



# Universal Sampo General Insurance Co. Ltd.

(A joint venture of Indian Bank, Indian Overseas Bank, Karnataka Bank Ltd,  
Dabur Investments Corp. and Sampo Japan Insurance Inc.)

## PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (Information as at 31-Mar-2021)

Name of the Insurance Company: **Universal Sampo General Insurance Co Ltd**

a. Services rendered by: **Inhouse Health Claims Management**

(i) Validity of agreement with the TPA: **Not Applicable**

b. Number of policies and lives serviced in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	242772	345	0
Number of lives serviced	552338	267140	0

c. Information with regards to the geographical area in which services are rendered by the TPA's/ Insurer (State names- District names shall be provided) in respect of which public disclosures are made. **Not Applicable**

d. Data of number of claims processed:

- Outstanding number of claims at the beginning of the year:- **1390**
- Number of claims received during the year- **37279**
- Number of claims paid during the year: - **27982 (72%)**
- Number of claims repudiated during the year: - **9247\* (24%)**
- Number of claims outstanding at the end of the year:- **1440**

\*This includes claims where Insured had given details about proposed hospitalization but not followed up by actual details of Hospitalization/ or Insured didn't submitted mandatory documents for processing of claim despite multiple reminders.

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	58%	60%	64%	66%
2	Within 1-2 hours	27%	31%	23%	27%
3	Within 2-6 hours	15%	9%	13%	7%
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		100%	100%	100%	100%

\*Percentage to be calculated on total of the respective column.

Registered & Corporate Office : 103, First Floor, Ackruti Star, MIDC Central Road, Andheri (East) , Mumbai, Maharashtra-400093.

Tel: 022-41659800, 022-41659900. Toll Free 1-800-22-4030 (MTNL/BSNL) / 1-800-200-4030 (Reliance)

Website : www.universalsampo.com Email: contactus@universalsampo.com. CIN# U66010MH2007PLC166770.



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\*\*Reckoned from the time last necessary document is received by Insurer/TPA (whichever is earlier) and till final pre auth is issued to the hospital.

\*\*\*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 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	30941	99.21%	6008	99.44%	0	0.0%	36949	99.25%
Between 1-3 months	246	0.79%	34	0.56%	0	0.0%	280	0.75%
Between 3-6 months	0	0.0%	0	0.0%	0	0.0%	0	0.0%
More than 6 months	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	<b>31187</b>	<b>100.0%</b>	<b>6042</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>	<b>37229</b>	<b>100.0%</b>

\*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	Grievance outstanding at the beginning of the year	0
2	Grievances received during the year	230
3	Grievances resolved during the year	230
4	Grievances outstanding at the end of the year	0

Place: Mumbai  
Date: 31-07-2021

Signature of MD & CEO  
Name of the Insurer: Universal Sampo  
General Insurance Company Limited