FORM NL-1-8-RA
Niva 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, 2024



	Particulars	Schedule Ref.		Miscel	laneous		(Amount in Rs. L Total							
			For the quarter ended March 31, 2024	Up to the quarter ended March 31, 2024	For the quarter ended March 31, 2023	Up to the quarter ended March 31, 2023	For the quarter ended March 31, 2024	Up to the quarter ended March 31, 2024	For the quarter ended March 31, 2023	Up to the quarter ended March 31, 2023				
1	Premiums earned (Net)	NL-4	1,21,805	3,81,125	85,907	2,66,275	1,21,805	3,81,125	85,907	2,66,275				
2	Profit/ Loss on sale/redemption of Investments		129	395	130	352	129	395	130	352				
3	Interest, Dividend & Rent – Gross Note-1		4,325	16,273	4,112	13,085	4,325	16,273	4,112	13,085				
4	Other (a) Other Income		-		-	-	-	-		-				
	(b) Contribution from the Shareholders' Account (i) Towards Excess Expenses of Management		5,618	21,645	11,298	36,416	5,618	21,645	11,298	36,416				
	TOTAL (A)		1,31,877	4,19,438	1,01,447	3,16,128	1,31,877	4,19,438	1,01,447	3,16,128				
6	Claims Incurred (Net)	NL-5	61,616	2,24,954	41,645	1,43,931	61,616	2,24,954	41,645	1,43,931				
7	Commission	NL-6	25,105	74,818	9,755	19,083	25,105	74,818	9,755	19,083				
8	Operating Expenses related to Insurance Business	NL-7	28,479	1,00,863	35,636	1,18,019	28,479	1,00,863	35,636	1,18,019				
9	Premium Deficiency		-	-	-		-		-	-				
	TOTAL (B)		1,15,200	4,00,635	87,036	2,81,033	1,15,200	4,00,635	87,036	2,81,033				
10	Operating Profit/(Loss) C= (A - B)		16,677	18,803	14,411	35,095	16,677	18,803	14,411	35,095				
11	APPROPRIATIONS													
	Transfer to Shareholders' Account		16,677	18,803	14,411	35,095	16,677	18,803	14,411	35,095				
	Transfer to Catastrophe Reserve	<u> </u>	-	-	-	-	-	-	-	-				
	Transfer to Other Reserves (to be specified)		-	-	-	-	-	-	-	-				
	TOTAL (C)		16,677	18,803	14,411	35,095	16,677	18,803	14,411	35,095				

Note - 1								(Amount in Rs. Lakhs)			
Pertaining to Policyholder's funds		Miscel	laneous		Total						
	For the quarter ended March 31, 2024	Up to the quarter ended March 31, 2024	For the quarter ended March 31, 2023	Up to the quarter ended March 31, 2023	For the quarter ended March 31, 2024	Up to the quarter ended March 31, 2024	For the quarter ended March 31, 2023	Up to the quarter ended March 31, 2023			
Interest, Dividend & Rent	4,125	15,671	4,131	13,094	4,125	15,671	4,131	13,094			
Add/Less:-											
Investment Expenses	-	-	-	-			-	-			
Amortisation of Premium/ Discount on Investments	200	602	(19)	(9)	200	602	(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	4,325	16,273	4,112	13,085	4,325	16,273	4,112	13,085			

FORM NL-2-B-PL Niva 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, 2024



_	1					(Amount in Rs. Lakhs)
	Particulars	Schedule Ref. Form No.	For the quarter ended March 31, 2024	Up to the quarter ended March 31, 2024	For the quarter ended March 31, 2023	Up to the quarter ended March 31, 2023
1	OPERATING PROFIT/(LOSS)	NL-1				•
	(a) Fire Insurance		-	-	1	-
	(b) Marine Insurance		-	-	1	-
	(c) Miscellaneous Insurance		16,677	18,803	14,411	35,095
			-	-	-	-
2	INCOME FROM INVESTMENTS					
	(a) Interest, Dividend & Rent – Gross		5,123	13,368	1,306	5,408
	(b) Profit on sale of investments		141	326	(9)	142
	(c) (Loss on sale/ redemption of investments)		-	-	-	-
	(d) Amortization of Premium / Discount on Investments		34	60	82	45
3	OTHER INCOME (To be specified)		31			.5
_	(a) Gain/(Loss) on Foreign Exchange Fluctuation		(10)	(16)	_	(1
	(b) Interest Income		12	90	19	77
	(c) Provisions written back		-	241	540	540
_	TOTAL (A)		21,977	32,872	16,349	41,306
1	PROVISIONS (Other than taxation)					
+	(a) For diminution in the value of investments			_	_	
	(b) For doubtful debts		(43)	181	(34)	102
	(c) Others (to be specified)		-	-	-	-
5	OTHER EXPENSES					
_	(a) Expenses other than those related to Insurance Business					
	(i) Managerial Remuneration		41	118	94	393
	(ii) Director's Sitting Fess		3	55	14	53
	(iii) Others		(13)	13	412	413
	(b) Bad Debts written off		-	-	1	-
	(c) Interest on Subordinated Debentures		665	2,675	660	2,675
	(d) Expenses towards CSR activities		-	-	-	-
	(e) Penalties			-	•	-
	(f) Contribution to Policyholders' A/c					
	(i) Towards Excess Expenses of Management		5,618	21,645	11,298	36,416
	(g) Others		-	-	-	-
	TOTAL (B)		6,271	24,687	12,444	40,052
,	Profit/(Loss) Before Tax		15,706	8,185	3,905	1,254
7	Provision for Taxation		-	-	-	-
	De Collins of the col		45.706	0.405	2.005	4.354
8	Profit / (Loss) after tax		15,706	8,185	3,905	1,254
,	APPROPRIATIONS (a) Interim dividends paid during the year			_	-	
_	(b) Final dividend paid		-	-	-	
			-			<u> </u>
	(c) Transfer to any Reserves or Other Accounts (to be specified)		-	-	-	- -
	Balance of profit/ loss brought forward from last year		(1,08,903)	(1,01,382)	(1,05,287)	(1,02,636
	Balance carried forward to Balance Sheet		(93,197)	(93,197)	(1,01,382)	(1,01,382

FORM NL-3-B-BS

Niva Bupa Health Insurance Company Limited
Registration No. 145 and Date of Registration with the IRDAI February 15, 2010
BALANCE SHEET As At March 31, 2024



(Amount in Rs. Lakhs)

			(Amount in Rs. Lakhs)
Particulars	Schedule Ref. Form	As at March 31, 2024	As at March 31, 2023
	No.		
SOURCES OF FUNDS			
SHARE CAPITAL	NL-8	1,69,953	1,51,068
SHARE APPLICATION MONEY PENDING ALLOTMENT		19	-
RESERVES AND SURPLUS	NL-10	1,28,202	33,426
FAIR VALUE CHANGE ACCOUNT			
-Shareholders' Funds		83	(336)
-Policyholders' Funds		4	31
BORROWINGS	NL-11	25,000	25,000
TOTAL		3,23,261	2,09,189
APPLICATION OF FUNDS			
INVESTMENTS-Shareholders	NL-12	2,58,547	1,15,545
INVESTMENTS-Policyholders	NL-12A	2,87,276	2,21,065
LOANS	NL-13	-	-
FIXED ASSETS	NL-14	5,881	5,558
DEFERRED TAX ASSET (Net)			
CURRENT ASSETS			
Cash and Bank Balances	NL-15	14,282	10,186
Advances and Other Assets	NL-16	53,201	35,303
Sub-Total (A)		67,483	45,489
DEFERRED TAX LIABILITY (Net)		_	
CURRENT LIABILITIES	NL-17	1,66,374	1,18,439
PROVISIONS	NL-18	2,22,749	1,61,409
Sub-Total (B)		3,89,123	2,79,848
NET CURRENT ASSETS (C) = (A - B)		(3,21,640)	(2,34,359)
MISCELLANEOUS EXPENDITURE (to the extent not written off or	NL-19	-	(_)0 .,000
adjusted)			
DEBIT BALANCE IN PROFIT AND LOSS ACCOUNT		93,197	1,01,382
TOTAL		3,23,261	2,09,189
IOIAL		3,23,201	2,09,10

CONTINGENT LIABILITIES

Particulars	As at March 31, 2024	As at March 31, 2023
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	4,476	1,202
6. Reinsurance obligations to the extent not provided for in accounts	-	-
7 .Others- Claims, under policies, not acknowledged as debts	5,437	3,474
TOTAL	9,913	4,676

FORM NL-4-PREMIUM SCHEDULE

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

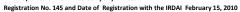


		Miscellaneous										
	He	alth	Personal	Accident	Travel In	nsurance	Total	<u>Health</u>	Total Miss	cellaneous	Grand Total	Grand Total
	For the	Up to the	For the	Up to the	For the	Up to the	For the	Up to the	For the	Up to the	For the	Up to the
Particulars	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter
	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, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024
Gross Direct Premium	1,72,211	5,49,443	3,014	9,267	719	2,047	1,75,944	5,60,757	1,75,944	5,60,757	1,75,944	5,60,757
Add: Premium on reinsurance accepted	-	-	-	-	-	-	-		-		-	-
Less : Premium on reinsurance ceded	36,912	1,15,822	603	1,978	237	862	37,752	1,18,662	37,752	1,18,662	37,752	1,18,662
Net Written Premium	1,35,299	4,33,621	2,411	7,289	482	1,185	1,38,192	4,42,095	1,38,192	4,42,095	1,38,192	4,42,095
Add: Opening balance of UPR	2,00,921	1,56,560	3,436	3,473	389	130	2,04,746	1,60,163	2,04,746	1,60,163	2,04,746	1,60,163
Less: Closing balance of UPR	2,16,896	2,16,896	3,645	3,645	592	592	2,21,133	2,21,133	2,21,133	2,21,133	2,21,133	2,21,133
Net Earned Premium	1,19,324	3,73,285	2,202	7,117	279	723	1,21,805	3,81,125	1,21,805	3,81,125	1,21,805	3,81,125
Gross Direct Premium												
- In India	1,72,211	5,49,443	3,014	9,267	719	2,047	1,75,944	5,60,757	1,75,944	5,60,757	1,75,944	5,60,757
- Outside India	-	-	-	-	-	-	-	-	-	-	-	-

		Miscellaneous										t in Rs. Lakhs)
	He	alth	Personal	Accident	Travel In	nsurance	<u>Total</u>	Health_	Total Mis	cellaneous	Grand Total	Grand Total
Particulars	For the	Up to the	For the	Up to the	For the	Up to the	For the	Up to the	For the	Up to the	For the	Up to the
	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter
	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
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	27,980	88,993	27,980	88,993	27,980	88,993
Net Written Premium	1,03,384	3,11,788	1,995	6,263	73	259	1,05,452	3,18,310	1,05,452	3,18,310	1,05,452	3,18,310
Add: Opening balance of UPR	1,37,583	1,05,529	2,938	2,595	97	4	1,40,618	1,08,128	1,40,618	1,08,128	1,40,618	1,08,128
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	84,407	2,60,757	1,460	5,385	40	133	85,907	2,66,275	85,907	2,66,275	85,907	2,66,275
									-	-	-	-
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	-	-	-	-	-	-	-		-	-	-	-
		•										

FORM NL-5 - CLAIMS SCHEDULE

Niva Bupa Health Insurance Company Limited

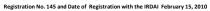




(Amount in Rs. Lakhs) Particulars Personal Accident Travel Insurance Total Health Total Miscellaneous Grand Total Grand Total For the Up to the Up to the quarter ended March 31, 2024 31, 2024 31, 2024 31, 2024 31, 2024 31, 2024 31, 2024 31, 2024 31, 2024 31, 2024 31, 2024 31, 2024 Claims Paid (Direct) 83,510 2,66,549 621 2,361 568 773 84,699 2,69,683 84,699 2,69,683 84,699 2,69,683 Add :Re-insurance accepted to direct claims Less :Re-insurance Ceded to claims paid 15,653 49,733 56 264 243 323 15,952 50,320 15,952 50,320 15,952 50,320 Net Claim Paid 67,857 2,16,816 565 2,097 325 450 68,747 2,19,363 68,747 2,19,363 68,747 2,19,363 41,575 41,575 Add Claims Outstanding at the end of the year 39,799 39,799 1,655 1,655 121 121 41,575 41,575 41,575 41,575 48,706 48,706 35,984 Less Claims Outstanding at the beginning of the year 24 35,984 48,706 35,984 46,535 34,771 1,998 1,189 173 Net Incurred Claims 61,121 2,21,844 222 2.563 273 547 61,616 2,24,954 61,616 2,24,954 61,616 2,24,954 Claims Paid (Direct) -In India 2,66,373 621 2,361 183 355 84,242 2,69,089 84,242 2,69,089 84,242 2,69,089 -Outside India 72 176 385 418 594 457 Estimates of IBNR and IBNER at the end of the period (net) 21,709 21,709 684 684 22,393 22,393 22,393 22,393 22,393 22,393 Estimates of IBNR and IBNER at the beginning of the period 19,368 22,079 862 682 20,230 22,761 20,230 22,761 20,230 22,761

												int in Rs. Lakns)
Particulars	He	alth	Personal	Personal Accident		Travel Insurance		<u>Health</u>	Total Mis	cellaneous	Grand Total	Grand Total
	For the	Up to the	For the	Up to the	For the	Up to the	For the	Up to the	For the	Up to the	For the	Up to the
	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter
	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	=	1	53,263	1,69,451	53,263	1,69,451	53,263	1,69,451
Add :Re-insurance accepted to direct claims	-	-	-	-	-	-	-	-	-	-	-	-
Less :Re-insurance Ceded to claims paid	10,295	34,517	40	127	-	-	10,335	34,644	10,335	34,644	10,335	34,644
Net Claim Paid	42,454	1,33,418	474	1,388	-	1	42,928	1,34,807	42,928	1,34,807	42,928	1,34,807
Add Claims Outstanding at the end of the year	34,771	34,772	1,189	1,189	24	24	35,984	35,985	35,984	35,985	35,984	35,985
Less Claims Outstanding at the beginning of the year	35,947	25,807	1,305	1,054	15	-	37,267	26,861	37,267	26,861	37,267	26,861
Net Incurred Claims	41,278	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	-	1	53,263	1,69,437	53,263	1,69,437	53,263	1,69,437
-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	21,032	18,696	696	633	-	-	21,728	19,329	21,728	19,329	21,728	19,329
(net)				ĺ			l		ĺ	ĺ	ĺ	1

Niva Bupa Health Insurance Company Limited

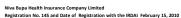




						l (Amou	nt in Rs. Lakhs)					
Particulars	He	alth	Personal	Accident	Miscellane Travel I	nsurance	Total	Health	Total Mis	cellaneous	Grand Total	Grand Total
	For the quarter	Up to the quarter	For the	Up to the	For the	Up to the	For the	Up to the	For the	Up to the	For the	Up to the
	ended March 31,	ended March 31,	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter	quarter
	2024	2024	ended March	ended March	ended March	ended March	ended March	ended March	ended March	ended March	ended March	ended March
			31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024
Commission & Remuneration	30,971	97,341	126	1,576	86	339	31,183	99,257	31,183	99,257	31,183	99,257
Rewards	8,394	20,182	-	-	-	-	8,394	20,182	8,394	20,182	8,394	20,182
Distribution fees	-	-	-	-	-	-	-	-	-	-	-	-
Gross Commission	39,366	1,17,523	126	1,576	86	339	39,578	1,19,439	39,578	1,19,439	39,578	1,19,439
Add: Commission on Re-insurance Accepted	-	-	-	-	-	-	-	-	-	-	-	-
Less: Commission on Re-insurance Ceded	14,099	43,227	275	875	98	519	14,473	44,620	14,473	44,620	14,473	44,620
Net Commission	25,266	74,296	(149)	702	(13)	(180)	25,105	74,818	25,105	74,818	25,105	74,818
Break-up of the expenses (Gross) incurred to procure business t	a ha furnished as no	s dotails indicated b	olows									
break-up of the expenses (gross) incurred to procure business to	be furnished as pe	i details ilidicated b	eiow.									
Individual Agents	12,124	32,966	269	865	10	55	12,403	33,886	12,403	33,886	12,403	33,886
Corporate Agents-Banks/FII/HFC	10,392	29,516	(174)	424	(1)	1	10,217	29,942	10,217	29,942	10,217	29,942
Corporate Agents-Others	4,486	16,401	2	6	(6)	0	4,482	16,408	4,482	16,408	4,482	16,408
Insurance Brokers	12,551	38,191	35	279	82	282	12,668	38,751	12,668	38,751	12,668	38,751
Direct Business - Online ^c		-		-		-	-		-	-	-	-
MISP (Direct)		-		-		-	-	-	-	-	-	-
Web Aggregators	(289)	156	(2)	0	(0)	0	-291	156	-291	156	-291	156
Insurance Marketing Firm	50	157	(0)	2	1	1	51	160	51	160	51	160
Common Service Centers		-		-		-	-	-	-	-	-	-
Micro Agents		-		-		-	-	-	-	-	-	-
Point of Sales (Direct)	51	136	(2)	0	0	0	48	136	48	136	48	136
Other	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	39,366	1,17,523	126	1,576	86	339	39,578	1,19,439	39,578	1,19,439	39,578	1,19,439
Commission and Rewards on (Excluding Reinsurance) Business					-	-						
written:												
In India	39,366	1,17,523	126	1,576	86	339	39,578	1,19,439	39,578	1,19,439	39,578	1,19,439
Outside India	-	-	-	-	-	-	-	-	-	-	-	-

	Miscellaneous Health Personal Accident Travel Insurance Total Health Total Miscellaneous											nt in Rs. Lakhs)
Particulars	He	alth	Persona	Accident	Travel I	nsurance	Total	Health	Total Mis	cellaneous	Grand Total	Grand Total
	For the quarter	Up to the quarter	For the	Up to the								
	ended March 31,	ended March 31,	quarter									
	2023	2023	ended March									
			31, 2023	31, 2023	31, 2023	31, 2023	31, 2023	31, 2023	31, 2023	31, 2023	31, 2023	31, 2023
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
Break-up of the expenses (Gross) incurred to procure business t	o be furnished as pe	r details indicated b	elow:									
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	-	-	3,059	10,858	3,059	10,858	3,059	10,858
Corporate Agents-Others	1,483	4,230	1	1	-	-	1,485	4,232	1,485	4,232	1,485	4,232
Insurance Brokers	4,694	11,720	18	54	15	42	4,727	11,816	4,727	11,816	4,727	11,816
Direct Business - Online ^c	-	-	-	-	-	-	-	-	-	-	-	-
MISP (Direct)	-	-	-	-	-		-	-		-		
Web Aggregators	13	49	-	-	-		13	50	13	50	13	50
Insurance Marketing Firm	25	99	-	-	-		25	99	25	99	25	99
Common Service Centers	-	-	-	-	-		-	-		-		
Micro Agents	-	-	-	-	-		-	-		-		
Point of Sales (Direct)	54	204	-	-	-		54	205	54	205	54	205
Other	-	-	-	-	-		-	-		-	-	
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			1		-	-	1					
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	-	-	-	-		-	-	-	-	-		-

FORM NL-7-OPERATING EXPENSES SCHEDULE





utio.	n No. 145 and Date of Registration with the IRDA	Miscellaneous										1	int in Rs. Lakhs
Т	Particulars	Hea	alth	Personal	Accident		nsurance	Total	Health	Total Mic	ellaneous	Grand Total	Grand Total
	Fai ticulais	For the	Up to the	For the	Up to the	For the	Up to the	For the	Up to the	For the	Up to the	For the	Up to the
		quarter	guarter	quarter	guarter	quarter	guarter	quarter	guarter	quarter	guarter	quarter	quarter
		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, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024
1	Employees' remuneration & welfare benefits	13,979	62,532	250	1,055	62	233	14,291	63,820	14,291	63,820	14,291	63,820
2	Travel, conveyance and vehicle running expenses	491	2,262	9	38	2	8	502	2,308	502	2,308	502	2,308
3	Training expenses	415	2,267	8	38	2	8	425	2,313	425	2,313	425	2,313
4	Rents, rates & taxes	478	1,873	8	32	2	7	488	1,912	488	1,912	488	1,912
5	Repairs	348	1,076	6	18	1	4	355	1,098	355	1,098	355	1,098
6	Printing & stationery	25	83	-	1	-	-	25	84	25	84	25	84
7	Communication expenses	207	875	4	15	1	3	212	893	212	893	212	893
8	Legal & professional charges	546	1,674	10	28	2	6	558	1,708	558	1,708	558	1,708
9	Auditors' fees, expenses etc.		-	-	-	-	-	-	-		-		
	(a) as auditor	13	53	-	1	-	-	13	54	13	54	13	54
	(b) as adviser or in any other capacity, in respect												
	(i) Taxation matters	-	-	-	-	-	-	-	-			-	-
	(ii) Insurance matters	-	-	-	-	-	-	-	-			-	-
	(iii) Management services; and	-	-	-	-	-	-	-	-			-	-
	(c) in any other capacity												
	(i) Tax Audit Fees	-	3	-	-	-	-	-	3		3	-	
	(ii) Certification Fees	2	10	-	-	-	-	2	10	2	10	2	10
10	Advertisement and publicity	9,179	17,375	157	293	36	65	9,372	17,733	9,372	17,733	9,372	17,733
11	Interest & Bank Charges	612	2,593	11	44	3	10	626	2,647	626	2,647	626	2,647
12	Depreciation	586	2,880	11	49	3	11	600	2,940	600	2,940	600	2,940
13	Brand/Trade Mark usage fee/charges	-	-	-	-	-	-	-	-	-	-	-	-
14	Business Development and Sales Promotion	72	162	1	3	_	1	73	166	73	166	73	166
15	Expenses Information Technology Expenses	735	2,720	13	46	3	10	751	2.776	751	2,776	751	2,776
16	Goods and Services Tax (GST)	103	117	2	2	-	10	105	119	105	119	105	119
17	Others	103	117				-	103	119	103	119	103	113
	(a) Membership and Subscription	6	29	_	_	_	_	6	29	6	29	6	29
	(b) Insurance	42	187	1	3	-	1	43	191	43	191	43	19:
	(c) Board Meeting Expenses	16	27	-	-	-	_	16	27	16	27	16	27
	(d) Miscellaneous Expenses	16	31	-	1	-	-	16	32	16	32	16	32
		16	31	-	1	-	-	16	32	16	32	16	3.
	TOTAL	27,871	98,829	491	1,667	117	367	28,479	1,00,863	28,479	1,00,863	28,479	1,00,86
7	In India	27,871	98,829	491	1,667	117	367	28,479	1,00,863	28,479	1,00,863	28,479	1,00,863
	Outside India	27,871	90,029	491	1,007	- 117	307	20,479	1,00,863	28,479	1,00,863	28,479	1,00,863

FORM NL-7-OPERATING EXPENSES SCHEDULE(Continued)

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



						Miscell	Miscellaneous						int in Rs. Lakhs)
	Particulars		alth		Accident		nsurance		<u>Health</u>		cellaneous	Grand Total	Grand Total
		For the quarter ended March 31, 2023	Up to the quarter ended March 31, 2023	For the quarter ended March 31, 2023	Up to the quarter ended March 31, 2023	For the quarter ended March 31, 2023	Up to the quarter ended March 31, 2023	For the quarter ended March 31, 2023	Up to the quarter ended March 31, 2023	For the quarter ended March 31, 2023	Up to the quarter ended March 31, 2023	For the quarter ended March 31, 2023	Up to the quarter ended March 31, 2023
1	Employees' remuneration & welfare benefits	14,781	59,873	278	1,202	17	85	15,076	61,160	15,076	61,160	15,076	61,160
2	Travel, conveyance and vehicle running expenses	611	2,262	12	45	1	3	624	2,310	624	2,310	624	2,310
3	Training expenses	474	1,151	9	23	1	2	484	1,176	484	1,176	484	1,176
4	Rents, rates & taxes	371	1,670	7	34		2	378	1,706	378	1,706	378	1,706
5	Repairs	303	1,045	6	21	-	1	309	1,067	309	1,067	309	1,067
	Printing & stationery	13	86	-	2	-	-	13	88	13	88	13	88
7	Communication expenses	3,070	4,558	61	91	4	6	3,135	4,655	3,135	4,655	3,135	4,655
8	Legal & professional charges	539	2,145	10	43	1	3	550	2,191	550	2,191	550	2,191
9	Auditors' fees, expenses etc.												
	(a) as auditor	13	52	-	1	-	-	13	53	13	53	13	53
	(b) as adviser or in any other capacity, in respect												
	(i) Taxation matters	(2)	-	-	-	-	-	(2)	-	(2)	-	(2)	-
	(ii) Insurance matters	-	-	-	-		-	-	-		-	-	-
	(iii) Management services; and	-	-	-	-	-	-	-	-	-	-	-	-
	(c) in any other capacity												
	(i) Tax Audit Fees	-	2	-	-	-	-	-	2	-	2	-	2
	(ii) Certification Fees	2	7	-	-	-	-	2	7	2	7	2	7
	Advertisement and publicity	12,229	35,145	236	705	15	50	12,480	35,900	12,480	35,900	12,480	35,900
11	Interest & Bank Charges	692	1,800	13	36	1	3	706	1,839	706	1,839	706	1,839
12	Depreciation	1,087	3,132	21	63	1	4	1,109	3,199	1,109	3,199	1,109	3,199
13	Brand/Trade Mark usage fee/charges	-	-	-	-	-	-	-	-	-	-	-	-
	Business Development and Sales Promotion Expenses	58	114	1	2	=	-	59	116	59	116	59	116
_	Information Technology Expenses	531	2,135	10	43	1	3	542	2,181	542	2,181	542	2,181
	Goods and Services Tax (GST)	47	48	1	1	-	-	48	49	48	49	48	49
17	Others												
	(a) Membership and Subscription	9	30	-	1	-	-	9	31	9	31	9	31
	(b) Insurance	60	225	1	5		-	61	230	61	230	61	230
	(c) Board Meeting Expenses	5	18	-	-		-	5	18	5	18	5	18
	(d) Miscellaneous Expenses	34	40	1	1	-	-	35	41	35	41	35	41
										-	-	-	-
	TOTAL	34,927	1,15,538	667	2,319	42	162	35,636	1,18,019	35,636	1,18,019	35,636	1,18,019
	In India	34,927	1,15,538	667	2,319	42	162	35,636	1,18,019	35,636	1,18,019	35,636	1,18,019
	Outside India	-	-	-	-	-	-	-	-	-	-	-	-



Niva 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, 2024	As at March 31, 2023
1	Authorised Capital		
	5,00,00,00,000 (Previous period 5,00,00,00,000)	5,00,000	5,00,000
	Equity Shares of Rs 10 each		
	Preference Shares of Rs each	-	-
2	Issued Capital		
	1,69,95,34,595 (Previous period 1,51,06,77,916)	1,69,953	1,51,068
	Equity Shares of Rs 10 each		
	Preference Shares of Rs each	-	-
3	Subscribed Capital		
	1,69,95,34,595 (Previous period 1,51,06,77,916)	1,69,953	1,51,068
	Equity Shares of Rs 10 each		
	Preference Shares of Rs Each	-	-
4	Called-up Capital		
	1,69,95,34,595 (Previous period 1,51,06,77,916)	1,69,953	1,51,068
	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		
	1,69,95,34,595 (Previous period 1,51,06,77,916)	1,69,953	1,51,068
	Equity Shares of Rs 10 each		
	Preference Shares of Rs Each	-	-

Notes:

- 1. Out of the above 1,06,99,87,767 (as at March 31, 2023: 67,03,19,343) Equity Shares of Rs. 10/- each are held by the holding company (Bupa Singapore Holdings Pte. Ltd) along with its nominees as at March 31, 2024.
- 2. Out of the above 82,25,96,790 Equity Shares of Rs. 10/- each are held by the holding company (Fettle Tone LLP) along with its nominees as at March 31, 2023.

FORM NL-9-PATTERN OF SHAREHOLDING SCHEDULE



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

PATTERN OF SHAREHOLDING

[As certified by the Management]

Shareholder	As at March	31, 2024	As at March 31, 2023		
	Number of Shares	% of Holding	Number of Shares	% of Holding	
Promoters					
· Indian	47,86,67,869	28%	82,25,96,790	55%	
· Foreign	1,06,99,87,767	63%	67,03,19,343	44%	
Investors					
· Indian	7,85,55,849	4%	-	-	
· Foreign	4,46,76,098	3%	-	-	
Others -ESOP	2,76,47,012	2%	1,77,61,783	1%	
TOTAL	1,69,95,34,595	100%	1,51,06,77,916	100%	

DETAILS OF EQUITY HOLDING OF INSURERS



Niva Bupa 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 INSURANCE COMPANY, As at Quarter ended March 31,2024

PART A:

Sl. No.	Category	No. of Investors	No. of shares held						under Lock in Period
(1)	(11)		(111)	(IV)	(V)	Number of shares (VI)	As a percentage of Total Shares held (VII) = (VI)/(III)*100	Number of shares (VIII)	As a percentage of Total Shares held (IX) = (VIII)/(III)*100
Α	Promoters & Promoters Group								
A.1	Indian Promoters								
i)	Individuals/HUF (Names of major shareholders): (i) Mr. Ashutosh Telang (Nominee of Fettle Tone	1	10			-	-	-	-
	LLP) (ii) Mr. Divya Sehgal (Nominee of Fettle Tone LLP) (iii) Mr. Maninder Singh Juneja (Nominee of Fettle Tone LLP)	1	10 10	=	0.003	- -	- -	- -	-
	Bodies Corporate: (i) Fettle Tone LLP	1	47,86,67,839	28.16	47,866.78	-	-	-	-
iii)	Financial Institutions/ Banks								
iv)	Central Government/ State Government(s) / President of India								
v)	Persons acting in concert (Please specify)								
vi)	Any other (Please specify)								
A.2	Foreign Promoters								
	Individuals (Name of major shareholders): (i) Mr. David Fletcher (Nominee of Bupa Singapore Holdings Pte. Ltd.)	1	20	_	0.003	-	-	-	-
	(ii) Ms. Joy Linton (Nominee of Bupa Singapore Holdings Pte. Ltd.)	1	10		0.003	-	-	-	-
ii)	Bodies Corporate: (i) Bupa Singapore Holdings Pte. Ltd	1	1,06,99,87,737	62.96	1,06,998.77	-	-	=	-
iii)	Any other (Please specify)								

FORM NL-9A-SHAREHOLDING PATTERN SCHEDULE(Continued)



	pa Health Insurance Company Limited ation No. 145 and Date of Registration with the IRDAI	February 15, 201	0						reditt instruice
В.	Non Promoters								
B.1	Public Shareholders								
1.1)	Institutions								
i)	Mutual Funds								
ii)	Foreign Portfolio Investors								
iii)	Financial Institutions/Banks								
iv)	Insurance Companies								
v)	FII belonging to Foreign promoter								
vi)	FII belonging to Foreign Promoter of Indian								
	Promoter								
vii)	Provident Fund/Pension Fund								
viii)	Alternative Investment Fund								
ix)	Any other (Please specify)		4 02 00 400	2.05	4 020 04				
	Institutional Investor -: India Business Excellence Fund IV	1	4,83,99,106	2.85	4,839.91				
	Institutional Investor-: SBI Life Insurance Company Limited	1	2,23,38,049	1.31	2,233.80				
	Institutional Investor -: Paragon Partners Growth	1	78,18,694	0.46	781.87				
	Fund II								
	FII's-: V-Sciences Investments Pte Ltd.	1	4,46,76,098	2.63	4,467.61				
1.2)	Central Government/ State Government(s)/ President of India								
1.3)	Non-Institutions								
i)	Individual share capital upto Rs. 2 Lacs	13	1,92,350	0.01	19.24	-	-	-	-
ii)	Individual share capital in excess of Rs. 2 Lacs	62	2,74,54,662	1.62	2,745.47	-	-	-	-
iii)	NBFCs registered with RBI								
iv)	Others:								
,	- Trusts								
	- Non Resident Indian								
	- Clearing Members								
	- Non Resident Indian Non Repartriable								
	- Bodies Corporate							l	
	- IEPF								
v)	Any other (Please Specify)								
B.2	Non Public Shareholders								
2.1)	Custodian/DR Holder							l	
2.2)	Employee Benefit Trust							l	
2.3)	Any other (Please specify)								
								l	

Total

Foot Notes:

(a) All holdings, above 1% of the paid up equity, have to be separately disclosed.

(b) Indian Promoters - As defined under Regulation 2(1)(h) of the Insurance Regulatory and Development Authority (Registration of Indian Insurance Companies) Regulations, 2022

(c) Where a company is listed, the column "Shares pledged or otherwise encumbered" shall not be applicable to "Non Promoters" category

86

1,69,95,34,595

100.00%

1,69,953.46

PARTICULARS OF THE SHAREHOLDING PATTERN IN THE INDIAN PROMOTER COMPANY(S) / INDIAN INVESTOR(S) AS INDICATED AT (A) ABOVE

PART B:

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



(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-	Paid up equity (Rs. In		pledged or		under Lock in
							Period		
(1)	(11)		(111)	(IV)	(∨)	Number of shares (VI)		Number of shares (VIII)	As a percentage of Total Shares held (IX) = (VIII)/(III)*100
Α	Promoters & Promoters Group								
A.1	Indian Promoters								
	Individuals/HUF (Names of major shareholders): (i) (ii) (iii)		-	-	-	-	-	-	-
	Bodies Corporate: (i)True North Fund VI LLP (ii) Faering Capital India Evolving Fund II & Faering Capital India Evolving Fund III acting through Faering Capital Advisors LLP	1	N.A N.A	N.A N.A	N.A N.A	N.A N.A	N.A N.A	N.A N.A	N.A N.A
iii)	Financial Institutions/ Banks		-	-	-	-	-	-	-
iv)	Central Government/ State Government(s) / President of India		-	-	-	-	-	-	-
v)	Persons acting in concert (Please specify)		-	-	-	-	-	-	-
vi)	Any other (Please specify)		-	-	-	-	-	-	-
A.2	Foreign Promoters								
	Individuals (Name of major shareholders): (i) (ii) (iii)		-	-	-	-	-	-	-
	Bodies Corporate: (i) (ii) (iii)		-	-	-	-	-	-	-
iii)	Any other (Please specify)		-	-	-	-	-	-	-

FORM NL-9A-SHAREHOLDING PATTERN SCHEDULE(Continued)

Niva Bupa Health Insurance Company Limited Registration No. 145 and Date of Registration with the IRDAL February 15, 2010



B.1 Public Shareholders	В.	Non Promoters								
Mutual Funds Foreign Portfolio Investors Foreign Portfolio Investor Foreign Portfolio India Foreign Portfolio India Foreign Portfolio Investor Foreign Portfolio India Foreign Portfolio Investor Foreign Portfolio Investor Foreign Portfolio Investor Foreign Portfolio Investor Foreign Portfolio India Foreign Portfolio Investor Fo	B.1	Public Shareholders								
iii) Foreign Portfolio Investors	1.1)	Institutions								
iii) Financial Institutions/Banks	i)	Mutual Funds		=	-	-	-	-	-	-
insurance Companies	ii)	Foreign Portfolio Investors		-	-	-	-	-	-	-
V Fil belonging to Foreign promoter of Indian	iii)	Financial Institutions/Banks		=	-	-	-	-	-	-
Promoter (e)	iv)			=	-	-	-	-	-	=
Promoter (e) Provident Fund/Pension Fund	v)			-	-	-	-	-	-	-
Viii) Alternative Investment Fund	vi)			-	-	-	-	-	-	-
ix Any other (Please specify) - - - - - - - - -	vii)	Provident Fund/Pension Fund		=	-	-	-	-	-	-
1.2 Central Government/ State Government(s)/ President of India	viii)	Alternative Investment Fund		-	-	-	-	-	-	-
President of India	ix)	Any other (Please specify)		-	-	-	-	-	-	-
President of India	1.2)	Central Government/ State Government(s)/		-	_	_	-	_	-	-
Individual share capital upto Rs. 2 Lacs Individual share capital in excess of Rs. 2 Lacs Individual share capital in excess Individual share capital i	,									
Individual share capital upto Rs. 2 Lacs Individual share capital in excess of Rs. 2 Lacs Individual share capital in excess Individual share capital i										
Individual share capital in excess of Rs. 2 Lacs 1 N.A N.A	1.3)	Non-Institutions								
NBFCs registered with RBI Others:	i)	Individual share capital upto Rs. 2 Lacs		-	-	-	-	-	-	-
V	ii)	Individual share capital in excess of Rs. 2 Lacs	1	N.A	N.A	N.A	N.A	N.A	N.A	N.A
- Trusts - Non Resident Indian - Clearing Members - Non Resident Indian Non Repartriable - Bodies Corporate - IEPF - V) Any other (Please Specify)				=	-	-	-	-	-	=
- Non Resident Indian - Clearing Members - Non Resident Indian Non Repartriable - Bodies Corporate - IEPF v) Any other (Please Specify) B.2 Non Public Shareholders 2.1) Custodian/DR Holder 2.2) Employee Benefit Trust	iv)	Others:								
- Clearing Members - Non Resident Indian Non Repartriable - Bodies Corporate - IEPF - V) Any other (Please Specify) - Custodian/DR Holder - 2.2) Employee Benefit Trust - Custodian/DR Holder				-	-	-	-	-	-	-
- Non Resident Indian Non Repartriable - Bodies Corporate 5 N.A				=	-	-	-	-	-	-
B.2 Non Public Shareholders Semiployee Benefit Trust Semiployee Specify Semiployee				=	-	-	-	-	-	-
- IEPF					-					=
v) Any other (Please Specify) - - - - - B.2 Non Public Shareholders - - - - - - 2.1) Custodian/DR Holder - - - - - - 2.2) Employee Benefit Trust - - - - - - 2.3) Any other (Please specify) - - - - - - -			5	N.A	N.A	N.A	N.A	N.A	N.A	N.A
B.2 Non Public Shareholders				-	-					-
2.1) Custodian/DR Holder	v)	Any other (Please Specify)		=	-	-	=	-	-	-
2.2 Employee Benefit Trust	l n n			l	l _	1	l -	_	-	-
2.3) Any other (Please specify)	D.Z	Non Public Shareholders		-						
					-	-	-	-	-	-
Total 8	2.1)	Custodian/DR Holder		=	-					-
	2.1) 2.2)	Custodian/DR Holder Employee Benefit Trust			- -	=	-	-	-	- - -
	2.1) 2.2)	Custodian/DR Holder Employee Benefit Trust Any other (Please specify)	8	- - -	- - -	-	- -	-	-	

1. Fettle 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, 2024 is as under:

Partners	Partnership Interest (%)
PROMOTERS	
a. True North Fund VI LLP	61.13
b. Faering Capital India Evolving Fund II and Faering Capital India Evolving Fund III acting through Faering Capital Advisors LLP	16.01
NON PROMOTERS	22.86
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 investors (excluding employees 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 specify the names of the FIIS, indicating those FIIS which belong to the Group of the Joint 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.

PARTICULARS OF THE SHAREHOLDING PATTERN OF THE FOREIGN PROMOTER COMPANY(S) AS INDICATED AT (A) ABOVE AS ON MARCH 31, 2024

PART B:

Name of the Foreign Promoter: BUPA SINGAPORE HOLDNGS PTE. LTD.



Sl. No.	Category	No. of Investors	No. of shares held	% of share Holding	Paid up equity/Contribution (SGD)	Shares pled otherwise e	ged or encumbered	Shares un Period	der Lock in
(1)	(11)		(111)	(IV)	(v)	No. of shares (VI)	As a % of (VII) = (VI)/(III)*100	of shares	As a percentag of Total Shares held (IX) = (VIII)/(III)*100
Α	Promoters & Promoters Group								
	Indian Promoters								
A.1	Individuals:								
1	(Name of Major shareholders) Bodies Corporate:								
	(i)								
ii	(ii)								
	(ii)								
(iii)	Financial Institutions/Banks Central								
` '	Sub-Total								
(iv)	Government/State								
	Government(s)/President								
	of India								
(v)	Persons acting in Concert				1			1	I
	(Please specify)				1			1	I
(vi)	Any other (Please specify)								
	Individuals:								
	(Major holdings) Bodies Corporate								
	(i) Bupa Investments Overseas Limited	1	67,14,53,613	100	6,71,45,36,130	Nil	Nil	Nil	Nil
	Any other (Please specify	_	07,14,33,013	100	0,71,43,30,130	INII	NII	IVIII	INII
	Non Promoters								
	Public Shareholders								
	Institutions								
i.	Mutual Funds								
ii.	Financial								
	Foreign Portfolio Investors								
iv.	Financial Institutions/Banks								
	Insurance Companies								
	FII belonging to Foreign Promoter								
	FII belonging to Foreign Promoter of Indian								
	Promoter Provident Fund/Pension Fund								
ix.	Alternative Investment Fund								
X.	Any other (please specify)								
	-FII's								
	-FDI								
1.2	Central Government/State								
	Government(s)/President of India								
	Non Institutions								
	Individual share capital upto Rs. 2 Lakh				1			1	1
	Individual share capital in excess of Rs. 2 Lakh								1
iii. iv.	NBFCs registered with RBI Others:							l	1
IV.	-Trusts								1
	-NRI (Repatriable)								1
	-Clearing Members				1			1	1
	-NRI – Non Repatriable				1			1	1
	-Bodies Corporate				1			1	1
	-IEPF				1			1	1
v	Any other (please specify)							l	1
	-OCB								1
	-Directors & their relatives				Ì	1		l	I
	-Employees				1			1	I
D	-Unclaimed Suspense A/c				1			1	I
B 2	Non Public Shareholders				1			1	I
2.1	Custodian/DR Holder				1			1	I
2.1	Employee Benefit Trust				1			1	I
2.1	Any other (please specify)				1			1	I
	Sub-Total	1	67,14,53,613	100	6,71,45,36,130	Nil	Nil	Nil	Nil
	Grand Total	1	67,14,53,613	100	6,71,45,36,130	Nil	Nil	Nil	Nil



Niva Bupa Health Insurance Company Limited

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

	Particulars	As at March 31, 2024	As at March 31, 2023
1	Capital Reserve	-	-
2	Capital Redemption Reserve	-	-
3	Share Premium		
	-Opening Balance	33,385	12,511
	-Additions during the period	94,784	20,874
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	42	29
	-Additions during the period	(9)	12
7	Balance of Profit in Profit & Loss Account	-	
	TOTAL	1,28,202	33,426

FORM NL-11-BORROWINGS SCHEDULE



Niva 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, 2024	As at March 31, 2023
1	Debentures/ Bonds*	25,000	25,000
2	Banks	-	•
3	Financial Institutions	-	-
4	Others	-	-
	TOTAL	25,000	25,000

DISCLOSURE FOR SECURED BORROWINGS

SL. NO.	SOURCE / INSTRUMENT	AMOUNT BORROWED	AMOUNT OF SECURITY	NATURE OF SECURITY
1	Nil			

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



Niva Bupa Health Insurance Company Limited

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

	NL	-12	NL	12A	(Amount in Rs. Lakhs)		
	Sharel	holders	Policy	holders	To	tal	
Particulars	As at March 31, 2024	As at March 31, 2023	As at March 31, 2024	As at March 31, 2023	As at March 31, 2024	As at March 31, 2023	
LONG TERM INVESTMENTS							
1 Government securities and Government guaranteed bonds including Treasury Bills	47,694	30,279	75,957	44,501	1,23,651	74,780	
2 Other Approved Securities	27,701	10.969	18.523	12.551	46.224	23.52	
3 Other Investments		-	-	-	-		
(a) Shares	-	-	-	-	-	-	
(aa) Equity	-	-	-	-	-	-	
(bb) Preference	-	-	-	-	-	-	
(b) Mutual Funds	-	-	-	_	-	-	
(c) Derivative Instruments	-	-	-	-	-	-	
(d) Debentures/ Bonds	56,002	18,086	1,12,111	88,047	1,68,113	1,06,13	
(e) Other Securities	-	-	-	-	-	-,,	
(f) Subsidiaries	-	-	-	-	-	-	
(g) Investment Properties-Real Estate	-	-	-	-	-	-	
Investments in Infrastructure and Housing	80,538	24,149	67.152	52,413	1,47,690	76,56	
Other than Approved Investments	2,000	11,951	12,933	7,925	14,933	19,87	
TOTAL	2,13,935	95,434	2,86,676	2,05,437	5,00,611	3,00,87	
SHORT TERM INVESTMENTS							
Government securities and Government guaranteed bonds including Treasury Bills	3,008	2,000	-	4,028	3,008	6,02	
Other Approved Securities	1,010	-	-	1,000	1,010	1,00	
Other Investments	-	-	-	-	-	-	
(a) Shares	-	-	-	-	-	-	
(aa) Equity	854	1,105	-	-	854	1,10	
(bb) Preference	-	-	-	-	-	-	
(b) Mutual Funds	4,860	5,251	600	319	5,460	5,57	
(c) Derivative Instruments	-	-	-	-	-	-	
(d) Debentures/ Bonds	17,605	3,500	-	7,996	17,605	11,49	
(e) Other Securities -Fixed Deposits	9,980	2,599	-	1,783	9,980	4,38	
(f) Subsidiaries	-	-	-	-	-	-	
(g) Investment Properties-Real Estate	-	-	-	-	-	-	
Investments in Infrastructure and Housing	2,000	5,004	-	502	2,000	5,50	
Other than Approved Investments	5,295	652	-	-	5,295	65	
TOTAL	44,612	20,111	600	15,628	45,212	35,73	
GRAND TOTAL	2,58,547	1,15,545	2,87,276	2,21,065	5,45,823	3,36,61	

A) Aggregate value of Investments other than Listed Equity Securities and Derivative Instruments

					(Amount in	Rs. Lakhs)	
	Sharel	holders	Policy	holders	Total		
<u>Particulars</u>	As at March 31, 2024	As at March 31, 2023	As at March 31, 2024	As at March 31, 2023	As at March 31, 2024	As at March 31, 2023	
Long Term Investments							
Book Value	2,13,935	95,434	2,86,676	2,05,405	5,00,611	3,00,839	
market Value	2,14,952	93,898	2,84,359	2,00,686	4,99,311	2,94,583	
Short Term Investments							
Book Value	42,412	18,331	596	15,628	43,008	33,959	
market Value	42,466	18,344	600	15,510	43,066	33,854	



Niva 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, 2024	As at March 31, 2023
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 Non	-performing Loans	
	Loan Amount	Provision
Non-Performing Loans	(Rs. Lakhs)	(Rs. Lakhs)
Sub-standard	<u> </u>	-
Doubtful	-	-
Loss	-	-
Total	-	-

FORM NL-14-FIXED ASSETS SCHEDULE



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

Particulars		Cost/ Gr	oss Block			Depre	ciation		Net E	Block
	As at March 31, 2023	Additions	Deductions	As at March 31, 2024	Upto March 31, 2023	For The Period	On Sales/ Adjustments	Upto March 31, 2024	As at March 31, 2024	As at March 31, 2023
Goodwill	-	-	-	-	-	-	-	-	-	-
Intangibles	-	-	-	-	-	-	-			
a) Software's	14,166	2,709	-	16,875	11,489	1,953	-	13,442	3,433	2,678
b) Website	113	-	-	113	113	-	-	113	(0)	-
Land-Freehold	-	-	-	-	-	-	-	-	ı	-
Leasehold Property	1,872	127	38	1,961	916	175	18	1,073	888	955
Buildings	-	-	-	-	-	-	-	-	-	-
Furniture & Fittings	705	55	17	743	526	85	15	596	147	179
Information Technology Equipment (Other Devices)	1,859	160	58	1,961	1,584	108	58	1,634	327	275
Information Technology Equipment (End User Devices)	2,153	429	114	2,468	1,596	404	113	1,887	581	557
Vehicles	-	-	-	-	-	-	-	-	-	-
Office Equipment	1,564	137	40	1,661	1,022	215	30	1,207	454	542
Others	-	-	-	-	-	-	-			
TOTAL	22,432	3,617	267	25,782	17,246	2,940	234	19,952	5,830	5,185
Capital work in progress	373	1,559	1,881	51	-	-	-	-	51	373
Grand Total	22,805	5,176	2,148	25,833	17,246	2,940	234	19,952	5,881	5,558
PREVIOUS PERIOD	19,183	4,791	1,170	22,804	14,216	3,199	169	17,246	5,558	-

FORM NL-15-CASH AND BANK BALANCE SCHEDULE



Niva 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, 2024	As at March 31, 2023
¹ Cash (including cheques ^(a) , drafts and stamps)	274	191
2 Bank Balances		
(a) Deposit Accounts		
(aa) Short-term (due within 12 months)	5,225	3,580
(bb) Others	-	-
(b) Current Accounts	8,783	6,415
(c) Others	-	-
3 Money at Call and Short Notice		
(a) With Banks	-	-
(b) With other Institutions	-	-
4 Others	-	-
TOTAL	14,282	10,186
Balances with non-scheduled banks included in 2 and 3 above	-	-
CASH & BANK BALANCES		
In India	14,282	10,186
Outside India	- 1	-

(a) Cheques on hand amount to Rs. 270.32 (in Lakhs) Previous Period: Rs. 178.22 (in Lakhs)



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

_		1	(**************************************	
	Particulars	As at March 31, 2024	As at March 31, 2023	
	ADVANCES			
1	Reserve deposits with ceding companies	-	-	
2	Application money for investments	-	-	
3	Prepayments	1,195	2,341	
4	Advances to Directors/Officers	-	-	
5	Advance tax paid and taxes deducted at source (Net of provision for taxation)	794	474	
6	Others			
	Advance To Suppliers	2,143	364	
	Less: Provisions	(37)	(51)	
	Sub-total Sub-total	2,106	313	
	TOTAL (A)	4,095	3,128	
	OTHER ASSETS			
1	Income accrued on investments	15,556	8,854	
2	Outstanding Premiums	849	775	
	Less: Provisions for doubtful, if any	(455)	(560)	
	Sub-total	393	215	
3	Agents' Balances	496	282	
	Less: Provisions	(496)	(282)	
	Sub-total	-	-	
4	Foreign Agencies Balances	-	-	
5	Due from other entities carrying on insurance business (including reinsurers)	26,241	14,677	
	Less: Provisions for doubtful, if any	-	-	
6	Due from subsidiaries/ holding	-	-	
7	Investments held for Unclaimed Amount of Policyholders	223	306	
8	Others	-	-	
	(a) Rent and other deposits	3,450	3,309	
	(b) GST unutilized credit	3,206	4,762	
	(c) Other Receivables	6,427	6,597	
	Less: Provisions	(6,389)	(6,545)	
	Sub-total	37	52	
	TOTAL (B)	49,106	32,174	
	TOTAL (A+B)	53,201	35,303	

FORM NL-17-CURRENT LIABILITIES SCHEDULE



Niva 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, 2024	As at March 31, 2023
1	Agents' Balances	9,961	3,457
2	Balances due to other insurance companies	41,073	27,992
3	Deposits held on re-insurance ceded	-	-
4	Premiums received in advance	-	-
	(a) For Long term policies ^(a)	1,202	1,780
	(b) for Other Policies	2,946	727
5	Unallocated Premium	903	1,945
6	Sundry creditors	51,967	32,927
7	Due to subsidiaries/ holding company	-	-
8	Claims Outstanding	41,575	35,984
9	Due to Officers/ Directors	-	-
	Unclaimed Amount of policyholders	75	112
11	Income accrued on Unclaimed amounts	58	58
	Interest payable on debentures/bonds	-	-
	GST Liabilities	7,027	2,668
14	Others (to be specified)		
	(a) Tax deducted at source	3,412	2,387
	(b) Advance from Corporate Clients	5,075	7,334
	(c) Interest accrued and not due on Subordinated Debentures	652	652
	(d) Other statutory dues	448	417
	TOTAL	1,66,374	1,18,439

Note:

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



Niva Bupa Health Insurance Company Limited

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

	Particulars	As at March 31, 2024	As at March 31, 2023
1	Reserve for Unexpired Risk	2,21,133	1,60,163
2	Reserve for Premium Deficiency	•	-
3	For taxation (less advance tax paid and taxes deducted	-	-
	at source)		
4	For Employee Benefits	1,616	1,246
5	Others	-	-
	TOTAL	2,22,749	1,61,409

FORM NL-19 MISC EXPENDITURE SCHEDULE

(To the extent not written off or adjusted)



Niva Bupa Health Insurance Company Limited

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

	Particulars	As at March 31, 2024	As at March 31, 2023
1	Discount Allowed in issue of shares/ debentures	-	-
2	Others	-	-
	TOTAL	-	-

FORM NL-20-ANALYTICAL RATIOS SCHEUDLE Niva Bupa Health Insurance Company Limited



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

SI.No.	Particular	For the quarter ended March 31, 2024	Up to the quarter ended March 31, 2024	For the quarter ended March 31, 2023	Up to the quarter ended March 31, 2023
1	Gross Direct Premium Growth Rate**	32%	38%	50%	45%
2	Gross Direct Premium to Net worth Ratio (No. of times)	0.86	2.74	1.61	4.90
3	Growth rate of Net Worth	147%	147%	64%	64%
4	Net Retention Ratio**	79%	79%	79%	78%
5	Net Commission Ratio**	18%	17%	9%	6%
6	Expense of Management to Gross Direct Premium Ratio**	39%	39%	40%	41%
7	Expense of Management to Net Written Premium Ratio**	49%	50%	50%	53%
8	Expense of Management to Net Written Premium Ratio** (Note-1)	39%	40%	43%	43%
9	Net Incurred Claims to Net Earned Premium**	51%	59%	48%	54%
10	Claims paid to Claims Provisions** (Note-2)	89%	87%	88%	89%
11	Combined Ratio**	89%	99%	92%	97%
12	Investment income ratio	2%	6%	2%	6%
13	Technical Reserves to Net Premium Ratio ** (No. of times)	1.90	0.59	1.86	0.62
14	Underwriting Balance Ratio (No. of times)	0.05	(0.05)	(0.01)	(0.06)
15	Operating Profit Ratio	14%	5%	17%	13%
16	Liquid Assets to Liabilities Ratio (No. of times)	0.23	0.23	0.23	0.23
17	Net Earning Ratio	11.37%	1.85%	3.70%	0.39%
18	Return on Net Worth Ratio	7.66%	3.99%	4.70%	1.51%
19	Available Solvency Margin Ratio to Required Solvency Margin Ratio (No. of times)	2.55	2.55	1.67	1.67
20	NPA Ratio				
	Gross NPA Ratio	1.15%	1.15%	1.88%	1.88%
	Net NPA Ratio	0%	0%	0%	0%
21	Debt Equity Ratio (No. of times)	0.12	0.12	0.30	0.30
22	Debt Service Coverage Ratio (No. of times)	24.62	4.06	6.92	1.47
23	Interest Service Coverage Ratio (No. of times)	24.62	4.06	6.92	1.47
24	Earnings Per Share	0.92	0.51	0.27	0.09
25	Book Value Per Share	12.06	12.06	5.50	5.50

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

** Segmental Reporting up to the year											
Segments Upto the year ended on March 31 , 2024	Gross Direct Premium Growth Rate	Net Retention Ratio	Net Commission Ratio		Expense of Management	Expense of Management to Net Written Premium Ratio(Based on Net Commission)	Net Incurred Claims to Net	Claims paid to Claims Provisions	Combined Ratio	Technical Reserves to Net Premium Ratio (No. of times)	Underwriting Balance Ratio (No. of times)
Health											
Current Period	38%	79%	17%	39%	50%	40%	59%	87%	99%	0.60	(0.06)
Previous Period	45%	78%	6%	41%	53%	43%	55%	89%	98%	0.63	(0.06)
Personal Accident											
Current Period	16%	79%	10%	35%	44%	32%	36%	80%	69%	0.09	0.31
Previous Period	32%	78%	9%	43%	54%	46%	28%	91%	75%	0.11	0.18
Travel Insurance											
Current Period	264%	58%	(15%)	35%	60%	16%	76%	40%	92%	0.60	(0.02)
Previous Period	0%	46%	(6%)	41%	89%	57%	19%	-	76%	0.59	(0.30)
Total Health											
Current Period	38%	79%	17%	39%	50%	40%	59%	87%	99%	0.59	(0.05)
Previous Period	45%	78%	6%	41%	53%	43%	54%	89%	97%	0.62	(0.06)
Total Miscellaneous											
Current Period	38%	79%	17%	39%	50%	40%	59%	87%	99%	0.59	(0.05)
Previous Period	45%	78%	6%	41%	53%	43%	54%	89%	97%	0.62	(0.06)
Total-Current Period	38%	79%	17%	39%	50%	40%	59%	87%	99%	0.59	(0.05)
Total-Previous Period	45%	78%	6%	41%	53%	43%	54%	89%	97%	0.62	(0.06)



Niva 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, 2024

				С	onsideration paid ,	received ¹ (Rs. In La	khs)
SI.No.	Name of the Related Party	Name of the Related Party Nature of Relationship with the Company Description of Transactions / Cat		For the quarter ended March 31, 2024	Up to the quarter ended March 31, 2024	For the quarter ended March 31, 2023	Up to the quarter ended March 31, 2023
1	Krishnan Ramachandran (CEO), C Anil Kumar (CFO) (till 09.01.2023) , Vishwanath Mahendra (CFO) (w.e.f. 10.01.2023) & Rajat Sharma (CS)	Key Management Personal	Remuneration*	438	786	180	747
2	Krishnan Ramachandran (CEO), C Anil Kumar (CFO) (tiil 09.01.2023) , Vishwanath Mahendra (CFO) (w.e.f. 10.01.2023) & Rajat Sharma (CS)	Key Management Personal	Receipt of Share Application Money Pending for allotment	-	-	-	-
3	Krishnan Ramachandran (CEO), C Anil Kumar (CFO) (till 09.01.2023) , Vishwanath Mahendra (CFO) (w.e.f. 10.01.2023) & Rajat Sharma (CS)	Key Management Personal	Receipt of Share Application Money and issue of Equity shares	50	689	218	218
4	Krishnan Ramachandran (CEO), C Anil Kumar (CFO) (till 09.01.2023) , Vishwanath Mahendra (CFO) (w.e.f. 10.01.2023) & Rajat Sharma (CS)	Key Management Personal	Receipt of Share Premium	-	60	-	-
5	Fettle Tone LLP (w.e.f. 04th January 2024)	Shareholders with Significant Influence	Receipt of Share Application Money and issue of Equity shares	-	2,223		5,033
	Bupa Singapore PTE Ltd (w.e.f. 04th January 2024)	Holding Company	Receipt of Share Application Money and issue of Equity shares	-	3,310	-	4,101
	Fettle Tone LLP (w.e.f. 04th January 2024)	Shareholders with Significant Influence	Receipt of Share Premium	-	9,819	-	11,360
	Bupa Singapore PTE Ltd (w.e.f. 04th January 2024)	Holding Company	Receipt of Share Premium	-	16,569		9,257
1	Total			488	33,456	398	30,716

 $[\]ensuremath{^{*}}$ All the four Qtrs figures may not match with upto the Qtr figures.

PART-B Related Party Transaction Balances - As at March 31, 2024

			arty Transaction Balances As at March 31, 2024					
SI.No.	Name of the Related Party	Nature of Relationship with the Company	Amount of Outstanding Balances including Commitments (Rs. In Lakhs)	Whether Payable / Receivable	Whether Secured? If so, Nature of consideration to be provided at the time of settlement	Guarantees given or	relating to the outstanding	Expenses recognised up to the quarter end during the year in respect of bad or dobutful debts due from the related party (Rs. In Lakhs)
	Total		-				-	-

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



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

Receipts and Payments Account (Direct Basis)

<u></u>	(Amo	ount in Rs. Lakhs)
	Year Ended	Year Ended
	March 31, 2024	March 31, 2023
Cash Flows from the operating activities:		
Premium received from policyholders, including advance receipts	6,75,407	4,97,517
Other receipts	241	543
Payments to the re-insurers, net of commissions and claims	(29,649)	(26,501)
Payments to co-insurers, net of claims recovery	(72)	125
Payments of claims	(2,61,546)	(1,61,768)
Payments of commission and brokerage	(1,12,913)	(48,583)
Payments of other operating expenses	(1,41,033)	(1,47,173)
Preliminary and pre-operative expenses	-	-
Deposits, advances and staff loans	(468)	(630)
Income taxes paid (Net)	-	-
Good & Service tax paid	(48,713)	(54,279)
Other payments	-	-
Cash flows before extraordinary items	81,254	59,251
Cash flow from extraordinary operations	-	-
Net cash flow from operating activities	81,254	59,251
Cash flows from investing activities:		
Purchase of fixed assets	(3,295)	(3,779)
Proceeds from sale of fixed assets	12	-
Purchases of investments	(4,76,974)	(2,76,844)
Loans disbursed	-	-
Sales of investments	2,69,670	1,81,331
Repayments received	-	-
Rents/Interests/ Dividends received	22,428	16,353
Investments in money market instruments and in liquid mutual funds (Net) ^(a)	-	-
Expenses related to investments	-	-
Net cash flow from investing activities	(1,88,159)	(82,939)
Cash flows from financing activities:		
Proceeds from issuance of share capital	1,13,689	31,081
Proceeds from borrowing	-	-
Repayments of borrowing	-	-
Interest/dividends paid	(2,675)	(2,675)
Other expenses	(13)	(413)
Net cash flow from financing activities	1,11,001	27,993
Effect of foreign exchange rates on cash and cash equivalents, net	-	-
Net increase in cash and cash equivalents:	4,096	4,305
Cash and cash equivalents at the beginning of the year	10,186	5,881
Cash and cash equivalents at the end of the year	14,282	10,186



Statement Of Admissible Assets : As at March 31, 2024
Niva 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)

		Policyholders	Shareholders	
Item No.	Particulars	A/c.	A/c.	Total
	Investments:			
	Shareholders as per NL-12 of BS	-	2,58,547	2,58,547
	Policyholders as per NL-12 A of BS	2,87,276	-	2,87,276
(A)	Total Investments as per BS	2,87,276	2,58,547	5,45,823
(B)	Inadmissible Investment assets as per Clause (1) of Schedule I of regulation	-	2,959	2,959
(C)	Fixed assets as per BS	-	5,881	5,881
(D)	Inadmissible Fixed assets as per Clause (1) of Schedule I of regulation	-	1,034	1,034
	Current Assets:			-
(E)	Cash & Bank Balances as per BS	-	14,282	14,282
(F)	Advances and Other assets as per BS	35,267	17,934	53,201
(G)	Total Current Assets as per BS(E)+(F)	35,267	32,216	67,483
(H)	Inadmissible current assets as per Clause (1) of Schedule I of regulation	133	37	170
(1)	Loans as per BS	-	-	-
(1)	Fair value change account subject to minimum of zero	4	346	350
(K)	Total Assets as per BS (excl. current liabilities and provisions) (A)+(C)+(G)+(I)	3,22,543	2,96,644	6,19,187
(L)	Total Inadmissible assets(B)+(D)+(H)+(J)	137	4,376	4,513
(M)	Total Admissible assets for Solvency (excl. current liabilities and provisions) (K)-(L)	3,22,406	2,92,268	6,14,674

Item No.	Inadmissible Investment assets (Item wise Details)	Policyholders A/c.	Shareholders A/c.	Total
	Inadmissible Investment assets as per Clause (1) of Schedule I of regulation			
	Inadmissible Fixed assets			
	(a) Software Website	-	-	-
	(b) Leasehold Improvements	-	887	887
	(c) Furniture & Fixtures	-	147	147
	Inadmissible current assets			
	(a) Deposits against unclaimed liability	133	-	133
	(b) GST unutilized credit more than 90 days	-	37	37
	(c) Disallowance for RSBY, aging >180 days net of prov.	-	-	-
	Fair value change account subject to minimum of zero	4	346	350
	Total	137	1,417	1,554

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



Niva 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, 2024

(Amount in Rs. Lakhs)

		Curre	nt Year
Item No.	Reserve	Gross Reserve	Net Reserve
(a)	Unearned Premium Reserve (UPR)	2,80,464	2,21,133
(b)	Premium Deficiency Reserve (PDR)	-	-
(c)	Unexpired Risk Reserve (URR)(a)+(b)	2,80,464	2,21,133
(d)	Outstanding Claim Reserve (other than IBNR reserve)	23,969	19,182
(e)	IBNR reserve	29,116	22,393
(f)	Total Reserves for Technical Liabilities(c)+(d)+(e)	3,33,550	2,62,708

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

FORM NL-25 - SOLVENCY MARGIN (TABLE IA)



Niva 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, 2024

(Amount in Rs. Lakhs)

Item No.	Line of Business	Gross Premiums	Net Premiums	Gross Incurred Claims	Net Incurred Claims	RSM 1	RSM 2	RSM
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1	Fire	-	-	-	-	-	-	-
2	Marine Cargo	-	1	-	-	-	-	-
3	Marine - Other than Marine Cargo	-	1	-	-	-	-	-
4	Motor	-	1	-	1	1	-	-
5	Engineering	-	ı	-	-	ı	-	-
6	Aviation	-	1	-	1	1	-	-
7	Liability	-	ı	-	1	ı	-	-
8	Health	5,60,757	4,42,095	2,77,526	2,24,954	88,419	67,486	88,419
9	Miscellaneous	-	1	-	1	1	-	-
10	Crop	-	-	-	-	-	-	-
	Total	5,60,757	4,42,095	2,77,526	2,24,954	88,419	67,486	88,419

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

FORM NL-26 - SOLVENCY MARGIN (TABLE IB)



Niva 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)

(4)	(0)	(0)
(1)	(2)	(3)
Item No.	Description	Amount
(A)	Policyholder's FUNDS	
	Available assets(as per Form IRDAI-GI-TA)	3,22,406
	Deduct:	
(B)	Current Liabilities as per BS	41,575
(C)	Provisions as per BS	2,21,133
(D)	Other Liabilities	51,199
(E)	Excess in Policyholder's funds (A)-(B)-(C)-(D)	8,499
	Shareholder's FUNDS	
(F)	Available Assets	2,92,268
	Deduct:	
(G)	Other Liabilities	75,081
(H)	Excess in Shareholder's funds (F-G)	2,17,187
(I)	Total ASM (E+H)	2,25,686
(J)	Total RSM	88,419
(K)	SOLVENCY RATIO (Total ASM/ Total RSM)	2.55

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

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

	Products Information										
	List below the products and/or add-ons introduced during the quarter ended March 31, 2024										
SI. No.	SI. No. Name of Product /Add On		IRDAI UIN	Class of Business	Category of	Date of allotment of UIN					
1	Accident Armour		NBHPAGP24166V012324	PA	PA	13-Feb-24					
2	Everyday Health		NBHHLGP24173V012324	Health	Health	21-Feb-24					

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

PART - A



Niva Bupa Health Insurance Company Limited

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

Statement as on: March 31, 2024

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

(Amount in Rs. Lakh)

Section I			nount in Rs. Lakh)
No	PARTICULARS	SCH++	AMOUNT
1	Investments (Shareholders)	8	2,58,547
	Investments (Policyholders)	8A	2,87,276
2	Loans	9	-
3	Fixed Assets	10	5,881
4	Current Assets		-
	a. Cash & Bank Balance	11	14,282
	b. Advances & Other Assets	12	53,201
5	Current Liabilities		-
	a. Current Liabilities	13	1,66,374
	b. Provisions	14	2,22,749
	c. Misc. Exp not Written Off	15	-
	d. Debit Balance of P&L A/c		93,197
	Application of Funds as per Balance Sheet (A)		11,01,507
	Less: Other Assets	SCH++	Amount
1	Loans (if any)	9	-
2	Fixed Assets (if any)	10	5,881
3	Cash & Bank Balance (if any)	11	14,282
4	Advances & Other Assets (if any)	12	53,201
5	Current Liabilities	13	1,66,374
6	Provisions	14	2,22,749
7	Misc. Exp not Written Off	15	-
8	Investments held outside India		-
9	Debit Balance of P&L A/c		93,197
	Total (B)		5,55,684
· ·	'Investment Assets'	(A-B)	5,45,823

Section II (Amount in Rs. Lakhs)

			SH							
No	'Investment' represented as	Reg. %	Balance	FRSM*	PH	Book Value (SH + PH)	% Actual	FVC Amount	Total	Market Value
			(a)	(b)	(c)	d = (a+b+c)	e = (d-a) %	(f)	(g)=(d+f)	(h)
1	Central Govt. Securities	Not less than 20%	-	50,702	62,486	1,13,188	20.74%	-	1,13,188	1,13,306
2	Central Govt Sec, State Govt Sec or Other Approved Securities (incl (1) above)	Not less than 30%	-	79,414	94,480	1,73,894	31.86%	-	1,73,894	1,73,961
3	Investment subject to Exposure Norms		-			-		-	-	
	a. Housing / Infra & Loans to SG for Housing and FFE	Not less than 15%	-	-		-		-	-	-
	Approved Investments		-	1,04,137	95,348	1,99,485	36.76%	-	1,99,485	1,99,895
	2. Other Investments		-	-			0.00%			
	b. Approved Investments	Not exceeding	-	67,938	84,512	1,52,450	27.73%	(232)	1,52,218	1,50,585
	c. Other Investments	55%	-	6,975	12,932	19,907	3.65%	319	20,226	19,938
	Investment Assets	100%	-	2,58,464	2,87,272	5,45,736	100%	87	5,45,823	5,44,379

PART - B Niva Bupa Health Insurance Company Limited REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010 Statement as on: March 31, 2024 Statement of Accretion of Assets (Business within India)



No	Category of Investments	соі	Opening Balance	% to I Opening Balance	Net Accretion for the Qtr.	% to Total Accrual	TOTAL	% to Total
			(A)		(B)		(A+B)	
1	Central Govt. Securities		1,05,373	20.13%	7,816	34.92%	1,13,189	20.74%
2	Central Govt Sec, State Govt Sec or Other Approved Securities (incl (i) above)		1,58,802	30.34%	15,092	67.42%	1,73,893	31.86%
3	Investment subject to Exposure Norms							
	a. Housing & Loans to SG for Housing and FFE							
	Approved Investments		44,826	8.57%	4,968	22.19%	49,794	9.13%
	2. Other Investments		-	0.00%	-	0.00%	-	0.00%
	b. Infrastructure Investments							
	Approved Investments		1,36,966	26.17%	13,842	61.84%	1,50,808	27.63%
	2. Other Investments		-	0.00%	-	0.00%	-	0.00%
	c. Approved Investments		1,63,254	31.19%	(11,921)	-53.26%	1,51,333	27.73%
	d. Other Investments (not exceeding 15%)		19,504	3.73%	404	1.81%	19,908	3.65%
	Total		5,23,351	100.00%	22,385	100.00%	5,45,736	100.00%

FORM NL-29-DETAIL REGARDING DEBT SECURITIES

Niva 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		MARKE	T VALUE		Book Value					
		IVIANNE	I VALUE		DOOK VALUE					
	As at March 31, 2024	as % of total for this class	,	as % of total for this class	As at March 31, 2024	as % of total for this class	As at March 31, 2023	as % of total for this class		
Break down by credit rating										
AAA rated	3,29,563	63%	2,00,900	64%	3,31,017	63%	2,04,867	64%		
AA or better	32,455	6%	23,157	7%	32,794	6%	23,779	7%		
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)	1,60,771	31%	91,952	29%	1,60,423	31%	93,778	29%		
Total (A)	5,22,789	100%	3,16,009	100%	5,24,234	100%	3,22,424	100%		
BREAKDOWN BY RESIDUAL MATURITY										
Up to 1 year	23,478	4%	23,902	7%	23,624	4%	24,031	7%		
more than 1 year and upto 3years	1,10,128	21%	68,179	22%	1,11,499	21%	69,710	22%		
More than 3years and up to 7years	2,17,946	42%	1,01,294	32%	2,19,338	42%	1,03,451	32%		
More than 7 years and up to 10 years	1,13,222	22%	93,862	30%	1,12,982	22%	96,344	30%		
above 10 years	58,015	11%	28,772	9%	56,791	11%	28,888	9%		
Any other	-	0%	-	0%	-	0%	-	0%		
Total (B)	5,22,789	100%	3,16,009	100%	5,24,234	100%	3,22,424	100%		
Breakdown by type of the issuer										
a. Central Government	1,13,306	22%	67,875	21%	1,13,189	22%	69,258	21%		
b. State Government	47,465	9%	24,077	8%	47,234	9%	24,520	8%		
c. Corporate Securities	3,62,018	69%	, ,	71%	3,63,811	69%	2,28,646	71%		
Any other	-	0%	-	0%	-	0%	-	0%		
Total (C)	5,22,789	100%	3,16,009	100%	5,24,234	100%	3,22,424	100%		

FORM NL-30 -DETAILS OF NON-PERFORMING ASSETS



Niva 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:

		Bonds / D	ebentures	Lo	ans	Other Debt	instruments	All Othe	er Assets	то	TAL
NO	PARTICULARS	YTD (As on March 31, 2024)	Prev. FY (As on March 31, 2023)		Prev. FY (As on March 31, 2023)		Prev. FY (As on March 31, 2023)	•	Prev. FY (As on March 31, 2023)		Prev. FY (As on March 31, 2023)
1	Investments Assets	3,50,341	2,17,097	-	-	15,410	9,929	1,79,985	1,09,889	5,45,736	3,36,915
2	Gross NPA	-	-	=	-	=	-	=	=	-	=
3	% of Gross NPA on Investment Assets (2/1)	-	-	-	-	-	-	-	-	-	-
4	Provision made on NPA	-	=	=	-	=	-	ı	=	-	=
5	Provision as a % of NPA (4/2)	1	-	-	-	-	-	ı	-	-	-
6	Provision on Standard Assets	-	-	-	-	-	-	-	-	-	-
7	Net Investment Assets (1-4)	3,50,341	2,17,097	-	-	15,410	9,929	1,79,985	1,09,889	5,45,736	3,36,915
8	Net NPA (2-4)	=	-	=	-	=	-	-	=	-	=
9	% of Net NPA to Net Investment Assets (8/7)	=	-	=	-	=	-	-	=	-	=
10	Write off made during the period	-	-	-	-	-	-	ı	-	-	-

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

Niva Bupa Health Insurance Company Limited Registration No. 145 and Date of Registration with the IRDAI February 15, 2010 Statement as on: March 31, 2024 Statement of Investment and Income on Investment

Name of the Shareholder Funds and Policyholder Funds

(Amount in Rs. Lakhs)

				Current Qu	arter		١	Year to Date (cui	rent year)		Υ	ear to Date (pre	vious vear)3	
No.	Category of Investment	Category Code	Investment (Rs.)¹	Income on Investment (Rs.)	Gross Yield (%)¹	Net Yield (%)²	Investment (Rs.) ¹	Income on Investment (Rs.)	Gross Yield (%)¹	Net Yield (%)²	Investment (Rs.) ¹	Income on Investment (Rs.)	Gross Yield (%) ¹	Net Yield (%)²
1	CENTRAL GOVERNMENT BONDS	CGSB	1,10,940	1,878	1.69	1.69	88,815	5,945	6.69	6.69	59,006	3,800	6.44	6.44
2	STATE GOVERNMENT BONDS	SGGB	47,045	869	1.85	1.85	33,893	2,472	7.29	7.29	21,562	1,542	7.15	7.15
3	Central Government Guaranteed Loans / Bonds	CGSL	13,473	237	1.76	1.76	12,195	866	7.10	7.10	9,352	647	6.92	6.92
1 1	Bonds / Debentures issued by NHB / Institutions accredited by NHB	HTDN	39,426	719	1.82	1.82	36,011	2,625	7.29	7.29	27,428	1,931	7.04	7.04
5	Bonds / Debentures issued by HUDCO	HTHD	7,699	142	1.85	1.85	7,709	574	7.45	7.45	8,071	574	7.11	7.11
6	INFRASTRUCTURE - INFRASTRUCTURE DEVELOPMENT FUND (IDF)	IDDF	2,996	60	2.01	2.01	1,457	118	8.07	8.07	1,016	99	9.78	9.78
/	INFRASTRUCTURE - PSU - DEBENTURES / BONDS	IPTD	1,31,950	2,391	1.81	1.81	1,01,709	7,290	7.17	7.17	67,436	4,558	6.76	6.76
8	Units of Infrastructure Investment Trust	EIIT	1,117	27	2.42	2.42	1,117	106	9.52	9.52	546	63	11.64	11.64
9	Debt Instruments of InvITs	IDIT	7,047	135	1.92	1.92	4,432	337	7.61	7.61	2,062	151	7.34	7.34
10	CORPORATE SECURITIES - DEBENTURES	ECOS	1,28,220	2,412	1.88	1.88	99,052	7,225	7.29	7.29	55,674	3,676	6.60	6.60
11	Commercial Papers	ECCP	-	-	0.00	0.00	222	15	6.67	6.67	745	48	6.44	6.44
12	DEPOSITS - DEPOSIT WITH SCHEDULED BANKS, FIS (INCL. BANK BALANCE AWAITING INVESTMENT), CCIL, RBI	ECDB	7,555	159	2.11	2.11	4,939	379	7.67	7.67	6,136	343	5.58	5.58
13	Debt Instruments of REITs	EDRT	4,858	89	1.83	1.83	3,837	275	7.18	7.18	3,471	245	7.07	7.07
14	MUTUAL FUNDS - GILT / G SEC / LIQUID SCHEMES	EGMF	11,793	270	2.29	2.29	10,358	797	7.69	7.69	8,518	485	5.69	5.69
15	SEBI approved Alternate Investment Fund	OAFB	3,931	85	2.17	2.17	3,191	203	6.37	6.37	793	35	4.46	4.46
16	Equity Shares (incl Co-op Societies)	OESH	1,000	-	0.00	0.00	1,000	-	0.00	0.00	1,000	-	0.00	0.00
17	Debentures	OLDB	14,928	279	1.87	1.87	16,645	1,195	7.18	7.18	11,333	833	7.35	
	TOTAL		5,33,978	9,752	1.83	1.83	4,26,582	30,422	7.13	7.13	2,84,150	19,032	6.70	6.70

Note:

- Based on daily simple Average of Investments
- 2 Yield netted for Tax
- 3 In the previous year column, the figures of the corresponding Year to date of the previous financial year shall be shown

FORM NL-32-STATEMENT OF DOWN GRADED INVESTMENTS



Niva Bupa Health Insurance Company Limited

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

Statement as on: March 31, 2024

Statement of Down Graded Investments

Name of

Shareholder Funds and Policyholder Funds

Fund

No	Name of the Security	соі	Amount	Date of Purchase	Rating Agency	Original Grade	Current Grade	Date of last Downgrade	Remarks
A.	During the Quarter								
	Nil								
В.	As on Date								
	Nil								

FORM NL-33- REINSURANCE/RETROCESSION RISK CONCENTRATION



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

Statement as on: March 31, 2024

S.No.	Reinsurance/Retrocession Placements	No. of reinsurers	Proportional	remiun	n ceded to reinsurers Non-Propor	uarter) Facultativ	/e	Premium ceded to reinsurers / Total reinsurance premium 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	3	82,269	-	82	-		69%
3	GIC Re	1	36,228	-	82	-		31%
4	Other		-		-	-		-
	Total (B)		1,18,497		165	-		100%
	Grand Total (C)= (A)+(B)		1,18,497	-	165	-		100%



Niva Bupa Health Insurance Company Limited
Registration No. 145 and Date of Registration with the IRDAI February 15, 2010
GROSS DIRECT PREMIUM UNDERWRITTEN FOR THE QUARTER ENDED MARCH 31, 2024

		He	alth	Personal	Accident	Travel I	nsurance	Tota	al Health	Total Mis	scellaneous		ount in Rs. Lakhs) Total
		For the quarter	Up to the	For the	Up to the	For the	Up to the	For the	Up to the quarter	For the quarter	Up to the	For the	Up to the
		ended March	quarter	quarter	quarter	quarter	quarter	quarter	ended March 31,	ended March	quarter	quarter	quarter
SI.No.	State / Union Territory	31, 2024	ended March 31,	ended March	2024	31, 2024	ended March 31,	ended March	ended March 31,				
		31, 2024	2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024	2024	31, 2024	2024	31, 2024	2024
			2024	31, 2024	31, 2024	31, 2024	31, 2024	31, 2024			2024	31, 2024	2024
	STATES												
1	Andhra Pradesh	4,801	15,370	79	224	20	74	4,900	15,668	4,900	15,668	4,900	15,668
2	Arunachal Pradesh	93	313	3	4	-	-	96	317	96	317	96	317
3	Assam	1,840	5,622	34	83	1	4	1,875	5,709	1,875	5,709	1,875	5,709
4	Bihar	4,338	13,449	60	147	3	11	4,401	13,607	4,401	13,607	4,401	13,607
5	Chhattisgarh	1,947	5,894	31	118	2	6	1,980	6,018	1,980	6,018	1,980	6,018
6	Goa	580	1,825	10	32	2	7	592	1,864	592	1,864	592	1,864
7	Gujarat	8,966	28,205	336	1,033	33	127	9,335	29,365	9,335	29,365	9,335	29,365
8	Haryana	12,855	43,248	241	648	23	89	13,119	43,985	13,119	43,985	13,119	43,985
9	Himachal Pradesh	694	2,021	7	27	1	5	702	2,053	702	2,053	702	2,053
10	Jharkhand	1,621	5,205	19	56	2	7	1,642	5,268	1,642	5,268	1,642	5,268
11	Karnataka	14,236	46,985	206	630	31	120	14,473	47,735	14,473	47,735	14,473	47,735
12	Kerala	7,143	22,737	41	111	19	64	7,203	22,912	7,203	22,912	7,203	22,912
13	Madhya Pradesh	5,112	15,669	90	249	6	27	5,208	15,945	5,208	15,945	5,208	15,945
14	Maharashtra	30,553	87,494	525	1,482	77	274	31,155	89,250	31,155	89,250	31,155	89,250
15	Manipur	76	210	2	4	-	-	78	214	78	214	78	214
16	Meghalaya	110	352	1	2	-	-	111	354	111	354	111	354
17	Mizoram	139	452	1	1	-	-	140	453	140	453	140	453
18	Nagaland	45	144	2	3	-	-	47	147	47	147	47	147
19	Odisha	3,172	9,363	60	163	2	9	3,234	9,535	3,234	9,535	3,234	9,535
20	Punjab	7,036	22,376	167	451	33	124	7,236	22,951	7,236	22,951	7,236	22,951
21	Rajasthan	6,397	18,948	333	1,284	10	36	6,740	20,268	6,740	20,268	6,740	20,268
22	Sikkim	63	219	2	4	-	-	65	223	65	223	65	223
23	Tamil Nadu	7,600	25,063	105	336	23	92	7,728	25,491	7,728	25,491	7,728	25,491
24	Telangana	9,365	32,071	108	348	15	51	9,488	32,470	9,488	32,470	9,488	32,470
25	Tripura	174	573	2	4	-	-	176	577	176	577	176	577
26	Uttarakhand	1,875	5,714	26	64	4	14	1,905	5,792	1,905	5,792	1,905	5,792
27	Uttar Pradesh	18,922	66,973	236	925	366	728	19,524	68,626	19,524	68,626	19,524	68,626
28	West Bengal	6,004	18,890	99	234	9	30	6,112	19,154	6,112	19,154	6,112	19,154
	TOTAL (A)	1,55,757	4,95,385	2,826	8,667	682	1,899	1,59,265	5,05,951	1,59,265	5,05,951	1,59,265	5,05,951
	UNION TERRITORIES												
1	Andaman and Nicobar Islands	36	97	1	2	-		37	99	37	99	37	99
2	Chandigarh	691	2,173	9	20	3	10	703	2,203	703	2,203	703	2,203
3	Dadra and Nagar Haveli	54	188	1	4	1	1	56	193	56	193	56	193
5	Daman & Diu	34	118	1 170	3	- 22	427	35	121	35	121	35	121
6	Govt. of NCT of Delhi	14,945 552	49,415	170	551 16	32 1	127	15,147 558	50,093	15,147 558	50,093	15,147 558	50,093 1,641
7	Jammu & Kashmir	552	1,618 47					558	1,641 47	558	1,641 47	558	
8	Ladakh	2	47 11	-	-	-	-	2	47 11	2	11	2	47 11
9	Lakshadweep Puducherry	132	391	1	- 4	-	- 3	133	398	133	398	133	398
7	TOTAL (B)	16,454	54,058	188	600	37	148	16,679	54,806	16,679	54,806	16,679	54,806
	IOTAL (B)	16,454	54,058	188	600	3/	148	16,679	54,806	16,679	54,806	16,679	54,806
		+				l	l	l			1		1
	Outside India						-						
		1											İ
1	TOTAL (C)	-	-	-	-	-	-	-		-	-	-	-
	Grand Total (A)+(B)+(C)	1,72,211	5,49,443	3,014	9,267	719	2,047	1,75,944	5,60,757	1,75,944	5,60,757	1,75,944	5,60,757

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

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



Sl.No.	Line of Business		quarter ch 31, 2024	For the qua March 3	rter ended 31, 2023	Upto the ye March 31		Upto the ye March 3	
		Premium	No. of Policies	Premium	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	1,72,211	17,33,207	1,30,759	14,01,316	5,49,443	17,44,802	3,98,736	14,11,865
7	Personal Accident	3,014	1,39,963	2,513	1,25,038	9,267	1,41,926	8,004	1,26,316
8	Travel	719	21,227	160	8,115	2,047	60,517	563	23,330
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 Registration No. 145 and Date of Registration with the IRDAI February 15, 2010

Sl.No.	Channels		e quarter arch 31, 2024	•	he quarter irch 31, 2024	For the o	•	Up to the ended Marc	•
		No. of Policies	Premium (Rs.In Lakhs)	No. of Policies	Premium (Rs.In Lakhs)	No. of Policies	Premium (Rs.In Lakhs)	No. of Policies	Premium (Rs.In Lakhs)
1	Individual agents	7,08,148	59,878	7,18,593	1,79,852	6,32,688	47,812	6,40,761	1,46,705
2	Corporate Agents-Banks	2,95,751	35,273	3,01,164	1,09,876	2,75,940	22,838	2,79,138	71,469
3	Corporate Agents -Others	1,26,742	11,965	1,26,760	42,934	4,067	10,764	4,074	33,817
4	Brokers	4,87,322	46,827	5,19,509	1,51,649	3,59,182	33,006	3,72,633	88,657
5	Micro Agents	-	-	-	-	-	-	-	-
6	Direct Business								
	-Officers/Employees	2,56,945	20,636	2,57,962	72,393	2,45,656	17,981	2,46,372	63,367
	-Online (Through Company Website)	5,851	319	9,116	904	4,098	238	4,748	514
	-Others	-	-	-	-	-	-	-	-
7	Common Service Centres(CSC)	-	-	-	-	-	-	-	-
8	Insurance Marketing Firm	5,804	501	5,828	1,376	4,264	278	4,280	937
9	Point of sales person (Direct)	5,165	353	5,632	1,164	6,316	411	7,241	1,431
10	MISP (Direct)	-	-	-	=	-	=	-	-
11	Web Aggregators	2,669	192	2,681	609	2,258	104	2,264	407
12	Referral Arrangements	-	-	-	-	=	-	-	-
13	Other	-	-	-	-	-	-	-	-
	Total (A)	18,94,397	1,75,944	19,47,245	5,60,757	15,34,469	1,33,432	15,61,511	4,07,303
14	Business outside India (B)	-	-	-	-	-	-	-	-
	Grand Total (A+B)	18,94,397	1,75,944	19,47,245	5,60,757	15,34,469	1,33,432	15,61,511	4,07,303

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

Upto the Quarter ending March 31, 2024

																			<u>NC</u>	o. of claims only
SI. No.	Claims Experience	Fire	Marine Cargo	Marine Hull	Total Marine	Motor OD	Motor TP	Total Motor	Health	Personal Accident	Travel	Total Health	Workmen's Compensation/ Employer's	Public/ Product Liability	Engineering	Aviation	Crop Insurance	Other segments	Miscellaneous	Total
1	Claims O/S at the beginning of the period	-	-	-	-	-	-	-	10,354	177	74	10,605	-	-	-	-	-	-	-	10,605
2	Claims reported during the period	-	-	-	-	-	-	-	6,96,333	1,729	6,553	7,04,615	-	-	-		-	-	-	7,04,615
	(a) Booked During the period	-	-	-	-	-	-	-	6,87,241	1,610	6,553	6,95,404	-	-	-	-	-	-	-	6,95,404
	(b) Reopened during the Period	-	-	-	-	-	-	-	9,092	119	-	9,211	-	-	-	-	-	-	-	9,211
	(c) Other Adjustment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	Claims Settled during the period	-	-	-	-	-	-	-	6,36,375	932	6,037	6,43,344	-	-	-	-	-	-	-	6,43,344
	(a) Paid during the period	-	-	-	-	-	-	-	6,36,375	932	6,037	6,43,344	-	-	-	-	-	-	-	6,43,344
	(b) Other Adjustment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
4	Claims Repudiated during the period	-	-	-	-	-	-	-	55,185	805	510	56,500	-	-	=	-	-	-	-	56,500
	Other Adjustment	-	-	-	-	-	-	-	-	,	-	-	-	-	-		-	-	-	-
5	Unclaimed (Pending claims which are transferred to Unclaimed A/c. after the mandatory period as prescribed by the Authority)	-	-	-	-	-	=	-	-	,	-	-	-	=		=	-	-	-	-
6	Claims O/S at End of the period	-	-	-	-	-	-	-	15,127	169	80	15,376	-	-	-		-	-	-	15,376
	Less than 3months	-	-	-	-	-	-	-	15,127	169	80	15,376	-	-	-	-	-	-	-	15,376
	3 months to 6 months	-	-	-	-	-	-	-	-	-	-	-	-		-		-	-	-	-
	6months to 1 year	_	-	-		-	-		_	-	-	-	-	-	-	-	-	-	-	-
	1year and above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Upto the Quarter ending March 31, 2024

																			(III III KS. Lakiisj
SI. No.	Claims Experience	Fire	Marine	Marine	Total	Motor OD	Motor TP	Total	Health	Personal	Travel	Total Health	Workmen's	Public/	Engineering	Aviation	Crop	Other	Miscellaneous	Total
			Cargo	Hull	Marine		l	Motor		Accident			Compensation/	Product			Insurance	segments		
			, and				l						Employer's	Liability						
													liability	,						
1	Claims O/S at the beginning of the period	-	-	-	-	-	-	-	6,985	615	52	7,652	-	-	-	-	-	-	-	7,652
2	Claims reported during the period	-	-	-	-	-	-	-	3,43,109	7,030	1,453	3,51,592	-	-	-	-	-	-	-	3,51,592
	(a) Booked During the period	-	-	-	-	-	-	-	3,36,068	6,566	1,453	3,44,087	-	-	-		-	-	-	3,44,087
	(b) Reopened during the Period	-	-	-	-	-	-	-	7,041	464	-	7,505	-		-	-	-	-	-	7,505
	(c) Other Adjustment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	Claims Settled during the period	-	-	-	-	-	-	-	2,48,351	2,214	725	2,51,290	-	-	-	-	-	-	-	2,51,290
	(a) Paid during the period	-	-	-	-	-	-	-	2,48,351	2,214	725	2,51,290	-	-	-	-	-	-	-	2,51,290
	(b) Other Adjustment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
4	Claims Repudiated during the period	-	-	-	-	-	-	-	40,941	3,432	370	44,743	-	-	-	-	-	-	-	44,743
	Other Adjustment	-	-	-	-	-	-	-	49,319	891	63	50,273	-	-	-	-	-	-	-	50,273
	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	-	-	-	-	-	-	-	11,483	1,108	347	12,938	-	-	-	-	-	-	-	12,938
	Less than 3months	-	-	-	-	-	-	-	11,483	1,108	347	12,938	-	-	-	-	-	-	-	12,938
	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 Registration No. 145 and Date of Registration with the IRDAI February 15, 2010



Registration No. 145 and Date of Registration	on with the IRDAI February 15, 2010									WITHIN INDIA				
				Date: March 31, 202	4								(Amount in	Dr. Lakhel
						A	ccident Year Cohort						(Allouit III	ro. canny
Particulars	YE 31-Mar-X-13	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 Estimate	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	2,12,734
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	34,272
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	1,28,125	
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	95,765		
three year later - 3rd Diagonal	214	2,448	7,173	13,512	16,399	19,735	25,799	25,679	29,615	39,796	54,244			
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	29,786					
six year later - 6th Diagonal	214	2,455	7,191	13,609	16,473	19,826	25,955	25,810						
seven year later - 7th Diagonal	216	2,457	7,198	13,670	16,484	19,866	25,955							
eight year later - 8th Diagonal	216	2,457	7,216	13,678	16,498	19,867								
nine year later - 9th Diagonal	216	2,457	7,230	13,688	16,504									
ten year later - 10th Diagonal	216	2,457	7,244	13,694										
eleven year later - 11th Diagonal	216		7,244											
twelve year later - 12th Diagonal	216	2,457												
thirteen year later - 13th 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	1,30,377	
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	97,006		
three year later - 3rd Diagonal	214	2,461	7,205	13,674	16,703	19,963	26,044	26,114	30,287	40,287	54,774			
four year later - 4th Diagonal	216	2,453	7,222	13,741	16,631	19,976	26,069	26,125	30,254	40,381				
five year later - 5th Diagonal	219	2,461	7,228	13,754	16,614	20,000	26,105	26,116	30,252					
six year later - 6th Diagonal	215	2,458	7,223	13,749	16,650	19,993	26,162	26,102						
seven year later - 7th Diagonal	216	2,458	7,231	13,795	16,639	20,000	26,199							
eight year later - 8th Diagonal	216	2,458	7,240	13,784	16,651	19,969								
nine year later - 9th Diagonal	216	2,459	7,256	13,765	16,621									
ten year later - 10th Diagonal	216	2,459	7,259	13,760										
eleven year later - 11th Diagonal	216	2,486	7,257											
twelve year later - 12th Diagonal	216	2,464												
thirteen year later - 13th Diagonal	216													

Favourable / (unfavorable) development3 /	190	581	-142	-316	-559	157	1,023	555	1,522	2,504	5,832	8,961	7,137	
(A-D)													l '	i
In %	47%	19%	-2%	-2%	-3%	1%	4%	2%	5%	6%	10%	8%	5%	
[(A-D)/A]														1

Nation:
(a) Should include all other prior years
(b) Claim Provision is including Outstanding claims, IBMR / IBMR except Claim handling expense reserve.
(c) Claim Provision is including Outstanding claims, IBMR / IBMR except Claim handling expense reserve.
(c) Frourable development Except IV Ultimate Net Loss Cost - Original should be compared with the latest diagonal (c) NF 31 Mar X implies 31:00 2020.
(c) NF 31 Mar X implies 31:00 2020.
(d) NF 31 Mar X implies 31:00 2020.
(d) NF 31 Mar X implies 31:00 2020.



For the quarter ending on March 31, 2024

	(A	mount in Rs. Lakhs)

		Ageing of Claims (Claims paid)										·					
		No. of claims paid						Amount of claims paid									
SI.No.	Line of Business	upto 1 month	> 1 month and <=3 months	> 3 months and <= 6 months	> 6 months and <= 1 year	> 1 year and <= 3 years	> 3 years and <= 5 years	> 5 years	upto 1 month	> 1 month and <=3 months	> 3 months and <= 6 months	> 6 months and <= 1 year	> 1 year and <= 3 years	> 3 years and <= 5 years	> 5 years	Total No. of 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	1,96,079	61	-	-	-	-	-	77,758	89	=	-	-	=	-	1,96,140	77,847
7	Personal Accident	274	2	-	-	-	-	-	528	54	-	-	-	-	-	276	582
8	Travel	3,630	-	-	-	-	-	-	532	-	-	-	-	=	-	3,630	532
9	Workmen's Compensation/ Employer's liability	=	=	=	=	-	=	=	=	=	=	=	=	E	=	-	=
10	Public/ Product Liability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
11	Engineering	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12	Aviation	-	-	-	-	-	-	-	-	-	=	-	=	=	-	-	-
	Crop Insurance	-	-	-	-	-	-	-	-	-	=	-	=	=	-	-	-
14	Other segments (a)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
15	Miscellaneous	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Upto the Quarter ending on March 31, 2024

							Aį	geing of Claims (C	laims paid)								
		No. of claims paid						Amount of claims paid					Total No. of				
SI.No.	. Line of Business	upto 1 month	> 1 month and <=3 months	> 3 months and <= 6 months	> 6 months and <= 1 year	> 1 year and <= 3 years	> 3 years and <= 5 years	> 5 years	upto 1 month	> 1 month and <=3 months	> 3 months and <= 6 months	> 6 months and <= 1 year	> 1 year and <= 3 years	> 3 years and <= 5 years	> 5 years		Total amount of claims paid
1	Fire	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2	Marine Cargo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	Marine Other than Cargo	-	-	-	-	-	-	-	-	-	=	=	=	=	=	-	-
4	Motor OD	-	-	=	-	=	-	-	=	-	=	=	=	=	=	-	-
5	Motor TP	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
6	Health	6,36,169	206	=	-	=	-	-	2,48,137	213	=	=	=	=	=	6,36,375	2,48,350
7	Personal Accident	928	4	=	-	=	-	-	2,152	62	=	=	=	=	=	932	2,214
8	Travel	6,037	-	-	-	-	-	-	725	-	-	-	-	-	-	6,037	725
9	Workmen's Compensation/ Employer's liability	-	-	-	=	-	-	-	-	-	-	-	-	-	=	-	-
10	Public/ Product Liability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
11	Engineering	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
12	Aviation	-	-	=	-	=	-	-	=	-	=	=	=	=	=	-	-
13	Crop Insurance	-	-	=	-	=	-	-	=	-	=	=	=	=	=	-	-
14	Other segments (a)	-	-	-	-	-	-	-	-	-	=	=	-	-	=	-	-
15	Miscellaneous	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

FORM NL-41 OFFICES INFORMATION

NIVO Health Insurance

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

Sl. No.	Office Inf	ormation	Number
1	No. of offices at the beginning of the year		201
2	No. of branches approved during the period		21
3	No. of branches opened during the period	Out of approvals of previous year	-
4		Out of approvals of this period	17
5	No. of branches closed during the period		8
6	No of branches at the end of the period		210
7	No. of branches approved but not opened		4
8	No. of rural branches		-
9	No. of urban branches		210
	No. of Directors:-		
	(a) Independent Director		3
10	(b) Executive Director	1	
10	(c) Non-executive Director		4
	(d) Women Director		1
	(e) Whole time director		-
	No. of Employees		
11	(a) On-roll:	7,868	
11	(b) Off-roll:	439	
	(c) Total		8,307
	No. of Insurance Agents and Intermediaries		4.55.360
	(a) Individual Agents,		1,55,269
	(b) Corporate Agents-Banks		1,43,074
	(c)Corporate Agents-Others		18
12	(d) Insurance Brokers		46
14	(e) Web Aggregators		486
	(f) Insurance Marketing Firm	15	
	(g) Motor Insurance Service Providers (DIRECT)		173
	(h) Point of Sales persons (DIRECT)		- 44.457
	(i) Other as allowed by IRDAI (To be specified)		11,457
	(i, z min zz min zz z , min (i o od opcomou)		-

Employees and Insurance Agents and Intermediaries - Movement

Particulars	Employees	Insurance Agents and Intermediaries
Number at the beginning of the quarter	8,087	1,87,248
Recruitments during the quarter	1,278	9,939
Attrition during the quarter	1,058	41,918
Number at the end of the quarter	8,307	1,55,269

FORM NL-42 BOARD OF DIRECTORS & KEY MANAGEMENT PERSONS



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

Sl. No.	Name of person	Designation	Role /Category	Details of change in the period, if any
oard of Direct	ors	-	<u>-</u>	
1	Mr. Chandrashekhar Bhaskar Bhave	Chairman of Board & Independent	Non Executive Director	
		Director		
2	Mr. Divya Sehgal	Director	Non Executive Director	
3	Mr. Maninder Singh Juneja	Director	Non Executive Director	
4	Mr. David Martin Fletcher	Director	Non Executive Director	
5	Mr. Pradeep Pant	Independent Director	Non Executive Director	
6	Mr. Dinesh Kumar Mittal	Independent Director	Non Executive Director	
7	Mr. Krishnan Ramachandran	Managing Director & Chief Executive	Executive Director	
		Officer		
8	Ms. Penelope Ruth Dudley	Director	Non Executive Director	
9	Ms. Jolly Abraham Plammoottil	Director	Non Executive Director	Resigned with effect from January 04, 2024
y Manageme	nt Persons		<u>. </u>	
1	Mr. Krishnan Ramachandran	Managing Director & Chief Executive	Managing Director & CEO	
		Officer		
2	Mr. Vishwanath Mahendra	Director and Chief Financial Officer	Chief Financial Officer	
3	Mr. Partha Banerjee	Director & Head – Legal, Compliance &	Chief Compliance Officer	
	· ·	Regulatory Affairs and Chief	·	
		Compliance Officer		
4	Mr. Vikas Jain	Executive Vice President &	Chief Investment Officer	
		Deputy Chief Financial Officer		
5	Mr. Rajat Sharma	Deputy Vice President - Company	Company Secretary	
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Secretary Legal, Corporate Secretarial	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
		con our y anguly and persons according		
6	Mr. Manish Sen	Senior Vice President & Appointed	Appointed Actuary	
		Actuary	,,	
7	Mr. Tarun Katyal	Director and Chief Human Resources	Chief Human Resource Officer	
		Officer, Office of Director - HRD		
8	Mr. Ankur Kharbanda	Chief Distribution Officer, Office of	Chief Distribution Officer	
Ü	The state of the s	Director - S&D	emer Bistribution emeer	
9	Mr. Padmesh Nair	Director - Operations & Customer	Head – Operations and Customer	
,	damesi van	Service, Office of Director - Operations	Service	
		& Customer Service	56.7.50	
10	Mr. Dhiresh Rustogi	Director & Chief Technology	Chief Technology Officer	
10	Will Brill Carl Nuastogi	Officer, Technology	chief recimology officer	
11	Mr. Nimish Agarwal	Executive Vice President & Head	Head –Marketing	
	Will William Agai wai	Marketing, Digital Marketing	ricad Warketing	
12	Dr. Bhabatosh Mishra	Director - Claims, Underwriting &	Head–Claims, Underwriting and	
14	Di. Dilabatosii Iviisiii a	Product, Office of Director - Claims,	Product	
		UW & Products	Troduct	
13	Ms. Joanne Elizabeth Woods	Vice President & Chief Risk Officer,	Chief Risk Officer	
13	ivis. Joannie Elizabeth Woods	CRO Office	Ciliei Nisk Officei	
14	Ms. Smriti Manchanda	Vice President & Head Internal Audit.	Head – Internal Audit	
14	เขาร. วิทีทีเน เขาสิทินทิสนิส	, , , , , , , , , , , , , , , , , , , ,	neau – Internal Audit	
		Internal Audit		

Notes:

(a) "Key Management Person" as defined under Annexure 4 (Guidelines on appointment and reporting of Key Management Persons) of Corporate Governance Guidelines for Insurers in India b) In case of directors, designation to include "Independent Director / Non-executive Director / Executive Director / Managing Director/Chairman"



	Rural & Soci	al Obligations	(Apr'23 - Mar'24)		
SI.No.	Line of Business	Particular	No. of Policies Issued	Premium Collected	Sum Assured
1	FIRE	Rural	NA	NA	N.A
1		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/
-	MOTOR TP	Rural	NA	NA	N.A
5		Social	NA	NA	N/
-	HEALTH	Rural	2,58,180	56,365	84,66,756
6		Social	-	-	-
7	PERSONAL ACCIDENT	Rural	34,485	1,715	21,59,769
7		Social	-	-	-
0	TRAVEL	Rural	NA	NA	N/
8		Social	NA	NA	N/
0	Workmen's Compensation/ Employer's liability	Rural	NA	NA	N
9		Social	NA	NA	N/
10	Public/ Product Liability	Rural	NA	NA	N/
10		Social	NA	NA	N
11	Engineering	Rural	NA	NA	N/
11		Social	NA	NA	N/
40	Aviation	Rural	NA	NA	N/
12		Social	NA	NA	N/
4.2	Other Segment	Rural	NA	NA	N/
13		Social	NA	NA	N
1.1	Miscellaneous	Rural	NA	NA	N/
14		Social	NA	NA	N/
	Total	Rural	2,92,665	58,080	1,06,26,525
		Social	-	-	-

FORM NL-45 GREIVANCE DISPOSAL

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

NIVO Bupa

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO MARCH 31, 2024

		Opening		Complaint	ts Resolved/Settled during the	Quarter		Total complaints	
SN	Particulars	Balance as on beginning of the Quarter	Additions during the quarter	Fully Accepted	Partial Accepted	Rejected	Complaints Pending at the end of the Quarter	registered upto the Quarter during the financial year	
1	Complaints made by customers								
a)	Proposal related	-	10	4	1	5	-	68	
b)	Claim	45	631	132	191	345	8	2,731	
c)	Policy related	9	228	152	27	50	8	1,092	
d)	Premium	-	17	4	4	7	2	161	
e)	Refund	4	73	28	3	44	2	249	
f)	Coverage	-	3	1	-	2	-	17	
g)	Cover note related	-	-	-	-	-	-	-	
h)	Product	1	18	10	3	5	1	79	
i)	Others:-	-	-	-	-	-	-	-	
	(i) Issue in GST credits								
	(ii) Policy termination due to non-dislcosure								
	(ii) Agent change/Agent service issue								
	Total number of complaints	59	980	331	229	458	21	4,397	

2	Total No. of policies during period ended March 31,2023*	56,72,561
3	Total No. of claims during period ended March 31,2023	4,46,931
4	Total No. of policies during period ended March 31,2024*	85,81,818
5	Total No. of claims during period ended March 31,2024	7,04,615
	Total No. of Policy Complaints (current period) per 10,000 policies	1.94
6	(current period)	
	Total No. of Claim Complaints (current period) per 10,000 claims	38.76
7	(current period)	

^{*} Total Policies include Certificate of Insurance issued under Group Affinity Policies.

		Complai	nts made by customers	Complaints made by	Intermediaries		Total
8	Duration wise Pending Status	Number	Percentage to Pending	Number	Percentage to Pending	Number	Percentage to Pending
		Number	complaints	Number	complaints	Number	complaints
a)	Upto 15 days	21.00	100%	-	-	21.00	100%
b)	15 - 30 days	•	-	-	-	-	-
c)	30 - 90 days	•	-	-	-	-	-
d)	90 days & Beyond	ı	-	-	-	-	-
	Total No. of complaint	21.00	100%	-	-	21.00	100%

FORM NL-46-VOTING ACTIVITY DISCLOSURE UNDER STEWARDSHIP CODE

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



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

FROM NL- 47

Profile & Performance of Health Insurance, Personal Accident and Travel Insurance Products during the FY 2023-2024



205

(Note: details of all Health, PA & Travel Insurance products approved by end of the FY to be provided) Date of Launch (DD-MM-YYYY) Name of the Product No. Of Lives Incurred Combined % age of % age of No. Of No. Of % of policies Age-wise distribution of Policies (classification of policies based on the age of the policy)

No of Policies No of Policies No of Policies Total Claims Ratio Ratio (CR) Claims Total No. Of Claims Complaints Complaints renewed out Insured (ICR) Settled (in Repudiated Received Resolved of total no. Of Policies in ompleted 1 year and completed 3 years completed 5years completed 10 Policies policies due its 1st Year more than 1 years not more than 3 or more than 5 ears and more terms of (in terms of number of number o for renewal and less than 3 years years years than 10 years but Less than 5 But less than 10 claims) claims) Years * vears * m g=l+m+n+o+p 1 NBHPAGP24072V012324 Antyodaya Shramik Suraksha Yojana 5922 17-08-2023 6.4% 42.1% 100.0% 0.0% 0.0% 2 MAXHLIP20166V011920, NBHHLIP22151V012122 11367 01-04-2020, 15-11-2021 4470 Arogya Sanjeevani 91.0% 129.7% 82.3% 17.7% 11 11 76.0% 602 5083 61613 12-12-2023 90.8% 9.2% 0.0% NRHHI IP22152V012122 MAXHI IP21072V012021 MA 4 10-07-2020, 15-11-2021, 18-09-2020 -862 39 65.7% 4 XHLGP21135V012021,NBHHLGP22154V012122 -880 3 34.3% 0.0% Corona Kavach 5 NBHHLIP23156V012223 Elixir V1 578 08-02-2023 24.7% 91.3% 70.3% 29.7% 59.3% 320 77 397 Employee First Health Insurance Plan 6 IRDA/NL/MAXB/P/Misc(H)/1901/V.I/10-11 0 17-12-2010 0.0% 0.0% 0.0% 0.0% 0.0% 7 MAXHLIP18109V011718,MAXHLIP21173V022021 Go Active 3821 13-02-2018, 01-10-2020 532.0 554.0% 95.8% 4.2% 83.3% 1412 1859 8 IRDAI/HLT/MBHI/P-H(G)/V.I/53/2016-17 Group Criticare 0 23-01-2017 0.0% 0.0% 0.0% 0.0% 0.0% 9 IRDA/NL-HLT/MBHI/P-H/V.I/16/13-14 Group Health Insurance 0 01-01-2014 0.0% 0.0% 0.0% 0.0% 0.0% 10 IRDAI/HLT/MBHI/P-H(G)/V.I/42/2016-17 Group Health Secure 0 19-01-2017 0.0% 0.0% 0.0% 0.0% 0.0% 11 RDA/NL-HLT/MBHI/P-P/V.I/13/13-14 206725 03-05-2013 Group Personal Accident 33.79 55.5% 54.0% 691 217 936 46.0% 0.0% 27 IRDAI/HLT/MBHI/P-H/V.II/175/2016 Health Assurance 12 17,IRDA/NL/MAXB/P/MISC(H)/2008/V.I/11-12 52622 19-09-2016, 10-07-2012 27.4% 36.6% 63.4% 24.9% 32898 7998 3780 4361 333 49370 IRDA/NL/MAXB/P/Misc(H)/1977/V.I/10 11.IRDAI/HLT/MBHI/P-H/V.III/2/2017-18,MAXHLIP21509V042021,NBHHLIP23108V062223,N 01-10-2020, 12-06-2017, 15-07-2011, 13 BHHLIP24115V072324 Health Companion 542807 22-11-2023, 04-11-2022 88.5% 124.2% 94.5% 82.5% 15251 94064 57509 57653 7229 231706 14 MAXHLGP21002V012021 Health Multiplier 18499 22-09-2020 36.4% 68.9% 31.1% 100.0% MAXHLIP21408V022021. NBHHLGP22157V032122. Health Plus 15 MAXHLGP18130V011718 6895341 01-10-2020, 07-10-2021, 10-08-2018 61.6% 106.69 90.4% 9.6% 405 405 97.09 3078 475 3610 16 MAXHLIP21176V022021, MAXHLIP20056V011920 Health Premia 22203 01-10-2020, 09-10-2019 51.1% 7.7% 40 1464 1085 199 87.1% 40 76.0% 1692 4629 92.3% 9069 MAXHLIP21174V022021, NBHHLIP22155V032122, 17 MAXHLIP20017V011920 ealth Pulse 59872 01-10-2020, 15-11-2021, 20-05-2019 74.8% 131.2% 94.9% 5.1% 47 81.8% 5469 17688 769 11 23957 MAXHLIP20140V021920. NBHHLIP22156V032122. Health Recharge 644532 09-04-2020, 15-11-2021, 01-08-2018 33.8% 8458 18 MAXHLIP18129V011718 64.9% 66.2% 165 78.8% 91911 159315 259684 19 NBHHLIP24135V012324 Health+ 119318 23-12-2023 2.6% 70.7% 31.0% 69.0% 0.0% 119318 119318 MAXHLIP21175V062021, MAXHLIP20065V051920, IRDA/NL-HLT/MBHI/P-H/V.III/19/16-17, IRDA/NL-HLT/MBHI/P-H/V.II/19/13-14, MAXHLIP12003V021112.IRDA/NL/MAXB/MISC/HI/179 01-10-2020, 12-11-2019, 24-11-2016, 20 1/V J/09-10,NBHHI IP23113V072223 72743 02-06-2014, 20-01-2012, 18-01-2023 119.8% 93.2% 82.89 1641 5938 leartheat 4695 21 MAXPAIP21585V012021 Personal Accident Plan 102107 10-08-2021 79.1% 58.5% 41.5% 100 49.0% 70561 21056 91617 36.2% 22 MAXHLGP22046V012122 Quick Health 1685 30-05-2022 0.0% 11.5% 0.0% 0.0% 100.0% MAXHLIP21060V012021.NBHHLIP23107V022223.NBH 2438338 05-08-2020, 06-01-2023, 22-02-23 485517 972797 23 HLIP23169V012223 ReAssure 55.29 90.59 92.19 2483 2476 71.19 452774 11965 1875 3785 44.2% 101 24 MAXHLIP21575V012021 35898 10-05-2021 13.5% 101 11005 Senior First 77.6% 86.5% 76.9% 13307 24314 25 MAXHLGP21223V012021 Smart Health 182867 07-06-2021 8.2% 87.6% 58.3% 41.7% 15 15 94.7% 48 26 NBHHLGP22117V012122 Swasthya Suraksha 1041 03-02-2022 12.2% 47.3% 52.6% 47.4% 100.0% 27 NBHTGBP22011V012223 177419 29-08-2023 54.89 78.2% 99.99 0.09 28 NBHTIOP22148V012122 TravelAssure 60511 25-02-2022 93.9% 114.8% 36.9% 63.1% 0.0% 60511 60511 29 MAXHLGP21228V012021, NBHHLGP22208V022122 Xpress Health

4.9%

77.7%

76.6%

23.4%

11

86.5%

199

985104 06 03 2021, 10 05 2022

Information as at March 31, 2024

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 01/10/2019 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 20/11/2019 to 19/11/2025

Name of the TPA (If services rendered by TPA) - Family Health Plan Insurance TPA Limited a.3

Validity of agreement with the TPA: from 01/08/2020 to 31/07/2026

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 31/07/2026

Name of the TPA (If services rendered by TPA) - Paramount Health Services & Insurance TPA Pvt. Ltd. a.5

Validity of agreement with the TPA: from 04/08/2020 to 03/08/2026

Name of the TPA (If services rendered by TPA) - Health India TPA Services Pvt Ltd a.6

Validity of agreement with the TPA: from 07/05/2021 to 06/05/2024

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

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 31/07/2026

Name of the TPA (If services rendered by TPA) -Volo Health Insurance TPA Pvt Ltd a.9

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

Name of the TPA (If services rendered by TPA) - Genins India Insurance TPA Limited a.11

Validity of agreement with the TPA: from 01/09/2022 to 31/10/2025

Name of the TPA (If services rendered by TPA) - Park Mediclaim Insurance TPA Private Limited a.12

Validity of agreement with the TPA: from 09/12/2022 to 08/12/2025

Name of the TPA (If services rendered by TPA) - Ericson Insurance TPA Pvt Ltd a.13

Validity of agreement with the TPA: from 01/12/2022 to 07/12/2025

Name of the TPA (If services rendered by TPA) - MDIndia Health Insurance TPA Pvt Ltd a.14

Validity of agreement with the TPA: from 01/06/2023 to 31/05/2026

Name of the TPA (If services rendered by TPA) - Link-K Insurance TPA Pvt Ltd a.15

Validity of agreement with the TPA: from 14/01/2024 to 13/01/2027

(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

Number of policies serviced	24,38,640	4,965	-			
Number of lives serviced	53,40,368	93,85,041	_			
Description: Medi Assist TPA	Individual	Group	Government			
Number of policies serviced	-	71	-			
Number of lives serviced	-	2,92,104	-			
Description: Raksha TPA	Individual	Group	Government			
Number of policies serviced	-	3	-			
Number of lives serviced	=	9,417	a .			
Description: FHPL TPA	Individual	Group	Government			
Description: PRPL TPA	individual	Group	Government			
Number of policies serviced	=	18	e e			
Number of lives serviced	-	1,88,493	-			
Description: Vidal TPA	Individual	Group	Government			
Number of policies serviced	_	26				
·	-		-			
Number of lives serviced	-	1,24,193	-			
Description: Paramount TPA	Individual	Group	Government			
Number of policies serviced	=	143	-			
Number of lives serviced		75,599				
Number of fives serviced	_	73,355	-			
Description: Health India TPA	Individual	Group	Government			
Number of policies serviced	-	46	ē.			
Number of lives serviced	-	1,18,986	-			
Description: Safeway TPA	Individual	Group	Government			
Description, Jaieway IPA	muividudi	отопр	Government			
Number of policies serviced	-	4	-			
Number of lives serviced	-	7,881	-			
Description: Good Health TPA	Individual	Group	Government			
Number of policies serviced	-	4	-			
Number of lives serviced	-	4,410	-			
Description: Volo Health TPA	Individual	Group	Government			
Number of policies serviced	-	28	-			

Government



Information	ac at	March	31 2024	

Information as at March 31, 2024			
Number of lives serviced		23,436	-
Description: Medsave TPA	Individual	Group	Government
Number of policies serviced	-	1	-
Number of lives serviced	-	347	-
Description: Genins TPA	Individual	Group	Government
Number of policies serviced	-	1	-
Number of lives serviced	-	65	-
Description: Park Mediclaim TPA	Individual	Group	Government
Number of policies serviced	-	1	-
Number of lives serviced	-	433	-
Description: Ericson TPA	Individual	Group	Government
Number of policies serviced	-	5	-
Number of lives serviced	-	6,937	-
Description: MDIndia TPA	Individual	Group	Government
Number of policies serviced	-	4	-
Number of lives serviced	-	3,068	-
Description: Link-K TPA	Individual	Group	Government
Number of policies serviced	-	-	-
Number of lives serviced	-	_	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	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	8,887
ii.	Number of claims received during the year	6,39,791
iii.	Number of claims paid during the year (specify % also in brackets*)	5,84,217 (92%)
iv.	Number of claims repudiated during the year (specify % also in brackets^)	51,886 (8%)
v.	Number of claims outstanding at the end of the year	12,575

d.2: Medi Assist Insurance TPA Pvt Ltd

i.	Outstanding number of claims at the beginning of the year	932
II.	Number of claims received during the year	24,521
III.	Number of claims paid during the year (specify % also in brackets*)	21,367 (90%)
iv.	Number of claims repudiated during the year (specify % also in brackets^)	2,329 (10%)
V.	Number of claims outstanding at the end of the year	1,656

d.3: Raksha Health Insurance TPA Pvt Ltd

i.	Outstanding number of claims at the beginning of the year	25
II.	Number of claims received during the year	1,686
III.	Number of claims paid during the year (specify % also in brackets*)	1,299 (91%)
iv.	Number of claims repudiated during the year (specify % also in brackets^)	148 (10%)
V.	Number of claims outstanding at the end of the year	279

d.4: Family Health Plan Insurance TPA Limited

i.	Outstanding number of claims at the beginning of the year	388
II.	Number of claims received during the year	10,567
iii.	Number of claims paid during the year (specify % also in brackets*)	8,940 (90%)
iv.	Number of claims repudiated during the year (specify % also in brackets^)	1,239 (12%)
٧.	Number of claims outstanding at the end of the year	1,021

d.5: Vidal Health Insurance TPA Pvt Ltd

i.	Outstanding number of claims at the beginning of the year	300
II.	Number of claims received during the year	9,273
III.	Number of claims paid during the year (specify % also in brackets*)	7,543 (90%)
iv.	Number of claims repudiated during the year (specify % also in brackets^)	964 (11%)
V.	Number of claims outstanding at the end of the year	1,147

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

i.	Outstanding number of claims at the beginning of the year	287
ii.	Number of claims received during the year	6,592
iii.	Number of claims paid during the year (specify % also in brackets*)	5,604 (87%)
iv.	Number of claims repudiated during the year (specify % also in brackets^)	901 (14%)
v	Number of claims outstanding at the end of the year	427

d.7: Health India TPA Services Pvt Ltd

i.	Outstanding number of claims at the beginning of the year	544
II.	Number of claims received during the year	10,771
III.	Number of claims paid during the year (specify % also in brackets*)	9,212 (89%)
iv.	Number of claims repudiated during the year (specify % also in brackets^)	1,339 (13%)
V.	Number of claims outstanding at the end of the year	907

Information as at March 31, 2024

d.8: Safeway	Incurance	TDA	Dut Itd	

d.o: Saleway in	i.o: Saleway insurance TPA PVL LLD				
i.	3				
II.	ii. Number of claims received during the year				
iii.	iii. Number of claims paid during the year (specify % also in brackets*)				
iv.	Number of claims repudiated during the year (specify % also in brackets^)	35 (15%)			
v	Number of claims outstanding at the end of the year	58			

d.9: Good Health Insurance TPA Limited

C	d.9: Good Health Insurance TPA Limited				
Г	 Outstanding number of claims at the beginning of the year 				
Г	ii. Number of claims received during the year		297		
Г	 Number of claims paid during the year (specify % also in brackets*) 		251 (89%)		
Г	iv. Number of claims repudiated during the year (specify % also in brackets^)		39 (14%)		
Г	v. Number of claims outstanding at the end of the year				

d.10:Ericson Insurance TPA Pvt Ltd

 Outstanding number of claims at the beginning of the year 		4
ii. Number of claims received during the year		397
iii. Number of claims paid during the year (specify % also in brackets*)		342 (92%)
 Number of claims repudiated during the year (specify % also in brackets^) 		27 (7%)
V.	Number of claims outstanding at the end of the year	31

d.11:Volo Health TPA

i.	 Outstanding number of claims at the beginning of the year 		
II.	ii. Number of claims received during the year		
III.	Number of claims paid during the year (specify % also in brackets*)	4,109 (86%)	
iv.	Number of claims repudiated during the year (specify % also in brackets^)	543 (11%)	
V.	Number of claims outstanding at the end of the year	714	

d.12:Genins TPA

U.12.Geillis IFA				
 Outstanding number of claims at the beginning of the year 				
II.	ii. Number of claims received during the year			
III.	Number of claims paid during the year (specify % also in brackets*)	69 (81%)		
iv.	Number of claims repudiated during the year (specify % also in brackets^)	17 (20%)		
	Number of claims outstanding at the and of the year	1		

d.13:Park Mediciam	IPA		
i. Outstanding number of claims at the beginning of the year			
ii. Number of claims received during the year		61	
iii. Number of claims paid during the year (specify % also in brackets*)		57 (98%)	
iv.	Number of claims repudiated during the year (specify % also in brackets^)	5 (9%)	
٧.	Number of claims outstanding at the end of the year	10	

d.14 Medsave TPA

 Outstanding number of claims at the beginning of the year 			
ii. Number of claims received during the year		211	
iii. Number of claims paid during the year (specify % also in brackets*)		200 (88%)	
iv. Number of claims repudiated during the year (specify % also in brackets^)		30 (13%)	
Number of claims outstanding at the end of the year		7	

d.15 MDIndia TPA

i. Outstanding number of claims at the beginning of the year			
ii. Number of claims received during the year		35	
iii. Number of claims paid during the year (specify % also in brackets*)		19 (100%)	
iv.	Number of claims repudiated during the year (specify % also in brackets^)	0 (0%)	
V	Number of claims outstanding at the end of the year	16	

 Outstanding number of claims at the beginning of the year 				
ii. Number of claims received during the year				
iii. Number of claims paid during the year (specify % also in brackets*)		0 (0%)		
iv. Number of claims repudiated during the year (specify % also in brackets^)		0 (0%)		
V	Number of claims outstanding at the end of the year			

* 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)

A Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the end of the year)

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

		Individual Policies (in %)		Group Policies (in %)	
S. No.	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre- auth**	TAT for discharge***
1	Within <1 hour	89.07%	39.96%	90.21%	47.56%
2	Within 1-2 hours	6.33%	51.38%	5.93%	47.53%
3	Within 2-6 hours	4.31%	7.66%	3.82%	4.67%
4	Within 6-12 hours	0.23%	0.42%	0.03%	0.07%
5	Within 12-24 hours	0.04%	0.32%	0.01%	0.11%
6	>24 hours	0.02%	0.26%	0.00%	0.06%
	Total	100.00%	100.00%	100.00%	100.00%

		Individual Policies (in %	Policies (in %)	Group Policies (in %)		
S. No.	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre- auth**	TAT for discharge***	
1	Within <1 hour	0.00%	0.00%	90.37%	81.26%	
2	Within 1-2 hours	0.00%	0.00%	8.16%	13.54%	
3	Within 2-6 hours	0.00%	0.00%	1.06%	4.15%	
4	Within 6-12 hours	0.00%	0.00%	0.20%	0.78%	
5	Within 12-24 hours	0.00%	0.00%	0.21%	0.27%	
6	>24 hours	0.00%	0.00%	0.00%	0.00%	
	Total	0.00%	0.00%	100.00%	100.00%	

e.3: Raksha Health Insurance TPA Pvt Ltd

		Individual	Policies (in %)	Group Policies (in %)		
S. No.	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre- auth**	TAT for discharge***	
1	Within <1 hour	0.00%	0.00%	97.71%	98.06%	
2	Within 1-2 hours	0.00%	0.00%	1.63%	1.73%	
3	Within 2-6 hours	0.00%	0.00%	0.65%	0.22%	
4	Within 6-12 hours	0.00%	0.00%	0.00%	0.00%	
5	Within 12-24 hours	0.00%	0.00%	0.00%	0.00%	
6	>24 hours	0.00%	0.00%	0.00%	0.00%	
	Total	0.00%	0.00%	100.00%	100.00%	

Information as at March 31, 2024

e.4: Family Health Plan Insurance TPA Limited

		Individual	Individual Policies (in %)		Group Policies (in %)	
S. No.	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre- auth**	TAT for discharge***	
1	Within <1 hour	0.00%	0.00%	71.59%	59.99%	
2	Within 1-2 hours	0.00%	0.00%	13.95%	24.51%	
3	Within 2-6 hours	0.00%	0.00%	9.92%	13.12%	
4	Within 6-12 hours	0.00%	0.00%	1.63%	1.17%	
5	Within 12-24 hours	0.00%	0.00%	2.49%	0.94%	
6	>24 hours	0.00%	0.00%	0.42%	0.27%	
	Total	0.00%	0.00%	100.00%	100.00%	

e.5: Vidal Health Insurance TPA Pvt Ltd

		Individual Policies (in %)		Group Policies (in %)	
S. No.	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre- auth**	TAT for discharge***
1	Within <1 hour	0.00%	0.00%	90.60%	83.70%
2	Within 1-2 hours	0.00%	0.00%	6.20%	11.20%
3	Within 2-6 hours	0.00%	0.00%	3.00%	5.10%
4	Within 6-12 hours	0.00%	0.00%	0.20%	0.10%
5	Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
6	>24 hours	0.00%	0.00%	0.00%	0.00%
	Total	0.00%	0.00%	100.00%	100.00%

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

S. No.	Description	Individual	Individual Policies (in %)		Group Policies (in %)	
5. NO.	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre- auth**	TAT for discharge***	
1	Within <1 hour	0.00%	0.00%	79.86%	47.88%	
2	Within 1-2 hours	0.00%	0.00%	17.25%	44.84%	
3	Within 2-6 hours	0.00%	0.00%	2.53%	7.12%	
4	Within 6-12 hours	0.00%	0.00%	0.14%	0.11%	
5	Within 12-24 hours	0.00%	0.00%	0.04%	0.00%	
6	>24 hours	0.00%	0.00%	0.18%	0.04%	
	Total	0.00%	0.00%	100.00%	100.00%	

e.7: Health India TPA Services Pvt Ltd

	1	Individual Policies (in %)		Group Policies (in %)	
S. No.	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre- auth**	TAT for discharge***
1	Within <1 hour	0.00%	0.00%	95.60%	92.10%
2	Within 1-2 hours	0.00%	0.00%	4.40%	7.90%
3	Within 2-6 hours	0.00%	0.00%	0.00%	0.00%
4	Within 6-12 hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
6	>24 hours	0.00%	0.00%	0.00%	0.00%
	Total	0.00%	0.00%	100.00%	100.00%

e.8: Safeway Insurance TPA Pvt Ltd

		Individual	Individual Policies (in %)		Group Policies (in %)	
S. No.	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre- auth**	TAT for discharge***	
1	Within <1 hour	0.00%	0.00%	100.00%	100.00%	
2	Within 1-2 hours	0.00%	0.00%	0.00%	0.00%	
3	Within 2-6 hours	0.00%	0.00%	0.00%	0.00%	
4	Within 6-12 hours	0.00%	0.00%	0.00%	0.00%	
5	Within 12-24 hours	0.00%	0.00%	0.00%	0.00%	
6	>24 hours	0.00%	0.00%	0.00%	0.00%	
	Total	0.00%	0.00%	100.00%	100.00%	

e.9: Good Health Insurance TPA Limited

		Individual Policies (in %)		Group Policies (in %)	
S. No.	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre- auth**	TAT for discharge***
1	Within <1 hour	0.00%	0.00%	90.00%	94.70%
2	Within 1-2 hours	0.00%	0.00%	10.00%	5.30%
3	Within 2-6 hours	0.00%	0.00%	0.00%	0.00%
4	Within 6-12 hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
6	>24 hours	0.00%	0.00%	0.00%	0.00%
	Total	0.00%	0.00%	100.00%	100.00%

e.10: Ericson Insurance TPA Pvt Ltd

		Individual Policies (in %)		Group Policies (in %)	
S. No.	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre- auth**	TAT for discharge***
1	Within <1 hour	0.00%	0.00%	100.00%	100.00%
2	Within 1-2 hours	0.00%	0.00%	0.00%	0.00%
3	Within 2-6 hours	0.00%	0.00%	0.00%	0.00%
4	Within 6-12 hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
6	>24 hours	0.00%	0.00%	0.00%	0.00%
	Total	0.00%	0.00%	100.00%	100.00%

e.11: Volo Health TPA

		Individual Policies (in %)		Group Policies (in %)	
S. No.	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre- auth**	TAT for discharge***
1	Within <1 hour	0.00%	0.00%	84.53%	89.13%
2	Within 1-2 hours	0.00%	0.00%	11.49%	8.08%
3	Within 2-6 hours	0.00%	0.00%	3.66%	2.41%
4	Within 6-12 hours	0.00%	0.00%	0.33%	0.39%
5	Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
6	>24 hours	0.00%	0.00%	0.00%	0.00%
	Total	0.00%	0.00%	100.00%	100.00%

Information as at March 31, 2024

		Individual Policies (in %)		Group Policies (in %)	
S. No.	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre- auth**	TAT for discharge***
1	Within <1 hour	0.00%	0.00%	75.86%	100.00%
2	Within 1-2 hours	0.00%	0.00%	24.14%	0.00%
3	Within 2-6 hours	0.00%	0.00%	0.00%	0.00%
4	Within 6-12 hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
6	>24 hours	0.00%	0.00%	0.00%	0.00%
	Total	0.00%	0.00%	100.00%	100.00%

e.13: Park Mediclaim TPA

		Individual Policies (in %)		Group Policies (in %)	
S. No.	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre- auth**	TAT for discharge***
1	Within <1 hour	0.00%	0.00%	34.00%	64.00%
2	Within 1-2 hours	0.00%	0.00%	66.00%	36.00%
3	Within 2-6 hours	0.00%	0.00%	0.00%	0.00%
4	Within 6-12 hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
6	>24 hours	0.00%	0.00%	0.00%	0.00%
	Total	0.00%	0.00%	100.00%	100.00%

e.14: Medsave TPA

		Individual	Individual Policies (in %)		Group Policies (in %)	
S. No.	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre- auth**	TAT for discharge***	
1	Within <1 hour	0.00%	0.00%	93.55%	87.93%	
2	Within 1-2 hours	0.00%	0.00%	3.22%	11.21%	
3	Within 2-6 hours	0.00%	0.00%	2.42%	0.86%	
4	Within 6-12 hours	0.00%	0.00%	0.00%	0.00%	
5	Within 12-24 hours	0.00%	0.00%	0.81%	0.00%	
6	>24 hours	0.00%	0.00%	0.00%	0.00%	
	Total	0.00%	0.00%	100.00%	100.00%	

e.15: MDIndia TPA

S. No.		Individual	Individual Policies (in %)		Group Policies (in %)	
	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre- auth**	TAT for discharge***	
					100.00%	
1	Within <1 hour	0.00%	0.00%	100.00%		
2	Within 1-2 hours	0.00%	0.00%	0.00%	0.00%	
3	Within 2-6 hours	0.00%	0.00%	0.00%	0.00%	
4	Within 6-12 hours	0.00%	0.00%	0.00%	0.00%	
5	Within 12-24 hours	0.00%	0.00%	0.00%	0.00%	
6	>24 hours	0.00%	0.00%	0.00%	0.00%	
	Total	0.00%	0.00%	100.00%	100.00%	

e.16: Link-K TPA

		Individual	Policies (in %)	Group Po	olicies (in %)
S. No.	Description	TAT for pre-	TAT for	TAT for pre-	TAT for
		auth**	discharge***	auth**	discharge***
1	Within <1 hour	0.00%	0.00%	0.00%	0.00%
2	Within 1-2 hours	0.00%	0.00%	0.00%	0.00%
3	Within 2-6 hours	0.00%	0.00%	0.00%	0.00%
4	Within 6-12 hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
6	>24 hours	0.00%	0.00%	0.00%	0.00%
	Total	0.00%	0.00%	0.00%	0.00%

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

f. Turn Around Time in case of payment / repudiation of claims:

T.1: INHOUSE								
Description (to be reckoned from the date of receipt of last necessary	Individual		Group		Government		Total	
document	No. of Claims	Percentage						
Within 1 month	5,34,077	99.81%	1,00,114	99.09%	NIL	NIL	6,34,191	99.70%
Between 1-3 months	992	0.19%	920	0.91%	NIL	NIL	1,912	0.30%
Between 3 to 6 months	-	0.00%		0.00%	NIL	NIL		0.00%
More than 6 months	-	0.00%		0.00%	NIL	NIL		0.00%
Total	5,35,069	100.00%	1,01,034	100.00%	NIL	NIL	6,36,103	100.00%

f.2: Medi Assist Insurance TPA Pvt Ltd

Description (to be reckoned from the	Ind	ividual	Grou	Group		Government		
date of receipt of last necessary								
document	No. of Claims	Percentage						
Within 1 month	-	0.00%	16,165	75.65%	-	0.00%	16,165	75.65%
Between 1-3 months	-	0.00%	4,843	22.67%	-	0.00%	4,843	22.67%
Between 3 to 6 months	-	0.00%	357	1.67%	-	0.00%	357	1.67%
More than 6 months	-	0.00%	2	0.01%	-	0.00%	2	0.01%
Total	-	0.00%	21,367	100.00%		0.00%	21,367	100.00%

f.3: Raksha Health Insurance TPA Pvt Ltd

Description (to be reckoned from the	Indi	ividual	Grou	ıp	Gover	nment	Total	
date of receipt of last necessary	No. of Claims	Percentage						
document	No. or Claims	Percentage	No. of Claims	Percentage	No. or Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	0.00%	1,093	84.14%	-	0.00%	1,093	84.14%
Between 1-3 months	-	0.00%	169	13.01%	-	0.00%	169	13.01%
Between 3 to 6 months	-	0.00%	37	2.85%	-	0.00%	37	2.85%
More than 6 months	-	0.00%	-	0.00%	-	0.00%		0.00%
Total	-	0.00%	1,299	100.00%		0.00%	1,299	100.00%

f.4: Family Health Plan Insurance TPA Limited

Description (to be reckoned from the	Indi	vidual	Grou	Group		Government		
date of receipt of last necessary	No. of Claims		No. of Claims				No. of Claims	
document	No. of Claims	Percentage						
Within 1 month	-	0.00%	7,922	88.61%		0.00%	7,922	88.61%
Between 1-3 months	-	0.00%	936	10.47%		0.00%	936	10.47%
Between 3 to 6 months	-	0.00%	77	0.86%		0.00%	77	0.86%
More than 6 months	-	0.00%	5	0.06%		0.00%	5	0.06%
Total	-	0.00%	8,940	100.00%		0.00%	8,940	100.00%

Information as at March 31, 2024

f.5:	V	idal	TPA	

Description (to be reckoned from the	Indi	ividual	Grou	Group		Government		
date of receipt of last necessary								
document	No. of Claims	Percentage						
Within 1 month	-	0.00%	5,927	78.58%		0.00%	5,927	78.58%
Between 1-3 months	-	0.00%	1,533	20.32%		0.00%	1,533	20.32%
Between 3 to 6 months	-	0.00%	80	1.06%		0.00%	80	1.06%
More than 6 months	-	0.00%	3	0.04%		0.00%	3	0.04%
Total	-	0.00%	7,543	100.00%	-	0.00%	7,543	100.00%

Total	-	0.00%	7,343	100.00%	-	0.00%	7,343	100.00%
f.6: Paramount Health Services & Insur								
Description (to be reckoned from the	Indi	ividual	Grou	p	Gover	nment	Total	
date of receipt of last necessary	No. of Claims	Percentage						
document	No. or Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	0.00%	4,772	85.15%	-	0.00%	4,772	85.15%
Between 1-3 months		0.00%	739	13.19%	-	0.00%	739	13.19%
Between 3 to 6 months	-	0.00%	92	1.64%	-	0.00%	92	1.64%
More than 6 months	-	0.00%	1	0.02%	-	0.00%	1	0.02%
Total	-	0.00%	5,604	100.00%	-	0.00%	5,604	100.00%

f.7: Health India TPA Services Pvt Ltd

T./: Health India IPA Services PVt Ltd								
Description (to be reckoned from the	Indi	vidual	Grou	Group		Government		
date of receipt of last necessary								
document	No. of Claims	Percentage						
Within 1 month	-	0.00%	8,090	87.82%	-	0.00%	8,090	87.82%
Between 1-3 months	-	0.00%	1,089	11.82%	-	0.00%	1,089	11.82%
Between 3 to 6 months	-	0.00%	32	0.35%		0.00%	32	0.35%
More than 6 months	-	0.00%	1	0.01%	-	0.00%	1	0.01%
Total	-	0.00%	9,212	100.00%	-	0.00%	9.212	100.00%

f.8: Safeway Insurance TPA Pvt Ltd

T.8: Safeway Insurance TPA PVT Ltd							Total	
Description (to be reckoned from the	Indi	Individual		Group		Government		
date of receipt of last necessary								
document	No. of Claims	Percentage						
Within 1 month	-	0.00%	187	96.39%	-	0.00%	187	96.39%
Between 1-3 months	-	0.00%	7	3.61%	-	0.00%	7	3.61%
Between 3 to 6 months	-	0.00%	-	0.00%	-	0.00%		0.00%
More than 6 months	-	0.00%	-	0.00%		0.00%		0.00%
Total	-	0.00%	194	100.00%		0.00%	194	100.00%

f.9: Good Health Insurance TPA Limited

f.9: Good Health Insurance TPA Limited								
Description (to be reckoned from the	Ind	ividual	Grou	Group		Government		
date of receipt of last necessary	No. of Claims	Percentage						
document	No. of Claims	Percentage	No. of Claims	rercentage	No. or Claims	Percentage	No. of Claims	rercentage
Within 1 month	-	0.00%	226	90.04%	-	0.00%	226	90.04%
Between 1-3 months	-	0.00%	25	9.96%	-	0.00%	25	9.96%
Between 3 to 6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
More than 6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Total		0.00%	251	100.00%		0.00%	251	100.00%

f.10: Ericson Insurance TPA Pvt Ltd

Description (to be reckoned from the	Indi	Individual		Group		Government		Total	
date of receipt of last necessary	No. of Claims								
document	No. of Claims	Percentage							
Within 1 month	-	0.00%	320	93.57%	-	0.00%	320	93.57%	
Between 1-3 months	-	0.00%	22	6.43%	-	0.00%	22	6.43%	
Between 3 to 6 months	-	0.00%	-	0.00%		0.00%	-	0.00%	
More than 6 months	-	0.00%	-	0.00%		0.00%	-	0.00%	
Total	-	0.00%	342	100.00%		0.00%	342	100.00%	

f.11: Volo Health TPA

Description (to be reckoned from the	Individual		Grou	Group		nment	Total		
date of receipt of last necessary									
document	No. of Claims	Percentage							
Within 1 month	-	0.00%	2,989	72.74%	-	0.00%	2,989	72.74%	
Between 1-3 months	-	0.00%	1,031	25.09%	-	0.00%	1,031	25.09%	
Between 3 to 6 months	-	0.00%	88	2.14%	-	0.00%	88	2.14%	
More than 6 months	-	0.00%	1	0.02%	-	0.00%	1	0.02%	
Total		0.00%	4,109	100.00%	-	0.00%	4,109	100.00%	

f.12: Genins TPA

Description (to be reckoned from the	Individual		Group		Government		Total	
date of receipt of last necessary	No. of Claims	Percentage						
document	No. or Claims	Percentage	No. of Claims	rercentage	No. or Claims	Percentage	No. of Claims	Percentage
Within 1 month		0.00%	67	97.10%	-	0.00%	67	97.10%
Between 1-3 months		0.00%	1	1.45%	-	0.00%	1	1.45%
Between 3 to 6 months		0.00%	-	0.00%	-	0.00%	-	0.00%
More than 6 months		0.00%	1	1.45%	-	0.00%	1	1.45%
Total	-	0.00%	69	100.00%	-	0.00%	69	100.00%

f.13: Park Mediclaim TPA								
Description (to be reckoned from the	Individual		Group		Government		Total	
date of receipt of last necessary								
document	No. of Claims	Percentage						
Within 1 month	-	0.00%	27	47.37%	-	0.00%	27	47.37%
Between 1-3 months	-	0.00%	27	47.37%	-	0.00%	27	47.37%
Between 3 to 6 months	-	0.00%	3	5.26%	-	0.00%	3	5.26%
More than 6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Total		0.00%	57	100.00%		0.00%	57	100.00%

f.14: Medsave TPA								
Description (to be reckoned from the	Individual		Group		Government		Total	
date of receipt of last necessary	No. of Claims							
document	No. or Claims	Percentage	No. of Claims	Percentage	No. or Claims	Percentage	No. or Claims	Percentage
Within 1 month	-	0.00%	137	68.50%		0.00%	137	68.50%
Between 1-3 months		0.00%	56	28.00%	-	0.00%	56	28.00%
Between 3 to 6 months	-	0.00%	7	3.50%		0.00%	7	3.50%
More than 6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Total		0.00%		100.00%		0.00%	200	100.00%

f.15: MDIndia TPA								
Description (to be reckoned from the	Individual		Group		Government		Total	
date of receipt of last necessary	No. of Claims	Percentage						
document	No. of Claims	Percentage	No. of Claims	Percentage	No. or Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	0.00%	12	63.16%	-	0.00%	12	63.16%
Between 1-3 months	-	0.00%	7	36.84%	-	0.00%	7	36.84%
Between 3 to 6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
More than 6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Total		0.00%	19	100.00%		0.00%	10	100.00%

f.16: Link-K TPA								
Description (to be reckoned from the	Individual		Group		Government		Total	
date of receipt of last necessary				_				_
document	No. of Claims	Percentage						
Within 1 month	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Between 1-3 months		0.00%	-	0.00%	-	0.00%		0.00%
Between 3 to 6 months		0.00%	-	0.00%	-	0.00%		0.00%
More than 6 months		0.00%	-	0.00%	-	0.00%		0.00%
Total	_	0.00%		0.00%		0.00%	_	0.00%

niva Mayera

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

Information as at March 31, 2024

g. Data of grievances received against the TPA:

S. No.	Description	Medi Assist TPA	Raksha TPA	FHPL TPA	Vidal TPA	Paramount TPA	Health India TPA	Safeway TPA	Good Health TPA
1	Grievances outstanding at the beginning of year	-	-	-	-	-	-	-	-
2	Grievances received during the year	2	1	2	-	7	34	-	-
3	Grievances resolved during the year	2	1	2	-	7	34	-	-
4	Grievances outstanding at the end of the year	-	-	-	-	-	-	-	-

S. No.	Description	Ericson TPA	Volo Health TPA	Genins TPA	Park Mediclaim TPA	Medsave TPA	MDIndia TPA	Link-K TPA
1	Grievances outstanding at the beginning of year	-	-	-		-	-	-
2	Grievances received during the year	-	-	-		2	-	-
3	Grievances resolved during the year	-	-	-		2	-	-
4	Grievances outstanding at the end of the year	-	-	-		-	-	-