

Upto the quarter ending Mar'24																			No. of claims only	
Sl. No.	Claims Experience	Fire	Marine Cargo	Marine Hull	Total Marine	Motor OD	Motor TP	Total Motor	Health	Personal Accident	Travel	Total Health	Workmen's Compensation/ Employer's Liability	Public/ Product Liability	Engineering	Aviation	Crop Insurance	Other Liability	Miscellaneous	Total
1	Claims O/S at the beginning of the period (A)	51	202	-	202	11,381	14,348	25,729	4,029	183	210	4,422	170	-	74	-	-	650	184	31,482
2	Claims reported during the period (B)																			
	(a) Booked During the period	321	1,327	-	1,327	5,74,049	9,596	5,83,645	1,58,596	2,371	5,855	1,66,822	1,053	-	236	-	-	53,355	4,845	8,11,604
	(b) Reopened during the Period	13	41	-	41	612	62	674	1,180	47	11	1,238	147	-	28	-	-	132	99	2,372
	(c) Other Adjustment																			-
3	Claims Settled during the period (C)																			
	(a) paid during the period	225	1,235	-	1,235	5,43,018	7,970	5,50,988	1,49,009	2,349	4,120	1,55,478	1,051	-	213	-	-	53,792	3,754	7,66,736
4	Claims Repudiated during the period (D)	11	13	0	13	23,024	154	23,358	1,820	17	0	1,846	18	0	9	0	0	6	76	25,337
	Claims closed (E)	59	160	-	160	9,484	47	9,531	7,941	36	1,886	9,863	47	-	39	-	-	272	660	20,631
	Unclaimed (Pending claims which are transferred to Unclaimed A/c. after the mandatory period as prescribed by the Authority)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
6	Claims O/S at End of the period (F)																			
	Less than 3 months	90	162	-	162	10,336	15,835	26,171	5,026	199	70	5,295	254	-	77	-	-	67	638	32,754
	3 months to 6 months	34	111	-	111	9,527	2,401	11,928	4,530	136	61	4,727	219	-	48	-	-	59	499	17,625
	6 months to 1 year	21	30	-	30	296	1,696	1,992	235	45	1	281	18	-	15	-	-	55	2,412	
	1 year and above	28	17	-	17	88	2,618	2,706	122	12	2	138	12	-	10	-	-	1	74	2,984
		7	4	-	4	425	9,120	9,545	139	6	6	151	5	-	4	-	-	7	10	9,733
Claims Settlement Ratio		96%	99%	0%	99%	96%	98%	96%	99%	99%	100%	99%	98%	0%	97%	0%	0%	100%	98%	97%
Claims Repudiated Ratio		4%	1%	0%	1%	4%	2%	4%	1%	1%	0%	1%	2%	0%	3%	0%	0%	0%	2%	3%

Note: Claims settlement ratio = (C + E)/(A + B - F)
Note: Claims repudiated ratio = (D)/(A + B - F)

Upto the quarter ending Mar'24																			₹ in Lakhs	
Sl. No.	Claims Experience	Fire	Marine Cargo	Marine Hull	Total Marine	Motor OD	Motor TP	Total Motor	Health	Personal Accident	Travel	Total Health	Workmen's Compensation/ Employer's Liability	Public/ Product Liability	Engineering	Aviation	Crop Insurance	Other Liability	Miscellaneous	Total
1	Claims O/S at the beginning of the period	34,405	421	-	421	8,806	1,36,302	1,45,108	2,296	1,357	53	3,707	399	-	1,271	-	739	8,110	536	1,94,696
2	Claims reported during the period																			
	(a) Booked During the period	64,902	2,687	-	2,688	1,14,394	1,00,869	2,15,263	1,34,438	8,278	871	1,43,587	2,264	-	6,243	-	40,087	7,213	14,204	4,96,451
	(b) Reopened during the Period	(1,963)	76	-	76	243	2,591	2,834	(143)	279	(34)	102	239	0	24	-	(1,001)	387	(158)	539
	(c) Other Adjustment																			-
3	Claims Settled during the period																			
	(a) paid during the period	13,573	2,114	-	2,115	1,07,603	69,727	1,77,330	1,06,251	8,030	246	1,14,528	1,865	-	1,634	-	39,825	15,452	9,516	3,75,837
4	Claims Repudiated during the period	4	12	-	12	4,375	2,250	6,625	1,913	66	-	1,978	32	-	21	-	-	21	57	8,752
	Claims closed	232	250	-	250	1,519	667	2,186	21,768	93	570	22,432	153	-	89	-	-	87	309	25,739
5	Unclaimed (Pending claims which are transferred to Unclaimed A/c. after the mandatory period as prescribed by the Authority)																			
6	Claims O/S at End of the period	83,534	807	-	807	9,947	1,67,117	1,77,064	6,659	1,724	74	8,457	651	0	5,795	-	-	150	4,700	2,81,358
	Less than 3 months	5,601	401	-	401	7,120	25,758	32,878	4,611	778	20	5,408	621	-	362	-	-	30	1,048	46,349
	3 months to 6 months	14,355	145	-	145	1,299	18,551	19,850	1,042	665	51	1,759	141	-	3,565	-	-	-	1,774	41,589
	6 months to 1 year	37,735	75	-	75	343	30,835	31,179	552	144	-	696	53	0	853	-	-	38	1,784	72,441
	1 year and above	25,843	186	-	186	1,184	91,973	93,157	454	138	3	595	36	-	985	-	-	82	94	1,20,979