

I. Proportions of claims settled (in full or in part or repudiated or rejected or closed)

LOB	Particulars	FY 2024	FY 2025	FY 2026	FY 2027 (upto the month June 2026)
		Percentage	Percentage	Percentage	Percentage
Package policies for MSME	i) Settled				
	within 15 days	31.87%	44.42%	31.65%	31.57%
	within 30 days	19.80%	20.27%	24.16%	18.44%
	within 60 days	18.46%	11.22%	17.52%	9.83%
	> 60 days	24.40%	17.25%	18.43%	9.43%
	ii) Claims Unsettled at the end of the reporting month	5.46%	6.84%	8.24%	30.73%

II. Proportions of claims paid,repudiated / rejected/closed and outstanding

LOB	Particulars	FY 2024	FY 2025	FY 2026	FY 2027 (upto the month June 2026)
		Percentage	Percentage	Percentage	Percentage
MSME Package Policies	Paid in full	69.90%	64.42%	68.96%	55.59%
	Paid in part	-	-	-	-
	Repudiated/ Rejected	4.96%	4.13%	2.85%	1.25%
	Closed	19.68%	24.60%	19.95%	12.43%
	Remaining unsettled at the end of the reporting month	5.46%	6.84%	8.24%	30.73%

III. Value proportion of claims settled

LOB	FY 2024	FY 2025	FY 2026	FY 2027 (upto the month June 2026)
MSME Package Policies	97.89%	97.57%	98.52%	98.95%

Note: The above claim data includes reinstatement and market value policies.