

**Audited Annual Report  
of  
Third Party Administrator Health Services**



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

01/Apr/2017 – 31/03/2018  
Auditors: S. K. Mittal & Co., Chartered Accountants



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


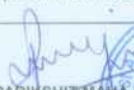

**Service Level Agreement Details**  
(Annual Form to be furnished along with the Annual Report)

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	Address - Registered Office: Pin code: 110003 Landline No: 011-47222666 E-mail: assistance@eastwestassist.com Fax No: N.A
1.3	Financial Year 2017-18
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 : 01-07-2017 TO 30-06-2019 UIIC PERIOD OF SLA : 01-10-2017 TO 30-09-2018

S.No	Cumulative SLAs till beginning of the Year					SLAs entered in the Year					Total SLAs at the end of the year				
	Fresh	Renewal	Modification	Termination	Total	Fresh	Renewal	Modification	Termination	Total	Fresh	Renewal	Modification	Termination	Total
NIC		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/SpecialAdhesive /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	22/06/2017	01/10/2017	01/10/2017	30/09/2018
3	RELIGARE	MEDICLAIM RETAIL & GROUP	RENEWAL	13/06/2016	01/07/2016	01/07/2016	30/06/2019

Date: 26.06.2018	For and on behalf of (EAST WEST ASSIST INSURANCE TPA PRIVATE LIMITED)
Place: New Delhi 	  MR. PARIKSHIT MAHAJAN (MANAGING DIRECTOR) MR. NEERAJ BATRA (CEO)



REVENUE ACCOUNT FOR THE YEAR ENDING 31st MARCH 2018

	YEAR ENDED 31.03.2018 Amount (Rs.)	YEAR ENDED 31.03.2017 Amount (Rs.)		YEAR ENDED 31.03.2017 Amount (Rs.)
<b>Expenditure</b>			<b>Income</b>	
Director's remuneration	2,433,000	3,931,298	a) From insurers	36,624.05
<b>Staff expenses</b>			b) From others	
a) Salaries, allowances & contribution to PF/ESIC	21,198,764	18,156,121	Interest from Bank (TDS 17212 )	171.40
b) Other benefits	2,012,386	1,432,389	Interest on Refund of Income Tax Misc. Receipt	376.00
<b>Office expenses</b>				3.89
a) Rent, rates and taxes	3,926,295	1,988,972	c) Investment income	260.60
b) Electricity, water	393,134	771,733	d) Profit on sale of Investments Assets	552.45
c) House keeping and cleaning	-	-		
d) Others- Office Expenses Insurance	1,540,740 133,282	2,947,243 134,278		
<b>Operating Expenses</b>				
e) Travel	3,354,408	3,647,902		
f) Entertainment	-	-		
g) Lease rent of equipments	144,472	-		
h) Post, telecommunication and similar expenses	1,745,604	1,402,764		
i) Audit fees	150,000	125,000		
j) Legal & professional expenses	1,285,097	1,371,881		
k) Repairs and maintenance	214,773	243,904		
l) Depreciation	4,902,118	2,723,434		
m) Motor vehicle expenses	254,663	429,874		
n) Others				
Printing & Stationery	1,309,895	1,425,119		
Bank Charges	34,460	102,763		
Software Maintenance	5,700	891,606		
Interest on late payment of service tax	37,461	166,027		
Interest on late payment T.D.S	84,987	56,180		
Late Fees for GST	2,900	-		
Computer Expenses	177,010	259,245		
Filing fee	7,500	7,200		
Festival Expenses	196,187	480,599		
Licence & Membership fee	6,683	11,226		
Security charges	77,604	198,702		
Annual maintenance charges	122,126	123,339		
Advertisement and publicity	-	18,900		
Donation	78,843	25,000		
Credit Card Charges	9,218	21,199		
Training Expenses	26,273	14,836		
Misc. Expenses	874,497	686,611		
o) Loss on sale of Investment - Investment	138,911	-		
- Assets	-	227,620		
p) Profit/(Loss) for the year	(8,891,751)	3,718,967		
	<u>37,989,258</u>	<u>47,741,932</u>		<u>37,989,258</u>

As per our report of even date annexed for S. K. Mittal & Co. Chartered Accountants [FRN.No.001135N]

(S.K. Mittal),  
Partner  
(Membership No.08506)



Place: New Delhi  
Dated: 26.06.2018

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

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

(Parvinder Mehra)  
DIN: 01592632  
Director



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

(Formerly known as East West Assist TPA Private Limited)

## PROFIT &amp; LOSS APPROPRIATION ACCOUNT

FOR THE YEAR ENDING 31st MARCH 2018

	YEAR ENDED 31.03.2018 Amount (Rs.)	YEAR ENDED 31.03.2017 Amount (Rs.)		YEAR ENDED 31.03.2018 Amount (Rs.)	YEAR ENDED 31.03.2017 Amount (Rs.)
Loss brought forward	-	-	Profit brought forward	3,325,443	21,428,449
Loss for the year	8891751	-	Profit for the year	-	3,718,967
Dividend for the year	-	-	Transfer from reserves	-	-
Issue of Bonus Shares	-	21,000,000	Deferred Tax of Current Year	708,780	321,292
Transfer to reserves	-	-	Excess I Tax provision for earlier years w/back	66,143	256,736
Other allocations from profits	-	-	Loss carried forward	4,791,385	-
Provision for Tax - For the year - for earlier years	-	1,400,000			
Provision for Deferred Tax	-	-			
Depreciation charged to Reserve	-	-			
Profit carried forward	-	3,325,443			
	<b>8,891,751</b>	<b>25,725,443</b>		<b>8,891,751</b>	<b>25,725,443</b>

Significant Accounting Policies &  
Notes on Accounts - Schedule -9As per our report of even date annexed  
for S. K. Mittal & Co.  
Chartered Accountants  
[FRN.No.001135N](S.K. Mittal)  
Partner  
[Membership No.08506]Place: New Delhi  
Dated: 26.06.2018For and on behalf of Board  
EAST WEST ASSIST INSURANCE TPA  
PRIVATE LIMITED(Dr. N. P. S. Chawla)  
DIN: 00227930  
Director(Pratikshit Mahajan)  
DIN: 01592632  
Director(Neera) Batra  
PAN: AHTPB9850E  
CEO



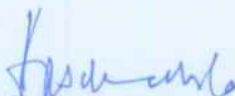
EAST WEST ASSIST INSURANCE TPA PRIVATE LIMITED (CIN: U85199DL2002PTC113981)  
( Formerly Known as East West Assist TPA Private Limited)

Schedule of the income received towards various activities during the FY 2017-2018

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	181.13
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	185.11
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	1.71
	b) Interest on Refund of Income Tax	3.77
	c) Income from Investment	2.61
	d) Profit on Sale of Investment	5.52
	e) Misc. Receipt	0.04
	<b>TOTAL</b>	<b>379.89</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)**  
(Formerly Known as East West Assist TPA Private Limited)

Schedule of apportionment of Expenses to various activities during the FY-2017-2018

Sr No	Description	Expenses incurred during the FY (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers	467.42
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
	<b>I. Directors' Remuneration</b>	<b>24.33</b>
	<b>II. Staff expenses</b>	
	a) salaries & contribution to PF/ESIC	211.99
	b) other benefits	20.12
	<b>III. Office expenses</b>	
	a) Rent, rates and taxes	39.26
	b) Electricity, water	3.93
	c) Others	16.74
	d) Travel	33.54
	e) Lease rent of equipments	1.44
	f) Post, telecommunication and similar expenses	17.46
	g) Audit Fees	1.50
	h) Legal & Professional Expenses	12.85
	i) Repairs and maintenance	2.15
	j) Depreciation	49.02
	k) Motor Vehicle Expenses	2.55
	l) Other expenses	30.53
	m) Loss on sale of Investment	1.39
	n) Profit/ (Loss) for the year	(88.92)
	<b>TOTAL</b>	<b>379.89</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 2017-2018

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	10231	559184063	55070	485482686	65301	1044666749

## 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	150	4325705	508	11536540	658	15862245
Between 1 -3 Months	0	0	3367	117133779	2050	57321650	5417	174455429
Between 3 to 6 Months	0	0	2416	104835971	806	30711162	3222	135547123
More than 6 Months	0	0	606	35305385	169	6280884	775	41566269

## 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	77	3233074	36794	170300044	36871	173533118
Between 1 -3 Months	0	0	1029	55376839	7623	53955114	8652	109331953
Between 3 to 6 Months	0	0	742	46019109	1019	7426334	1761	53445443
More than 6 Months	0	0	232	20721321	76	666188	308	21387509

## 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	227	7558779	37302	181836564	37529	189395363
Between 1 -3 Months	0	0	4396	172510618	9673	111276764	14069	283787382
Between 3 to 6 Months	0	0	3168	150855080	1825	38137486	4983	188992566
More than 6 Months	0	0	838	56026706	245	6927072	1083	62953778

## 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	702	42195338	122	5709689	824	47905027
Between 1 -3 Months	0	0	153	7624261	293	12594323	446	20216584
Between 3 to 6 Months	0	0	163	6602153	493	21606092	656	26208245
More than 6 Months	0	0	236	10038162	236	9201651	471	19239813

(Mr. Parikshit Mahajan)  
DIN: 01592632  
Managing Director



(Mr. Neeraj Batra)  
AHTPB9850E  
CEO



SCHEDULE 6 : FORM TPA 8

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	67	3316612	1009	6924652	1076	10240164
Between 1 -3 Months	0	0	28	1907635	689	4414989	717	6322624
Between 3 to 6 Months	0	0	51	2349090	566	4943410	617	7292500
More than 6 Months	0	0	107	5517287	211	1965351	318	7482938

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	769	45510950	1131	12634241	1900	58145191
Between 1 -3 Months	0	0	181	9531896	982	17009312	1163	26541208
Between 3 to 6 Months	0	0	214	8951243	1059	26549502	1273	35500745
More than 6 Months	0	0	342	15555449	447	11167002	789	26722451

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	527	18546001	191	8410799	718	26966800
Between 1 -3 Months	0	0	355	16775754	257	12622423	612	29398177
Between 3 to 6 Months	0	0	77	4677601	23	670738	100	5348339
More than 6 Months	0	0	67	3172536	11	226073	78	3398609

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	197	10899820	2358	15261623	2555	26161443
Between 1 -3 Months	0	0	184	13781743	499	6719435	683	20501178
Between 3 to 6 Months	0	0	115	9177335	53	359026	168	9536361
More than 6 Months	0	0	86	4754398	8	34619	94	4789017

(Mr. Parikshit Mahajan)  
DIN: 01592632  
Managing Director



(Mr. Neeraj Batra)  
AHTPB9850E  
CEO

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SCHEDULE 6 : FORM TPA 8

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	724	29445821	2649	23672422	3273	53116243
Between 1 -3 Months	0	0	539	30557497	766	19341859	1295	49899356
Between 3 to 6 Months	0	0	192	13854936	75	1029764	268	14884700
More than 6 Months	0	0	163	7926934	19	260692	172	8187626

(Mr. Parikshit Mahajan)  
DIN: 01592632  
Managing Director



(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 2017-18 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: 26.06.2018  
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 I 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 2017-2018.

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

**Dated: 26.06.2018**

**Place: New Delhi**



  
**S. K. Mittal, Partner**