



Health Assist

Annual Report by Third Party Administrator

FORM TPA – 8

1	PARTICULARS OF THE TPA:		
1.1	Name of the TPA :	HEALTH ASSIST INSURANCE TPA PVT LTD (FORMERLY KNOWN AS SAFEWAY INSURANCE TPA PVT LTD)	
1.2	(A) Address - Registered Office:	815, VISHWA SADAN, DISTRICT CENTRE, JANAK PURI NEW DELHI Pin code: <u>110058</u> Landline No: <u>011-45451300</u> E-mail: <u>support@healthassisttpa.com</u> Fax No: <u>011-41425671</u>	

1.3	Financial year	2025-26
1.4	Board of directors as on.....(end of concerned FY).....and changes in the board since the date of statement of the preceding year.	As below

Sr. No.	Name of Director and DIN No.	Age	Address with telephone no., Mobile no., e-mail	Details of Directorship in other Companies	Particulars of Change in Board (Cession / Appointment)	Date of Change in Board
1	DR DIVNEET KAUR DIN : 00917647	49	W-211, Phase 3, DLF Capital Green, Karam Pura, New Delhi – 110015 Mail ID: drdivneet@healthassisttpa.com Mob : +91 9811277664	NA	NA	NA
2	HARJIT KAUR DIN : 02118405	69	3-4-812/A, Flat No.212/4, Paragon Venkatadari Apts., Barkathpura, Hyderabad. Mail ID: harjit@healthassisttpa.com Mob : +91 9394761607	Director of M/S Mega Home Improvement Pvt. Ltd (Non-Insurance)	NA	NA

1.5	Details of Chief Executive Officer (CEO)
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Sr. No.	Name of CEO	Age	Address with telephone no., Mobile no., e-mail	Qualifications	Details of Directorship in other Companies	Date of joining with TPA Company as a CEO
1	SURENDER KUMAR MUTNEJA	79	E-87, Upper Ground Floor Preet Vihar, Delhi-110092 Mail : ceo@healthassisttpa.com Mob : 09873648657	B.S., Fellow of Insurance Institute of India	NIL	01.06.2025



Health Assist Insurance TPA Pvt. Ltd.

(Formerly : Safeway Insurance TPA Pvt. Ltd.)

IRDAI Registration No. 26

815, Vishwa Sadan, District Centre Janakpuri, New Delhi - 110058, India
Tel. : +91-11-41425671, 45451300 (100 lines) CIN:- U67200DL2004PTC129929
Email : support@healthassisttpa.com Website : www.healthassisttpa.com

1.6	Details of Chief Administrative Officer (CAO)
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Sr. No.	Name of CAO	Age	Address with telephone no., Mobile no., e-mail	Qualifications	Details of Directorship in other Companies	Date of joining with TPA Company as a CAO
1	NIL	NIL	NIL	NIL	NIL	NIL

1.7	Details of Chief Medical Officer (CMO)
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Sr. No.	Name of CMO	Age	Address with telephone no., Mobile no., e-mail	Qualifications	Details of Directorship in other Companies	Date of joining with TPA Company
1	Dr. Moushumi Choudhury	58	PREMIER COURT, 4th FLOOR 4, CHANDNEY CHOWK STREET KOLKATA - 700 072 WEST BENGAL MAIL : cmo@healthassisttpa.com MOB : +919874054800	MBBS	NIL	01.08.2018

1.8	Name and Address of Auditors	Singh M & Co. F-159/2, LGF-9, Rajouri Garden, New Delhi - 110027
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1.9	Enumeration of TPA services provided :	Claim Servicing for various non-life insurance companies and Pre Insurance Medical Examinations for Life and Non-Life Insurance Companies
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1.10	Enumeration of standing arrangements with hospitals and with doctors : Number of agreements with Network Providers Number of agreements with Doctors	NIL
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1.11		Summary of TPA Business:	
	a.	No. of insurers with whom agreements entered with.	25
	b.	Lives covered under Health Policies (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	7,54,79,392
	c.	Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	203360
	d.	Number of Hospitals tied up by the TPA (beginning of concerned FY)	11624
	e.	Hospitals tied up during (for the concerned FY)	1860
	f.	Total Hospitals terminated or removed during (concerned FY)	144
	g.	Total Hospitals tied up as on (end of concerned FY)	13340

1.12		Summary of TPA services:	
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Sr. No.	Particulars of Services	No. of Policies Served	No. of lives Served	Amount of Premium Served wherever available. (INR in Lakh)
1	Individual / Retail Health Insurance Policies	202505	482022	48337.97
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	847	1877123	63440.74
3	Policies issued under RSBY or other similar policies issued by insurers	2	29249786	106761.45
4	Pre-Insurance Medical Examination	0	100735	0
5	Foreign Travel Policies issued by Indian insurer	0	0	0
6	Foreign Travel Policies issued by Foreign insurer	0	0	0
7	Non-insurance healthcare schemes sponsored by Central / State Government.	6	43870461	87367.23



Schedule – 1, FORM TPA – 8-RA**Revenue Account for the year ending 31st March 2026**

Expenses		Income	
I.	Directors' remuneration 46,73,856	I.	Income
II.	Staff expenses		(a) Income from insurers (Indian & foreign)
	(a) salaries, provident fund 2,27,611,374		47,31,33,253
	(b) other benefits 1,95,10,779		(b) From others (please specify)
III.	Office expenses		12,71,49,752
	(a) Rent, rates and taxes 2,06,13,508		(c) Investment income 58,67,899
	(b) Electricity, water 40,64,156		(d) Profit on sale of investments or assets -
	(c) House-keeping and Cleaning -		
	(d) Others 36,44,131		
IV.	Operating Expenses		
	(a) Travel 67,29,655		
	(b) Entertainment -		
	(c) Lease rent of equipments -		
	(d) Post, telecommunication and similar expenses 134,98,181		
	(e) Audit fees 10,00,000		
	(f) Legal Expenses -		
	(g) Repairs and maintenance 46,41,775		
	(h) Depreciation 65,71,482		
	(i) Motor Vehicle Expenses -		
	(j) MSBY Expenses -		
	(k) Other Expenses 22,54,99,901		
	(l) Loss on sale of investments or assets -		
	(m) Profit/Loss for the year 6,80,92,106		



Schedule – 2, FORM TPA – 8-PL**Profit and Loss Appropriation Account for the year ending 31st March 2026**

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Loss Brought Forward	-	Profit Brought Forward	6,47,96,260
Loss for the year	-	Profit for the year	6,80,92,106
Dividend for the year	-	Transfer from reserves	-
Tax on Dividend	-	Loss Carried forward	-
Transfer of Reserves (Issue of Bonus Shares)	6,00,00,000	Deferred tax credit	2,05,519
Other allocations from profit	-		
Provision for taxation	1,80,04,562		
Differed tax liability	-		
Taxation of earlier year	-		
Profit carried forward	5,50,89,323		

Schedule – 3, FORM TPA – 8-BS**Balance Sheet as at 31st March 2026**

Liabilities	Amount (Rs.)	Amount (Rs.)	Assets	Amount (Rs.)	Amount (Rs.)
Authorized Capital		10,00,00,000	Building / Properties Cost	1,49,18,140	
Issued Capital	10,00,00,000		Less Depreciation	(6,59,872)	1,42,58,268
Paid up Capital+	10,00,00,000				
Reserves & Surplus		5,50,89,323	Furniture & Fixtures	18,12,006	
Amounts Due to			Less Depreciation	(4,11,136)	14,00,869
a) Insurers	-				
b) Hospitals	-		Air Conditioners	5,73,331	
c) Doctors	-		Less Depreciation	(2,16,157)	3,57,174
d) Others	-	-			



			Electrical Installation		
Secured Loan		-	Less Depreciation		-
			Office Equipments	19,64,272	
Unsecured Loan		-	Less Depreciation	(6,58,224)	13,06,048
			Computer Software	63,77,860	
Deferred Tax Liability		-	Less Depreciation	(27,62,117)	36,15,741
Bank Overdraft		-	Motor Vehicles	46,28,866	
			Less Depreciation	(18,63,976)	27,64,888
Current Liability					
Sundry Creditors	9,97,16,621		Investments		-
Provisions	1,98,05,862		Government Securities (Market Value)		-
Provision For Gratuity	1,82,36,589				-
Others	3,41,57,151	17,19,16,223	Loan & Advances		91,15,275
			Deferred tax Assets		7,62,178
			Receivables		
			From Insurers		2,19,60,883
			Others		17,84,06,833
			Cash & Bank Balances		9,30,57,389
TOTAL		32,70,05,546	TOTAL		32,70,05,546



Schedule – 4

Schedule of the income received towards various activities during the FY 2025-26.

Sr. No.	Description	Income / Remuneration received during the FY
1	Towards Health Services of the Individual policies issued by Indian Insurers	16,91,82,895
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	16,56,30,570
3	Pre-insurance medical examination	4,64,29,296
4	Towards Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	NIL
5	Towards Non Insurance Services rendered	17,70,97,816
6	Towards Servicing of policies issued by foreign Insurers	NIL
7	Other income (Bank Interest Income){A} (please specify accounting head wise other income received) Other income - Charges of medical Examination, to be Reimbursed as services charges to Diagnostic centre and Hospital (PIMS)	60,32,324 4,17,78,003
		60,61,50,904

Schedule – 5

Schedule of apportionment of Expenses to various activities during the FY 2025-26.

Sr. No.	Description	Expenses incurred during the FY
1	Health Services of the policies issued by Indian Insurers	37,97,94,529
2	Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	NIL
3	Non Insurance Services rendered	15,82,64,268
4	Servicing of policies issued by foreign Insurers	NIL
5	Other Expenses Incurred (to specify)	NIL



Schedule – 6

1. Data of claims received during the year.....

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	No of claims	Amount of claims
101	510000	5012957	79956118575	84130	3145152798	5097188	83101781373

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

Description (to be reckoned from the date of receipt of Claim)receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	82	416277	33873	1929378883	14876	376122582	48831	2305917742
Between 1 – 3 Months	1	2470	3586	433179228	1205	77742191	4792	510923889
Between 3 to 6 Months	2	10680	1204	229967171	670	61874181	1876	291852032
More than 6 months	0	0	0	0	0	0	0	0



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

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	34645	2161844380	49226	890785512	83871	3052629892
Between 1 – 3 Months	0	0	5540	609083920	6432	277133151	11972	886217071
Between 3 to 6 Months	0	0	3320	384032091	2673	139191937	5993	523224028
More than 6 months	0	0	0	0	0	0	0	0

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 Claims		Cashless Claims		Reimbursement Claims		Total	
	Num ber of Clai ms	Amount of Claims	Number of Claims	Amount of Claims	Num ber of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	34645	2161844380	49226	890785512	83871	3052629892
Between 1 – 3 Months	0	0	5540	609083920	6432	277133151	11972	886217071
Between 3 to 6 Months	0	0	3320	384032091	2673	139191937	5993	523224028
More than 6 months	0	0	0	0	0	0	0	0



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 Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	13	69363	4626	456592569	3095	163940161	7734	620602093
Between 1 – 3 Months	0	0	243	20132324	832	50853561	1075	70985885
Between 3 to 6 Months	0	0	223	12816350	391	32232225	614	45048575
More than 6 months	0	0	0	0	0	0	0	0

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 Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	1941	168788784	3624	99558554	5565	268347338
Between 1 – 3 Months	0	0	143	9069906	936	41321912	1079	50391818
Between 3 to 6 Months	0	0	32	2436424	306	8219784	338	10656208
More than 6 months	0	0	0	0	0	0	0	0



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 Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	13	69363	6567	625381353	6719	263498715	13299	888949431
Between 1 – 3 Months	0	0	386	29202230	1768	92175473	2154	121377703
Between 3 to 6 Months	0	0	255	15252774	697	40452009	952	55704783
More than 6 months	0	0	0	0	0	0	0	0

8. Data of Claims Outstanding in respect of Individual Policies;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	7	40170	3009	247894209	869	49702435	3885	297636814
Between 1 – 3 Months	3	11740	158	23017778	121	10976049	282	34005567
Between 3 to 6 Months	2	11500	41	9078635	63	4458983	106	13549118
More than 6 months	0	0	0	0	0	0	0	0



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

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	3695	339546775	4966	167754398	8661	507301173
Between 1 – 3 Months	0	0	447	54131000	778	50159326	1225	104290326
Between 3 to 6 Months	0	0	206	38920688	170	12008594	376	50929282
More than 6 months	0	0	0	0	0	0	0	0

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 Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	7	40170	6704	587440984	5835	217456833	12546	804937987
Between 1 – 3 Months	3	11740	605	77148778	899	61135375	1507	138295893
Between 3 to 6 Months	2	11500	247	47999323	233	16467577	482	64478400
More than 6 months	0	0	0	0	0	0	0	0

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



Schedule – 7

1. Directors Report; to be attached separately.

(Note: Inter alia, (i) to disclose the shareholding structure as at the end of financial year, (ii) Discuss Corporate Governance norms put-in place)

Enclosed

2. Auditors Report including audited financial and all notes, schedules to audited financials; to be attached separately.

Enclosed

Date : 30.06.2026	For and on behalf of Health Assist Insurance TPA Pvt Ltd.	
	<i>Divneet</i> Director	<i>Harjit Kaur</i> Director
Place : New Delhi	Dr Divneet Kaur Director	Harjit Kaur Director