

| Sl. No. | Claims Experience | No of claims outstanding | | | | | | | | | | | | | |
|---------|---|--------------------------|--------------|-------------|-------------|----------|----------|--------|-----------------|-------------------|-----------|------|------------------|------|--------|
| | | Fire | Marine Cargo | Marine Hull | Engineering | Motor OD | Motor TP | Health | Overseas Travel | Personal Accident | Liability | Crop | Credit Insurance | Misc | Total |
| 1 | Claims O/s at the beginning of the period (A) | 687 | 26 | - | 16 | 7,708 | 2,460 | 254 | 1 | 11 | 310 | - | - | 80 | 11,553 |
| 2 | Claims reported during the period (B) | 251 | 57 | - | 26 | 39,024 | 740 | 6,319 | 31 | 40 | 1,702 | 22 | - | 148 | 48,360 |
| 3 | Claims settled during the period (C) | 68 | 41 | - | 8 | 34,283 | 347 | 4,307 | 19 | 16 | 1,288 | 17 | - | 104 | 40,498 |
| 4 | Claims repudiated during the period (D) | 7 | - | - | - | 1,554 | 13 | 164 | 5 | 7 | 117 | - | - | 7 | 1,874 |
| 5 | Claims closed during the period (E) | 8 | 5 | - | 3 | 4,148 | 41 | 437 | 6 | 4 | 184 | - | - | 27 | 4,863 |
| 6 | Claims O/s at the end of the period (F) | 855 | 37 | - | 31 | 6,747 | 2,799 | 1,665 | 2 | 24 | 423 | 5 | - | 90 | 12,678 |
| | | | | | | | | | | | | - | | | - |
| | Claims Ageing | | | | | | | | | | | | | | |
| | Less than 3months | 208 | 18 | - | 19 | 6,036 | 606 | 1,570 | 2 | 21 | 402 | 5 | - | 45 | 8,932 |
| | 3 months to 6 months | 165 | 8 | - | 6 | 391 | 356 | 70 | - | - | 15 | - | - | 10 | 1,021 |
| | 6months to 1 year | 314 | 11 | - | 6 | 290 | 1,255 | 22 | - | 3 | 5 | - | - | 34 | 1,940 |
| | 1year and above | 168 | - | - | - | 30 | 582 | 3 | - | - | 1 | - | - | 1 | 785 |
| | Claims Settlement Ratio | 92% | 100% | 0% | 100% | 96% | 97% | 97% | 83% | 74% | 93% | 100% | 0% | 95% | 96% |
| | Claims Repudiated Ratio | 8% | 0% | 0% | 0% | 4% | 3% | 3% | 17% | 26% | 7% | 0% | 0% | 5% | 4% |

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

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