

Annual Report by Third Party Administrator

FORM TPA – 8

| | | | |
|-----|----------------------------------|--|--|
| 1 | PARTICULARS OF THE TPA: | | |
| 1.1 | Name of the TPA : | SAFEWAY INSURANCE TPA PVT LTD | |
| 1.2 | (A) Address - Registered Office: | 815, VISHWA SADAN, DISTRICT CENTRE, JANAK PURI | |
| | | NEW DELHI | |
| | | Pin code: 110058 Landline No: 011-45451300 | |
| | | E-mail: SUPPORT@SAFEWAYTPA.IN Fax No: 011-41425671 | |

| | | |
|-----|--|-----------------|
| 1.3 | Financial year | 2020-21 |
| 1.4 | Board of directors as on.....(end of concerned FY).....and changes in the board since the date of statement of the preceding year. | As below |

| Sr. No. | Name of Director and DIN No. | Age | Address with telephone no., Mobile no., e-mail | Details of Directorship in other Companies | Particulars of Change in Board (Cession / Appointment) | Date of Change in Board |
|---------|--|-----------|---|---|--|-------------------------|
| 1 | DR DIVNEET KAUR DIN : 00917647 | 44 | B4/11, 3rd Floor, Rajouri Garden, New Delhi – 11 00 27 Mail ID: drdivneet@safewaytpa.in Mob : +91 9811277664 | NA | NA | NA |
| 2 | HARJIT KAUR DIN : 02118405 | 64 | 3-4-812/A, Flat No.212/4, Paragon Venkatadari Apts., Barkathpura, Hyderabad. Mail ID: harjit@safewaytpa.in Mob : +91 9394761607 | Director of M/S Mega Home Improvement Pvt. Ltd (Non-Insurance) | NA | NA |

| | | |
|-----|--|--|
| 1.5 | Details of Chief Executive Officer (CEO) | |
|-----|--|--|

| Sr. No. | Name of CEO | Age | Address with telephone no., Mobile no., e-mail | Qualifications | Details of Directorship in other Companies | Date of joining with TPA Company as a CEO |
|---------|----------------------|-----------|--|--|--|---|
| 1 | MAHESH SHARMA | 64 | 6398-A, Rajiv Vihar, Manimajra Chandigarh Mail : ceo@safewaytpa.in Mob : 09815393166 | BSC, Fellow of Insurance Institute of India | NIL | 01.06.2012 |

FOR SAFEWAY INSURANCE TPA PVT. LTD.

Harjit Kaur
DIRECTOR

FOR SAFEWAY INSURANCE TPA PVT. LTD.

Divneet
DIRECTOR

| | | |
|-----|---|--|
| 1.6 | Details of Chief Administrative Officer (CAO) | |
|-----|---|--|

| Sr. No. | Name of CAO | Age | Address with telephone no., Mobile no., e-mail | Qualifications | Details of Directorship in other Companies | Date of joining with TPA Company as a CAO |
|---------|-------------|------------|--|----------------|--|---|
| 1 | NIL | NIL | NIL | NIL | NIL | NIL |

| | | |
|-----|--|--|
| 1.7 | Details of Chief Medical Officer (CMO) | |
|-----|--|--|

| Sr. No. | Name of CMO | Age | Address with telephone no., Mobile no., e-mail | Qualifications | Details of Directorship in other Companies | Date of joining with TPA Company |
|---------|-------------------------------|-----------|--|----------------|--|----------------------------------|
| 1 | Dr. Moushumi Choudhury | 55 | 1402, SAI AVENUE, OFF VEERA DESAI ROAD, ANDHERI WEST MUMBAI MAIL : rm.kol@safewaytpa.in MOB : +919874054800 | MBBS | NIL | 01.08.2018 |

| | | |
|-----|-------------------------------------|--|
| 1.8 | Name and Address of Auditors | SINGH & SINGH CHATERED ACCOUNTANTS, 1102, 11TH FLOOR, PADMA TOWER-I. RAJENDER PLACE, NEW DELHI - 110008 |
|-----|-------------------------------------|--|

| | | |
|-----|--|--|
| 1.9 | Enumeration of TPA services provided : | Claim Servicing for various non-life insurance companies and Pre Insurance Medical Examinations for Life and Non-Life Insurance Companies |
|-----|--|--|

| | | |
|------|--|------------|
| 1.10 | Enumeration of standing arrangements with hospitals and with doctors : Number of agreements with Network Providers Number of agreements with Doctors | NIL |
|------|--|------------|

| | | |
|------|--|----------------|
| 1.11 | Summary of TPA Business: | |
| | a. No. of insurers with whom agreements entered with. | 8 |
| | b. Lives covered under Health Policies (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority) | 5638754 |
| | c. Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority) | 201775 |
| | d. Number of Hospitals tied up by the TPA (beginning of concerned FY) | 6091 |
| | e. Hospitals tied up during (for the concerned FY) | 1516 |
| | f. Total Hospitals terminated or removed during (concerned FY) | 415 |
| | g. Total Hospitals tied up as on (end of concerned | 7192 |

| | | | |
|--|--|-----|--|
| | | FY) | |
|--|--|-----|--|

| | | |
|------|--------------------------|--|
| 1.12 | Summary of TPA services: | |
|------|--------------------------|--|

| Sr. No. | Particulars of Services | No. of Policies Serviced | No. of lives Serviced | Amount of Premium Serviced wherever available. (INR in Lakh) |
|---------|--|--------------------------|-----------------------|--|
| 1 | Individual / Retail Health Insurance Policies | 201643 | 413173 | 28115.82 |
| 2 | Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers) | 131 | 311900 | 10302.38 |
| 3 | Policies issued under RSBY or other similar policies issued by insurers | 1 | 4835629 | 12812.26 |
| 4 | Pre-Insurance Medical Examination | 0 | 78052 | 0 |
| 5 | Foreign Travel Policies issued by Indian insurer | 0 | 0 | 0 |
| 6 | Foreign Travel Policies issued by Foreign insurer | 0 | 0 | 0 |
| 7 | Non-insurance healthcare schemes sponsored by Central / State Government. | 0 | 0 | 0 |

Schedule – 1, FORM TPA – 8-RA

Revenue Account for the year ending 31st March 2021

| Expenses | | Income | |
|--|------------------|---|-------------|
| I. Directors' remuneration | 2,587,318 | I. Income | |
| II. Staff expenses | | (a) Income from insurers (Indian & foreign) | 232,999,116 |
| (a) salaries, provident fund | 57,981,895 | (b) From others (please specify) | |
| (b) other benefits | 5,388,673 | (c) Investment income | 3,078,941 |
| III. Office expenses | | (d) Profit on sale of investments or assets | |
| (a) Rent, rates and taxes | 6,739,084 | | |
| (b) Electricity, water | 1,114,567 | | |
| (c) House-keeping and Cleaning | - | | |
| (d) Others | 21,29,483 | | |
| IV. Operating Expenses | | | |
| (a) Travel | 2,011,061 | | |
| (b) Entertainment | - | | |
| (c) Lease rent of equipments | - | | |
| (d) Post, telecommunication and similar expenses | 6,913,117 | | |
| (e) Audit fees | 300,000 | | |
| (f) Legal Expenses | - | | |
| (g) Repairs and maintenance | 8,008,453 | | |
| (h) Depreciation | 5,482,530 | | |
| (i) Motor Vehicle Expenses | - | | |
| (j) MSBY Expenses | - | | |
| (k) Other Expenses | 134,938,286 | | |
| (l) Loss on sale of investments or assets | - | | |
| (m) Profit/Loss for the year | 2,483,591 | | |

Schedule – 2, FORM TPA – 8-PL

Profit and Loss Appropriation Account for the year ending 31st March 2021

| Particulars | Amount (Rs.) | Particulars | Amount (Rs.) |
|-------------------------------|------------------|------------------------|--------------|
| Loss Brought Forward | - | Profit Brought Forward | 3,672,617 |
| Loss for the year | - | Profit for the year | 2,483,591 |
| Dividend for the year | - | Transfer from reserves | - |
| Tax on Dividend | - | Loss Carried forward | - |
| Transfer of Reserves | - | Deferred tax credit | - |
| Other allocations from profit | - | | |
| Provision for taxation | 8,75,866 | | |
| Differed tax liability | 1,08,518 | | |
| Taxation of earlier year | - | | |
| Profit carried forward | 5,171,823 | | |

Schedule – 3, FORM TPA – 8-BS

Balance Sheet as at 31st March 2021

| Liabilities | Amount (Rs.) | Amount (Rs.) | Assets | Amount (Rs.) | Amount (Rs.) |
|-------------------------------|--------------|--------------|--------------------------------------|--------------|--------------|
| Authorized Capital | | 40,000,000 | Building / Properties Cost | 36,289,651 | |
| Issued Capital | 40,000,000 | | Less Depreciation | (1,770,839) | 34,518,812 |
| Paid up Capital+ | 40,000,000 | | | | |
| Reserves & Surplus | | 5,171,823 | Furniture & Fixtures | 4,043,938 | |
| Amounts Due to | | | Less Depreciation | (6,03,832) | 3,440,106 |
| a) Insurers | - | | | | |
| b) Hospitals | - | | Air Conditioners | 2,43,814 | |
| c) Doctors | - | | Less Depreciation | (1,03,452) | 1,40,362 |
| d) Others | - | - | | | |
| | | | Electrical Installation | | |
| Secured Loan | | - | Less Depreciation | | - |
| | | | | | |
| | | | Office Equipments | 1,324,030 | |
| Unsecured Loan | | 8,500,000 | Less Depreciation | (4,43,137) | 8,80,893 |
| | | | | | |
| | | | Computer Software | 2,940,328 | |
| Deferred Tax Liability | | 6,16,521 | Less Depreciation | (1,272,144) | 1,668,184 |
| | | | | | |
| Bank Overdraft | | - | Motor Vehicles | 4,070,477 | |
| | | | Less Depreciation | (1,289,126) | 2,781,351 |
| Current Liability | | | | | |
| Sundry Creditors | 77,504,900 | | Investments | | - |
| Provisions | 1,403,195 | | Government Securities (Market Value) | | - |
| Provision For Gratuity | 4,759,845 | | | | - |
| Others | 11,484,827 | 95,152,768 | Loan & Advances | | 50,463,688 |
| | | | Deferred tax Assets | | - |
| | | | | | |
| | | | Receivables | | |
| | | | From Insurers | | 23,729,652 |
| | | | Others | | 1,092,069 |
| | | | | | |
| | | | Cash & Bank Balances | | 30,725,995 |

| | | | | | |
|-------|--|-------------|-------|--|-------------|
| TOTAL | | 149,441,112 | TOTAL | | 149,441,112 |
|-------|--|-------------|-------|--|-------------|

Schedule – 4

Schedule of the income received towards various activities during the FY 2020-21.

| Sr No | Description | Income / Remuneration received during the FY (Amt. INR in Lakhs) |
|-------|--|--|
| 1 | Towards Health Services of the Individual policies issued by Indian Insurers | 1546.37 |
| 2 | Towards Health Services of the Group Insurance policies issued by Indian Insurers | 579.44 |
| 3 | Pre-insurance medical examination | 204.18 |
| 4 | Towards Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers | NIL |
| 5 | Towards Non Insurance Services rendered | NIL |
| 6 | Towards Servicing of policies issued by foreign Insurers | NIL |
| 7 | Other income (Bank Interest Income)(A) (please specify accounting head wise other income received) | 30.79 |
| | | 2360.78 |

Schedule – 5

Schedule of apportionment of Expenses to various activities during the FY 2020-21.

| SI No | Description | Expenses incurred during the FY (Amt. INR in Lakhs) |
|-------|--|---|
| 1 | Health Services of the policies issued by Indian Insurers | 2335.94 |
| 2 | Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers | NIL |
| 3 | Non Insurance Services rendered | NIL |
| 4 | Servicing of policies issued by foreign Insurers | NIL |
| 5 | Other Expenses Incurred (to specify) | NIL |

FOR SAFEWAY INSURANCE TPA PVT. LTD.

Hanjir Kan
DIRECTOR

FOR SAFEWAY INSURANCE TPA PVT. LTD.

Dinud
DIRECTOR

Schedule – 6

1. Data of claims received during the year.....

| Benefit Based Policies | | Cashless Claims | | Reimbursement Claims | | Total | |
|------------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
| Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | No of claims | Amount of claims |
| 118 | 415514 | 100105 | 3746092682 | 35484 | 1381710561 | 135707 | 5128218757 |

2. Data of Settled Claims in respect of Individual Policies;

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims | | Cashless Claims | | Reimbursement Claims | | Total | |
|--|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
| | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim | 121 | 389652 | 22870 | 1169819750 | 9981 | 271917755 | 32972 | 1442127157 |
| Between 1 – 3 Months | 0 | 0 | 4221 | 339526028 | 2404 | 94800225 | 6625 | 434326253 |
| Between 3 to 6 Months | 0 | 0 | 551 | 51241322 | 358 | 12672849 | 909 | 63914171 |
| More than 6 months | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

FOR SAFEWAY INSURANCE TPA PVT. LTD.

Hanjit Kan
DIRECTOR

FOR SAFEWAY INSURANCE TPA PVT. LTD.

D. Patel
DIRECTOR

3. Data of settled Claims in respect of Group Policies;

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims | | Cashless Claims | | Reimbursement Claims | | Total | |
|---|---|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
| | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | No of claims | Amount of claims |
| | within 1 months from date of receipt of claim | 0 | 0 | 3513 | 207889597 | 12662 | 192507061 | 16175 |
| Between 1 – 3 Months | 0 | 0 | 1164 | 104194395 | 1720 | 70005187 | 2884 | 174199582 |
| Between 3 to 6 Months | 0 | 0 | 184 | 18764379 | 178 | 7127755 | 362 | 25892134 |
| More than 6 months | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

4. Data of settled Claims in respect of Total (Individual Policies + Group Policies);

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims | | Cashless Claims | | Reimbursement Claims | | Total | |
|---|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
| | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim | 121 | 389652 | 26383 | 1377709347 | 22643 | 464424816 | 49147 | 1842523815 |
| Between 1 – 3 Months | 0 | 0 | 5385 | 443720423 | 4124 | 164805412 | 9509 | 608525835 |
| Between 3 to 6 Months | 0 | 0 | 735 | 70005701 | 536 | 19800604 | 1271 | 89806305 |
| More than 6 months | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

FOR SAFEWAY INSURANCE TPA PVT. LTD.

Hanjir Khan
DIRECTOR

FOR SAFEWAY INSURANCE TPA PVT. LTD.

D. N. Reddy
DIRECTOR

5. Data of Claims in respect of Individual Policies recommended for repudiation

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims | | Cashless Claims | | Reimbursement Claims | | Total | |
|--|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
| | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim | 12 | 43892 | 115 | 5588247 | 1378 | 80519133 | 1505 | 86151272 |
| Between 1 – 3 Months | 0 | 0 | 42 | 5190823 | 499 | 27869713 | 541 | 33060536 |
| Between 3 to 6 Months | 0 | 0 | 4 | 1224071 | 53 | 2864581 | 57 | 4088652 |
| More than 6 months | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

6. Data of Claims in respect of Group Policies recommended for repudiation

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims | | Cashless Claims | | Reimbursement Claims | | Total | |
|--|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
| | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim | 0 | 0 | 46 | 7756377 | 679 | 30750952 | 725 | 38507329 |
| Between 1 – 3 Months | 0 | 0 | 56 | 5685065 | 214 | 17006854 | 270 | 22691919 |
| Between 3 to 6 Months | 0 | 0 | 5 | 299993 | 9 | 915952 | 14 | 1215945 |

| | | | | | | | | |
|--------------------|---|---|---|---|---|---|---|---|
| More than 6 months | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--------------------|---|---|---|---|---|---|---|---|

7. Data of Claims in respect of Total Policies (Individual + Group Policies) recommended for repudiation;

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims | | Cashless Claims | | Reimbursement Claims | | Total | |
|---|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
| | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim | 12 | 43892 | 161 | 13344624 | 2057 | 111270085 | 2230 | 124658601 |
| Between 1 – 3 Months | 0 | 0 | 98 | 10875888 | 713 | 44876567 | 811 | 55752455 |
| Between 3 to 6 Months | 0 | 0 | 9 | 1524064 | 62 | 3780533 | 71 | 5304597 |
| More than 6 months | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

(Note: In respect of data on Repudiations, amount of claim made by the policyholder to be mentioned as the amount of claim repudiated)

FOR SAFEWAY INSURANCE TPA PVT. LTD.

Hanjir Khan
DIRECTOR

FOR SAFEWAY INSURANCE TPA PVT. LTD.

D. V. Reddy
DIRECTOR

8. Data of Claims Outstanding in respect of Individual Policies;

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims | | Cashless Claims | | Reimbursement Claims | | Total | |
|--|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
| | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim | 0 | 0 | 2402 | 134929510 | 1997 | 17964968 | 4399 | 152894478 |
| Between 1 – 3 Months | 0 | 0 | 438 | 31024019 | 519 | 8449476 | 957 | 39473495 |
| Between 3 to 6 Months | 0 | 0 | 44 | 3450524 | 37 | 480605 | 81 | 3931129 |
| More than 6 months | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

9. Data of Claims Outstanding in respect of Group Insurance Policies;

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims | | Cashless Claims | | Reimbursement Claims | | Total | |
|--|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
| | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim | 0 | 0 | 909 | 55546482 | 4086 | 193699842 | 4995 | 249246324 |
| Between 1 – 3 Months | 0 | 0 | 140 | 7747338 | 995 | 45710548 | 1135 | 53457886 |
| Between 3 to 6 Months | 0 | 0 | 9 | 568951 | 73 | 4336542 | 82 | 4905493 |
| More than 6 months | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

FOR SAFEWAY INSURANCE TRAI PVT. LTD.

D. S. S. S.
DIRECTOR

10. Data of Claims Outstanding in respect of Total Policies (Individual + Group Policies)

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims | | Cashless Claims | | Reimbursement Claims | | Total | |
|---|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
| | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim | 0 | 0 | 3311 | 190475992 | 6083 | 211664810 | 9394 | 402140802 |
| Between 1 – 3 Months | 0 | 0 | 578 | 38771357 | 1514 | 54160024 | 2092 | 92931381 |
| Between 3 to 6 Months | 0 | 0 | 53 | 4019475 | 110 | 4817147 | 163 | 8836622 |
| More than 6 months | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

(Note: In respect of data on Claims Outstanding, amount of claim made by the policyholder to be mentioned as the amount of claim Outstanding)

(Note: In respect of data on Claims Outstanding, amount of claim made by the policyholder to be mentioned as the amount of claim Outstanding)

Schedule – 7

1. Directors Report; to be attached separately.

(Note: Inter alia, (i) to disclose the shareholding structure as at the end of financial year, (ii) Discuss Corporate Governance norms put-in place)

Enclosed

2. Auditors Report including audited financial and all notes, schedules to audited financials; to be attached separately.

Enclosed

FOR SAFEWAY INSURANCE TRADING PVT. LTD.

D. V. Reddy
DIRECTOR