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| FORM NO.NL - 48 |
| Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2023 |
| Name of the Insurance Company: Reliance General Insurance Co. Ltd. |

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|--|--------------------------------|-----------------------|---------------|
| a. Validity of the SLA with the TPA | | | |
| Name of TPA | Service level Agreement number | Valid From DD/MM/YYYY | To DD/MM/YYYY |
| VIDAL HEALTH INSURANCE THIRD PARTY ADMINISTRATOR | | 01-04-2020 | 31-03-2023 |

| | | | |
|--|------------|-------|------------|
| b. Number of policies and lives serviced in respect of which public disclosure is made: | | | |
| Description | Individual | Group | Government |
| No of policies serviced | 0 | 1 | 0 |
| No of lives serviced | 0 | 1835 | 0 |

| | | | | |
|---|---------------|-------------------|-------------------------|----------------------|
| c. Geographical Area of services Rendered in respect of which public disclosure is made: | | | | |
| Sl no | Name of State | Name of Districts | No of policies serviced | No of lives serviced |
| 1 | Delhi | Gurgaon | 1 | 1835 |

| | | | | | | | | |
|--|--|--|------------------------------------|----------------------|--|------------------------|--|--|
| 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 | |
| Vidal Health Insurance Third Party Administrator | 23 | 156 | 113 | 0.69273743 | 1 | 0.005586592 | 55 | |

| | | | | | |
|--|--------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| e. Turn Around Time (TAT) for cashless claims (in respect of number of claims): | | | | | |
| Sl 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 | 0.552941176 | 0.512352941 |
| 2 | Within 1-2 Hours | 0 | 0 | 0.364705882 | 0.223529412 |
| 3 | Within 2-6 Hours | 0 | 0 | 0.082352941 | 0.205294118 |
| 4 | Within 6-12 Hours | 0 | 0 | 0 | 0.058823529 |
| 5 | Within 12-24 Hours | 0 | 0 | 0 | 0 |
| 6 | >24 Hours | 0 | 0 | 0 | 0 |
| Total | | 0 | 0 | 1 | 1 |

* 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 (%) |
| Within 1 month | 0 | 0 | 76 | 0.666666667 | 0 | 0 | 76 | 0.666666667 |
| Between 1 - 3 Months | 0 | 0 | 18 | 0.157894737 | 0 | 0 | 18 | 0.157894737 |
| Between 3 to 6 Months | 0 | 0 | 20 | 0.175438596 | 0 | 0 | 20 | 0.175438596 |
| More than 6 months | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 114 | 1 | 0 | 0 | 114 | 1 |

* Percentage shall be calculated on total of respective column.

| | | |
|--|---|-------------------|
| g. Data of grievances received against the TPA: | | |
| Sl no | Description | No. of Grievances |
| 1 | Grievances outstanding at the beginning of year | 0 |
| 2 | Grievances received during the year | 0 |
| 3 | Grievances resolved during the year | 0 |
| 4 | Grievances outstanding at the end of the year | 0 |

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|-------------------|
| Place : Bangalore |
| Date 26-Apr-23 |

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|--------------------|
| Place : Mumbai |
| Date: 30th June'23 |


Chief Executive officer
Mr. Rajan Subramanyam

Name of the TPA: Vidal Health Insurance Third Party Administrator

Signature of CEO/Whole Time Director
Name of the Insurer: Reliance General Insurance Company Limited