

CREATING TOMORROW'S INDIA TOGETHER

24th Annual Report
2023-2024



CONTENT

Corporate Overview

- 2 Corporate Information
- 6 MD & CEO's Message
- 10 The Torchbearers
- 12 Management Discussion and Analysis

Statutory Reports

- 39 Directors' Report
- 49 Annexures to Directors' Report
(Including Corporate Social
Responsibility Report, Rule 5(2) disclosures,
Report on Corporate Governance and
Secretarial Audit Report)
- 80 Management Report

Financial Statements

- 93 Independent Auditors' Report
- 102 Revenue Account
- 103 Profit and Loss Account
- 104 Balance Sheet
- 105 Receipts and Payments Account
- 106 Schedules
- 154 Annexures

Corporate Information

Board of Directors

Sanjiv Bajaj

Chairman

Ritu Arora

Niraj Bajaj

Meleveetil Damodaran

Ranjit Gupta

(up to 21 July 2023)

Suraj Mehta

Lila Poonawalla

Anami Roy

Dr. N Srinivasa Rao

(from 22 July 2023)

Nilesh Sathe

S Sreenivasan

Anup Wadhawan

Renate Wagner

Nathan Fink

Alternate Director for Renate Wagner
(up to 8 September 2023)

Jan-Christian Rosemeyer

Alternate Director for Renate Wagner
(from 13 September 2023)

Tapan Singhel

Managing Director and Chief Executive Officer

Audit Committee

Lila Poonawalla

Chairperson

Ritu Arora

Sanjiv Bajaj

Ranjit Gupta

(up to 21 July 2023)

Suraj Mehta

S Sreenivasan

(from 22 July 2023)

Anami Roy

Anup Wadhawan

Investment Committee

Sanjiv Bajaj

Chairman

Ritu Arora

Ranjit Gupta

(up to 21 July 2023)

S Sreenivasan

(from 22 July 2023)

Tapan Singhel

Ramandeep Singh Sahni

Amit Joshi

Avez Sayed

Gaurav Malhotra

Corporate Social Responsibility Committee**Sanjiv Bajaj**
Chairman**Ritu Arora****Ranjit Gupta**
(up to 21 July 2023)**Dr. N Srinivasa Rao**
(from 22 July 2023)**Anami Roy****Tapan Singhel****Nomination and Remuneration Committee****Lila Poonawalla**
Chairperson**Ritu Arora****Sanjiv Bajaj****Ranjit Gupta**
(up to 21 July 2023)**Suraj Mehta****S Sreenivasan**
(from 22 July 2023)**Anami Roy****Policyholders' Protection Committee****Sanjiv Bajaj**
Chairman**Ritu Arora****Ranjit Gupta**
(up to 21 July 2023)**Dr. N Srinivasa Rao**
(from 22 July 2023)**Tapan Singhel****Risk Management Committee****Sanjiv Bajaj**
Chairman**Ritu Arora****Ranjit Gupta**
(up to 21 July 2023)**Dr. N Srinivasa Rao**
(from 22 July 2023)**Tapan Singhel****Chief Financial Officer****Ramandeep Singh Sahni****Company Secretary & Head of Corporate Legal****Onkar Kothari****Joint Statutory Auditors****S R Batliboi & Co. LLP**
Chartered Accountants**KKC & Associates LLP**
(formerly Khimji Kunverji & Co LLP)
Chartered Accountants**Secretarial Auditor****Shyamprasad D Limaye**
Practising Company Secretary**Registered Office & Head Office**Bajaj Allianz House, Airport Road,
Yerawada, Pune 411006. IRDA Reg No.: 113.www.bajajallianz.comCorporate Identification Number
(CIN): U66010PN2000PLC015329

Our Chairman



Sanjiv Bajaj

Our MD & CEO



Tapan Singhel

MD & CEO'S Message

Dear Friends,

The previous fiscal year was an eventful year for the sector, backed by a series of ground-breaking initiatives by the regulator that have propelled the sector in the right direction of 'Insurance for All' by 2047. In line with this, we at Bajaj Allianz General Insurance have made significant strides towards "Har Ghar BAGIC" by expanding our presence even further using our geography (GEO) model, which is focussed on enhancing penetration into the smaller towns of India. While doing so, we ensured that our core business remained ahead of the market in most measurable metrics. I am happy to say that we have once again outgrown the market, with a growth rate that is more than twice the market & we have maintained a healthy profitability while doing so. We have also been leading industry-changing collaborations through policy advocacy and have remained steadfast in our commitment to our customers and making their lives worry-free through our best-in-class insurance solutions.

Leveraging the revised regulatory framework on Use and File, BAGIC launched an industry-leading number of innovative products. We introduced eight new products and five add-ons, including V-Pay, a game-changing, all-inclusive solution that truly defines the motor insurance space. Notably, we have added a feature in our usage-based insurance policies that allows customers to recharge their kilometre plans, a testament to our commitment to digital innovation and improving customer experience. Our innovation extends beyond new products to enhancing existing ones, adapting to shifting customer needs and market conditions. We revamped our Health Prime Rider to include coverage for Emotional Well-being, Dental Wellness, Diet and Nutrition Consultations, and Physical Fitness as well as expanded our Pet Insurance Policy to cover pet cats now, as initially it only covered pet dogs. Our efforts in Surety Insurance, which supports infrastructure development within India, have also placed us at the forefront, with over 200 proposals successfully converted. These developments underscore our dedication to meeting the diverse needs of India's citizens through innovative and responsive insurance solutions.

We are a distribution-focused company, and our partnerships are our greatest asset. We continuously work to expand into new relationships whilst cultivating and enhancing current ones. In the realm of Bancassurance, we established 22 new tie-ups with prominent institutions such as Axis Bank, Bank of Maharashtra, HDFC Securities, Aavas Financiers, and JM Financial Services Limited, maintaining our status as the leading Bancassurance distributor with over 200 bank partners. We're incredibly proud to report that we've retained all our major partnerships and nurtured strong and healthy engagement with them throughout the year. On the Motor insurance front, we have continued to expand our network by forming partnerships with key players across the private car, two-wheeler, and the ever-evolving Electric Vehicle (EV) segments. These collaborations, exemplified by partnerships with corporations like Nissan, Renault, Hero MotoCorp, and Ola Electric, demonstrate our commitment to staying at the forefront of this rapidly growing market. We also tied up with Piaggio EV, Okaya EV, and Revolt Motors, further bolstering our presence in the EV space. Furthermore, recognising the increasing importance of the online space, we've established partnerships with innovative new-age players like Tata Digital, Housing.com, Magicbricks, and Groww, ensuring we can effectively reach and serve a wider customer base with innovative solutions. This year, we've proudly welcomed more than 20,000 new advisors into our fold, significantly bolstering our distribution footprint across the country. We have introduced programs like the "BIMA AWSAR" and "Digital Agency" alongside the "Career Agents Academy" to foster a culture of entrepreneurship within our advisor network, ensuring they possess the skills and knowledge to become deeply connected brand ambassadors. On the Government business side, we bagged the Pradhan Mantri Jan Arogya Yojana (PMJAY) tender for Gujarat state. Through this scheme, we covered 80 lakh families (more than 2.5 Crore individuals) & have serviced close to 10 lakh claims so far. We also secured the tender for the first-ever scheme, NHAI, for road accident victims. We feel "Bharat – our way of addressing the nook and corner of India" is the next growth engine for our industry and have looked to expand here extensively. We opened 60 new offices in FY2024, taking the total Geo office count to more than 120. We also launched the 'Sarvatra Bima' initiative, where a fully functional and equipped van is mobilised to bridge the insurance accessibility and service gap in tier 2 and tier 3 regions of India; the first van was flagged off from our head office and covered Kolhapur district.

Digitalisation is ingrained in the very core of our organisation, and our digital capabilities are the driving force behind our success. There was further progress in implementing the new core policy admin platform, Maximus. We launched Agri NXT, a cutting-edge platform for the agriculture line of business. The hybrid cloud journey continued with the Data Centre Modernization project getting delivered during the year. We digitally integrated with 50 new partners and delivered more than 300 integrations across 70 new and existing partners. Know Your Customer (KYC) was implemented in all renewal journeys as per the IRDAI norms. We became the first insurance company on the Account Aggregator framework both as a Financial Information User (FIU) & Financial Information Provider (FIP). During the year, we enabled several tools and services for partners,

customers, and employees to help provide fast and efficient services through the adoption of technology. Various platforms were made live, like the Risk Engineering Portal, for risk engineers to assess property line of business-related risks, and the Claims Legal Application Platform for end-to-end processing of legal cases received for Motor TP standalone business. A Rapid Claim Settlement (RCS) platform was also launched to automate the claims settlement journey for commercial lines. We launched a digital chatbot tailored for the Property Line of Business, enhancing underwriting data collection, quote issuance, and online policy dispatch via WhatsApp and email with a remarkable 5-minute turnaround time. Other innovations on the non-motor claims front include the implementation of digital tools such as chatbots and voice bots for claim intimations and status updates, as well as the launch of the Udyam Seva Portal to streamline digital claims services for corporate and MSME clients. We also utilised advanced technologies like drone inspections to fast-track assessments. The "CareFit" wellness platform was launched for our customers on our Caringly Yours app. "Careculator", a unique analytics-driven product recommendation engine, was also launched for our health customers. We continued to scale up innovation projects by extending new journeys & services on our AI-powered chatbot, supporting 11.14 Crore messages for over 17.4 lakh unique users, and providing 24/7 assistance to customers and partners. The team has also experimented with GenAI and took a pioneering step in enhancing customer experience and transparency with the launch of its innovative "Insurance Samjho" GenAI-powered bot, which simplifies insurance jargon and concepts for the customers. An AI-enabled multilingual voice bot was also developed for Motor, Non-motor, & Agri Claim intimations.

Our Caringly Yours mobile app continues to be best in class, with close to 45 lakh downloads till March 2024 and 8.85 lakh active users. Our Farmitra- Caringly Yours app continued to make a difference in the lives of farmers. We settled more than 12,500 claims on the app, which has reached a total of 9.2 lakh downloads. Expanding on our digital capabilities, we actively promoted Motor On The Spot Claims (MOTS) and settled more than 7,000 claims end-to-end digitally, which are approximately 57% of eligible claims.

We were able to deliver an industry-beating performance, capturing the 3rd rank amongst all public and private sector insurers (up from 6th in FY2023). Some of our key performance indicators are highlighted below: -

- The Gross Written Premium grew to Rs. 20,630 Crore, which is a growth of 33.2% over FY2023, which meant that we became the 3rd largest General Insurer in the country
- The company continues to retain its position as amongst the most profitable insurers in the industry, with Profit Before Tax of Rs. 2,055 Crore, achieving a growth of 14% compared to FY2023
- We have continued to maintain a robust and one of the best solvency ratios in the industry of 349%
- Investment performance was robust during FY2024. Our AUM grew to Rs. 31,196 Crore, a growth of 12.2% compared to FY2023
- Despite NAT CAT losses, we have maintained a combined ratio of 99.9% (98.5% excluding NAT CAT claims)
- Over the year, we issued close to 4 Crore policies and settled close to 60 lakh claims
- We have maintained the credit rating of [ICRA]AAA (stable) awarded by ICRA, signifying our highest claims-paying ability
- We continue to hold ISO 9001:2015 certification for operations
- Our commitment to prioritising customers, pushing boundaries with innovative solutions, and setting industry benchmarks has earned us acclaim both within India and on a global stage. Here are a few notable recognitions we received this year: -
- We won the General Insurance Company of the Year award at the 27th Asia Insurance Industry Awards (The only Company to have done so thrice)
- We won the Prominent in Digital Insurance Innovation award at the ELETS BFSI Gamechanger CIO Awards 2023
- We were awarded the Operational Resilience award at the IBEX India 2024 BFSI Tech Awards
- We were recognised as the Leader in Customer Experience Initiative at the ELETS Insurance Innovation Awards 2023
- We won the Digital Transformation Trailblazer Award at the FutureCare: A Paradigm Shift Through Digital Conference held by Nasscom
- We won the Best Fraud Risk Management Initiative Award at the India Insurance Summit & Awards 2024
- We won the New Ways of Working – Gold Medal & Operational Efficiency – Bronze Medal at the Qorus Reinvention Awards – APAC 2023

With a ratio of 0.73 grievances per 10,000 policies issued, we have distinguished ourselves as the industry leader with the lowest grievance ratio among prominent players, consistently for around a decade. We issued over 96% of policies digitally, enabled multiple digital payment options for our customers, accepted over 95% of payments digitally, and also issued 100% Paperless Agency Licensing. Additionally, our exceptional Net Promoter Scores (NPS) – assessed independently by an accredited agency, speaks volumes about our customer satisfaction levels, particularly in Motor and Health Insurance, with an NPS score of 72 for Motor and 69 for Health Insurance.

Demonstrating our commitment to policyholders, BAGIC efficiently settled about 60 lakh claims in FY2024. This includes prompt resolutions for claims arising from 8 natural calamities. Our commitment to prompt and efficient claim settlements underscores our dedication to customer-centric service and remains our key strength. You will be amazed to know that we settled a motor third-party claim within 3 hours, which is the first ever in the industry under the new Motor Vehicle Act. The investigation and loss mitigation team at Bajaj Allianz General Insurance significantly enhanced financial efficiency, achieving significant savings. This includes substantial improvements in the loss and claim ratios due to rigorous fraud risk assessments and investigations. On the crop insurance front, we insured more than 1.3 Crore farmers and paid claims close to Rs. 2,000 Crore for more than 35 lakh farmers.

Our company continues to have a strong brand presence and visibility. We reached more than 50 Crore readers in print and online media through our PR activities. This year our focus was on growing our presence and visibility in tier 2 and tier 3 towns in line with our Geo-expansion using local language as a pre-dominant medium. We launched several impactful brand initiatives, including the record-setting General Insurance Festival of India (GIFI), which garnered a Guinness World Record for the largest attendance at an insurance conference with 5,235 participants. The festival celebrated the general insurance industry's contributions to societal well-being. Additionally, the Bajaj Allianz Pune Half Marathon attracted over 16,000 registrants, promoting fitness inclusivity. On social media, Bajaj Allianz achieved the highest follower base in the general insurance sector with 27 lakh followers, leading in market share and engagement with campaigns reaching over 25 Crore unique viewers and generating significant interaction across platforms.

We continued to emphasise our commitment to the growth and well-being of our workforce. Our HR practices are designed around a comprehensive development framework that includes a robust talent pipeline through initiatives like the Future Leaders' Club and programs for emerging women leaders. We also prioritised continuous skill enhancement through digital platforms and partnerships with prestigious institutions, focusing on leadership, techno-behavioural skills, and power skills. Additionally, we are dedicated to employee well-being, implementing a hyper-personalized wellness approach supported by health programs and a well-being app, ensuring our employees are healthy, supported, and ready to meet future challenges. In our commitment to innovation, we launched BAGIC Hackathon Quest events at PIBM and NIA in Pune. These events were designed to tap into the fresh perspectives and creativity of young minds, challenging students to devise innovative solutions for industry-wide challenges in insurance products and strategies.

Our Environment Social Governance (ESG) journey continued during FY2024, as we completed the voluntary adoption of Business Responsibility and Sustainability Reporting (BRSR), along with Green House Gas (GHG) emission accounting and third-party limited assurance on a standalone basis. We also carried out a materiality assessment during FY2024, identifying topics of relevance and implementation of selected projects. On Corporate Social Responsibility (CSR), we spent Rs. 36.92 Crore on various projects. We continue to focus on projects related to healthcare, skilling, and livelihood. Projects are being implemented via trusted implementation agencies across the country, which are monitored, with impact assessments done periodically.

We look forward to the infinite opportunities that the new year has to offer. We are determined to leverage the new regulatory tailwinds to propel our business to new heights of success. We are confident in our ability to deliver excellence and innovation, as we remain committed to reaching every Indian household. Our sincere gratitude goes out to our customers, employees, partners, stakeholders, and the regulator for their unequivocal trust in us. We will continue to redefine the insurance landscape in India and serve our customers with utmost dedication and care.

Caringly yours,

Tapan Singhel

Managing Director and Chief Executive Officer



PRIVÉ

Exclusively Yours

BY BAJAJ ALLIANZ GENERAL INSURANCE



Allianz

Caringly yours

BESPOKE INSURANCE SOLUTIONS DESIGNED FOR THE DISCERNING

Global
Health
Care

My Health
Care Plan

My Home
Insurance
All Risk
policy

VPAY

Global
Personal
Guard
policy

Cyber
Safe

Exclusive Privé Benefits:



EXPEDITED CLAIM SUPPORT

Motor claims resolved on priority.
Quick claim settlements for non-motor claims.



EXCLUSIVE BENEFITS

PPC At home by professionals: Personalized health check at your doorstep.
Nursing/ICU at home: Receive medical care in the comfort of your home.*
Physical and virtual care angels: Dedicated servicing team to support you, every step of the way.

*Terms & Conditions apply



DEDICATED HELPLINE SERVICES

Dedicated webpage and dedicated helpline:
Swift and personalized resolution for any concern.

Privé Connect: ☎ 0124-6985858 | ✉ PrivéConnect@bajajallianz.co.in

Bajaj Allianz General Insurance Co. Ltd., Bajaj Allianz House, Airport Road, Yerawada, Pune - 411006. IRDAI Reg No.: 113. | "Privé" is an exclusive customer experience program designed by the Company for specific segment of its policyholders. "Privé" is not an insurance product and the same should not in any manner be construed as a product/independent service offering by the Company.

The products-Global Health Care (BAJHLIP23209V022223), My Health Care Plan (BAJHLIP23143V012223), VPAY-Private Car Package Policy (IRDAN113RP0025V01200102/A0015V01202324), Private Car Package Policy-BUNDLED (IRDAN113RP0007V01201819/A0016V01202324), Standalone Own Damage Cover -Private Car (IRDAN113RP0001V01201920/A0017V01202324), My Home Insurance All Risk Policy (IRDAN113RP0002V03201415), Global Personal Guard Policy (IRDAI/HLT/BAGI/P-P/V.//30/14-15), Bajaj Allianz Cyber Safe Insurance Policy (IRDAN113RP0003V02201718) and/or combination of the same have been mentioned with reference to the eligibility criteria under the Privé Program. The terms and conditions of the said products remain unchanged. For detailed information on risk factors and Terms and Conditions of the said Products, kindly read the program brochure before concluding the sale. For any inquiries regarding the Privé Program, please reach out to your relationship manager or you may write to us at PrivéConnect@bajajallianz.co.in *Terms and Conditions apply. CIN: U66010PN2000PLC015329 | BJAZ-0-4146/21-06-2024

The Torchbearers



(L to R):

1. **Amit Joshi** - Chief Investment Officer
2. **Avinash Sorte** - Head Direct to Customer & Products
3. **Ashish Agrawal** - Head Agriculture Business & CSC
4. **Ramandeep Singh Sahni** - Chief Financial Officer
5. **Aashish Sethi** - Head Health SBU and Travel
6. **Subhasish Mazumder** - Head Motor Distribution
7. **Ramalingam TA** - Chief Technical Officer
8. **Dipu KV** - Sr. President - Operations & Customer Service

**(L to R):**

1. **Alpana Singh** - Head Bancassurance, Agriculture and Government Business
2. **Tapan Singhel** - Managing Director & Chief Executive Officer
3. **Satish Kumar Kedia** - Head Corporate Business Group & Liability
4. **Aditya Sharma** - Chief Distribution Officer-Retail Sales
5. **Avinash Naik** - Chief Information Officer
6. **Vikramjeet Singh** - Chief of HR, ILM & Administration
7. **Sanjiv Kumar Dwivedi** - Head Investigation & Loss Mitigation
8. **Amarnath Saxena** - Deputy Chief Technical Officer

Management discussion and analysis

A. Economic and Industry performance

1. Macroeconomic overview

Global Economy

The global economy exhibits resilience and is likely to maintain its steady growth in 2024. Inflation is treading down, supported by favourable base effects though stubborn services prices are keeping it elevated relative to targets. As the central banks navigate the last mile of disinflation, financial markets are responding to changing perceptions on the timing and pace of monetary policy trajectories. Equity markets are rallying, while sovereign bond yields and the US dollar are exhibiting bidirectional movements. Gold prices have surged on safe haven demand. Geopolitical tensions continue to impact the global economy.

The baseline forecast is for the world economy to continue growing at 3.2% during 2024 and 2025, at the same pace as in 2023. A slight acceleration for advanced economies where growth is expected to rise from 1.6% in 2023 to 1.7% in 2024 and 1.8% in 2025 will be offset by a modest slowdown in emerging market and developing economies from 4.3% in 2023 to 4.2% in both 2024 and 2025. The forecast for global growth five years from now at 3.1% is at its lowest in decades. Global inflation is forecast to decline steadily, from 6.8% in 2023 to 5.9% in 2024 and 4.5% in 2025. The global economy has been surprisingly resilient, despite significant central bank interest rate hikes to restore price stability.

In emerging market and developing economies, growth is expected to be stable at 4.2% in 2024 and 2025, with a moderation in emerging and developing Asia offset mainly by rising growth for economies in the Middle East and Central Asia and for sub-Saharan Africa. Low income developing countries are expected to experience gradually increasing growth, from 4.0% in 2023 to 4.7% in 2024 and 5.2% in 2025, as some constraints on near-term growth ease. Growth in emerging and developing Asia is expected to decline from 5.6% in 2023 to estimated 5.2% in 2024 and 4.9% in 2025.

Risks to the global outlook are now broadly balanced. On the downside, new price spikes stemming from geopolitical tensions, including those from the war in Ukraine and the conflict in Gaza and Israel, could, along with persistent core inflation where labour markets are still tight, raise interest rate expectations and reduce asset prices. On the upside, looser fiscal policy could raise economic activity. Inflation could fall faster than expected amid further gains in labour force participation, allowing central banks to bring easing plans forward. (Source: IMF WEO Apr 2024)

Domestic Economy

The indicators of current economic activity reflect strong momentum of growth in several sectors. Indicators such as high levels of capacity utilisation in the manufacturing sector, government capital expenditure, FDI inflows have remained positive for investment spending. Although expansion of private consumption expenditure has lagged, there has been a steady improvement in the consumer confidence of urban households, particularly on the general economic conditions, employment, and household income, as reflected in the surveys carried out by the RBI. The RBI's surveys indicate that the demand conditions in H1 FY2025 for manufacturing and infrastructure firms are expected to remain stable; in the case of services, conditions are expected to improve significantly. The broader measures of economic activity such as decline in unemployment rate and steady bank credit growth point to the favourable conditions. The present expectations are one of a normal monsoon, which would help bolster the output performance of agriculture, rural demand, and moderate inflation pressures.

Looking ahead, an expected normal monsoon should support agricultural activity. Manufacturing is expected to maintain its momentum on the back of sustained profitability. Services activity is likely to grow above the pre-pandemic trend. Private consumption should gain steam with further pick-up in rural activity and steady urban demand. A rise in discretionary spending expected by urban households and improving income levels augur well for the strengthening of private consumption. The prospects of fixed investment

remain bright with business optimism, healthy corporate and bank balance sheets, robust government capital expenditure and signs of upturn in the private capex cycle. Headwinds from geopolitical tensions, volatility in international financial markets, geoeconomic fragmentation, rising Red Sea disruptions, and extreme weather events, however, pose risks to the outlook. Taking all these factors into consideration, real GDP growth for 2024-25 is projected at 7.0%. (Source: RBI)

2. Insurance industry overview

The insurance industry of India consists of 57 insurance companies of which 24 are in life insurance business and 34 are non-life insurers. Government's policy of insuring the uninsured has been pushing insurance penetration in the country and proliferation of insurance schemes. Government's initiatives of enhancement in the FDI limits in the Insurance sector to 74%, series of regulatory changes focussed on ease of doing businesses and proposals for lowering capital requirements, transitioning to risk-based capital and IFRS (Ind AS) are all likely to attract even more insurers especially on the General Insurance front given the low capital requirements, high valuations and low penetration experienced in the industry.

The growth of the insurance market is being supported by important government initiatives, strong democratic factors, conducive regulatory environment, increased partnerships, product innovations, and vibrant distribution channels.

Gross Direct Premium (GDPI) underwritten in India by private and public insurers general insurers grew at 14.2% in FY2024 and reached ₹245,433 crore. Including Standalone Health Insurance (SAHI) Companies and Specialised Companies the industry grew 12.8% and reached ₹ 289,738 crore.

The Insurance Regulatory and Development Authority of India (IRDAI), during FY2024, has set out an agenda of insurance for all by 2047 and has accordingly replaced 34 existing regulations with 6 regulations and introduced 2 new regulations to enhance clarity and coherence in the regulatory landscape on one hand while enhancing the ease of doing business on the other. Further, in FY2024, several long-term initiatives to enhance the pace of insurance penetration like "Bima Sugam" (an electronic insurance marketplace), "Bima Vistar" (a comprehensive life, general and health insurance product for the lower income segments) and "Bima Vahak" (a women centric new distribution channel) were launched by IRDAI.

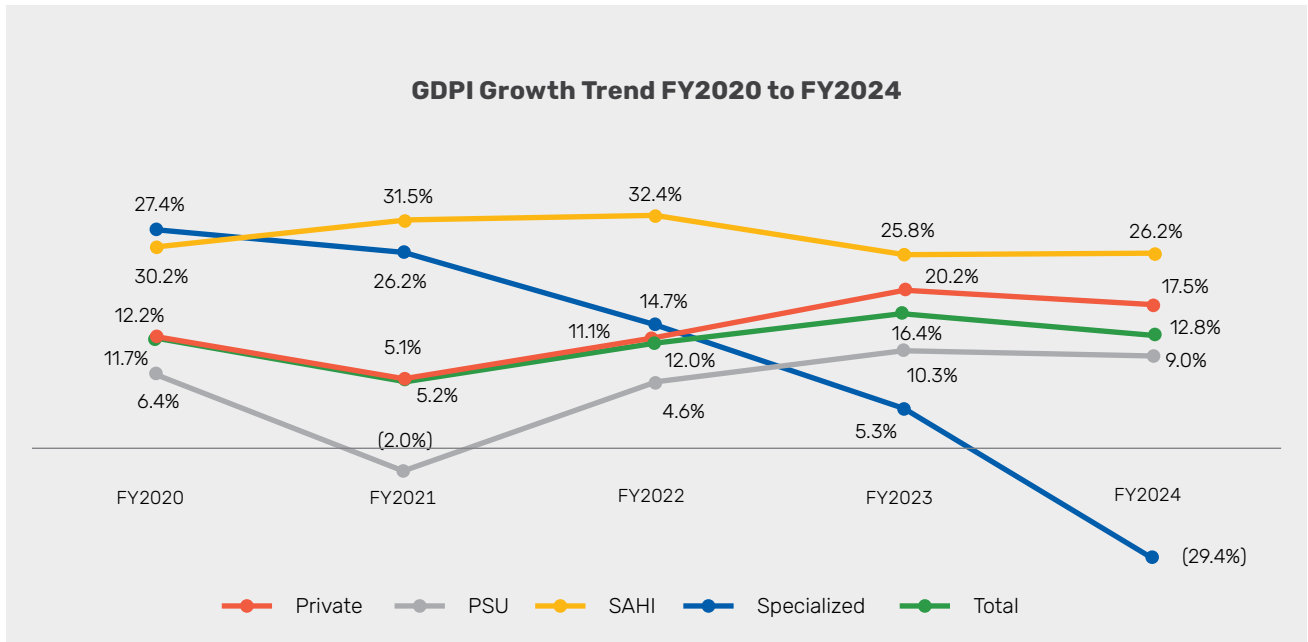
On the backdrop of a robust economic growth based on conducive policies of Government of India, the Indian Automobile Industry has posted a satisfactory performance with industry growing at 10% during FY2024. For the Passenger Vehicle segment, FY24 was a milestone year, achieving an 8.4% YoY growth & reached an all-time high. Factors such as improved vehicle availability, a compelling model mix and the launch of new models played pivotal roles. The 2W segment saw a 9% growth, driven by a rich mix of factors including enhanced model availability, new product introductions, and positive market sentiment, further augmented by special schemes and the rural market's recovery from COVID. The CV segment experienced a 5% growth in FY24, demonstrating the sector's strategic response to diverse market dynamics. (Source: Federation of Automobile Dealers Association, India FADA). The motor insurance industry accordingly grew at 12.9% for FY2024, higher than motor sales growth due to premiumisation.

Health insurance, continued to deliver robust growth of 20% in FY2024, remaining the largest contributor to overall industry premium. Growth is supported by increased awareness over health, supportive government policies, rising medical costs and innovations in Insurtech. Although, price and income constraints may limit demand for the lower income groups, the expanding middle class and increased discretionary spending should support overall growth. The lower income groups however should be supported by the government insurance schemes which seems to be on the election manifesto of many states. The worrying sign however continues to be the flattish growth in policy count in the retail health segment in the past few years.

The commercial lines of business witnessed growth in line with current market environment. Further, private, and public sector capex investments have led to robust growth in the engineering line of business at 26% in FY2024. Whereas for fire line of business, the growth was muted at 7% due to lowering of premiums. The commercial lines are expected to do well in the future on back of overall economic growth and capacity creation.

a. Premium growth and relative performance of insurers

Gross Domestic Premium Income (GDPI) growth (in %)

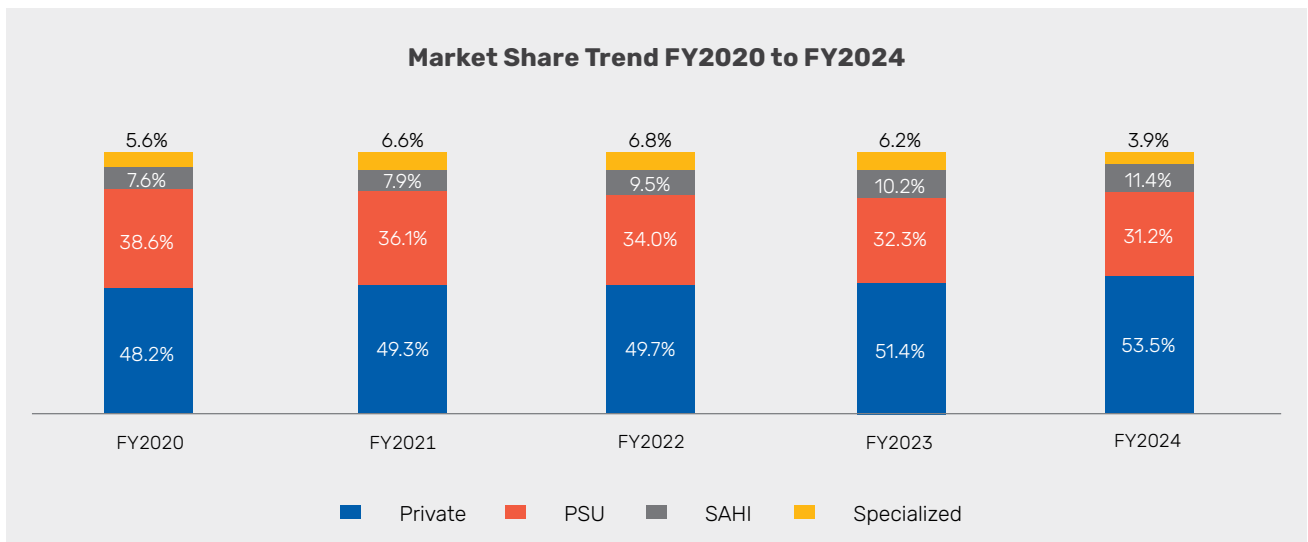


Source: IRDAI and General Insurance Council statistics. SAHI = Standalone Health Insurers

Over the period of last five years (i.e. FY2020 to FY2024), on GDPI basis:

- The industry including monoline and specialised insurers registered a CAGR of 11.2%. Within the industry, Private multiline insurers registered a CAGR of 14.2% and Public multiline players registered a growth of 5.5% (CAGR).
- Standalone health insurers (SAHI) delivered a pretty healthy growth in the last few years (CAGR of 23.0%). However, Crop insurance business saw a de-growth of 4.0% in FY2024 attributable to de-growth in business done by the Agricultural Insurance Company (AIC) of 32.3%.

During FY2024, the private sector multiline players and SAHI registered a very healthy double-digit growth.

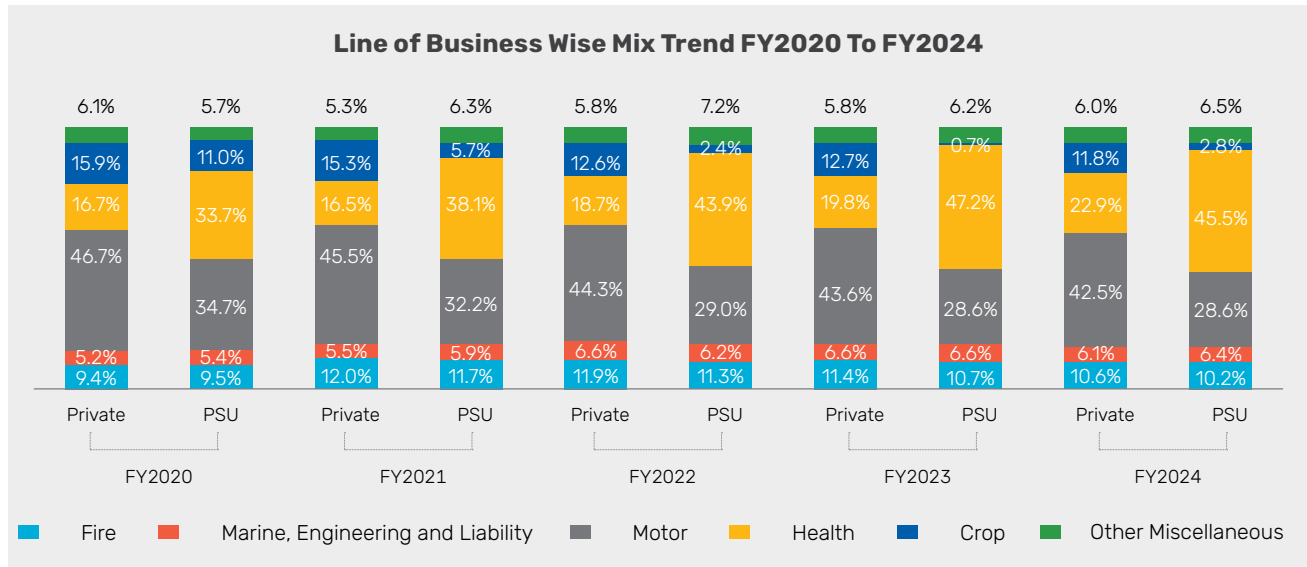


Source: IRDAI and General Insurance Council statistics

- Over the period of FY2020 to FY2024, the market share of private multiline players increased from 48.2% to 53.5% and of SAHI players increased from 7.6% to 11.4% with a corresponding decrease in market share of PSU players from 38.6% to 31.2%.

b. Shift in business mix

Line of business (LOB) wise mix



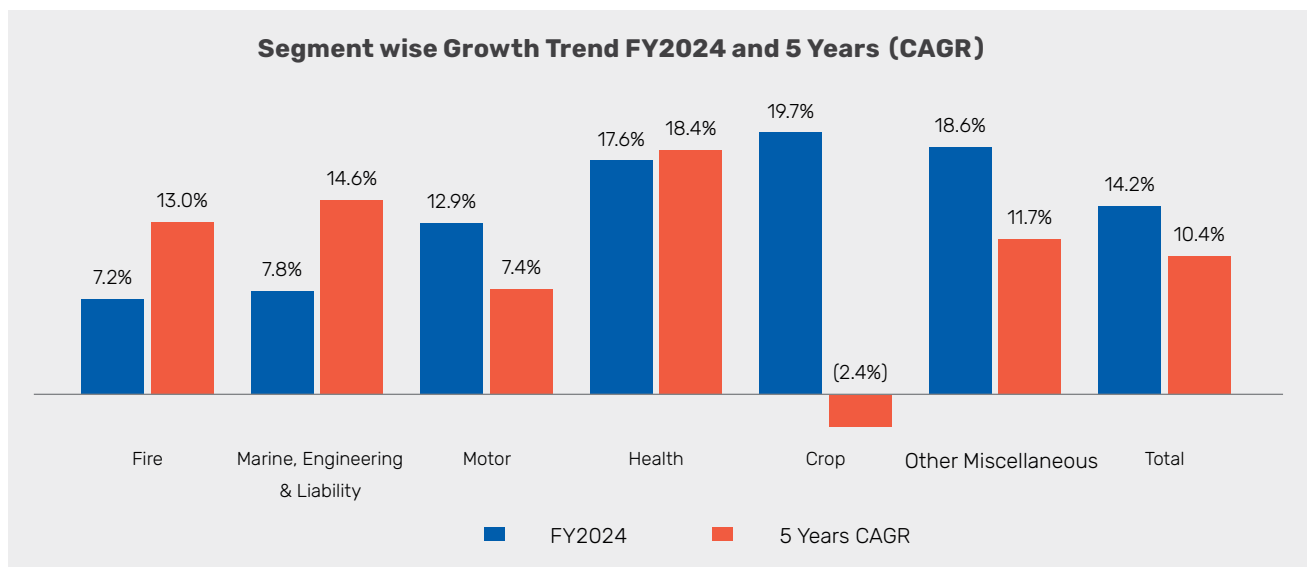
Based on GDPI of private and public general insurers excluding monoline/specialised insurers. Source: IRDAI and General Insurance Council statistics

LOB mix: Private players

As seen above, there has been a substantial reduction in business mix of motor from 46.7% in FY2020 to 42.5% in FY2024 and Crop from 15.9% in FY2020 to 11.8% in FY2024, this reduction has been backed by an increase in mix of health insurance business from 16.7% in FY2020 to 22.9% in FY2024 and fire insurance from 9.4% in FY2020 to 10.6% in FY2024.

LOB mix: PSU players

As seen above, similar to the trend for private players, there has been a substantial reduction in business mix of motor from 34.7% in FY2020 to 28.6% in FY2024 and Crop from 11.0% in FY2020 to 2.8% in FY2024, this reduction has been backed by an increase in mix of fire insurance from 9.5% in FY2020 to 10.2% in FY2024 and health insurance business from 33.7% in FY2020 to 45.5% in FY2024.

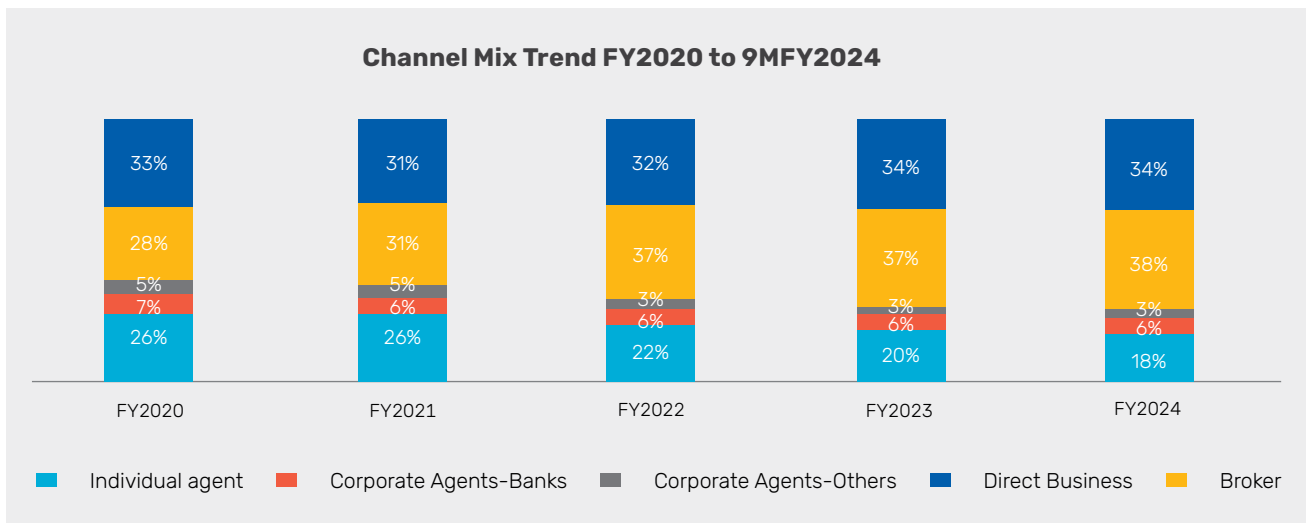


Based on GDPI of private and public general insurers excluding monoline/specialised insurers. Source: IRDAI and General Insurance Council Statistics.

Note: Other Miscellaneous includes Aviation, Personal Accident, Credit & Other miscellaneous LOBs. 5 Years CAGR is from FY2020 to FY2024.

As seen above, industry (excluding SAHI & specialized insurers) grew by 10.4% in past five years i.e., from FY2020 to FY2024, which was mainly impacted due to outbreak of COVID-19 in March 2020 and continued for almost two years. Post the pandemic, industry bounced back its growth and recorded a growth of 14.2% during FY2024 which broad based and spread across commercial lines of business (Fire, Marine, Engineering & Liability), retail business such as Motor, Health, Crop and other miscellaneous segments. Motor insurance industry growth is attributable to improved vehicle availability, launch of new models, increased demand for Electric Vehicles and the impact of premiumization. Health segment growth is attributable to increased awareness amongst customers and enhanced coverages (especially on the employer employee schemes) post the pandemic, increase in premium rates due to medical inflation and implementation of Health schemes by various states across the country.

c. Distribution channel mix



Based on GDPI for private and public general insurers excluding monoline/specialised insurers.

Source: Public disclosures

As can be seen above, substantial shift has been observed in distribution mix towards broker driven business with mix going up from 28% in FY2020 to 38% in 9MFY2024. Agency mix was down from 26% in FY2020 to 18% in 9MFY2024.

d. Regulatory changes and implications thereof

The IRDAI continues the transition of regulatory framework from rule-based to principle-based regulations with a view to enhance insurance penetration in India. Some of the key regulatory changes undertaken by IRDAI during the year are summarised below:

Guidelines on Remuneration of Directors and Key Managerial Persons of Insurers

The Authority with an aim to promote the alignment of remuneration policies of Key Managerial Persons (KMP's) with the long-term interests of insurers to avoid excessive risk taking, promoting sound governance and fair treatment of customers issued the IRDAI (Remuneration of Non- Executive Directors of Insurers) Guidelines, 2023 and IRDAI (Remuneration of Key Managerial Persons of Insurers) Guidelines, 2023.

IRDAI (Bima Vahak) Guideline, 2023

The Authority issued guidelines to establish women centric dedicated distribution channel, to create awareness in every village / Gram Panchayat, thereby, improving accessibility and availability of insurance in the rural areas and develop local talent for sourcing insurance. The said Guidelines shall come into force from the date of launch of Bima Vistaar product.

Rule 2 of the Motor Vehicles (Third Party Insurance Base Premium and Liability) Rules, 2022

Ministry of Road Transport and Highways (MoRTH) has published amendments in Rule 2 of the Motor Vehicles (Third Party Insurance Base Premium and Liability) Rules, 2022 amendments in premium rates in Basic rates and per licensed passenger for three (3) wheeler vehicles used for carrying passengers for hire or reward with carrying capacity not exceeding 6 passengers. This actually reduced the Third Party premium for three wheeler vehicles in a segment of motor business (i.e. Third Party), which has not sought any rate hike over past three years despite the high inflation.

Circular on Modifications to the Master Circular Unclaimed Amounts of Policyholders

The Authority increased the period for transferring the amount to Unclaimed fund from 6 months to 12 months after due date & introduced the concept of 'contactability' to address the scenarios wherein the consumers are not traceable. The circular also enhances the definition of unclaimed amounts by changing the definition of amounts due to 'Consumer' from 'Policyholder'.

IRDAI (Corporate Governance) Regulations, 2024

The regulation aims to establish a robust governance framework for insurers, defining the roles and responsibilities of the board and management. This is for the first time that the governance aspects under the existing guidelines are notified in the form of regulations, which highlights the importance of governance in the functioning of an insurance company. The said regulations would come into force with effect from 1st April 2024.

IRDAI (Insurance Products) Regulations, 2024

The Authority issued a combined Regulation for all life, general and Health insurers for product filing, covering all categories of insurance products prescribing end-to-end process. Further, it has enhanced the scope to create more of innovative and need based products. The Product Management Committee (PMC) of the Company has been given a wider responsibility including designing, claim settlement, pricing, filing, launching, modification, withdrawal, advertisements of the products and handling of grievances. The said Regulation comes into effect from 1st April 2024.

IRDAI (Protection of Policyholders' Interests, Operations and Allied Matters of Insurers) Regulations, 2024

Regulations pertaining to manner of receipt of premium, outsourcing, advertisement, place of business issuance of e-insurance policies are repealed. The major changes in the regulation are:

- Customer Information Sheet (CIS) currently applicable to health products, however the regulations have extended this requirement to all general insurance products as well.
- No information / details pertaining to a policyholder can be shared with any third party.
- Collecting KYC, Nominee details and Bank Details at proposal stage has been made mandatory.
- A separate fee i.e. up to ₹100 may be collected by the Insurers to process any endorsement for assignment at any time during the policy period.
- Board Approved Advertisement Committee is requirement to be constituted whose primary responsibility would be to review and approve the advertisements.

The said Regulation comes into effect from 1st April 2024.

IRDAI (Bima Sugam - Insurance Electronic) Regulations, 2024

A Non-Profit Organization will be formed for efficient and effective end-to-end digital solutions. Consent based architecture will be implemented for its services to be always fair and open role-based access. Insurers may facilitate availability of their insurance products for sale and provide all services related to an insurance policy including settlement of insurance claims, grievance redressal in the Bima Sugam platform on an ongoing basis. Bima Sugam shall also facilitate access to common industry level data bases to mitigate frauds and facilitate straight through processes.

IRDAI (Registration, Capital Structure, Transfer of Shares and Amalgamation of Insurers) Regulations, 2024

Removal of requirement of prior-approval of the IRDAI for listing of shares of insurers on stock exchanges subject to compliance of specified conditions, enabling Provision for relaxation of lock-in period in case the insurer or the shareholder is in financial distress or to facilitate amalgamation of insurers or shareholders, capital structure of the applicants seeking new Registration and clarity on applicability of requirement of prior-approval for transfer of shares. The said Regulation comes into effect from 1st April 2024.

IRDAI (Actuarial, Finance and Investment Functions of insurers) Regulations, 2024

The regulation brings modification in various disclosure in financial statements, the exposure limit for financial and insurance activities has been increased from 25% to 30%, operational changes in the definition of approved investment and inclusion of Tri-Party Repos in the Money Market Instruments Definition. The said Regulation comes into effect from 1st April 2024.

IRDAI (Rural, Social Sector and Motor Third Party Obligations) Regulations, 2024

The said Regulations consolidate 2 erstwhile regulations pertaining to minimum business obligations in rural, social sector and motor third party business for insurers, as mandated under the Insurance Act, 1938. Compliance and measurement of these statutory obligations has been revised where the unit of measurement under the rural obligations will now be Gram Panchayat, the scope of social sector has been extended to cover cardholders and beneficiaries under various schemes. Under the Motor Third Party Obligations, unit of measurement will be renewal of insurance coverage to goods carrying vehicles, passenger carrying vehicles and tractors. The said Regulation comes into effect from 1st April 2024.

Entirely De-Notification of Prevailing tariffs in General Insurance Products

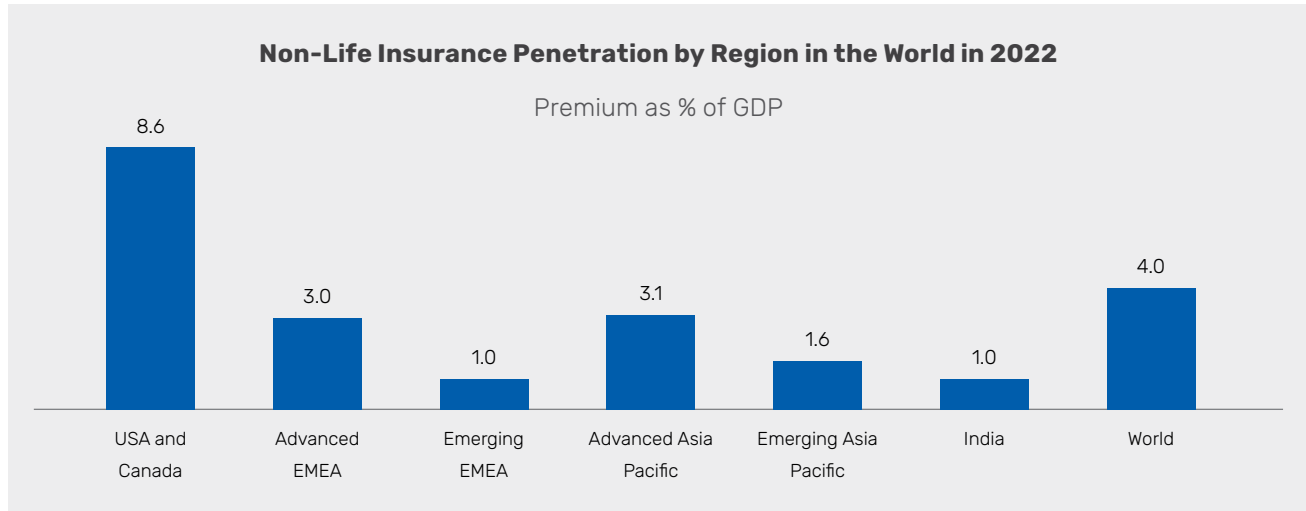
The Authority de-tariffed all tariff-based products viz. motor, fire, engineering, workmen compensation and Marine, effective from April 1st, 2024.

- Tariff standard policy wordings, add-ons, clauses and other standard terms and conditions in all policies can now be customised.
- There are no restrictions of use / adherence to standard GR clauses and IMT Endorsement wordings.
- Policy wordings can now be completely re-designed and substantially simplified.
- Claim related concepts / treatments can be re-designed under the products.
- More intensive monitoring of performance of product (segment wise) may be necessary on an ongoing basis.
- Self-governance mechanisms like the role of PMC and Board would play a major role post de-tariff of products.

While several Regulations have been notified with effective date as 1st April 2024, the master circulars detailing the operating procedures are still being notified by the IRDAI.

e. Industry outlook

Non-Life insurance penetration in India has remained flat at 1% during FY2023.



EMEA- Europe, Middle East, and Africa (Source: Swiss Re, Sigma 3/2023)

India's insurance industry is growing rapidly supported by robust economic growth, an expanding middle class, innovation and strong regulatory support. The Insurance Regulatory and Development Authority of India (IRDAI) has a target that all citizens should have "appropriate life, health and property insurance cover" by 2047 and has announced several initiatives and reforms to this end. Swiss Re insurance outlook forecast robust growth in the medium term, with premiums up an annual average of 8.3% during 2024-2028, driven by improvement in macro environment, strong distribution channels, government support and a favourable regulatory environment. Investments in Insurtech, digitalisation and the expanding middle-class will also be significant contributors to growth.

f. Opportunities

- Indian Economic growth:** The Indian economy continues to witness strong fundamentals across sectors and is likely to remain amongst the fastest growing and possibly the least affected by any global turmoil. As per EY Report, India over the next few decades presents a major growth opportunity and is most likely to become the 3rd largest economy by 2030. A strong economy, innovation and a favourable regulatory environment will drive insurance market growth in India.
- Demographic advantage and low insurance penetration:** Demographic factors such as large and growing population, growing middle class, high mix of working population and young insurable population and growing awareness of the need for insurance will support the growth of Indian insurance space. Swiss Re forecasts India to be the 6th largest insurance market in the world by 2032.
- Political & regulatory intervention:** The Insurance Regulatory and Development Authority India (IRDAI), in its efforts to achieve its mission of "Insurance for all by 2047" has unveiled a slew of measures to boost the growth in the insurance sector. The regulator has introduced "Bima Sugam", a one stop online platform that will allow insurers to sell products directly to customers online. Other initiatives such as "Bima Vaahak" who will then distribute a common product called "Bima Vistaar" that will assist in providing a thrust to parametric insurance to provide wide coverage specially for rural India, who need this most. Health Insurance for all is a major political agenda being driven which will further help health penetration through government health schemes. Increase in enforceability for non-Insured motor vehicles would help uninsured motor segment. Such measures will significantly aid the growth in the Indian Insurance sector.
- Leveraging Artificial Intelligence (AI) & digitalization for better customer services:** With the uptake of AI, various processes like policy issuance, customer and agent onboarding, claims payments etc. are automated and digitalized with significantly better customer outcomes and experiences. This helps in seamless scalability of the processes creating an opportunity for Insurers to continue growing along with improving customer satisfaction.

- **Cross-selling & Upsell opportunities aided by KYC:** One of the deterrents of up-sell and cross-sell in the past has been want of complete customer data to make tailored pitches to each customer. With KYC norms now in place at sourcing stage, cross-sell and up-sell opportunities could move to a different scale going forward. This may also go hand in hand with the changing customer preference of opting for customized insurance plans over currently available 'off-the-shelf products'.

g. Risks and threats

- **Highly competitive:** With enhanced FDI limits and eased capital requirements we expected larger entrants in the general insurance (including health) sector. Current Insurers too have different aspirations including scale, market share and driving growth to attract investors, this has led to higher discounting and reduction in profitability. Growth without sacrificing profitability has become more challenging which can be seen from the industry Combined Ratio of over 115% for 9M FY2024.
- **Un-predictability with catastrophe events:** Natural disasters, such as floods, earthquakes, cyclones, and pandemics, pose significant risks to insurers. These events result in a surge of claims, leading to financial losses and liquidity challenges for insurance companies. It also impacts the reinsurance market leading to price rise in different segments of business. The insurance industry witnessed a series of catastrophe events majorly triggered from climate changes in FY2024. This kind of adverse experience irrevocably impacts certain risk profiles and creates unpredictability for both Insurers and Reinsurers.
- **Insurers are increasingly dependent on emerging technologies and data sources:** to drive efficiency and expand capabilities across the organization. Insurers are also custodians of a huge amount of confidential customer data. With an increased amount of digitalization and as custodians of significant amount of confidential customer information, cyber risk, and risk of leakage of proprietary data is one of the most prominent risks insurers run today.
- **Sustainable insurance and Net Zero:** To tackle the effects of climate change and growing importance of ESG, insurers would be forced to refine their business offerings by expanding into the sustainable insurance market. As the pressure increases to adopt renewable energy sources, insurers will need to adjust their underwriting portfolios to reflect this transition.
- **Organized frauds against Insurers:** With increasing Insurance penetration, certain anti-social elements have created businesses to fraud the Insurance companies by instigating customers through organized calling. In order to combat the same, more investment is required in vigilance and collective Industry actions against such practices. This, in absence of a health or similar segment level regulators cause a lot of challenges for the industry.

B. Business overview

1. Company strategy

a. Growth with profitability

The Company has always focussed on growing profitably rather than compromising on profitability at the cost maintaining market leadership on top line. It does so consistently through, (a) Robust and prudent underwriting practices using strong data analytics capabilities, (b) Profitable & diversified portfolio of products, distribution & solutions, (c) Generation of cash flows through strong retention of premium and judicious investments of the proceeds, (d) Focus on both retail (mass, mass affluent & HNI) and commercial segments (SME & MSMEs) while maintaining strong position in large corporates & government business, (e) Focus on high quality and efficient customer service and claims experience through use of technology and lastly, (f) Robust fraud mitigation.

Accordingly, the Company has been amongst the top performing general insurers consistently on both top line and bottom line, over the past two decades.

b. Diversified and largest distribution, with a diverse business mix / product portfolio

The Company endeavours and continues to maintain a healthy mix of business across various distributors and product lines. This helps the company tide over business cycles that may impact one line of business or distribution.

The Company has one of the largest distribution force across the industry with a large network of institutional partners like banks, NBFC's, motor dealers and individuals including agents, POS, and our proprietary Virtual Sales Officers. Business is widespread across all these distribution lines.

In addition, we continue to maintain a diversified product portfolio to address varying insurance needs of the customers while maximizing value to our three key stakeholders i.e., Customer, Distributor, and the Shareholders.

c. Retail & commercial orientation

While the Company continues to invest in all available market opportunities, the endeavour is to always maintain a high proportion of retail business mix (across all segments i.e., mass, mass affluent & HNI) to avoid over dependence on any customer segment and to maintain high level of profitability. Endeavour is also to focus commercial segments (SME & MSMEs) while maintaining strong position in large corporates & government business. We maintain a hybrid sales structure where key business lines are run as verticals within the top cities and in smaller cities, we maintain a horizontal sales structure where an office head is expected to manage the entire allocated geography as an entrepreneur. This helps us focus on penetrating deeper in various business lines and wider geographically.

d. Robust underwriting and risk practices

We manage risk as culture which encompasses across the organisation. Our rewards programs across the organisation ensure the sufficient weightage is given to both top line and bottom line hence ensuring a well-balanced and idle risk reward structure. The Company maintains a very effective multi-layer reinsurance program which seeks to optimize the retention of risk at each policy level as well as at the level of lines of business. The limits under the treaties are set based on accumulation of risks by location and category, after considering the exposure based on Probable Maximum Loss, where applicable, and the expected frequency of claim events. Any catastrophe risk is mitigated by a separate non-proportional reinsurance treaty, which limits the Company's exposure to any single covered event. The reinsurers chosen are most highly rated and rated few notches above the regulatory mandate. Our robust underwriting and reinsurance guidelines prevent any over-exposure to a single loss event and exposure to claim payments for perils that were never intended to be insured. Detailed reserving guidelines are in place and the adequacy of reserves is tested from time to time and monitored by the Reserving Committee. Loss triangles are also published annually to advocate our prudence in reserving.

e. Best in class customer service

Customer obsession is the cornerstone of our 'Caringly Yours' philosophy. We leverage innovation to craft unique and engaging experiences that set us apart. As a leading general and health insurer, we are unwavering in our commitment to delivering exceptional care. Our Net Promoter Scores consistently reflect this dedication with continuous improvisation in scores. Furthermore, we maintain outstanding claims settlement and efficiency ratios, minimizing grievances and resolving customer concerns promptly. Our consistently reducing industry grievance ratio stands as a testament to this commitment. Fuelled by a relentless pursuit of innovation, we were recently recognized with the 'Best CX Strategy of the Year Award' at the Digital Customer Experience Confex & Awards, further solidifying our position at the forefront in the industry.

f. Digitalization to maintain competitive edge

At BAGIC, we are driven by our vision of simplifying and enhancing the lives of our customers, partners, and employees with the power of technology. We constantly strive to enrich and elevate our digital capabilities to deliver a frictionless experience. As a leader in the industry, we balance our focus on meeting the current business demands and creating transformation & innovation opportunities for the future. Our approach is to run both Business as Usual (BAU) and Transformation programs simultaneously, enabling us to accelerate the adoption of innovative solutions.

Our digital strategy has been significantly scaled up in the past few years, as depicted below:

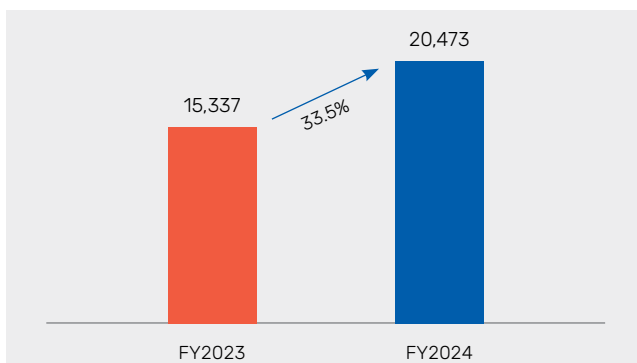
- During FY2024, there was further progress in the implementation of the new core policy admin platform by transforming Phase 1 of Group Health LOB on AWS Cloud. We also launched AgriNxt, a cutting-edge platform for Agriculture line of business.
- The hybrid cloud journey continued with the Data Centre Modernization project getting delivered in record time.
- We digitally integrated with 50 new partners during the year and delivered a total of 301 integrations across 69 new and existing partners.
- KYC was implemented in all renewal journeys in line with IRDAI regulations.
- BAGIC became the 1st insurance company to be onboarded on the Account Aggregator framework both as a Financial Information User (FIU) & Financial Information Provider (FIP).
- In the year gone by, we have enabled various digital platforms for our partners, customers and employees, key ones being - Risk Engineering portal for risk engineers to assess property line of business-related risks & Rapid Claim Settlement (RCS) platform to automate the claims settlement journey for commercial lines.
- We continued to enhance the experience of our partners, customers, and employees by enabling a range of tools and services such as CareFit Wellness Platform enabled on our customer facing Caringly yours App, Careculator, an analytics-driven product recommendation engine, Goal Sheet 2.0 to improve efficiency of our sales channels. AI enabled multilingual voice bot was developed for Motor, Non-motor & Agriculture Claim intimation.
- We experimented with GenAI and took a pioneering step to simplify insurance complexities with the launch of an innovative "Insurance Samjho" Gen AI powered Bot.
- Continued to scale up the innovation projects, such as extending new journeys & services on our AI-powered chatbot supporting 11.14 crore messages for over 17.4 lakhs unique users providing 24/7 assistance to the customers and partners.
- Our customer facing app Caring Yours App crossed 4.4 million downloads, our app for the farming community Farmitra scaled new heights (9.2 lakhs total downloads, 2.98 lakhs farmer claims has been intimated through the app).

2. Performance overview: FY2024

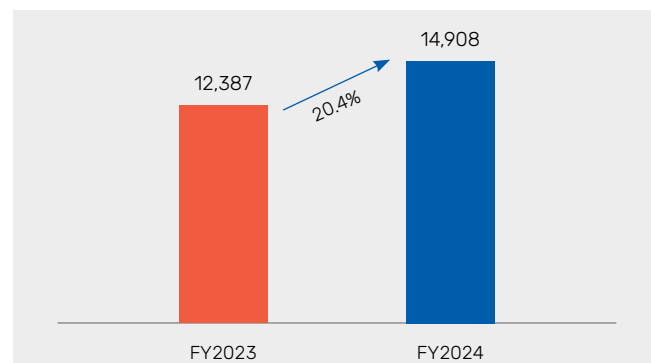
a. Business growth and market ranking

In terms of GDPI, the Company's growth was at 33.5% as against the industry growth of 14.2% (Private and Public multiline players). Market share increased to 8.3% in FY2024 from 7.1% in FY2023. During the year, Government Health of Gujarat State of ₹2,767 crore booked in FY2024 vs. ₹192 crore in FY2023. Excluding the bulky tender-driven government health and crop business, Company's growth was higher at 20.4% higher than the industry of 13.3%. Higher growth of BAGIC largely contributed by growth in commercial LOBs at 14%, Group health at 46% and Retail at 11.0% and Miscellaneous at 95%. Motor business grew at 9% lower than the industry growth of 13% due to muted growth in CV at 3% on account of focus on profitable segments. With the high growth, our market ranking has moved up from No. 6 rank in FY2023 to No. 3 in FY2024, surpassing even the three large tenured PSU insurers.

**BAGIC Gross Direct Premium
(₹ in crore)**



**BAGIC Gross Direct Premium (₹ in crore)
(Excl. Crop and Government Health)**



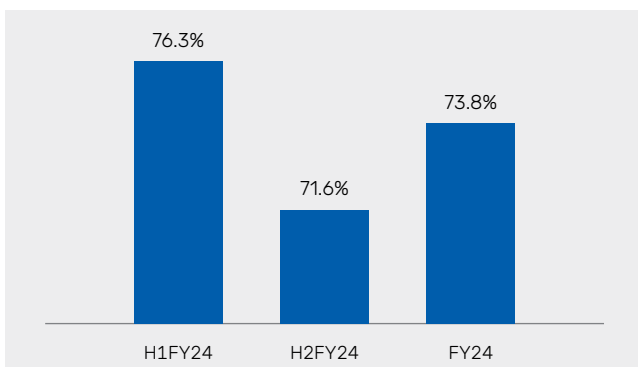
b. Claims ratio

Claims ratio for the Company for FY2024 was 73.8% as compared to 72.9% in FY2023. The increase in claim ratio mainly due to NATCAT claims impact of ₹118 crore. However, excluding. NATCAT claim ratio at 72.5% better than last year of 72.9%. Segment-wise higher claims ratios are explained as follows:

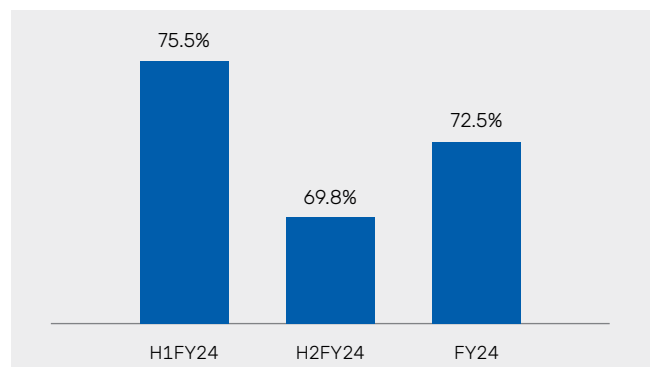
- (a) Fire - Claim ratio impacted due to NATCAT claims of ₹58 cr. excluding. NATCAT, claim ratio was at 28.8% as against previous year of 35.2%.
- (b) Health - Higher claim ratio in Health portfolio attributable to higher proportion of government and group health business wherein loss ratios are higher.
- (c) Motor - Higher claim ratio in Motor third party segment due to higher frequency of third party claims (benefit of Motor Vehicle Act not accrued) offset by lower Motor OD loss ratios resulting to lower overall Motor loss ratios.

While the year started with significant stress on loss ratios in H1FY2024, it did even out during H2FY2024 as can be seen below:

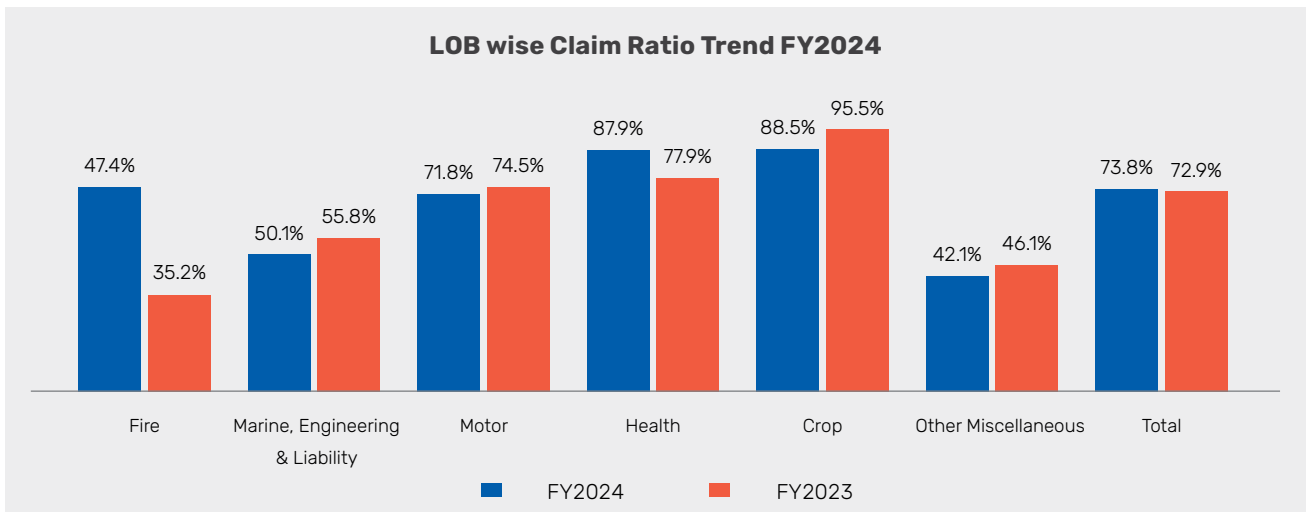
Claim Ratio Trend FY2024



Claim Ratio Excl. NATCAT FY2024

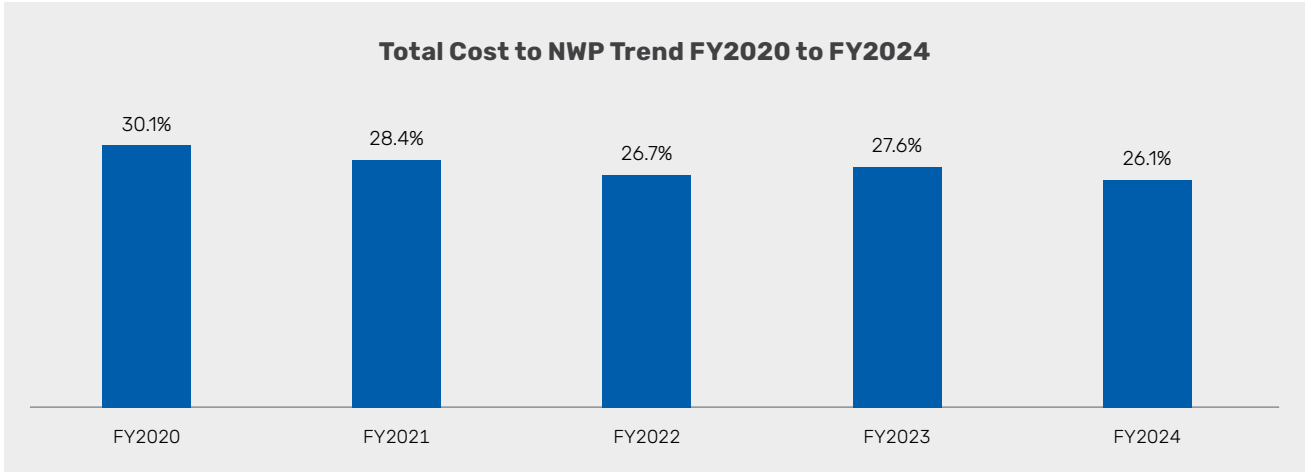


LOB wise Claim Ratio Trend FY2024



c. Expense ratio

Total Cost ratio was lower at 26.1% in FY2024 as against 27.6% in FY2023, down from its peak of 30.1% in FY2020. BAGIC consistently maintains better cost ratios year on year as can be seen from below graph. Even against the regulatory norm of Expense of Management, the Company was at a comfortable 22.7% as against the allowable limit of 30% as prescribed by IRDAI.



Total Cost = Net Commission + Operating Expenses, NWP = Net Written Premium

As seen above, the total cost to NWP ratio has significantly come down from 30.1% in FY2020 to 26.1% in FY2024 mainly on account of various expenses initiatives undertaken by the Company since past five years and higher reinsurance commission on account of various treaties entered into across various lines of business.

d. Grievance ratio and Net Promoter Score (NPS)

Best in class customer and distributor experience is at the heart of whatever we do at BAGIC and hence our tagline of “Caringly Yours”. We measure this experience through two key metrics i.e., grievance ratio and Net promoter score (NPS). Our Grievance ratio for FY2024 was 0.73 per 10,000 policies issued which we believe is expected to be amongst the best in the industry vs. comparable peers (basis the trend for 9M FY2024 and consistently for over a decade). We also continue to maintain a very healthy NPS of 72 for Motor and 69 for Health for FY 23, which we believe is the highest in the industry.

e. Profitability – Combined ratio (COR), Underwriting profits, Profit after Tax (PAT) and Return on Equity (ROE)

The Company’s COR moved from 100.5% in FY2023 to 99.9% in FY2024 and the Company registered an underwriting loss of ₹166 crore in FY2024 as against loss of ₹121 crore during FY2023. The COR at 99.9% is despite the NATCAT impact of ₹118 crore (net), excluding the NATCAT losses the COR would stand at 98.5% (previous year 100.5%). Similarly, the underwriting result also impacted due to higher claim ratio on account of various NATCAT event occurred during the year.

We believe that our COR and underwriting result would be amongst the best in the market despite the one-off impact of NATCAT claims.

FY2024 PAT was at ₹1,550 crore – highest ever profit for BAGIC in any financial year with a growth of 15%. This growth was despite an underwriting loss of ₹166 crore in FY2024 as compared to underwriting loss of ₹121 crore in FY2023 on account of better investment income despite lower realised gains of ₹384 crore in FY2024 vs ₹450 crore in FY2023. excluding. NATCAT, PAT was at ₹1,639 crore with growth of 22% over previous year.

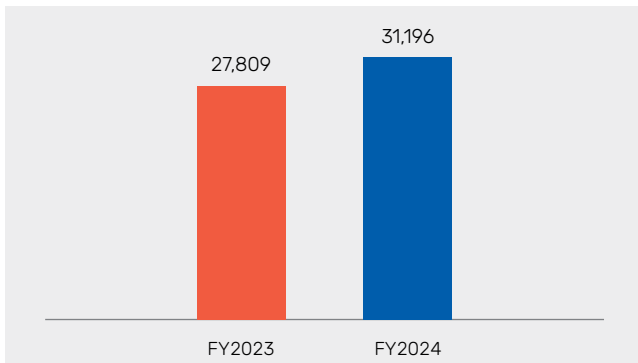
Despite NATCAT claims of ₹118 crore (pre-tax), the ROE (excluding fair value) of the Company stood at 15.2% in FY2024 (FY2023: 15.0%). ROE excluding surplus capital (assuming 200% solvency) would be over 20%.

f. Strong Assets Under Management (AUM) and Solvency

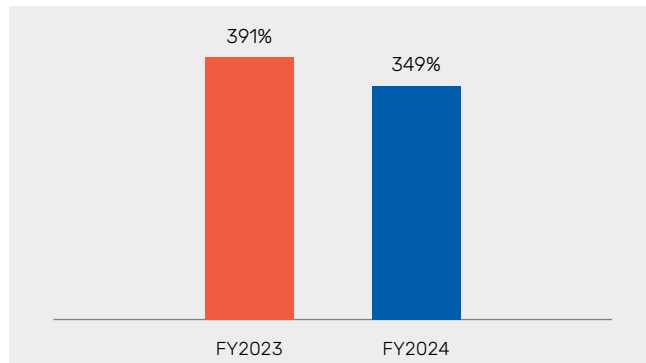
The Company remains well capitalised and maintained very high levels of solvency throughout the year. The solvency ratio as at 31 March 2024 stood at 349% (31 March 2023: 391%) which is well in excess of the required solvency margin of 150%.

The AUM for the Company grew by 12% in FY2024 to end at ₹31,196 crore at 31 March 2024 up from ₹27,809 crore at 31 March 2023. Advance premium grew by 26% in FY2024 to end at ₹1,829 crore at 31 March 2024.

**Assets Under Management
(₹ in Crore)**



Solvency %



g. Brand performance

Our key achievements have been listed below:

- Organized a first of its kind **GENERAL INSURANCE FESTIVAL OF INDIA (GIFI)** which officially set a new **GUINNESS WORLD RECORDS** achievement for the largest attendance for an insurance conference globally. There was a record turnout of 5235 attendees who contributed to creating history worldwide in the insurance industry. GIFI started with the idea of creating a platform that brings together the best in the general insurance industry and celebrates the industry’s contribution towards society’s well-being.
- Pune Half Marathon** - Over 16,000 registrations, Bajaj Allianz Pune Half Marathon is in line with our objective to fuel an inclusive fitness movement.
- Launched series of innovative products & related campaigns** - Revised Pet Insurance (to cover cats), V-Pay, Sarvarta Bima, Cashless Everywhere to build awareness, drive adaptability thereby increases sales.
- HAR GHAR BAGIC** - Communication message centered around supporting our agents with information related to insurance awareness among customers.
- Customer engagement** - Year long communication with customers resulted in customer retention upto 17.9%.
- Use of Gamification in Health & Motor Insurance** - Offered a unique and engaging experience to customers to promote safe driving habits, protecting customers thereby contributing to the community’s well-being, increase customer engagement and loyalty and to enhance brands reputation, increase customer loyalty.
- Customer Day** - Standing true to its brand philosophy of ‘Caringly Yours’ Bajaj Allianz is conducting Customer Day across its offices to resolve customer queries.
- Health Camps** - BAGIC as a brand cares about their stakeholders’ health and to drive this point home, we had organized free health camps in various cities. The main objective of a medical camp was to provide initial care at the right time and consulting a doctor early enough before a small health problem turns significant.
- Multilingual Product Literature & Product Videos** - With an effort to build an emotional connect and brand affinity, to reach out to our customers and a larger audience we build multilingual marketing collaterals and product videos. This aligns with our objective of penetrating in the under-penetrated parts of rural India.

- Highest no. of followers/ subscriber base in the GI industry across social platforms - 27 lakh
 - Successfully reached out to 25 cr+ unique audience across our social media platforms
 - A whopping Instagram total play count for videos in FY2024 of 39 cr.

h. Internal control and its adequacy

The company has in place adequate systems of internal control commensurate with its size and nature of business.

The board oversees the internal control governance structure. Head of departments (HOD) ensure control activities are performed at all levels within their functions, at various stages within business processes, and over the technology environment.

The risk management process identifies risks surrounding the Company's activities. Risk management is integrated into the Company's culture by way of an effective policy and a program led by the senior management. The risk management team has an operational risk management framework which monitors operational processes to identify any process gaps, risk events and corrective action. The same is monitored by the Executive Risk Committee and key issues by the Board Risk Management Committee.

Departmental policies and procedures are an effective way to maintain a strong system of internal controls. All the departments have documented policies and procedures of critical processes in their respective functions and ensure operating level controls through clear delegation of authority and segregation of duties.

The observations of statutory, internal, concurrent, MISP, Investment Risk Management & Information Security auditors are presented before the audit committee for corrective and preventive actions. A pre-audit committee is in place to go through, in great detail, each aspect impacting the control environment. The Audit Committee deliberates upon auditors' views on the adequacy of internal control systems and monitors the progress of open items through action taken report.

The financial reporting control framework reasonably assures that the Company's financial statements are reliable and prepared in compliance with the accounting standards as prescribed in the Companies Act, 2013, in accordance with the provisions of the Insurance Act, 1938 and the practices prevailing in the insurance industry in India.

As required under the Companies Act, 2023, the Company has implemented Internal Financial Control (IFC) considering the essential components of internal control stated in the Guidance Note on Audit of Internal Financial Controls over Financial Reporting issued by the Institute of Chartered Accountants of India.

The Company also has established a Governance & Controls Committee (GCC) to promptly address process improvement decisions and support in enhancing business resiliency for embracing change and in creating opportunities.

Various other set-up, policies and committees support a robust internal control structure which include a robust Investigation and Loss Mitigation team, Whistle Blower policy, Whistle Blower Committee, etc.

i. Material developments in Human Resources - Constantly driving towards a better future

At BAGIC, we take pride in being a customer obsessed, high performing, agile organization and the same reflects in everything that we do. What sets us apart is our commitment to growth and care for our employees. A range of initiatives have been implemented, recognizing the evolving talent landscape and enriching lives of our employees. These includes comprehensive capability-building programs focused on creating a sustainable behavioural change, progressive career pathways facilitated by our internal mobility framework, wellbeing initiatives and robust recognition framework to a steadfast commitment to diversity and inclusion.

By placing a strong emphasis on both the development and well-being of our employees, we are not only excelling in the present; we are also laying a solid foundation for sustained success in the future.

Here are a few key interventions that have contributed to fostering an environment where employees feel encouraged and empowered to prioritize their growth and well-being:

i. Learning at BAGIC: Our learning architecture embodies our core learning philosophy of democratization and personalization through digital, facilitator-led, and project-based learning. It is anchored around our

Leadership Mindsets and Behaviours, Techno-behavioural skills, and Power Skills framework, ensuring a dynamic approach to skill development.

In the past year, our employees at all levels have actively participated in various learning initiatives aimed at fostering continuous capability development. Initiatives such as Future Leaders' Clubs, Development program for emerging women leaders and partnership with esteemed institutions have significantly contributed to the build-up of a robust talent pipeline, particularly at the mid to senior levels. Moreover, our emphasis on capability development through managerial development programs and tailored functional learning interventions has been instrumental in enhancing employee skills. Additionally, our digital learning platform continues to play a pivotal role, providing access to a diverse array of learning assets. These assets encompass both internal contextual content and external resources from globally renowned content providers, ensuring a rich and comprehensive learning ecosystem for all employees.

ii. Employee Wellbeing: Employee well-being is a cornerstone of our corporate ethos, with a commitment to nurturing the holistic wellness of our workforce being driven from senior leadership. Recognizing the diverse needs of our employees, BAGIC has embraced a hyper-personalized approach to wellness. Multiple initiatives, covering our employees have been implemented focusing on physical and mental wellness, including a comprehensive insurance plan, vaccination and health check-up camps, and an intuitive wellbeing app provided free of charge to all employees and their spouses.

In today's fast-paced corporate environment, we recognize that a healthy workforce is essential for sustainable growth and success. By investing in wellness initiatives, we have cultivated an environment where employees feel supported and empowered to prioritize their health.

iii. Internal Job Postings (IJP): The weekly job postings for all positions across the Bajaj Finserv group ensures (a) fungibility of resources across the group, (b) opportunities for role matching and role enhancement and (c) talent management across the entire hierarchy across the Bajaj Finserv group. This is further backed by a job evaluation process across thousands of roles across all the Bajaj Finserv group companies which ensures parity across similar roles across any group company.

C. Financial statements

a. Results from operations: Analysis of Profit and Loss and Revenue Account

The statement below summarises the Company's Revenue and Profit and Loss accounts:

Particulars	₹ in crore)	
	FY2024	FY2023
Gross written premium (GWP)	20,630	15,487
Less: Premium ceded	11,062	7,176
Net written premium (NWP)	9,568	8,311
Less/(add): Adjustment for change in reserve for unexpired risks	685	293
Net earned premium (NEP)	8,884	8,019
Income from investments (net)	2,231	1,955
Other income (excluding contribution from Shareholders to Policyholders' account)	57	35
Total income	11,172	10,009
Claims incurred (net)	6,556	5,847
Commissions (net)	644	(366)
Operating expenses related to insurance business	1,850	2,659
Other expenses	68	67
Total outgo	9,117	8,206
Profit before tax	2,055	1,803
Provision for taxes	505	455
Profit after tax	1,550	1,348

The Company's results from operations have been analysed below:

i. Premium income

Premium income has been analysed as follows:

Particulars	(₹ in crore)		
	FY2024	FY2023	Growth
Premium from direct business written (GDPI) (net of GST)	20,473	15,337	33.5%
Premium on reinsurance accepted	157	150	4.7%
Gross written premium (GWP)	20,630	15,487	33.2%
Less: premium on Reinsurance ceded	11,062	7,176	54.2%
Net written premium (NWP)	9,568	8,311	15.1%
Less: Adjustment for change in reserve for unexpired risks	685	293	134.0%
Premium earned (net) (NEP)	8,884	8,019	10.8%

Premium income has further been analysed below at a segmental level.

Segmental GWP

Particulars	(₹ in crore)		
	FY2024	FY2023	Growth
Fire	2,530	2,293	10.3%
Marine	301	287	5.0%
Motor OD	2,699	2,351	14.8%
Motor TP	3,149	2,997	5.1%
Motor Total	5,848	5,349	9.3%
Workmen's Compensation	71	56	27.2%
Public Liability	118	96	22.3%
Engineering	418	309	35.1%
Aviation	18	12	47.1%
Personal Accident	233	233	(0.2%)
Health Insurance	6,170	3,140	113.7%
Credit Insurance	21	17	21.7%
Crop Insurance	2,795	2,755	1.4%
Other Miscellaneous	1,568	940	66.8%
Grand Total	20,630	15,487	33.2%

As can be seen above, the growth was largely driven by the Health segment largely attributable to Group and Government health and Other miscellaneous segment which includes Rural, Extended warranty and all other miscellaneous segments followed by the Commercial lines i.e. Fire, Marine, Liability & Engineering. However, retail lines such as Motor and retail health recorded muted growth due to focus on profitable sub-segments. Slowdown in motor was largely due to muted growth in Commercial Vehicle (CV) business which is severely stressed on profitability.

Amongst the tender driven bulky business lines, Government Health business registered a healthy growth in the Gujarat State scheme of ₹2,767 crore written in FY2024 as against ₹192 crore in FY2023. However, Crop insurance registered a muted growth on account of exit out of one of the states with premium of ~ ₹550 crore during the year.

Segmental NEP

Particulars	(₹ in crore)		
	FY2024	FY2023	Growth
Fire	315	269	17.1%
Marine	177	164	8.3%
Motor OD	1,993	1,813	9.9%
Motor TP	2,504	2,605	(3.9%)
Motor Total	4,497	4,417	1.8%
Workmen's Compensation	59	47	23.3%
Public Liability	32	27	17.6%
Engineering	34	29	17.3%
Aviation	2	1	49.4%
Personal Accident	219	201	8.8%
Health Insurance	2,657	2,042	30.1%
Credit Insurance	0	0	36.7%
Crop Insurance	483	514	(6.1%)
Others	410	307	33.6%
Grand Total	8,884	8,019	10.8%

The premium on reinsurance ceded can be analysed through the retention ratios as depicted below:

Particulars	(₹ in crore)		
	FY2024	FY2023	Growth
Fire	12.3%	12.9%	(0.6%)
Marine	62.3%	60.9%	1.5%
Motor OD	73.8%	80.2%	(6.4%)
Motor TP	74.4%	84.9%	(10.6%)
Motor Total	74.1%	82.8%	(8.7%)
Workmen's Compensation	88.4%	93.6%	(5.3%)
Public Liability	29.8%	33.3%	(3.5%)
Engineering	8.9%	9.7%	(0.7%)
Aviation	11.6%	8.8%	2.8%
Personal Accident	87.6%	92.6%	(5.0%)
Health Insurance	46.2%	71.4%	(25.2%)
Credit Insurance	1.0%	1.0%	0.0%
Crop Insurance	19.2%	18.7%	0.5%
Others	48.3%	34.2%	14.1%
Grand Total	46.4%	53.7%	(7.3%)

The decrease in retention is attributable to change in business mix (enhanced Government Health exposure) and treaty changes made in FY2024.

ii. Investment income

Details of income from investments are given in the table below:

Particulars	(₹ in crore)		
	FY2024	FY2023	Growth
Interest, dividend, and rent*	1,853	1,519	22.0%
Impairment loss	(6)	(13)	-
Interest, dividend, and rent (net of impairment)	1,847	1,506	22.7%
Profit / (loss) on sale of investments (net)	384	450	(14.6%)
Total income/(loss) on investments	2,231	1,955	14.1%

* includes accretion of discount/amortisation of premium

Investment income is analysed further as follows:

Particulars	(₹ in crore)		
	FY2024	FY2023	Growth
Interest, dividend, and rent (gross of impairment) *	1,853	1,519	22.0%
Less: Dividend etc.	45	30	50.2%
Interest Income from investments	1,808	1,489	21.4%

* includes accretion of discount/amortisation of premium

As can be seen above, interest income increased by 22.0% up from ₹1,519 crore in FY2023 to ₹1,853 crore in FY2024 due to increase in average debt assets under management during the year and the increase in yields. The table below indicates average debt investments and average yield earned in the respective years.

Particulars	(₹ in crore)	
	FY2024	FY2023
Average interest earning assets	25,469	22,991
Average current yields	7.09%	6.48%

Profit and loss on sale on investments

Profits and losses on sale of investments represents the amount by which the proceeds from the sale of investments exceeds the carrying amount of the investments that were sold. Profits and losses are booked considering the overall market condition and available investment opportunities.

Impairment

Impairment provision made of ₹6 crore (previous year of ₹13 crore) towards an exposure in an unlisted equity which has during the year been listed.

iii. Other income

Other income mainly includes interest income on terrorism retrocession pool of ₹40.8 crore (Previous year ₹24.4 crore), and interest on income tax refund of ₹3.3 crore (Previous year Nil).

iv. Claims

Claims incurred (net) are the total claims incurred by the Company during the year including both paid and outstanding, including Incurred but not reported (IBNR) and Incurred but not enough reported (IBNER) reserves, net of claims recovered from reinsurance ceded. The statement below summarises the Claims incurred (net).

Particulars	(₹ in crore)		
	FY2024	FY2023	Growth
Claims paid	10,401	7,297	42.5%
Claims paid on reinsurance accepted	11	12	(7.8%)
Gross claims paid	10,413	7,309	42.5%
Less: Claims recovered from reinsurance ceded	4,949	2,699	83.4%
Net claims paid	5,464	4,610	18.5%
Add: Increase/(decrease) in claims outstanding (net)	1,092	1,237	(11.7%)
Total claims incurred (net)	6,556	5,847	12.1%

The table below summarises the claims ratio for key lines of business:

Particulars	FY2024	FY2023
Fire	47.4%	35.2%
Marine Cargo	60.3%	65.1%
Motor OD	63.6%	70.5%
Motor TP	78.4%	77.2%
Engineering	41.7%	39.9%
Personal Accident	48.7%	36.8%
Health Insurance	87.9%	77.9%
Crop Insurance	88.5%	95.5%
Total claims ratio	73.8%	72.9%

As can be seen above, the overall claims ratio has been increased over previous year largely impacted due to various NATCAT (natural calamity) events occurred during the year. The Company was hit by claims across 8 NATCAT events having impact of ₹118 crore (net), which largely impacted the Fire, Motor and Crop segments, the largest impacted being Fire (excluding NATCAT, Fire claim ratio was at 28.8%). Despite the NATCAT impact the Motor OD and Crop loss ratios were lower than previous year. Excluding the impact of NATCAT events, the overall claims ratio for FY2024 was 72.5% (Previous year: 72.9%). Significant increase in the Health segment is attributable to higher proportion of Government Health and Employer employee business where loss ratios are inherently on the higher side.

v. Expenses (including commission)

Particulars	(₹ in crore)		
	FY2024	FY2023	Growth
Commission	644	(366)	-
Operating expenses related to insurance business	1,850	2,659	(30.4%)
Other expenses	68	67	1.1%
Total expenses	2,561	2,360	8.5%

The total expenses are further analysed below:

Commission expenses

Particulars	(₹ in crore)		
	FY2024	FY2023	Growth
Commission paid-Direct	2,850	1,028	177.2%
Commission paid on reinsurance accepted	21	18	15.1%
Gross Commission paid	2,871	1,046	174.4%
Less: Commission received from reinsurance ceded	2,227	1,412	57.7%
Commission paid (net)	644	(366)	-

As can be seen above, total expenses slightly increased mainly due to increase in gross commission to GWP attributable to focus on profitable lines of business having higher payouts which partially offset by higher reinsurance commission due to higher ceding. Further, total cost to GWP ratio remained lower at 22.9% (EOM) as compared to 23.9% in previous year due various expense initiatives undertaken by the Company. As per EOM regulations, Company's ratio was well below at 22.7% as against regulatory requirement of maintaining below 30%.

Other expenses largely includes CSR expenses and CEO's remuneration.

vi. Profit

Based on the above, the underwriting loss was at ₹166 crore for FY2024 as against an underwriting loss of ₹121 crore for FY2023. The segmental results were as follows:

Particulars	FY2024	FY2023
Fire	236	106
Marine	6	(10)
Miscellaneous	(408)	(217)
Total	(166)	(121)

During FY2024, within the miscellaneous segment the profitability was largely impacted due to the Motor and Health segments which contributed to most of the underwriting loss. As against previous year, however, Motor has shown an improvement in claim ratio mainly due to reduction in Motor OD on account of premium rate increases arising due to car price hikes in recent past and reduction in frequency. Significant deterioration was seen vs. previous year in health portfolio due to higher claims ratios.

Profit before tax (PBT) increased to ₹2,055 crore in FY2024 from ₹1,803 crore in FY2023, an increase of 14.0%.

As a result of the above, Profit after tax (PAT) increased to ₹1,550 crore in FY2024 from ₹1,348 crore in FY2023, an increase of 15% despite stress of NATCAT claims of ₹118 crore (pre-tax), lower realised gains which was partly offset by better recurring investment income. excluding. NATCAT, PAT was at ₹1,639 crore with growth of 22%.

b. Financial condition

The following table sets forth, on the dates indicated, the summarised Balance Sheet.

Particulars	(₹ in crore)	
	FY2024	FY2023
Sources of funds		
Equity capital	110	110
Reserves and Surplus	10,731	9,478
Fair value change account	632	218
Total Equity	11,474	9,806
Current liabilities	20,195	17,055
Provisions	5,149	4,476
Total	36,817	31,337

Particulars	(₹ in crore)	
	FY2024	FY2023
Application of funds		
Investments		
- Shareholders'	8,053	7,307
- Policyholders'	22,115	19,694
Fixed assets	480	449
Deferred tax assets	41	33
Cash & Bank balances	1,030	808
Advances & other assets	5,098	3,046
Total	36,817	31,337

Sources of funds

i. Equity capital and reserves

Equity capital

Shareholding pattern and transfer of shares

The shareholding pattern of the Company is as follows:

Particulars	At 31 March 2024		At 31 March 2023	
	No. of shares	Percentage of holding	No. of shares	Percentage of holding
Bajaj Finserv Limited	81,568,165	74%	81,568,165	74%
Allianz SE	28,659,085	26%	28,659,085	26%
Total	110,227,250	100%	110,227,250	100%

There has been no transfer of shares during the year and the shareholding pattern is in accordance with the statutory and regulatory requirements. The share capital stood at ₹110 crore (same as previous year).

The Company is required to maintain minimum solvency margin (i.e., excess of value of assets over value of insurance liabilities) at 150% as prescribed by IRDAI. The solvency margin was 349% at 31 March 2024 as against 391% at 31 March 2023. The Company maintains the highest solvency ratio and the highest capital efficiency amongst peers.

Reserves and surplus

A summary of reserves and surplus is provided in the table below:

Particulars	(₹ in crore)	
	At 31 March 2024	At 31 March 2023
Share premium	167	167
Balance of profit in Profit and Loss account	10,564	9,312
Fair value change account	632	218
Total	11,363	9,696

The increase in Profit and Loss Account balance represents the profit generated during the year net of dividend paid during the year.

Fair value change account represents unrealised gain/(loss) as on the Balance Sheet date on equity, mutual fund and AT1 bond investments. Such mark to market treatment of equity, mutual fund securities and AT1 bonds as on the reporting date is in line with requirements of IRDAI (Preparation of Financial Statements and Auditor's report of Insurance Companies) Regulations, 2002 which require such investments to be reflected at their current fair value in the Balance Sheet and the mark

to market adjustment being reflected under “Fair value change account” on the liability side of the Balance Sheet. Movement in fair value change account is a function of performance of the equity markets and the mix of equity and mutual funds in the portfolio.

The networth of the Company grew by 17.0% to ₹11,474 crore at 31 March 2024 up from ₹9,806 crore at 31 March 2023. Excluding, fair value balance, networth grew by 13.1% to ₹10,841 crore at 31 March 2024 up from ₹9,589 crore at 31 March 2023 despite the dividend payout.

ii. Current liabilities and provisions

Current liabilities

A summary of current liabilities is provided in the table below:

Particulars	(₹ in crore)	
	At 31 March 2024	At 31 March 2023
Amount pertaining to Policyholders'		
- Unclaimed amount of Policyholders'	39	1
- Policyholders' claims payable	13,288	12,196
- Unallocated premium	870	645
- Premium received in advance	1,829	1,448
- Payable to Policyholders	16	0
Sundry creditors and payables for expenses	411	578
Solatium fund	26	23
Payables for unsettled investment contracts	0	0
Payable to agents (Agents balances)	380	183
Statutory dues and Taxes (including GST) payable	369	292
Balances due to other insurance companies	2,964	1,690
Other liabilities	2	0
Total	20,195	17,055

- (a) The unclaimed amount to policyholder balance is on account of excess collection due to policyholders and cheques issued but not encashed by policyholders / Insured. The significant increase in the balance is attributable to the revised unclaimed guidelines issued by IRDAI in February 2024 which clarified certain additional sums outstanding to be included in unclaimed amounts due to Policyholders'.
- (b) Policyholders' claims payable represents amounts payable to the policyholders that are intimated to the Company and are outstanding as a part of the normal claims process or pending due to incomplete documentation from the policyholders or pending investigations or may be under litigation. A large part of claims outstanding also pertains to (a) estimated liability for claims incurred but not reported ('IBNR') and claims incurred but not enough reported ('IBNER') and (b) TP and other large value claims under litigation. IBNR reserve is a provision for all claims that have occurred prior to the end of the current accounting period but have not been reported to the Company. The IBNR reserve also includes provision for claims IBNER. The said liability (IBNR and IBNER) is determined by Appointed Actuary based on actuarial estimate derived in accordance with relevant IRDAI regulations and guidance notes issued by the Institute of Actuaries of India.
- (c) Unallocated premium mainly includes amount received toward proposed insurance contract that will be recognised as premium post underwriting or fulfilment of requirements by the customer (outstandings upto 1 year) and other large sums pertaining to float monies kept with the Company by Group policyholders to take care of ongoing additions to the Group policy and monies kept by the Intermediaries for ongoing policy endorsements/enrolments.

- (d) Premium received in advance is held in accordance with the IRDAI guidelines and as per file and use and will be recognised as premium income on the due date of the policy. The advances largely pertain to long term motor policies. During FY2024, advance premium balance increased by 26% mainly on account of increase in mix of long-term motor policies mainly of two-wheeler business. The Company has recently tied up with several two-wheeler OEMs which has led to the said increase.
- (e) Payable to policyholders indicates amount due to the policyholder which is under regular process of being disbursed.
- (f) Sundry creditors and payables for expenses represent amounts payable to various service providers towards goods and services availed by the Company along with the provision for the services availed/goods received but bills not received.
- (g) Solatium fund - the Company provides for contribution to Solatium fund at 0.10% of total third-party premium of direct business as per requirements of IRDAI.
- (h) Payable for unsettled investment contracts represents amount outstanding towards investment trades of last few days that are not due for settlement.
- (i) Agents' balances represent amount payable to agents as on the Balance Sheet date. The increase in balance is attributable to higher growth as against previous year and other commission timing arrangements with intermediaries.
- (j) Taxes payable represent tax deducted and payable under various tax rules and regulations, such taxes will be paid in due course within their due dates. Increase largely attributable to GST as liability for March 2024 settled post balance sheet date.
- (k) Balances due to other insurance companies primarily indicates payables to reinsurers under various reinsurance arrangements (₹2,294 crore) largely pertains to crop insurance, deposits held on reinsurance ceded (₹673 crore) largely pertains to various treaty arrangements and payable to other insurers towards coinsurance contracts (₹3 crore).
- (l) Other liabilities primarily include bank overdraft as per the books of accounts.

Provisions

A summary of provisions is provided in the table below:

Particulars	(₹ in crore)	
	At 31 March 2024	At 31 March 2023
Reserve for unexpired risk	5,126	4,442
Income tax	2	16
Provision for leave encashment, long term incentive plan and gratuity	20	18
Total	5,149	4,476

Reserve for unexpired risk represents that part of the net premium (i.e., premium, net of reinsurance ceded) which is attributable to, and set aside for subsequent risks to be borne by the Company under contractual obligations on contract period basis or risk period basis, whichever is appropriate, subject to a minimum of 100% in case of Marine Hull business and in case of other lines of business based on net premium written on all unexpired policies at Balance Sheet date by applying 1/365th method on the unexpired period of respective policies.

The Company liability towards leave encashment, long term incentive plan and gratuity is actuarially valued and is as per the requirements of revised Accounting Standard 15 (Revised) on Employee Benefits. The fall in liability is attributable to the transition from cash based long term incentive plan to employee stock options.

Application of funds

i. Investments

A statement of total investments made by the Company is given below:

Particulars	(₹ in crore)	
	At 31 March 2024	At 31 March 2023
Investments		
- Shareholders'	8,053	7,307
- Policyholders'	22,115	19,694
Total	30,168	27,002

Total investments grew by 11.7% from ₹27,002 crore as at 31 March 2023 to ₹30,168 crore as at 31 March 2024. The Company maintains highest quality of assets with a Debt to Equity mix of 87:13 within which 99% of the debt portfolio is held in AAA rated and sovereign securities and 90% of Equity portfolio is held Nifty 50 scripts.

ii. Fixed Assets

A statement of movement of fixed assets is given below

Particulars	(₹ in crore)	
	At 31 March 2024	At 31 March 2023
Gross block	803	750
Less: Accumulated depreciation	354	324
Net block	449	426
Add: Capital work in progress	31	23
Net fixed assets	480	449

iii. Deferred Tax asset (net)

Deferred tax assets carried in the books comprise of:

Particulars	(₹ in crore)	
	At 31 March 2024	At 31 March 2023
Deferred tax asset		
Timing difference on account of -		
Reserve for unexpired risks	33	21
Employee Benefits	4	3
Long Term Incentive Plan	15	19
Provision for doubtful debts	1	1
Solatium fund	6	6
Provision for diminution in value of Investments	9	7
Total	68	57
Deferred tax liability		
Timing difference on account of -		
Depreciation as per Section 32 of Income Tax Act, 1961	(28)	(24)
Net deferred tax asset	41	33

iv. Cash, bank, advances & other assets

A summary of current assets, loans and advances is provided in the table below:

Particulars	(₹ in crore)	
	At 31 March 2024	At 31 March 2023
Cash and bank balances	1,030	808
Advance tax and TDS	72	96
Income accrued on investments	642	478
Assets held to cover unclaimed funds	43	3
Outstanding premium	2,324	1,192
Dues from entities carrying on insurance business	1,199	523
Unsettled investment contract receivable	15	52
GST/Service tax unutilized credit	580	405
Deposits	107	179
Prepayments	54	44
Other advances and receivables	63	73
Total	6,128	3,853

- (a) Cash and bank balances represent amounts collected during last few days of the financial year and includes cheques on hand and cheques deposited but not cleared. The increase mainly pertains to increase in short term deposits by ₹258 crore partially offset by reduction in current account balance of ₹30 crore.
- (b) Advance tax and TDS (net of provisions) indicates advance tax paid, and amounts paid to the Tax Authorities under protest for matters in Appeal.
- (c) Income accrued on investments represents interest income accrued but not due as at 31 March 2024. This largely pertains to interest on Government securities and debentures.
- (d) Assets held to cover unclaimed funds are assets segregated for unclaimed policyholders and invested in money market instruments in line with the IRDAI regulations.
- (e) Outstanding premium represents premium income accrued and due. These largely pertain to the Crop and Government health business where monies are due from the Central and State governments.
- (f) Dues from entities carrying on insurance business include dues from coinsurers (₹133 crore) and reinsurers (₹1,066 crore). The increase is largely attributable to reinsurance balances on account of certain treaties executed by the Company in the Motor segment.
- (g) Unsettled investment contract receivable balance pertains to sale of state government securities on 31 Mar 2024 which settled subsequently.
- (h) GST/Service tax unutilized credits represent the credit of GST/service tax available with the Company which can be used to offset the GST/service tax liability of the Company.
- (i) Deposits represent deposits placed for premises taken on lease as well as for leased accommodations for employees. It also includes deposits to service providers for electricity, telephone and other utilities services and margin money placed with CCIL. Decrease in balance attributable to deposit placed towards Maharashtra crop insurance claims deposit of ₹75 crore in FY2024 as against ₹150 crore in FY2023 as per High Court Order.
- (j) Prepayments include amounts paid in advance as per contractual terms with vendors for services to be utilised in the future. The increase is attributable to ESOP cost (intrinsic value) paid upfront and amortized over the vesting period.
- (k) Other advances and receivables primarily include advances made in the ordinary course of business for services to be availed in the future. It also includes other tax receivables (paid under protest) and recoverable from agents.



Allianz

Caringly yours

EXPERIENCE TAILORED COVERAGE TO FIT YOUR NEEDS

Bajaj Allianz My Healthcare Plan that gives you the power to tailor your coverage to align with your specific requirements, providing you with the flexibility and freedom you deserve.

Coverages:



OPD Benefit of 2X
(twice the premium)



Sum Insured Options
up to Rs. 5 Crore



Unlimited Sum Insured
Reinstatement



Inbuilt Maternity and
Baby Care Cover



Inbuilt cover for prescribed
external medical aid



Inbuilt Home Nursing
Cover



Up to 50% Cumulative Bonus
for each Claim Free Year;
Maximum 100%*



Option to add
International Cover
(Emergency Only)



Consumable
expenses covered
up to sum insured



Option to add Major Illness
and Accident Multiplier

*For SI 5 lacs and above only

For detailed T&C, please refer to the product policy wordings

Contact Bajaj Allianz Care Advisor | 1800 209 0144 | bajajallianz.com

Bajaj Allianz General Insurance Co. Ltd., Bajaj Allianz House, Airport Road, Yerawade, Pune - 411006. IRDAI Reg No.: 113. CIN: U66010PN2000PLC015329
UIN: BAJHLIP23143V012223-My Health Care Plan | For more details, log on to : www.bajajallianz.com or call at : Sales - 1800 209 0144 / Service - 1800 209 5858 (Toll Free No.)
For more details on risk factors and Terms and Conditions, please read the sales brochure before concluding a sale. | BIAZ-O-3476/31-05-2023

To Download
Caringly Yours App,
Scan this QR code



Available on

DIRECTORS' REPORT

Your Directors have pleasure in presenting their 24th Annual Report and audited financial statements for the financial year ended 31 March 2024 (FY2024).

Industry update

During FY2024, aiming for insurance for all by 2047, the Insurance Regulatory and Development Authority of India (IRDAI), replaced 34 existing regulations with 6 regulations and introduced 2 new regulations. Such a significant change is expected to enhance clarity and coherence in the regulatory landscape. These regulations encompass pivotal areas such as safeguarding of policyholders' interests, rural and social sector responsibilities, electronic insurance marketplace, insurance products and operation of foreign reinsurance branches, as well as aspects of registration, actuarial, finance, investments and corporate governance. Further, in FY2024, long-term initiatives to increase the pace of insurance penetration like "Bima Sugam" (an electronic insurance marketplace), "Bima Vistar" (a comprehensive life, general and health insurance product for the lower income segments) and "Bima Vahak" (a women centric new distribution channel) were launched and the progress of these will be keenly monitored by your Company.

On the macroeconomic front, in FY2024, the Indian economy has exhibited its resilience with stable interest rates, controlled inflation and better performing securities markets that scaled new lifetime highs. The continuation of war-like situation in Ukraine and West Asia, however, is bound to have impact on marine insurance business as the reinsurance rates would harden and with change in coverage and higher premiums for certain clauses dealing with war risk, although there has been limited impact of these events on Indian securities markets.

Notwithstanding global headwinds, the overall environment in FY2024 was generally favorable to the development and growth of general and health insurance industry in India with greater investments by the Central and several State Governments in infrastructure and healthcare and incentives to increase manufacturing and support for electric and hybrid vehicles led to positive growth momentum that is expected to be secular in nature. Motor insurance business benefitted from the highest ever sale of private vehicles in FY2024 with a larger share of electric vehicles. Health insurance saw robust growth although the lower growth in number of policies indicates the need and opportunity for greater penetration exists. Tender-driven crop insurance and Government health schemes attracted greater participation by insurers as the new Expenses of Management regulations helped some of them in bringing down their cost ratios. Liability insurance, especially cyber risk insurance business continued to grow faster than many other lines of business.

On the downside as many as 8 small and major natural catastrophes affected your Company's fire and engineering insurance business in FY2024.

The general insurance industry (Private and Public multiline players) managed to record GDPPI (Gross Direct Premium income) growth of 14.2% during FY2024. The growth rates in gross direct premium in India (Gross written premium less reinsurance accepted) for the industry and for your Company, are shown in the following Table:

Gross direct premium in India – the general insurance industry

(in ₹ Crore)

Particulars	Gross premium			Gross premium ex. Tender driven crop and government health		
	FY2024	FY2023	Growth%	FY2024	FY2023	Growth%
BAGIC	20,473	15,337	33.5%	14,908	12,387	20.4%
Private Sector	155,090	131,942	17.5%	133,385	114,635	16.4%
Public Sector	90,342	82,891	9.0%	80,647	74,310	8.5%
Total (Pvt. + PSU)	245,433	214,833	14.2%	214,031	188,945	13.3%
Standalone Health Insurers (SAHI)	33,116	26,244	26.2%	33,116	26,244	26.2%
Industry Including SAHI	278,549	241,077	15.5%	247,147	215,189	14.9%
Specialised Insurers	11,189	15,817	(29.3%)	1,299	1,198	8.4%
Total industry	289,738	256,894	12.8%	248,446	216,387	14.8%

* Source: GI Council figures, IRDAI website and IRDAI.

As can be seen in the table above, your Company's growth was higher than the industry on total gross premium. Excluding the bulky and volatile tender-driven government health and crop insurance segments too, your Company's growth was significantly higher than the market. Your Company recorded a market share of 7.1% for FY2024 as compared to 6.0% in FY2023 (within total industry including specialised insurers). We are pleased to note that your Company moved to the third rank in the General Insurance market overtaking three public sector insurance companies of long vintage.

Business update

Your Company's focus continues to be on being amongst the most profitable general insurers, while remaining focused on growing retail and commercial businesses faster than the market. It seeks to achieve this through a diversified product mix supported by deep and vast distribution catering to all segments of customers. The product portfolio of your Company includes personal lines of business such as motor insurance, health insurance, home insurance. etc. as well as a host of commercial insurance products like fire insurance, marine insurance and liability insurance for commercial entities like Corporates, SME's, shops, etc. Your Company also participates in tender-driven businesses like crop insurance and government health schemes, which has an element of volatility in reported gross premiums but, over cycles are expected to be profitable. Motor, property and health insurance are the major focus areas, with approximately 61% of gross premium and a majority of customers coming from these lines during FY2024.

Through robust and prudent underwriting practices, your Company aims to generate positive cash flows through optimal retention of premium, judicious investments and focus on high quality customer service. Your Company continues to be among the most profitable and solvent general insurers vis-a-vis peers in the public and private sectors while delivering premium growth much higher than the industry. Your Company's Combined ratio of 99.9% in FY2024 is once again expected to be one of the lowest in the industry, reflecting a sound balance between growth and profitability.

Your Company continues to grow its distribution network, which is already one of the largest and deepest in the industry, through tie ups with banks, NBFCs, brokers, individual multi-line agents, motor insurance service providers (MISP), point of sales persons, web-sales and the Company's proprietary channels. Your Company has one of the strongest network of bancassurance partners among all insurers not only in India but globally as well. During FY2024, your Company tied up with 5 new banks and 7 NBFC's / credit co-operative societies, renewed its relationships with almost all the key partners and also secured entry into many automobile brands in two-wheelers, four-wheelers as well as commercial vehicles segments who will function as MISPs. Your Company has also embarked upon the journey to expand its presence in lower-tier towns (tier III and below) via its Geo multi-channel hub-and-spoke initiative that is intended to take the general and health insurance business to semi-urban and rural parts of the country. It opened 56 new offices in such locations apart from several virtual points of presence during FY2024.

Here is the summary of key metrics of your Company's performance during FY2024 as compared to its comparable peers (Private and Public multiline players):

- Premium growth of 33.2%, higher than the industry growth of 14.2%, excluding the bulky tender driven businesses of crop and Government health too the growth was at 20.2% as against the industry growth of 13.3%.
- Among the highest level of profitability as measured by combined ratio: 99.9%.
- Amongst the lowest cost ratios (Cost to NWP) at 26.1%.
- Lowest grievance ratio for the 9 months for 9M FY2024 with comparable peers at 0.69 (grievances to per ten thousand policies issued).

Source: Public Disclosures of Companies for 9M FY2024.

Business performance during the year

Your Company's GWP, including reinsurance accepted, during FY2024 was ₹20,630 crore, as compared to ₹15,487 crore during the previous year, a growth of 33.2%. Excluding the bulky tender driven crop and government health insurance, GWP grew by 20.2%. The Net Earned Premium, which measures the premium retained after reinsurance and reserves for unexpired risks, grew by 10.8% at ₹8,884 crore as against ₹8,019 crore during the previous year. The Combined Ratio for FY2024, as defined in the Master Circular on 'Preparation of Financial Statements of General Insurance Business' issued by the IRDAI, stood at 99.9%.

Your Company sold around 3.8 crore policies during FY2024 as compared to about 2.8 crore during the previous financial year. The number of claims reported in FY2024 were 59.7 lakhs as against 43.8 lakhs reported during FY2023.

Investments and Investment Income

The investment duration of the portfolio is actively monitored, keeping in mind the duration of liabilities, through an Asset Liability Management model as well as aligning the same with the solvency position. Your Company's investment philosophy is based on strong cash generation, backed by prudent investment of surpluses, keeping in mind the obligation to pay claims when they arise.

Investments are predominantly made in high quality instruments, 99% of the fixed income portfolio is held in the highest credit rated securities (Sovereign/AAA or equivalent) & 90% of the total equity investments are held in Nifty 50 index stocks.

During the year, as interest rates remained above 7% p.a. and peaked, the fixed income portfolio duration was increased to 5.2 from 4.1 at the beginning of FY2024 to actively leverage higher yields.

Your Company's investment portfolio remains strong with a high level of liquidity.

The assets under management (AUM) as at 31 March 2024 stood at ₹30,168 crore as against ₹27,002 crore as at 31 March 2023, an increase in investible surplus by ₹3,166 crore. The realised investment income (net of impairment) for FY2024 was ₹2,231 crore as against ₹1,955 crore in the previous year. We are pleased to note that your Company's AUM crossed ₹30,000 crore during the year.

Profit

Profit before tax (PBT) during FY2024 was ₹2,055 crore as compared to ₹1,803 crore during the previous financial year. The profit after tax (PAT) for FY2024 was ₹1,550 crore as compared to ₹1,348 crore during the previous financial year.

Summary of financials

Particulars	FY2024	FY2023	% Change
Gross written premium (GWP)	20,630	15,487	33.2%
GWP ex. crop and government health	15,068	12,539	20.2%
Net earned premium	8,884	8,019	10.8%
Underwriting results	(166)	(121)	-
Profit before tax	2,055	1,803	14.0%
Profit after tax	1,550	1,348	15.0%
Claims ratio	73.8%	72.9%	(0.9%)
Combined ratio*	99.9%	100.5%	0.6%
Return on average equity	15.2%	15.0%	0.2%

* Combined ratio is calculated according to the Master Circular on 'Preparation of Financial Statements of General Insurance Business' issued by the IRDA effective from 1 April 2013.

Capital, Solvency and Shareholders' Funds

The Shareholders' equity of your Company stood at ₹11,474 crore as at 31 March 2024 as against ₹9,806 crore as at 31 March 2023. Your Company has completed 16 consecutive years since the last capital infusion and continues to be one of the most efficient users of capital in the private sector as measured by the ratio of gross written premiums to share capital and by gross written premiums to shareholders' equity. Your Company has been able to improve its solvency ratio at 349% as at 31 March 2024, which is well above the regulatory requirement of 150%.

Dividend

The Board has recommended to the shareholders declaration of dividend of ₹60 per equity share (600%) for FY2024 at the ensuing Annual General Meeting (AGM). Total dividend for FY2024 would be ₹661.36 crore (previous year ₹27 per equity share of ₹10 (270%), amounting to ₹297.61 crore).

Return on Equity (ROE)

The return on average equity for your Company during FY2024 was 15.2% as against 15.0% in the previous year. Excluding the surplus capital, the ROE from the operations would be much higher than that reported.

Recognition & Awards

Your Company continues to be a bright shining star when it comes to winning awards and accolades across various forums. Following are some of the major awards your Company won during FY2024:

1. General Insurance Company of the Year award at the 27th Asia Insurance Industry Awards (the only Company to have received this thrice)
2. Product Innovator of the Year (Health Insurance) Award at the 4th Annual BFSI Excellence Awards 2023
3. Best Cyber Insurance Award at the InsureNext Conference & Awards 2024
4. Best Travel Insurance Company Award at the India Insurance Summit & Awards 2024

Tapan Singhel, MD & CEO, was bestowed with the CEO of the Year award at the BFSI Leadership Summit & Awards 2023 and IDC Future Enterprise Awards India 2023, Excellence in Strategic Leadership at the ELETS Insurance Innovation Awards 2023 and CEO – General Insurance Company of the Year at the India Insurance Summit & Awards 2024 for his exemplary leadership and innovative approach to stay ahead of the curve and be the industry leader.

During FY2024, your Company organised the first General Insurance Festival of India (GiFi). It is conceived as a platform to recognize and celebrate the exceptional contributions of insurance agents across the insurance companies in India. Top ten agents from various life and general insurance companies won awards in different categories, which was adjudged by a distinguished panel of independent judges. The congregation of over 5,500 members of the insurance fraternity secured for your Company a Guinness World Record for the largest general insurance festival worldwide.

Credit rating

Your Company maintained its credit rating of “[ICRA]AAA(Stable)” awarded by ICRA. This is the highest issuer rating.

IRDAI registration

Your Company has paid the annual fees for FY2025 to the Insurance Regulatory and Development Authority of India (‘IRDAI’) as specified by the IRDAI.

Annual Return

Pursuant to section 92(3) of the Companies Act, 2013 (“the Act”), a copy of the Annual Return as at 31 March 2024 is hosted on the Company’s website and can be accessed at <https://www.bajajallianz.com/about-us.html>

Material changes and commitments

There have been no material changes or commitments affecting the financial position of the Company, which have occurred between the end of financial year of the Company and the date of this report.

Conservation of energy and technology absorption

Your Company, being an insurance company, does not have any manufacturing activity. The Directors, therefore, have nothing material to report on conservation of energy. However, the Company continues its efforts to implement energy efficient solutions in various spheres of its activities such as:

1. LED lights installed across 207 offices and all new offices are invariably using LEDs only
2. Energy efficient variable refrigerator flow air conditioning system installed at 95 locations
3. Energy efficiency audit conducted at all critical locations across India
4. Electric vehicles chargers installed at the head office

During the year, energy audit was carried out for Head Office premises of the Company which has been given the highest (5 star) rating on the basis of Energy Performance Index Assessment.

Your Company has also installed a solar unit of 25Kwh in addition to 40 Kwh capacity at the head office premises to use renewable energy and conserve electricity. The Company also continues to focus on digitalisation which in addition to use best in class technology includes digital policy issuance at 96%, digital payments at 95% and digital agent onboarding at 100%.

Digital Transformation

In the year gone by, your Company made significant progress in its digital transformation journey. There was further progress in the implementation of the new core policy admin platform, Datacenter modernization and several other projects were made live during the year under review. The Company is a leader in crop insurance business and hence continued to invest in it by launch of the AgriNxt, a cutting-edge platform for crop insurance business. The hybrid cloud journey continued with the Data Centre Modernization project getting delivered in record time. Your company digitally integrated with 42 new partners and delivered a total of 210 integrations across 58 new and existing partners.

KYC was implemented in all renewal journeys as per the IRDAI norms. Your Company took the lead in becoming the 1st insurance company on the Account Aggregator framework both as a Financial Information User and Financial Information Provider.

During the year, your Company enabled several tools and services for its partners, customers and employees to help provide fast and efficient services through adoption of technology. Various platforms were made live like Risk Engineering Portal for risk engineers to assess property line of business-related risks. Claims Legal Application Platform for end-to-end processing of legal cases received for motor third party insurance business. A rapid claim settlement platform to automate the claims settlement journey for commercial lines was also launched. CareFit Wellness platform was launched on the Company's Caringly Yours mobile app for our customers. "Careculator", unique analytics driven product recommendation engine was also launched for the Company's health insurance customers.

Your Company continued to scale up its innovation projects by extending new journeys and services on its AI-powered chatbot supporting 7.8 crore messages for over 15 lac unique users providing 24*7 assistance to the customers and partners. The Company has also experimented with GenAI and took a pioneering step in enhancing customer experience and transparency with the launch of its innovative "Insurance Samjho" GenAI powered bot, which simplifies insurance jargons and concepts for the customers. AI enabled multilingual voice bot was developed for Motor, Non-motor and Crop insurance claim intimations.

Environment Social and Governance (ESG)

The Company has proactively been embracing Business Responsibility and Sustainability Reporting (BRSR) since FY2023, emphasizing its commitment to ESG reporting. To monitor Greenhouse Gas (GHG) emissions, the Company secured GHG Accounting and Independent limited assurance from DNV India. Active participation in the reasonable assurance process for Bajaj Finserv Group underscored the Company's dedication to environmental accountability. In accordance with international standards, the Company initiated reporting under the Global Reporting Initiative (GRI) for FY2024, aligning its efforts with the identified United Nations Sustainable Development Goals (UNSDGs).

An independent ESG materiality assessment was completed during FY2024, resulting in the identification of 18 material topics. These topics were strategically aligned with different functions, paving the way for the initiation of medium to high impact initiatives. Employee awareness on ESG, Human Rights and Health and Safety was meticulously addressed through mandatory trainings within the Company. Additionally, awareness sessions focusing on ESG topics were conducted for shortlisted and strategic vendors, fostering a culture of sustainability across the supply chain.

At the governance level, the Company implemented a Responsible Investment Policy. Furthermore, ESG Clauses were integrated into standard agreements in alignment with the National Guidelines on Responsible Business Conduct Guidelines, demonstrating the Company's steadfast commitment to ethical and sustainable business practices.

Foreign exchange earnings and expenditure

Earnings in foreign currency	₹145.64 crore
Expenditure in foreign currency	₹121.11 crore

Remuneration policy

Policy on remuneration of Directors, key managerial personnel and other employees, including criteria for determining qualifications, positive attributes, independence of a Director and other matters provided under section 178(3) of the Act, is placed on the Company's website <https://www.bajajallianz.com/download-documents/other-information/Remuneration-Policy.pdf>

The policy is directed towards a compensation philosophy and structure that will reward and retain talent and provides for a balance between fixed and incentive pay reflecting short and long-term performance objectives appropriate to the working of the Company and its goals.

Risk management policy

The Risk management philosophy of your Company including the development and implementation of risk management policy detailing identification of elements of risk, if any, which in the opinion of the Board may threaten the existence of the Company, has been given in the Corporate Governance Report annexed to this report. Further details are also available in the Management Report which is a part of the Company's Annual report.

Business continuity management

Your company has established a robust Business Continuity Management Policy (BCMP) and a comprehensive Business Continuity Plan (BCP) to address potential business continuity risks effectively. These measures are designed to ensure the resilience of operations, safeguard the market position, and uphold the Company's brand reputation in the face of adverse incidents.

Business Continuity Planning and Execution

Your Company has in place a BCP framework integrating along with the Crisis Management Team, which includes regional coordinators and designated stakeholders, ensuring a structured response to incidents. Your Company's Disaster Recovery (DR) plan is meticulously crafted, focusing on vital processes and strategies for quick recovery post-disruption. This proactive approach not only limits financial repercussions but also guarantees uninterrupted customer service and operational continuity.

Disaster Recovery (DR) and IT Resilience

Critical IT applications are prioritized within the Company's DR strategy, with clear Recovery Time Objectives and Recovery Point Objectives. During FY2024, the Company conducted two DR drills in live environment. It evaluated the robustness of these systems, with findings meticulously recorded and reviewed. Moreover, DR servers, essential for critical applications, are incorporated within the Security Incident and Event Management (SIEM) system, enhancing capabilities in threat detection, compliance adherence, and security incident management.

Certifications and Compliance

In recognition of your Company's commitment to maintain high standards in business continuity management, it has achieved ISO 22301:2019 certification, affirming the Company's adherence to international best practices in business continuity.

Information and cyber security

Your Company prioritizes the security of its information assets, employing robust measures to guard against cyber threats. Key assets are protected within secure environments, backed by advanced perimeter and application firewalls. Comprehensive contingency plans have been implemented for all critical information systems, regularly testing them to ensure uninterrupted service availability. The security framework includes strong authentication and authorization protocols to grant access exclusively to verified individuals and devices within a secure network. Additionally, a Data Leakage Prevention (DLP) system monitors, detects, and prevents unauthorized data transfers across all communication channels. Continuous 24/7 security and digital risk monitoring form the cornerstone of the Company's cyber and information security management strategy.

Your Company conducts regular risk assessments, including red teaming exercises, vulnerability scans, and penetration testing, to proactively identify and remediate potential security breaches. A structured Information and Cyber Security awareness program is in place, targeting all employees, with specialized training for IT staff and senior management to heighten security vigilance and competence.

In compliance with the IRDAI's Guidelines on Information and Cyber Security, your Company conducted annual system audits through an external CERT-in empaneled audit firm. It covered key areas such as access control, business continuity, supplier relationship security, incident management, cloud security, and system development and maintenance, yielding no significant concerns. Furthermore, adhering to IRDAI's Guidelines on Insurance E-commerce, the Information Self-Networking Platform (ISNP) of the Company for insurance e-commerce activities is audited annually. This audit assesses the controls, systems, procedures, and safeguards, confirming their effectiveness and robustness.

Corporate social responsibility (CSR)

The report on Corporate Social Responsibility Policy developed and implemented by the Company on CSR initiatives taken during FY2024 pursuant to sections 134 and 135 of the Act is given in annexure to this report. The same provides details of the amount spent on CSR projects during the year. The Company has duly complied with section 135 of the Act read with rules thereunder and the CSR policy of the Company. The Chief Financial Officer has certified that the funds spent during FY2024 for CSR projects have been utilised for the purpose and in the manner approved by the Board.

The Policy including the composition of the CSR Committee is uploaded on the website of the Company <https://www.bajajallianz.com/about-us/corporate-social-responsibility.html> The CSR projects approved by the Board for FY2025 will be displayed on the said website.

Number of meetings of the Board

The Board of Directors met six times during the year. Detailed information about dates of meetings and attendance of Directors thereat is given in the Corporate Governance Report annexed to this report.

Directors' Responsibility Statement

In accordance with section 134(3)(c) of the Act, 2013 ('the Act') the Board of Directors wishes to confirm that:

- (a) in the preparation of the annual accounts, the applicable accounting standards have been followed along with proper explanation relating to material departures, if any.
- (b) the Directors have selected such accounting policies and applied them consistently and made judgments and estimates that are reasonable and prudent so as to give a true and fair view of the state of affairs of the Company as at 31 March 2024 and of the profits of the Company for that period.
- (c) the Directors have taken proper and sufficient care for the maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding the assets of the Company and for preventing and detecting fraud and other irregularities.
- (d) the annual accounts have been prepared on a going concern basis.
- (e) the Directors have devised proper systems to ensure compliance with the provisions of all applicable laws and that such systems are adequate and operating effectively.

Performance evaluation of the Board, its Committees and Directors

In accordance with section 134(3)(p) of the Act, formal annual performance evaluation of the Board, its Committees and the Directors individually has been carried out in the following manner:

- a) Survey was arranged through digital platform for each of the Directors with regard to evaluation of performance of the Board, its committees and individual Directors (except for the Director being evaluated) for the year under review.
- b) A consolidated summary of the ratings given by each of the Directors was then prepared, based on which a report of performance evaluation was prepared by the Chairman in respect of the performance of the Board, its Committees and Directors.
- c) The report of performance evaluation so arrived at was then discussed in the meeting of the Board of Directors. Directors were individually communicated of their respective rating by the Chairman of the Company.
- d) The Nomination and Remuneration Committee reviewed the implementation and compliance of the process of performance evaluation.

Directors and key managerial personnel

During the year under review, Dr. N Srinivasa Rao (DIN 06669003) was appointed as Additional Director (Non-independent Non-executive Director) on 22 July 2023.

The Independent Directors have submitted declarations stating that they meet the criteria of independence as provided in section 149(6) of the Act. The Independent Directors have submitted declarations to the effect that they have included their name in data bank of independent directors pursuant to the Companies (Appointment and Qualification of Directors) Rules, 2014, as amended. The Board is of the opinion that the Independent Directors are persons of integrity and possess relevant expertise, proficiency and experience.

Pursuant to the provisions of the Act, Ritu Arora (DIN 07019164), Nilesh Sathe (DIN 02372576) and Tapan Singhel (DIN 03428746), Directors, retire by rotation and being eligible, have offered themselves

for re-appointment as Directors at the ensuing 24th AGM. Accordingly, resolutions seeking approval of the Shareholders for the aforementioned re-appointment form part of notice convening the 24th AGM. Necessary details regarding their re-appointment as required under the Act are also given in the aforesaid notice.

Directors & Officers' liability insurance policy

The Company has a Directors & Officers Liability Insurance Policy with adequate quantum and coverage of risk, which is reviewed annually.

Related party transactions

As per section 177 of the Act, the Audit Committee of the Board of Directors approves the estimated related party transactions of the Company at the beginning of every financial year. Related party transactions are placed before the Audit Committee for noting on a quarterly basis. Related party transactions entered during the year under review were in the ordinary course of business and on an arm's length basis, thus not requiring prior approval of the Board or the shareholders. During the year, there were no material contracts or arrangements or transactions at arm's length basis that needed to be disclosed in Form AOC-2 as required under the Act. As per Accounting Standard (AS) 18 on 'Related Party Disclosures', the details of related party transactions entered into by the Company are also included in the notes to the financial statements.

Significant and material orders passed by the Regulators or Courts

There were no significant and material orders passed by the Regulators or Courts or Tribunals during the year under review impacting the going concern status of your Company and its operations in future.

Internal Audit

At the beginning of each financial year, an internal audit plan is rolled out after the same has been approved by Audit Committee. The internal audit plan is aimed at evaluation of the efficacy and adequacy of internal control systems and compliance thereof, robustness of internal processes, policies and procedures, compliance with laws and regulations. Based on the reports of internal audit function, process owners undertake corrective and preventive actions in their respective areas. All audit observations are deliberated in the pre-Audit Committee meeting and significant audit observations and actions thereon are presented to the Audit Committee of Board. More details on the Audit Committee in terms of its composition and functioning are given in the Corporate Governance Report.

Your Company recognizes that any internal control framework, no matter how well designed, has inherent limitations and, accordingly, regular internal audit and review processes ensure that such systems are reinforced on an ongoing basis.

Internal Financial Controls

Your Company has established an internal financial control framework as per the requirements of the Act. The Company has documented its internal financial controls considering the essential components of various critical processes, physical and operational. This includes its design, implementation and maintenance along with periodical internal review of operational effectiveness and sustenance, which are commensurate with the nature of its business and the size and complexity of its operations. This ensures orderly and efficient conduct of its business, including adherence to the Company's policies, safeguarding of its assets, prevention of errors, accuracy and completeness of the accounting records and the timely preparation of reliable financial information.

The key components of the internal financial control framework include Entity Level Controls (ELC), Process Level Controls and Review Controls. The Company undergoes review of internal controls by specialized third party professional consultants across functions.

During the year under review, the internal financial controls with reference to the financial statements were adequate and operating effectively.

There is no qualification, reservation, adverse remark or disclaimer made by the joint statutory auditors in their report on Internal Financial Controls.

Particulars of employees

As required by the provisions of Rule 5(2) of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014, the names and other particulars of the employees are set out in the Annexure to this Report.

Disclosure under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

Your Company has complied with provisions relating to the constitution of Internal Complaints Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. During the year under review, six cases were received pursuant to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. All the 6 complaints were investigated and disposed as on 31 March 2024.

Corporate governance

A report on Corporate Governance as required under the Corporate Governance Guidelines for insurance companies issued by IRDAI (Corporate Governance Report) is annexed to this report.

Composition of Committees

These details are provided in the Corporate Governance Report annexed to this report.

Establishment of vigil mechanism

Your Company has established a vigil mechanism in the form of Whistle Blowing Committee for the employees to raise concerns internally about possible irregularities, governance weaknesses, financial reporting issues or other such matters of irregularities. The said vigil mechanism provides adequate measures to safeguard the persons who take recourse to such vigil mechanism and in appropriate cases, the concerned person may approach the Chairperson of the Audit Committee. The Audit Committee oversees the vigil mechanism of the Company.

Disclosures under the Companies Act, 2013 / rules thereunder

- The Company is not required to maintain cost records pursuant to section 148 of the Act read with rules thereunder.
- Section 186 of the Act relating to loans, guarantees and investments, requiring, inter alia, disclosure thereof in the financial statements does not apply to the Company.
- The Company does not have any subsidiary, joint venture or associate company.
- The Company has not accepted any deposits during the year under review.
- Neither any application was made during FY2024, nor any proceeding is pending as at the end of the said financial year under the Insolvency and Bankruptcy Code, 2016 (31 of 2016).
- Neither any loan was taken from any bank or financial institution, nor any settlement was done with any bank or financial institution during FY2024.

Secretarial Standards of ICSI

The Company has complied with the applicable Secretarial Standards issued by the Institute of Company Secretaries of India from time to time.

Statutory auditors

KKC & Associates LLP, Chartered Accountants (FRN: 105146W/W-100621), the joint statutory auditors of the Company, hold office up to conclusion of the 27th AGM and S R Batliboi & Co. LLP, Chartered Accountants (FRN: 301003E / E300005), the joint statutory auditors of the Company, hold office up to conclusion of the 28th AGM. The joint statutory auditors have confirmed they are not disqualified from continuing as statutory auditors of the Company.

The Audit Report from the joint statutory auditors does not contain any qualification, reservation or adverse remark or disclaimer.

During the year under review, there was no fraud reported by the joint statutory auditors to the Audit Committee under section 143(12) of the Companies Act, 2013.

Secretarial auditor

Pursuant to section 204 of the Act, the Board has re-appointed Shyamprasad Limaye, Company Secretary in Practice (FCS No. 1587, CP No. 572) to undertake the Secretarial Audit of the Company for FY2024.

A report from the secretarial auditor in the prescribed Form MR-3 is annexed to this Report. The same does not contain any qualification, reservation or adverse remark or disclaimer. During the year under review, there was no fraud reported by the secretarial auditor to the Audit Committee under section 143(12) of the Act.

Appreciation & Acknowledgment

The Board is grateful to the IRDAI and other regulatory authorities for their continued support especially with respect to the developmental efforts of the recent past.

Your Company's performance during the year would not have been possible without the commitment and hard work of its employees. In the time of crisis, over the past few years, when priorities were frequently changing, employees rose to the occasion as a team, displaying persistence and passion in delivering results.

Your Directors take this opportunity to thank the promoters, Bajaj Finserv Limited and Allianz SE, for providing strategic direction to and guidance in the working of the Company. The Board of Directors is thankful to your Company's policyholders, agents, intermediaries and reinsurers for reposing their unstinted faith in your Company.

For and on behalf of the Board of Directors of

Bajaj Allianz General Insurance Company Limited

Sanjiv Bajaj

Chairman
(DIN 00014615)

Pune, 23 April 2024

Annexure to the Directors' Report**Annual Report on Corporate Social Responsibility Activities****1. Brief outline of Company's CSR Policy**

The Company's Corporate Social Responsibility (CSR) Policy outlines the Company's responsibility as a corporate citizen and lays down the guidelines and mechanism for undertaking activities for welfare and sustainable development of the community at large including healthcare, education, etc. The CSR Policy of the Company outlines the approach and direction given by the Board of Directors of the Company, considering the recommendations of its CSR Committee and guiding principles for selection, implementation, and monitoring of CSR activities as well as formulation of the annual action plan. The Company carries out its CSR activities with the objective of overall National and Community Development considering the legal provisions contained in Section 135 and Schedule VII of the Companies Act, 2013 and the rules made thereunder. Focus is also placed on skilling, health and education.

The process for implementation of CSR programs involves identification of programs based on proposals received through various channels, assessment of the project in terms of funding required, overall scope and area of implementation, due diligence of implementation agency and recommendation to the CSR Committee. If found appropriate, the CSR Committee approves the proposal and amount of expenditure to be incurred on the same within the overall limit approved by the Board.

2. Composition of the CSR Committee

Sr. No.	Name of Director	Designation / Nature of Directorship	Number of meetings of CSR Committee held during the year	Number of meetings of CSR Committee attended during the year
1.	Sanjiv Bajaj	Chairman, Non-executive Non-independent Director	4	4
2.	Ritu Arora	Non-executive Non-independent Director	4	2
3.	Ranjit Gupta (Resigned w.e.f. 21 July 2023)	Non-executive Non-independent Director	4	2
4.	Anami Roy	Independent Director	4	4
5.	Dr. N Srinivasa Rao (Appointed w.e.f. 22 July 2023)	Non-executive Non-independent Director	4	2
6.	Tapan Singhel	Managing Director and Chief Executive Officer	4	4

- 3. Web-link where Composition of CSR committee, CSR Policy and CSR projects approved by the Board are disclosed on the website of the Company:** <https://www.bajajallianz.com/about-us/corporate-social-responsibility.html>
- 4. Executive summary along with web-link of impact assessment of CSR Projects carried out in pursuance of sub-rule (3) of rule 8, if applicable:** Executive summary is enclosed as Annexure 1. Detailed reports on impact assessment are available on the following web-link <https://www.bajajallianz.com/about-us/corporate-social-responsibility/impact-assesment-report.html>.
- 5. (a) Average net profit of the Company as per section 135(5):** ₹17,883,375,533
- (b) Two percent of average net profit of the company as per section 135(5):** ₹357,667,511
- (c) Surplus arising out of the CSR projects or programmes or activities of the previous financial years:** Nil
- (d) Amount required to be set off for the financial year, if any:** 191,133
- (e) Total CSR obligation for the financial year (5b+5c-5d):** ₹357,476,378

6. (a) Amount spent on CSR Projects (both Ongoing Project and other than Ongoing Project): ₹365,588,797

(b) Amount spent in Administrative Overheads: Nil

(c) Amount spent on Impact Assessment, if applicable: 3,627,126

(d) Total amount spent for the Financial Year [(a)+(b)+(c)]: ₹369,215,923

(e) CSR amount spent or unspent for the financial year:

Total Amount Spent for the Financial Year (in ₹)	Amount Unspent (in ₹)				
	Total Amount transferred to Unspent CSR Account as per section 135(6)		Amount transferred to any fund specified under Schedule VII as per second proviso to section 135(5)		
	Amount	Date of transfer	Name of the Fund	Amount	Date of transfer
369,215,923	NA	NA		NA	

(f) Excess amount for set-off, if any:

Sl. No. Particulars	Amount (in ₹)
(1) (2)	(3)
(i) Two percent of average net profit of the company as per section 135(5)	357,667,511
(ii) Total amount spent for the Financial Year	369,407,056*
(iii) Excess amount spent for the Financial Year [(ii)-(i)]	11,739,545
(iv) Surplus arising out of the CSR projects or programmes or activities of the previous Financial Years, if any	Nil
(v) Amount available for set off in succeeding Financial Years [(iii)-(iv)]	11,739,545

* Includes ₹191,133 towards excess CSR spend of FY2023 which is set off against CSR obligation for FY2024.

7. Details of Unspent CSR amount for the preceding three financial years:

Sl. No.	Preceding Financial Year	Amount transferred to Unspent CSR Account under section 135(6) (in ₹)	Balance Amount in Unspent CSR Account under section 135(6) (in ₹)	Amount spent in the Financial Year (in ₹)	Amount transferred to any fund specified under Schedule VII as per second proviso to section 135(5), if any.		Amount remaining to be spent in succeeding financial years. (in ₹)	Deficiency, if any
					Amount (in ₹)	Date of transfer		
2	FY2021	-	-	-	-	-	-	-
3	FY2022	89,000,000	-	89,000,000	-	-	-	-
4	FY2023	-	-	-	-	-	-	-

8. Whether any capital assets have been created or acquired through Corporate Social Responsibility amount spent in the Financial Year: No

9. Specify the reason(s), if the company has failed to spend two per cent of the average net profit as per section 135(5): Not Applicable

Sanjiv Bajaj
(DIN 00014615)
Chairman of
CSR Committee

Tapan Singhel
(DIN 03428746)
Managing Director &
Chief Executive Officer

Pune, 23 April 2024

Annexure-1 Executive Summary of CSR Impact Assessment Reports

Sr. No.	Implementing Agency (NGO)	Project Name	Duration of the project	Project Amount (₹ Lakh)	Impact Assessment Agency	Impact (In brief – 2 / 3 major bullet points)
1	Vision Spring	Scaling up Bajaj Drishti program- see to learn-see to work- see to be safe	Mar 2018- Feb 2021	900	CSRBOX	<ul style="list-style-type: none"> • More than 4 lakh individuals benefited from the program through access to quality eye screening facilities and affordable eyeglasses. • 70% of beneficiaries experienced a significant improvement in vision and 15% reporting significant increase in productivity. Vision camps and general awareness programs were undertaken which increased the reach of the program.
2	Jankidevi Bajaj Gram Vikas Sanstha	COVID Immunization for Bottom of Pyramid in Pune	Nov 2021- Feb2022	730	CSRBOX	<ul style="list-style-type: none"> • Under the larger program, 890,000 doses of Covishield vaccines were administered across Pune and Aurangabad. • The long-term health impact of the vaccination drive includes improved population health, avoiding long-term COVID-19 complications, and a stronger healthcare infrastructure.
3	Smile Train	Supporting free cleft reconstruction surgeries of underprivileged cleft patients	Mar 2021- May 2022	525	Think Through Consulting (TTC)	<ul style="list-style-type: none"> • 3919 cleft patients benefited through reconstructive surgeries. • Physical health and quality of life improved significantly for the beneficiaries. • 53% of respondents received post-operative care, including speech therapy and orthopedic services. 94% of respondents reported improvement in nutritional status and 74% reported improvement in the performance at school post-surgery.

Sr. No.	Implementing Agency (NGO)	Project Name	Duration of the project	Project Amount (₹ Lakh)	Impact Assessment Agency	Impact (In brief – 2 / 3 major bullet points)
4.	Lata Mangeshkar Medical Foundation	Direct Financial Assistance to Pediatric Patients	Dec 2019 - Dec 2022	500	CSRBOX	<ul style="list-style-type: none"> • 600 pediatric patients were impacted through the program. • The program eased the financial burden of children from economically- weaker sections suffering from severe and congenital diseases. • 93% of respondents reported savings facilitated by the program and 80% stated improved health status. 96% of respondents faced no challenges in accessing healthcare facilities.
5	Jankidevi Bajaj Gram Vikas Sanstha	Funding Support for response against COVID -19	Mar 2021- May 2022	488	CSRBOX	<ul style="list-style-type: none"> • The relief support enhanced emergency healthcare services and Covid response capacity in the respective regions. Some of the outcomes achieved were: • 09 oxygen plants set up across Maharashtra, Rajasthan and Uttarakhand • 01 ambulance provided at Mahalunge • 01 ECMO machine at Jaipur hospital • 8175 vulnerable beneficiaries received vaccines. • 40,000 dry ration kits to auto drivers in Mumbai, Pune, Hyderabad, and Kolkata • 20,000 dry ration kits in Udham Singhnagar
6	Jankidevi Bajaj Gram Vikas Sanstha	Saving Lives	Apr 2021 - Apr 2022	487*	CSRBOX	<ul style="list-style-type: none"> • The project distributed 17 ambulances and multiple oxygen concentrators across different cities during COVID. • The provision of important medical equipment bolstered essential medical equipment in hospitals in these cities. • Ambulance distribution improved emergency response reducing patient transport during the health crisis.

Sr. No.	Implementing Agency (NGO)	Project Name	Duration of the project	Project Amount (₹ Lakh)	Impact Assessment Agency	Impact (In brief - 2 / 3 major bullet points)
7	Mahila Sewa Trust	Swavlamban: Project for Livelihood regeneration and sustainability	Dec 2018 - Nov 2021	293	Soulace	<ul style="list-style-type: none"> The program impacted over 12,300 women through skill development training, leadership development and counselling, empowering them to become economically independent. 99.2% of respondents reported an improvement in their decision-making skills due to the program intervention. 98.6% of respondents could make a considerable contribution to their families.
8	Rainbow Foundation India	Pune Street Children Project	Mar 2020- Mar 2021	285	ImpactDash	<ul style="list-style-type: none"> 500 children from the disadvantage category were provided with non-custodial, safe shelter. 90% of the respondents reported undergoing health checkups and improvement in health and well-being. Students were supported through bridge courses, career counseling, exposure visits, safety and counselling activities with 74% reporting confidence in reintegration into mainstream.
9	Jeevoday Education Society	Jeevoday Special School	Jan 2019- Mar 2021	260	CSRBOX	<ul style="list-style-type: none"> 300 children with Intellectual disabilities benefitted from special education, vocational training, and therapies. With support from the program, there was a significant improvement in the beneficiaries' independence in ADLs, and their ability to engage in recreational and vocational activities. Some of the outcomes achieved were: 81% of children could eat and handle daily basic tasks on their own, 89% of the students actively engaged in recreational and vocational activities after the intervention.

Sr. No.	Implementing Agency (NGO)	Project Name	Duration of the project	Project Amount (₹ Lakh)	Impact Assessment Agency	Impact (In brief – 2 / 3 major bullet points)
10	Janaseva Foundation	Construction of Hostel for street children	Feb 2019- Apr 2021	225	Soulace	<ul style="list-style-type: none"> • 200 vulnerable children were provided a safe and nurturing environment through the project. • The program improved academic performance with 100% passing board exams and over 56% receiving certificates. There was suitable health support, along with focus on development of life skills and vocational competencies for future employment.
11	Tata Memorial Centre	Pediatric cancer support staff project for reduction in abandonment of cancer treatment	Feb 2018 - Jan 2021	200	ImpactDash	<ul style="list-style-type: none"> • The project improved the capacity of the program staff leading to enhanced treatment continuity, reduced dropouts, and improved stress management, with increased accessibility to essential resources during the treatment period. • Few of the outcomes were: 205,208 individuals were provided with mid-day meals, 4962 families received financial support, 4256 families were provided infection control training and 4077 families were assisted with accommodation services.
12.	Sangath	SEHER-School Mental Health Program	Feb 2019- Apr 2022	145	Soulace	<ul style="list-style-type: none"> • Through the program, there was enhanced understanding and awareness for mental health among school students and all stakeholders, including parents and teachers. Further, there was an improvement in educational engagement and behavior. • 68.9% of students reported a significant improvement in their ability to cooperate with other students. 79.3% of students reported increased confidence and a positive attitude, indicating an improvement in their overall well-being.

Sr. Implementing No. Agency (NGO)	Project Name	Duration of the project	Project Amount (₹ Lakh)	Impact Assessment Agency	Impact (In brief – 2 / 3 major bullet points)
13 Udyogini	Enable poor women to align with new farming technology, Market and build an efficient supply chain	Mar 2019- Nov 2021	143	Soulace	<ul style="list-style-type: none"> The project benefitted 300 rural women farmers. As a result, it improved agronomic practices, boosted women farmers' involvement, and established market connections. 100% of respondents experienced reduced physical strain due to farm equipment use, with 93.8% reporting cost savings through its utilization. Similarly, farmers benefited from different activities like integrated pest management, soil testing, vermicomposting, solar fencing, and exposure visits.
14 Foundation for Excellence India Trust	Sponsoring the education of meritorious and financially needy medical students	Oct 2017- Sept 2022	105	Soulace	<ul style="list-style-type: none"> 51 medical students were awarded scholarships, and 49 students got their scholarship application renewed through the program. 94.6% of students credited the scholarship program for addressing financial needs and influencing their decision to pursue further studies. Students were less stressful and satisfied with the organization's efforts, with 70.3% of students reporting being able to focus on their studies without worrying about fee payments.
15 SNEHA (Society for Nutrition Education and Health Action)	EHSAS (Empowerment Health and Sexuality of Adolescents)	June 2020 -Aug 2021	100	Soulace	<ul style="list-style-type: none"> 4648 adolescents and 4267 parents benefitted through the program. The program increased awareness about nutrition, sexual and reproductive health among adolescents. Following the intervention, 66% of adolescents were diagnosed non anemic and 71% aware of right age of marriage. Similarly, there was improvement reported in hygiene practices, health seeking behavior, awareness, confidence, and empowerment.

* - indicates the actual amount paid for the project, which is different from the approved funding amount.

This page is intentionally kept blank

This page is intentionally kept blank

This page is intentionally kept blank



Allianz

Caringly yours

LIFE IS UNPREDICTABLE, KEEP YOURSELF PREPARED

Bajaj Allianz Global Personal Guard Policy is a comprehensive plan that offers you worldwide protection against accidental injury, you can include the below add-on covers along with the base covers of Death, Permanent Total Disability and Permanent Partial Disability.

Coverages:



Adventure sports benefit



Air ambulance cover



Accidental Hospitalization



Children Education Benefit



Loss of income due to disability from accident



Loan Protector Cover



Accidental Death



Disability due to Accident



Hospital cash Benefit



EMI Payment Cover



Coma Due to Accidental Bodily Injury



Fracture Care

For detailed T&C, please refer to the product policy wordings

Contact Bajaj Allianz Care Advisor | 1800 209 0144 | bajajallianz.com

Bajaj Allianz General Insurance Co. Ltd., Bajaj Allianz House, Airport Road, Yerwada, Pune - 411006. IRDAI Reg No.: 113. CIN: U66010PN2000PLC015329
UIN: IRDAI/HLT/BAGI/P-P/V/130/14-15- Global Personal Guard Policy (Individual) Policy | For more details, log on to: www.bajajallianz.com or call at: Sales - 1800 209 0144 / Service - 1800 209 5858 (Toll Free No.) | For more details on risk factors and Terms and Conditions, please read the sales brochure before concluding a sale. | BIAZ-0-4145/21-06-2024

To Download Caringly Yours App, Scan this QR code



Available on

Annexure to the Directors' Report

Report on Corporate Governance

At Bajaj Allianz General Insurance Company Limited (the Company), Corporate Governance is a framework of practices and processes implemented for attaining the corporate objectives which promotes fairness, transparency, accountability, commitment to values, ethical business conduct and about considering all stakeholders' interests.

This report outlines the compliance of the Company with the Corporate Governance Guidelines of Insurance Regulatory and Development Authority of India (IRDAI) issued in May 2016 and the Companies Act, 2013 in so far as it relates to Corporate Governance. The IRDAI has notified IRDAI (Corporate Governance for Insurers) Regulations, 2024, which have been published in the official gazette on 20 March 2024. The Master circular providing substantive and operational aspects towards compliance with these regulations is expected to be issued by IRDAI in due course.

As will be seen from this report, the Company's governance practices and disclosures often go well beyond complying with the statutory requirements stipulated in applicable law.

The various elements of the Corporate Governance framework along with relevant details are described below:

Philosophy

Corporate Governance is a reflection of sound and prudent principles entrenched in our values and policies and also embedded in our day-to-day business practices, leading to value driven growth. The commitment of the Company and its promoters to the highest standards of Corporate Governance practices predates the Corporate Governance Guidelines of IRDAI. Ethical dealings, transparency, fairness, disclosure and empowered accountability are the main thrust of the working of the Company which help not only in reinforcing the trust and respect of all our stakeholders but also achieving sustained business performance.

Key elements of Corporate Governance in the Company include the following:

- Compliance with applicable laws
- Number of Board meetings more than the statutory requirement, including one meeting dedicated to discussing strategy and operating plan
- Independent directors with outstanding track record and reputation. The Board is composed of directors from diverse backgrounds and with substantial experience and expertise, who provide valuable guidance to the executive management as required to ensure (a) management is focusing on achieving the business objectives while ensuring sustainable growth and (b) highest standards of Corporate Governance
- Pre-Audit Committee meetings of Chairperson of Audit Committee with statutory auditors, internal auditor and members of executive management who are the process owners
- Separate meeting of independent directors without presence of non-independent directors or executive management
- Separate meeting of independent directors with executive management without presence of non-independent directors and Managing Director & Chief Executive Officer (MD & CEO)
- Separate meeting of independent directors with members of Internal Complaints Committee constituted under the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 without presence of non-independent directors and MD & CEO
- Independent Directors have direct access to executive management, as necessary.
- Confidential Board evaluation process driven by secure software, where each Board member evaluates the performance of every Director, Committees of the Board, the Chairman of the Board and the Board as a whole
- Complete and detailed information provided to Board members in advance to enable them to evaluate matters carefully for meaningful discussions and take informed decisions
- Adoption of key governance policies by the Board which are in line with the best practice
- Approval and periodic review of various policies by the Board and / or Committees
- Regular meetings between the Company Secretaries of group companies in order to share knowledge and the best practices across group companies as well as to arrive at common processes for compliance with regulations

- Familiarisation of the new Board members with the business, operations, risk and governance framework of the Company.
- Transparency with all stakeholders. Following key policies are available on website of the Company for stakeholders:
 - Whistle Blowing Policy
 - Policy on Related Party Transactions
 - Anti-Fraud Policy
 - Remuneration Policy
 - Policy on Prevention of Sexual Harassment (POSH) at Workplace
 - Protection of policyholders' interest policy
 - Corporate social responsibility policy
 - Stewardship policy
 - Business responsibility and sustainability policy

Board of Directors

The Board of Directors and its Committees play significant role in upholding and furthering the principles of good governance which translates into ethical business practices, transparency and accountability in creating long term stakeholder value.

The Board comprises of competent, qualified and experienced Directors to drive the strategies in a manner that would sustain growth and protect the interests of all the stakeholders including policyholders. The Directors are selected purely on the basis of merit with no discrimination on race, colour, religion, gender or nationality. The size of the Board as well as qualifications and experience of the Directors is commensurate with scale, nature and complexity of business. All the Directors provide sufficient time and commitment to fulfil their responsibilities.

The Board provides overall direction of the business including policies, strategies and risk management across all the functions. It ensures fair treatment of policyholders and corporate culture with adherence to ethical standards and compliance at all times.

In keeping with the commitment to the principle of integrity and transparency in business operations for good governance, the Company's policy is to have an appropriate blend of executive, non-executive and independent directors to maintain the independence of the Board and to separate the Board functions of governance and management. The optimum composition of Independent and Non-Executive Directors enhances the quality of business judgment and benefits the stakeholders.

Composition of the Board of Directors

As on 31 March 2024, the Board of Directors consisted of thirteen Directors including four Independent Directors. The CEO of the Company, as the Managing Director, is executive member of the Board of Directors. All other Directors, including the Chairman, are non-executive Directors.

The Managing Director, who is the only executive director, is a professional with vast experience in insurance and unrelated to the promoters. There are three women Directors, including one Independent Director.

Directors have wide range of skills / expertise / competencies as mentioned below:

Sr. No.	Skill / Expertise / Competency
1	Business strategy
2	Financial services and securities market
3	Accountancy and financial management
4	Law
5	Actuarial
6	Banking, insurance and pension
7	Governance and public policy
8	Administration
9	Economics
10	Risk management
11	Technology
12	Sales, marketing and customer experience
13	Human resource

There is a clear demarcation between the roles and responsibilities of the Chairman and that of the MD & CEO. Sanjiv Bajaj, Non-Executive Director, is the Chairman of the Company. He leads the functioning of the Board to provide direction and focus and ensures effective operation of the Board and its Committees. He sets the agenda for Board meetings, which facilitates effective and constructive discussions and sound decision-making process. The Board receives accurate, timely and clear information, in particular about the Company's performance. Tapan Singhel, MD & CEO, leads the executive management of the Company, and is responsible for the business strategy, performance and day to day management of the Company's operations in line with the direction of the Board and its Committees.

Brief profile of the Directors during FY2024 is provided below:

Name of the Director	Qualification	Field of specialization
Sanjiv Bajaj, Chairman, Non-executive and Non-Independent Director	Bachelor's degree in engineering (Mechanical) with distinction from the University of Pune, a Master's degree in Science (Manufacturing Systems Engineering) with distinction from the University of Warwick, U.K. and a Master's degree in Business Administration from Harvard Business School, U.S.A.	He is the Chairman and Managing Director of Bajaj Finserv Limited, holding company for all the financial service businesses of the Bajaj Group, which is one of the oldest and largest conglomerates of India. Under his leadership, Bajaj Finserv has emerged as one of India's leading diversified financial services companies with solutions across lending, insurance and wealth advisory category. Since April 2013, he has been non-executive Chairman of the Company. He was elected as Chairman of the Confederation of Indian Industry (CII) Western Region for 2019-20. He has been President of CII for 2022-23. He is a member of the Steering Committee appointed by the Government of India for B20 as part of India's G20 Presidency. He has been honoured with prestigious awards including AIMA-JRD Tata Corporate Leadership Award for the Year 2023, The LakshmiPat Singhania IIM Lucknow National Leadership Award, 2023, AIMA's Transformational Business Leader 2023, Economic Times - ET Business Leader of the Year award 2018, Ernst & Young - EY Entrepreneur of the Year award 2017, India Today - Top 50 Power List 2017-18 and Business World - India's Most Valuable CEOs in 2015 & 2016. He is a member of the Board of the Indian School of Business (ISB), a Member of the International Advisory Board (IAB), Allianz SE and the International Technology Advisory Panel (ITAP) of Monetary Authority of Singapore (MAS). He has vast experience in variety of areas in business strategy, marketing, finance, investment, audit, legal and IT related functions in automotive and financial services sectors. He is widely regarded as one of the top business leaders in India's financial services sector.
Ritu Arora, Non-executive and Non-independent Director	Post Graduate in Management from S. P. Jain Institute of Management and Research, she completed ICWAI (Institute of Cost and Works Accountants of India) and is a lady Gold medallist from Osmania University in Bachelor of Commerce (Hons).	She is the CEO and CIO (Asia) of Allianz Investment Management (AIM). AIM is responsible for investments of Allianz insurance companies worldwide. AIM Asia hub oversees investments of 21 operating entities in 12 countries across asset classes. Ritu is also a member of global Allianz Investment Management Board (IMB) shaping the agenda for the global investments of Allianz balance sheets. Ritu possesses over 25 years of leadership experience and has been the founding member of two very successful life insurance ventures in India. Ritu has received many awards and accolades, being part of the "Top 100 Women Achievers of India, India Today - 2023", "Fortune Most Powerful Women in Business - 2023" and "Alumni Achiever Award, SPJMR - 2023", among others.

Name of the Director	Qualification	Field of specialization
Niraj Bajaj, Non-executive and Non-independent Director	Bachelor's degree in Commerce from Sydenham College of Commerce and Economics, Mumbai and a Master's degree in Business Administration from Harvard Business School, U.S.A.	He has been Chairman of Mukand Ltd. since 14 July 2007 and serves as its Managing Director. He is also Chairman of Bajaj Auto Ltd. and Vice Chairman of Bajaj Holdings & Investment Ltd. He is also Chairman of Jarnalal Sons Pvt Ltd and Bachhraj & Company Pvt Ltd. He is one of the Promoters of the Bajaj Group. He has an entrepreneurial career spanning His career spans more than 40 years. He was the President of Indian Merchants' Chamber, Alloy Steel Producer's Association and Indian Stainless Steel Development Association. A three time All India Table Tennis Champion, has represented the Country for 7 years of which 4 years as Captain. He has been recipient of several prestigious awards including the Arjuna Award, Shiv Chhatrapati Award and Maharashtra Gaurav Puraskar. He brings on the Board his vast business experience in handling various matters related to managing external challenges and provides a long-term perspective that is very critical for the business.
Meleveetil Damodaran, Non-executive and Non-independent Director	Graduate with distinction in Economics and in Law from the Universities of Madras and Delhi respectively	He has in a career spanning over 40 years, worked with the Union and the State governments in India, regulatory bodies, investment institutions, banks, development financial institutions and with the private sector. He has held regulatory and developmental positions in the Government and in India's financial sector, before demitting office as Chairman, Securities and Exchange Board of India. He was elected Chairman of the International Organization of Securities Commissions (IOSCO)'s 80 member Emerging Markets Committee. He was the Chairman of Unit Trust of India and Industrial Development Bank of India, where he successfully led their turnaround efforts.
Ranjit Gupta, Non-executive and Non-independent Director (Resigned w.e.f. close of business hours on 21 July 2023)	Fellow of the Institution of Engineering and Technology, London, UK	He is currently working as President – Insurance, at Bajaj Finserv Ltd. He has rich experience of more than five decades in manufacturing, automotive and financial services sectors.
Suraj Mehta, Independent Director	Honours Graduate in Economics from Calcutta University	He has held key management positions in India and abroad with ANZ Grindlays Bank till the year 1994. Thereafter, he was the Chief Executive Officer of Dresdner Bank AG in India and was the Geographic Head for the group's four businesses which included Investment Banking, Securities Broking and Software Development. He was also the Chief Executive Officer of NABIL Bank Ltd., the largest private sector bank in Nepal.
Lila Poonawalla, Independent Director	Bachelor's Degree in Mechanical Engineering from COEP, Pune (first woman mechanical engineer from this prestigious institute), Marketing management course at Harvard University, a Senior executive program at Stanford University and a General management program at IMDR Management Institute, Lausanne, besides a Tier III program at IIM Ahmedabad.	She is the Chairperson of Lila Poonawalla Foundation and also former Chairperson and Managing Director of Alfa Laval-Tetra Pak India. She was the Chairperson of the Board of Governors of Indian Institute of Technology, Ropar. She has been presented the "Padmashree" award in 1989, Royal order of the Polar star and Royal Order of the "Polar Star – Commander 1 st Class from the King of Sweden", "Mahatma Award for Lifetime Achievement" for her impactful work, the prestigious "Abeda Inamdar Lifetime Achievement Award 2024" along with numerous other national and international awards.

Name of the Director	Qualification	Field of specialization
<p>Dr. N Srinivasa Rao Non-executive and Non-independent Director (Appointed w.e.f. 22 July 2023)</p>	<p>Ph.D. in Public Finance from the University of Hyderabad, Postgraduate degree in Economics, Graduate degree from Shri Ram College Commerce, Delhi</p>	<p>He is a public policy specialist and economist of repute with over 28 years of experience in both Central and State Governments. He has been Economic Advisor, Ministry of Finance, Govt. of India as a member of the esteemed Indian Economic Service. He was also actively involved in G20, ASEAN and BRICS affairs, particularly contributing to the establishment of the BRICS Bank. He also held numerous Board positions at Indian Bank, Vijaya Bank, Oriental Insurance Company, Agricultural Insurance Company, etc. apart from serving as Member on IRDAI's Board. He spearheaded formulation of investment regulations and was instrumental in drafting Insurance Laws Amendment Bill, 2015.</p>
<p>Anami Roy, Independent Director</p>	<p>Master's degree in arts and Master of Philosophy</p>	<p>He is a distinguished former civil servant, having served in the Indian Police Service in Maharashtra and the Government of India for over 38 years. He held a wide variety of assignments both in Maharashtra and the Central Government including Commissioner of Police, Aurangabad, Pune and Mumbai, and retired as Director General of Police, Maharashtra, commanding a 225,000 strong Force. He was head of operations of the elite Special Protection Group while in Government of India, supervising security of Prime Minister and former Prime Ministers. He was also appointed as an Advisor to the Governor of Andhra Pradesh when the State was under President's rule in 2014. After superannuation, he co-founded Vandana Foundation which works for livelihood for the poorest in Mumbai slums and for the widows of farmers who committed suicide in Vidarbha.</p>
<p>Nilesh Sathe Non-executive and Non-independent Director</p>	<p>Rank holder with distinction in Master of Commerce from Nagpur University and a Certified Associate of Indian Institute of Bankers.</p>	<p>He was a Member-Life, Insurance Regulatory and Development Authority of India (IRDAI) from 2015 to 2019. Before joining IRDAI, he was CEO and Director of LIC Nomura Mutual Fund Asset Management Company for a period of three years. Before that he headed the Northern Zone of LIC of India as Zonal Manager, New Delhi as in-charge of Marketing and Administration. He held various positions in LIC of India, such as Executive Director of a Marketing Channel, Chief (Pension & Group Schemes Dept.) and Sr. Divisional Manager of two prestigious Divisions of Mumbai. He worked with Bank of India and Canara Bank for over 5 years before joining LIC of India as a Direct Recruit Officer. He brings with him a rich experience of over 4 decades in the banking, insurance & mutual fund Industry.</p>
<p>S Sreenivasan, Non-executive and Non-independent Director</p>	<p>Bachelor's Degree of Science (Physics, Mathematics and Statistics) from the University of Kerala, a Chartered Accountant, a Cost Accountant, a Chartered Financial Analyst (CFA Institute, Virginia, USA), MBA from the Indian Institute of Management, Calcutta. He was the first rank in Kerala University in B Sc. (Physics) and featured in the All India Merit list for CA Intermediate and final examinations.</p>	<p>He is the Chief Financial Officer of Bajaj Finserv Limited, the holding company of the Company. He is also currently the Chairman of the National Committee of Chief Financial Officers (CFO) of the Confederation of Indian Industry. Previously, he has held leadership roles in the Company (as CFO), Bahrain National Holding Company (a holding company for general and life insurance businesses) and Bajaj Finserv Limited (as President Finance) overseeing Corporate Finance, Planning, Management, Accounting and Taxation functions. Prior to his tenure at Bahrain National Holding Company, he has worked in the finance function in Thermax Devilbiss Limited and Bajaj Auto Limited. In his role as CFO of Bajaj Finserv Limited and Director of the Company, he oversees the insurance subsidiaries of Bajaj Finserv Limited on its behalf. He has over 35 years' experience, including over 3 decades in insurance. Apart from a deep understanding of life, general and health insurance, he has significant expertise in a wide gamut of areas including business strategy, planning, corporate finance, portfolio management and various aspects of general management.</p>

Name of the Director	Qualification	Field of specialization
Anup Wadhawan, Independent Director	Ph.D. in Economics from Duke University, USA, a Master's degree in Economics and Bachelor's Degree of Arts (Hons) in Economics from Delhi University	He is an experienced economic and public policy professional with over 40 years experience in various sectors including the civil service, regulation, academia, private sector and international development agencies. In Government he acquired experience at the National, Provincial & Field / District level, including in leadership roles in framing / implementing economic / development policy. He served as the Commerce Secretary to the Government of India for 3 years. He was also Director General of Foreign Trade, Additional / Joint Secretary in Dept. of Financial Services, Joint Secretary, Capital Markets in the Dept. of Economic Affairs and Director in the Prime Minister's Office. At the provincial level he was Principal Secretary / Secretary to the Govt. of Uttarakhand in various departments ranging from Urban Development, Forests and Environment to Home. While in Govt. he also held Board positions in various public sector undertakings of Govt. of India like Government E-Marketplace, Bank of India, and the Agriculture Insurance Company of India, and in regulatory bodies like Insurance Regulatory and Development Authority of India and the Pension Fund Regulatory and Development Authority. He also served / taught in international developmental and academic institutions.
Renate Wagner, Non-executive and Non-independent Director	Master in Mathematics from University of Paderborn, Germany and Master of Business Administration from Heriot-Watt University, United Kingdom	She joined the Allianz SE Board of Management in January 2020. Today she is responsible for Asia-Pacific Region, Mergers & Acquisitions and People & Culture. Prior to this, her Board responsibilities included Legal, Compliance and Data Privacy, Mergers & Acquisitions and People & Culture. She started in 2013 at Allianz SE as Head of CFO Office before becoming Head of CEO Office, and has since held a number of roles including Regional CFO Allianz Asia Pacific, Regional CEO of Life & Health, Allianz Asia Pacific and Chief Human Resources Officer, Allianz SE. Prior to joining Allianz, Renate held several roles at large corporations, including Zurich Insurance Group and KPMG International, where she worked in finance, change management and banking.
Nathan Fink, Non-executive and Non-independent Director Alternate Director for Renate Wagner (Resigned w.e.f. close of business hours on 8 September 2023)	Master of Business Administration from St. Gallen Business School, Switzerland and Master of Science from University of Nottingham, United Kingdom and Sciences Po Paris, France	He is an insurance specialist with more than 11 years of experience in the industry covering all lines of business. In his most previous role, he was the Head of Planning and Controlling at Allianz in Germany, successfully shaping and implementing the company's growth strategy and transformation. At the time of his cessation as Alternate Director of the Company, he headed the Business division - Asia Pacific at Allianz SE.
Jan-Christian Rosemeyer, Non-executive and Non-independent Director Alternate Director for Renate Wagner (Appointed w.e.f. 13 September 2023)	Bachelor's degree in mathematics and economics from the University of Ulm and a fellow of the German Actuarial Society DAV.	He has joined Allianz SE in 2002 as Pricing Actuary and Underwriter. He spent 15 years in CFO roles in Japan, Taiwan, Singapore and Thailand and has in-depth knowledge of the insurance business in the Asia Pacific region. Since August 2023 he heads the Business Division Asia Pacific at Allianz SE. In his previous role, he has been leading the finance activities for the set-up of Allianz Africa's joint venture with Sanlam.
Tapan Singhel, Managing Director & Chief Executive Officer	Banaras Hindu University alumnus Masters in Science in Physics	He started his career with a prominent PSU insurer as a direct officer in 1991 before joining the Company in 2001. He has been with the Company since its inception and a part of the core team formed to plan and execute the retail market strategy of the Company. He has been recipient of numerous awards and recognitions, including CEO of the Year at IDC Future Enterprise Awards India 2023 & CEO of the Year at India Insurance Summit & Awards 2024. He is also the chairman of General Insurance Council and Chairman of CII National Committee on Insurance and Pensions.

Board Meetings

The calendar of meetings of the Board and Committees for a period of twelve months is fixed well in advance. The Board met seven times during FY2024 as compared to the statutory minimum requirement of 4 meetings. One meeting was dedicated to strategy, planning and annual budget. During the year, a Board meeting was held at which the Board was provided overview of Allianz group covering its global outreach, value proposition, strategy including renewal agenda, business transformation through direct business and partners, etc. The Board meets once in every quarter to, inter alia, review the Company's quarterly and annual financial results, regulatory matters, risks, business plans and their implementation, solvency margin, changes in senior level employees, etc. The gap between two consecutive board meetings was less than 120 days as required by law.

In case of any matter requiring urgent approval of the Board, the approval is taken by passing resolution by circulation wherever permissible as per applicable law.

The Chairman meets the MD & CEO and CFO before the meetings of the Audit Committee and the Board on quarterly basis for review of the financial statements and business performance of the Company.

The Board is provided, on a timely basis, detailed agenda papers in advance of the meetings. The agenda items include, inter alia, the following:

- minutes of previous meetings of the Board and Committees,
- business update, plans and budget,
- quarterly / annual financial results,
- re-insurance program,
- grievances
- corporate social responsibility initiatives and impact assessment thereof,
- business continuity management,
- expenses of management,
- commission to insurance intermediaries,
- changes in senior executive management,
- digital initiatives for policyholders, distributors and employees,
- financial condition report,
- investment performance,
- approval / review of company policies,
- formation / reconstitution of Board Committees,
- regulatory updates,
- show cause notice / advisor / orders issued by IRDAI, along with status of regulatory actions such as inspection, audit, etc.

The Company on an ongoing basis endeavours to keep all the Directors abreast of the industry and the current environment in which Company operates, group structure, organisational structure, business models, processes and products of the Company, risk metrics, mitigation and management, governing regulations, human resource development practices, information technology including cyber security, their roles, rights and responsibilities and major developments and updates on the Company, etc.

Directors have separate and independent access to officers of the Company.

Board Meetings held during FY2024

The Board of Directors met seven times during FY2024, following table sets out the details of attendance of Directors at the aforesaid Board meetings.

Name of Director	Nature of Directorship (Independent / ED/Non-ED)	Designation	Meeting dated					
			21 April 2023	21 July 2023	25 September 2023	20 October 2023	23 January 2024	14 March 2024
Sanjiv Bajaj	Non-Executive Director	Chairman	Present	Present	Present	Present	Present	Present
Ritu Arora	Non-Executive Director	Director	Absent	Absent	Present	Present	Absent	Present
Niraj Bajaj	Non-Executive Director	Director	Present	Present	Present	Present	Present	Present
Meleveetil Damodaran	Non-Executive Director	Director	Present	Present	Present	Present	Present	Present
Ranjit Gupta (Note 1)	Non-Executive Director	Director	Present	Present	-	-	-	-
Suraj Mehta	Independent Director	Director	Present	Present	Absent	Absent	Present	Present
Lila Poonawalla	Independent Director	Director	Present	Present	Present	Present	Present	Present
Nilesh Sathe	Non-Executive Director	Director	Absent	Present	Absent	Present	Present	Present
Anami Roy	Independent Director	Director	Present	Present	Present	Present	Present	Present
S Sreenivasan	Non-Executive Director	Director	Present	Present	Present	Present	Present	Present
Dr. N Srinivasa Rao (Note 2)	Non-Executive Director	Director	-	-	Present	Present	Present	Present
Anup Wadhawan	Independent Director	Director	Present	Present	Present	Present	Present	Present
Renate Wagner	Non-Executive Director	Director	Absent	Absent	Present	Present	Present	Present
Nathan Fink (Note 3)	Non-Executive Director	Alternate Director (for Renate Wagner)	Present	Present	-	-	-	-
Jan-Christian Rosemeyer (Note 4)	Non-Executive Director	Alternate Director (for Renate Wagner)	-	-	NA*	NA*	NA*	NA*
Tapan Singhel	Executive Director	MD and CEO	Present	Present	Present	Present	Present	Present

Notes:

- 1) Resigned with effect from close of business hours on 21 July 2023
- 2) Appointed with effect from 22 July 2023
- 3) Resigned with effect from close of business hours on 8 September 2023
- 4) Appointed with effect from 13 September 2023

NA* - Not applicable since Renate Wagner was present at the meeting.

Outstanding attendance records and participation of directors in the Board / Committee meetings indicates their commitment and ability to devote adequate time to their responsibilities as Board / Committee members.

Independent Directors

The Board has 4 Independent Directors with rich and diverse experience in the relevant fields. The Independent Directors conduct a separate meeting pursuant to the provisions of the Companies Act, 2013 to, inter alia, discuss the following:

- a) Review of the performance of non-independent directors and the Board as a whole;
- b) Review of the performance of the Chairman of the Company; and
- c) Assessment of the quality, quantity and timeliness of flow of information to the Board.

The aforesaid meeting was held on 22 January 2024 in which the Independent Directors have expressed satisfaction on the quantity, quality and timeliness of the information supplied to the Board. Additionally, the Independent Directors also separately met the following without presence of management –

- a) Joint statutory auditors of the Company,
- b) Senior management of the Company,
- c) Members of Internal Complaints Committee constituted under the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013

Committees of the Board of Directors: Constitution & Composition

The Board of Directors has committees consisting of Directors having required expertise and experience. The Committees also invite senior management to its meetings to seek clarification and, thereby improving their effectiveness. Audit Committee, Investment Committee, Nomination and Remuneration Committee, Policyholders' Protection Committee, Risk Management Committee and With Profit Committee, which are mandatorily required under the Corporate Governance Guidelines, have been constituted in accordance with the requirements set out therein. Further, the Company has also formed Corporate Social Responsibility Committee of the Board of Directors as required pursuant to Section 135 of the Companies Act, 2013.

Audit Committee

The Audit Committee of the Board of Directors oversees the internal audit function and conducts detailed review of the internal, concurrent, systems and other audit reports including reports of the statutory auditors whereby detailed management responses and action plans are reviewed. The Committee further reviews quarterly financial statements for recommendation to the Board, disclosure processes, legal compliances, functioning of the internal financial control framework and the internal audit department, whistle blower and sexual harassment complaints, regulatory matters as well as taxation and other material legal proceedings. The Committee also approves and reviews the related party transactions. The Audit Committee also reviews transformation of policy administration system of the Company. The Committee reviews independence of statutory auditors and approves availing services other than statutory audit from statutory auditors / their network firms ensuring independence and integrity of audit relationship.

The Committee is directly responsible for the recommendation of the appointment, remuneration, performance and oversight of the work of the internal, statutory, concurrent and Investment Risk Management Systems and Process (IRMS) auditors.

The Committee reviews and approves the internal audit plan for the year. The senior management personnel are invited to the meetings of the Committee for providing clarifications on the audit observations, along with the Head of Internal Audit, who presents his report and updates on the audit plan to the Committee at every meeting thereof. The Committee also monitors the progress made in respect of action planned on previous observations. Statutory auditors attend the meetings of the Audit Committee to present their findings and reports.

The Chairperson of the Audit Committee conducts pre-audit committee meeting before the Audit Committee meeting with the senior management to review the audit observations, action taken reports on previous reports, regulatory issues, whistle blower and sexual harassment complaints, if any. The Chairperson of the Audit Committee also meets the statutory auditors before the Audit Committee meeting to review scope of their audit or limited review, as the case may be, observations and addresses areas of concern, if any.

Lila Poonawalla, Independent Director, is the Chairperson of the Audit Committee with Suraj Mehta, Anami Roy and Anup Wadhawan, Independent Directors and Ritu Arora, Sanjiv Bajaj and S Sreenivasan, Directors, being the other members thereof. S Sreenivasan was appointed as a member of the Committee with effect from 22

July 2023 in place of Ranjit Gupta. All the members of the Audit Committee are non-executive Directors, with majority of them being Independent Directors.

The Audit Committee met four times during FY2024. Following table sets out the particulars of attendance of members of the Committee at the aforesaid meetings:

Name of member	Nature of Directorship (Independent /ED/Non-ED)	Designation	Meeting dated			
			20 April 2023	20 July 2023	19 October 2023	22 January 2024
Lila Poonawalla	Independent Director	Chairperson	Present	Present	Present	Present
Ritu Arora	Non-Executive Director	Member	Absent	Present	Present	Present
Sanjiv Bajaj	Non-Executive Director	Member	Present	Present	Present	Present
Ranjit Gupta (Ceased w.e.f 21 July 2023)	Non-Executive Director	Member	Present	Present	-	-
Suraj Mehta	Independent Director	Member	Present	Present	Absent	Present
Anami Roy	Independent Director	Member	Present	Present	Absent	Present
Anup Wadhawan	Independent Director	Member	Present	Present	Present	Present
S Sreenivasan (Appointed w.e.f. 22 July 2023)	Non-Executive Director	Member	-	-	Present	Present

Corporate Social Responsibility (CSR) Committee

Pursuant to Section 135 of the Companies Act, 2013, the Company has formed the Corporate Social Responsibility Committee, with responsibility to formulate and monitor CSR policy of the Company, recommend the amount of expenditure to be incurred on CSR activities, approve the projects for CSR activities, etc. The CSR team provides updates on various projects to the Committee. The Committee periodically reviews implementation of CSR projects including impact assessment reports.

Sanjiv Bajaj is the Chairman of the CSR Committee with Ritu Arora, Dr. N Srinivasa Rao, Directors, Anami Roy, Independent Director and Tapan Singhel, MD & CEO being the other members thereof. Dr. N Srinivasa Rao was appointed as a member of the Committee with effect from 22 July 2023 in place of Ranjit Gupta.

The Committee met four times during FY2024. Following table sets out the particulars of attendance of members of the Committee at the aforesaid meetings:

Name of member	Nature of Directorship (Independent /ED/Non-ED)	Designation	Meeting dated			
			21 April 2023	21 July 2023	20 October 2023	23 January 2024
Sanjiv Bajaj	Non-Executive Director	Chairman	Present	Present	Present	Present
Ritu Arora	Non-Executive Director	Member	Absent	Absent	Present	Absent
Ranjit Gupta (Ceased w.e.f. 21 July 2023)	Non-Executive Director	Member	Present	Present	-	-
Anami Roy	Independent Director	Member	Present	Present	Present	Present
Dr. N Srinivasa Rao (Appointed w.e.f. 22 July 2023)	Non-Executive Director	Member	-	-	Present	Present
Tapan Singhel	Executive Director (MD and CEO)	Member	Present	Present	Present	Present

Investment Committee

The Investment Committee sets and monitors the investment strategy and operational framework for the investment operations of the Company. It periodically reviews the investment performance, stewardship activities, and the market conditions and recommends the investment strategy and investment policy for approval of the Board of Directors encompassing aspects including compliance with prudential regulatory norms on investments, risk management / mitigation strategies to ensure commensurate yield on investments.

The information provided to the Committee is rich in content and discussions are extensive on key issues related to performance, risk, regulatory compliance, systems and structure of investment teams.

Sanjiv Bajaj is the Chairman of the Investment Committee with Ritu Arora and S Sreenivasan, Directors and Tapan Singhel, MD & CEO, Gaurav Malhotra, Appointed Actuary, Ramandeep Singh Sahni, Chief Financial Officer, Amit Joshi, Chief Investment Officer and Avez Sayed, Chief Risk Officer being the other members thereof. S Sreenivasan was appointed as a member of the Investment Committee with effect from 22 July 2023 in place of Ranjit Gupta. The head of investment function at the Bajaj Finserv Group of companies is also invited to the meetings of the Investment Committee.

The Committee met four times during FY2024. Following table sets out the particulars of attendance of members of the Committee at the aforesaid meetings:

Name of member	Nature of Directorship (Independent / ED/Non-ED)	Designation	Meeting dated				
			20 April 2023	20 July 2023	19 October 2023	28 December 2023	22 January 2024
Sanjiv Bajaj	Non-Executive Director	Chairman	Present	Present	Present	Present	Present
Ritu Arora	Non-Executive Director	Member	Absent	Absent	Present	Present	Present
Ranjit Gupta (Ceased w.e.f. 21 July 2023)	Non-Executive Director	Member	Present	Present	-	-	-
S Sreenivasan (Appointed w.e.f. 22 July 2023)	Non-Executive Director	Member	-	-	Present	Present	Present
Tapan Singhel	Executive Director (MD and CEO)	Member	Present	Present	Present	Note 1	Present
Gaurav Malhotra	NA (Appointed Actuary)	Member	Present	Present	Present	Present	Present
Ramandeep Sahni	NA (Chief Financial Officer)	Member	Present	Present	Present	Present	Present
Amit Joshi	NA (Chief Investment Officer)	Member	Present	Present	Present	Present	Present
Avez Sayed	NA (Chief Risk Officer)	Member	Present	Present	Present	Present	Present

Note 1 – Tapan Singhel, being an interested member in the only agenda item of this meeting, was excused from attending the same.

Nomination and Remuneration Committee

Pursuant to Section 178 of the Companies Act, 2013, the Company has formed the Nomination and Remuneration Committee, with responsibility to identify persons who are qualified to become Directors and who may be appointed in senior management in accordance with the criteria laid down, to formulate the criteria for determining qualifications, positive attributes and independence of a Director, to specify the manner for effective evaluation of performance of the Board, its committees and individual directors and review its implementation and compliance, recommendation of remuneration policy for Directors, key managerial personnel and other employees, etc. The Committee recommends remuneration of MD & CEO for the approval of the Board considering, inter alia, performance of the Company and that of MD & CEO, market benchmarking etc. The Committee also reviews adherence of remuneration of Key Managerial Persons (KMP) to Board approved policy on remuneration of KMPs.

Lila Poonawalla, Independent Director, is the Chairperson of the Committee with Suraj Mehta and Anami Roy, Independent Directors, Sanjiv Bajaj, Ritu Arora and S Sreenivasan, Directors being the other members thereof. S Sreenivasan was appointed as a member of the Committee with effect from 22 July 2023 in place of Ranjit Gupta.

The Committee met three times during FY2024. Following table sets out the particulars of attendance of members of the Committee at the aforesaid meetings:

Name of member	Nature of Directorship (Independent /ED/Non-ED)	Designation	Meeting dated		
			21 April 2023	21 July 2023	23 January 2024
Lila Poonawalla	Independent Director	Chairperson	Present	Present	Present
Ritu Arora	Non-Executive Director	Member	Absent	Absent	Absent
Sanjiv Bajaj	Non-Executive Director	Member	Present	Present	Present
Ranjit Gupta (Ceased w.e.f. 21 July 2023)	Non-Executive Director	Member	Present	Present	-
Suraj Mehta	Independent Director	Member	Present	Present	Present
Anami Roy	Independent Director	Member	Present	Present	Present
S Sreenivasan (Appointed w.e.f. 22 July 2023)	Non-Executive Director	Member	-	-	Present

Policyholders' Protection Committee

The Policyholders' Protection Committee of the Board of Directors has the responsibility to put in place proper procedures and effective mechanism to address complaints and grievances of policyholders and to ensure compliance with the statutory requirements relating to servicing of policyholders. It reviews the Grievance Redressal Mechanism and the status of complaints at periodic intervals. The Committee also reviews customer servicing and grievance redressal process including timeframe for policy and claims servicing parameters so that customers are served fairly. Service turnaround times, status of grievances and their resolution, market conduct issues, root cause analysis of complaints, benchmarking with peer group, status of cases in consumer court and ombudsmen, unclaimed amounts, claim settlement and other customer pay-outs, oversight on NatCat claims settlement and compliance with regulatory directives in respect thereof are some of the matters reviewed on a regular basis. The Committee also approves relocation and closure of offices of the Company.

Sanjiv Bajaj is the Chairman of the Policyholders' Protection Committee with Ritu Arora and Dr. N Srinivasa Rao, Directors and Tapan Singhel, MD and CEO, being the other members thereof. Dr. N Srinivasa Rao was appointed as a member of the Committee with effect from 22 July 2023 in place of Ranjit Gupta. The Appointed Actuary, Chief Financial Officer, Head of Operations & Customer Experience are also invited for meetings of the Committee. Dr. Anant Gupta, an independent professional having extensive knowledge and experience in insurance sector, attends the meetings of the Committee as a customer representative.

The Committee met four times during FY2024. Following table sets out the particulars of attendance of members of the Committee at the aforesaid meetings:

Name of member	Nature of Directorship (Independent /ED/Non-ED)	Designation	Meeting dated			
			20 April 2023	20 July 2023	19 October 2023	22 January 2024
Sanjiv Bajaj	Non-Executive Director	Chairman	Present	Present	Present	Present
Ritu Arora	Non-Executive Director	Member	Absent	Absent	Present	Present
Ranjit Gupta (Ceased w.e.f. 21 July 2023)	Non-Executive Director	Member	Present	Present	-	-
Dr. N Srinivasa Rao (Appointed w.e.f. 22 July 2023)	Non-Executive Director	Member	-	-	Present	Present
Tapan Singhel	Executive Director (MD and CEO)	Member	Present	Present	Present	Present
Dr. Anant Gupta	NA	Customer Representative	Present	Present	Present	Present

Enterprise Risk Management (ERM) framework

Risk objectives

The Company operates in a dynamic environment, influenced by rapidly changing external factors. The ERM framework is strategically designed to ensure our Company's agility in adapting to new regulations and competitive actions, effectively managing both known and emerging risks and opportunities to optimize value creation.

At your Company, ERM deals with risks and opportunities to create and preserve value. ERM is an ongoing process, effected by people (Board of Directors, Management, Employees, Distributors, Customers, etc.) and technology, which sets strategy across the Company, designed to identify potential events (risks and opportunities) and manage the risks thereby providing reasonable assurance on the robustness of process and mitigation of threats, whilst the Company endeavours to achieve its business objectives.

The Company is committed towards managing risks in line with its stated risk appetite through a systematic framework which identifies, evaluates, mitigates and monitors risks that could potentially have a material impact / threat on the value of the organisation in addition to achieving its stated business objectives and goals.

The risk management practices are aimed to address one or more of these risk management goals as given below:

- Defining the Company's risk profile / appetite.
- Integrating risk considerations into decision-making processes and fostering a strong risk management culture supported by robust governance.
- Identifying, measuring, monitoring, and controlling risk exposures through effective risk management processes and strategies.
- Developing and monitoring mitigation plans, especially for high-risk items identified via self-assessments, audits, and loss event analyses.
- Ensuring compliance with regulatory requirements and internal policies.
- Managing fraud through both proactive and reactive measures.
- Minimizing reputational risk through regular assessments and case-by-case management.

Risk governance framework

The Company's risk governance framework comprises a Risk Management Committee (RMC) at the board level and an Executive Risk Committee (ERC) at the operational level, supported by a Governance & Compliance Committee (GCC). These bodies ensure the alignment of risk mitigation strategies with our business strategy and oversee the implementation of the risk management framework. The RMC, led by key executives and directors, is responsible for formulating and overseeing the Asset Liability Management strategy and other risk-related policies.

The risk strategy of the Company is to identify current and potential threats, internal and external to the Company over a short and long-term horizon internally and externally. The RMC oversees the functioning of the overall risk management framework of the Company, including risk tolerance limits and implementation of the risk management strategy. The RMC reviews risk profile of the Company for all categories of risk including insurance risk, market risk, credit risk, liquidity risk, operational risk, compliance risk, legal risk, reputation risk, fraud risk, business continuity risk, etc. The RMC has also been vested with the responsibility to formulate, implement, monitor and periodically revise the Asset Liability Management strategy of the Company. The RMC comprises of Sanjiv Bajaj as the Chairman, with Ritu Arora and Dr. N Srinivasa Rao, Directors and Tapan Singhel, MD & CEO being the other members thereof. Dr. N Srinivasa Rao was appointed as a member of the Committee with effect from 22 July 2023 in place of Ranjit Gupta. The Chief Risk Officer, Chief Investment Officer, Chief Financial Officer and Appointed Actuary are permanent invitees to all meetings of the RMC. The heads of risk and investment functions at the Bajaj Finserv Group of companies are also invited to the meetings of the RMC.

The RMC met four times during FY2024. Following table sets out the particulars and attendance of members of the Committee at the aforesaid meetings:

Name of member	Nature of Directorship (Independent /ED/Non-ED)	Designation	Meeting dated			
			20 April 2023	21 July 2023	20 October 2023	23 January 2024
Sanjiv Bajaj	Non-Executive Director	Chairman	Present	Present	Present	Present
Ritu Arora	Non-Executive Director	Member	Absent	Absent	Present	Absent
Ranjit Gupta Ceased w.e.f 21 July 2023)	Non-Executive Director	Member	Present	Present	-	-
Dr. N Srinivasa Rao (Appointed w.e.f. 22 July 2023)	Non-Executive Director	Member	-	-	Present	Present
Tapan Singhel	Executive Director (MD and CEO)	Member	Present	Present	Present	Present
Avez Sayed	- Chief Risk Officer	Invitee	Present	Present	Present	Present

The supervisory level ERC, convened by the Chief Risk Officer, comprises of various Heads of Departments, which have been identified as the owners of key risks within the Company. They are responsible for implementation of risk management activities including risk mitigation plan within their respective vertical/department. This executive level committee ensures centralised risk monitoring and management. The quorum of the meeting is one-third of the total number of members of the committee. The ERC holds meetings on regular basis generally every quarter. The committee may call for a meeting of the ERC if the needs arise and may invite any person to the meeting.

Risk management function works in tandem with the defined three lines model, which enables the organization to appropriately address and manage risks at various levels. Covering major categories of assessable risks, independent of the assessment methodology and quantifiability, the risk management framework encompasses practices relating to identification, assessment, monitoring and mitigation of these risks. The overall risks are divided into risk groups and several risk categories, which are further subdivided into sub-risk categories. While the risk categories remain clearly distinct from each other, at the time of assessment their interdependencies are taken into account.

Key risks and their mitigation

1. Market risk and Asset Liability Management (ALM) risk arises from unexpected losses arising due to changes in market prices or parameters influencing market prices or from changes to the net worth of assets and liabilities in related undertakings driven by market parameters. The risk is mitigated by maintaining a desired mix between debt and equity subject to investment regulations by IRDAI, active asset management based on the ALM output along with asset and liability duration matching which limits impact of interest rate changes.
2. Credit risk or the risk of default of counter parties is sought to be mitigated by investing in securities with minimum acceptable credit rating and reviewing changes in credit ratings. The Company also seeks to deal with financially sound reinsurers.
3. Liquidity risk is monitored on a regular basis to ensure sufficient liquidity is maintained to meet short-term obligations by timing the cash inflows and outflows through cash flow matching and by maintaining a minimum mix of liquid assets.
4. Operational risk is mitigated by a system of internal audit, IFC (Internal Financial Control) framework, risk control assessments and fraud prevention which flags off areas where risks are identified.
5. Insurance / business risk is sought to be mitigated by executing business operating plan and having a risk and reward plan for new business, renewals, expenses, claims ratio and monitor actuals.
6. For System Risks, we continue to make investments in our IT systems to improve our operational efficiency, customer service and decision- making process and to reduce the risk of system failures.
7. For Information & Cyber Security risks, we enforce robust information security measures to mitigate cyber threats. We utilize advanced firewalls and implement strict access controls to protect our key assets. Regular risk assessments, including vulnerability scans and penetration testing, ensure proactive

identification and remediation of potential security breaches. Our Data Leakage Prevention (DLP) system prevents unauthorized data transfers, enhancing our security posture. Compliance with IRDAI guidelines is affirmed through annual audits, demonstrating the effectiveness and robustness of our security practices without significant concerns.

8. Data Protection and Data Privacy risks are mitigated through implementation of strict access controls, encrypts sensitive information, and conducts regular security training for employees. Additionally, we use advanced monitoring tools are used to detect potential privacy breaches, and a Data Breach Response Plan is in place, enabling swift and effective response to any incidents, thus safeguarding our data assets and maintaining stakeholder trust.
9. The Company has a Disaster recovery (DR) site in a different seismic zone along with Disaster Recovery Plan (DRP) and Business Continuity Policy with a detailed Business Continuity Plan to mitigate Business Continuity risk.
10. The Company is building more robust Business Continuity Management system by enhancing in-house capabilities and creating more awareness around it.
11. Environment, Social & Governance (ESG) related risks are evolving with increased awareness amongst various stakeholders. The Company voluntarily adopted the SEBI's Business Responsibility and Sustainable Reporting (BRSR) from FY2023. The Company has also carried out an ESG Materiality & Risk Assessment during FY2024, which has provided insight into material topics to focus upon in the Company's ESG and Sustainability journey. The Company has also conducted assessment of Green House Gas (GHG) emissions and obtained independent limited assurance for FY2024. In order to institutionalize good ESG practices in its business operations, the Company has adopted a Responsible Investment Policy around which a framework has been developed and implemented. An overarching ESG Governance structure incorporating cross functional representation is in place to manage the ESG commitments. Further, to improve Gender Diversity & Inclusion (D&I), teams are working towards the initiatives decided by D&I council, besides employee resource groups which have been formed to help the employees in handling various issues, such as new mothers to resume working, trainees to acquaint with the corporate life and challenges, etc. There is a continued focus on reducing environmental impact through different interventions such as renewable energy generation, movement of services to paperless mode, etc.
12. Risk related to Climate Change has been evolving and impact can be seen in terms of floods, droughts, etc. and these have been effectively mitigated through reinsurance arrangements and NATCAT tools.
13. All regulatory risks and other related risks are assessed and monitored continuously at the organizational level and ensure its compliance with respective guidelines.

Elements of Remuneration of MD & Key Management Persons for FY2024

(Amount in ₹ '000)

Particulars	Amount
Basic salary	84,594
Performance bonus, long term incentive plan & joining bonus	45,529
Other allowances	75,198
Company's' contribution to retirement benefits	11,708
Perquisites	187,985
Gross Remuneration *	405,014

* - Does not include Company's contribution to Gratuity

Certification for compliance of the Corporate Governance Guidelines

I, Onkar Kothari, Company Secretary & Head – Corporate Legal, hereby certify that the Company has complied with the Corporate Governance (CG) Guidelines for Insurance Companies issued by Insurance Regulatory and Development Authority of India (IRDAI), as amended from time to time, and nothing has been concealed or suppressed.

For **Bajaj Allianz General Insurance Company Limited**

Date: 23 April 2024
Place: Pune

Onkar Kothari
Head – Corporate Legal & Company Secretary

Annexure to the Directors' Report

Form No. MR-3

SECRETARIAL AUDIT REPORT

[Pursuant to Section 204(1) of the Companies Act, 2013 and Rule No. 9 of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014]

For the financial year ended 31 March 2024

To,
The Members,
Bajaj Allianz General Insurance Company Limited,
(CIN U66010PN2000PLC015329)
Bajaj Allianz House, Airport Road, Yerawada,
Pune- 411006

I have conducted the secretarial audit of the compliance of applicable statutory provisions and the adherence to good corporate practices by **Bajaj Allianz General Insurance Company Limited** (hereinafter called as "the Company"). The Secretarial Audit was conducted in a manner that provided me a reasonable basis for evaluating the corporate conducts/statutory compliances and expressing my opinion thereon.

Based on my verification of the Company, books, registers, papers, minute books, forms and returns filed and other records maintained by the Company and also the information provided by the Company, its officers, agents and authorised representatives during the conduct of secretarial audit, I hereby report that in my opinion, the Company has, during the audit period covering the financial year ended on 31 March 2024, complied with the applicable statutory provisions listed hereunder and also that the Company has proper Board-processes and compliance mechanism in place to the extent, in the manner and subject to the reporting made hereinafter:

I have examined the books, registers, papers, minute books, forms and returns filed and other records maintained by the Company for the financial year ended on 31 March 2024, according to the provisions of:

- 1) The Companies Act, 2013 (the Act) and the rules made thereunder;
- 2) Foreign Exchange Management Act, 1999 and the rules and regulations made there under regarding Foreign Direct Investment;
- 3) The Insurance Act, 1938, the Insurance Regulatory and Development Authority Act, 1999 and rules and regulations made thereunder;
- 4) Rules, regulations, guidelines, circulars and notifications issued by the Insurance

Regulatory and Development Authority of India (IRDAI) as are applicable to a general insurance company.

The Company is a unlisted public company and subsidiary of a listed company.

I have also examined compliance with the applicable clauses of the Secretarial Standards pursuant to Section 118(10) of the Act, issued by the Institute of Company Secretaries of India.

During the period under review the Company has complied with the applicable provisions of the Act, Rules, Regulations, Guidelines, Standards, etc. mentioned above.

I further report that the Board of Directors of the Company is duly constituted with proper balance of executive, non-executive and independent directors. The changes in the composition of the Board of Directors that took place during the period under review were carried out in compliance with the provisions of the Act.

Adequate notices were given to all Directors to schedule the Board Meetings, including committees thereof, alongwith agenda and detailed notes on agenda at least seven days in advance, and a system exists for seeking and obtaining further information and clarifications on the agenda items before the meeting and for meaningful participation at the meeting by the directors. The decisions are carried unanimously.

I further report that there are adequate systems and processes in the Company commensurate with the size and operations of the Company to monitor and ensure compliance with applicable laws, rules, regulations and guidelines.

I further report that during the audit period there was no event/action having major bearing on the Company's affairs in pursuance of the above referred laws, rules, regulations, guidelines and standards.

Place Pune

Date 23 April 2024

UDIN Number : F001587F000214778

SHYAMPRASAD D. LIMAYE

FCS 1587 CP 572

ANNEXURE TO SECRETARIAL AUDIT REPORT

To,
The Members

Bajaj Allianz General Insurance Company Limited,

Bajaj Allianz House, Airport Road,
Yerawada, Pune- 411006

My Secretarial Audit Report for Financial Year ended on 31st March 2024 of even date is to be read along with this letter.

1. Maintenance of secretarial record is the responsibility of the management of the Company. My responsibility is to express an opinion on these secretarial records based on my audit.
2. I have followed the audit practices and processes as were appropriate to obtain reasonable assurance about the correctness of the contents of the secretarial records. The verification was done on test basis to ensure that correct facts are reflected in secretarial records. I believe that the process and practices, I followed provide a reasonable basis for my opinion.
3. I have not verified the correctness and appropriateness of financial records and Books of Accounts of the Company.
4. Wherever required, I have obtained the Management representation about the compliance of laws, rules and regulations and happening of event etc.
5. The compliance of the provisions of Corporate and other applicable laws, rules, regulations, standards is the responsibility of management. My examination was limited to the verification of procedures on test basis.
6. The Secretarial Audit Report is neither an assurance as to the future viability of the Company nor of the efficacy or effectiveness with which the management has conducted the affairs of the Company.

Place Pune
Date 23 April 2024

SHYAMPRASAD D. LIMAYE
FCS 1587 CP 572



Allianz

Caringly yours



ANYWHERE YOU GO, WE'LL BE THERE TO TAKE CARE!

Bajaj Allianz Private Car - VPAY offers a comprehensive, 360° coverage and umbrella protection for your private car.

Coverages:



A one-time smart repair option to address minor damages of your car in one visit



Protection for the vehicle's digital sense devices, especially with the rise of connected cars and advanced driver assistance system (ADAS)



Safeguard of electric and hybrid vehicles from damages caused by power surge, explosion, water ingress, and short circuit



Repair cost in case of vehicle towing and retrieval



Covering damages if the vehicle is left unattended on the accident spot



Coverage of mechanical and electrical breakdowns that are not a result of accidents, which are typically excluded from standard motor insurance policies

For detailed T&C, please refer to the product policy wordings

Privé Connect: 0124-6985858 | PriveConnect@bajajallianz.co.in

Bajaj Allianz General Insurance Co. Ltd., Bajaj Allianz House, Airport Road, Yerawade, Pune - 411006. IRDAI Reg No.: 113. CIN: U66010PN2000PLC015329
UIN: (IRDAN113RP0025V01200102/A0015V01202324-Motor-Private Car Package Policy, IRDAN113RP0007V01201819 / A0016V01202324-Motor-Private Car Policy- Bundled,
IRDAN113RP0001V01201920/A0017V01202324-Motor-Standalone Own Damage Cover for Private Car)-VPAY | For more details, log on to: www.bajajallianz.com or
call at: Sales - 1800 209 0144 / Service - 1800 209 5858 (Toll Free No.) | For more details on risk factors and Terms and Conditions, please read the sales brochure before concluding a sale. BIAZ-0-4144/21-06-2024

To Download
Caringly Yours App,
Scan this QR code

Available on



Management Report for the Financial Year ended 31 March 2024

The Management Report has been prepared in accordance with the Insurance Regulatory and Development Authority ('IRDAI') (Preparation of Financial Statements and Auditors' Report of Insurance Companies) Regulations, 2002, and circulars / guidelines issued by IRDAI thereafter, for the financial year ended 31 March 2024.

With respect to the operations of Bajaj Allianz General Insurance Company Limited ("the Company") for the year ended 31 March 2024 and results thereof, the Management of the Company confirms and declares that:

1. Certificate of registration

The Company has paid to the IRDAI the annual fees for FY2024 as specified by the IRDAI (Registration of Indian Insurance Companies) Regulations, 2022, as amended and the registration certificate granted by IRDAI is in force as on the date of this report.

2. Statutory liabilities

All dues payable to the statutory authorities have been duly paid except those under dispute where the Company has preferred appeals.

3. Shareholding pattern and transfer of shares

The shareholding pattern is in accordance with the statutory and regulatory requirements and no shares have been transferred during the year.

The shareholding pattern of the Company is as follows:

Particulars	31 March 2024	31 March 2023
Bajaj Finserv Limited	74%	74%
Allianz SE	26%	26%
Total	100%	100%

4. Investments outside India

The Management has not invested any funds of holders of policies in India, directly or indirectly, outside India.

5. Solvency margin

We hereby confirm that the Company has maintained adequate assets to cover both its liabilities and required solvency margin as prescribed under Section 64VA of the Insurance Act, 1938 (amended by the Insurance Laws (Amendment) Act, 2015) and the IRDAI (Assets, Liabilities and Solvency Margin of General Insurance Business) Regulations, 2016. The solvency position of the Company is as follows:

Particulars	31 March 2024	31 March 2023
Actual solvency ratio	349%	391%
Required solvency ratio	150%	150%

6. Valuation of assets in the Balance Sheet

We certify that the values of all the assets have been reviewed on the date of Balance Sheet and in Management's belief, the assets set forth in the Balance Sheet are shown in the aggregate at amounts not exceeding their realizable or market value, under the several headings - "investments", "agents' balances", "outstanding premiums", "income accrued on investments", "dues from other entities carrying on insurance business, including reinsurers (net)", "cash and bank balances" and several other items specified under "advances recoverable" except debt securities.

At 31 March 2024 the market and book value of these debt investments were as follows

(₹ '000)

Particulars	Value as per Balance Sheet (Book value)		Market value*	
	31 March 2024	31 March 2023	31 March 2024	31 March 2023
Debt investments	261,937,832	249,837,945	262,449,784	246,013,909

* Market value for government securities is the price obtained from FIMMDA and for debt securities other than government securities is determined using bond valuer from FIMMDA, basis the yield of the security

7. Overall risk exposure and strategy adopted to mitigate the same

The Enterprise Risk Management (ERM) framework of the Company encompasses a robust, proactive, responsible, and balanced enterprise-wide risk management process to support in informed decision making. The Company considers and embeds the Corporate Governance Guidelines and other practices guided by IRDAI from time to time within the overall ERM framework. The Company's ERM also draws upon the ISO 31000:2018 standard which is a world recognised framework and guidelines for risk management. The Company has in place a risk management process which, inter alia, identifies major risks that the Company is exposed to and sets out action plans for mitigation of such risks. The Company has been certified for its Operational Risk Framework process in conformation to the globally recognised ISO 9001:2015 standard that signifies that the processes are benchmarked against international as well as domestic practices and are efficiently implemented within the Company. The Company has in place a BCP framework integrating along with the Crisis Communication and Management Plan. The Company's Disaster Recovery (DR) plan is meticulously crafted, focusing on vital processes and strategies for quick recovery post-disruption. This proactive approach not only limits financial repercussions but also guarantees uninterrupted customer service and operational continuity. In recognition of our commitment to maintaining high standards in business continuity management, our company has achieved ISO 22301:2018 certification, affirming our adherence to international best practices in business continuity. The Company is also making sustainable changes in context to adopt ESG (Environmental, Social & Governance) approach and accordingly also monitors risks associated with the said adoption.

The Company has a multi-layer reinsurance program which seeks to optimize the retention of risk at each policy as well as at the line of business level. The Company's retention of risks varies according to lines of business and is decided after considering relevant factors such as capital and solvency position, available reinsurance capacity and adequacy of reinsurance terms. The reinsurance program of the Company is designed as multi-layer treaties combining proportional reinsurance (where the Company and the reinsurer share the premiums and claims in an agreed proportion) and non-proportional reinsurance. The limits under the treaties are set based on accumulation of risks by location and category, after considering the exposure based on Probable Maximum Loss, where applicable, and the expected frequency of claim events. The Company is exposed to catastrophe risk, which is mitigated by a separate non-proportional reinsurance treaty, which limits the Company's exposure to any single covered event. In addition to these treaties, the Company also purchases, where required, on a case-to-case basis, facultative reinsurance for specific policies, where either treaty limits are inadequate or the risk is not covered by the terms of the reinsurance treaties. The reinsurance program of the Company is filed with the IRDAI and is also approved by the Board.

Risk Governance

The Company has a dedicated and independent risk management department headed by the Chief Risk Officer who reports on status of risks to the Executive Risk Committee ("ERC") and Risk Management Committee ("RMC") of the Board. The Committee meetings allow dedicated evaluation and review of risks and existing strategies to mitigate them. The Company also has established a Governance & Controls Committee ("GCC") to promptly address process improvement decisions and support in enhancing business resiliency for embracing change and create opportunities. The RMC advises the Board on the risk exposures and the actions taken to manage the same. The ERC consisting of various departmental heads & representatives, Chief Executive Officer (CEO), convened by the Chief Risk Officer, reviews risks as well as the risk processes and procedures within the Board approved Risk Management Policy. These committee meetings both at executive and board level take place on a quarterly basis. The Company

has an independent Internal Audit Department which audits the operations of its offices and functions. Key operational risks and compliances are audited according to an audit plan approved by the Audit Committee of the Board of Directors. The Company has also established an Internal Financial Control (IFC) framework as per the requirements of the Companies Act, 2013. The Company has documented its internal financial controls considering the essential components of various critical processes, physical and operational. This includes its design, implementation and maintenance along with periodical internal review of operational effectiveness and sustenance, which are commensurate with the nature of its business and the size and complexity of its operations. The Company undergoes review of internal financial controls, across functions, by a specialised third-party professional consultant. Valuation of policy liabilities is independently done by the Actuary and the methodologies are also reviewed by IRDAI apart from the peer-review mechanism.

Risk management process

The Company has adopted the three lines model for fostering proactive and risk-aware culture. Heads and functional teams constitute the first line of defence that actively ensure effectiveness and relevance of the mitigation controls, process improvements and system capabilities in addition to Internal Financial Control mechanism. The second line of defence includes the risk management, compliance and fraud investigation/mitigation team followed by Audit & Assurance teams in the third line of defence.

Risk Management Cycle is applied as base for identification and solution tool that entails:

Operations & Monitoring

- a) Risk Identification
- b) Risk Assessment & Control
- c) Risk Treatment & Management Action Plan
- d) Monitoring & Reviewing
- e) Recording & reporting
- f) Communication & consultation

Controls & Compliance

- a) Standard Operating Procedures
- b) Internal Audit
- c) External Audit
- d) Periodic Risk Management Review

Risk Control Assessments that factor in multiple sources of risk related inputs are conducted periodically to enrich and build risk registers including changes to processes. Risk Review process involves segregating between control types, undertaking control testing for key areas to evaluate mitigation effectiveness, understanding the level of residual risks, examining loss events and assigning Key Risk Indicators towards a comprehensive risk rating mechanism and aggregated risk repository for profiling risks based on likelihood and impact.

The Company follows the Top Risk Assessment (“TRA”) methodology to identify, measure and assess residual risks along with bottoms-up approach from conducting periodic Risk Control Assessments.

Key risks: As a general (non-life) insurer, the Company is exposed to a variety of risks. The primary risks are that of frequency of claims as measured by the number of claims in relation to number of policies and severity of claims as measured by the average amount per claim. The frequency and severity risks vary according to the lines of business. Key risks for the Company include:

Risks accepted from our customers	Risks from our investments	Risks arising from our business operations
<p>In Non-Life Insurance, majority of products are offered for short period (normally one to three years) exposing the Company to pricing & reserving risks, underwriting (risk selection), claims experience, risks from lower growth rate for new and renewal business, etc.</p> <p>Product bouquet includes Non-Motor (like Property, Engineering, Marine, Liabilities and other Miscellaneous lines of business), Motor, Health, Crop, Travel, etc.</p> <p>Some of the products like workmen's compensation, third-party motor claims and liability insurance usually have a long tail claims experience and as per court orders, requires providing for funds accordingly to meet the contractual obligations arising from the policies.</p>	<p>Income from investments and safety of such investments are important to the Company's ability to be able to meet its obligations towards claims, expenses, etc. and to also meet shareholders expectations. We hence ensure our investment exposures are managed prudently by the investment team through a pre-approved framework/strategy. Balancing our investment risks and rewards, exposes us to credit default and market risks (interest-rate movements, portfolio value fluctuations and mismatch in assets & liabilities) and Liquidity risks. Liquidity risk is the inability to pay claims as and when they fall due, on account of insufficient funds or investments tied up in illiquid asset class.</p>	<p>Operational risk is the risk of material losses arising from inadequate or failed internal processes, people and systems or external events including legal and regulatory risk. Such Operational failures could impact our ability to effectively service our customers resulting in reputational damage. This includes business continuity management and fraud risks.</p>

The key risks faced by the Company can broadly be categorized as below:

Risk type	Risk response	Mitigations and Management
A. Insurance risk		
<ul style="list-style-type: none"> Premium pricing Reserving Underwriting Claims management Catastrophe Business mix – acquisition and retention Capital structure Solvency Liquidity 	<ul style="list-style-type: none"> Channel and Line of Business wise analysis is conducted to monitor business mix. Periodic reserving calculations and assumptions are validated for relevance and accuracy for predicting claims severity and frequency. Portfolio level insurance is preferred in underwriting corporate programs. Adequate Actual Solvency Margin over the 150% regulatory requirement is maintained. 	<ul style="list-style-type: none"> Risk segmentation for identifying profitable segments. Monitoring key performance indicators. Specifying deductibles for high risk. Tracking concentration and accumulation. Run Nat Cat models on exposures for different perils. Stringent policy terms & conditions. Appropriate treaty and facultative coverage's in Reinsurance program. Adequate Catastrophe covers. Asset-Liability modelling. Stress Testing and Sensitivity analysis for liquidity scenarios. Solvency and Capital Management.

Risk type	Risk response	Mitigations and Management
B. Credit Risk		
<ul style="list-style-type: none"> • Default • Reinsurance • Recoveries 	<ul style="list-style-type: none"> • Prudent investment strategy to diversify credit risk exposure. • Adequate predictability modelling of future cash inflows and outflows allows us to allocate funds in durations that allow for better return over periods. • Reinsurance decisions based on risk retention appetite and capacity determined from business growth plans. 	<ul style="list-style-type: none"> • A well-diversified investment portfolio and healthy asset quality. • Investment limits and thresholds. • Assets invested in either sovereign or AAA / AA rated instruments. • Reinsurance protection from reinsurers with good credit rating (A- and above). • Risks are passed to multiple reinsures in order to avoid accumulation of risk.
C. Market Risk		
<ul style="list-style-type: none"> • Unfavourable movement in interest rates, currency rates and equity • Volatility in market prices • Reinvestment 	<ul style="list-style-type: none"> • Assets and Liabilities of the Company are well matched based on duration. • Exposure to market risk but the expertise of the investment management team and conservative approach to investments allows the risk to be fairly well managed. 	<ul style="list-style-type: none"> • Investments are made within the regulatory threshold limits supported by adequate system controls. • There is very limited exposure to equity and foreign currency. • Within equity, majority of holdings are in BSE 100 stocks. • Majority of the investments comprise of fixed interest securities and within that in Government securities. • Adequate liquidity and reserves are maintained. • Asset class diversification is also adopted as a strategy to the extent possible

Risk type	Risk response	Mitigations and Management
D. Operational Risk		
<ul style="list-style-type: none"> • People (including conduct) • Process • Systems • Regulatory • Legal • Reputation • Business resilience • Security – Cyber & Data • IT General Controls (ITGC) • Third-Party Frauds • External threats 	<ul style="list-style-type: none"> • Code of Conduct and other internal policies and processes set the tone for high level of governance from our staff. • Continual development of in-house system-based risk tools move us towards an integrated risk management methodology. • To continue to lower operational risk is a priority which allows us to take advantage of latent opportunities whilst curbing preventable losses. • Fraud is prevented through the fraud risk management framework that includes fraud analytics model & tracking mechanism to reduce insurance frauds. • All compliance with legal and regulatory related risks are managed through appropriately designed systems and are assessed and monitored continuously at the organizational level to ensure its compliance with respective guidelines. • A strong Information Technology Governance Controls model is in place to address Technology risks, data and information security measures and safety mechanisms against cyber-threat. • Disaster recovery systems and processes are periodically tested for relevance and effectiveness, through recovery drills. • Vendors are selected based on their resiliency to support us in ensuring we meet and exceed customer expectations. • Customer issues are attended promptly through our customer focus channels. • There is a transfer of specific insurable risks to the insurance market for adequate coverage’s and optimal premium. 	<ul style="list-style-type: none"> • Dedicated Operational Risk Management framework for continued Enterprise-wide monitoring and response. • Mapping of department RCAs, KRIs and internal Loss Event database for corrective action and preventive treatment. • Event based root cause analysis for design level flaw or operating level failure. • Fraud Strategy encompasses Prevention, Detection, Deterrence, Response and an awareness plan whilst maintaining an ethical culture and conduct code in investigations. • Internal Financial Control process duly audited. • System based triggers for fraud detection and prevention. • Help determine Risk Appetite / tolerance limits to develop “alert systems” for senior management. • Risks rating based on movements and maturity levels for proactive risk management rather than reactive. • Business Continuity Management Systems in place and drills for various scenarios are conducted. • There is an offsite disaster recovery centre for its data backups. • Assessment of counterparties and key vendors to avoid disruption and help them inculcate best internal control practices. • All compliance with legal and regulatory requirements are monitored centrally through a designated compliance function and are assessed and monitored continuously at the organizational level to ensure its compliance with respective regulations. • Teams monitor chatter across various media channels including print, social media etc. to identify any statements / comments etc. which is potentially damaging to our reputation. • Cyber threats are monitored proactively by the Certified Information Systems Officer through use of various tools and consultants.

8. Operations outside of India

The Company does not have operations in any other country.

9. Claims

The settlement time for claims depends on various factors pertinent to respective lines of business, such as cause of loss, the nature of claim, etc. Typically, claims which result in total or partial destruction of assets or records (such as those caused by Acts of God), those where adequate documentation to assess the claims is awaited and those which are the subject matter of judicial processes (such as motor third party liability insurance claims) tend to have longer settlement times, which are beyond the control of the Company.

The Company has internal processes for regular review of claims paid and outstanding. Ageing of claims indicating the trend in average claim settlement time during the preceding five years is given in **Annexure I** and ageing analysis of claims registered and not settled (excluding provision for IBNR / IBNER and claims relating to inward re-insurance from terrorism pool and the Indian Motor Third Party Insurance Pool) is given in **Annexure II** to this Report.

10. Valuation of Investments

As required by IRDA (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulations 2002, all investments are valued as stated below:

- Debt Securities and Non-convertible Preference Shares: All debt securities including government securities and non-convertible preference shares are considered as 'held to maturity' and accordingly stated at historical cost adjusted for amortization of premium or accretion of discount on constant yield to maturity basis in the Revenue account and Profit and Loss account over the period of maturity/holding.
- Additional Tier 1 (Basel III Compliant) Perpetual Bonds (AT1 Bonds) shall be forming part of Equity. Market valuation of AT1 Bonds are at applicable Market Yield Rates published by any rating agency registered with Securities Exchange Board of India (SEBI).
- Money market instruments (including treasury bills, certificate of deposits, commercial papers, collateralized borrowing & lending obligation – CBLO and Tri-Party Repo – TREPs) are valued at historical cost and adjusted for amortization of premium or accretion of discount, as may be the case, over the period of maturity/holding on a straight-line basis.
- Equity shares: Listed and actively traded securities are stated at the last quoted closing price on the National Stock Exchange of India Limited (NSE). In case the equity shares are not listed on the NSE, then they are valued on the last quoted closing price on BSE Limited. Unrealized gains or losses are credited / debited to the fair value change account. Unlisted equity shares are stated at historical cost.
- Mutual Fund Units: Mutual fund units are stated at their Net Asset Value ('NAV') at the Balance Sheet date. Unrealized gains or losses are credited / debited to the fair value change account.
- Fair Value Change Account: Fair value change account represents unrealized gains or losses in respect of investments in equity securities, mutual fund units and AT1 Bonds outstanding at the close of the year. The Balance in the account is considered as a component of Shareholders' funds and Policyholders' funds, as the case may be, in the Balance Sheet but not available for distribution as dividend.

11. Review of asset quality and performance of investments

All investments are made in accordance with the regulatory norms, the Investment Policy and the asset liability management guidelines.

(a) Asset composition

Most of the Company's investments are in fixed income securities, deposits and equities. The fixed income securities are mainly approved Government securities and bonds rated AA and above. The primary aim while investing is to generate adequate return while minimizing risk. The emphasis is

also on the liquidity of investments to ensure that the Company meets all its obligations related to Claims and other operations. The Company monitors the cash position on daily basis and seasonal liquidity needs are considered while planning maturities of investments in respect of all assets. Based on the past track record, the Management has reasonable confidence in the quality and expected performance of all the investments.

The asset composition of investment assets of the Company as at 31 March 2024 is as follows:

(₹'000)

Asset class	Total investments	
	Amount	%
Government securities	183,251,095	60.7%
Debenture and bonds		
AAA	72,259,916	24.0%
AA / AA+	764,928	0.3%
AA - & below	1,229,274	0.4%
Money Market Instruments	3,582,618	1.2%
Fixed Deposits	850,000	0.3%
Equities	37,951,717	12.6%
Equity ETF	1,790,156	0.6%
Total	301,679,705	100.0%

The Company has invested in well diversified investment portfolio. Substantial portion of the investments are readily marketable thereby extending good liquidity support.

The Company maintains a strong quality of fixed income portfolio at all points in time. 99% of the fixed income portfolio is held in highest credit rated securities (Sovereign/AAA or equivalent). 90% of the total equity investments are held in Nifty 50 index stocks. The Company has during the year made an impairment provision of ₹60,187 thousand (net) in line with the Impairment Policy. This exposure pertains to certain unlisted equity which has during the year been listed.

(b) Investment performance

The performance of investments for FY2024, is as follows:

Particulars	FY2024		FY2023	
	Book value yields	Market value yields	Book value yields	Market value yields
	7.72%	10.91%	7.66%	4.44%

Notes:

- Market Value yields computed as investment income including unrealised gains/losses / monthly average investment.
- Book value yields computed as realised investment income / monthly average investment.

12. Payments made to parties in which Directors are interested.

The schedule of payments which have been made to individuals, firms, companies and organizations in which the Directors of the Company are interested is given as **Annexure III**.

13. Management responsibility statement

The Management of the Company certifies that:

- a) The financial statements of the Company have been prepared in accordance with the applicable Accounting Standards and principles and policies with no material departures.
- b) The Management has adopted accounting policies and applied them consistently and made judgments and estimates that are reasonable and prudent so as to give a true and fair view of the state of the affairs of the Company at the end of the financial year and of the operating profit and of the profit of the Company for the year.
- c) The Management has taken proper and sufficient care for the maintenance of adequate accounting records in accordance with the applicable provisions of the Insurance Act, 1938 and Companies Act, 2013 for safeguarding the assets of the Company and for preventing and detecting fraud and other irregularities.
- d) The financial statements have been prepared on a going concern basis.
- e) The Management has set up an internal audit system commensurate with the size and nature of the business and the same was operational throughout the year.

For and on behalf of the Board of Directors

Bajaj Allianz General Insurance Company Limited

CIN U66010PN2000PLC015329

Sanjiv Bajaj

Chairman
DIN:00014615

Lila Poonawalla

Chairperson of
Audit Committee
DIN:00074392

Renate Wagner

Director
DIN: 09823243

Tapan Singhel

Managing Director &
Chief Executive Officer
DIN:03428746

Ramandeep Singh Sahni

Chief Financial Officer

Onkar Kothari

Head-Corporate Legal & Company
Secretary

Place: Pune
Date: 23 April 2024

ANNEXURES TO THE MANAGEMENT REPORT

ANNEXURE I : AVERAGE CLAIMS SETTLEMENT TIME DURING PRECEDING 5 YEARS

Period	FY2020		FY2021		FY2022		FY2023		Amount ₹ in Lakhs FY2024	
	No. of Claims	Amount	No. of Claims	Amount	No. of Claims	Amount	No. of Claims	Amount	No. of Claims	Amount
	Fire									
30 days	3,106	6,862.91	2,897	5,385.00	3,189	5,891	2,982	3,803	6,225	7,478
30 days to 6 months	2,609	10,711.09	2,083	8,578.00	2,490	13,184	2,051	9,916	2,638	19,941
6 months to 1 year	672	9,966.51	529	14,056.00	670	15,565	599	7,928	642	16,987
1 year to 5 years	483	10,773.49	373	9,594.00	414	14,046	579	15,104	682	23,350
5 years and above	55	1,302.33	57	797.00	26	36	115	3,037	396	10,087

Period	FY2020		FY2021		FY2022		FY2023		Amount ₹ in Lakhs FY2024	
	No. of Claims	Amount	No. of Claims	Amount	No. of Claims	Amount	No. of Claims	Amount	No. of Claims	Amount
	Marine									
30 days	15,094	2,597.63	13,409	2,632.00	14,069	2,367	23,424	3,692	54,523	5,087
30 days to 6 months	4,275	4,693.92	2,931	3,683.00	2,955	4,211	3,641	5,485	2,419	6,313
6 months to 1 year	729	2,476.84	318	1,177.00	334	1,345	331	2,410	376	2,254
1 year to 5 years	258	851.29	299	3,189.00	274	510	184	1,679	285	765
5 years and above	43	74.54	13	101.00	47	316	35	134	19	172

Period	FY2020		FY2021		FY2022		FY2023		Amount ₹ in Lakhs FY2024	
	No. of Claims	Amount	No. of Claims	Amount	No. of Claims	Amount	No. of Claims	Amount	No. of Claims	Amount
	Motor OD									
30 days	4,93,517	77,324.37	3,77,660	59,026.00	4,39,955	74,737	4,69,556	82,305	4,99,508	88,949
30 days to 6 months	63,136	47,646.62	48,525	38,479.00	53,355	46,473	67,120	51,544	79,648	56,411
6 months to 1 year	3,501	6,060.14	4,302	7,884.00	3,547	6,949	3,933	7,962	4,461	8,831
1 year to 5 years	740	1,179.91	1,278	2,402.00	1,062	1,923	1,359	3,161	1,613	2,867
5 years and above	217	249.27	139	129.00	197	312	315	576	462	688

Period	FY2020		FY2021		FY2022		FY2023		Amount ₹ in Lakhs FY2024	
	No. of Claims	Amount	No. of Claims	Amount	No. of Claims	Amount	No. of Claims	Amount	No. of Claims	Amount
	Motor TP									
30 days	285	119.92	354	193.00	731	345	650	119	1,140	273
30 days to 6 months	6,938	2,150.63	3,985	1,738.00	7,994	7,891	9,134	6,036	9,990	9,551
6 months to 1 year	4,742	6,409.60	3,283	2,531.00	5,145	13,249	5,721	15,017	6,772	17,615
1 year to 5 years	12,798	39,998.71	9,337	21,052.00	14,908	55,651	11,590	54,330	12,165	55,623
5 years and above	6,526	20,299.20	4,364	11,418.00	7,865	27,287	7,082	31,612	6,363	30,270

Period	FY2020		FY2021		FY2022		FY2023		Amount ₹ in Lakhs FY2024	
	No. of Claims	Amount	No. of Claims	Amount	No. of Claims	Amount	No. of Claims	Amount	*No. of Claims	Amount
	Health									
30 days	10,61,397	1,37,915.44	5,80,907	75,210.00	7,61,770	1,55,389	6,86,846	1,53,914	11,08,774	2,14,162
30 days to 6 months	1,33,919	51,418.70	1,02,034	60,546.00	2,34,496	1,05,991	1,67,943	74,805	5,59,502	1,89,393
6 months to 1 year	6,812	3,129.27	7,908	3,635.00	9,071	5,910	22,234	7,630	8,857	5,293
1 year to 5 years	1,692	1,472.07	3,073	2,118.00	2,164	1,364	16,471	4,336	12,202	4,265
5 years and above	41	79.69	64	135.00	82	130	105	193	79	150

* Increase in health claim count is attributable to the Gujrat Government health scheme written during the year (2.12 Crore number of lives covered).

Period	FY2020		FY2021		FY2022		FY2023		Amount ₹ in Lakhs FY2024	
	No. of Claims	Amount	No. of Claims	Amount	No. of Claims	Amount	No. of Claims	Amount	*No. of Claims	Amount
	Others									
30 days	31,20,901	1,62,404.93	18,31,523	1,86,053.00	22,14,994	1,59,951	16,49,913	1,17,504	27,69,347	1,72,115
30 days to 6 months	4,68,221	48,355.68	5,33,074	52,087.00	5,59,986	47,344	3,81,300	43,385	10,85,882	62,428
6 months to 1 year	29,569	8,319.74	73,174	10,891.00	7,890	7,886	27,182	7,556	98,700	9,207
1 year to 5 years	1,811	6,429.22	9,411	18,005.00	14,978	14,387	51,702	12,054	74,341	17,473
5 years and above	318	679.21	215	2,731.00	300	781	393	1,887	1,390	1,503

Increase in claims in Other lines of business is attributable to claims paid on Crop insurance business.

Notes:

- The above includes partially settled claims and on-account payments made and excludes salvage and other recoveries
- Average Claims Settlement Time is considered from claim registration date to latest payment date

ANNEXURE II : AGEING ANALYSIS OF CLAIMS REGISTERED AND NOT SETTLED

Amount ₹ in Lakhs

Line of Business	Fire		Marine		Motor OD		Motor TP		Health		Others		Total	
	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
As at 31 March 2024														
0 - 30 Days	273	1,722	267	785	3,813	4,425	1,295	10,227	1,06,914	10,433	16,204	2,537	1,28,766	30,129
31 days-6 month	468	5,762	606	1,397	3,763	8,466	5,670	47,587	81,733	3,836	63,288	7,122	1,55,528	74,169
6 moths to 1 Year	357	3,191	155	516	804	2,316	5,788	55,143	10,763	1,177	20,383	3,927	38,250	66,270
1 year to 5 Year	1,132	6,499	829	2,461	1,826	7,789	19,213	2,12,518	8,671	1,738	40,280	12,560	71,951	2,43,566
> 5 year	1,473	3,855	443	2,069	1,448	4,323	13,608	85,526	263	719	3,014	5,480	20,249	1,01,972
Grand Total	3,703	21,029	2,300	7,228	11,654	27,319	45,574	4,11,000	2,08,344	17,903	1,43,169	31,627	4,14,744	5,16,105
As at 31 March 2023														
0 - 30 Days	219	1,354	156	730	4,767	4,903	1,340	10,760	15,275	7,445	5,49,002	6,769	5,70,759	31,961
31 days-6 month	482	4,316	1,026	1,786	4,287	9,464	5,488	51,789	2,707	1,820	3,07,223	8,457	3,21,213	77,632
6 moths to 1 Year	393	2,622	509	769	1,085	2,694	5,273	54,144	1,432	484	4,353	3,996	13,045	64,709
1 year to 5 Year	1,057	7,510	634	2,803	1,982	7,762	18,880	1,83,812	17,360	3,571	61,838	14,001	1,01,751	2,19,459
> 5 year	1,220	4,177	354	1,689	1,297	3,513	14,430	72,836	274	798	2,894	4,487	20,469	87,501
Grand Total	3,371	19,980	2,679	7,777	13,418	28,337	45,411	3,73,340	37,048	14,118	9,25,310	37,710	10,27,237	4,81,262
As at 31 March 2022														
0 - 30 Days	328	1,319	601	707	3,729	4,480	1,133	10,771	62,839	12,086	32,707	2,663	1,01,337	32,026
31 days-6 month	554	4,736	386	1,709	3,213	7,685	5,129	48,274	55,941	8,519	54,768	5,869	1,19,991	76,793
6 moths to 1 Year	272	2,451	189	890	744	2,253	4,137	39,050	14,261	969	15,083	3,151	34,686	48,765
1 year to 5 Year	1,183	6,363	1,144	1,821	1,747	5,673	20,163	1,70,277	689	1,210	77,835	10,382	1,02,761	1,95,726
> 5 year	1,196	3,774	506	1,765	1,228	3,196	15,662	65,150	280	699	2,892	4,418	21,764	79,003
Grand Total	3,533	18,644	2,826	6,892	10,661	23,287	46,224	3,33,523	1,34,010	23,483	1,83,285	26,482	3,80,539	4,32,312
As at 31 March 2021														
0 - 30 Days	311	1,329	189	580	3,638	4,580	1,736	13,446	27,641	6,316	50,332	2,849	83,847	29,101
31 days-6 month	415	4,803	184	1,035	3,137	7,065	5,135	43,725	3,877	2,058	1,04,821	7,190	1,17,569	65,876
6 moths to 1 Year	323	3,765	207	992	520	1,379	1,975	14,806	256	247	24,624	2,378	27,905	23,567
1 year to 5 Year	994	5,312	1,059	1,499	1,580	4,614	25,255	1,78,176	640	1,218	45,917	6,737	75,445	1,97,555
> 5 year	1,134	3,558	376	1,694	1,177	2,740	16,888	53,960	191	586	2,769	3,975	22,535	66,513
Grand Total	3,177	18,767	2,015	5,800	10,052	20,378	50,989	3,04,113	32,605	10,425	2,28,463	23,129	3,27,301	3,82,612
As at 31 March 2020														
0 - 30 Days	183	1,986	1,209	489	6,735	5,469	934	4,849	13,987	3,802	95,685	5,692	1,18,733	22,287
31 days-6 month	401	6,290	305	1,422	5,512	11,629	5,954	38,746	10,257	1,589	53,552	6,332	75,981	66,008
6 moths to 1 Year	395	2,382	287	446	762	2,394	5,001	34,692	332	383	13,492	2,728	20,269	43,025
1 year to 5 Year	1,160	3,388	1,273	1,870	1,288	3,387	20,732	1,21,922	528	1,814	4,330	5,021	29,311	1,37,403
> 5 year	896	3,088	323	1,301	996	2,324	16,165	34,732	134	410	2,522	3,305	21,036	45,160
Grand Total	3,035	17,134	3,397	5,528	15,293	25,204	48,786	2,34,941	25,238	7,998	1,69,581	23,078	2,65,330	3,13,885

ANNEXURE III :PARTICULARS OF PAYMENTS MADE TO ENTITIES WHERE DIRECTORS ARE INTERESTED FOR THE YEAR ENDED 31 MARCH 2024

Sr. No.	Entity in which Director is interested	Name of the Director	Interested as	Payment during the year in (In ₹ Lakhs)	
				FY2024	FY2023
1	Bajaj Finserv Limited	Sanjiv Bajaj	Director & Member	5,960	5,934
		Niraj Bajaj	Director & Member		
		Anami Roy	Director		
2	Allianz SE Reinsurance, branch Asia Pacific	Renate Wagner	Director	21,075	3,994
3	Bajaj Auto Limited	Sanjiv Bajaj	Director & Member	106	675
		Niraj Bajaj	Director & Member		
		Anami Roy	Director		
		Lila Poonawalla	Director		
4	Bajaj Electricals Limited	Sanjiv Bajaj	Member	4,853	753
		Niraj Bajaj	Member		
5	Bajaj Finance Limited	Sanjiv Bajaj	Director & Member	6,224	2,324
		Anami Roy	Director		
6	Bajaj Allianz Life Insurance Company Limited	Sanjiv Bajaj	Director	2,052	1,819
		Niraj Bajaj	Director		
		Ranjit Gupta*	Director		
		Ritu Arora	Director		
		Suraj Mehta	Director		
		Lila Poonawalla	Director		
		M. Damodaran	Director		
		Anami Roy	Director		
		S Sreenivasan	Director		
		Anup Wadhawan	Director		
		Jan-Christian Rosemeyer	Director		
		Renate Wagner	Director		
		7	Bajaj Housing Finance Limited	Sanjiv Bajaj	Director
Lila Poonawalla	Director				
Anami Roy	Director				
8	Bajaj Holdings and Investments Limited	Sanjiv Bajaj	Director & Member	195	5
		Niraj Bajaj	Director & Member		
		Anami Roy	Director		
9	Mukand Limited	Sanjiv Bajaj	Member	137	455
		Niraj Bajaj	Director & Member		
10	Hind Musafir Agency Limited	Niraj Bajaj	Member	2,391	1,197
11	Hercules Hoists Limited	Niraj Bajaj	Member	3	-
		Sanjiv Bajaj	Member		
12	Maharashtra Scooters Limited	Sanjiv Bajaj	Director	-	-
		Lila Poonawalla	Director		
13	Bajaj Allianz Financial Distributors Limited	Ritu Arora	Director	120	44
		Nathan Fink*	Director		
		Jan-Christian Rosemeyer	Director		
14	Bajaj Allianz Staffing Solutions Limited	Ritu Arora	Director	7,686	7,700
		Nathan Fink*	Director		
		Jan-Christian Rosemeyer	Director		
15	Indo German Chamber of Commerce	Tapan Singhel	Director	6	2
16	Rij Engineering Private Limited	Ranjit Gupta*	Relatives are Directors	-	-

* Ceased to be director during FY2024.

Note: Includes payments in the nature of expenses and claims paid. Does not include capital transactions like Dividend payment, deposit payments, etc.

**YOU LEAVE THE HOUSE
THINKING EVERYTHING
IS NORMAL**

**BUT YOU COME BACK
TO A SHOT CIRCUIT, OR
EVEN WORSE A FIRE HAZARD!**



Bajaj Allianz My Home Insurance All Risk policy not only covers the structure but also covers the precious contents that you have built over a period of time.

Coverages:



**Fire & Natural
Calamities**



**Jewellery &
Valuables**



**Burglary
& Theft**



**Key and Lock
Replacement cover**



**All Risk -
Electronic items**



For detailed T&C, please refer to the product policy wordings

Contact Bajaj Allianz Care Advisor | 1800 209 0144 | bajajallianz.com

Bajaj Allianz General Insurance Co. Ltd., Bajaj Allianz House, Airport Road, Yerawada, Pune - 411006. IRDAI Reg No.: 113. CIN: U66010PN2000PLC015329
UIN:IRDAN113RP0002V03201415 - My Home Insurance All Risk Policy | For more details, log on to: www.bajajallianz.com or call at: Sales - 1800 209 0144 / Service - 1800 209 5858 (Toll Free No.)
For more details on risk factors and Terms and Conditions, please read the sales brochure before concluding a sale. | BIAZ-0-4150/25-06-2024

To Download
Caringly Yours App,
Scan this QR code



Available on  

Independent Auditor's Report

To
The Members of
Bajaj Allianz General Insurance Company Limited

Report on the audit of the Financial Statements

Opinion

1. We have audited the accompanying financial statements of Bajaj Allianz General Insurance Company Limited ('the Company'), which comprise the Balance sheet as at March 31, 2024, the Revenue Account, the Profit and Loss Account and the Receipts and Payments Account for the year then ended, and the schedules annexed thereto including a summary of significant accounting policies and other explanatory notes forming part of the financial statements (herein after collectively referred to as 'Financial Statements').
2. In our opinion and to the best of our information and according to the explanations given to us, the aforesaid Financial Statements give the information required by the provisions of Insurance Act, 1938 as amended (the 'Insurance Act'), the Insurance Regulatory and Development Authority Act, 1999 as amended (the 'IRDA Act'), the Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulations, 2002, as amended (the 'IRDA Financial Statements Regulations'), the regulations, orders/directions/circulars issued by the Insurance Regulatory and Development Authority of India (the 'IRDAI') and the Companies Act, 2013, as amended (the 'Act') to the extent applicable, in the manner so required, and give a true and fair view in conformity with the Accounting Standards prescribed under Section 133 of the Act read with the Companies (Accounting Standards) Rules, 2021, ('AS') as amended, and the accounting principles generally accepted in India, as applicable to insurance companies:
 - (a) in the case of the Balance Sheet, of the state of affairs of the Company as at March 31, 2024;
 - (b) in the case of Revenue Account, of the operating profit for the year ended March 31, 2024;
 - (c) in the case of Profit and Loss Account, of the profit for the year ended March 31, 2024; and
 - (d) in the case of the Receipts and Payments Account, of the receipts and payments for the year ended March 31, 2024.

Basis for Opinion

3. We conducted our audit of the Financial Statements in accordance with the Standards on Auditing ('SAs'), as specified under section 143(10) of the Act. Our responsibilities under those SAs are further described in the 'Auditor's Responsibilities for the Audit of the Financial Statements' section of our report. We are independent of the Company in accordance with the 'Code of Ethics' issued by the Institute of Chartered Accountants of India ('ICAI') together with the ethical requirements that are relevant to our audit of the Financial Statements under the provisions of the Act, and the Rules thereunder, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion on the Financial Statements.

Other Information

4. The Company's Board of Directors is responsible for the other information. The other information comprises the information included in the Management Discussion and Analysis, Director's Report and the annexures thereto but does not include the Financial Statements and our auditor's report thereon. The Other Information is expected to be made available to us after the date of this auditor's report.
5. Our opinion on the Financial Statements does not cover the other information and we do not express any form of assurance conclusion thereon.

6. In connection with our audit of the Financial Statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether such other information is materially inconsistent with the Financial Statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.
7. When we read the Annual Report, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance and take appropriate action as applicable under the relevant laws and regulations.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

8. The Company's Board of Directors is responsible for the matters stated in section 134(5) of the Act with respect to the preparation of these Financial Statements that give a true and fair view of the Balance Sheet, the related Revenue Account, the Profit and Loss Account and the Receipts and Payments of the Company in accordance with the requirements of the 'Insurance Act' read with the 'IRDA Act', the 'IRDA Financial Statements Regulations', the regulations, orders/directions/circulars issued by the IRDAI and the 'Act' and in accordance with the accounting principles generally accepted in India, including, the Accounting Standards specified under section 133 of the Act, read with the relevant rules thereunder, to the extent applicable and in the manner so required. This responsibility also includes maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding of the assets of the Company and for preventing and detecting frauds and other irregularities; selection of the appropriate accounting software for ensuring compliance with applicable laws and regulations including those related to retention of audit logs; selection and application of appropriate accounting policies; making judgments and estimates that are reasonable and prudent; and the design, implementation and maintenance of adequate internal financial controls, that were operating effectively for ensuring the accuracy and completeness of the accounting records, relevant to the preparation and presentation of the Financial Statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.
9. In preparing the Financial Statements, the management and Board of Directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management and Board of Directors either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.
10. The Board of Directors is also responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

11. Our objectives are to obtain reasonable assurance about whether the Financial Statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these Financial Statements.
12. As part of an audit in accordance with SAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:
 - (a) Identify and assess the risks of material misstatement of the Financial Statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
 - (b) Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. Under section 143(3)(i) of the Act, we are also responsible

for expressing our opinion on whether the Company has adequate internal financial controls with reference to Financial Statements in place and the operating effectiveness of such controls.

- (c) Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
 - (d) Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the Financial Statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
 - (e) Evaluate the overall presentation, structure and content of the Financial Statements, including the disclosures, and whether the Financial Statements represent the underlying transactions and events in a manner that achieves fair presentation.
13. We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.
14. We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

Other Matter

15. The actuarial valuation of liabilities in respect of Claims Incurred But Not Reported (IBNR) and Claims Incurred But Not Enough Reported (IBNER) included under claims outstanding and Premium Deficiency Reserve (PDR) is the responsibility of the Company's Appointed Actuary. The actuarial valuation of these liabilities as at March 31, 2024 has been duly certified by the Appointed Actuary. The Appointed Actuary has also certified that in his opinion, the assumptions for such valuation are in accordance with guidelines and norms, issued by the IRDAI and the Institute of Actuaries of India in concurrence with the IRDAI. We have relied upon the Company's Appointed Actuary's certificate in this regard for forming our opinion on the financials statements of the Company.

Our opinion is not modified in respect of this matter.

Report on Other Legal and Regulatory Requirements

16. As required by the IRDA Financial Statements Regulations, we have issued a separate certificate dated April 23, 2024 certifying the matters specified in paragraphs 3 and 4 of Schedule C to the IRDA Financial Statements Regulations.
17. As required by the paragraph 2 of Schedule C of the IRDA Financial Statements Regulations, read with Section 143(3) of the Act, we report, to the extent applicable, that:
- (a) We have sought and obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of our audit;
 - (b) In our opinion, proper books of account as required by law have been kept by the Company so far as it appears from our examination of those books.
 - (c) As the Company's financial accounting system is centralized and maintained at the registered Head Office, no returns for the purposes of our audit are prepared at the branches and other offices of the Company as required under section 143(8) of the Act;
 - (d) The Balance Sheet, the Revenue Account, the Profit and Loss Account and the Receipts and Payments Account dealt with by this Report are in agreement with the books of account;
 - (e) In our opinion, the Financial Statements comply with the Accounting Standards specified under Section 133 of the Act to the extent they are not inconsistent with the accounting principles

prescribed in the IRDA Financial Statements Regulations and orders/directions/circulars issued by the IRDAI in this regard;

- (f) In our opinion and to the best of our information and according to the explanations given to us, investments have been valued in accordance with the provisions of the Insurance Act, the IRDA Financial Statements Regulations, the IRDA Act and/or orders/directions/circulars issued by the IRDAI in this regard;
- (g) In our opinion and to the best of our information and according to the explanations given to us, the accounting policies selected by the Company are appropriate and are in compliance with the applicable Accounting Standards specified under Section 133 of the Act to the extent they are not inconsistent with the accounting principles as prescribed in the IRDA Financial Statements Regulations and orders/directions issued by the IRDAI in this regard;
- (h) On the basis of the written representations received from the Directors as on March 31, 2024 taken on record by the Board of Directors, none of the Directors is disqualified as on March 31, 2024 from being appointed as a Director in terms of Section 164 (2) of the Act;
- (i) With respect to the adequacy of the internal financial controls with reference to these Financial Statements and the operating effectiveness of such controls, refer to our separate Report in "Annexure A" to this report;
- (j) The remuneration paid by the Company to the directors is in accordance with and within the provisions of Section 197 of the Act read with Section 34A of the Insurance Act. We also refer note 9 of Schedule 16 to the Financial Statements which details the status of IRDAI approval under Section 34A of the Insurance Act. The Ministry of Corporate Affairs has not prescribed other details under Section 197(16) which are required to be commented upon by us.
- (k) With respect to the other matters to be included in the Auditor's Report in accordance with Rule 11 of the Companies (Audit and Auditors) Rules, 2014, as amended in our opinion and to the best of our information and according to the explanations given to us:
 - i. The Company has disclosed the impact of pending litigations as at March 31, 2024 on its financial position in its Financial Statements – Refer note 25 of Schedule 16 to the Financial Statements;
 - ii. The Company did not have any long-term contracts including derivative contracts for which there were any material foreseeable losses;
 - iii. There were no amounts which were required to be transferred to the Investor Education and Protection Fund by the Company.
 - iv.
 - a) The management has represented that, to the best of its knowledge and belief, no funds have been advanced or loaned or invested (either from borrowed funds or share premium or any other sources or kind of funds) by the Company to or in any other person(s) or entity(ies), including foreign entities ('Intermediaries'), with the understanding, whether recorded in writing or otherwise, that the Intermediary shall, whether, directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Company ('Ultimate Beneficiaries') or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries;
 - b) The management has represented that, to the best of its knowledge and belief, no funds have been received by the Company from any person(s) or entity(ies), including foreign entities ('Funding Parties'), with the understanding, whether recorded in writing or otherwise, that the Company shall, whether, directly or indirectly, lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Funding Party ('Ultimate Beneficiaries') or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries; and
 - c) Based on such audit procedures performed that have been considered reasonable and appropriate in the circumstances, nothing has come to our notice that has caused us to believe that the representations under sub-clause (a) and (b) contain any material misstatement.

- v. As stated in note 31 of Schedule 16 to the Financial Statements, the Board of Directors of the Company has proposed final dividend for the year which is subject to the approval of the members at the ensuing Annual General Meeting. In our opinion and according to the information and explanations given to us, the dividend declared and paid during the year by the company is in compliance with section 123 of the Act.
- vi. Based on our examination which included test checks, the Company has used accounting software for maintaining its books of account which has a feature of recording audit trail (edit log) facility and the same has operated throughout the year for all relevant transactions recorded in the software. Further, during the course of our audit we did not come across any instance of audit trail feature being tampered with.

As proviso to Rule 3(1) of the Companies (Accounts) Rules, 2014 is applicable from April 1, 2023, reporting under Rule 11(g) of the Companies (Audit and Auditors) Rules, 2014 on preservation of audit trail as per the statutory requirements for record retention is not applicable for the financial year ended March 31, 2024.

For S.R. Batliboi & CO. LLP

Chartered Accountants

Firm Registration Number: 301003E/E300005

For KKC & Associates LLP

Chartered Accountants

(Formerly Khimji Kunverji & Co LLP)

Firm Registration Number: 105146W/W100621

per Pikashoo Mutha

Partner

ICAI Membership No. 131658

UDIN: 24131658BKEYPZ7702 For KKC &
Associates LLP**Hasmukh B Dedhia**

Partner

ICAI Membership No.: 033494

UDIN: 24033494BKCQZV6465

Place: Mumbai

Dated: April 23, 2024

Place: Mumbai

Dated: April 23, 2024

Independent Auditors' Certificate

The Board of Directors

Bajaj Allianz General Insurance Company Limited

Bajaj House, Airport Road, Yerawada,
Pune 411006

Independent Auditors' Certificate as referred to in paragraph 1 of our Report on Other Legal and Regulatory Requirements forming part of the Independent Auditors' Report dated April 23, 2024

1. This certificate is issued to the Board of Directors in accordance with the terms of our engagement letter dated July 11, 2023 pursuant to the requirements of paragraph 3 and 4 of Schedule C read with Regulation 3 of the Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulations 2002, (the 'IRDA Financial Statements Regulations').

Management's Responsibility

2. The Company's Board of Directors is responsible for complying with the provisions of The Insurance Act, 1938 as amended (the 'Insurance Act'), the Insurance Regulatory and Development Authority Act, 1999 (the 'IRDA Act'), the IRDA Financial Statements Regulations, orders/directions/circulars issued by the Insurance Regulatory and Development Authority of India (the 'IRDAI') which includes the preparation and maintenance of books of accounts and the Management Report which is consistent with the financial statements This includes collecting, collating and validating data and designing, implementing and monitoring of internal controls suitable for ensuring compliance as aforesaid and applying an appropriate basis of preparation and making estimates and judgments that are reasonable in the circumstances and providing all relevant information to IRDAI.

Independent Auditor's Responsibility

3. Our responsibility for the purpose of this certificate, is to provide reasonable assurance on the matters contained in paragraphs 3 and 4 of Schedule C read with Regulation 3 of the IRDA Financial Statements Regulations.
4. We have audited the financial statements of the Company for the financial year ended March 31, 2024 on which we have issued an unmodified audit opinion vide our report dated April 23, 2024. Our audit of these financial statements was conducted in accordance with the Standards on Auditing specified under section 143(10) of the Companies Act, 2013 and other applicable authoritative pronouncements issued by the Institute of Chartered Accountants of India ('ICAI'). Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement.
5. We conducted our examination in accordance with the Guidance Note on Reports or Certificates for Special Purposes (Revised 2016) (the 'Guidance Note') issued by the ICAI in so far as applicable for the purpose of this Certificate, which include the concepts of test checks and materiality. This Guidance Note requires that we comply with the ethical requirements of the Code of Ethics issued by the ICAI.
6. We have complied with the relevant applicable requirements of the Standard on Quality Control (SQC) 1, Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements.

Opinion

7. In accordance with the information, explanations and representations given to us and to the best of our knowledge and belief and based on our joint examination of the books of account and other records maintained by the Company for the year ended March 31, 2024, we certify that:
 - a. We have reviewed the Management Report attached to the financial statements for the year ended March 31, 2024, and on the basis of our review, there is no apparent mistake or material inconsistency with the financial statements;

- b. Based on information and explanations received, management representations and compliance certificates submitted to the Board of Directors by the officers of the Company charged with compliance, we certify that the Company has complied with the terms and conditions of registration stipulated by the IRDAI;
- c. We have verified:
- the cash balances, to the extent considered necessary by physical verification. Further, we have also relied upon the management's certificate for cash / cheque balances as at March 31, 2024; and
 - Securities relating to the Company's investments as at March 31, 2024, on the basis of certificates / confirmations received from the Custodian and/ or Depository Participants appointed by the Company, as the case may be.
- d. We have been given to understand by the management that the Company is not a trustee of any trust; and
- e. No part of the assets of the Policyholders' Funds has been directly or indirectly applied in contravention to the provisions of the Insurance Act, relating to the application and investments of the Policyholders' Funds.

Restriction on Use

8. This certificate is issued at the request of the Company and addressed to the Board of Directors, solely for inclusion in the annual accounts of the Company; issued pursuant to the requirements of paragraph 3 and 4 of Schedule C read with Regulation 3 of IRDA Financial Statements Regulations and is not intended to be and should not be used for any other purpose without our prior consent. Accordingly, we do not accept or assume any liability or any duty of care for any other purpose or to any other person to whom this Certificate is shown or into whose hands it may come without our prior consent in writing.

For S.R. Batliboi & CO. LLP

Chartered Accountants
Firm Registration Number: 301003E/E300005

For KKC & Associates LLP

Chartered Accountants
(Formerly Khimji Kunverji & Co LLP)
Firm Registration Number: 105146W/W100621

per Pikashoo Mutha

Partner
ICAI Membership No. 131658
UDIN: 24131658BKEYPZ7702

Hasmukh B Dedhia

Partner
ICAI Membership No.: 033494
UDIN: 24033494BKCQZV6465

Place: Mumbai
Dated: April 23, 2024

Place: Mumbai
Dated: April 23, 2024

Annexure A to the Independent Auditors' Report of even date to the members of Bajaj Allianz General Insurance Company Limited, on the financial statements for the year ended March 31, 2024

(Referred to in paragraph 17 (i) under 'Report on Other Legal and Regulatory Requirements' section of our report of even date)

Report on the internal financial controls with reference to the aforesaid financial statements under Clause (i) of Sub-section 3 of Section 143 of the Companies Act, 2013 (the "Act")

1. We have audited the internal financial controls with reference to the financial statements of Bajaj Allianz General Insurance Company Limited (the "Company") as at March 31, 2024 in conjunction with our audit of the financial statements of the Company for the year ended on that date.

Management's Responsibility for Internal Financial Controls

2. The Company's management and the Board of Directors are responsible for establishing and maintaining internal financial controls based on the internal controls over financial reporting criteria established by the Company considering the essential components of internal control stated in the Guidance Note on Audit of Internal Financial Controls over Financial Reporting issued by the Institute of Chartered Accountants of India ("ICAI"). These responsibilities include the design, implementation and maintenance of adequate internal financial controls that were operating effectively for ensuring the orderly and efficient conduct of its business, including adherence to company's policies, the safeguarding of its assets, the prevention and detection of frauds and errors, the accuracy and completeness of the accounting records, and the timely preparation of reliable financial information, as required under the Companies Act, 2013 (the 'Act') including the provisions of the Insurance Act, 1938 as amended (the "Insurance Act"), the Insurance Regulatory and Development Authority Act, 1999 as amended (the "IRDA Act"), the IRDA Financial Statements Regulations, orders/directions/circulars issued by the Insurance Regulatory and Development Authority of India (the "IRDAI") in this regard.

Auditors' Responsibility

3. Our responsibility is to express an opinion on the Company's internal financial controls with reference to financial statements based on our audit. We conducted our audit in accordance with the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting (the "Guidance Note") and the Standards on Auditing (SA) prescribed under Section 143(10) of the Act, to the extent applicable to an audit of internal financial controls with reference to the financial statements both issued by ICAI. Those Standards and the Guidance Note require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether adequate internal financial controls with reference to financial statements was established and maintained and if such controls operated effectively in all material respects.
4. Our audit involves performing procedures to obtain audit evidence about the adequacy of the internal financial controls system with reference to financial statements and their operating effectiveness. Our audit of internal financial controls with reference to financial statements included obtaining an understanding of internal financial controls with reference to these financial statements, assessing the risk that a material weakness exists, and testing and evaluating the design and operating effectiveness of internal control based on the assessed risk. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error.
5. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion on the Company's internal financial controls with reference to financial statements.

Meaning of Internal Financial Controls with Reference to Financial Statements

6. A company's internal financial controls with reference to financial statements is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A company's internal financial control with reference to financial statements includes those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the company; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of financial statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the company are being made only in accordance with authorisations of management and directors of the company; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorised acquisition, use, or disposition of the company's assets that could have a material effect on the financial statements.

Inherent Limitations of Internal Financial Controls with Reference to Financial Statements

7. Because of the inherent limitations of internal financial controls with reference to financial statements, including the possibility of collusion or improper management override of controls, material misstatements due to error or fraud may occur and not be detected. Also, projections of any evaluation of the internal financial controls with reference to financial statements to future periods are subject to the risk that the internal financial control with reference to financial statements may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

Opinion

8. In our opinion, the Company has, in all material respects, adequate internal financial controls with reference to financial statements and such internal financial controls with reference to financial statements were operating effectively as at March 31, 2024, based on the internal controls with reference to financial statements criteria established by the Company considering the essential components of internal control stated in the Guidance issued by ICAI.

Other Matter

9. The actuarial valuation of liabilities in respect of claims Incurred But Not Reported (IBNR) and claims Incurred But Not Enough Reported (IBNER) included under claims outstanding and Premium Deficiency Reserve (PDR), is the responsibility of the Company's Appointed Actuary. The actuarial valuation of these liabilities as at March 31, 2024 has been duly certified by the Company's Appointed Actuary in accordance with the guidelines and norms issued by the Insurance Regulatory and Development Authority of India (the "Authority") and the Institute of Actuaries of India in concurrence with the Authority, and has been relied upon by us, as mentioned in "Other Matter" paragraph of our audit report on the financial statements of the Company for the year ended March 31, 2024. Accordingly, our opinion on the internal financial controls with reference to financial statements does not include reporting on the adequacy of the design and operating effectiveness of internal controls over the valuation and accuracy of the aforesaid actuarial liabilities.

Our opinion is not modified in respect of this matter.

For S.R. Batliboi & CO. LLP

Chartered Accountants
Firm Registration Number: 301003E/E300005

For KKC & Associates LLP

Chartered Accountants
(Formerly Khimji Kunverji & Co LLP)
Firm Registration Number: 105146W/W100621

per Pikashoo Mutha

Partner
ICAI Membership No. 131658
UDIN: 24131658BKEYPZ7702

Hasmukh B Dedhia

Partner
ICAI Membership No.: 033494
UDIN: 24033494BKCQZV6465

Place: Mumbai
Dated: April 23, 2024

Place: Mumbai
Dated: April 23, 2024

Bajaj Allianz General Insurance Company Limited
IRDAI Registration No 113. dated 2 May 2001

Revenue Accounts for the year ended 31 March 2024

Particulars	Schedule	For the year ended 31 March 2024				For the year ended 31 March 2023			
		Fire	Marine	Miscellaneous	Total	Fire	Marine	Miscellaneous	Total
		Rupees ('000)							
Premiums earned - (Net)	1	3,146,384	1,773,324	83,918,860	88,838,568	2,687,743	1,637,849	75,862,351	80,187,943
Profit/(Loss) on sale/redemption of investments (Refer note 2.3 (iv) and (v) of Schedule 16)		95,795	57,838	2,796,500	2,950,133	115,095	67,963	3,054,885	3,237,943
Interest, dividend and rent-Gross (Refer note 2.3 (ii) of Schedule 16)		446,756	269,741	13,041,998	13,758,495	389,873	230,220	10,348,159	10,968,252
Other income - Miscellaneous income		17,382	10,494	507,369	535,245	10,986	6,488	291,569	309,043
Contribution from Shareholders Funds towards excess EoM (Refer note 39 of Schedule 16)		-	-	-	-	-	35,900	248,100	284,000
Sub total		559,933	338,073	16,345,867	17,243,873	515,954	340,571	13,942,713	14,799,238
Total (A)		3,706,317	2,111,397	100,264,727	106,082,441	3,203,697	1,978,420	89,805,064	94,987,181
Claims incurred (Net) (Refer note 2.10 and 2.11 of Schedule 16)	2	1,490,987	1,071,383	62,996,954	65,559,324	947,340	1,063,810	56,458,424	58,469,574
Commission (Refer note 2.3 (vi) and 2.6 of Schedule 16)	3	(2,745,973)	394,459	8,790,462	6,438,948	(3,478,747)	163,744	(347,183)	(3,662,186)
Contribution to solatium fund (Refer note 2.20 of Schedule 16)		-	-	31,487	31,487	-	-	29,971	29,971
Change in premium deficiency (Refer note 2.9 and 10 of Schedule 16)		-	-	-	-	-	-	-	-
Operating expenses related to insurance business (Refer note 2.12 of Schedule 16)	4	2,038,102	245,541	16,211,723	18,495,366	4,158,873	507,074	21,922,454	26,588,401
Total (B)		783,116	1,711,383	88,030,626	90,525,125	1,627,466	1,734,628	78,063,666	81,425,760
Operating profit/(loss) (C)=(A)-(B)		2,923,201	400,014	12,234,101	15,557,316	1,576,231	243,792	11,741,398	13,561,421
Appropriations									
Transfer to shareholders' account		2,923,201	400,014	12,234,101	15,557,316	1,576,231	243,792	11,741,398	13,561,421
Transfer to catastrophe reserve		-	-	-	-	-	-	-	-
Transfer to other reserves		-	-	-	-	-	-	-	-
Total (C)		2,923,201	400,014	12,234,101	15,557,316	1,576,231	243,792	11,741,398	13,561,421
Significant accounting policies and notes to the Financial Statements	16								

The Schedules referred to above form an integral part of the Financial Statements

As per our report of even date attached

For and on behalf of the Board of Directors of
Bajaj Allianz General Insurance Company Limited
CIN U66010PN2000PLC015329

For KKC & Associates LLP
Chartered Accountants
(Formerly Khimji Kunverji & Co LLP)
Firm Registration Number
101248W/W-100022

For S. R. Batliboi & Co. LLP
Chartered Accountants
Firm Registration Number
301003E/E300005

Sanjiv Bajaj
Chairman
DIN : 00014615

Lila Poonawalla
Chairperson of
Audit Committee
DIN : 00074392

Renate Wagner
Director
DIN: 09823243

Hasmukh B. Dedhia
Partner
Membership No: 033494

Pikashoo Mutha
Partner
Membership No. 131658

Tapan Singhel
Managing Director &
Chief Executive Officer
DIN : 03428746

Ramandeep Singh Sahni
Chief Financial Officer

Onkar Kothari
Head - Corporate Legal &
Company Secretary

Mumbai
Date: 23 April 2024

Mumbai
Date: 23 April 2024

Pune
Date: 23 April 2024

Bajaj Allianz General Insurance Company Limited
IRDAI Registration No 113. dated 2 May 2001

Profit and Loss Account for the year ended 31 March 2024

Particulars	Rupees ('000)	
	For the year ended 31 March 2024	For the year ended 31 March 2023
Operating profit as per Revenue Accounts of		
(a) Fire insurance	2,923,201	1,576,231
(b) Marine insurance	400,014	243,792
(c) Miscellaneous insurance	12,234,101	11,741,398
	15,557,316	13,561,421
Income from investments (Refer note 2.3 (ii), (iii), (iv), (v) and 2.13 of Schedule 16)		
(a) Interest, dividends and rent - Gross	4,794,151	4,616,454
(b) Amortization of discount/(premium)	(23,375)	(395,523)
(c) Profit on sale/redemption of investments	1,385,450	1,348,087
Less:- Loss on sale/redemption of investments	(493,193)	(89,322)
	5,663,033	5,479,696
Other income -Miscellaneous income	33,946	41,936
Total (A)	21,254,295	19,083,053
Provisions (other than taxation)		
(a) For diminution in the value of investments (Refer note 2.15 of Schedule 16)	60,187	133,872
(b) For doubtful debts	(840)	12,005
(c) Others	-	-
Other expenses		
(a) Expenses other than those related to the insurance business	260,341	300,577
(b) Bad debts written off	27,422	(3,143)
(c) Investment written off	-	-
(d) Fines & penalties (Refer note 23 of Schedule 16)	-	-
(e) Corporate Social Responsibility (Refer note 28 of Schedule 16)	357,668	329,588
(f) Contribution to Policyholders Funds towards excess EoM (Refer note 39 of Schedule 16)	-	284,000
(g) Others	-	-
Total (B)	704,778	1,056,899
Profit before tax	20,549,517	18,026,154
Provision for taxation		
Current tax	5,251,036	4,688,540
Short/(Excess) Tax Provision of earlier years	(125,708)	6,000
Deferred tax Expense/(Income) (Refer note 18 of Schedule 16)	(79,117)	(148,199)
	5,046,211	4,546,341
Profit after tax	15,503,306	13,479,813
Profit available for appropriation	15,503,306	13,479,813
Appropriations		
(a) Final dividends paid (Refer note 31 of Schedule 16)	2,976,136	1,080,227
(b) Interim dividends paid	-	-
(c) Dividend distribution tax	-	-
(d) Transfer to reserve/other accounts	-	-
Balance of Profit brought forward from last year	93,117,206	80,717,620
Balance carried forward to Balance Sheet	105,644,376	93,117,206
Significant accounting policies and notes to the Financial Statements	16	
Earning per share: Basic and Diluted (Refer note 17 of Schedule 16)	140.65	122.29

The Schedules referred to above form an integral part of the Financial Statements

As per our report of even date attached

For and on behalf of the Board of Directors of
Bajaj Allianz General Insurance Company Limited
CIN U66010PN2000PLC015329

For KKC & Associates LLP

Chartered Accountants
(Formerly Khimji Kunverji & Co LLP)
Firm Registration Number
101248W/W-100022

For S. R. Batliboi & Co. LLP

Chartered Accountants
Firm Registration Number
301003E/E300005

Sanjiv Bajaj

Chairman
DIN : 00014615

Lila Poonawalla

Chairperson of
Audit Committee
DIN : 00074392

Renate Wagner

Director
DIN : 09823243

Hasmukh B. Dedhia

Partner
Membership No: 033494

Mumbai
Date: 23 April 2024

Pikashoo Mutha

Partner
Membership No. 131658

Mumbai
Date: 23 April 2024

Tapan Singhel

Managing Director &
Chief Executive Officer
DIN : 03428746

Ramandeep Singh Sahni

Chief Financial Officer

Pune
Date: 23 April 2024

Onkar Kothari

Head - Corporate Legal &
Company Secretary

Pune
Date: 23 April 2024

Bajaj Allianz General Insurance Company Limited
IRDAI Registration No 113. dated 2 May 2001

Balance Sheet as at 31 March 2024

Particulars	Schedule	Rupees ('000)	
		As at 31 March 2024 Audited	As at 31 March 2023 Audited
SOURCES OF FUNDS			
Share capital	5	1,102,273	1,102,273
Reserves and surplus	6	107,310,573	94,783,403
Fair value change account (Refer note 2.15 of Schedule 16)			
Shareholders' funds		1,890,752	653,285
Policyholders' funds		4,432,369	1,524,511
Borrowings	7	-	-
Total		114,735,967	98,063,472
APPLICATION OF FUNDS			
Investments - Shareholders'	8	80,532,874	73,074,180
Investments - Policyholders'	8A	221,146,833	196,943,020
Loans	9	-	-
Fixed assets	10	4,804,369	4,494,622
Deferred tax asset (Refer note 18 of Schedule 16)		405,580	326,463
Current assets			
Cash and bank balances	11	10,299,312	8,076,122
Advances and other assets	12	50,981,776	30,456,437
Sub-Total (A)		61,281,088	38,532,559
Current liabilities	13	201,946,844	170,551,613
Provisions	14	51,487,933	44,755,759
Sub-Total (B)		253,434,777	215,307,372
Net Current Asset (C) = (A - B)		(192,153,689)	(176,774,813)
Miscellaneous expenditure (to the extent not written off or adjusted)	15	-	-
Debit balance in Profit and loss account		-	-
Total		114,735,967	98,063,472
For Contingent liabilities - (Refer note 2.23 and 3 of schedule 16)			
Significant accounting policies and notes to the Financial Statements	16		

The Schedules referred to above form an integral part of the Financial Statements

As per our report of even date attached

For and on behalf of the Board of Directors of
Bajaj Allianz General Insurance Company Limited
CIN U66010PN2000PLC015329

For KKC & Associates LLP
Chartered Accountants
(Formerly Khimji Kunverji & Co LLP)
Firm Registration Number
101248W/W-100022

For S. R. Batliboi & Co. LLP
Chartered Accountants
Firm Registration Number
301003E/E300005

Sanjiv Bajaj
Chairman
DIN : 00014615

Lila Poonawalla
Chairperson of
Audit Committee
DIN : 00074392

Renate Wagner
Director
DIN: 09823243

Hasmukh B. Dedhia
Partner
Membership No: 033494

Pikashoo Mutha
Partner
Membership No. 131658

Tapan Singhel
Managing Director &
Chief Executive Officer
DIN : 03428746

Ramandeep Singh Sahni
Chief Financial Officer

Onkar Kothari
Head - Corporate Legal &
Company Secretary

Mumbai
Date: 23 April 2024

Mumbai
Date: 23 April 2024

Pune
Date: 23 April 2024

Receipts and Payments Statement for the year ended 31 March 2024

Particulars	Rupees ('000)	
	For the year ended 31 March 2024	For the year ended 31 March 2023
A. Cash flows from the operating activities:		
1. Premium received from policyholders, including advance receipts	224,547,082	177,275,876
2. Other receipts	-	-
3. Payments to the re-insurers, net of commissions and claims	(29,767,707)	(23,727,879)
4. (Payments)/recoveries to/from co-insurers, net of claims recovery	2,078,301	1,470,046
5. Payments of claims	(106,255,439)	(74,964,009)
6. Payments of commission and brokerage	(26,717,198)	(10,094,343)
7. Payments of other operating expenses	(19,578,190)	(26,727,851)
8. Preliminary and pre-operative expenses	-	-
9. Deposits, advances and staff loans	718,467	(1,520,985)
10. Income taxes paid (Net)	(5,019,910)	(4,578,184)
11. Service tax paid / GST Paid	(27,668,370)	(22,433,757)
12. Other receipts	463,567	234,818
13. Cash flows before extraordinary items	12,800,603	14,933,732
14. Cash flow from extraordinary operations	-	-
15. Net cash flow from operating activities (A)	12,800,603	14,933,732
B. Cash flows from investing activities:		
1. Purchase of fixed assets	(877,200)	(718,340)
2. Proceeds from sale of fixed assets	49,547	10,143
3. Purchases of investments	(251,754,180)	(211,999,611)
4. Loans disbursed	-	-
5. Sales of investments	226,292,328	169,673,302
6. Repayments received	-	-
7. Rent / interest / dividend received	16,639,571	15,840,887
8. Investment in money market instruments and liquid mutual funds (net)	2,031,240	17,204,800
9. Expenses related to investments	(31,290)	(70,394)
10. Net cash flow from investing activities (B)	(7,649,984)	(10,059,213)
C. Cash flows from financing activities:		
1. Proceeds from issuance of Share Capital / Application Money (including Share Premium and net of Share Issue Expenses)	-	-
2. Proceeds from Borrowings	-	-
3. Repayment of Borrowings	-	-
4. Interest and Dividends Paid	(2,976,136)	(1,080,227)
5. Dividend distribution tax	-	-
6. Net Cash Flows from financing activities (C)	(2,976,136)	(1,080,227)
D. Effect of foreign exchange rates on cash and cash equivalents, net (D)	4,521	4,060
E. Net increase in cash and cash equivalents (E) = (A)+(B)+(C)+(D)	2,179,006	3,798,353
Add: Cash and cash equivalents at the beginning of the year	7,786,036	3,987,684
Cash and cash equivalents at the end of the year	9,965,042	7,786,036
F. Components of cash and cash equivalents at the end of the year		
(a) Cash (including Stamps on hand) - (Refer Schedule 11 forming part of financial statements)	195	3,651
(b) Cheques on hand - (Refer Schedule 11 forming part of financial statements)	517,906	569,859
(c) Bank balances - (Refer Schedule 11 forming part of financial statements)	4,254,901	4,559,181
(d) Money at call and short notice (only due within 3 months) - (Refer Schedule 11 forming part of financial statements)	5,214,444	2,653,345
(e) Temporary overdraft as per books of accounts - (Refer Schedule 13 forming part of financial statements)	(22,404)	-
Cash and cash equivalents at the end of the year (A)+(B)+(C)+(D)+(E)	9,965,042	7,786,036
Add: Fixed Deposits maturing after 3 Months (included in short term due within 12 month balances in Schedule 11 forming part of financial statement)	311,866	290,086
Add: Temporary overdraft as per books of accounts - (Refer Schedule 13 forming part of financial statements)	22,404	-
Cash and Bank balance as per Balance Sheet (Refer Schedule 11 forming part of financial statements)	10,299,312	8,076,122

For Cash and cash equivalents – Refer note 2.25 of schedule 16

The above Receipts and Payments Account has been prepared as prescribed by Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulations, 2002 under the 'Direct method' in accordance with Accounting Standard 3 on Cash Flow Statements notified under the Section 133 of the Companies Act, 2013 read with paragraph 7 of the Companies (Accounts) Rules, 2016.

As per our report of even date attached

For and on behalf of the Board of Directors of
Bajaj Allianz General Insurance Company Limited
CIN U66010PN2000PLC015329

For KKC & Associates LLP
Chartered Accountants
(Formerly Khimji Kunverji & Co LLP)
Firm Registration Number
101248W/W-100022

For S. R. Batliboi & Co. LLP
Chartered Accountants
Firm Registration Number
301003E/E300005

Sanjiv Bajaj
Chairman
DIN : 00014615

Lila Poonawalla
Chairperson of
Audit Committee
DIN : 00074392

Renate Wagner
Director
DIN : 09823243

Hasmukh B. Dedhia
Partner
Membership No: 033494

Pikashoo Mutha
Partner
Membership No. 131658

Tapan Singhel
Managing Director &
Chief Executive Officer
DIN : 03428746

Ramandeep Singh Sahni
Chief Financial Officer

Onkar Kothari
Head - Corporate Legal &
Company Secretary

Mumbai
Date: 23 April 2024

Mumbai
Date: 23 April 2024

Pune
Date: 23 April 2024

Schedule - 1 Premium earned (Net)

Schedules to and forming part of the Financial Statements

Rupees ('000)

Particulars	For the year ended 31 March 2024					For the year ended 31 March 2023				
	Marine				Total	Marine				Total
	Fire	Cargo	Others	Miscellaneous*		Fire	Cargo	Others	Miscellaneous*	
Premium from direct business written (net of service tax and GST)	23,848,881	2,793,965	207,454	177,876,461	204,726,761	21,542,843	2,568,517	297,521	128,957,546	153,366,427
Add: Premium on reinsurance accepted	1,455,059	8,066	-	110,121	1,573,246	1,390,714	-	-	112,181	1,502,895
Less: Premium on reinsurance ceded	22,196,662	946,888	186,489	87,286,105	110,616,144	19,978,922	827,269	294,060	50,656,012	71,756,263
Net Premium	3,107,278	1,855,143	20,965	90,700,477	95,683,863	2,954,635	1,741,248	3,461	78,413,715	83,113,059
Adjustment for change in reserve for unexpired risk										
Reserve created during the year	3,361,778	584,967	20,963	47,297,060	51,264,768	3,400,884	499,687	3,459	40,515,443	44,419,473
Less: Reserve created during the previous year written back	3,400,884	499,687	3,459	40,515,443	44,419,473	3,133,992	393,428	2,858	37,964,079	41,494,357
Change in the unexpired risk reserve (Refer note 2.8 of Schedule 16)	(39,106)	85,280	17,504	6,781,617	6,845,295	266,892	106,259	601	2,551,364	2,925,116
Total premium earned (Net)	3,146,384	1,769,863	3,461	83,918,860	88,838,568	2,687,743	1,634,989	2,860	75,862,351	80,187,943
Note:										
Premium income earned from business concluded:										
In India	3,146,384	1,769,863	3,461	83,918,860	88,838,568	2,687,743	1,634,989	2,860	75,862,351	80,187,943
Outside India	-	-	-	-	-	-	-	-	-	-
Total premium earned (Net)	3,146,384	1,769,863	3,461	83,918,860	88,838,568	2,687,743	1,634,989	2,860	75,862,351	80,187,943

* Refer Schedule 1(a) for detailed segmental information for Miscellaneous lines of businesses

Refer note 2.3 (i) and 2.5 of schedule 16 for accounting policy related to Premium income and Reinsurance accepted

Schedule - 1(A) Premium earned (Net)

Schedules to and forming part of the Financial Statements

Rupees ('000)

Particulars	For the year ended 31 March 2024												
	Motor OD	Motor TP	Motor Total	Workmens' Compensation /Employers' Liability	Public/ Product Liability	Engineering	Aviation	Personal Accident	Health Insurance	Credit Insurance	Crop Insurance	Others	Total
Premium from direct business (net of service tax and GST)	26,991,043	31,486,746	58,477,789	708,354	1,178,155	4,079,860	176,705	2,326,584	67,103,101	205,656	27,953,423	15,666,834	177,876,461
Add: Premium on reinsurance accepted	-	-	-	-	-	99,663	-	-	-	-	-	10,458	110,121
Less: Premium on reinsurance ceded	7,074,391	8,072,834	15,147,225	82,313	826,822	3,806,506	156,239	288,862	36,087,886	203,600	22,582,623	8,104,029	87,286,105
Net Premium	19,916,652	23,413,912	43,330,564	626,041	351,333	373,017	20,466	2,037,722	31,015,215	2,056	5,370,800	7,573,263	90,700,477
Adjustment for change in reserve for unexpired risk													
Reserve created during the year	10,479,898	12,392,521	22,872,419	265,705	186,048	212,611	5,389	1,179,139	15,301,152	897	705,058	6,568,642	47,297,060
Less: Reserve created during the previous year written back	10,496,152	14,017,420	24,513,572	225,326	156,828	176,231	554	1,327,804	10,851,646	726	164,015	3,098,741	40,515,443
Change in the unexpired risk reserve (Refer note 2.8 of Schedule 16)	(16,254)	(1,624,899)	(1,641,153)	40,379	29,220	36,380	4,835	(148,665)	4,449,506	171	541,043	3,469,901	6,781,617
Total premium earned (Net)	19,932,906	25,038,811	44,971,717	585,662	322,113	336,637	15,631	2,186,387	26,565,709	1,885	4,829,757	4,103,362	83,918,860
Note :													
Premium income earned from business concluded:													
In India	19,932,906	25,038,811	44,971,717	585,662	322,113	336,637	15,631	2,186,387	26,565,709	1,885	4,829,757	4,103,362	83,918,860
Outside India	-	-	-	-	-	-	-	-	-	-	-	-	-
Total premium earned (Net)	19,932,906	25,038,811	44,971,717	585,662	322,113	336,637	15,631	2,186,387	26,565,709	1,885	4,829,757	4,103,362	83,918,860

Schedule - 1(A) Premium earned (Net) (Contd.)

Schedules to and forming part of the Financial Statements

Rupees ('000)

For the year ended 31 March 2023													
Particulars	Motor OD	Motor TP	Motor Total	Workmens' Compensation /Employers' Liability	Public/ Product Liability	Engineering	Aviation	Personal Accident	Health Insurance	Credit Insurance	Crop Insurance	Others	Total
Premium from direct business (net of service tax and GST)	23,514,302	29,971,177	53,485,479	556,693	963,669	2,985,366	120,153	2,331,540	31,396,221	168,935	27,554,677	9,394,813	128,957,546
Add: Premium on reinsurance accepted	-	-	-	-	-	107,737	-	-	-	-	-	4,444	112,181
Less: Premium on reinsurance ceded	4,657,059	4,519,147	9,176,206	35,375	642,853	2,794,023	109,543	173,682	8,982,232	167,246	22,394,734	6,180,118	50,656,012
Net Premium	18,857,243	25,452,030	44,309,273	521,318	320,816	299,080	10,610	2,157,858	22,413,989	1,689	5,159,943	3,219,139	78,413,715
Adjustment for change in reserve for unexpired risk													
Reserve created during the year	10,496,152	14,017,420	24,513,572	225,326	156,828	176,231	554	1,327,804	10,851,646	726	164,015	3,098,741	40,515,443
Less: Reserve created during the previous year written back	9,768,082	14,610,403	24,378,485	178,992	109,912	164,017	408	1,178,930	8,855,773	416	145,473	2,951,673	37,964,079
Change in the unexpired risk reserve (Refer note 2.8 of Schedule 16)	728,070	(592,983)	135,087	46,334	46,916	12,214	146	148,874	1,995,873	310	18,542	147,068	2,551,364
Total premium earned (Net)	18,129,173	26,045,013	44,174,186	474,984	273,900	286,866	10,464	2,008,984	20,418,116	1,379	5,141,401	3,072,071	75,862,351
Note:													
Premium income earned from business concluded:													
In India	18,129,173	26,045,013	44,174,186	474,984	273,900	286,866	10,464	2,008,984	20,418,116	1,379	5,141,401	3,072,071	75,862,351
Outside India	-	-	-	-	-	-	-	-	-	-	-	-	-
Total premium earned (Net)	18,129,173	26,045,013	44,174,186	474,984	273,900	286,866	10,464	2,008,984	20,418,116	1,379	5,141,401	3,072,071	75,862,351

Refer note 2.3 (i) and 2.5 of Schedule 16 for accounting policy related to Premium income and Reinsurance accepted

SCHEDULE - 2 Claims incurred (Net)

Schedules to and forming part of the Financial Statements

Rupees ('000)

Particulars	For the year ended 31 March 2024					For the year ended 31 March 2023				
	Marine				Total	Marine				Total
	Fire	Cargo	Others	Miscellaneous*		Fire	Cargo	Others	Miscellaneous*	
Claims Paid										
Direct	7,595,941	1,441,046	9,969	94,965,224	104,012,180	3,830,785	1,261,227	69,921	67,803,546	72,965,479
Add: Re-insurance Accepted	111,886	-	-	1,531	113,417	121,328	-	-	1,736	123,064
Less: Re-insurance Ceded	6,294,810	383,429	1,504	42,806,632	49,486,375	3,140,109	304,971	68,664	23,474,622	26,988,366
Net Claims paid	1,413,017	1,057,617	8,465	52,160,123	54,639,222	812,004	956,256	1,257	44,330,660	46,100,177
Claims Outstanding (including IBNR and IBNER)										
Add : Claims Outstanding at the close of the year (net of Re-insurance)	2,137,567	970,504	10,031	129,763,350	132,881,452	2,059,597	961,169	14,065	118,926,519	121,961,350
Less: Claims Outstanding at the beginning of the year (net of Re-insurance)	2,059,597	961,169	14,065	118,926,519	121,961,350	1,924,261	853,691	15,246	106,798,755	109,591,953
Change in Claims Outstanding	77,970	9,335	(4,034)	10,836,831	10,920,102	135,336	107,478	(1,181)	12,127,764	12,369,397
Total Claims Incurred (Net)	1,490,987	1,066,952	4,431	62,996,954	65,559,324	947,340	1,063,734	76	56,458,424	58,469,574
Claims incurred										
In India	1,490,987	1,066,952	4,431	62,996,954	65,559,324	947,340	1,063,734	76	56,458,424	58,469,574
Outside India	-	-	-	-	-	-	-	-	-	-
Total Claims Incurred (Net)	1,490,987	1,066,952	4,431	62,996,954	65,559,324	947,340	1,063,734	76	56,458,424	58,469,574

* Refer Schedule 2(a) for detailed segmental information for Miscellaneous lines of businesses

Refer note 2.10 and 2.11 of Schedule 16 for Claims incurred and Claims incurred but not reported and claims incurred but not enough reported

Schedule - 2 (A) Claims incurred (Net)

Schedules to and forming part of the Financial Statements

Rupees ('000)

Particulars	For the year ended 31 March 2024												Total
	Motor OD	Motor TP	Motor Total	Workmen's Compensation /Employers' Liability	Public/Product Liability	Engineering	Aviation	Personal Accident	Health Insurance	Credit Insurance	Crop Insurance	Others	
Claims paid													
Direct	16,021,194	11,310,588	27,331,782	351,479	12,707	662,451	560	950,301	41,320,085	96,983	19,847,922	4,390,954	94,965,224
Add: Re-insurance Accepted	-	-	-	-	-	1,381	-	150	-	-	-	-	1,531
Less: Re-insurance Ceded	3,367,024	1,463,009	4,830,033	24,293	1,159	544,430	374	58,933	18,693,268	96,014	15,711,176	2,846,952	42,806,632
Net claims paid	12,654,170	9,847,579	22,501,749	327,186	11,548	119,402	186	891,518	22,626,817	969	4,136,746	1,544,002	52,160,123
Claims outstanding (including IBNR and IBNER)													
Add: Claims outstanding at the close of the year (net of reinsurance)	3,403,640	113,843,001	117,246,641	381,005	186,814	197,514	36,451	1,295,511	4,058,416	2,255	4,037,399	2,321,344	129,763,350
Less: Claims outstanding at the beginning of the year (net of reinsurance)	3,376,968	104,062,641	107,439,609	336,883	191,100	176,600	30,077	1,121,519	3,322,666	2,183	3,899,900	2,405,982	118,926,519
Change in claims outstanding	26,672	9,780,360	9,807,032	44,122	(4,286)	20,914	6,374	173,992	735,750	72	137,499	(84,638)	10,836,831
Total claims incurred (Net)	12,680,842	19,627,939	32,308,781	371,308	7,262	140,316	6,560	1,065,510	23,362,567	1,041	4,274,245	1,459,364	62,996,954
Claims incurred													
In India	12,680,842	19,627,939	32,308,781	371,308	7,262	140,316	6,560	1,065,510	23,362,567	1,041	4,274,245	1,459,364	62,996,954
Outside India	-	-	-	-	-	-	-	-	-	-	-	-	-
Total claims incurred (Net)	12,680,842	19,627,939	32,308,781	371,308	7,262	140,316	6,560	1,065,510	23,362,567	1,041	4,274,245	1,459,364	62,996,954

Schedule - 2 (A) Claims incurred (Net) (Contd.)**Schedules to and forming part of the Financial Statements**

Rupees ('000)

For the year ended 31 March 2023													
Particulars	Motor OD	Motor TP	Motor Total	Workmen's Compensation /Employers' Liability	Public/ Product Liability	Engineering	Aviation	Personal Accident	Health Insurance	Credit Insurance	Crop Insurance	Others	Total
Claims paid													
Direct	14,512,978	10,988,124	25,501,102	326,313	109,997	543,857	(13,615)	846,919	24,144,110	28,515	13,396,772	2,919,576	67,803,546
Add: Re-insurance Accepted	-	-	-	-	-	1,736	-	-	-	-	-	-	1,736
Less: Re-insurance Ceded	2,077,203	1,418,347	3,495,550	16,573	108,379	429,088	(14,251)	48,679	7,096,502	28,230	10,526,240	1,739,632	23,474,622
Net claims paid	12,435,775	9,569,777	22,005,552	309,740	1,618	116,505	636	798,240	17,047,608	285	2,870,532	1,179,944	44,330,660
Claims outstanding (including IBNR and IBNER)													
Add: Claims outstanding at the close of the year (net of reinsurance)	3,376,968	104,062,641	107,439,609	336,883	191,100	176,600	30,077	1,121,519	3,322,666	2,183	3,899,900	2,405,982	118,926,519
Less: Claims outstanding at the beginning of the year (net of reinsurance)	3,023,770	93,520,417	96,544,187	311,333	143,463	178,531	135,909	1,179,498	4,454,359	925	1,861,866	1,988,684	106,798,755
Change in claims outstanding	353,198	10,542,224	10,895,422	25,550	47,637	(1,931)	(105,832)	(57,979)	(1,131,693)	1,258	2,038,034	417,298	12,127,764
Total claims incurred (Net)	12,788,973	20,112,001	32,900,974	335,290	49,255	114,574	(105,196)	740,261	15,915,915	1,543	4,908,566	1,597,242	56,458,424
Claims incurred													
In India	12,788,973	20,112,001	32,900,974	335,290	49,255	114,574	(105,196)	740,261	15,915,915	1,543	4,908,566	1,597,242	56,458,424
Outside India	-	-	-	-	-	-	-	-	-	-	-	-	-
Total claims incurred (Net)	12,788,973	20,112,001	32,900,974	335,290	49,255	114,574	(105,196)	740,261	15,915,915	1,543	4,908,566	1,597,242	56,458,424

Refer note 2.10 and 2.11 of Schedule 16 for Claims incurred and Claims incurred but not reported and claims incurred but not enough reported

Schedule - 3 Commission

Schedules to and forming part of the Financial Statements

Rupees ('000)

Particulars	For the year ended 31 March 2024					For the year ended 31 March 2023				
	Marine				Total	Marine				Total
	Fire	Cargo	Others	Miscellaneous*		Fire	Cargo	Others	Miscellaneous*	
Commission paid direct	2,952,435	484,702	9,547	25,057,160	28,503,844	1,771,380	230,983	2,426	8,277,227	10,282,016
Add: Re-insurance accepted	187,080	753	-	18,733	206,566	166,193	-	-	13,280	179,473
Less: Commission on reinsurance ceded	5,885,488	94,159	6,384	16,285,431	22,271,462	5,416,320	55,993	13,672	8,637,690	14,123,675
Net commission	(2,745,973)	391,296	3,163	8,790,462	6,438,948	(3,478,747)	174,990	(11,246)	(347,183)	(3,662,186)
Break-up of commission paid direct :										
business furnished as per details below										
Agents	468,533	287,366	-	5,524,673	6,280,572	177,526	109,025	17	2,105,317	2,391,886
Brokers	1,041,435	190,873	9,539	13,208,223	14,450,070	798,945	117,999	2,385	4,277,497	5,196,826
Corporate agency	1,441,481	5,729	8	5,337,504	6,784,722	794,640	3,947	24	1,716,160	2,514,771
Referral	-	-	-	-	-	-	-	-	-	-
Others	986	734	-	986,760	988,480	269	12	-	178,253	178,533
Total	2,952,435	484,702	9,547	25,057,160	28,503,844	1,771,380	230,983	2,426	8,277,227	10,282,016
Net Commission										
In India	(2,745,973)	391,296	3,163	8,790,462	6,438,948	(3,478,747)	174,990	(11,246)	(347,183)	(3,662,186)
Outside India	-	-	-	-	-	-	-	-	-	-
Net commission	(2,745,973)	391,296	3,163	8,790,462	6,438,948	(3,478,747)	174,990	(11,246)	(347,183)	(3,662,186)

*Refer Schedule 3(a) for detailed segmental information for Miscellaneous lines of businesses

Schedule - 3 Commission (Contd.)**Schedules to and forming part of the Financial Statements**

Rupees ('000)

Particulars	For the year ended 31 March 2024												
	Motor OD	Motor TP	Motor Total	Workmen's Compensation /Employers' Liability	Public/Product Liability	Engineering	Aviation	Personal Accident	Health Insurance	Credit Insurance	Crop Insurance	Others	Total
Commission paid direct	9,137,341	5,743,944	14,881,285	178,584	134,131	417,714	12,446	463,283	5,841,511	21,407	416,645	2,690,154	25,057,160
Add: Re-insurance accepted	-	-	-	-	-	14,908	-	-	-	-	-	3,825	18,733
Less: Commission on reinsurance ceded	2,467,599	4,232,951	6,700,550	18,262	66,323	671,585	6,563	57,348	5,452,686	24,873	1,860,521	1,426,720	16,285,431
Net commission	6,669,742	1,510,993	8,180,735	160,322	67,808	(238,963)	5,883	405,935	388,825	(3,466)	(1,443,876)	1,267,259	8,790,462
Net Commission													
In India	6,669,742	1,510,993	8,180,735	160,322	67,808	(238,963)	5,883	405,935	388,825	(3,466)	(1,443,876)	1,267,259	8,790,462
Outside India	-	-	-	-	-	-	-	-	-	-	-	-	-
Net commission	6,669,742	1,510,993	8,180,735	160,322	67,808	(238,963)	5,883	405,935	388,825	(3,466)	(1,443,876)	1,267,259	8,790,462

Rupees ('000)

Particulars	For the year ended 31 March 2023												
	Motor OD	Motor TP	Motor Total	Workmen's Compensation /Employers' Liability	Public/Product Liability	Engineering	Aviation	Personal Accident	Health Insurance	Credit Insurance	Crop Insurance	Others	Total
Commission paid direct	3,971,254	379,958	4,351,212	78,361	100,419	266,556	7,335	297,925	2,289,068	10,905	223	875,223	8,277,227
Add: Re-insurance accepted	-	-	-	-	-	12,647	-	-	-	-	-	633	13,280
Less: Commission on reinsurance ceded	1,558,375	1,609,798	3,168,173	5,904	67,763	467,956	4,775	25,581	2,465,149	17,331	1,386,413	1,028,645	8,637,690
Net commission	2,412,879	(1,229,840)	1,183,039	72,457	32,656	(188,753)	2,560	272,344	(176,081)	(6,426)	(1,386,190)	(152,789)	(347,183)
Net Commission													
In India	2,412,879	(1,229,840)	1,183,039	72,457	32,656	(188,753)	2,560	272,344	(176,081)	(6,426)	(1,386,190)	(152,789)	(347,183)
Outside India	-	-	-	-	-	-	-	-	-	-	-	-	-
Net commission	2,412,879	(1,229,840)	1,183,039	72,457	32,656	(188,753)	2,560	272,344	(176,081)	(6,426)	(1,386,190)	(152,789)	(347,183)

Schedule - 4 Operating expenses related to insurance business

Schedules to and forming part of the Financial Statements

Rupees ('000)

Particulars	For the year ended 31 March 2024					For the year ended 31 March 2023				
	Marine				Total	Marine				Total
	Fire	Cargo	Others	Miscellaneous*		Fire	Cargo	Others	Miscellaneous*	
Employees' remuneration, benefits and other manpower costs (Net) (Refer note 2.16 and 19 of Schedule 16)	1,520,636	127,320	5,635	9,203,711	10,857,302	1,468,766	114,191	9,123	6,323,264	7,915,344
Travel, conveyance and vehicle running expenses	21,705	10,037	134	569,964	601,840	18,705	8,742	58	451,762	479,267
Training expenses	12,143	7,057	80	350,654	369,934	8,544	4,855	11	230,099	243,509
Rents, rates and taxes	10,487	6,261	71	305,966	322,785	10,192	6,007	12	275,990	292,201
Repairs and maintenance	4,255	2,540	29	127,937	134,761	4,591	2,706	5	140,043	147,345
Printing and stationery	9,454	668	-	155,629	165,751	10,563	826	-	157,668	169,057
Communication	12,344	872	-	202,581	215,797	11,880	929	-	182,533	195,342
Legal and professional charges	7,190	4,293	49	209,864	221,396	6,004	3,538	7	159,764	169,313
Auditors' fees, expenses, etc. (Refer note 37 of Schedule 16)										
(a) as auditors	288	172	2	8,338	8,800	313	184	-	8,303	8,800
(b) as advisor or in any other capacity in respect of:										
(i) Taxation matters	-	-	-	-	-	-	-	-	-	-
(ii) Insurance matters	-	-	-	-	-	-	-	-	-	-
(iii) Management services	-	-	-	-	-	-	-	-	-	-
(iv) Tax audit	30	18	-	852	900	32	19	-	849	900
(c) In any other capacity	97	58	1	2,805	2,961	73	43	-	1,941	2,057
(d) Out of pocket expenses	57	34	-	1,650	1,741	35	21	-	929	985
Advertisement and publicity	33,154	10,544	251	574,148	618,097	534,290	67,351	6,746	2,802,030	3,410,417
Interest and bank charges	14,975	8,941	101	432,889	456,906	13,266	7,818	16	353,535	374,635
Business development and promotion	157,641	17,643	1,292	766,123	942,699	176,624	19,782	2,291	767,018	965,715
Marketing and support services	46,908	5,194	385	225,214	277,701	1,720,851	192,732	22,325	7,473,090	9,408,998
Other acquisition costs	71,158	8,654	745	381,093	461,650	63,909	11,326	458	185,020	260,713
Others										-
Exchange (gain) /loss (net)	(159)	(95)	(1)	(4,591)	(4,846)	427	252	-	11,337	12,016
Other office running expenses	13,349	7,968	90	389,519	410,926	12,524	7,379	14	337,408	357,325
Miscellaneous expenses	3,770	2,250	25	110,010	116,055	3,064	1,805	4	82,535	87,408
Loss/(Profit) on disposal of assets (net)	(161)	(96)	(1)	(4,672)	(4,930)	(142)	(83)	-	(3,756)	(3,981)
Information technology	81,348	5,744	1	1,341,400	1,428,493	77,162	6,035	1	1,157,903	1,241,101
Depreciation (refer note 2.14 of Schedule 16)	17,083	10,199	115	501,495	528,892	16,100	9,488	19	433,397	459,004
GST /Service tax	350	261	-	359,144	359,755	1,100	38	-	389,792	390,930
Total	2,038,102	236,537	9,004	16,211,723	18,495,366	4,158,873	465,984	41,090	21,922,454	26,588,401

(Refer note 2.12, and 37 of Schedule 16)

* Refer Schedule 4(a) for detailed segmental information for Miscellaneous lines of businesses

Schedule - 4 Operating expenses related to insurance business (Contd.)**Schedules to and forming part of the Financial Statements**

Rupees ('000)

Particulars	For the year ended 31 March 2024												Total
	Motor OD	Motor TP	Motor Total	Workmen's Compensation /Employers' Liability	Public/Product Liability	Engineering	Aviation	Personal Accident	Health Insurance	Credit Insurance	Crop Insurance	Others	
Employees' remuneration, benefits and other manpower costs (Net) (Refer note 2.16 and 19 of Schedule 16)	2,055,998	2,294,931	4,350,929	39,942	35,772	143,970	8,579	199,651	3,045,195	4,857	335,238	1,039,578	9,203,711
Travel, conveyance and vehicle running expenses	121,235	143,225	264,460	3,367	1,964	2,474	129	13,932	187,796	37	52,390	43,415	569,964
Training expenses	78,788	93,167	171,955	2,380	1,339	1,442	79	7,986	118,173	9	21,351	25,940	350,654
Rents, rates and taxes	67,217	79,020	146,237	2,113	1,186	1,259	69	6,877	105,048	7	20,623	22,547	305,966
Repairs and maintenance	27,271	32,059	59,330	857	481	511	28	2,790	42,626	3	12,162	9,149	127,937
Printing and stationery	16,766	21,421	38,187	235	20	55	3	14,043	35,808	-	33,752	33,526	155,629
Communication	21,890	27,968	49,858	307	26	72	4	18,335	46,867	-	43,340	43,772	202,581
Legal and professional charges	46,084	54,176	100,260	1,449	813	863	47	4,715	71,825	5	14,430	15,457	209,864
Auditors' fees, expenses, etc. (Refer note 37 of Schedule 16)													
(a) as auditor	1,849	2,174	4,023	58	33	35	2	189	2,879	-	499	620	8,338
(b) as advisor or in any other capacity in respect of:													
(i) Taxation matters	-	-	-	-	-	-	-	-	-	-	-	-	-
(ii) Insurance matters	-	-	-	-	-	-	-	-	-	-	-	-	-
(iii) Management services	-	-	-	-	-	-	-	-	-	-	-	-	-
(iv) Tax Audit	189	222	411	6	3	4	-	18	294	-	51	65	852
(c) In any other capacity	622	731	1,353	20	11	12	1	64	968	-	168	208	2,805
(d) Out of pocket expenses	366	430	796	12	6	7	-	37	570	-	99	123	1,650
Advertisement and publicity	110,875	130,162	241,037	3,380	2,484	4,838	226	11,017	171,376	164	98,202	41,424	574,148
Interest and bank charges	95,985	112,840	208,825	3,017	1,693	1,798	99	9,820	149,545	10	25,886	32,196	432,889
Business development and promotion	170,203	198,574	368,777	4,480	7,365	26,021	1,101	14,711	249,634	1,278	663	92,093	766,123
Marketing and support services	50,035	58,370	108,405	1,313	2,184	7,748	328	4,313	73,320	381	-	27,222	225,214
Other acquisition costs	118,160	-	118,160	56	1,110	17,270	162	252	68,514	-	-	175,569	381,093
Others													-
Exchange (gain) /loss (net)	(1,018)	(1,198)	(2,216)	(32)	(18)	(19)	(1)	(104)	(1,586)	-	(275)	(340)	(4,591)
Other office running expenses	85,543	100,565	186,108	2,689	1,509	1,602	88	8,758	133,655	9	26,399	28,702	389,519
Miscellaneous expenses	24,160	28,402	52,562	759	426	452	25	2,473	37,748	2	7,456	8,107	110,010
Loss/(Profit) on disposal of assets (net)	(1,032)	(1,213)	(2,245)	(32)	(18)	(19)	(1)	(106)	(1,607)	-	(297)	(347)	(4,672)
Information technology	144,262	184,316	328,578	2,021	174	473	24	120,832	307,754	2	293,076	288,466	1,341,400
Depreciation (refer note 2.14 of Schedule 16)	109,494	128,720	238,214	3,442	1,931	2,051	113	11,203	173,520	11	34,282	36,728	501,495
GST /Service tax	153,420	-	153,420	1	1	237	5	1,507	58,533	-	130,757	14,683	359,144
Total	3,498,362	3,689,062	7,187,424	71,840	60,495	213,156	11,110	453,313	5,078,455	6,775	1,150,252	1,978,903	16,211,723

Schedule - 4 Operating expenses related to insurance business (Contd.)

Schedules to and forming part of the Financial Statements

Rupees ('000)

For the year ended 31 March 2023													
Particulars	Motor OD	Motor TP	Motor Total	Workmen's Compensation /Employers' Liability	Public/ Product Liability	Engineering	Aviation	Personal Accident	Health Insurance	Credit Insurance	Crop Insurance	Others	Total
Employees' remuneration, benefits and other manpower costs (Net) (Refer note 2.16 and 19 of Schedule 16)	1,632,040	583,951	2,215,991	32,166	33,684	126,614	4,479	212,765	2,501,452	4,805	397,124	794,185	6,323,264
Travel, conveyance and vehicle running expenses	105,540	139,925	245,465	2,591	1,663	1,861	67	13,041	124,838	32	41,068	21,136	451,762
Training expenses	58,610	72,170	130,780	1,451	892	848	30	6,418	63,782	6	16,127	9,765	230,099
Rents, rates and taxes	65,050	87,800	152,850	1,798	1,107	1,032	37	7,444	77,743	6	22,868	11,105	275,990
Repairs and maintenance	29,300	39,547	68,847	810	498	465	16	3,353	35,030	3	26,018	5,003	140,043
Printing and stationery	21,541	30,051	51,592	253	24	61	1	16,444	33,408	-	20,615	35,270	157,668
Communication	24,227	33,798	58,025	284	27	68	1	18,494	37,802	-	28,165	39,667	182,533
Legal and professional charges	38,320	51,721	90,041	1,059	652	608	22	4,385	45,592	3	10,861	6,541	159,764
Auditors' fees, expenses, etc. (Refer note 37 of Schedule 16)													
(a) as auditor	1,997	2,695	4,692	55	34	32	1	228	2,373	-	546	342	8,303
(b) as advisor or in any other capacity in respect of:													
(i) Taxation matters	-	-	-	-	-	-	-	-	-	-	-	-	-
(ii) Insurance matters	-	-	-	-	-	-	-	-	-	-	-	-	-
(iii) Management services	-	-	-	-	-	-	-	-	-	-	-	-	-
(iv) Tax Audit	204	276	480	6	3	3	-	23	243	-	56	35	849
(c) In any other capacity	467	631	1,098	13	8	7	-	53	556	-	128	78	1,941
(d) Out of pocket expenses	223	301	524	6	4	4	-	26	265	-	61	39	929
Advertisement and publicity	632,121	813,244	1,445,365	15,364	23,498	71,531	2,773	64,212	786,314	3,829	159,471	229,673	2,802,030
Interest and bank charges	84,669	114,279	198,948	2,341	1,440	1,343	48	9,689	102,090	8	23,174	14,454	353,535
Business development and promotion	181,096	230,824	411,920	4,287	7,422	23,822	925	17,956	226,996	1,301	-	72,389	767,018
Marketing and support services	1,764,428	2,248,929	4,013,357	41,772	72,310	232,095	9,016	174,950	2,211,629	12,676	-	705,285	7,473,090
Other acquisition costs	89,304	-	89,304	27	1,085	9,587	37	155	55,056	-	3,938	25,831	185,020
Others													
Exchange (gain) /loss (net)	2,726	3,680	6,406	75	46	43	2	312	3,241	-	746	466	11,337
Other office running expenses	79,918	107,868	187,786	2,210	1,359	1,267	45	9,151	95,341	7	26,588	13,654	337,408
Miscellaneous expenses	19,550	26,387	45,937	540	333	310	11	2,238	23,322	2	6,504	3,338	82,535
Loss/(Profit) on disposal of assets (net)	(903)	(1,219)	(2,122)	(25)	(15)	(14)	(1)	(103)	(1,074)	-	(247)	(155)	(3,756)
Information technology	157,357	219,527	376,884	1,847	178	444	6	120,123	244,207	2	156,568	257,644	1,157,903
Depreciation (refer note 2.14 of Schedule 16)	102,755	138,690	241,445	2,841	1,748	1,630	58	11,758	124,747	9	31,619	17,542	433,397
GST /Service tax	211,583	-	211,583	1	10	29	-	960	45,560	-	130,849	800	389,792
Total	5,302,123	4,945,075	10,247,198	111,771	148,010	473,690	17,574	694,075	6,840,513	22,689	1,102,847	2,264,087	21,922,454

(Refer note 2.12 of Schedule 16)

Schedule - 5 Share Capital

Schedules forming part of the Financial Statements

Particulars	Rupees ('000)	
	As at 31 March 2024	As at 31 March 2023
Authorised capital		
125,000,000 (previous year :125,000,000) Equity shares of ₹ 10 each	1,250,000	1,250,000
Issued capital		
110,227,250 (previous year :110,227,250) Equity Shares of ₹ 10 each fully paid up	1,102,273	1,102,273
Subscribed capital		
110,227,250 (previous year :110,227,250) Equity Shares of ₹ 10 each fully paid up	1,102,273	1,102,273
Called-up capital (Refer schedule 5A)		
110,227,250 (previous year :110,227,250) Equity Shares of ₹ 10 each fully paid up	1,102,273	1,102,273
Less: Calls unpaid	-	-
Add : Equity shares forfeited (Amount originally paidup)	-	-
Less : Par Value of Equity Shares bought back	-	-
Less : Preliminary Expenses to the extent not written off	-	-
Expenses including commission or brokerage on underwriting or subscription of shares	-	-
Total	1,102,273	1,102,273

SCHEDULE - 5A Share Capital / Pattern of Shareholding

(As certified by the Management)

Shareholder	As at 31 March 2024		As at 31 March 2023	
	Number of Shares	% of Holding	Number of Shares	% of Holding
Promoters				
Indian				
Bajaj Finserv Limited	81,568,165	74.00%	81,568,165	74.00%
Foreign				
Allianz SE	28,659,085	26.00%	28,659,085	26.00%
Others	-	-	-	-
Total	110,227,250	100.00%	110,227,250	100.00%

SCHEDULE - 6 Reserves and Surplus

Particulars	Rupees ('000)	
	As at 31 March 2024	As at 31 March 2023
Capital reserve	-	-
Capital redemption reserve	-	-
Share premium	1,666,197	1,666,197
General reserves	-	-
Less: Debit balance in Profit and Loss Account	-	-
Less: Amount utilised for Buy-back	-	-
Catastrophe reserve	-	-
Other reserves	-	-
Balance in Profit and Loss Account	105,644,376	93,117,206
Total	107,310,573	94,783,403

SCHEDULE - 7 Borrowings

Schedules forming part of the Financial Statements

Particulars	Rupees ('000)	
	As at 31 March 2024	As at 31 March 2023
Debentures/Bonds	-	-
Banks	-	-
Financial institutions	-	-
Others	-	-
Total	-	-

Schedule - 8 Investments - Shareholders

Particulars	Rupees ('000)	
	As at 31 March 2024	As at 31 March 2023
Long term investments		
1 Government securities and		
Government guaranteed bonds including Treasury bills	62,808,197	58,132,813
2 Other approved securities	-	82,690
3 Approved Investments		
(a) Shares		
(aa) Equity Shares	8,767,987	4,613,917
- Fair Value Change Accretion/(Diminution)	1,232,061	462,112
(bb) Preference Shares	-	-
(b) Mutual funds	-	-
- Fair Value Change Accretion/(Diminution)	-	-
(c) Derivative instruments	-	-
(d) Debenture/Bonds	3,298,506	149,989
(e) Other securities (to be specified)	-	-
(i) AT1 Bonds	-	-
- Fair Value Change Accretion/(Diminution)	-	-
(f) Subsidiaries	-	-
Less : Accumulated depreciation	-	-
4 Investments in Infrastructure and Housing Sector		
(a) Equity Shares	845,872	458,044
- Fair Value Change Accretion/(Diminution)	509,250	155,696
(b) Debenture/Bonds	1,817,141	4,948,893
5 Other investments		
(a) Shares		
(aa) Equity	472,743	328,536
- Fair Value Change Accretion/(Diminution)	149,441	35,477
(bb) Preference	-	-
(b) Debenture/Bonds	249,821	249,831
(c) Other securities - Loan	-	-
Sub-Total (A)	80,151,019	69,617,998
Short term investments		
1 Government securities and		
Government guaranteed bonds including Treasury bills	-	-
2 Other approved securities	-	-

Particulars	Rupees ('000)	
	As at 31 March 2024	As at 31 March 2023
3 Approved Investments		
(a) Shares		
(aa) Equity Shares	-	-
- Fair Value Change Accretion/(Diminution)	-	-
(bb) Preference shares	-	-
(b) Mutual funds	-	-
- Fair Value Change Accretion/(Diminution)	-	-
(c) Derivative instruments	-	-
(d) Debenture/Bonds	-	503,205
(e) Other securities		
(i) Tri-party repo (TREPs)	381,855	2,187,191
(f) Subsidiaries	-	-
4 Investments in Infrastructure and Housing Sector	-	765,786
5 Other Investments		
(a) Shares	-	-
(b) Mutual Funds	-	-
- Fair Value Change Accretion/(Diminution)	-	-
(c) Debenture/Bonds	-	-
Sub-Total (B)	381,855	3,456,182
Total (A+B)	80,532,874	73,074,180
Investments		
In India	80,532,874	73,074,180
Outside India	-	-
Total	80,532,874	73,074,180

* Investments are segregated into Policyholders' and Shareholders' fund as per the directions from IRDAI - Refer note no. 2.15 of Schedule 16

NOTES:

- All the above investments are performing assets.
- Investments maturing within next 12 months are ₹ 381,855 thousand (Previous year ₹ 3,456,182 thousand)
- Investment other than Equities and Derivative instruments
Aggregate value of Investments as at 31 March 2024 ₹ 68,555,520 thousand
(Previous year ₹ 67,020,398 thousand)
Market value as at 31 March 2024 ₹ 69,124,923 thousand (Previous year ₹ 66,400,019 thousand)
- Value of contracts in relation to investments where deliveries are pending Rupees NIL thousand (Previous year Rupees NIL) and in respect of Sale of investments where payments are due ₹ 44,557 thousand (Previous year ₹ 260,487 thousand).
- Equity includes investments qualifying for Infra and Housing sector ₹ 1,355,122 thousand (Previous year ₹ 613,740 thousand)
- Investments in subsidiary/holding Company Rupees Nil thousand (Previous year Rupees Nil thousand)
- Investments in other related entities Rupees Nil thousand (Previous year Rupees Nil thousand) - refer note 15 of Schedule 16 for related party transactions
- Investments in Catastrophe reserve Rupees Nil thousand (Previous year Rupees Nil thousand)
- Debt securities are held to maturity and reduction in market values represent market conditions and not a permanent diminution in value of investments, if any.
- Refer note 2.3 (ii), (iii), (iv), (v), 2.13 and 2.15 of Schedule 16 for accounting policy related to Investments and income on investments.

Schedule - 8A Investments - Policyholders

Schedules forming part of the Financial Statements

Particulars	Rupees ('000)	
	As at 31 March 2024	As at 31 March 2023
Long term investments		
1 Government securities and		
Government guaranteed bonds including Treasury bills	120,442,899	129,319,997
2 Other approved securities	-	49,660
3 Approved Investments		
(a) Shares		
(aa) Equity Shares	19,965,149	10,765,719
- Fair Value Change Accretion/(Diminution)	2,876,827	1,078,331
(bb) Preference Shares	-	-
(b) Mutual funds	-	-
- Fair Value Change Accretion/(Diminution)	-	-
(c) Derivative instruments	-	-
(d) Debenture/Bonds	25,458,801	13,263,831
(e) Other securities (to be specified)		
(i) AT1 Bonds	-	-
- Fair Value Change Accretion/(Diminution)	-	-
(f) Subsidiaries	-	-
Less : Accumulated depreciation	-	-
4 Investments in Infrastructure and Housing Sector		
(a) Equity Shares	1,973,674	1,068,669
- Fair Value Change Accretion/(Diminution)	1,188,279	363,389
(b) Debenture/Bonds	42,049,543	26,723,821
5 Other investments		
(a) Shares		
(aa) Equity	1,403,070	766,573
- Fair Value Change Accretion/(Diminution)	357,521	82,792
(bb) Preference	-	-
(b) Debenture/Bonds	979,453	979,462
(c) Other securities - Loan	-	-
Sub-Total (A)	216,695,216	184,462,244
Short term investments		
1 Government securities and		
Government guaranteed bonds including Treasury bills	-	753,903
2 Other approved securities	-	-
3 Approved Investments		
(a) Shares		
(aa) Equity Shares	-	-
- Fair Value Change Accretion/(Diminution)	-	-
(bb) Preference shares	-	330,124
(b) Mutual funds	2,393,322	-
- Fair Value Change Accretion/(Diminution)	9,743	-
(c) Derivative instruments	-	-
(d) Debenture/Bonds	251,367	2,254,996

Particulars	Rupees ('000)	
	As at 31 March 2024	As at 31 March 2023
(e) Other securities		
(i) Tri-party repo (TREPs)	797,699	393,854
(ii) AT1 Bonds	-	-
- Fair Value Change Accretion/(Diminution)	-	-
(iii) Fixed Deposits	850,000	310,000
(f) Subsidiaries	-	-
4 Investments in Infrastructure and Housing Sector	149,486	8,437,899
5 Other Investments		
(a) Shares	-	-
(aa) Equity Shares	-	-
- Fair Value Change Accretion/(Diminution)	-	-
(bb) Preference shares	-	-
(b) Mutual funds	-	-
- Fair Value Change Accretion/(Diminution)	-	-
(c) Debenture/Bonds	-	-
(d) Other securities - Loan	-	-
Sub-Total (B)	4,451,617	12,480,776
Total (A+B)	221,146,833	196,943,020
Investments		
In India	221,146,833	196,943,020
Outside India	-	-
Total	221,146,833	196,943,020

* Investments are segregated into Policyholders' and Shareholders' fund as per the directions from IRDAI - Refer note no. 2.15 of Schedule 16

NOTES:

- All the above investments are performing assets.
- Investments maturing within next 12 months are ₹ 4,451,617 thousand (Previous year ₹ 12,480,776 thousand)
- Investment other than Equities and Derivative instruments
Aggregate value of Investments as at 31 March 2024 ₹ 193,372,570 thousand (Previous year ₹ 182,817,547 thousand)
Market value as at 31 March 2024 ₹ 193,324,861 thousand (Previous year ₹ 179,613,890 thousand)
- Value of contracts in relation to investments where deliveries are pending Rupees Nil (Previous year Rupees Nil thousand) and in respect of sale of investments where payments are due ₹ 103,966 thousands (Previous year ₹ 257,803 thousand).
- Equity includes investments qualifying for Infra and Housing sector ₹ 3,161,952 thousand (Previous year ₹ 1,432,057 thousand)
- Investments in subsidiary/holding Company Rupees Nil thousand (Previous year Rupees Nil thousand)
- Investments in other related entities ₹ 4,311,781 thousand (Previous year ₹ 4,307,401 thousand) - refer note 15 of Schedule 16 for related party transactions
- Investments in Catastrophe reserve Rupees Nil thousand (Previous year Rupees Nil thousand)
- Debt securities are held to maturity and reduction in market values represent market conditions and not a permanent diminution in value of investments, if any.
- Refer note 2.3 (ii), (iii), (iv), (v), 2.13 and 2.15 of Schedule 16 for accounting policy related to Investments and income on investments.

Schedule - 9 Loans

Schedules forming part of the Financial Statements

Particulars	Rupees ('000)	
	As at 31 March 2024	As at 31 March 2023
1 SECURITY-WISE CLASSIFICATION		
Secured	-	-
a) On Mortgage of property		
(aa) In India	-	-
(bb) Outside India	-	-
b) On Shares, Bonds, Govt. Securities	-	-
c) Others	-	-
Unsecured	-	-
Total	-	-
2 BORROWER-WISE CLASSIFICATION		
a) Central and State Government	-	-
b) Bank and Financial Institutions	-	-
c) Subsidiaries	-	-
d) Industrial Undertakings	-	-
e) Others	-	-
Total	-	-
3 PERFORMANCE-WISE CLASSIFICATION		
a) Loans classified as standard		
(aa) In India	-	-
(bb) Outside India	-	-
b) Non-performing loans less provisions		
(aa) In India	-	-
(bb) Outside India	-	-
Total	-	-
4 MATURITY-WISE CLASSIFICATION		
a) Short- Term	-	-
b) Long- Term	-	-
Total	-	-
Total	-	-

Note:

Short-term loans include those, which are repayable within 12 months from the date of Balance Sheet. Long term loans are the loans other than short-term loans.

SCHEDULE 10 - Fixed Assets**Schedules to and forming part of the Financial Statements**

Rupees ('000)

Particulars	Gross Block			As at 31 March 2024	Depreciation / Amortisation			Net Block		
	As at 1st April 2023	Additions during the year	Deductions during the year		As at 1st April 2023	For the Year	On Sales	As at 31 March 2024	As at 31 March 2024	As at 31 March 2023
Goodwill	-	-	-	-	-	-	-	-	-	-
Intangibles - Computer Softwares	1,235,420	208,566	11,937	1,432,049	782,303	130,606	11,937	900,972	531,077	453,117
Land - Freehold	953,261	2,936	31,775	924,422	-	-	-	-	924,422	953,261
Leasehold Improvements	167,018	50,199	15,575	201,642	149,950	11,835	15,455	146,330	55,312	17,068
Freehold Improvements	23,497	-	-	23,497	23,497	-	-	23,497	-	-
Buildings*	2,738,744	-	-	2,738,744	561,808	44,844	-	606,652	2,132,092	2,176,936
Furniture and Fittings	567,771	73,878	32,125	609,524	489,116	53,277	30,963	511,430	98,094	78,655
Information Technology Equipment	1,313,952	274,121	91,483	1,496,590	878,842	190,919	90,116	979,645	516,945	435,110
Vehicles	191,920	116,925	29,337	279,508	91,189	54,859	23,323	122,725	156,783	100,730
Office Equipment	304,627	73,762	56,566	321,822	259,091	42,550	55,969	245,672	76,150	45,536
Others	-	-	-	-	-	-	-	-	-	-
Total	7,496,210	800,387	268,798	8,027,798	3,235,796	528,890	227,763	3,536,923	4,490,875	4,260,413
Capital work-in-progress & advances									313,494	234,209
Grand Total	7,496,210	800,387	268,798	8,027,798	3,235,796	528,890	227,763	3,536,923	4,804,369	4,494,622
Previous year	7,026,059	686,245	216,095	7,496,210	2,986,582	457,273	208,060	3,235,796	4,494,622	4,241,604

(Refer note 2.14 of Schedule 16)

* Include share of undivided portion of Land, along with office premises, at an estimated cost of ₹ 19,177 thousand
(Previous year ₹ 19,177 thousand)

None of the software are internally generated

Schedule 11 - Cash and bank balances

Schedules forming part of the Financial Statements

Particulars	Rupees ('000)	
	As at 31 March 2024	As at 31 March 2023
1. Cash and stamps on hand	195	3,651
2. Cheques on hand	517,906	569,859
3. Bank balances		
(a) Deposit accounts		
(aa) Short term (due within 12 months)	5,509,571	2,927,655
(bb) Others	16,739	15,776
(b) Current accounts	4,254,901	4,559,181
(c) Others	-	-
4. Money at call and short notice		
(a) With banks	-	-
(b) With other institutions	-	-
5. Others	-	-
Total	10,299,312	8,076,122
Balance with non-scheduled Banks included in (3) above	307,626	15,807
Cash and bank balances		
In India	9,991,686	8,060,315
Outside India	307,626	15,807
Total	10,299,312	8,076,122

Schedule - 12 Advances and other assets

Schedules forming part of the Financial Statements

Rupees ('000)

Particulars	As at 31 March 2024	As at 31 March 2023
Advances		
1. Reserve deposits with ceding companies	-	-
2. Application money for investments	-	-
3. Prepayments	539,024	444,238
4. Advances to Directors / Officers	-	-
5. Advance tax paid and taxes deducted at source	718,411	962,350
6. Others		
(a) Advance to employees	1,194	1,093
(b) Advances recoverable	582,508	658,918
Less: Provision for doubtful advances	(1,119)	(2,775)
	581,389	656,143
(c) Unutilised Tax Credit carried forward		
- Goods and service Tax (GST)	5,797,038	4,054,196
(d) Unsettled investment contract receivable	148,523	518,290
Total (A)	7,785,579	6,636,310
Other assets		
1. Income accrued on investments	6,422,598	4,783,264
2. Outstanding premiums	23,237,522	11,915,397
3. Agents' balances	98,791	121,368
Less: Provision for doubtful recoveries	(46,606)	(45,344)
	52,185	76,024
4. Foreign agencies balances	-	-
5. Due from other entities carrying on insurance business, including reinsurers (net)	11,987,626	5,231,051
Less : Provision for doubtful amounts	-	-
	11,987,626	5,231,051
6. Due from subsidiary / holding companies	-	-
7. Others		
a) Other Deposits	1,070,696	1,789,165
b) Investment of Unclaimed amounts of Policyholders' (Refer note 24 of Schedule 16)	425,570	25,226
Total (B)	43,196,197	23,820,127
Total (A + B)	50,981,776	30,456,437

Schedule - 13 Current liabilities

Schedules forming part of the Financial Statements

Particulars	Rupees ('000)	
	As at 31 March 2024	As at 31 March 2023
1. Agents' balances	3,798,179	1,828,806
2. Balances due to other insurance companies including reinsurers (net)	22,904,660	13,761,619
3. Deposit held on re-insurance ceded	6,739,936	3,133,831
4. Premiums received in advance	18,288,877	14,482,383
5. Unallocated premium	8,704,440	6,446,113
6. Sundry creditors (Refer note 22 of Schedule 16)	4,107,972	5,778,304
7. Due to Subsidiaries/holding Company	-	-
8. Claims outstanding (Net)	132,881,452	121,961,350
9. Solatium fund (Refer note 2.20 of Schedule 16)	256,648	225,162
10. Due to Officers/Directors	-	-
11. Due to policyholders/ insured	158,904	4,031
12. Unclaimed amount of Policyholders' (Refer note 24 of Schedule 16)	391,948	11,696
13. Others		
(a) Goods and Service tax payable (GST)	2,996,542	2,357,088
(b) Statutory dues	694,882	561,230
(c) Unsettled investment contract payable	-	-
14. Temporary Overdraft as per the books of accounts only	22,404	-
Total	201,946,844	170,551,613

Schedule - 14 Provisions

Particulars	Rupees ('000)	
	As at 31 March 2024	As at 31 March 2023
1. Reserve for unexpired risk	51,264,768	44,419,473
2. Premium deficiency (Refer note 2.9 and note 10 of Schedule 16)	-	-
3. Provision for income tax (Refer note 2.21 of Schedule 16)	20,945	159,466
4. Provision for Standard Asset (Refer note 35 of Schedule 16)	-	-
5. Others :		
For employee benefits		
(a) Gratuity	-	-
(b) Compensated absences	162,917	134,291
(c) Long term incentive plan	39,303	42,529
Total	51,487,933	44,755,759

Schedule - 15 Miscellaneous expenditure (To the extent not written off or adjusted)

Particulars	Rupees ('000)	
	As at 31 March 2024	As at 31 March 2023
Discount allowed in issue of shares/debentures	-	-
Others	-	-
Total	-	-

SCHEDULE – 16

Significant accounting policies and notes forming part of the financial statements for the year ended 31 March 2024

1. Background

Bajaj Allianz General Insurance Company Limited ('the Company') was incorporated on 19 September 2000, as a company under the Companies Act, 1956. The Company is registered with Insurance Regulatory and Development Authority of India ('IRDAI') and is in the business of underwriting general insurance policies relating to Fire, Marine and Miscellaneous segments (including Motor, Health, Liabilities, Engineering, Crop etc.) and holds a valid certificate of registration.

2. Significant accounting policies

The accounting policies set out below have been applied consistently to the periods presented in these financial statements. The management evaluates all newly issued or revised accounting pronouncements on an ongoing basis to ensure due compliance.

2.1 Basis of preparation of Financial Statements

The financial statements are prepared and presented on a going concern basis in accordance with the Generally Accepted Accounting Principles followed in India under the historical cost convention and accrual basis of accounting and comply with applicable accounting standards referred to in Companies Act, 2013 under section 133, as amended from time to time and in accordance with the statutory requirements of the Insurance Act, 1938 (amended by the Insurance laws (Amendment) Act, 2015), the Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulations, 2002 ('the Regulations') and orders and directions issued by the IRDAI in this behalf, the Companies Act, 2013 ('the Act') (to the extent applicable) and current practices prevailing in the insurance industry.

The financial statements are presented in Indian rupees rounded off to the nearest thousand.

2.2 Use of Estimates

The preparation of financial statements in conformity with the generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities as of the Balance Sheet date, revenue and expenses for the year ended and disclosure of contingent liabilities as of the Balance Sheet date. The estimates and assumptions used in accompanying financial statements are based upon management's evaluation of the relevant facts and circumstances as of the date of the financial statements. Actual results may differ from the estimates and assumptions used in preparing the accompanying financial statements. Any revision to accounting estimates is recognized prospectively in current and future periods.

2.3 Revenue recognition

i) Premium income

Premium (net of goods and service tax), including reinstatement premium on direct business and reinsurance accepted, is recorded as income at the commencement of risk and is recognised over the contract period or the period of risk, whichever is appropriate, on a gross basis and for instalment cases, it is recognized on instalment due dates.

In case of long term motor insurance policies, premium is recognized on a yearly basis as mandated by IRDAI.

Any subsequent revisions to premium, as and when occur, are recognized in the year over the remaining period of risk or contract period, as applicable.

Adjustments to premium income arising on cancellation of policies are recognized in the period in which they are cancelled.

Crop insurance and Government Health premium under government schemes are recognized in accordance with contractual obligations where there is reasonable certainty of its ultimate collectability.

ii) Interest / dividend income

Interest income is recognized on accrual basis and dividend income is recognized when the right to receive the dividend is established.

iii) Premium / discount on purchase of investments

Premium or discount on acquisition, as the case may be, in respect of fixed income securities, is amortized / accreted on constant yield to maturity basis over the period of maturity/holding.

iv) Profit / loss on sale of debt securities

Profit or loss on sale/redemption of debt securities is the difference between the net sale consideration and the amortized cost computed on weighted average basis as on the date of sale.

v) Profit / loss on sale of Equity shares and Mutual fund

Profit or loss on sale/redemption of equity shares and mutual fund units is the difference between the net sale consideration and the weighted average cost in the books of the Company. Profit or loss on sale/redemption of such securities is recognized on trade/redemption date and includes effects of accumulated fair value changes, as applicable and previously recognized.

vi) Commission income from reinsurance ceded

Commission received on reinsurance ceded is recognized as income in the period in which reinsurance premium is ceded. Profit commission under re-insurance treaties, wherever applicable, is recognized in the year of final determination of the profits and as intimated by Reinsurer.

2.4 Reinsurance ceded

Reinsurance premium in respect of proportional reinsurance is ceded at the commencement of the risk over the contract period or the period of risk. Non-proportional reinsurance premium is ceded when incurred and due. Any subsequent revisions to, refunds or cancellations of premiums are recognized in the year in which they occur.

2.5 Reinsurance accepted

Reinsurance inward acceptances are accounted for on the basis of reinsurance slips accepted from the reinsurers.

2.6 Acquisition costs

Acquisition costs, defined as costs that vary with, and are primarily related to, the acquisition of new and renewal insurance contracts viz., commission, rewards and incentives, policy issue expenses etc., are expensed in the year in which they are incurred. In case of long-term motor insurance policies, commission is expensed at the applicable rates on the first year of risk commencement.

2.7 Premium received in advance

Premium received in advance represents premium received in respect of policies issued during the year, where the risk commences subsequent to the Balance Sheet date.

2.8 Reserve for unexpired risk

Reserve for unexpired risk represents that part of the net premium (i.e., premium, net of reinsurance ceded) which is attributable to, and set aside for subsequent risks to be borne by the Company under contractual obligations on contract period basis or risk period basis, whichever is appropriate, subject to a minimum of 100% in case of Marine Hull business and in case of other lines of business based on net premium written on all unexpired policies at Balance Sheet date by applying 1/365th method on the unexpired period of respective policies.

2.9 Premium deficiency

Premium deficiency is recognized if the ultimate amount of expected net claim costs, related expenses and maintenance costs exceeds the related premium carried forward to the subsequent accounting period as the reserve for unexpired risk. The Company considers maintenance costs as relevant direct costs incurred for ensuring claim handling operations. As per IRDAI circular IRDA/F&A/CIR/FA/126/07/2013, dated 3 July 2013 (Corrigendum to Master Circular IRDA/F&I/CIR/F&A/231/10/2012, dated 5 October 2012), premium deficiency, if any, has been recognized at Segmental Revenue Account Level. The expected claim costs are calculated and duly certified by the Appointed Actuary.

2.10 Claims incurred

Claims are recognized as and when reported. Claims incurred comprises claims paid, change in the outstanding provision of claims and estimated liability for claims incurred but not reported ('IBNR') and claims incurred but not enough reported ('IBNER'). It also includes survey fees, legal expenses and other costs directly attributable to claims.

Claims paid (net of recoveries including salvage retained by the insured and includes interest paid towards claims) are charged to the revenue account when approved for payment. Where salvage is retained by the Company, the recoveries from sale of salvage are recognized at the time of sale.

Provision is made for estimated value of outstanding claims at the Balance Sheet date net of reinsurance, salvage and other recoveries. Such provision is made on the basis of the ultimate amounts that are likely to be paid against each claim, as anticipated and estimated by the management in light of past experience and subsequently modified for changes, as appropriate.

Amounts received/receivable from the reinsurers' and coinsurers', under the terms of the reinsurance and coinsurance arrangements respectively, are recognized together with the recognition of the claim.

2.11 Claims Incurred but not reported and claims incurred but not enough reported

Incurred But Not Reported (IBNR) reserve is a provision for all claims that have occurred prior to the end of the current accounting period but have not been reported to the Company. The IBNR reserve also includes provision for claims Incurred But Not Enough Reported (IBNER). The said liability is determined by Appointed Actuary based on actuarial principles. The actuarial estimate is derived in accordance with relevant IRDAI regulations and guidance note 21 issued by the Institute of Actuaries of India. The Appointed Actuary has certified that the methodology and assumptions used to estimate the liability are appropriate and in accordance with guidelines and norms issued by the Institute of Actuaries of India in concurrence with the IRDAI regulations.

2.12 Operating expenses related to the insurance business

As required by IRDAI (Expenses of Management of Insurers transacting General or Health Insurance Business) Regulations, 2023, the Company has a Board approved policy for allocation and apportionment of expenses of management amongst various business segments. The expenses of management are net of reimbursements and are segregated between those which can be directly attributed to a particular business segment and those which cannot be so attributed. Operating expenses which are directly attributable to a particular business segment and identifiable as such are allocated directly to that segment. Operating expenses which are not directly identifiable to any business segment, but which are attached to specific functions are apportioned based on the most suitable driver of apportionment (including gross written premium, net written premium, number of policies, etc.) for respective functions. Operating expenses which are not attached to specific functions are apportioned based on the most suitable driver (including gross written premium, net written premium, number of policies, etc.) of apportionment at Company level.

2.13 Income from Investments: Segregation between Policyholders' and Shareholders' funds

Income earned from investments and gains or loss on sale of investments is allocated to Revenue Account and Profit and Loss Account on the basis of actual holding of the investments of the Policyholders and Shareholders as bifurcated according to the IRDAI Circular No. IRDA/F&A/CIR/CPM/056/03/2016 dated 4 April 2016 with effect from 1 October 2016. The income earned from investments, gains or loss on sale of investments and other income are further allocated to the lines of business in proportion of net premium.

2.14 Fixed asset, depreciation and amortization

Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost (including incidental expenses relating to acquisition and installation) less accumulated depreciation. Assets costing up to Rs. Twenty thousand are depreciated fully in the year of acquisition.

Subsequent expenditure incurred on tangible assets is expensed out except where such expenditure results in an increase in future benefits from the existing assets beyond its previously assessed standard of performance.

In respect of liabilities incurred in acquisition of fixed assets in foreign exchange, the net gain or loss arising on conversion/settlement is charged to the Revenue Account.

Gains or losses arising from de-recognition of fixed assets are measured as the difference between the net disposal proceeds and the carrying amount of the asset and are recognized in the Revenue Account when the asset is de-recognized.

Depreciation on assets is provided based on straight line method using the rates basis the economic useful life of assets as estimated by the management which reflects the useful life specified in Schedule II of the Companies Act, 2013, as follows:

Nature of assets	Useful Life (in years) as per Management's Assessment	Useful Life (in years) as per Schedule II of the Companies Act, 2013
Information technology equipment		
- End user devices, such as, desktops, laptops, etc.	3	3
- Servers and networks	6	6
Vehicles *	8	8
Office equipment	5	5
Furniture & fixtures	10	10
Buildings	60	60
Air conditioner (part of office equipment)	5	5
Electrical fittings (part of furniture & fittings)**	10	10

* Useful life of vehicle allotted to the employees is considered 4 years as per management estimates.

**Lease hold improvements and electrical fittings installed at leased premises are depreciated over the primary period of lease of premises or 5 years, whichever is less.

The useful life of the asset is reviewed by the management at each Balance Sheet date.

Intangible fixed assets and amortization

Intangible fixed assets representing software are recorded at its acquisition price and are amortized over their estimated useful life on a straight-line basis, commencing from the date the assets are available for use. Significant expenditure on improvements to software are capitalized when it is probable that such expenditure will enable the asset to generate future economic benefits in excess of its originally assessed standards of performance and such expenditure can be measured and attributed to the asset reliably. Subsequent expenditures are amortized over the remaining useful life of original software. The management has estimated the useful life for such software as three years except in case of the newly implemented Policy Administration System where the useful life is estimated as ten years (as against the maximum useful life of ten years prescribed under AS 26 for intangible assets).

The useful life of the asset is reviewed by the management at each Balance Sheet date.

The Company provides pro rata depreciation from/to the month in which the asset is acquired or put to use/disposed off as appropriate.

Gains or losses arising from de-recognition of intangible assets are measured as the difference between the net disposal proceeds and the carrying amount of the asset and are recognized in the Revenue Account when the asset is de-recognized.

Capital work in progress and advances

Capital work in progress includes assets not ready for the intended use and are carried at cost, comprising direct cost and related incidental expenses and advances paid for purchase of fixed assets.

Impairment of assets

- i) The carrying amounts of all assets are reviewed by the Company at each Balance Sheet date. If there is any indication of impairment based on internal/external factors, an impairment loss is recognized wherever the carrying amount of an asset exceeds its recoverable amount. The recoverable amount is greater of the assets net selling price and value in use. Value in use is the present value of the estimated future cash flows expected to arise from the continuing use of the assets and from its disposal at the end of its useful life. In assessing value in use the estimated future cash flows are discounted to their present value at a rate that reflects current market assessments of the time value of money and the risks specific to the asset, as determined by the management.
- ii) After impairment, depreciation is provided on the revised carrying amount of the asset over its remaining useful life, if any.

2.15 Investments

Investments are made and accounted for in accordance with the Insurance Act, 1938, as amended from time to time including the amendment brought by the Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (Investments) Regulations, 2016 as amended from time to time, Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulations, 2002 and various other circulars/notifications issued by the IRDAI in this context from time to time.

Investments are recorded on trade date at cost, which includes brokerage, transfer charges, transaction taxes as applicable, etc. and excludes pre-acquisition interest, if any.

Classification:

Investments maturing within twelve months from Balance Sheet date and investments made with the specific intention to dispose off within twelve months from Balance Sheet date are classified as short-term investments. Investments other than short term investments are classified as long-term investments.

The investments funds are segregated into Policyholders' and Shareholders' fund on security level basis in compliance with circular no IRDA/F&A/CIR/CPM/056/03/2016 dated – 4 April 2016. Subsequently, IRDAI issued circular IRDA/F&A/CIR/CPM/010/01/2017 dated – 12 January 2017 to "bifurcate the Policyholders' and Shareholders' funds at the end of each quarter at the "fund level" on "notional basis". The Company continues to follow the practice of segregating investments into Policyholders' and Shareholders funds at security level on quarterly basis in compliance with circular no IRDA/F&A/CIR/CPM/056/03/2016. The said practice has been communicated to IRDAI.

Debt Securities and Non-convertible Preference Shares

All debt securities (except for Additional Tier 1 (Basel III Compliant) Perpetual Bonds ("AT1 Bonds")) including government securities and non-convertible preference shares are considered as 'held to maturity' and accordingly stated at historical cost adjusted for amortization of premium or accretion of discount on constant yield to maturity basis in the Revenue account and/or Profit and Loss account over the period of maturity/holding.

AT1 Bonds considered to be a part of Equity, are valued at applicable Market Yield Rates published by any rating agency registered with Securities Exchange Board of India (SEBI).

Money market instruments (including treasury bills, certificate of deposits, commercial papers, collateralized borrowing & lending obligation – CBLO and Tri-Party Repo – TREPs) are valued at historical cost and adjusted for amortization of premium or accretion of discount, as may be the case, over the period of maturity/holding on a straight-line basis.

Equity Shares

Listed and actively traded securities are stated at the last quoted closing price on the National Stock Exchange of India Limited (NSE). In case the equity shares are not listed on the NSE, then they are valued on the last quoted closing price on BSE Limited. Unrealized gains or losses are credited / debited to the fair value change account.

Unlisted equity shares are stated at historical cost less provision for diminution in value.

Mutual Fund Units

Mutual fund units are stated at their Net Asset Value ('NAV') at the Balance Sheet date, if NAV on balance sheet date is not available, then it's latest available NAV is to be considered. Unrealized gains or losses are credited / debited to the fair value change account.

Exchange Traded Fund (ETF)

ETFs are valued as equity shares. In case the ETF is not traded either on NSE or BSE on any day, latest available NAV as published is considered for valuation.

Fair Value Change Account

Fair value change account represents unrealized gains or losses in respect of investments in equity securities and mutual fund units and AT1 Bonds outstanding at the close of the year. The balance in the account is considered as a component of Shareholders' funds in the Balance Sheet but not available for distribution as dividend.

Impairment of investment

The Company assesses at each Balance Sheet date whether there is any evidence of impairment of any investments. In case of impairment, the carrying value of such investment is reduced to its fair value and the impairment loss is recognized in the Profit and Loss Account after adjusting it with previously recognized revaluation reserve/fair value change account. However, at the Balance Sheet date if there is any indication that a previously recognized impairment loss no longer exists, then such loss is reversed and the investment is restated to that extent.

2.16 Employee benefits

i) Short term employee benefits

Employee benefits payable wholly within twelve months of rendering the service are classified as short term employee benefits and are recognized in the period in which the employee renders the related service. These benefits include salaries, bonus, ex-gratia and compensated absences. All short term employee benefits are accounted on undiscounted basis.

ii) Long Term post-employment benefits - defined benefit plan

The gratuity benefit payable to the employees of the Company is as per the provisions of the Payment of Gratuity Act, 1972 or the Company's gratuity plan, whichever is higher. The Company accounts for liability for future gratuity benefits based on independent actuarial valuation under revised Accounting Standard 15 (AS15 Revised) on 'Employee Benefits'. Contributions towards gratuity liability of the Company are made to the Bajaj Allianz General Insurance Company Limited Employees Group Gratuity cum Life Assurance Scheme Trust, which is administered by the Company. The gratuity liability of the Company is actuarially determined at the Balance Sheet date using the projected unit credit method'.

The Company contributes towards net liabilities to the Bajaj Allianz General Insurance Company Limited, Employees Group Gratuity cum Life Assurance Scheme. The Company recognizes the net obligation of the Scheme in Balance Sheet as an asset or liability, respectively in accordance with Accounting Standard (AS 15 Revised), 'Employee benefits'. The discount rate used for estimation of liability is based on Government securities yield. Gain or loss arising from change in actuarial assumptions/experience adjustments is recognized in the Revenue Account for the period in which they emerge. Expected long term rate of return on assets has been determined based on historical experience and available market information.

iii) Long Term post-employment benefits - defined contribution plans

Superannuation: The Company has established a defined contribution scheme for superannuation to provide retirement benefits to its employees. This superannuation scheme (Bajaj Auto Employee Superannuation Scheme) has been established along with the Company's promoter group. Contributions to this scheme are made by the Company on an annual basis and charged to the Revenue Account, as applicable. The expenses are booked on an undiscounted basis. The Company has no further obligation beyond the monthly contribution.

Provident fund: Each eligible employee and the Company make contribution at a percentage of the basic salary specified under the Employee Provident Funds and Miscellaneous Provisions Act, 1952. The Company recognizes contributions payable to the Provident fund scheme as an expenditure when the employees render the related service. The Company has no further obligations under the plan beyond its periodic contributions.

National Pension Scheme contributions: For eligible employees, the Company makes contributions to National Pension Scheme. The contributions are charged to the Revenue Account, as relevant, in the year the contributions are made.

Other contributions: The Company makes contributions to Employee Labour Welfare Fund, Employee's State Insurance Corporation and Employee Deposit Linked Insurance Schemes. The contributions are charged to the Profit and Loss and Revenue Account, as relevant, in the year the contributions are made.

iv) **Compensated absences**

The employee can carry forward a portion of the unutilized accrued compensated absences and utilize it in future service periods or receive cash compensation on termination of employment. The Company records an obligation for such compensated absences in the period in which the employee renders the services that increase this entitlement. The obligation is measured on the basis of independent actuarial valuation using the Projected Unit Credit Method.

v) **Long term incentive plan**

Liability for the scheme is determined based on actuarial valuation using the projected accrued benefit method which is same as the projected unit credit method in respect of past service. The assumptions used for valuation are given below. During the year a new tranche of LTIPs was granted to a select population with a differed payout period of three years. During FY2023 only the last tranche of the erstwhile LTIP is payable, within less than one year from the reporting date, hence the actual liability was held in the books as at 31 March 2023.

vi) **Employee Stock Option plan (ESOP)**

Stock options are granted to eligible employees under Employee Stock Option Scheme 2018 ("ESOP Scheme") as formulated by Bajaj Finserv Limited ("Holding Company"). The scheme is administered through Bajaj Finserv Employee Stock Option Trust ("The Trust"). The mode of settlement of the scheme is through equity shares of the holding company. The options so granted are accounted for based on intrinsic value basis in accordance with the 'Guidance Note on Accounting for Employee Share based Payments', issued by the Institute of Chartered Accountants of India ("ICAI"). Intrinsic value of option is the difference between market price of the underlying stock and the exercise price on the date of grant, which is amortized over the vesting period with a charge to the Revenue Account or Profit & Loss Account. Further, any cost of such options, which is reimbursed to the holding company, is amortized over the vesting period with a charge to the Revenue Account or Profit & Loss Account.

2.17 Foreign currency transactions

In accordance with the requirements of Accounting Standard (AS) 11, "The Effects of Changes in Foreign Exchange Rates", foreign currency transactions are initially recognized in Indian Rupees, by applying the exchange rate between the Indian Rupee and the foreign currency at the date of the transaction.

Subsequent conversion on reporting date of foreign currency monetary items are translated using the exchange rate prevailing at the reporting date. Non-monetary items, which are measured in terms of historical cost denominated in a foreign currency, are reported using the exchange rate at the date of the transaction. Non-monetary items, which are measured at fair value or other similar valuation denominated in a foreign currency, are translated using the exchange rate at the date when such value was determined.

Exchange differences are recognized as income or as expenses in the period in which they arise.

2.18 Operating lease

Leases, where the lessor effectively retains substantially all the risks and rewards of ownership of the leased item, are classified as operating lease. The total lease rentals (including scheduled rental increases) in respect of an asset taken on operating lease are charged to the Revenue Account on a straight line basis over the lease term. Initial direct costs incurred specifically for an operating lease are charged to the Revenue Account.

2.19 Contributions to Terrorism and Third Party Insurance Pools

i) Terrorism pool

In accordance with the requirements of IRDAI, the Company, together with other insurance companies, participated in the Terrorism Pool. This pool is managed by the General Insurance Corporation of India ('GIC'). Amounts collected as terrorism premium in accordance with the requirements of the Tariff Advisory Committee ('TAC') are ceded at 100% of the terrorism premium collected to the Terrorism Pool, subject to conditions and an overall limit of ₹ 20,000,000 thousand (Previous year ₹ 20,000,000 thousand) per location/compound.

In accordance with the terms of the agreement, GIC retro cedes, to the Company, terrorism premium to the extent of the share agreed to be borne by the Company in the risk, which is recorded as reinsurance accepted. Such reinsurance accepted is recorded based on quarterly confirmation received from GIC. Accordingly, reinsurance accepted on account of the Terrorism Pool is recorded in accordance with the latest statement received from GIC which is generally one quarter in lag.

The entire amount of reinsurance accepted for the current year on this account, net of claims and expenses, up to the above date, has been carried forward to the subsequent accounting period as 'Unexpired Risk Reserve' for subsequent risks, if any, to be borne by the Company.

ii) Motor Third Party Obligation (MTP)

IRDAI issued a circular towards "Obligation of insurer in respect of Motor Third Party Insurance Business, Regulations, 2015" applicable with effect from 1 April 2015. Every insurer, for the purpose of Section 32D of the Insurance Act, 1938, during a financial year, shall underwrite such minimum percentage (as specified by the Regulation) of the 90% of the overall motor third party insurance business premium of the industry for the immediately preceding financial year. The Company has complied with the said obligation for FY2024.

2.20 Contributions to Solatium funds

The Company provides for contribution to Solatium fund at 0.10% of total Third Party Premium of direct business as per requirements of IRDAI.

2.21 Income Tax

Tax expense comprises of current and deferred tax. Current income tax is measured at the amount expected to be paid to the tax authorities in accordance with the provisions of the Income Tax Act, 1961. Deferred income tax reflects the impact of current year timing differences between taxable income and accounting income and reversal of timing differences for earlier years. Timing differences are the differences between taxable income and accounting income for a period that originate in one period and are capable of reversal in one or more subsequent periods.

Deferred tax is measured based on the tax rates and the tax laws enacted or substantively enacted at the Balance Sheet date. Deferred tax assets are recognized and carried forward only to the extent that there is a reasonable certainty that sufficient future taxable income will be available against which such deferred tax assets can be realized. If the Company has unabsorbed depreciation or carry forward business losses, deferred tax assets are recognized only if there is virtual certainty supported by convincing evidence that such deferred tax assets can be realized against sufficient future taxable profits.

At each Balance Sheet date, the Company re-assesses unrecognized deferred tax assets. It recognizes previously unrecognized deferred tax assets to the extent that it has become reasonably certain or virtually certain, as the case may be, that sufficient future taxable income will be available against which such deferred tax assets can be realized.

Deferred tax asset (net of the deferred tax liability) is disclosed on the face of the Balance Sheet. The breakup of deferred tax assets and deferred tax liabilities into major components of the respective balances has been disclosed in Schedule 16, note 18.

2.22 Goods and Services Tax (GST)

Goods and Services Tax (GST) collected is considered as a liability against which GST paid for eligible input services, to the extent claimable, is adjusted and the net liability is remitted to the appropriate authority as stipulated. Unutilized GST credits, if any, are carried forward under "Others – Unutilized GST Carried Forward" and disclosed in Schedule 12 for adjustments in subsequent periods and GST liability to be remitted to the appropriate authority is disclosed under "Others- GST Payable" in Schedule 13. GST paid for eligible input services not recoverable by way of credits is recognized in the Revenue Account as expenses under a separate line item in Schedule 4 and Schedule 4(A).

2.23 Provisions, Contingent Liabilities and Contingent Assets

A provision is recognized when an enterprise has a present obligation as a result of a past event and it is probable that an outflow of resources will be required to settle the obligation, in respect of which a reliable estimate can be made. Provisions are not discounted to their present value and are determined based on best estimate required to settle the obligation at the Balance Sheet date. These are reviewed at each Balance Sheet date and adjusted to reflect the current best estimates.

A disclosure for a contingent liability is made when there is a possible obligation or a present obligation that may, but probably will not, require an outflow of resources. When there is a possible obligation or a present obligation in respect of which the likelihood of outflow of resources is remote, no provision or disclosure is made.

Contingent assets are neither recognized nor disclosed in the financial statements.

2.24 Earnings per Share

The basic earnings per share is computed by dividing the net profit in the Profit and Loss Account attributable to the equity shareholders by weighted average number of equity shares outstanding during the reporting year.

Number of equity shares used in computing diluted earnings per share comprises the weighted average number of shares considered for deriving basic earnings per share and also weighted average number of equity shares which would have been issued on the conversion of all dilutive potential shares. In computing diluted earnings per share only potential equity shares that are dilutive are included.

2.25 Cash and cash equivalents

Cash and cash equivalents include cash and cheques in hand, bank balances and other investments (fixed deposits) with original maturity of three months or less.

NOTES TO ACCOUNTS

3. Contingent liabilities

Contingent liabilities not provided for in respect of claims against the Company not acknowledged as debts other than insurance matters –

(Rupees in '000)

Sr.No. Particulars	31 March 2024	31 March 2023
1 Partly paid up investments	Nil	Nil
2 Underwriting commitments outstanding (in respect of shares and securities)	Nil	Nil
3 Claims other than those under policies not acknowledged as debts	Nil	Nil
4 Guarantees given by or on behalf of the Company	Nil	Nil
5 Statutory demands/liabilities in dispute, not provided for, in respect of		
a) Income Tax	Nil	Nil
b) Service Tax / GST ¹	641,456	201,088
6 Reinsurance obligations to the extent not provided for in accounts	Nil	Nil

Note:

- ₹ 201,088 thousand being amount carried forward from the previous year pertains to service tax refund applications rejected by the assessing officer which are now in appeal before Commissioner (Appeals). The Company is in conformity with various legal and judicial pronouncements / opinions and believes its position is tenable under the respective regulations. During FY2024, the Company was in receipt of a show cause cum demand notice ('SCN') from Directorate General of GST Intelligence (the 'DGGI') of ₹ 440,368 thousand (excluding interest and penalty) in respect of availment of certain input tax credit ('ITC') by the Company. The Company believes that ITC availed is in compliance with the provisions of applicable laws, accordingly the reply shall be filed to the said SCN and the matter shall be contested. The said demand has been currently assessed by the Company as contingent liability.

4. Additional Disclosures on Expenses

Additional disclosures on expenses pursuant to the IRDAI Circular 067/IRDA/F&A/CIR/MAR-08 dated March 28, 2008 have been detailed herein below:

(Rupees in '000)

Particulars for the year ended	31 March 2024	31 March 2023
Outsourcing expenses	2,573,868	2,781,916
Business development	942,699	965,715
Marketing support	277,701	9,408,998

5. Capital commitments

Commitments made and outstanding for acquisition of fixed assets amount to ₹ 355,905 thousand (Previous year ₹ 277,654 thousand). Commitments made and outstanding for loans and investments is NIL (Previous year NIL).

6. Actuarial methodology

The Appointed Actuary has certified to the Company that actuarial estimates for IBNR (including IBNER) reserves have been determined using actuarial principles. In the determination, any directions issued by the Authority and the Guidance Notes/Actuarial Practice Standards issued by the Institute of Actuaries of India in this behalf have been followed. Generally accepted actuarial methods have been used for each Line of Business appropriately depending on the availability and volatility of the past data and claim characteristics. The IBNR reserves include Margin for Adverse Deviation and reserves for Unallocated Loss Adjustment Expenses (ULAE) for the claims up to 31 March 2024.

Net IBNR reserves have been arrived on the basis of actuarial estimates based on the claim data, after allowance for reinsurance recoveries.

7. Claims

- Claims settled and outstanding for more than six months (excluding litigations) – Rupees Nil (Previous year – Rupees Nil).
- Claims made in respect of contracts exceeding four years – Rupees Nil (Previous year – Rupees Nil)

8. Premium with varying risk pattern

Extent of premium income recognized based on varying risk pattern – Rupees Nil (Previous year – Rupees Nil).

9. Computation of managerial remuneration

a) Remuneration to Managing Director & CEO

(Rupees in '000)

Sr. No	Name of MD/CEO/ WTD	Designation	Fixed Pay		Variable Pay						Total Fixed & Variable Pay (g) = (c) + (f)	Amount Debited to revenue Account	Amount Debited to Profit & Loss Account	Value of Joining/ Signing Bonus	Retirement benefits like gratuity, pension, etc paid during the year	Amount of deferred remuneration of earlier years paid/settled during the year	
			Pay and Allowances (a)	Perquisites, etc. (b)	Cash Components (d)		Non Cash Components (e)		Total (f) = (d) + (e)								
					Total (c) = (a) + (b)	Paid/ Provided	Deferred	Settled	Deferred	Paid/ Provided							Deferred
1	Mr. Tapan Singhel	MD & CEO	87,010	6,000	93,010	67,310	-	-	190,920	67,310	190,920	351,240	40,000	204,818	-	-	14,267

Notes:

- Total fixed and variable pay as mentioned in table above (g) are as approved by IRDAI for FY 2024
- "Amount debited to Profit and Loss Account" as mentioned in above table is reconciled with Total fixed and variable pay (g) as below:

(Rupees in '000)

Particulars	For the year ended 31 March 2024
Amount approved by IRDAI as per Form C	351,240
Amount debited to Revenue account (h)	(40,000)
Difference in ESOP cost charged to P&L (cost of of previous year's grants accounted basis graded vesting) v/s. approved in Form C for the current year	(80,976)
Bonus reversal of previous year	(22,676)
Difference in Car perquisites charged in P&L Account v/s. approved in Form C for the current year - paid lower than that approved	(141)
Difference in Leave encashment charged in P&L Account v/s. approved in Form C for the current year - paid lower than that approved	(460)
Gratuity*	(2,168)
Total Amount charged to P&L Account	204,818

* Gratuity excluded as the same is determined actuarially on an overall Company basis annually and accordingly have not been considered in the above information.

- Above disclosure for Remuneration to Managing Director & CEO has been prescribed afresh during the current financial year, hence previous year figures are not disclosed.

b) Details of Outstanding Deferred Remuneration of MD/ CEO/ WTD as at 31st March 2024

(Rupees in '000)

Sr. No	Name of the Director	Designation	Remuneration pertains to Financial Year	Nature of Remuneration Outstanding	Amount Outstanding
1	Mr. Tapan Singhel	MD & CEO	Granted on 28-Apr-2021	ESOP	32,458
2	Mr. Tapan Singhel	MD & CEO	Granted on 28-Apr-2022	ESOP	75,902
3	Mr. Tapan Singhel	MD & CEO	Granted on 27-Apr-2023	ESOP	129,597

c) Remuneration to non-executive directors

During FY2024, the Independent Directors were paid sitting fees of ₹ 100,000 per meeting of the Board and committee thereof, excluding Corporate Social Responsibility Committee. Independent Directors are also entitled for profit related commission (at the rate of ₹ 100,000 up to 21 July 2023 and ₹ 150,000 from 22 July 2023) per meeting of the Board and committee thereof, excluding Corporate Social Responsibility Committee, attended by them, subject to maximum limit of ₹ 20,00,000 per annum per director (as per the Guidelines of IRDAI in this respect) and 1% of net profits (as per the Companies Act, 2013). Details of remuneration of Independent Directors for FY2024 is given below:

(Rupees in '000)

Sr. No	Name of the Director	Designation	31 March 2024			31 March 2023		
			Sitting Fees	Commission	Total Amount	Sitting Fees	Commission	Total Amount
1	Suraj Mehta	Independent Director	1,000	1,200	2,200	1,100	1,000	2,100
2	Lila Poonawalla	Independent Director	1,300	1,650	2,950	1,200	1,000	2,200
3	Anami Roy	Independent Director	1,200	1,500	2,700	1,100	1,000	2,100
4	Anup Wadhawan	Independent Director	1,000	1,300	2,300	700	700	1,400

The Commission will be paid to the Independent Directors after the adoption of audited financial statements by the shareholders at the Annual General Meeting.

None of the Non-Executive and Non-Independent Directors of the Company was paid any remuneration during FY2024.

Disclosures pursuant to IRDAI (Remuneration of Key Managerial Persons of Insurers) Guidelines, 2023

i) Qualitative Disclosures

a) Composition and mandate of the Nomination and Remuneration Committee

During FY2024, the composition of the Nomination and Remuneration Committee has been as follows:

- 1) Lila Poonawalla, Chairperson (Independent Director)
- 2) Ritu Arora (Non-executive Non-Independent Director)
- 3) Sanjiv Bajaj (Non-executive Non-Independent Director)
- 4) Ranjit Gupta (Non-executive Non-Independent Director) (Up to 21 July 2023)
- 5) Suraj Mehta (Independent Director)
- 6) Anami Roy (Independent Director)
- 7) S Sreenivasan (Non-executive Non-Independent Director) (From 22 July 2023)"

The Committee is constituted with responsibility to identify persons who are qualified to become Directors and who may be appointed in senior management in accordance with the criteria laid down, to formulate the criteria for determining qualifications, positive attributes and independence of a Director, to specify the manner for effective evaluation of performance of the Board, its committees and individual directors and review its implementation and compliance, recommendation of remuneration policy for Directors, key managerial personnel and other employees, etc. The Committee recommends remuneration of Managing Director & Chief Executive Officer (MD & CEO) for the approval of the Board considering, inter alia, performance of the Company and that of MD & CEO, market benchmarking, etc. The Committee also reviews adherence of remuneration of Key Managerial Persons (KMP) to Board approved policy on remuneration of KMPs.

b) Objectives & Key Features of the Remuneration Policy

The objective of the policy is to provide for effective governance of compensation of KMPs to ensure alignment of compensation with prudent risk taking and protection of interest of stakeholders including policyholders. The policy also ensures that the remuneration structure and the quantum payable to the KMPs besides being in compliance with the applicable regulatory

requirements should also be competitive in the insurance industry. The said policy sets out all aspects of the remuneration structure of the KMPs of the Company including level and components of remuneration, risk adjustment, malus and claw back, remuneration in case of new appointment and severance pay.

c) Design & Structure of the Remuneration Policy

The remuneration structure consists of fixed remuneration as well as variable remuneration consisting of annual bonus and long-term incentive in the form of stock options of holding company of the Company. The proportion of fixed remuneration in the total remuneration as well as deferment of variable remuneration out of total variable remuneration is reasonable and in adherence to regulatory requirements. Salary levels prevailing amongst other insurance companies and other comparable companies in financial services like NBFCs, banks and mutual funds, etc. are considered. Benchmarking is undertaken periodically in order to arrive at an optimum compensation so as to attract and retain the best talent. The size and complexity of the Company's business and overall operational set up is also given due consideration.

d) Risks adjustment to and linkage of performance with remuneration

The remuneration process considers the current and future risk factors in terms of setting the targets and evaluation criteria as well. Performance parameters, based on quantitative as well as qualitative risk factors with appropriate weightages, are specified based on annual operating plan and priorities set by the Board each year. It is ensured that the remuneration structure including the performance parameters shall not encourage the KMPs to take inappropriate or excessive risks for their performance based variable pay. Deterioration in the financial performance and other parameters and / or underperformance shall lead to contraction in total amount of variable pay which may even be reduced to zero. The Company does not pay any guaranteed bonus. In the event of any fraud and / or matters involving moral turpitude, material and consistent negative trend in the minimum performance parameters in the circumstances mentioned in the policy, the Nomination and Remuneration Committee can consider malus and / or clawback of any paid / unpaid variable remuneration.

10. Premium deficiency

The Company has provided Premium Deficiency Rupees Nil (Previous year – Nil) as per IRDAI regulatory guideline - refer Schedule 16 note 2.9.

11. Rural and Social obligation

Percentage of business sector – wise (Based on gross direct premium):

(Rupees'000, Count – numbers)

Business sector	For the year ended 31 March 2024				For the year ended 31 March 2023			
	GDPI	No. of Policies	No. of Lives	% of GDPI	GDPI	No. of Policies	No. of Lives	% of GDPI
Rural	16,190,789	3,410,764	-	7.91	22,253,068	4,233,113	-	14.51
Social	836	212	2,152,968	0.00	4,191	378	2,119,394	0.00
Urban	188,535,136	32,668,670	-	92.09	131,109,168	23,670,554	-	85.49
Total	204,726,761	38,232,614	27,107,371	100	153,366,427	27,904,045	29,248,226	100

As against the rural contribution of 7% of GDPI mandated by IRDAI, the Company's rural contribution is 7.91%. As against the requirement of 5% of the total lives written in previous year, the Company has written 7.36% of total lives written in previous year under the social sector.

Company's rural contribution in FY2024 has declined from 14.51% to 7.91% despite ₹ 27,953,423 thousand of Crop business being written by the Company in FY2024. The decline is attributable to the change in subsidy pattern in the crop schemes during FY2024 where most schemes have moved from partly being government funded to complete funding by the Government. The Rural obligation criteria excludes fully government funded schemes from the numerator thereby impacting the rural contribution significantly.

12. Extent of risk written and reinsured based on Gross written premium (excluding excess of loss and catastrophe reinsurance)

Particulars	For the year ended 31 March 2024 % age of business written	For the year ended 31 March 2023 % age of business written
Risk Retained	47%	55%
Risk Insured	53%	45%
Total	100%	100%

13. Contribution to Environment Relief Fund

The Company has collected an amount of ₹ 5,590 thousand (Previous year ₹ 5,287 thousand) towards Environment Relief Fund from public liability policies. The Company has paid all the funds collected towards Environment Relief Fund up to 29 February 2024 to United India Insurance Company, the implementing agency for the fund. The balance payable amounting to ₹ 444 thousand (Previous year ₹ 372 thousand) has been disclosed under the head current liabilities in schedule 13.

14. Segmental reporting

The Company's primary reportable segments are business segments, which have been identified in accordance with the Regulations. The operating expenses, income from investments and other income attributable to the business segments are allocated as mentioned in Schedule 16 note numbers 2.12, 2.13 and 21 respectively. Segment revenue and results have been disclosed in the financial statements. Due to inherent complexities, segment assets and liabilities have been identified to the extent possible in the statement annexed (refer Annexure 1) hereto. There are no reportable geographical segments since the Company provides services only to customers in the Indian market or to Indian interests overseas and does not distinguish any reportable regions within India.

15. Related party disclosures

Related party disclosures have been set out in a separate statement annexed (refer Annexure 2) to this schedule as per Accounting Standard 18 'Related Party Disclosures' issued under Companies (Accounting Standards) Rules, 2006.

16. Operating lease payments

The Company's significant leasing arrangements include agreements for official and residential premises. These lease agreements are generally mutually renewal / cancellable by the lessor / lessee. The future minimum lease payments relating to non-cancellable leases are disclosed below:

Particulars	(Rupees in '000)	
	31-Mar-24	31-Mar-23
Payable not later than one year	42,619	6,600
Payable later than one year but not later than five years	34,146	-
Payable later than five years	-	-

- Amount charged to Revenue Accounts in respect of all lease arrangements aggregates ₹ 316,294 thousand (Previous year ₹ 284,730 thousand).
- There are no transactions in the nature of sub leases.
- The period of agreement is generally for five years and renewable thereafter at the option of the lessee.

17. Earnings per Share ('EPS')

(Rupees'000, Count – numbers)

Particulars	31 March 2024	31 March 2023
Profit after Tax		
Basic earnings before extra-ordinary items [A] Rupees	15,503,306	13,479,813
Basic earnings after extra-ordinary items [B] Rupees	15,503,306	13,479,813
Weighted average number of equity shares (par value of ₹ 10 each) [C]	110,227,250	110,227,250
Basic and diluted earnings per share [A/C] Rupees	₹ 140.65	₹ 122.29
Basic and diluted earnings per share after extraordinary items [B/C] Rupees	₹ 140.65	₹ 122.29

As there were no dilutive equity shares or potential equity shares issued, no reconciliation between the denominator used for computation of basic and diluted earnings per share is necessary.

18. Taxation

Direct tax

The deferred tax assets and liabilities, arising due to timing differences have been recognized in the financial statements as under:

	(Rupees in '000)	
Deferred tax asset	31 March 2024	31 March 2023
Timing difference on account of -		
Reserve for unexpired risks	325,479	205,065
Employee Benefits	41,199	33,513
Long Term Incentive Plan	149,839	189,679
Provision for doubtful debts	11,899	12,111
Solatium fund	64,593	56,669
Provision for diminution in value of Investments	88,186	73,038
Total	681,195	570,075
Deferred tax liability		
Timing difference on account of -		
Depreciation as per Section 32 of Income Tax Act, 1961	(275,615)	(243,611)
Net deferred tax asset	405,580	326,464
Deferred Tax (income) / expense recognized in the Profit and loss account	(79,117)	(148,199)

19. Employee benefit plans

i) Defined contribution plan

The Company has recognized following amounts in the Revenue and the Profit and Loss account, as relevant, for the year in respect of contribution towards defined contribution plans:

	(Rupees in '000)	
Particulars	31 March 2024	31 March 2023
Provident fund	334,175	278,000
Superannuation scheme	764	5,190
Employees state insurance corporation	1,934	827
Labour welfare fund	543	412
Contribution to National Pension Scheme	23,126	25,484
Contribution to Employee Deposit Linked Insurance	7,735	6,470
Total	368,277	316,383

ii) Defined benefit plan (gratuity)

The Gratuity plan of the Company provides for a lump-sum payment to vested employees at retirement/termination/death or on resignation from employment. The payment is based on employee's last drawn salary and number of years of employment with the Company. The actuarial valuation of gratuity liability of the Company is determined at each Balance Sheet date using projected unit cost method. The Company makes the contribution to an approved gratuity fund which is maintained and managed by Bajaj Allianz Life Insurance Company Limited. The following table shows the amounts recognized in the Balance Sheet.

I. Revenue Account

Net employee benefit expense (recognized in Employee cost)

Particulars	(Rupees in '000)	
	31 March 2024	31 March 2023
Current service cost	89,432	84,326
Interest cost on defined benefit obligation	58,359	42,730
Expected return on plan assets	(46,232)	(36,739)
Net actuarial loss recognized in the year	36,257	19,375
Net benefit expense	137,816	109,691
Actual return on plan assets	86,271	29,476

II. Balance Sheet

(i) Details of provision for gratuity

Particulars	(Rupees in '000)	
	31 March 2024	31 March 2023
Defined benefit obligation	979,453	835,724
Fair value of plan assets	(981,598)	(836,246)
Net liability/(asset) recognized in the Balance Sheet	(2,145)	(522)

(ii) Changes in the present value of the defined benefit obligation are as follows:

Particulars	(Rupees in '000)	
	31 March 2024	31 March 2023
Opening defined benefit obligation	835,724	768,567
Interest cost	58,359	42,730
Current service cost	89,432	84,326
Benefits paid	(80,359)	(72,010)
Actuarial losses/(gains) on obligation	76,296	12,112
Closing defined benefit obligation	979,453	835,724

(iii) Changes in the fair value of plan assets are as follows:

Particulars	(Rupees in '000)	
	31 March 2024	31 March 2023
Opening fair value of plan assets	836,246	771,395
Expected return	46,232	36,739
Contributions by employer	139,440	107,385
Benefits paid	(80,359)	(72,010)
Actuarial (losses)/gains	40,039	(7,263)
Closing fair value of plan assets	981,598	836,246

The Company expects to contribute ₹ 100,000 thousand to gratuity in FY2025.

(iv) The major categories of plan assets as a percentage of the fair value of total plan assets are as follows:

(in %)

Particulars	31 March 2024	31 March 2023
Investments with insurer	100	100
Asset allocation:		
Government securities	44	70
Debentures and bonds	41	24
Equity	6	6
Money market instruments	10	0
Others	0	0

(v) The principal assumptions used in determining the benefit obligations for the Company's gratuity plans are shown below:

(in %)

Particulars	31 March 2024	31 March 2023
Discount rate	7.15	7.30
Expected rate of return on assets	7.00	6.00
Increase in compensation cost	9.50	9.50

The estimates of future salary increases, considered in actuarial valuation, takes into account inflation, seniority, promotion and other relevant factors, such as supply and demand in the employment market.

(vi) Experience Adjustments for the current and previous four years are as follows:

(Rupees in '000)

Particulars	31 March 2024	31 March 2023	31 March 2022	31 March 2021	31 March 2020
Defined benefit obligation	979,453	835,724	768,567	615,422	498,581
Plan assets	981,598	836,246	771,395	617,682	505,472
Surplus / (deficit)	2,145	522	2,828	2,260	6,891
Experience adjustments on plan liabilities	78,648	65,396	66,735	19,264	34,067
Experience adjustments on plan assets	40,039	(7,263)	7,871	(740)	10,562

iii) Other long-term benefits

Compensated absence

Liability for compensated absence for employees is determined based on actuarial valuation which has been carried out using the projected accrued benefit method which is same as the projected unit credit method in respect of past service. The assumptions used for valuation are:

(Rupees in '000)

Particulars	31 March 2024	31 March 2023
Defined benefit obligation	162,917	134,291
Expenses Recognized in the Profit and Loss Account and Revenue Account During the year	163,537	133,342
Actuarial assumptions used		
Discount rate	7.15%	7.30%
Salary escalation rate*	9.50%	9.50%
Mortality Table	Indian Assured Lives Mortality (2012-14) Ultimate	Indian Assured Lives Mortality (2012-14) Ultimate

* Future salary increase considered in actuarial valuation takes into account inflation, seniority, promotion and other relevant factors such as supply and demand in the employment market.

Long-term incentive plans (LTIP)

Liability for the scheme is determined based on actuarial valuation using the projected accrued benefit method which is same as the projected unit credit method in respect of past service. The assumptions used for valuation are given below. During the year a new tranche of LTIPs was granted to a select population with a differed payout period of three years. During FY2023 only the last tranche of the erstwhile LTIP is payable, within less than one year from the reporting date, hence the actual liability was held in the books as at 31 March 2023.

Particulars	(Rupees in '000)	
	31 March 2024	31 March 2023
Defined benefit obligation	39,303	42,529
Expense recognized in income statement during the year	32,402	(4,712)
Actuarial assumptions used		
Discount rate	7.10%	0.00%
Attrition rate	5.00%	0.00%

Employee Stock Options Plans

The Company has granted Employee Stock Option 2018-Tranche I ("ESOP 2018"), Employee Stock Option 2018 - Tranche III ("ESOP 2019"), Employee Stock Option 2018 - Tranche IV ("ESOP 2020"), Employee Stock Option 2018 - Tranche VI ("ESOP 2021"), Employee Stock Option 2018 - Tranche VIII ("ESOP 2022") and Employee Stock Option 2018 - Tranche XI ("ESOP 2023") to its eligible employees. These grants have a graded vesting over three years and the vested options have to be exercised by employees within five years from the date of vesting, subject to the norms prescribed by the Nomination and Remuneration Committee. The mode of settlement of the scheme is through equity shares of the Bajaj Finserv Limited (holding company).

ESOP 2018 and 2019

The intrinsic value of the options issued under ESOP 2018 and 2019 is 'Nil' and accordingly, no expenses are recognized in the books of account.

Had the Company followed the fair value method for valuing its options, the charge to the Revenue Account for the year would have been higher by Nil (Previous year: ₹ 1,374 thousand) and the profit after tax would have been lower by Nil (Previous year: ₹ 1,028.35 thousand). Consequently, Company's basic and diluted earnings per share would have been remained same at ₹140.54 (Previous year: ₹ 122.28).

ESOP 2020, ESOP 2021, ESOP 2022 & ESOP 2023

While the intrinsic value of the options granted under ESOP 2020, ESOP 2021, ESOP 2022 & ESOP 2023 are also 'Nil', the Company has reimbursed cost of such options to the holding company. This cost is amortised over the vesting period resulting in amortisation charged to Revenue Account / Profit & Loss Account of ₹ 441,144 thousand (Previous year: ₹ 454,345)

During the year FY2023 there was a corporate action on the shares of Bajaj Finserv Ltd. which included a share split and a bonus allotment which translated into a conversion factor of 10 shares for each share / option held. Options data and the related price, as detailed below, accordingly stands revised basis the conversion factor in respect of all years.

Details of each option is as follows:

Particulars	ESOP 2023	ESOP 2022	ESOP 2021	ESOP 2020	ESOP 2019	ESOP 2018
	No of options	No of options	No of options	No of options	No of options	No of options
Date of Grant	27 April 2023	28 April 2022	28 April 2021	22 May 2020	16 May 2019	19 July 2018
No. of Options Granted	12,69,142	11,32,380	14,92,000	17,66,750	4,52,000	1,66,250
Exercise Price (₹)	1334.7	1482.64	1009.14	470.21	745.47	636.57
Graded Vesting Period:						
1 st Year	25%	34%	34%	34%	34%	34%
2 nd Year	25%	33%	33%	33%	33%	33%
3 rd Year	25%	33%	33%	33%	33%	33%
4 th Year	25%	-	-	-	-	-
Maximum term of options granted	9 Years	8 Years	8 Years	8 Years	8 Years	8 Years

A summary of status of ESOP schemes in terms of options forfeited, options exercised, options outstanding and options exercisable is as given below:

Particulars	For the year ended 31 March 2024						For the year ended 31 March 2023				
	ESOP 2023	ESOP 2022	ESOP 2021	ESOP 2020	ESOP 2019	ESOP 2018	ESOP 2022	ESOP 2021	ESOP 2020	ESOP 2019	ESOP 2018
Outstanding at the beginning of the year	-	1,061,460	1,317,593	1,254,940	217,755	34,225	-	1,416,750	1,506,220	316,940	83,480
Granted during the year*	1,257,123	(46,460)	(46,010)	(61,000)	(20,750)	(2,340)	1,132,380	37,620	51,240	17,500	2,600
Forfeited/lapsed during the year	48,481	24,570	17,220	3,050	1,980	-	70,920	54,380	32,070	-	-
Exercised during the year	-	51,100	170,861	429,419	72,745	10,470	-	82,397	270,450	116,685	51,855
Outstanding at the end of the year	1,208,642	939,330	1,083,502	761,471	122,280	21,415	1,061,460	1,317,593	1,254,940	217,755	34,225
Exercisable at the end of the year	-	310,073	678,977	757,611	122,280	21,415	-	409,733	716,765	217,755	34,225
Remaining contractual life	6.57 Years	5.08 Years	4.14 Years	3.48 Years	2.44 Years	2.01 Years	6.07 Years	5.11 Years	4.33 Years	3.33 Years	2.54 Years

* Net off transfers within the group companies. Impact for FY2024, units 12,019 transferred out.

The weighted average price of options exercised during the year was ₹ 1,558.04 (Previous year: ₹ 1,573.57).

The fair value of options has been calculated using the Black-Scholes model. The fair value on the date of grant and the key assumptions used in Black-Scholes model for calculating fair value of each option are as follows:

Particulars	ESOP 2023	ESOP 2022	ESOP 2021	ESOP 2020	ESOP 2019	ESOP 2018
Weighted average fair value on the date of grant (₹)	437.16	462.64	310.78	147.05	224.01	193.05
Risk-free interest rate	6.78% to 6.93%	5.38%	4.45% to 5.36%	6.35%	7.56%	8.07%
Expected life	One year after vesting	One year after vesting	One year after vesting	One year after vesting	One year after vesting	One year after vesting
Expected Volatility*	32.12% to 34.10%	37.36%	34.97% to 40.80%	35.36%	30.40%	29.65%
Expected dividend per share**	₹ 0.40	₹ 0.35	₹ 0.50	₹ 0.25	₹ 0.18	₹ 0.18

* Based on historical stock prices using annualized standard deviation of daily change in stock price.

**Calculated basis actual dividend per share (Market Price)

20. Summary financial statements and Accounting ratios

The summary of the financial statements for the last 5 years and the ratios required to be furnished have been set out in the statement annexed hereto. (Refer Annexure 3 and Annexure 4)

21. Expenses related to Policyholders' and Shareholders' investments

Expenses directly identifiable with investment activity amounting to ₹ 101,830 thousand (previous year ₹ 70,394 thousand) are charged to Revenue Account & Profit and Loss Account in proportion of assets under management (AUM) for policyholder and shareholder.. Further, Operating expenses related to insurance business in Schedule 4, includes indirect expenses of ₹ 52,545 thousand (previous year ₹ 38,172 thousand) which could be apportionable towards investments activity which has been computed on the basis of number of documents, income or staff cost as appropriate.

22. The Micro, Small and Medium Enterprises Development (MSMED) Act, 2006

According to information available with the management, on the basis of information received from the suppliers regarding their status under the Micro, Small and Medium Enterprises Development Act, 2006 (MSMED) Act, the Company has amounts due to Micro, Small and Medium Enterprises under the said Act as follows:

(Rupees in '000)

Sr. No.	Particulars	31-Mar-24	31-Mar-23
i)	The principal amount remaining unpaid to any supplier as at the end of the year	222,199	252,462
ii)	Interest due on the above amount	Nil	Nil
iii)	The amount of interest paid by in terms of Section 16 of the Micro, Small and Medium Enterprises Development Act, 2006	Nil	Nil
iv)	Amounts of the payment made to the supplier beyond the appointed day during the year.	Nil	Nil
v)	Amount of interest due and payable for the period of delay in making payment (which have been paid but beyond the appointed day during the year) but without adding the interest specified under Micro Small and Medium Enterprise Development Act, 2006	Nil	Nil
vi)	Amount of interest accrued and remaining unpaid at the end of the year	Nil	Nil
vii)	The amount of further interest remaining due and payable even in the succeeding years, until such date when the interest dues as above are actually paid to the small enterprise	Nil	Nil

23. Fines and Penalties

Details of Penal actions taken by various Government Authorities as below:

(Rupees in '000)

Sr. No.	Authority	Period	Non-Compliance/ Violation	Penalty awarded	Penalty paid	Penalty Waived/ Reduced/ Stay received
1	Insurance Regulatory & Development Authority of India	FY2024	-	-	-	-
		FY2023	-	-	-	-
2	Service Tax Authorities	FY2024	-	-	-	-
		FY2023	-	-	-	-
3	Income Tax Authorities	FY2024	-	-	-	-
		FY2023	-	-	-	-
4	Any Other Tax Authorities	FY2024	-	-	-	-
		FY2023	-	-	-	-
5	Enforcement Directorate / Adjudicating Authority/ Tribunal or any authority under FEMA	FY2024	-	-	-	-
		FY2023	-	-	-	-
6	Registrar of Companies/ NCLT/ CLB/Department of Corporate Affairs or any Authority under Companies Act-1956	FY2024	-	-	-	-
		FY2023	-	-	-	-
7	Penalty awarded by any Court/ Tribunal for any matter including claim settlement but excluding compensation	FY2024	-	-	-	-
		FY2023	-	-	-	-
8	Securities and Exchange Board of India	FY2024	-	-	-	-
		FY2023	-	-	-	-
9	Competition Commission of India	FY2024	-	-	-	-
		FY2023	-	-	-	-
10	Any other Central / State /Local Govt./ Statutory Authority (Tariff Advisory Committee)	FY2024	-	-	-	-
		FY2023	-	-	-	-

24. Unclaimed funds

IRDAI has vide circular no. IRDA/F&A/CIR/Mis/282/11/2020 dated 17 Nov 2020 advised all insurers to disclose under schedule 13 – Current Liabilities amount due to policyholders/ Insured on accounts of claims settled but not paid (except under litigation), excess collection of the premium / tax which is refundable and cheques issued but not encashed by policy holders / Insured.

Statement showing the Age-wise Analysis of the Unclaimed Amount of the Policyholders as at the end of 31st March 2024

(Rupees in '000)

Particulars	Period	Total Amount	0-6 months	7-12 months	13-18 months	19-24 months	25-30 months	31-36 months	37-120 months	More than 120 months
Claims settled but not paid to the policy holders/ insured due to any reasons except under litigation from the insured/ policyholders	FY2024	-	-	-	-	-	-	-	-	-
	FY2023	-	-	-	-	-	-	-	-	-
Sum due to the insured/ policy holders on maturity or otherwise	FY2024	-	-	-	-	-	-	-	-	-
	FY2023	-	-	-	-	-	-	-	-	-
Any excess collection of the premium/tax or any other charges which is refundable to the policyholders either as terms of conditions of the policy or as per law or as may be directed by the Authority but not refunded so far	FY2024	126,534	18,330	14,046	17,538	15,234	8,738	4,360	48,288	-
	FY2023	7,773	1,560	507	898	648	401	614	3,145	-
Cheques issued but not encashed by the policy holder/ insured	FY2024	2,308	-	-	-	-	-	-	1,809	499
	FY2023	3,923	-	-	-	-	-	-	3,084	839
Total	FY2024	128,842	18,330	14,046	17,538	15,234	8,738	4,360	50,097	499
	FY2023	11,696	1,560	507	898	648	401	614	6,229	839

Notes:

- During the financial year, a one time re-classification exercise was carried out by the Company pursuant to IRDAI Circular no. IRDAI/Life/CIR/Misc/41/2/2024 dated February 16, 2024 on Unclaimed Amounts. This has resulted in an increase of unclaimed balances during FY2024 due to alignment of the accounting classification in accordance with the revised definition of 'Unclaimed Amounts' as per the above referred circular.
- In addition, IRDAI Circular no. IRDAI/Life/CIR/Misc/41/2/2024 dated February 16, 2024 on Unclaimed Amounts requires insurers to also include in unclaimed balances, sums under litigation towards (a) any dues in litigation under an insurance policy, (b) dues on rival claims or open title claims and (c) dues on account of freezing/blocking of insurance policies by any government agency. The amounts outstanding on account of such litigations as at 31 March 2024 stands at ₹ 263,106 thousand and the total unclaimed balances translate to ₹ 391,948 thousand.

As per IRDAI circular no. IRDA/F&A/CIR/Mis/282/11/2020 dated 17 Nov 2020 which required disclosure of the following information on unclaimed amount of policy holders.

Details of Unclaimed Amount & Investment Income:

(Rupees in '000)

Particulars	FY 2024			FY 2023		
	Policy Dues	Income Accrued	Total	Policy Dues	Income Accrued	Total
Opening Balance	9,692	2,004	11,696	38,718	7,181	45,899
Add: Amount transferred to unclaimed fund	121,560	1,044	122,604	2,927	33	2,960
Add: Cheques issued but not encashed by the policyholder (To be included only when cheques are stale)	-	-	-	-	-	-
Add: Investment income on unclaimed fund		625	625		937	937
Less : Amount of claims paid during the year	3,801	478	4,279	29,161	5,052	34,213
Less : Amount transferred to SCWF (net of claims paid in respect of amounts transferred earlier)	1,235	569	1,804	2,792	1,095	3,887
Closing balance of unclaimed Amount fund	126,216	2,626	128,842	9,692	2,004	11,696

25. Pending litigations

The Company's pending litigations comprise of claims against the Company and proceedings pending with various Tax Authorities including Income Tax, Service Tax and Goods and Services Tax (GST). The Company has reviewed all its pending litigations and proceedings and has made adequate provisions, wherever required and disclosed the contingent liabilities, wherever applicable, in its financial statements. The Company does not expect the outcome of these proceedings to have a significant impact on its financial position. (Refer note no.3 of schedule 16 for details on contingent liabilities).

26. Long term contracts

The Company periodically reviews all its long term contracts to assess for any material foreseeable losses. Based on such review, the Company has made adequate provisions for these long term contracts in the books of account as required under any applicable law/accounting standard.

As at 31 March 2024 the Company did not have any outstanding derivative contracts.

27. Contribution to Investor Education and Protection Fund

For the year ended 31 March 2024, there is no amount that needs to be transferred to the Investor Education and Protection Fund.

28. Corporate Social Responsibility

During the year, as per provisions of section 135 of Companies Act, 2013, the Company was required to spend ₹ 357,668 thousand (previous year ₹ 329,223 thousand) being 2% of average net profits made during the three immediately preceding financial years, in pursuance of its Corporate Social Responsibility Policy. The details of the amount spent on ongoing and other than ongoing projects during the year and amount transferred to unspent CSR account pursuant to Section 135 of the Act are given below:

- Gross amount required to be spent by the Company during the year is ₹ 357,668 thousand (previous year ₹ 329,223 thousand).
- Amount spent during the year on:

(Rupees in '000)

Sr.No.	Particulars	31-Mar-24	31-Mar-23
i)	Construction / acquisition of any asset	-	-
ii)	On purposes other than (i) above*	357,668	330,613
	Total	357,668	330,613

- c. Movement in provision for CSR activities:

(Rupees in '000)

Particulars	31-Mar-24	31-Mar-23
Balance as at beginning of the year	-	87,610
Additional provision made during the year	-	1,390
Amount utilised during the year	-	89,000
Balance as at end of the year	-	-

- d. As per the requirements of Section 135(5), Excess amount spent:

(Rupees in '000)

Opening Balance	Amount required to be spent during the year	Amount spent / incurred during the year	Amount spent during the year but not carried forward	Closing Balance*
3,682	357,668	367,983	-	13,997

*Includes amount of ₹ 2,258 thousand (Previous year ₹ 3,491 thousand) remaining unutilized by CSR implementing agencies

- e. As per the requirements of Section 135(5), unspent amount:

(Rupees in '000)

Opening Balance	Amount deposited in Specified Fund of Sch. VII within 6 months	Amount required to be spent during the year	Amount spent during the year	Closing Balance
-	-	-	-	-

As on 31 March 2023, ₹ 3,491 thousand (previous year ₹ 1,034 thousand) was remaining unutilized by CSR implementing agencies which is utilised in current year.

- f. Details of ongoing projects:

(Rupees in '000)

Opening Balance			Amount spent during the year			Closing Balance	
With Company	In Separate CSR Unspent A/c	Amount transferred to CSR unspent A/c	Amount required to be spent during the year	From Company's Bank A/c*	From Separate CSR Unspent A/C	With Company	In Separate CSR Unspent A/c
-	-	-	362,606	362,606	-	-	-

*Out of disbursed amount towards ongoing projects amount of ₹ 2,258 thousand remains unutilized by CSR implementing agencies.

- g. Amounts of related party transactions pertaining to CSR related activities for the year ended March 31, 2024 is Nil (Previous year ended March 31, 2023 - Nil).

29. Repo and Reverse Repo Transaction

(Rupees in '000)

Particulars		Minimum outstanding during the year	Maximum outstanding during the year	Daily average outstanding during the year	Outstanding as on 31 March
Securities Sold under repo (At cost)					
1. Government Securities	FY2024	-	-	-	-
	FY2023	-	-	-	-
2. Corporate Debt Securities	FY2024	-	-	-	-
	FY2023	-	-	-	-
Securities purchased under reverse repo (At cost)					
1. Government Securities	FY2024	-	-	-	-
	FY2023	-	-	-	-
2. Corporate Debt Securities	FY2024	-	-	-	-
	FY2023	-	-	-	-

30. Solvency Margin

(Rupees in '000)

Solvency Margin	31 March 2024	31 March 2023
Required solvency margin under IRDAI Regulations (A)	29,667,900	23,039,200
Available solvency margin (B)	103,412,700	90,176,200
Solvency ratio actual (times) (B/A)	3.49	3.91
Solvency ratio prescribed by Regulation	1.5	1.5

31. Dividend

The Board of Directors proposed to declare dividend of ₹ 60 per share (Previous year ₹ 27 per share) of face value of ₹ 10 per equity share (i.e. 600%), totalling ₹ 6,613,635 thousand (Previous year ₹ 2,976,136).

32 Encumbrance of Assets

The assets of the Company are free from all encumbrances except to the extent assets or monies are required to be deposited as margin contributions for investment trade obligations of the Company as detailed below:

Assets encumbered with Clearing Corporation of India Limited (CCIL)

The following cash deposit have been placed with CCIL towards margin requirement / default fund for settlement of trades in the securities and Tri-Party Repo segment:

(Rupees in '000)

Particulars	31 March 2024	31 March 2023
Margin Money Deposits	75,100	75,100
Default Fund	15,400	15,400

Nature of pledge: These deposits can be invoked by CCIL in case of any default by the Company in settlement of trades in securities and Tri-Party Repo segment.

33. Non-performing investments

All investments of the Company are performing investments.

There are no assets subject to restructuring (31 March 2024: Nil) initiated by the company as a result of stress faced by the investee Companies.

34. Value of investment contracts where settlement or delivery is pending as at year end is as follows:

(Rupees in '000)

Particulars	31 March 2024	31 March 2023
Purchases where deliveries are pending	Nil	Nil
Sales where receipts are due	148,523	518,290

There are no investment contracts where securities have been sold but payments are overdue at the Balance Sheet date.

35. Provision for Standard assets for debt portfolio

In accordance with the 'Guidelines on Prudential norms for income recognition, Asset classification, Provisioning and other related matters in respect of Debt portfolio' as specified by IRDAI vide the Master Circular dated 11 December 2013 a provision for standard assets at 0.40% of the value of the asset is required. There are no loans in the nature of investments outstanding and hence, no provisioning has been made during the year.

36. Foreign exchange gain/loss

The foreign exchange gain (net) credited to Revenue Account for the year ended 31 March 2024 is ₹ 4,864 thousand (31 March 2023 exchange loss (net) ₹ 12,016 thousand).

37. Disclosures on other work given to auditors

Pursuant to Corporate Governance guidelines issued by IRDAI dated May 18, 2016, the additional works (other than statutory/ internal audit) given to the auditors are detailed below:

(Rupees in '000)

Name of Audit firm	Services rendered	31 March 2024	31 March 2023
S. R. Batliboi & Co. LLP	Other audit fees	1,500	1,097
KKC & Associates LLP	Other audit fees	2,360	1,860

38. Statement containing names, descriptions, occupations of and directorships held by the persons in charge of management of the business under section 11 (3) of Insurance Act, 1938 (amended by the Insurance Laws (Amendment) Act, 2015)

Particulars	From 1 April 2023 to 31 March 2024
Name of person in-charge	Tapan Singhel
Designation of person in-charge	Managing Director and Chief Executive Officer
Occupation of person in-charge	Service
Directorships held by person in-charge	Member of the Board of The Indo German Chamber of Commerce
Directorships held by person in-charge	Member of the Board of Institute of Insurance and Risk Management

39. Contribution from Shareholders' account to Policyholders' account

In line with IRDAI (Expenses of Management of Insurers transacting General or Health Insurance business) Regulations, 2023, the Company has funded the following amounts from Shareholders' Account to Policyholders' Account towards expenses of management in excess of allowable limit at segmental level:

(Rupees in '000)

Segment	31 March 2024	31 March 2023
Fire	-	-
Marine	-	35,900
Miscellaneous	-	248,100

We confirm that at an overall level the Company's expenses are well within expense limits set under IRDAI (Expenses of Management of Insurers transacting General or Health Insurance business) Regulations, 2023.

40 Matter under litigation : Crop insurance claims

The Company had covered farmers in Osmanabad District in Kharif-2020 season under the Pradhan Mantri Fasal Bima Yojana (PMFBY) and had duly paid claims to the farmers based on intimation of claims and surveys done as per PMFBY. Subsequently, Government of Maharashtra on an arbitrary basis advised that losses as per the National Disaster Relief Fund (NDRF) surveys should be considered, which, according to the Company as well as the Government of India, was not in concurrence with the PMFBY. The same became subject matter of litigation via writs, Public Interest Litigation, contempt petition, etc. filed by the Company, farmers and Govt of Maharashtra. The District Collector of Osmanabad, upon disposal of various petitions and writs against the Company, informed that the Company should consider NDRF losses only as reference and pay for entire insured area instead of the actual affected area as per NDRF survey. The Company has challenged the same by filing a separate writ before the Hon'ble Bombay High Court, Aurangabad bench, which stayed the orders of the District Collector of Osmanabad upon deposit of ₹ 1,500,000 thousand by the Company.

The Hon'ble Supreme Court has also dismissed the said contention of the District Collector of Osmanabad and dismissed the contempt petition filed by the State of Maharashtra and other private petitioners on 19 May 2023 and noted that the Company would be liable to pay total ₹ 3,750,000 thousand, out of which it has already paid ₹ 3,000,000 thousand and hence out of ₹ 1,500,000 thousand deposited with the Hon'ble Bombay High Court, Aurangabad bench, ₹ 750,000 thousand has been duly appropriated and accounted for as payment and consequentially disbursed to the eligible farmers by the State of Maharashtra. Balance ₹ 750,000 thousand would be retained as deposit with the Registry of the High Court awaiting final appropriation in terms of the order to be made in the writ petition filed by the Company. Impact of these claims paid 'of ₹ 3,750,000 thousand so far, net of reinsurance, is ₹ 750,000 thousand. The Company has taken an independent legal opinion on this matter and does not expect any incremental liability in the books of account.

In a separate matter, the Company had covered farmers in Osmanabad District in Kharif-2021 season for Soyabean crop. The Company conducted surveys upon intimation of mid-season adversity and localized calamities due to unseasonal rains and paid ₹ 3,746,033 thousand as claims (representing 50% of losses payable as per the PMFBY scheme). As per the PMFBY scheme, crop cutting experiments were conducted in the presence of State Government and local administrative officials and there was no loss of yield as per the inspection. Crop cutting experiment was carried out immediately post the actual harvesting period but the District Collector of Osmanabad has asked the Company to pay remaining 50% losses (i.e. ₹ 3,746,033 thousand, impact net of re-insurance ₹ 749,207 thousand) as the crop cutting experiment was not carried out based on the harvest period mentioned in the Government notification. The Company has challenged the same by filing a separate writ before the Hon'ble Bombay High Court, Aurangabad bench, which has stayed the orders of the District Collector of Osmanabad. The Company has taken an independent legal opinion on this matter and does not expect any liability in the books of account.

41 Audit Trail

The accounting software used by the Company to maintain its Books of account has a feature of recording audit trail (edit log) facility and the same has been operated throughout the year for all transactions recorded in the software as also in data base maintained with respect thereto

42 Update on readiness for IND AS convergence

IRDAI has issued a circular on 'Ind AS implementation in Insurance sector' on 14 July 2022 and has conveyed the broad approach for effective implementation of Ind AS (equivalent to IFRS converged standards in India). IRDAI has also set up an expert committee (including representatives from the Institute of Chartered Accountants of India (ICAI), The Institute of Actuaries of India (IAI), and Insurance Industry) to work on implementation of Ind AS in Insurance sector, including the new standard on Insurance Contracts (Ind AS 117). The Authority has advised insurers to set up a steering committee headed by CFO / Executive Director to immediately initiate the implementation process. The Authority has also defined a roadmap for the said convergence in a phased manner. As per the proposed phased plan to Company is expected to adopt Ind AS effective FY2027, the Company may however consider early adoption (in FY2026).

Globally IFRS 17 has gone live from 1 January 2023; ICAI has also issued an exposure draft on amendment of IND AS 117 and issuance of the final standard is awaited.

In compliance to the said circular/guidance from IRDAI, the Company has initiated work on convergence, which is summarized as follows:

- Formulation of Steering committee and working committee having cross functional representation from Finance & Accounts, Actuarial, Technology etc.
- The Company has also engaged an external consultant to conduct the initial gap and high-level impact assessment.
- The impact assesment for three years has been completed upto FY2023.
- Quarterly progress/update is being made to the Board via Audit committee.
- Final closure with the shortlisted knowledge and technology partners is in progress.

43 Ultimate beneficiary

No funds (which are material either individually or in the aggregate) have been advanced or loaned or invested (either from borrowed funds or share premium or any other sources or kind of funds) by the Company to or in any other person(s) or entity(ies), including foreign entities ('Intermediaries'), with the understanding, whether recorded in writing or otherwise, that the Intermediaries shall, directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Company ('Ultimate Beneficiaries') or provide any guarantee, security or the like on behalf of the ultimate beneficiaries. No funds (which are material either individually or in the aggregate) have been received by the Company from any person(s) or entity(ies), including foreign entities ('Funding Parties'), with the understanding, whether recorded in writing or otherwise, that the Company shall, directly or indirectly, lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the funding party ('Ultimate Beneficiaries') or provide any guarantee, security or the like on behalf of the ultimate beneficiaries.

44 Previous year comparatives

Previous year figures have been re-grouped and reclassified wherever necessary to conform to current period's presentations.

(Rupees in '000)

Sr No	Re-grouped to	Re-grouped from	Amount	Reasons for reclassification
-	-	-	-	-

As per our report of even date attached

For and on behalf of the Board of Directors of
Bajaj Allianz General Insurance Company Limited
CIN U66010PN2000PLC015329

For KKC & Associates LLP Chartered Accountants (Formerly Khimji Kunverji & Co LLP) Firm Registration Number 101248W/W-100022	For S. R. Batliboi & Co. LLP Chartered Accountants Firm Registration Number 301003E/E300005	Sanjiv Bajaj Chairman DIN : 00014615	Lila Poonawalla Chairperson of Audit Committee DIN : 00074392	Renate Wagner Director DIN: 09823243
Hasmukh B. Dedhia Partner Membership No: 033494 Mumbai Date: 23 April 2024	Pikashoo Mutha Partner Membership No. 131658 Mumbai Date: 23 April 2024	Tapan Singhel Managing Director & Chief Executive Officer DIN : 03428746	Ramandeep Singh Sahni Chief Financial Officer	Onkar Kothari Head - Corporate Legal & Company Secretary Pune Date: 23 April 2024

Annexure 1 (Refer Note 14 of Schedule 16)

Segmental Break up of the Balance Sheet item as at 31 March 2024

Segment results have been incorporated in the Financial Statements. However segment asset and liabilities, given the nature of the business, have been allocated amongst various segments to the extent possible.

Rupees ('000)

Segment	Year	Premium Earned (Net)	Premium Received in Advance	Claims Outstanding (Net)	Reserve for Unexpired Risk	Outstanding premium	Solatium Fund
Fire	FY 2024	3,146,384	178,136	2,137,567	3,361,778	5	-
	FY 2023	2,687,743	163,669	2,059,597	3,400,884	-	-
Marine Cargo	FY 2024	1,769,863	62,247	970,504	584,967	614	-
	FY 2023	1,634,989	70,599	961,169	499,687	-	-
Marine Hull	FY 2024	3,461	-	10,031	20,963	-	-
	FY 2023	2,860	-	14,065	3,459	-	-
Motor OD	FY 2024	19,932,906	1,268,243	3,403,640	10,479,898	2,661	-
	FY 2023	18,129,173	1,153,367	3,376,968	10,496,152	781	-
Motor TP	FY 2024	25,038,811	15,352,560	113,843,001	12,392,521	27,003	256,648
	FY 2023	26,045,013	11,839,345	104,062,641	14,017,420	1,152	225,162
Motor Total	FY 2024	44,971,717	16,620,803	117,246,641	22,872,419	29,664	256,648
	FY 2023	44,174,186	12,992,712	107,439,609	24,513,572	1,933	225,162
Workmens' Compensation	FY 2024	585,662	8,225	381,005	265,705	792	-
	FY 2023	474,984	7,931	336,883	225,326	279	-
Public/Product Liability	FY 2024	322,113	1,925	186,814	186,048	-	-
	FY 2023	273,900	715	191,100	156,828	-	-
Engineering	FY 2024	336,637	1,566	197,514	212,611	34,218	-
	FY 2023	286,866	782	176,600	176,231	59,405	-
Aviation	FY 2024	15,631	-	36,451	5,389	-	-
	FY 2023	10,464	-	30,077	554	-	-
Personal Accident	FY 2024	2,186,387	10,306	1,295,511	1,179,139	8,693	-
	FY 2023	2,008,984	8,336	1,121,519	1,327,804	3,950	-
Health Insurance	FY 2024	26,565,709	490,056	4,058,416	15,301,152	7,889,199	-
	FY 2023	20,418,116	353,271	3,322,666	10,851,646	532,763	-
Credit Insurance	FY 2024	1,885	-	2,255	897	-	-
	FY 2023	1,379	-	2,183	726	-	-
Crop Insurance	FY 2024	4,829,757	-	4,037,399	705,058	15,260,455	-
	FY 2023	5,141,401	-	3,899,900	164,015	11,307,418	-
Others	FY 2024	4,103,362	915,613	2,321,344	6,568,642	13,882	-
	FY 2023	3,072,071	884,368	2,405,982	3,098,741	9,649	-
Total	FY 2024	88,838,568	18,288,877	132,881,452	51,264,768	23,237,522	256,648
	FY 2023	80,187,943	14,482,383	121,961,350	44,419,473	11,915,397	225,162

Annexure 2 (Refer Note 15 of Schedule 16)

Related parties and nature of relationship where transactions made during the year:

Nature of relationship	Name of the related party
Holding Company	Bajaj Finserv Limited
Co-promoter	Allianz SE
Group Companies	Bajaj Auto Limited
	Bajaj Holdings and Investments Limited
	Bajaj Allianz Financial Distributors Limited
	Bajaj Allianz Staffing Solutions Limited
	Bajaj Electricals Limited
	Bajaj Finance Limited
	Bajaj Allianz Life Insurance Company Limited
	Bajaj Financial Securities Limited
	Bajaj Auto Holdings Limited
	Bajaj Finserv Direct Limited
	Bajaj Housing Finance Limited
	Bajaj Finserv Health Limited
	Bajaj Finserv Asset Management Limited
	Mukand Limited
	Hind Musafir Agency Limited
	Allianz Services Private Limited (Previous Allianz Cornhill Information Services Private Limited)
	Allianz Global Risks US Insurance Company
	Allianz Global Corporate & Speciality SE, UK
	Allianz Global Corporate & Speciality SE, Munich
	Allianz Global Corporate & Speciality SE, India Branch
	Allianz SE Reinsurance, branch Asia Pacific
	Allianz Global Corporate & Speciality SE, Singapore (Previously Known Allianz Insurance Company of Singapore - PTE)
	Allianz Global Corporate & Speciality SE, France
	Euler Hermes Singapore Branch
	Allianz Fire and Marine Insurance Japan Ltd
	Allianz Technology SE (Previously Allianz Managed Operations & Services SE)
	Allianz Technology SE, India (Previously Allianz Managed Operations & Services SE India)
	AWP Assistance (India) Private Limited (Previously AGA Assistance (India) Private Limited)
	AWP Services (India) Private Limited (Previously AGA Services (India) Private Limited)
	Euler Hermes Services India Private Limited
	AWP P&C SA Saint Ouen Paris
	AWP Health & Life SA
	Chetak Technology Limited
Bajaj Finserv Ventures Limited	
Key managerial personnel (KMP)	Tapan Singhel, Managing Director and Chief Executive Officer

Relatives of Key management personnel as per AS-18 disclosure

- Tapan Singhel, Managing Director and Chief Executive Officer

Nature of Relationship	Relative's Name
Wife	Sangeeta Singhel
Daughter	Neelashma Singhel
Daughter	Tushita Singhel
Father	Ran Bahadur Singhel
Mother	Shobha Singhel
Sister	Saumya Singhel
Sister	Shamita Singhel

The above disclosures have been made for related parties identified as such only to be in conformity with the Accounting Standard (AS) 18

Related Party Disclosures under AS 18 for the year 2023-24

Sr. No.	Name of the related party	Description	Rupees ('000)	
			As on and For the period ended 31 March 2024	AS on and For the period ended 31 March 2023
1	Bajaj Finserv Limited	Expenditure		
		Rent, Rates and Taxes	20,939	19,255
		Legal and Professional charges	56,025	52,968
		Employees' remuneration, benefits & other manpower costs	441,144	454,345
		Claims Incurred	271	
		Billable Expenses Reimbursed		
		-Advertisement and publicity	2,084	1,677
		-Legal and Professional charges	10,700	21,479
		Income		
		Insurance Premium	(9,610)	(10,089)
		Other		
		Employee Stock Option Payment	506,016	497,977
		Dividend Paid	2,202,340	799,368
		Reimbursement Paid - CWIP	193	878
		Outstanding Balance- Assets/ (Liabilities)		
		Share Capital	(815,682)	(815,682)
		Other Assets (Deposit paid against Leased Premises)	21,394	21,394
		Advances recoverable in cash or in kind		
		Unallocated Premium	(6,881)	(10,265)
2	Bajaj Auto Limited	Expenditure		
		Claims Incurred	10,594	67,526
		Income		
		Insurance Premium	(216,256)	(206,949)
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(130,148)	(115,488)
3	Bajaj Holdings and Investments Limited	Expenditure		
		Billable Expenses Reimbursed		
		- Miscellaneous Expenses (Insurance)	583	514
		-Legal and Professional charges	18,882	
		Income		
		Insurance Premium	(13,211)	(10,127)
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(16,963)	(16,338)
4	Bajaj Allianz Financial Distributors Limited	Expenditure		
		Commission Paid	11,952	4,374
		Income		
		Insurance Premium	(579)	(422)
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(124)	(93)
		Agents Balances	(1,789)	(243)
Outstanding Premium (Receivable against Bank Guarantee)	852	-		

		Rupees ('000)		
Sr. No.	Name of the related party	Description	As on and For the period ended 31 March 2024	AS on and For the period ended 31 March 2023
5	Bajaj Allianz Staffing Solutions Limited	Expenditure		
		Employees' remuneration, benefits & other manpower costs	768,563	769,984
		Claims Incurred	9	-
		Income		
		Insurance Premium	(16,545)	(12,936)
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(493)	(225)
6	Bajaj Electricals Limited	Expenditure		
		Claims Incurred	485,302	75,340
		Income		
		Insurance Premium	(809,554)	(435,454)
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(124,280)	(76,638)
7	Bajaj Finance Limited	Expenditure		
		Claims Incurred	12,036	7,818
		Commission Paid	610,355	194,599
		Interest and Bank Charges	-	29,935
		Income		
		Insurance Premium	(1,254,639)	(1,041,706)
		Interest, Dividends and Rent -Gross	(202,932)	(671,865)
		Other		
		Redemption of Debentures	(1,000,000)	(6,600,000)
		Billable Expenses Recovery		
		-Miscellaneous Expenses	(4,381)	-
		Sale of Assets	(650)	-
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(10,375)	(8,702)
		Agents Balances	(45,779)	(330)
		Outstanding Premium (Receivable against Bank Guarantee)	35,929	26,963
		Investment Held (Book Value)	2,318,182	2,822,868
		Interest Receivable on Investments	87,784	89,723
		Advances recoverable in cash or in kind	5,341	4,630
8	Bajaj Allianz Life Insurance Company Limited	Expenditure		
		Claims Incurred	3,096	10,464
		Employees' remuneration, benefits & other manpower costs	185,902	151,973
		Rent, Rates and Taxes	16,184	18,927
		Billable Expenses Reimbursed	-	-
		- Communication Expenses	-	-
		-Employees' remuneration, benefits & other manpower costs		
		- Registration Charges	-	-
		- Maintenance and Repairs	-	44
		- Rent, Rates and Taxes	-	487
		Income		
		Insurance Premium	(419,228)	(319,309)
		Rental Income	(9,799)	(4,884)
		Billable Expenses Recovery		
		-Maintenance & Repairs	(203)	(487)
		-Miscellaneous Expenses	(4,137)	(4,560)

Rupees ('000)

Sr. No.	Name of the related party	Description	As on and For the period ended 31 March 2024	AS on and For the period ended 31 March 2023
		-Rent, Rate and Taxes	(1,584)	(680)
		Other		
		Recovery of Salary Cost Paid on behalf	(2,376)	(4,341)
		Security Deposit Received	(4,265)	
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(22,703)	(4,897)
		Other Assets (Deposit paid against Leased Premises)	8,586	8,586
		Sundry creditors	-	-
		Advances recoverable in cash or in kind	2,328	12,042
9	Bajaj Financial Securities Limited	Income		
		Insurance Premium	(8,555)	(4,680)
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(775)	(139)
10	Bajaj Auto Holdings Limited	Income		
		Insurance Premium	(13)	(3)
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(2)	(2)
11	Bajaj Finserv Direct Limited	Expenditure		
		Commission Paid	3,131	11,407
		Claims Incurred	865	607
		Income		
		Insurance Premium	(24,726)	(20,578)
		Other		
		Purchase of Assets	317	-
		Recovery of Salary Cost Paid on behalf	(1,288)	-
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(501)	(355)
		Sundry creditors	-	(13)
		Agents Balances	(1,626)	129
12	Bajaj Housing Finance Limited	Expenditure		
		Claims Incurred	478	439
		Commission Paid	4,470	-
		Income		
		Insurance Premium	(50,494)	(44,647)
		Interest, Dividends and Rent -Gross	(115,500)	(71,000)
		Other		
		Redemption of Investment	-	(1,000,000)
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(9,132)	(9,422)
		Investment Held (Book Value)	1,993,598	1,484,533
		Interest Receivable on Investments	144,775	99,045
		Advances recoverable in cash or in kind	25	25
		Agents Balances	(333)	

		Rupees ('000)		
Sr. No.	Name of the related party	Description	As on and For the period ended 31 March 2024	AS on and For the period ended 31 March 2023
13	Bajaj Finserv Health Limited	Expenditure		
		Claims Incurred	332,388	194,467
		Income		
		Insurance Premium	(58,895)	(166,658)
		Outstanding Balance- Assets/ (Liabilities)		
		Outstanding Premium (Receivable against Bank Guarantee)	(4,365)	406
		Advances recoverable in cash or in kind	1	1
		Sundry creditors	-	(715)
		Unallocated Premium	(13,960)	(10,408)
14	Bajaj Finserv Asset Management Limited	Income		
		Insurance Premium	(4,148)	(241)
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(68)	-
15	Mukand Limited	Expenditure		
		Claims Incurred	13,665	45,542
		Income		
		Insurance Premium	(58,714)	(71,335)
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(2,070)	(5,280)
16	Hind Musafir Agency Limited	Expenditure		
		Travel, Conveyance and vehicle running	239,105	119,696
		Income		
		Insurance Premium	(460)	(353)
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(20)	(30)
		Sundry creditors	(21,274)	(30,765)
17	Allianz Services Private Limited (Previous Allianz Cornhill Information Services Private Limited)	Income		
		Insurance Premium	(83,921)	(61,897)
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(8,160)	(6,912)
18	Allianz SE, Germany	Other		
		Dividend Paid	773,795	280,859
		Outstanding Balance- Assets/ (Liabilities)		
		Share Capital	(286,591)	(286,591)
19	Allianz Global Risks US Insurance Company	Expenditure		
		Premium on Reinsurance Ceded	3,775,031	3,858,317
		Income		
		Commission on Reinsurance Ceded	(289,848)	(371,191)
		Claims on Reinsurance Ceded	(2,110,830)	(1,873,030)
		Outstanding Balance- Assets/ (Liabilities)		
		Balances due to Other Insurance Companies	(849,526)	(338,989)

Rupees ('000)

Sr. No.	Name of the related party	Description	As on and For the period ended 31 March 2024	AS on and For the period ended 31 March 2023
20	Allianz Global Corporate & Speciality SE, UK	Expenditure		
		Premium on Reinsurance Ceded	-	-
		Income		
		Commission on Reinsurance Ceded	-	-
		Claims on Reinsurance Ceded	-	-
		Outstanding Balance- Assets/ (Liabilities)		
		Balances due to Other Insurance Companies	-	(449)
21	Allianz Global Corporate & Speciality SE, Munich	Expenditure		
		Premium on Reinsurance Ceded	891,776	970,972
		Income		
		Commission on Reinsurance Ceded	(128,401)	(108,605)
		Claims on Reinsurance Ceded	(697,784)	(772,615)
		Outstanding Balance- Assets/ (Liabilities)		
		Sundry creditors	-	-
		Balances due to Other Insurance Companies	(378,273)	(581,039)
22	Allianz Global Corporate & Speciality SE, India Branch	Expenditure		
		Premium on Reinsurance Ceded	354,486	514,913
		Income		
		Commission on Reinsurance Ceded	(20,658)	(51,968)
		Claims on Reinsurance Ceded	(87,935)	(49,583)
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(12)	(12)
		Balances due to Other Insurance Companies	(27,153)	(30,911)
23	Allianz SE Reinsurance, branch Asia Pacific	Expenditure		
		Premium on Reinsurance Ceded	2,093,361	393,366
		Premium on Reinsurance Ceded (CAT XOL Premium Paid)	14,128	6,016
		Income		
		Commission on Reinsurance Ceded	(737,449)	(109,858)
		Claims on Reinsurance Ceded	(299,329)	(162,970)
		Outstanding Balance- Assets/ (Liabilities)		
		Balances due to Other Insurance Companies	(324,006)	(15,948)
24	Allianz Global Corporate & Speciality SE, Singapore (Previously known as Allianz Insurance Company of Singapore - PTE)	Expenditure		
		Premium on Reinsurance Ceded	(17)	(2,018)
		Income		
		Commission on Reinsurance Ceded	4	250
		Claims on Reinsurance Ceded	(5,549)	-
		Outstanding Balance- Assets/ (Liabilities)		
		Balances due to Other Insurance Companies	5,562	(755)

		Rupees ('000)		
Sr. No.	Name of the related party	Description	As on and For the period ended 31 March 2024	AS on and For the period ended 31 March 2023
25	Allianz Global Corporate & Speciality SE, France	Expenditure		
		Premium on Reinsurance Ceded	-	-
		Income		
		Commission on Reinsurance Ceded	-	-
		Claims on Reinsurance Ceded	-	-
		Outstanding Balance- Assets/ (Liabilities)		
		Balances due to Other Insurance Companies	(6,429)	(6,429)
26	Euler Hermes Singapore Branch	Expenditure		
		Premium on Reinsurance Ceded	194,918	158,296
		Income		
		Commission on Reinsurance Ceded	(23,539)	(15,855)
		Claims on Reinsurance Ceded	(90,712)	(25,378)
		Billable expenses recovery		
		-Employees' remuneration, benefits & other manpower costs	(21,760)	(18,975)
		Outstanding Balance- Assets/ (Liabilities)		
		Due from other entities carrying on insurance business,including reinsurers (net)	2,997	2,890
		Balances due to Other Insurance Companies	(81,234)	(59,561)
27	Allianz Fire and Marine Insurance Japan Ltd	Expenditure		
		Premium on Reinsurance Ceded	1,695,852	1,322,390
		Income		
		Commission on Reinsurance Ceded	(189,334)	(169,694)
		Claims on Reinsurance Ceded	(571,771)	(104,485)
		Outstanding Balance- Assets/ (Liabilities)		
		Balances due to Other Insurance Companies	270,721	(575,329)
28	Allianz Technology SE (Previously Allianz Managed Operations & Services SE)	Expenditure		
		Information Technology Expenses		
		- Opus License Fees	-	-
		Billable Expenses Reimbursed		
		- Information Technology Expenses	3,053	1,439
		Outstanding Balance- Assets/ (Liabilities)		
		Sundry creditors	(9,583)	(6,793)
29	Allianz Technology SE, India (Previously Allianz Managed Operations & Services SE India)	Income		
		Insurance Premium	(112,135)	(107,562)
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(6,670)	(10,107)

Rupees ('000)

Sr. No.	Name of the related party	Description	As on and For the period ended 31 March 2024	AS on and For the period ended 31 March 2023
30	AWP Assistance (India) Private Limited (Previously AGA Assistance (India) Private Limited)	Expenditure		
		Claims Incurred	81,110	60,476
		Insurance Commission	62,995	20,961
		Income		
		Insurance Premium	(474)	(379)
		Outstanding Balance- Assets/(Liabilities)		
		Agents Balances	(10,981)	(257)
		Unallocated Premium	(1,003)	(1,003)
		Outstanding Premium (Receivable against Bank Guarantee)	4,558	4,619
31	AWP Services (India) Private Limited (AGA Services (India) Private Limited)	Expenditure		
		Claims Incurred	241,097	104,973
		Advertisement and Publicity	-	18,627
		Outstanding Balance- Assets/(Liabilities)		
		Sundry creditors	-	-
32	Euler Hermes Services India Private Limited	Expenditure		
		Other Acquisition Cost	10,501	27,774
		Outstanding Balance- Assets/(Liabilities)		
		Sundry creditors	(432)	(426)
33	AWP P&C SA Saint Ouen Paris	Expenditure		
		Premium on Reinsurance Ceded	2,282,309	1,605,608
		Employees' remuneration, benefits & other manpower costs (Recovery)	(144,191)	(184,851)
		Income		
		Commission on Reinsurance Ceded	(1,010,152)	(737,681)
		Claims on Reinsurance Ceded	(845,517)	(423,751)
		Outstanding Balance- Assets/(Liabilities)		
		Balances due to Other Insurance Companies	(270,791)	(434,421)
34	AWP Health & Life SA	Expenditure		
		Premium on Reinsurance Ceded	26,380	-
		Income		
		Commission on Reinsurance Ceded	(6,217)	-
		Claims on Reinsurance Ceded	(3,986)	-
		Outstanding Balance- Assets/(Liabilities)		
		Balances due to Other Insurance Companies	(16,178)	-
35	Chetak Technology Limited	Income		
		Insurance Premium	(5,269)	-
		Outstanding Balance- Assets/(Liabilities)		
		Unallocated Premium	(393)	-

Rupees ('000)

Sr. No.	Name of the related party	Description	As on and For the period ended 31 March 2024	AS on and For the period ended 31 March 2023
36	Bajaj Finserv Ventures Limited	Income		
		Insurance Premium	(13,480)	-
		Outstanding Balance- Assets/ (Liabilities)		
		Unallocated Premium	(2,807)	-
37	Tapan Singhel, MD & Chief Executive Officer	Expenditure		
		Employees' remuneration, benefits & other manpower costs	244,818	245,955
		Claims Incurred	60	52
		Income		
		Insurance Premium	(191)	(895)

Notes:

1. Reinsurance balances are net of Commission and claims wherever applicable.
2. Above amounts are excluding GST wherever applicable.
3. Claims incurred does not include claims paid directly to service providers under policies with related parties (example: Cashless claims)"

Annexure 3 (Refer Note 20 of Schedule 16)

Summary of Financial Statements for the year ended 31 March 2024

Particulars	Rupees ('000)				
	2024	2023	2022	2021	2020
OPERATING RESULTS					
Gross Written Premium	206,300,007	154,869,322	137,880,641	126,243,788	128,330,656
Net Premium Income (net of Reinsurance)	95,683,863	83,113,059	77,628,213	74,172,549	80,159,624
Income from Investments (net of losses)	16,708,628	14,206,195	13,830,525	11,932,977	11,964,950
Miscellaneous Income	535,245	309,043	226,912	180,860	155,924
Total Income	112,927,736	97,628,297	91,685,650	86,286,386	92,280,498
Commissions (net including brokerage)	6,438,948	(3,662,186)	(942,463)	493,726	916,337
Operating Expenses	18,495,366	26,588,401	21,648,278	20,597,713	23,202,954
Net Incurred Claims	65,590,811	58,499,545	56,788,145	50,929,443	58,079,200
Change in Unexpired Risk Reserve	6,845,295	2,925,116	(165,467)	(188,754)	(1,902,198)
Operating Profit/Loss	15,557,316	13,561,421	14,357,158	14,788,762	12,430,905
NON OPERATING RESULTS					
Total income under Shareholder's Account	4,992,201	4,464,733	3,573,781	2,904,263	1,328,603
Profit before Tax	20,549,517	18,026,154	17,930,939	17,693,025	13,759,508
Provision for Tax	5,046,211	4,546,341	4,539,660	(4,392,141)	(3,771,738)
Profit after Tax	15,503,306	13,479,813	13,391,279	13,300,884	9,987,770
MISCELLANEOUS					
Policyholder's Account					
Total Funds					
Total Investments					
Yield on Investments					
Shareholder's Account					
Total Funds					
Total Investments					
Yield on Investments					
Paid up Equity Capital	1,102,273	1,102,273	1,102,273	1,102,273	1,102,273
Net Worth	108,412,846	95,885,676	83,486,090	71,329,356	59,516,540
Total Assets (Gross of current liabilities and provisions)	368,170,744	313,370,844	274,821,771	259,720,342	197,247,571
Yield on Total Investments	7.42%	7.29%	7.30%	6.78%	8.40%
Earning Per Share	140.65	122.29	121.49	120.67	90.61
Book value per Share	984	870	757	647	512
Total Dividend	2,976,136	1,080,227	1,234,545	1,488,068	1,102,273
Dividend per share	27.00	9.80	11.20	13.50	10.00

Not Applicable being General Insurance Company

Annexure 4 (Refer Note 20 of Schedule 16)

Ratios for the year ended 31 March 2024

Sr. No.	Particulars	For the year ended 31 March 2024	For the year ended 31 March 2023
1	Gross Direct Premium Growth Rate	33.49%	12.04%
	Motor	9.33%	10.40%
	Motor OD	14.79%	16.48%
	Motor TP	5.06%	6.07%
	Fire	10.70%	12.59%
	Marine Cargo	8.78%	34.22%
	Marine Others	(30.27%)	45.89%
	Workmen's Compensation / Employers' Liability	27.24%	23.09%
	Public/Product Liability	22.26%	63.08%
	Engineering	36.66%	16.22%
	Aviation	47.07%	(16.90%)
	Personal Accident	(0.21%)	15.38%
	Health	113.73%	(1.24%)
	Credit Insurance	21.74%	45.94%
	Crop Insurance	1.45%	32.39%
	Others	66.76%	8.09%
2	Gross Direct Premium to Net Worth Ratio	1.89	1.60
3	Growth Rate of Net Worth	13.06%	14.85%
4	Net Retention Ratio	46.38%	53.67%
	Motor	74.10%	82.84%
	Motor OD	73.79%	80.19%
	Motor TP	74.36%	84.92%
	Fire	12.28%	12.88%
	Marine Cargo	66.21%	67.79%
	Marine Others	10.11%	1.16%
	Workmen's Compensation / Employers' Liability	88.38%	93.65%
	Public/Product Liability	29.82%	33.29%
	Engineering	8.92%	9.67%
	Aviation	11.58%	8.83%
	Personal Accident	87.58%	92.55%
	Health	46.22%	71.39%
	Credit Insurance	1.00%	1.00%
	Crop Insurance	19.21%	18.73%
	Others	48.31%	34.25%
5	Net Commission Ratio (Net Commission/ Net Premium)	6.73%	(4.41%)
	Motor	18.88%	2.67%
	Motor OD	33.49%	12.80%
	Motor TP	6.45%	(4.83%)
	Fire	(88.37%)	(117.74%)
	Marine Cargo	21.09%	10.05%
	Marine Others	15.09%	(324.93%)
	Workmen's Compensation / Employers' Liability	25.61%	13.90%
	Public/Product Liability	19.30%	10.18%
	Engineering	(64.06%)	(63.11%)
	Aviation	28.75%	24.13%
	Personal Accident	19.92%	12.62%
	Health	1.25%	(0.79%)
	Credit Insurance	(168.58%)	(380.46%)
	Crop Insurance	(26.88%)	(26.86%)
	Others	16.73%	(4.75%)

Sr. No.	Particulars	For the year ended 31 March 2024	For the year ended 31 March 2023
6	Expenses of Management to Gross Direct Premium Ratio	22.96%	24.04%
7	Expenses of Management to Net Written Premium Ratio	49.12%	44.36%
8	Net Incurred Claims to Net Earned Premium	73.80%	72.92%
9	Combined Ratio	99.86%	100.50%
10	Technical Reserves to Net Premium Ratio	2.07	2.07
11	Underwriting Balance Ratio	(0.02)	(0.02)
	Fire	0.75	0.39
	Marine	0.03	(0.06)
	Miscellaneous	(0.05)	(0.03)
12	Operating Profit Ratio	16.94%	16.21%
13	Liquid Assets to liabilities ratio	0.08	0.14
14	Net Earning Ratio	16.20%	16.22%
15	Return on Net worth	14.30%	14.06%
16	Available Solvency Margin (ASM) to Required Solvency Margin (RSM) Ratio	3.49	3.91
17	NPA Ratio		
	Gross NPA	0%	0%
	Net NPA	0%	0%

Ratios are computed in accordance with and as per definition given in the Master Circular on Preparation of Financial Statements dated 5 October 2012 and subsequent corrigendum thereon dated 3 July 2013.



Allianz 

Caringly yours

Bajaj Allianz General Insurance Company Limited

Regd. Office: Bajaj Allianz House, Airport Road, Yerawada,
Pune-411 006, Maharashtra, India.

Tel: +91 20 6602 6666 | Fax: +91 20 3051 2246

www.bajajallianz.com | bagichelp@bajajallianz.co.in

IRDAI Reg No. 113 | CIN: U66010PN2000PLC015329

An ISO 27001:2013 Certified Company