Shriram Life Insurance Company Limited

Claim Responsiveness & Improvements

Sr. No.	Disclosure Requirement	YTD- Sep'26	FY 2025-26	FY 2024-25	FY 2023-24
1	Claims Settled/Repudiated/Rejected/Closed within 15 Days	96.31%	98.06%	97.98%	89.71%
	Claims Settled/Repudiated/Rejected/Closed within 30 Days	3.21%	1.59%	1.88%	8.93%
	Claims Settled/Repudiated/Rejected/Closed within 60 Days	0.00%	0.11%	0.00%	0.90%
	Claims Settled/Repudiated/Rejected/Closed beyond 60 Days	0.00%	0.00%	0.00%	0.31%
	Claims Remaining Unsettled at End of Reporting Month	0.49%	0.24%	0.14%	0.15%
2	Claims Paid in Full	83.83%	87.34%	86.93%	86.21%
	Claims Paid in Part	12.51%	11.18%	11.38%	11.88%
	Claims Repudiated	2.99%	0.81%	1.40%	1.09%
	Claims Rejected	0.19%	0.42%	0.14%	0.67%
	Claims Closed	0.00%	0.00%	0.00%	0.00%
	Claims Remaining Unsettled at End of Reporting Month	0.49%	0.25%	0.15%	0.15%
3	Value proportion of claims settled* (taking into account partial settlement and repudiated claims)	96.31%	98.52%	98.09%	97.40%

***** *Formula = Total amount of claims paid (in full or in part) ÷ Total amount claimed (of claims decided for payment in full or in part or repudiated)*