

INDIVIDUAL DEATH CLAIMS

(Benefit Amount in ₹ Crore)

Life Insurer	Claims pending at start of year		Claims intimated / booked		Total Claims		Claims paid		Claims repudiated		Claims written back		Claims pending at end of year		Break up of claims pending – duration wise (Policies)				Total
	No of Policies	Benefit Amount	No of Policies	Benefit Amount	No of Policies	Benefit Amount	No of Policies	Benefit Amount	No of Policies	Benefit Amount	No of Policies	Benefit Amount	No of Policies	Benefit Amount	< 3 months	3- < 6 months	6- < 1 year	> 1 year	
Aegon Religare	2	0.10	48	2.48	50 (100.00)	2.58 (100.00)	24 (48.00)	1.08 (41.75)	22 (44.00)	1.13 (43.69)	0	0.00	4 (8.00)	0.38 (14.56)	3 (75.00)	0.00	1 (25.00)	0.00	4 (100.00)
Aviva	128	2.36	1749	29.35	1877 (100.00)	31.71 (100.00)	1635 (87.11)	25.37 (80.01)	183 (9.75)	4.57 (14.41)	0	0.00	59 (3.14)	1.77 (5.58)	31 (52.54)	2 (3.39)	13 (22.03)	13 (22.03)	59 (100.00)
Bajaj Allianz	524	14.21	22516	338.90	23040 (100.00)	353.11 (100.00)	20316 (88.18)	294.92 (83.52)	1197 (5.20)	25.79 (7.30)	0	0.00	1527 (6.63)	32.39 (9.17)	1097 (71.84)	234 (15.32)	116 (7.60)	80 (5.24)	1527 (100.00)
Bharti AXA	4	0.17	487	10.90	491 (100.00)	11.06 (100.00)	382 (77.80)	7.57 (68.45)	109 (22.20)	3.49 (31.58)	0	0.00	0 (0.00)	0.00 (-0.04)	0	0	0	0	0
Birla Sunlife	14	0.77	5907	129.44	5921 (100.00)	130.21 (100.00)	5275 (89.09)	102.76 (78.92)	629 (10.62)	26.46 (20.32)	3	0.32	14 (0.24)	0.67 (0.52)	1 (7.14)	0	3 (21.43)	10 (71.43)	14 (100.00)
Canara HSBC	8	0.46	85	4.29	93 (100.00)	4.75 (100.00)	36 (38.71)	1.15 (24.15)	15 (16.13)	0.48 (10.12)	0	0.00	42 (45.16)	3.12 (65.73)	31 (73.81)	5 (11.90)	5 (11.90)	1 (2.38)	42 (100.00)
DLF Pramerica	0	0.00	10	0.70	10 (100.00)	0.70 (100.00)	4 (40.00)	0.48 (68.35)	1 (10.00)	0.01 (1.08)	0	0.00	5 (50.00)	0.21 (30.57)	4 (80.00)	1 (20.00)	0	0	5 (100.00)
Future Generali	4	0.06	449	11.67	453 (100.00)	11.73 (100.00)	176 (38.85)	3.61 (30.78)	133 (29.36)	4.05 (34.53)	0	0.00	144 (31.79)	4.07 (34.70)	104 (72.22)	33 (22.92)	7 (4.86)	0	144 (100.00)
HDFC Standard	210	8.16	3627	71.59	3837 (100.00)	79.75 (100.00)	3497 (91.14)	66.58 (83.49)	179 (4.67)	5.89 (7.38)	0	0.00	161 (4.20)	7.28 (9.13)	116 (72.05)	19 (11.80)	13 (8.07)	13 (8.07)	161 (100.00)
ICICI Prudential	886	16.90	15171	231.62	16057 (100.00)	248.52 (100.00)	14479 (90.17)	218.04 (87.74)	525 (3.27)	10.98 (4.42)	0	0.00	1053 (6.56)	19.50 (7.85)	540 (51.28)	164 (15.57)	136 (12.92)	213 (20.23)	1053 (100.00)
IDBI Federal	25	0.55	185	8.13	210 (100.00)	8.68 (100.00)	104 (49.52)	2.70 (31.08)	50 (23.81)	1.61 (18.58)	0	0.00	56 (26.67)	4.37 (50.35)	46 (82.14)	6 (10.71)	4 (7.14)	0	56 (100.00)
IndiaFirst	0	0.00	13	0.17	13 (100.00)	0 (100.00)	7 (53.85)	0.07 (39.54)	1 (7.69)	0.01 (5.77)	0	0.00	5 (38.46)	0.09 (54.70)	5 (100.00)	0	0	0	5 (100.00)
ING Vysya	216	4.75	1710	24.93	1926 (100.00)	29.68 (100.00)	1720 (89.30)	24.91 (83.94)	82 (4.26)	1.58 (5.33)	12	0.30	112 (5.82)	2.88 (9.72)	85 (75.89)	19 (16.96)	6 (5.36)	2 (1.79)	112 (100.00)

Note: Figures in brackets show percentage of the respective total claims.

INDIVIDUAL DEATH CLAIMS

(Benefit Amount in ₹ Crore)

Life Insurer	Claims pending at start of year		Claims intimated / booked		Total Claims		Claims paid		Claims repudiated		Claims written back		Claims pending at end of year		Break up of claims pending – duration wise (Policies)					Total
	No of Policies	Benefit Amount	No of Policies	Benefit Amount	No of Policies	Benefit Amount	No of Policies	Benefit Amount	No of Policies	Benefit Amount	No of Policies	Benefit Amount	No of Policies	Benefit Amount	< 3 months	3- < 6 months	6- < 1 year	> 1 year		
Kotak Mahindra	178	5.25	2102	62.72	2280	67.97	1983	55.91	100	3.61	0	0.00	197	8.45	157	20	8	12	197	
					(100.00)	(100.00)	(86.97)	(82.27)	(4.39)	(5.31)	0.00	0.00	(8.64)	(12.43)	(79.70)	(10.15)	(4.06)	(6.09)	(100.00)	
Max NewYork	87	1.82	5932	124.73	6019	126.55	3943	78.07	741	18.16	0	0.00	1335	30.32	1108	214	13	0	1335	
					(100.00)	(100.00)	(65.51)	(61.69)	(12.31)	(14.35)	0.00	0.00	(22.18)	(23.96)	(83.00)	(16.03)	(0.97)	0.00	(100.00)	
MetLife	139	7.40	1207	69.23	1346	76.62	1111	40.50	80	18.48	3	0.10	152	17.54	138	13	0	1	152	
					(100.00)	(100.00)	(82.54)	(52.86)	(5.94)	(24.12)	(0.22)	(0.13)	(11.29)	(22.90)	(90.79)	(8.55)	0.00	(0.66)	(100.00)	
Reliance Life	287	7.14	8467	96.33	8754	103.47	7797	79.61	617	15.80	6	0.04	334	8.02	118	3	48	165	334	
					(100.00)	(100.00)	(89.07)	(76.94)	(7.05)	(15.27)	(0.07)	(0.04)	(3.82)	(7.75)	(35.33)	(0.90)	(14.37)	(49.40)	(100.00)	
Sahara	187	1.82	544	5.28	731	7.10	461	4.73	50	0.25	0	0.00	220	2.13	120	36	27	37	220	
					(100.00)	(100.00)	(63.06)	(66.55)	(6.84)	(3.49)	0.00	0.00	(30.10)	(29.96)	(54.55)	(16.36)	(12.27)	(16.82)	(100.00)	
SBI Life	355	8.08	6877	95.27	7232	103.35	6022	92.44	1067	5.93	1	0.00	142	4.98	126	3	3	10	142	
					(100.00)	(100.00)	(83.27)	(89.44)	(14.75)	(5.74)	(0.01)	0.00	(1.96)	(4.82)	(88.73)	(2.11)	(2.11)	(7.04)	(100.00)	
Shriram	287	3.61	879	13.81	1166	17.42	461	5.47	230	4.10	0	0.00	475	7.85	250	115	85	25	475	
					(100.00)	(100.00)	(39.54)	(31.40)	(19.73)	(23.53)	0.00	0.00	(40.74)	(45.06)	(52.63)	(24.21)	(17.89)	(5.26)	(100.00)	
Star Union Dai-ichi	0	0.00	60	0.91	60	0.91	35	0.61	3	0.00	0	0.00	22	0.30	22	0	0	0	22	
					(100.00)	(100.00)	(58.33)	(67.03)	(5.00)	0.00	0.00	0.00	(36.67)	(32.97)	(100.00)	0.00	0.00	0.00	(100.00)	
TATA AIG	298	10.71	3197	64.85	3495	75.56	2732	52.00	452	12.03	5	0.00	306	11.53	268	34	2	2	306	
					(100.00)	(100.00)	(78.17)	(68.82)	(12.93)	(15.92)	(0.14)	0.00	(8.76)	(15.26)	(87.58)	(11.11)	(0.65)	(0.65)	(100.00)	
Private Total	3839	94.31	81222	1397.30	85061	1491.61	72200	1158.58	6466	164.41	30	0.76	6365	167.86	4370	921	490	584	6365	
					(100.00)	(100.00)	(84.88)	(77.67)	(7.60)	(11.02)	(0.04)	(0.05)	(7.48)	(11.25)	(68.66)	(14.47)	(7.70)	(9.18)	(100.00)	
LIC	13076	148.53	664298	4900.90	677374	5049.43	653909	4799.55	8227	80.36	5711	51.07	9527	118.45	3501	2282	2148	1596	9527	
					(100.00)	(100.00)	(96.54)	(95.05)	(1.21)	(1.59)	(0.84)	(1.01)	(1.41)	(2.35)	(36.75)	(23.95)	(22.55)	(16.75)	(100.00)	
Industry Total	16915	242.84	745520	6298.20	762435	6541.04	726109	5958.13	14693	244.77	5741	51.83	15892	286.31	7871	3203	2638	2180	15892	
					(100.00)	(100.00)	(95.24)	(91.09)	(1.93)	(3.74)	(0.75)	(0.79)	(2.08)	(4.38)	(49.53)	(20.15)	(16.60)	(13.72)	(100.00)	

Note: Figures in brackets show percentage of the respective total claims.

GROUP DEATH CLAIMS

(Benefit Amount in ₹ Crore)

Life Insurer	Claims pending at start of year		Claims intimated / booked		Total Claims		Claims paid		Claims repudiated		Claims written back		Claims pending at end of year		Break up of claims pending – duration wise (Lives)				Total
	No of Lives	Benefit Amount	No of Lives	Benefit Amount	No of Lives	Benefit Amount	No of Lives	Benefit Amount	No of Lives	Benefit Amount	No of Lives	Benefit Amount	No of Lives	Benefit Amount	< 3 months	3- < 6 months	6- < 1 year	> 1 year	
Aegon Religare	0	0.00	1	0.00	1	0.00	1	0.00	0	0.00	0	0	0	0.00	0	0	0	0	0
					(100.00)	(100.00)	(100.00)	0.00	0.00	0.00	0.00	0.00	0.00	(100.00)	0.00	0.00	0.00	0.00	0.00
Aviva	7	0.01	4572	11.57	4579	11.58	4550	11.53	25	0.03	0	0.00	4	0.02	4	0	0	0	4
					(100.00)	(100.00)	(99.37)	(99.59)	(0.55)	(0.28)	0.00	0.00	(0.09)	(0.14)	(100.00)	0.00	0.00	0.00	(100.00)
Bajaj Allianz	955	3.97	38432	64.33	39387	68.31	38988	66.05	26	0.20	0	0.00	373	2.06	117	88	113	55	373
					(100.00)	(100.00)	(98.99)	(96.70)	(0.07)	(0.29)	0.00	0.00	(0.95)	(3.02)	(31.37)	(23.59)	(30.29)	(14.75)	(100.00)
Bharti AXA	0	0.00	26	0.57	26	0.57	19	0.53	7	0.03	0	0.00	0	0.00	0	0	0	0	0
					(100.00)	(100.00)	(73.08)	(93.95)	(26.92)	(6.05)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Birla Sunlife	0	0.00	911	11.31	911	11.31	900	11.06	11	0.25	0	0.00	0	0.00	0	0	0	0	0
					(100.00)	(100.00)	(98.79)	(97.75)	(1.21)	(2.21)	0.00	0.00	0.00	(0.04)	0.00	0.00	0.00	0.00	0.00
Canara HSBC	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0	0	0	0
					0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DLF Pramerica	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0	0	0	0
					0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Future Generali	54	2.63	2259	16.74	2313	19.37	2236	17.20	10	0.43	0	0.00	67	1.74	22	10	17	18	67
					(100.00)	(100.00)	(96.67)	(88.80)	(0.43)	(2.22)	0.00	0.00	(2.90)	(8.98)	(32.84)	(14.93)	(25.37)	(26.87)	(100.00)
HDFC Standard	2	0.12	286	2.36	288	2.48	286	2.36	1	0.02	0	0.00	1	0.10	0	0	0	1	1
					(100.00)	(100.00)	(99.31)	(95.17)	(0.35)	(0.81)	0.00	0.00	(0.35)	(4.03)	0.00	0.00	0.00	(100.00)	100.00
ICICI Prudential	48	2.74	1959	35.61	2007	38.35	1863	33.34	92	1.99	11	0.74	41	2.27	26	9	3	3	41
					(100.00)	(100.00)	(92.83)	(86.94)	(4.58)	(5.20)	(0.55)	(1.93)	(2.04)	(5.93)	(63.41)	(21.95)	(7.32)	(7.32)	(100.00)
IDBI Federal	0	0.00	49	0.04	49	0.04	49	0.04	0	0.00	0	0.00	0	0.00	0	0	0	0	0
					(100.00)	(100.00)	(100.00)	(100.00)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
IndiaFirst	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0	0	0	0
					0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ING Vysya	33	0.34	213	3.55	246	3.89	230	3.46	7	0.17	1	0.00	8	0.26	5	2	0	1	8
					(100.00)	(100.00)	(93.50)	(88.91)	(2.85)	(4.29)	(0.41)	(0.02)	(3.25)	(6.78)	(62.50)	(25.00)	0.00	(12.50)	(100.00)

Note: Figures in brackets show percentage of the respective total claims.

GROUP DEATH CLAIMS

(Benefit Amount in ₹ Crore)

Life Insurer	Claims pending at start of year		Claims intimated / booked		Total Claims		Claims paid		Claims repudiated		Claims written back		Claims pending at end of year		Break up of claims pending – duration wise (Lives)				Total
	No of Lives	Benefit Amount	No of Lives	Benefit Amount	No of Lives	Benefit Amount	No of Lives	Benefit Amount	No of Lives	Benefit Amount	No of Lives	Benefit Amount	No of Lives	Benefit Amount	< 3 months	3- < 6 months	6- < 1 year	> 1 year	
Kotak Mahindra	72	2.19	1193	37.54	1265 (100.00)	39.74 (100.00)	1157 (91.46)	35.62 (89.64)	10 (0.79)	1.23 (3.10)	0 0.00	0 0.00	98 (7.75)	2.88 (7.26)	86 (87.76)	7 (7.14)	2 (2.04)	3 (3.06)	98 (100.00)
Max New York	10	0.08	11478	22.82	11488 (100.00)	22.90 (100.00)	10421 (90.71)	19.87 (86.77)	420 (3.66)	1.37 (5.98)	0 0.00	0 0.00	647 (5.63)	1.66 (7.25)	634 (97.99)	13 (2.01)	0 0.00	0 0.00	647 (100.00)
MetLife	39	1.14	1000	26.52	1039 (100.00)	27.66 (100.00)	954 (91.82)	25.82 (93.37)	25 (2.41)	0.91 (3.28)	6 (0.58)	0.14 (0.52)	54 (5.20)	0.78 (2.83)	46 (85.19)	8 (14.81)	0 0.00	0 0.00	54 (100.00)
Reliance Life	44	0.91	1867	25.51	1911 (100.00)	26.42 (100.00)	1869 (97.80)	25.59 (96.84)	6 (0.31)	0.16 (0.59)	2 (0.10)	0.01 (0.02)	34 (1.78)	0.67 (2.55)	9 (26.47)	0 0.00	1 (2.94)	24 (70.59)	34 (100.00)
Sahara	0	0.00	7	0.03	7 (100.00)	0.03 (100.00)	7 (100.00)	0.03 (100.00)	0 0.00	0.00 (0.00)	0 0.00	0 0.00	0 0.00	0.00 (0.00)	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00
SBI Life	261	9.61	26369	174.04	26630 (100.00)	183.65 (100.00)	25817 (96.95)	170.32 (92.74)	779 (2.93)	12.17 (6.63)	0 0.00	0 0.00	34 (0.13)	1.16 (0.63)	20 (58.82)	1 (2.94)	4 (11.76)	9 (26.47)	34 (100.00)
Shriram	0	0.00	94	2.11	94 (100.00)	2.11 (100.00)	82 (87.23)	1.89 (89.57)	0 0.00	0.00 (0.00)	0 0.00	0 0.00	12 (12.77)	0.22 (10.43)	12 100.00	0 0.00	0 0.00	0 0.00	12 100.00
Star Union Dai-ichi	0	0.00	16	0.41	16 (100.00)	0.41 (100.00)	16 (100.00)	0.41 (100.00)	0 0.00	0.00 (0.00)	0 0.00	0 0.00	0 0.00	0.00 (0.00)	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00
TATA AIG	98	2.41	887	15.45	985 (100.00)	17.86 (100.00)	809 (82.13)	13.96 (78.20)	80 (8.12)	1.68 (9.43)	0 0.00	0 0.00	96 (9.75)	2.21 (12.38)	62 (64.58)	26 (27.08)	6 (6.25)	2 (2.08)	96 (100.00)
Private Total	1623	26.16	91619	450.52	93242 (100.00)	476.67 (100.00)	90254 (96.80)	439.08 (92.12)	1499 (1.61)	20.64 (4.33)	20 (0.02)	0.89 (0.19)	1469 (1.58)	16.06 (3.37)	1043 (71.00)	164 (11.16)	146 (9.94)	116 (7.90)	1469 (100.00)
LIC	525	3.34	215384	1198.75	215909 (100.00)	1202.09 (100.00)	215485 (99.80)	1195.28 (99.43)	21 (0.01)	0.28 (0.02)	0 0.00	0 0.00	403 (0.19)	6.53 (0.54)	193 (47.89)	83 (20.60)	65 (16.13)	62 (15.38)	403 (100.00)
Industry Total	2148	29.50	307003	1649.27	309151 (100.00)	1678.77 (100.00)	305739 (98.90)	1634.36 (97.36)	1520 (0.49)	20.92 (1.25)	20 (0.01)	0.89 (0.05)	1872 (0.61)	22.59 (1.35)	1236 (66.03)	247 (13.19)	211 (11.27)	178 (9.51)	1872 (100.00)

Note: Figures in brackets show percentage of the respective total claims.