

Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
Information as at 31/03/2021 For Insurer Bharti AXA General Insurance Co.

| Name of TPA                           | Service level Agreement number | Valid From DD/MM/YYYY | To DD/MM/YYYY |
|---------------------------------------|--------------------------------|-----------------------|---------------|
| Bharti AXA General Insurance Co. Ltd. | NA                             | 1st Jan 2020          | 31st Dec 2022 |

b. Number of policies and lives serviced in respect of which public disclosure is made:

| Description             | Individual | Group | Government |
|-------------------------|------------|-------|------------|
| No of policies serviced | -          | 17    | -          |
| No of lives serviced    | -          | 6,805 | -          |

c. Geographical Area of services Rendered in respect of which public disclosure is made:

| Sr. No. | Name of State | Name of District | No. of policies serviced | No. of lives serviced |
|---------|---------------|------------------|--------------------------|-----------------------|
| 1       | Maharashtra   | Mumbai           | 17                       | 6805                  |

d. Data of number of claims processed:

| TPA   | No. of claims outstanding at the beginning of year | No. of claims received during the year | No. of claims paid during the year | Settlement ratio (%) | No. of claims repudiated during the year | Claims repudiation % | No. of claims outstanding at the end of the year |
|---|--|--|------------------------------------|----------------------|--|----------------------|--|
| UnitedHealthcare Parekh Insurance TPA PVT LTD | 317  | 1,628                                  | 1,595                              | 82%                  | 293                                      | 18%                  | 57   |

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

| Sr. 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%                   | 48%                   | 42%                  |
| 2       | Within 1-2 Hours   | 0%                         | 0%                   | 35%                   | 34%                  |
| 3       | Within 2-6 Hours   | 0%                         | 0%                   | 17%                   | 23%                  |
| 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%                   |
| Total   |                    | 0%                         | 0%                   | 100%                  | 100%                 |

\*percentage to be calculated on total of respective column

\*\*Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre auth is issued in the hospital)

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

f. Turn Around Time (TAT) in respect of payment/ repudiation of claims:

| Description (to 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  | 0             | 0.00%          | 1,485         | 93.10%         | 0             | 0.00%          | 1,485         | 93.10%         |
| Between 1-3 Months  | 0             | 0.00%          | 87            | 5.45%          | 0             | 0.00%          | 87            | 5.45%          |
| Between 3-6 Months  | 0             | 0.00%          | 16            | 1.00%          | 0             | 0.00%          | 16            | 1.00%          |
| More than 6 Months  | 0             | 0.00%          | 7             | 0.44%          | 0             | 0.00%          | 7             | 0.44%          |
| Total   | 0             | 0.00%          | 1,595         | 100.00%        | 0             | 0.00%          | 1,595         | 100.00%        |

\*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA

| Sl. No. | Description   | Number of Grievances |
|---------|---|----------------------|
| 1       | Grievances outstanding at the beginning of the year | -                    |
| 2       | Grievances received during the year                 | -                    |
| 3       | Grievances resolved during the year                 | -                    |
| 4       | Grievances outstanding at the end of the year       | -                    |

MD & CEO  
Bharti AXA General Insurance Company Limited