

Claim Responsiveness & Improvement Report

Overall Claims Performance [Individual and Group]	FY23-24	FY24-25	FY25-26	FY26-27 (Upto 31/07/26)
Claims Settlement Ratio (Number of Claims basis)	99.08%	99.31%	99.23%	97.70%
Claims Settlement Ratio (Amount of Claims basis)	93.25%	93.79%	95.01%	87.19%
Proportion of Claims settled within 15 days from date of filing	95.87%	96.79%	96.02%	96.00%
Proportion of Claims settled within 30 days from date of filing	97.46%	98.11%	98.13%	98.67%
Proportion of Claims settled within 60 days from date of filing	99.45%	99.61%	100.00%	100.00%