FORM NL-1-B-RA

Name of the Insurer: Max Bupa Health Insurance Company Limited



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

REVENUE ACCOUNT FOR THE QUARTER ENDED JUNE 30, 2017

~~ ·			TOD THE OUT TO	VIDEO EVVE	EOD THE OUT D	(Rs. '000
SN	Particulars	Schedule	FOR THE QUARTER	UPTO THE	FOR THE QUARTER	UPTO THE
			ENDED	QUARTER ENDED	ENDED	QUARTER ENDED
			30th JUN 2017	30th JUN 2017	30th JUN 2016	30th JUN 2016
1	Premiums earned (Net)	NL-4-	11,86,301	11,86,301	11,20,164	11,20,16
		Premium				
		Schedule				
2	Profit/ Loss on sale/redemption		7,919	7,919	15,984	15,984
	of Investments		.,,,,,	1,7,2,2		
	or investments					
3	Others (to be specified)		_	_	_	_
J	Others (to be specified)					
4	Interest, Dividend & Rent – Gross		72,897	72,897	63,853	63,85
4	TOTAL (A)		12,67,117	12,67,117	,	
	IUIAL (A)		12,67,117	12,67,117	12,00,001	12,00,00
1	Claims Incurred (Net)	NIK 5 CIL 1	C CO 702	6,60,782	6.00.022	6,89,93
1	Claims incurred (Net)	NL-5-Claims	6,60,782	0,00,782	6,89,932	0,89,93
		Schedule				
	~					
2	Commission	NL-6-	32,202	32,202	1,15,248	1,15,24
		Commission				
		Schedule				
3	Operating Expenses related to	NL-7-	6,42,328	6,42,328	5,04,405	5,04,40
	Insurance Business	Operating				
		Expenses				
		Schedule				
		- Strietine				
4	Premium Deficiency		_	-	-	
	Tremain Benefoley					
	Being Expenses of Management over the		(2,18,725)	(2,18,725)	_	
	allowable limit transferred to Profit and Loss		(2,10,723)	(2,10,723)	-	-
	Account					
	TOTAL (B)		11,16,587	11,16,587	13,09,585	13,09,58
	Operating Profit/(Loss) from		1,50,530		(1,09,584)	(1,09,584
	Fire/Marine/Miscellaneous		1,00,000	1,00,000	(1,00,001)	(1,00,00
	Business C= (A - B)					
	APPROPRIATIONS					
	APPROPRIATIONS					
	T. 6 4 60 1 11 14	-	1 50 530	1 50 530	(4.00.504)	(4.00.50
	Transfer to Shareholders' Account		1,50,530	1,50,530	(1,09,584)	(1,09,58
	Transfer to Catastrophe Reserve		-	-		-
	Transfer to Other Reserves (to be		-	-	-	-
	specified)					
	TOTAL (C)		1,50,530	1,50,530	(1,09,584)	(1,09,584

FORM NL-2-B-PL

Name of the Insurer: Max Bupa Health Insurance Company Limited



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

(Rs. '000)

SN	Particulars	Schedule	FOR THE QUARTER	UPTO THE	FOR THE QUARTER	UPTO THE
			ENDED	QUARTER ENDED	ENDED	QUARTER ENDED
			30th JUN 2017	30th JUN 2017	30th JUN 2016	30th JUN 2016
1	OPERATING PROFIT/(LOSS)					
	(a) Fire Insurance		-	=	-	
	(b) Marine Insurance		-	-	-	
	(c) Miscellaneous Insurance		1,50,530	1,50,530	(1,09,584)	(1,09,58
2	INCOME FROM INVESTMENTS					
	(a) Interest, Dividend & Rent - Gross		42,741	42,741	44,860	44,8
	(b) Profit/Loss on sale/redemption of investments		4,643	4,643	11,230	11,2
3	OTHER INCOME (To be specified)					
	-' Gain on Foreign Exchange Fluctuation		(1,104)	(1,104)	-	
	-' Interest Income		309	309	335	3
	-' Liabilities no longer required written back		28,025	28,025	1,492	1,
	TOTAL (A)		2,25,144	2,25,144	(51,667)	(51,6)
4	PROVIGIONS (Oderades testina)					
4	PROVISIONS (Other than taxation) (a) For diminution in the value of investments		_	_	_	
			919	919	206	
					200	
	(c) Penalty (c) Others		-	-	-	
-	OTHER EVERYAGE					
5	OTHER EXPENSES		2,104	2.104	2,240	2.2
	(a) Expenses other than those related to Insurance		2,104	2,104	2,240	2,2
	Business (b) Bad debts written off					
			2,18,725	2,18,725	-	
	(c) Being Expenses of Management over the allowable		2,18,725	2,18,725	-	
	limit transferred to Profit and Loss Account TOTAL (B)		2 21 749	2 21 749	2.446	2 /
	Profit/(Loss) Before Tax		2,21,748 3396	2,21,748 3396	2,446 (54113)	2,4 (541
	Provision for Taxation		- 3390	- 3390	(54115)	(541
	I PPP OPPY I STONE					
	APPROPRIATIONS	-				
	(a) Interim dividends paid during the period		-	-	-	
	(b) Proposed final dividend		-	ı	-	
	(c) Dividend distribution tax		-	-	-	
	(d) Transfer to any Reserves or Other Accounts (to be specified)		-	-	-	
	D1 6 5/4 11 1/6 1		(40000 40)	(40000	(4002125)	(2000
	Balance of profit/ (Loss) brought forward		(6929963)	(6929963)	(6893197)	(68931
	Add: Adjustment on account of depreciation due to		-	-	-	
	change in accounting policy (Refer Schedule 16 C - Note 22)					
	Delegation of the second to D. L. Cl.		4502.57	//02/7	450.470	//0
	Balance carried forward to Balance Sheet		(6926567)	(6926567)	(6947310)	(69473)

FORM NL-3-B-BS

Name of the Insurer: Max Bupa Health Insurance Company Limited



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

BALANCE SHEET AS AT JUNE 30, 2017

SN	Particulars	Schedule	AS AT 30th JUN 2017	(Rs. '000		
)IN	raruculars	Schedule	AS AT SUIL JUN 2017	AS AT SUIL JUN 201		
	SOURCES OF FUNDS					
	BOCKELS OF FEREN					
	SHARE CAPITAL	NL-8-Share Capital	92,60,000	89,80,00		
		Schedule				
	SHARE APPLICATION MONEY		-			
	PENDING ALLOTMENT					
	RESERVES AND SURPLUS	NL-10-Reserves and	-			
		Surplus Schedule				
	EATE VALUE OHANGE ACCOUNT		550	2.5		
	FAIR VALUE CHANGE ACCOUNT -		558	2,5		
	SHAREHOLDERS					
	FAIR VALUE CHANGE ACCOUNT -		245			
	POLICYHOLDERS		243			
	I OLIC I HOLDLING					
	BORROWINGS	NL-11-Borrowings	-			
		Schedule				
	TOTAL		92,60,803	89,82,52		
	APPLICATION OF FUNDS					
	INVESTMENTS - SHAREHOLDERS	NL-12-Investment	26.59.620	23,41,40		
	INVESTMENTS - SHAREHOLDERS	Schedule	26,58,630	23,41,4		
		Schedule				
	INVESTMENTS - POLICYHOLDERS	NL-12A-Investment	37,16,919	33,33,0		
		Schedule		,,		
	LOANS	NL-13-Loans Schedule	-			
	FIXED ASSETS	NL-14-Fixed Assets	3,28,188	2,19,19		
	+	Schedule				
	DEFERRED TAX ASSET					
	DELEKKED ITAL ASSET					
	CURRENT ASSETS					
	Cash and Bank Balances	NL-15-Cash and bank	2,19,777	78,8		
		balance Schedule				
	Advances and Other Assets	NL-16-Advances and	6,14,635	4,50,4		
		04 4 61 11				
		Other Assets Schedule				
		Other Assets Schedule				
	Sub-Total (A)	Other Assets Schedule	8,34,412	5,29,3		

FORM NL-3-B-BS

Name of the Insurer: Max Bupa Health Insurance Company Limited



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

BALANCE SHEET AS AT JUNE 30, 2017

(Rs. '000)

SN	Particulars	Schedule	AS AT 30th JUN 2017	AS AT 30th JUN 2016
	CURRENT LIABILITIES	NL-17-Current Liabilities Schedule	23,25,361	16,92,085
	PROVISIONS	NL-18-Provisions Schedule	28,78,552	26,95,680
	DEFERRED TAX LIABILITY		-	-
	Sub-Total (B)		52,03,913	43,87,765
	NET CURRENT ASSETS (C) = (A - B)		(43,69,501)	(38,58,419)
	MISCELLANEOUS EXPENDITURE (to the extent not written off or adjusted)	NL-19-Miscellaneous Expenditure Schedule	-	-
	DEBIT BALANCE IN PROFIT AND LOSS ACCOUNT		69,26,567	69,47,310
	TOTAL		92,60,803	89,82,529

Note:previous period numbers have been regrouped wherever necessary

CONTINGENT LIABILITIES

SN	Particulars	AS AT 30th JUN 2017	AS AT 30th JUN 2016
		(Rs.'000)	(Rs.'000)
1	Partly paid-up investments		-
2	Claims, other than against policies, not acknowledged as debts by the company	76,632	52,510
3	Underwriting commitments outstanding (in respect of shares and securities)	-	-
4	Guarantees given by or on behalf of the Company	-	500
5	Statutory demands/ liabilities in dispute, not provided for	84,818	-
6	Reinsurance obligations to the extent not provided for in accounts	ı	-
7	Compensation raised by policyholders against rejected claims	-	-
	TOTAL	1,61,450	53,010

FORM NL-4-PREMIUM SCHEDULE PREMIUM EARNED [NET]



	(RS. 000)															
	FOR '	THE QUA		NDED	UPTO	THE QUA		ENDED	FOR T	THE QUA		NDED	UPTO	THE QUA		NDED
Particulars	30th JUN 2017			30th JUN 2017			30th JUN 2016			30th JUN 2016						
1 ai ucuiais	Health	Personal	Others	Total	Health	Personal	Others	Total	Health	Personal	Others	Total	Health	Personal	Others	Total
		Accident				Accident				Accident				Accident		
Premium from direct business written*	15,71,745	14,038	-	15,85,783	15,71,745	14,038	-	15,85,783	12,15,631	6,101	-	12,21,732	12,15,631	6,101	-	12,21,732
Service Tax	-		-	-	-	-	-	1	-	-	-	-	-	-	-	-
Adjustment for change in reserve for unexpired risks	1,80,290	949	-	1,81,239	1,80,290	949	-	1,81,239	37,407	1,861	-	39,268	37,407	1,861	-	39,268
Gross Earned Premium	13,91,455	13,089	-	14,04,544	13,91,455	13,089	-	14,04,544	11,78,224	4,240	-	11,82,464	11,78,224	4,240	-	11,82,464
Add: Premium on reinsurance accepted	-		-	-	-	-	-	1	-	-	-	-	-	-	-	-
Less : Premium on reinsurance ceded	3,66,389	6,703	-	3,73,092	3,66,389	6,703	-	3,73,092	60,827	2,567	-	63,394	60,827	2,567	-	63,394
Net Premium	12,05,356	7,335	-	12,12,691	12,05,356	7,335		12,12,691	11,54,804	3,534		11,58,338	11,54,804	3,534	_	11,58,338
Adjustment for change in reserve for unexpired risks	(1,54,013)	(836)	-	(1,54,849)	(1,54,013)	(836)	-	(1,54,849)	(846)	(248)	-	(1,094)	(846)	(248)	-	(1,094)
Premium Earned (Net)	11,79,079	7,222	-	11,86,301	11,79,079	7,222	-	11,86,301	11,18,243	1,921	-	11,20,164	11,18,243	1,921	-	11,20,164
1. 1. 1. m																

^{*} Net of Service Tax

Note:previous period numbers have been regrouped wherever necessary

FORM NL-5 - CLAIMS SCHEDULE CLAIMS INCURRED [NET]



(Rs.'000)

											HE	ALTH I	NSURA	NCE		
	FOR T	THE QUA	RTER E	NDED	UPTO	THE QUA	RTER I	ENDED	FOR THE QUARTER ENDED				UPTO	THE QUA	RTER I	ENDED
Particulars		30th JU	N 2017		30th JUN 2017			30th JUN 2016			30th JUN 2016					
Faruculars	Health	Personal	Others	Total	Health	Personal	Others	Total	Health	Personal	Others	Total	Health	Personal	Others	Total
		Accident				Accident				Accident				Accident		
Claims paid																
Direct claims	7,72,923	1,622	-	7,74,545	7,72,923	1,622	-	7,74,545	6,04,700	-	-	6,04,700	6,04,700	-	-	6,04,700
Add Claims Outstanding at the end of	5,41,468	7,338	-	5,48,806	5,41,468	7,338	-	5,48,806	6,07,637	3,532	-	6,11,169	6,07,637	3,532	-	6,11,169
the period																į .
Less Claims Outstanding at the	5,23,441	7,765	-	5,31,206	5,23,441	7,765	-	5,31,206	4,95,414	235	-	4,95,649	4,95,414	235	-	4,95,649
beginning																i
Gross Incurred Claims	7,90,950	1,195	-	7,92,145	7,90,950	1,195	-	7,92,145	7,16,923	3,297	-	7,20,220	7,16,923	3,297	-	7,20,220
Add :Re-insurance accepted to	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-
direct claims																l
Less :Re-insurance Ceded to claims	1,31,282	81	-	1,31,363	1,31,282	81	-	1,31,363	30,288	-	-	30,288	30,288	-	-	30,288
paid																
Total Claims Incurred *	6,59,668	1,114	-	6,60,782	6,59,668	1,114	-	6,60,782	6,86,635	3,297	-	6,89,932	6,86,635	3,297	-	6,89,932
Note: Previous period numbers have be	en regroun	ed whereve	r necessa	rv.							•				•	

Note: Previous period numbers have been regrouped wherever necessary

FORM NL-6-COMMISSION SCHEDULE COMMISSION



	(RS: 000)															
	FOR 7	THE QUA	RTER E	NDED	UPTO	THE QUA	RTER E	ENDED	FOR 7	THE QUA	RTER E	NDED	UPTO	THE QUA	RTER E	NDED
Particulars		30th JU	N 2017		30th JUN 2017				30th JUN 2016			30th JUN 2016				
1 articulars	Health	Personal	Others	Total	Health	Personal	Others	Total	Health	Personal	Others	Total	Health	Personal	Others	Total
		Accident				Accident				Accident				Accident		
Commission paid																
Direct	1,63,046	1,796	-	1,64,842	1,63,046	1,796	-	1,64,842	1,23,310	902	-	1,24,212	1,23,310	902	-	1,24,212
Add: Re-insurance accepted	-	-	-	-	-	-	-	-	-	-	-	-	-	-	_	-
Less: Commission on Re-insurance Ceded	1,30,939	1,701	-	1,32,640	1,30,939	1,701	-	1,32,640	8,784	180	-	8,964	8,784	180	-	8,964
Net Commission	32,107	95	-	32,202	32,107	95	-	32,202	1,14,526	722	-	1,15,248	1,14,526	722	-	1,15,248
Break-up of the expenses (Gross)																
incurred to procure business to be																
furnished as per details indicated below:																
Agents	1,02,756	506	-	1,03,262	1,02,756	506	-	1,03,262	80,836	1	-	80,837	80,836	1	-	80,837
Brokers	19,835	34	-	19,869	19,835	34	-	19,869	15,774	56	-	15,830	15,774	56	-	15,830
Corporate Agency	40,455	1,256	-	41,711	40,455	1,256	-	41,711	26,700	845	-	27,545	26,700	845	-	27,545
Referral	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Others (pl. specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL (B)	1,63,046	1,796	-	1,64,842	1,63,046	1,796	-	1,64,842	1,23,310	902	-	1,24,212	1,23,310	902	-	1,24,212

FORM NL-7-OPERATING EXPENSES SCHEDULE OPERATING EXPENSES RELATED TO INSURANCE BUSINESS



																(Rs.'000)	
SN	Particulars	FOR '	THE QUAI		NDED	UPTO	THE QUA	RTER E	NDED	FOR '	THE QUA	RTER E	NDED	UPTO THE QUARTER ENDED			
			30th JUI	N 2017			30th JU	N 2017			30th JU	N 2016			30th JU	N 2016	
		Health	Personal	Others	Total	Health	Personal	Others	Total	Health	Personal	Others	Total	Health	Personal	Others	Total
			Accident				Accident				Accident				Accident		
	Employees' remuneration & welfare	3,10,075	2,769	-	3,12,844	3,10,075	2,769	-	3,12,844	2,24,784	1,128	-	2,25,912	2,24,784	1,128	-	2,25,912
1	benefits																
	Travel, conveyance and vehicle	20,960	187	-	21,147	20,960	187	-	21,147	13,854	70	-	13,924	13,854	70	-	13,924
2	running expenses																
3	Training expenses	20,931	187	-	21,118	20,931	187	-	21,118	20,583	103	-	20,686	20,583			20,686
	Rents, rates & taxes *	25,744		-	25,974	25,744		-	25,974	27,024	136	-	27,160	27,024			27,160
5	Repairs	31,358	280	-	31,638	31,358	280	-	31,638	37,905	190	-	38,095	37,905	190	-	38,095
6	Printing & stationery	4,390	39	-	4,429	4,390	39	-	4,429	7,264	36	-	7,300	7,264	36	-	7,300
7	Communication	17,462	156	-	17,618	17,462	156	-	17,618	17,651	89	-	17,740	17,651	89	-	17,740
- 8	Legal & professional charges	1,00,547	898	-	1,01,445	1,00,547	898	-	1,01,445	65,980	331		66,311	65,980	331		66,311
9	Auditors' fees, expenses etc																
	(a) as auditor	741	7	-	748	741	7	-	748	1,165	6	-	1,171	1,165	6	-	1,171
	(b) as adviser or in any other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	capacity, in respect of																Į.
	(i) Taxation matters	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	(ii) Insurance matters	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	(iii) Management services; and	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	(c) in any other capacity																
	(i) Tax Audit	74	1	-	75	74	1	-	75	20	-	-	20	20	-	-	20
	(i) Certification Fees	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10	Advertisement and publicity	55,536	496	-	56,032	55,536	496	-	56,032	49,339	248	-	49,587	49,339	248	-	49,587
11	Interest and bank charges	5,960	53	-	6,013	5,960	53	-	6,013	4,591	23	-	4,614	4,591	23	-	4,614
12	Others (to be specified)																
	(a) Business and Sales Promotion	396	4	-	400	396	4	-	400	519	3	-	522	519	3	-	522
	(b) Membership & Subscription	752	7	-	759	752	. 7	-	759	587	3	-	590	587	3	-	590
	('c) Loss on Disposal of Fixed	309	3	_	312	309	3	_	312	269	1	_	270	269	1	_	270
	Assets	507			312	507			312	207			2.0	207			270
	(d) Loss on Foreign Exchange	_	_	_	_		<u> </u>	_	_	9	_		9	9	_	_	9
	Fluctuation												ĺ				<u> </u>
	(e) Charity & Donation	-	-	-	_		-	-	-	-	-	_	-	-	-	_	
	(f) Insurance	563	5	-	568	563	.5	-	568	860	4	_	864	860	4	_	864
	(g) Sitting Fee	1.189	11	-	1.200	1.189		-	1.200	498	2	_	500	498	2	_	500
	(h) Miscellaneous Expenses**	230	2	-	232	230		-	232	479	2	_	481	479	2	_	481
13	Depreciation	36,075	322	-	36,397	36,075	322	_	36,397	26,279	132	_	26,411	26,279	132	_	26,411
	Service Tax A/c	3,349	30	-	3,379	3,349	30	-	3,379	2,227	11	_	2.238	2,227	11	_	2,238
	TOTAL	6,36,641	5,687		6,42,328	6,36,641	5,687	_	6,42,328	5,01,887	2,518	_	5,04,405	5,01,887	2,518		5,04,405

^{*} Rent expenses is after adjustment of rent equilization reserve

** None of the items individually are higher than 1% of Net Written Premium
Note:previous period numbers have been regrouped wherever necessary

FORM NL-8-SHARE CAPITAL SCHEDULE SHARE CAPITAL



(Rs.'000).

SN	Particulars	AS AT 30th JUN 2017	AS AT 30th JUN 2010
1	Authorised Capital	110 111 0001 001 (201)	115 111 0001 001 1201
	1,00,00,00,000 Equity Shares of Rs 10 each	1,00,00,000	1,00,00,00
2	Issued Capital		
	92,60,00,000 Equity Shares of Rs 10 each	92,60,000	89,80,00
	(Previous period ended Jun, 2016 89,80,00,000 Equity		
	Shares of Rs. 10 each)		
3	Subscribed Capital	-	
	92,60,00,000 Equity Shares of Rs 10 each	92,60,000	89,80,00
	(Previous period ended Jun, 2016 89,80,00,000 Equity		
	Shares of Rs. 10 each)		
4	Called-up Capital		
	92,60,00,000 Equity Shares of Rs 10 each	92,60,000	89,80,00
	(Previous period ended Jun, 2016 89,80,00,000 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	-	
	Less: Expenses including commission or brokerage on	-	
	Underwriting or subscription of shares	-	
	TOTAL	92,60,000	89,80,00

Note:

Out of the above, 47,22,60,000 (Previous period ended as at Jun, 2016 were 66,45,20,000) Equity Shares of Rs. 10/- each are held by the holding company along with its nominees.

FORM NL-9-PATTERN OF SHAREHOLDING SCHEDULF

SHARE CAPITAL

PATTERN OF SHAREHOLDING

[As certified by the Management]

	AS AT 30th	JUN 2017	AS AT 30th JUN 2016				
Shareholder	Number of	% of Holding		% of Holding			
	Shares		Shares				
Promoters							
· Indian	47,22,60,000	51.00%	66,45,20,000	74.00%			
· Foreign	45,37,40,000	49.00%	23,34,80,000	26.00%			
Others	-	-	-	-			
TOTAL	92,60,00,000	100.00%	89,80,00,000	100.00%			
	<u> </u>		<u> </u>				

HEALTH INSURANCE

FORM NL-10-RESERVE AND SURPLUS SCHEDULE RESERVES AND SURPLUS



(Rs.'000)

SN	Particulars	AS AT 30th JUN 2017	AS AT 30th JUN 2016
1	Capital Reserve	-	-
2	Capital Redemption Reserve	-	-
3	Share Premium	-	-
	General Reserves	-	=
	Less: Debit balance in Profit and Loss	-	-
	Account		
	Less: Amount utilized for Buy-back	-	-
4			
5	Catastrophe Reserve	-	-
6	Other Reserves (to be specified)	-	-
	Balance of Profit in Profit & Loss	-	-
7	Account		
	TOTAL	-	-

FORM NL-11-BORROWINGS SCHEDULE BORROWINGS



(Rs.'000)

SN	Particulars	AS AT 30th JUN 2017	AS AT 30th JUN 2016
1	Debentures/ Bonds	-	-
2	Banks	-	-
3	Financial Institutions	-	-
4	Others (to be specified)	-	-
	TOTAL	-	•

FORM NL-12-INVESTMENT SCHEDULE

Investments - Shareholders



(Rs.'000)

			(Rs. 000)
SN	Particulars Particulars	AS AT 30th JUN 2017	AS AT 30th JUN 2016
	LONG TERM INVESTMENTS		
	Government securities and Government guaranteed	4,12,792	3,93,988
1	bonds including Treasury Bills		
2	Other Approved Securities	5,66,642	3,08,193
3	Other Investments		
	(a) Shares		
	(aa) Equity	-	
	(bb) Preference	-	
	(b) Mutual Funds	-	
	(c) Derivative Instruments	-	
	(d) Debentures/ Bonds	2,55,176	2,04,104
	(e) Other Securities -Fixed Deposits	4,26,500	79,700
	(f) Subsidiaries	-	
	(g) Investment Properties-Real Estate	-	
4	Investments in Infrastructure and Social Sector	5,49,484	4,50,583
5	Other than Approved Investments	-	
	SHORT TERM INVESTMENTS		
	Government securities and Government guaranteed	-	
1	bonds including Treasury Bills		
2	Other Approved Securities	-	
3	Other Investments		
	(a) Shares		
	(aa) Equity	-	
	(bb) Preference	-	
	(b) Mutual Funds	3,98,805	1,54,213
	(a) Derivative Instruments	-	
	(b) Debentures/ Bonds	49,231	2,34,319
	(c) Other Securities-Fixed Deposits	-	1,56,100
	(d) Subsidiaries	-	
	(e) Investment Properties-Real Estate	-	
4	Investments in Infrastructure and Social Sector	-	1,00,000
5	Other than Approved Investments*	-	2,60,208
	TOTAL	26,58,630	23,41,408

^{*} in mutual funds

Notes:

a. Aggregate amount of shareholder's investments other than listed equity securities and derivative instruments is Rs. 26,58,630 thousand (Previous period ended June 2016 Rs. 23,41,408 thousand). Market value of such investments is Rs. 27,41,488 thousand (Previous period ended June 2016 Rs. 23,74,769 thousand)

b. The historical cost of investments in mutual funds which have been valued on fair value basis is Rs. 3,98,247 thousands (Previous period ended June 2016 Rs. 4,12,142 thousand).

FORM NL-12A-INVESTMENT SCHEDULE

Investments - Policyholders



(Rs. 2000)

SN	Particulars Particulars	AS AT 30th JUN 2017	AS AT 30th JUN 2016		
	LONG TERM INVESTMENTS				
	Government securities and Government guaranteed	10,10,523	11,23,989		
1	bonds including Treasury Bills				
2	Other Approved Securities	-	-		
3	Other Investments				
	(a) Shares				
	(aa) Equity	-	-		
	(bb) Preference	-	-		
	(b) Mutual Funds	-	-		
	(c) Derivative Instruments	-	-		
	(d) Debentures/ Bonds	7,53,260	2,50,531		
	(e) Other Securities -Fixed Deposits	-	59,400		
	(f) Subsidiaries	-	-		
	(g) Investment Properties-Real Estate	-	-		
4	Investments in Infrastructure and Social Sector	7,06,958	5,57,316		
5	Other than Approved Investments	-	-		
	SHORT TERM INVESTMENTS				
	Government securities and Government guaranteed	-	-		
1	bonds including Treasury Bills				
2	Other Approved Securities	-	-		
3	Other Investments				
	(a) Shares				
	(aa) Equity	-	-		
	(bb) Preference	-	-		
	(b) Mutual Funds	1,51,605	-		
	(a) Derivative Instruments	-	-		
	(b) Debentures/ Bonds	5,86,273	5,62,897		
	(c) Other Securities-Fixed Deposits	5,08,300	7,28,328		
	(d) Subsidiaries	-	-		
	(e) Investment Properties-Real Estate	-			
4	Investments in Infrastructure and Social Sector	-			
5	Other than Approved Investments*	-	50,574		
	TOTAL	37,16,919	33,33,036		

^{*} in mutual funds

Notes:

Aggregate amount of policyholder's investments other than listed equity securities and derivative instruments is Rs.
 37,16,812 thousands (Previous period ended June 2016 Rs. 33,33,061 thousand). Market value of such investments is Rs. 38,07,218 thousands (Previous period ended June 2016 Rs. 33,67,723 thousand)

b. The historical cost of investments in mutual funds which have been valued on fair value basis is Rs. 1,51,360 thousands (Previous period ended June 2016 Rs. 50,324 thousand).

FORM NL-13-LOANS SCHEDULE LOANS



SN	Particulars	AS AT 30th JUN 2017	AS AT 30th JUN 20
1	SECURITY-WISE CLASSIFICATION		
	Secured		
	(a) On mortgage of property	-	
	(aa) In India	-	
	(bb) Outside India	_	
	(b) On Shares, Bonds, Govt. Securities	-	
	(c) Others (to be specified)	-	
	Unsecured	-	
	TOTAL	-	
2	BORROWER-WISE CLASSIFICATION		
	(a) Central and State Governments	-	
	(b) Banks and Financial Institutions	-	
	(c) Subsidiaries	_	
	(d) Industrial Undertakings	-	
	(e) Others (to be specified)	-	
	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	-	

MAX BUPA HEALTH INSURANCE COMPANY LIMITED

REGISTRATION NO: 145, DATE OF REGISTRATION WITH IRDA: FEBRUARY 15, 2010 SCHEDULES FORMING PART OF FINANCIAL STATEMENTS

Form NL-14 FIXED ASSETS



(Rs.'000)

		Cost/ Gross Block		Depreciation			Net Block				
SN	Particulars Particulars	As at	Additions	Deductions	As at	Upto	For the	On Sales/	To date	As at	As at
		Apr 1, 2017			30-Jun-17	31-Mar-17	period	Adjustments	30-Jun-17	30-Jun-17	30-Jun-16
1	Goodwill	-	-	ı	-	-	-	-	-	-	-
2	Intangibles										
	a) Softwares	4,64,004	19,013	-	4,83,017	2,86,579	18,080	-	3,04,659	1,78,358	80,246
	b) Website	11,258	-	-	11,258	11,115	26	-	11,141	117	740
4	Leasehold Property	1,58,854	42	-	1,58,896	1,10,805	6,120	-	1,16,925	41,971	63,073
6	Furniture & Fittings	30,228	249	3	30,474	25,640	866	3	26,503	3,971	5,906
7	IT Equipment - Others	1,17,296	2,983	-	1,20,279	59,925	6,503	-	66,428	53,851	20,154
8	IT Equipment - End User Devices	94,652	11,975	241	1,06,386	78,193	2,552	175	80,570	25,816	9,452
10	Office Equipment	63,175	1,944	1,739	63,380	43,562	2,230	1,468	44,324	19,056	26,624
	Total	9,39,467	36,205	1,983	9,73,690	6,15,820	36,376	1,646	6,50,550	3,23,140	2,06,195
11	Capital work in progress	4,320	728	1	5,048	-	-	-	-	5,048	12,999
	Grand total	9,43,787	36,933	1,983	9,78,738	6,15,820	36,376	1,646	6,50,550	3,28,188	2,19,194
	Previous period	7,40,185	11,912	1,492	7,50,605	5,06,222	26,411	1,222	5,31,411	2,19,194	

Notes:

^{1.} Leasehold property consists of civil and other improvements at premises taken on long term lease by the Company.

^{2.} Work in progress of Rs 5,048 thousands (Previous period Rs. 12,999 thousand).

FORM NL-15-CASH AND BANK BALANCE SCHEDULE CASH AND BANK BALANCES



(Rs.'000)

SN	Particulars	AS AT 30th JUN 2017	AS AT 30th JUN 2010
	Cash (including cheques, drafts and	31,514	10,00
1	stamps)		
2	Bank Balances		
	(a) Deposit Accounts		
	(aa) Short-term (due within 12	35,000	41,00
	months)		
	(bb) Others	-	
	(b) Current Accounts	1,53,263	27,88
	(c) Others (to be specified)	-	
3	Money at Call and Short Notice		
	(a) With Banks	-	
	(b) With other Institutions	-	
4	Others (to be specified)	-	
	TOTAL	2,19,777	78,89
	Balances with non-scheduled banks		
	included in 2 and 3 above is	334	40
Note: Prev	vious period numbers have been regrouped whe	erever necessary	

FORM NL-16-ADVANCES AND OTHER ASSETS SCHEDULE ADVANCES AND OTHER ASSETS



		(Rs.'000				
SN	Particulars	AS AT 30th JUN 2017	AS AT 30th JUN 2016			
	ADVANCES					
1	Reserve deposits with ceding companies	-	-			
2	Application money for investments	-	-			
3	Prepayments	48,506	60,328			
4	Advances to Directors/Officers	-	-			
	Advance tax paid and taxes deducted at source	-	-			
5	(Net of provision for taxation)					
6	Others (to be specified)					
	(a) Advance to Suppliers	29,518	24,143			
	(b) Other advances	293	49			
	TOTAL (A)	78,317	84,520			
	101112 (11)	70,017	01,020			
	OTHER ASSETS					
1	Income accrued on investments	1,59,594	1,84,804			
2	Outstanding Premiums*	54,567	77,911			
3	Agents' Balances	-	-			
4	Foreign Agencies Balances	-	-			
	Due from other entities carrying on insurance	2,63,396	41,403			
5	business					
	(including reinsurers)					
6	Due from subsidiaries/ holding	-	-			
7	Deposit with Reserve Bank of India	_	-			
	[Pursuant to section 7 of Insurance Act, 1938]					
8	Others (to be specified)					
	(a) Rent and other deposits	50,458	48,282			
	(b) Service tax on input services (net)	8,303	6,801			
	(c) Other receivable	_	6,734			
	(d) Cenvat credit on capital goods	_	-			
	TOTAL (B)	5,36,318	3,65,935			
	TOTAL (A+B)	6,14,635	4,50,455			

Notes:
* Includes Rs. 90,335 thousand (Previous period ended June 2016 - Rs. 90,642 thoudand) receivable from Central / State Government on account of premium under RSBY Scheme against which provision of Rs. 38,293 thousand (Previous period ended June 2016 - Rs. 37839 thousand) has been created.

FORM NL-17-CURRENT LIABILITIES SCHEDULE



CURRENT LIABILITIES (Rs. '000)

SN	Particulars	AS AT 30th JUN 2017	AS AT 30th JUN 2016
1	Agents' Balances	36,321	33,490
2	Balances due to other insurance companies	3,72,785	66,477
3	Deposits held on re-insurance ceded	-	
4	Premiums received in advance	1,22,591	36,945
5	Unallocated Premium	1,17,947	45,497
6	Sundry creditors	10,00,387	7,79,743
7	Due to subsidiaries/ holding company	-	-
8	Claims Outstanding	5,48,806	6,11,169
9	Unclaimed amount of policyholers/insured	18,697	20,696
10	Due to Officers/ Directors *	-	25,992
11	Others (to be specified)		
	(a) Tax deducted payable	29,201	32,093
	(b) Other statutory dues	72,014	33,951
	(c) Advance from Corporate Clients	6,612	6,032
	TOTAL	23,25,361	16,92,085

^{*} Amount payable to former Chief Executive Officer (CEO) subject to IRDAI approval

FORM NL-18-PROVISIONS SCHEDULE PROVISIONS



(Rs.

	(F				
SN	Particulars	AS AT 30th JUN 2017	AS AT 30th JUN 2016		
1	Reserve for Unexpired Risk*	28,47,200	26,62,634		
	For taxation (less advance tax paid and	-	-		
2	taxes deducted at source)				
3	For proposed dividends	-	-		
4	For dividend distribution tax	-	-		
5	Others (to be specified)				
	For employee benefits				
	(a) Gratuity	4,554	3,289		
	(b) Leave Encashment	26,798	29,746		
	(c) Superannuation	-	11		
	(d) Other Manpower Related	-	-		
	(e) Provision for Commission	-	-		
	(f) Other Operating Expense Related	-			
6	Reserve for Premium Deficiency	-			
	TOTAL	28,78,552	26,95,680		

^{*} Includes provision for freelook cancellation Rs. 442 thousands (Previous period ended June 2016 Nil) Note:previous period numbers have been regrouped wherever necessary

FORM NL-19 MISC EXPENDITURE SCHEDULE



MISCELLANEOUS EXPENDITURE

(To the extent not written off or adjusted)

30-Jun-17

(Rs.'000).

SN	Particulars	AS AT 30th JUN 2017	AS AT 30th JUN 2016
	Discount Allowed in issue of shares/	-	-
1	debentures		
2	Others (to be specified)	-	-
	TOTAL	-	-

FORM NL-20-RECEIPT AND PAYMENTS SCHEDULE

Receipts and Payments A/c to be furnished by the insurers on direct basis for quarter ended 30th June 2017 $\,$



(Rs in '000's)

	UPTO THE	UPTO THE
Particulars	QUARTER	QUARTER
r at ticulars	ENDED	ENDED
	30th JUN 2017	30th JUN 2016
Cash Flows from the operating activities:	2,966	(1,73,461)
Cash flows from investing activities:	40,301	1,19,772
Cash flows from financing activities:	-	-
Effect of foreign exchange rates on cash and cash equivalents, net	-	-
Net increase/(decrease) in cash and cash equivalents	43,267	(53,688)
Cash and cash equivalents at the beginning of the period	1,76,510	1,32,579
Cash and cash equivalents at the end of the period	2,19,777	78,891

FORM Statement of Liabilities



Insurer: Max Bupa Health Insurance Company Limited

				Statem	ent of Liabili	ties						
			AS AT 3	0th JUN 2017		AS AT 30th JUN 2016						
Sl.No.	Particular	Reserves for unexpired risks	Reserve for Outstanding Claims	IBNR Reserves	Total Reserves	Reserves for unexpired risks	Reserve for Outstanding Claims	IBNR Reserves	Total Reserves			
1	Fire	-	-	-	1	-	-	-	-			
2	Marine											
a	Marine Cargo	-	-	-	-	-	-	-	-			
b	Marine Hull	-	-	-	-	-	-	-	-			
3	Miscellaneous											
a	Motor	-	-	-	-	-	-	-	-			
b	Engineering	-	-	-	-	-	-	-	-			
c	Aviation	-	-	-	-	-	-	-	-			
d	Liabilities	-	-	-	-	-	-	-	-			
e	Others	-	-	-	-	-	-	-	-			
4	Health Insurance	28,472	2,249	3,239	33,960	26,626	2,198	3,914	32,738			
5	Total Liabilities	28,472	2,249	3,239	33,960	26,626	2,198	3,914	32,738			

FORM NL-22 Geographical Distribution of Business

Insurer: Max Bupa Health Insurance Company Limited



									an.	ogg pyppg	m ppris			. non mm	penton r	TAIDED AND	TT:31 A045									(Rs in Lakhs)
STATES	F	ire	Marin	e (Cargo)	Marin	e (Hull)	Engir	neering		wn Damage		hird Party		insurance	_	l Accident		Insurance		as medical urance	Crop I	nsurance		Other	Grand	l Total
	For the period	Upto the period	For the period	Upto the period	For the period	Upto the period	For the period	Upto the period																		
Andaman & Nicobar Is.	N.A.	N.A.	-	-	1.05	1.05	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	1.05	1.05												
Andhra Pradesh	N.A.	N.A.	0.49	0.49	89.88	89.88	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	90.27	90.27												
Arunachal Pradesh	N.A.	N.A.	-	-	1.73	1.73	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	1.73	1.73												
Assam	N.A.	N.A.	0.03	0.03	29.62	29.62	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	29.57	29.57												
Bihar	N.A.	N.A.	3.01	3.01	220.26	220.26	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	223.16	223.16												
Chandigarh	N.A.	N.A.	0.19	0.19	97.57	97.57	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	97.68	97.68												
Chhattisgarh	N.A.	N.A.	0.15	0.15	27.67	27.67	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	27.80	27.80												
Dadra & Nagra Haveli	N.A.	N.A.	0.01	0.01	3.12	3.12	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	3.10	3.10												
Daman & Diu	N.A.	N.A.	-	-	0.99	0.99	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	0.99	0.99												
Delhi	N.A.	N.A.	5.60	5.60	2,901.25	2,901.25	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	2,915.74	2,915.74												
Goa	N.A.	N.A.	0.51	0.51	103.24	103.24	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	103.66	103.66												
Gujarat	N.A.	N.A.	2.54	2.54	624.94	624.94	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	626.09	626.09												
Haryana	N.A.	N.A.	5.57	5.57	1,248.79	1,248.79	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	1,253.34	1,253.34												
Himachal Pradesh	N.A.	N.A.	0.14	0.14	34.67	34.67	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	34.80	34.80												
Jammu & Kashmir	N.A.	N.A.	0.02	0.02	22.35	22.35	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	22.34	22.34												
Jharkhand	N.A.	N.A.	0.01	0.01	44.86	44.86	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	44.83	44.83												
Karnataka	N.A.	N.A.	4.96	4.96	1,116.72	1,116.72	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	1,120.69	1,120.69												
Kerala	N.A.	N.A.	15.34	15.34	519.33	519.33	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	534.43	534.43												
Lakshadweep	N.A.	N.A.	-	-	-	-	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	-	-												
Madhya Pradesh	N.A.	N.A.	0.04	0.04	79.27	79.27	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	79.29	79.29												
Maharasthra	N.A.	N.A.	82.11	82.11	4,120.08	4,120.08	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	4,201.32	4,201.32												
Manipur	N.A.	N.A.	-	-	1.26	1.26	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	1.26	1.26												
Meghalaya	N.A.	N.A.	-	-	5.69	5.69	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	5.69	5.69												
Mizoram	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.	-	-	0.47	0.47	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	0.47	0.47
Nagaland	N.A.	N.A.	-	-	0.88	0.88	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	0.88	0.88												
Orissa	N.A.	N.A.	1.57	1.57	262.05	262.05	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	263.59	263.59												
Puducherry	N.A.	N.A.	0.01	0.01	2.10	2.10	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	2.11	2.11												
Punjab	N.A.	N.A.	1.65	1.65	762.87	762.87	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	764.12	764.12												
Rajasthan	N.A.	N.A.	4.20	4.20	444.69	444.69	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	448.28	448.28												
Sikkim	N.A.	N.A.	-	-	2.34	2.34	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	2.40	2.40												
Tamil Nadu	N.A.	N.A.	4.49	4.49	451.16	451.16	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	455.26	455.26												
Telangana	N.A.	N.A.	2.75	2.75	677.88	677.88	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	679.70	679.70												
Tripura	N.A.	N.A.	-	-	3.47	3.47	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	3.45	3.45												
Uttar Pradesh	N.A.	N.A.	3.33	3.33	1,206.20	1,206.20	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	1,208.55	1,208.55												
Uttrakhand	N.A.	N.A.	0.06	0.06	93.90	93.90	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	93.84	93.84												
West Bengal	N.A.	N.A.	1.59	1.59	515.10	515.10	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	516.34	516.34												

FORM NL-23: Reinsurance Risk Concentration



Insurer: Max Bupa Health Insurance Company Limited

Date:

						(Ks in Lakhs)							
	Reinsurance Risk Concentration												
	No. of Premium ceded to reinsurers												
S.No.	Reinsurance Placements	reinsurers	Proportional	Non-Proportional	Facultative	reinsurers / Total							
S.1NO.	Reinsurance Flacements					reinsurance premium							
						ceded (%)							
1	No. of Reinsurers with rating of AAA and above	-	-	-	-	0%							
2	No. of Reinsurers with rating AA but less than AAA	-	-			0%							
3	No. of Reinsurers with rating A but less than AA	3	2,907.13	12.96	-	78%							
4	No. of Reinsurers with rating BBB but less than A	1	800.76	10.05		22%							
5	No. of Reinsurres with rating less than BBB	-	-			0%							
6	Others	-	-	-	-	0%							
	Total	4	3,707.90	23.02		100%							

FORM NL-24 Ageing of Claims



Insurer: Max Bupa Health Insurance Company Limited

Date: 30-Jun-17

			Ageing o	of Claims as	at 30.06.2017	7		
Sl.No.	Line of Business			No. of claims paid			Total No. of claims	Total amount of
51.140.	Line of Dusiness	1 month	1 - 3 months	3 - 6 months	6 months - 1 year	> 1 year	paid	claims paid
1	Fire	NA	NA	NA	NA	NA	. NA	NA
2	Marine Cargo	NA	NA	NA	NA	NA	. NA	NA
3	Marine Hull	NA	NA	NA	NA	NA	NA	NA
4	Engineering	NA	NA	NA	NA	NA	NA	NA
5	Motor OD	NA	NA	NA	NA	NA	NA	NA
6	Motor TP	NA	NA	NA	NA	NA	NA	NA
7	Health	15,988	54	22	1	2	16,067	7,074
8	Overseas Travel	NA	NA	NA	NA	NA	NA	NA
9	Personal Accident	2	1	ı	1	-	3	16
10	Liability	NA	NA	NA	NA	NA	NA	NA
11	Crop	NA	NA	NA	NA	NA	NA	NA
12	Miscellaneous	NA	NA	NA	NA	NA	NA	NA

FORM NL-25 : Quarterly claims data for Non-Life

Insurer:

Max Bupa Health Insurance Company Limited



Date: 30-Jun-17

No. of claims only

S No.	Claims Experience	Fire	Marine Cargo	Marine Hull	Engineerin g	Motor OD	Motor TP	Health	Overseas Travel	Personal Accident	Liability	Crop	Credit	Miscellane ous	Total
1	Claims O/S at the beginning of the period	NA	NA	NA	NA	NA	NA	2,677	NA	4	NA	NA	NA	NA	2,681
2	Claims reported during the period	NA	NA	NA	NA	NA	NA	17,931	NA	17	NA	NA	NA	NA	17,948
3	Claims Settled during the period	NA	NA	NA	NA	NA	NA	16,067	NA	3	NA	NA	NA	NA	16,070
4	Claims Repudiated during the period	NA	NA	NA	NA	NA	NA	1,507	NA	14	NA	NA	NA	NA	1,521
5	Claims closed during the period	NA	NA	NA	NA	NA	NA		NA	-	NA	NA	NA	NA	-
6	Claims O/S at End of the period	NA	NA	NA	NA	NA	NA	3,034	NA	4	NA	NA	NA	NA	3,038
	Less than 3months	NA	NA	NA	NA	NA	NA	2,851	NA	3	NA	NA	NA	NA	2,854
	3 months to 6 months	NA	NA	NA	NA	NA	NA	17	NA	1	NA	NA	NA	NA	18
•	6months to 1 year	NA	NA	NA	NA	NA	NA	116	NA	-	NA	NA	NA	NA	116
	1year and above	NA	NA	NA	NA	NA	NA	50	NA	-	NA	NA	NA	NA	50

FORM NL-26 - CLAIMS INFORMATION - SM

Insurer: Max Bupa Health Insurance Company Limited

Solvency for the period ended 30th June 2017

Required solvency margin based on net premium and net incurred claims (Rs. in Lacs)



SN	Description	PREMIUM CLAIMS						
		Gross Premium	Net Premium	Gross incurred claims	Net incurred claims	RSM-1	RSM-2	RSM
1	Fire	ı	=	•	=	=	-	=
2	Marine Cargo	ı	=	•	=	=	-	=
3	Marine Hull	Ī	-	-	-	-	-	-
4	Motor	-	-	-	=	=	-	-
5	Engineering	ı	=	•	=	=	-	=
6	Aviation	Ī	-	-	-	-	-	-
7	Laibilities	-	-	-	-	-	-	-
8	Others	-	-	-	-	-	-	-
9	Health	63,034	56,935	31,168	27,989	11,387	8,397	11,387
	Total	63,034	56,935	31,168	27,989	11,387	8,397	11,387

FORM NL-27 Offices information for Non-Life



Insurer: Max Bupa Health Insurance Company Limited

S No.	Office Infor	mation	Number		
1	No. of offices at the beginning of the Quarter	ces at the beginning of the Quarter			
2	No. of branches approved during the Quarter		-		
3	No. of branches opened during the Quarter	Out of approvals of previous Quarter	1		
4		Out of approvals of this Quarter	-		
5	No. of branches closed during the period		-		
6	No of branches at the end of the period		29		
7	No. of branches approved but not opened		10		
8	No. of rural branches		-		
9	No. of urban branches		29		

FORM NL-28-STATEMENT OF ASSETS - 3B

Company Name & Code: Max Bupa Health Insurance Company Limited & 145

Statement as on: 30th June, 2017

Statement of Investment Assets (General Insurer, Re-insurers)

(Business within India)

6 Provisions

7 Misc. Exp not Written Off

9 Debit Balance of P&L A/c

8 Investments held outside India

'Investment Assets' As per FORM 3B

Periodicity of Submission: Quarterly



No	PARTICULARS	SCH	AMOUNT
1	Investments (Shareholders)	8	26,586.30
	Investments (Policyholders)	8A	37,169.19
2	Loans	9	-
3	Fixed Assets	10	3,281.88
4	Current Assets		0
	a. Cash & Bank Balance	11	2,197.77
	b. Advances & Other Assets	12	6,146.35
5	Current Liabilities		0
	a. Current Liabilities	13	-23,253.61
	b. Provisions	14	-28,785.52
	c. Misc. Exp not Written Off	15	-
	d. Debit Balance of P&L A/c		69,265.67
	Application of Funds as per Balance Sheet (A)		92,608.03
	Less: Other Assets	SCH	Amount
1	Loans (if any)	9	-
2	Fixed Assets (if any)	10	3,281.88
3	Cash & Bank Balance (if any)	11	2,197.77
4	Advances & Other Assets (if any)	12	6,146.35
5	Current Liabilities	13	-23,253.61

No	'Investment' represented as	Reg. %	SH		PH	Book Value (SH + PH)	% Actual	FVC Amount	Total	Market Value
			Balance	FRSM*						
			(a)	(b)	(c)	d = (b+c)		(e)	(d + e)	
	Contrat Contract	Not less than 20%	ī	4,127.92	10,105.23	14,233.15	22.33%	-	14,233.15	14,714.60
	Central Govt Sec, State Govt Sec or Other Approved Securities (incl (i) above)	Not less than 30%	-	9,794.34	10,105.23	19,899.57	31.22%	-	19,899.57	20,612.21
3	Investment subject to Exposure Norms				0.00	0.00			0.00	0.00
	a. Housing & Infra/ Loans to SG for Housing and FEE	Not less than 15%			0.00	0.00			0.00	0.00
	Approved Investments		-	8,046.60	8,090.79	16,137.39	25.31%	-	16,137.39	16,881.43
	2. Other Investments		ī	-		ı	ı	-	-	-
	b. Approved Investments	Not exceeding 55%		8,739.78	18,970.71	27,710.50	43.47%	8.03	27,718.53	27,993.42
	c. Other Investments	110t exceeding 6076	•			0.00	0.00%		0.00	
	Total Investment Assets	100%		26,580.72	37,166.73	63,747.45	100.00%	8.03	63.755.49	65,487.06

-28,785.52

69,265.67

28,852.54

63,755.49

14

15

TOTAL (B)

(A-B)

Rs. In Lakhs

Note: * FRSM refers to 'Funds representing Solvency Margin'

FORM NL-29 Detail regarding debt securities

Insurer: Max Bupa Health Insurance Company Limited Date: June 30, 2017

(Rs in Lakhs)

			Detail Regardii	ng debt securiti	es			
		Marke	et Value			Book V	alue	
	AS AT 30th JUN 2017	as % of total for this class	AS AT 30th JUN 2016	as % of total for this class	AS AT 30th JUN 2017	as % of total for this class	AS AT 30th JUN 2016	as % of total for this class
Break down by credit rating								
AAA rated	28,468	56%	22,465	53%	27,504	56%	22,098	53%
AA or better	1,555	3%	1,516	4%	1,500	3%	1,500	4%
Rated below AA but above A	-	-	-	-	-		•	ı
Rated below A but above B	-	-	-				-	-
Any other(Sovereign)	20,612	41%	18,559	44%	19,900	41%	18,262	44%
BREAKDOWN BY RESIDUAL MATURITY								
Up to 1 year	6,355	13%	9,009	21%	6,355	13%	8,972	21%
more than 1 yearand upto 3years	2,113	4%	1,628	4%	2,069	4%	1,614	4%
More than 3years and up to 7years	26,249	52%	19,513	46%	25,273	52%	19,111	46%
More than 7years and up to 10years	15,918	31%	12,390	29%	15,206	31%	12,162	29%
above 10 years	-	-	-	-	1		-	-
Breakdown by type of the issurer								
a. Central Government	14,715	29%	15,419	36%	14,233	29%	15,180	36%
b. State Government	5,898	12%	3,139	0	5,666	12%	3,082	7%
c. Corporate Securities	30,023	59%	23,981	56%	29,004	59%	23,598	56%

Note

- 1. In case of a debt instrument is rated by more than one agency, then the lowest rating will be taken for the purpose of classification.
- 2. Market value of the securities will be in accordance with the valuation method specified by the Authority under Accounting/ Investment regulations.
- 3. The above disclosure does not include investments in fixed deposits and mutual funds.

FORM NL-30 Analytical Ratios



Insurer: Max Bupa Health Insurance Company Limited Date: 30-Jun-17

	Analytical Ratios f				
SN	Particular	For the Quarter Ended	For the Quarter Ended	For the Quarter Ended	For the Quart Ended
		(Apr - Jun '17)	(Apr - Jun '17)	(Apr - Jun '16)	(Apr - Jun '1
1	Gross Premium Growth Rate (Over all)	30%	30%	21%	
1a	Gross Premium Growth Rate (Health)	29%	29%	21%	
1b	Gross Premium Growth Rate (Personal Accident)	130%	130%	945%	9
2	Gross Premium to Net Worth ratio	0.68	0.68	0.60	
3	Growth rate of Net Worth	15%	15%	24%	
4	Net Retention Ratio (Overall)	76%	76%	95%	
4a	Net Retention Ratio (Health)	77%	77%	95%	
4b	Net Retention Ratio (Personal Accident)	52%	52%	58%	
5	Net Commission Ratio (Overall)	3%	3%	10%	
5a	Net Commission Ratio (Health)	3%	3%	10%	
5b	Net Commission Ratio (Personal Accident)	1%	1%	20%	
6	Expense of Management to Gross Direct Premium Ratio	51%	51%	51%	
7	Combined Ratio	111%	111%	115%	
8	Technical Reserves to net premium ratio	2.80	2.80	2.83	
9	Underwriting balance ratio	(0.12)	(0.12)	(0.16)	(
10	Operating Profit Ratio	(6%)	(6%)	(10%)	(
11	Liquid Assets to liabilities ratio	0.56	0.56	0.71	
12	Net earning ratio	0%	0%	(5%)	
13	Return on net worth ratio	0.00	0.00	(0.03)	(
14	Available Solvency margin Ratio to Required Solvency Margin Ratio	1.99	1.99	2.05	
15	NPA Ratio	-	-	-	
	Gross NPA Ratio	NA	NA	NA	
	Net NPA Ratio	NA	NA	NA	
Holding I	Pattern for Non-Life Insurers				
1	(a) No. of shares	92,60,00,000	92,60,00,000	89,80,00,000	89,80,0
2	(b) Percentage of shareholding (Indian / Foreign)	51%/49%	51%/49%	74%/26%	74%
3	(c) %of Government holding (in case of public sector	Nil	Nil	Nil	
	insurance companies)	1111	111	1111	
4	(a) Basic and diluted EPS before extraordinary items (net of tax expense) for the year (not to be annualized)	0.00	0.00	(0.06)	(
	(b) Basic and diluted EPS after extraordinary items (net of				
5	tax expense) for the year (not to be annualized)	0.00	0.00	(0.06)	(
6	(iv) Book value per share (Rs)	2.52	2,52	2.26	

FORM NL-31 : Related Party Transactions

HEALTH INSURANCE

Insurer: Max Bupa Health Insurance Company Limited

Date: 30-Jun-17 (Rs in Lakhs)

Related Party Transactions

Sl. No.	Name of the Related Party	Nature of Relationship with the Company	Description of Transactions / Categories	FOR THE QUARTER ENDED 30th JUN 2017	UPTO THE QUARTER ENDED	FOR THE QUARTER ENDED 30th JUN 2016	UPTO THE QUARTER ENDED
1	Ashish Mehrotra (CEO)	Key Management Personal	Remuneration	58.54	58.54	59.90	
2	Max Life Insurance Company Ltd	Fellow Subsidiary	Services Received	-	-	34.44	34.44
3	Bupa Singapore Pte Limited		Reimbursement of Expenses / Recovery of Reimbursement	-	-	(1.84)	(1.84)
4	Max Skill First Ltd	Fellow Subsidiary	Services Received	-	-	90.65	90.65
5	Max One Distribution and Services Ltd	Fellow Subsidiary	Reimbursement of Expenses /	-	-	4.85	4.85

FORM NL-32 Products Information HEALTH INSURANCE Max Bupa Health Insurance Company Limited 30-Jun-17 Insurer: Date: Products Information List below the products and/or add-ons introduced during the period- Apr 1, 2017 to Jun 30, 2017 Date of filing Date IRDA confirmed Co. Ref. No. IRDA Ref.no. Class of Business* Category of product Sl. No. Name of Product filing/ approval of Product NIL

FORM NL-33 - SOLVENCY MARGIN - SM

TABLE - II

Insurer: Max Bupa Health Insurance Company Limited



Statement as on: 30th June, 2017

(Rs. in Lacs)

Item	Description	Notes No.	Amount
(1)	(2)	(3)	(4)
1	Available Assets in Policyholders' Funds (adjusted value		
	of Assets as mentioned in Form IRDA-Assets-TA):		37,167
	Deduct:		
2	Liabilities (reserves as mentioned in Form TR)		33,960
3	Other Liabilities (other liabilities in respect of		-
	Policyholders' Fund as mentioned in Balance Sheet)		
4	Excess in Policyholders' Funds (1-2-3)		3,207
5	Available Assets in Shareholders' Funds (value of		37,581
	Assets as mentioned in Form IRDA-Assets-TA):		
	Deduct:		
6	Other Liabilities (other liabilities in respect of		18,079
	Shareholders' Fund as mentioned in Balance Sheet)		
7	Excess in Shareholders' Funds (5-6)		19,502
8	Total Available Solvency Margin [ASM] (4+7)		22,709
9	Total Required Solvency Margin [RSM]		11,387
10	Solvency Ratio (Total ASM/Total RSM)	+	1.99

FORM NL-34 : Board of Directors & Key Person



Insurer: Max Bupa Health Insurance Company Limited Date: 30-Jun-1

		BOD and Key Person informa	ution
Sl. No.	Name of person	Role/designation	Details of change during the quarter
1	Board of Directors	Cl. :	
1	Mr. Rajesh Sud	Chairman	
2	Mr. Rahul Khosla	Co-Vice Chairman & Director	
3	Mr. David Martin Fletcher	Co-Vice Chairman & Director	
4	Mr. Mohit Talwar	Director	
5	Mr. K Narasimha Murthy	Director	
6	Ms. Joy Carolyn Linton	Additional Director	
7	Mr. Pradeep Pant	Director	
8	Ms. Marielle Theron	Director	
9	Mr. John Howard Lorimer	Director	
10	Dr. Burjor Phiroze Banaji	Director	
		Chief Executive Officer &	
11	Mr. Ashish Mehrotra	Managing Director	
	Key Management Persons#		
		Chief Executive Officer	
12	Mr. Ashish Mehrotra	& Managing Director	
		Chief Financial Officer & Chief	
13	Mr. Rahul Ahuja	Risk Officer	
14	Mr. Partha Banerjee	Chief Compliance Officer	
15	Mr. Joydeep Saha	Appointed Actuary	
16	Mr. Vikas Gujral	Chief Operating Officer	
	·	Senior Vice President & Head -	
17	Mr. Anurag Gupta	Agency Channel	
18	Ms. Anika Agrawal	Senior Vice President & Head - Marketing, Digital and Direct Sales	
19	Mr. Aseem Gupta	Senior Vice President – Portfolio and Affinity	
20	Mr. Atul Bhandari	Senior Vice President & Head - Bancassurance and Alliances	
21	Ms. Priya Gilbile	Senior Vice President & Head - Health Risk Management	
22	Ms. Polly Doak	Chief Strategy Officer and Director of Products	Ms. Polly Doak has resigned from the Chief Strategy Officer and Director of Products of the Company w.e.f May 16, 2017.
23	Mr. Vikas Jain	Chief Investment Officer	
24	Mr. Rajat Sharma	Company Secretary	
		Director & Chief Human	
25	_	Resource Officer (CHRO)	

Statement as on: Details of Investi	& Code: Max Bu 30th June, 2017 ment Portfolio	pa Health Insura	ance Company Lin	nited & 145									N	ame of the Fund:	General Insuran	HEALTH I	NSURANCE
Periodicity of Su	bmission : Quart	eriy															30-Jun-17
	C	Instrument	Interes	st Rate	Tetal O/s (Beach	Default	D.f. la Laa	Principal Due	Internal Day	Deferred	Deferred		Has there been any P	incipal Waiver?			
COI	Company Name	Туре	%	Has there been revision?	Value)		(Book Value)	from	Interest Due from	Principal	Interest	Rolled Over?	Amount	Board Approval Ref	Classification	Provision (%)	Provision (Rs)
								1	NIL								

FORM NL-36-YIELD ON INVESTMENTS 1

Company Name & Code: Max Bupa Health Insurance Company Limited & 145

Statement as on: 30th June, 2017

Statement of Investment and Income on Investment

Periodicity of Submission: Quarterly

Name of the Fund $\underline{1}$: Shareholders Funds Representing Solvency Margin and Policyholders Funds



30-Jun-17 Rs. Lakhs

		C-4		Curre	ent Quarter				Υe	ear to Date					Previous Year	vious Year		
No.	Category of Investment	Category Code	Investm	ent (Rs.)	Income on	Gross Yield	Net Yield	Investme	ent (Rs.)	Income on	Gross Yield	Net Yield	Investm	ent (Rs.)	Income on	Gross Yield	Net Yield	
		Code	Book Value	Market Value	Investment (Rs.)	(%)1	(%)2	Book Value	Market Value	Investment (Rs.)	(%)1	(%)2	Book Value	Market Value	Investment (Rs.)	(%)1	(%) ²	
1	CENTRAL GOVERNMENT BONDS	CGSB	14,242.77	14,634.98	273.62	1.92%	1.92%	14,242.77	14,634.98	273.62	1.92%	1.92%	15,025.83	15,304.39	445.53	2.97%	2.97%	
2	STATE GOVERNMENT BONDS	SGGB	5,570.10	5,748.41	109.35	1.96%	1.96%	5,570.10	5,748.41	109.35	1.96%	1.96%	3,082.87	3,141.17	62.83	2.04%	2.04%	
3	BONDS / DEBENTURES ISSUED BY AUTHORITY CONSTITUTED UNDER ANY HOUSING / BUILDING SCHEME APPROVED BY CENTRAL / STATE / ANY AUTHORITY OR BODY CONSTITUTED BY CENTRAL / STATE ACT	HTDA	3,573.28	3,748.44	77.05	2.16%	2.16%	3,573.28	3,748.44	77.05	2.16%	2.16%	4,778.97	4,870.24	111.70	2.34%	3 2.34%	
4	INFRASTRUCTURE - INFRASTRUCTURE DEVELOPMENT FUND (IDF)	IDDF	2,554.21	2,662.08	55.25	2.16%	2.16%	2,554.21	2,662.08	55.25	2.16%	2.16%	1,546.90	1,578.31	34.70	2.24%	2.24%	
5	INFRASTRUCTURE - PSU - DEBENTURES / BONDS	IPTD	9,578.06	9,906.10	197.33	2.06%	2.06%	9,578.06	9,906.10	197.33	2.06%	2.06%	8,591.54	8,695.58	180.08	2.10%	2.10%	
6	INFRASTRUCTURE - OTHER CORPORATE SECURITIES - DEBENTURES/ BONDS	ICTD	1,000.00	1,002.28	17.18	1.72%	1.72%	1,000.00	1,002.28	17.18	1.72%	1.72%	1,000.00	1,011.17	23.64	2.36%	2.36%	
7	INFRASTRUCTURE - OTHER CORPORATE SECURITIES - CPS	ICCP	1,980.71	1,980.71	38.79	1.96%	1.96%	1,980.71	1,980.71	38.79	1.96%	1.96%	-	-	-	0.00%	0.00%	
8	CORPORATE SECURITIES - BONDS - (TAXABLE)	EPBT	500.00	501.23	9.46	1.89%	1.89%	500.00	501.23	9.46	1.89%	1.89%	1,005.82	1,015.06	22.43	2.23%	2.23%	
9	CORPORATE SECURITIES - DEBENTURES	ECOS	6,158.53	6,368.99	136.88	2.22%	2.22%	6,158.53	6,368.99	136.88	2.22%	2.22%	2,000.00	2,100.50	44.38	2.22%	2.22%	
10	DEPOSITS - DEPOSIT WITH SCHEDULED BANKS, FIS (INCL. BANK BALANCE AWAITING INVESTMENT), CCIL, RBI	ECDB	6,614.15	6,614.15	143.17	2.16%	2.16%	6,614.15	6,614.15	143.17	2.16%	2.16%	11,920.09	11,920.09	267.00	2.24%	2.24%	
11	COMMERCIAL PAPERS	ECCP	5,523.76	5,523.76	101.48	1.84%	1.84%	5,523.76	5,523.76	101.48	1.84%	1.84%	2,169.90	2,169.90	43.43	2.00%	2.00%	
12	MUTUAL FUNDS - GILT / G SEC / LIQUID SCHEMES	EGMF	6,558.79	6,580.92	125.62	1.92%	1.92%	6,558.79	6,580.92	125.62	1.92%	1.92%	1,763.06	1,774.49	36.43	2.07%	2.07%	
13	MUTUAL FUNDS - DEBT / INCOME / SERIAL PLANS / LIQUID SECEMES	OMGS	-	-	-	0.00%	0.00%	-	-	-	0.00%	0.00%	4,250.49	4,274.17	87.12	2.05%	2.05%	
	Total		63,854.36	65,272.07	1,285.18	2.01%	2,01%	63,854.36	65,272.07	1,285.18	2.01%	2.01%	57,135.48	57,855.08	1,359.27	2.38%	2,38%	

FORM NL-37-DOWN GRADING OF INVESTMENT-2

Company Name & Code: Max Bupa Health Insurance Company Limited & 145



Statement as on: 30th June, 2017 Name of Fund : General Insurance

Statement of Down Graded Investments
Periodicity of Submission: Quarterly

Rs. Lakhs

				Date of	Rating	Original	Current	Date of	
No	Name of the Security	COI	Amount	Purchase	Agency	Grade	Grade	Downgrade	Remarks
A.	During the Quarter 1								
		NIL	NA						
B.	As on Date 2								
		NIL	NA						

FORM NL-38 Business across line of Business



Insurer: Max Bupa Health Insurance Company Limited Date :

(Rs in Lakhs)

	Line of Business	FOR THE QUA		FOR THE QUA				UPTO THE QUARTER ENDED 30th JUN 2016		
Sl.No.		30th JU	JN 2017	30th JU	N 2016	30th JU	N 2017			
		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	Cargo & Hull	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	
3	Motor TP	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	Engineering	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	
6	Workmen's Compensation	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	
7	Employer's Liability	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	
8	Aviation	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	
9	Personal Accident	140	3,211	61	6	140	3,211	61	6	
10	Health	15,717	69,916	12,156	64,274	15,717	69,916	12,156	64,274	
11	Others	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	
Note nrevious n	eriod numbers have been regrouped wherever	necessary		•		•		-		

Note:previous period numbers have been regrouped wherever necessary

FORM NL-39 Rural & Social Obligations

HEALTH INSURANCE
Date: 30-Jun-17

Insurer: Max Bupa Health Insurance Company Limited

(Rs in Lakhs)

Rural & Social Obligations (Apr - Jun 2017) Sl.No. Line of Business No. of Policies Issued **Premium Collected Sum Assured Particular** Rural NA NA NA Fire NA NA Social NA Rural NA NA NA Cargo & Hull 2 NA NA NA Social Rural NA NA NA Motor TP 3 NA Social NA NA NA NA NA Rural Motor OD 4 Social NA NA NA Rural NA NA NA 5 Engineering NA NA NA Social NA NA NA Rural Workmen's Compensation 6 NA NA NA Social NA NA NA Rural 7 Employer's Liability NA NA NA Social Rural NA NA NA 8 Aviation NA NA NA Social NA NA Rural NA 9 Personal Accident Social NA NA NA 4,668 895 1,36,618 Rural 10 Health Social 3 40 19,595 NA Rural NA NA Others 11 NA NA NA Social

FORM NL-40



Insurer: Max Bupa Health Insurance Company Limited

Date: 30-Jun-17

(Rs in Lakhs)

		Business Acquisition through different channels											
S No.	Channels	FOR THE QUA 30th JU		FOR THE QUA 30th JU		UPTO THE ENI	~	UPTO THE QUARTER ENDED					
		No. of Policies	Premium	No. of Policies	Premium	No. of Policies	Premium	No. of Policies	Premium				
1	Individual agents	37,677	7,285	35,995	6,194	37,677	7,285	35,995	6,194				
2	Corporate Agents-Banks	5,829	1,710	5,553	943	5,829	1,710	5,553	943				
3	Corporate Agents -Others*	5	1,083	4	900	5	1,083	4	900				
4	Brokers	8,493	1,379	5,644	975	8,493	1,379	5,644	975				
5	Micro Agents	-	-	-	-	-	-	-	-				
6	Direct Business	21,123	4,400	17,084	3,206	21,123	4,400	17,084	3,206				
	Total (A)	73,127	15,858	64,280	12,217	73,127	15,858	64,280	12,217				
7	Referral (B)	-	-	-	-	-	-	-	-				
	Grand Total (A+B)	73,127	15,858	64,280	12,217	73,127	15,858	64,280	12,217				

Note:previous period numbers have been regrouped wherever necessary

FORM NL-41 GREIVANCE DISPOSAL

MAX Bupa

		HEALTH INSURANCE						
insurer:	Max Bupa Health Insurance Company Limited						Date:	30-Jun-17
Sl No.	Particulars	Opening Balance * As on beginning	Additions during the	Complaints Res	olved/Settled during the	Complaints Pending at the	Total complaints registered upto the	
		of the quarter	quarter	Fully Accepted	Partial Accepted	Rejected	end of the quarter	quarter during the financial year
1	Complaints made by customers							
a)	Proposal related	0	2	1	0	1	0	2
b)	Claim	0	60	14	5	41	0	60
c)	Policy related	0	20	15	3	2	0	20
d)	Premium	0	43	10	3	30	0	43
e)	Refund	0	3	3	0	0	0	3
f)	Coverage	0	9	3	0	6	0	9
g)	Cover note related	0	0	0	0	0	0	0
h)	Product	0	4	1	0	3	0	4
i)	Others	0	42	19	3	20	0	42
	Total number of complaints	0	183	66	14	103	0	183
2 3 4 5	Total No. of policies during the previous period ended 30 June 2016 Total No. of claims during the previous period ended 30 June 2016 Total No. of policies during the current period ended 30 June 2017 Total No. of claims during the current period ended 30 June 2017 Total No. of Policy Complaints (current year) per 10,000 policies (current year):	64,280 15,577 73,127 17,948 2.73						
7	Total No. of Claim Complaints (current year) per 10,000 policies (current year):	33.43						
8	Duration wise Pending Status	Complaints made by Customers	Complaints made by intermediaries	Total				
a)	Upto 7 days	0	0	0]			
b)	7 - 15 days	0	0	0				
c)	15 - 30 days	0	0	0	1			
d)	30 - 90 days	0	0	0	1			
e)	90 days and beyond	0	0	0	1			
	Total No. of complaint	0	0	0				