

Claim responsiveness - Death Claims

Proportions ¹ of claims settled ² across ageing ³	
Ageing of Claims	YTD Aug'26
within 15 days	98.65%
within 30 days	99.67%
within 60 days	99.94%
Beyond 60 days	0.02%
Pending (WIP) ⁴	0.04%
¹ Proportions of claims basis number of claims	
² Settled: claims paid in full, paid in part, repudiated, rejected, closed	
³ This summary Includes Retail & Group Death Claims.	
⁴ As on last day of the reported period	

Proportions ⁵ of claims settled - Settlement status	
Settlement status	YTD Aug'26
Paid in full	99.64%
Paid in part	0.00%
Repudiated	0.30%
Rejected	0.02%
Closed	0.00%
⁵ Proportions of claims basis number of claims	

Value proportion of claims settled ⁶	
Details	YTD Aug'26
Value proportion of claims settled	98.00%
⁶ Formula = Total amount of claims paid (in full or in part) ÷ Total amount claimed (of claims decided for payment in full or in part or repudiated)	

Claim responsiveness - Health and Rider claims

Proportions ¹ of claims settled ² across ageing ³	
Ageing of Claims	YTD Aug'26
within 15 days	92.10%
within 30 days	93.22%
within 60 days	93.47%
Beyond 60 days	0.01%
Pending (WIP) ⁴	6.52%
¹ Proportions of claims basis number of claims	
² Settled: claims paid in full, paid in part, repudiated, rejected, closed	
³ This summary Includes Retail & Group Health and Rider Claims	
⁴ As on last day of the reported period	

Proportions ⁵ of claims settled - Settlement status	
Settlement status	YTD Aug'26
Paid in full	86.58%
Paid in part	0.00%
Repudiated	0.06%
Rejected	6.84%
Closed	0.00%
⁵ Proportions of claims basis number of claims	

Value proportion of claims settled ⁶	
Details	YTD Aug'26
Value proportion of claims settled	99.32%
⁶ Formula = Total amount of claims paid (in full or in part) ÷ Total amount claimed (of claims decided for payment in full or in part or repudiated)	