

**Audited Annual Report  
Of  
Third Party Administrator Health Service**



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

**01/Apr/2018 – 31/Mar/2019  
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 PVT. LTD.
		38, Golf Links, New Delhi
		Pin code: 110003 Landline No: 011-47222666
1.2	(A) Address - Registered Office:	E-mail: assistance@eastwestassist.com Fax No: N.A.
1.3	Financial Year	2018-2019
1.4	Details of Service level Agreements (SLAs)	NIC PERIOD OF SLA : 15-06-2018 TO 14-06-2020 RELIGARE PERIOD OF SLA : 01-07-2017 TO 30-06-2019 UIIC PERIOD OF SLA : 01-10-2018 TO 31-03-2019

S.No	Cumulative SLAs till beginning of the Year					SLAs entered in the Year					Total SLAs at the end of the year				
	3					2					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/SpecialAd hesive /franking / any	Date of Agreement dd/mm/yyyy	Validity of Agreement	
1	NIC	MEDICLAIM RETAIL & GROUP	RENEWAL	07-06-2018	15-06-2018	From 15/06/2018	To 14/06/2020
2	UIIC	MEDICLAIM RETAIL & GROUP	RENEWAL	07-02-2019	01-10-2018	From 01/10/2018	To 31/03/2019
3	RELIGARE	MEDICLAIM RETAIL & GROUP	RENEWAL	13-06-2016	01-07-2016	From 01/07/2016	To 30/06/2019

Date:	For and on behalf of (EAST WEST ASSIST INSURANCE TPA PVT. LTD.)	
Place: New Delhi	MR. PARIKSHIT MAHAJAN (MANAGING DIRECTOR)	<i>Maha</i> 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 2019**

	YEAR ENDED 31.03.2019 Amount (Rs.)	YEAR ENDED 31.03.2018 Amount (Rs.)		YEAR ENDED 31.03.2019 Amount (Rs.)	YEAR ENDED 31.03.2018 Amount (Rs.)
<b>Expenditure</b>			<b>Income</b>		
Director's remuneration	10,08,000	24,33,000	a) From insurers	3,76,00,298	3,66,24,059
<b>Staff expenses</b>			b) From others		
a) Salaries, allowances & contribution to PF/ESIC	2,43,91,467	2,11,98,764	Interest from Bank	88,490	1,71,406
b) Other benefits	13,48,392	20,12,386	Interest on Refund of Income Tax	-	3,76,845
<b>Office expenses</b>			Misc. Receipt	-	3,896
a) Rent, rates and taxes	35,40,756	39,26,295	Liability written back	11,69,897	-
b) Electricity, water	4,87,391	3,93,134	c) Investment income	-	2,60,602
c) Others- Office Expenses	16,04,115	15,40,740	d) Profit on sale of: Investments	2,40,429	5,52,451
d) Insurance	1,32,150	1,33,282			
<b>Operating Expenses</b>					
e) Travel	22,04,546	33,54,408			
f) Lease rent of equipments	3,12,086	1,44,472			
Post, telecommunication and	16,47,144	17,45,604			
h) similar expenses					
i) Audit fees	1,50,000	1,50,000			
j) Legal & professional expenses	7,00,258	12,85,097			
k) Repairs and maintenance	2,35,987	2,14,773			
l) Depreciation	38,21,898	49,02,118			
m) Motor vehicle expenses	3,47,728	2,54,663			
n) Bad Debts	5,50,023	-			
<b>Others</b>					
Printing & Stationery	11,84,194	13,09,895			
Bank Charges	41,199	34,460			
Software Expenses	78,390	5,700			
Interest on late payment of service tax	-	37,481			
Interest on late payment TDS	10,643	84,987			
Interest on late payment GST	51,903	-			
Late Fees for GST	18,710	2,900			
Repairs and maintenance- Computers	1,58,478	1,77,010			
Filing fee	4,187	7,500			
Festival Expenses	2,77,500	1,96,187			
Licence & Membership fee	5,022	8,683			
Security charges	1,25,811	77,604			
Annual maintenance charges	1,38,792	1,22,126			
Donation	10,000	78,843			
Credit Card Charges	12,152	9,218			
Training Expenses	-	26,273			
Misc. Expenses	3,68,334	8,74,497			
o) Loss on sale of Investment	-	1,38,911			
- Investment	-	1,38,911			
p) Profit/(Loss) for the year	(58,68,143)	(88,91,751)			
	<b>3,90,99,114</b>	<b>3,79,89,258</b>		<b>3,90,99,114</b>	<b>3,79,89,258</b>

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

Place: New Delhi  
Dated: 21.06.2019

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



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

(Parikshit Mahajan)  
DIN: 01592632  
Director



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

(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 2019

	YEAR ENDED 31.03.2019 Amount (Rs.)	YEAR ENDED 31.03.2018 Amount (Rs.)		YEAR ENDED 31.03.2019 Amount (Rs.)	YEAR ENDED 31.03.2018 Amount (Rs.)
Loss brought forward	47,91,385	-	Profit brought forward	-	33,25,443
Loss for the year	58,68,143	88,91,751	Profit for the year	-	-
Dividend for the year	-	-	Transfer from reserves	-	-
Issue of Bonus Shares	-	-	Deferred Tax of Current Year	2,69,196	7,08,780
Transfer to reserves	-	-	Excess I Tax provision for earlier years w/back	-	66,143
Other allocations from profits	-	-	Loss carried forward	1,03,90,332	47,91,385
Provision for Tax					
- For the year	-	-			
- for earlier years	-	-			
Provision for Deferred Tax	-	-			
Depreciation charged to Reserve	-	-			
Profit carried forward	-	-			
	<b>1,06,59,528</b>	<b>88,91,751</b>		<b>1,06,59,528</b>	<b>88,91,751</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.011135)(S.K. Mittal)  
Partner  
(Membership No.08506)Place: New Delhi  
Dated: 21.06.2019For and on behalf of Board  
EAST WEST ASSIST INSURANCE TPA  
PRIVATE LIMITED.(Parikshit Mahajan)  
DIN: 01592682  
Director(Dr. D. K. Chawla)  
DIN: 01601316  
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 2019**[illegible]

**Significant Accounting Policies &  
Notes on Accounts . Schedule - 10**

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)

Place: New Delhi  
Dated: 21.06.2019

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

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

(Mr. Neeraj Batra)  
AHTPB9850E  
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 2018-2019

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	183.88
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	192.12
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	0.88
	b) Interest on Refund of income Tax	0.00
	c) Income from Investment	0.00
	d) Profit on Sale of Investment	2.40
	e) Misc. Receipt	0.00
	<b>TOTAL</b>	<b>379.29</b>

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



(Prakshit Mahajan)  
DIN: 01592632  
Director



(Dr. D.K. Chawla)  
DIN: 01601316  
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-2018-2019

Sr No	Description	Expenses incurred during the FY (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers	449.67
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	10.08
	II. Staff expenses	
	a) salaries & contribution to PF/ESIC	243.91
	b) other benefits	13.48
	III. Office expenses	
	a) Rent, rates and taxes	35.41
	b) Electricity, water	4.87
	c) Others	22.86
	d) Travel	22.05
	e) Lease rent of equipments	3.12
	f) Post, telecommunication and similar expenses	16.47
	g) Audit Fees	1.50
	h) Legal & Professional Expenses	7.00
	i) Repairs and maintenance	2.36
	j) Depreciation	38.22
	k) Motor Vehicle Expenses	3.48
	l) Other expenses	24.85
	m) Loss on sale of Investment	0.00
	n) Profit/ (Loss) for the year	(58.68)
	TOTAL	390.99

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



(Pankshit Mahajan)  
DIN: 01592632  
Director



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

(Neeraj 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 ..2018-19**

Benefit Based Policies		Cashless Claims		Reimbursement Claims		Total	
Number of Claims	of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
0	0	11166	562146194	35123	407822907	46289	969969101

**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	1680	51293519	1460	28942361	3140	80235880
Between 1 –3 Months	0	0	4473	180785660	1760	59142175	6233	239927835
Between 3 to 6 Months	0	0	1120	50948395	627	27636964	1747	78585359
More than 6 Months	0	0	353	18784148	101	4309210	454	23093358

**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	134	4944268	28501	139843975	28635	144788243
Between 1 –3 Months	0	0	1448	75099934	2224	39908466	3672	115008400
Between 3 to 6 Months	0	0	607	47280122	548	9405790	1155	56685912
More than 6 Months	0	0	374	32616812	61	695545	435	33312357

**Mr.Parkishit Mahajan**  
DIN:01592632  
Managing Director



*M. Neeraj*

**Mr. Neeraj Batra**  
AHTPB9850E  
CEO



**SCHEDULE – 6 : FORM TPA -8**

**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	1814	56237787	29961	168786336	31775	225024123
Between 1 –3 Months	0	0	5921	255885594	3984	99050641	9905	354936235
Between 3 to 6 Months	0	0	1727	98228517	1175	37042754	2902	135271271
More than 6 Months	0	0	727	51400960	162	5004755	889	56405715

**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	708	4950526	121	8400409	829	13350935
Between 1 –3 Months	0	0	142	1529376	297	14055578	439	15584954
Between 3 to 6 Months	0	0	243	2868785	308	19266964	551	22135749
More than 6 Months	0	0	212	3450623	139	6300290	351	9750913

**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		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	100	1799611	837	5475063	937	7274674
Between 1 –3 Months	0	0	26	148400	439	3779454	465	3927854
Between 3 to 6 Months	0	0	53	90500	233	3228054	286	3318554
More than 6 Months	0	0	135	573866	248	3313090	383	3886956

Mr.Parkishit Mahajan  
DIN:01592632  
Managing Director

*M. Neeraj*  
Mr. Neeraj Batra  
AHTPB9850E  
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	808	6750137	958	13875472	1766	20625609
Between 1 –3 Months	0	0	168	1677776	736	17835032	904	19512808
Between 3 to 6 Months	0	0	296	2959285	541	22495018	837	25454303
More than 6 Months	0	0	347	4024489	387	9613380	734	13637869

(Note: In respect of data on Repudiations, amount of claim made by the policyholder to be mentioned as the amount of claim repudiated)

**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	453	19261951	169	5933718	622	25195669
Between 1 –3 Months	0	0	174	8708706	130	5739464	304	14448170
Between 3 to 6 Months	0	0	17	1733626	10	98506	27	1832132
More than 6 Months	0	0	35	1891453	10	309284	45	2200737

Mr.Parkishit Mahajan  
DIN:01592632  
Managing Director

  
Mr. Neeraj Batra  
AHTPB9850E  
CEO





**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	125	8642180	230	2792193	355	11434373
Between 1 –3 Months	0	0	70	5709269	48	2019566	118	7728835
Between 3 to 6 Months	0	0	27	1963627	10	229853	37	2193480
More than 6 Months	0	0	65	4345442	12	52780	77	4398222

**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	578	27904131	399	8725911	977	36630042
Between 1 –3 Months	0	0	244	14417975	178	7759030	422	22177005
Between 3 to 6 Months	0	0	44	3697253	20	328359	64	4025612
More than 6 Months	0	0	100	6236895	22	362064	122	6598959

(Note: In respect of data on Claims Outstanding, amount of claim made by the policyholder to be mentioned as the amount of claim Outstanding)

Mr.Parkishit Mahajan  
DIN:01592632  
Managing Director



*Mahajan*

Mr. Neeraj Batra  
AHTPB9850E  
CEO





**East West Assist Insurance TPA Pvt. Ltd.**


404 & 602, DLF Place Saket, Mall 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 2018-19 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: 21.06.2019  
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 2018-2019.

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

**Dated: 21.06.2019**

**Place: New Delhi**



**S. K. Mittal, Partner**

UDIN :- 19008506 AAAAI 8768