



Claim Responsiveness & Improvement Report

Overall Claims Performance [Individual and Group]	FY23-24	FY24-25	FY25-26	FY26-27 (Upto 30/06/26)
Claims Settlement Ratio (Number of Claims basis)	99.08%	99.31%	99.23%	97.52%
Claims Settlement Ratio (Amount of Claims basis)	93.25%	93.79%	94.99%	87.10%
Proportion of Claims settled within 15 days from date of filing	95.87%	96.79%	96.02%	96.14%
Proportion of Claims settled within 30 days from date of filing	97.46%	98.11%	98.13%	98.73%
Proportion of Claims settled within 60 days from date of filing	99.45%	99.61%	100.00%	100.00%

Pramerica Life Insurance Limited

Registered Office & Communication Address: 7th & 8th Floor, Tower 2, Capital Business Park, Sector 48, Gurugram - 122018, Haryana
CIN: U66000HR2007PLC052028 Tel.: 0124 - 4697000, E-mail: contactus@pramericalife.in, Website: www.pramericalife.in, IRDAI Registration No. 140.