Claims Details

Claim Responsiveness	Metric	FY24	FY25	FY26
Claims settled within 15 days	Number of claims closed (settled/repudiated/rejected) within 15 days from filing date, as % of total claims filed in the year.	54%	42%	49%
Claims settled within 30 days	Claims closed within 30th day from filing.	76%	70%	73%
Claims settled within 60 days	Claims closed within 60th day from filing.	89%	86%	87%
Claims settled beyond 60 days	Claims closed after 60 days.	9%	10%	10%
Claims remaining unsettled at year end	Claims still open at end of Period	3%	4%	3%
Claims paid in full	Claims where 100% of claimed amount was paid.	89%	85%	85%
Claims paid in part (partial settlement)	Claims where a portion of the claimed amount was paid.*	0.2%	0.2%	0.3%
Claims repudiated	Claims rejected on grounds of policy terms / conditions.	3%	2%	4%
Claims rejected (other reasons)	Claims rejected for reasons other than repudiation (e.g., incomplete documents). **	0%	0%	0%
Claims closed (withdrawn / no response)	Claims closed without settlement due to complainant withdrawal or no response.	5%	8%	9%
Value Proportion of Claims Settled (auto-calculated)	Total amount paid ÷ Total amount claimed (of claims decided for payment in full or in part or repudiated)	54%	56%	40%

Note:
LOB considered - Motor(Own Damage), Health(Individual), PA (Individual), Homeowners, retail fire for dwellings and package policies for MSME
*Claims paid in part (interim settlement)/ No of claims available for processing
**Claims due to incomplete documents are not repudiated but are closed. Hence this count is reflected in "Claim Closed " parameter below.