

**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED  
(ANNUAL DISCLOSURE)**

MAGMA GENERAL INSURANCE LIMITED  
(FORMERLY MAGMA HDI GENERAL INSURANCE COMPANY LIMITED)  
IRDA Registration No. 149 dated 22nd May, 2012

Information as at March 31, 2025

Date: March 31, 2025

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

Name of the TPA : East-West Assist Insurance TPA

Validity of agreement with the TPA: from 19/01/2025 to 18/01/2028

(Data is 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       | 0          | 90    | 0          |
| Number of lives serviced | 0          | 65787 | 0          |

**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 |
|-------------------|-----------------------|
| Andhra Pradesh    | Hyderabad             |
| Goa               | Goa                   |
| Gujarat           | Surat                 |
| Karnataka         | Bengaluru             |
| Maharashtra       | Mumbai                |
| Maharashtra       | Pune                  |
| New Delhi         | Delhi                 |
| Punjab            | Chandigarh            |
| Rajasthan         | Jaipur                |
| Rajasthan         | Indore                |
| Tamil Nadu        | Chennai               |
| Tamil Nadu        | Coimbatore            |
| West Bengal       | Kolkata               |

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

|      |  |            |
|------|--|------------|
| i.   | Outstanding number of claims at the beginning of the year                | 234        |
| ii.  | Number of claims received during the year                                | 4937       |
| iii. | Number of claims paid during the year (specify % also in brackets)       | 4462 (86%) |
| iv.  | Number of claims repudiated during the year (specify % also in brackets) | 417 (8%)   |
| v.   | Number of claims outstanding at the end of the year                      | 292        |

**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     | 0                          | 0                    | 69%                   | 58%                  |
| 2      | Within 1-2 hours   | 0                          | 0                    | 25%                   | 32%                  |
| 3      | Within 2-6 hours   | 0                          | 0                    | 6%                    | 9%                   |
| 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>       | 0                          | 0                    | 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 | Individual    |            | Group         |            | Government    |            | Total         |            |
|--|---------------|------------|---------------|------------|---------------|------------|---------------|------------|
|  | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage |
| Within 1 month   | -             | -          | 4,861         | 99.63%     | -             | -          | 4,861         | 99.63%     |
| Between 1-3 months   | -             | -          | 18            | 0.37%      | -             | -          | 18            | 0.37%      |
| Between 3 to 6 months  | -             | -          | -             | 0.00%      | -             | -          | -             | 0.00%      |
| More than 6 months   | -             | -          | -             | 0.00%      | -             | -          | -             | 0.00%      |
| <b>Total</b>   | -             | -          | 4,879         | 100.00%    | -             | -          | 4,879         | 100.00%    |

Percentage is 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