

## Annexure-1

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES  
RENDERED (INFORMATION AS AT 31-03-2024)**

NAME OF INSURANCE COMPANY : Liberty General Insurance Limited

<b>a</b>	<b>Name of TPA</b>	Paramount Health Services & Insurance TPA Pvt. Ltd		
i)	Validity of agreement with TPA :	From	24-02-2020	To termination by either party with 3 months' notice period

<b>b</b>	<b>Number of policies and lives serviced in respect of which public disclosure are made.</b>			
	<b>Description</b>	<b>Individual</b>	<b>Group</b>	<b>Government</b>
	Number of policies serviced	0	18	0
	Number of Lives serviced	0	18562	0

<b>c</b>	Our representative TPAs operations render services across pan India
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<b>d</b>	<b>Data of number of claims processed:-</b>	<b>Count</b>	<b>%</b>
i	Outstanding number of claims at the beginning of the year -	22	
ii	Number of claims received during the year -	1119	
iii	Number of claims paid during the year - (also to specify % in brackets)	1029	93%
iv	Number of claims repudiated during the year - (also to specify % in brackets)	79	7%
v	Number of claims outstanding at the end of the year -	33	

<b>e</b>	<b>Turn Around Time (TAT) for cashless claims (in respect of number of claims)</b>				
<b>Sr No</b>	<b>Description</b>	<b>Individual Policies</b>		<b>Group Policies</b>	
		<b>TAT for pre-auth</b>	<b>TAT for discharge</b>	<b>TAT for pre-auth</b>	<b>TAT for discharge</b>
1	Within 1 Hour	0%	0%	74%	73%
2	with 1-2 hours	0%	0%	24%	22%
3	with 2-6 hours	0%	0%	1%	5%
4	within 6-12 hours	0%	0%	0%	0%
5	within 12-24 hours	0%	0%	0%	0%
6	> 24 hours	0%	0%	0%	0%
<b>Total</b>	<b>Total</b>	0%	0%	100%	100%

<b>F</b>	<b>Turn Around Time in case of payment/repudiation claims:</b>
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**Liberty General Insurance Limited**

Registered and Corporate Office: 10th Floor, Tower A, Peninsula Business Park, Ganpatrao Kadam Marg, Lower Parel, Mumbai - 400 013.

Phone: +91 22 6700 1313 Fax: +91 22 6700 1606. Email: care@libertyinsurance.in.

IRDAI registration number: 150 | CIN: U66000MH2010PLC209656

Description(to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage
within 1 months	0	0%	883	80%	0	0%	883	80%
Between 1 -3 months	0	0%	112	10%	0	0%	112	10%
Between 3 -6 months	0	0%	107	10%	0	0%	107	10%
More than 6 months	0	0%	6	1%	0	0%	6	1%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>1108</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1108</b>	<b>100%</b>

<b>G</b>	<b>Data of grievances received against the TPA</b>	
Sr. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of the year	0
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Place : Mumbai

Date : 31-Mar-2024

Signature:

Parag Ved

CEO and Whole Time Director

Liberty General Insurance Limited