

**PERIODIC DISCLOSURES**

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

Name of the Insurer: ICICI Lombard General Insurance Company Limited Date: 31st March, 2026

Registration No. 115 dated August 03, 2001  
CIN: L67200MH2000PLC129408

Information as at March 31st, 2026

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

Name of the TPA (If services rendered by TPA) - ICICI Lombard General Insurance Company Limited (Inhouse)

(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	1,219,141	23,531	-
Number of lives serviced	2,541,404	24,526,072	-

**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
https://www.icicilombard.com/support/contact-us	

**d. Data of number of claims processed:**

i.	Outstanding number of claims at the beginning of the year	32,170
ii.	Number of claims received during the year	1,120,654
iii.	Number of claims paid during the year (specify % also in brackets)	10,69,676 (94.48%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	62,501 (5.52%)
v.	Number of claims outstanding at the end of the year	20,647

**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	86.55%	38.09%	90.01%	35.93%
2	Within 1-2 hours	9.02%	42.51%	6.15%	44.72%
3	Within 2-6 hours	3.61%	18.33%	2.71%	18.98%
4	Within 6-12 hours	0.33%	0.63%	0.53%	0.30%
5	Within 12-24 hours	0.40%	0.28%	0.32%	0.05%
6	>24 hours	0.09%	0.15%	0.28%	0.02%
	<b>Total</b>	100%	100%	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	169,155	98.21%	959,040	99.91%	11	100.00%	1,128,206	99.65%
Between 1-3 months	2,884	1.67%	892	0.09%	-	0%	3,776	0.33%
Between 3 to 6 months	186	0.11%	4	0.00%	-	0%	190	0.02%
More than 6 months	5	0.00%	-	0%	-	0%	5	0.00%
<b>Total</b>	172,230	100%	959,936	100%	11	100%	1,132,177	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	30
2	Grievances received during the year	3,604
3	Grievances resolved during the year	3,571
4	Grievances outstanding at the end of the year	63

Refer Health TPA Regulations, as amended from time to time

\* Out of 20,647 outstanding claims at the end of the period, 2,306 claims are outstanding due to document not received from customer.

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Name of the Insurer: ICICI Lombard General Insurance Company Limited Date: 31st March, 2026

Registration No. 115 dated August 03, 2001  
CIN: L67200MH2000PLC129408

Information as at March 31st, 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 & Insurance TPA Pvt. Ltd

Validity of agreement with the TPA: from 16/12/2023 to 15/12/2026

(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	-	250	-
Number of lives serviced	-	203,472	-

**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
Maharashtra	Thane , Hingoli, Jalgaon, Nagpur, Nashik, Pune, Kolhapur, Mumbai, Parbhani, Sangli, Solapur
Karnataka	Bangalore
Tamil Nadu	Chennai
Delhi	Delhi
West Bengal	Kolkata
Gujarat	Ahmedabad, Surat, Baroda
Odisha	Bhubaneswar
Punjab	Chandigarh, Ludhiana
Kerala	Cochin
Assam	Guwahati
Telangana	Hyderabad
Madhya Pradesh	Indore, Bhopal
Rajasthan	Jaipur
Uttar Pradesh	Lucknow, Noida
Mizoram	Aizawl
Nagaland	Dimapur
Goa	Panaji
Bihar	Patna
Sikkim	Gangtok
Chhattisgarh	Raipur
Jharkhand	Ranchi

**d. Data of number of claims processed:**

i. Outstanding number of claims at the beginning of the year	1,432
ii. Number of claims received during the year	29,734
iii. Number of claims paid during the year (specify % also in brackets)	28,122 (91.25%)
iv. Number of claims repudiated during the year (specify % also in brackets)	2,698 (8.75%)
v. Number of claims outstanding at the end of the year	346

**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	-	-	83.41%	50.57%
2	Within 1-2 hours	-	-	11.01%	36.54%
3	Within 2-6 hours	-	-	3.80%	11.64%
4	Within 6-12 hours	-	-	0.22%	0.44%
5	Within 12-24 hours	-	-	0.75%	0.35%
6	>24 hours	-	-	0.81%	0.46%
	<b>Total</b>	-	-	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	-	-	30,820	100.00%	-	-	30,820	100.00%
Between 1-3 months	-	-	-	0%	-	-	-	0%
Between 3 to 6 months	-	-	-	0%	-	-	-	0%
More than 6 months	-	-	-	0%	-	-	-	0%
<b>Total</b>	-	-	30,820	100%	-	-	30,820	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	-
2	Grievances received during the year	15
3	Grievances resolved during the year	15
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations, as amended from time to time.

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<b>a. Specify whether In-house Claim Settlement or Services rendered by TPA -</b>								
Name of the TPA (If services rendered by TPA) - Vidal Health Insurance TPA Pvt Ltd								
Validity of agreement with the TPA: from 02/07/2024 to 01/07/2027								
(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>b. Number of policies and lives services in respect of which public disclosures are made:</b>								
Description	Individual	Group		Government				
Number of policies serviced	-	50		-				
Number of lives serviced	-	190,324		-				
<b>c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer</b>								
Name of the State	Name of the Districts							
Karnataka	Bangalore, Mangalore, Hubli							
Kerala	Cochin							
Tamilnadu	Chennai, Coimbatore							
Haryana	Gurgaon, Chandigarh, Faridabad							
Kerala	Thiruvananthapuram							
Punjab	Amritsar, Ludhiana							
Uttarakhand	Dehradun							
Madhya Pradesh	Indore, Bhopal							
Rajasthan	Jaipur, Jodhpur,							
Telangana	Hyderabad							
Maharashtra	Mumbai, Pune							
West Bengal	Kolkata							
Gujarat	Ahmedabad, Gandhi Nagar, Surat, Vadodara							
Assam	Guwahati							
Bihar	Patna							
Uttar Pradesh	Noida, Kanpur							
Andhra Pradesh	Vishakhapatnam							
<b>d. Data of number of claims processed:</b>								
i.	Outstanding number of claims at the beginning of the year						1,504	
ii.	Number of claims received during the year						29,218	
iii.	Number of claims paid during the year (specify % also in brackets)						29,335 (96.12%)	
iv.	Number of claims repudiated during the year (specify % also in brackets)						1,184 (3.88%)	
v.	Number of claims outstanding at the end of the year						203	
<b>e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):</b>								
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	-	-	96.94%	94.47%			
2	Within 1-2 hours	-	-	1.84%	3.83%			
3	Within 2-6 hours	-	-	0.53%	1.01%			
4	Within 6-12 hours	-	-	0.28%	0.29%			
5	Within 12-24 hours	-	-	0.23%	0.25%			
6	>24 hours	-	-	0.19%	0.15%			
	<b>Total</b>	-	-	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								
<b>f. Turn Around Time in case of payment / repudiation of claims:</b>								
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	-	-	30,519	100.00%	-	-	30,519	100.00%
Between 1-3 months	-	-	-	0%	-	-	-	0%
Between 3 to 6 months	-	-	-	0%	-	-	-	0%
More than 6 months	-	-	-	0%	-	-	-	0%
<b>Total</b>	-	-	30,519	100%	-	-	30,519	100%
Percentage shall be calculated on total of the respective column								
<b>g. Data of grievances received against the TPA:</b>								
S. No.	Description	Number of Grievances						
1	Grievances outstanding at the beginning of year	1						
2	Grievances received during the year	6						
3	Grievances resolved during the year	7						
4	Grievances outstanding at the end of the year	-						
Refer Health TPA Regulations, as amended from time to time.								

**PERIODIC DISCLOSURES**

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

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2026

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 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. (Formerly known as East West Assist Insurance TPA Pvt Ltd)

Validity of agreement with the TPA: from 30/03/2025 to 29/03/2028

(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	-	20	-
Number of lives serviced	-	59,013	-

**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
Delhi	New Delhi
Rajasthan	Jaipur
Karnataka	Bengaluru
Tamilnadu	Chennai
Telangana	Hyderabad
Chandigarh	Chandigarh
Maharashtra	Mumbai, Pune

**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	2,674
iii.	Number of claims paid during the year (specify % also in brackets)	2,497 (92.96%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	189 (7.04%)
v.	Number of claims outstanding at the end of the year	35

**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	-	-	87.64%	49.20%
2	Within 1-2 hours	-	-	9.70%	38.16%
3	Within 2-6 hours	-	-	1.08%	12.05%
4	Within 6-12 hours	-	-	0.57%	0.08%
5	Within 12-24 hours	-	-	0.65%	0.42%
6	>24 hours	-	-	0.36%	0.08%
	<b>Total</b>	-	-	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	-	-	2,684	100%	-	-	2,684	100%
Between 1-3 months	-	-	2	0.07%	-	-	2	0.07%
Between 3 to 6 months	-	-	-	0%	-	-	-	0%
More than 6 months	-	-	-	0%	-	-	-	0%
<b>Total</b>	-	-	2,686	100%	-	-	2,686	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	-
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.

PERIODIC DISCLOSURES									
FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED									
Name of the Insurer: ICICI Lombard General Insurance Company Limited					Date: 31st March, 2026				
Registration No. 115 dated August 03, 2001									
CIN: L67200MH2000PLC129408									
Information as at March 31st, 2026									
a. Specify whether In-house Claim Settlement or Services rendered by TPA -									
Name of the TPA (If services rendered by TPA) - Family Health Plan Insurance TPA Ltd									
Validity of agreement with the TPA: from 30/03/2023 to 29/03/2026									
(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	-	40			-				
Number of lives serviced	-	93,521			-				
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								
Telangana	Hyderabad								
Gujarat	Ahmedabad, Vadodara								
Karnataka	Bangalore								
Madhya Pradesh	Bhopal, Indore								
Haryana and Punjab	Chandigarh, Gurugram								
Tamil Nadu	Coimbatore, Madurai, Chennai								
Rajasthan	Jaipur								
Kerala	Kochi, Trivandrum								
West Bengal	Kolkata								
Uttar Pradesh	Lucknow								
Maharashtra	Mumbai, Pune, Nagpur, Solapur, Borivali								
Odisha	Bhubaneswar								
Andhra Pradesh	Krishna, Visakhapatnam								
Assam	Guwahati								
Goa	Goa, Mapusa								
Nagaland	Dimapur								
Punjab	Mohali								
Jharkhand	Jamshedpur								
Delhi	Delhi								
Himachal Pradesh	Shimla								
d. Data of number of claims processed:									
i.	Outstanding number of claims at the beginning of the year								345
ii.	Number of claims received during the year								7,578
iii.	Number of claims paid during the year (specify % also in brackets)								7,529 (97.02%)
iv.	Number of claims repudiated during the year (specify % also in brackets)								231 (2.98%)
v.	Number of claims outstanding at the end of the year								163
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	-	-	92.53%	47.13%				
2	Within 1-2 hours	-	-	4.72%	44.43%				
3	Within 2-6 hours	-	-	1.22%	8.01%				
4	Within 6-12 hours	-	-	0.28%	0.19%				
5	Within 12-24 hours	-	-	0.61%	0.16%				
6	>24 hours	-	-	0.63%	0.08%				
	<b>Total</b>	-	-	<b>100%</b>	<b>100%</b>				
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	17	100.00%	7,741	99.97%	-	-	7,758	99.97%	
Between 1-3 months	-	0%	2	0.03%	-	-	2	0.03%	
Between 3 to 6 months	-	0%	-	0%	-	-	-	0%	
More than 6 months	-	0%	-	0%	-	-	-	0%	
<b>Total</b>	<b>17</b>	<b>100%</b>	<b>7,743</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>7,760</b>	<b>100%</b>	
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	-							
2	Grievances received during the year	2							
3	Grievances resolved during the year	2							
4	Grievances outstanding at the end of the year	-							
Refer Health TPA Regulations, as amended from time to time.									

PERIODIC DISCLOSURES								
FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED								
Name of the Insurer: ICICI Lombard General Insurance Company Limited				Date: 31st March, 2026				
Registration No. 115 dated August 03, 2001								
CIN: L67200MH2000PLC129408								
Information as at March 31st, 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 Pvt. LTD.								
Validity of agreement with the TPA: from 27/04/2024 to 26/04/2027								
(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	-	25		-				
Number of lives serviced	-	83,289		-				
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							
Maharashtra	Mumbai (VidyaVihar), Mumbai(Narimanpoint), Kolhapur, Nagpur, Pune, Solapur, Nashik, Aurangab							
Gujarat	Ahmedabad, Surat, Vadodara, Rajkot							
Karnataka	Bangalore, Mangalore							
Tamil Nadu	Chennai, Madurai							
Delhi	Gurgaon							
Telengana	Hyderabad							
West Bengal	Kolkata							
Uttar Pradesh	Lucknow							
Rajasthan	Jaipur							
Bihar	Patna							
Madhya Pradesh	Bhopal, Indore, Raipur							
Chhattisgarh	Raipur							
Odisha	Rourkela							
Goa	Goa							
Haryana	Gurgaon							
Kerala	Chocin							
Punjab	Chandigarh							
d. Data of number of claims processed:								
i.	Outstanding number of claims at the beginning of the year						315	
ii.	Number of claims received during the year						7,396	
iii.	Number of claims paid during the year (specify % also in brackets)						6,503 (88.03%)	
iv.	Number of claims repudiated during the year (specify % also in brackets)						884 (11.97%)	
v.	Number of claims outstanding at the end of the year						324	
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	-	-	87.71%	56.52%			
2	Within 1-2 hours	-	-	7.79%	28.42%			
3	Within 2-6 hours	-	-	2.34%	14.17%			
4	Within 6-12 hours	-	-	0.42%	0.24%			
5	Within 12-24 hours	-	-	0.48%	0.48%			
6	>24 hours	-	-	1.26%	0.16%			
	Total	-	-	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	-	-	7,387	100.00%	-	-	7,387	100.00%
Between 1-3 months	-	-	-	0%	-	-	-	0%
Between 3 to 6 months	-	-	-	0%	-	-	-	0%
More than 6 months	-	-	-	0%	-	-	-	0%
Total	-	-	7,387	100%	-	-	7,387	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	-						
2	Grievances received during the year	1						
3	Grievances resolved during the year	1						
4	Grievances outstanding at the end of the year	-						
Refer Health TPA Regulations, as amended from time to time.								

**PERIODIC DISCLOSURES**  
**FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurer: ICICI Lombard General Insurance Company Limited Date: 31st March, 2026

Registration No. 115 dated August 03, 2001  
 CIN: L67200MH2000PLC129408

Information as at March 31st, 2026

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

Name of the TPA (If services rendered by TPA) - Good Health Insurance TPA Limited

Validity of agreement with the TPA: from 09/06/2023 to 08/06/2026

(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	-	8	-
Number of lives serviced	-	23,822	-

**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
Telangana	Hyderabad
Karnataka	Bengaluru
Tamilnadu	Chennai, Madurai, Coimbatore
Andhra Pradesh	Visakhapatnam
Delhi	New Delhi
Maharashtra	Mumbai

**d. Data of number of claims processed:**

i.	Outstanding number of claims at the beginning of the year	79
ii.	Number of claims received during the year	539
iii.	Number of claims paid during the year (specify % also in brackets)	565 (93.54%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	39 (6.46%)
v.	Number of claims outstanding at the end of the year	14

**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	-	-	99.45%	70.18%
2	Within 1-2 hours	-	-	0.28%	25.15%
3	Within 2-6 hours	-	-	0.00%	4.68%
4	Within 6-12 hours	-	-	0.00%	0.00%
5	Within 12-24 hours	-	-	0.00%	0.00%
6	>24 hours	-	-	0.28%	0.00%
	<b>Total</b>	-	-	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	-	-	604	100.00%	-	-	604	100.00%
Between 1-3 months	-	-	-	0%	-	-	-	0%
Between 3 to 6 months	-	-	-	0%	-	-	-	0%
More than 6 months	-	-	-	0%	-	-	-	0%
<b>Total</b>	-	-	604	100%	-	-	604	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	-
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.

**PERIODIC DISCLOSURES**

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

Name of the Insurer: ICICI Lombard General Insurance Company Limited Date: 31st March, 2026

Registration No. 115 dated August 03, 2001  
CIN: L67200MH2000PLC129408

Information as at March 31st, 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 19/06/2024 to 18/06/2027

(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	-	2	-
Number of lives serviced	-	703	-

**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
Maharashtra	Mumbai, Pune, Nagapur
Gujarat	Ahmedabad, Surat
Karnataka	Bengaluru
Chandigarh	Chandigarh
Delhi	Delhi
West Bengal	Kolkata
Tamilnadu	Chennai
Punjab	Tehsil Zirakpur

**d. Data of number of claims processed:**

i.	Outstanding number of claims at the beginning of the year	-
ii.	Number of claims received during the year	44
iii.	Number of claims paid during the year (specify % also in brackets)	43 (97.73%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1 (2.27%)
v.	Number of claims outstanding at the end of the year	-

**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	-	-	100.00%	87.50%
2	Within 1-2 hours	-	-	-	6.25%
3	Within 2-6 hours	-	-	-	6.25%
4	Within 6-12 hours	-	-	-	-
5	Within 12-24 hours	-	-	-	-
6	>24 hours	-	-	-	-
	<b>Total</b>	-	-	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	-	-	44	100.00%	-	-	44	100.00%
Between 1-3 months	-	-	-	0%	-	-	-	0%
Between 3 to 6 months	-	-	-	0%	-	-	-	0%
More than 6 months	-	-	-	0%	-	-	-	0%
<b>Total</b>	-	-	44	100%	-	-	44	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	-
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.

**PERIODIC DISCLOSURES**

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

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2026

Registration No. 115 dated August 03, 2001  
CIN: L67200MH2000PLC129408

Information as at March 31st, 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 05/07/2024 to 04/07/2027

(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	-	22	-
Number of lives serviced	-	44,785	-

**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
Maharashtra	Pune, Nashik, Nagpur, Mumbai, Ahmednagar, Akola, Amravati, Beed, Bhandara, Dhule, Gadchiroli,
Andhra Pradesh	Visakhapatnam, Vijayawada
Telangana	Hyderabad
Bihar	Patna
West Bengal	Kolkata, Asansol, Durgapur, Siliguri
Goa	Panjim
Karnataka	Bangalore, Bhadravati
Arunachal Pradesh	Nirjuli
Assam	Guwahati
Chattisgarh	Bhilai, Raipur
Jammu & Kashmir	Jammu, Srinagar
Jharkhand	Bokaro, Dhanbad, Ranchi
Orissa	Rourkela
Punjab	Ludhiana, Mohali
Rajasthan	Ajmer, Barmer, Bhilwara, Jaipur, Jalore, Jodhpur, Pali, Rajsamand, Sirahi
Uttarakhand	Dehradun
Kerala	Kochi (Cochin)
Madhya Pradesh	Indore, Bhopal
Delhi	New Delhi
Tamil Nadu	Erode, Chennai, Coimbatore, Cuddalore, Dindigul, Kanchipuram, Kanyakumari, Madurai, Ramanathapuram
Uttar Pradesh	Lucknow, Badaun, Balrampur, Bareilly, Bhaerich, Gonda, Lucknow, Noida, Pilibhit, Shahjahanpur, Shr
Gujarat	Ahmedabad, Surat, Baroda

**d. Data of number of claims processed:**

i. Outstanding number of claims at the beginning of the year	430
ii. Number of claims received during the year	1,818
iii. Number of claims paid during the year (specify % also in brackets)	2,006 (90.77%)
iv. Number of claims repudiated during the year (specify % also in brackets)	204 (9.23%)
v. Number of claims outstanding at the end of the year	38

**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	-	-	70.63%	62.34%
2	Within 1-2 hours	-	-	19.24%	26.12%
3	Within 2-6 hours	-	-	8.68%	10.39%
4	Within 6-12 hours	-	-	0.67%	0.43%
5	Within 12-24 hours	-	-	0.22%	0.43%
6	>24 hours	-	-	0.56%	0.29%
	<b>Total</b>	-	-	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	-	-	2,209	99.95%	-	-	2,209	99.95%
Between 1-3 months	-	-	1	0.05%	-	-	1	0.05%
Between 3 to 6 months	-	-	-	0%	-	-	-	0%
More than 6 months	-	-	-	0%	-	-	-	0%
<b>Total</b>	-	-	2,210	100%	-	-	2,210	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	-
2	Grievances received during the year	5
3	Grievances resolved during the year	5
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations, as amended from time to time.

PERIODIC DISCLOSURES																																																																							
FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED																																																																							
Name of the Insurer: ICICI Lombard General Insurance Company Limited					Date: 31st March, 2026																																																																		
Registration No. 115 dated August 03, 2001																																																																							
CIN: L67200MH2000PLC129408																																																																							
Information as at March 31st, 2026																																																																							
a. Specify whether In-house Claim Settlement or Services rendered by TPA -																																																																							
Name of the TPA (If services rendered by TPA) - Medsave Health Insurance TPA Limited																																																																							
Validity of agreement with the TPA: from 14/07/2024 to 13/07/2027																																																																							
(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:																																																																							
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