

VOLO Insurance TPA Private Limited

Public Disclosures on Quantitative and Qualitative Parameters of health services rendered (Information as at 31 March 2026)

1.

Name of the TPA	License Number	Valid From DD/MM/YY	To DD/MM/YY*
VOLO Insurance TPA Private Limited	018	20-APR-2026	-

*The certificate of Registration shall remain in force subject to payment of annual fee, until it is suspended or cancelled by the Authority.

2. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government	Total
No of policies service	0	10	0	10
No of lives serviced	0	55643	0	55643

3. Geographical Area of services Rendered in respect of which public disclosure is made:

Name of the State	Name of the Districts
New Delhi	Delhi
Maharashtra	Pune
Gujarat	Ahmedabad

4. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	12
ii.	Number of claims received during the year	2610
iii.	Number of claims paid during the year (specify % also in brackets)	2147 (81%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	339 (12.93%)
v.	Number of claims outstanding at the end of the year	136

5. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr No	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for preauth**	TAT for discharge***	TAT for preauth**	TAT for discharge***
1	Within <1 Hour	0	0	87.5%	54.6%
2	Within 1-2 Hours	0	0	10.7%	35.4%
3	Within 2-6 Hours	0	0	1.8%	10.0%
4	Within 6-12 Hours	0	0	0%	0%
5	Within 12-24 Hours	0	0	0%	0%
6	>24 Hours	0	0	0%	0%
Total		0	0	100%	100%

*percentage to be calculated on total of respective column.

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-authorization is issued in the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

Description (to reckoned from)	Individual		Group		Government		Total	
	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)
Within 1 Month	0	0	26840	92.2%	0	0	26840	92.2%
Between 1-3 Months	0	0	1797	6.17%	0	0	1797	6.17%
Between 3-6 Months	0	0	259	0.99%	0	0	259	0.99%
More than 6 Months	0	0	189	0.64%	0	0	189	0.64%
Total	0	0	29085	100.00%	0	0	29085	100.00 %

*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Tapan Singhel
Managing Director and Chief Executive Officer
Bajaj General Insurance Limited