

Annual Report by Third Party Administrator

FORM TPA - 8

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| 1 | PARTICULARS OF THE TPA: | |
| 1.1 | Name of the TPA : | Heritage Health Insurance TPA Private Limited |
| 1.2 | (A) Address - Registered Office: | Mcleod House, 3 Netaji Subhas Road |
| | | Kolkata |
| | | Pin code: 700001, Landline No:91-033-40145100 |
| | | E-mail: heritage_health@bajoria.in Fax No: 91-033-22310285 |
| 1.3 | Financial Year | 2021 - 2022 |
| 1.4 | Board of directors as on 31st March,2022 And changes in the board since the date of statement of the preceding year. | |

| Sr. No | Name of Director and DIN No. | Age | Address with telephone no., Mobile no., e-mail | Details of Directorship in other Companies | Particulars of Change in Board (Cessation / Appointment) | Date of Change in Board |
|--------|---|-----|---|--|--|-------------------------|
| 1 | Mr. Shishir Kumar Bajoria DIN 00084004 | 65 | 14/1A, Burdwan Road, Kolkata - 700 027 Telephone No.: 033-22486740 Mobile No.: 9830052922 e - mail: skb@bajoria.in | Bajoria Enterprises Ltd. Bajoria Financial Services Pvt.Ltd. Bajoria Holdings Pvt.Ltd. Ganges Art Gallery Pvt.Ltd. Heritage Health Knowledge Services Pvt.Ltd. IFGL Refractories Ltd. IFGL Worldwide Holdings Ltd. Essentially Healthy Pvt. Ltd. Bajoria Knowledge Pvt. Ltd. | NIL | NA |
| 2 | Dr. Sushil Mishra DIN 00062052 | 69 | 4 Lord Sinha Road, Flat No.-5, Theatre Road, Kolkata - 700 071 Telephone No.: 033-2282 9314 Mobile No.: 9830020039 e - mail: doctorsmishra@yahoo.com | Himadri Cement Pvt.Ltd. Marvel Marketings Pvt.Ltd. Tea Rose Exim Pvt.Ltd. Maple Enclave Pvt.Ltd. Mahogany Enterprises Pvt.Ltd. Maple Traders Pvt.Ltd. | NIL | NA |
| 3 | Mr.Debal Kumar Banerji DIN 03529129 | 66 | 11/2, Ballygunge Second Lane, Kolkata-700 019 Telephone No.: 033 - 2287 6248 Mobile No.: 9971890090 e - mail: debalkumarbanerji@gmail.com | IFGL Refractories Ltd. | NIL | NA |
| 4 | Mr. Sunil Kumar Parakh DIN 07806636 | 56 | Brindaban Garden, Building - 1, 2nd Floor, 98,Christopher Road, Kolkata - 700 046 Telephone No.: 033 - 4014 5100 Mobile No.: 9831552345 e - mail: sparakh@bajoria.in | Resu Infracon Pvt. Ltd. | Appointment | 26-10-2021 |

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| 1.5 | Details of Chief Executive Officer (CEO) | |
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| Sr. No | Name of CEO | Age | Address with telephone no., Mobile no., e-mail | Qualifications | Details of Directorship in other Companies | Date of joining with TPA Company as a CEO |
|--------|------------------------|-----|---|---------------------------|--|---|
| 1 | Mr. Sunil Kumar Parakh | 56 | Brindaban Garden, Building - 1, 2nd Floor, 98,Christopher Road, Kolkata - 700 046 Telephone No.: 033 - 4014 5100 Mobile No.: 9831552345 e - mail: sparakh@bajoria.in | B.Com (Hons.), ACA, ACMA | Resu Infracon Pvt. Ltd. | 01-04-2008 |

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| 1.6 | Details of Chief Administrative Officer (CAO) | |
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| Sr. No | Name of CAO | Age | Address with telephone no., Mobile no., e-mail | Qualifications | Details of Directorship in other Companies | Date of joining with TPA Company as a CAO |
|--------|------------------------|-----|--|--------------------|--|---|
| 1 | Mr. Manash Chakraborty | 49 | Subhash Nagar - "B" Block, Nabagram, Hooghly - 712 246 Telephone No.: 033 - 4014 5100 Mobile No.: 9331011999 e - mail: mchakraborty@bajoria.in | B.Com, PGDFM, FIII | NIL | 15-11-2018 |

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| 1.7 | Details of Chief Medical Officer (CMO) | |
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| Sr. No | Name of CMO | Age | Address with telephone no., Mobile no., e-mail | Qualifications | Details of Directorship in other Companies | Date of joining with TPA Company |
|--------|----------------------------|-----|--|----------------|--|----------------------------------|
| 1 | Dr. Madhumita Roychoudhury | 57 | Fiat No. 503, Tuisi Apartments, 40A Hindusthan Park, Kolkata - 700 029 Telephone No.: 033 - 4014 5100 Mobile No.: 9831202376 e - mail: mroychowdhury@bajoria.in | MBBS | NIL | 17-09-2007 |


 Director

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 Chief Administrative Officer

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| 1.8 | Name and Address of Auditors | <u>Internal Auditor</u> B. Chhawchharia & Co. 8A & 8B Satyam Towers, 3 Alipore Road, Kolkata - 700 027 <u>Statutory Auditor</u> P. C. Borai & Co. P-10, H.S. XII, CIT Sch VII (M), Kankurgachi (Near Florid Nursing Home), Kolkata - 700 054 |
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| 1.9 | Enumeration of TPA services provided : | a. Claims serviced under health insurance policies by way of Pre-Authorization of cashless treatment or settlement of claims other than cashless claims or both | Rs.2383,39,89,476 |
| | | b. Servicing of Claims for Hospitalization cover under Personal Accident Policy & Domestic Travel policy | - |
| | | c. Pre-insurance medical examination in connection with underwriting of health insurance policies. | - |
| | | d. Health Services in respect of Foreign Travel Policies and health policies issued by Indian Insurers covering medical treatment or hospitalization outside India | Rs.11,73,41,239 |
| | | e. Health Services in respect of Foreign Travel policies issued by Foreign Insurers for policy holders who are travelling to India | - |
| | | f. Servicing of non-insurance healthcare schemes as mentioned in Regulation 22(3) of these regulations | Rs.213,07,61,303 |
| | | g. Any other services as may be mentioned by Authority | - |

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| 1.10 | Enumeration of standing arrangements with hospitals and with doctors : Number of agreements with Network Providers Number of agreements with Doctors | 11,594 Nil |
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| 1.11 | Summary of TPA Business: | |
| a. | No. of insurers with whom agreements entered with | |
| b. | Lives covered under Health Policies (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority) | 8,62,57,088 |
| c. | Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority) | 6,08,001 |
| d. | Number of Hospitals tied up by the TPA (beginning of concerned FY) | 9,630 |
| e. | Hospitals tied up during (for the concerned FY) | 2,501 |
| f. | Total Hospitals terminated or removed during (concerned FY) | 537 |
| g. | Total Hospitals tied up as on (end of concerned FY) | 11,594 |

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| 1.12 | Summary of TPA services: | |
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| Sr. No. | Particulars of Services | No. of Policies Serviced | No. of lives Serviced | Amount of Premium Serviced wherever available. (INR in Lakh) |
|---------|--|--------------------------|-----------------------|--|
| 1 | Individual / Retail Health Insurance Policies | 5,57,318 | 13,32,740 | 85,722 |
| 2 | Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers) | 367 | 8,59,408 | 49,618 |
| 3 | Policies issued under RSBY or other similar policies issued by insurers | 9 | 2,36,85,384 | 70,347 |
| 4 | Pre-Insurance Medical Examination | 28,804 | 28,804 | N.A. |
| 5 | Foreign Travel Policies issued by Indian insurer | 21,503 | 21,116 | 1,119 |
| 6 | Foreign Travel Policies issued by Foreign insurer | - | - | - |
| 7 | Non-insurance healthcare schemes sponsored by Central / State Government | N.A. | 6,03,29,636 | N.A. |

HERITAGE HEALTH INSURANCE TPA PVT. LTD.


Director

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HERITAGE HEALTH INSURANCE TPA PVT. LTD.


Chief Administrative Officer