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)

	PARTICUL	ARS OF THE TPA							
1.4	Name of t	he 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						
	(A)		E-mail:assistance@eastwestassist.comFax No: N.A						
1.3		Financial Year	2017-18						
1.4									
1.6		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						

	Cumu Year	lative SI	LAs till	beginning	of the			SLAs e	ntered in the	Year		Total S	LAs at the	end of	the year	
				3		1					3					
S.No.	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)

Sr. No.	Name of the	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/SpecialAdh esive /franking / any	Date of Agreement dd/mm/yyyy	Validity o	of Agreement
1	NIC	MEDICLAIM RETAIL & GROUP	RENEWAL	13/08/2016	15/06/2016	From 15/06/2016	To 14/06/2018
2	UIIC	MEDICLAIM RETAIL & GROUP	RENEWAL	22/06/2017	01/10/2017	From 01/10/2017	To 30/09/201
3	RELIGARE	MEDICLAIM RETAIL & GROUP	RENEWAL	13/06/2016	01/07/2016	From 01/07/2016	To 30/06/2019

Date: 26.06.2018

(EAST WEST ASSIST INSURANCE TPA PRIVATE LIMITED)

MR. PARIASHIT MANAGING DIRECTOR)

MR. 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 2018

Expenditure Director's remuneration Staff expenses) Salaries, allowances &	2,433,000	3,931,298	Inc		Amount (Re
Director's remuneration Staff expenses	2,433,000	3,931,298		ome	
Staff expenses				From insurers	36,624.0
II) Salanes, allowances &			(b)	From others	
contribution to PF/ESIC	21,198,764	18,156,121		Interest from Bank (TDS 17212)	171,4
ii) Other benefits	2,012,386	1,432,389		Interest on Refund of Income Tax Misc. Receipt	376,8- 3.81
Office expenses				STANDARD FARSTER FOR	
a) Rent, rates and taxes	3,926,295	1,988,972			
b) Electricity, water	393,134	771,733	(0)	Investment Income	260,60
 House keeping and cleaning 			- 4	THE PARTY OF THE PARTY OF	
	A 45 A 45 TH 1 A 1		(0)	Profit on sale of	parameter (a)
d) Others- Office Expenses	1,540,740	2,947,243		Investments	552,4
Insurance	133,282	134,278		Assets	
Operating Expenses					
a) Travel	3,354,408	3,647,902			
5 Entertainment	27/201161242	H1179,000,000			
g) Lease rent of equipments	144,472	E			
Post, telecommunication and	1,745,604	1,402,764			
n) similar expenses					
i) Audit fees	150,000	125,000			
) Legal & professional expenses	1,285,097	1,371,881			
Repairs and maintenance Depreciation	214,773 4,902,118	243,904 2,723,434			
m) Motor vehicle expenses	254,663	429,874			
n) Others	2071/2007	CHESIA			
Printing & Stationery	1,309,895	1,425,119			
Blank Charges	34,460	102,763			
Software Maintenance	5,700	891,606			
Interest on late payment of service tax	37,481	166,027			
Interest on late payment T.D.S	84,987	56,180			
Little Fees for GST	2,900				
Computer Expenses	177,010	259,245			
Fiting fee Festival Expenses	7,500 196,187	7,200 480,599			
Licence & Membership fee	8,683	11,226			
Security charges	77,604	198,702			
Armusi maintenance charges	122,126	123,339			
Advertisement and publicity		18,900			
Donation	78,843	25,000			
Credit Cerd Charges	9,218	21,199			
Training Expenses	26,273	14,836			
Mics Expenses	874,497	686,611			
Loss on sale of Investment Investment	100 011				
- Assets	138,911	227,620			
p) Profit/(Loss) for the year	(8,891,751)	3,718,967			
	37,989,258	47,741,932		The second secon	37,989,25

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

Place: New Dethi Dated: 26.06.2018

(S.K. Mittal) Partner [Membership No. 98506] NEW DELHI

SED ACCO

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

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

Director

OIN: 01592632 Director New Delhi

IRDALIC No. 18

(Parkstut Mahajan)

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 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		100	Transfer from reserves	+	*
Issue of Bonus Shares		21,000,000	Deferred Tax of Current Year	708,780	321,292
Transfer to reserves	î		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			
	8,891,751	25,725,443		8,891,751	25,725,443

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.001135N]

Place:New Delhi Dated: 26.06.2018 (S.K. Matal) Partner [Membership Ro 08506]

NEW DELH

(Dr. N. P. 8. Chawle) DIN: 00227930 Director

(Parikshit Mahajan) DIN: 01592632 Director

nsuran

New Delhi IRDALIC No. 18

for and on behalf of Board

EAST WEST ASSIST INSURANCE TPA

PRIVATE LIMITED

(Neeraj Batra) PAN: 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 2018

Jabilities Authorised capital saued Capital Paid up capital Nearves & Surplus Froft & Loss A/C	1	40,000,000 40,000,000 40,000,000	40,000,000	Assets Building properties	-4		Amount (Rs.)		Amount (Rs.)
saued Capital Paid up capital Neserves & Surplus	1	40,000,000		Building properties.					
Paid up capital Reserves & Surplus	1		40 000 000						
Neserves & Surplus	1	40.000.000	40,000,000	Cost Less : Depreciation					
		4000000000	40,000,000	Furniture & fixtures					
rofit & Lass A/c				Cost Less : Depreciation		2,483,637 1,625,681	1157 0111	2,232,823	
		(4,791,385)	3,325,443		-	1,020,001	857,956	1,324,748	908,075
mounts due to	2			Air conditioners Cost		866,700		866,700	
Innonen Hospitals		1,157,812	380,735 1,157,812	Less : Depreciation	_	822,266	44,434	752,835	113,865
Doctors Others		5		Electrical installation				391,740	
			-	Cost Less : Depreciation		420,115 327,505	98,609	244,895	140.144
om Banks		1,233,650	1,674,159	Computer software		78.1000			146,844
gainst hypothecation of cars)		(100000000	11001711000	Cost		8,611,846		7,502,496	
Isscured Loans				Less : Depreciation	-	7,316,742	1,295,104	5,921,726	1,580,770
om Director		-		Office equipments Cost					
undry Creditors	3	6,676,211	8,499,695	Less : Depreciation		4,828,288 3,488,726	1,339,562	4,135,780 2,506,294	1,629,466
				Motor Vehicles					
ferred Tax Liability				Cost Less : Depreciation		8,287,616	VO. 1827 MOST	7,537,616	
					-	3,806,288	4,481,328	1,790,415	5,747,201
				Leasehold Improvement Cost		279,112			
				Less : Depreciation		55,823	223,289		8
				CWIP-Software	4.1		1,622,000		
				Investments	5.				
				Government securities (Market value Nii)					
				Loans and Debentures (Market value NII)		4.		9	197
				Other investments		8,020,883	8,020,883	13,802,503	10,802,500
				(Market value Rs. 80,57,003 P	Y Rs.140,97,153)			
				Receivables From insurers	6				
				FT9911 HIPMINER			10,578,839		5,912,542
				Cash & bank balances	7		2,914,709		9,022,826
				Advances	8		11,399,988		15.482.906
				Deferred Tax Asset			1,399,606	690,826	690,626
									-
		44,276,288	55,037,844			_	44,276,288		55,037,844

Notice on Accounts . Schedule -9

As per our report of even date annexed for S. K. Mittal & Co. Chartered Accountants (FRNNN 001135N)

(S.K. Mittel)

NEW DELHI

EDACE

Place:New Dethi Dated: 25.06.2018

(pr. N. P. S. Chawta) BIN: 00227930

Director

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

rikshit Maha DIN: 01592632

> New Delhi IRDA LIC No. 18

(Neeraj 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	Description	Remuneration received during the FY
140	Towards Health Services of the Individual	(Amt. INR in Lakhs
1	policies issued by Indian Insurers	181.1:
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	
3	Pre-insurance medical examination	185.1
	Towards Health Services in the foreign	N./
4	jurisdiction in respect of the policies issued by Indian Insurers	
5	Towards Non Insurance Services rendered	N.A
6	Towards Servicing of policies issued by foreign insurers	N.A
	Other income	N.A
7	(please specify accounting head wise other income received)	
	a) Interest from Bank	
	b) Interest on Refund of Income Tax	1.71
	c) Income from Investment	3.77
	d) Profit on Sale of Investment	2,61
	e) Misc. Receipt	5.52
	of most recoupt	0.04
	TOTAL	379.89

(S.K. Mittal)

Partner

NEW DELHI

DIN: 00227930

Director

(Parikshit Mahajan DIN: 01592632 Director

(Neeraj Batra) AHTPB9850E CEO

New Delhi IRDALIC No. 18

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	Proceedings	Expenses incurred during the FY
NO.	Description Health Services of the policies issued by Indian	(Amt. INR in Lakhs)
1	Insurers	Annual Control of the
	Health Services in the foreign jurisdiction in	467.4
2	respect of the policies issued by Indian Insurers	N./
3	Non Insurance Services rendered	NJ
4	Servicing of policies issued by foreign insurers	N.A
D	Other Expenses Incurred (to specify)	N.A
-	I. Directors' Remuneration	24.33
	II. Staff expenses	
	a) salaries & contribution to PF/ESIC	211.99
	b) other benefits	20.12
	III. Office expenses	
	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	12.86
	I) Repairs and maintenance	2.15
	j) Depreciation	49.02
_	k) Motor Vehicle Expenses	2.55
	() Other expenses	30.53
	m) Loss on sale of Investment	1.39
	n) Profit/ (Loss) for the year	(88.92)
	TOTAL	379.89

(5.K. Migral

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

rikshit Mahajan) ON: 01592638 Director.

> New Delhi IRDA LIC No. 18

(Neera) Batra) AHTPB9850E CEO

SCHEDULE 6 : FORM TPA 8

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

1. Data of claims received during the year 2017-2018

and the second s	Benefit Based Policies		Cashless Claims		ment 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;

	Benefit Bar	sed Policies	Cashles	s Claims	Reimburg	sement 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 tate of receipt of claim	0	0	150	4325705	508	11536540	658	15852245	
Between 1 -3 Months	0	0.	3367	117133779		57321650	5417	174455429	
Between 3 to 6 Months	0	0	2416	104835971	806	30711162	3222	135547123	
More than 6 Months	0	0	606	36306385	169	6260884	775	41566269	

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

Phonocological desiration	Benefit Bas	sed Policies	Cashles	s Claims	Reimburs	sement Claims	Total		
Description (to be reckoned from the date of receipt of Claim) within 1 months from	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	
late of receipt of claim	0	0	77	3233074	36794	170300044	36871	173533118	
Between 1 -3 Months	0	0	1029	55376839	7623	53955114	8652	109331953	
Setween 3 to 6 Months	0	0	742	46019109	1019	7426334	1761	53445443	
fore than 6 Months	0	0	232	20721321	76	666188	308	21387509	

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

	Benefit Based Policies		Cashless Claims		Reimbursement Claims		Total	
Description (to be reckoned from the date of receipt of Claim) within 1 months from	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
ate of receipt of claim	0	0	227	7558779	37302	181836584	37529	189395363
setween 1 -3 Months	0	0	4396	172510618	9673	111276764	14069	283787382
Setween 3 to 6 Months	0	0	3158	150855080	1825	38137486	4983	188992566
Aore than 6 Months	0	0	838	56026706	245	6927072	1083	62953778

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

	Benefit Bas	Benefit Based Policies		Cashless Claims		Reimbursement Claims		Total	
Description (to be reckoned from the date of receipt of Claim) within 1 months from	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	
tate of receipt of claim	0	0	702	42195338	122	5709689	824	47905027	
Setween 1 -3 Months	0	0	153	7624261	293	12594323	446	20218584	
Between 3 to 6 Months	0	0	163	6602153	493	21606092	656	28208245	
More than 6 Months	0	0	235	10038162	236	9201651	471	19239813	

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

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SCHEDULE 6: FORM TPA 8

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

	Benefit Based Policies		Cashless Claims		Reimbursement 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 late of receipt of claim	0	0	67	3315612	1009	6924552	1076	10240164
etween 1 -3 Months	0	0	28	1907635	689	4414989	717	6322624
letween 3 to 6 Months	0	0	51	2349090	566	4943410	617	7292500
Aore than 6 Months	0	0	107	5517287	211	1965351	318	7482638

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

	Benefit Based Policies		Cashless Claims		Reimbursement Claims		Total	
Description (to be reckoned from the date of receipt of Claim) within 1 months from	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
late of receipt of claim	0	0	769	45510950	1131	12634241	1900	58145191
letween 1 – Months	0	0	181	9531896	982	17009312	1163	26541208
letween 3 to 6 Months	0	0	214	8951243	1059	26549502	1273	35500745
fore 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) within 1 months from	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
ate of receipt of claim	0	0	527	18546001	191	8410799	718	26956800
Setween 1 -3 Months	0	0	355	16775754	257	12622423	612	29398177
Between 3 to 6 Months	0	.0	77	4677601	23	670738	100	5348339
fore than 6 Months	0	0	67	3172536	11	226073	78	3398609

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

	Benefit Based Policies		Cashless Claims		Reimbursement Claims		Total	
Description (to be eckoned 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 late of receipt of claim	0	0	197	10899820	2358	15261623	2555	26161443
Setween 1 – Months	0	0	184	13781743	499	6719435	683	20501178
letween 3 to 6 Months	-0	0	115	9177336	53	359026	168	9536361
Nore than 6 Months	.0	0	86	4754398	- 8	34619	94	4789017

(Mr. Parikshit Mahajan) DIN: 01592632 Managing Director New Delhi IRDA LIC No. 18

(Mr. Neeraj Batra) AHTPB9850E CEO

Cont....3

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

Description (to be reckened 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 Glaims	Amount of Claims
within 1 months from	0	0	724	29445821	2549	23672422	3273	53118243
Between 1 -3 Months	0	0	539	30557497	756	19341859	1295	49899356
Setween 3 to 6 Months	0	0	192	13854936	76	1029764	268	14884700
More than 6 Months	0	0	163	7926934	19	260692	172	8187626

New Delhi IRDA LIC

No. 18

(Mr. Parikshit Mahajan) DIN: 01592632

Managing Director

(Mr. Neeraj Batra) AHTPB9850E CEO

404 & 602, DLF Place Saket, Mail Office Block, District Centre Saket, New Delhi - 110017, India Ph: +91-11-47222666 Fax: +91-11-47222640 eFax: +91-22-66466-900 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 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

New Delhi

Date: 26.06.2018 Place: New Delhi (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 2017-2018.

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

NEW DELHI

Dated: 26.06.2018

Place: New Delhi

S. K. Mittal, Partner