

## FORM NL-1-B-RA

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

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

REVENUE ACCOUNT FOR THE PERIOD ENDED ON MARCH 31, 2022



(Amount in Rs. Lakhs)

	Particulars	Schedule Ref. Form No.	Miscellaneous				Total			
			For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2021	Up to the quarter ended March 31, 2021	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2021	Up to the quarter ended March 31, 2021
1	Premiums earned (Net)	NL-4	57,020	1,75,251	38,607	1,15,087	57,020	1,75,251	38,607	1,15,087
2	Profit/ Loss on sale/redemption of Investments		94	533	106	224	94	533	106	224
3	Interest, Dividend & Rent – Gross <b>Note-1</b>		2,483	8,196	1,458	5,419	2,483	8,196	1,458	5,419
4	Other									
	(a) Other Income		-	-	-	-	-	-	-	-
	(b) Contribution from the Shareholders' Account									
	(i) Towards Excess Expenses of Management		12,032	27,172	6,904	17,624	12,032	27,172	6,904	17,624
	<b>TOTAL (A)</b>		<b>71,629</b>	<b>2,11,152</b>	<b>47,075</b>	<b>1,38,354</b>	<b>71,629</b>	<b>2,11,152</b>	<b>47,075</b>	<b>1,38,354</b>
6	Claims Incurred (Net)	NL-5	28,092	1,08,863	18,885	64,556	28,092	1,08,863	18,885	64,556
7	Commission	NL-6	7,076	12,042	2,894	6,348	7,076	12,042	2,894	6,348
8	Operating Expenses related to Insurance Business	NL-7	29,565	85,739	18,270	54,954	29,565	85,739	18,270	54,954
9	Premium Deficiency		-	-	-	-	-	-	-	-
	<b>TOTAL (B)</b>		<b>64,733</b>	<b>2,06,644</b>	<b>40,049</b>	<b>1,25,858</b>	<b>64,733</b>	<b>2,06,644</b>	<b>40,049</b>	<b>1,25,858</b>
10	Operating Profit/(Loss) C= (A - B)		6,896	4,508	7,026	12,496	6,896	4,508	7,026	12,496
11	<b>APPROPRIATIONS</b>									
	Transfer to Shareholders' Account		6,896	4,508	7,026	12,496	6,896	4,508	7,026	12,496
	Transfer to Catastrophe Reserve		-	-	-	-	-	-	-	-
	Transfer to Other Reserves (to be specified)		-	-	-	-	-	-	-	-
	<b>TOTAL (C)</b>		<b>6,896</b>	<b>4,508</b>	<b>7,026</b>	<b>12,496</b>	<b>6,896</b>	<b>4,508</b>	<b>7,026</b>	<b>12,496</b>

## Note - 1

Pertaining to Policyholder's funds	Miscellaneous				Total			
	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2021	Up to the quarter ended March 31, 2021	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2021	Up to the quarter ended March 31, 2021
Interest, Dividend & Rent	2,570	8,599	1,548	5,656	2,570	8,599	1,548	5,656
<b>Add/Less:-</b>								
Investment Expenses	-	-	-	-	-	-	-	-
Amortisation of Premium/ Discount on Investments	(87)	(403)	(90)	(237)	(87)	(403)	(90)	(237)
Amount written off in respect of depreciated investments	-	-	-	-	-	-	-	-
Provision for Bad and Doubtful Debts	-	-	-	-	-	-	-	-
Provision for diminution in the value of other than actively traded Equities	-	-	-	-	-	-	-	-
Investment income from Pool	-	-	-	-	-	-	-	-
<b>Interest, Dividend &amp; Rent – Gross*</b>	<b>2,483</b>	<b>8,196</b>	<b>1,458</b>	<b>5,419</b>	<b>2,483</b>	<b>8,196</b>	<b>1,458</b>	<b>5,419</b>

\* Term gross implies inclusive of TDS

## FORM NL-2-B-PL

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

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

PROFIT AND LOSS ACCOUNT FOR THE PERIOD ENDED ON MARCH 31, 2022



(Amount in Rs. Lakhs)

	Particulars	Schedule Ref. Form No.	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2021	Up to the quarter ended March 31, 2021
1	OPERATING PROFIT/(LOSS)	NL-1				
	(a) Fire Insurance		-	-	-	-
	(b) Marine Insurance		-	-	-	-
	(c) Miscellaneous Insurance		6,896	4,508	7,026	12,496
			-	-	-	-
2	INCOME FROM INVESTMENTS					
	(a) Interest, Dividend & Rent – Gross		998	3,754	883	2,972
	(b) Profit on sale of investments		24	94	-	128
	(c) (Loss on sale/ redemption of investments)		-	-	(61)	-
	(d) Amortization of Premium / Discount on Investments		(21)	(94)	(55)	(150)
3	OTHER INCOME (To be specified)					
	(a) Gain/(Loss) on Foreign Exchange Fluctuation		0	(13)	(3)	(25)
	(b) Interest Income		6	21	4	11
	(c) Provisions written back		-	711	-	18
	<b>TOTAL (A)</b>		<b>7,903</b>	<b>8,981</b>	<b>7,794</b>	<b>15,450</b>
4	PROVISIONS (Other than taxation)					
	(a) For diminution in the value of investments		-	(1,998)	(1,502)	(252)
	(b) For doubtful debts		29	2,217	2,515	2,834
	(c) Others (to be specified)		-	-	-	-
5	OTHER EXPENSES					
	(a) Expenses other than those related to Insurance Business					
	(i) Managerial Remuneration		59	244	66	218
	(ii) Interest on Subordinated Debentures		446	652	-	-
	(iii) Others		122	347	-	-
	(b) Bad Debts written off		-	-	-	-
	(c) Interest on Subordinated Debt		-	-	-	-
	(d) Expenses towards CSR activities		-	-	-	-
	(e) Penalties		-	-	-	-
	(f) Contribution to Policyholders' A/c		-	-	-	-
	(i) Towards Excess Expenses of Management		12,032	27,172	6,904	17,624
	(g) Others		-	-	-	-
	<b>TOTAL (B)</b>		<b>12,688</b>	<b>28,634</b>	<b>7,983</b>	<b>20,424</b>
6	Profit/(Loss) Before Tax		(4,785)	(19,653)	(189)	(4,974)
7	Provision for Taxation		-	-	-	-
8	<b>Profit / (Loss) after tax</b>		<b>(4,785)</b>	<b>(19,653)</b>	<b>(189)</b>	<b>(4,974)</b>
9	APPROPRIATIONS					
	(a) Interim dividends paid during the year		-	-	-	-
	(b) Final dividend paid		-	-	-	-
	(c) Transfer to any Reserves or Other Accounts (to be specified)		-	-	-	-
	Balance of profit/ loss brought forward from last year		(97,851)	(82,983)	(82,795)	(78,010)
	Balance carried forward to Balance Sheet		(1,02,636)	(1,02,636)	(82,983)	(82,983)

## FORM NL-3-B-BS

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

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

BALANCE SHEET AS AT MARCH 31, 2022



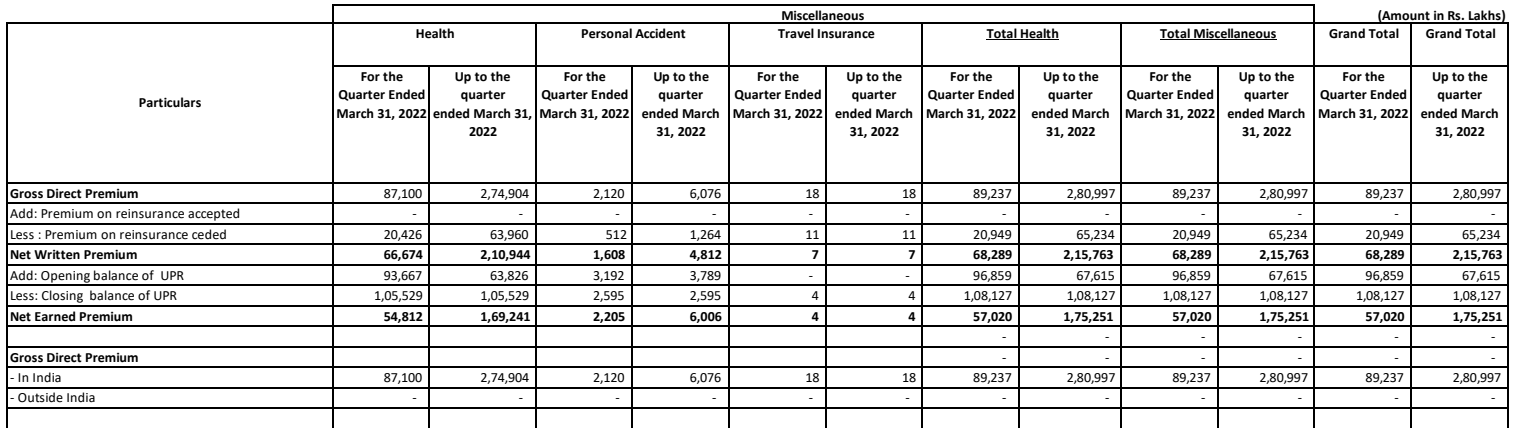
(Amount in Rs. Lakhs)

Particulars	Schedule Ref. Form No.	As At March 31, 2022	As At March 31, 2021
<b>SOURCES OF FUNDS</b>			
SHARE CAPITAL	NL-8	1,40,860	1,34,973
SHARE APPLICATION MONEY PENDING ALLOTMENT		-	-
RESERVES AND SURPLUS	NL-10	12,540	5,679
FAIR VALUE CHANGE ACCOUNT		-	-
-Shareholders' Funds		(200)	13
-Policyholders' Funds		1	0
BORROWINGS	NL-11	25,000	-
<b>TOTAL</b>		<b>1,78,201</b>	<b>1,40,665</b>
<b>APPLICATION OF FUNDS</b>			
INVESTMENTS-Shareholders	NL-12	86,962	63,737
INVESTMENTS-Policyholders	NL-12A	1,53,170	98,419
LOANS	NL-13	-	-
FIXED ASSETS	NL-14	4,967	4,752
DEFERRED TAX ASSET (Net)		-	-
<b>CURRENT ASSETS</b>			
Cash and Bank Balances	NL-15	5,881	3,041
Advances and Other Assets	NL-16	22,863	19,956
<b>Sub-Total (A)</b>		<b>28,744</b>	<b>22,997</b>
DEFERRED TAX LIABILITY (Net)		-	-
<b>CURRENT LIABILITIES</b>			
PROVISIONS	NL-17	89,109	63,608
	NL-18	1,09,169	68,615
<b>Sub-Total (B)</b>		<b>1,98,278</b>	<b>1,32,223</b>
<b>NET CURRENT ASSETS (C) = (A - B)</b>		<b>(1,69,534)</b>	<b>(1,09,226)</b>
MISCELLANEOUS EXPENDITURE (to the extent not written off or adjusted)	NL-19	-	-
DEBIT BALANCE IN PROFIT AND LOSS ACCOUNT		1,02,636	82,983
<b>TOTAL</b>		<b>1,78,201</b>	<b>1,40,665</b>

## CONTINGENT LIABILITIES

Particulars	As At March 31, 2022	As At March 31, 2021
1. Partly paid-up investments	-	-
2. Claims, other than against policies, not acknowledged as debts by the company	-	-
3. Underwriting commitments outstanding (in respect of shares and securities)	-	-
4. Guarantees given by or on behalf of the Company	-	-
5. Statutory demands/ liabilities in dispute, not provided for	1,202	1,186
6. Reinsurance obligations to the extent not provided for in accounts	-	-
7. Others- Claims, under policies, not acknowledged as debts	2,614	2,408
<b>TOTAL</b>	<b>3,815</b>	<b>3,594</b>

Name of the Insurer: Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited)  
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## FORM NL-5 - CLAIMS SCHEDULE



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

Particulars	Health		Personal Accident		Travel Insurance		Total Health		Total Miscellaneous		Grand Total	Grand Total
	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022
Claims Paid (Direct)	32,279	1,33,656	236	1,021	-	-	32,516	1,34,677	32,516	1,34,677	32,516	1,34,677
Add :Re-insurance accepted to direct claims	-	-	-	-	-	-	-	-	-	-	-	-
Less :Re-insurance Ceded to claims paid	6,847	29,289	19	268	-	-	6,867	29,557	6,867	29,557	6,867	29,557
<b>Net Claim Paid</b>	<b>25,432</b>	<b>1,04,367</b>	<b>217</b>	<b>753</b>	-	-	<b>25,649</b>	<b>1,05,120</b>	<b>25,649</b>	<b>1,05,120</b>	<b>25,649</b>	<b>1,05,120</b>
Add Claims Outstanding at the end of the year	25,807	25,807	1,054	1,054	-	-	26,861	26,861	26,861	26,861	26,861	26,861
Less Claims Outstanding at the beginning of the year	23,744	21,860	674	1,259	-	-	24,418	23,118	24,418	23,118	24,418	23,118
<b>Net Incurred Claims</b>	<b>27,494</b>	<b>1,08,314</b>	<b>597</b>	<b>549</b>	-	-	<b>28,092</b>	<b>1,08,863</b>	<b>28,092</b>	<b>1,08,863</b>	<b>28,092</b>	<b>1,08,863</b>
Claims Paid (Direct)	-	-	-	-	-	-	-	-	-	-	-	-
-In India	32,279	1,33,656	236	1,021	-	-	32,516	1,34,656	32,516	1,34,656	32,516	1,34,656
-Outside India	-	21	-	-	-	-	-	21	-	21	-	21
Estimates of IBNR and IBNER at the end of the period (net)	18,696	18,696	633	633	-	-	19,329	19,329	19,329	19,329	19,329	19,329
Estimates of IBNR and IBNER at the beginning of the period (net)	15,392	13,192	524	1,020	-	-	15,916	14,212	15,916	14,212	15,916	14,212

Particulars	Health		Personal Accident		Travel Insurance		Total Health		Total Miscellaneous		Grand Total	Grand Total
	For the Quarter Ended March 31, 2021	Up to the quarter ended March 31, 2021	For the Quarter Ended March 31, 2021	Up to the quarter ended March 31, 2021	For the Quarter Ended March 31, 2021	Up to the quarter ended March 31, 2021	For the Quarter Ended March 31, 2021	Up to the quarter ended March 31, 2021	For the Quarter Ended March 31, 2021	Up to the quarter ended March 31, 2021	For the Quarter Ended March 31, 2021	Up to the quarter ended March 31, 2021
Claims Paid (Direct)	28,160	64,185	196	484	-	-	28,355	64,669	28,355	64,669	28,355	64,669
Add :Re-insurance accepted to direct claims	-	-	-	-	-	-	-	-	-	-	-	-
Less :Re-insurance Ceded to claims paid	5,814	12,730	9	35	-	-	5,824	12,766	5,824	12,766	5,824	12,766
<b>Net Claim Paid</b>	<b>22,345</b>	<b>51,455</b>	<b>187</b>	<b>449</b>	-	-	<b>22,532</b>	<b>51,903</b>	<b>22,532</b>	<b>51,903</b>	<b>22,532</b>	<b>51,903</b>
Add Claims Outstanding at the end of the year	21,860	21,860	1,259	1,259	-	-	23,118	23,118	23,118	23,118	23,118	23,118
Less Claims Outstanding at the beginning of the year	25,465	9,674	1,300	792	-	-	26,766	10,466	26,766	10,466	26,766	10,466
<b>Net Incurred Claims</b>	<b>18,739</b>	<b>63,640</b>	<b>145</b>	<b>915</b>	-	-	<b>18,885</b>	<b>64,556</b>	<b>18,885</b>	<b>64,556</b>	<b>18,885</b>	<b>64,556</b>
Claims Paid (Direct)	-	-	-	-	-	-	-	-	-	-	-	-
-In India	28,160	64,138	196	484	-	-	28,355	64,622	28,355	64,622	28,355	64,622
-Outside India	-	48	-	-	-	-	-	48	-	48	-	48
Estimates of IBNR and IBNER at the end of the period (net)	13,192	13,192	1,020	1,020	-	-	14,212	14,212	14,212	14,212	14,212	14,212
Estimates of IBNR and IBNER at the beginning of the period (net)	10,937	7,553	968	738	-	-	11,904	8,292	11,904	8,292	11,904	8,292

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



Miscellaneous														(Amount in Rs. Lakhs)	
	Particulars	Health		Personal Accident		Travel Insurance		Total Health		Total Miscellaneous		Grand Total	Grand Total		
		For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022		
1	Employees' remuneration & welfare benefits	13,165	43,348	320	958	3	3	13,488	44,309	13,488	44,309	13,488	44,309		
2	Travel, conveyance and vehicle running expenses	451	1,231	11	27	0	0	462	1,258	462	1,258	462	1,258		
3	Training expenses	29	82	1	2	0	0	30	84	30	84	30	84		
4	Rents, rates & taxes	351	1,394	9	31	0	0	359	1,425	359	1,425	359	1,425		
5	Repairs	300	756	7	17	0	0	308	773	308	773	308	773		
6	Printing & stationery	31	50	1	1	0	0	31	51	31	51	31	51		
7	Communication expenses	349	1,087	9	24	0	0	358	1,111	358	1,111	358	1,111		
8	Legal & professional charges	705	1,625	17	36	0	0	723	1,661	723	1,661	723	1,661		
9	Auditors' fees, expenses etc.	-	-	-	-	-	-	-	-	-	-	-	-		
	(a) as auditor	12	45	0	1	0	0	12	46	12	46	12	46		
	(b) as adviser or in any other capacity, in respect of	-	-	-	-	-	-	-	-	-	-	-	-		
	(i) Taxation matters	2	2	0	0	0	0	2	2	2	2	2	2		
	(ii) Insurance matters	-	-	-	-	-	-	-	-	-	-	-	-		
	(iii) Management services; and	-	-	-	-	-	-	-	-	-	-	-	-		
	(c) in any other capacity	-	-	-	-	-	-	-	-	-	-	-	-		
	(i) Tax Audit Fees	2	2	0	0	0	0	2	2	2	2	2	2		
	(ii) Certification Fees	3	4	0	0	0	0	3	5	3	5	3	5		
10	Advertisement and publicity	12,016	28,911	292	639	2	2	12,311	29,552	12,311	29,552	12,311	29,552		
11	Interest & Bank Charges	310	945	8	21	0	0	318	966	318	966	318	966		
12	Depreciation	727	2,618	18	58	0	0	745	2,676	745	2,676	745	2,676		
13	Brand/Trade Mark usage fee/charges	-	-	-	-	-	-	-	-	-	-	-	-		
14	Business Development and Sales Promotion Expenses	24	44	1	1	0	0	25	45	25	45	25	45		
15	Information Technology Expenses	320	1,476	8	33	0	0	328	1,509	328	1,509	328	1,509		
16	Goods and Services Tax (GST)	0	6	0	0	0	0	0	6	0	6	0	6		
17	Others	-	-	-	-	-	-	-	-	-	-	-	-		
	(a) Membership and Subscription	7	35	0	1	0	0	7	35	7	35	7	35		
	(b) Insurance	45	125	1	3	0	0	46	128	46	128	46	128		
	(c) Sitting Fee	15	65	0	1	0	0	15	66	15	66	15	66		
	(d) Board Meeting Expenses	2	5	0	0	0	0	2	5	2	5	2	5		
	(e) Miscellaneous Expenses	(9)	24	(0)	1	(0)	0	(10)	25	(10)	25	(10)	25		
									-		-		-		
	TOTAL	28,856	83,880	702	1,854	6	6	29,565	85,739	29,565	85,739	29,565	85,739		
	In India	28,856	83,880	702	1,854	6	6	29,565	85,739	29,565	85,739	29,565	85,739		
	Outside India	-	-	-	-	-	-	-	-	-	-	-	-		



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

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**FORM NL-8-SHARE CAPITAL SCHEDULE**



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

**(Amount in Rs. Lakhs)**

	<b>Particulars</b>	<b>As At March 31, 2022</b>	<b>As At March 31, 2021</b>
1	Authorised Capital		
	1,50,00,00,000 (Previous year 1,50,00,00,000)	1,50,000	1,50,000
	Equity Shares of Rs 10 each		
	Preference Shares of Rs..... each	-	-
2	Issued Capital		
	1,40,86,02,228 (Previous year 1,34,97,29,800)	1,40,860	1,34,973
	Equity Shares of Rs 10 each		
	Preference Shares of Rs..... each	-	-
3	Subscribed Capital		
	1,40,86,02,228 (Previous year 1,34,97,29,800)	1,40,860	1,34,973
	Equity Shares of Rs 10 each		
	Preference Shares of Rs..... each	-	-
4	Called-up Capital		
	1,40,86,02,228 (Previous year 1,34,97,29,800)	1,40,860	1,34,973
	Equity Shares of Rs 10 each		
	Less : Calls unpaid	-	-
	Add : Equity Shares forfeited (Amount originally paid up)	-	-
	Less : Par Value of Equity Shares bought back	-	-
	Less : Preliminary Expenses	-	-
	Expenses including commission or brokerage on	-	-
	Underwriting or subscription of shares	-	-
	Preference Shares of Rs..... each	-	-
5	Paid-up Capital		
	1,40,86,02,228 (Previous year 1,34,97,29,800)	1,40,860	1,34,973
	Equity Shares of Rs 10 each		
	Preference Shares of Rs. .... Each	-	-

Out of the above 77,22,65,272 (Previous year 74,37,01,120) Equity Shares of Rs. 10/- each are held by the holding company along with its nominees.

**FORM NL-9-PATTERN OF SHAREHOLDING SCHEDULE**

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

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

**PATTERN OF SHAREHOLDING**

**[As certified by the Management]**

Shareholder	As At March 31, 2022		As At March 31, 2021	
	Number of Shares	% of Holding	Number of Shares	% of Holding
Promoters				
· Indian	77,22,65,272	55%	74,37,01,120	55%
· Foreign	62,93,05,094	45%	60,60,28,680	45%
Investors				
· Indian	-	-	-	-
· Foreign	-	-	-	-
Others -ESOP	70,31,862	0%	-	-
<b>TOTAL</b>	<b>1,40,86,02,228</b>	<b>100%</b>	<b>1,34,97,29,800</b>	<b>100%</b>

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

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

DETAILS OF EQUITY HOLDING OF INSURERS

## PART A:

PARTICULARS OF THE SHAREHOLDING PATTERN OF NIVA BUPA HEALTH INSURANCE COMPANY LIMITED (Formerly Max Bupa Health Insurance Company Limited)  
As At Quarter Ended March 31, 2022

Sl. No.	Category	No. of Investors	No. of shares held	% of share-holdings	Paid up equity (Rs. In lakhs)	Shares pledged or otherwise encumbered		Shares under Lock in Period	
(I)	(II)		(III)	(IV)	(V)	Number of shares (VI)	As a percentage of Total Shares held (VII) = (VI)/(III)*100	Number of shares (VIII)	As a percentage of Total Shares held (IX) = (VIII)/(III)*100
<b>A</b>	<b>Promoters &amp; Promoters Group</b>								
<b>A.1</b>	<b>Indian Promoters</b>								
i)	Individuals/HUF (Names of major shareholders):								
	(i) Mr. Ashutosh Telang (Nominee of Fettle Tone LLP)	1	10	0	0	-	-	-	-
	(ii) Mr. Divya Sehgal (Nominee of Fettle Tone LLP)	1	10			-	-	-	-
	(iii) Mr. Maninder Singh Juneja (Nominee of Fettle Tone LLP)	1	10			-	-	-	-
ii)	Bodies Corporate:								
	(i) Fettle Tone LLP	1	77,22,65,242	54.82	77,227	-	-	-	-
iii)	Financial Institutions/ Banks	-	-	-	-	-	-	-	-
iv)	Central Government/ State Government(s) / President of India	-	-	-	-	-	-	-	-
v)	Persons acting in concert (Please specify)	-	-	-	-	-	-	-	-
vi)	Any other (Please specify)	-	-	-	-	-	-	-	-
<b>A.2</b>	<b>Foreign Promoters</b>								
i)	Individuals (Name of major shareholders):								
	(i) Mr. David Fletcher (Nominee of Bupa Singapore Holdings Pte. Ltd.)	1	20	0	0	-	-	-	-
	(ii) Ms. Joy Linton (Nominee of Bupa Singapore Holdings Pte. Ltd.)	1	10			-	-	-	-
ii)	Bodies Corporate:								
	(i) Bupa Singapore Holdings Pte. Ltd	1	62,93,05,064	44.68	62,931	-	-	-	-
	(ii)								
	(iii)								
iii)	Any other (Please specify)	-	-	-	-	-	-	-	-
<b>B.</b>	<b>Non Promoters</b>								
<b>B.1</b>	<b>Public Shareholders</b>								
1.1)	Institutions								
i)	Mutual Funds	-	-	-	-	-	-	-	-
ii)	Foreign Portfolio Investors	-	-	-	-	-	-	-	-
iii)	Financial Institutions/Banks	-	-	-	-	-	-	-	-
iv)	Insurance Companies	-	-	-	-	-	-	-	-
v)	FII belonging to Foreign promoter	-	-	-	-	-	-	-	-
vi)	FII belonging to Foreign Promoter of Indian Promoter	-	-	-	-	-	-	-	-
vii)	Provident Fund/Pension Fund	-	-	-	-	-	-	-	-
viii)	Alternative Investment Fund	-	-	-	-	-	-	-	-
ix)	Any other (Please specify)	-	-	-	-	-	-	-	-
1.2)	Central Government/ State Government(s)/ President of India								
1.3)	Non-Institutions								
i)	Individual share capital upto Rs. 2 Lacs	41	70,31,862	0.50	703	-	-	-	-
ii)	Individual share capital in excess of Rs. 2 Lacs								
iii)	NBFCs registered with RBI								
iv)	Others:								
	- Trusts	-	-	-	-	-	-	-	-
	- Non Resident Indian	-	-	-	-	-	-	-	-
	- Clearing Members	-	-	-	-	-	-	-	-
	- Non Resident Indian Non Repatriable	-	-	-	-	-	-	-	-
	- Bodies Corporate	-	-	-	-	-	-	-	-
	- IEPF	-	-	-	-	-	-	-	-
v)	Any other (Please Specify)	-	-	-	-	-	-	-	-
<b>B.2</b>	<b>Non Public Shareholders</b>								
2.1)	Custodian/DR Holder	-	-	-	-	-	-	-	-
2.2)	Employee Benefit Trust	-	-	-	-	-	-	-	-
2.3)	Any other (Please specify)	-	-	-	-	-	-	-	-
	<b>Total</b>	<b>48</b>	<b>1,40,86,02,228</b>	<b>100.00</b>	<b>1,40,860</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

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

PART B:

Name of the Indian Promoter / Indian Investor:

FETTLE TONE LLP

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

Sl. No.	Category	No. of Investors	No. of shares held* (Refer note below)	% of share- holdings	Paid up equity (Rs. In lakhs)	Shares pledged or otherwise encumbered	Shares under Lock in Period
(I)	(II)		(III)	(IV)	(V)	Number of shares (VI) As a percentage of Total Shares held (VII) = (VI)/(III)*100	Number of shares (VIII) As a percentage of Total Shares held (IX) = (VIII)/(III)*100
<b>A</b>	<b>Promoters &amp; Promoters Group</b>						
<b>A.1</b>	<b>Indian Promoters</b>						
i)	Individuals/HUF (Names of major shareholders):	-	-	-	-	-	-
ii)	Bodies Corporate:						
	(i) True North Fund VI LLP	1	NA	NA	NA	NA	NA
	(ii) Faering Capital India Evolving Fund II & Faering Capital India Evolving Fund III	1	NA	NA	NA	NA	NA
iii)	Financial Institutions/ Banks	-	-	-	-	-	-
iv)	Central Government/ State Government(s) / President of India	-	-	-	-	-	-
v)	Persons acting in concert (Please specify)	-	-	-	-	-	-
vi)	Any other (Please specify)	-	-	-	-	-	-
<b>A.2</b>	<b>Foreign Promoters</b>						
i)	Individuals (Name of major shareholders):	-	-	-	-	-	-
ii)	Bodies Corporate:	-	-	-	-	-	-
iii)	Any other (Please specify)	-	-	-	-	-	-
<b>B.</b>	<b>Non Promoters</b>						
<b>B.1</b>	<b>Public Shareholders</b>	-	-	-	-	-	-
<b>1.1)</b>	<b>Institutions</b>						
i)	Mutual Funds	-	-	-	-	-	-
ii)	Foreign Portfolio Investors	-	-	-	-	-	-
iii)	Financial Institutions/Banks	-	-	-	-	-	-
iv)	Insurance Companies	-	-	-	-	-	-
v)	FII belonging to Foreign promoter of Indian Promoter (e)	-	-	-	-	-	-
vi)	FII belonging to Foreign promoter of Indian Promoter (e)	-	-	-	-	-	-
vii)	Provident Fund/Pension Fund	-	-	-	-	-	-
viii)	Alternative Investment Fund	-	-	-	-	-	-
ix)	Any other (Please specify)	-	-	-	-	-	-
<b>1.2)</b>	<b>Central Government/ State Government(s) / President of India</b>	-	-	-	-	-	-
<b>1.3)</b>	<b>Non-Institutions</b>						
i)	Individual share capital upto Rs. 2 Lacs	1	NA	NA	NA	NA	NA
ii)	Individual share capital in excess of Rs. 2 Lacs	-	-	-	-	-	-
iii)	NBFCs registered with RBI	-	-	-	-	-	-
iv)	Others:						
	- Trusts	-	-	-	-	-	-
	- Non Resident Indian	-	-	-	-	-	-
	- Clearing Members	-	-	-	-	-	-
	- Non Resident Indian Non Repatriable	-	-	-	-	-	-
	- Bodies Corporate	4	NA	NA	NA	NA	NA
	- IEPF	-	-	-	-	-	-
v)	Any other (Please Specify)	-	-	-	-	-	-
<b>B.2</b>	<b>Non Public Shareholders</b>	-	-	-	-	-	-
<b>2.1)</b>	<b>Custodian/DR Holder</b>	-	-	-	-	-	-
<b>2.2)</b>	<b>Employee Benefit Trust</b>	-	-	-	-	-	-
<b>2.3)</b>	<b>Any other (Please specify)</b>	-	-	-	-	-	-
	<b>Total</b>	<b>7</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

Note:

1. Fettle Tone LLP being a Limited Liability Partnership, no shares are held by the members/partners. The interest in LLP is expressed as percentage of partnership interest. Since, there are no shares or equity capital in an LLP, the number of shares and paid up capital amount are mentioned as N.A.

2. Partnership Interest as on March 31, 2022 is as under:

Partners	Partnership Interest (%)
<b>PROMOTERS</b>	
a. True North Fund VI LLP	63.54
b. Faering Capital India Evolving Fund II and Faering Capital India Evolving Fund III	16.96
<b>NON PROMOTERS</b>	19.50
<b>Total</b>	<b>100.00</b>

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

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

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

**(Amount in Rs. Lakhs)**

	<b>Particulars</b>	<b>As At March 31, 2022</b>	<b>As At March 31, 2021</b>
1	Capital Reserve	-	-
2	Capital Redemption Reserve	-	-
3	Share Premium		
	-Opening Balance	5,675	-
	-Additions during the period	6,836	5,675
4	General Reserves	-	-
	Less: Amount utilized for Buy-back	-	-
	Less: Amount utilized for issue of Bonus shares	-	-
5	Catastrophe Reserve	-	-
6	Other Reserves -Employee Stock options		
	-Opening Balance	3	
	-Additions during the period	26	3
7	Balance of Profit in Profit & Loss Account	-	-
	<b>TOTAL</b>	<b>12,540</b>	<b>5,679</b>

**FORM NL-11-BORROWINGS SCHEDULE**

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

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

**(Amount in Rs. Lakhs)**

	Particulars	As At March 31, 2022	As At March 31, 2021
1	Debentures/ Bonds*	25,000	-
2	Banks	-	-
3	Financial Institutions	-	-
4	Others	-	-
	<b>TOTAL</b>	25,000	-

**DISCLOSURE FOR SECURED BORROWINGS**

**(Amount in Rs. Lakhs)**

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

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

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



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

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

Particulars	NL -12		NL -12A		(Amount in Rs. Lakhs)	
	Shareholders		Policyholders		Total	
	As At March 31, 2022	As At March 31, 2021	As At March 31, 2022	As At March 31, 2021	As At March 31, 2022	As At March 31, 2021
<b>LONG TERM INVESTMENTS</b>						
1 Government securities and Government guaranteed bonds including Treasury Bills	22,746	15,176	31,229	19,231	53,975	34,407
2 Other Approved Securities	10,451	5,060	8,565	4,571	19,016	9,631
3 Other Investments	-	-	-	-	-	-
(a) Shares	-	-	-	-	-	-
(aa) Equity	-	-	-	-	-	-
(bb) Preference	-	-	-	-	-	-
(b) Mutual Funds	-	-	-	-	-	-
(c) Derivative Instruments	-	-	-	-	-	-
(d) Debentures/ Bonds	19,544	5,997	55,365	30,690	74,909	36,688
(e) Other Securities	-	-	1,982	-	1,982	-
(f) Subsidiaries	-	-	-	-	-	-
(g) Investment Properties-Real Estate	-	-	-	-	-	-
4 Investments in Infrastructure and Housing	11,652	14,222	44,450	23,425	56,102	37,647
5 Other than Approved Investments	-	-	50	-	50	-
<b>TOTAL</b>	<b>64,393</b>	<b>40,456</b>	<b>1,41,641</b>	<b>77,916</b>	<b>2,06,034</b>	<b>1,18,372</b>
<b>SHORT TERM INVESTMENTS</b>						
1 Government securities and Government guaranteed bonds including Treasury Bills	1,018	2,001	3,478	4,005	4,496	6,007
2 Other Approved Securities	-	-	505	1,508	505	1,508
3 Other Investments	-	-	-	-	-	-
(a) Shares	-	-	-	-	-	-
(aa) Equity	309	-	-	-	309	-
(bb) Preference	-	-	-	-	-	-
(b) Mutual Funds	8,351	11,893	412	636	8,764	12,530
(c) Derivative Instruments	-	-	-	-	-	-
(d) Debentures/ Bonds	6,002	1,999	3,511	5,032	9,514	7,031
(e) Other Securities -Fixed Deposits	4,179	7,388	3,120	2,786	7,299	10,174
(f) Subsidiaries	-	-	-	-	-	-
(g) Investment Properties-Real Estate	-	-	-	-	-	-
4 Investments in Infrastructure and Housing	2,001	-	502	6,535	2,503	6,535
5 Other than Approved Investments	707	-	-	-	707	-
<b>TOTAL</b>	<b>22,569</b>	<b>23,281</b>	<b>11,528</b>	<b>20,503</b>	<b>34,097</b>	<b>43,784</b>
<b>GRAND TOTAL</b>	<b>86,962</b>	<b>63,737</b>	<b>1,53,170</b>	<b>98,419</b>	<b>2,40,132</b>	<b>1,62,156</b>

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

Particulars	Shareholders		Policyholders		(Amount in Rs. Lakhs)	
	Shareholders		Policyholders		Total	
	As At March 31, 2022	As At March 31, 2021	As At March 31, 2022	As At March 31, 2021	As At March 31, 2022	As At March 31, 2021
<b>Long Term Investments--</b>						
Book Value	64,393	40,456	1,41,641	77,916	2,06,034	1,18,372
market Value	63,462	41,061	1,42,640	79,922	2,06,102	1,20,984
<b>Short Term Investments--</b>						
Book Value	21,847	23,268	11,528	20,503	33,375	43,771
market Value	21,915	23,292	11,664	20,737	33,579	44,029

## FORM NL-13-LOANS SCHEDULE



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

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

(Amount in Rs. Lakhs)

	Particulars	As At March 31, 2022	As At March 31, 2021
<b>1</b>	<b>SECURITY-WISE CLASSIFICATION</b>		
	Secured		
	(a) On mortgage of property	-	-
	(aa) In India	-	-
	(bb) Outside India	-	-
	(b) On Shares, Bonds, Govt. Securities	-	-
	(c) Others	-	-
	Unsecured	-	-
	<b>TOTAL</b>	-	-
<b>2</b>	<b>BORROWER-WISE CLASSIFICATION</b>		
	(a) Central and State Governments	-	-
	(b) Banks and Financial Institutions	-	-
	(c) Subsidiaries	-	-
	(d) Industrial Undertakings	-	-
	(e) Companies	-	-
	(f) Others	-	-
	<b>TOTAL</b>	-	-
<b>3</b>	<b>PERFORMANCE-WISE CLASSIFICATION</b>		
	(a) Loans classified as standard	-	-
	(aa) In India	-	-
	(bb) Outside India	-	-
	(b) Non-performing loans less provisions	-	-
	(aa) In India	-	-
	(bb) Outside India	-	-
	<b>TOTAL</b>	-	-
<b>4</b>	<b>MATURITY-WISE CLASSIFICATION</b>		
	(a) Short Term	-	-
	(b) Long Term	-	-
	<b>TOTAL</b>	-	-
<b>Provisions against Non-performing Loans</b>			
	<b>Non-Performing Loans</b>	<b>Loan Amount (Rs. Lakhs)</b>	<b>Provision (Rs. Lakhs)</b>
	Sub-standard	-	-
	Doubtful	-	-
	Loss	-	-
	<b>Total</b>	-	-

FORM NL-14-FIXED ASSETS SCHEDULE



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

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

(Amount in Rs. Lakhs)

Particulars	Cost/ Gross Block				Depreciation				Net Block	
	Opening	Additions	Deductions	Closing	Up to Last Year	For The Period	On Sales/ Adjustments	To Date	As At March 31, 2022	As At March 31, 2021
Goodwill	-		-	-	-	-	-	-	-	-
Intangibles										
a) Softwares	10,234	1,497	-	11,732	7,429	1,790	-	9,218	2,513	2,806
b) Website	113	-	-	113	113	-	-	113	-	-
Land-Freehold	-	-	-	-	-	-	-	-	-	-
Leasehold Property	1,337	411	24	1,723	635	144	22	757	967	702
Buildings	-	-	-	-	-	-	-	-	-	-
Furniture & Fittings	398	209	4	603	272	156	3	424	179	126
Information Technology Equipment (Other Devices)	1,597	32	0	1,629	1,426	84	-	1,510	119	171
Information Technology Equipment (End User Devices)	1,605	464	128	1,941	1,181	318	128	1,372	569	423
Vehicles	-	-	-	-	-	-	-	-	-	-
Office Equipment	1,018	394	21	1,391	657	185	20	822	569	361
Others	-	-	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>16,301</b>	<b>3,008</b>	<b>177</b>	<b>19,132</b>	<b>11,712</b>	<b>2,676</b>	<b>173</b>	<b>14,216</b>	<b>4,916</b>	<b>4,589</b>
Work in progress	163	86	197	51	-	-	-	-	51	163
<b>Grand Total</b>	<b>16,464</b>	<b>3,093</b>	<b>374</b>	<b>19,183</b>	<b>11,712</b>	<b>2,676</b>	<b>173</b>	<b>14,216</b>	<b>4,967</b>	<b>4,752</b>
<b>PREVIOUS YEAR</b>	<b>14,978</b>	<b>4,088</b>	<b>2,601</b>	<b>16,464</b>	<b>10,859</b>	<b>2,205</b>	<b>1,352</b>	<b>11,712</b>	<b>4,752</b>	<b>-</b>

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



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

**(Amount in Rs. Lakhs)**

	<b>Particulars</b>	<b>As At March 31, 2022</b>	<b>As At March 31, 2021</b>
1	Cash (including cheques <sup>(a)</sup> , drafts and stamps)	137	124
2	Bank Balances		
	(a) Deposit Accounts		
	(aa) Short-term (due within 12 months)	1,830	865
	(bb) Others	-	-
	(b) Current Accounts	3,914	2,052
	(c) Others	-	-
3	Money at Call and Short Notice		
	(a) With Banks	-	-
	(b) With other Institutions	-	-
4	Others	-	-
	<b>TOTAL</b>	<b>5,881</b>	<b>3,041</b>
	Balances with non-scheduled banks included in 2 and 3 above	1	2
	<b>CASH &amp; BANK BALANCES</b>		
	In India	5,881	3,041
	Outside India	-	-

(a) Cheques on hand amount to Rs. 131 (in Lakhs) Previous Period : Rs. 119 (in Lakhs)

FORM NL-16-ADVANCES AND OTHER ASSETS SCHEDULE



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

(Amount in Rs. Lakhs)

	Particulars	As At March 31, 2022	As At March 31, 2021
	<b>ADVANCES</b>		
1	Reserve deposits with ceding companies	-	-
2	Application money for investments	-	-
3	Prepayments	1,886	559
4	Advances to Directors/Officers	-	-
5	Advance tax paid and taxes deducted at source (Net of provision for taxation)	265	47
6	Others		
	Advance To Suppliers	958	762
	Less: Provisions	(24)	(34)
	Sub-total	934	728
	<b>TOTAL (A)</b>	<b>3,084</b>	<b>1,334</b>
	<b>OTHER ASSETS</b>		
1	Income accrued on investments	6,628	4,375
2	Outstanding Premiums	667	623
	Less : Provisions for doubtful ,if any	(564)	(500)
	Sub-total	103	123
3	Agents' Balances	222	60
	Less: Provisions	(222)	(60)
	Sub-total	-	-
4	Foreign Agencies Balances	-	-
5	Due from other entities carrying on insurance business (including reinsurers)	8,859	10,334
	Less : Provisions for doubtful, if any	-	-
6	Due from subsidiaries/ holding	-	-
7	Investments held for Unclaimed Amount of Policyholders	290	275
8	Others		
	(a) Rent and other deposits	737	639
	(b) GST unutilized credit	3,041	2,375
	(c) Other Receivables	7,187	7,564
	Less: Provisions	(7,066)	(7,064)
	Sub-total	121	500
	<b>TOTAL (B)</b>	<b>19,779</b>	<b>18,622</b>
	<b>TOTAL (A+B)</b>	<b>22,863</b>	<b>19,956</b>

## FORM NL-17-CURRENT LIABILITIES SCHEDULE



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

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

(Amount in Rs. Lakhs)

	Particulars	As At March 31, 2022	As At March 31, 2021
1	Agents' Balances	2,563	1,683
2	Balances due to other insurance companies	20,949	13,737
3	Deposits held on re-insurance ceded	-	-
4	Premiums received in advance		
	(a) For Long term policies <sup>(a)</sup>	600	413
	(b) for Other Policies	1,417	804
5	Unallocated Premium	2,579	2,262
6	Sundry creditors	24,315	16,748
7	Due to subsidiaries/ holding company	-	-
8	Claims Outstanding	26,861	23,118
9	Due to Officers/ Directors	-	-
10	Unclaimed Amount of policyholders	128	157
11	Income accrued on Unclaimed amounts	52	47
12	Interest payable on debentures/bonds	-	-
13	GST Liabilities	5,337	2,530
14	Others (to be specified)		
	(a) Tax deducted at source	1,725	944
	(b) Advance from Corporate Clients	1,598	926
	(c) Interest accrued and not due on Subordinated Debentures	652	-
	(d) Other statutory dues	333	238
	<b>TOTAL</b>	<b>89,109</b>	<b>63,608</b>

Note :

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

**FORM NL-18-PROVISIONS SCHEDULE**



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

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

**(Amount in Rs. Lakhs)**

	<b>Particulars</b>	<b>As At March 31, 2022</b>	<b>As At March 31, 2021</b>
1	Reserve for Unexpired Risk	1,08,127	67,615
2	Reserve for Premium Deficiency	-	-
3	For taxation (less advance tax paid and taxes deducted at source)		-
4	For Employee Benefits	1,042	999
4	Others	-	-
	<b>TOTAL</b>	<b>1,09,169</b>	<b>68,615</b>

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



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

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

(Amount in Rs. Lakhs)			
	Particulars	As At March 31, 2022	As At March 31, 2021
1	Discount Allowed in issue of shares/ debentures	-	-
2	Others	-	-
	<b>TOTAL</b>	-	-

FORM NL-20-ANALYTICAL RATIOS SCHEUDLE

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

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



Sl.No.	Particular	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2021	Up to the quarter ended March 31, 2021
1	Gross Direct Premium Growth Rate**	49%	60%	47%	41%
2	Gross Direct Premium to Net worth Ratio	1.76 times	5.54 times	1.04 times	3.04 times
3	Growth rate of Net Worth	(12%)	(12%)	67%	67%
4	Net Retention Ratio**	77%	77%	77%	77%
5	Net Commission Ratio**	10%	6%	6%	5%
6	Expense of Management to Gross Direct Premium Ratio**	45%	42%	43%	44%
7	Expense of Management to Net Written Premium Ratio** (Note-1)	59%	55%	56%	57%
8	Net Incurred Claims to Net Earned Premium**	49%	62%	49%	56%
9	Claims paid to Claims Provisions** (Note-2)	88%	93%	91%	96%
10	Combined Ratio**	103%	107%	95%	102%
11	Investment income ratio	1%	5%	1%	5%
12	Technical Reserves to Net Premium Ratio **	1.98 times	0.63 times	1.97 times	0.67 times
13	Underwriting Balance Ratio	(0.14) times	(0.18) times	(0.04) times	(0.09) times
14	Operating Profit Ratio	12%	3%	18%	11%
15	Liquid Assets to Liabilities Ratio	0.30 times	0.30 times	0.52 times	0.52 times
16	Net Earning Ratio	(7%)	(9%)	(0.4%)	(4%)
17	Return on Net Worth Ratio	(9%)	(39%)	(0.3%)	(9%)
18	Available Solvency Margin Ratio to Required Solvency Margin Ratio	1.72 times	1.72 times	2.09 times	2.09 times
19	NPA Ratio				
	Gross NPA Ratio	3%	3%	5%	5%
	Net NPA Ratio	0%	0%	0%	0%
20	Debt Equity Ratio	0.49	0.49	NA	NA
21	Debt Service Coverage Ratio	(9.74)	(29.13)	NA	NA
22	Interest Service Coverage Ratio	(9.74)	(29.13)	NA	NA
23	Earnings Per Share	(0.34)	(1.42)	(0.02)	(0.43)
24	Book Value Per Share	3.60	3.60	4.27	4.27

Notes: -

- Expense of Management has been calculated on Direct Commission paid
- Claims provision taken for paid claims only

**\*\* Segmental Reporting up to the quarter**

Segments Upto the quarter ended on March 31 , 2022	Gross Direct Premium Growth Rate	Net Retention Ratio	Net Commission Ratio	Expense of Management to Gross Direct Premium Ratio	Expense of Management to Net Written Premium Ratio	Net Incurred Claims to Net Earned Premium	Claims paid to Claims Provisions	Combined Ratio	Technical Reserves to Net Premium Ratio	Underwriting Balance Ratio
Health										
<b>Current Period</b>	62%	77%	5%	42%	55%	64%	93%	109%	0.62 times	(0.20) times
<b>Previous Period</b>	44%	77%	4%	44%	57%	57%	96%	103%	0.66 times	(0.10) times
Personal Accident										
<b>Current Period</b>	10%	79%	10%	44%	56%	9%	91%	58%	0.76 times	0.56 times
<b>Previous Period</b>	-14%	86%	11%	45%	52%	24%	99%	72%	1.06 times	0.15 times
Travel Insurance										
<b>Current Period</b>	-	40%	-	46%	113%	-	-	-	0.50 times	0.46 times
<b>Previous Period</b>	-	-	-	-	-	-	-	-	-	-
Total Health										
<b>Current Period</b>	60%	77%	6%	42%	55%	62%	93%	107%	0.63 times	(0.18) times
<b>Previous Period</b>	41%	77%	5%	44%	57%	56%	96%	102%	0.67 times	(0.09) times
Total Miscellaneous										
<b>Current Period</b>	60%	77%	6%	42%	55%	62%	93%	107%	0.63 times	(0.18) times
<b>Previous Period</b>	41%	77%	5%	44%	57%	56%	96%	102%	0.67 times	(0.09) times
<b>Total-Current Period</b>	<b>60%</b>	<b>77%</b>	<b>6%</b>	<b>42%</b>	<b>55%</b>	<b>62%</b>	<b>93%</b>	<b>107%</b>	<b>0.63 times</b>	<b>(0.18) times</b>
<b>Total-Previous Period</b>	<b>41%</b>	<b>77%</b>	<b>5%</b>	<b>44%</b>	<b>57%</b>	<b>56%</b>	<b>96%</b>	<b>102%</b>	<b>0.67 times</b>	<b>(0.09) times</b>

## FORM NL-21-RELATED PARTY TRANSACTIONS SCHEDULE



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

## PART-A Related Party Transactions -As at March 31, 2022

Sl.No.	Name of the Related Party	Nature of Relationship with the Company	Description of Transactions / Categories	Consideration paid / received <sup>1</sup> (Rs. In Lakhs)			
				For the Quarter Ended March 31, 2022	Up to the Quarter Ended March 31, 2022	For the Quarter Ended March 31, 2021	Up to the Quarter Ended March 31, 2021
1	Krishnan Ramachandran (CEO) ( Wef 01.05.2020), Ashish Mehrotra (CEO) (Till 30.04.2020) , Rahul Ahuja (CFO) ( Till 03.05.2020) C Anil Kumar (CFO) ( Wef 19.08.2020) & Rajat Sharma (CS)	Key Management Personal	Remuneration	245	672	(97)	1,079
2	Krishnan Ramachandran (CEO) ( Wef 01.05.2020), Ashish Mehrotra (CEO) (Till 30.04.2020) , Rahul Ahuja (CFO) ( Till 03.05.2020) C Anil Kumar (CFO) ( Wef 19.08.2020) & Rajat Sharma (CS)	Key Management Personal	Employees Stock Option Scheme	175	210	-	-
3	Fettle Tone LLP	Holding Company	Receipt of Share Application Money and issue of Equity shares	-	2,856	7,050	11,783
4	Bupa Singapore PTE Ltd	Shareholders with Significant Influence	Receipt of Share Application Money and issue of Equity shares	-	2,328	6,808	10,590
5	Fettle Tone LLP	Holding Company	Receipt of Share Premium	-	3,756	2,030	2,967
6	Bupa Singapore PTE Ltd	Shareholders with Significant Influence	Receipt of Share Premium	-	3,060	1,961	2,709
7	Fettle Tone LLP	Holding Company	Reimbursement of expenses	-	4	-	-
<b>Total</b>				<b>420</b>	<b>12,886</b>	<b>17,751</b>	<b>29,127</b>

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

## PART-B Related Party Transaction Balances - As at the end of the Quarter March 31, 2022

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

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



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

## Receipt and Payments Account (Direct Basis)

(Amount in Rs. Lakhs)

	Year Ended March 31, 2022	Year Ended March 31, 2021
<b>Cash Flows from the operating activities:</b>		
Premium received from policyholders, including advance receipts	3,40,643	2,12,016
Other receipts	-	-
Payments to the re-insurers, net of commissions and claims	(1,893)	(19,664)
Payments to co-insurers, net of claims recovery	-	-
Payments of claims	(1,34,733)	(59,545)
Payments of commission and brokerage	(32,747)	(21,633)
Payments of other operating expenses	(1,10,641)	(66,232)
Preliminary and pre-operative expenses	-	-
Deposits, advances and staff loans	(2,382)	(85)
Income taxes paid (Net)	-	-
Good & Service tax paid	(24,466)	(19,146)
Other payments	-	-
<b>Cash flows before extraordinary items</b>	<b>33,781</b>	<b>25,710</b>
Cash flow from extraordinary operations	-	-
<b>Net cash flow from operating activities</b>	<b>33,781</b>	<b>25,710</b>
<b>Cash flows from investing activities:</b>		
Purchase of fixed assets	(2,879)	(2,839)
Proceeds from sale of fixed assets	-	-
Purchases of investments	(2,52,224)	(1,90,617)
Loans disbursed	-	-
Sales of investments	1,68,898	1,48,623
Repayments received	-	-
Rents/Interests/ Dividends received	10,123	7,435
Investments in money market instruments and in liquid mutual funds (Net)	-	-
Expenses related to investments	-	-
<b>Net cash flow from investing activities</b>	<b>(76,082)</b>	<b>(37,398)</b>
<b>Cash flows from financing activities:</b>		
Proceeds from issuance of share capital	12,723	28,048
Proceeds from borrowing	25,000	-
Repayments of borrowing	-	-
Interest/dividends paid	-	-
Other expenses	(347)	-
<b>Net cash flow from financing activities</b>	<b>37,376</b>	<b>28,048</b>
Effect of foreign exchange rates on cash and cash equivalents, net	-	-
Net increase in cash and cash equivalents:	(4,925)	16,360
Cash and cash equivalents at the beginning of the year	19,570	3,210
Cash and cash equivalents at the end of the year	14,645	19,570

FORM NL-23 - SOLVENCY MARGIN (FORM IRDAI-GI-TA)



Statement Of Admissible Assets : As at March 31, 2022

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

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

Classification: Business within India / Total Business

(Amount in Rs. Lakhs)

Item No.	Particulars	Policyholders A/c.	Shareholders A/c.	Total
	<b>Investments:</b>			
	Shareholders as per NL-12 of BS	-	86,962	86,962
	Policyholders as per NL-12 A of BS	1,53,170	-	1,53,170
<b>(A)</b>	<b>Total Investments as per BS</b>	<b>1,53,170</b>	<b>86,962</b>	<b>2,40,132</b>
(B)	Inadmissible Investment assets as per Clause (1) of Schedule I of regulation	-	-	-
(C)	Fixed assets as per BS	-	4,968	4,968
(D)	Inadmissible Fixed assets as per Clause (1) of Schedule I of regulation	-	1,361	1,361
	<b>Current Assets:</b>			
(E)	Cash & Bank Balances as per BS	-	5,881	5,881
(F)	Advances and Other assets as per BS	-	22,863	22,863
<b>(G)</b>	<b>Total Current Assets as per BS...(E)+(F)</b>	<b>-</b>	<b>28,744</b>	<b>28,744</b>
(H)	Inadmissible current assets as per Clause (1) of Schedule I of regulation	-	238	238
(I)	Loans as per BS	-	-	-
(J)	Fair value change account subject to minimum of zero	1	-	1
<b>(K)</b>	<b>Total Assets as per BS (excl. current liabilities and provisions) (A)+(C)+(G)+(I)</b>	<b>1,53,170</b>	<b>1,20,674</b>	<b>2,73,844</b>
(L)	Total Inadmissible assets...(B)+(D)+(H)+(J)	1	1,599	1,600
<b>(M)</b>	<b>Total Admissible assets for Solvency (excl. current liabilities and provisions) (K)-(L)</b>	<b>1,53,169</b>	<b>1,19,075</b>	<b>2,72,244</b>

(Amount in Rs. Lakhs)

Item No.	Inadmissible Investment assets (Item wise Details)	Policyholders A/c.	Shareholders A/c.	Total
	<b>Inadmissible Investment assets as per Clause (1) of Schedule I of regulation</b>			
	Inadmissible Fixed assets			
	(a) Software Website	-	215	215
	(b) Leasehold Improvements	-	967	967
	(c ) Furniture & Fixtures	-	179	179
	<b>Inadmissible current assets</b>			
	(a) Deposits against unclaimed liability	-	180	180
	(b) GST unutilized credit more than 90 days	-	58	58
	(c ) Disallowance for RSBY, aging >180 days net of prov.	-	-	-
	Fair value change account subject to minimum of zero	1	-	1
	<b>Total</b>	<b>1</b>	<b>1,599</b>	<b>1,600</b>

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



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

**Statement of Liabilities : As at March 31, 2022**

		(Amount in Rs. Lakhs)	
		Current Year	
Item No.	Reserve	Gross Reserve	Net Reserve
(a)	Unearned Premium Reserve (UPR)	1,40,547	1,08,127
(b)	Premium Deficiency Reserve (PDR)	-	-
(c)	Unexpired Risk Reserve (URR)...(a)+(b)	1,40,547	1,08,127
(d)	Outstanding Claim Reserve (other than IBNR reserve)	9,696	7,532
(e)	IBNR reserve	23,948	19,329
(f)	<b>Total Reserves for Technical Liabilities...(c)+(d)+(e)</b>	<b>1,74,190</b>	<b>1,34,988</b>

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

**FORM NL-25 - SOLVENCY MARGIN (TABLE IA)**

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

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

**Classification: Business within India / Total Business**

**Table IA: Required Solvency Margin Based on Net Premium and Net Incurred Claims as on March 31, 2022**

**(Amount in Rs. Lakhs)**

Item No.	Line of Business	Gross Premiums	Net Premiums	Gross Incurred Claims	Net Incurred Claims	RSM 1	RSM 2	RSM
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1	Fire	-	-	-	-	-	-	-
2	Marine Cargo	-	-	-	-	-	-	-
3	Marine - Other than Marine Cargo	-	-	-	-	-	-	-
4	Motor	-	-	-	-	-	-	-
5	Engineering	-	-	-	-	-	-	-
6	Aviation	-	-	-	-	-	-	-
7	Liability	-	-	-	-	-	-	-
8	Health	2,80,997	2,15,763	1,39,434	1,08,863	43,153	32,659	43,153
9	Miscellaneous	-	-	-	-	-	-	-
10	Crop	-	-	-	-	-	-	-
	<b>Total</b>	<b>2,80,997</b>	<b>2,15,763</b>	<b>1,39,434</b>	<b>1,08,863</b>	<b>43,153</b>	<b>32,659</b>	<b>43,153</b>

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

**FORM NL-26 - SOLVENCY MARGIN (TABLE IB)**

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

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

**Classification: Business within India / Total Business**

(Amount in Rs. Lakhs)

(1)	(2)	(3)
ITEM NO.	DESCRIPTION	AMOUNT
(A)	Policyholder's FUNDS	
	Available assets(as per Form IRDAI-GI-TA)	1,53,169
	Deduct:	
(B)	Current Liabilities as per BS	26,861
(C)	Provisions as per BS	1,08,127
(D)	Other Liabilities	-
(E)	Excess in Policyholder's funds (A)-(B)-(C)-(D)	18,181
	Shareholder's FUNDS	
(F)	Available Assets	1,19,075
	Deduct:	
(G)	Other Liabilities	63,110
(H)	Excess in Shareholder's funds (F-G)	55,965
(I)	Total ASM (E+H)	74,146
(J)	Total RSM	43,153
(K)	SOLVENCY RATIO (Total ASM/ Total RSM)	1.72

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

**FORM NL-27- PRODUCTS INFORMATION**

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



**REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010**

Products Information						
<i>List below the products and/or add-ons introduced during the quarter ended March 31, 2022</i>						
Sl. No.	Name of Product /Add On	Co. Ref. No.	IRDAI UIN	Class of Business	Category of product	Date of allotment of UIN
1	Smart Health +		NBHHLIA22164V012122	Health	Retail	31-Mar-22
2	Swasthya Suraksha		NBHHLGP22117V012122	Health	Group	03-Feb-22
3	TravelAssure		NBH TIOP22148V012122	Travel	Retail	25-Feb-22

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



## PART - A

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

REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010

Statement as on: March 31, 2022

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

(Business within India)

Section I			
No	PARTICULARS	SCH ++	AMOUNT
1	Investments (Shareholders)	8	86,962
	Investments (Policyholders)	8A	1,53,170
2	Loans	9	-
3	Fixed Assets	10	4,967
4	Current Assets		-
	a. Cash & Bank Balance	11	5,881
	b. Advances & Other Assets	12	22,863
5	Current Liabilities		-
	a. Current Liabilities	13	89,109
	b. Provisions	14	1,09,169
	c. Misc. Exp not Written Off	15	-
	d. Debit Balance of P&L A/c		1,02,636
	Application of Funds as per Balance Sheet (A)		5,74,757
	Less: Other Assets	SCH ++	Amount
1	Loans (if any)	9	-
2	Fixed Assets (if any)	10	4,967
3	Cash & Bank Balance (if any)	11	5,881
4	Advances & Other Assets (if any)	12	22,863
5	Current Liabilities	13	89,109
6	Provisions	14	1,09,169
7	Misc. Exp not Written Off	15	-
8	Investments held outside India		-
9	Debit Balance of P&L A/c		1,02,636
	Total (B)		3,34,625
	'Investment Assets'	(A-B)	2,40,132

## Section II

No	'Investment' represented as	Reg. %	SH		PH	Book Value (SH + PH)	% Actual	FVC Amount	Total	Market Value (h)
			Balance	FRSM						
			(a)	(b)	(c)	d = (a+b+c)	e = (d-a) %	(f)	(g)=(d+f)	
1	Central Govt. Securities	Not less than 20%	-	15,628	34,707	50,334	21%	-	50,334	50,114
2	Central Govt Sec, State Govt Sec or Other Approved Securities (incl (1) above)	Not less than 30%	-	34,215	43,777	77,992	32%	-	77,992	77,734
3	Investment subject to Exposure Norms									
	a. Housing / Infra & Loans to SG for Housing and FFE	Not less than 15%								
	1. Approved Investments		-	17,783	69,781	87,564	36%	-	87,564	88,113
	2. Other Investments		-	-	-	-	-	-	-	-
	b. Approved Investments		-	34,164	39,561	73,725	31%	93	73,818	73,783
	c. Other Investments	Not exceeding 55%	-	1,000	50	1,050	0%	(293)	758	758
	Investment Assets	100%	-	87,162	1,53,169	2,40,331	100%	(199)	2,40,132	2,40,388

## PART - B

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

REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010

Statement as on: March 31, 2022

Statement of Accretion of Assets

(Business within India)

(Amount in Rs. Lakhs)

No	Category of Investments	COI	Opening Balance	% to Opening Balance	Net Accretion for the Qtr.	% to Total Accrual	TOTAL	% to Total
			(A)		(B)		(A+B)	
1	Central Govt. Securities		43,544	21%	6,791	22%	50,334	21%
2	Central Govt Sec, State Govt Sec or Other Approved Securities (incl (1) above)		66,734	32%	11,258	37%	77,992	32%
3	Investment subject to Exposure Norms							
	a. Housing & Loans to SG for Housing and FFE							
	1. Approved Investments		24,904	12%	3,059	10%	27,963	12%
	2. Other Investments		-	-	-	-	-	0%
	b. Infrastructure Investments							
	1. Approved Investments		51,464	25%	8,137	27%	59,601	25%
	2. Other Investments				0%			
	c. Approved Investments		66,717	31%	8,008	26%	73,725	31%
	d. Other Investments (not exceeding 15%)		1,050.04	1%	-	0%	1,050	0%
	Total		2,09,868	100%	30,462	100%	2,40,331	100%

## FORM NL-29-DETAIL REGARDING DEBT SECURITIES



Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited)  
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010

## Detail Regarding debt securities

(Amount in Rs. Lakhs)

	MARKET VALUE				Book Value			
	As at March 31, 2022	as % of total for this class	As at March 31, 2021	as % of total for this class	As at March 31, 2022	as % of total for this class	As at March 31, 2021	as % of total for this class
<b>Break down by credit rating</b>								
AAA rated	1,33,266	60%	88,800	62%	1,32,811	60%	87,006	62%
AA or better	18,262	8%	6,561	5%	18,354	8%	6,530	5%
Rated below AA but above A	-	-	-	-	-	-	-	-
Rated below A but above B	-	-	-	-	-	-	-	-
Rated Below B	-	-	1,826	1%	-	-	1,998	1%
Any other (Sovereign)	69,748	32%	46,948	33%	69,855	32%	45,917	32%
<b>Total (A)</b>	<b>2,21,277</b>	<b>100%</b>	<b>1,44,135</b>	<b>100%</b>	<b>2,21,020</b>	<b>100%</b>	<b>1,41,450</b>	<b>100%</b>
<b>BREAKDOWN BY RESIDUAL MATURITY</b>								
Up to 1 year	17,207	8%	23,151	16%	17,018	8%	23,078	16%
more than 1 year and upto 3years	43,623	20%	39,500	27%	43,123	20%	38,434	27%
More than 3years and up to 7years	87,273	39%	47,815	33%	86,781	39%	46,702	33%
More than 7 years and up to 10 years	70,853	32%	31,250	22%	71,648	32%	30,770	22%
above 10 years	2,320	1%	2,419	2%	2,450	1%	2,466	2%
Any other	-	-	-	-	-	-	-	-
<b>Total (B)</b>	<b>2,21,277</b>	<b>100%</b>	<b>1,44,135</b>	<b>100%</b>	<b>2,21,020</b>	<b>100%</b>	<b>1,41,450</b>	<b>100%</b>
<b>Breakdown by type of the issuer</b>								
a. Central Government	50,114	23%	35,341	25%	50,334	23%	34,779	25%
b. State Government	19,634	9%	11,607	8%	19,521	9%	11,139	8%
c. Corporate Securities	1,51,528	68%	97,187	67%	1,51,165	68%	95,533	68%
Any other	-	-	-	-	-	-	-	-
<b>Total (C)</b>	<b>2,21,277</b>	<b>100%</b>	<b>1,44,135</b>	<b>100%</b>	<b>2,21,020</b>	<b>100%</b>	<b>1,41,450</b>	<b>100%</b>



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

Fund: Shareholder Funds and Policyholder Funds

[illegible]

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

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

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

Statement as on: March 31, 2022

Statement of Investment and Income on Investment



Name of the Fund: Shareholder Funds and Policyholder Funds

No.	Category of Investment	Category Code	For the Quarter ended March 31, 2022				For the year ended March 31, 2022				For the year ended March 31, 2021			
			Investment (Rs. In Lakhs)	Income on Investment (Rs. In Lakhs)	Gross Yield (%)	Net Yield (%)	Investment (Rs. In Lakhs)	Income on Investment (Rs. In Lakhs)	Gross Yield (%)	Net Yield (%)	Investment (Rs. In Lakhs)	Income on Investment (Rs. In Lakhs)	Gross Yield (%)	Net Yield (%)
1	Central Government Bonds	CGSB	46,389	723	1.56%	1.56%	39,582	2,524	6.38%	6.38%	28,123	1,882	6.69%	6.69%
2	Treasury Bills	CTRB	-	-	0.00%	0.00%	-	-	0.00%	0.00%	962	32	3.35%	3.35%
3	State Government Bonds	SGGB	17,597	312	1.77%	1.77%	15,076	1,118	7.42%	7.42%	11,826	924	7.81%	7.81%
4	Central Government Guaranteed Loans /	CGSL	7,653	127	1.66%	1.66%	6,516	440	6.76%	6.76%	2,670	173	6.49%	6.49%
5	Bonds / Debentures Issued By NHB / Institutions Accredited By NHB	HTDN	20,497	353	1.72%	1.72%	16,161	1,274	7.88%	7.88%	9,028	746	8.26%	8.26%
6	Bonds / Debentures Issued By HUDCO	HTHD	6,097	99	1.62%	1.62%	5,296	352	6.64%	6.64%	4,582	315	6.87%	6.87%
7	Infrastructure - Infrastructure Development Fund (IDF)	IDDF	1,516	34	2.24%	2.24%	1,935	171	8.83%	8.83%	2,527	218	8.64%	8.64%
8	Infrastructure - Psu - Debentures / Bonds	IPTD	52,821	890	1.69%	1.69%	48,065	3,302	6.87%	6.87%	32,505	2,263	6.96%	6.96%
9	Units of Infrastructure Investment Trust	EIIT	231	7	3.00%	3.00%	206	17	8.42%	8.42%	-	-	0.00%	0.00%
10	Debt Instruments of InvITs	IDIT	996	17	1.68%	1.68%	344	23	6.67%	6.67%	-	-	0.00%	0.00%
11	Corporate Securities - Debentures	ECOS	47,904	771	1.61%	1.61%	37,981	2,465	6.49%	6.49%	17,839	1,329	7.45%	7.45%
12	Deposits - CDs with Scheduled Banks	EDCD	-	-	0.00%	0.00%	-	-	0.00%	0.00%	1,400	78	5.56%	5.56%
13	Deposits - Deposit With Scheduled Banks, Fis (Incl. Bank Balance Awaiting Investment), CCIL, RBI	ECDB	9,345	125	1.33%	1.33%	8,652	456	5.27%	5.27%	8,173	498	6.10%	6.10%
14	Debt Instruments of REITs	EDRT	1,888	33	1.73%	1.73%	615	43	7.03%	7.03%	-	-	0.00%	0.00%
15	Application Money	ECAM	-	-	0.00%	0.00%	63	-	0.00%	0.00%	292	8	2.82%	2.82%
16	Mutual Funds - Gilt / G Sec / Liquid Schemes	EGMF	9,370	87	0.93%	0.93%	8,289	295	3.56%	3.56%	5,222	180	3.45%	3.45%
17	SEBI Approved Alternate Investment Fund (Category II)	OAFB	50	1	1.32%	1.32%	17	1	3.98%	3.98%	-	-	0.00%	0.00%
18	Equity Shares (Incl Co-Op Societies)	OESH	1,000	-	0.00%	0.00%	384	-	0.00%	0.00%	-	-	0.00%	0.00%
19	Infrastructure - Debentures / Bonds / Cps / Loans	IODS	-	-	0.00%	0.00%	681	2	0.24%	0.24%	2,955	(0)	-0.02%	-0.02%
20	Debentures	OLDB	-	-	0.00%	0.00%	441	1	0.14%	0.14%	1,001	(53)	-5.30%	-5.30%
	<b>TOTAL</b>		<b>2,23,353</b>	<b>3,578</b>	<b>2%</b>	<b>2%</b>	<b>1,90,302</b>	<b>12,484</b>	<b>7%</b>	<b>7%</b>	<b>1,29,107</b>	<b>8,594</b>	<b>7%</b>	<b>7%</b>



Name of Fund	Shareholder Funds and Policyholder Funds
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**FORM NL-33- REINSURANCE/RETROCESSION RISK CONCENTRATION**

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

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



**Statement as on March 31, 2022**

**(Amount in Rs. Lakhs)**

S.No.	Reinsurance/Retrocession Placements	No. of reinsurers	Premium ceded to reinsurers (Upto the Quarter)			Premium ceded to reinsurers / Total reinsurance premium ceded (%)
			Proportional	Non-Proportional	Facultative	
	<b>Outside India</b>					
1	No. of Reinsurers with rating of AAA and above		-	-	-	-
2	No. of Reinsurers with rating AA but less than AAA		-	-	-	-
3	No. of Reinsurers with rating A but less than AA		-	-	-	-
4	No. of Reinsurers with rating BBB but less than A		-	-	-	-
5	No. of Reinsurers with rating less than BBB		-	-	-	-
	<b>Total (A)</b>		-	-	-	-
	<b>With In India</b>					
1	Indian Insurance Companies		-	-	-	-
2	FRBs	4	43,344	46	-	67%
3	GIC Re	1	21,798	46	-	33%
4	Other		-	-	-	-
	<b>Total (B)</b>		<b>65,142</b>	<b>92</b>	-	<b>100%</b>
	<b>Grand Total (C)= (A)+(B)</b>		65,142	92	-	100%

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

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

(Amount in Rs. Lakhs)

GROSS DIRECT PREMIUM UNDERWRITTEN FOR THE QUARTER ENDED MARCH 31, 2022

Sl.No.	State / Union Territory	Health		Personal Accident		Travel Insurance		Total Health		Total Miscellaneous		Total	
		For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022	For the Quarter Ended March 31, 2022	Up to the quarter ended March 31, 2022
	<b>STATES</b>												
1	Andhra Pradesh	2,184	6,939	45	163	3	3	2,232	7,105	2,232	7,105	2,232	7,105
2	Arunachal Pradesh	80	131	0	1	-	-	80	132	80	132	80	132
3	Assam	873	2,300	10	35	0	0	883	2,335	883	2,335	883	2,335
4	Bihar	2,118	6,265	24	85	0	0	2,143	6,350	2,143	6,350	2,143	6,350
5	Chhattisgarh	914	2,633	19	44	0	0	933	2,677	933	2,677	933	2,677
6	Goa	350	1,126	8	27	0	0	358	1,153	358	1,153	358	1,153
7	Gujarat	4,967	15,695	290	638	1	1	5,258	16,334	5,258	16,334	5,258	16,334
8	Haryana	7,209	22,704	142	416	1	1	7,352	23,121	7,352	23,121	7,352	23,121
9	Himachal Pradesh	323	966	5	21	0	0	327	988	327	988	327	988
10	Jharkhand	873	2,610	5	22	0	0	878	2,632	878	2,632	878	2,632
11	Karnataka	6,587	21,735	144	411	1	1	6,732	22,147	6,732	22,147	6,732	22,147
12	Kerala	3,555	11,897	35	108	1	1	3,591	12,007	3,591	12,007	3,591	12,007
13	Madhya Pradesh	2,673	7,568	55	149	1	1	2,729	7,717	2,729	7,717	2,729	7,717
14	Maharashtra	14,264	46,210	331	979	2	2	14,598	47,192	14,598	47,192	14,598	47,192
15	Manipur	63	139	1	3	-	-	64	142	64	142	64	142
16	Meghalaya	52	142	1	2	-	-	53	145	53	145	53	145
17	Mizoram	10	29	0	1	-	-	10	30	10	30	10	30
18	Nagaland	36	80	0	1	-	-	36	81	36	81	36	81
19	Odisha	1,467	4,678	19	69	0	0	1,486	4,747	1,486	4,747	1,486	4,747
20	Punjab	4,073	12,686	85	271	1	1	4,159	12,958	4,159	12,958	4,159	12,958
21	Rajasthan	3,725	10,738	389	935	0	0	4,114	11,672	4,114	11,672	4,114	11,672
22	Sikkim	27	77	0	2	-	-	27	79	27	79	27	79
23	Tamil Nadu	3,720	11,814	79	239	2	2	3,801	12,056	3,801	12,056	3,801	12,056
24	Telangana	4,481	14,823	78	290	0	0	4,559	15,113	4,559	15,113	4,559	15,113
25	Tripura	77	230	0	2	-	-	78	232	78	232	78	232
26	Uttarakhand	928	2,734	19	86	0	0	948	2,820	948	2,820	948	2,820
27	Uttar Pradesh	8,936	26,993	138	478	1	1	9,075	27,471	9,075	27,471	9,075	27,471
28	West Bengal	2,816	8,904	48	159	0	0	2,865	9,064	2,865	9,064	2,865	9,064
	<b>TOTAL (A)</b>	<b>77,381</b>	<b>2,42,846</b>	<b>1,971</b>	<b>5,635</b>	<b>16</b>	<b>16</b>	<b>79,368</b>	<b>2,48,498</b>	<b>79,368</b>	<b>2,48,498</b>	<b>79,368</b>	<b>2,48,498</b>
	<b>UNION TERRITORIES<sup>1</sup></b>												
1	Andaman and Nicobar Islands	11	33	0	0	0	0	11	33	11	33	11	33
2	Chandigarh	441	1,443	6	16	0	0	448	1,459	448	1,459	448	1,459
3	Dadra and Nagar Haveli	37	105	1	4	-	-	39	109	39	109	39	109
4	Daman & Diu	23	60	1	4	-	-	24	64	24	64	24	64
5	Govt. of NCT of Delhi	8,780	29,230	136	399	1	1	8,917	29,630	8,917	29,630	8,917	29,630
6	Jammu & Kashmir	322	898	3	13	0	0	324	912	324	912	324	912
7	Ladakh	13	35	0	0	-	-	13	35	13	35	13	35
8	Lakshadweep	1	5	-	(0)	-	-	1	5	1	5	1	5
9	Puducherry	90	248	2	4	-	-	92	252	92	252	92	252
	<b>TOTAL (B)</b>	<b>9,718</b>	<b>32,057</b>	<b>149</b>	<b>440</b>	<b>1</b>	<b>1</b>	<b>9,869</b>	<b>32,499</b>	<b>9,869</b>	<b>32,499</b>	<b>9,869</b>	<b>32,499</b>
	<b>Outside India</b>	-	-	-	-	-	-	-	-	-	-	-	-
1	<b>TOTAL (C)</b>	-	-	-	-	-	-	-	-	-	-	-	-
	<b>Grand Total (A)+(B)+(C)</b>	<b>87,100</b>	<b>2,74,904</b>	<b>2,120</b>	<b>6,076</b>	<b>18</b>	<b>18</b>	<b>89,237</b>	<b>2,80,997</b>	<b>89,237</b>	<b>2,80,997</b>	<b>89,237</b>	<b>2,80,997</b>

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

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



(Amount in Rs. Lakhs)

Sl.No.	Line of Business	For the Quarter ended March 31, 2022		For the Quarter ended March 31, 2021		Upto the quarter ended March 31, 2022		Upto the quarter ended March 31, 2021	
		Premium	No. of Policies	Premium	No. of Policies	Premium	No. of Policies	Premium	No. of Policies
1	Fire	NA	NA	NA	NA	NA	NA	NA	NA
2	Marine Cargo	NA	NA	NA	NA	NA	NA	NA	NA
3	Marine Other than Cargo	NA	NA	NA	NA	NA	NA	NA	NA
4	Motor OD	NA	NA	NA	NA	NA	NA	NA	NA
5	Motor TP	NA	NA	NA	NA	NA	NA	NA	NA
6	Health	87,100	3,46,020	57,989	2,34,248	2,74,904	11,55,625	1,69,559	7,84,481
7	Personal Accident	2,120	36,839	2,062	34,684	6,076	1,09,988	5,518	95,338
8	Travel	18	913	N.A.	N.A.	18	913	N.A.	N.A.
9	Workmen's Compensation/ Employer's liability	NA	NA	NA	NA	NA	NA	NA	NA
10	Public/ Product Liability	NA	NA	NA	NA	NA	NA	NA	NA
11	Engineering	NA	NA	NA	NA	NA	NA	NA	NA
12	Aviation	NA	NA	NA	NA	NA	NA	NA	NA
13	Crop Insurance	NA	NA	NA	NA	NA	NA	NA	NA
14	Other segments	NA	NA	NA	NA	NA	NA	NA	NA
15	Miscellaneous	NA	NA	NA	NA	NA	NA	NA	NA

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

Sl.No.	Channels	For the Quarter ended March 31, 2022		Upto the quarter ended March 31, 2022		For the Quarter ended March 31, 2021		Upto the quarter ended March 31, 2021	
		No. of Policies	Premium (Rs.In Lakhs)	No. of Policies	Premium (Rs.In Lakhs)	No. of Policies	Premium (Rs.In Lakhs)	No. of Policies	Premium (Rs.In Lakhs)
1	Individual agents	1,65,443	35,994	5,07,540	1,04,786	1,13,926	24,617	3,37,495	66,348
2	Corporate Agents-Banks	75,069	17,406	2,44,045	52,243	56,395	12,551	1,98,174	37,703
3	Corporate Agents -Others	729	6,082	2,584	24,798	224	3,879	590	9,549
4	Brokers	77,389	13,828	2,20,513	37,541	14,605	3,887	42,996	11,561
5	Micro Agents	-	-	-	-	-	-	-	-
6	Direct Business								
	-Officers/Employees	58,996	14,480	2,09,991	51,122	43,343	9,956	1,35,088	32,023
	-Online (Through Company Website)	2,119	496	10,866	1,646	1,541	219	15,094	784
	-Others	-	-	-	-	-	-	-	-
7	Common Service Centres(CSC)	-	-	-	-	-	-	-	-
8	Insurance Marketing Firm	942	198	2,686	548	376	76	1,352	247
9	Point of sales person (Direct)	2,262	549	2,681	627	-	-	-	-
10	MISP (Direct)	-	-	-	-	-	-	-	-
11	Web Aggregators	823	203	65,620	7,687	38,522	4,867	1,49,030	16,864
12	Referral Arrangements	-	-	-	-	-	-	-	-
13	Other	-	-	-	-	-	-	-	-
	<b>Total (A)</b>	<b>3,83,772</b>	<b>89,237</b>	<b>12,66,526</b>	<b>2,80,997</b>	<b>2,68,932</b>	<b>60,051</b>	<b>8,79,819</b>	<b>1,75,078</b>
14	Business outside India (B)	-	-	-	-	-	-	-	-
	<b>Grand Total (A+B)</b>	<b>3,83,772</b>	<b>89,237</b>	<b>12,66,526</b>	<b>2,80,997</b>	<b>2,68,932</b>	<b>60,051</b>	<b>8,79,819</b>	<b>1,75,078</b>



Upto the quarter ending March 31, 2022

[illegible]

**Upto the Quarter ending on March 31, 2022**

(Amount in Rs. Lakhs)

[illegible]

(Amount in Rs. Lakhs)

Accident Year Cohort											
Particulars	YE 31-Mar-X-101	YE 31-Mar-X-9	YE 31-Mar-X-8	YE 31-Mar-X-7	YE 31-Mar-X-6	YE 31-Mar-X-5	YE 31-Mar-X-4	YE 31-Mar-X-3	YE 31-Mar-X-2	YE 31-Mar-X-1	YE 31-Mar-X
A] Ultimate Net loss Cost - Original Estimate	3,045	7,115	13,444	16,061	20,126	27,222	26,657	31,774	42,885	60,607	1,05,967
B] Net Claims Provisions <sup>2</sup>	1,126	1,312	2,417	2,230	2,690	4,202	3,639	6,516	7,673	18,815	22,189
C] Cumulative Payment as of											
one year later - 1st Diagonal	2,441	7,136	13,260	16,111	19,522	25,658	25,396	29,125	39,251	53,711	-
two year later - 2nd Diagonal	2,446	7,151	13,460	16,278	19,664	25,773	25,591	29,463	39,589	-	-
three year later - 3rd Diagonal	2,448	7,173	13,512	16,399	19,735	25,799	25,679	29,615	-	-	-
four year later - 4th Diagonal	2,451	7,183	13,588	16,419	19,753	25,837	25,710	-	-	-	-
five year later - 5th Diagonal	2,451	7,190	13,598	16,425	19,794	25,867	-	-	-	-	-
six year later - 6th Diagonal	2,455	7,191	13,609	16,473	19,826	-	-	-	-	-	-
seven year later - 7th Diagonal	2,457	7,198	13,670	16,484	-	-	-	-	-	-	-
eight year later - 8th Diagonal	2,457	7,216	13,678	-	-	-	-	-	-	-	-
nine year later - 9th Diagonal	2,457	7,230	-	-	-	-	-	-	-	-	-
ten year later - 10th Diagonal	2,457	-	-	-	-	-	-	-	-	-	-
eleven year later - 11th Diagonal	-	-	-	-	-	-	-	-	-	-	-

## D] Ultimate Net Loss Cost re-estimated

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

Favourable / (unfavorable) development Amount (A-D)	586	-141	-340	-578	132	1,116	532	1,487	2,537	5,428	
In % [(A-D)/A]	19%	-2%	-3%	-4%	1%	4%	2%	5%	6%	9%	

For the Quarter ending on March 31, 2022

(Amount in Rs. Lakhs)

[illegible]

**Upto the Quarter ending on March 31, 2022**

(Amount in Rs. Lakhs)

[illegible]

**FORM NL-41 OFFICES INFORMATION**



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

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

Sl. No.	Office Information		Number
1	No. of offices at the beginning of the year		114
2	No. of branches approved during the year		40
3	No. of branches opened during the year	Out of approvals of previous year	47
4		Out of approvals of this year	-
5	No. of branches closed during the year		-
6	No of branches at the end of the year		161
7	No. of branches approved but not opened		40
8	No. of rural branches		-
9	No. of urban branches		161
10	<u>No. of Directors:-</u>		
	(a) Independent Director		3
	(b) Executive Director		1
	(c) Non-executive Director		5
	(d) Women Director		1
	(e) Whole time director		-
11	<u>No. of Employees</u>		
	(a) On-roll:		6,039
	(b) Off-roll:		3,288
	(c) Total		9,327
12	<u>No. of Insurance Agents and Intermediaries</u>		1,08,937
	(a) Individual Agents,		1,03,815
	(b) Corporate Agents-Banks		15
	(c)Corporate Agents-Others		20
	(d) Insurance Brokers		342
	(e) Web Aggregators		15
	(f) Insurance Marketing Firm		82
	(g) Motor Insurance Service Providers (DIRECT)		-
	(h) Point of Sales persons (DIRECT)		4,648
	(i) Other as allowed by IRDAI (To be specified)		-

**Employees and Insurance Agents and Intermediaries -Movement**

Particulars	Employees	Insurance Agents and Intermediaries
Number at the beginning of the quarter	10,296	96,784
Recruitments during the quarter	1,587	12,375
Attrition during the quarter	2,556	222
Number at the end of the quarter	9,327	1,08,937

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

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



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

<b>Board of Directors and Key Management Persons</b>				
<b>Sl. No.</b>	<b>Name of person</b>	<b>Designation</b>	<b>Role /Category</b>	<b>Details of change in the period, if any</b>
<b>Board of Directors</b>				
1	Mr. Chandrashekhar Bhaskar Bhawe	Chairman of Board & Independent Director	Non Executive Director	
2	Mr. Divya Sehgal	Director	Non Executive Director	
3	Mr. Maninder Singh Juneja	Director	Non Executive Director	
4	Mr. Rajagopalan Santhanam	Director	Non Executive Director	
5	Mr. David Martin Fletcher	Director	Non Executive Director	
6	Mr. Pradeep Pant	Independent Director	Non Executive Director	
7	Mr. Dinesh Kumar Mittal	Independent Director	Non Executive Director	
8	Mr. Krishnan Ramachandran	Chief Executive Officer & Managing Director	Executive Directors	
9	Ms. Penelope Ruth Dudley	Director	Non Executive Director	
<b>Key Management Persons</b>				
1	Mr. Krishnan Ramachandran	Chief Executive Officer & Managing Director	CEO & Managing Director	
2	Mr. C Anil Kumar	Director & Chief Financial Officer	Chief Financial Officer	
3	Mr. Vishwanath Mahendra	Appointed Actuary	Appointed Actuary	
4	Mr. Partha Banerjee	Director & Head – Legal, Compliance & Regulatory Affairs and Chief Compliance	Chief Compliance Officer	
5	Mr. Vikas Jain	Chief Investment Officer & Financial Controller	Chief Investment Officer	
6	Mr. Rajat Sharma	Assistant Vice President - Company Secretary	Company Secretary	
7	Mr. Manish Sen	Vice President & Chief Risk Officer	Chief Risk Officer	

**FORM NL-43-RURAL & SOCIAL OBLIGATIONS**



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

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

(Amount in Rs. Lakhs)

Rural & Social Obligations (Apr'21 - Mar'22)					
Sl.No.	Line of Business	Particular	No. of Policies Issued	Premium Collected	Sum Assured
1	FIRE	Rural	NA	NA	NA
		Social	NA	NA	NA
2	MARINE CARGO	Rural	NA	NA	NA
		Social	NA	NA	NA
3	MARINE OTHER THAN CARGO	Rural	NA	NA	NA
		Social	NA	NA	NA
4	MOTOR OD	Rural	NA	NA	NA
		Social	NA	NA	NA
5	MOTOR TP	Rural	NA	NA	NA
		Social	NA	NA	NA
6	HEALTH	Rural	1,55,706	25,533	28,48,579
		Social	-	-	-
7	PERSONAL ACCIDENT	Rural	25,268	1,064	10,40,899
		Social	2	18	2,10,075
8	TRAVEL	Rural	NA	NA	NA
		Social	NA	NA	NA
9	Workmen's Compensation/ Employer's liability	Rural	NA	NA	NA
		Social	NA	NA	NA
10	Public/ Product Liability	Rural	NA	NA	NA
		Social	NA	NA	NA
11	Engineering	Rural	NA	NA	NA
		Social	NA	NA	NA
12	Aviation	Rural	NA	NA	NA
		Social	NA	NA	NA
13	Other Segment	Rural	NA	NA	NA
		Social	NA	NA	NA
14	Miscellaneous	Rural	NA	NA	NA
		Social	NA	NA	NA
	<b>Total</b>	<b>Rural</b>	<b>1,80,974</b>	<b>26,597</b>	<b>38,89,478</b>
		<b>Social</b>	<b>2</b>	<b>18</b>	<b>2,10,075</b>

## FORM NL-45 GREIVANCE DISPOSAL



Name of the Insurer: Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited)  
REGISTRATION NO. 145 AND DATE OF REGISTRATION WITH IRDAI FEBRUARY 15, 2010

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO MARCH 31, 2022  
Basis New policy count

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	1	21	1	1	20	0	53
b)	Claim	24	366	56	19	313	2	1285
c)	Policy related	24	211	151	12	69	3	585
d)	Premium	2	8	5	0	5	0	27
e)	Refund	9	131	118	2	20	0	237
f)	Coverage	0	3	2	0	1	0	17
g)	Cover note related	0	0	0	0	0	0	0
h)	Product	2	5	0	0	7	0	41
	Others:-	0	0	0	0	0	0	13
	(i) Issue in GST credits							
	(ii) Policy termination due to non-disclosure							
i)	Agent change/Agent service issue							
	<b>Total number of complaints</b>	<b>62</b>	<b>745</b>	<b>333</b>	<b>34</b>	<b>435</b>	<b>5</b>	<b>2258</b>

2	Total No. of policies during period ended 31 March 2021*	23,20,419
3	Total No. of claims during period ended 31 March 2021	1,40,571
4	Total No. of policies during period ended 31 March 2022*	42,43,885
5	Total No. of claims during period ended 31 March 2022	3,00,689
6	Total No. of Policy Complaints (current period) per 10,000 policies (current period)	2.29
7	Total No. of Claim Complaints (current period) per 10,000 claims (current period)	42.74

\*Note: Total Policies include Certificate of Insurance issued under Group Affinity Policies.

8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Upto 15 days	5	100%	-	-	5	100%
b)	15 - 30 days						
c)	30 - 90 days	-	-	-	-	-	-
d)	90 days & Beyond	-	-	-	-	-	-
	<b>Total No. of complaint</b>	<b>5</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>5</b>	<b>100%</b>

**Niva Bupa Health Insurance Company Limited (Formerly known as Max Bupa Health Insurance Company Limited)**  
**Registration No. 145 and Date of Registration with the IRDAI February 15, 2010**  
**For the quarter ended March 31, 2022**

[illegible]

(Note: details of all Health, PA &amp; Travel Insurance products approved by end of the FY to be provided)

S.N	UIN	Name of the Product	No. Of Lives Insured	Date of Launch (DD-MM-YYYY)	Incurred Claims Ratio (ICR)	Combined Ratio (CR)	% age of Claims Settled (in terms of number of claims)	% age of Claims Repudiated (in terms of number of claims)	No. Of Complaints Received	No. Of Complaints Resolved	% of policies renewed out of total no. Of policies due for renewal	Age-wise distribution of Policies (classification of policies based on the age of the policy)						Total No. Of Policies
												No of Policies in its 1st Year	No of Policies completed 1 year and more than 1 years and less than 3 years	No of Policies completed 3 years not more than 3 years but Less than 5 Years	No of Policies completed 5 years or more than 5 years But less than 10 years	No of Policies completed 10 years and more than 10 years		
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q=i+m+n+o+p	
1	MAXHLP20166V011920, NBHHLP22151V012122	Arogya Sanjeevani	16284	01-04-2020, 15-11-2021	79.7%	131.9%	77.5%	22.5%	18	18	45.2%	3873	4382	3	6	0	8264	
2	MAXHLP21072V012021, NBHHLP22152V012122, MAXHLP21135V012021	Corona Kavach	136697	10-07-2020, 15-11-2021, 18-09-2020	144.8%	177.8%	58.4%	41.6%	108	108	0.0%	8532	2	3	2	2	8541	
3	MAXHLP21173V022021, MAXHLP18109V011718	Go Active	5959	01-10-2020, 13-02-2018	83.6%	119.0%	79.7%	20.3%	6	6	78.9%	197	1246	1648	12	0	3103	
4	IRDA/HLT/MBH/P-H/G/V/53/2016-17	Group Criticare	4406	23-01-2017	-78.2%	-95.3%	36.4%	63.6%	1	1	0.0%	0	0	0	0	0	0	
5	IRDA/NL-HLT/MBH/P-H/V/16/13-14	Group Health Insurance	42180	01-01-2014	66.7%	116.2%	83.6%	16.4%	66	66	0.0%	0	0	0	0	0	0	
6	IRDA/HLT/MBH/P-H/G/V/42/2016-17	Group Health Secure	175437	19-01-2017	22.9%	72.9%	74.3%	25.7%	4	4	0.0%	0	0	0	0	0	0	
7	IRDA/NL-HLT/MBH/P-P/V/13/13-14	Group Personal Accident	303930	03-05-2013	-78.1%	-33.5%	50.6%	49.4%	6	6	94.5%	357	126	9	2	0	494	
8	MAXHLP11001V011011	Health Assurance	164505	19-09-2016, 10-07-2012	16.3%	64.5%	50.4%	49.6%	50	50	0.0%	58779	9532	5623	4548	0	78482	
9	IRDA/NL/MAXB/P/Misc(H)/2008/V/11-12	Health Assurance	0	28-06-2012	0.0%	0.0%	0.0%	0.0%	0	0	0.0%	0	0	0	0	0	0	
10	MAXHLP21509V042021, IRDA/HLT/MBH/P-H/V/II/2/2017-18, MAXHLP12001V011112, IRDA/NL/MAXB/P/Misc(H)/1977/V/10-11	Health Companion	881644	13-06-2011	87.5%	136.1%	93.2%	6.8%	735	735	78.6%	56077	134703	65839	58949	3582	319150	
11	MAXHLP21002V012021	Health Multiplier	14945	22-09-2020	60.7%	110.2%	67.6%	32.4%	9	9	150.0%	7	3	0	0	0	10	
12	MAXHLP21408V022021, NBHHLP22157V032122, MAXHLP18130V011718	Health Plus	3331245	01-10-2020, 07-10-2021, 10-08-2018	47.5%	93.9%	86.4%	13.6%	158	158	86.4%	1348	348	19	3	0	1718	
13	MAXHLP21176V022021, MAXHLP20056V011920	Health Premia	30299	01-10-2020, 09-10-2019	42.3%	89.3%	88.8%	11.2%	36	36	83.0%	3954	4410	776	1177	147	10464	
14	MAXHLP21174V022021, NBHHLP22155V032122, MAXHLP20017V011920	Health Pulse	81045	01-10-2020, 15-11-2021, 20-05-2019	46.9%	93.7%	88.7%	11.3%	53	53	74.8%	15007	13245	8	29	3	28292	
15	MAXHLP20140V021920, NBHHLP22156V032122, MAXHLP18129V011718	Health Recharge	591137	09-04-2020, 15-11-2021, 01-08-2018	26.0%	72.0%	57.7%	42.3%	114	114	74.0%	117779	74054	3561	0	0	195394	
16	MAXHLP21175V062021, MAXHLP20065V051920, IRDA/NL-HLT/MBH/P-H/V/III/19/16-17, IRDA/NL-HLT/MBH/P-H/V/IV/13-14, MAXHLP12003V021112	Heartbeat	146964	01-10-2020, 12-11-2019, 24-11-2016, 02-06-2014, 20-01-2012	90.1%	134.8%	93.9%	6.1%	187	187	78.7%	2297	6635	9646	30573	5030	54181	
17	MAXHLP21585V012021	Personal Accident Plan	34680	10-08-2021	36.6%	88.0%	55.6%	44.4%	3	3	0.0%	31012	0	0	0	0	31012	
18	MAXHLP21060V012021	ReAssure	1313712	05-08-2020	50.5%	93.1%	90.6%	9.4%	636	636	80.5%	415460	82005	7205	12987	1308	518965	
19	MAXHLP21575V012021	Senior First	10112	10-05-2021	11.5%	56.4%	86.8%	13.2%	13	13	0.0%	7555	0	0	0	0	7555	
20	MAXHLP21223V012021	Smart Health	1478	07-06-2021	37.7%	87.2%	87.5%	12.5%	2	2	0.0%	1	0	0	0	0	1	
21	IRDA/NL/MAXB/P/Misc(H)/1941/V/10-11	Svestha Parivar Health Insurance Product	1	04-08-2011	466.8%	517.5%	100.0%	0.0%	0	0	100.0%	0	0	0	1	0	1	
22	NBHHLP22117V012122	Svesthya Suraksha	8	03-02-2022	0.0%	49.2%	0.0%	0.0%	0	0	0.0%	1	0	0	0	0	1	
23	NBHTIOP22148V012122	TravelAssure	894	25-02-2022	0.0%	29.5%	0.0%	0.0%	0	0	0.0%	894	0	0	0	0	894	
24	MAXHLP21228V012021, NBHHLP22208V022122	Xpress Health	847	06-03-2021, 10-05-2022	125.0%	174.4%	100.0%	0.0%	1	1	0.0%	3	1	0	0	0	4	

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED  
(ANNUAL DISCLOSURE)

Name of the Insurance Company : Niva Bupa Health Insurance Co. Ltd.

Information as at 31/03/2022

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

- a.1 Name of the TPA (If services rendered by TPA) - **Medi Assist Insurance TPA Pvt Ltd**  
Validity of agreement with the TPA: **from 01/10/2019 to 30/09/2022**
- a.2 Name of the TPA (If services rendered by TPA) - **Raksha Health Insurance TPA Pvt Ltd**  
Validity of agreement with the TPA: **from 20/11/2019 To 19/11/2022**
- a.3 Name of the TPA (If services rendered by TPA) - **Family Health Plan Insurance TPA Limited**  
Validity of agreement with the TPA: **from 01/08/2020 to 31/07/2023**
- a.4 Name of the TPA (If services rendered by TPA) - **Vipul Medcorp Insurance TPA Pvt.Ltd**  
Validity of agreement with the TPA: **from 01/08/2020 to 31/07/2023**
- a.5 Name of the TPA (If services rendered by TPA) - **Paramount Health Services & Insurance TPA Pvt. Ltd.**  
Validity of agreement with the TPA: **from 04/08/2020 to 03/08/2023**
- a.6 Name of the TPA (If services rendered by TPA) - **Health India TPA Services Pvt Ltd**  
Validity of agreement with the TPA: **from 07/05/2021 to 06/05/2024**
- a.7 Name of the TPA (If services rendered by TPA) - **Safeway Insurance TPA Pvt Ltd**  
Validity of agreement with the TPA: **from 09/09/2021 to 08/09/2024**
- a.8 Name of the TPA (If services rendered by TPA) - **Good Health Insurance TPA Limited**  
Validity of agreement with the TPA: **from 01/08/2020 to 31/07/2023**

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

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

Description: INHOUSE	Individual	Group	Government
Number of policies serviced	1457688	2246	0
Number of lives serviced	3288205	4000204	0

Description: Medi Assist TPA	Individual	Group	Government
Number of policies serviced	0	7	0
Number of lives serviced	0	16211	0

Description: Raksha TPA	Individual	Group	Government
Number of policies serviced	0	1	0
Number of lives serviced	0	2279	0

Description: FHPL TPA	Individual	Group	Government
Number of policies serviced	0	19	0
Number of lives serviced	0	275225	0

Description: Vipul TPA	Individual	Group	Government
Number of policies serviced	0	1	0
Number of lives serviced	0	1353	0

Description: Paramount TPA	Individual	Group	Government
Number of policies serviced	0	1	0
Number of lives serviced	0	261	0

Description: Health India TPA	Individual	Group	Government
Number of policies serviced	0	1	0
Number of lives serviced	0	842	0

Description: Safeway TPA	Individual	Group	Government
Number of policies serviced	0	1	0
Number of lives serviced	0	130	0

Description: Good Health TPA	Individual	Group	Government
Number of policies serviced	0	0	0
Number of lives serviced	0	0	0

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

Name of the State	Name of the Districts
PAN INDIA	All Districts

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

**d.1: INHOUSE**

i.	Outstanding number of claims at the beginning of the year	3352
ii.	Number of claims received during the year	290814
iii.	Number of claims paid during the year (specify % also in brackets*)	2,61,803 (91%)
iv.	Number of claims repudiated during the year (specify % also in brackets^)	26,664 (9%)
v.	Number of claims outstanding at the end of the year	5699

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

i.	Outstanding number of claims at the beginning of the year	73
ii.	Number of claims received during the year	4319
iii.	Number of claims paid during the year (specify % also in brackets*)	3727 (89%)
iv.	Number of claims repudiated during the year (specify % also in brackets^)	480 (11%)
v.	Number of claims outstanding at the end of the year	185

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

i.	Outstanding number of claims at the beginning of the year	12
ii.	Number of claims received during the year	154
iii.	Number of claims paid during the year (specify % also in brackets*)	154 (97%)
iv.	Number of claims repudiated during the year (specify % also in brackets^)	4 (3%)
v.	Number of claims outstanding at the end of the year	8

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

i.	Outstanding number of claims at the beginning of the year	205
ii.	Number of claims received during the year	5466
iii.	Number of claims paid during the year (specify % also in brackets*)	4926 (91%)
iv.	Number of claims repudiated during the year (specify % also in brackets^)	469 (9%)
v.	Number of claims outstanding at the end of the year	276

**d.5: Vipul Medcorp Insurance TPA Pvt.Ltd**

i.	Outstanding number of claims at the beginning of the year	12
ii.	Number of claims received during the year	78
iii.	Number of claims paid during the year (specify % also in brackets*)	86 (96%)
iv.	Number of claims repudiated during the year (specify % also in brackets^)	4 (4%)
v.	Number of claims outstanding at the end of the year	0

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

i.	Outstanding number of claims at the beginning of the year	0
ii.	Number of claims received during the year	6
iii.	Number of claims paid during the year (specify % also in brackets*)	3 (100%)
iv.	Number of claims repudiated during the year (specify % also in brackets^)	0(0%)
v.	Number of claims outstanding at the end of the year	3

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

i.	Outstanding number of claims at the beginning of the year	0
ii.	Number of claims received during the year	44
iii.	Number of claims paid during the year (specify % also in brackets*)	40(100%)
iv.	Number of claims repudiated during the year (specify % also in brackets^)	0(0%)
v.	Number of claims outstanding at the end of the year	4

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

i.	Outstanding number of claims at the beginning of the year	0
ii.	Number of claims received during the year	2
iii.	Number of claims paid during the year (specify % also in brackets*)	2
iv.	Number of claims repudiated during the year (specify % also in brackets^)	2 (100%)
v.	Number of claims outstanding at the end of the year	0

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

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

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

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

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

e.1: INHOUSE

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	92.3%	46.9%	93.4%	52.8%
2	Within 1-2 hours	5.9%	35.7%	5.0%	33.9%
3	Within 2-6 hours	1.7%	16.3%	1.6%	12.6%
4	Within 6-12 hours	0.0%	0.5%	0.0%	0.3%
5	Within 12-24 hours	0.0%	0.4%	0.0%	0.3%
6	>24 hours	0.0%	0.2%	0.0%	0.2%
	<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

e.2: Medi Assist Insurance TPA Pvt Ltd

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	0%	0%	87%	81%
2	Within 1-2 hours	0%	0%	11%	16%
3	Within 2-6 hours	0%	0%	2%	3%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
	<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

e.3: Raksha Health Insurance TPA Pvt Ltd

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	0%	0%	94%	96%
2	Within 1-2 hours	0%	0%	6%	4%
3	Within 2-6 hours	0%	0%	0%	0%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
	<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

e.4: Family Health Plan Insurance TPA Limited

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	0%	0%	65%	56%
2	Within 1-2 hours	0%	0%	23%	31%
3	Within 2-6 hours	0%	0%	9%	12%
4	Within 6-12 hours	0%	0%	1%	1%
5	Within 12-24 hours	0%	0%	1%	0%
6	>24 hours	0%	0%	1%	0%
	<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

e.5: Vipul Medcorp Insurance TPA Pvt.Ltd

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	0%	0%	98%	94%
2	Within 1-2 hours	0%	0%	0%	0%
3	Within 2-6 hours	0%	0%	0%	3%
4	Within 6-12 hours	0%	0%	2%	3%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
	<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

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

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

e.7: Health India TPA Services Pvt Ltd

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	0%	0%	72%	74%
2	Within 1-2 hours	0%	0%	22%	26%
3	Within 2-6 hours	0%	0%	6%	0%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
	<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

e.8: Safeway Insurance TPA Pvt Ltd

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	0%	0%	0%	0%
2	Within 1-2 hours	0%	0%	0%	0%

3	Within 2-6 hours	0%	0%	0%	0%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

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

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

Percentage to be calculated on total of the respective column.

\*\* reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

\*\*\* reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

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

##### f.1: INHOUSE

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	249752	99.1%	35256	96.8%	NIL	NIL	285008	98.8%
Between 1-3 months	2284	0.9%	1145	3.1%	NIL	NIL	3429	1.2%
Between 3 to 6 months	21	0.0%	8	0.0%	NIL	NIL	29	0.0%
More than 6 months	1	0.0%	0	0.0%	NIL	NIL	1	0.0%
<b>Total</b>	<b>252058</b>	<b>100%</b>	<b>36409</b>	<b>100%</b>	<b>NIL</b>	<b>NIL</b>	<b>288467</b>	<b>100%</b>

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

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NIL	NIL	3961	94.2%	NIL	NIL	3961	94.2%
Between 1-3 months	NIL	NIL	234	5.6%	NIL	NIL	234	5.6%
Between 3 to 6 months	NIL	NIL	12	0.3%	NIL	NIL	12	0.3%
More than 6 months	NIL	NIL	0	0.0%	NIL	NIL	0	0.0%
<b>Total</b>	<b>NIL</b>	<b>NIL</b>	<b>4207</b>	<b>100%</b>	<b>NIL</b>	<b>NIL</b>	<b>4207</b>	<b>100%</b>

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

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NIL	NIL	145	91.8%	NIL	NIL	145	91.8%
Between 1-3 months	NIL	NIL	12	7.6%	NIL	NIL	12	7.6%
Between 3 to 6 months	NIL	NIL	1	0.6%	NIL	NIL	1	0.6%
More than 6 months	NIL	NIL	0	0.0%	NIL	NIL	0	0.0%
<b>Total</b>	<b>NIL</b>	<b>NIL</b>	<b>158</b>	<b>100.0%</b>	<b>NIL</b>	<b>NIL</b>	<b>158</b>	<b>100.0%</b>

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

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NIL	NIL	5002	92.7%	NIL	NIL	5002	92.7%
Between 1-3 months	NIL	NIL	371	6.9%	NIL	NIL	371	6.9%
Between 3 to 6 months	NIL	NIL	20	0.4%	NIL	NIL	20	0.4%
More than 6 months	NIL	NIL	2	0.0%	NIL	NIL	2	0.0%
<b>Total</b>	<b>NIL</b>	<b>NIL</b>	<b>5395</b>	<b>100%</b>	<b>NIL</b>	<b>NIL</b>	<b>5395</b>	<b>100%</b>

##### f.5: Vipul Medcorp Insurance TPA Pvt.Ltd

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NIL	NIL	74	82%	NIL	NIL	74	82%
Between 1-3 months	NIL	NIL	16	18%	NIL	NIL	16	18%
Between 3 to 6 months	NIL	NIL	0	0%	NIL	NIL	0	0%
More than 6 months	NIL	NIL	0	0%	NIL	NIL	0	0%
<b>Total</b>	<b>NIL</b>	<b>NIL</b>	<b>90</b>	<b>100%</b>	<b>NIL</b>	<b>NIL</b>	<b>90</b>	<b>100%</b>

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

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NIL	NIL	2	67%	NIL	NIL	2	67%
Between 1-3 months	NIL	NIL	1	33%	NIL	NIL	1	33%
Between 3 to 6 months	NIL	NIL	0	0%	NIL	NIL	0	0%
More than 6 months	NIL	NIL	0	0%	NIL	NIL	0	0%
<b>Total</b>	<b>NIL</b>	<b>NIL</b>	<b>3</b>	<b>100%</b>	<b>NIL</b>	<b>NIL</b>	<b>3</b>	<b>100%</b>

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

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NIL	NIL	25	62.5%	NIL	NIL	25	62.5%
Between 1-3 months	NIL	NIL	12	30.0%	NIL	NIL	12	30.0%
Between 3 to 6 months	NIL	NIL	3	7.5%	NIL	NIL	3	7.5%
More than 6 months	NIL	NIL	0	0.0%	NIL	NIL	0	0.0%
<b>Total</b>	<b>NIL</b>	<b>NIL</b>	<b>40</b>	<b>100%</b>	<b>NIL</b>	<b>NIL</b>	<b>40</b>	<b>100%</b>

**f.8: Safeway Insurance TPA Pvt Ltd**

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NIL	NIL	2	100%	NIL	NIL	2	100%
Between 1-3 months	NIL	NIL	0	0%	NIL	NIL	0	0%
Between 3 to 6 months	NIL	NIL	0	0%	NIL	NIL	0	0%
More than 6 months	NIL	NIL	0	0%	NIL	NIL	0	0%
<b>Total</b>	<b>NIL</b>	<b>NIL</b>	<b>2</b>	<b>100%</b>	<b>NIL</b>	<b>NIL</b>	<b>2</b>	<b>100%</b>


**f.9: Good Health Insurance TPA Limited**

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Between 1-3 months	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Between 3 to 6 months	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
More than 6 months	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
<b>Total</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>

Percentage shall be calculated on total of the respective column

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

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

Refer Health TPA Regulations , as amended from time to time