

Name of the Insurer: **HDFC ERGO GENERAL INSURANCE COMPANY LIMITED**
Registration No. 146 and Date of Registration with the IRDAI: July 09, 2010

FORM NL-37-CLAIMS DATA

Upto to the quarter ending March 31, 2024

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	Public/ Product Liability	Engineering	Aviation	Crop Insurance	Other segments	Miscellaneous	Total
1	Claims O/S at the beginning of the period	501	2,034	5	2,039	19,792	45,621	65,413	28,553	864	33	29,450	390	12	516	29	48,555	-	1,016	147,921
2	Claims reported during the period	3,230	21,983	19	22,002	585,452	17,304	602,756	885,966	9,126	1,239	896,331	1,131	14	10,266	7	3,754,044	-	26,086	5,315,867
	(a) Booked During the period	3,188	21,547	19	21,566	584,515	16,237	600,752	856,923	7,480	1,091	865,494	1,113	14	10,241	6	3,717,167	-	26,024	5,245,565
	(b) Reopened during the Period	42	436	-	436	937	1,067	2,004	29,043	1,646	148	30,837	18	-	25	1	36,877	-	62	70,302
	(c) Other Adjustment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	Claims Settled during the period	2,621	20,732	1	20,733	534,695	11,356	546,051	836,548	7,248	1,133	844,929	701	3	9,973	2	3,757,880	-	23,985	5,206,878
	(a) paid during the period	2,621	20,732	1	20,733	534,695	11,356	546,051	836,548	7,248	1,133	844,929	701	3	9,973	2	3,757,880	-	23,985	5,206,878
	(b) Other Adjustment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
4	Claims Repudiated during the period	188	224	-	224	16,384	2,280	18,664	23,948	502	17	24,467	-	-	70	-	-	-	712	44,325
	Other Adjustment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	(i) Claim closed without payment	313	2,230	5	2,235	33,000	500	33,500	25,449	1,604	80	27,133	444	6	331	-	-	-	1,212	65,174
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	609	831	18	849	21,165	48,789	69,954	28,574	636	42	29,252	376	17	408	34	44,719	-	1,193	147,411
	Less than 3 months	217	470	2	472	20,222	4,404	24,626	28,484	636	42	29,162	246	3	216	3	4,567	-	334	59,846
	3 months to 6 months	193	128	9	137	841	3,845	4,686	89	-	-	89	63	-	72	2	1,826	-	180	7,248
	6 months to 1 year	152	89	5	94	102	7,368	7,470	1	-	-	1	27	-	84	1	15,826	-	165	23,824
	1year and above	47	144	2	146	-	33,172	33,172	-	-	-	-	40	10	36	28	22,500	-	514	56,493

(₹ 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	Public/ Product Liability	Engineering	Aviation	Crop Insurance	Other segments	Miscellaneous	Total
1	Claims O/S at the beginning of the period	117,208	16,781	4,312	21,093	11,874	248,912	260,785	17,045	2,767	12	19,824	896	572	22,316	5,104	11,399	-	21,453	480,650
2	Claims reported during the period	75,424	17,246	(853)	16,393	200,771	246,930	447,701	473,414	58,327	880	532,621	1,841	126	25,259	61	203,848	-	37,666	1,340,939
	(a) Booked During the period	75,496	16,660	(854)	15,806	197,301	243,062	440,363	443,708	45,667	503	489,878	1,783	126	24,387	28	202,005	-	37,150	1,287,022
	(b) Reopened during the Period	(71)	586	1	587	3,469	3,869	7,338	29,706	12,660	377	42,743	58	0	872	33	1,843	-	516	53,918
	(c) Other Adjustment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	Claims Settled during the period	58,118	18,416	2,633	21,049	177,919	106,589	284,508	400,485	24,097	788	425,370	1,261	167	14,239	40	203,999	-	33,742	1,042,493
	(a) paid during the period	58,118	18,416	2,633	21,049	177,919	106,589	284,508	400,485	24,097	788	425,370	1,261	167	14,239	40	203,999	-	33,742	1,042,493
	(b) Other Adjustment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
4	Claims Repudiated during the period	788	564	-	564	5,826	7,234	13,060	15,094	1,675	12	16,782	-	-	227	-	-	-	545	31,967
	Other Adjustment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	(i) Claim closed without payment	5,982	2,044	85	2,129	16,522	1,856	18,378	56,575	32,053	69	88,697	694	13	2,297	84	-	-	3,443	121,717
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	127,744	13,002	740	13,742	12,377	380,164	392,541	18,305	3,268	23	21,595	782	517	30,812	5,041	11,247	-	21,389	625,412
	Less than 3 months	16,381	1,753	5	1,758	10,583	29,993	40,576	18,235	3,268	23	21,526	369	8	2,919	12	157	-	4,294	87,999
	3 months to 6 months	33,160	1,578	0	1,579	1,461	26,712	28,173	69	-	-	69	138	-	3,532	10	41	-	6,478	73,181
	6 months to 1 year	25,875	1,078	34	1,112	333	57,533	57,866	1	-	-	1	76	18	13,639	5	1,050	-	2,582	102,223
	1year and above	52,328	8,593	701	9,294	-	265,926	265,926	-	-	-	-	199	491	10,722	5,014	10,000	-	8,036	362,010