

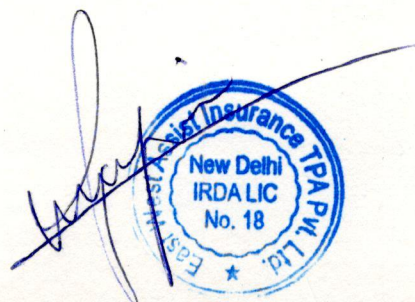
**18TH AUDITED ANNUAL REPORT
OF
THIRD PARTY ADMINISTRATOR HEALTH SERVICE**



**EAST WEST ASSIST INSURANCE TPA PVT. LTD
(IRDA LICENSE NUMBER-018)**

01/04/2020 – 31/03/2021

AUDITORS: S.K. MITTAL & CO, CHARTERED ACCOUNTANTS



As per Regulations 19 (11) of IRDAI (TPA – Health Services) Regulations, 2016

Service Level Agreement Details
(Annual Form to be furnished along with the Annual Report)

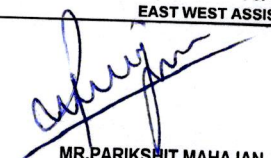
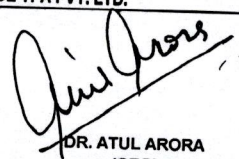
Form TPA – 6E

1	PARTICULARS OF THE TPA	
1.1	Name of the TPA :	EAST WEST ASSIST INSURANCE TPA PVT. LTD.
		38, Golf Links, New Delhi
1.2	(A) Address - Registered Office:	Pin code: 110003 Landline No: 011-47222666
1.3	Financial Year	E-mail: assistance@eastwestassist.com Fax No: N.A.
		2020-2021
1.4	Details of Service level Agreements (SLAs)	NIC PERIOD OF SLA : 16-06-2020 TO 15-06-2022 RELIGARE PERIOD OF SLA : 10-08-2020 TO 09-08-2021 UIIC PERIOD OF SLA : 01-10-2020 TO 31-03-2021 IFFCO PERIOD OF SLA : 01-01-2020 TO 31-12-2023 OICL PERIOD OF SLA : 01-12-2019 TO 30-11-2021

S.No	Cumulative SLAs till beginning of the Year					SLAs entered in the Year					Total SLAs at the end of the year				
	5					0					5				
	Fresh	Renewal	Modification	Termination	Total	Fresh	Renewal	Modification	Termination	Total	Fresh	Renewal	Modification	Termination	Total
NIC		YES	YES												
UIIC		YES	YES												1
RELIGARE		YES	YES												1
IFFCO	YES	YES					YES	YES				YES	YES		1
OICL	YES	YES					YES	YES				YES	YES		1

1.5	Details of Service level Agreements (SLAs)	SLA details for complete financial year to be provided. (for the period / up to the period)
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Sr. No.	Name of the Insurer	Type of Services to be rendered (Retail Policy / Group Policy/ RSBY / PIMS / Others – Please specify	Type of SLA (Fresh / Renewal / Modification)	Purchase of stamp viz Non Judicial Stamp Paper estamp/Special Adhesive /franking / any	Date of Agreement dd/mm/yyyy	Validity of Agreement	
						From	To
1	NIC	MEDICLAIM RETAIL & GROUP	RENEWAL	16/06/2020	16/06/2020	16/06/2020	15/06/2022
2	UIIC	MEDICLAIM RETAIL & GROUP	RENEWAL	07/12/2020	01/10/2020	01/10/2020	31/03/2021
3	RELIGARE	MEDICLAIM RETAIL & GROUP	RENEWAL	16/07/2020	10/08/2020	10/08/2020	09/08/2021
4	IFFCO	MEDICLAIM RETAIL & GROUP	RENEWAL	01/11/2019	01/01/2020	01/01/2020	31/12/2023
5	OICL	MEDICLAIM RETAIL & GROUP	RENEWAL	05/10/2019	01/12/2019	01/12/2019	30/11/2021

Date: 29.06.2021	For and on behalf of EAST WEST ASSIST INSURANCE TPA PVT. LTD.	
Place: New Delhi	 MR. PARIKSHIT MAHAJAN (MANAGING DIRECTOR)	 DR. ATUL ARORA (CEO)



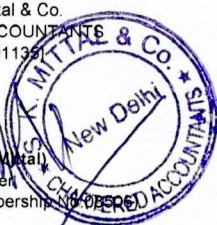
EAST WEST ASSIST INSURANCE TPA PRIVATE LIMITED (CIN: U85199DL2002PTC113981)
(Formerly known as East West Assist TPA Private Limited)

REVENUE ACCOUNT FOR THE YEAR ENDING 31st MARCH 2021

	YEAR ENDED 31.03.2021 Amount (Rs.)	YEAR ENDED 31.03.2020 Amount (Rs.)		YEAR ENDED 31.03.2021 Amount (Rs.)	YEAR ENDED 31.03.2020 Amount (Rs.)
Expenditure			Income		
Director's remuneration	-	10,08,000	a) From insurers	4,04,18,614	3,87,99,583
Staff expenses			b) From others		
a) Salaries, allowances & contribution to PF/ESIC	2,09,38,662	2,20,38,594	Interest from Bank	5,71,461	88,542
b) Other benefits	14,63,078	17,22,153	Interest on Refund of Income Tax	2,45,684	5,87,365
Office expenses			Misc. Receipt	14,266	7,516
a) Rent, rates and taxes	28,18,230	31,65,546	Liability written back	2,11,986	3,43,797
b) Electricity, water	6,70,594	5,87,954	c) Investment income	-	-
c) Others- Office Expenses	5,67,895	10,79,954	d) Profit on sale of:		
d) Insurance	66,973	1,32,150	Investments	43,957	2,15,856
Operating Expenses			Fixed Assets	-	6,66,935.53
e) Travel	13,61,190	22,37,555			
f) Lease rent of equipments	97,900	1,22,976			
Post, telecommunication and similar expenses	10,06,807	13,50,146			
i) Audit fees	1,50,000	1,50,000			
j) Legal & Professional expenses	44,40,712	8,56,692			
k) Repairs and Maintenance	2,93,698	4,71,971			
l) Depreciation	24,55,627	31,79,472			
m) Motor Vehicle Expenses	90,660	2,16,154			
n) Bad Debts	-	-			
Others					
Printing & Stationery	9,33,132	11,32,455			
Bank Charges	30,319	51,934			
Books & Periodicals	1,213	4,679			
Software Expenses	2,85,395	1,23,640			
Interest on late payment TDS	37,816	29			
Interest on late payment GST	330	10,940			
Late Fees for GST	6,050	35,230			
Repairs and maintenance- Computers	2,36,993	2,19,999			
Filing fee	-	-			
Festival Expenses	1,87,205	4,24,376			
Licence & Membership fee	43,840	5,600			
Security charges	3,82,840	2,26,651			
Annual maintenance charges	2,62,619	43,600			
Donation	11,000	15,000			
Credit Card Charges	-	4,342			
Misc. Expenses	12,32,988	7,52,610			
e) Loss on sale of Investment	-	-			
- Investment	-	-			
p) Profit/(Loss) for the year	14,32,203	(6,60,807)			
	4,15,05,967	4,07,09,595		4,15,05,967	4,07,09,595

As per our report of even date annexed
For S. K. Mittal & Co.
CHARTERED ACCOUNTANTS
(FRN No.01135)

(S.K. Mittal)
Partner
(Membership No. 00806)



For and on behalf of the Board
EAST WEST ASSIST INSURANCE TPA
PRIVATE LIMITED.

(Parikshit Mahajan)
DIN: 01532632
Director

(Dr. D. K. Chawla)
DIN: 01601316
Director

(Dr. Atul Arora)
ADOPA4681J
CEO



Place: New Delhi

Dated: 29th June 2021

UDIN: 21008506 AAAADJ2634

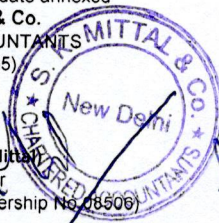
EAST WEST ASSIST INSURANCE TPA PRIVATE LIMITED (CIN: U85199DL2002PTC113981)

(Formerly known as East West Assist TPA Private Limited)

PROFIT & LOSS APPROPRIATION ACCOUNT

FOR THE YEAR ENDING 31st MARCH 2021

	YEAR ENDED 31.03.2021 Amount (Rs.)	YEAR ENDED 31.03.2020 Amount (Rs.)		YEAR ENDED 31.03.2021 Amount (Rs.)	YEAR ENDED 31.03.2020 Amount (Rs.)
Loss brought forward	78,36,782	1,03,90,332	Profit brought forward	-	-
Loss for the year	-	6,79,094	Profit for the year	14,32,203	-
Dividend for the year	-	-	Transfer from reserves	-	-
Issue of Bonus Shares	-	-	Deferred Tax of Current Year	(2,92,709)	28,16,258
Transfer to reserves	-	-	Excess I Tax provision for earlier years w/back	-	4,16,386
Other allocations from profits	-	-	Loss carried forward	66,97,288	78,36,782
Provision for Tax					
- For the year	-	-			
- for earlier years	-	-			
Provision for Deferred Tax		-			
Depreciation charged to Reserve	-	-			
Profit carried forward	-	-			
	78,36,782	1,10,69,426		78,36,782	1,10,69,426


Significant Accounting Policies &
Notes on Accounts . Schedule -9As per our report of even date annexed
For S. K. Mittal & Co.
CHARTERED ACCOUNTANTS
(FRN.No.01135)(S.K. Mittal)
Partner
(Membership No. 08506)(Parashit Mahajan)
DIN: 01592632
DirectorFor and on behalf of Board
EAST WEST ASSIST INSURANCE TPA
PRIVATE LIMITED.(Dr. D. K. Chawla)
DIN: 01601316
Director(Dr. Atul Arora)
ADOPA4681J
CEOPlace: New Delhi
Dated: 29th June 2021

UDIN: 21008506 AAAADJ2634



BALANCE SHEET AS AT 31st MARCH 2021

Significant Accounting Policies & Notes on Accounts - Schedule - 10


(Dr. Atul Arora)
ADOPA4681J
CEO

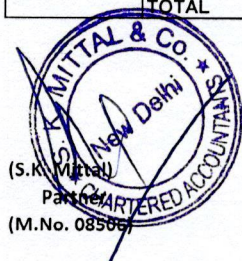


SCHEDULE 4 : FORM TPA 8

EAST WEST ASSIST INSURANCE TPA PRIVATE LIMITED (CIN: U85199DL2002PTC113981)
(Formerly Known as East West Assist TPA Private Limited)

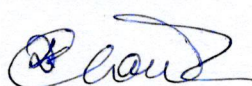
Schedule of the income received towards various activities during the FY 2020-2021

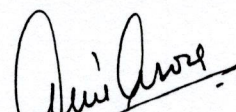
Sr. No.	Description	Income / Remuneration received during the FY (Amt. INR in Lakhs)
1	Towards Health Services of the Individual policies issued by Indian Insurers	232.36
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	171.83
3	Pre-insurance medical examination	N.A
4	Towards Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	N.A
5	Towards Non Insurance Services rendered	N.A
6	Towards Servicing of policies issued by foreign Insurers	N.A
7	Other income (please specify accounting head wise other income received)	
	a) Interest from Bank	5.71
	b) Interest on Refund of Income Tax	2.46
	c) Income from Investment	0.00
	d) Profit on Sale of Investment	0.44
	e) Profit on Sale of Car	0.00
	f) Misc. Receipt	0.14
	g) Liability written back	2.12
	TOTAL	415.06



(S.K. Mittal)
Partner
(M.No. 08586)


(Parikshit Mahajan)
DIN: 01592632
Director


(Dr. D.K. Chawla)
DIN: 01601316
Director


(Dr. Atul Arora)
PAN NO: ADOPA4681J
C.E.O



SCHEDULE 5 : FORM TPA 8

EAST WEST ASSIST INSURANCE TPA PRIVATE LIMITED (CIN: U85199DL2002PTC113981)
(Formerly Known as East West Assist TPA Private Limited)

Schedule of apportionment of Expenses to various activities during the FY-2020-2021

Sr. No.	Description	Expenses incurred during the FY (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers	415.06
2	Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	N.A
3	Non Insurance Services rendered	N.A
4	Servicing of policies issued by foreign Insurers	N.A
5	Other Expenses Incurred (to specify)	N.A
	I. Directors' Remuneration	0.00
	II. Staff expenses	
	a) salaries & contribution to PF/ESIC	209.39
	b) other benefits	14.63
	III. Office expenses	
	a) Rent, rates and taxes	28.18
	b) Electricity, water	6.71
	c) House keeping and Cleaning	0.00
	d) Others	6.35
	e) Travel	13.61
	f) Entertainment	0.00
	g) Lease rent of equipments	0.98
	h) Post, telecommunication and similar expenses	10.07
	i) Audit Fees	1.50
	j) Legal & Professional Expenses	44.41
	k) Repairs and maintenance	2.94
	l) Depreciation	24.56
	m) Motor Vehicle Expenses	0.91
	o) Other expenses	36.52
	o) Loss on sale of Fixed Assets/Investment	0.00
	p) Profit/Loss for the year	14.32
	TOTAL	415.06

(S.K. Mittal)
Partner
(M.No. 08506)

(Pankshit Mahajan)
DIN: 01592632
Director

(Dr. D.K. Chawla)
DIN: 01601316
Director

(Dr. Atul Arora)
PAN NO: ADOPA4681J
C.E.O



SCHEDULE 6 : FORM TPA 8

EAST WEST ASSIST INSURANCE TPA PRIVATE LIMITED (CIN: U85199DL2002PTC113981)

1. Data of claims received during the year 2020-2021

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	Number of Claims	Amount of Claims
0	0	9883	745544925	21458	374784154	31341	1120329079

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

Description (to be reckoned from the date of receipt of Claim)	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	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	0	0	5285	232759120	1694	51119593	6979	283878713
Between 1 -3 Months	0	0	2128	112641423	1121	41767031	3249	154408454
Between 3 to 6 Months	0	0	374	20197457	112	4443451	486	24640908
More than 6 Months	0	0	409	19203337	153	3857578	562	23060915

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

Description (to be reckoned from the date of receipt of Claim)	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	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	0	0	898	58556418	17296	132431467	18194	190987885
Between 1 -3 Months	0	0	323	35740765	354	21575669	677	57316434
Between 3 to 6 Months	0	0	140	14090763	97	4134958	237	18225721
More than 6 Months	0	0	42	4554441	10	624700	52	5179141

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 Policies		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	0	0	6183	291315538	18990	183551060	25173	474866598
Between 1 -3 Months	0	0	2451	148382188	1475	63342700	3926	211724888
Between 3 to 6 Months	0	0	514	34288220	209	8578409	723	42866629
More than 6 Months	0	0	451	23757778	163	4482278	614	28240056

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 Policies		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	0	0	458	36707420	293	16436798	751	53144218
Between 1 -3 Months	0	0	118	7941098	375	15856550	493	23797648
Between 3 to 6 Months	0	0	38	1738804	71	4287414	109	6026218
More than 6 Months	0	0	24	1449659	64	3088717	88	4538376

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 Policies		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	0	0	64	5269642	127	4486592	191	9756234
Between 1 -3 Months	0	0	7	623253	39	2468515	46	3091768
Between 3 to 6 Months	0	0	11	792348	20	354038	31	1146386
More than 6 Months	0	0	8	432370	89	1669951	97	2102321

(Mr. Parikshit Mahajan)
DIN: 01592632
Managing Director

(Dr. Anil Arora)
ADON: 4581J
CEO



SCHEDULE 6 : FORM TPA 8

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 Policies		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	0	0	522	41977062	420	20923390	942	62900452
Between 1 - 3 Months	0	0	125	8564351	414	18325065	539	26889416
Between 3 to 6 Months	0	0	49	2531152	91	4641452	140	7172604
More than 6 Months	0	0	32	1882029	153	4758668	185	6640697

Note - Closed Claims also included in the report of recommended for repudiation;
(Note: In respect of data on Repudiations, amount of claim made by the policyholder to be mentioned as the amount of claim)

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

Description (to be reckoned from the date of receipt of Claim)	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	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	0	0	440	45355637	155	11529606	595	56885243
Between 1 - 3 Months	0	0	165	16801607	41	3894369	206	20695976
Between 3 to 6 Months	0	0	41	1794360	8	172343	49	1966703
More than 6 Months	0	0	76	7059080	14	792724	90	7851804

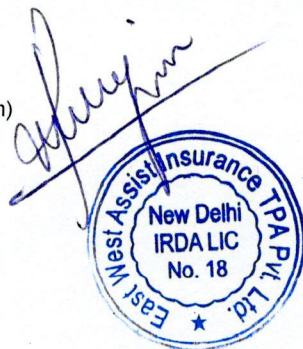
9. Data of Claims Outstanding in respect of Group Insurance Policies;

Description (to be reckoned from the date of receipt of Claim)	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	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	0	0	120	10433006	291	7101091	411	17534097
Between 1 - 3 Months	0	0	24	5942324	52	1444921	76	7387245
Between 3 to 6 Months	0	0	18	4894660	21	915952	39	5810612
More than 6 Months	0	0	47	4255246	17	464402	64	4719648

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 Policies		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	0	0	560	55788643	446	18630697	1006	74419340
Between 1 - 3 Months	0	0	189	22743931	93	5339290	282	28083221
Between 3 to 6 Months	0	0	59	6689020	29	1088295	88	7777315
More than 6 Months	0	0	123	11314326	31	1257126	154	12571452

(Mr. Parikshit Mahajan)
DIN: 01592632
Managing Director



(Dr. Arora)
ADCPA4681J
CEO



East West Assist Insurance TPA Pvt. Ltd.

Plot No. 172, JP House, 2nd Floor, Lane-2,
Westand Marg, Saidulajab, Near Saket Metro Station
New Delhi – 110030, India
Ph: +91-11-47222666, 41748080, 49789841
Email: assistance@eastwestassist.com

Undertaking from Registered TPA Company

It is hereby declared that the particulars furnished with respect Annual Report of our TPA Company in Form TPA – 8 and Schedule 1 to 7 there under towards various activities of the TPA Company during the FY 2020-21 were examined, and are true and correct. It is also declared that the TPA Company did not receive any other income or remuneration from any other sources other than the one that is declared in the above Schedule.

For and on behalf of
EAST WEST ASSIST INSURANCE TPA PRIVATE LIMITED

Date: 29.6.2021
Place: New Delhi


MR. PARIKSHIT MAHAJAN
(Managing Director)


DR. ATUL ARORA
(CEO)



Certificate from the Statutory Auditors of the TPA Company

Certified that the above information about financials furnished in annual report and Schedules 1 to 5 therein by EAST WEST ASSIST INSURANCE TPA PRIVATE LIMITED is as extracted from the transactions of EAST WEST ASSIST INSURANCE TPA PRIVATE LIMITED for the Financial Year 2020-2021.

For and on behalf of
S. K. Mittal & Co.
Chartered Accountants

Dated: 29th June 2021

Place: New Delhi

UDIN: 21008506AAAADL5162

S. K. Mittal
Partner

