			FORM NL-1-B-RA	A Contraction of the second seco		Bupa
	f the Insurer: Max Bupa Health Insur ation No. 145 and Date of Registratio					AX
U	0		FOR THE NINE MON	THS ENDED DEC :		INSURANCE
			FOR THE QUARTER	FOR THE NINE	FOR THE QUARTER	(Rs.'000) FOR THE NINE
SN	Particulars	Schedule	ENDED 31 st DEC 2017	MONTHS ENDED 31st DEC 2017	ENDED 31st DEC 2016	MONTHS ENDED 31st DEC 2016
1	Premiums earned (Net)	NL-4- Premium Schedule	13,46,469	38,33,993	12,06,656	38,11,095
2	Profit/ Loss on sale/redemption of Investments		4,490	16,759	8,404	32,942
3	Others (to be specified)		-	-	-	-
4	Interest, Dividend & Rent - Gross		79,476	2,23,949	67,945	1,83,839
	TOTAL (A)		14,30,435	40,74,701	12,83,005	40,27,876
1	Claims Incurred (Net)	NL-5-Claims Schedule	7,56,799	21,69,554	7,23,303	20,77,328
2	Commission	NL-6- Commission Schedule	53,845	1,42,913	1,37,780	3,89,420
3	Operating Expenses related to Insurance Business	NL-7- Operating Expenses Schedule	6,95,982	20,06,026	5,65,579	16,53,269
4	Premium Deficiency		-	-	-	-
	Being Expenses of Management over the allowable limit transferred to Profit and Loss Account		(2,49,969)	(7,02,955)	-	-
	TOTAL (B)		12,56,657	36,15,538	14,26,662	41,20,017
	Operating Profit/(Loss) from Miscellaneous Business C= (A - B)		1,73,778	4,59,163	(1,43,657)	(92,141)
	APPROPRIATIONS					
	Transfer to Shareholders' Account		1,73,778	4,59,163	(1,43,657)	(92,141)
	Transfer to Catastrophe Reserve		-	-	-	-
	Transfer to Other Reserves (to be specified)		-	-	-	-
	TOTAL (C) evious period numbers have been regroup		1,73,778	4,59,163	(1,43,657)	(92,141)

		FORM	NL-2-B-PL			Pup a A
	he Insurer: Max Bupa Health Insurance Company Lin					X ^{Bupa}
gistrati	ion No. 145 and Date of Registration with the IRDA F	ebruary 15	, 2010		HEALTH	INSURANC
	PROFIT AND LOSS ACCOUNT F	OR THE P	ERIOD ENDED DE	C 31, 2017		(Rs.'0
SN	Particulars	Schedule	FOR THE QUARTER ENDED 31st DEC 2017	FOR THE NINE MONTHS ENDED 31st DEC 2017	FOR THE QUARTER ENDED 31st DEC 2016	FOR THE NIN MONTHS ENDED 31st DEC 201
1	OPERATING PROFIT/(LOSS)					
	(a) Fire Insurance		-	-	-	
	(b) Marine Insurance		-	-	-	
	(c) Miscellaneous Insurance		1,73,778	4,59,163	(1,43,657)	(92,1
2	INCOME FROM INVESTMENTS					
	(a) Interest, Dividend & Rent - Gross		40,873	1,29,390	48,348	1,53.
	(b) Profit/Loss on sale/redemption of investments		2,165	9,683	5,234	27
3	OTHER INCOME (To be specified)					
	-' Gain on Foreign Exchange Fluctuation		803	(2,397)	1,858	1.
				(_,=,=,=,)		
	-' Interest Income		177	691	222	
	-' Provision written back		80	28,105	(42)	2,
	TOTAL (A)		2,17,876	6,24,635	(88,037)	94.
4						
4	PROVISIONS (Other than taxation) (a) For diminution in the value of investments		-	-	-	
	(b) For doubtful debts		2,203	3,153		
	(b) For doubling debis (c) Penalty		2,205	3,155		
	(c) Penalty (c) Others		-	-	-	
	(c) Others			-		
5	OTHER EXPENSES					
5	(a) Expenses other than those related to Insurance		14,054	19,297	2,090	6
	Business (b) Bad debts written off					
	(c) Being Expenses of Management over the		2,49,969	7,02,955	-	
	allowable limit transferred to Profit and Loss Account		2,49,909	7,02,955	-	
	TOTAL (B)		2,66,226	7,25,405	2,090	6
	Profit/(Loss) Before Tax		(48,350)	(1,00,770)	(90,127)	88.
	Provision for Taxation		(40,550)	(1,00,770)	(70,127)	
	Profit/(Loss) afterTax		(48,350)	(1.00.770)	(90,127)	88
			(10,000)	(1,00,770)	()(,121)	
	APPROPRIATIONS					
	(a) Interim dividends paid during the period		-	-	-	
	(b) Proposed final dividend		-	-	-	
	(c) Dividend distribution tax		-	-	-	
	(d) Transfer to any Reserves or Other		-	-	-	
	Accounts (to be specified)					
	Balance of profit/ (Loss) brought forward frm last year/quarter		(69,82,383)	(69,29,963)	(67,14,977)	(68,93,1
				-		
	Balance carried forward to Balance Sheet		(70,30,733)	(70,30,733)	(68,05,104)	(68,05,1

FORM NL-3-B-BS

Name of the Insurer: Max Bupa Health Insurance Company Limited

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



BALANCE SHEET AS AT DEC 31, 2017

			(Rs.'000)
Particulars	Schedule	AS AT 31st DEC 2017	AS AT 31st DEC 2016
SOURCES OF FUNDS			
SHARE CAPITAL	NL-8-Share Capital Schedule	92,60,000	92,60,000
SHARE APPLICATION MONEY PENDING ALLOTMENT		-	-
RESERVES AND SURPLUS	NL-10-Reserves and Surplus Schedule	-	-
FAIR VALUE CHANGE ACCOUNT - SHAREHOLDERS		1,203	2,384
FAIR VALUE CHANGE ACCOUNT - POLICYHOLDERS		64	-
BORROWINGS	NL-11-Borrowings Schedule	-	
TOTAL		92,61,267	92,62,384
APPLICATION OF FUNDS			
INVESTMENTS - SHAREHOLDERS	NL-12-Investment Schedule	27,46,398	27,90,816
INVESTMENTS - POLICYHOLDERS	NL-12A-Investment Schedule	37,02,675	33,37,776
LOANS	NL-13-Loans Schedule	-	-
FIXED ASSETS	NL-14-Fixed Assets Schedule	3,28,376	2,20,372
DEFERRED TAX ASSET		-	
CURRENT ASSETS		1.42.015	1 50 520
Cash and Bank Balances Advances and Other Assets	NL-15-Cash and bank balance Schedule NL-16-Advances and Other Assets Schedule	1,43,815 13,86,403	
Sub-Total (A)		15,30,218	5,83,960

FORM NL-3-B-BS

Name of the Insurer: Max Bupa Health Insurance Company Limited

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



BALANCE SHEET AS AT DEC 31, 2017

(Rs.'000)

Particulars	Schedule	AS AT 31st DEC 2017	AS AT 31st DEC 2016
		•	
CURRENT LIABILITIES	NL-17-Current Liabilities Schedule	31,88,284	18,26,459
PROVISIONS	NL-18-Provisions Schedule	28,88,849	26,49,18
DEFERRED TAX LIABILITY			
Sub-Total (B)		60,77,133	44,75,644
NET CURRENT ASSETS (C) = (A - B)		(45,46,915)	(38,91,684
MISCELLANEOUS EXPENDITURE (to the extent not written off or adjusted)	NL-19-Miscellaneous Expenditure Schedule	-	
DEBIT BALANCE IN PROFIT AND LOSS ACCOUNT		70,30,733	68,05,104
TOTAL		92,61,267	92,62,384

			(Rs.'000)
SN	Particulars	AS AT 31st DEC 2017	AS AT 31st DEC 2016
1	Partly paid-up investments		-
	Claims, other than against policies, not acknowledged as	-	-
2	debts by the company		
	Underwriting commitments outstanding (in respect of	-	-
3	shares and securities)		
4	Guarantees given by or on behalf of the Company	-	-
	Statutory demands/ liabilities in dispute, not provided	84,818	-
5	for		
	Reinsurance obligations to the extent not provided for in	-	-
6	accounts		
	Compensation raised by policyholders against rejected	1,18,375	65,550
7	claims		
	TOTAL	2,03,193	65,550

FORM NL-4-PREMIUM SCHEDULE

PREMIUM EARNED [NET]



																(Rs.'000)
	FOR	THE QUA	RTER E	NDED	FOR TH	E NINE M	IONTHS	ENDED	FOR THE QUARTER ENDED			NDED	FOR THE NINE MONTHS ENDED			
Particulars	31st DEC 2017			31st DEC 2017			31st DEC 2016				31st DEC 2016					
Tarticulars	Health	Personal	Others	Total	Health	Personal	Others	Total	Health	Personal	Others	Total	Health	Personal	Others	Total
		Accident				Accident				Accident				Accident		
Premium from direct business written*	17,52,814	28,953	-	17,81,767	49,89,299	63,353	-	50,52,652	13,94,101	6,726	-	14,00,827	39,83,609	21,443	-	40,05,052
Service Tax	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Adjustment for change in reserve for unexpired risks	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gross Earned Premium	17,52,814	28,953	-	17,81,767	49,89,299	63,353	-	50,52,652	13,94,101	6,726	-	14,00,827	39,83,609	21,443	-	40,05,052
Add: Premium on reinsurance accepted	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less : Premium on reinsurance ceded	4,10,956	9,060	-	4,20,016	11,69,569	20,116	-	11,89,685	68,897	674	-	69,571	1,97,055	4,388	-	2,01,443
Net Premium	13,41,858	19,893	-	13,61,751	38,19,730	43,237	-	38,62,967	13,25,204	6,052	-	13,31,256	37,86,554	17,055	-	38,03,609
Adjustment for change in reserve for unexpired risks	6,281	9,001	-	15,282	14,952	14,022	-	28,974	1,21,675	2,925	-	1,24,600	(16,217)	8,731	-	(7,486)
Premium Earned (Net)	13,35,577	10,892	-	13,46,469	38,04,778	29,215	-	38,33,993	12,03,529	3,127	-	12,06,656	38,02,771	8,324	-	38,11,095
* Net of Service Tax & GST																
Note: Previous period numbers have been regrouped wherever necessary																

FORM NL-5 - CLAIMS SCHEDULE

CLAIMS INCURRED [NET]



	F	-	UARTER E DEC 2017	NDED	FOR THE	NINE MO 31st DEC		NDED	FOR	THE QUA 31st DE		NDED	FOR THE	E NINE MO 31st DEC		ENDED
Particulars -	Health	Personal Accident	Others	Total	Health	Personal Accident	· · · · ·	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total
Claims paid																
Direct claims	10,03,709	4,309	-	10,08,018	26,81,969	6,731	-	26,88,700	7,69,939	-	-	7,69,939	20,52,373	-	-	20,52,373
Add Claims Outstanding at the end of	6,94,013	17,459	-	7,11,473	6,94,013	17,459	-	7,11,473	6,44,442	7,857	-	6,52,299	6,44,442	7,857	-	6,52,299
the period																
Less Claims Outstanding at the	7,16,381	9,883	-	7,26,264	5,49,810	9,332	-	5,59,142	6,54,619	7,538	-	6,62,157	5,21,809	247	-	5,22,056
beginning																
Gross Incurred Claims	9,81,342	11,885	-	9,93,227	28,26,172	14,858	-	28,41,031	7,59,762	319	-	7,60,081	21,75,006	7,609	-	21,82,616
Add :Re-insurance accepted to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
direct claims																
Less :Re-insurance Ceded to claims	2,35,834	594	-	2,36,428	6,71,833	-357	-	6,71,477	36,764	14	-	36,778	1,04,929	358	-	1,05,288
paid and outstanding																
Total Claims Incurred *	7,45,508	11,291	-	7,56,799	21,54,339	15,215	-	21,69,554	7,22,998	305	-	7,23,303	20,70,077	7,251	-	20,77,328

* Includes an amount of Rs 90,546 thousand during the period ended December 2017 (previous period ended December 2016 Rs 97,354 thousand) on account of expenses incurred towards operating expenses related processing of claims. ** Includes an amount of Rs 94,980 thousands during the period ended December 2017 (previous period ended December 2016 Rs 87,732 thousands) on account of expenses incurred towards product related benefit paid to policyholders

FORM NL-6-COMMISSION SCHEDULE





HEALTH INSURANCE

(Rs.'000)

																(Rs. 2000)
Particulars	FOR '	FOR THE QUARTER ENDED 31st DEC 2017			FOR TH	FOR THE NINE MONTHS ENDED 31st DEC 2017			FOR	THE QUA 31st DE		NDED	FOR THE NINE MONTHS ENDED 31st DEC 2016			
	Health	Personal Accident	()thers	Total	Health	Personal Accident	()thers	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	()thers	Total
Commission paid																
Direct	1,94,567	3,049	-	1,97,616	5,47,308	7,672	-	5,54,980	1,47,476	1,046	-	1,48,522	4,15,938	3,229	-	4,19,167
Add: Re-insurance accepted	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less: Commission on Re-insurance Ceded	1,41,984	1,787	-	1,43,771	4,07,586	4,481	-	4,12,067	9,895	847	-	10,742	28,491	1,256	-	29,747
Net Commission	52,583	1,262	-	53,845	1,39,722	3,191	-	1,42,913	1,37,581	199	-	1,37,780	3,87,447	1,973	-	3,89,420
Break-up of the expenses (Gross) incurred to	procure b	usiness to l	oe furnisł	1ed as per d	letails indic	ated below	:									
Agents	1,15,337	1,475	-	1,16,812	3,35,994	2,910	-	3,38,904	90,754	21	-	90,775	2,63,479	26	-	2,63,505
Brokers	24,219	23	-	24,242	63,886	73	-	63,959	20,580	24	-	20,604	55,173	124	-	55,297
Corporate Agency	55,011	1,551	-	56,562	1,47,428	4,689	-	1,52,117	36,142	1,001	-	37,143	97,286	3,079	-	1,00,365
Referral	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Others (pl. specify)			-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL (B)	1,94,567	3,049	-	1,97,616	5,47,308	7,672	-	5,54,980	1,47,476	1,046	-	1,48,522	4,15,938	3,229	-	4,19,167

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



(Rs.'000)

	FOR 7	FHE QUAI 31st DE	RTER ENI C 2017	DED	FOR TH	E NINE MO 31st DEC		NDED	FOR 7	THE QUAL 31st DE		NDED	FOR TH	E NINE M 31st DE		ENDED
N Particulars	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total
E		5,525	Others				oulers			1.324	Others				Others	
Employees' remuneration &	3,28,871	5,525	-	3,34,396	9,81,310	12,460	-	9,93,770	2,74,458	1,324	-	2,75,782	7,84,221	4,221	-	7,88,442
1 welfare benefits Travel, conveyance and vehicle	6,998	164		7,162	43,314	550		43,864	10.776	50		10,826	37.345	201		37,540
, .	0,998	104	-	7,162	45,514	550	-	45,804	10,776	50	-	10,820	37,345	201	-	57,540
2 running expenses	11,053	236		11,289	57,057	725		57,782	12,886	60		12,946	42,564	229		42,793
3 Training expenses 4 Rents, rates & taxes *	28.605	475	-	29,080	82,264	1.045	-	83,309	27.047	129	-	27,176	42,304 81.587	439		82.020
4 Rents, rates & taxes * 5 Repairs	28,605	473	-	29,080	82,204	1,045	-	85,309	32,582	129	-	32,736	1,03,737	439	-	1,04,29
6 Printing & stationery	7.098	433	-	24,448	18,011	229	-	18,240	5,356	25	-	5,381	1,05,757	558 88	-	
7 Communication	20,473	332	-	20,805	55,383	703	-	56,086	22,077	108	-	22,185	58,373	314	-	16,49
	,			20,805	2,95,991	3,758	-	2,99,749	98,125	484	-	,	,	1.322	-	,
8 Legal & professional charges	97,286	1,646	-	98,932	2,95,991	5,/58	-	2,99,749	98,125	484	-	98,609	2,45,609	1,322	-	2,46,93
9 Auditors' fees, expenses etc	- 704	- 12	-	-	2,329	- 30	-	-	- 977	- 5	-	000	- 2 105	- 17	-	2.12
(a) as auditor	/04	13	-	717	2,329	30	-	2,359	977	5	-	982	3,105	17	-	3,12
(b) as adviser or in any other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
capacity, in respect of																
(i) Taxation matters	-	-	-	-	-	-	-	-	-	-	-	-	90	-	-	90
(ii) Insurance matters	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
(iii) Management services; and	-	-	-	-	-	-	-	-	-	-	-	-	83	-	-	8
(c) in any other capacity	-	-	-	-	-	-	-	-	-	-	-	20	-	-	-	
(i) Tax Audit	38	-	-	38	112	1	-	113	20	-	-	20	60	-	-	6
(ii) Certification Fees	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
10 Advertisement and publicity	1,03,587	1,522	-	1,05,109	2,03,385	2,583	-	2,05,968	39,085	176	-	39,261	1,54,737	833	-	1,55,570
11 Interest and bank charges	6,470	111	-	6,581	20,507	260	-	20,767	4,907	24	-	4,931	14,233	77	-	14,31
12 Others (to be specified)	-	-	-	-	-	-	-	-	-	-	-		-	-	-	
(a) Business and Sales Promotion	946	-	-	959	1,420	18	-	1,438	461	2	-	463	1,867	10	-	1,87
(b) Membership and Subscription	684	11	-	695	1,978	25	-	2,003	577	3	-	580	1,716	9	-	1,72
(c) Insurance	539		-	548	1,847	23	-	1,870	625	3	-	628	2,040	11	-	2,05
(d) Sitting Fee	1,773	27	-	1,800	4,049	51	-	4,100	896	4	-	900	2,686	14	-	2,70
(e) Reward or Remuneration	4,079	52		4,131	4,079	52	-	4,131	-	-	-		-	-	-	
Agents																
(f) Miscellaneous Expenses**	411	7	-	418	1,283	16	-	1,299	784	4	-	788	2,154	12	-	2,16
13 Depreciation	40,198	667	-	40,865	1,15,920	1,472	-	1,17,392	27,813	134	-	27,947	81,845	441	-	82,28
14 Service Tax A/c & GST	780		-	798	4,888	62	-	4,950	3,421	17	-	3,438	9,957	54	-	10,01
TOTAL	6,84,608	11,374	-	6,95,982	19,80,874	25,152	-	20,06,026	5,62,873	2.706	-	5.65.579	16,44,419	8,850	-	16,53,269

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

Note:previous period numbers have been regrouped wherever necessary

FORM NL-8-SHARE CAPITAL SCHEDULE

SHARE CAPITAL



HEALTH INSURANCE

SN	Particulars	AS AT 31st DEC 2017	AS AT 31st DEC 201
1	Authorised Capital : 1,00,00,000 Equity Shares of Rs 10 each	1,00,00,000	1,00,00,00
2	Issued Capital : 92,60,00,000 Equity Shares of Rs 10 each (Previous period ended Dec, 2016 92,60,00,000 Equity Shares of Rs. 10 each)	92,60,000	92,60,00
3	Subscribed Capital : 92,60,00,000 Equity Shares of Rs 10 each (Previous period ended Dec, 2016 92,60,00,000 Equity Shares of Rs. 10 each)	92,60,000	92,60,00
4	Called-up Capital : 92,60,00,000 Equity Shares of Rs 10 each (Previous period ended Dec, 2016 92,60,00,000 Equity Shares of Rs. 10 each)	92,60,000	92,60,0
	Less : Calls unpaid	-	
	Add : Equity Shares forfeited (Amount originally paid up)	-	
	Less : Par Value of Equity Shares bought back	-	
	Less : Preliminary Expenses	-	
	Less : Expenses including commission or brokerage on Underwriting or subscription of shares	-	
	TOTAL	92,60,000	92,60,0

held by the holding company along with its nominees.

FORM NL-9-PATTERN OF SHAREHOLDING SCHEDULE

SHARE CAPITAL



HEALTH INSURANCE

PATTERN OF SHAREHOLDING

[As certified by the Management]

	AS AT 31st	DEC 2017	AS AT 31st DEC 2016			
Shareholder	Number of Shares	% of Holding	Number of Shares	% of Holding		
Promoters						
· Indian	47,22,60,000	51.00%	47,22,60,000	51.00%		
· Foreign	45,37,40,000	49.00%	45,37,40,000	49.00%		
Others	-	-	-	-		
TOTAL	92,60,00,000	100.00%	92,60,00,000	100.00%		

FORM NL-10-RESERVE AND SURPLUS SCHEDULE

RESERVES AND SURPLUS



HEALTH INSURANCE

			(Rs.'000)
SN	Particulars	AS AT 31st DEC 2017	AS AT 31st DEC 2016
1	Capital Reserve	-	-
2	Capital Redemption Reserve	-	-
3	Share Premium	-	-
	General Reserves	-	-
	Less: Debit balance in Profit and	-	-
4	Loss Account		
	Less: Amount utilized for Buy-back	-	-
5	Catastrophe Reserve	-	-
6	Other Reserves	-	-
7	Balance of Profit in Profit & Loss	-	-
/	Account		
	TOTAL	-	-

FORM NL-11-BORROWINGS SCHEDULE

BORROWINGS



HEALTH INSURANCE

(Rs.	,	N	0	0	١
(173.		v	v	v	J

			(Rs.'000)
SN	Particulars	AS AT 31st DEC 2017	AS AT 31st DEC 2016
1	Debentures/ Bonds	-	-
2	Banks	-	-
3	Financial Institutions	-	-
4	Others	-	-
	TOTAL	-	-

FORM NL-12-INVESTMENT SCHEDULE

Investments - Shareholders



HEALTH INSURANCE

			(Rs.'000)
SN	Particulars	AS AT 31st DEC 2017	AS AT 31st DEC 2016
	LONG TERM INVESTMENTS		
	Government securities and Government guaranteed	3,05,980	3,06,482
1	bonds including Treasury Bills		
2	Other Approved Securities	5,65,935	5,14,890
3	Other Investments		
	(a) Shares		
	(aa) Equity	-	-
	(bb) Preference	-	-
	(b) Mutual Funds	-	-
	(c) Derivative Instruments	-	-
	(d) Debentures/ Bonds	2,54,689	2,55,206
	(e) Other Securities	-	69,300
	(f) Subsidiaries	-	-
	(g) Investment Properties-Real Estate	-	-
4	Investments in Infrastructure and Social Sector	5,49,444	4,50,568
5	Other than Approved Investments	-	-
	SHORT TERM INVESTMENTS		
	Government securities and Government guaranteed	-	-
1	bonds including Treasury Bills		
2	Other Approved Securities	-	-
3	Other Investments		
	(a) Shares		
	(aa) Equity	-	-
	(bb) Preference	-	-
	(b) Mutual Funds	3,60,470	1,95,102
	(a) Derivative Instruments	-	-
	(b) Debentures/ Bonds	3,40,631	1,94,965
	(c) Other Securities	1,78,800	2,48,500
	(d) Subsidiaries	-	
	(e) Investment Properties-Real Estate	-	-
4	Investments in Infrastructure and Social Sector	1,90,449	2,92,081
5	Other than Approved Investments*	-	2,63,722
	TOTAL	27,46,398	27,90,816

* Represents Investment in mutual funds

Notes:

- a. Aggregate amount of shareholder's investments other than listed equity securities and derivative instruments is Rs.27,46,398 thousand & previous period ended December 2016 Rs. 27,90,816 thousand. Market value of such investments is Rs. 27,87,702 thousand & previous period ended December 2016 Rs. 28,84,708 thousand.
- b. The historical cost of investments in mutual funds which have been valued on fair value basis is Rs. 3,59,267 thousands & previous period ended December 2016 Rs. 4,56,797 thousand.

FORM NL-12A-INVESTMENT SCHEDULE

Investments - Policyholders



HEALTH INSURANCE

CNI	Deartheast	AC AT 21-4 DEC 2017	(Rs.'000)
SN	Particulars	AS AT 31st DEC 2017	AS AT 31st DEC 2016
	LONG TERM INVESTMENTS	10.00.150	11.20.500
1	Government securities and Government guaranteed	10,09,150	11,20,599
1	bonds including Treasury Bills		
2	Other Approved Securities	-	-
3	Other Investments		
	(a) Shares		
	(aa) Equity	-	-
	(bb) Preference	-	-
	(b) Mutual Funds	-	-
	(c) Derivative Instruments	-	-
	(d) Debentures/ Bonds	4,52,938	5,00,850
	(e) Other Securities	-	91,800
	(f) Subsidiaries	-	-
	(g) Investment Properties-Real Estate	-	-
4	Investments in Infrastructure and Social Sector	10,06,063	6,58,024
5	Other than Approved Investments	-	-
	SHORT TERM INVESTMENTS		
	Government securities and Government guaranteed	1,04,276	-
1	bonds including Treasury Bills		
2	Other Approved Securities	-	-
3	Other Investments		
	(a) Shares		
	(aa) Equity	-	-
	(bb) Preference	-	-
	(b) Mutual Funds	29,645	-
	(a) Derivative Instruments	-	-
	(b) Debentures/ Bonds	3,46,396	2,27,291
	(c) Other Securities	5,57,500	6,28,852
	(d) Subsidiaries	-	, -,
	(e) Investment Properties-Real Estate	-	
4	Investments in Infrastructure and Social Sector	1,96,707	
5	Other than Approved Investments*	-,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	1,10,360
-	TOTAL	37,02,675	33,37,776

* Represents Investments in mutual funds

Notes:

a.

Aggregate amount of policyholder's investments other than listed equity securities and derivative instruments is Rs.37,02,675 thousands & previous period ended December 2016 Rs. 33,37,776 thousand. Market value of such investments is Rs. 37,64,388 thousands & previous period ended December 2016 Rs. 34,27,326 thousand.

b. The historical cost of investments in mutual funds which have been valued on fair value basis is Rs. 29,581 thousands & previous period ended December 2016 is Rs.1,10,003 thousands.

FORM NL-13-LOANS SCHEDULE

LOANS



HEALTH INSURANCE

(Rs.'000)

		(Rs.'000)				
SN	Particulars	AS AT 31st DEC 2017	AS AT 31st DEC 2016			
1	SECURITY-WISE CLASSIFICATION					
	Secured					
	(a) On mortgage of property	-	-			
	(aa) In India	-	-			
	(bb) Outside India	-	-			
	(b) On Shares, Bonds, Govt. Securities	-	-			
	(c) Others	-	-			
	Unsecured	-	-			
	TOTAL	-	-			
2	BORROWER-WISE CLASSIFICATION					
	(a) Central and State Governments	-	-			
	(b) Banks and Financial Institutions	-	-			
	(c) Subsidiaries	-	-			
	(d) Industrial Undertakings	-	-			
	(e) Others	-	-			
	TOTAL	-	-			
3	PERFORMANCE-WISE CLASSIFICATION					
	(a) Loans classified as standard	-	-			
	(aa) In India	-	-			
	(bb) Outside India	-	-			
	(b) Non-performing loans less provisions	-	-			
	(aa) In India	-	-			
	(bb) Outside India	-	-			
	TOTAL	-	-			
4	MATURITY-WISE CLASSIFICATION					
	(a) Short Term	-	-			
	(b) Long Term	_				
	TOTAL	-	-			

MAX BUPA HEALTH INSURANCE COMPANY LIMITED REGISTRATION NO: 145, DATE OF REGISTRATION WITH IRDA: FEBRUARY 15, 2010 SCHEDULES FORMING PART OF FINANCIAL STATEMENTS FORM NL-14 FIXED ASSETS



HEALTH INSURANCE

		Cost/ Gross Block			Depreciation				Net Block		
SN	Particulars	As at	Additions	Deductions	As at	Upto	For the	On Sales/	To date	As at	As at
		31-Mar-17	Authons	Deductions	31-Dec-17	31-Mar-17	period	Adjustments	31-Dec-17	31-Dec-17	31-Dec-1
1	Goodwill	-	-	-	-	-	-	-	-	-	-
2	Intangibles										
	a) Softwares	4,64,004	84,354	23	5,48,335	2,86,579	61,682	23	3,48,238	2,00,097	99,20
	b) Website	11,258	-	-	11,258	11,115	79		11,194	64	18
3	Land-Freehold	-			-	-			-	-	-
4	Leasehold Property	1,58,855	4,602	1,111	1,62,346	1,10,805	18,740	955	1,28,590	33,756	53,52
5	Buildings	-			-	-			-	-	-
6	Furniture & Fittings	30,228	1,306	1,893	29,641	25,640	2,198	1,872	25,967	3,674	4,80
	Information Technology Equipment -										
7	Others	1,17,296	5,016	41	1,22,271	59,925	18,959	38	78,846	43,425	19,3
	Information Technology Equipment -										
8	End User Devices	94,652	22,623	10,306	1,06,969	78,193	8,595	10,219	76,569	30,400	8,75
9	Vehicles	-			-	-			-	-	-
10	Office Equipment	63,175	4,755	2,150	65,780	43,562	7,117	1,859	48,820	16,960	20,79
11	Others	-	-	-	-	-	-	-	-	-	-
	Total	9,39,468	1,22,656	15,524	10,46,600	6,15,820	1,17,370	14,966	7,18,224	3,28,376	2,06,57
12	Capital work in progress	4,320	-	4,320	-	-	-	-	-	-	13,79
	Grand total	9,43,788	1,22,656	19,844	10,46,600	6,15,820	1,17,370	14,966	7,18,224	3,28,376	2,20,3
	Previous period (Dec 2016)	7,40,185	77,031	12,833	8,04,383	5,06,222	82,156	4,367	5,84,011	2,20,372	

Notes:

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

FORM NL-15-CASH AND BANK BALANCE SCHEDULE

CASH AND BANK BALANCES



HEALTH INSURANCE

SN	Particulars	AS AT 31st DEC 2017	AS AT 31st DEC 2010	
1	Cash (including cheques, drafts and	14,739	0	
1	stamps)	14,739	9	
2	Bank Balances			
	(a) Deposit Accounts	-		
	(aa) Short-term (due within 12	67 500	52	
	months)	67,500	53	
	(bb) Others	-		
	(b) Current Accounts	61,576	95	
	(c) Others	-		
3	Money at Call and Short Notice			
	(a) With Banks	-		
	(b) With other Institutions	-		
4	Others	-		
	TOTAL	1,43,815	1,58	
	Balances with non-scheduled banks	1750	3,	
	included in 2 and 3 above is		- ,	

FORM NL-16-ADVANCES AND OTHER ASSETS SCHEDULE

ADVANCES AND OTHER ASSETS



HEALTH INSURANCE

SN	Particulars	AS AT 31st DEC 2017	AS AT 31st DEC 2016
	ADVANCES		
1	Reserve deposits with ceding companies	-	-
2	Application money for investments	-	-
3	Prepayments	45,759	36,108
4	Advances to Directors/Officers	-	-
5	Advance tax paid and taxes deducted at source (Net of provision for taxation)	-	-
6	Others		
	(a) Advance to Suppliers : Less provision made	23,068	60,005
	(b) Other advances : Less provision made	443	100
	TOTAL (A)	69,270	96,213
1	OTHER ASSETS Income accrued on investments	1,55,494	1,50,676
2	Outstanding Premiums* : Less provision made	72,630	72,837
3	Agents' Balances : Less provision made	72,030	12,031
4	Foreign Agencies Balances	-	-
-	Due from other entities carrying on insurance	9,77,766	49,430
5	business (including reinsurers) : Less provision	9,77,700	49,430
5	made		
6	Due from subsidiaries/ holding	-	
7	Deposit with Reserve Bank of India		
,	[Pursuant to section 7 of Insurance Act, 1938]		
8	Others		
0	(a) Rent and other deposits : Less provision made	50,448	48,856
	(b) GST Input	42,176	7,428
	(c) Other receivable		-
	(d) Deposit against unclaimed liability	18,619	-
	TOTAL (B)	13,17,133	3,29,227
	TOTAL (A+B)	13,86,403	4,25,440

* Includes Rs. 80,462 thousand & previous period ended December 2016 - Rs. 93,135 thoudand receivable from Central / State Government on account of premium under RSBY Scheme against which provision of Rs. 39,215 thousand and previous period ended December 2016 - Rs. 37839 thousand has been created.

FORM NL-17-CURRENT LIABILITIES SCHEDULE

CURRENT LIABILITIES



SN	Particulars	AS AT 31st DEC 2017	AS AT 31st DEC 201
1	Agents' Balances	64,499	37,2
2	Balances due to other insurance companies	11,80,889	73,5
3	Deposits held on re-insurance ceded	-	
4	Premiums received in advance	61,556	54,9
5	Unallocated Premium	71,075	65,4
6	Sundry creditors	10,46,094	8,24,1
7	Due to subsidiaries/ holding company	-	
8	Claims Outstanding*	5,80,195	6,21,1
9	Unclaimed amount of policyholers/insured**	18,102	19,6
10	Due to Officers/ Directors ***	-	25,9
11	Others	-	
	(a) Tax deducted payable	34,324	22,0
	(b) Other statutory dues	1,21,977	74,3
	(c) Advance from Corporate Clients	9,573	7,9
	TOTAL	31,88,284	18,26,4
ncludes	IBNR and IBNER Reserves		

FORM NL-18-PROVISIONS SCHEDULE

PROVISIONS



HEALTH INSURANCE

(Rs.'000)

SN	Particulars	AS AT 31st DEC 2017	AS AT 31st DEC 2016
1	Reserve for Unexpired Risk*	28,49,784	26,16,974
2	For taxation (less advance tax paid and taxes deducted at source)	-	-
3	For proposed dividends	-	-
4	For dividend distribution tax	-	-
5	Others		
	For employee benefits		
	(a) Gratuity	11,108	6,964
	(b) Leave Encashment	27,957	25,242
	(c) Superannuation	-	5
	(d) Other Manpower Related	-	-
	(e) Provision for Commission	-	-
	(f) Other Operating Expense Related	-	-
6	Reserve for Premium Deficiency	-	-
	TOTAL	28,88,849	26,49,185
* Includes 2016 Nil)	provision for freelook cancellation Rs. 524	thousands & previous p	period ended December
Note:Previ	ous period numbers have been regrouped v	wherever necessary	

FORM NL-19 MISC EXPENDITURE SCHEDULE MISCELLANEOUS EXPENDITURE (To the extent not written off or adjusted) HEALTH INSURANCE 31-Dec-17 (Rs.'000) AS AT 31st DEC 2016 SN Particulars AS AT 31st DEC 2017 Discount Allowed in issue of shares/ 1 debentures 2 Others (to be specified) TOTAL

FORM NL-20-RECEIPT AND PAYMENTS SCHEDULE Receipts and Payments A/c to be furnished by the insurers on direct basis for quarter ended 31st Dec 2017	HEALTH INSURANCE				
Particulars	FOR THE NINE MONTHS ENDED 31st DEC 2017	FOR THE NINE MONTHS ENDED 31st DEC 2016			
Cash Flows from the operating activities:	(1,74,868)	(1,59,007)			
Cash flows from investing activities:	1,42,173	(95,052)			
Cash flows from financing activities:	-	2,80,000			
Effect of foreign exchange rates on cash and cash equivalents, net	-	-			
Net increase/(decrease) in cash and cash equivalents	(32,695)	25,941			
Cash and cash equivalents at the beginning of the period	1,76,510	1,32,579			
Cash and cash equivalents at the end of the period	1,43,815	1,58,520			
Net increase/(decrease) in cash and cash equivalents	(32,695)	25,941			

FORM NL-21 Statement of Liabilities

Insurer: Max Bupa Health Insurance Company Limited



HEALTH INSURANCE

Date:

31-Dec-17

(Rs in Lakhs)

	Statement of Liabilities								
			AS AT 31st DEC 2017			AS AT 31st DEC 2016			
Sl.No.	Particular	Reserves for unexpired risks	Reserve for Outstanding Claims	IBNR Reserves	Total Reserves	Reserves for unexpired risks	Reserve for Outstanding Claims	IBNR Reserves	Total Reserves
1	Fire	-	-	-	-	-	-	-	-
2	Marine								
а	Marine Cargo	-	-	-	-	-	-	-	-
b	Marine Hull	-	-	-	-	-	-	-	-
3	Miscellaneous								
а	Motor	-	-	-	-	-	-	-	-
b	Engineering	-	-	-	-	-	-	-	-
с	Aviation	-	-	-	-	-	-	-	-
d	Liabilities	-	-	-	-	-	-	-	-
e	Others	-	-	-	-	-	-	-	-
4	Health Insurance	28,498	2,333	3,469	34,300	26,170	2,848	3,364	32,382
5	Total Liabilities	28,498	2,333	3,469	34,300	26,170	2,848	3,364	32,382

FORM NL-22 Geographical Distribution of Business

Insurer:





TEACTH INSORANCE

Date:

31-Dec-17 (Rs in Lakhs)

									GRO	SS DIREC	I PREMII	IM UNDER	WRITTEN	N FOR THE	PERIOD F	NDED 31st	DEC, 2017									
STATES	F	ïre	Marin	e (Cargo)	Marin	ne (Hull)	Engi	neering		wn Damage		hird Party		insurance	Personal			Insurance		ns medical Irance	Crop I	Insurance		Other llaneous	Grand	Total
	For the period	Upto the period	For the period	Upto the period	For the period	Upto the period	For the period	Upto the period																		
Andaman & Nicobar Is.	N.A.	N.A.	-	-	1.49	4.98	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	1.49	4.98												
Andhra Pradesh	N.A.	N.A.	0.41	1.26	107.62	278.83	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	108.03	280.10												
Arunachal Pradesh	N.A.	N.A.	-	-	2.07	5.12	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	2.07	5.12												
Assam	N.A.	N.A.	0.22	0.30	33.45	92.18	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	33.68	92.48												
Bihar	N.A.	N.A.	4.07	14.18	288.22	773.20	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	292.30	787.38												
Chandigarh	N.A.	N.A.	1.48	2.11	106.08	298.25	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	107.56	300.37												
Chhattisgarh	N.A.	N.A.	0.08	0.34	34.28	94.18	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	34.36	94.53												
Dadra & Nagra Haveli	N.A.	N.A.	0.05	0.06	2.26	9.39	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	2.31	9.46												
Daman & Diu	N.A.	N.A.	-	-	1.43	6.95	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	1.43	6.95												
Delhi	N.A.	N.A.	23.38	40.55	2,812.21	8,660.77	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	2,835.59	8,701.33												
Goa	N.A.	N.A.	0.59	2.22	99.48	305.77	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	100.07	307.99												
Gujarat	N.A.	N.A.	13.79	27.15	691.93	2,007.26	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	705.71	2,034.41												
Haryana	N.A.	N.A.	14.63	23.69	1,281.84	3,810.04	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	1,296.47	3,833.73												
Himachal Pradesh	N.A.	N.A.	0.18	0.49	35.75	108.40	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	35.92	108.89												
Jammu & Kashmir	N.A.	N.A.	0.03	0.08	27.35	69.12	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	27.38	69.20												
Jharkhand	N.A.	N.A.	0.56	0.69	71.15	177.94	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	71.71	178.63												
Karnataka	N.A.	N.A.	9.32	18.84	1,312.08	3,626.74	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	1,321.40	3,645.58												
Kerala	N.A.	N.A.	27.43	72.41	807.47	2,117.28	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	834.90	2,189.69												
Lakshadweep	N.A.	N.A.	-	-	-	-	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	-	-												
Madhya Pradesh	N.A.	N.A.	0.14	0.47	87.45	244.95	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	87.60	245.42												
Maharasthra	N.A.	N.A.	141.10	322.30	4,856.55	13,467.76	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	4,997.65	13,790.06												
Manipur	N.A.	N.A.	-	-	1.69	5.76	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	1.69	5.76												
Meghalaya	N.A.	N.A.	-	-	8.78	17.94	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	8.78	17.94												
Mizoram	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.		N.A.	N.A.	N.A.	N.A.	N.A.	-	-	0.36	0.83	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	0.36	0.83
Nagaland	N.A.	N.A.	-	-	1.80	6.15	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	1.80	6.15												
Orissa	N.A.	N.A.	1.91	6.13	279.22	593.97	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	281.13	600.10												
Puducherry	N.A.	N.A.	0.01	0.03	3.94	10.43	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	3.95	10.46												
Punjab	N.A.	N.A.	12.46	22.71	779.10	2,270.72	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	791.55	2,293.43												
Rajasthan	N.A.	N.A.	12.57	22.59	485.50	1,381.31	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	498.06	1,403.90												
Sikkim	N.A.	N.A.	0.04	0.04	0.78	5.41	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	0.82	5.46												
Tamil Nadu	N.A.	N.A.	6.19	15.87	465.34	1,396.94	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	471.53	1,412.81												
Telangana	N.A.	N.A.	6.47	14.48	862.37	2,310.80	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	868.85	2,325.28												
Tripura	N.A.	N.A.	-	-	4.32	12.31	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	4.32	12.31												
Uttar Pradesh	N.A.	N.A.	7.71	14.04	1,345.57	3,801.96	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	1,353.29	3,816.00												
Uttrakhand	N.A.	N.A.	0.42	0.64	129.05	350.06	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	129.47	350.70												
West Bengal	N.A.	N.A.	4.29	9.86	500.15	1,569.24	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	504.44	1,579.10												

FORM NL-23 : Reinsurance Risk Concentration

Insurer: Max Bupa Health Insurance Company Limited



Date:

31-Dec-17 (Rs in Lakhs)

	Reinsurance Risk Concentration													
S.No.	Reinsurance Placements	No. of reinsurers	Pren Proportional	nium ceded to reins Non-Proportional	urers Facultative	Premium ceded to reinsurers / Total reinsurance premium ceded (%)								
1	No. of Reinsurers with rating of AAA and above		-	-	-	0%								
2	No. of Reinsurers with rating AA but less than AAA		-	-	-	0%								
3	No. of Reinsurers with rating A but less than AA	3	11,859	38	-	100%								
4	No. of Reinsurers with rating BBB but less than A		-	-	-	0%								
5	No. of Reinsurres with rating less than BBB		-	-	-	0%								
6	Others			-	-	0%								
	Total	3	11,859	38	-	100%								

FORM NL-24

Ageing of Claims

Insurer: Max Bupa Health Insurance Company Limited



HEALTH INSURANCE

Date: 31-Dec-17

(Rs in Lakhs)

		Age	ing of Cl	aims as a	at 31.12.2017	7		
Sl.No.	Line of Business		No. (Total No. of	Total amount of			
51.1NO.	Line of Dusiness	1 month	1 - 3 months	3 - 6 months	6 months - 1 year	> 1 year	claims paid	claims paid
1	Fire	NA	NA	NA	NA	NA	NA	NA
2	Marine Cargo	NA	NA	NA	NA	NA	NA	NA
3	Marine Hull	NA	NA	NA	NA	NA	NA	NA
4	Engineering	NA	NA	NA	NA	NA	NA	NA
5	Motor OD	NA	NA	NA	NA	NA	NA	NA
6	Motor TP	NA	NA	NA	NA	NA	NA	NA
7	Health	20,722	410	12	15	10	21,169	9,452
8	Overseas Travel	NA	NA	NA	NA	NA	NA	NA
9	Personal Accident	2	-	-	-	-	2	20
10	Liability	NA	NA	NA	NA	NA	NA	NA
11	Crop	NA	NA	NA	NA	NA	NA	NA
12	Miscellaneous	NA	NA	NA	NA	NA	NA	NA

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

Insurer: Max Bupa Health Insurance Company Limited



HEALTH INSURANCE

														No. of c	claims only
S No.	Claims Experience	Fire	Marine Cargo	Marine Hull	Engineerin g	Motor OD	Motor TP	Health	Overseas Travel	Personal Accident	Liability	Crop	Credit	Miscellane ous	Total
1	Claims O/S at the beginning of the period	NA	NA	NA	NA	NA	NA	4,292	NA	3	NA	NA	NA	NA	4,295
2	Claims reported during the period	NA	NA	NA	NA	NA	NA	23,647	NA	33	NA	NA	NA	NA	23,680
3	Claims Settled during the period	NA	NA	NA	NA	NA	NA	21,169	NA	2	NA	NA	NA	NA	21,171
4	Claims Repudiated during the period	NA	NA	NA	NA	NA	NA	1,755	NA	20	NA	NA	NA	NA	1,775
5	Claims closed during the period	NA	NA	NA	NA	NA	NA	-	NA	-	NA	NA	NA	NA	-
6	Claims O/S at End of the period	NA	NA	NA	NA	NA	NA	5,015	NA	14	NA	NA	NA	NA	5,029
	Less than 3months	NA	NA	NA	NA	NA	NA	4,702	NA	14	NA	NA	NA	NA	4,716
	3 months to 6 months	NA	NA	NA	NA	NA	NA	195	NA	-	NA	NA	NA	NA	195
	6 months to 1 year	NA	NA	NA	NA	NA	NA	118	NA	-	NA	NA	NA	NA	118
	1year and above	NA	NA	NA	NA	NA	NA	-	NA	-	NA	NA	NA	NA	-

FORM NL-26 - CLAIMS INFORMATION - SM TABLE I Insurer : Max Bupa Health Insurance Company Limited



HEALTH INSURANCE

Solvency for the period ended 31st Dec 2017

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

		PREN	IIUM	CLAI	MS			
SN	Description	Gross Premium Net Premium		Gross incurred claims	Net incurred claims	RSM-1	RSM-2	RSM
1	Fire	-	-	-	-	-	-	-
2	Marine Cargo	-	-	-	-	-	-	-
3	Marine Hull	-	-	-	-	-	-	-
4	Motor	-	-	-	-	-	-	-
5	Engineering	-	-	-	-	-	-	-
6	Aviation	-	-	-	-	-	-	-
7	Laibilities	-	-	-	-	-	-	-
8	Others	-	-	-	-	-	-	-
9	Health	69,869	56,985	36,326	29,200	11,397	8,760	11,397
	Total	69,869	56,985	36,326	29,200	11,397	8,760	11,397

FORM NL-27 Offices information for Non-Life

Insurer:

Max Bupa Health Insurance Company Limited



Date: 31-Dec-17

S No.	Office Information		Number
1	No. of offices at the beginning of the Quarter		30
2	No. of branches approved during the Quarter		-
3	No of here the second during the Origina	Out of approvals of previous Quarter	-
4	No. of branches opened during the Quarter	Out of approvals of this Quarter	-
5	No. of branches closed during the period		-
6	No of branches at the end of the period		30
7	No. of branches approved but not opened		7
8	No. of rural branches		-
9	No. of urban branches		30

FORM NL-28-STATEMENT OF ASSETS - 3B
Company Name & Code: Max Bupa Health Insurance Company Limited & 145
Statement as on: 31st Dec, 2017

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

(Business within India)

Periodicity of Submission: Quarterly

N	PARTICULARS	SCH	AMOUNT
	1 Investments (Shareholders)	8	27,463.99
	Investments (Policyholders)	8A	37,026.75
	2 Loans	9	-
	3 Fixed Assets	10	3,283.76
	4 Current Assets		
	a. Cash & Bank Balance	11	1,438.15
	b. Advances & Other Assets	12	13,864.03
	5 Current Liabilities		
	a. Current Liabilities	13	31,882.85
	b. Provisions	14	28,888.49
	c. Misc. Exp not Written Off	15	-
	d. Debit Balance of P&L A/c		(70,307.34
	Application of Funds as per Balance Sheet (A)		73,540.67
	Less: Other Assets	SCH	Amoun
	1 Loans (if any)	9	-
	2 Fixed Assets (if any)	10	3,283.76
	3 Cash & Bank Balance (if any)	11	1,438.15
	4 Advances & Other Assets (if any)	12	13,864.03
	5 Current Liabilities	13	31,882.85
	6 Provisions	14	28,888.49
	7 Misc. Exp not Written Off	15	-
	8 Investments held outside India		-
	9 Debit Balance of P&L A/c		(70,307.34)
		TOTAL (B)	9,049.94
	'Investment Assets' As per FORM 3B	(A-B)	64,490.74



'Investment' represented as	Reg. %	SH		РН	Book Value (SH + PH)	% Actual	FVC Amount	Total	Marke Value
		Balance	FRSM*						
		(a)	(b)	(c)	d = (b+c)		(e)	(d + e)	
1 Central Govt. Securities	Not less than 20%	-	3,059.80	11,134.26	14,194.06	22.01%	-	14,194.06	14,450
2 Central Govt Sec, State Govt Sec or Other Approved Securities (incl (i) above)	Not less than 30%	-	8,719.15	11,134.26	19,853.41	30.79%	-	19,853.41	20,192
3 Investment subject to Exposure Norms									[
a. Housing & Infra/ Loans to SG for Housing and FEE	Not less than 15%	-	-	-	-		-	-	-
1. Approved Investments		-	10,447.44	15,066.05	25,513.49	39.57%	-	25,513.49	26,126
2. Other Investments		-	-	-	-	-	-	-	-
b. Approved Investments	Not exceeding 55%		8,285.37	10,825.80	19,111.17	29.64%	12.67	19,123.84	19,201
c. Other Investments	Not exceeding 55%	-	-	-	-	-	-	-	-
Total Investment Assets	100%	-	27,451.96	37,026.11	64,478.07	100.00%	12.67	64,490.74	65,520

FORM NL-29

Detail regarding debt securities

Insurer:



Max Bupa Health Insurance Company Limited

Date:	31-Dec-17
Date.	51-Det-17

(Rs in Lakhs)

			Detail Regardi	ng debt securitie	es			
		Marke	et Value			Book Va	alue	
	AS AT 31st DEC 2017	as % of total for this class	AS AT 31st DEC 2016	as % of total for this class	AS AT 31st DEC 2017	as % of total for this class	AS AT 31st DEC 2016	as % of total for this class
Break down by credit rating								
AAA rated	31,497	58%	24,212	51%	30,866	58%	23,290	52%
AA or better	2,567	5%	2,550	5%	2,508	5%	2,500	6%
Rated below AA but above A	-	-	-	-	-	-	-	-
Rated below A but above B	-	-	-	-	-	-	-	-
Any other(Sovereign)	20,193	37%	20,282	43%	19,853	37%	19,420	43%
BREAKDOWN BY RESIDUAL MATURITY								
Up to 1 year	11,800	22%	7,160	15%	11,785	22%	7,143	16%
more than 1 yearand upto 3years	14,962	28%	1,110	2%	14,633	27%	1,088	2%
More than 3years and up to 7years	14,147	26%	23,112	49%	13,647	26%	22,207	49%
More than 7years and up to 10years	13,348	25%	15,663	33%	13,162	25%	14,771	33%
above 10 years	-	-	-	-	-	-	-	-
Breakdown by type of the issurer								
a. Central Government	14,451	27%	14,847	32%	14,194	27%	14,271	32%
b. State Government	5,742	11%	5,435	12%	5,659	11%	5,149	119
c. Corporate Securities	34,064	63%	26,762	57%	33,373	63%	25,790	57%

Note

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

2. Market value of the securities will be in accordance with the valuation method specified by the Authority under Accounting/ Investment regulations.

3. The above disclosure does not include investments in fixed deposits and mutual funds.

FORM NL-30 Analytical Ratios



Insurer:	Max Bupa Health Insurance Company Limited			Date:	31-Dec-17
	Analytical Ratios for Non	-Life compani	es		
SN	Particular	For the Quarter Ended (Oct - Dec '17)	For the Nine Months Ended (Apr - Dec '17)	For the Quarter Ended (Oct - Dec '16)	For the Nine Months Ended (Apr - Dec '16)
1	Gross Premium Growth Rate (Over all)	27%	26%	23%	23%
1a	Gross Premium Growth Rate (Health)	26%	25%	23%	23%
1b	Gross Premium Growth Rate (Personal Accident)	330%	195%	443%	750%
2	Gross Premium to Net Worth ratio	0.80 times	2.27 times	0.57 times	1.63 times
3	Growth rate of Net Worth	-9%	-9%	19%	19%
4	Net Retention Ratio (Overall)	76%	76%	95%	95%
4a	Net Retention Ratio (Health)	77%	77%	95%	95%
4b	Net Retention Ratio (Personal Accident)	69%	68%	90%	80%
5	Net Commission Ratio (Overall)	4%	4%	10%	10%
5a	Net Commission Ratio (Health)	4%	4%	10%	10%
5b	Net Commission Ratio (Personal Accident)	6%	7%	3%	12%
6	Expense of Management to Gross Direct Premium Ratio	50%	51%	51%	52%
7	Expenses of Management to NWP ratio (C)	66%	66%	54%	54%
8	Net incurred claims to net earned premium	56%	57%	60%	55%
9	Combined Ratio	111%	112%	113%	108%
10	Technical Reserves to net premium ratio	2.52 times	0.89 times	2.43 times	0.85 times
11	Underwriting balance ratio	-0.12 times	-0.13 times	-0.17 times	-0.08 times
12	Operating Profit Ratio	-6%	-6%	-12%	-2%
13	Liquid Assets to liabilities ratio	0.71 times	0.71 times	0.72 times	0.72 times
14	Net earning ratio	-4%	-3%	-7%	2%
15	Return on net worth ratio	-2%	-5%	-4%	4%
16	Available Solvency margin Ratio to Required Solvency Margin Ratio	1.92 times	1.92 times	2.25 times	2.25 times
17	Claims Incurred ratio	56%	57%	60%	55%
18	NPA ratio	NA	NA	NA	NA
Equity Holding Pa	ttern for Non-Life Insurers				
1	(a) No. of shares	92,60,00,000	92,60,00,000	92,60,00,000	92,60,00,000
2	(b) Percentage of shareholding (Indian / Foreign)	51%/49%	51%/49%	51%/49%	51%/49%
3	(c) %of Government holding (in case of public sector insurance companies)	Nil	Nil	Nil	Nil
4	(a) Basic and diluted EPS before extraordinary items (net of tax expense) for the year (not to be annualized)	(0.05)	(0.11)	(0.10)	0.10
5	(b) Basic and diluted EPS after extraordinary items (net of tax expense) for the year (not to be annualized)	(0.05)	(0.11)	(0.10)	0.10
6	(iv) Book value per share (Rs)	2.41	2.41	2.65	2.65
Note:previous per	iod numbers have been regrouped wherever necessary				

FORM NL-31 : Related Party Transactions



HEALTH INSURANCE

Date:

31-Dec-17 (Rs in Lakhs)

							(Ks in Lakhs)
		Related	l Party Transactions				
Sl. No.	Name of the Related Party	Nature of Relationship with the Company	Description of Transactions / Categories	FOR THE QUARTER ENDED 31st DEC 2017	FOR THE NINE MONTHS ENDED 31st DEC 2017	FOR THE QUARTER ENDED 31st DEC 2016	FOR THE NINE MONTHS ENDED 31st DEC 2016
1	Ashish Mehrotra (CEO)	Key Management Personal	Remuneration	178.04	305.47	58.41	176.74
			Equity Contribution	-	-	-	(1,372.00)
2	Bupa Singapore Pte Limited	Shareholders with Significant Influence	Reimbursement of Expenses / (Recovery of Reimbursement)	-	-	-	(1.84)
3	Max Life Insurance Company Ltd	Fellow Subsidiary	Services Received	-	-	14.05	51.47
4	Max Skill First Ltd	Fellow Subsidiary	Services Received	191.06	441.52	136.56	370.27
5	Bupa UK	Fellow Subsidiary	Reimbursement of Expenses / (Recovery of Reimbursement)	(1.24)	(1.24)	-	-
6	Max One Distribution and Services Ltd	Fellow Subsidiary	Reimbursement of Expenses / (Recovery of Reimbursement)	-	-	-	4.85
7			Equity Contribution	-	-	-	(1,428.00)
/	Max India Limited	Holding Company	Functional support Charges	265.50	524.25	-	-

Insurer: Max Bupa Health Insurance Company Limited

FORM NL-32 Products Information Insurer: Max Bupa Health Insurance Company Limited						EALTH Date:	INSURANCE
.		Products Inf				Date.	51-Det-17
List below the pro	oducts and/or add-ons introduced during the pe	Co. Ref. No.	IRDA Ref.no.	Class of Business*	Category of product	Date of filing of Product	Date IRDA confirmed filing/ approval
	NIL						

FORM NL-33 - SOLVENCY MARGIN - SM TABLE - II Insurer: Max Bupa Health Insurance Company Limited



Statement as on: 31st Dec, 2017

			(Rs. in Lakhs)
Item	Description	Notes No.	Amount
(1)	(2)	(3)	(4)
	Available Assets in Policyholders' Funds (adjusted value of Assets		
1	as mentioned in Form IRDA-Assets-TA):		37,026
	Deduct:		
2	Liabilities (reserves as mentioned in Form TR)		34,300
	Other Liabilities (other liabilities in respect of Policyholders' Fund		
3	as mentioned in Balance Sheet)		-
4	Excess in Policyholders' Funds (1-2-3)		2,726
	Available Assets in Shareholders' Funds (value of Assets as		
5	mentioned in Form IRDA-Assets-TA):		45,653
	Deduct:		
	Other Liabilities (other liabilities in respect of Shareholders' Fund		
6	as mentioned in Balance Sheet)		26,472
7	Excess in Shareholders' Funds (5-6)		19,181
1	Excess in Shareholder's Funds (5-0)		17,101
8	Total Available Solvency Margin [ASM] (4+7)		21,907
9	Total Required Solvency Margin [RSM]		11,397
10	Solvency Ratio (Total ASM/Total RSM)		1.92

FORM NL-34 : Board of Directors & Key Person

Insurer: Max Bupa Health Insurance Company Limited



HEALTH INSURANCE

31-Dec-17

a		BOD and Key Person inform	
Sl. No.	Name of person Board of Directors	Role/designation	Details of change during the quarter
1		Chairman	NA
1	Mr. Rajesh Sud	Chairman	NA
2	Mr. Rahul Khosla	Co-Vice Chairman & Director	NA
3	Mr. David Martin Fletcher	Co-Vice Chairman & Director	ΝΑ
4	Mr. Mohit Talwar	Director	NA
5	Mr. K Narasimha Murthy	Director	NA
6	Ms. Joy Carolyn Linton	Director	NA
7	Mr. Pradeep Pant	Director	NA
8	Ms. Marielle Theron	Director	NA
9	Mr. John Howard Lorimer	Director	NA
10	Dr. Burjor Phiroze Banaji	Director	NA
11	Na Ashish Makrotra	Chief Executive Officer &	
11	Mr. Ashish Mehrotra	Managing Director	NA
	Key Management Persons#		
12	Mr. Ashish Mehrotra	Chief Executive Officer & Managing Director	NA
13	Mr. Rahul Ahuja	Chief Financial Officer & Chief Risk Officer	NA
14	Mr. Partha Banerjee	Chief Compliance Officer	NA
15	Mr. Joydeep Saha	Appointed Actuary	Resigned on November 13, 2017
16	Mr. Vikas Gujral	Chief Operating Officer	NA
17	Mr. Anurag Gupta	Senior Vice President & Head - Agency Channel	ΝΑ
18	Ms. Anika Agrawal	Senior Vice President & Head - Marketing, Digital and Direct Sales	NA
19	Mr. Aseem Gupta	Senior Vice President – Portfolio	NA
20	Mr. Atul Bhandari	Senior Vice President & Head - Bancassurance and Alliances	NA
21	Ms. Priya Gilbile	Senior Vice President & Head - Health Risk Management	NA
22	Mr. Vikas Jain	Chief Investment Officer	NA
23	Mr. Rajat Sharma	Company Secretary	NA

Date:

FORM NL-35-NC Company Name &			Company Limited	1 & 145													^{Bu<u>pa</u>∬∼}
Statement as on:	31st Dec, 2017																N S U R A N C E
	of Investment Portfolio Name of the Fund: General Insurance city of Submission : Quarterly Date 31-Dec-17																
	Interest Rate			st Rate	Total O/s (Book	Default Principal	Default Interest	Principal Due	Interest Due	Deferred	Deferred		Has there been any F	rincipal Waiver?			
COI	Company Name	Instrument Type	%	Has there been revision?	Value)	(Book Value)	(Book Value)	from	from	Principal	Interest	Rolled Over?	Amount	Board Approval Ref	Classification	Provision (%)	Provision (Rs)
									NIL								

FORM NL-36-YIELD ON INVESTMENTS 1

Statement as on: 31st Dec, 2017

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



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

Statement of Investment and Income on Investment

31-Dec-17

Period	city of Submission: Quarterly																Rs. in Lakhs
		Category		Curre	ent Quarter				Ye	ear to Date					Previous Year		
No.	Category of Investment	Code	Investm	ent (Rs.)	Income on	Gross Yield	Net Yield	Investme	ent (Rs.)	Income on	Gross Yield	Net Yield	Investm	ent (Rs.)	Income on	Gross Yield	Net Yield
		code	Book Value	Market Value	Investment (Rs.)	(%) ¹	(%)²	Book Value	Market Value	Investment (Rs.)	(%) ¹	(%)²	Book Value	Market Value	Investment (Rs.)	(%) ¹	(%)²
1	CENTRAL GOVERNMENT BONDS	CGSB	14,204.00	14,611.05	272.90	1.92%	1.92%	14,223.05	14,657.43	818.41	5.75%	5.75%	14,686.09	15,095.64	1,130.89	7.70%	7.70%
2	STATE GOVERNMENT BONDS	SGGB	5,660.97	5,798.40	111.18	1.96%	1.96%	5,632.01	5,813.53	330.89	5.88%	5.88%	3,871.51	4,022.03	261.51	6.75%	6.75%
3	BONDS / DEBENTURES ISSUED BY AUTHORITY CONSTITUTED UNDER ANY HOUSING / BUILDING SCHEME APPROVED BY CENTRAL / STATE / ANY AUTHORITY OR BODY CONSTITUTED BY CENTRAL / STATE ACT	HTDA	-	-	-	0.00%	0.00%	2,377.12	2,510.03	152.06	6.40%	6.40%	4,955.27	5,105.12	336.97	6.80%	6.80%
4	Bonds / Debentures issued by NHB / Institutions accredited by NHB	HTDN	5,415.25	5,667.68	110.85	2.05%	2.05%	1,811.65	1,896.10	110.85	6.12%	6.12%	-	-	-	0.00%	0.00%
5	INFRASTRUCTURE - OTHER CORPORATE SECURITIES - CPS	ICCP	3,806.27	3,806.27	67.46	1.77%	1.77%	2,036.17	2,036.17	114.80	5.64%	5.64%	670.19	670.19	41.72	6.22%	6.22%
6	INFRASTRUCTURE - PSU - DEBENTURES / BONDS	IPTD	10,009.43	10,371.46	207.07	2.07%	2.07%	9,867.14	10,243.32	614.46	6.23%	6.23%	8,552.09	8,807.57	541.72	6.33%	6.33%
7	INFRASTRUCTURE - OTHER CORPORATE SECURITIES - DEBENTURES/ BONDS	ICTD	1,727.79	1,812.40	38.43	2.22%	2.22%	818.02	846.88	55.61	6.80%	6.80%	1,000.00	1,010.93	71.53	7.15%	7.15%
8	CORPORATE SECURITIES - BONDS - (TAXABLE)	EPBT	-		-	0.00%	0.00%	130.91	131.23	9.42	7.19%	7.19%	728.00	735.38	53.25	7.31%	7.31%
9	CORPORATE SECURITIES - DEBENTURES	ECOS	4,782.48	4,986.36	103.31	2.16%	2.16%	5,816.14	6,054.10	383.02	6.59%	6.59%	2,574.71	2,710.14	172.35	6.69%	6.69%
10	INFRASTRUCTURE - INFRASTRUCTURE DEVELOPMENT FUND (IDF)	IDDF	2,549.99	2,691.38	55.05	2.16%	2.16%	2,552.21	2,684.23	165.96	6.50%	6.50%	1,563.86	1,634.56	104.84	6.70%	6.70%
11	DEPOSITS - DEPOSIT WITH SCHEDULED BANKS, FIS (INCL. BANK BALANCE AWAITING INVESTMENT), CCIL, RBI	ECDB	8,309.36	8,309.36	162.81	1.96%	1.96%	8,054.11	8,054.11	485.47	6.03%	6.03%	11,307.46	11,307.46	743.58	6.58%	6.58%
12	COMMERCIAL PAPERS	ECCP	4,312.14	4,312.14	74.43	1.73%	1.73%	5,480.72	5,480.72	296.40	5.41%	5.41%	3,586.73	3,586.73	221.28	6.17%	6.17%
13	MUTUAL FUNDS - GILT / G SEC / LIQUID SCHEMES	EGMF	3,887.38	3,891.13	66.55	1.71%	1.71%	5,107.81	5,114.35	205.48	4.02%	4.02%	1,826.81	1,830.89	96.91	5.31%	5.31%
14	Mutual Funds - Debt / Income / Serial Plans / Liquid Secemes	OMGS	-		-	0.00%	0.00%	-	-	40.61	0.00%	0.00%	3,560.27	3,570.86	204.29	5.74%	5.74%
	Total		64,665.05	66,257.63	1,270.04	1.96%	1.96%	63,907.08	65,522.21	3,783.44	5.92%	5.92%	58,882.99	60,087.50	3,980.84	6.76%	6.76%
												_					

FORM NL-37-DOWN GRADING OF INVESTMENT-2 Company Name & Code: Max Bupa Health Insurance Company Limited & 145

Statement as on: 31st Dec, 2017 Statement of Down Graded Investments Periodicity of Submission: Quarterly HEALTH INSURANCE

Name of Fund : General Insurance

Rs. in Lakhs

No	Name of the Security	СОІ	Amount	Date of Purchase	Rating Agency	Original Grade	Current Grade	Date of Downgrade	Remarks
Α.	During the Quarter 1								
		NIL	NA						
В.	As on Date ²								
1	8.90% RCAP DB 09-09-2021	ECOS	10.09	27-Dec-16	CARE	CARE AAA	CARE AA+	24-Jul-17	
								-	

FORM NL-38 Business across line of Business



HE

Date : 31-Dec-17

(Rs in Lakhs)

Sl.No.	Line of Business	FOR THE QUA 31st DE		FOR THE QUA 31st DE		FOR THE NI ENI 31st DE	DED	FOR THE NINE MONTHS ENDED 31st DEC 2016				
		Premium	No. of Policies	Premium	No. of Policies	Premium	No. of Policies	Premium	No. of Policies			
1	Fire	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.			
2	Cargo & Hull	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.			
3	Motor TP	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.			
4	Motor OD	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.			
5	Engineering	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.			
6	Workmen's Compensation	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.			
7	Employer's Liability	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.			
8	Aviation	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.			
9	Personal Accident	290	5,042	67	3	634	12,491	214	13			
10	Health	17,528	68,746	13,941	70,544	49,893	2,10,468	39,836	2,07,772			
11	Others	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.			
ote:previous p	eriod numbers have been regrouped wherever	necessary	te:previous period numbers have been regrouped wherever necessary									

Insurer: Max Bupa Health Insurance Company Limited

FORM NL-39 Rural & Social Obligations



HEALTH INSURANCE

Date: 31-Dec-17

Insurer: Max Bupa Health Insurance Company Limited

(Rs	in	Lakhs)
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SN	Line of Business	Particular	No. of Policies Issued	Premium Collected	Sum Assured
1	Fire	Rural	NA	NA	NA
1	File	Social	NA	NA	NA
2	Cargo & Hull	Rural	NA	NA	NA
2		Social	NA	NA	NA
3	Motor TP	Rural	NA	NA	NA
3		Social	NA	NA	NA
4	Motor OD	Rural	NA	NA	NA
4	Motor OD	Social	NA	NA	NA
5	Engineering	Rural	NA	NA	NA
5	Engineering	Social	NA	NA	NA
6	Workmen's Compensation	Rural	NA	NA	NA
)	workmen's compensation	Social	NA	NA	NA
7	Employer's Liability	Rural	NA	NA	NA
/	Employer's Elability	Social	NA	NA	NA
8	Aviation	Rural	NA	NA	NA
0	Aviation	Social	NA	NA	
9	Personal Accident	Rural	1,524	32	18,120
)	I ersonar Aceldent	Social	NA	NA	NA
10	Health	Rural	16,639	2,675	1,56,277
10	Treatti	Social	NA	NA	NA
11	Others	Rural	NA	NA	
11	Ouldis	Social	NA	NA	NA

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

FORM NL-40: Business Acquisition through different channels



Insurer: Max Bupa Health Insurance Company Limited

Date: 31-Dec-17

(Rs in Lakhs)

				Business	Acquisition th	rough different	channels		•	
S No.	Channels	FOR THE QUA 31st DE		FOR THE QUA 31st DE		FOR THE NI ENI 31st DE	DED	FOR THE NINE MONTHS ENDED 31st DEC 2016		
		No. of Policies			No. of Policies	Premium	No. of Policies	Premium		
1	Individual agents	37,319	7,838	40,190	6,919	1,15,275	22,978	1,17,417	20,209	
2	Corporate Agents-Banks	7,143	2,330	5,251	1,298	20,119	6,373	17,012	3,611	
3	Corporate Agents -Others*	35	1,467	33	1,181	56	3,828	52	3,117	
4	Brokers	9,126	1,634	7,761	1,416	25,527	4,334	20,527	3,541	
5	Micro Agents	-	-	-	-	-	-	-	-	
6	Direct Business	20,165	4,549	17,312	3,194	61,982	13,014	52,777	9,572	
	Total (A)	73,788	17,818	70,547	14,008	2,22,959	50,527	2,07,785	40,051	
7	Referral (B)	-	-	-	-	-	-	-	-	
	Grand Total (A+B)	73,788	17,818	70,547	14,008	2,22,959	50,527	2,07,785	40,051	

FORM NL-4	GREIVANCE	DISPOSAL
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Max Bupa Health Insurance Company Limited Insurer:

Insurer:	Max Bupa Health Insurance Company Limited						Date:	31-Dec-17
Sl No.	Particulars	Opening Balance * As on beginning of the quarter	Additions during the quarter	Complaints Resolved/Settled during the quarter		Complaints Pending at the	Total complaints registered upto the	
				Fully Accepted	Partial Accepted	Rejected	end of the quarter	quarter during the financial year
1	Complaints made by customers							
a)	Proposal related	-	3	1	1	1	-	9
b)	Claim	-	74	16	13	45	-	198
c)	Policy related	-	16	8	2	6	-	52
d)	Premium	-	69	9	2	58	-	175
e)	Refund	-	6	4	-	2	-	14
f)	Coverage	-	10	5	3	2	-	32
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	7
i)	Others	-	37	13	5	19	-	108
	Total number of complaints	-	215	56	26	133	-	595
2	Trad March effects design de sources en de ded 21 Des 2016	2,07,785	I					
3	Total No. of policies during the previous period ended 31 Dec 2016 Total No. of claims during the previous period ended 31 Dec 2016	2,07,785						
4	Total No. of policies during the previous period ended 31 Dec 2016	2,22,959						
5	Total No. of claims during the current period ended 31 Dec 2017 Total No. of claims during the current period ended 31 Dec 2017	2,22,939						
5	Total No. of claims during the current period ended 31 Dec 2017	25,080						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	2.33						
7	Total No. of Claim Complaints (current year) per 10,000 policies (current year):	83.61						
8	Duration wise Pending Status	Complaints made by Customers	Complaints made by intermediaries	Total				
a)	Upto 7 days	0	0	0				
b)	7 - 15 days	0	0	0				
c)	15 - 30 days	0	0	0				
d)	30 - 90 days	0	0	0				
e)	90 days and beyond	0	0	0				
	Total No. of complaint	0	0	0				