

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)MAGMA GENERAL INSURANCE LIMITED
(FORMERLY MAGMA HDI GENERAL INSURANCE COMPANY LIMITED)

IRDAI Registration No. 149 dated May 22, 2012

Information as at March 31, 2026

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

Name of the TPA (If services rendered by TPA) -

Safeway Insurance TPA Private Limited

Validity of agreement with the TPA: from 08/08/2024 to 07/08/2027

(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	0	174	0
Number of lives serviced	0	54409	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	Visakhapatnam
Bihar	Patna
Chandigarh	Chandigarh
Gujarat	Ahmedabad
Jharkhand	Ranchi
Karnataka	Bengaluru
Kerala	Kochi
Maharashtra	Mumbai
New Delhi	Delhi
Punjab	Mohali
Punjab	Ludhiana
Punjab	Amritsar
Rajasthan	Jaipur
Tamil Nadu	Chennai
Telangana	Hyderabad
Uttar Pradesh	Lucknow
West Bengal	Kolkata

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	240
ii.	Number of claims received during the year	3082
iii.	Number of claims paid during the year (specify % also in brackets)	2717(91%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	266(9%)
v.	Number of claims outstanding at the end of the year	339

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%	100%	94%
2	Within 1-2 hours	0%	0%	0%	6%
3	Within 2-6 hours	0%	0%	0%	0%
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%
	Total	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 of claims:

Payment

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	0	0	2716	99.96%	0	0	2716	99.96%
Between 1-3 months	0	0	1	0.04%	0	0	1	0.04%
Between 3 to 6 months	0	0	0	0.00%	0	0	0	0.00%
More than 6 months	0	0	0	0.00%	0	0	0	0.00%
Total	0	0	2717	100.00%	0	0	2717	100.00%

f (a). Turn Around Time in case of repudiation of claims:

Repudiation

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	0	0	260	97.74%	0	0	260	97.74%
Between 1-3 months	0	0	6	2.26%	0	0	6	2.26%
Between 3 to 6 months	0	0	0	0.00%	0	0	0	0.00%
More than 6 months	0	0	0	0.00%	0	0	0	0.00%
Total	0	0	266	100.00%	0	0	266	100.00%

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	Nil
2	Grievances received during the year	Nil
3	Grievances resolved during the year	Nil
4	Grievances outstanding at the end of the year	Nil

Refer Health TPA Regulations , as amended from time to time