

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (INFORMATION AS AT 31/03/2025)

Name of the Insurance Company : Go Digit General Insurance Limited

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

| S No. | Name of the TPA - | Agreement from | Agreement to |
|-------|-------------------------------------|----------------|--------------|
| 5 | Vidal Health Insurance TPA Pvt. Ltd | 01-08-2023 | 31-07-2026 |

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

| Description | Individual | Group | Government |
|-----------------------------|------------|-------|------------|
| Number of policies serviced | - | - | - |
| Number of lives serviced | - | - | - |

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 |
|-------------------|-----------------------|
| All States | All Districts |

d. Data of number of claims processed:

| | | |
|------|--|-----------|
| i. | Outstanding number of claims at the beginning of the year | 47 |
| ii. | Number of claims received during the year | 1,426 |
| iii. | Number of claims paid during the year (specify % also in brackets) | 1388(96%) |
| iv. | Number of claims repudiated during the year (specify % also in brackets) | 54(4%) |
| v. | Number of claims outstanding at the end of the year | 31 |

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% | 0.0% | 87.2% | 79.8% |
| 2 | Within 1-2 hours | 0.0% | 0.0% | 7.8% | 14.2% |
| 3 | Within 2-6 hours | 0.0% | 0.0% | 4.9% | 5.8% |
| 4 | Within 6-12 hours | 0.0% | 0.0% | 0.1% | 0.2% |
| 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 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) | 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% | 1,294 | 93.2% | - | - | 1,294 | 93.2% |
| Between 1-3 months | - | 0.0% | 68 | 4.9% | - | - | 68 | 4.9% |
| Between 3 to 6 months | - | 0.0% | 18 | 1.3% | - | - | 18 | 1.3% |
| More than 6 months | - | 0.0% | 8 | 0.6% | - | - | 8 | 0.6% |
| Total | - | 0.0% | 1,388 | 100.0% | - | - | 1,388 | 100.0% |

g. Data of grievances received against the TPA:

| 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 | - |