

FORM-B

Claim Management & Claim Processing Services

S. No.	Parameters	Rating Standards	EAST ZONE	WEST ZONE	NORTH ZONE	SOUTH ZONE	Remarks
1	Retail Policy Premium & ICR						
2	Group Policy Premium & ICR						
3	Bancassurance Policy Premium & ICR						
4	Turn Around Time(TAT) for claim processing	7 days					
5	Average Claim Size						
6	Processing of claim files	as per SLA and Claim Guidelines					

CEO OF THE TPA

CFO OF THE TPA

STATUTORY AUDITORS