 45% | 62% | 93%                                 | 107%           | 0.63  | (0.18)  |
| Total Miscellaneous                                |                                     |                     |                      |     |  |     |     |                                     |                |   |   |
| Current Period                                     | 45%                                 | 78%                 | 6%                   | 41% | 53%  | 43% | 54% | 89%                                 | 97%            | 0.62  | (0.06)  |
| Previous Period                                    | 60%                                 | 77%                 | 6%                   | 42% | 55%  | 45% | 62% | 93%                                 | 107%           | 0.63  | (0.18)  |
| Total-Current Period                               | 45%                                 | 78%                 | 6%                   | 41% | 53%  | 43% | 54% | 89%                                 | 97%            | 0.62  | (0.06)  |
| Total-Previous Period                              | 60%                                 | 77%                 | 6%                   | 42% | 55%  | 45% | 62% | 93%                                 | 107%           | 0.63  | (0.18)  |

### FORM NL-21-RELATED PARTY TRANSACTIONS SCHEDULE

### Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

PART-A Related Party Transactions -for the quarter/year ended March 31, 2023

|        |  |   |   | c  | Consideration paid / received <sup>1</sup> (Rs. In Lakhs) |  |   |  |
|--------|--|---|---|--|---|--|---|--|
| SI.No. | Name of the Related Party  | Nature of Relationship with the Company | Description of Transactions / Categories                      | For the Quarter<br>Ended March 31,<br>2023 | Up to the year<br>Ended March 31,<br>2023                 | For the Quarter<br>Ended March 31,<br>2022 | Up to the year<br>Ended March 31,<br>2022 |  |
|        | Krishnan Ramachandran (CEO), C Anil Kumar<br>(CFO) ( till 09.01.2023) , Vishwanath Mahendra<br>( wef 10.01.2023) & Rajat Sharma (CS) | Key Management Personal                 | Remuneration  | 180  | 878   | 245  | 672                                       |  |
|        | Krishnan Ramachandran (CEO), C Anil Kumar<br>(CFO) ( till 09.01.2023) , Vishwanath Mahendra<br>( wef 10.01.2023) & Rajat Sharma (CS) | Key Management Personal                 | Eomployees Stock Option Scheme                                | 218  | 218   | 175  | 210                                       |  |
| 3      | Fettle Tone LLP  | Holding Company                         | Receipt of Share Application Money and issue of Equity shares | -  | 5,033   | -  | 3,060                                     |  |
| 4      | Bupa Singapore PTE Ltd   | Shareholders with Significant Influence | Receipt of Share Application Money and issue of Equity shares | -  | 4,101   | -  | 2,328                                     |  |
| 5      | Fettle Tone LLP  | Holding Company                         | Receipt of Share Premium                                      | -  | 11,360  | -  | 3,756                                     |  |
| 6      | Bupa Singapore PTE Ltd   | Shareholders with Significant Influence | Receipt of Share Premium                                      | -  | 9,257   | -  | 2,856                                     |  |
| 7      | Fettle Tone LLP  | Holding Company                         | Reimbursment of expenses                                      | -  | -   | -  | 4   |  |
|        | Total  |   |   | 398  | 30,847  | 420  | 12,886                                    |  |

<sup>1</sup>including the premium flow through Associates/ Group companies as agents and intermediaries

## PART-B Related Party Transaction Balances - As at March 31, 2023

| SI.No. | Name of the Related Party | Nature of Relationship with the Company | Amount of Outstanding Balances including Commitments<br>(Rs. In Lakhs) | Whether Payable<br>/ Receivable | Whether<br>Secured? If so,<br>Nature of<br>consideration to<br>be provided at<br>the time of<br>settlement | or | Balance under<br>Provision for<br>doubtful debts<br>relating to the<br>outstanding<br>balance receivable<br>(Rs. In Lakhs) | Expenses recognised up<br>to the quarter end<br>during the year in<br>respect of bad or<br>dobutful debts due from<br>the related party<br>(Rs. In Lakhs) |
|--------|---------------------------|---|--|---------------------------------|--|----|--|---|
| 1      | Fettle Tone LLP           | Holding Company                         | -  | Payable                         | No   | No | -  | -   |
|        | Total                     |   | -  |                                 |  |    | -  | -   |



## FORM NL-22-RECEIPT AND PAYMENTS SCHEDULE (Annual Submission)



Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

Receipts and Payments Account (Direct Basis)

|   | (Amo                         | ount in Rs. Lakhs)           |
|---|------------------------------|------------------------------|
|   | Year Ended<br>March 31, 2023 | Year Ended<br>March 31, 2022 |
| Cash Flows from the operating activities:   |                              |                              |
| Premium received from policyholders, including advance receipts                         | 4,98,021                     | 3,40,643                     |
| Other receipts  | -                            | -                            |
| Payments to the re-insurers, net of commissions and claims                              | (26,629)                     | (1,893)                      |
| Payments to co-insurers, net of claims recovery   | -                            | -                            |
| Payments of claims  | (1,61,972)                   | (1,34,733)                   |
| Payments of commission and brokerage  | (48,583)                     | (32,747)                     |
| Payments of other operating expenses  | (1,46,678)                   | (1,10,641)                   |
| Preliminary and pre-operative expenses  | -                            | -                            |
| Deposits, advances and staff loans  | (630)                        | (2,382                       |
| Income taxes paid (Net)   | -                            | -                            |
| Good & Service tax paid   | (54,280)                     | (24,466                      |
| Other payments  | -                            | -                            |
| Cash flows before extraordinary items   | 59,251                       | 33,781                       |
| Cash flow from extraordinary operations   | -                            |                              |
| Net cash flow from operating activities   | 59,251                       | 33,781                       |
| Cash flows from investing activities:   |                              |                              |
| Purchase of fixed assets  | (3,779)                      | (2,879                       |
| Proceeds from sale of fixed assets  | -                            | -                            |
| Purchases of investments  | (2,76,844)                   | (2,52,225                    |
| Loans disbursed   | -                            | -                            |
| Sales of investments  | 1,81,331                     | 1,72,664                     |
| Repayments received   | -                            | -                            |
| Rents/Interests/ Dividends received   | 16,353                       | 10,123                       |
| Investments in money market instruments and in liquid mutual funds (Net) <sup>(a)</sup> | -                            | -                            |
| Expenses related to investments   | -                            | -                            |
| Net cash flow from investing activities   | (82,939)                     | (72,317                      |
| Cash flows from financing activities:   |                              |                              |
| Proceeds from issuance of share capital   | 31,081                       | 12,723                       |
| Proceeds from borrowing   | -                            | 25,000                       |
| Repayments of borrowing   | -                            | -                            |
| Interest/dividends paid   | (2,675)                      | -                            |
| Other expenses  | (413)                        | (347                         |
| Net cash flow from financing activities   | 27,993                       | 37,376                       |
| Effect of foreign exchange rates on cash and cash equivalents, net                      |                              | -                            |
| Net increase in cash and cash equivalents:  | 4.304                        | (1,160                       |
| Cash and cash equivalents at the beginning of the year                                  | 5,881                        | 7,041                        |
| Cash and cash equivalents at the end of the year  | 10,186                       | 5,881                        |



Statement Of Admissible Assets : As at March 31, 2023

## Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insurance Company Limited)

Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

Classification: Business within India / Total Business

|          |   |               | · · · ·      | int in Rs. Lakh |
|----------|---|---------------|--------------|-----------------|
| ltem No. | Particulars   | Policyholders | Shareholders | Total           |
| item No. | Faiticulais   | A/c.          | A/c.         | TOTAL           |
|          | Investments:  |               |              |                 |
|          | Shareholders as per NL-12 of BS   | -             | 1,15,545     | 1,15,54         |
|          | Policyholders as per NL-12 A of BS  | 2,21,065      | -            | 2,21,06         |
| (A)      | Total Investments as per BS   | 2,21,065      | 1,15,545     | 3,36,610        |
| (B)      | Inadmissible Investment assets as per Clause (1) of Schedule I of regulation            | -             | -            | -               |
| (C)      | Fixed assets as per BS  | -             | 5,558        | 5,55            |
| (D)      | Inadmissible Fixed assets as per Clause (1) of Schedule I of regulation                 | -             | 1,134        | 1,13            |
|          | Current Assets:   |               |              | -               |
| (E)      | Cash & Bank Balances as per BS  | -             | 10,186       | 10,18           |
| (F)      | Advances and Other assets as per BS   | 21,222        | 14,082       | 35,30           |
| (G)      | Total Current Assets as per BS(E)+(F)   | 21,222        | 24,268       | 45,48           |
| (H)      | Inadmissible current assets as per Clause (1) of Schedule I of regulation               | 170           | 11           | 18              |
| (1)      | Loans as per BS   | -             | -            | -               |
| (L)      | Fair value change account subject to minimum of zero                                    | 32            | 23           | 5               |
| (K)      | Total Assets as per BS (excl. current liabilities and provisions) (A)+(C)+(G)+(I)       | 2,42,287      | 1,45,370     | 3,87,65         |
| (L)      | Total Inadmissible assets(B)+(D)+(H)+(J)  | 202           | 1,169        | 1,37            |
| (M)      | Total Admissible assets for Solvency (excl. current liabilities and provisions) (K)-(L) | 2,42,085      | 1,44,202     | 3,86,28         |

## (Amount in Rs. Lakhs)

| ltem No. | Inadmissible Investment assets (Item wise Details)                           | Policyholders<br>A/c. | Shareholders<br>A/c. | Total |
|----------|--|-----------------------|----------------------|-------|
|          | Inadmissible Investment assets as per Clause (1) of Schedule I of regulation |                       |                      |       |
|          | Inadmissible Fixed assets  |                       |                      |       |
|          | (a) Software Website   | -                     | -                    | -     |
|          | (b) Leasehold Improvements   | -                     | 955                  | 955   |
|          | (c ) Furniture & Fixtures  | -                     | 179                  | 179   |
|          | Inadmissible current assets  |                       |                      |       |
|          | (a) Deposits against unclaimed liability                                     | 170                   | -                    | 170   |
|          | (b) GST unutilized credit more than 90 days                                  | -                     | 11                   | 11    |
|          | (c) Disallowance for RSBY, aging >180 days net of prov.                      | -                     | -                    | -     |
|          | Fair value change account subject to minimum of zero                         | 32                    | 23                   | 55    |
|          | Total  | 202                   | 1,169                | 1,371 |

# FORM NL-24 - SOLVENCY MARGIN (FORM IRDAI-GI-TR)



# Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

Statement of Liabilities : As at March 31, 2023

|          |   |               | (Amount in Rs. Lakhs) |
|----------|---|---------------|-----------------------|
|          |   | Curre         | nt Year               |
| ltem No. | Reserve   | Gross Reserve | Net Reserve           |
| (a)      | Unearned Premium Reserve (UPR)                      | 2,04,318      | 1,60,163              |
| (b)      | Premium Deficiency Reserve (PDR)                    | -             | -                     |
| (c)      | Unexpired Risk Reserve (URR)(a)+(b)                 | 2,04,318      | 1,60,163              |
| (d)      | Outstanding Claim Reserve (other than IBNR reserve) | 16,634        | 13,224                |
| (e)      | IBNR reserve  | 28,610        | 22,761                |
| (f)      | Total Reserves for Technical Liabilities(c)+(d)+(e) | 2,49,562      | 1,96,148              |

Note: The form is prepared as per prescribed IRDAI Solvency Regulations as amended from time to time.



Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010 Classification: Business within India / Total Business

Table IA: Required Solvency Margin Based on Net Premium and Net Incurred Claims as on March 31, 2023

(Amount in Rs. Lakhs)

| ltem<br>No. | Line of Business                 | Gross<br>Premiums | Net<br>Premiums | Gross Incurred<br>Claims | Net<br>Incurred<br>Claims | RSM 1  | RSM 2  | RSM    |
|-------------|----------------------------------|-------------------|-----------------|--------------------------|---------------------------|--------|--------|--------|
| (1)         | (2)                              | (3)               | (4)             | (5)                      | (6)                       | (7)    | (8)    | (9)    |
| 1           | Fire                             | -                 | -               | -                        | -                         | -      | -      | -      |
| 2           | Marine Cargo                     | -                 | -               | -                        | -                         | -      | -      | -      |
| 3           | Marine - Other than Marine Cargo | -                 | -               | -                        | -                         | -      | -      | -      |
| 4           | Motor                            | -                 | -               | -                        | -                         | -      | -      | -      |
| 5           | Engineering                      | -                 | -               | -                        | -                         | -      | -      | -      |
| 6           | Aviation                         | -                 | -               | -                        | -                         | -      | -      | -      |
| 7           | Liability                        | -                 | -               | -                        | -                         | -      | -      | -      |
| 8           | Health                           | 4,07,303          | 3,18,311        | 1,81,052                 | 1,43,931                  | 63,662 | 43,179 | 63,662 |
| 9           | Miscellaneous                    | -                 | -               | -                        | -                         | -      | -      | -      |
| 10          | Сгор                             | -                 | -               | -                        | -                         | -      | -      | -      |
|             | Total                            | 4,07,303          | 3,18,311        | 1,81,052                 | 1,43,931                  | 63,662 | 43,179 | 63,662 |

Note: The form is prepared as per prescribed IRDAI Solvency Regulations as amended from time to time.



Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insurance Company Limited)

Registration No. 145 and Date of Registration with the IRDAI February 15, 2010 Classification: Business within India / Total Business

|          |  | (Amount in Rs. Lakhs) |
|----------|--|-----------------------|
| (1)      | (2)  | (3)                   |
| ITEM NO. | DESCRIPTION                                    | AMOUNT                |
| (A)      | Policyholder's FUNDS                           |                       |
|          | Available assets(as per Form IRDAI-GI-TA)      | 2,42,085              |
|          | Deduct:  |                       |
| (B)      | Current Liabilities as per BS                  | 35,985                |
| (C)      | Provisions as per BS                           | 1,60,163              |
| (D)      | Other Liabilities                              | 39,777                |
| (E)      | Excess in Policyholder's funds (A)-(B)-(C)-(D) | 6,160                 |
|          | Shareholder's FUNDS                            |                       |
| (F)      | Available Assets                               | 1,44,202              |
|          | Deduct:  |                       |
| (G)      | Other Liabilities                              | 43,754                |
| (H)      | Excess in Shareholder's funds (F-G)            | 1,00,448              |
| (I)      | Total ASM (E+H)                                | 1,06,608              |
| (J)      | Total RSM                                      | 63,662                |
| (K)      | SOLVENCY RATIO (Total ASM/ Total RSM)          | 1.67                  |

Note: The form is prepared as per prescribed IRDAI Solvency Regulations as amended from time to time.

## FORM NL-27- PRODUCTS INFORMATION

Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insurance Company Limited)

Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

|                     |                                      | Produ        | cts Information     |                   |                        |                                |
|---------------------|--------------------------------------|--------------|---------------------|-------------------|------------------------|--------------------------------|
| List below the proc | ducts and/or add-ons introduced upto |              |                     |                   |                        |                                |
| Sl. No.             | Name of Product /Add On              | Co. Ref. No. | IRDAI UIN           | Class of Business | Category of<br>product | Date of<br>allotment of<br>UIN |
| 1                   | ReAssure                             |              | NBHHLIP23107V022223 | Health            |                        | 19-Sep-22                      |
| 2                   | HeartBeat                            |              | NBHHLIP23113V072223 | Health            |                        | 27-Sep-22                      |
| 3                   | Elixir                               |              | NBHHLIP23156V012223 | Health            |                        | 4-Jan-23                       |
| 4                   | ReAssure 2.0                         |              | NBHHLIP23169V012223 | Health            |                        | 7-Feb-23                       |

FORM NL-28-STATEMENT OF INVESTMENT ASSETS AND STATEMENT OF ACCRETION OF ASSETS



Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insurance Company Limited)

Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

Statement as on: March 31, 2023

PART - A

Statement of Investment Assets (General Insurer including an insurer carrying on business of re-insurance or health insurance) (Business within India)

| Section I |   |        |          |
|-----------|---|--------|----------|
| No        | PARTICULARS                                   | SCH ++ | AMOUNT   |
| 1         | Investments (Shareholders)                    | 8      | 1,15,545 |
|           | Investments (Policyholders)                   | 8A     | 2,21,065 |
| 2         | Loans   | 9      | -        |
| 3         | Fixed Assets                                  | 10     | 5,558    |
| 4         | Current Assets                                |        | -        |
|           | a. Cash & Bank Balance                        | 11     | 10,186   |
|           | b. Advances & Other Assets                    | 12     | 35,303   |
| 5         | Current Liabilities                           |        | -        |
|           | a. Current Liabilities                        | 13     | 1,18,439 |
|           | b. Provisions                                 | 14     | 1,61,409 |
|           | c. Misc. Exp not Written Off                  | 15     | -        |
|           | d. Debit Balance of P&L A/c                   |        | 1,01,382 |
|           | Application of Funds as per Balance Sheet (A) |        | 7,68,883 |
|           | Less: Other Assets                            | SCH ++ | Amount   |
| 1         | Loans (if any)                                | 9      |          |
| 2         | Fixed Assets (if any)                         | 10     | 5,558    |
| 3         | Cash & Bank Balance (if any)                  | 11     | 10,186   |
| 4         | Advances & Other Assets (if any)              | 12     | 35,303   |
| 5         | Current Liabilities                           | 13     | 1,18,439 |
| 6         | Provisions                                    | 14     | 1,61,409 |
| 7         | Misc. Exp not Written Off                     | 15     |          |
| 8         | Investments held outside India                |        |          |
| 9         | Debit Balance of P&L A/c                      |        | 1,01,382 |
|           | Total (B)                                     |        | 4,32,277 |
|           | 'Investment Assets'                           | (A-B)  | 3,36,610 |

Section II

|    |   |                      | SH                        |          |          |                         |             |            |           |                 |  |
|----|---|----------------------|---------------------------|----------|----------|-------------------------|-------------|------------|-----------|-----------------|--|
| No | 'Investment' represented as   | Reg. %               | Balance FRSM <sup>*</sup> |          | РН       | Book Value<br>(SH + PH) | % Actual    | FVC Amount | Total     | Market<br>Value |  |
|    |   |                      | (a)                       | (b)      | (c)      | d = (a+b+c)             | e = (d-a) % | (f)        | (g)=(d+f) | (h)             |  |
| 1  | Central Govt. Securities  | Not less than 20%    |                           | 30,280   | 38,978   | 69,258                  | 20.56%      | -          | 69,258    | 67,875          |  |
| 2  | Central Govt Sec, State Govt Sec or Other Approved<br>Securities (incl (1) above) | Not less than<br>30% |                           | 43,247   | 62,080   | 1,05,327                | 31.26%      | -          | 1,05,327  | 1,03,115        |  |
| 3  | Investment subject to Exposure Norms  |                      | -                         | -        |          | -                       |             | -          |           | -               |  |
|    | a. Housing / Infra & Loans to SG for Housing and FFE                              | Not less than<br>15% | -                         | -        | -        | -                       | -           |            | -         | -               |  |
|    | 1. Approved Investments   |                      |                           | 37,262   | 87,679   | 1,24,941                | 37.08%      | -          | 1,24,941  | 1,22,659        |  |
|    | 2. Other Investments  |                      | -                         | -        | -        |                         | 0.00%       |            | -         | -               |  |
|    | b. Approved Investments   | Not exceeding        | -                         | 22,421   | 63,380   | 85,801                  | 25.47%      | 12         | 85,813    | 84,255          |  |
|    | c. Other Investments  | 55%                  | -                         | 12,951   | 7,894    | 20,844                  | 6.19%       | (317)      | 20,528    | 20,167          |  |
|    | Investment Assets   | 100%                 | -                         | 1,15,881 | 2,21,033 | 3,36,914                | 100%        | (305)      | 3,36,610  | 3,30,195        |  |



Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insu REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010 Statement as on: March 31, 2023

Statement of Accretion of Assets

(Business within India)

| No | Category of Investments   | соі | Opening Balance |         | Net Accretion<br>for the Qtr. | % to Total<br>Accrual | TOTAL    | % to Total |
|----|---|-----|-----------------|---------|-------------------------------|-----------------------|----------|------------|
|    |   |     | (A)             |         | (B)                           |                       | (A+B)    |            |
| 1  | Central Govt. Securities  |     | 66,183          | 21.06%  | 3,076                         | 13.62%                | 69,258   | 20.56%     |
| 2  | Central Govt Sec, State Govt Sec or Other Approved<br>Securities (incl (i) above) |     | 1,01,260        | 32.21%  | 4,067                         | 18.01%                | 1,05,327 | 31.26%     |
| 3  | Investment subject to Exposure Norms  |     |                 |         |                               |                       |          |            |
|    | a. Housing & Loans to SG for Housing and FFE                                      |     |                 |         |                               |                       |          |            |
|    | 1. Approved Investments   |     | 38,406          | 12.22%  | 961                           | 4.25%                 | 39,366   | 11.68%     |
|    | 2. Other Investments  |     | -               | 0.00%   |                               | 0.00%                 | -        | 0.00%      |
|    | b. Infrastructure Investments   |     |                 |         |                               |                       |          |            |
|    | 1. Approved Investments   |     | 82,121          | 26.13%  | 3,454                         | 15.29%                | 85,575   | 25.40%     |
|    | 2. Other Investments  |     | -               | 0.00%   | -                             | 0.00%                 | -        | 0.00%      |
|    | c. Approved Investments   |     | 77,580          | 24.68%  | 8,221                         | 36.40%                | 85,801   | 25.47%     |
|    | d. Other Investments (not exceeding 15%)  |     | 14,964          | 4.76%   | 5,880                         | 26.04%                | 20,844   | 6.19%      |
|    | Total   |     | 3,14,332        | 100.00% | 22,583                        | 100.00%               | 3,36,914 | 100.00%    |

PART - B

## FORM NL-29-DETAIL REGARDING DEBT SECURITIES

Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

### Detail Regarding debt securities

| Detail Regarding debt securities     |                         |                                 |                         |                                 |                         |                                 |                      | (Amount in Rs. Lakhs)           |
|--------------------------------------|-------------------------|---------------------------------|-------------------------|---------------------------------|-------------------------|---------------------------------|----------------------|---------------------------------|
|                                      |                         | MARKE                           | T VALUE                 | -                               |                         | Воо                             | k Value              |                                 |
|                                      | As at March 31,<br>2023 | as % of total for this<br>class | As at March 31,<br>2022 | as % of total for this<br>class | As at March 31,<br>2023 | as % of total for this<br>class | As at March 31, 2022 | as % of total for this<br>class |
| Break down by credit rating          |                         |                                 |                         |                                 |                         |                                 |                      |                                 |
| AAA rated                            | 2,00,899                | 64%                             | 1,33,266                | 60%                             | 2,04,867                | 64%                             | 1,32,811             | 60%                             |
| AA or better                         | 23,157                  | 7%                              | 18,262                  | 8%                              | 23,778                  | 7%                              | 18,354               | 8%                              |
| Rated below AA but above A           | -                       | 0%                              | -                       | 0%                              | -                       | 0%                              | -                    | 0%                              |
| Rated below A but above B            | -                       | 0%                              | -                       | 0%                              | -                       | 0%                              | -                    | 0%                              |
| Rated Below B                        | -                       | 0%                              | -                       | 0%                              | -                       | 0%                              | -                    | 0%                              |
| Any other (Sovereign)                | 91,952                  | 29%                             | 69,748                  | 32%                             | 93,778                  | 29%                             | 69,855               | 32%                             |
| Total (A)                            | 3,16,010                | 100.00%                         | 2,21,277                | 100.00%                         | 3,22,424                | 100.00%                         | 2,21,020             | 100.00%                         |
| BREAKDOWN BY RESIDUAL MATURITY       |                         |                                 |                         |                                 |                         |                                 |                      |                                 |
| Up to 1 year                         | 23,902                  | 8%                              | 17,207                  | 8%                              | 24,030                  | 7%                              | 17,018               | 8%                              |
| more than 1 year and upto 3years     | 68,179                  | 22%                             | 43,623                  | 20%                             | 69,710                  | 22%                             | 43,123               | 20%                             |
| More than 3years and up to 7years    | 1,01,294                | 32%                             | 87,273                  | 39%                             | 1,03,451                | 32%                             | 86,781               | 39%                             |
| More than 7 years and up to 10 years | 93,862                  | 30%                             | 70,853                  | 32%                             | 96,344                  | 30%                             | 71,648               | 32%                             |
| above 10 years                       | 28,772                  | 9%                              | 2,320                   | 1%                              | 28,888                  | 9%                              | 2,450                | 1%                              |
| Any other                            | -                       | 0%                              | -                       | 0%                              | -                       | 0%                              | -                    | 0%                              |
| Total (B)                            | 3,16,010                | 100.00%                         | 2,21,277                | 100.00%                         | 3,22,424                | 100.00%                         | 2,21,020             | 100.00%                         |
| Breakdown by type of the issuer      |                         |                                 |                         |                                 |                         |                                 |                      |                                 |
| a. Central Government                | 67,875                  | 21%                             | 50,114                  | 23%                             | 69,258                  | 21%                             | 50,334               | 23%                             |
| b. State Government                  | 24,077                  | 8%                              | 19,634                  | 9%                              | 24,520                  | 8%                              | 19,521               | 9%                              |
| c. Corporate Securities              | 2,24,057                | 71%                             | 1,51,528                | 68%                             | 2,28,646                | 71%                             | 1,51,165             | 68%                             |
| Any other                            | -                       | 0%                              | -                       | 0%                              | -                       | 0%                              | -                    | 0%                              |
| Total (C)                            | 3,16,010                | 100.00%                         | 2,21,277                | 100.00%                         | 3,22,424                | 100.00%                         | 2,21,020             | 100.00%                         |



## FORM NL-30 -DETAILS OF NON-PERFORMING ASSETS

Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010 Name of the Shareholder Funds and Policyholder Funds

Fund:

|    |   |                    |                                     |       |                                     |                        |                                     |                  |                                     | (Ame     | ount in Rs. Lakhs)                  |
|----|---|--------------------|-------------------------------------|-------|-------------------------------------|------------------------|-------------------------------------|------------------|-------------------------------------|----------|-------------------------------------|
|    |   | Bonds / Debentures |                                     | Loans |                                     | Other Debt instruments |                                     | All Other Assets |                                     | TOTAL    |                                     |
| NO | PARTICULARS                                 | •                  | Prev. FY ( As on<br>March 31, 2022) | •     | Prev. FY ( As on<br>March 31, 2022) | •                      | Prev. FY ( As on<br>March 31, 2022) | •                | Prev. FY ( As on<br>March 31, 2022) | •        | Prev. FY ( As on<br>March 31, 2022) |
| 1  | Investments Assets                          | 2,17,097           | 1,43,028                            | -     | -                                   | 9,929                  | 18,030                              | 1,09,889         | 79,273                              | 3,36,914 | 2,40,331                            |
| 2  | Gross NPA                                   | -                  | -                                   | -     | -                                   | -                      | -                                   | -                | -                                   | -        | -                                   |
| 3  | % of Gross NPA on Investment Assets (2/1)   | -                  | -                                   | -     | -                                   | -                      | -                                   | -                | -                                   | -        | -                                   |
| 4  | Provision made on NPA                       | -                  | -                                   | -     | -                                   | -                      | -                                   | -                | -                                   | -        | -                                   |
| 5  | Provision as a % of NPA (4/2)               | -                  | -                                   | -     | -                                   | -                      | -                                   | -                | -                                   | -        | -                                   |
| 6  | Provision on Standard Assets                | -                  | -                                   | -     | -                                   | -                      | -                                   | -                | -                                   | -        | -                                   |
| 7  | Net Investment Assets (1-4)                 | 2,17,097           | 1,43,028                            | -     | -                                   | 9,929                  | 18,030                              | 1,09,889         | 79,273                              | 3,36,914 | 2,40,331                            |
| 8  | Net NPA (2-4)                               | -                  | -                                   | -     | -                                   | -                      | -                                   | -                | -                                   | -        | -                                   |
| 9  | % of Net NPA to Net Investment Assets (8/7) | -                  | -                                   | -     | -                                   | -                      | -                                   | -                | -                                   | -        | -                                   |
| 10 | Write off made during the period            | -                  | -                                   | -     | -                                   | -                      | -                                   | -                | -                                   | -        | -                                   |



### FORM NL-31-STATEMENT OF INVESTMENT AND INCOME ON INVESTMENT

Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010 Statement as on: March 31, 2023 Statement of Investment and Income on Investment



## Name of the Fund: Shareholder Funds and Policyholder Funds

|     |  |                  | Current Quarter                  |                                  |                                 |                   | Year to Date (current year)      |                                  |                                 |                   | Year to Date (previous year) <sup>3</sup> |                                  |                                 |                   |
|-----|--|------------------|----------------------------------|----------------------------------|---------------------------------|-------------------|----------------------------------|----------------------------------|---------------------------------|-------------------|---|----------------------------------|---------------------------------|-------------------|
| No. | Category of Investment   | Category<br>Code | Investment<br>(Rs.) <sup>1</sup> | Income on<br>Investment<br>(Rs.) | Gross Yield<br>(%) <sup>1</sup> | Net Yield<br>(%)² | Investment<br>(Rs.) <sup>1</sup> | Income on<br>Investment<br>(Rs.) | Gross Yield<br>(%) <sup>1</sup> | Net Yield<br>(%)² | Investment<br>(Rs.) <sup>1</sup>          | Income on<br>Investment<br>(Rs.) | Gross Yield<br>(%) <sup>1</sup> | Net Yield<br>(%)² |
| 1   | CENTRAL GOVERNMENT BONDS   | CGSB             | 68,008                           | 1,117                            | 1.64                            | 1.64              | 59,006                           | 3,800                            | 6.44                            | 6.44              | 39,582                                    | 2,524                            | 6.38                            | 6.38              |
| 2   | STATE GOVERNMENT BONDS   | SGGB             | 23,424                           | 421                              | 1.80                            | 1.80              | 21,562                           | 1,542                            | 7.15                            | 7.15              | 15,076                                    | 1,118                            | 7.42                            | 7.42              |
| 3   | Central Government Guaranteed Loans /<br>Bonds   | CGSL             | 11,552                           | 198                              | 1.71                            | 1.71              | 9,352                            | 647                              | 6.92                            | 6.92              | 6,516                                     | 440                              | 6.76                            | 6.76              |
| 4   | Bonds / Debentures issued by NHB /   | HTDN             | 30,847                           | 542                              | 1.76                            | 1.76              | 27,428                           | 1,931                            | 7.04                            | 7.04              | 16,161                                    | 1,274                            | 7.88                            | 7.88              |
| 5   | Bonds / Debentures issued by HUDCO   | HTHD             | 7,727                            | 141                              | 1.83                            | 1.83              | 8,071                            | 574                              | 7.11                            | 7.11              | 5,296                                     | 352                              | 6.64                            | 6.64              |
| 6   | INFRASTRUCTURE - INFRASTRUCTURE<br>DEVELOPMENT FUND (IDF)  | IDDF             | 583                              | 22                               | 3.79                            | 3.79              | 1,016                            | 99                               | 9.78                            | 9.78              | 1,935                                     | 171                              | 8.83                            | 8.83              |
| 7   | INFRASTRUCTURE - PSU - DEBENTURES /<br>BONDS   | IPTD             | 81,172                           | 1,383                            | 1.70                            | 1.70              | 67,436                           | 4,558                            | 6.76                            | 6.76              | 48,065                                    | 3,302                            | 6.87                            | 6.87              |
| 8   | Units of Infrastructure Investment Trust   | EIIT             | 1,091                            | 27                               | 2.48                            | 2.48              | 546                              | 63                               | 11.64                           | 11.64             | 206                                       | 17                               | 8.42                            | 8.42              |
| 9   | Debt Instruments of InvITs   | IDIT             | 3,506                            | 66                               | 1.87                            | 1.87              | 2,062                            | 151                              | 7.34                            |                   | 344                                       | 23                               | 6.67                            | 6.67              |
| 10  | CORPORATE SECURITIES - DEBENTURES  | ECOS             | 68,445                           | 1,156                            | 1.69                            | 1.69              | 55,674                           | 3,676                            |                                 |                   | 37,981                                    | 2,465                            | 6.49                            |                   |
| 11  | Commercial Papers  | ECCP             | 977                              | 16                               | 1.61                            | 1.61              | 745                              | 48                               | 6.44                            | 6.44              | -   | -                                | 0.00                            | 0.00              |
| 12  | DEPOSITS - DEPOSIT WITH SCHEDULED<br>BANKS, FIS (INCL. BANK BALANCE AWAITING<br>INVESTMENT), CCIL, RBI | ECDB             | 2,982                            | 42                               | 1.42                            | 1.42              | 6,136                            | 343                              | 5.58                            | 5.58              | 8,652                                     | 456                              | 5.27                            | 5.27              |
| 13  | Debt Instruments of REITs  | EDRT             | 3,499                            | 61                               | 1.74                            | 1.74              | 3,471                            | 245                              | 7.07                            | 7.07              | 615                                       | 43                               | 7.03                            | 7.03              |
| 14  | Application Money  | ECAM             | -                                | -                                | 0.00                            | 0.00              | -                                | -                                | 0.00                            | 0.00              | 63  | -                                | 0.00                            | 0.00              |
| 15  | MUTUAL FUNDS - GILT / G SEC / LIQUID<br>SCHEMES  | EGMF             | 6,872                            | 111                              | 1.62                            | 1.62              | 8,518                            | 485                              | 5.69                            | 5.69              | 8,289                                     | 295                              | 3.56                            | 3.56              |
| 16  | SEBI approved Alternate Investment Fund  | OAFB             | 1,622                            | 22                               | 1.38                            | 1.38              | 793                              | 35                               | 4.46                            | 4.46              | 17  | 1                                | 3.98                            | 3.98              |
| 17  | Equity Shares (incl Co-op Societies)   | OESH             | 1,000                            | -                                | 0.00                            | 0.00              | 1,000                            | -                                | 0.00                            | 0.00              | 384                                       | -                                | 0.00                            | 0.00              |
| 18  | Infrastructure - Debentures / Bonds / CPs /<br>Ioans   | IODS             | -                                | -                                | 0.00                            | 0.00              | -                                | -                                | 0.00                            | 0.00              | 681                                       | 2                                | 0.24                            | 0.24              |
| 19  | Debentures   | OLDB             | 15,920                           | 297                              | 1.86                            | 1.86              | 11,333                           | 833                              | 7.35                            | 7.35              | 441                                       | 1                                | 0.14                            | 0.14              |
|     | TOTAL  |                  | 3,29,227                         | 5,621                            | 1.71                            | 1.71              | 2,84,150                         | 19,032                           | 6.70                            | 6.70              | 1,90,302                                  | 12,484                           | 6.56                            | 6.56              |

## FORM NL-32-STATEMENT OF DOWN GRADED INVESTMENTS



Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010 Statement as on: March 31, 2023 Statement of Down Graded Investments Name of Fund

(Amount in Rs. Lakhs)

| No | Name of the Security | соі | Amount | Date of<br>Purchase | Rating Agency | Original Grade | Current Grade | Date of last<br>Downgrade | Remarks |
|----|----------------------|-----|--------|---------------------|---------------|----------------|---------------|---------------------------|---------|
| Α. | During the Quarter   |     |        |                     |               |                |               |                           |         |
|    | Nil                  |     |        |                     |               |                |               |                           |         |
|    |                      |     |        |                     |               |                |               |                           |         |
| В. | As on Date           |     |        |                     |               |                |               |                           |         |
|    | Nil                  |     |        |                     |               |                |               |                           |         |
|    |                      |     |        |                     |               |                |               |                           |         |

## FORM NL-33- REINSURANCE/RETROCESSION RISK CONCENTRATION



# Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

# Statement as on March 31, 2023

| S.No. | Reinsurance/Retrocession Placements                | No. of<br>reinsurers | Premium ceded | to reinsurers (Upto th | ne Quarter) | (Amount in Rs. Lakhs)<br>Premium ceded to<br>reinsurers / Total |
|-------|--|----------------------|---------------|------------------------|-------------|---|
|       |  |                      | Proportional  | Non-Proportional       | Facultative | reinsurance premium<br>ceded (%)                                |
|       | Outside India                                      |                      |               |                        |             |   |
| 1     | No. of Reinsurers with rating of AAA and above     |                      | -             | -                      | -           | -   |
| 2     | No. of Reinsurers with rating AA but less than AAA |                      | -             | -                      | -           | -   |
| 3     | No. of Reinsurers with rating A but less than AA   |                      | -             | -                      | -           | -   |
| 4     | No. of Reinsurers with rating BBB but less than A  |                      | -             | -                      | -           | -   |
| 5     | No. of Reinsurers with rating less than BBB        |                      | -             | -                      | -           | -   |
|       | Total (A)  |                      | -             | -                      | -           | -   |
|       | With In India                                      |                      |               |                        |             |   |
| 1     | Indian Insurance Companies                         |                      | -             | -                      | -           | -   |
| 2     | FRBs   | 4                    | 61,791        | 86                     | -           | 70%   |
| 3     | GIC Re   | 1                    | 27,030        | 86                     | -           | 30%   |
| 4     | Other  |                      | -             | -                      | -           | -   |
|       | Total (B)  |                      | 88,821        | 171                    | -           | 100%  |
|       | Grand Total (C)= (A)+(B)                           |                      | 88,821        | 171                    | -           | 100%  |

#### FORM NL-34-GEOGRAPHICAL DISTRIBUTION OF BUSINESS



#### Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insurance Company Limited) Registration No. 143 and Date of Registration with the IRDA February 15, 2010 GROSS DIRECT PREMIUM UNDERWITTEY FOR THE QUARTER NOED March 31, 2023

|          |                             | He   | ealth                                     | Persona                                    | l Accident                                | Travel I                                   | nsurance                                  | Tota                                       | al Health                                 | Total Mis                                  | cellaneous                                |  | Amount in Rs. Lakhs)<br>Total             |
|----------|-----------------------------|--|---|--|---|--|---|--|---|--|---|--|---|
| SI.No.   | State / Union Territory     | For the Quarter<br>Ended March 31,<br>2023 | Up to the year<br>ended March 31,<br>2023 | For the Quarter<br>Ended March<br>31, 2023 | Up to the year<br>ended March<br>31, 2023 | For the Quarter<br>Ended March<br>31, 2023 | Up to the year<br>ended March<br>31, 2023 | For the Quarter<br>Ended March<br>31, 2023 | Up to the year<br>ended March 31,<br>2023 | For the Quarter<br>Ended March 31,<br>2023 | Up to the year<br>ended March 31,<br>2023 | For the Quarter<br>Ended March<br>31, 2023 | Up to the year<br>ended March 31,<br>2023 |
|          |                             | 2023                                       | 2023                                      | 31,2023                                    | 51,2025                                   | 51,2025                                    | 31,2023                                   | 51,2025                                    | 2023                                      | 2023                                       | 2023                                      | 51,2025                                    | 2023                                      |
|          | STATES                      |  |   |  |   |  |   |  |   |  |   |  |   |
| 1        | Andhra Pradesh              | 3,417                                      | 10,590                                    | 51   | 174                                       | 11   | 34  | 3,479                                      | 10,798                                    | 3,479                                      | 10,798                                    | 3,479                                      | 10,798                                    |
| 2        | Arunachal Pradesh           | 74   | 187                                       | 1  | 2   | 0  | Ö   | 75   | 189                                       | 75   | 189                                       | 75   | 189                                       |
| 3        | Assam                       | 1,516                                      | 4,306                                     | 23   | 54  | 0  | 1   | 1,539                                      | 4,362                                     | 1,539                                      | 4,362                                     | 1,539                                      | 4,362                                     |
| 4        | Bihar                       | 3,131                                      | 9,269                                     | 37   | 94  | 1  | 3   |  | 9,367                                     | 3,169                                      | 9,367                                     | 3,169                                      | 9,367                                     |
| 5        | Chhattisgarh                | 1,496                                      | 4,401                                     | 33   | 92  | 0  | 3   | 1,529                                      | 4,496                                     | 1,529                                      | 4,496                                     | 1,529                                      | 4,496                                     |
| 6        | Goa                         | 432  | 1,411                                     | 8  | 28  | 0  | 2   | 440  | 1,440                                     | 440  | 1,440                                     | 440  | 1,440                                     |
| 7        | Gujarat                     | 7,047                                      | 22,318                                    | 284  | 966                                       | 14   | 53  | 7,346                                      | 23,336                                    | 7,346                                      | 23,336                                    | 7,346                                      | 23,336                                    |
| 8        | Haryana                     | 11,439                                     | 31,365                                    | 177  | 521                                       | 10   | 36  | 11,627                                     | 31,921                                    | 11,627                                     | 31,921                                    | 11,627                                     | 31,921                                    |
| 9        | Himachal Pradesh            | 489  | 1,416                                     | 7  | 21  | 1  | 3   | 496  | 1,440                                     | 496  | 1,440                                     | 496  | 1,440                                     |
| 10       | Jharkhand                   | 1,191                                      | 3,828                                     | 9  | 30  | 0  | 3   | 1,200                                      | 3,860                                     | 1,200                                      | 3,860                                     | 1,200                                      | 3,860                                     |
| 11       | Karnataka                   | 12,215                                     | 34,003                                    | 185  | 642                                       | 12   | 47  | 12,412                                     | 34,691                                    | 12,412                                     | 34,691                                    | 12,412                                     | 34,691                                    |
| 12       | Kerala                      | 4,525                                      | 15,431                                    | 31   | 120                                       | 8  | 24  | 4,565                                      | 15,575                                    | 4,565                                      | 15,575                                    | 4,565                                      | 15,575                                    |
| 13       | Madhya Pradesh              | 3,687                                      | 11,139                                    | 63   | 180                                       | 4  | 12  | 3,754                                      | 11,331                                    | 3,754                                      | 11,331                                    | 3,754                                      | 11,331                                    |
| 14       | Maharashtra                 | 23,317                                     | 68,274                                    | 392  | 1,250                                     | 25   | 87  | 23,734                                     | 69,611                                    | 23,734                                     | 69,611                                    | 23,734                                     | 69,611                                    |
| 15       | Manipur                     | 110<br>89                                  | 316                                       | 0  | 2   | 0  | 0   | 110<br>89                                  | 318                                       | 110  | 318                                       | 110<br>89                                  | 318<br>251                                |
| 16<br>17 | Meghalaya                   | 92   | 249                                       | 2  | 7   | 0  | 0   | 94   | 189                                       | 94   | 189                                       | 94   | 189                                       |
| 17       | Mizoram                     | 92   | 182                                       | 0  | 1   | 0  | 0   | 94   | 138                                       | 94   | 138                                       | 94<br>44                                   | 138                                       |
| 18       | Nagaland<br>Odisha          | 43   | 6,749                                     | 31   | 79  | 1  | 5   | 2,338                                      | 6,832                                     | 2,338                                      | 6,832                                     | 2,338                                      | 6,832                                     |
| 20       | Puniab                      | 2,308                                      | 17,119                                    | 119  | 344                                       | 17   | 59  | 5,455                                      | 17,521                                    | 5,455                                      | 17.521                                    | 5,455                                      | 17,521                                    |
| 20       | Rajasthan                   | 4,698                                      | 15,514                                    | 414  | 1,280                                     | 4  | 13  | 5,435                                      | 16,807                                    | 5,433                                      | 16,807                                    | 5,435                                      | 16,807                                    |
| 22       | Sikkim                      | 4,038                                      | 15,514                                    | 1  | 1,200                                     | -  | 0   | 47   | 10,007                                    | 47   | 10,807                                    | 47   | 10,807                                    |
| 23       | Tamil Nadu                  | 5,316                                      | 17,620                                    | 116  | 368                                       | 11   | 39  | 5,442                                      | 18,027                                    | 5,442                                      | 18,027                                    | 5,442                                      | 18,027                                    |
| 24       | Telangana                   | 7,285                                      | 22,496                                    | 91   | 295                                       | 5  | 19  | 7,380                                      | 22,810                                    | 7,380                                      | 22,810                                    | 7,380                                      | 22,810                                    |
| 25       | Tripura                     | 112  | 355                                       | 1  | 3   | 0  | 0   | 113  | 358                                       | 113  | 358                                       | 113  | 358                                       |
| 26       | Uttarakhand                 | 1,375                                      | 4,323                                     | 19   | 28  | 2  | 7   | 1,396                                      | 4,358                                     | 1,396                                      | 4,358                                     | 1,396                                      | 4,358                                     |
| 27       | Uttar Pradesh               | 13,732                                     | 41,360                                    | 199  | 667                                       | 11   | 36  | 13,942                                     | 42,062                                    | 13,942                                     | 42,062                                    | 13,942                                     | 42,062                                    |
| 28       | West Bengal                 | 3,908                                      | 12,674                                    | 61   | 191                                       | 4  | 12  | 3,973                                      | 12,876                                    | 3,973                                      | 12,876                                    | 3,973                                      | 12,876                                    |
|          | TOTAL (A)                   | 1,18,407                                   | 3,57,148                                  | 2,354                                      | 7,439                                     | 143  | 498                                       | 1,20,904                                   | 3,65,086                                  | 1,20,904                                   | 3,65,086                                  | 1,20,904                                   | 3,65,086                                  |
|          | UNION TERRITORIES           |  |   |  |   |  |   |  |   |  |   |  |   |
| 1        | Andaman and Nicobar Islands | 18   | 62  | 0  | 0   | -  | 0   | 18   | 62  | 18   | 62  | 18   | 62  |
| 2        | Chandigarh                  | 562  | 1,818                                     | 6  | 17  | 3  | 7   | 571  | 1,842                                     | 571  | 1,842                                     | 571  | 1,842                                     |
| 3        | Dadra and Nagar Haveli      | 49   | 172                                       | 0  | 9   | 0  | 0   | 50   | 181                                       | 50   | 181                                       | 50   | 181                                       |
| 4        | Daman & Diu                 | 23   | 106                                       | 0  | 3   | -  | 0   | 23   | 109                                       | 23   | 109                                       | 23   | 109                                       |
| 5        | Govt. of NCT of Delhi       | 11,188                                     | 37,922                                    | 146  | 514                                       | 12   | 54  | 11,346                                     | 38,490                                    | 11,346                                     | 38,490                                    | 11,346                                     | 38,490                                    |
| 6        | Jammu & Kashmir             | 393  | 1,142                                     | 4  | 16  | 2  | 3   | 399  | 1,161                                     | 399  | 1,161                                     | 399  | 1,161                                     |
| 7        | Ladakh                      | 7  | 40  | 0  | 0   | (0)  | 0   |  | 40  | 7  | 40  | 7  | 40  |
| 8        | Lakshadweep                 | 2  | 11  |  | -   | -  | 0   |  | 11  | 2  | 11  | 2  | 11  |
| 9        | Puducherry                  | 110<br>12,352                              | 316<br>41,588                             | 1  | 5   | 0  | 1   | 112  | 322<br>42,217                             | 112  | 322                                       | 112  | 322<br>42,217                             |
|          | TOTAL (B)                   | 12,352                                     | 41,588                                    | 159  | 565                                       | 17   | 65  | 12,527                                     | 42,217                                    | 12,527                                     | 42,217                                    | 12,527                                     | 42,217                                    |
|          | Outside India               | -  |   |  |   |  |   | _  |   |  |   | _  | -   |
|          |                             |  |   |  | -   |  | -   | -  |   | -  |   | -  | -   |
| 1        | TOTAL (C)                   | -  | -   | -  | -   | -  | -   | -  | -   | -  | -   | -  | -   |
|          |                             |  |   |  |   |  |   |  |   |  |   |  |   |
|          | Grand Total (A)+(B)+(C)     | 1,30,759                                   | 3,98,736                                  | 2,513                                      | 8,004                                     | 160  | 563                                       | 1,33,432                                   | 4,07,303                                  | 1,33,432                                   | 4,07,303                                  | 1,33,432                                   | 4,07,303                                  |

#### FORM NL-35- QUARTERLY BUSINESS RETURNS ACROSS LINE OF BUSINESS



### Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

| SI.No. | Line of Business                             | For the Qua<br>March 3 |                 | Upto the y<br>March 3 |                 |         | arter ended<br>31, 2022 | (Amc<br>Upto the ye<br>March 3 |                 |
|--------|--|------------------------|-----------------|-----------------------|-----------------|---------|-------------------------|--------------------------------|-----------------|
|        | -  | Premium                | No. of Policies |                       | No. of Policies | Premium | No. of Policies         | Premium                        | No. of Policies |
| 1      | Fire   | N.A.                   | N.A.            | N.A.                  | N.A.            | N.A.    | N.A.                    | N.A.                           | N.A.            |
| 2      | Marine Cargo                                 | N.A.                   | N.A.            | N.A.                  | N.A.            | N.A.    | N.A.                    | N.A.                           | N.A.            |
| 3      | Marine Other than Cargo                      | N.A.                   | N.A.            | N.A.                  | N.A.            | N.A.    | N.A.                    | N.A.                           | N.A.            |
| 4      | Motor OD                                     | N.A.                   | N.A.            | N.A.                  | N.A.            | N.A.    | N.A.                    | N.A.                           | N.A.            |
| 5      | Motor TP                                     | N.A.                   | N.A.            | N.A.                  | N.A.            | N.A.    | N.A.                    | N.A.                           | N.A.            |
| 6      | Health                                       | 1,30,759               | 14,01,316       | 3,98,736              | 14,11,865       | 87,100  | 3,46,020                | 2,74,904                       | 11,55,625       |
| 7      | Personal Accident                            | 2,513                  | 1,25,038        | 8,004                 | 1,26,316        | 2,120   | 36,839                  | 6,076                          | 1,09,988        |
| 8      | Travel                                       | 160                    | 8,115           | 563                   | 23,330          | 18      | 913                     | 18                             | 913             |
| 9      | Workmen's Compensation/ Employer's liability | N.A.                   | N.A.            | N.A.                  | N.A.            | N.A.    | N.A.                    | N.A.                           | N.A.            |
| 10     | Public/ Product Liability                    | N.A.                   | N.A.            | N.A.                  | N.A.            | N.A.    | N.A.                    | N.A.                           | N.A.            |
| 11     | Engineering                                  | N.A.                   | N.A.            | N.A.                  | N.A.            | N.A.    | N.A.                    | N.A.                           | N.A.            |
| 12     | Aviation                                     | N.A.                   | N.A.            | N.A.                  | N.A.            | N.A.    | N.A.                    | N.A.                           | N.A.            |
| 13     | Crop Insurance                               | N.A.                   | N.A.            | N.A.                  | N.A.            | N.A.    | N.A.                    | N.A.                           | N.A.            |
| 14     | Other segments                               | N.A.                   | N.A.            | N.A.                  | N.A.            | N.A.    | N.A.                    | N.A.                           | N.A.            |
| 15     | Miscellaneous                                | N.A.                   | N.A.            | N.A.                  | N.A.            | N.A.    | N.A.                    | N.A.                           | N.A.            |

#### FORM NL-36- BUSINESS -CHANNELS WISE



#### Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

| SI.No. | Channels                          | For the Qua     | arter ended   | Upto the y      | ear ended     | For the Qua     | arter ended   | Upto the ye     | ear ended     |
|--------|-----------------------------------|-----------------|---------------|-----------------|---------------|-----------------|---------------|-----------------|---------------|
|        |                                   | March 3         | 1, 2023       | March 3         | 1, 2023       | March 3         | 1, 2022       | March 3         | 1, 2022       |
|        |                                   | No. of Policies | Premium       |
|        |                                   |                 | (Rs.In Lakhs) |                 | (Rs.In Lakhs) |                 | (Rs.In Lakhs) |                 | (Rs.In Lakhs) |
| 1      | Individual agents                 | 6,32,688        | 47,812        | 6,40,761        | 1,46,705      | 1,65,443        | 35,994        | 5,07,540        | 1,04,786      |
| 2      | Corporate Agents-Banks            | 2,75,940        | 22,838        | 2,79,138        | 71,469        | 75,069          | 17,406        | 2,44,045        | 52,243        |
| 3      | Corporate Agents -Others          | 4,067           | 10,764        | 4,074           | 33,817        | 729             | 6,082         | 2,584           | 24,798        |
| 4      | Brokers                           | 3,59,182        | 33,006        | 3,72,633        | 88,657        | 77,389          | 13,828        | 2,20,513        | 37,541        |
| 5      | Micro Agents                      | -               | -             | -               | -             | -               | -             | -               | -             |
| 6      | Direct Business                   |                 |               |                 |               |                 |               |                 |               |
|        | -Officers/Employees               | 2,45,656        | 17,981        | 2,46,372        | 63,367        | 58,996          | 14,480        | 2,09,991        | 51,122        |
|        | -Online (Through Company Website) | 4,098           | 238           | 4,748           | 514           | 2,119           | 496           | 10,866          | 1,646         |
|        | -Others                           | -               | -             | -               | -             | -               | -             | -               | -             |
| 7      | Common Service Centres(CSC)       | -               | -             | -               | -             | -               | -             | -               | -             |
| 8      | Insurance Marketing Firm          | 4,264           | 278           | 4,280           | 937           | 942             | 198           | 2,686           | 548           |
| 9      | Point of sales person (Direct)    | 6,316           | 411           | 7,241           | 1,431         | 2,262           | 549           | 2,681           | 627           |
| 10     | MISP (Direct)                     | -               | -             | -               | -             | -               | -             | -               | -             |
| 11     | Web Aggregators                   | 2,258           | 104           | 2,264           | 407           | 823             | 203           | 65,620          | 7,687         |
| 12     | Referral Arrangements             | -               | -             | -               | -             | -               | -             | -               | -             |
| 13     | Other                             | -               | -             | -               | -             | -               | -             | -               | -             |
|        | Total (A)                         | 15,34,469       | 1,33,432      | 15,61,511       | 4,07,303      | 3,83,772        | 89,237        | 12,66,526       | 2,80,997      |
| 14     | Business outside India (B)        | -               | -             | -               | -             | -               | -             | -               | -             |
|        | Grand Total (A+B)                 | 15,34,469       | 1,33,432      | 15,61,511       | 4,07,303      | 3,83,772        | 89,237        | 12,66,526       | 2,80,997      |

#### FORM NL-37-CLAIMS DATA



#### Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

#### Upto the year ending March 31, 2023

|         |   |      |                 |                |                 |          |          |                |          |                      |        |              |  |                                 |             |          | opto the ye       | ai enunig ward    |               |                  |
|---------|---|------|-----------------|----------------|-----------------|----------|----------|----------------|----------|----------------------|--------|--------------|--|---------------------------------|-------------|----------|-------------------|-------------------|---------------|------------------|
|         |   |      |                 |                |                 |          |          |                |          |                      |        |              |  |                                 |             |          |                   |                   | No            | . of claims only |
| SI. No. | Claims Experience   | Fire | Marine<br>Cargo | Marine<br>Hull | Total<br>Marine | Motor OD | Motor TP | Total<br>Motor | Health   | Personal<br>Accident | Travel | Total Health | Workmen's<br>Compensation/<br>Employer's | Public/<br>Product<br>Liability | Engineering | Aviation | Crop<br>Insurance | Other<br>segments | Miscellaneous | Total            |
| 1       | Claims O/S at the beginning of the period   | -    | -               | -              | -               | -        | -        | -              | 5,987    | 78                   | -      | 6,065        | -  | -                               | -           | -        | -                 | -                 | -             | 6,065            |
| 2       | Claims reported during the period   | -    | -               | -              | -               | -        | -        | -              | 4,45,382 | 1,449                | 100    | 4,46,931     | -  | -                               | -           | -        | -                 | -                 | -             | 4,46,931         |
|         | (a) Booked During the period  | -    | -               | -              | -               | -        | -        | -              | 4,39,118 | 1,349                | 100    | 4,40,567     | -  | -                               | -           | -        | -                 | -                 | -             | 4,40,567         |
|         | (b) Reopened during the Period  | -    | -               | -              | -               | -        | -        | -              | 6,264    | 100                  | -      | 6,364        | -  | -                               | -           | -        | -                 | -                 | -             | 6,364            |
|         | (c) Other Adjustment  | -    | -               | -              | -               | -        | -        | -              | -        | -                    | -      | -            | -  | -                               | -           | -        | -                 | -                 | -             | -                |
| 3       | Claims Settled during the period  | -    | -               | -              | -               | -        | -        | -              | 3,99,773 | 711                  | 8      | 4,00,492     | -  | -                               | -           | -        | -                 | -                 | -             | 4,00,492         |
|         | (a) paid during the period  | -    | -               | -              | -               | -        | -        | -              | 3,99,773 | 711                  | 8      | 4,00,492     | -  | -                               | -           | -        | -                 | -                 | -             | 4,00,492         |
|         | (b) Other Adjustment  | -    | -               | -              | -               | -        | -        | -              | -        | -                    | -      | -            | -  | -                               | -           | -        | -                 | -                 | -             |                  |
| 4       | Claims Repudiated during the period   | -    | -               | -              | -               | -        | -        | -              | 41,242   | 639                  | 18     | 41,899       | -  | -                               | -           | -        | -                 | -                 | -             | 41,899           |
|         | Other Adjustment  | -    | -               | -              | -               | -        | -        | -              | -        | -                    | -      | -            | -  | -                               | -           | -        | -                 | -                 | -             | -                |
| 5       | Unclaimed (Pending claims which are<br>transferred to Unclaimed A/c. after the<br>mandatory period as prescribed by the<br>Authority) | -    | -               | -              | -               | -        | -        | -              | -        | -                    | -      | -            | -  | -                               | -           | -        | -                 | -                 | -             | -                |
| 6       | Claims O/S at End of the period   | -    | -               | -              | -               | -        | -        | -              | 10,354   | 177                  | 74     | 10,605       | -  | -                               | -           | -        | -                 | -                 | -             | 10,605           |
|         | Less than 3months   | -    | -               | -              | -               | -        | -        | -              | 10,354   | 177                  | 74     | 10,605       | -  | -                               | -           | -        | -                 | -                 | -             | 10,605           |
| -       | 3 months to 6 months  | -    | -               | -              | -               | -        | -        | -              | -        | -                    | -      | -            | -  | -                               | -           | -        | -                 | -                 | -             | -                |
|         | 6months to 1 year   | -    | -               | -              | -               | -        | -        | -              | -        | -                    | -      | -            | -  | -                               | -           | -        | -                 | -                 | -             | -                |
|         | 1year and above   | -    | -               | -              | -               | -        | -        | -              | -        | -                    | -      | -            | -  | -                               | -           | -        | -                 | -                 | -             | -                |

#### Upto the year ending on March 31, 2023

|         |   |      |        |        |        |          |          |       |          |          |       |              |               |           |             |          | opto tile ye | ar ending on wa | arch 31, 2023 |                  |
|---------|---|------|--------|--------|--------|----------|----------|-------|----------|----------|-------|--------------|---------------|-----------|-------------|----------|--------------|-----------------|---------------|------------------|
|         |   |      |        |        |        |          |          |       |          |          |       |              |               |           |             |          |              |                 | (Amou         | nt in Rs. Lakhs) |
| SI. No. | Claims Experience                         | Fire | Marine | Marine | Total  | Motor OD | Motor TP | Total | Health   | Personal | Trave | Total Health | Workmen's     | Public/   | Engineering | Aviation | Crop         | Other           | Miscellaneous | Total            |
|         | -   |      | Cargo  | Hull   | Marine |          |          | Motor |          | Accident |       |              | Compensation/ | Product   |             |          | Insurance    | segments        |               |                  |
|         |   |      |        |        |        |          |          |       |          |          |       |              | Employer's    | Liability |             |          |              |                 |               |                  |
|         |   |      |        |        |        |          |          |       |          |          |       |              | liability     | -         |             |          |              |                 |               |                  |
| 1       | Claims O/S at the beginning of the period | -    | -      | -      | -      | -        | -        | -     | 4,533    | 444      | -     | 4,978        | -             | -         | -           | -        | -            | -               | -             | 4,978            |
| 2       | Claims reported during the period         | -    | -      | -      | -      | -        | -        | -     | 2,24,081 | 4,386    | 65    | 2,28,532     | -             | -         | -           | -        | -            | -               | -             | 2,28,532         |
|         | (a) Booked During the period              | -    | -      | -      | -      | -        | -        | -     | 2,19,044 | 4,086    | 65    | 2,23,195     | -             | -         | -           | -        | -            | -               | -             | 2,23,195         |
|         | (b) Reopened during the Period            | -    | -      | -      | -      | -        | -        | -     | 5,037    | 300      | -     | 5,337        | -             | -         | -           | -        | -            | -               | -             | 5,337            |
|         | (c) Other Adjustment                      | -    | -      | -      | -      | -        | -        | -     | -        | -        | -     | -            | -             | -         | -           | -        | -            | -               | -             | -                |
| 3       | Claims Settled during the period          | -    | -      | -      |        | -        | -        | -     | 1,54,909 | 1,406    | 1     | 1,56,317     | -             |           | -           | -        | -            | -               | -             | 1,56,317         |
|         | (a) paid during the period                | -    | -      | -      |        | -        | -        | -     | 1,54,909 | 1,406    | 1     | 1,56,317     | -             |           | -           | -        | -            | -               | -             | 1,56,317         |
|         | (a) paid during the period                | -    | -      | -      | -      | -        | -        | -     | -        | -        | -     | -            | -             | -         | -           | -        | -            | -               | -             | -                |
|         | (b)Other Adjustment                       |      |        |        |        |          |          |       |          |          |       |              |               |           |             |          |              |                 |               |                  |
| 4       | Claims Repudiated during the period       | -    | -      | -      | -      | -        | -        | -     | 66,721   | 2,809    | 12    | 69,542       | -             | -         | -           | -        | -            | -               | -             | 69,542           |
|         | Other Adjustment                          | -    | -      | -      | -      | -        | -        | -     | -        | -        | -     | -            | -             | -         | -           | -        | -            | -               | -             | -                |
|         | Unclaimed (Pending claims which are       | -    | -      | -      | -      | -        | -        | -     | -        | -        | -     | -            | -             | -         | -           | -        | -            | -               | -             | -                |
| 5       | transferred to Unclaimed A/c. after the   |      |        |        |        |          |          |       |          |          |       |              |               |           |             |          |              |                 |               |                  |
|         | mandatory period as prescribed by the     |      |        |        |        |          |          |       |          |          |       |              |               |           |             |          |              |                 |               |                  |
| 6       | Claims O/S at End of the period           | -    | -      | -      | -      | -        | -        | -     | 6,985    | 615      | 52    | 7,652        | -             | -         | -           | -        | -            | -               | -             | 7,652            |
|         | Less than 3months                         | -    | -      | -      | -      | -        | -        | -     | 6,985    | 615      | 52    | 7,652        | -             | -         | -           | -        | -            | -               | -             | 7,652            |
|         | 3 months to 6 months                      | -    | -      | -      |        | -        | -        | -     | -        | -        | -     | -            | -             |           | -           | -        | -            | -               | -             | -                |
|         | 6months to 1 year                         | -    | -      | -      | -      | -        | -        | -     | -        | -        | -     | -            | -             | -         | -           | -        | -            | -               | -             | -                |
|         | 1year and above                           | -    | -      | -      | -      | -        | -        | -     | -        | -        | -     | -            | -             | -         | -           | -        | -            | -               | -             | -                |

#### FORM NL-38-DEVELOPMENT OF LOSSES (ANNUAL SUBMISSION)

Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010 Date: March 31, 2023

WITHIN INDIA

(Amount in Rs. Lakhs)

niva 🚞

|   |                |                |                |               |               |               |                     |               |               |               |               | (Amount in    | KS. Lakns)  |
|---|----------------|----------------|----------------|---------------|---------------|---------------|---------------------|---------------|---------------|---------------|---------------|---------------|-------------|
|   |                |                |                |               |               |               | ccident Year Cohort |               |               |               |               |               |             |
|   |                |                |                |               |               |               |                     |               |               |               |               |               |             |
| Particulars                                 | YE 31-Mar-X-12 | YE 31-Mar-X-11 | YE 31-Mar-X-10 | YE 31-Mar-X-9 | YE 31-Mar-X-8 | YE 31-Mar-X-7 | YE 31-Mar-X-6       | YE 31-Mar-X-5 | YE 31-Mar-X-4 | YE 31-Mar-X-3 | YE 31-Mar-X-2 | YE 31-Mar-X-1 | YE 31-Mar-X |
| A] Ultimate Net loss Cost - Original Estima | 406            | 3,045          | 7,115          | 13,444        | 16,061        | 20,126        | 27,222              | 26,657        | 31,774        | 42,885        | 60,607        | 1,05,967      | 1,37,514    |
| B] Net Claims Provisions2                   | 262            | 1,126          | 1,312          | 2,417         | 2,230         | 2,690         | 4,202               | 3,639         | 6,516         | 7,673         | 18,815        | 22,189        | 29,108      |
| C] Cumulative Payment as of                 |                |                |                |               |               |               |                     |               |               |               |               |               |             |
| one year later - 1st Diagonal               | 213            | 2,441          | 7,136          | 13,260        | 16,111        | 19,522        | 25,658              | 25,396        | 29,125        | 39,251        | 53,711        | 95,131        | -           |
| two year later - 2nd Diagonal               | 214            | 2,446          | 7,151          | 13,460        | 16,278        | 19,664        | 25,773              | 25,591        | 29,463        | 39,589        | 54,142        |               | -           |
| three year later - 3rd Diagonal             | 214            | 2,448          | 7,173          | 13,512        | 16,399        | 19,735        | 25,799              | 25,679        | 29,615        | 39,796        |               | -             | -           |
| four year later - 4th Diagonal              | 214            | 2,451          | 7,183          | 13,588        | 16,419        | 19,753        | 25,837              | 25,710        | 29,738        | -             | -             |               | -           |
| five year later - 5th Diagonal              | 214            | 2,451          | 7,190          | 13,598        | 16,425        | 19,794        | 25,867              | 25,786        | -             |               |               | -             | -           |
| six year later - 6th Diagonal               | 214            | 2,455          | 7,191          | 13,609        | 16,473        | 19,826        | 25,955              | -             | -             | -             | -             |               | -           |
| seven year later - 7th Diagonal             | 216            | 2,457          | 7,198          | 13,670        | 16,484        | 19,866        | -                   | -             | -             |               | -             | -             | -           |
| eight year later - 8th Diagonal             | 216            | 2,457          | 7,216          | 13,678        | 16,498        |               | -                   |               | -             |               |               | -             | -           |
| nine year later - 9th Diagonal              | 216            | 2,457          | 7,230          | 13,688        | -             |               | -                   | -             | -             |               | -             | -             | -           |
| ten year later - 10th Diagonal              | 216            | 2,457          | 7,244          | -             | -             | -             | -                   | -             | -             |               | -             | -             | -           |
| eleven year later - 11th Diagonal           | 216            | 2,457          | -              | -             | -             |               | -                   | -             | -             |               | -             | -             | -           |
| twelveth year later - 12th Diagonal         | 216            | -              | -              | -             |               | -             | -                   | -             | -             |               |               | -             | -           |

#### D] Ultimate Net Loss Cost re-estimated

| one year later - 1st Diagonal       | 214 | 2,452 | 7,423 | 13,527 | 16,350 | 19,816 | 26,108 | 26,028 | 30,098 | 40,520 | 55,179 | 97,438 | - |
|-------------------------------------|-----|-------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---|
| two year later - 2nd Diagonal       | 214 | 2,468 | 7,222 | 13,489 | 16,563 | 19,994 | 26,173 | 26,042 | 30,228 | 40,348 | 55,337 | -      | - |
| three year later - 3rd Diagonal     | 214 | 2,461 | 7,205 | 13,674 | 16,703 | 19,963 | 26,044 | 26,114 | 30,287 | 40,287 | -      | -      |   |
| four year later - 4th Diagonal      | 216 | 2,453 | 7,222 | 13,741 | 16,631 | 19,976 | 26,069 | 26,125 | 30,254 |        |        | -      |   |
| five year later - 5th Diagonal      | 219 | 2,461 | 7,228 | 13,754 | 16,614 | 20,000 | 26,105 | 26,116 |        |        |        | -      | - |
| six year later - 6th Diagonal       | 215 | 2,458 | 7,223 | 13,749 | 16,650 | 19,993 | 26,162 | -      |        |        | -      | -      | - |
| seven year later - 7th Diagonal     | 216 | 2,458 | 7,231 | 13,795 | 16,639 | 20,000 |        | -      |        |        |        | -      | - |
| eight year later - 8th Diagonal     | 216 | 2,458 | 7,240 | 13,784 | 16,651 |        | -      | -      |        |        | -      | -      | - |
| nine year later - 9th Diagonal      | 216 | 2,459 | 7,256 | 13,765 |        |        |        | -      |        |        |        | -      | - |
| ten year later - 10th Diagonal      | 216 | 2,459 | 7,259 | -      |        |        | -      | -      |        |        | -      | -      | - |
| eleven year later - 11th Diagonal   | 216 | 2,486 | -     | -      | -      | -      | -      | -      | -      | -      | -      | -      | - |
| twelveth year later - 12th Diagonal | 216 |       |       |        |        |        |        | -      |        |        |        | -      | - |

| Favourable / (unfavorable) development3 | 190 | 559 | -144 | -321 | -589 | 126 | 1,060 | 541 | 1,520 | 2,599 | 5,269 | 8,529 | - |
|---|-----|-----|------|------|------|-----|-------|-----|-------|-------|-------|-------|---|
| (A-D)                                   |     |     |      |      |      |     |       |     |       |       |       |       |   |
| In %                                    | 47% | 18% | -2%  | -2%  | -4%  | 1%  | 4%    | 2%  | 5%    | 6%    | 9%    | 8%    | - |
| [(A-D)/A]                               |     |     |      |      |      |     |       |     |       |       |       |       |   |

Note: (a) Should include all other prior years (b) Should include all other prior years (c) Should include all other prior years (c) Favourable development occurs if Utimate Net Loss Cost Re-estimated is lower than the original cost and vice versa for unfavorable development. The Ultimate Net Loss Cost - Original should be compared with the latest diagonal (c) Separate Formats to be disclosed for Motor-TP, Long Tail, Short Tail Business and Gross Company basis

#### FORM NL-39- AGEING OF CLAIMS



#### For the quarter ending on March 31, 2023

#### Niva Bupa Health Insurance Company Limited (Formerly Known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

|        |   |              |                             |                               |                             |                            | Ag                          | geing of Claims ( | Claims paid) |                             |                               |                             |                            |                             |           |                             |                             |
|--------|---|--------------|-----------------------------|-------------------------------|-----------------------------|----------------------------|-----------------------------|-------------------|--------------|-----------------------------|-------------------------------|-----------------------------|----------------------------|-----------------------------|-----------|-----------------------------|-----------------------------|
|        |   |              |                             | I                             | No. of claims paid          | d                          |                             |                   |              |                             | An                            | nount of claims p           | aid                        |                             |           |                             |                             |
| SI.No. | Line of Business                                | upto 1 month | > 1 month and<br><=3 months | > 3 months and<br><= 6 months | > 6 months and<br><= 1 year | > 1 year and <=<br>3 years | > 3 years and<br><= 5 years | > 5 years         | upto 1 month | > 1 month and<br><=3 months | > 3 months and<br><= 6 months | > 6 months and<br><= 1 year | > 1 year and <=<br>3 years | > 3 years and<br><= 5 years | > 5 years | Total No. of<br>claims paid | Total amount of claims paid |
| 1      | Fire  | -            | -                           | -                             | -                           | -                          | -                           | -                 | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                           |
| 2      | Marine Cargo                                    | -            | -                           | -                             | -                           | -                          | -                           | -                 | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                           |
| 3      | Marine Other than Cargo                         | -            | -                           | -                             | -                           | -                          | -                           | -                 | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                           |
| 4      | Motor OD  | -            | -                           | -                             | -                           | -                          | -                           | -                 | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                           |
| 5      | Motor TP  | -            | -                           | -                             | -                           | -                          | -                           | -                 | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                           |
| 6      | Health  | 1,21,006     | 73                          | -                             | -                           | -                          | -                           | -                 | 48,313       | 93                          | -                             | -                           | -                          | -                           | -         | 1,21,079                    | 48,405                      |
| 7      | Personal Accident                               | 248          | -                           | -                             | -                           | -                          | -                           | -                 | 474          | -                           | -                             | -                           | -                          | -                           | -         | 248                         | 474                         |
| 8      | Travel  | -            | -                           | -                             | -                           | -                          | -                           | -                 | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                           |
| 9      | Workmen's Compensation/<br>Employer's liability | -            | -                           | -                             | -                           | -                          | -                           | -                 | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                           |
| 10     | Public/ Product Liability                       | -            | -                           | -                             | -                           | -                          | -                           | -                 | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                           |
| 11     | Engineering                                     | -            | -                           | -                             | -                           | -                          | -                           | -                 | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                           |
| 12     | Aviation  | -            | -                           | -                             | -                           | -                          | -                           | -                 | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                           |
| 13     | Crop Insurance                                  | -            | -                           | -                             | -                           | -                          | -                           | -                 | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                           |
| 14     | Other segments (a)                              | -            | -                           | -                             | -                           | -                          | -                           | -                 | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                           |
| 15     | Miscellaneous                                   | -            | -                           | -                             | -                           | -                          | -                           | -                 | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                           |

#### Upto the year ending on March 31, 2023

|        |   |              |                             |                               |                             |                            |                             |                    |              |                             |                               |                             |                            |                             |           | (Amo                        | ount in Rs. Lakhs)             |
|--------|---|--------------|-----------------------------|-------------------------------|-----------------------------|----------------------------|-----------------------------|--------------------|--------------|-----------------------------|-------------------------------|-----------------------------|----------------------------|-----------------------------|-----------|-----------------------------|--------------------------------|
|        |   |              |                             |                               |                             |                            | Ą                           | geing of Claims (O | Claims paid) |                             |                               |                             |                            |                             |           |                             |                                |
|        |   |              |                             | I                             | No. of claims pai           | đ                          |                             |                    |              |                             | Ar                            | nount of claims p           | aid                        |                             |           |                             |                                |
| SI.No. | Line of Business                                | upto 1 month | > 1 month and<br><=3 months | > 3 months and<br><= 6 months | > 6 months and<br><= 1 year | > 1 year and <=<br>3 years | > 3 years and<br><= 5 years | > 5 years          | upto 1 month | > 1 month and<br><=3 months | > 3 months and<br><= 6 months | > 6 months and<br><= 1 year | > 1 year and <=<br>3 years | > 3 years and<br><= 5 years | > 5 years | Total No. of<br>claims paid | Total amount<br>of claims paid |
| 1      | Fire  | -            | -                           | -                             | -                           | -                          | -                           | -                  | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                              |
| 2      | Marine Cargo                                    | -            | -                           | -                             | -                           | -                          | -                           | -                  | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                              |
| 3      | Marine Other than Cargo                         | -            | -                           | -                             | -                           | -                          |                             | -                  | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                              |
| 4      | Motor OD  | -            | -                           | -                             | -                           | -                          | -                           | -                  | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                              |
| 5      | Motor TP  | -            | -                           | -                             | -                           | -                          | -                           | -                  | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                              |
| 6      | Health  | 3,99,150     | 623                         | -                             | -                           | -                          | -                           | -                  | 1,54,200     | 709                         | -                             | -                           | -                          | -                           | -         | 3,99,773                    | 1,54,909                       |
| 7      | Personal Accident                               | 688          | 23                          | -                             | -                           | -                          | -                           | -                  | 1,367        | 39                          | -                             | -                           | -                          | -                           | -         | 711                         | 1,406                          |
| 8      | Travel  | 8            | -                           | -                             | -                           | -                          |                             | -                  | 1            | -                           | -                             | -                           | -                          | -                           | -         | 8                           | 1                              |
| 9      | Workmen's Compensation/<br>Employer's liability | -            | -                           | -                             | -                           | -                          | -                           | -                  | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                              |
| 10     | Public/ Product Liability                       | -            | -                           | -                             | -                           | -                          | -                           | -                  | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                              |
| 11     | Engineering                                     | -            | -                           | -                             | -                           | -                          | -                           | -                  | _            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                              |
| 12     | Aviation  | -            | -                           | -                             | -                           | -                          | -                           | -                  | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                              |
| 13     | Crop Insurance                                  | -            | -                           | -                             | -                           | -                          | -                           | -                  | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                              |
| 14     | Other segments (a)                              | -            | -                           | -                             | -                           | -                          | -                           | -                  | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                              |
| 15     | Miscellaneous                                   | -            | -                           | -                             | -                           | -                          | -                           | -                  | -            | -                           | -                             | -                           | -                          | -                           | -         | -                           | -                              |

#### (Amount in Rs. Lakhs)

#### FORM NL-41 OFFICES INFORMATION



Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

| SI. No. | Office Inf                                      | Number                            |                |  |  |  |
|---------|---|-----------------------------------|----------------|--|--|--|
| 1       | No. of offices at the beginning of the year     |                                   | 161            |  |  |  |
| 2       | No. of branches approved during the period      | -                                 |                |  |  |  |
| 3       | No. of branches opened during the period        | Out of approvals of previous year | 40             |  |  |  |
| 4       | No. of branches opened during the period        | Out of approvals of this period   | -              |  |  |  |
| 5       | No. of branches closed during the period        |                                   | -              |  |  |  |
| 6       | No of branches at the end of the period         |                                   | 201            |  |  |  |
| 7       | No. of branches approved but not opened         |                                   | -              |  |  |  |
| 8       | No. of rural branches                           |                                   | -              |  |  |  |
| 9       | No. of urban branches                           |                                   | 201            |  |  |  |
|         | No. of Directors:-                              |                                   |                |  |  |  |
|         | (a) Independent Director                        |                                   | 3              |  |  |  |
| 10      | (b) Executive Director                          | 1                                 |                |  |  |  |
| 10      | (c) Non-executive Director                      | 5                                 |                |  |  |  |
|         | (d) Women Director                              | 2                                 |                |  |  |  |
|         | (e) Whole time director                         |                                   | -              |  |  |  |
|         | No. of Employees                                |                                   |                |  |  |  |
| 11      | (a) On-roll:                                    |                                   | 7,375          |  |  |  |
| 11      | (b) Off-roll:                                   | 9,064                             |                |  |  |  |
|         | (c) Total                                       | 16,439                            |                |  |  |  |
|         |   |                                   | 1.00.500       |  |  |  |
|         | No. of Insurance Agents and Intermediaries      |                                   | 1,60,586       |  |  |  |
|         | (a) Individual Agents                           |                                   | 1,45,385<br>18 |  |  |  |
|         | (b) Corporate Agents-Banks                      | 18                                |                |  |  |  |
| 10      |   | (c)Corporate Agents-Others        |                |  |  |  |
| 12      | (d) Insurance Brokers                           | 430                               |                |  |  |  |
|         | (e) Web Aggregators                             | 18                                |                |  |  |  |
|         | (f) Insurance Marketing Firm                    | 133                               |                |  |  |  |
|         | (g) Motor Insurance Service Providers (DIRECT)  |                                   | -              |  |  |  |
|         | (h) Point of Sales persons (DIRECT)             | 14,575                            |                |  |  |  |
|         | (i) Other as allowed by IRDAI (To be specified) |                                   | -              |  |  |  |

### Employees and Insurance Agents and Intermediaries -Movement

| Particulars                            | Employees | Insurance Agents and<br>Intermediaries |
|--|-----------|--|
| Number at the beginning of the quarter | 13,604    | 1,50,180                               |
| Recruitments during the quarter        | 5,695     | 11,079                                 |
| Attrition during the quarter           | 2,860     | 673                                    |
| Number at the end of the quarter       | 16,439    | 1,60,586                               |

# FORM NL-42 BOARD OF DIRECTORS & KEY MANAGEMENT PERSONS

- - -



Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

| Board of Dire | ctors and Key Management Pe         | ersons  |   |   |
|---------------|-------------------------------------|---|---|---|
| SI. No.       | Name of person                      | Designation   | Role /Category                                    | Details of change in the period, if any   |
| Board of Dire | ctors                               |   |   |   |
| 1             | Mr. Chandrashekhar<br>Bhaskar Bhave | Chairman of Board &<br>Independent Director   | Non Executive<br>Director                         |   |
| 2             | Mr. Divya Sehgal                    | Director  | Non Executive<br>Director                         |   |
| 3             | Mr. Maninder Singh Juneja           | Director  | Non Executive<br>Director                         |   |
| 4             | Mr. David Martin Fletcher           | Director  | Non Executive<br>Director                         |   |
| 5             | Mr. Pradeep Pant                    | Independent Director  | Non Executive<br>Director                         |   |
| 6             | Mr. Dinesh Kumar Mittal             | Independent Director  | Non Executive<br>Director                         | Reappointment for another term of five year with the effect from<br>February 02, 2023   |
| 7             |                                     | Managing Director & Chief<br>Executive Officer                                      | Executive Director                                |   |
| 8             | Ms. Penelope Ruth Dudley            | Director  | Non Executive<br>Director                         |   |
| 9             | Ms. Jolly Abraham<br>Plammoottil    | Director  | Non Executive<br>Director                         |   |
| Key Managem   | ient Persons                        |   |   |   |
| 1             | Mr. Krishnan Ramachandran           | Managing Director & Chief<br>Executive Officer                                      | Managing Director<br>& Chief Executive<br>Officer |   |
| 2             | Mr. C Anil Kumar                    | Director & Chief Financial<br>Officer   | Chief Financial<br>Officer                        | Resigned with effect from January 09, 2023  |
| 3             | Mr. Vishwanath Mahendra             | Chief Financial Officer &<br>Interim CRO  | Chief Financial<br>Officer & Interim<br>CRO       | Resigned from the position of Appointed Actuary w.e.f. January 9, 2023, Appointed as Chief Financial Officer with effect from January 10, 2023 and Appointed as Interim CRO w.e.f February 24, 2023 |
| 4             | Mr. Partha Banerjee                 | Director & Head – Legal,<br>Compliance & Regulatory<br>Affairs and Chief Compliance | Chief Compliance<br>Officer                       |   |
| 5             | Mr. Vikas Jain                      | Chief Investment Officer &<br>Financial Controller,<br>Investments                  | Chief Investment<br>Officer                       |   |
| 6             | Mr. Rajat Sharma                    | Assistant Vice President -<br>Company Secretary                                     | Company Secretary                                 |   |
| 7             | Mr. Manish Sen                      | Appointed Actuary   | Appointed Actuary                                 | Resigned from the position of CRO w.e.f. January 18, 2023 and Appointed as Appointed Actuary with effect from January 19, 2023  |



# (Amount in Rs. Lakhs)

| Sl.No. | Line of Business                             | Particular | No. of Policies<br>Issued | Premium Collected | Sum Assured |
|--------|--|------------|---------------------------|-------------------|-------------|
| 1      | Fire   | Rural      | NA                        | NA                | N           |
| T      |  | Social     | NA                        | NA                | N           |
| 2      | Marine Cargo                                 | Rural      | NA                        | NA                | N           |
| 2      |  | Social     | NA                        | NA                | N           |
| 3      | Marine Other Than Cargo                      | Rural      | NA                        | NA                | N           |
| 3      |  | Social     | NA                        | NA                | N           |
| 4      | Motor Od                                     | Rural      | NA                        | NA                | N           |
| 4      |  | Social     | NA                        | NA                | N           |
| 5      | Motor Tp                                     | Rural      | NA                        | NA                | N           |
| J      |  | Social     | NA                        | NA                | N           |
| 6      | Health                                       | Rural      | 2,17,426                  | 43,535            | 47,72,340   |
| 0      |  | Social     | -                         | -                 | -           |
| 7      | Personal Accident                            | Rural      | 32,373                    | 1,518             | 18,83,392   |
| ,      |  | Social     | -                         | -                 | -           |
| 8      | Travel                                       | Rural      | NA                        | NA                | N           |
| 0      |  | Social     | NA                        | NA                | N           |
| 9      | Workmen's Compensation/ Employer's liability | Rural      | NA                        | NA                | Ν           |
| 9      |  | Social     | NA                        | NA                | Ν           |
| 10     | Public/ Product Liability                    | Rural      | NA                        | NA                | N           |
| 10     |  | Social     | NA                        | NA                | Ν           |
| 11     | Engineering                                  | Rural      | NA                        | NA                | Ν           |
| 11     |  | Social     | NA                        | NA                | Ν           |
| 12     | Aviation                                     | Rural      | NA                        | NA                | Ν           |
| 12     |  | Social     | NA                        | NA                | N           |
| 13     | Other Segment                                | Rural      | NA                        | NA                | Ν           |
| 15     |  | Social     | NA                        | NA                | Ν           |
| 14     | Miscellaneous                                | Rural      | NA                        | NA                | N           |
| 74     |  | Social     | NA                        | NA                | N           |
|        | Total  | Rural      | 2,49,799                  | 45,053            | 66,55,73    |
|        |  | Social     | -                         | _                 | -           |

#### FORM NL-45 GREIVANCE DISPOSAL



Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

#### GRIEVANCE DISPOSAL FOR THE PERIOD UPTO March 31, 2023

|    |   | Opening                                      |                                 | Complaints     | Resolved/Settled during t | he Quarter |   | Total complaints  |  |
|----|---|--|---------------------------------|----------------|---------------------------|------------|---|---|--|
| SN | Particulars   | Balance as<br>on beginning<br>of the Quarter | Additions during the<br>quarter | Fully Accepted | Partial Accepted          | Rejected   | Complaints Pending at the<br>end of the Quarter | registered upto the<br>Quarter during the<br>financial year |  |
| 1  | Complaints made by customers  |  |                                 |                |                           |            |   |   |  |
| a) | Proposal related  | 4  | 27                              | 9              | 4                         | 18         | -   | 92  |  |
| b) | Claim   | 31   | 723                             | 125            | 238                       | 391        | -   | 2,072   |  |
| c) | Policy related  | 16   | 342                             | 268            | 44                        | 46         | -   | 1,161   |  |
| d) | Premium   | 1  | 50                              | 18             | 3                         | 30         | -   | 92  |  |
| e) | Refund  | 1  | 55                              | 41             | 3                         | 12         | -   | 254   |  |
| f) | Coverage  | -  | 5                               | 3              | 2                         | -          | -   | 18  |  |
| g) | Cover note related  | -  | -                               | -              | -                         | -          | -   | -   |  |
| h) | Product   | 1  | 26                              | 8              | 7                         | 12         | -   | 66  |  |
| i) | Others:-  | -  | -                               | -              | -                         | -          | -   | -   |  |
|    | (i) Issue in GST credits<br>(ii) Policy termination due to non-dislcosure |  |                                 |                |                           |            |   |   |  |
|    | (ii) Agent change/Agent service issue                                     |  |                                 |                |                           |            |   |   |  |
|    | Total number of complaints  | 54   | 1,228                           | 472            | 301                       | 509        | -   | 3,755   |  |

| 2 | Total No. of policies during period ended March 31, 2022*                            | 42,43,885         |
|---|--|-------------------|
| 3 | Total No. of claims during period ended March 31, 2022                               | 3,00,689          |
| 4 | Total No. of policies during period ended March 31, 2023*                            | 56,72,561         |
| 5 | Total No. of claims during period ended March 31, 2023                               | 4,46,931          |
| 6 | Total No. of Policy Complaints (current period) per 10,000 policies (current period) | 2.97              |
| 7 | Total No. of Claim Complaints (current period) per 10,000 claims<br>(current period) | 46.36             |
| * | Total Policies include Certificate of Insurance issued under Group                   | Affinity Policies |

Total Policies include Certificate of Insurance issued under Group Affinity Policies.

|    |                              | Complaints made by customers |                                     | Complaints made by Intermediaries |                                     | Total  |                                     |
|----|------------------------------|------------------------------|-------------------------------------|-----------------------------------|-------------------------------------|--------|-------------------------------------|
| 8  | Duration wise Pending Status | Number                       | Percentage to Pending<br>complaints | Number                            | Percentage to Pending<br>complaints | Number | Percentage to Pending<br>complaints |
| a) | Upto 15 days                 | -                            | -                                   | -                                 | -                                   | -      | -                                   |
| b) | 15 - 30 days                 | -                            | -                                   | -                                 | -                                   | -      | -                                   |
| c) | 30 - 90 days                 | -                            | -                                   | -                                 | -                                   | -      | -                                   |
| d) | 90 days & Beyond             | -                            | -                                   | -                                 | -                                   | -      | -                                   |
|    | Total No. of complaint       | -                            | -                                   | -                                 | -                                   | -      | -                                   |

### FORM NL-46-VOTING ACTIVITY DISCLOSURE UNDER STEWARDSHIP CODE

Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010



|   | Meeting Date | Investee Company<br>Name | Type of Meeting<br>(AGM / EGM) | Proposal of<br>Management /<br>Shareholders | Description of the proposal | Management<br>Recommendation | Vote (For /<br>Against/ Abstain) | Reason supporting the vote decision |
|---|--------------|--------------------------|--------------------------------|---|-----------------------------|------------------------------|----------------------------------|-------------------------------------|
| ſ | Nil          |                          |                                |   |                             |                              |                                  |                                     |



FORM NL-48 DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (ANNUAL DISCLOSURE)

Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

Information as at March 31, 2023

a. Specify whether In-house Claim Settlement or Services rendered by TPA - Inhouse and TPA

| a.1                 | Name of the TPA (If services rendered by TPA) - Medi Assist Insurance TPA Pvt Ltd                   |
|---------------------|---|
|                     | Validity of agreement with the TPA: from 01/10/2022 to 30/09/2025                                   |
| a.2                 | Name of the TPA (If services rendered by TPA) - Raksha Health Insurance TPA Pvt Ltd                 |
|                     | Validity of agreement with the TPA: from 20/11/2022 To 19/11/2025                                   |
| a.3                 | Name of the TPA (If services rendered by TPA) - Family Health Plan Insurance TPA Limited            |
|                     | Validity of agreement with the TPA: from 01/08/2020 to 31/07/2023                                   |
| a.4                 | Name of the TPA (If services rendered by TPA) - Vidal Health Insurance TPA Pvt Ltd                  |
|                     | Validity of agreement with the TPA: from 01/08/2020 to 31/07/2023                                   |
| a.5                 | Name of the TPA (If services rendered by TPA) - Paramount Health Services & Insurance TPA Pvt. Ltd. |
|                     | Validity of agreement with the TPA: from 04/08/2020 to 03/08/2023                                   |
| a.6                 | Name of the TPA (If services rendered by TPA) - Health India TPA Services Pvt Ltd                   |
|                     | Validity of agreement with the TPA: from 07/05/2021 to 06/05/2024                                   |
| a.7                 | Name of the TPA (If services rendered by TPA) - Safeway Insurance TPA Pvt Ltd                       |
|                     | Validity of agreement with the TPA: from 09/09/2021 to 08/09/2024                                   |
| a.8                 | Name of the TPA (If services rendered by TPA) - Good Health Insurance TPA Limited                   |
|                     | Validity of agreement with the TPA: from 01/08/2020 to 31/07/2023                                   |
| a.9                 | Name of the TPA (If services rendered by TPA) - East West Assist Insurance TPA Pvt Ltd              |
|                     | Validity of agreement with the TPA: from 10/05/2022 to 09/05/2025                                   |
| a.10                | Name of the TPA (If services rendered by TPA) - Medsave Health Insurance TPA Limited                |
|                     | Validity of agreement with the TPA: from 22/07/2022 to 21/07/2025                                   |
| a.11                | Name of the TPA (If services rendered by TPA) - Genins India Insurance TPA Limited                  |
|                     | Validity of agreement with the TPA: from 01/09/2022 to 31/10/2025                                   |
| a.12                | Name of the TPA (If services rendered by TPA) - Park Mediclaim Insurance TPA Private Limited        |
|                     | Validity of agreement with the TPA: from 09/12/2022 to 08/12/2025                                   |
| a.13                | Name of the TPA (If services rendered by TPA) - Ericson Insurance TPA Pvt Ltd                       |
|                     | Validity of agreement with the TPA: from 01/12/2022 to 07/12/2025                                   |
| (Data shall be cons | olidated at insurer level in case of in-house claim settlements and                                 |

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

#### b. Number of policies and lives services in respect of which public disclosures are made:

| Description: INHOUSE          | Individual | Group     | Government |
|-------------------------------|------------|-----------|------------|
| Number of policies convised   | 10.16.510  | 2.222     |            |
| Number of policies serviced   | 19,16,519  | 3,333     |            |
| Number of lives serviced      | 43,41,339  | 50,22,226 | -          |
| Description: Medi Assist TPA  | Individual | Group     | Government |
|                               |            |           |            |
| Number of policies serviced   |            | 56        | -          |
| Number of lives serviced      |            | 80,047    | -          |
|                               |            |           |            |
| Description: Raksha TPA       | Individual | Group     | Government |
| Number of policies serviced   |            | 9         | -          |
| Number of lives serviced      | -          | 6,385     |            |
| Hamber of Wes Serviced        |            |           |            |
| Description: FHPL TPA         | Individual | Group     | Government |
| Number of policies serviced   | -          | 12        |            |
| Number of lives serviced      |            | 1,82,465  |            |
| Number of lives serviced      |            | 1,82,405  | -          |
| Description: Vidal TPA        | Individual | Group     | Government |
| Number of policies serviced   | -          | 7         |            |
|                               |            |           |            |
| Number of lives serviced      |            | 68,446    | -          |
| Description: Paramount TPA    | Individual | Group     | Government |
| Number of policies serviced   |            | 50        |            |
| Number of policies serviced   |            | 50        |            |
| Number of lives serviced      | -          | 62,686    |            |
| Description: Health India TPA | Individual | Group     | Government |
|                               |            |           |            |
| Number of policies serviced   |            | 26        |            |
| Number of lives serviced      |            | 1,00,757  |            |
| Description: Safeway TPA      | Individual | Group     | Government |
| Sector priori Saleway IFA     | mulviddai  | Group     | Government |
| Number of policies serviced   | -          | 1         |            |
| Number of lives serviced      | -          | 320       |            |

Information as at March 31, 2023

| Description: Good Health TPA             | Individual                           | Group                       | Government |
|--|--------------------------------------|-----------------------------|------------|
| Number of policies serviced              |                                      | 5                           |            |
| Number of lives serviced                 |                                      | 3,668                       |            |
|  |                                      |                             |            |
| Description: East West TPA               | Individual                           | Group                       | Government |
| Number of policies serviced              |                                      | 13                          |            |
| Number of lives serviced                 |                                      | 17,986                      |            |
|  |                                      |                             |            |
| Description: Medsave TPA                 | Individual                           | Group                       | Government |
| Number of policies serviced              | -                                    | 1                           |            |
| Number of lives serviced                 |                                      | 3,015                       |            |
|  |                                      |                             |            |
| Description: Genins TPA                  | Individual                           | Group                       | Government |
| Number of policies serviced              |                                      | 2                           |            |
| Number of lives serviced                 | -                                    | 695                         |            |
|  |                                      |                             |            |
| Description: Park Mediclaim TPA          | Individual                           | Group                       | Government |
| Number of policies serviced              |                                      | 1                           |            |
| Number of lives serviced                 |                                      | 377                         |            |
|  |                                      |                             |            |
| Description: Ericson TPA                 | Individual                           | Group                       | Government |
| Number of policies serviced              |                                      | 2                           |            |
| Number of lives serviced                 |                                      | 3,985                       |            |
| c. Information with regard to the geogra | phical area in which services are re | endered by the TPAs/Insurer |            |

# Name of the Districts PAN INDIA All Districts

### d. Data of number of claims processed:

| d.1: INHOUSE |   |                |
|--------------|---|----------------|
| i.           | Outstanding number of claims at the beginning of the year                 | 5,699          |
| ii.          | Number of claims received during the year                                 | 4,25,573       |
| iii.         | Number of claims paid during the year (specify % also in brackets*)       | 3,81,953 (90%) |
| iv.          | Number of claims repudiated during the year (specify % also in brackets^) | 40,432 (10%)   |
| ٧.           | Number of claims outstanding at the end of the year                       | 8,887          |

### d.2: Medi Assist Insurance TPA Pvt Ltd

| l.   | Outstanding number of claims at the beginning of the year                 | 185         |
|------|---|-------------|
| ii.  | Number of claims received during the year                                 | 7,692       |
| III. | Number of claims paid during the year (specify % also in brackets*)       | 6,126 (88%) |
| iv.  | Number of claims repudiated during the year (specify % also in brackets^) | 819 (12%)   |
| ٧.   | Number of claims outstanding at the end of the year                       | 932         |

#### d.3: Raksha Health Insurance TPA Pvt Ltd

| i.       | Outstanding number of claims at the beginning of the year                 | 8         |
|----------|---|-----------|
| ii.      | Number of claims received during the year                                 | 151       |
| <b>=</b> | Number of claims paid during the year (specify % also in brackets*)       | 129 (96%) |
| iv.      | Number of claims repudiated during the year (specify % also in brackets^) | 5 (4%)    |
| ٧.       | Number of claims outstanding at the end of the year                       | 25        |

#### d.4: Family Health Plan Insurance TPA Limited

|     | i.   | Outstanding number of claims at the beginning of the year                 | 276         |
|-----|------|---|-------------|
|     | ii.  | Number of claims received during the year                                 | 6,306       |
|     | iii. | Number of claims paid during the year (specify % also in brackets*)       | 5,645 (91%) |
|     | iv.  | Number of claims repudiated during the year (specify % also in brackets^) | 549 (9%)    |
|     | ٧.   | Number of claims outstanding at the end of the year                       | 388         |
| - 1 |      |   |             |

#### d.5: Vidal Health Insurance TPA Pvt Ltd

| 2.699    |
|----------|
| 2,699    |
| 28 (93%) |
| 171 (7%) |
| 300      |
|          |

#### d.6: Paramount Health Services & Insurance TPA Pvt. Ltd.

|   | i.   | Outstanding number of claims at the beginning of the year                 | 3           |
|---|------|---|-------------|
| [ | ii.  | Number of claims received during the year                                 | 2,626       |
| [ | iii. | Number of claims paid during the year (specify % also in brackets*)       | 2,174 (93%) |
| ſ | iv.  | Number of claims repudiated during the year (specify % also in brackets^) | 168 (7%)    |
| [ | ٧.   | Number of claims outstanding at the end of the year                       | 287         |

#### d.7: Health India TPA Services Pvt Ltd

| i.  | Outstanding number of claims at the beginning of the year                 | 4          |
|-----|---|------------|
| ii. | Number of claims received during the year                                 | 2,427      |
| Ш.  | Number of claims paid during the year (specify % also in brackets*)       | 1697 (90%) |
| iv. | Number of claims repudiated during the year (specify % also in brackets^) | 190 (10%)  |
| ٧.  | Number of claims outstanding at the end of the year                       | 544        |

#### d.8: Safeway Insurance TPA Pvt Ltd

| i.   | Outstanding number of claims at the beginning of the year                 | -       |
|------|---|---------|
| ii.  | Number of claims received during the year                                 | 23      |
| iii. | Number of claims paid during the year (specify % also in brackets*)       | 19(95%) |
| iv.  | Number of claims repudiated during the year (specify % also in brackets^) | 1 (5%)  |
| ٧.   | Number of claims outstanding at the end of the year                       | 3       |

#### d.9: Good Health Insurance TPA Limited

| i.   | Outstanding number of claims at the beginning of the year                 | -         |
|------|---|-----------|
| i.   | Number of claims received during the year                                 | 258       |
| iii. | Number of claims paid during the year (specify % also in brackets*)       | 219 (90%) |
| iv.  | Number of claims repudiated during the year (specify % also in brackets^) | 24 (10%)  |
| ٧.   | Number of claims outstanding at the end of the year                       | 15        |



#### Information as at March 31, 2023

| d.10:Ericson Insurance TPA Pvt Ltd |   |          |
|------------------------------------|---|----------|
| i.                                 | Outstanding number of claims at the beginning of the year                 | -        |
| ii.                                | Number of claims received during the year                                 | 47       |
| iii.                               | Number of claims paid during the year (specify % also in brackets*)       | 39 (91%) |
| iv.                                | Number of claims repudiated during the year (specify % also in brackets^) | 4 (9%)   |
| ٧.                                 | Number of claims outstanding at the end of the year                       | 4        |

| d.11:East West | 11:East West TPA  |           |  |
|----------------|---|-----------|--|
| i.             | Outstanding number of claims at the beginning of the year                 | -         |  |
| ii.            | Number of claims received during the year                                 | 645       |  |
| iii.           | Number of claims paid during the year (specify % also in brackets*)       | 238 (88%) |  |
| iv.            | Number of claims repudiated during the year (specify % also in brackets^) | 31 (12%)  |  |
| ٧.             | Number of claims outstanding at the end of the year                       | 376       |  |

#### d.12:Genins TPA

| i.   | Outstanding number of claims at the beginning of the year                 | -       |
|------|---|---------|
| ii.  | Number of claims received during the year                                 | 20      |
| iii. | Number of claims paid during the year (specify % also in brackets*)       | 14(93%) |
| iv.  | Number of claims repudiated during the year (specify % also in brackets^) | 1(7%)   |
| ٧.   | Number of claims outstanding at the end of the year                       | 5       |

#### d.13:Park Mediclam TPA

| i.   | Outstanding number of claims at the beginning of the year                 | -        |
|------|---|----------|
| ii.  | Number of claims received during the year                                 | 2        |
| iii. | Number of claims paid during the year (specify % also in brackets*)       | 20 (100% |
| iv.  | Number of claims repudiated during the year (specify % also in brackets^) | -        |
| v.   | Number of claims outstanding at the end of the year                       |          |

| d.14 Medsave TPA |   |          |
|------------------|---|----------|
| i.               | Outstanding number of claims at the beginning of the year                 | -        |
| ii.              | Number of claims received during the year                                 | 79       |
| iii.             | Number of claims paid during the year (specify % also in brackets*)       | 51 (93%) |
| iv.              | Number of claims repudiated during the year (specify % also in brackets^) | 4 (7%)   |
| ٧.               | Number of claims outstanding at the end of the year                       | 24       |

\* Settlement Ratio = No. of claims paid during the year /(No. of claims outstanding at the beginning of year+ No. of claims received during the year - No. of claims outstanding at the end of the year) ^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year+ No. of claims received during the year - No. of claims outstanding at the end of the year)



Information as at March 31, 2023

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims): e.1: INHOUSE

|        |                    | Individual             | Individual Policies (in %) |                        | licies (in %)           |
|--------|--------------------|------------------------|----------------------------|------------------------|-------------------------|
| S. No. | Description        | TAT for pre-<br>auth** | TAT for<br>discharge***    | TAT for pre-<br>auth** | TAT for<br>discharge*** |
| 1      | Within <1 hour     | 93.8%                  | 47.5%                      | 95.4%                  | 54.2%                   |
| 2      | Within 1-2 hours   | 4.7%                   | 43.2%                      | 3.6%                   | 39.9%                   |
| 3      | Within 2-6 hours   | 1.5%                   | 8.0%                       | 1.0%                   | 5.6%                    |
| 4      | Within 6-12 hours  | 0.0%                   | 0.5%                       | 0.0%                   | 0.2%                    |
| 5      | Within 12-24 hours | 0.0%                   | 0.5%                       | 0.0%                   | 0.1%                    |
| 6      | >24 hours          | 0.0%                   | 0.3%                       | 0.0%                   | 0.0%                    |
|        | Total              | 100%                   | 100%                       | 100%                   | 100%                    |

# e.2: Medi Assist Insurance TPA Pvt Ltd

| S. No. |                    | Individual I           | Individual Policies (in %) |                        | licies (in %)           |
|--------|--------------------|------------------------|----------------------------|------------------------|-------------------------|
|        | Description        | TAT for pre-<br>auth** | TAT for<br>discharge***    | TAT for pre-<br>auth** | TAT for<br>discharge*** |
| 1      | Within <1 hour     | 0%                     | 0%                         | 82.2%                  | 70.9%                   |
| 2      | Within 1-2 hours   | 0%                     | 0%                         | 14.6%                  | 23.7%                   |
| 3      | Within 2-6 hours   | 0%                     | 0%                         | 3.0%                   | 5.2%                    |
| 4      | Within 6-12 hours  | 0%                     | 0%                         | 0.2%                   | 0.2%                    |
| 5      | Within 12-24 hours | 0%                     | 0%                         | 0.1%                   | 0.0%                    |
| 6      | >24 hours          | 0%                     | 0%                         | 0.0%                   | 0.0%                    |
|        | Total              | 0%                     | 0%                         | 100%                   | 100%                    |

#### e.3: Raksha Health Insurance TPA Pvt Ltd

|        |                    | Individual             | Individual Policies (in %) |                        | licies (in %)           |
|--------|--------------------|------------------------|----------------------------|------------------------|-------------------------|
| S. No. | Description        | TAT for pre-<br>auth** | TAT for<br>discharge***    | TAT for pre-<br>auth** | TAT for<br>discharge*** |
| 1      | Within <1 hour     | 0%                     | 0%                         | 98.35%                 | 99.09%                  |
| 2      | Within 1-2 hours   | 0%                     | 0%                         | 1.65%                  | 0.91%                   |
| 3      | Within 2-6 hours   | 0%                     | 0%                         | 0%                     | 0%                      |
| 4      | Within 6-12 hours  | 0%                     | 0%                         | 0%                     | 0%                      |
| 5      | Within 12-24 hours | 0%                     | 0%                         | 0%                     | 0%                      |
| 6      | >24 hours          | 0%                     | 0%                         | 0%                     | 0%                      |
|        | Total              | 0%                     | 0%                         | 100%                   | 100%                    |

### e.4: Family Health Plan Insurance TPA Limited

| S. No. |                    | Individual             | Individual Policies (in %) |                        | Group Policies (in %)   |  |
|--------|--------------------|------------------------|----------------------------|------------------------|-------------------------|--|
|        | Description        | TAT for pre-<br>auth** | TAT for<br>discharge***    | TAT for pre-<br>auth** | TAT for<br>discharge*** |  |
| 1      | Within <1 hour     | 0%                     | 0%                         | 60%                    | 53%                     |  |
| 2      | Within 1-2 hours   | 0%                     | 0%                         | 26%                    | 31%                     |  |
| 3      | Within 2-6 hours   | 0%                     | 0%                         | 12%                    | 14%                     |  |
| 4      | Within 6-12 hours  | 0%                     | 0%                         | 1%                     | 1%                      |  |
| 5      | Within 12-24 hours | 0%                     | 0%                         | 1%                     | 1%                      |  |
| 6      | >24 hours          | 0%                     | 0%                         | 0%                     | 0%                      |  |
|        | Total              | 0%                     | 0%                         | 100%                   | 100%                    |  |

#### e.5: Vidal Health Insurance TPA Pvt Ltd

| S. No. |                    | Individual Policies (in %) |                         | Group Policies (in %)  |                         |
|--------|--------------------|----------------------------|-------------------------|------------------------|-------------------------|
|        | Description        | TAT for pre-<br>auth**     | TAT for<br>discharge*** | TAT for pre-<br>auth** | TAT for<br>discharge*** |
| 1      | Within <1 hour     | 0%                         | 0%                      | 79%                    | 47%                     |
| 2      | Within 1-2 hours   | 0%                         | 0%                      | 14%                    | 27%                     |
| 3      | Within 2-6 hours   | 0%                         | 0%                      | 7%                     | 25%                     |
| 4      | Within 6-12 hours  | 0%                         | 0%                      | 0%                     | 1%                      |
| 5      | Within 12-24 hours | 0%                         | 0%                      | 0%                     | 0%                      |
| 6      | >24 hours          | 0%                         | 0%                      | 0%                     | 0%                      |
|        | Total              | 0%                         | 0%                      | 100%                   | 100%                    |

#### e.6: Paramount Health Services & Insurance TPA Pvt. Ltd.

| S. No. | Description        | Individual             | Individual Policies (in %) |                        | olicies (in %)          |
|--------|--------------------|------------------------|----------------------------|------------------------|-------------------------|
|        | Description        | TAT for pre-<br>auth** | TAT for<br>discharge***    | TAT for pre-<br>auth** | TAT for<br>discharge*** |
| 1      | Within <1 hour     | 0%                     | 0%                         | 70.7%                  | 39.8%                   |
| 2      | Within 1-2 hours   | 0%                     | 0%                         | 23.2%                  | 49.5%                   |
| 3      | Within 2-6 hours   | 0%                     | 0%                         | 5.8%                   | 10.0%                   |
| 4      | Within 6-12 hours  | 0%                     | 0%                         | 0.1%                   | 0.5%                    |
| 5      | Within 12-24 hours | 0%                     | 0%                         | 0.3%                   | 0.1%                    |
| 6      | >24 hours          | 0%                     | 0%                         | 0.0%                   | 0.2%                    |
|        | Total              | 0%                     | 0%                         | 100%                   | 100%                    |

#### e.7: Health India TPA Services Pvt Ltd

|        | Description        | Individual Policies (in %) |                         | Group Policies (in %)  |                         |
|--------|--------------------|----------------------------|-------------------------|------------------------|-------------------------|
| S. No. |                    | TAT for pre-<br>auth**     | TAT for<br>discharge*** | TAT for pre-<br>auth** | TAT for<br>discharge*** |
| 1      | Within <1 hour     | 0%                         | 0%                      | 37.7%                  | 31.6%                   |
| 2      | Within 1-2 hours   | 0%                         | 0%                      | 43.0%                  | 46.3%                   |
| 3      | Within 2-6 hours   | 0%                         | 0%                      | 19.3%                  | 22.2%                   |
| 4      | Within 6-12 hours  | 0%                         | 0%                      | 0%                     | 0%                      |
| 5      | Within 12-24 hours | 0%                         | 0%                      | 0%                     | 0%                      |
| 6      | >24 hours          | 0%                         | 0%                      | 0%                     | 0%                      |
|        | Total              | 0%                         | 0%                      | 100%                   | 100%                    |



Information as at March 31, 2023 e.8: Safeway Insurance TPA Pvt Ltd

| S. No. |                    | Individual             | Individual Policies (in %) |                        | licies (in %)           |
|--------|--------------------|------------------------|----------------------------|------------------------|-------------------------|
|        | Description        | TAT for pre-<br>auth** | TAT for discharge***       | TAT for pre-<br>auth** | TAT for<br>discharge*** |
| 1      | Within <1 hour     | 0%                     | 0%                         | 100%                   | 100%                    |
| 2      | Within 1-2 hours   | 0%                     | 0%                         | 0%                     | 0%                      |
| 3      | Within 2-6 hours   | 0%                     | 0%                         | 0%                     | 0%                      |
| 4      | Within 6-12 hours  | 0%                     | 0%                         | 0%                     | 0%                      |
| 5      | Within 12-24 hours | 0%                     | 0%                         | 0%                     | 0%                      |
| 6      | >24 hours          | 0%                     | 0%                         | 0%                     | 0%                      |
|        | Total              | 0%                     | 0%                         | 100%                   | 100%                    |

e.9: Good Health Insurance TPA Limited

|        |                    | Individual             | Individual Policies (in %) |                        | licies (in %)           |
|--------|--------------------|------------------------|----------------------------|------------------------|-------------------------|
| S. No. | Description        | TAT for pre-<br>auth** | TAT for<br>discharge***    | TAT for pre-<br>auth** | TAT for<br>discharge*** |
| 1      | Within <1 hour     | 0%                     | 0%                         | 51.2%                  | 58.3%                   |
| 2      | Within 1-2 hours   | 0%                     | 0%                         | 48.8%                  | 41.7%                   |
| 3      | Within 2-6 hours   | 0%                     | 0%                         | 0%                     | 0%                      |
| 4      | Within 6-12 hours  | 0%                     | 0%                         | 0%                     | 0%                      |
| 5      | Within 12-24 hours | 0%                     | 0%                         | 0%                     | 0%                      |
| 6      | >24 hours          | 0%                     | 0%                         | 0%                     | 0%                      |
|        | Total              | 0%                     | 0%                         | 100%                   | 100%                    |

#### e.10: Ericson Insurance TPA Pvt Ltd

| S. No. |                    | Individual             | Individual Policies (in %) |                        | licies (in %)           |
|--------|--------------------|------------------------|----------------------------|------------------------|-------------------------|
|        | Description        | TAT for pre-<br>auth** | TAT for<br>discharge***    | TAT for pre-<br>auth** | TAT for<br>discharge*** |
| 1      | Within <1 hour     | 0%                     | 0%                         | 100%                   | 100%                    |
| 2      | Within 1-2 hours   | 0%                     | 0%                         | 0%                     | 0%                      |
| 3      | Within 2-6 hours   | 0%                     | 0%                         | 0%                     | 0%                      |
| 4      | Within 6-12 hours  | 0%                     | 0%                         | 0%                     | 0%                      |
| 5      | Within 12-24 hours | 0%                     | 0%                         | 0%                     | 0%                      |
| 6      | >24 hours          | 0%                     | 0%                         | 0%                     | 0%                      |
|        | Total              | 0%                     | 0%                         | 100%                   | 100%                    |

#### e.11: East West TPA

|        | Description        | Individual             | Individual Policies (in %) |                        | licies (in %)           |
|--------|--------------------|------------------------|----------------------------|------------------------|-------------------------|
| S. No. |                    | TAT for pre-<br>auth** | TAT for<br>discharge***    | TAT for pre-<br>auth** | TAT for<br>discharge*** |
| 1      | Within <1 hour     | 0%                     | 0%                         | 20.7%                  | 94.2%                   |
| 2      | Within 1-2 hours   | 0%                     | 0%                         | 78.7%                  | 5.4%                    |
| 3      | Within 2-6 hours   | 0%                     | 0%                         | 0.6%                   | 0.3%                    |
| 4      | Within 6-12 hours  | 0%                     | 0%                         | 0.0%                   | 0.0%                    |
| 5      | Within 12-24 hours | 0%                     | 0%                         | 0.0%                   | 0.0%                    |
| 6      | >24 hours          | 0%                     | 0%                         | 0%                     | 0%                      |
|        | Total              | 0%                     | 0%                         | 100.0%                 | 100.0%                  |

#### e.12: Genins TPA

|        |                    | Individual Policies (in %) |                         |                        | olicies (in %)       |
|--------|--------------------|----------------------------|-------------------------|------------------------|----------------------|
| S. No. | Description        | TAT for pre-<br>auth**     | TAT for<br>discharge*** | TAT for pre-<br>auth** | TAT for discharge*** |
| 1      | Within <1 hour     | 0%                         | 0%                      | 75.0%                  | 100.0%               |
| 2      | Within 1-2 hours   | 0%                         | 0%                      | 25.0%                  | 0.0%                 |
| 3      | Within 2-6 hours   | 0%                         | 0%                      | 0.0%                   | 0.0%                 |
| 4      | Within 6-12 hours  | 0%                         | 0%                      | 0.0%                   | 0.0%                 |
| 5      | Within 12-24 hours | 0%                         | 0%                      | 0.0%                   | 0.0%                 |
| 6      | >24 hours          | 0%                         | 0%                      | 0%                     | 0%                   |
|        | Total              | 0%                         | 0%                      | 100.0%                 | 100.0%               |

#### e.13: Park Mediclaim TPA

|        |                    | Individual             | Policies (in %)         | Group Policies (in %)  |                         |  |  |
|--------|--------------------|------------------------|-------------------------|------------------------|-------------------------|--|--|
| S. No. | Description        | TAT for pre-<br>auth** | TAT for<br>discharge*** | TAT for pre-<br>auth** | TAT for<br>discharge*** |  |  |
| 1      | Within <1 hour     | 0%                     | 0%                      | 32.0%                  | 64.0%                   |  |  |
| 2      | Within 1-2 hours   | 0%                     | 0%                      | 66.0%                  | 36.0%                   |  |  |
| 3      | Within 2-6 hours   | 0%                     | 0%                      | 2.0%                   | 0.0%                    |  |  |
| 4      | Within 6-12 hours  | 0%                     | 0%                      | 0.0%                   | 0.0%                    |  |  |
| 5      | Within 12-24 hours | 0%                     | 0%                      | 0.0%                   | 0.0%                    |  |  |
| 6      | >24 hours          | 0%                     | 0%                      | 0%                     | 0%                      |  |  |
|        | Total              | 0%                     | 0%                      | 100.0%                 | 100.0%                  |  |  |

#### e.14: Medsave TPA

|        |                    |                        | Individual Policies (in %) |                        |                         |  |
|--------|--------------------|------------------------|----------------------------|------------------------|-------------------------|--|
| S. No. | Description        | TAT for pre-<br>auth** | TAT for<br>discharge***    | TAT for pre-<br>auth** | TAT for<br>discharge*** |  |
| 1      | Within <1 hour     | 0%                     | 0%                         | 22.81%                 | 17.65%                  |  |
| 2      | Within 1-2 hours   | 0%                     | 0%                         | 19.30%                 | 33.33%                  |  |
| 3      | Within 2-6 hours   | 0%                     | 0%                         | 43.86%                 | 49.02%                  |  |
| 4      | Within 6-12 hours  | 0%                     | 0%                         | 7.02%                  | 0%                      |  |
| 5      | Within 12-24 hours | 0%                     | 0%                         | 5.26%                  | 0%                      |  |
| 6      | >24 hours          | 0%                     | 0%                         | 1.75%                  | 0%                      |  |
|        | Total              | 0% 0%                  |                            | 100.0%                 | 100.0%                  |  |

Percentage to be calculated on total of the respective column. \*\* reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals \*\*\* reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA





# Information as at March 31, 2023 f. Turn Around Time in case of payment / repudiation of claims: f.1: INHOUSE

| T.1: INHOUSE  |                  |            |               |            |               |            |               |            |
|---|------------------|------------|---------------|------------|---------------|------------|---------------|------------|
| Description (to be reckoned from the<br>date of receipt of last necessary<br>document | Individual       |            | Grou          | p          | Government    |            | Total         |            |
|   | No. of<br>Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage |
| Within 1 month  | 3,70,763         | 99.7%      | 50,328        | 99.3%      | NIL           | NIL        | 4,21,091      | 99.7%      |
| Between 1-3 months  | 957              | 0.3%       | 337           | 0.7%       | NIL           | NIL        | 1,294         | 0.3%       |
| Between 3 to 6 months   | -                | 0.0%       | -             | 0.0%       | NIL           | NIL        | -             | 0.0%       |
| More than 6 months  |                  | 0.0%       | -             | 0.0%       | NIL           | NIL        | -             | 0.0%       |
| Total   | 3,71,720         | 100%       | 50,665        | 100%       | NIL           | NIL        | 4,22,385      | 100%       |

#### f.2: Medi Assist Insurance TPA Pvt Ltd

| Description (to be reckoned from the | Individual |            | Grou          | Group      |               | Government |               | Total      |  |
|--------------------------------------|------------|------------|---------------|------------|---------------|------------|---------------|------------|--|
| date of receipt of last necessary    | No. of     |            |               |            |               |            |               |            |  |
| document                             | Claims     | Percentage | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage |  |
| Within 1 month                       | NIL        | NIL        | 6,522         | 93.9%      | NIL           | NIL        | 6,522         | 93.9%      |  |
| Between 1-3 months                   | NIL        | NIL        | 400           | 5.8%       | NIL           | NIL        | 400           | 5.8%       |  |
| Between 3 to 6 months                | NIL        | NIL        | 23            | 0.3%       | NIL           | NIL        | 23            | 0.3%       |  |
| More than 6 months                   | NIL        | NIL        | -             | 0.0%       | NIL           | NIL        |               | 0.0%       |  |
| Total                                | NIL        | NIL        | 6,945         | 100%       | NIL           | NIL        | 6,945         | 100%       |  |

#### f.3: Raksha Health Insurance TPA Pvt Ltd

| Description (to be reckoned from the | Individual |            | Group          |            | Government    |            | Total         |            |
|--------------------------------------|------------|------------|----------------|------------|---------------|------------|---------------|------------|
| date of receipt of last necessary    | No. of     | Percentage | No. of Claims  | Percentage | No. of Claims | Percentage | No. of Claims | Percentage |
| document                             | Claims     | Fercentage | NO. OF CIAITIS | rencentage | No. of claims | Fercentage | NO. OF Claims | Percentage |
| Within 1 month                       | NIL        | NIL        | 129            | 96.3%      | NIL           | NIL        | 129           | 96.3%      |
| Between 1-3 months                   | NIL        | NIL        | 5              | 0.7%       | NIL           | NIL        | 5             | 0.7%       |
| Between 3 to 6 months                | NIL        | NIL        | -              | 0.0%       | NIL           | NIL        | -             | 0.0%       |
| More than 6 months                   | NIL        | NIL        | -              | 0.0%       | NIL           | NIL        |               | 0.0%       |
| Total                                | NIL        | NIL        | 134            | 100.0%     | NIL           | NIL        | 134           | 100.0%     |

#### f.4: Family Health Plan Insurance TPA Limited

| Description (to be reckoned from the | Ind    | ividual    | Group         |            | Government    |             | Total         |            |
|--------------------------------------|--------|------------|---------------|------------|---------------|-------------|---------------|------------|
| date of receipt of last necessary    | No. of | Percentage | No. of Claims | Percentage | No. of Claims | Percentage  | No. of Claims | Percentage |
| document                             | Claims | rereentage | Nor of claims | rereentuge | Not of claims | rerectituge | Nor or claims | rerectinge |
| Within 1 month                       | NIL    | NIL        | 5,895         | 95%        | NIL           | NIL         | 5,895         | 95%        |
| Between 1-3 months                   | NIL    | NIL        | 233           | 4%         | NIL           | NIL         | 233           | 4%         |
| Between 3 to 6 months                | NIL    | NIL        | 66            | 1%         | NIL           | NIL         | 66            | 1%         |
| More than 6 months                   | NIL    | NIL        | -             | 0%         | NIL           | NIL         |               | 0%         |
| Total                                | NIL    | NIL        | 6,194         | 100%       | NIL           | NIL         | 6,194         | 100%       |

#### f.5: Vidal TPA

| Description (to be reckoned from the | Ind    | ividual    | Group         |            | Government    |            | Total         |            |
|--------------------------------------|--------|------------|---------------|------------|---------------|------------|---------------|------------|
| date of receipt of last necessary    | No. of | Percentage | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage |
| document                             | Claims | Percentage | No. or Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage |
| Within 1 month                       | NIL    | NIL        | 2,031         | 84.7%      | NIL           | NIL        | 2,031         | 84.7%      |
| Between 1-3 months                   | NIL    | NIL        | 348           | 14.5%      | NIL           | NIL        | 348           | 14.5%      |
| Between 3 to 6 months                | NIL    | NIL        | 20            | 0.8%       | NIL           | NIL        | 20            | 0.8%       |
| More than 6 months                   | NIL    | NIL        | -             | 0.0%       | NIL           | NIL        |               | 0.0%       |
| Total                                | NIL    | NIL        | 2,399         | 100%       | NIL           | NIL        | 2,399         | 100%       |

### f.6: Paramount Health Services & Insurance TPA Pvt. Ltd.

| Description (to be reckoned from the | Ind    | ividual    | Grou          | p          | Gover         | nment      | Total          |            |
|--------------------------------------|--------|------------|---------------|------------|---------------|------------|----------------|------------|
| date of receipt of last necessary    | No. of | Percentage | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims  | Percentage |
| document                             | Claims | Percentage | NO. OF Claims | Percentage | NO. OF Claims | Percentage | NO. OI CIAITIS | Percentage |
| Within 1 month                       | NIL    | NIL        | 1,768         | 75%        | NIL           | NIL        | 1,768          | 75%        |
| Between 1-3 months                   | NIL    | NIL        | 548           | 23%        | NIL           | NIL        | 548            | 23%        |
| Between 3 to 6 months                | NIL    | NIL        | 26            | 1%         | NIL           | NIL        | 26             | 1%         |
| More than 6 months                   | NIL    | NIL        |               | 0%         | NIL           | NIL        | -              | 0%         |
| Total                                | NIL    | NIL        | 2,342         | 100%       | NIL           | NIL        | 2,342          | 100%       |

#### f.7: Health India TPA Services Pvt Ltd Description (to be reckoned from the date of receipt of last necessary document Within 1 month Individual Grou Government Tota No. of Percentage No. of Claims Percentage No. of Claims Percentage No. of Claims Percentage Claims 91.4% NIL NIL NII NIL 91.4% Between 1-3 months Between 3 to 6 month NIL NIL 8.5% 0.1% 8.5% 0.1% 160 NIL NIL 160 NIL NIL NIL 0.0% More than 6 months NIL NIL 0.0% 1,887 1,887 Total NIL NI 100% NI 100% NI

#### FORM NL-48 DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (ANNUAL DISCLOSURE)

Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited) Registration No. 145 and Date of Registration with the IRDAI February 15, 2010



#### Information as at March 31, 2023 f.8: Safeway Insurance TPA Pvt Ltd

| Description (to be reckoned from the | Individual |            | Grou           | IP         | Government     |            | Total          |            |
|--------------------------------------|------------|------------|----------------|------------|----------------|------------|----------------|------------|
| date of receipt of last necessary    | No. of     | Percentage | No. of Claims  | Percentage | No. of Claims  | Percentage | No. of Claims  | Percentage |
| document                             | Claims     | Fercentage | NO. OF CIAITIS | Percentage | NO. OF CIAITIS | Fercentage | NO. OF CIAITIS | Fercentage |
| Within 1 month                       | NIL        | NIL        | 17             | 85%        | NIL            | NIL        | 17             | 85%        |
| Between 1-3 months                   | NIL        | NIL        | 2              | 10%        | NIL            | NIL        | 2              | 10%        |
| Between 3 to 6 months                | NIL        | NIL        | 1              | 5%         | NIL            | NIL        | 1              | 5%         |
| More than 6 months                   | NIL        | NIL        | -              | 0%         | NIL            | NIL        |                | 0%         |
| Total                                | NIL        | NIL        | 20             | 100%       | NIL            | NIL        | 20             | 100%       |

| f.9: Good Health Insurance TPA Limited        | I                |            |               |            |               |            |               |            |
|---|------------------|------------|---------------|------------|---------------|------------|---------------|------------|
| Description (to be reckoned from the          | Ind              | ividual    | Grou          | Group      |               | Government |               |            |
| date of receipt of last necessary<br>document | No. of<br>Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage |
| Within 1 month                                | NIL              | NIL        | 232           | 100%       | NIL           | NIL        | 232           | 100%       |
| Between 1-3 months                            | NIL              | NIL        | 10            | -          | NIL           | NIL        | 10            | -          |
| Between 3 to 6 months                         | NIL              | NIL        | 1             | -          | NIL           | NIL        | 1             | -          |
| More than 6 months                            | NIL              | NIL        | -             | -          | NIL           | NIL        |               | -          |
| Total   | NII              | NII        | 242           | 100%       | NII           | NII        | 242           | 100%       |

| Description (to be reckoned from the | Individual |            | Grou           | Group      |               | Government |                | Total      |  |
|--------------------------------------|------------|------------|----------------|------------|---------------|------------|----------------|------------|--|
| date of receipt of last necessary    | No. of     | Percentage | No. of Claims  | Percentage | No. of Claims | Percentage | No. of Claims  | Percentage |  |
| document                             | Claims     | Percentage | NO. OI CIAITIS | Percentage | NO. OF Claims | Fercentage | NO. OI CIAITIS | Percentage |  |
| Within 1 month                       | NIL        | NIL        | 43             | 100%       | NIL           | NIL        | 43             | 100%       |  |
| Between 1-3 months                   | NIL        | NIL        | -              | -          | NIL           | NIL        | -              | -          |  |
| Between 3 to 6 months                | NIL        | NIL        | -              | -          | NIL           | NIL        | -              | -          |  |
| More than 6 months                   | NIL        | NIL        | -              | -          | NIL           | NIL        | -              | -          |  |
| Total                                | NIL        | NIL        | 43             | 100%       | NIL           | NIL        | 43             | 100%       |  |

| f.11: East West TPA                  |            |            |               |            |               |            |               |            |
|--------------------------------------|------------|------------|---------------|------------|---------------|------------|---------------|------------|
| Description (to be reckoned from the | Individual |            | Group         |            | Government    |            | Total         |            |
| date of receipt of last necessary    | No. of     |            | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage |
| document                             | Claims     | Percentage |               |            |               |            |               |            |
| Within 1 month                       | NIL        | NIL        | 214           | 28%        | NIL           | NIL        | 214           | 28%        |
| Between 1-3 months                   | NIL        | NIL        | 54            | 72%        | NIL           | NIL        | 54            | 72%        |
| Between 3 to 6 months                | NIL        | NIL        | 1             | -          | NIL           | NIL        | 1             | -          |
| More than 6 months                   | NIL        | NIL        | -             | -          | NIL           | NIL        | -             | -          |
| Total                                | NIL        | NIL        | 269           | 100%       | NIL           | NIL        | 269           | 100%       |

| f.12: Genins TPA                     |            |            |               |            |               |            |               |            |
|--------------------------------------|------------|------------|---------------|------------|---------------|------------|---------------|------------|
| Description (to be reckoned from the | Individual |            | Group         |            | Government    |            | Total         |            |
| date of receipt of last necessary    | No. of     | Percentage | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage |
| document                             | Claims     | Percentage |               |            |               |            |               |            |
| Within 1 month                       | NIL        | NIL        | 13            | 100%       | NIL           | NIL        | 13            | 100%       |
| Between 1-3 months                   | NIL        | NIL        | 2             | 0%         | NIL           | NIL        | 2             | 0%         |
| Between 3 to 6 months                | NIL        | NIL        | -             | -          | NIL           | NIL        |               | -          |
| More than 6 months                   | NIL        | NIL        | -             | -          | NIL           | NIL        |               | -          |
| Total                                | NIL        | NIL        | 15            | 100%       | NIL           | NIL        | 15            | 100%       |

#### f.13: Park Mediclaim TPA

| Description (to be reckoned from the | Individual |            | Group         |            | Government    |            | Total         |            |
|--------------------------------------|------------|------------|---------------|------------|---------------|------------|---------------|------------|
| date of receipt of last necessary    | No. of     | Percentage | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage |
| document                             | Claims     | Percentage | No. of Claims | Percentage | No. of Claims | Percentage | No. or Claims | Percentage |
| Within 1 month                       | NIL        | NIL        | 10            | 50%        | NIL           | NIL        | 10            | 50%        |
| Between 1-3 months                   | NIL        | NIL        | 10            | 50%        | NIL           | NIL        | 10            | 50%        |
| Between 3 to 6 months                | NIL        | NIL        | -             | -          | NIL           | NIL        |               | -          |
| More than 6 months                   | NIL        | NIL        | -             | -          | NIL           | NIL        |               | -          |
| Total                                | NIL        | NIL        | 20            | 100%       | NIL           | NIL        | 20            | 100%       |

#### f.14: Medsave TPA

| Description (to be reckoned from the | Individual        |            | Group          |            | Government      |            | Total          |            |  |
|--------------------------------------|-------------------|------------|----------------|------------|-----------------|------------|----------------|------------|--|
| date of receipt of last necessary    | No. of Percentage |            | No. of Claims  | Percentage | No. of Claims   | Percentage | No. of Claims  | Percentage |  |
| document                             | Claims            | Fercentage | NO. OF CIAITIS | Percentage | NO. OF CIAILINS | Fercentage | NO. OI CIAITIS | Percentage |  |
| Within 1 month                       | NIL               | NIL        | 42             | 76%        | NIL             | NIL        | 42             | 76%        |  |
| Between 1-3 months                   | NIL               | NIL        | 13             | 24%        | NIL             | NIL        | 13             | 24%        |  |
| Between 3 to 6 months                | NIL               | NIL        |                |            | NIL             | NIL        |                | -          |  |
| More than 6 months                   | NIL               | NIL        |                | -          | NIL             | NIL        | -              | -          |  |
| Total                                | NIL               | NIL        | 55             | 100%       | NIL             | NIL        | 55             | 100%       |  |

#### g. Data of grievances received against the TPA:

| S. No. | Description                                     | Medi Assist TPA | Raksha TPA | FHPL TPA | Vidal TPA | Paramount<br>TPA | Health India<br>TPA | Safeway TPA | Good<br>Health TPA |
|--------|---|-----------------|------------|----------|-----------|------------------|---------------------|-------------|--------------------|
| 1      | Grievances outstanding at the beginning of year | NIL             | NIL        | NIL      | NIL       | NIL              | NIL                 | NIL         | NIL                |
| 2      | Grievances received during the year             | NIL             | NIL        | NIL      | NIL       | NIL              | NIL                 | NIL         | NIL                |
| 3      | Grievances resolved during the year             | NIL             | NIL        | NIL      | NIL       | NIL              | NIL                 | NIL         | NIL                |
| 4      | Grievances outstanding at the end of the year   | NIL             | NIL        | NIL      | NIL       | NIL              | NIL                 | NIL         | NIL                |