Claim responsiveness - Death Claims

Proportions[1] of claims settled[2] across ageing[3]	
Ageing of Claims	YTD Sep'26
within 15 days	98.61%
within 30 days	99.65%
within 60 days	99.94%
Beyond 60 days	0.03%
Pending (WIP)[4]	0.03%

[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 Sep'26
Paid in full	99.64%
Paid in part	0.00%
Repudiated	0.31%
Rejected	0.02%
Closed	0.00%
[5] Proportions of claims basis number of claims	

Value proportion of claims settled[6]	
Details	YTD Sep'26
Value proportion of claims settled	98.03%

[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 Sep'26
within 15 days	92.75%
within 30 days	93.93%
within 60 days	94.17%
Beyond 60 days	0.01%
Pending (WIP)[4]	5.82%

[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 Sep'26
Paid in full	87.25%
Paid in part	0.00%
Repudiated	0.05%
Rejected	6.88%
Closed	0.00%
[5] Proportions of claims basis number of claims	

Value proportion of claims settled[6]	
Details	YTD Sep'26
Value proportion of claims settled	99.41%

[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)