



Annual Report by Third Party Administrator

FORM TPA – 8

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

1.3	Financial year	2024-25
1.4	Board of directors as on....(end of concerned FY).....and changes in the board since the date of statement of the preceding year.	As below

Sr. No.	Name of Director and DIN No.	Age	Address with telephone no., Mobile no., e-mail	Details of Directorship in other Companies	Particulars of Change in Board (Cession / Appointment)	Date of Change in Board
1	DR DIVNEET KAUR DIN : 00917647	48	B4/11, 3 rd Floor, Rajouri Garden, New Delhi – 110 027 Mail ID: drdivneet@safewaytpa.in Mob : +91 9811277664	NA	NA	NA
2	HARJIT KAUR DIN : 02118405	68	3-4-812/A, Flat No.212/4, Paragon Venkatadari Aptts., Barkathpura, Hyderabad. Mail ID: harjit@safewaytpa.in Mob : +91 9394761607	Director of M/S Mega Home Improvement Pvt. Ltd (Non-Insurance)	NA	NA

1.5	Details of Chief Executive Officer (CEO)
-----	--

Sr. No.	Name of CEO	Age	Address with telephone no., Mobile no., e-mail	Qualifications	Details of Directorship in other Companies	Date of joining with TPA Company as a CEO
1	SURENDER KUMAR MUTNEJA	78	E-87, Upper Ground Floor Preet Vihar, Delhi-110092 Mail : ceo@safewaytpa.in Mob : 09873648657	B.S., Fellow of Insurance Institute of India	NIL	01.06.2025

Health Assist Insurance TPA Pvt. Ltd

Formerly known as : "SafeWay Insurance TPA Pvt. Ltd."

IRDAI Registration No 26
GSTIN : 07AAICS6880K1ZP

H.O : 815, Vishwa Sadan, District Centre, Janakpuri, New Delhi - 110058, India
Email : support@safewaytpa.in / Website : www.safewaytpa.in

Tel: +91-11-45451300 (100 Lines)
CIN : U67200DL2004PTC129929



1.6 Details of Chief Administrative Officer (CAO)

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

1.7 Details of Chief Medical Officer (CMO)

Sr. No.	Name of CMO	Age	Address with telephone no., Mobile no., e-mail	Qualifications	Details of Directorship in other Companies	Date of joining with TPA Company
1	Dr. Moushumi Choudhury	57	1402, SAI AVENUE, OFF VEERA DESAI ROAD, ANDHERI WEST MUMBAI MAIL : rm.kol@safewaytpa.in MOB : +919874054800	MBBS	NIL	01.08.2018

1.8 Name and Address of Auditors

SINGH & SINGH CHATERED ACCOUNTANTS,
F-159/2, First Floor, Rajouri Garden, New Delhi
- 110027

1.9 Enumeration of TPA services provided :

Claim Servicing for various non-life insurance companies and Pre Insurance Medical Examinations for Life and Non-Life Insurance Companies

1.10

Enumeration of standing arrangements with hospitals and with doctors :
Number of agreements with Network Providers
Number of agreements with Doctors

NIL



1.11	Summary of TPA Business:	
	a. No. of insurers with whom agreements entered with.	20
	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)	57181389
	c. Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	220733
	d. Number of Hospitals tied up by the TPA (beginning of concerned FY)	10156
	e. Hospitals tied up during (for the concerned FY)	1773
	f. Total Hospitals terminated or removed during (concerned FY)	305
	g. Total Hospitals tied up as on (end of concerned FY)	11624

1.12	Summary of TPA services:	
------	--------------------------	--

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	219918	523471	52495.22
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	810	1714968	61938.89
3	Policies issued under RSBY or other similar policies issued by insurers	1	12115814	26102.349
4	Pre-Insurance Medical Examination	0	92735	0
5	Foreign Travel Policies issued by Indian insurer	0	0	0
6	Foreign Travel Policies issued by Foreign insurer	0	0	0
7	Non-insurance healthcare schemes sponsored by Central / State Government.	4	42827136	152750.11



Schedule – 1, FORM TPA – 8-RA

Revenue Account for the year ending 31st March 2025

Expenses		Income
I.	Directors' remuneration	44,52,575
II.	Staff expenses	
	(a) salaries, provident fund	18,47,63,066
	(b) other benefits	1,97,92,917
III.	Office expenses	
	(a) Rent, rates and taxes	2,02,87,717
	(b) Electricity, water	42,89,728
	(c) House-keeping and Cleaning	-
	(d) Others	66,67,479
IV.	Operating Expenses	
	(a) Travel	95,22,498
	(b) Entertainment	-
	(c) Lease rent of equipments	-
	(d) Post, telecommunication and similar expenses	
		120,23,439
	(e) Audit fees	600,000
	(f) Legal Expenses	-
	(g) Repairs and maintenance	38,19,733
	(h) Depreciation	98,21,819
	(i) Motor Vehicle Expenses	-
	(j) MSBY Expenses	-
	(k) Other Expenses	18,57,91,156
	(l) Loss on sale of investments or assets	
		2,62,474
	(m) Profit/Loss for the year	5,01,50,510



Schedule – 2, FORM TPA – 8-PL

Profit and Loss Appropriation Account for the year ending 31st March 2025

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Loss Brought Forward	-	Profit Brought Forward	2,87,68,540
Loss for the year	-	Profit for the year	5,01,50,510
Dividend for the year	-	Transfer from reserves	-
Tax on Dividend	-	Loss Carried forward	-
Transfer of Reserves	-	Deferred tax credit	11,14,072
Other allocations from profit	-		
Provision for taxation	1,52,36,862		
Differed tax liability	-		
Taxation of earlier year	-		
Profit carried forward	6,47,96,260		

Schedule – 3, FORM TPA – 8-BS

Balance Sheet as at 31st March 2025

Liabilities	Amount (Rs.)	Amount (Rs.)	Assets	Amount (Rs.)	Amount (Rs.)
Authorized Capital		40,000,000	Building / Properties Cost	87,99,501	
Issued Capital	40,000,000		Less Depreciation	(14,06,512)	73,92,989
Paid up Capital+	40,000,000				
Reserves & Surplus		6,47,96,260	Furniture & Fixtures	25,25,902	
Amounts Due to			Less Depreciation	(7,68,744)	17,57,159
a) Insurers	-				
b) Hospitals	-		Air Conditioners	10,22,889	
c) Doctors	-		Less Depreciation	(5,44,237)	4,78,652
d) Others	-	-			



			Electrical Installation		
Secured Loan		-	Less Depreciation		
			Office Equipments	19,15,401	
Unsecured Loan		-	Less Depreciation	(6,62,269)	12,53,132
			Computer Software	79,53,775	
Deferred Tax Liability		-	Less Depreciation	(36,00,274)	43,53,501
Bank Overdraft		2,42,52,920	Motor Vehicles	74,68,648	
			Less Depreciation	(28,39,782)	46,28,866
Current Liability					
Sundry Creditors	7,15,68,994		Investments		-
Provisions	1,52,36,862		Government Securities (Market Value)		-
Provision For Gratuity	1,62,21,194				-
Others	3,10,78,916	13,41,05,966	Loan & Advances		1,21,59,577
			Deferred tax Assets		5,56,659
			Receivables		
			From Insurers		5,98,56,062
			Others		10,38,05,248
			Cash & Bank Balances		6,69,13,301
TOTAL		26,31,55,146	TOTAL		26,31,55,146



Schedule – 4

Schedule of the income received towards various activities during the FY 2024-25.

Sr. No.	Description	Income / Remuneration received during the FY
1	Towards Health Services of the Individual policies issued by Indian Insurers	27,63,21,549
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	18,58,16,670
3	Pre-insurance medical examination	1,23,26,479
4	Towards Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	NIL
5	Towards Non Insurance Services rendered	NIL
6	Towards Servicing of policies issued by foreign Insurers	NIL
7	Other income (Bank Interest Income)(A) (please specify accounting head wise other income received) Other income - Charges of medical Examination, to be Reimbursed as services charges to Diagnostic centre and Hospital (PIMS)	1,19,24,404 2,58,56,009
		51,22,45,111



Schedule – 5

Schedule of apportionment of Expenses to various activities during the FY 2024-25.

Sr. No.	Description	Expenses incurred during the FY
1	Health Services of the policies issued by Indian Insurers	46,20,94,601
2	Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	NIL
3	Non Insurance Services rendered	NIL
4	Servicing of policies issued by foreign Insurers	NIL
5	Other Expenses Incurred (to specify)	NIL

Schedule – 6

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

Benefit Based Policies		Cashless Claims		Reimbursement Claims		Total	
Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
149	2548841	1133599	22018067827	106056	3702817585	1239804	25723434253



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

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No. of claims	Amount of claims
within 1 months from date of receipt of claim	125	656646	30933	1676946471	14636	349496337	45694	2027099454
Between 1 – 3 Months	0	0	5979	793420295	3182	167436151	9161	960856446
Between 3 to 6 Months	0	0	84	12602246	105	6942317	189	19544563
More than 6 months	0	0	11	1273550	13	812629	24	2086179

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

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No. of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	42173	2189405696	60378	988963826	102551	3178369522
Between 1 – 3 Months	0	0	15199	1360243883	17129	634178938	32328	1994422821
Between 3 to 6 Months	0	0	1605	95358436	1201	40087664	2806	135446100
More than 6 months	0	0	26	1816306	21	1315140	47	3131446



4. Data of settled Claims in respect of Total (Individual Policies + Group Policies);

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	125	656646	73106	3866352167	75014	1338460163	148245	5205468976
Between 1 – 3 Months	0	0	21178	2153664178	20311	801615089	41489	2955279267
Between 3 to 6 Months	0	0	1689	107960682	1306	47029981	2995	154990663
More than 6 months	0	0	37	3089856	34	2127769	71	5217625

5. Data of Claims in respect of Individual Policies recommended for repudiation

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	24	248088	3585	372371745	1520	132410532	5129	505030365
Between 1 – 3 Months	0	0	321	58175805	681	50782070	1002	108957875
Between 3 to 6 Months	0	0	23	2424120	46	3301202	69	5725322
More than 6 months	0	0	0	0	0	0	0	0



6. Data of Claims in respect of Group Policies recommended for repudiation

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	4397	336764159	8180	216629244	12577	553393403
Between 1 – 3 Months	0	0	738	72116678	937	53948761	1675	126065439
Between 3 to 6 Months	0	0	131	14444858	47	3241491	178	17686349
More than 6 months	0	0	0	0	0	0	0	0

7. Data of Claims in respect of Total Policies (Individual + Group Policies) recommended for repudiation;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	24	248088	7982	709135904	9700	349039776	17706	1058423768
Between 1 – 3 Months	0	0	1059	130292483	1618	104730831	2677	235023314
Between 3 to 6 Months	0	0	154	16868978	93	6542693	247	23411671
More than 6 months	0	0	0	0	0	0	0	0



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

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	8	52163	2289	174804657	836	44337903	3133	219194723
Between 1 – 3 Months	1	9363	261	39321539	160	11639391	422	50970293
Between 3 to 6 Months	0	0	113	8673215	56	3334288	169	12007503
More than 6 months	0	0	2	130902	0	0	2	130902

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

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	4377	280229436	4587	138301697	8964	418531133
Between 1 – 3 Months	0	0	895	98143953	1221	59246442	2116	157390395
Between 3 to 6 Months	0	0	283	17758422	243	8246444	526	26004866
More than 6 months	0	0	10	635602	0	0	10	635602



10. Data of Claims Outstanding in respect of Total Policies (Individual + Group Policies)

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	8	52163	6666	455034093	5423	182639600	12097	637725856
Between 1 – 3 Months	1	9363	1156	137465492	1381	70885833	2538	208360688
Between 3 to 6 Months	0	0	396	26431637	299	11580732	695	38012369
More than 6 months	0	0	12	766504	0	0	12	766504

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



Schedule – 7

1. Directors Report; to be attached separately.

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

Enclosed

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

Enclosed

Date : 30.06.2025	For and on behalf of Health Assist Insurance TPA Pvt Ltd.	
Place : New Delhi	For Health Assist Insurance TPA Pvt. Ltd.  Dr Divneet Kaur Director	For Health Assist Insurance TPA Pvt. Ltd.  Harjot Kaur Director