

ORIGINAL

**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



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 PARTICULARS OF THE TPA	
1.1	Name of the TPA : EAST WEST ASSIST INSURANCE TPA PRIVATE LIMITED 38, GOLF LINKS, NEW DELHI New Delhi
1.2	(A) Address - Registered Office: Pin code: 110003 Landline No: 011-47222666 E-mail: assistance@eastwestassist.com Fax No: 011-29554130, 47222640
1.3	Financial Year 2016-17
1.4	
1.5	Details of Service level Agreements (SLAs) NIC PERIOD OF SLA : 15-06-2016 TO 14-06-2018 RELIGARE PERIOD OF SLA : 01-07-2016 TO 30-06-2019 UIIC PERIOD OF SLA : 01-10-2016 TO 30-09-2017


S.No	Cumulative SLAs till beginning of the Year					SLAs entered in the Year				Total SLAs at the end of the year					
	2					3				3					
	Fresh	Renewal	Modification	Termination	Total	Fresh	Renewal	Modification	Termination	Total	Fresh	Renewal	Modification	Termination	Total
NIC		YES					YES					YES			1
UIIC		YES					YES					YES			1
RELIGARE						YES				YES					1

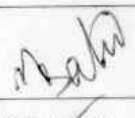
1.5	Details of Service level Agreements (SLAs)	SLA details for complete financial year to be provided. (for the period / up to the period )
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Sr. No.	Name of the Insurer	Type of Services to be rendered (Retail Policy / Group Policy / RSBY / PIMS / Others – Please specify)	Type of SLA (Fresh / Renewal / Modification)	Date of 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	13/08/2016	15/06/2016	15-06-2016	14-06-2018
2	UIIC	MEDICLAIM RETAIL & GROUP	RENEWAL	21/06/2016	10/01/2016	01-10-2016	30-09-2017
3	RELIGARE	MEDICLAIM RETAIL & GROUP	FRESH	13/06/2016	01/07/2016	01-07-2016	30-05-2019

Date: 24/06/2017

Place: New Delhi

  
 PARKSHIL MAHAJAN  
 (MANAGING DIRECTOR)  
 No. 18

  
 NEERAJ BATRA  
 (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 2017**

	YEAR	YEAR	YEAR	YEAR
	ENDED	ENDED	ENDED	ENDED
	31.03.2017	31.03.2016	31.03.2017	31.03.2016
	Amount (Rs.)	Amount (Rs.)	Amount (Rs.)	Amount (Rs.)
<b>Expenditure</b>				
Director's remuneration	39,31,298	40,96,078		
<b>Staff expenses</b>				
a) Salaries, allowances & contribution to PF/ESIC	1,81,56,121	1,68,17,815		
b) Other benefits	13,71,987	16,73,314		
<b>Office expenses</b>				
a) Rent, rates and taxes	19,88,972	18,17,633		
b) Electricity, water	7,71,733	7,62,257		
c) House keeping and cleaning	-	-		
d) Others	29,47,243	10,67,402		
Insurance	1,94,680	1,20,351		
<b>Operating Expenses</b>				
e) Travel	36,47,902	24,44,583		
f) Entertainment	-	68,171		
g) Lease rent of equipments	-	-		
Post, telecommunication and similar expenses	14,02,764	17,45,046		
i) Audit fees	1,25,000	1,25,000		
j) Legal & professional expenses	13,71,881	6,19,458		
k) Repairs and maintenance	2,43,904	1,63,824		
l) Depreciation	27,23,434	18,40,858		
m) 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	-	-		
Claims excess processed rejected	-	-		
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	13,467		
Training Expenses	14,836	-		
<b>Other expenses</b>				
Preliminary Expense W/off	-	-		
Prior Period items	-	14,28,523		
o) Loss on sale of assets	2,27,620	-		
p) Profit for the year	37,18,967	18,37,792		
	<b>4,77,41,932</b>	<b>4,13,16,697</b>	<b>4,77,41,932</b>	<b>4,13,16,697</b>



As per our report of even date annexed  
for S. K. Mittal & Co.  
Chartered Accountants  
[FRN.No.011135]

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

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

(Patiksha Mahajan)  
DIN: 01592632  
Director

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



(Neeraj Batra)  
AHTPB8850E  
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		YEAR ENDED	
	31.03.2017	31.03.2016	31.03.2017	31.03.2016
	Amount (Rs.)	Amount (Rs.)	Amount (Rs.)	Amount (Rs.)
Loss brought forward	-	-	2,14,28,449	2,06,54,259
Loss for the year	-	-	37,18,967	18,37,792
Dividend for the year	-	-	-	-
Issue of Bonus Shares	2,10,00,000	-	-	-
Transfer to reserves	-	-	3,21,292	-
Other allocations	-	-	-	-
from profits	-	-	-	-
Provision for Tax				
- For the year	14,00,000	10,08,000		
- for earlier years	-	38,488		
Provision for Deferred Tax	-	17,115		
Depreciation charged to Reserve	-	-		
Profit carried	33,25,443	2,14,28,449		
	<u>2,57,25,443</u>	<u>2,24,92,052</u>	<u>2,57,25,443</u>	<u>2,24,92,051</u>

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

(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

(Pankhit Mahajan)  
DIN: 01592632  
Director

(Neeraj Batra)  
AHTPB9650E  
CEO





SCHEDULE 4 : FORM TPA 8

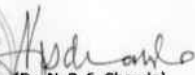
EAST WEST ASSIST INSURANCE TPA PRIVATE LIMITED (CIN: U85199DL2002PTC113981)  
( Formerly Known as East West Assist TPA Private Limited)

Schedule of the income received towards various activities during the FY 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	188.80
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	264.59
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	
	a) Interest from Bank	6.38
	b) Interest on Refund of Income Tax	8.79
	b) Profit on Sale of Investment	5.05
	b) Profit on Sale of Car	3.80
	<b>TOTAL</b>	<b>477.41</b>

  
(S.K. Mittal)  
Partner



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

  
(Parikshit Mahajan)  
DIN: 01592632  
Director

  
(Neeraj Batra)  
AHTPB9850E  
CEO



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)
1	Health Services of the policies issued by Indian Insurers	440.23
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	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
	l) 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
	<b>TOTAL</b>	<b>477.41</b>

(S.K. Mittal)  
Partner



(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 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	10110	596760801	52061	499459059	62171	1096219860

## 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	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;

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	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);

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	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

(Mr. Parkshit Mahajan)  
DIN: 01592632  
Managing Director

(Mr. Neeraj Batra)  
AHTPB9850E  
CEO



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## 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	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

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	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	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	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 Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
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

(Mr. Parikshit Mahajan)  
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	6068814	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 Claims	Number of Claims	Amount of Claims
within 1 months from date 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	9015281	181	4424904	312	13441185
More than 6 Months	0	0	69	6074117	1	215785	70	6289902

*(Signature)*  
 (Mr. Parikshit Mahajan)  
 DIN: 01592632  
 Managing Director

*(Signature)*  
 (Mr. Neeraj Batra)  
 AHTPB9850E  
 CEO





### 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



  
PARIKSHIT MAHAJAN  
(MANAGING DIRECTOR)

  
NEERAJ BATRA  
(CEO)

DATE: 24/06/2017  
Place: NEW DELHI

### 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