

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



HEALTH INSURANCE

FORM NL-1-B-RA

REVENUE ACCOUNT FOR THE YEAR ENDED MARCH 31, 2020

(Rs.'000)

SN	Particulars	Schedule	FOR THE QUARTER ENDED 31st MAR 2020	FOR THE YEAR ENDED 31st MAR 2020	FOR THE QUARTER ENDED 31st MAR 2019	FOR THE YEAR ENDED 31st MAR 2019
1	Premiums earned (Net)	NL-4- Premium Schedule	3,034,765	8,410,691	2,289,900	6,594,788
2	Profit/ Loss on sale/redemption of Investments		3,879	28,124	4,249	22,289
3	Others -		-	-	-	-
	Contribution from Shareholders Funds towards Excess EOM		563,828	1,473,550	516,346	1,365,000
	Accretion/Amortisation of (Premium)/Discount		781	20,724	14,956	43,975
4	Interest, Dividend & Rent – Gross		77,422	362,512	80,071	270,855
	TOTAL (A)		3,680,675	10,295,601	2,905,522	8,296,907
1	Claims Incurred (Net)	NL-5-Claims Schedule	1,052,640	4,500,691	917,266	3,556,426
2	Commission (Net)	NL-6- Commission Schedule	303,633	428,756	169,729	308,500
3	Operating Expenses related to Insurance Business	NL-7- Operating Expenses Schedule	1,343,697	4,194,575	1,183,271	3,574,727
4	Premium Deficiency		-	-	-	-
	TOTAL (B)		2,699,970	9,124,022	2,270,266	7,439,653
	Operating Profit/(Loss) from Miscellaneous Business C= (A - B)		980,705	1,171,579	635,256	857,254
	APPROPRIATIONS					
	Transfer to Shareholders' Account		980,705	1,171,579	635,256	857,254
	Transfer to Catastrophe Reserve		-	-	-	-
	Transfer to Other Reserves		-	-	-	-
	TOTAL (C)		980,705	1,171,579	635,256	857,254

*As required by Insurance Regulatory and Development Authority of India (Expenses of Management of Insurers transacting General or Health Insurance business) Regulations, 2016, expenses of management incurred during the year ended March 31, 2020 in respect of Miscellaneous-"Health" & "PA" insurance business transactions in India by the Company have been fully recognized in the revenue account as expenses to the extent allowable as per regulations. As per the directions from IRDAI, expenses in excess of allowable limits, as per the Regulations have been transferred to Shareholders Accounts.

Note: All premium received is within India

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-2-B-PL

PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED MARCH 31, 2020

(Rs.'000)

SN	Particulars	Schedule	FOR THE QUARTER ENDED 31st MAR 2020	FOR THE YEAR ENDED 31st MAR 2020	FOR THE QUARTER ENDED 31st MAR 2019	FOR THE YEAR ENDED 31st MAR 2019
1	OPERATING PROFIT/(LOSS)					
	(a) Fire Insurance		-	-	-	-
	(b) Marine Insurance		-	-	-	-
	(c) Miscellaneous Insurance		980,705	1,171,579	635,256	857,254
2	INCOME FROM INVESTMENTS					
	(a) Interest, Dividend & Rent – Gross		107,185	263,482	51,301	192,383
	(b) Profit/Loss on sale/redemption of investments		10,508	20,247	1,977	12,738
	(c) Accretion/Amortisation of (Premium)/Discount		(1,354)	(2,989)	733	10,496
3	OTHER INCOME					
	(a) Gain/(Loss) on Foreign Exchange Fluctuation		173	(777)	(797)	1,874
	(b) Interest Income		214	869	220	746
	(c) Provision written back		-	-	185	377
	TOTAL (A)		1,097,431	1,452,411	688,875	1,075,868
4	PROVISIONS (Other than taxation)					
	(a) For diminution in the value of investments		75,000	150,000	45,008	75,000
	(b) For doubtful debts		59,472	350,002	46,716	84,671
	(c) Penalty		-	-	-	-
	(d) Others		-	-	-	-
5	OTHER EXPENSES					
	(a) Expenses other than those related to Insurance Business		6,559	94,379	15,381	35,065
	(b) Bad debts written off		-	-	-	-
	(c) Being Expenses of Management over the allowable limit transferred from Revenue Account		563,828	1,473,550	516,346	1,365,000
	TOTAL (B)		704,860	2,067,931	623,451	1,559,736
	Profit/(Loss) before tax		392,571	(615,520)	65,424	(483,868)
	Provision for Taxation		-	-	-	-
	Profit/(Loss) after tax		392,571	(615,520)	65,424	(483,868)
	APPROPRIATIONS					
	(a) Interim dividends paid during the year		-	-	-	-
	(b) Proposed final dividend		-	-	-	-
	(c) Dividend distribution tax		-	-	-	-
	(d) Transfer to any Reserves or Other Accounts		-	-	-	-
	Balance of profit/ (Loss) brought forward from last year/period		(8,193,525)	(7,185,435)	(7,250,856)	(6,701,567)
	Balance carried forward to Balance Sheet		(7,800,955)	(7,800,955)	(7,185,435)	(7,185,435)

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
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FORM NL-3-B-BS

BALANCE SHEET AS AT MARCH 31, 2020

(Rs.'000)

Particulars	Schedule	As at 31st MARCH 2020	As at 31st MARCH 2019
SOURCES OF FUNDS			
SHARE CAPITAL	NL-8-Share Capital Schedule	11,260,000	9,810,000
SHARE APPLICATION MONEY PENDING ALLOTMENT		-	-
RESERVES AND SURPLUS	NL-10-Reserves and Surplus Schedule	-	-
FAIR VALUE CHANGE ACCOUNT - SHAREHOLDERS		3	229
FAIR VALUE CHANGE ACCOUNT - POLICYHOLDERS		180	177
BORROWINGS	NL-11-Borrowings Schedule	-	-
TOTAL		11,260,183	9,810,406
APPLICATION OF FUNDS			
INVESTMENTS - SHAREHOLDERS	NL-12-Investment Schedule	4,028,612	3,299,421
INVESTMENTS - POLICYHOLDERS	NL-12A-Investment Schedule	6,643,465	4,856,322
LOANS	NL-13-Loans Schedule	-	-
FIXED ASSETS	NL-14-Fixed Assets Schedule	411,839	321,019
CURRENT ASSETS			
Cash and Bank Balances	NL-15-Cash and Bank balances Schedule	189,269	298,581
Advances and Other Assets	NL-16-Advances and Other Assets Schedule	1,099,936	1,219,617
Sub-Total (A)		1,289,205	1,518,198
CURRENT LIABILITIES	NL-17-Current Liabilities Schedule	3,892,221	3,475,279
PROVISIONS	NL-18-Provisions Schedule	5,021,672	3,894,710
Sub-Total (B)		8,913,893	7,369,989
NET CURRENT ASSETS (C) = (A - B)		(7,624,688)	(5,851,791)
MISCELLANEOUS EXPENDITURE (to the extent not written off or adjusted)	NL-19-Miscellaneous Expenditure Schedule	-	-
DEBIT BALANCE IN PROFIT AND LOSS ACCOUNT		7,800,955	7,185,435
TOTAL		11,260,183	9,810,406

CONTINGENT LIABILITIES

(Rs.'000)

SN	Particulars	As at 31st MAR 2020	As at 31st MAR 2019
1	Partly paid-up investments	-	-
2	Claims, other than those under Policies, not acknowledged as Debts by the Insurer	-	-
3	Underwriting commitments outstanding	-	-
4	Claims, under policies, not acknowledged as debts*	246,574	197,821
5	Guarantees given by or on behalf of the Company	-	-
6	Statutory demands/ liabilities in dispute, not provided for for show cause notice from service tax	123,378	161,470
7	Penalty raised by Income tax department against assessment of Income Tax Return filled for Financial Years 2012-13 and 2013-14, subject to appeal.	-	-
8	Reinsurance obligations to the extent not provided for in accounts	-	-
	TOTAL	369,952	359,291

* Includes compensation raised by policyholders against rejected claims

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FORM NL-4-PREMIUM SCHEDULE

PREMIUM EARNED [NET]

(Rs.'000)

Particulars		FOR THE QUARTER ENDED 31st MAR 2020				FOR THE YEAR ENDED 31st MAR 2020				FOR THE QUARTER ENDED 31st MAR 2019				FOR THE YEAR ENDED 31st MAR 2019			
		Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total
Premium from direct business written*	A	3,889,648	203,965	-	4,093,613	11,790,427	638,442	-	12,428,869	3,104,979	97,978	-	3,202,957	9,144,909	325,248	-	9,470,157
Service Tax/GST		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Adjustment for change in reserve for unexpired risks	B	392,812	52,994	-	445,805	1,322,685	156,597	-	1,479,282	331,859	24,635	-	356,495	857,002	106,594	-	963,597
Gross Earned Premium	C=A-B	3,496,836	150,971	-	3,647,808	10,467,742	481,845	-	10,949,587	2,773,120	73,343	-	2,846,461	8,287,906	218,654	-	8,506,560
Add: Premium on reinsurance accepted		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less : Premium on reinsurance ceded	D	916,332	36,604	-	952,936	2,786,434	105,605	-	2,892,039	610,563	24,879	-	635,442	2,095,781	60,397	-	2,156,178
Net Premium	E=A-D	2,973,316	167,361	-	3,140,677	9,003,993	532,837	-	9,536,830	2,494,416	73,099	-	2,567,515	7,049,128	264,851	-	7,313,979
Adjustment for change in reserve for unexpired risks	F	(339,343)	(550)	-	(339,893)	(342,996)	(10,147)	-	(353,143)	(75,241)	(3,640)	-	(78,880)	(230,798)	(13,608)	-	(244,406)
Premium Earned (Net)	G=E-F-B	2,919,848	114,917	-	3,034,765	8,024,304	386,387	-	8,410,691	2,237,797	52,103	-	2,289,900	6,422,923	171,865	-	6,594,788

* Net of GST

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FORM NL-5 - CLAIMS SCHEDULE

CLAIMS INCURRED [NET]

(Rs.'000)

Particulars	FOR THE QUARTER ENDED 31st MAR 2020				FOR THE YEAR ENDED 31st MAR 2020				FOR THE QUARTER ENDED 31st MAR 2019				FOR THE YEAR ENDED 31st MAR 2019			
	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total
Claims paid*																
Direct claims	1,399,356	13,027	-	1,412,383	4,965,669	43,564	-	5,009,233	1,241,302	4,267	-	1,245,570	4,044,310	12,672	-	4,056,982
Add Claims Outstanding at the end of the year	1,165,551	86,814	-	1,252,365	1,165,551	86,814	-	1,252,365	1,034,357	98,300	-	1,132,657	1,034,357	98,300	-	1,132,657
Less Claims Outstanding at the beginning	1,274,326	135,380	-	1,409,706	1,034,357	98,300	-	1,132,657	1,135,690	65,264	-	1,200,954	608,926	31,491	-	640,417
Gross Incurred Claims	1,290,580	(35,539)	-	1,255,041	5,096,863	32,078	-	5,128,940	1,139,970	37,304	-	1,177,273	4,469,741	79,481	-	4,549,222
Add :Re-insurance accepted to direct claims	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less :Re-insurance Ceded to claims paid and outstanding	203,440	(1,040)	-	202,401	632,775	(4,525)	-	628,250	251,269	8,738	-	260,007	982,994	9,802	-	992,796
Total Claims Incurred **	1,087,141	(34,500)	-	1,052,640	4,464,089	36,602	-	4,500,691	888,700	28,565	-	917,266	3,486,747	69,679	-	3,556,426

*In case of in house TPA, IRDAI Expense of Management Regulations, 2016 permits an insurer to consider expense not exceeding 3% of Premium as a part of claim cost, accordingly amount of claim paid includes an amount of certain expenses aggregating to Rs. 3,72,866 thousand (previous year ended 31st March 2019 Rs. 2,84,105 thousand) allocated to claim handling charges. This amount primarily includes employee and other related costs.

** Includes an amount of Rs. 64,999 thousand during the year ended 31st March 2020 (previous year ended 31st March 2019 Rs. 116,231 thousand) on account of expenses incurred towards product related benefit paid to policyholders.

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FORM NL-6-COMMISSION SCHEDULE

COMMISSION

(Rs.'000)

Particulars	FOR THE QUARTER ENDED 31st MAR 2020				FOR THE YEAR ENDED 31st MAR 2020				FOR THE QUARTER ENDED 31st MAR 2019				FOR THE YEAR ENDED 31st MAR 2019			
	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total
Commission paid																
Direct	477,809	28,273	-	506,082	1,443,623	88,447	-	1,532,070	378,600	13,833	-	392,433	1,071,543	45,062	-	1,116,605
Add: Re-insurance accepted	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less: Commission on Re-insurance Ceded	194,515	7,934	-	202,449	1,077,868	25,446	-	1,103,314	217,414	5,290	-	222,704	794,960	13,145	-	808,105
Net Commission	283,294	20,339	-	303,633	365,755	63,001	-	428,756	161,186	8,543	-	169,729	276,583	31,917	-	308,500
Break-up of the expenses (Gross) incurred to procure business:																
Agents	229,578	3,888	-	233,466	712,951	11,850	-	724,801	193,500	3,147	-	196,647	592,244	8,113	-	600,357
Brokers	85,818	371	-	86,189	229,716	966	-	230,682	59,528	52	-	59,580	141,892	115	-	142,007
Corporate Agency	162,413	24,014	-	186,427	500,955	75,632	-	576,587	125,572	10,634	-	136,206	337,407	36,834	-	374,241
Referral	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Others	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL (B)	477,809	28,273	-	506,082	1,443,623	88,447	-	1,532,070	378,600	13,833	-	392,433	1,071,543	45,062	-	1,116,605

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
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FORM NL-7-OPERATING EXPENSES SCHEDULE

OPERATING EXPENSES RELATED TO INSURANCE BUSINESS

(Rs.'000)

SN	Particulars	FOR THE QUARTER ENDED 31st MAR 2020				FOR THE YEAR ENDED 31st MAR 2020				FOR THE QUARTER ENDED 31st MAR 2019				FOR THE YEAR ENDED 31st MAR 2019			
		Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total
1	Employees' remuneration & welfare benefits	563,169	29,442	-	592,611	1,812,787	98,161	-	1,910,948	416,864	12,550	-	429,414	1,520,940	54,094	-	1,575,034
2	Travel, conveyance and vehicle running expenses	25,715	1,346	-	27,061	81,359	4,406	-	85,765	11,391	318	-	11,709	53,812	1,914	-	55,726
3	Training expenses	18,327	955	-	19,282	62,756	3,398	-	66,154	20,110	619	-	20,729	66,786	2,375	-	69,161
4	Rents, rates and taxes	32,544	1,671	-	34,215	140,681	7,618	-	148,299	36,754	1,120	-	37,874	127,889	4,549	-	132,438
5	Repairs	43,975	2,290	-	46,265	152,245	8,244	-	160,489	46,377	1,269	-	47,646	164,629	5,855	-	170,484
6	Printing & stationery	8,882	468	-	9,350	24,229	1,312	-	25,541	(112)	87	-	(25)	22,344	795	-	23,139
7	Communication	7,082	342	-	7,424	56,293	3,048	-	59,341	2,425	(48)	-	2,377	67,868	2,414	-	70,282
8	Legal & professional charges	176,098	9,118	-	185,216	672,782	36,431	-	709,213	163,147	4,977	-	168,124	563,294	20,034	-	583,328
9	Auditors' fees, expenses etc	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	(a) as auditor	858	44	-	902	3,488	189	-	3,677	1,103	34	-	1,137	3,469	123	-	3,592
	(b) as adviser or in any other capacity, in respect of	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	(i) Taxation matters	1,162	63	-	1,225	1,162	63	-	1,225	145	5	-	150	145	5	-	150
	(ii) Insurance matters	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	(iii) Management services; and	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	(c) in any other capacity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	(i) Tax Audit	190	10	-	200	190	10	-	200	85	3	-	88	193	7	-	200
	(ii) Certification Fees	808	42	-	850	1,708	92	-	1,800	1,231	44	-	1,275	1,231	44	-	1,275
10	Advertisement and publicity	308,880	16,383	-	325,263	715,576	38,748	-	754,324	388,750	13,302	-	402,052	642,783	22,861	-	665,644
11	Interest and bank charges	14,771	780	-	15,551	38,745	2,098	-	40,843	10,756	337	-	11,093	33,059	1,176	-	34,235
12	Others	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	(a) Business and Sales Promotion	1,574	84	-	1,658	2,502	135	-	2,637	3,818	135	-	3,953	4,570	163	-	4,733
	(b) Membership and Subscription	(188)	(12)	-	(200)	1,513	82	-	1,595	1,335	41	-	1,376	4,118	146	-	4,264
	(c) Insurance	1,737	92	-	1,829	4,466	242	-	4,708	868	26	-	894	3,353	119	-	3,472
	(d) Sitting Fee	1,806	94	-	1,900	6,640	360	-	7,000	1,553	47	-	1,600	5,408	192	-	5,600
	(e) Board Meeting Expenses	1,139	61	-	1,200	2,032	110	-	2,142	903	27	-	930	3,043	108	-	3,151
	(g) Miscellaneous Expenses*	410	23	-	433	161	9	-	170	204	7	-	211	563	20	-	583
13	Depreciation	67,779	3,562	-	71,341	196,062	10,617	-	206,679	39,409	1,156	-	40,565	158,250	5,628	-	163,878
14	Service Tax A/c & GST	116	5	-	121	1,731	94	-	1,825	105	(4)	-	101	4,208	150	-	4,358
	TOTAL	1,276,834	66,863	-	1,343,697	3,979,108	215,467	-	4,194,575	1,147,219	36,052	-	1,183,271	3,451,955	122,772	-	3,574,727

*None of the items individually are higher than Rs.5,00,000 or 1% of Net Written Premium.

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FORM NL-8-SHARE CAPITAL SCHEDULE

SHARE CAPITAL

(Rs.'000)

SN	Particulars	As at 31st MARCH 2020	As at 31st MARCH 2019
1	Authorised Capital : 1,50,00,00,000 Equity Shares of Rs 10 each (Previous year ended as at 31st March, 2019 1,50,00,00,000) Equity Shares of Rs 10 each)	15,000,000	15,000,000
2	Issued Capital : 1,126,000,000 Equity Shares of Rs 10 each (Previous year ended as at 31st March, 2019 98,10,00,000) Equity Shares of Rs 10 each)	11,260,000	9,810,000
3	Subscribed Capital : 1,126,000,000 Equity Shares of Rs 10 each (Previous year ended as at 31st March, 2019 98,10,00,000) Equity Shares of Rs 10 each)	11,260,000	9,810,000
4	Called-up Capital : 1,126,000,000 Equity Shares of Rs 10 each (Previous year ended as at 31st March, 2019 98,10,00,000) Equity Shares of Rs 10 each)	11,260,000	9,810,000
	Add: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	11,260,000	9,810,000

Note: Out of the above,625,871,101 (Previous year ended as at 31st March, 2019 50,03,10,000) Equity Shares of Rs. 10/- each are held by the holding company along with its nominees.

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FORM NL-9-PATTERN OF SHAREHOLDING SCHEDULE

PATTERN OF SHAREHOLDING
 [As certified by the Management]

Shareholder	As at 31st MAR 2020		As at 31st MAR 2019	
	Number of Shares	% of Holding	Number of Shares	% of Holding
Promoters*				
- Indian-Max India Ltd	-	-	500,310,000	51.00%
- Indian-Fettle Tone LLP	625,871,101	55.58%		
- Foreign-Bupa Singapore Holdings Pte. Ltd	500,128,899	44.42%	480,690,000	49.00%
Others	-	-	-	-
TOTAL	1,126,000,000	100.00%	981,000,000	100.00%

*IRDAI has granted approval for transfer of the Company's share held by Max India to Fettle Tone LLP. Consequently, the Holding Company is now Fettle Tone LLP with 55.58% shareholding.

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FORM NL-10-RESERVE AND SURPLUS SCHEDULE

RESERVES AND SURPLUS

(Rs.'000)

SN	Particulars	As at	As at
		31st MARCH 2020	31st MARCH 2019
1	Capital Reserve	-	-
2	Capital Redemption Reserve	-	-
3	Share Premium	-	-
4	General Reserves	-	-
	Less: Debit balance in Profit and Loss Account	-	-
	Less: Amount utilized for Buy-back	-	-
5	Catastrophe Reserve	-	-
6	Other Reserves	-	-
7	Balance of Profit in Profit & Loss Account	-	-
	TOTAL	-	-

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FORM NL-11-BORROWINGS SCHEDULE

BORROWINGS

(Rs.'000)

SN	Particulars	As at 31st MARCH 2020	As at 31st MARCH 2019
1	Debentures/ Bonds	-	-
2	Banks	-	-
3	Financial Institutions	-	-
4	Others	-	-

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-12-INVESTMENT SCHEDULE

INVESTMENTS- SHAREHOLDERS

(Rs.'000)

SN	Particulars	As at 31st MARCH 2020	As at 31st MARCH 2019
	LONG TERM INVESTMENTS		
1	Government securities and Government guaranteed bonds including Treasury Bills	864,042	400,406
2	Other Approved Securities	763,748	612,853
3	Other Investments		
	(a) Shares	-	-
	(aa) Equity	-	-
	(bb) Preference	-	-
	(b) Mutual Funds	-	-
	(c) Derivative Instruments	-	-
	(d) Debentures/ Bonds	600,904	553,692
	(e) Other Securities	-	-
	(f) Subsidiaries	-	-
	(g) Investment Properties-Real Estate	-	-
4	Investments in Infrastructure and Social Sector	1,099,882	549,290
5	Other than Approved Investments	-	-
1	Government securities and Government guaranteed bonds including Treasury Bills	-	-
2	Other Approved Securities	-	-
3	Other Investments		
	(a) Shares		
	(aa) Equity	-	-
	(bb) Preference	-	-
	(b) Mutual Funds (refer note (b) below)	6,060	225,045
	(c) Derivative Instruments	-	-
	(d) Debentures/ Bonds	-	449,385
	(e) Other Securities- Fixed Deposits	644,033	358,700
	(f) Subsidiaries	-	-
	(g) Investment Properties-Real Estate	-	-
4	Investments in Infrastructure and Social Sector	49,943	-
5	Other than Approved Investments	-	150,050
	TOTAL	4,028,612	3,299,421

Notes:

- Aggregate amount of shareholder's investments other than listed equity securities and derivative instruments is Rs. 4,028,612 thousand (Previous year ended as on 31st March, 2019 Rs. 32,99,421 thousand). Market value of such investments is Rs.41,48,096 thousand (Previous year ended as on 31st March, 2019 Rs. 32,95,471 thousand)
- The historical cost of investments in mutual funds which have been valued on fair value basis is Rs. 6,057 thousand (Previous year ended 31st March 2019 Rs. 2,24,816 thousand).

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-12A-INVESTMENT SCHEDULE

INVESTMENTS- POLICYHOLDERS

(Rs.'000)

SN	Particulars	As at 31st MARCH 2020	As at 31st MARCH 2019
	LONG TERM INVESTMENTS		
1	Government securities and Government guaranteed bonds including Treasury Bills	1,196,157	1,092,447
2	Other Approved Securities	358,591	51,802
3	Other Investments		
	(a) Shares	-	-
	(aa) Equity	-	-
	(bb) Preference	-	-
	(b) Mutual Funds	-	-
	(c) Derivative Instruments	-	-
	(d) Debentures/ Bonds	1,714,853	751,037
	(e) Other Securities	-	-
	(f) Subsidiaries	-	-
	(g) Investment Properties-Real Estate	-	-
4	Investments in Infrastructure and Social Sector	1,012,941	701,639
5	Other than Approved Investments	75,148	325,349
1	Government securities and Government guaranteed bonds including Treasury Bills	550,333	393,555
2	Other Approved Securities	-	-
3	Other Investments		
	(a) Shares		
	(aa) Equity	-	-
	(bb) Preference	-	-
	(b) Mutual Funds (refer note (b) below)	125,688	175,362
	(c) Derivative Instruments	-	-
	(d) Debentures/ Bonds	742,153	544,537
	(e) Other Securities- Fixed Deposits	517,667	570,900
	(f) Subsidiaries	-	-
	(g) Investment Properties-Real Estate	-	-
4	Investments in Infrastructure and Social Sector	249,934	149,977
5	Other than Approved Investments	100,000	99,718
	TOTAL	6,643,465	4,856,322

Notes:

- Aggregate amount of policyholder's investments other than listed equity securities and derivative instruments is Rs. 6,643,465 thousand (Previous year ended as on 31st March 2019 Rs. 48,56,322 thousand). Market value of such investments is Rs. 67,60,025 thousand (Previous year ended as on 31st March 2019 Rs. 48,69,476 thousand).
- The historical cost of investments in mutual funds which have been valued on fair value basis is Rs. 1,25,508 thousands (Previous year ended 31st March 2019 Rs. 1,75,184 thousand).

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
 REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-13-LOANS SCHEDULE

LOANS

(Rs.'000)

SN	Particulars	As at 31st MARCH 2020	As at 31st MARCH 2019
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) Others	-	-
	TOTAL	-	-
	(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	-	-

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-14

FIXED ASSETS

(Rs.'000)

SN	Particulars	Cost/ Gross Block				Depreciation				Net Block	
		As at Apr 01, 2019	Additions	Deductions	As at Mar 31, 2020	Upto Mar 31, 2019	For the year	On Sales/ Adjustments	Upto Mar 31, 2020	As at Mar 31, 2020	As at Mar 31, 2019
1	Goodwill	-	-	-	-	-	-	-	-	-	-
2	Intangibles	-	-	-	-	-	-	-	-	-	-
	a) Softwares	653,048	204,079	-	857,127	452,895	142,975	-	595,870	261,257	200,152
	b) Website	11,258	-	-	11,258	11,258	-	-	11,258	-	-
3	Land-Freehold	-	-	-	-	-	-	-	-	-	-
4	Leasehold Property	163,876	14,101	2,198	175,779	153,704	4,986	1,865	156,825	18,954	10,172
5	Buildings	-	-	-	-	-	-	-	-	-	-
6	Furniture & Fittings	32,839	8,393	1,269	39,963	29,284	4,907	1,228	32,963	7,000	3,555
7	Information Technology Equipment	142,344	9,428	11	151,761	103,435	19,925	7	123,353	28,408	38,909
8	Information Technology Equipment - End User Devices	128,871	42,027	23,915	146,983	96,733	25,024	23,536	98,221	48,762	32,139
9	Vehicles	-	-	-	-	-	-	-	-	-	-
10	Office Equipment	76,302	14,980	1,120	90,162	59,609	8,862	1,029	67,442	22,720	16,693
		-	-	-	-	-	-	-	-	-	-
	Total	1,208,538	293,008	28,513	1,473,033	906,918	206,679	27,665	1,085,932	387,101	301,620
12	Capital work in progress	19,399	298,345	293,006	24,738	-	-	-	-	24,738	19,399
	Grand total	1,227,937	591,353	321,519	1,497,771	906,918	206,679	27,665	1,085,932	411,839	321,019
	Previous Year (Mar 2019)	1,127,966	127,614	27,642	1,227,938	759,133	163,878	16,091	906,919	321,019	-

Notes:

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

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
 REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-15-CASH AND BANK BALANCE SCHEDULE

CASH AND BANK BALANCES

(Rs.'000)

SN	Particulars	As at 31st MARCH 2020	As at 31st MARCH 2019
1	Cash (including cheques, drafts and stamps)	30,279	33,827
2	Bank Balances		
	(a) Deposit Accounts	-	-
	(aa) Short-term (due within 12 months)	46,000	96,500
	(bb) Others	-	-
	(b) Current Accounts	112,990	168,254
	(c) Others		
3	Money at Call and Short Notice		
	(a) With Banks	-	-
	(b) With other Institutions	-	-
4	Others	-	-
	Total	189,269	298,581
	Balances with non-scheduled banks included in 2(b) above is	247	550

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
 REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-16-ADVANCES AND OTHER ASSETS SCHEDULE

ADVANCES AND OTHER ASSETS

(Rs.'000)

SN	Particulars	As at 31st MARCH 2020	As at 31st MARCH 2019
	ADVANCES		
1	Reserve deposits with ceding companies	-	-
2	Application money for investments	-	-
3	Prepayments	73,720	34,814
4	Advances to Directors/Officers	-	-
5	Advance tax paid and taxes deducted at source (Net of provision for taxation)	-	-
6	Others		
	(a) Advance to Suppliers	38,739	41,280
	Less provisions	(6,362)	(2,528)
	Sub-total	32,377	38,752
	TOTAL (A)	106,097	73,566
	OTHER ASSETS		
1	Income accrued on investments	317,013	209,266
2	Outstanding Premiums*	56,385	76,234
	Less provisions	(46,749)	(47,335)
	Sub-total	9,636	28,899
3	Agents' Balances	2,728	1,078
	Less provisions	(2,728)	(1,078)
	Sub-total	-	-
4	Foreign Agencies Balances	-	-
5	Due from other entities carrying on insurance business (including reinsurers)	355,337	512,466
6	Due from subsidiaries/ holding	-	-
7	Deposit with Reserve Bank of India [Pursuant to section 7 of Insurance Act, 1938]	-	-
8	Others		
	(a) Rent and other deposits	63,597	54,596
	(b) GST unutilized credit	105,652	99,493
	(c) Deposits against unclaimed amount of policyholders	16,000	16,000
	(d) Interest accrued on deposits against unclaimed amount	1,604	330
	(e) Other Receivables	551,553	306,451
	Less provisions	(426,553)	(81,451)
	Sub-total	125,000	225,000
	TOTAL (B)	993,839	1,146,051
	TOTAL (A+B)	1,099,936	1,219,617

*Represent receivable from Central / State Government on account of premium under RSBY & BSKY Scheme

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
 REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-17-CURRENT LIABILITIES SCHEDULE

CURRENT LIABILITIES

(Rs.'000)

SN	Particulars	As at 31st MAR 2020	As at 31st MAR 2019
1	Agents' Balances	158,295	128,865
2	Balances due to other insurance companies	921,767	623,012
3	Deposits held on re-insurance ceded	-	-
4	Premiums received in advance	74,687	60,798
5	Unallocated Premium	66,346	115,516
6	Sundry creditors	1,223,524	1,277,151
7	Due to subsidiaries/ holding company	-	108,000
8	Claims Outstanding*	1,046,619	904,423
9	Unclaimed amount of policyholders/insured	13,517	10,731
10	Due to Officers/ Directors	-	-
11	Others	-	-
	(a)Tax deducted at Source	72,046	101,514
	(b) GST liability	180,236	95,015
	(c) Advance from Corporate Clients	113,891	34,954
	(d) Interest on unclaimed amount of Policyholders	3,528	2,350
	(e) Other statutory dues	17,765	12,949
	Total	3,892,221	3,475,279

* Includes IBNR and IBNER Reserves

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
 REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-18-PROVISIONS SCHEDULE

PROVISIONS

(Rs.'000)

SN	Particulars	As at 31st MAR 2020	As at 31st MAR 2019
1	Reserve for Unexpired Risk*	4,784,947	3,658,808
2	For taxation (less advance tax paid and taxes deducted at source)	-	-
3	For proposed dividends	-	-
4	For Dividend Distribution Tax	-	-
5	Others		
	(a) Gratuity	236,725	235,902
	(b) Leave Encashment	-	-
	(c) Reserve for Premium Deficiency	-	-
	TOTAL	5,021,672	3,894,710

* Includes provision for freeloop cancellation Rs. 1744 thousand (Previous year ended 31st March 2019 Rs. 1,819 thousand).

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-19 MISC EXPENDITURE SCHEDULE

MISCELLANEOUS EXPENDITURE
(To the extent not written off or adjusted)

31-Mar-20

(Rs.'000)

SN	Particulars	As at 31st MAR 2020	As at 31st MAR 2019
1	Discount Allowed in issue of shares/ debentures	-	-
2	Others	-	-
	Total	-	-

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDA FEBRUARY 15, 2010



FORM NL-20-RECEIPT AND PAYMENTS SCHEDULE

Receipts and Payments Account on direct basis for year ended 31st March, 2020

(Rs. '000)

Particulars	FOR THE YEAR ENDED 31st MAR 2020	FOR THE YEAR ENDED 31st MAR 2019
Cash Flows from the Operating Activities:		
Premium received from Policyholders, including Advance Receipts	14,972,839	11,367,503
Other Receipts	-	-
Payment to the reinsurers, net of commissions and claims	(666,815)	(471,637)
Payments to co-insurers, net of claims recovery	-	(1,777)
Payments of claims	(5,065,249)	(4,042,432)
Payments of commission and brokerage	(1,502,204)	(1,101,390)
Payments of Other Operating Expenses	(5,586,488)	(4,086,200)
Preliminary and Pre-operative Expenses	-	-
Deposits, Advances and Staff Loans	(10,509)	(3,964)
Income Taxes Paid (Net)	-	-
Service tax & GST paid	(1,072,154)	(717,769)
Other Payments	-	-
Cash flows before extraordinary Items	1,069,420	942,334
Cash flow from extraordinary operations	-	-
Net Cash flows from operating activities	1,069,420	942,334
Cash flows from investing activities:		
Purchase of fixed assets	(297,395)	(127,615)
Proceeds from sale of fixed assets	-	35
Purchase of investments	(22,475,363)	(25,469,598)
Loans disbursed	-	-
Sales of investments	19,228,253	23,964,067
Repayments received from Investments	-	-
Rents/Interests/ Dividends received	519,115	432,915
Investments in money market instruments and in liquid mutual funds (Net)	-	-
Expenses related to investments	-	-
Net Cash flows from investing activities	(3,025,390)	(1,200,196)
Cash flows from financing activities		
Proceeds from issuance of Share Capital	1,450,000	550,000
Proceeds from borrowing	-	-
Repayments of borrowing	-	-
Interest/dividends paid	-	-
Net Cash flow from financing activities	1,450,000	550,000
Effect of foreign exchange rates on cash and cash equivalents, net	-	-
Net Increase/(decrease) in cash and cash equivalents	(505,970)	292,138
Cash and cash equivalents at the beginning of the year	826,987	534,849
Cash and cash equivalents at the end of the year	321,017	826,987
Net Increase/(decrease) in cash and cash equivalents	(505,970)	292,138
Reconciliation of Cash and cash equivalents with the Balance Sheet at the end of the year		
Cash and Bank Balances (Refer NL 15)	189,269	298,581
Short term liquid investments (Refer NL 12: Investments Schedule)	6,060	225,044
Short term liquid investments (Refer NL 12A: Investments Schedule)	125,688	175,362
Fixed Deposits having original maturity less than 90 days	-	128,000
Cash and cash equivalents at the end of the year	321,017	826,987

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
 REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-21 STATEMENT OF LIABILITIES

Date: 31-Mar-20
 (Rs in Lakhs)

Statement of Liabilities

SN	Particular	As at 31st MAR 2020				As at 31st MAR 2019			
		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	-	-	-	-	-	-	-	-
2	Marine	-	-	-	-	-	-	-	-
a	Marine Cargo	-	-	-	-	-	-	-	-
b	Marine Hull	-	-	-	-	-	-	-	-
3	Miscellaneous	-	-	-	-	-	-	-	-
a	Motor	-	-	-	-	-	-	-	-
b	Engineering	-	-	-	-	-	-	-	-
c	Aviation	-	-	-	-	-	-	-	-
d	Liabilities	-	-	-	-	-	-	-	-
e	Others	-	-	-	-	-	-	-	-
4	Health Insurance	47,849	2,175	8,292	58,316	36,588	2,344	6,700	45,632
5	Total Liabilities	47,849	2,175	8,292	58,316	36,588	2,344	6,700	45,632

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
 REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



Date: 31-Mar-20

FORM NL-22 GEOGRAPHICAL DISTRIBUTION OF BUSINESS

(Rs in Lakhs)

STATES	GROSS DIRECT PREMIUM UNDERWRITTEN FOR THE YEAR ENDED 31st MAR, 2020																			
	Fire		Marine (Cargo)		Marine (Hull)		Engineering		Motor Own Damage		Motor Third Party		Liability insurance		Personal Accident		Medical Insurance		Grand 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	For the period	Upto the period	For the period	Upto the period	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.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	0.03	0.03	3.02	3.04	3.05	3.07
Andhra Pradesh	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.	29.96	259.83	464.18	1,842.25	494.14	2,102.08
Arunachal Pradesh	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.	0.69	1.54	1.25	10.54	1.95	12.07
Assam	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.	6.66	25.32	106.72	444.14	113.38	469.46
Bihar	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.	27.70	84.48	824.23	2,597.49	851.94	2,681.97
Chandigarh	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.	5.34	14.46	230.68	714.14	236.02	728.60
Chhattisgarh	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.	8.52	66.85	143.25	513.86	151.78	580.71
Dadra & Nagra Haveli	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.	2.05	8.18	9.92	24.59	11.97	32.78
Daman & Diu	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.	1.71	3.99	5.69	19.18	7.40	23.17
Delhi	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.	124.44	310.47	5,520.16	17,443.59	5,644.59	17,754.06
Goa	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.	2.16	7.73	177.09	593.04	179.25	600.78
Gujarat	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.	132.99	535.83	1,574.85	5,276.90	1,707.83	5,812.73
Haryana	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.	119.32	321.53	4,202.92	11,229.70	4,322.24	11,551.23
Himachal Pradesh	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.	5.01	15.52	103.98	300.64	108.99	316.16
Jammu & Kashmir	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.	2.32	5.55	89.61	241.73	91.93	247.29
Jharkhand	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.	5.88	18.09	211.17	689.44	217.05	707.53
Karnataka	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.	100.57	494.24	2,865.79	9,664.66	2,966.36	10,158.90
Kerala	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.	121.10	324.84	2,440.74	7,781.11	2,561.84	8,105.95
Lakshadweep	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.	-	0.00	0.07	1.16	0.07	1.16
Madhya Pradesh	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.	35.35	307.28	370.57	1,264.20	405.92	1,571.48
Maharashtra	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.	948.43	1,807.50	8,972.27	21,703.48	9,920.69	23,510.98
Manipur	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.	2.30	4.28	5.42	16.28	7.72	20.56
Meghalaya	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.	0.72	3.44	15.84	66.73	16.57	70.18
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.	N.A.	0.23	0.68	1.73	7.12	1.95	7.80
Nagaland	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.	1.10	1.64	8.79	23.86	9.89	25.50
Orissa	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.	13.18	147.00	246.59	846.54	259.77	993.55
Puducherry	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.	0.62	5.50	16.07	72.66	16.69	78.16
Punjab	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.	66.21	265.68	1,781.64	5,458.70	1,847.84	5,724.39
Rajasthan	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.	52.00	415.77	1,058.74	3,318.61	1,110.74	3,734.37
Sikkim	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.	0.65	1.85	10.12	28.10	10.77	29.95
Tamil Nadu	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.	48.10	349.96	1,382.96	4,912.48	1,431.06	5,262.44
Telangana	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.	51.80	187.65	1,657.11	5,684.14	1,708.91	5,871.79
Tripura	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.	0.36	1.74	14.93	54.02	15.29	55.76
Uttar Pradesh	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.	85.99	261.41	3,184.18	10,192.00	3,270.18	10,453.41
Uttarakhand	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.	7.25	20.26	266.93	928.75	274.18	949.01
West Bengal	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.	28.91	104.26	927.25	3,935.39	956.15	4,039.65
Total															2,039.65	6,384.42	38,896.48	117,904.27	40,936.13	124,288.69

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
 REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



HEALTH INSURANCE

FORM NL-23 : REINSURANCE RISK CONCENTRATION

Date: 31-Mar-20
 (Rs in Lakhs)

Reinsurance Risk Concentration

SN	Reinsurance Placements	No. of reinsurers	Premium ceded to reinsurers			Premium ceded to reinsurers / Total reinsurance premium ceded (%)
			Proportional	Non-Proportional	Facultative	
1	No. of Reinsurers with rating of AAA and above		-	-	-	-
2	No. of Reinsurers with rating AA but less than AAA	1	1,374	-	-	5%
3	No. of Reinsurers with rating A but less than AA	3	27,448	99	-	95%
4	No. of Reinsurers with rating BBB but less than A		-	-	-	-
5	No. of Reinsurers with rating less than BBB		-	-	-	-
6	Others		-	-	-	-
	Total	4	28,822	99	-	100%

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
 REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDA FEBRUARY 15, 2010



FORM NL-24 QUARTERLY AGEING OF CLAIMS

Date: 31-Mar-20

(Rs in Lakhs)

Ageing of Claims as at 31st Mar, 2020

SN	Line of Business	No. of claims paid					Total No. of claims paid	Total amount of claims paid
		1 month	1 - 3 months	3 - 6 months	6 months - 1 year	> 1 year		
1	Fire	-	-	-	-	-	-	-
2	Marine Cargo	-	-	-	-	-	-	-
3	Marine Hull	-	-	-	-	-	-	-
4	Engineering	-	-	-	-	-	-	-
5	Motor OD	-	-	-	-	-	-	-
6	Motor TP	-	-	-	-	-	-	-
7	Health	34452	338	32	1	-	34823	12779
8	Overseas Travel	-	-	-	-	-	-	-
9	Personal Accident	9	1	-	-	-	10	119
10	Liability	-	-	-	-	-	-	-
11	Crop	-	-	-	-	-	-	-
12	Miscellaneous	-	-	-	-	-	-	-

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
 REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDA FEBRUARY 15, 2010



FORM NL-25 : QUARTERLY CLAIMS DATA FOR NON LIFE

Date: 31-Mar-20

No. of claims only

SN	Claims Experience	Fire	Marine Cargo	Marine Hull	Engineering	Motor OD	Motor TP	Health	Overseas Travel	Personal Accident	Liability	Crop	Credit	Miscellaneous	Total
1	Claims O/S at the beginning of the period	-	-	-	-	-	-	3122	-	39	-	-	-	-	3,161
2	Claims reported during the period	-	-	-	-	-	-	36909	-	93	-	-	-	-	37,002
3	Claims Settled during the period	-	-	-	-	-	-	34823	-	10	-	-	-	-	34,833
4	Claims Repudiated during the period	-	-	-	-	-	-	4126	-	112	-	-	-	-	4,238
5	Claims closed during the period	-	-	-	-	-	-	-	-	-	-	-	-	-	-
6	Claims O/S at End of the period	-	-	-	-	-	-	1082	-	10	-	-	-	-	1,092
	Less than 3months	-	-	-	-	-	-	1079	-	10	-	-	-	-	1,089
	3 months to 6 months	-	-	-	-	-	-	1	-	-	-	-	-	-	1
	6 months to 1 year	-	-	-	-	-	-	2	-	-	-	-	-	-	2
	1year and above	-	-	-	-	-	-	-	-	-	-	-	-	-	-

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-26 - CLAIMS INFORMATION - SM, TABLE I

Solvency for the year ended 31st Mar, 2020

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

SN	Description	PREMIUM		CLAIMS		RSM-1	RSM-2	RSM
		Gross Premium	Net Premium	Gross incurred claims	Net incurred claims			
1	Fire	-	-	-	-	-	-	-
2	Marine Cargo	-	-	-	-	-	-	-
3	Marine Hull	-	-	-	-	-	-	-
4	Motor	-	-	-	-	-	-	-
5	Engineering	-	-	-	-	-	-	-
6	Aviation	-	-	-	-	-	-	-
7	Liabilities	-	-	-	-	-	-	-
8	Others	-	-	-	-	-	-	-
9	Health	124,289	95,368	51,289	45,007	19,074	13,502	19,074
	Total	124,289	95,368	51,289	45,007	19,074	13,502	19,074

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-27 OFFICES INFORMATION FOR NON LIFE

Date: 31-Mar-20

SN	Office Information	Number	
1	No. of offices at the beginning of the Quarter	50	
2	No. of branches approved during the Quarter	-	
3	No. of branches opened during the Quarter	Out of approvals of previous Quarter	5
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	55	
7	No. of branches approved but not opened	9	
8	No. of rural branches	-	
9	No. of urban branches	55	

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-28-STATEMENT OF ASSETS - 3B

Statement as on: 31st Mar, 2020

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

(Business within India)

Periodicity of Submission: Quarterly

(Rs in Lakhs)

SN	PARTICULARS	SCH	AMOUNT
1	Investments (Shareholders)	8	40,286
	Investments (Policyholders)	8A	68,685
2	Loans	9	-
3	Fixed Assets	10	4,118
4	Current Assets		
	a. Cash & Bank Balance	11	1,893
	b. Advances & Other Assets	12	10,999
5	Current Liabilities		
	a. Current Liabilities	13	40,548
	b. Provisions	14	48,591
	c. Misc. Exp not Written Off	15	-
	d. Debit Balance of P&L A/c		78,010
			293,130
	Less: Other Assets	SCH	Amount
1	Loans	9	-
2	Fixed Assets	10	4,118
3	Cash & Bank Balance	11	1,893
4	Advances & Other Assets	12	10,999
5	Current Liabilities	13	40,548
6	Provisions	14	48,591
7	Misc. Exp not Written Off	15	-
8	Investments held outside India		
9	Debit Balance of P&L A/c		78,010
		TOTAL (B)	184,159
	'Investment Assets' As per FORM 3B	(A-B)	108,971

SN	'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)	
1	Central Govt. Securities	Not less than 20%	-	8,640	17,465	26,105	23.96%	-	26,105	26,889
2	Central Govt Sec, State Govt Sec or Other Approved Securities (incl 1 above)	Not less than 30%	-	16,278	21,051	37,329	34.26%	-	37,329	38,505
3	Investment subject to Exposure Norms									
	a. Housing & Infra/ Loans to SG for Housing and FEE	Not less than 15%								
	1. Approved Investments		-	15,512	21,676	37,187	34.13%	-	37,187	38,316
	2. Other Investments		-	-	2,999	2,999	2.75%	-	2,999	2,934
	b. Approved Investments	Not exceeding 55%	-	8,497	21,955	30,451	27.95%	1.83	30,453	30,546
	c. Other Investments		-	-	1,003	1,003	0.92%	-	1,003	855
	Total Investment Assets	100%	-	40,286	68,683	108,969	100%	1.83	108,971	111,155

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

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



HEALTH INSURANCE

FORM NL-29 DETAILS REGARDING DEBT SECURITIES

Date: 31-Mar-20
(Rs in Lakhs)

Detail Regarding debt securities								
	Market Value				Book Value			
	As at 31st MARCH 2020	As % of total for this class	As at 31st MARCH 2019	As % of total for this class	As at 31st MARCH 2020	As % of total for this class	As at 31st MARCH 2019	As % of total for this class
Break down by credit rating								
AAA rated	52,505	53%	31,036	45%	51,203	53%	31,002	45%
AA or better	3,422	3%	5,897	9%	3,503	4%	5,993	9%
Rated below AA but above A	-	-	3,383	5%	-	-	3,503	5%
Rated below A	3,788	4%	2,934	4%	4,001	4%	2,999	4%
Any other(Sovereign)	38,505	39%	25,784	37%	37,329	39%	25,511	37%
BREAKDOWN BY RESIDUAL MATURITY								
Up to 1 year	18,046	18%	17,867	26%	17,924	19%	17,872	26%
More than 1 year and upto 3years	35,951	37%	21,412	31%	35,616	37%	21,546	31%
More than 3years and up to 7years	31,068	32%	19,241	28%	29,914	31%	18,976	27%
More than 7 years and up to 10 years	12,653	13%	10,515	15%	12,081	13%	10,613	15%
Above 10 years	503	1%	-	-	501	1%	-	-
Breakdown by type of the issuer								
a. Central Government	26,889	27%	19,189	28%	26,105	27%	18,864	27%
b. State Government	11,617	12%	6,595	10%	11,223	12%	6,647	10%
c. Corporate Securities	59,716	61%	43,250	63%	58,708	61%	43,497	63%

Note

1. In case a debt instrument is rated by more than one agency, then the lowest rating is taken for the purpose of classification.
2. Market value of the securities is 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.

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-30 ANALYTICAL RATIOS

Date: 31-Mar-20

Analytical Ratios for Non-Life companies

SN	Particular	FOR THE QUARTER ENDED 31st MAR 2020	FOR THE YEAR ENDED 31st MAR 2020	FOR THE QUARTER ENDED 31st MAR 2019	FOR THE YEAR ENDED 31st MAR 2019
1	Gross Direct Premium Growth Rate (Overall)	28%	31%	29%	26%
1a	Gross Direct Premium Growth Rate (Health)	25%	29%	27%	23%
1b	Gross Direct Premium Growth Rate (Personal Accident)	108%	96%	101%	190%
2	Gross Direct Premium to Net Worth ratio	1.18	3.59	1.22	3.61
3	Growth rate of Net Worth	32%	32%	3%	3%
4	Net Retention Ratio (Overall)	77%	77%	80%	77%
4a	Net Retention Ratio (Health)	76%	76%	80%	77%
4b	Net Retention Ratio (Personal Accident)	82%	83%	75%	81%
5	Net Commission Ratio - Overall	10%	4%	7%	4%
5a	Net Commission Ratio - Health	10%	4%	6%	4%
5b	Net Commission Ratio - Personal Accident	12%	12%	12%	12%
6	Expenses of Management to Gross Direct Premium Ratio	45%	46%	49%	50%
7	Expenses of Management to NWP Ratio	59%	60%	61%	64%
8	Net Incurred Claims to Net Earned Premium	35%	54%	40%	54%
9	Combined Ratio	87%	102%	93%	107%
10	Technical Reserves to Net Premium Ratio	1.86	0.61	1.78	0.62
11	Underwriting Balance Ratio	0.11	(0.08)	0.01	(0.13)
12	Operating Profit Ratio	14%	-4%	5%	-8%
13	Liquid Assets to Liabilities Ratio	0.54	0.54	0.75	0.75
14	Net Earnings Ratio	12%	-6%	3%	-7%
15	Return on Net Worth	11%	-18%	2%	-18%
16	Reinsurance Ratio	23%	23%	20%	23%
17	Available Solvency Margin to Required Solvency Margin Ratio (times)	1.77	1.77	1.77	1.77
18	NPA ratio				
	- Gross NPA Ratio	8.21%	8.21%	7.33%	7.33%
	- Net NPA Ratio	2.08%	2.08%	5.37%	5.37%
Equity Holding Pattern for Non-Life Insurers					
1	(a) No. of shares	1,112,000,000	1,112,000,000	981,000,000	981,000,000
2	(b) Percentage of shareholding (Indian / Foreign)	55.58%/44.42%	55.58%/44.42%	51%/49%	51%/49%
3	(c) % of Government holding (in case of public sector insurance companies)	Nil	Nil	Nil	Nil
4	(a) Basic and diluted EPS before extraordinary items (net of tax expense) for the year	0.37	(0.58)	0.07	(0.51)
5	(b) Basic and diluted EPS after extraordinary items (net of tax expense) for the year	0.37	(0.58)	0.07	(0.51)
6	(iv) Book value per share (Rs)	3.11	3.11	2.68	2.68

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-31 : RELATED PARTY TRANSACTIONS

Date: 31-Mar-20
(Rs in Lakhs)

Related Party Transactions

SN	Name of the Related Party	Nature of Relationship with the Company	Description of Transactions / Categories	FOR THE QUARTER ENDED 31st MAR 2020	FOR THE YEAR ENDED 31st MAR 2020	FOR THE QUARTER ENDED 31st MAR 2019	FOR THE YEAR ENDED 31st MAR 2019
1	Ashish Mehrotra (CEO), Rahul Ahuja (CFO) & Rajat Sharma (CS)	Key Management Personal	Remuneration	182.86	1,440.64	241.87	864.57
2	Max India Ltd	Holding Company (Till 16 Dec 2019)	Equity Contribution	-	6,681.00	2,040.00	2,805.00
			Share Application Money	-	6,681.00	2,040.00	2,805.00
			Functional support Charges	-	354.00	1,180.00	1,180.00
			Insurance premium received /Policy Issuance	-	21.78	(0.16)	24.59
3	Bupa Singapore Pte Limited	Shareholders with Significant Influence	Equity Contribution	621.83	7,040.83	1,960.00	2,695.00
			Share Application Money	-	7,040.83	1,960.00	2,695.00
4	Fettle Tone LLP	Holding Company (w.e.f 17 Dec 2019)	Equity Contribution	778.17	778.17	-	-
			Share Application Money	-	778.17	-	-
5	Antara Purukul Senior Living Limited	Fellow Subsidiary (Till 16 Dec 2019)	Insurance premium received /Policy Issuance	-	6.99	5.28	5.28
6	Antara Senior Living Limited	Fellow Subsidiary (Till 16 Dec 2019)	Insurance premium received /Policy Issuance	-	10.01	19.27	19.27
7	Max Skill First Ltd	Fellow Subsidiary (Till 16 Dec 2019)	Services Received	-	558.32	327.02	618.23

*IRDAI has granted approval for transfer of the Company's share held by Max India and Bupa Singapore Pte Ltd to Fettle Tone LLP. Consequently, 51% of equity shares held by Max India Ltd were transferred to Fettle Tone LLP and 4.58% of Equity shares held by Bupa Singapore Pte Ltd were transferred to Fettle Tone LLP.

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-32 PRODUCTS INFORMATION

Date: 31-Mar-20

Products Information

List below the products introduced during the period- January to March 31, 2020

Sl. No.	Name of Product	Co. Ref. No.	IRDA Ref.no.	Class of Business	Category of product	Date of filing of Product	Date IRDA confirmed filing/ approval
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NIL

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
 REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-33 - SOLVENCY MARGIN - SM, TABLE - II

STATEMENT AS ON 31st MAR, 2020

(Rs. in Lakhs)

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):		66,433
	Deduct:		
2	Liabilities (reserves as mentioned in Form TR)		47,849
3	Other Liabilities (other liabilities in respect of Policyholders' Fund as mentioned in Balance Sheet)		10,467
4	Excess in Policyholders' Funds (1-2-3)		8,117
5	Available Assets in Shareholders' Funds (value of Assets as mentioned in Form IRDA-Assets-TA):		56,357
	Deduct:		
6	Other Liabilities (other liabilities in respect of Shareholders' Fund as mentioned in Balance Sheet)		30,653
7	Excess in Shareholders' Funds (5-6)		25,704
8	Total Available Solvency Margin [ASM] (4+7)		33,821
9	Total Required Solvency Margin [RSM]		19,074
10	Solvency Ratio (Total ASM/Total RSM)		1.77

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



Date: 31-Mar-20

FORM NL-34 : Board of Directors & Key Person

Board of Directors and Key Person information

Sl. No.	Name of person	Role/designation	Details of change during the quarter
Board of Directors			
1	Mr. Chandrashekhar Bhaskar Bhawe	Chairman of Board & Independent Director	NA
2	Mr. Divya Sehgal	Director	NA
3	Mr. Maninder Singh Juneja	Director	NA
4	Mr. Rajagopalan Santhanam	Director	NA
5	Mr. David Martin Fletcher	Director	NA
6	Ms. Joy Carolyn Linton	Director	NA
7	Mr. Pradeep Pant	Independent Director	NA
8	Mr. Dinesh Kumar Mittal	Independent Director	NA
9	Mr. Ashish Mehrotra	Chief Executive Officer & Managing Director	NA
Key Management Persons#			
10	Mr. Ashish Mehrotra	Chief Executive Officer & Managing Director	NA
11	Mr. Rahul Ahuja	Chief Financial Officer	NA
12	Mr. Vishawanath Mahendra	Director & Chief Actuary	appointed w.e.f March 24, 2020
13	Mr. Tarun Katyal	Director & Chief Human Resources Officer	NA
14	Mr. Partha Banerjee	Director & Head – Legal, Compliance & Regulatory Affairs and Chief Compliance	NA
15	Mr. Ramanan A V	Appointed Actuary	NA
16	Mr. Vikas Gujral	Chief Operating Officer	NA
17	Mr. Anurag Gupta	Director & Head - Agency Channel	NA
18	Ms. Anika Agrawal	Director & Head - Marketing, Digital and Direct Sales	NA
19	Mr. Aseem Gupta	Senior Vice President – Portfolio Management & Affinity	NA
20	Mr. Vikas Jain	Chief Investment Officer	NA
21	Mr. Rajat Sharma	Company Secretary	NA
22	Mr. Satyanandan Atyam	Chief Risk Officer	resigned w.e.f March 12, 2020

#Key Management Persons in line with Guidelines for Corporate Governance for insurers in India (IRDA/F&A/GDL/CG/100/05/2016)

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
 REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-35-NON PERFORMING ASSETS-7A
 Statement as on: 31st Mar, 2020

Name of the Fund: Shareholder Funds and Policyholder Funds

Details of Investment Portfolio

Periodicity of Submission : Quarterly

Date 31-Mar-20
 (Rs. in Lakhs)

COI	Company Name	Instrument Type	Interest Rate		Total O/s (Book Value)	Default Principal (Book Value)	Default Interest (Book Value)	Principal Due from	Interest Due from	Deferred Principal	Deferred Interest	Rolled Over?	Has there been any Principal Waiver?		Classification	Provision (%)	Provision (Rs)
			%	Has there been revision?									Amount	Board Approval Ref			
IODS	IL & FS	Commercial Papers	NA	NA	2,000	2,000	NA	14-Sep-18	NA			NO			NPA	100%	2,000
IODS	IL & FS	Commercial Papers	NA	NA	1,000	1,000	NA	26-Sep-18	NA			NO			NPA	100%	1,000
IODS	IL&FS FINANCIAL SERVICES LIMITED	Bonds	8.65%	NO	1,000	NA	87	NA	06-Dec-17			NO			NPA	100%	1,000
IODS	IL&FS FINANCIAL SERVICES LIMITED	Bonds	8.90%	NO	1,000	NA	89	NA	21-Mar-18			NO			NPA	50%	500
IODS	IL&FS FINANCIAL SERVICES LIMITED	Bonds	8.90%	NO	1,000	NA	89	NA	28-Mar-18			NO			NPA	50%	500
HORD	DEWAN HOUSING FINANCE CORP.LTD.	Bonds	9.05%	NO	1,500	1500	136	09-Sep-19	09-Sep-18			NO			NPA	50%	750
HORD	DEWAN HOUSING FINANCE CORP.LTD.	Bonds	9.10%	NO	1,000	1000	91	09-Sep-19	09-Sep-18			NO			NPA	50%	500
OLDB	RELIANCE CAPITAL LIMITED	Bonds	8.90%	NO	1,000	NA	NA	NA	NA			NO			Standard Assets	25%	250

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-36-YIELD ON INVESTMENTS I

Statement as on: 31st Mar, 2020
Statement of Investment and Income on Investment
Periodicity of Submission: Quarterly

Name of the Fund 1 :Shareholders Funds Representing Solvency Margin and Policyholders Funds

(Rs. in Lakhs)

No.	Category of Investment	Category Code	Current Quarter					Year to Date					Previous Year				
			Investment (Rs.)		Income on Investment (Rs.)	Gross Yield (%)	Net Yield (%)	Investment (Rs.)		Income on Investment (Rs.)	Gross Yield (%)	Net Yield (%)	Investment (Rs.)		Income on Investment (Rs.)	Gross Yield (%)	Net Yield (%)
			Book Value	Market Value				Book Value	Market Value				Book Value	Market Value			
1	CENTRAL GOVERNMENT BONDS	CGSB	21,702	22,239	425	1.96%	1.96%	17,687	18,169	1,375	7.77%	7.77%	15,547	15,570	1,213	7.80%	7.80%
2	STATE GOVERNMENT BONDS	SGGB	11,096	11,436	205	1.85%	1.85%	9,048	9,260	684	7.56%	7.56%	5,748	5,586	453	7.88%	7.88%
3	Treasury Bills	CTRB	1,245	1,245	17	1.33%	1.33%	3,540	3,540	212	5.98%	5.98%	1,314	1,314	87	6.60%	6.60%
4	Bonds / Debentures issued by NHB / Institutions accredited by NHB	HTDN	8,569	8,780	180	2.10%	2.10%	8,534	8,672	724	8.48%	8.48%	7,818	7,767	670	8.57%	8.57%
5	BONDS / DEBENTURES ISSUED BY AUTHORITY	HTDA	1,496	1,588	30	2.03%	2.03%	1,399	1,465	115	8.25%	8.25%	-	-	-	-	-
6	Commercial Papers - NHB / Institutions accredited by NHB	HTLN	-	-	-	-	-	-	-	-	-	365	365	28	7.60%	7.60%	
7	Bonds / Debentures issued by HUDCO	HTHD	3,114	3,207	57	1.85%	1.85%	2,295	2,358	173	7.56%	7.56%	23	23	2	8.41%	8.41%
8	INFRASTRUCTURE - OTHER CORPORATE SECURITIES - CPS	ICCP	-	-	-	-	-	-	-	-	-	2,991	2,993	234	7.84%	7.84%	
9	INFRASTRUCTURE - PSU - DEBENTURES / BONDS	IPTD	19,663	20,072	367	1.87%	1.87%	14,429	14,628	1,156	8.01%	8.01%	10,098	9,955	826	8.18%	8.18%
10	INFRASTRUCTURE - OTHER CORPORATE SECURITIES - DEBENTURES/ BONDS	ICTD	-	-	-	-	-	76	77	6	7.89%	7.89%	1,689	1,674	149	8.82%	8.82%
11	INFRASTRUCTURE - INFRASTRUCTURE DEVELOPMENT FUND (IDF)	IDDF	2,532	2,557	55	2.17%	2.17%	2,536	2,538	220	8.66%	8.66%	2,544	2,520	219	8.63%	8.63%
12	CORPORATE SECURITIES - BONDS - (TAXABLE)	EPBT	-	-	-	-	-	-	-	-	-	41	41	4	8.69%	8.69%	
13	CORPORATE SECURITIES - DEBENTURES	ECOS	15,452	15,535	319	2.06%	2.06%	13,414	13,401	1,134	8.46%	8.46%	8,272	8,159	733	8.86%	8.86%
14	DEPOSITS - DEPOSIT WITH SCHEDULED BANKS, FIS (INCL. BANK BALANCE AWAITING INVESTMENT),	ECDB	10,910	10,910	190	1.74%	1.74%	9,059	9,059	689	7.60%	7.60%	5,475	5,475	418	7.64%	7.64%
15	Deposits - CDs with Scheduled Banks	EDCD	1,223	1,223	17	1.40%	1.40%	359	359	22	6.12%	6.12%	16	16	1	8.83%	8.83%
16	COMMERCIAL PAPERS	ECCP	-	-	-	-	-	262	262	25	9.66%	9.66%	3,329	3,330	264	7.94%	7.94%
17	Application Money	ECAM	113	113	1	0.97%	0.97%	592	592	30	5.11%	5.11%	-	-	-	-	-
18	MUTUAL FUNDS - GILT / G SEC / LIQUID SCHEMES	EGMF	6,203	6,214	100	1.62%	1.62%	6,384	6,392	393	6.15%	6.15%	3,481	3,482	318	9.14%	9.14%
19	Deposits - Repo / Reverse Repo - Govt Securities	ECMR	-	-	-	-	-	-	-	-	-	494	494	31	6.28%	6.28%	
20	Reclassified Approved Investments - Debt (Point 6 under Note for Regulation 4 to 9)	HORD	-	-	-	-	-	1,099	1,069	-124	-11.30%	-11.30%	171	168	15	8.89%	8.89%
21	Infrastructure - Debentures / Bonds / CPs / loans	IODS	2,999	2,934	-0.46	-0.02%	-0.02%	2,999	2,934	0.18	0.01%	0.01%	1,721	1,685	-144	-8.39%	-8.39%
22	Debentures	OLDB	1,003	855	21	2.14%	2.14%	1,004	860	87	8.66%	8.66%	69	65	6	8.65%	8.65%
	TOTAL		107,319	108,905	1,984	1.85%	1.85%	94,716	95,634	6,921	7.31%	7.31%	71,206	70,682	5,527	7.76%	7.76%

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
 REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-37-DOWN GRADING OF INVESTMENT-2

Statement as on: 31st MAR, 2020
 Statement of Down Graded Investments
 Periodicity of Submission: Quarterly

Name of Fund : Shareholders Funds Representing Solvency Margin and Policyholders Funds

(Rs. in Lakhs)

No	Name of the Security	COI	Amount	Date of Purchase	Rating Agency	Original Grade	Current Grade	Date of Downgrade	Remarks
A. During the Quarter ¹									
1	8.47% PNB HOUSING DB 01-07-2021	HTDN	1,000.00	08-Mar-17	FITCH	AAA	AA	06-Mar-20	
B. As on Date ²									
1	9.05% DHFCL DB 09-09-2019	HTDN	500	23-Mar-18	CARE	AAA	AA+	03-Feb-19	
2	9.05% DHFCL DB 09-09-2019	HTDN	1,000	02-May-18	CARE	AAA	AA+	03-Feb-19	
3	9.05% DHFCL DB 09-09-2019	HORD	500	23-Mar-18	CARE	AA+	AA-	06-Mar-19	
4	9.05% DHFCL DB 09-09-2019	HORD	1,000	02-May-18	CARE	AA+	AA-	06-Mar-19	
5	9.05% DHFCL DB 09-09-2019	HORD	500	23-Mar-18	CARE	AA-	A	31-Mar-19	
6	9.05% DHFCL DB 09-09-2019	HORD	1,000	02-May-18	CARE	AA-	A	31-Mar-19	
7	9.05% DHFCL DB 09-09-2019	HORD	500	23-Mar-18	CARE	A	BBB-	14-May-19	
8	9.05% DHFCL DB 09-09-2019	HORD	1,000	02-May-18	CARE	A	BBB-	14-May-19	
9	9.05% DHFCL DB 09-09-2019	HORD	500	23-Mar-18	CARE	BBB-	D	05-Jun-19	
10	9.05% DHFCL DB 09-09-2019	HORD	1,000	02-May-18	CARE	BBB-	D	05-Jun-19	
1	9.10% DHFCL DB 09-09-2019	HTDN	1,000	12-Jul-18	CARE	AAA	AA+	03-Feb-19	
2	9.10% DHFCL DB 09-09-2019	HORD	1,000	12-Jul-18	CARE	AA+	AA-	06-Mar-19	
3	9.10% DHFCL DB 09-09-2019	HORD	1,000	12-Jul-18	CARE	AA-	A	31-Mar-19	
4	9.10% DHFCL DB 09-09-2019	HORD	1,000	12-Jul-18	CARE	A	BBB-	14-May-19	
5	9.10% DHFCL DB 09-09-2019	HORD	1,000	12-Jul-18	CARE	BBB-	D	05-Jun-19	
1	8.90% RCAP DB 09-09-2021	ECOS	1,000	27-Dec-16	CARE	AAA	AA+	18-Jan-18	
2	8.90% RCAP DB 09-09-2021	ECOS	1,000	27-Dec-16	CARE	AA+	AA	08-Oct-18	
3	8.90% RCAP DB 09-09-2021	OLDB	1,000	27-Dec-16	CARE	AA	A+	06-Mar-19	
4	8.90% RCAP DB 09-09-2021	OLDB	1,000	27-Dec-16	CARE	A+	A	18-Apr-19	
5	8.90% RCAP DB 09-09-2021	OLDB	1,000	27-Dec-16	CARE	A	BBB	18-May-19	
6	8.90% RCAP DB 09-09-2021	OLDB	1,000	27-Dec-16	CARE	BBB	BB	24-Aug-19	
7	8.90% RCAP DB 09-09-2021	OLDB	1,000	27-Dec-16	CARE	BB	D	20-Sep-19	
1	8.65% IFIN DB 06-12-2021	ICTD	1,000	29-Dec-16	ICRA	AAA	AA+	16-Aug-18	
2	8.65% IFIN DB 06-12-2021	IODS	1,000	29-Dec-16	ICRA	AA+	BB	09-Sep-18	
3	8.65% IFIN DB 06-12-2021	IODS	1,000	29-Dec-16	ICRA	BB	D	17-Sep-18	
1	8.90% IFIN DB 28-03-2021	ICTD	1,000	30-Mar-16	ICRA	AAA	AA+	16-Aug-18	
2	8.90% IFIN DB 28-03-2021	IODS	1,000	30-Mar-16	ICRA	AA+	BB	09-Sep-18	
3	8.90% IFIN DB 28-03-2021	IODS	1,000	30-Mar-16	ICRA	BB	D	17-Sep-18	
1	8.90% IFIN DB 20-03-2021	ICTD	1,000	21-Mar-16	ICRA	AAA	AA+	16-Aug-18	
2	8.90% IFIN DB 20-03-2021	IODS	1,000	21-Mar-16	ICRA	AA+	BB	09-Sep-18	
3	8.90% IFIN DB 20-03-2021	IODS	1,000	21-Mar-16	ICRA	BB	D	17-Sep-18	
1	7.95% PNB HOUSING DB 18-10-2019	HTDN	500	13-Aug-18	FITCH	AAA	AA+	10-Jan-19	
1	8.47% PNB HOUSING DB 01-07-2021	HTDN	1,000	08-Mar-17	FITCH	AAA	AA+	10-Jan-19	
2	8.47% PNB HOUSING DB 01-07-2021	HTDN	1,000	08-Mar-17	FITCH	AAA	AA	06-Mar-20	

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
 REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-38 QUARTERLY BUSINESS RETURNS ACROSS LINE OF BUSINESS

Date : 31-Mar-20
 (Rs in Lakhs)

Sl.No.	Line of Business	FOR THE QUARTER ENDED 31st MAR 2020		FOR THE YEAR ENDED 31st MAR 2020		FOR THE QUARTER ENDED 31st MAR 2019		FOR THE YEAR ENDED 31st MAR 2019	
		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*	2,040	67,601	6,384	82,966	980	10,898	3,252	28,172
10	Health	38,896	585,518	117,904	822,100	31,050	121,556	91,449	359,957
11	Others	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

Note: previous period numbers have been regrouped wherever necessary

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
 REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-39 RURAL & SOCIAL OBLIGATIONS

Date: 31-Mar-20
 (Rs in Lakhs)

Rural & Social Obligations (Apr 2019 - Mar 2020)

S No.	Line of Business	Particular	No. of Policies Issued	Premium Collected	Sum Assured
1	Fire	Rural	NA	NA	NA
		Social	NA	NA	NA
2	Cargo & Hull	Rural	NA	NA	NA
		Social	NA	NA	NA
3	Motor TP	Rural	NA	NA	NA
		Social	NA	NA	NA
4	Motor OD	Rural	NA	NA	NA
		Social	NA	NA	NA
5	Engineering	Rural	NA	NA	NA
		Social	NA	NA	NA
6	Workmen's Compensation	Rural	NA	NA	NA
		Social	NA	NA	NA
7	Employer's Liability	Rural	NA	NA	NA
		Social	NA	NA	NA
8	Aviation	Rural	NA	NA	NA
		Social	NA	NA	NA
9	Personal Accident	Rural	12432	373	21652
		Social	2	11	13087
10	Health	Rural	76853	7093	72455
		Social		1	20
11	Others	Rural	NA	NA	NA
		Social	NA	NA	NA

Note - RSBY business has been excluded for the purpose of reporting. The business was never included for the purpose of meeting obligation.

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
 REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-40: BUSINESS ACQUISITION THROUGH DIFFERENT CHANNELS

Date: 31-Mar-20
 (Rs in Lakhs)

S No.	Channels	Business Acquisition through different channels							
		FOR THE QUARTER ENDED 31st MAR 2020		FOR THE YEAR ENDED 31st MAR 2020		FOR THE QUARTER ENDED 31st MAR 2019		FOR THE YEAR ENDED 31st MAR 2019	
		No. of Policies	Premium	No. of Policies	Premium	No. of Policies	Premium	No. of Policies	Premium
1	Individual agents	299,720	14,621	426,747	45,035	65,249	12,788	194,539	39,070
2	Corporate Agents-Banks	105,627	9,356	133,075	25,937	17,277	6,525	44,900	16,641
3	Corporate Agents -Others	1,751	3,104	1,935	12,776	464	2,616	572	8,612
4	Brokers	105,488	6,418	138,287	16,182	21,933	3,472	54,674	9,165
5	Micro Agents	-	-	-	-	-	-	-	-
6	Direct Business	140,533	7,437	205,022	24,359	27,531	6,628	93,444	21,213
	Total (A)	653,119	40,936	905,066	124,289	132,454	32,030	388,129	94,702
7	Referral (B)	-	-	-	-	-	-	-	-
	Grand Total (A+B)	653,119	40,936	905,066	124,289	132,454	32,030	388,129	94,702

NAME OF THE INSURER: MAX BUPA HEALTH INSURANCE COMPANY LIMITED
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010



FORM NL-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31st MARCH, 2020 DURING THE FINANCIAL YEAR 2019-2020

Date: 31-Mar-20

SN	Particulars	Opening Balance as on beginning of the quarter	Additions during the quarter	Complaints Resolved/Settled during the quarter			Complaints Pending at the end of the quarter	Total complaints registered upto the quarter, during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	16	10	5	1	-	44
b)	Claim	-	133	21	63	49	-	562
c)	Policy related	-	32	11	14	7	-	106
d)	Premium	-	28	1	2	25	-	47
e)	Refund	-	-	-	-	-	-	9
f)	Coverage	-	1	-	-	1	-	3
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	12	3	9	-	-	26
i)	Others	-	57	26	19	12	-	240
	Total number of complaints	-	279	72	112	95	-	1,037
2	Total No. of policies during year ended 31st March 2019	388,129						
3	Total No. of claims during year ended 31st March 2019	92,189						
4	Total No. of policies during year ended 31st March 2020	905,066						
5	Total No. of claims during year ended 31st March 2020	145,711						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	1.17						
7	Total No. of Claim Complaints (current year) per 10,000 claims (current year)	38.57						
8	Duration wise Pending Status		Complaints made by Customers	Complaints made by intermediaries		Total		
a)	Upto 7 days		229	-		229		
b)	7 - 15 days		45	-		45		
c)	15 - 30 days		5	-		5		
d)	30 - 90 days		-	-		-		
e)	90 days and beyond		-	-		-		
	Total No. of complaint		279	-		279		