

FORM NL-1-B-RA

HDFC ERGO Health Insurance Limited Formerly Known as "Apollo Munich Health Insurance Company Limited" Registration No. 131 and Dated 3rd August 2007, CIN U66030MH2006PLC331263 Health Insurance Revenue Account for the Period ended 30th June 2020

Particulars	Schedule	For the Quarter	Up to the Quarter	For the Quarter	Up to the Quarter
		Ended 30.06.2020	Ended 30.06.2020	Ended 30.06.2019	Ended 30.06.2019
		(Rs.'000)	(Rs.'000)	(Rs.'000)	(Rs.'000)
	NL-4-Premium				
1 Premiums Earned (Net)	Schedule	2,281,127	2,281,127	3,230,708	3,230,708
Profit/ Loss on sale/redemption					
2 of Investments		23,022	23,022	43,343	43,343
3 Others		6,257			
4 Interest, Dividend & Rent - Gross		261,843			
TOTAL (A)		2,572,249			3,518,831
	NL-5-Claims				
1 Claims Incurred (Net)	Schedule	2,342,704	2,342,704	2,974,471	2,974,471
	NL-6-Commission				
2 Commission	Schedule	194,067	194,067	101,256	101,256
Operating Expenses related to	NL-7-Operating		·		
3 Insurance Business	Expenses Schedule	1,028,018	1,028,018	1,547,663	1,547,663
4 Premium Deficiency		-	-	-	-
TOTAL (B)		3,564,789	3,564,789	4,623,390	4,623,390
Operating Profit/(Loss) from					
Miscellaneous Business C= (A - B)		(992,540)	(992,540)	(1,104,559)	(1,104,559)
APPROPRIATIONS		(332/310)	(332/310)	(1/10 1/000)	(1/10 1/000)
Turnefourte Chambaldour/ Account		(002.540)	(002 540)	(1.104.550)	(1.104.550)
Transfer to Shareholders' Account		(992,540)	(992,540)	(1,104,559)	(1,104,559)
Transfer to Catastrophe Reserve		=	-	-	-
Transfer to Other Reserves		(002 540)	(002 540)	(1 104 FEQ)	(1 104 FEO)
TOTAL (C)		(992,540)	(992,540)	(1,104,559)	(1,104,559)

FORM NL-2-B-PL

HDFC ERGO Health Insurance Limited Formerly Known as "Apollo Munich Health Insurance Company Limited" Registration No. 131 and Dated 3rd August 2007, CIN U66030MH2006PLC331263 Profit and Loss Account for the Period ended 30th June 2020

	Particulars	Schedule	count for the Period end For the Quarter		For the Quarter	Up to the Quarter
			Ended 30.06.2020	Ended 30.06.2020	Ended 30.06.2019	Ended 30.06.2019
			(Rs.'000)	(Rs.'000)	(Rs.'000)	(Rs.'000
1	OPERATING PROFIT/(LOSS)					
	(a) Fire Insurance		-	-	-	-
	(b) Marine Insurance		-	-	-	-
	(c) Miscellaneous Insurance		(992,540)	(992,540)	(1,104,559)	(1,104,559)
2	INCOME FROM INVESTMENTS					
	(a) Interest, Dividend & Rent – Gross		91,486	91,486	75,641	75,641
	(b) Amortization of Discount / Premium		(2,625)	(2,625)	(947)	(947)
	(c) Profit on sale of investments		7,813	7,813	- (347)	- (547)
	Less: Loss on sale of investments		-		-	-
3	OTHER INCOME		(3)	(2)	10	
	(a) Profit on sale of Fixed Assets		(3)	(3)	46	46
	(b) Others TOTAL (A)		(895,577)	292 (895,577)	752 (1,029,067)	752 (1,029,067)
	1		(893,377)	(893,377)	(1,029,007)	(1,029,007)
	PROVISIONS (Other than					
4	(a) For diminution in the value of					
	investments		54,997	54,997	_	_
	(b) For doubtful debts			34,557	-	_
	(c) Others		-	-	-	-
5	OTHER EXPENSES					
	(a) Expenses other than those related					
	to Insurance Business		5,376	5,376	11,222	11,222
	(b) Fund raising expenses and		25.665	25.665	25.665	25.665
	interest on NCD		35,665	35,665	35,665	35,665
	(c) Others (d) Corporate Social Responsibility		-	-	-	
	(CSR) expenses		_	_	1,910	1,910
	TOTAL (B)		96,038	06.038	48,797	48,797
	Profit Before		90,038	96,038	40,797	40,797
	Tax		(991,615)	(991,615)	(1,077,864)	(1,077,864)
	Provision for Taxation					
	Current Tax/Mat Payable		-	-	-	-
	Less: Mat Credit Entitlement		-	-	-	-
	Deferred Tax		=	-	-	-
	Profit/(Loss) After Tax		(991,615)	(991,615)	(1,077,864)	(1,077,864)
	APPROPRIATIONS					
	(a) Interim dividends paid during the					
	year (b) Proposed final dividend		-	-	-	-
	(c) Dividend distribution tax			-	-	-
	(d) Debenture Redemption Reserve			-	-	-
	(e) Transfer to any Reserves or Other	1				
	Accounts		-	-	-	-
	Balance of profit/ loss brought					
	forward from last year		(3,545,716)	(3,545,716)	(1,864,019)	(1,864,019)
	Torward from last year		(3,373,710)	(3,373,710)	(1,004,019)	(1,004,019)
	Balance carried forward to Balance					
	Sheet	İ	(4,537,331)	(4,537,331)	(2,941,883)	(2,941,883)



FORM NL-3-B-BS

HDFC ERGO Health Insurance Limited

Formerly Known as "Apollo Munich Health Insurance Company Limited" Registration No. 131 and Dated 3rd August 2007, CIN U66030MH2006PLC331263 Balance Sheet as at 30th June 2020

	Schedule	As at 30.06.2020	As at 30.06.2019
		(Rs.'000)	(Rs.'000)
SOURCES OF FUNDS			
	NL-8-Share Capital		
Share Capital	Schedule	4,056,703	3,721,628
Share Application Money Pending			
Allotment		630	-
	NL-10-Reserves and		
Reserves and Surplus	Surplus Schedule	5,558,400	3,498,392
Fair Value Change Account -		100	
Shareholders	+	108	-
Fair Value Change Account -		22.4	274
Policyholders		324	274
D	NL-11-Borrowings	1 540 000	1 540 000
Borrowings	Schedule	1,540,000	1,540,000
TOTAL	+	11,156,165	8,760,294
APPLICATION OF FUNDS			
APPLICATION OF FUNDS	NI 12 Incorporate		
Investments - Shareholders	NL-12-Investment -	5,050,606	3,219,400
Trivestifients - Shareholders	Shareholders	3,030,000	3,219,400
Investments - Policyholders	NL-12A-Investment -	15,151,817	12,830,790
investments - Folicyholders	Policyholders NL-13-Loans Schedule	13,131,817	12,030,790
Loans	INC-13-Loans Schedule	_	_
Loans	NL-14-Fixed Assets	_	
Fixed Assets		409,140	429,168
Deferred tax Asset	Schedule	149,806	149,806
CURRENT ASSETS	+	113,000	113,000
	NL-15-Cash and bank		
Cash and Bank Balances	balance Schedule	367,859	1,253,616
	NL-16-Advances and	, , , , , , , , , , , , , , , , , , , ,	,,
	Other Assets Schedule		
Advances and Other Assets	Other Assets Schedule	1,737,994	1,592,895
Sub-Total (A)		2,105,853	2,846,511
	NL-17-Current		
Current Liabilities	Liabilities Schedule	6,236,904	4,404,235
	NL-18-Provisions		
Provisions	Schedule	10,011,484	9,253,029
Deferred Tax Liability		-	-
Sub-Total (B)		16,248,388	13,657,264
NET CURRENT ASSETS (C) = $(A - B)$	+	(14,142,535)	(10,810,753)
Missallanasus Evnanditura (ta tha			
Miscellaneous Expenditure (to the	NL-19-Miscellaneous		
extent not written off or adjusted) Debit Balance in Profit and Loss	Expenditure Schedule	-	-
		4 527 224	2.044.002
Account	 	4,537,331	2,941,883
TOTAL		11,156,165	8,760,294



FORM NL-4-PREMIUM SCHEDULE

Particulars	Fo	r the Ouarter I	nded 30 06 '	2020	lln i	o the Quarter Er	nded 30 06 20	20	For t	he Quarter Er	nded 30 06 2	019	Un to	the Ouarter	Ended 30.06.2	(KS. 000)
Particulars	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total
Premium from direct business written	4,339,559	114,813	3,748	4,458,120	4,339,559	114,813	3,748	4,458,120	4,270,542	476,561	119,016	4,866,119	4,270,542	476,561	119,016	4,866,11
Goods and Services Tax								-				-				-
Adjustment for change in reserve for unexpired risks	1,478,740	(700)	(8,665)	1,469,375	1,478,740	(700)	(8,665)	1,469,375	679,297	31,559	13,370	724,226	679,297	31,559	13,370	724,226
Gross Earned Premium	2,860,819	115,513	12,413	2,988,745	2,860,819	115,513	12,413	2,988,745	3,591,245	445,002	105,646	4,141,893	3,591,245	445,002	105,646	4,141,893
Add: Premium on reinsurance accepted		-	-	-	-			-	-	-	-	-	-	-	-	-
Less : Premium on reinsurance ceded	1,291,907	10,081	1,428	1,303,416	1,291,907	10,081	1,428	1,303,416	979,778	74,649	14,612	1,069,039	979,778	74,649	14,612	1,069,039
Net Premium	3,047,652	104,732	2,320	3,154,704	3,047,652	104,732	2,320	3,154,704	3,290,764	401,912	104,404	3,797,080	3,290,764	401,912	104,404	3,797,080
Adjustment for change in reserve for unexpired risks	604,979	155	(9,336)	595,798	604,979	155	(9,336)	595,798	139,430	17,112	1,312	157,854	139,430	17,112	1,312	157,854
Premium Earned (Net)	2,173,891	105,587	1,649	2,281,127	2,173,891	105,587	1,649	2,281,127	2,750,897	387,465	92,346	3,230,708	2,750,897	387,465	92,346	3,230,708

																(Rs.'000)
Particulars	Fo	r the Quarter	Ended 30.06.	2020	Up	to the Quarter En	ided 30.06.20	20	For t	he Quarter E	nded 30.06.2	019	Up to	the Quarter	Ended 30.06.	2019
	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total
Premium Income from business effected :(Gross Direct)																
In India	4,339,559	114,813	3,748	4,458,120	4,339,559	114,813	3,748	4,458,120	4,270,542	476,561	119,016	4,866,119	4,270,542	476,561	119,016	4,866,119
Outside India	-	1	1	1	-	-	-	-	-	-	-	-	-	-	-	-
Total premium Earned (Net)	2,173,891	105,587	1,649	2,281,127	2,173,891	105,587	1,649	2,281,127	2,750,897	387,465	92,346	3,230,708	2,750,897	387,465	92,346	3,230,708

FORM NL-5 - CLAIMS SCHEDULE



CLAIMS INCURRED [NET]																(Rs.'000)
Particulars	Fo	r the Quarter	Ended 30.06.2	2020	Up	to the Quarter	Ended 30.06.	2020	For	the Quarter E	nded 30.06.2	2019	Up to	the Quarter I	Ended 30.06.2	2019
	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total
Claims paid																
Direct claims	2,517,138	12,061	1,577	2,530,776	2,517,138	12,061	1,577	2,530,776	3,322,026	66,595	37,987	3,426,608	3,322,026	66,595	37,987	3,426,608
Add Claims Outstanding at the end of																
the year	2,794,724	205,525	156,611	3,156,860	2,794,724	205,525	156,611	3,156,860	2,008,613	83,300	154,507	2,246,420	2,008,613	83,300	154,507	2,246,420
Less Claims Outstanding at the																
beginning of the year	2,580,886	151,921	140,510	2,873,317	2,580,886	151,921	140,510	2,873,317	1,913,094	114,387	139,503	2,166,984	1,913,094	114,387	139,503	2,166,984
Gross Incurred Claims	2,730,976	65,665	17,678	2,814,319	2,730,976	65,665	17,678	2,814,319	3,417,545	35,508	52,991	3,506,044	3,417,545	35,508	52,991	3,506,044
Add Re-insurance accepted to direct																
claims	-	-	-	-	-	-	-	-	-	284	-	284	-	284	-	284
Less Re-insurance Ceded to claims																
paid	470,933	604	78	471,615	470,933	604	78	471,615	474,837	44,816	12,204	531,857	474,837	44,816	12,204	531,857
Total Claims Incurred	2,260,043	65,061	17,600	2,342,704	2,260,043	65,061	17,600	2,342,704	2,942,708	(9,024)	40,787	2,974,471	2,942,708	(9,024)	40,787	2,974,471

(Rs.'000)

Particulars	For	r the Quarter	Ended 30.06.2	2020	Up	to the Quarter	Ended 30.06.2	2020	For	the Quarter E	nded 30.06.2	019	Up to	the Quarter E	nded 30.06.2	019
	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total
Claims paid to claimants: (Net																
incurred)																
In India	2,260,043	65,061	8,031	2,333,135	2,260,043	65,061	8,031	2,333,135	2,942,708	(9,024)	14,051	2,947,735	2,942,708	(9,024)	14,051	2,947,735
Outside India	-	-	9,569	9,569	-	-	9,569	9,569	-	-	26,736	26,736	-	-	26,736	26,736
Total Claims Incurred	2,260,043	65,061	17,600	2,342,704	2,260,043	65,061	17,600	2,342,703	2,942,708	(9,024)	40,787	2,974,471	2,942,708	(9,024)	40,787	2,974,471



FORM NL-6-COMMISSION SCHEDULE

COMMISSION -																(Rs.′000)
Particulars	For t	he Quarter E	nded 30.06.2	020	Up to	the Quarter I	Ended 30.06.2	2020	For t	the Quarter E	nded 30.06.20	019	Up to	the Quarter	Ended 30.06.2	2019
	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total
Commission paid															i L	
Direct	585,469	15,960	478	601,907	585,469	15,960	478	601,907	475,055	21,340	9,994	506,389	475,055	21,340	9,994	506,38
Add: Re-insurance accepted		-	-	-	-	-	-	-	-		-	-		-		
Less: Commission on Re-insurance ceded	394,713	13,092	35	407,840	394,713	13,092	35	407,840	380,315	24,039	779	405,133	380,315	24,039	779	405,13
Net Commission	190,756	2,868	443	194,067	190,756	2,868	443	194,067	94,740	(2,699)	9,215	101,256	94,740	(2,699)	9,215	101,25
Break-up of the expenses incurred to procure business																
Agents	415,315	12,724	403	428,442	415,315	12,724	403	428,442	298,551	14,525	4,819	317,895	298,551	14,525	4,819	317,89
Brokers	38,835	1,200	44	40,079	38,835	1,200	44	40,079	57,057	3,161	367	60,585	57,057	3,161	367	60,58
Corporate Agency	98,129	1,926	-	100,055	98,129	1,926	-	100,055	101,655	3,565	4	105,224	101,655	3,565	4	105,22
Others	33,190	110	31	33,331	33,190	110	31	33,331	17,792	89	4,804	22,685	17,792	89	4,804	22,68
TOTAL (B)	585.469	15.960	478	601.907	585.469	15.960	478	601.907	475.055	21.340	9.994	506.389	475.055	21.340	9.994	506.389



FORM NL-7-OPERATING EXPENSES SCHEDULE

	KPENSES RELATED TO INSURANCE												,				(Rs.'000)
S. No	Particulars	For	the Quarter E	nded 30.06.2	020	Up t	o the Quarter	Ended 30.06.2	2020	For t		Ended 30.06.	2019	Upt	o the Quarter E	nded 30.06.2	019
		Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total	Health	Personal Accident	Others	Total
1 Employ benefit	yees' remuneration & welfare	474,066	12,542	409	487,017	474,066	12,542	409	487,017	511,444	57,073	14,253	582,770	511,444	57,073	14,253	582,77
2 Travel, expens	, conveyance and vehicle running ses	1,284	34	1	1,319	1,284	34	1	1,319	22,442	2,504	625	25,571	22,442	2,504	625	25,5
3 Trainin	ng expenses	26	1	0	27	26	1	0	27	1.159	129	32	1.320	1.159	129	32	1.3
4 Rents		43,223	1.144	37	44,404	43,223	1,144	37	44,404	36.855	4.113	1.027	41,995	36.855	4.113	1.027	41.9
5 Rates a	and Taxes	4,322	114	4	4,440	4,322	114	4	4,440	10,272	1.146	286	11.704	10,272	1.146	286	11.7
6 Repairs	rs & Maintenance	17,878	473	15	18,366	17,878	473	15	18,366	28.121	3.138	784	32.043	28,121	3.138	784	32.0
7 Printin	ng & stationery	3,566	94	3	3,663	3,566	94	3	3.663	3.793	423	106	4,322	3.793	423	106	4.3
8 Commi	nunication	7,590	201	7	7,798	7,590	201	7	7,798	5,704	637	159	6,500	5.704	637	159	6.5
9 Legal 8	& professional charges	92,684	2,452	80	95,216	92,684	2,452	80	95,216	136,799	15.266	3.812	155.877	136,799	15.266	3.812	155.8
10 Audito	ors' fees, expenses etc																
(a) As	auditor	778	21	1	800	778	21	1	800	592	66	17	675	592	66	17	6
(b) As respect	adviser or in any other capacity, in				-												
(i) T	Taxation matters		-	-		-	-	-		-	-	-	-	-	-	-	-
(ii) I	Insurance matters		-	-		-	-	-		-	-	-	-	-	-	-	-
(iii) I	Management services:		-	-		-	-	-		-	-	-	-	-	-	-	-
(c) in a	any other capacity																
Audit F	Fees - Others		-	-		-	-	-		-	-	-	-	-	-	-	-
Out of	pocket expenses	8	-	-	8	8	-	-	8	-	-	-	-	-	-	-	
11 Advert	tisement and publicity	200,258	5,298	173	205,729	200,258	5,298	173	205,729	420.173	46,888	11.710	478,771	420,173	46.888	11.710	478.7
12 Interes	st & Bank Charges	17.109	453	14	17.576	17,109	453	14	17,576	15.967	1.782	445	18.194	15.967	1.782	445	18.1
	ae & Courier	708	19	1	728	708	19	1	728	3,405	380	95	3.880	3,405	380	95	3.8
	nation Technology Services	89.597	2.371	77	92.045	89.597	2.371	77	92.045	75,170	8,389	2,095	85.654	75.170	8.389	2.095	85.6
15 Others	s expenses	14.529	384	13	14.926	14.529	384	13	14.926	55.752	6.222	1.554	63.528	55.752	6.222	1.554	63.5
16 Deprec		33.053	874	29	33.956	33.053	874	29	33.956	30.593	3.413	853	34.859	30.593	3.413	853	34.8
TOTAL	L	1,000,679	26,475	864	1.028.018	1.000.679	26,475	864	1.028.018	1.358.241	151,569	37,853	1.547.663	1.358.241	151,569	37,853	1,547,66



FORM NL-8-SHARE CAPITAL SCHEDULE SHARE CAPITAL

S. No	Particulars	As at 30.06.2020	As at 30.06.2019
		(Rs.'000)	(Rs.'000)
1	Authorised Capital		
	500,000,000 Equity Shares of Rs. 10		
	each (Previous year 500,000,000	5,000,000	5,000,000
	equity shares of Rs. 10 each)		
2	Issued Capital		
	405,670,332 Equity Shares of Rs. 10		
	each (Previous year 372,162,837 Equity	4,056,703	3,721,628
	Shares of Rs. 10 each)		
3	Subscribed Capital		
	405,670,332 Equity Shares of Rs. 10		
	each (Previous year 372,162,837 Equity	4,056,703	3,721,628
	Shares of Rs. 10 each)		
4	Called-up Capital		
	405,670,332 Equity Shares of Rs. 10		
	each (Previous year 372,162,837 Equity	4,056,703	3,721,628
	Shares of Rs. 10 each)		
	Less : Calls unpaid	-	-
	Add : Equity Shares forfeited (Amount		
	originally paid up)	-	-
	Less : Par Value of Equity Shares bought		
	back	-	-
	Less : Preliminary Expenses	-	-
	Less: Expenses including commission or		
	brokerage on underwriting or		
	subscription of shares.	-	-
	TOTAL	4,056,703	3,721,628

Out of the above, 207,515,521 shares (previous year nil) Equity shares of Rs. 10/- each are held by HDFC Limited, the Holding company.





Shareholder	As at 30.06	6.2020	As at 30.	06.2019
	Number of Shares	% of Holding	Number of Shares	% of Holding
Promoters				
· Indian	207,515,521	51.15%	189,391,985	50.89%
 Foreign 	196,469,726	48.43%	180,599,256	48.53%
Others	1,685,085	0.42%	2,171,596	0.58%
TOTAL	405,670,332	100%	372,162,837	100%



FORM NL-10-RESERVE AND SURPLUS SCHEDULE RESERVES AND SURPLUS

S.No	Particulars	As at 30.06.2020	As at 30.06.2019
		(Rs.′000)	(Rs.'000)
1	Capital Reserve	-	-
2	Capital Redemption Reserve	-	-
	Share Premium:-		
3	Opening Balance	5,517,832	2,597,967
	Add: Received during the year	-	859,857
	General Reserves	-	-
4	Less: Debit balance in Profit and Loss Account	-	-
	Less: Amount utilized for Buy-back	-	-
5	Catastrophe Reserve	-	-
6	Other Reserves		
	Debenture Redemption Reserve		
	Opening Balance	40,568	40,568
	Add: Transfer during the year	-	-
7	Balance of Profit in Profit & Loss Account	-	-
	TOTAL	5,558,400	3,498,392



FORM NL-11-BORROWINGS SCHEDULE BORROWINGS

S. No	Particulars	As at 30.06.2020	As at 30.06.2019
		(Rs.′000)	(Rs.'000)
1	Debentures/ Bonds	1,540,000	1,540,000
2	Banks	-	-
3	Financial Institutions	-	-
4	Others	-	•
	TOTAL	1,540,000	1,540,000



FORM NL-12-INVESTMENTS - SHAREHOLDERS INVESTMENTS - SHAREHOLDERS

S. No	Particulars	As at 30.06.2020	As at 30.06.2019
		(Rs.'000)	(Rs.'000)
	LONG TERM INVESTMENTS		
1	Government securities and Government	1,691,686	
	guaranteed bonds including Treasury Bills	1,091,000	-
2	Other Approved Securities	-	-
3	Other Investments		
	(a) Shares		
	(aa) Equity	1	-
	(bb) Preference	-	-
	(b) Mutual Funds	-	-
	(c) Derivative Instruments	-	-
	(d) Debentures/ Bonds	959,009	700,000
	(e) Other Securities (Bank Deposits)	-	200,000
	(f) Subsidiaries	-	-
	(g) Investment Properties-Real Estate	-	-
4	Investments in infrastructure and Housing	1 276 564	500,000
		1,276,564	500,000
5	Other than Approved Investments		
	- Infrastructure Debentures		
	(Net of provisions of Rs. 149,810	_	_
	thousands (previous year Nil thousands))		
	- Housing Debentures	-	-
	- Other Debentures		
	(Net of provisions of Rs. 7,500 thousands	17,500	_
	(previous year Nil thousands))	2.7555	
	SHORT TERM INVESTMENTS		
1	Government securities and Government		
_	guaranteed bonds including Treasury Bills	111,767	-
2	Other Approved Securities	-	_
	Other Investments		
	(a) Shares		
	(aa)Equity	_	-
	(bb) Preference	_	
	(b) Mutual Funds	264,137	
	(c) Derivative Instruments	-	_
	(d) Debentures/ Bonds	225,157	_
	(e) Other Securities (Bank Deposits)	299,737	1,819,400
	(f) Subsidiaries	299,737	1,819,400
	(g) Investment Properties-Real Estate		
		-	-
4	Investments in infrastructure and Housing	156,303	-
5	Other than Approved Investments		
	- Housing Debentures		
	(Net of provisions of Rs. 18,750 thousands	6,250	-
	(previous year Nil thousands))	, , , , , , , , , , , , , , , , , , ,	
	- Other Debentures		
	(Net of provisions of Rs. 7,498 thousands	42,496	_
	(previous year Nil thousands))	,	
	TOTAL	5,050,606	3,219,400
	· • · · · -	3,030,000	5/213/70

a. Aggregate amount of Company's investments other than listed equity securities and derivative instruments is Rs.5,050,606 thousand (Previous Year-Rs. 3,219,400 thousand). Market value of such investments as at 30.06.2020 is Rs 5,294,524 thousand (Previous Year-Rs. 3,247,932 thousand).



FORM NL-12A-INVESTMENTS - POLICYHOLDERS INVESTMENTS - POLICYHOLDERS

S. No	Particulars	As at 30.06.2020	As at 30.06.2019
		(Rs.'000)	(Rs.'000)
	LONG TERM INVESTMENTS	ì	•
1	Government securities and Government	E 07E 0E9	4 700 220
	quaranteed bonds including Treasury Bills	5,075,058	4,790,329
2	Other Approved Securities	1	-
	Other Investments		
	(a) Shares		
	(aa) Equity	-	-
	(bb) Preference	1	-
	(b) Mutual Funds	-	-
	(c) Derivative Instruments	1	-
	(d) Debentures/ Bonds	2,877,026	2,300,878
	(e) Other Securities (Bank Deposits)	-	300,000
	(f) Subsidiaries	-	-
	(g) Investment Properties-Real Estate	-	-
4	Investments in infrastructure and Housing	2 820 601	2 202 203
		3,829,691	2,302,293
5	Other than Approved Investments		
	- Infrastructure Debentures		
	(Net of provisions of Rs. 449,429 thousands		400 301
	(previous year 99,848 thousands))	-	499,391
	(previous year 55,6 to thousands))		
	- Other Debentures		
	(Net of provisions of Rs. 22,500 thousands	52,500	-
	(previous year Nil thousands))		
	SHORT TERM INVESTMENTS		
1	Government securities and Government	225 200	130.036
	quaranteed bonds including Treasury Bills	335,300	438,026
2	Other Approved Securities	-	-
	Other Investments		
	(a) Shares		
	(aa)Equity	-	_
	(bb) Preference	-	_
	(b) Mutual Funds	792,412	402,274
	(c) Derivative Instruments	-	-
	(d) Debentures/ Bonds	675,471	700,206
	(e) Other Securities (Bank Deposits)	899,212	-
	(f) Subsidiaries	-	_
	(g) Investment Properties-Real Estate	-	_
4	Investments in infrastructure and Housing	460,000	1 007 202
		468,908	1,097,393
5	Other than Approved Investments		
	- Housing Debentures		
	(Net of provisions of Rs. 56,250 thousands	18,750	-
	(previous year Nil thousands))	,	
	- Other Debentures		
	(Net of provisions of Rs. 22,495 thousands	127,489	-
	(previous year Nil thousands))		
	TOTAL	15,151,817	12,830,790
		,,	12/000// 30

a. Aggregate amount of Company's investments other than listed equity securities and derivative instruments is Rs.15,151,817 thousand (Previous Year-Rs.12,830,790 thousand). Market value of such investments as at 30.06.2020 is Rs 15,883,571 thousand (Previous Year-Rs. 12,993,409 thousand).



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FORM NL-13-LOANS SCHEDULE LOANS

TOTAL

TOTAL

(a) Short Term (b) Long Term

4 MATURITY-WISE CLASSIFICATION

S.No **Particulars** As at 30.06.2020 As at 30.06.2019 (Rs.'000) (Rs.'000) 1 SECURITY-WISE CLASSIFICATION Secured (a) On mortgage of property (aa) In India (bb) Outside India (b) On Shares, Bonds, Govt. Securities _ (c) Others Unsecured **TOTAL** 2 BORROWER-WISE CLASSIFICATION (a) Central and State Governments (b) Banks and Financial Institutions (c) Subsidiaries (d) Industrial Undertakings (e) Others **TOTAL** 3 PERFORMANCE-WISE CLASSIFICATION (a) Loans classified as standard (aa) In India (bb) Outside India _ _ (b) Non-performing loans less provisions (aa) In India (bb) Outside India



FORM NL-14-FIXED ASSETS SCHEDULE FIXED ASSETS (Rs.'000)

		Cost/ Gr	oss Block			Depreciat	Net Block				
Particulars	Opening As At 01.04.2020	Additions	Deductions	As At 30.06.2020	Upto 01.04.2020	For The Period	On Sales/ Adjustments	To Date 30.06.2020	As at 30.06.2020	As at 30.06.2019	
Goodwill	-	-		-	-	-	-	-	-	-	
Intangible Assets											
(a) Software	677,524	1,104	-	678,628	499,975	16,849	-	516,824	161,804	166,271	
(b) Website	13,598	-	-	13,598	11,797	174	-	11,971	1,627	2,324	
(c) Media Films	-	-	-	-	-	-	-	-	-	-	
Land-Freehold	-	-	-	-	•	-	-	-	1	-	
Leasehold Property	-	-	-	-	•	-	-	-	-	-	
Buildings	-	-	-	-	-	-	-	-	-	24,531	
Furniture & Fittings	103,176	1,742	-	104,918	84,944	3,428	-	88,372	16,546	84,501	
Information Technology Equipment	314,695	15,342	-	330,037	244,325	11,056	-	255,381	74,656	14,880	
Vehicles	50,986	-	(6,493)	44,493	41,471	989	(1,836)	40,624	3,869	15,445	
Office Equipment	71,347	309	(6)	71,650	58,589	1,460	(5)	60,044	11,606	-	
Others	-	-	-	-	•	-	-	-	1	-	
TOTAL	1,231,326	18,497	(6,499)	1,243,324	941,101	33,956	(1,841)	973,216	270,108	307,952	
Capital Work in progress	-	-	-	-	•	-	-	-	139,032	121,216	
Grand Total	1,231,326	18,497	(6,499)	1,243,324	941,101	33,956	(1,841)	973,216	409,140	429,168	
Previous Year	1,138,197	38,543	(4,017)	1,172,723	833,875	34,860	(3,964)	864,771	429,168	-	



FORM NL-15-CASH AND BANK BALANCE SCHEDULE CASH AND BANK BALANCES

S. No	Particulars	As at 30.06.2020	As at 30.06.2019
		(Rs.'000)	(Rs.'000)
1	Cash (including cheques, drafts and stamps)	4,710	10,784
2	Bank Balances		
	(a) Deposit Accounts		
	(aa) Short-term (due within 12 months)	5,420	1,003,850
	(bb) Others	7,000	2,500
	(b) Current Accounts	350,729	236,482
	(c) Others	-	-
3	Money at Call and Short Notice		
	(a) With Banks	-	-
	(b) With other Institutions	-	-
4	Others	-	-
	TOTAL	367,859	1,253,616



FORM NL-16-ADVANCES AND OTHER ASSETS SCHEDULE ADVANCES AND OTHER ASSETS

S. No Particulars	As at 30.06.2020	As at 30.06.2019
	(Rs.'000)	(Rs.'000)
ADVANCES		
1 Reserve deposits with ceding com	panies -	-
2 Application money for investment		-
3 Prepayments	253,599	328,179
4 Advances to Directors/Officers	-	-
_ Advance tax paid and taxes dedu	cted at source	40.061
(Net of provision for taxation)	1,732	48,961
6 Others		
(a) Advances to Suppliers	26,161	36,569
(b) Other advances/receivables	229,502	41,500
(c) MAT Credit	284,280	284,281
TOTAL (A)	795,274	739,490
OTHER ASSETS		_
1 Income accrued on investments	589,588	466,377
2 Outstanding Premiums	15,722	96,624
3 Agents' Balances	10,541	16,502
4 Foreign Agencies Balances	-	10,502
Due from other entities carrying of	on insurance	
business (including reinsurers)	103,649	89,590
6 Due from subsidiaries/ holding		
Deposit with Reserve Bank of Ind	ia [Pursuant	
7 to section 7 of Insurance Act, 193	=	_
8 Others	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
(a) Rent & other deposits	99,545	98,244
(b) Input Tax Credit (GST) Unutil	ized 83,175	55,068
(c) Unclaimed amount of Policy H	older	
(Investment)	33,946	25,792
(d) Income on Unclaimed amount	of	
Policyholders (Investment)	6,554	5,208
TOTAL (B)	942,720	853,405
	5 12/7 20	
TOTAL (A+B)	1,737,994	1,592,895



FORM NL-17-CURRENT LIABILITIES SCHEDULE CURRENT LIABILITIES

	I LIABILITIES		
S. No	Particulars	As at 30.06.2020	As at 30.06.2019
		(Rs.'000)	(Rs.'000)
	Agents' Balances	257,998	109,555
	Balances due to other insurance companies	1,195,227	82,401
	Deposits held on re-insurance ceded	-	-
4	Premiums received in advance	224,885	288,593
	Unallocated premium	402,484	470,598
	Unclaimed Amount of Policy Holders	31,893	24,879
7	Sundry Creditors	70,767	170,525
	Due to subsidiaries/ holding company	-	-
9	Claims Outstanding	3,156,860	2,246,420
10	Due to Officers/ Directors	-	-
11	Others		
	(a) Tax Deducted Payable	111,403	115,591
	(b) Other Statutory Dues	17,279	22,361
	(c) Employee related liability	189	619
	(d) Expenses Payable	619,565	582,515
	(e) Goods and Service Tax	117,501	260,671
	(f) Other Liabilities	24,299	24,299
	(g) Income on Unclaimed amount of		
	Policyholders	6,554	5,208
	TOTAL	6,236,904	4,404,235



FORM NL-18-PROVISIONS SCHEDULE PROVISIONS

S.No	Particulars	As at 30.06.2020	As at 30.06.2019
		(Rs.'000)	(Rs.'000)
1	Reserve for Unexpired Risk	9,981,510	9,235,763
า	For Taxation (less advance tax paid and		
	taxes deducted at source)	-	-
3	For Proposed Dividends	-	-
4	For Dividend Distribution Tax	-	-
5	Others		
	(a) For Employee Benefits	13,504	(609)
	(b)For Wealth Tax	-	-
	(c) Provisions others	16,470	17,875
	TOTAL	10,011,484	9,253,029



FORM NL-19 MISC EXPENDITURE SCHEDULE MISCELLANEOUS EXPENDITURE

(To the extent not written off or adjusted)

S.No	Particulars	As at 30.06.2020	As at 30.06.2019
		(Rs.'000)	(Rs.′000)
	Discount Allowed in issue of shares/		
	¹ debentures	-	-
	2 Others	-	-
	TOTAL	-	-



FORM NL-21 Statement of Liabilities HDFC ERGO Health Insurance Limited

Formerly Known as "Apollo Munich Health Insurance Company Limited"

Statement of Liabilities (Form IRDAI-GI-TR)

(Rs. In Lacs)

		As at 30.	06.2020	As at 30.06.2019				
SI.No.	Reserve	Reserve Gross Reserve Net Reserve						
a	Unearned Premium Reserve (UPR)	133,806	99,815	110,403	92,358			
b	Premium Deficiency Reserve (PDR)	-	-	-	-			
С	Unexpired Risk Reserve (URR)(a) + (b)	133,806	99,815	110,403	92,358			
d	Outstanding Claims Reserve (Other than IBNR reserve)	18,531	14,864	16,966	13,868			
е	IBNR Reserve	20,827	16,705	10,311	8,596			
f	Total Reserves for Technical Liabilities(c) + (d) + (e)	173,164	131,384	137,680	114,822			

Note: The form is prepared basis the format as prescribed in the Insurance Regulatory and Development Authority of India (Assets, Liabilities and Solvency Margin of General Insurance Business) Regulations, 2016.

FORM NL-22

Geographical Distribution of Business

Insurer Reg No: 131 30.06.2020 CIN U66030MH2006PLC331263

HDFC ERGO Health Insurance Limited

Formerly Known as "Apollo Munich Health Insurance Company Limited"
GROSS DIRECT PREMIUM UNDERWRITTEN UPTO THE QUARTER ENDED 30.06.2020



															, , , , , , , , , , , , , , , , , , , ,										(Rs in Lakhs)	
													Liability					·			Crop		All			
ĺ	1									r Own			insuran		Pers				Overseas		Insuran		Other			
STATES	Fi	re	Marine	(Cargo)	Marine	e (Hull)	Engin	eering	Dan	nage	Motor Th	ird Party	ce		Acci	dent	Medical I	Insurance	Insu	rance	ce		Miscella		Grand	d Total
	For the	Upto	For the	Upto	For the	Upto	For the	Upto	For the	Upto	For the	Upto	For the	Upto	For the	Upto			For the	Upto	For the	Upto	For the	Upto		
	qtr	the qtr	qtr	the qtr	qtr	the qtr	qtr	the qtr	qtr	the qtr	qtr	the qtr	qtr	the qtr	qtr	the qtr			qtr	the qtr	qtr	the qtr	qtr	the qtr	For the qtr	Upto the qtr
Andaman & Nicobar Is.															0.03	0.03	5.95	5.95	0.00	0.00					5.98	5.98
Andhra Pradesh															15.80	15.80	653.03	653.03	2.37	2.37					671.20	671.20
Arunachal Pradesh															0.53	0.53		20.37		0.00					20.91	
Assam															7.29	7.29		654.33	0.61	0.61					662.23	662.23
Bihar															13.06	13.06	642.40	642.40	0.35	0.35					655.80	
Chandigarh															6.05	6.05	203.31	203.31	0.24	0.24					209.59	209.59
Chhattisgarh															11.55	11.55	313.70	313.70	0.00	0.00					325.24	325.24
Dadra & Nagra Haveli															0.66	0.66	11.94	11.94	0.00	0.00					12.60	12.60
Daman & Diu															0.22	0.22	4.54	4.54	0.00	0.00					4.76	
Delhi													1		74.59	74.59	5777.90	5777.90	3.01	3.01					5855.51	5855.51
Goa															3.59	3.59	73.44	73.44	0.00	0.00					77.02	77.02
Gujarat															199.12	199.12	4551.89	4551.89	2.39	2.39					4753.40	4753.40
Haryana															56.51	56.51	2909.19	2909.19	2.75	2.75					2968.45	2968.45
Himachal Pradesh															2.05	2.05	69.90	69.90	0.00	0.00					71.94	71.94
Jammu & Kashmir															1.28	1.28	83.41	83.41	0.09	0.09					84.78	84.78
Jharkhand															4.31	4.31	296.51	296.51	0.00	0.00					300.82	
Karnataka															77.82	77.82	2665.26	2665.26	1.13	1.13					2744.21	2744.21
Kerala															9.04	9.04	431.86	431.86	0.50	0.50					441.40	441.40
Lakshadweep															0.00	0.00	0.00	0.00	0.00	0.00					0.00	0.00
Madhya Pradesh															49.84	49.84	1155.63	1155.63	1.26	1.26					1206.73	1206.73
Maharasthra															221.77	221.77	6824.05	6824.05	11.09	11.09					7056.91	7056.91
Manipur															0.07	0.07	13.76	13.76	0.00	0.00					13.83	13.83
Meghalaya															0.18	0.18	18.63	18.63	0.19	0.19					18.99	18.99
Mizoram															0.00	0.00	5.04	5.04	0.00	0.00					5.04	
Nagaland															0.27	0.27	11.00	11.00	0.00	0.00					11.28	11.28
Orissa															13.84	13.84	592.78	592.78	0.00	0.00					606,62	
Puducherry															0.89	0.89		16.12	0.12	0.12					17.13	17.13
Punjab															37.88	37.88	1377.90	1377.90	0.12	0.12					1415.90	
Raiasthan	i i														112.81	112.81	1715.11	1715.11	0.75	0.75					1828.67	1828.67
Sikkim															0.10	0.10		15.33	0.00	0.00					15.44	
Tamil Nadu	1 1			i				1		i		i			49.49	49.49	1582.02	1582.02	4.73	4.73					1636.23	1636.23
Telangana															39.90	39.90	2525.94	2525.94	1.99	1.99					2567.82	
Tripura															0.48	0.48	58.48	58.48	0.00	0.00					58.96	58.96
Uttar Pradesh															96.39	96.39	4807.38	4807.38	2.92	2.92					4906.68	4906.68
Uttrakhand				1				1				1			3.59	3.59	199.77	199.77	0.27	0.27					203.63	203.63
West Bengal	1			1	1	1	1	1	1	l		1			37.14	37.14	3107.73	3107.73	0.27	0.60					3145.46	3145.46

FORM NL-23 Reinsurance Risk Concentration HDFC ERGO Health Insurance Limited Formerly Known as "Apollo Munich Health Insurance Company Limited"



(Rs in Lakhs)

S. No.	Reinsurance Placements	No. of	Premiu	m ceded to reins	urers	Premium ceded to
		reinsurers	Proportional	Non- Proportional	Facultative	reinsurers / Total reinsurance premium ceded (%)
1	No. of Reinsurers with rating of AAA and above					
2	No. of Reinsurers with rating AA but less than AAA					
3	No. of Reinsurers with rating A but less than AA	6	10,780	17		83%
4	No. of Reinsurers with rating BBB but less than A	1	2,223	14		17%
5	No. of Reinsurers with rating less than BBB					
	Total	7	13,003	31		100%



30.06.2020

FORM NL-24 Ageing of Claims HDFC ERGO Health Insurance Limited Formerly Known as "Apollo Munich Health Insurance Company Limited"

	Line of Business	Total No. of claims paid	Total amount of claims paid					
S. No.		1 month	1 - 3 months	3 - 6 months	6 months - 1 year	> 1 year		
1	. Fire	-	-	-	-	-	-	-
2	Marine Cargo	-	-	-	-	ı	-	-
3	Marine Hull	-	-	-	-	-	-	-
2	Engineering	ı	-	ı	-	ı	-	-
5	Motor OD	-	-	-	-	-	-	-
6	Motor TP	-	-	-	-	-	-	-
7	' Health	53,037	578	17	4	1	53,637	23,899
8	Overseas Travel	29	-	-	-	-	29	16
g	Personal Accident	87	-	-	-	-	87	120
10	Liability	-	-	-	-	-	-	-
11	. Crop	-	-	-	-	-	-	-
12	Miscellaneous	-	-	-	-	-	-	=

FORM NL-25 : Claims data for Non-Life HDFC ERGO Health Insurance Limited

30.06.2020



Formerly Known as "Apollo Munich Health Insurance Company Limited" No. of claims only Marine Miscellane Marine Engineeri Overseas Personal S. No. Claims Experience Fire Cargo Hull Motor OD Motor TP Health Travel Accident Liability Crop Credit ous Total ng Claims O/s at the beginning of the period 194 1 26,149 166 26,509 Claims reported during the period 2 57,659 115 189 57,963 3 Claims settled during the period 53,637 29 87 53,753 4 Claims repudiated during the period 6,890 85 77 7,052 Claims closed during the period 6 Claims O/s at the end of the period 23,281 195 191 23.667 Less than 3 months 21,698 173 109 21,980 3 months to 6 months 282 5 42 329 6months to 1 year 4 203 5 212 1 year and above 1,098 13 35 1,146

FORM NL-26 - CLAIMS INFORMATION - (Form IRDAI-GI-SM Table IA) HDFC ERGO Health Insurance Limited Formerly Known as "Apollo Munich Health Insurance Company Limited"



Solvency for the period ended 30.06.2020

Required solvency margin based on net premium and net incurred claims (Rs. in Lakhs)

Item	Line of Business	Gross Premiums	Net Premiums	Gross Incurred Claims	Net Incurred Claims	RSM-1	RSM-2	RSM
No.								
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1	Fire							
2	Marine Cargo							
	Marine - Other than							
3	Marine Cargo							
4	Motor							
5	Engineering							
6	Aviation							
7	Liability							
8	Health	248,086	188,795	160,417	134,305	37,759	40,292	40,292
9	Miscellaneous							
	Total	248,086	188,795	160,417	134,305	37,759	40,292	40,292

Note: The form is prepared basis the format as prescribed in the Insurance Regulatory and Development Authority of India (Assets, Liabilities and Solvency Margin of General Insurance Business) Regulations, 2016.



FORM NL-27 Offices information for Non-Life HDFC ERGO Health Insurance Limited

30.06.2020

Formerly Known as "Apollo Munich Health Insurance Company Limited"

S. No	Office Information	Number
1	No. of offices at the beginning of the year	194
2	No. of branches approved during the year	-
3	No. of branches opened year	-
4	during the year Out of approvals of this year	-
5	No. of branches closed during the year	-
6	No of branches at the end of the year	194
7	No. of branches approved but not opened	-
8	No. of rural branches	-
9	No. of urban branches	194

^{*} Metro branches has been included in total of urban branches.



FORM NL-28-STATEMENT OF ASSETS - 3B

HDFC ERGO Health Insurance Limited

Formerly Known as "Apollo Munich Health Insurance Company Limited" Registration No. 131 and Dated 3rd August 2007

Statement as on: 30.06.2020

Statement of Investment Assets (General Insurer)

(Business within India)

Periodicity of Submission: Ouarterly

Rs. In Lakhs

S. No	PARTICULARS	SCH	AMOUNT
1	Investments	8&8A	209,367
2	Loans	9	-
3	Fixed Assets	10	4,091
4	Current Assets		
	a. Cash & Bank Balance	11	3,679
	b. Advances & Other Assets	12	17,380
5	Current Liabilities		
	a. Current Liabilities	13	62,369
	b. Provisions	14	100,115
	c. Misc. Exp not Written Off	15	-
	d. Debit Balance of P&L A/c		45,373
	Application of Funds as per Balance Sheet (A)		442,374
	Less: Other Assets	SCH	Amount
1	Loans	9	-
2	Fixed Assets	10	4,091
3	Cash & Bank Balances	11	3,679
4	Advances & Other Assets	12	17,380
5	Current Liabilities	13	62,369
6	Provisions	14	100,115
7	Misc. Exp not Written Off	15	-
8	Investment held Outside India		-
9	Debit Balance of P&L A/c		45,373
		TOTAL (B)	233,007

			SH		PH	Book Value		FVC	Total		
No	'Investment' represented as	Reg. %	Balance	FRSM ⁺		(SH + PH)	% Actual	Amount	Total	Market Value	
			(a)	(b)	c	d = (b+c)		(e)	(d + e)	1	
1	G. Sec.	Not less than 20%	-	12,658	37,974	50,632	24.18	-	50,632	52,859	
2	G. Sec or Other Approved Sec. (incl. (1) above)	Not less than 30%	-	18,035	54,104	72,139	34.46	-	72,139	75,614	
3	Investment subject to Exposure Norms									-	
	Housing & Loans to SG for Housing and FFE, Infrastructure									-	
	(a) Approved Investemts	Not less than 15%	1	14,329	42,986	57,315	27.38	-	57,315	60,776	
	(b) Other Investments		-	1,748	5,244	6,992	3.34	-	6,992	7,084	
	2. Approved Investments (Not exceeding 55%)	Not exceeding 55%	-	17,479	52,438	69,917	33.40	4	69,922	72,744	
	3. Other Investments	Not exceeding 15%	-	750	2,250	3,000	1.43	-	3,000	2,998	
	Total Investment Assets	100%	-	52,341	157,022	209,363	100	4	209,367	219,216	

Note:

(*) The provision for dimunition in value of investments is added back to reconcile Investment assets.

30.06.2020



(Rs in Lakhs)

FORM NL-29 Detail regarding debt securities HDFC ERGO Health Insurance Limited Formerly Known as "Apollo Munich Health Insurance Company Limited"

			Detail Regard	ding debt secur	ities			
		Marke	t Value	_		Book	Value	
	As at	As % of total	As at	As % of total	As at	As % of total	As at	As % of total
	30/06/2020	for this class	30/06/2019	for this class	30/06/2020	for this class	30/06/2019	for this class
Break down by credit								
rating								
AAA rated	106,594	48.63%	60,316	37.14%	100,429	47.97%	59,523	36.86%
AA or better	11,055	5.04%	13,077	8.05%	10,502	5.02%	12,985	8.04%
Rated below AA but								
above A	1,021	0.47%	502	0.31%	1,000	0.48%	500	0.31%
Rated below A but above								
В	-	-	1,903	1.17%	-	-	2,000	1.24%
Any other	100,546	45.87%	86,615	53.33%	97,431	46.54%	86,490	53.55%
BREAKDOWN BY								
RESIDUALMATURITY								
Up to 1 year	45,627	20.81%	44,595	27.46%	45,280	21.63%	44,570	27.60%
more than 1 year and								
upto 3 years	42,184	19.24%	39,986	24.62%	40,432	19.31%	40,306	24.96%
More than 3 years and up								
to 7 years	42,547	19.41%	28,180	17.35%	39,611	18.92%	28,199	17.46%
More than 7 years and up								
to 10 years	59,980	27.36%	34,465	21.22%	56,655	27.06%	33,636	20.83%
above 10 years	28,877	13.16%	15,187	9.36%	27,385	13.07%	14,787	9.16%
Breakdown by type of								
the issuer								
a. Central Government	52,859	24.11%	38,455	23.68%	50,632	24.18%	37,687	23.34%
b. State Government	16,072	7.33%	14,983	9.23%	15,257	7.29%	14,597	9.04%
c. Corporate Securities	150,285	68.56%	108,975	67.09%	143,474	68.53%	109,214	67.63%

FORM NL-30 Analytical Ratios HDFC ERGO Health Insurance Limited Formerly Known as "Apollo Munich Health Insurance Company Limited" Analytical Ratios for Non-Life companies



S. No	Particular	For the Quarter Ended 30.06.2020 (%/Times)	Up to the Quarter Ended 30.06.2020 (%/Times)	For the Quarter Ended 30.06.2019 (%/Times)	Up to the Quarter Ended 30.06.2019 (%/Times)
1	Gross Premium Growth Rate	-8%	-8%	39%	39%
2	Gross Direct Premium to Net Worth Ratio	0.89	0.89	1.15	1.15
3	Growth Rate of Net Worth	-16%	-16%	-2%	-2%
4	Net Retention Ratio	71%	71%	78%	78%
5	Net Commission Ratio	6%	6%	3%	3%
6	Expenses of Management to Gross Direct Premium Ratio	37%	37%	42%	42%
7	Expenses of Management to Net Written Premium Ratio	52%	52%	54%	54%
8	Net Incurred Claims to Net Earned Premium	103%	103%	92%	92%
9	Combined Ratio	141%	141%	135%	135%
10	Technical Reserves to Net Premium Ratio	4.16	4.16	3.02	3.02
11	Underwriting Balance Ratio	(0.56)	(0.56)	(0.43)	(0.43)
12	Operating Profit Ratio	-44%	-44%	-34%	-34%
13	Liquid Assets to Liabilities Ratio	0.31	0.31	0.51	0.51
14	Net Earnings Ratio	-31%	-31%	-28.39%	-28.39%
15	Return on Net Worth	-20%	-20%	-25.44%	-25.44%
16	Available Solvency Margin to Required Solvency				
	Margin Ratio	1.57	1.57	1.51	1.51
17	NPA Ratio				
	Gross NPA Ratio	4.29	4.29	3.71	
	Net NPA Ratio	0.82	0.82	3.11	3.11
	ing Pattern for Non-Life Insurers				
2	(a) No. of shares	405,670,332	405,670,332	372,162,837	372,162,837
	(b) Percentage of shareholding (Indian / Foreign) -Indian	51.15%	51.15%	50.89%	50.89%
	-Foreign	48.43%	48.43%	48.53%	
	-Other	0.42%	0.42%	0.58%	0.58%
3	(c) % of Government holding (in case of public sector insurance companies)	Nil	Nil	Nil	Nil
4	(a) Basic and diluted EPS before extraordinary items (net of tax expense) for the period (not to be annualized)	Basic EPS- (2.44) Diluted EPS-(2.44)	Basic EPS- (2.44) Diluted EPS-(2.44)	` ,	` ,
5	(b) Basic and diluted EPS after extraordinary items (net of tax expense) for the period (not to be annualized)	Basic EPS- (2.44) Diluted EPS-(2.44)	Basic EPS- (2.44) Diluted EPS-(2.44)		
6	(iv) Book value per share (Rs)	12.42	12.42	11.39	11.39



FORM NL-31 : Related Party Transactions Apollo Munich Health Insurance Company Limited

30.06.2020

(Rs in Lakhs)

		R	telated Party Transactions				
S. No	Name of the Related Party	Nature of Relationship with the Company	Description of Transactions / Categories	For the Quarter Ended 30.06.2020	Up to the Quarter Ended 30.06.2020	For the Quarter Ended 30.06.2019	Up to the Quarter Ended 30.06.2019
1	Apollo Hospitals Enterprise Limited	Joint Venture Partner -	Premium Income	-	-	325.03	325.03
		Network Hospital, Corporate	Claim Payment	865.00	865.00	1,448.72	1,448.72
		Policyholder & Debenture	Interest on NCD	17.00	17.00	16.75	16.75
		holder	Deposit Premium Balance	29.99	29.99	134.41	134.41
2	Anuj Tyagi, Anurag Rastogi, Srikanth	Key Persons As Per IRDA	Remuneration				
	Kandikonda, Sanjay Kulshrestha, Mr. Vipul	Regulations		226.01	226.01	431.82	431.82
3	Munchener Ruckversicherung Gesellschaft	Associate - Reinsurer,	Premium Income	-	-	0.07	0.07
	,	Corporate Policyholder &	Premium on cessions to Reinsurers	5,369.00	5,369.00	7,701.94	7,701.94
		Debenture holder	Reinsurance Commission earned	-	-	3,509.46	3,509.46
			Losses recovered from Reinsurers	-	-	3,175.37	3,175.37
			Interest on NCD	84.00	84.00	83.77	83.77
			Payables	-	-	611.49	611.49
			Deposit Premium Balance	1.02	1.02	-	
4	HDFC Ergo General Insurance Company Ltd	Associate - Service Provider	Expenses towards Services				
			Rendered	-	-	0.94	0.94
			Deposit Premium Balance	1.42	1.42	1.42	1.42
			Claim payment	0.01	0.01	-	-
			Deputation fees paid	277.00	277.00	-	-
			Deputation fees received	437.00	437.00	-	-
5	HDFC Bank Limited	Associate	Investment in Fixed deposits	2,000.00	2,000.00	-	-
			Interest accrued on fixed deposits	155.00	155.00	-	-
			Deposit Premium Balance	26.24	26.24	-	-
6	HDB FINANCIAL SERVICES LIMITED	Associate	Interest accrued on fixed deposits	62.00	62.00	-	-
/	HDFC LIMITED	Associate	Interest accrued on fixed deposits	156.00	156.00	- 0.75	- 0.75
8	Apollo Health and Lifestyle Ltd.	Associate - Corporate	Premium Income	-	-	0.75	0.75
		Policyholder	Claim Payment	-	-	0.65	0.65
			Deposit Premium Balance	12.64	12.64	35.70	35.70

FORM NL-32 Products Information HDFC ERGO Health Insurance Limited

30.06.2020



Formerly Known as "Apollo Munich Health Insurance Company Limited"

	Products Information													
List below the p	roducts and/or add-ons introduced du	ring the period												
SI. No.	Name of Product Co. Ref. No.		IRDA Ref.no.	Class of Business	Category of product	Date of filing of Product	Date IRDA confirmed filing/ approval							
	Arogya Sanjeevani Policy, HDFC ERGO Health		HDHHLIP20176V011920	Health	Internal Tariff	31-Mar-20	31-Mar-20							

FORM NL-33 - SOLVENCY MARGIN (Form IRDAI-GI-SM Table IB) HDFC ERGO Health Insurance Limited

Formerly Known as "Apollo Munich Health Insurance Company Limited"

Solvency as at 30.06.2020

Available Solvency Margin and Solvency Ratio



(Rs. in Lakhs)

(1)	(2)	(3)
Item No.	Description	Amount
(A)	Policyholder's FUNDS	
	Available assets(as per Form IRDAI-GI-TA)	152,571
	Deduct:	
(B)	Current Liabilities as per BS	31,569
(C)	Provisions as per BS	99,815
(D)	Other Liabilities	18,226
(E)	Excess in Policyholder's funds (A)-(B)-(C)-(D)	2,961
	Shareholder's FUNDS	
(F)	Available Assets	72,903
	Deduct:	
(G)	Other Liabilities	12,490
(H)	Excess in Shareholder's funds (F-G)	60,413
(I)	Total ASM (E+H)	63,374
(J)	Total RSM	40,292
(K)	SOLVENCY RATIO (Total ASM/ Total RSM)	1.57

Note: The form is prepared basis the format as prescribed in the Insurance Regulatory and Development Authority of India (Assets, Liabilities and Solvency Margin of General Insurance Business) Regulations, 2016.

FORM NL-34 : Board of Directors & Key Management Persons

HDFC ERGO Health Insurance Limited

Formerly Known as "Apollo Munich Health Insurance Company Limited"

BOD and Key Management Person information



30.06.2020

S. No	Name of person	Role/designation	Details of change in the period
1	Mr. Ritesh Kumar	Chairperson and Non-Executive Director	None
2	Mr. Anuj Tyagi	Managing Director & CEO	None
3	Dr. Clemens Muth	Non-Executive Director	Appointed w.e.f 01.04.2020
4	Ms. Priya Kumar	Non-Executive Director	None
5	Mr. MBN Rao	Independent Director	None
6	Mr. Bernhard Steinruecke	Independent Director	None
7	Mr. Bharat Shah	Independent Director	None
8	Mr. Srikanth Kandikonda	CFO and Company Secretary ad Chief Compliance Officer	None
9	Mr. Sanjay Kulshrestha	Chief Investment Officer	None
10	Mr. Paramjit Singh Nayyar	Chief Human Resource Officer	None
11	Mr. Vipul Sharma	Chief Risk Officer & Head of Internal Audit	None
12	Mr. Anurag Rastogi	Appointed Actuary	None

Key Management Persons as defined in Guidelines on Corporate Governance for insurers in India issued by IRDAI on May 18, 2016.

FORM NL-35-NON PERFORMING ASSETS-7A

Details of Investment Portfolio Periodicity of Submission : Quarterly

HDFC ERGO Health Insurance Limited Formerly Known as "Apollo Munich Health Insurance Company Limited" Statement as on:30.06.2020

Registration No. 131 and Dated 3rd August 2007, CIN U66030MH2006PLC331263

Name of the Fund Investment Corpus I- FRSM+PH



Default | Default Interest Rate Has there been Total O/s Interest Principal Interest Principal Instrument Deferred Deferred Rolled **Provision** Provision las there Board COI **Company Name** (Book Classification Due Type (Book (Book Due from Principal Interest Over? (%) (Rs) been Amount Approv Value) from Value) evision? Value) al Ref IODS IL & FS LIMITED BONDS 7.70 1.000 1.000 NPA 100% IODS IL&FS FINANCIAL SERVICE LIMITED BONDS 8.00 1,000 80 22-06-19 NPA 100% 1,000 IL&FS FINANCIAL SERVICE LIMITED BONDS BONDS 8.65 999 87 260 06-12-18 NPA 100% 999 2,994 IL&FS FINANCIAL SERVICE LIMITED 8.65 2,994 06-12-18 NPA 100% HODS DEWAN HOUSING FINANCE CORPORATION LTD HODS DEWAN HOUSING FINANCE CORPORATION LTD BONDS BONDS 9.30 9.50 500 500 500 28-04-20 28-04-20 16-07-19 NPA NPA 75% 75% 375 375 47 48 300 300 OLDB RELIANCE CAPITAL LIMITED 8.25 1,000 83 14-02-20 NPA 1,000 14-04-20 30% OLDB RELIANCE CAPITAL LIMITED 1,000 09-09-20 NPA

FORM NL-36-YIELD ON INVESTMENTS 1 HDFC ERGO Health Insurance Limited Registration No. 131 dated 3rd August 2007 Formerly Known as "Apollo Munich Health Insurance Company Limited" Statement as on: 30.06.2020 Statement of Investment and Income on Investment Periodicity of Submission: Quarterly





Periodicity	y of Submission: Quarterly															(Rs	in Lakhs		
					ent Quarter				Yea	ar to Date				Previous Year					
		Category	Investment (Rs.)		Income on		Net	Investm	ent (Rs.)	Income on	Gross		Investn	nent (Rs.)	Income on	Gross	Net		
No.	Category of Investment	Code	Book Value*	Market Value	Investment (Rs.)	Gross Yield (%) ¹	Yield (%) ²	Book Value*	Market Value	Investment (Rs.)	Yield (%)¹	Net Yield (%) ²	Book Value	Market Value	Investment (Rs.)	Yield (%)¹	Yield (%) ²		
	CENTRAL GOVT. BONDS	CGSB	44,339	48,388	803	1.81%	1.81%	44,339	48,388	803	1.81%	1.81%	36,267	35,960	936	2.58%	2.58%		
2	DEPOSIT UNDER SECTION 7 OF INSURANCE ACT 1938	CDSS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
3	TREASURY BILLS	CTRB	2,427	4,471	21	0.88%	0.88%	2,427	4,471	21	0.88%	0.88%	2,636	2,496	40	1.53%	1.53%		
4	CENTRAL GOVERNMENT GURANTEED LOANS	CGSL	5,206	6,683	98	1.88%	1.88%	5,206	6,683	98	1.88%	1.88%				-	-		
5	STATE GOVERNMENT BONDS	SGGB	16,670	16,072	415	2.49%	2.49%	16,670	16,072	415	2.49%	2.49%	14,746	14,898	347	2.35%	2.35%		
	STATE GOVERNMENT GURANTEED LOANS	SGGL	-	-	-	-	-	_	-	-	-	_	86	85	2	2.13%	2.13%		
7	BONDS/DEBENTURES ISSUED BY AUTHORITY CONSTINTUTED UNDER ANY HOUSING/BUILDING SCHEME APPROVED BY CENTRAL/STATE ANY AUTHORITY OR BODY CONSTITUTED BY CENTRAL/STATE ACT	HTDA	16,802	17,457	340	2.03%	2.03%	16,802	17,457	340	2.03%	2.03%	15,000	14,910	318	2.12%	2.12%		
	BONDS / DEBENTURES ISSUED BY NHB	HTDN	1,500	1,481	6	0.42%	0.42%	1,500	1,481	6	0.42%	0.42%	-	-	-		L		
9	INFRASTRUCTURE/SOCIAL SECTOR PSU- DEBENTURES/BONDS	IPTD	36,412	39,657	700	1.92%	1.92%	36,412	39,657	700	1.92%	1.92%	21,546	21,521	452	2.10%	2.10%		
10	INFRASTRUCTURE / SOCIAL SECTOR - OTHER CORPORATE SECURITIES (APPROVED SECURITIES) - DEBENTURES / BONDS	ICTD	1,237	2,181	27	2.18%	2.18%	1,237	2,181	27	2.18%	2.18%	2,000	2,039	43	2.15%	2.15%		
11	CORPORATE SECURITIES	EPBT	-	-	-	-	-	-	-	-		-	-	-	-	0.00%	0.00%		
12	CORPORATE SECURITIES (APPROVED INVESTMENTS)-DEBENTURES	ECOS	47,458	50,189	940	1.98%	1.98%	47,458	50,189	940	1.98%	1.98%	33,691	34,923	733	2.18%	2.18%		
13	DEPOSITS WITH BANKS	ECDB	14,885	11,990	295	1.98%	1.98%	14,885	11,990	295	1.98%	1.98%	22,526	23,194	452	2.01%	2.01%		
14	DEPOSITS-CDS WITH SCHEDULED BANK	EDCD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
15	COMMERCIAL PAPER ISSUED BY ALL INDIA FINANCIAL INSTITUTION RATED VERY STRONG OR MORE	ECCP	-	-	-	-	-	_	-	_	-	-	-	-	-	-	-		
16	APPLICATION MONEY	ECAM	-	-	_	-	-			-	-	-	-	-	-	-	-		
	MUTUAL FUNDS-GILT/G SEC/LIQUID SCHEME	EGMF	14,994	10,565	144	0.96%	0.96%	14,994	10,565	144	0.96%	0.96%	5,109	4,023	98	1.91%	1.91%		
18	OTHER THAN APPROVED INVESTMENTS - DEBENTURES	OLDB	3,159	2,998	26	0.84%	0.84%	3,159	2,998	26	0.84%	0.84%	2,500	2,404	54	2.14%	2.14%		
	CORPORATE SECURITIES (OTHER THAN	OMGS	-	-	-		-			-			2,747	-	7	0.27%	0.27%		
20	DEBENTURES / BONDS / CPS / LOANS	HODS	1,000	999	-	0.00%	0.00%	1,000	999	-	0.00%	0.00%	1,000	950	23	-	-		
21	INFRASTRUCTURE - DEBENTURES / BONDS / CPS / LOANS	IODS	5,992	6,085	-	-	-	5,992	6,085		-	-	5,992	5,010	-	-	-		
			212,081	219,216	3,815	1.80%	1.80%	212,081	219,216	3,815	1.80%	1.80%	165,846	162,413	3,505	2.11%	2.11%		

^{*} Book Value of Investments shows daily average of Investments holding under the category.

FORM NL-37-DOWN GRADING OF INVESTMENT-2

HDFC ERGO Health Insurance Limited Registration No. 131 and Dated 3rd August 2007, CIN U66030MH2006PLC331263

Formerly Known as "Apollo Munich Health Insurance Company Limited"

Statement as on:30.06.2020

Statement of Down Graded Investments
Periodicity of Submission: Quarterly



No	Name of the Security	COI	Amount	Date of Purchase	Rating Agency	Original Grade	Current Grade	Date of Downgrade	Remarks
A.	During the Quarter 1								
					+				
В.	As on Date 2								
	8.73% IDFC DB 14-06-2022	IPTD	500	12-06-15	INDIA RATING	AAA	AA+	27-06-18	
					ICRA	AAA	AA	12-06-19	
	8.65% IL&FS FIN. SERV. LTD. DB 06-12-2021	IODS	999	03-01-17	INDIA RATING	AAA	D	17-09-18	
	8.65% IL&FS FIN. SERV. LTD. DB 06-06-2022	IODS	2995	02-03-17	INDIA RATING	AAA	D	17-09-18	
	8.00% IL&FS FIN. SERV. LTD. DB 22-06-2024	IODS	1000	22-06-17	INDIA RATING	AAA	D	17-09-18	
	7.70% IL&FS LTD DB 26-07-2024	IODS	1000	26-07-17	ICRA	AAA	D	17-09-18	
	8.70% GE SHIPPING DB 31-05-2025	ECOS	500	31-05-16	CARE	AAA	AA+	05-10-18	
	8.25% GE SHIPPING DB 25-05-2027	ECOS	2000	25-05-17	CARE	AAA	AA+	05-10-18	
	8.56% PNB HF DB 28-07-2020	HTDA	1000	08-08-18	INDIA RATING	AAA	AA	06-03-20	
				10.05.16	CARE	AAA	AA+	05-07-19	
	9.20% TMFL DB 13-05-2021	OLDB	1000	13-05-16	CRISIL	AA	AA-	27-08-19	
	7.64% CFHL DB 28-02-2021	HTDA	500	04-01-18	ICRA	AAA	AA+	17-05-19	
	9.30% DHFL DB 28-04-2020	HODS	500	28-04-15	Brickworks	AAA	D	05-06-19	
					CARE	AAA	D	05-06-19	
	9.50% DHFL DB 16-07-2020	HODS	500	16-07-15	Brickworks	AAA	D	05-06-19	
		_	-		CARE	AAA	D	05-06-19	
	8.25% RCL DB 14-04-2020	OLDB	1000	02-03-17	CARE	AAA	D	23-09-19	
		_	-		Brickworks	AAA	D	25-09-19	
	8.90% RCL DB 09-09-2021	OLDB	1000	09-09-16	CARE	AAA	D D	23-09-19	
					Brickworks	AAA AAA	AA+	25-09-19 18-10-19	
	9.35% IBHFL DB 18-09-2020	HTDA	500	18-09-15	Brickworks CARE	AAA	AA+ AA	15-02-20	
		+	 		Brickworks	AAA	AA+	18-10-19	
	8.75% IBHFL DB 24-09-2021	HTDA	1000	09-03-18	CARE	AAA	AA	15-02-20	

FORM NL-38 Quarterly Business Returns across line of Business HDFC ERGO Health Insurance Limited Formerly Known as "Apollo Munich Health Insurance Company Limited"



(Rs in Lakhs)

Business Returns across line of Business

		Quarter Ended 30.06.2020		Quarter Ended 30.06.2019		Upto the Quarter Ended 30.06.2020		Upto the Quarter Ended 30.06.2019	
S.No.	Line of Business	Premium	No of Policies	Premium	No of Policies	Premium	No of Policies	Premium	No of Policies
1	Fire								
2	Marine Cargo & Hull								
3	Motor TP								
4	Motor OD								
5	Engineering								
6	Workmen's Compensation								
7	Employer's Liability								
8	Aviation								
9	Personal Accident	1,148	24,809	4,766	29,634	1,148	24,809	4,766	29,634
10	Health	43,396	370,181	42,705	201,689	43,396	370,181	42,705	201,689
11	Others	37	543	1,190	25,405	37	543	1,190	25,405
	Total	44,581	395,533	48,661	256,728	44,581	395,533	48,661	256,728



FORM NL-39 Rural & Social Obligations (Quarterly Returns) HDFC ERGO Health Insurance Limited Formerly Known as "Apollo Munich Health Insurance Company Limited"

(Rs in Lakhs)

Date: 30.06.2020

			No. of Policies	Premium	
SI.No.	Line of Business	Particular	Issued	Collected	Sum Assured
1	Fire	Rural			
-		Social			
2	Cargo & Hull	Rural			
	Cargo a rian	Social			
3	Motor TP	Rural			
3	110001 11	Social			
4	Motor OD	Rural			
7		Social			
5	Engineering	Rural			
3		Social			
6	Workmen's Compensation	Rural			
U		Social			
7	Employer's Liability	Rural			
,	Litiployer's Liability	Social			
8	Aviation	Rural			
0	Aviation	Social			
9	Personal Accident	Rural	7,784	44.89	64,143
9	Personal Accident	Social	-	-	-
10	Health	Rural	21,522	1,857.09	90,055
10	rieditii	Social	-	-	-
11	Others	Rural	-	-	-
11	Others	Social	-	-	-



FORM NL-40 Business Acquisition through different channels HDFC ERGO Health Insurance Limited Formerly Known as "Apollo Munich Health Insurance Company Limited"

(Rs in Lakhs)

		Business Acquisition through different channels							
	For the Quarter ended 30.06.2020		For the Quarter ended 30.06.2019		Upto the Quarter ended 30.06.2020		Upto the Quarter ended 30.06.2019		
S. No.	Channels	No of Policies	Premium	No of Policies	Premium	No of Policies	Premium	No of Policies	Premium
1	Individual agents	283,725	29,413	171,806	23,458	283,725	29,413	171,806	23,458
2	Corporate Agents-Banks	22,338	6,238	18,931	7,393	22,338	6,238	18,931	7,393
3	Corporate Agents -Others	807	526	656	272	807	526	656	272
4	Brokers	22,289	2,787	14,369	8,244	22,289	2,787	14,369	8,244
5	Micro Agents	-	-	-	-	-	-	-	-
6	Direct Business	44,261	3,913	35,923	7,712	44,261	3,913	35,923	7,712
7	Insurance Marketing Firm	133	18	107	12	133	18	107	12
8	Web Aggregator	21,709	1,662	14,897	1,565	21,709	1,662	14,897	1,565
9	PoSP	271	24	39	5	271	24	39	5
	Total (A)	395,533	44,581	256,728	48,661	395,533	44,581	256,728	48,661
1	Referral (B)	-	-	-	-	-	-	-	-
	Grand Total (A+B)	395,533	44,581	256,728	48,661	395,533	44,581	256,728	48,661



FORM NL-41 GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30.06.2020 DURING THE FINANCIAL YEAR 2020-21

HDFC ERGO Health Insurance Limited

Formerly Known as "Apollo Munich Health Insurance Company Limited"

GRIEVANCE DISPOSAL REPORT

	GNIEVANCE DISPOSAL REPORT									
SI No.	Particulars	Opening Balance*As on	Additions during the	Complaints Re	solved/Settled dur	Complaints Pending at the	Total complaints registered upto the			
31 NO.		beginning of the quarter	quarter	Fully Accepted	Partial Accepted	Rejected	end of the quarter	quarter during the financial year		
1	Complaints made by customers									
a)	Proposal Related	-	2	-	1	1	-	2		
b)	Claims	1	44	12	-	30	3	44		
c)	Policy Related	3	45	15	-	28	5	45		
d)	Premium	-	5	1	-	4	-	5		
e)	Refund	-	1	-	-	1	-	1		
f)	Coverage	-	3	-	-	3	-	3		
g)	Cover Note Related	-	-	-	-	-	-	-		
h)	Product	-	2	-	-	1	1	2		
i)	Others	-	17	1	-	16	-	17		
j)	Unfair Business Practices	-	-	-	-	-	-	-		
k)	Total Number	4	119	29	1	84	9	119		

2	Total No of policies during previous year	6,051,992
3	Total No of claims during previous year	4,37,667
4	Total No of policies during current year	4,847,746
5	Total No of claims during current year	53,764
6	Total No of Policy Complaints (current year) per 10,000 policies (current year)	0.15
7	Total No of Claim Complaints (current year) per 10,000 claims registered (current year)	8.18

^{*}Please note that Point 6, total no of Policy complaints does not include claim complaints

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	9	-	9
b)	7-15 days	-	-	-
c)	15-30 days	-		-
d)	30-90 days	-	-	-
e)	90 days & Beyond	-	-	-
	Total No of Complaints	9	-	9