

Annual Report by Third Party Administrator

FORM TPA – 8

1	PARTICULARS OF THE TPA:		
1.1	Name of the TPA :	SAFEWAY INSURANCE TPA PVT LTD	
1.2	(A) Address - Registered Office:	815, VISHWA SADAN, DISTRICT CENTRE, JANAK PURI NEW DELHI	
		Pin code: <u>110058</u> Landline No: <u>011-45451300</u>	
		E-mail: <u>SUPPORT@SAFEWAYTPA.IN</u> Fax No: <u>011-41425671</u>	

1.3	Financial year	2018-2019
1.4	Board of directors as on.....(end of concerned FY).....and changes in the board since the date of statement of the preceding year.	

Sr. No.	Name of Director and DIN No.	Age	Address with telephone no., Mobile no., e-mail	Details of Directorship in other Companies	Particulars of Change in Board (Cession / Appointment)	Date of Change in Board
1	DR DIVNEET KAUR DIN : 00917647	42	B4/11, 3 rd Floor, Rajouri Garden, New Delhi – 11 00 27 Mail ID: drdivneet@safewaytpa.in Mob : +91 9811277664	NA	NA	NA
2	HARJIT KAUR DIN : 02118405	62	3-4-812/A, Flat No.212/4, Paragon Venkatadari Apts., Barkathpura, Hyderabad. Mail ID: harjit@safewaytpa.in Mob : +91 9394761607	Director of M/S Mega Home Improvement Pvt. Ltd (Non-Insurance)	NA	NA

1.5	Details of Chief Executive Officer (CEO)	
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Sr. No.	Name of CEO	Age	Address with telephone no., Mobile no., e-mail	Qualifications	Details of Directorship in other Companies	Date of joining with TPA Company as a CEO
1	MAHESH SHARMA	60	6398-A, Rajiv Vihar, Manimajra Chandigarh Mail : ceo@safewaytpa.in Mob : 09815393166	BSC, Fellow of Insurance Institute of India	NIL	01.06.2012

FOR SAFEWAY INSURANCE TPA PVT. LTD.

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DIRECTOR

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1.6	Details of Chief Administrative Officer (CAO)
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Sr. No.	Name of CAO	Age	Address with telephone no., Mobile no., e-mail	Qualifications	Details of Directorship in other Companies	Date of joining with TPA Company as a CAO
1	NIL	NIL	NIL	NIL	NIL	NIL

1.7	Details of Chief Medical Officer (CMO)
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Sr. No.	Name of CMO	Age	Address with telephone no., Mobile no., e-mail	Qualifications	Details of Directorship in other Companies	Date of joining with TPA Company
1	Dr. Moushumi Choudhury	53	1402, SAI AVENUE, OFF VEERA DESAI ROAD, ANDHERI WEST MUMBAI MAIL : rm.kol@safewaytpa.in MOB : +91 9874054800	MBBS	NIL	01.08.2018

1.8	Name and Address of Auditors	CHARANJIT MALHOTRA, 10452/1 , STREET NO13, MULTANI THANDA , PAHARGUNJ, 110055
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1.9	Enumeration of TPA services provided :	Claim Servicing for various non-life insurance companies and Pre Insurance Medical Examinations for Life and Non-Life Insurance Companies
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1.10	Enumeration of standing arrangements with hospitals and with doctors : Number of agreements with Network Providers Number of agreements with Doctors	NIL
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1.11	Summary of TPA Business:	
a.	No. of insurers with whom agreements entered with.	6
b.	Lives covered under Health Policies (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	10562851
c.	Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	75777
d.	Number of Hospitals tied up by the TPA (beginning of concerned FY)	5170
e.	Hospitals tied up during (for the concerned FY)	1044
f.	Total Hospitals terminated or removed during (concerned FY)	838

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	g.	Total Hospitals tied up as on (end of concerned FY)	5376
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1.12	Summary of TPA services:
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Sr. No.	Particulars of Services	No. of Policies Serviced	No. of lives Serviced	Amount of Premium Serviced wherever available. (INR in Lakh)
1	Individual / Retail Health Insurance Policies	76038	186726	10818.91
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	56	79957	2404.29
3	Policies issued under RSBY or other similar policies issued by insurers	13	8018114	16815.26
4	Pre-Insurance Medical Examination	0	52636	0
5	Foreign Travel Policies issued by Indian insurer	0	0	0
6	Foreign Travel Policies issued by Foreign insurer	0	0	0
7	Non-insurance healthcare schemes sponsored by Central / State Government.	02	2225418	0

Schedule – 1, FORM TPA – 8-RA

Revenue Account for the year ending 31st March 2019

Expenses		Income	
I.	Directors' remuneration 1,596,261	I.	Income
II.	Staff expenses		(a) Income from insurers (Indian & foreign) 135,043,284
	(a) salaries, provident fund 30,702,951		(b) From others (please specify)
	(b) other benefits 4,356,740		(c) Investment income 4,400,530
III.	Office expenses		(d) Profit on sale of investments or assets
	(a) Rent, rates and taxes 4,207,767		
	(b) Electricity, water 1,002,711		
	(c) House-keeping and Cleaning -		
	(d) Others 873,024		
IV.	Operating Expenses		
	(a) Travel 3,218,608		
	(b) Entertainment -		
	(c) Lease rent of equipments -		
	(d) Post, telecommunication and similar expenses 2,522,104		
	(e) Audit fees 30,000		
	(f) Legal Expenses -		
	(g) Repairs and maintenance 1,114,660		
	(h) Depreciation 3,251,802		
	(i) Motor Vehicle Expenses -		
	(j) MSBY Expenses 44,455,221		
	(k) Other Expenses 40,290,821		
	(l) Loss on sale of investments or assets -		
	(m) Profit/Loss for the year 1,821,145		

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Director
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Schedule – 2, FORM TPA – 8-PL**Profit and Loss Appropriation Account for the year ending 31st March 2019**

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Loss Brought Forward	-	Profit Brought Forward	1,911,511
Loss for the year	-	Profit for the year	1,821,145
Dividend for the year	-	Transfer from reserves	-
Tax on Dividend	-	Loss Carried forward	-
Transfer of Reserves	-	Deferred tax credit	-
Other allocations from profit	-		
Provision for taxation	543,020		
Differed tax liability	317,876		
Taxation of earlier year	101,074		
Profit carried forward	2,770,686		

Schedule – 3, FORM TPA – 8-BS**Balance Sheet as at 31st March 2019**

Liabilities	Amount (Rs.)	Amount (Rs.)	Assets	Amount (Rs.)	Amount (Rs.)
Authorized Capital		40,000,000	Building / Properties Cost	39,012,928	
Issued Capital	40,000,000		Less Depreciation	(861,726)	38,151,202
Paid up Capital	40,000,000				
Reserves & Surplus		2,770,686	Furniture & Fixtures	1,249,336	
Amounts Due to			Less Depreciation	(273,768)	975,568
a) Insurers	-				
b) Hospitals	-		Air Conditioners	261,871	
c) Doctors	-		Less Depreciation	(37,991)	223,880
d) Others	-	-			
			Electrical Installation		
Secured Loan		-	Less Depreciation		-
			Office Equipments	567,573	
Unsecured Loan		8,500,000	Less Depreciation	(141,323)	426,250
			Computer Software	5,118,073	
Deferred Tax Liability		327,009	Less Depreciation	(1,830,824)	3,287,249
Bank Overdraft		-	Motor Vehicles	417,932	
			Less Depreciation	(106,170)	311,762
Current Liability					
Sundry Creditors	85,581,415		Investments		-
Provisions	799,213		Government Securities (Market Value)		-
Provision For Gratuity	2,050,503				-
Others	6,473,357	94,904,488	Loan & Advances		37,257,539
			Deferred tax Assets		-
			Receivables		
			From Insurers		20,842,199
			Others		951,183
			Cash & Bank Balances		44,075,351
TOTAL		146,502,183	TOTAL		146,502,183

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Schedule – 4

Schedule of the income received towards various activities during the FY 2018-19.

Sr No	Description	Income / Remuneration received during the FY (Amt. INR in Lakhs)
1	Towards Health Services of the Individual policies issued by Indian Insurers	654.41
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	416.57
3	Pre-insurance medical examination	66.21
4	Towards Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	NIL
5	Towards Non Insurance Services rendered	23.52
6	Towards Servicing of policies issued by foreign Insurers	NIL
7	Other income (Bank Interest Income)(A) (please specify accounting head wise other income received)	44.01
	Other income - Charges of medical Examination, to be Reimbursed as services charges to Diagnostic centre and Hospital (PIMS)	189.72
		1394.44

Schedule – 5

Schedule of apportionment of Expenses to various activities during the FY 2018-19.

SI No	Description	Expenses incurred during the FY (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers	1372.10
2	Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	NIL
3	Non Insurance Services rendered	NIL
4	Servicing of policies issued by foreign Insurers	NIL
5	Other Expenses Incurred (to specify)	NIL

Schedule – 6

1. Data of claims received during the year.....

Benefit Based Policies		Cashless Claims		Reimbursement Claims		Total	
Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
57	249288	51416	1246652392	15086	475413629	66559	1722315309

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2. Data of Settled Claims in respect of Individual Policies;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	53	207884	9141	401469942	5349	113089643	14543	514767469
Between 1 – 3 Months	3	6062	1610	56314399	1445	28569469	3058	84889930
Between 3 to 6 Months	0	0	46	3481591	93	1659842	139	5141433
More than 6 months	0	0	0	0	0	0	0	0

3. Data of settled Claims in respect of Group Policies;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	1804	129679526	6813	104385667	8617	234065193
Between 1 – 3 Months	0	0	409	55307658	811	23294998	1220	78602656
Between 3 to 6 Months	0	0	2	417918	5	130161	7	548079
More than 6 months	0	0	0	0	0	0	0	0

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4. Data of settled Claims in respect of Total (Individual Policies + Group Policies);

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	53	207884	10945	531149468	12162	217475310	23160	748832662
Between 1 – 3 Months	3	6062	2019	111622057	2256	51864467	4278	163492586
Between 3 to 6 Months	0	0	48	3899509	98	1790003	146	5689512
More than 6 months	0	0	0	0	0	0	0	0

5. Data of Claims in respect of Individual Policies recommended for repudiation

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	5	31900	331	20775133	993	49607540	1329	70414573
Between 1 – 3 Months	0	0	110	8759735	346	15335042	456	24094777
Between 3 to 6 Months	0	0	12	1978987	33	1708656	45	3687643
More than 6 months	0	0	0	0	0	0	0	0

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6. Data of Claims in respect of Group Policies recommended for repudiation

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	46	4666137	190	5313185	236	9979322
Between 1 – 3 Months	0	0	13	1388838	63	1380943	76	2769781
Between 3 to 6 Months	0	0	1	30033	2	31815	3	61848
More than 6 months	0	0	0	0	0	0	0	0

7. Data of Claims in respect of Total Policies (Individual + Group Policies) recommended for repudiation;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	5	31900	377	25441270	1183	54920725	1565	80393895
Between 1 – 3 Months	0	0	123	10148573	409	16715985	532	26864558
Between 3 to 6 Months	0	0	13	2009020	35	1740471	48	3749491
More than 6 months							0	0

(Note: In respect of data on Repudiations, amount of claim made by the policyholder to be mentioned as the amount of claim repudiated)

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8. Data of Claims Outstanding in respect of Individual Policies;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	920	52694044	521	19619944	1441	72313988
Between 1 – 3 Months	0	0	157	8303214	139	6666787	296	14970001
Between 3 to 6 Months	0	0	8	777648	4	279253	12	1056901
More than 6 months	0	0	0	0	0	0	0	0

9. Data of Claims Outstanding in respect of Group Insurance Policies;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	367	22332679	206	8089091	573	30421770
Between 1 – 3 Months	0	0	107	9510859	58	2972814	165	12483673
Between 3 to 6 Months	0	0	3	166732	4	561146	7	727878
More than 6 months	0	0	0	0		0	0	0

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10. Data of Claims Outstanding in respect of Total Policies (Individual + Group Policies)

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	1287	75026723	727	27709035	2014	102735758
Between 1 – 3 Months	0	0	264	17814073	197	9639601	461	27453674
Between 3 to 6 Months	0	0	11	944380	8	840399	19	1784779
More than 6 months	0	0	0	0	0	0	0	0

(Note: In respect of data on Claims Outstanding, amount of claim made by the policyholder to be mentioned as the amount of claim Outstanding)

(Note: In respect of data on Claims Outstanding, amount of claim made by the policyholder to be mentioned as the amount of claim Outstanding)

Schedule – 7

1. Directors Report; to be attached separately.

(Note: Inter alia, (i) to disclose the shareholding structure as at the end of financial year, (ii) Discuss Corporate Governance norms put-in place)

Enclosed

2. Auditors Report including audited financial and all notes, schedules to audited financials; to be attached separately.

Enclosed

FOR SAFEWAY INSURANCE TPA PVT. LTD.

Director
DIRECTOR

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