

FORM NO. NL-48**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)**

Name of the Insurance Company Generali Central Insurance Company Limited



Information as at 31.03.2026

a. Specify whether In-house Claim Settlement or Services rendered by TPA - In-house

Name of the TPA (If services rendered by TPA) - NA

Validity of agreement with the TPA: from dd/mm/yyyy to dd/mm/yyyy

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	89,035	1,481	-
Number of lives serviced	2,74,502	36,08,828	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
PAN INDIA	PAN INDIA

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	9350
ii.	Number of claims received during the year	211837
iii.	Number of claims paid during the year (specify % also in brackets)	190917(86%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	21776(10%)
v.	Number of claims outstanding at the end of the year	8494

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	82.40%	63.12%	80.92%	62.23%
2	Within 1-2 hours	13.76%	28.78%	13.29%	29.26%
3	Within 2-6 hours	2.99%	7.59%	3.64%	7.43%
4	Within 6-12 hours	0.49%	0.32%	1.15%	0.63%
5	Within 12-24 hours	0.27%	0.16%	0.67%	0.27%
6	>24 hours	0.08%	0.03%	0.34%	0.18%
	Total	100.00%	100.00%	100.00%	100.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	18501	94%	123807	99%	0	0	142308	98%
Between 1-3 months	632	3%	1169	1%	0	0	1801	1%
Between 3 to 6 months	343	2%	32	0%	0	0	375	0%
More than 6 months	156	1%	13	0%	0	0	169	0%
Total	19632	100%	125021	100%	0	0	144653	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	165
3	Grievances resolved during the year	165
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time

FORM NO. NL-48

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)

Name of the
Insurance Company **Generali Central Insurance Company Limited**

Information as at 31.03.2026

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If service **Family Health Plan Insurance TPA Ltd**)

Validity of agreement with the TPA: from 20/12/2023 to 19/12/2026

(Data shall be consolidated at insurer level in case of in-house claim settlements and
at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	0	61	0
Number of lives serviced	0	2,43,734	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the District	No of Policies	Lives
1	Assam	KAMRUP	0
2	Chhattisgarh	RAIPUR	0
3	Delhi	SOUTH *	0
4	Haryana	GURGAON	8
		JHAJJAR *	0
5	Jharkhand	Pashchimi Singhbhum	0
6	Karnataka	BANGALORE	10
7	Kerala	ERNAKULAM	7
		THIRUVANANTHAPURAM	16
8	Madhya Pradesh	HOSHANGABAD	0
9	Maharashtra	MUMBAI	11
		NAGPUR	1
		PUNE	4
		THANE	1
10	Orissa	KENDUJHAR	0
11	Uttar Pradesh	GHAZIABAD	3
Total		61	2,43,734

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1,045
ii.	Number of claims received during the year	19,311
iii.	Number of claims paid during the year (specify % also in brackets)	17016 (94%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	2154 (6%)
v.	Number of claims outstanding at the end of the year	1,186

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	0%	0%	93%	69%
2	Within 1-2 hours	0%	0%	6%	28%
3	Within 2-6 hours	0%	0%	1%	3%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
	Total	0%	0%	100%	100%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	0	0%	19125	100%	0	0%	19125	100%
Between 1-3 months	0	0%	30	0%	0	0%	30	0%
Between 3 to 6 months	0	0%	1	0%	0	0%	1	0%
More than 6 months	0	0%	14	0%	0	0%	14	0%
Total	0	0%	19170	100%	0	0%	19170	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA: NA

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	14
3	Grievances resolved during the year	14
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time

FORM NO. NL-48**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)**

Name of the Insurance Company Generali Central Insurance Company Limited

Information as at 31.03.2026

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Health India Insurance TPA Services Private Limited

Validity of agreement with the TPA: **from** dd/mm/yyyy **to** dd/mm/yyyy(Data shall be consolidated at insurer level in case of in-house claim settlements and
at the level of concerned TPA in case of services rendered by TPA)**b. Number of policies and lives services in respect of which public disclosures are made:**

Description	Individual	Group	Government
Number of policies serviced		27	
Number of lives serviced		71413	

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Not Applicable	Not Applicable

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	353
ii.	Number of claims received during the year	5102
iii.	Number of claims paid during the year (specify % also in brackets)	4428 (93%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	669 (7%)
v.	Number of claims outstanding at the end of the year	358

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	-	-	84%	49%
2	Within 1-2 hours	-	-	13%	32%
3	Within 2-6 hours	-	-	3%	19%
4	Within 6-12 hours	-	-	0%	0%
5	Within 12-24 hours	-	-	0%	0%
6	>24 hours	-	-	0%	0%
	Total	0%	0%	100%	100%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	0	0%	4813	94%	0	0%	4813	94%
Between 1-3 months	0	0%	262	5%	0	0%	262	5%
Between 3 to 6 months	0	0%	18	0%	0	0%	18	0%
More than 6 months	0	0%	4	0%	0	0%	4	0%
Total	0	0%	5097	100%	0	0%	5097	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA: NA

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	
2	Grievances received during the year	
3	Grievances resolved during the year	
4	Grievances outstanding at the end of the year	

Refer Health TPA Regulations , as amended from time to time

FORM NO. NL-48**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)**

Name of the Insurance Company Generali Central Insurance Company Limited

Information as at 31.03.2026

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Paramount Health Services and Insurance TPA Pvt. Ltd.

Validity of agreement with the TPA: **from** 01/07/2023 **to** 30/06/2026

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	119	-
Number of lives serviced	-	2,25,519	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts		
Karnataka	BANGALORE	1	3
New Delhi	DELHI	4	89
Maharashtra	MUMBAI	110	2,22,760
Maharashtra	PUNE	1	512
Gujarat	VADODARA	3	2,155
Total		119	2,25,519

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	16,926
ii.	Number of claims received during the year	13,746
iii.	Number of claims paid during the year (specify % also in brackets)	27487(98%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	2638 (6%)
v.	Number of claims outstanding at the end of the year	547

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	0%	0%	92%	52%
2	Within 1-2 hours	0%	0%	6%	37%
3	Within 2-6 hours	0%	0%	1%	11%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
	Total	0%	0%	100%	100%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	0%	29,997	99.58%	-	0%	29,997	99.58%
Between 1-3 months	-	0%	107	0.36%	-	0%	107	0.36%
Between 3 to 6 months	-	0%	18	0.06%	-	0%	18	0.06%
More than 6 months	-	0%	3	0.01%	-	0%	3	0.01%
Total	-	0%	30,125	100.00%	-	0%	30,125	100.00%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA: NA

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
2	Grievances received during the year	8
3	Grievances resolved during the year	8
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations , as amended from time to time

Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at **31-Mar-2026**

Name of the Insurance Company:- GENERALI CENTRAL INSURANCE COMPANY LIMITED

a. Specify whether In – house Claim settlement or Services rendered by TPA: TPA

Name of the TPA: VIDAL HEALTH INSURANCE THIRD PARTY ADMINISTRATOR

Validity of agreement with TPA	
From	To
(DD/MM/YYYY)	(DD/MM/YYYY)
04.10.2023	03.10.2026

b. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government
No of policies serviced	0	28	0
No of lives serviced	0	64,896	0

c. Geographical Area of services Rendered in respect of which public disclosure is made:

Sl no	Name of State	Name of Districts	No of policies serviced	No of lives serviced
1	Gujarat	Ahmedabad	1	1084
2	Haryana	Gurgaon	14	56305
3	Tamil Nadu	Chennai	4	4400
4	West Bengal	Kolkata	9	3107

d. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio (%)	No. of claims repudiated during the year	Claims repudiation (%)	No. of claims outstanding at the end of the year
Vidal Health Insurance Third Party Administrator	127	5,468	4,153	74%	924	17%	518

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sl no	Description	Individual Policies		Group Policies	
		(in %)		(in %)	
		TAT for pre-auth	TAT for discharge	TAT for pre-auth	TAT for discharge
		**	***	**	***
1	Within <1 Hour	0.0%	0.0%	94.6%	90.9%
2	Within 1-2 Hours	0.0%	0.0%	3.6%	7.7%
3	Within 2-6 Hours	0.0%	0.0%	1.5%	1.4%
4	Within 6-12 Hours	0.0%	0.0%	0.2%	0.0%
5	Within 12-24 Hours	0.0%	0.0%	0.0%	0.0%
6	>24 Hours	0.0%	0.0%	0.0%	0.0%
Total		0.0%	0.0%	100.0%	100.0%

* Percentage to be calculated on total of respective column

** Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre auth is issued in the hospital)

*** Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA.

f. Turn Around Time (TAT) in respect of payment/ repudiation of claims:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)
Within 1 month	0	0.0%	4,884	96.2%	0	0.0%	4,884	96.2%
Between 1 – 3 Months	0	0.0%	184	3.6%	0	0.0%	184	3.6%
Between 3 to 6 Months	0	0.0%	8	0.2%	0	0.0%	8	0.2%
More than 6 months	0	0.0%	1	0.0%	0	0.0%	1	0.0%
Total	0	0.0%	5,077	100.0%	0	0.0%	5,077	100.0%

* Percentage shall be calculated on total of respective column.

g. Data of grievances received against the TPA:

Sl no	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	9
3	Grievances resolved during the year	9
4	Grievances outstanding at the end of the year	0

Place :	Bangalore
Date :	20-Apr-26
Signature : Neetha Uthaiiah, Director	

FORM NO. NL-48**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)**

Name of the Insurance Company Generali Central Insurance Company Limited

Information as at 31.03.2026

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Ericson Insurance TPA Pvt. Ltd.

Validity of agreement with the TPA: **from** 01/09/2024 **to** 31/08/2027

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	0	5	0
Number of lives serviced	0	7234	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Not Applicable	Not Applicable
Maharashtra	Pune
Maharashtra	Mumbai

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	274
ii.	Number of claims received during the year	2553
iii.	Number of claims paid during the year (specify % also in brackets)	2342 (83%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	405 (14%)
v.	Number of claims outstanding at the end of the year	80

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	0%	0%	100%	98%
2	Within 1-2 hours	0%	0%	0%	2%
3	Within 2-6 hours	0%	0%	0%	0%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
	Total	0%	0%	100%	100%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	0	0%	2747	100%	0	0%	2747	100%
Between 1-3 months	0	0%	0	0%	0	0%	0	0%
Between 3 to 6 months	0	0%	0	0%	0	0%	0	0%
More than 6 months	0	0%	0	0%	0	0%	0	0%
Total	0	0%	2747	100%	0	0%	2747	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA: NA

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time

FORM NO. NI-48**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)**

Name of the Insurance Company Generali Central Insurance Company Limited

Information as at 31.03.2026

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - MDIndia Health Insurance TPA Pvt. Ltd.

Validity of agreement with the TPA: **from** 21/03/2026 **to** 20/03/2027(Data shall be consolidated at insurer level in case of in-house claim settlements and
at the level of concerned TPA in case of services rendered by TPA)**b. Number of policies and lives services in respect of which public disclosures are made:**

Description	Individual	Group	Government
Number of policies serviced	0	45	0
Number of lives serviced	0	130939	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Andhra Pradesh	Chittoor
Andhra Pradesh	Hyderabad
Haryana	Gurgaon
Karnataka	Bangalore
Karnataka	Bellandur
Karnataka	Bengaluru
Kerala	Ernakulam
Maharashtra	Kolhapur
Maharashtra	Mumbai
Maharashtra	Mumbai Suburban
Maharashtra	Pune
Maharashtra	Thane
Rajasthan	Kota
Tamil Nadu	Kanchipuram
Telangana	Hyderabad
Telangana	Rangareddy
Uttar Pradesh	Gautam Buddha Nagar

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	660
ii.	Number of claims received during the year	451
iii.	Number of claims paid during the year (specify % also in brackets)	11117 (92%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1797(8%)
v.	Number of claims outstanding at the end of the year	1111

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	-	-	84%	64%
2	Within 1-2 hours	-	-	13%	26%
3	Within 2-6 hours	-	-	3%	10%
4	Within 6-12 hours	-	-	0%	0%
5	Within 12-24 hours	-	-	0%	0%
6	>24 hours	-	-	0%	0%
	Total	0%	0%	100%	100%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	0	0%	12732	99%	0	0%	12732	99%
Between 1-3 months	0	0%	178	1%	0	0%	178	1%
Between 3 to 6 months	0	0%	4	0%	0	0%	4	0%
More than 6 months	0	0%	0	0%	0	0%	0	0%
Total	0	0%	12914	100%	0	0%	12914	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA: NA

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time

GENERALI CENTRAL INSURANCE COMPANY LIMITED

Form NL-48 DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Information as at 31.03.2026

Date: -18-05-2026

Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2026

a.	Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	HEALTH ASSIST INSURANCE TPA PVT. LTD.	-	16/04/2024	16/04/2027

b. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government
No of policies serviced	0	4	0
No of lives serviced	0	5303	0

c. Geographical Area of services Renderd in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District
1	MAHARASHTRA	PUNE
2	RAJASTHAN	JAIPUR
3	UTTAR PRADESH	GAUTAM BUDDHA NAGAR

d. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
HEALTH ASSIST INSURANCE TPA PVT. LTD.	24	865	757	91%	52	6%	80

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	0%	0%	100%	98%
2	Within 1-2 Hours	0%	0%	0%	2%
3	Within 2-6 Hours	0%	0%	0%	0%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	0%	0%
6	>24 Hours	0%	0%	0%	0%
Total		0%	0%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre auth is issued in the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time (TAT) in respect of payment/ repudiation of claims:

Description (to reckoned from the date of receipt of last	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)
Within 1 Month	0	0%	809	100.00%	0	0%	809	100.00%
Between 1-3 Months	0	0%	0	0.00%	0	0%	0	0.00%
Between 3-6 Months	0	0%	0	0.00%	0	0%	0	0.00%
More than 6 Months	0	0%	0	0.00%	0	0%	0	0.00%
Total	0	0%	809	100%	0	0%	809	100%

*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Thanks & Regards,

Chief Executive Officer

FORM NO. NL-48**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)**

Name of the Insurance Company

Generali Central Insurance Company Limited

Information as at 31.03.2026

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - VOLO HEALTH INSURANCE TPA PVT LTD

Validity of agreement with the TPA: **from** 20/01/2024 **to** 19/01/2027(Data shall be consolidated at insurer level in case of in-house claim settlements and
at the level of concerned TPA in case of services rendered by TPA)**b. Number of policies and lives services in respect of which public disclosures are made:**

Description	Individual	Group	Government
Number of policies serviced		24	
Number of lives serviced		49149	

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Not Applicable	Not Applicable

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	4
ii.	Number of claims received during the year	5409
iii.	Number of claims paid during the year (specify % also in brackets)	4507 (83%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	460 (8%)
v.	Number of claims outstanding at the end of the year	446

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	0%	0%	87%	45%
2	Within 1-2 hours	0%	0%	10%	41%
3	Within 2-6 hours	0%	0%	2%	14%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
	Total	0%	0%	100%	100%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	0	0%	3161	98%	0	0%	3161	98%
Between 1-3 months	0	0%	55	2%	0	0%	55	2%
Between 3 to 6 months	0	0%	1	0%	0	0%	1	0%
More than 6 months	0	0%	0	0%	0	0%	0	0%
Total	0	0%	3217	100%	0	0%	3217	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA: NA

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	2
3	Grievances resolved during the year	2
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time

Name of the Insurance Company: **Generali Central Insurance Company Limited****a. Specify whether in – house Claim settlement or Services rendered by TPA: TPA**

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MEDI ASSIST INSURANCE TPA P LTD		17-Aug-23	16-Aug-26

b. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government
No of policies serviced		159	-
No of lives serviced		7,46,638	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Pan India		159	7,46,638

d. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
MEDI ASSIST INSURANCE TPA P LTD	4,788	79,491	69,747	83%	10,409	12%	4,123

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour			99.0%	60.2%
2	Within 1-2 Hours			0.9%	32.4%
3	Within 2-6 Hours			0.1%	7.3%
4	Within 6-12 Hours			0.0%	0.1%
5	Within 12-24 Hours			0.0%	0.0%
6	>24 Hours				
Total		0.0%	0.0%	100.0%	100.0%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre auth is issued in the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time (TAT) in respect of payment/ repudiation of claims:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month			76,707	96%			76,707	96%
Between 1-3 Months			3,195	4%			3,195	4%
Between 3-6 Months			210	0%			210	0%
More than 6 Months			44	0%			44	0%
	0	0%	80,156	100%	0	0%	80,156	100%

*Percentage shall be calculated on total of respective column

Processing TAT (TAT Recv-App/DRW/Denied):

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month			79,092	99%			79,092	99%
Between 1-3 Months			968	1%			968	1%
Between 3-6 Months			80	0%			80	0%
More than 6 Months			16	0%			16	0%
	0	0%	80,156	100%	0	0%	80,156	100%

*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	72
3	Grievances resolved during the year	72
4	Grievances outstanding at the end of the year	0