

FORM NO. NL-48

**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) - East-West Assist Insurance TPA

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

(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	150	0
Number of lives serviced	0	126872	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	292
ii.	Number of claims received during the year	14695
iii.	Number of claims paid during the year (specify % also in brackets)	12127(91%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1248(9%)
v.	Number of claims outstanding at the end of the year	1612

less 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	87%	55%
2	Within 1-2 hours	0	0	11%	34%
3	Within 2-6 hours	0	0	2%	9%
4	Within 6-12 hours	0	0	0%	0%
5	Within 12-24 hours	0	0	0%	1%
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:

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	12100	99.78%	0	0	12100	99.78%
Between 1-3 months	0	0	27	0.22%	0	0	27	0.22%
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	12127	100.00%	0	0	12127	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	1246	99,84%	0	0	1246	99,84%
Between 1-3 months	0	0	2	0,16%	0	0	2	0,16%
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	1248	100,00%	0	0	1248	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	0
2	Grievances received during the year	11
3	Grievances resolved during the year	11
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time