Audited Annual Report of Third Party Administrator Health Services



EAST WEST ASSIST INSURANCE TPA PVT. LTD.

(IRDA LICENSE NUMBER: 018)

01/Apr/2016 - 31/03/2017 Auditors: S. K. Mittal & Co., Chartered Accountants



NEERAJ BATRA

(CEO)

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)

1.1	Name of the Ti	-					EAST WEST	ASSIST IN	SURANCE T	PA PRI	VATE LIMIT	ED					
14		10/10/1	- 170			1	38, GOLF LIN	KS, NEW	DELHI New D	Delhi							
				D	letared Office												
			Addre	155 - Reg	istered Office	te.	Pin code:	10003_	Landline No:	_011-4							
2	(A)						E-mail:as	sistance@	geastwestass	ist.com	Fax N	lo: 011-29	554130, 47	222640			
3			C11-	Financ	ial Year		2016-17										
4				The state of the s													
1.5		Deta	ils of Se	ervice lev	vel Agreement	s (SLAs	RELIGARE P	ERIOD OF	15-06-2016 TO SLA: 01-07- 01-10-2016 T	2016 T	0 30-06-201	19					
		Cum	ulative S	SLAs till	beginning of	the Year	SLA	s entered	in the Year			Total S	LAs at the	end of th	ie year		
					2			3					3	,			
	S.No	Fresh	Renewal	Modification	Fermination	Total	Fresh	Renewal	Modification	Termination	Total	Fresh	Renewal	Modification	Termination		
	NIC	-	YES					YES					YES				
			YES					YES					YES		-	_	
	UIIC											YES					
.5	UIIC RELIGARE	Deta		ervice le	vel Agreement	is (SLAs	SLA d	etails for	complete fina	incial y	ear to be p	rovided. (1	or the perio	od / up t	o the pe	riod	
.5	RELIGARE		ils of Se	Type of to be re (Retail I Group I RSBY /	Services indered Policy/ Policy/ PIMS /	Type (F	SLA d	Date of F stamp vi Judicial Paper	Purchase of z Non Stamp	t	Date of	rovided. (1	or the perio	od/up to	o the pe	riod	
1.5		Name		Type of to be re (Retail I Group I RSBY /	Services Indered Policy / Policy / Policy / PIMS / Please	Type (F Re	SLA d	Date of f stamp vi Judicial Paper estamp/	Purchase of	t Ag		rovided. (f		od / up to		riod	
1.5	RELIGARE Sr.	Name Ins	ils of Se	Type of to be re (Retail I Group I RSBY / Others specify	Services Indered Policy / Policy / Policy / PIMS / Please	Type (F Re: Modi	SLA d	Date of I stamp vi Judicial Paper estamp/ sive /frame	Purchase of iz Non Stamp SpecialAdhe	t Ag dd/	Date of reement						
.5	Sr. No.	Name Ins	e of the	Type of to be re (Retail I Group I RSBY / Others specify MEI RETAIL MEI	Services Indered Policy / Policy / Policy / Policy / PIMS / Please	Type (F Rei Modi	SLA d	Date of I stamp vi Judicial Paper estamp/ sive /frai	Purchase of iz Non Stamp SpecialAdhe nking / any	t Ag dd/	Date of reement mmlyyyy	15-	Validi		reement	201	

PARIKSHIT MAHAJAN

Place: New Delhi

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 2017

	YEAR ENDED 31.03.2017	YEAR ENDED 31.03.2016			YEAR ENDED 31.03.2017	YEAR ENDED 31 03 2016
	Amount (Rs.)	Amount (Rs.)			Amount (Rs.)	Amount (Rs.)
Expenditure			In	come		
Director's remuneration	39,31,298	40.96.078	a)		4,53,40,320	2 00 E0 424
Director's removie about	39,31,290	40,96,076	a)	from insurers	4,53,40,320	3,99,50,431
Staff expenses			b)	from others (please specify)		
a) Salaries, allowances &	0376304350330	STATES PREPARATES				
contribution to PF/ESIC	1,81,56,121	1,68,17,815		Interest from Bank (TDS 60,059)	6,37,634	8,61,282
b) Other benefits	13,71,987	16,73,314		Interest on Refund of Income Tax	8,78,593	3,65,066
of Care Delicits				Misc. Receipt		
Office expenses						82,242
a) Rent, rates and taxes	40.00.000	40.47.000		(Liability written Back)		
	19,88,972	18,17,633	2004	THE WAY THE THE WHILE AND SALE THE SALE		CONTRACTOR OF THE PARTY OF THE
	7,71,733	7,62,257	c)	Investment income	7.5	33,728
c) House keeping and cleaning				THE PARTY NAMED IN CONTROL OF		
			d)	Profit on sale of:		
d) Others	29,47,243	10,67,402		Investments	5,05,434	23,948
Insurance	1,94,680	1,20,351		Assets	3,79,951	
Operating Expenses						
e) Travel	20 47 000	24.44.502				
) Entertainment	36,47,902	24,44,583				
		68,171				
Lease rent of equipments		*				
Post, telecommunication and	14,02,764	17,45,046				
n) similar expenses	CAMPENDENT.	/// Minerales				
) Audit fees	1,25,000	1,25,000				
) Legal & professional expenses	13,71,881	6,19,458				
Repairs and maintenance	2,43,904	1,63,824				
) Depreciation	27,23,434	18,40,858				
n) Motor vehicle expenses	4,29,874	6,13,646				
n) Others	6,86,611	3,88,968				
Printing & Stationery	14,25,119	15,47,721				
Bank Charges	1,02,763	2,69,142				
Software Maintenance	8,91,606	4,37,103				
Interest on late payment of service tax	1,66,027	1,47,129				
Interest on late payment T.D.S	56,180	49,915				
Interest on late payment P.F.						
Computer Expenses	2.59.245	1,80,015				
Filing fee	7.200	9.300				
Penalty		1.00.000				
Festival Expenses	4,80,599	6,70,113				
Licence & Membership fee	11,226	11,226				
Foreign Exchange Fluctuation	11,220	11,220				
Claims excess processed rejected		- 3				
	4 00 700	00.557				
Security charges	1,98,702	92,507				
Annual maintenance charges	1,23,339	1,43,320				
Advertisement and publicity	18,900					
Donation	25,000	15,000				
Credit Card Charges	21,199	13,487				
Training Expenses	14,836	5				
Other expenses						
Preliminary Expense W/off		2				
Prior Period items		14,28,523				
) Loss on sale of assets	2,27,620	*				
) Profit for the year	37,18,967	18,37,792				
The state of the s	4,77,41,932	4,13,16,697			4,77,41,932	4,13,16,697

NEW DELHI

Place:New Delhi Dated: 23.06.2017

As per our report of even date annexed for S. K. Mittal & Co. Chartered Accountants [FRN.No.01135]

> (S.K. Mittal) Partner [Membership No.08506]

(Dr. N. P. S. Chawla) DIN 00227930 Director for and on behalf of the Board EAST WEST ASSIST INSURANCE TPA PRIVATE LIMITED.

(Patikshir Mahajan) DIN: 01592632 Director

New Delhi IRDA LIC No. 18

Insuran

(Neeraj Batra) AHTPB9850E CEO

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 2017

	YEAR ENDED 31.03.2017 Amount (Rs.)	YEAR ENDED 31.03.2016 Amount (Rs.)		YEAR ENDED 31.03.2017 Amount (Rs.)	YEAR ENDED 31.03.2016 Amount (Rs.)
Loss brought forward			Profit brought forward	2,14,28,449	2,06,54,259
Loss for the year	*		Profit for the year	37,18,967	18,37,792
Dividend for the year			Transfer from reserves		- 8
Issue of Bonus Shares	2,10,00,000		Deffered Tax of Current Year	3,21,292	ď.
Transfer to reserves			Loss carried forward		
Other allocations			Loss carried lorward		
from profits	*	8.1	Excess I Tax provision for earlier years w/back	2,56,736	2
Provision for Tax - For the year - for earlier years	14,00,000	10,08,000 38,488			
Provision for Deferred Tax		17,115			
Depreciation charged to Reserve					
Profit carried	33,25,443	2,14,28,449			
	2,57,25,443	2,24,92,052		2,57,25,443	2,24,92,051

Significant Accounting Policies & Notes on Accounts . Schedule -9

As per our report of even date annexed for S. K. Mittal & Co.

Chartered Accountants [FRN.No.01135]

Place: New Delhi Dated: 23.06.2017

NEW DELHI

(S.K. Mittal)

Partner

[Membership No.08506]

(Dr. N.P. S. Chawla) DIN: 00227930

Director

for and on behalf of Board EAST WEST ASSIST INSURANCE TPA PRIVATE LIMITED

(Parikshit Mahajan) DIN: 01592632

Director

(Neeraj Batra) AHTPB9850E CEO

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

(Formerly known as East West Assist TPA Private Limited)

BALANCE SHEET AS AT 31st MARCH 2017

	CHE	YEAR ENDED 31.03.2017 Amount (Rs.)	YEAR ENDED 51.03.2016 Amount (Rs.)		SCHE -DULE		YEAR ENDED 31.03.2017 Amount (Rs.)		YEAR ENDED 31.03.2016 Amount (Rs.)
inblittes				Assets	4				
urmorised capital		4,00,00,000	1,00,00,000	Building properties Cost					
ssued Capital		4,00,00,000	1.00,00.000	Less : Depreciation					
and up capital	1	4,00,00,000	1,00,00,000	Furniture & fixtures . Cost		22.32.823		18.81.519	
mounts due to	2	3.80,735	8.06.683	Less: Depreciation		13,24,748	9.06,075	11,57,585	7,03,93
Hospitals Doctors		11,57,812	2,46.275	Air conditioners Less : Depreciation		8,66,700 7,52,835	1,13,865	7,59,200 6,94,112	65,08
Others				Electrical Installation		3,91,740	* ** ***	2,29,835	22.073
scured Loans om Banks gainst hypothecation of cars)		18,74,159	17,31,830	Less: Deprediation Computer software	-	2,44,895 75,02,495	1,45,844	85.21,157	26,011
paints hypomecanon or carry				Lass Depreciation		59,21,726	15,80,770 _	53.39.369	11,81,76
om Director			9,60,000	Office equipments Cost		41.35.780		33 83 962	
undry Creditors	35	54,99,694	1,45,50,052	Less Depreciation	-	25,06,294	16,29,486	18,75,174	14,88,78
eserves off & Loke A/c		33,25,443	2,14,26,449	Motor Vehicles Cost Less : Depreciation		75,37,616 17,90,415	57,47,201	67,51,075 38,53,477	28.97,50
effered Tax Liability				Investments Government securities (Market value Nit)	5				
				Loans and Debentures (Market value NII)					
				Other investments (Market value Rs. 140,97,153) Receivables	PY Rs 16,63,649)	1,38,02,503	1,38,02,503	13,09,916	13,09,91
				a) from insurance		59,12,542	59,12,542	27,22,581	27,22,58
				Cash & bank balances Advances	7 8		90,22,626 1,54,62,906		2,24,47,44
				Deffered Tax Asset		6,90,836	6.90,828	3,69,534	1,69.53
	-	5,50,37,844	4,97,15,289				5,50,37,844		4,97,15,281

Significant Accounting Policies & Notes on Accounts - Schedule -9

As per our report of even date annexed for S. K. Mittal & Co. Chartered Accountants (FRN No 01135)

Place New Dells Owled: 23:06:2017

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

(Parits Art Mahaja DIN: 01592632

(Neeroj Biatra) AHTPBB850E

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 2016-2017

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	188.8
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	264.5
3	Pre-insurance medical examination	N.
4	Towards Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	N.
5	Towards Non Insurance Services rendered	N.
6	Towards Servicing of policies issued by foreign Insurers	N.
7	Other income (please specify accounting head wise other income	
	a) Interest from Bank	6.3
	b) Interest on Refund of Income Tax	8.7
	b) Profit on Sale of Investment	5.0
	b) Profit on Sale of Car	3.8
	TOTAL	477.4

Partner

NEW DELHI (Dr. N. P. S. Chawla) DIN: 00227930

SATTIAL

Director

(Parikshit Mahajan) DIN: 01592632 Director

(Neeraj Batra) AHTPB9850E CEO

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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-2016-2017

Sr No	Description	Expenses incurred during the FY (Amt. INR in Lakhs)
	Health Services of the policies issued by Indian	
	1 Insurers	440.23
	Health Services in the foreign jurisdiction in respect of 2 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	39.31
	II. Staff expenses	
	a) salaries & contribution to PF/ESIC	181.56
	b) other benefits	13.72
	III. Office expenses	
	a) Rent, rates and taxes	19.88
	b) Electricity, water	7.72
	c) House keeping and Cleaning	0
	d) Others	31.41
	e) Travel	36.48
	f) Entertainment	0
	g) Lease rent of equipments	0
	h) Post, telecommunication and similar expenses	14.03
	i) Audit Fees	1.25
	j) Legal & Professional Expenses	13.72
	k) Repairs and maintenance	2.44
	I) Depreciation	27.23
	m) Motor Vehicle Expenses	4.30
	n) Other expenses	44.89
	o) Loss on sale of Fixed Assets	2.28
	p) Profit/Loss for the year	37.19
	TOTAL	477.41

(S.K. Mittal)



(Dr. N. P. S. Chawla) DIN: 00227930 Director

(Parikshit Mahajan) DIN: 01592632 Director (Neeraj Batra) AHTPB9850E CEO



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

1. Data of claims received during the year 2016-2017

Benefit Ba	sed Policies	Cashless Claims		Reimburse	ment Claims	Total		
Number of Claims	Amount of Claims							
0	0	10110	596760801	52061	499459059	62171	1096219860	

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

	Benefit Bar	sed Policies	Cashles	Cashless Claims		ment Claims	Total		
Description (to be reckoned from the date of receipt of Claim)	Number of Claims	Amount of Claims	Number of Claims	Amount of	Number of Claims	Amount of	Number of Claims	Amount of Claims	
within 1 months from date of receipt of claim	0	0	474	15808528	5370	40642369	5844	56450897	
Between 1 – 3 Months	0	0	4708	204708579	2295	56617865	7003	261326444	
Between 3 to 6 Months	0	0	1277	69968495	466	17315397	1743	87283892	
More than 6 Months	0	0	218	15066806	35	2197956	253	17264762	

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

	Benefit Bas	sed Policies	Cashless Claims		Reimburse	ment Claims	Total		
Description (to be reckoned from the date of receipt of Claim)	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of	Number of Claims	Amount of Claims	
within 1 months from date of receipt of claim	0	0	264	10944290	39820	200808330	40084	211752620	
Between 1 –3 Months	. 0	0	1576	79546963	1305	47918996	2881	127465959	
Between 3 to 6 Months	0	0	473	34528128	268	10371616	741	44899744	
More than 6 Months	0	0	93	4968513	16	1092773	109	6061286	

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

	Benefit Based Policies		Cashles	Cashless Claims		ment Claims	Total		
Description (to be reckoned from the date of receipt of Claim)	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	738	26752818	45190	241450699	45928	268203517	
Between 1 -3 Months	0	0	6284	284255542	3600	104536861	9884	388792403	
Between 3 to 6 Months	0	0	1750	104496623	734	27687013	2484	132183636	
More than 6 Months	0	0	311	20035319	51	3290729	362	23326048	

No. 18

(Mr. Parkshit Mahalan) DIN: 01592632 Managing Director (Mr. Neeraj Batra) AHTPB9850E CEO

Cont....2

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

	Benefit Base	ed Policies	Cashle	Cashless Claims		ement Claims	Total		
Description (to be reckoned from the date of receipt of Claim)	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of	Number of Claims	Amount of Claims	
within 1 months from date of receipt of claim	0	0	571	34783889.7	68	2813447	639	37597337	
Between 1 -3 Months	0	0	76	6183426	269	9399982	345	15583408	
Between 3 to 6 Months	0	0	65	3080393	310	12172643	375	15253036	
More than 6 Months	0	0	102	4808838	134	6165886	236	10974724	

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

	Benefit Bas	sed Policies	es Cashless Claims		Reimburse	ement Claims	Total		
Description (to be reckoned from the date of receipt of Claim)	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of	Number of Claims	Amount of	
within 1 months from date of receipt of claim	0	0	84	4398850	846	7247265	930	11646115	
Between 1 –3 Months	0	0	28	1361044	252	1853107	280	3214151	
Between 3 to 6 Months	0	0	30	1461143	208	3961303	238	5422446	
More than 6 Months	0	0	45	2082017	58	1340928	103	3422945	

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	Page Obstanting	Number of Claims	Amount of	Number of Claims	Amount of
within 1 months from date of receipt of claim	0	0	655	39182739.7	914	10060712	1569	49243452
Between 1 – 3 Months	0	0	104	7544470	521	11253089	625	18797559
Between 3 to 6 Months	0	0	95	4541536	518	16133946	613	20675482
More than 6 Months	0	0	147	6890855	192	7506814	339	14397669

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	Number of Claims	Amount of	Number of Claims	Amount of
within 1 months from date of receipt of claim	0	0	451	19549166	152	4998746	603	24547912
Between 1 -3 Months	0	0	364	19585267	267	8889256	631	28474523
Between 3 to 6 Months	0	0	82	4582809	94	3460219	176	8043028
More than 6 Months	0	0	~ 29	3154657	1	215785	30	3370442

New Delhi IRDA LIC No. 18

(Mr. Parikshit Mahajari DIN: 01592632 Managing Director (Mr. Neeraj Batra) AHTPB9850E CEO

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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	278	15616728	149	3605794	427	19222522
Between 1 – 3 Months	0	0	209	15340496	244	5068814	453	21409310
Between 3 to 6 Months	0	0	49	4433472	87	964685	136	5398157
More than 6 Months	0	0	40	2919460	0	0	40	2919460

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	Number of Claims	Amount of
within 1 months from date	- 2	9	63.5					
of receipt of claim	0	0	729	35165894	301	8604539	1030	43770433
Between 1 -3 Months	0	0	573	34925763	511	14958069	1084	49883832
Between 3 to 6 Months	0	.0	131	9016281	181	4424904	312	13441185
More than 6 Months	0	0	69	6074117	1	215785	70	6289902

(Mr. Parikshif Mahajan) DIN: 01592632

Managing Director

New Dethi

No. 18

(Mr. Neeraj Batra) AHTPB9850E

404 & 602, DLF Place Saket, Mall Office Block, District Centre Saket, New Delhi – 110017, India Ph: +91-11-47222866 Fax: +91-11-47222860 eFax: +91-22-86466-900

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 2016-17 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

11 3 1 MO.

DATE: 24/06/2017 Place: NEW DELHI PARIKSHIT MAHAJAN (MANAGING DIRECTOR) NEERAJ BATRA (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 2016-2017.

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

Dated: 23/06/2017

Place: New Delhi

S. K. Mittal, Partner