



**Making insurance simple**

## Value Statements

Question the status quo

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Be Transparent

**Analyst / Investor Day**  
**February 17, 2025**



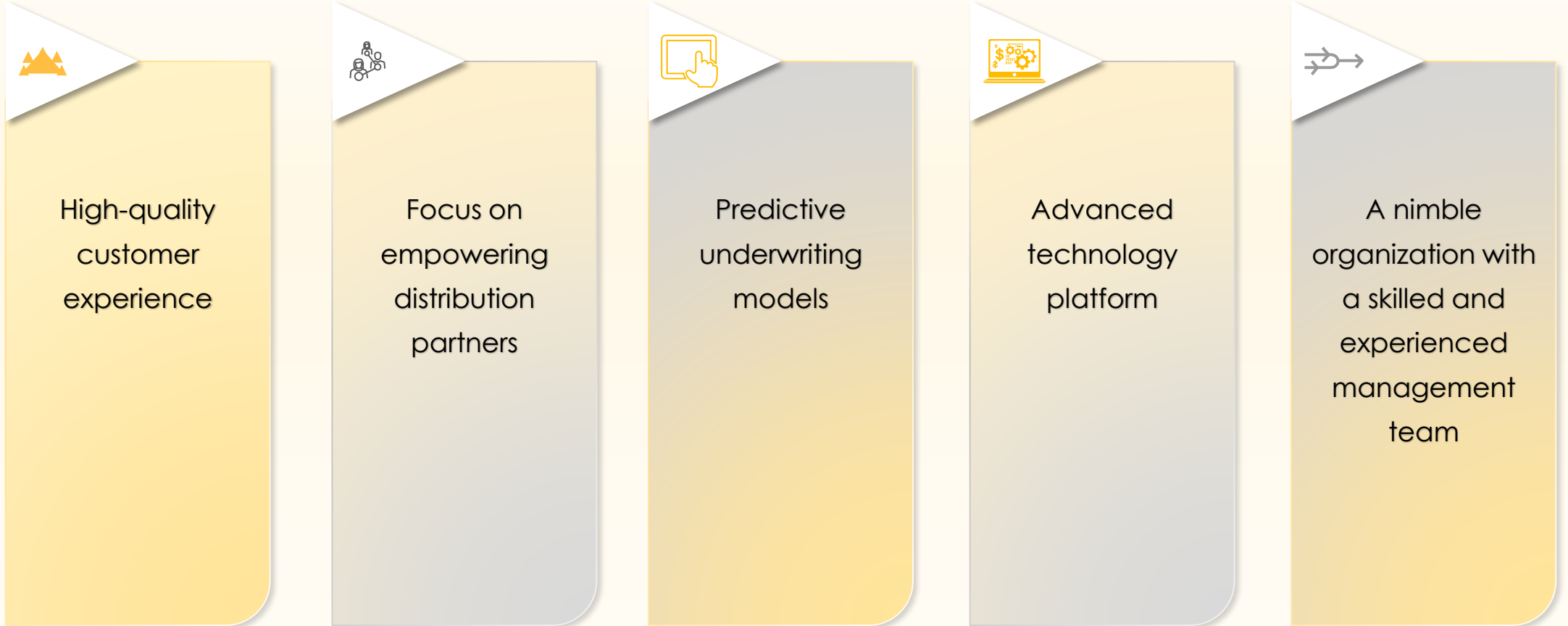
# Disclaimer:

This investor presentation may contain certain words or phrases in writing or otherwise which are not statements of historical facts and may be described as “forward-looking statements”. These forward-looking statements generally can be identified by words or phrases such as “aim”, “anticipate”, “are likely”, “believe”, “continue”, “can”, “shall”, “could”, “expect”, “estimate”, “intend”, “may”, “likely” “objective”, “plan”, “project”, “propose”, “seek to”, “will”, “will continue”, “will achieve”, “will likely”, “will pursue” or other words or phrases of similar import. Similarly, statements that describe our Company’s strategies, objectives, plans or goals, financial and operating projections are also forward-looking statements.

All forward-looking statements are subject to risks, uncertainties, expectations and assumptions about us that could cause actual results to differ materially from those contemplated by the relevant forward-looking statement. Actual results may differ materially from those suggested by the forward-looking statements due to risks or uncertainties associated with our expectations with respect to, but not limited to, regulatory changes pertaining to the industry in which our Company operates and our ability to respond to them, our ability to successfully implement our strategy, our growth and expansion, technological changes, our exposure to market risks, general economic and political conditions in India and globally which have an impact on our business activities, investments, or the industry in which we operate, the monetary and fiscal policies of India, inflation, deflation, unanticipated turbulence in interest rates, foreign exchange rates, equity prices or other rates or prices, the performance of the financial markets in India and globally, changes in domestic laws, regulations, taxes, changes in competition in the industry in which we operate and incidents of any natural calamities and/or acts of violence.

Forward-looking statements reflect the current views of our Company as of the period of these results and are not a guarantee of future performance. These statements are based on our management’s beliefs, assumptions, current plans, estimates and expectations, which in turn are based on currently available information. Although we believe the assumptions upon which these forward-looking statements are based are reasonable, any of these assumptions could prove to be inaccurate, and the forward-looking statements based on these assumptions could be incorrect. We undertake no obligation to update forward-looking statements to reflect events or circumstances after the date there.

# Business Strengths



## The Numbers:

<b>Gross Written Premium <sup>(1)</sup></b>	<b>Market Share (%) <sup>(1,2)</sup></b>	<b>Diverse product portfolio <sup>(3)</sup></b>
<b>₹7,706 cr</b>	<b>3.3 / 6.1</b> Market share for Total / Motor insurance	<b>82</b> Active products launched since 2017
<b>0.9 cr policies sold <sup>(1)</sup></b>	<b>Partner network <sup>(3)</sup></b>	<b>Digitally enabled claims <sup>(3)</sup></b>
<b>6.2 cr</b> Customers <sup>(4)</sup>	<b>69,527</b>	<b>26.2 Lacs</b> Claims settled since inception
<b>Assets under Management <sup>(3,5)</sup></b>	<b>Manual Policy Issuances (%) <sup>(1)</sup></b>	<b>Customer satisfaction score (%) <sup>(1)</sup></b>
<b>₹18,939 cr</b>	<b>0.48</b>	<b>96.0/ 79.3</b> Motor Claims / Non-Claims

**Notes:**

1. Data for the period (April 24 to December 24).
2. Market share is based on our Gross Written Premium of Q3 FY 2025.

3. Data as of December 31, 2024.
4. Customers/people covered under policies issued since inception of operations in 2017 till December 31, 2024
5. AUM includes equity at market value & cash and bank balance.

# Key Performance Indicators [IGAAP]

₹ cr

Particulars	FY2023	FY2024	9M 2024	9M 2025	Q3 2024	Q3 2025
Gross Written Premium	7,243	9,016	6,680	7,706*	2,428	2,677*
Net Earned Premium	5,164	7,096	5,115	5,799	1,982	2,084
Net retention Ratio (%)	81.6	85.8	84.3	80.4	87.9	83.8
Loss Ratio (%)	67.2	70.3	69.6	71.4	74.5	72.9
Combined Ratio (COR) (%)	107.4	108.7	108.7	108.5	110.3	108.1
Combined Ratio (COR) without 1/n basis (%)	107.4	108.7	108.7	108.2	110.3	107.2
Profit after Tax	36	182	129	309	43	119
Return on Average Equity (IGAAP) (%)	1.7	7.5	5.4**	9.6**	1.8**	3.1**
Net-worth [Equity]	2,325	2,515	2,459	3,924	2,459	3,924
Solvency Ratio	1.78	1.61	1.60	2.22	1.60	2.22

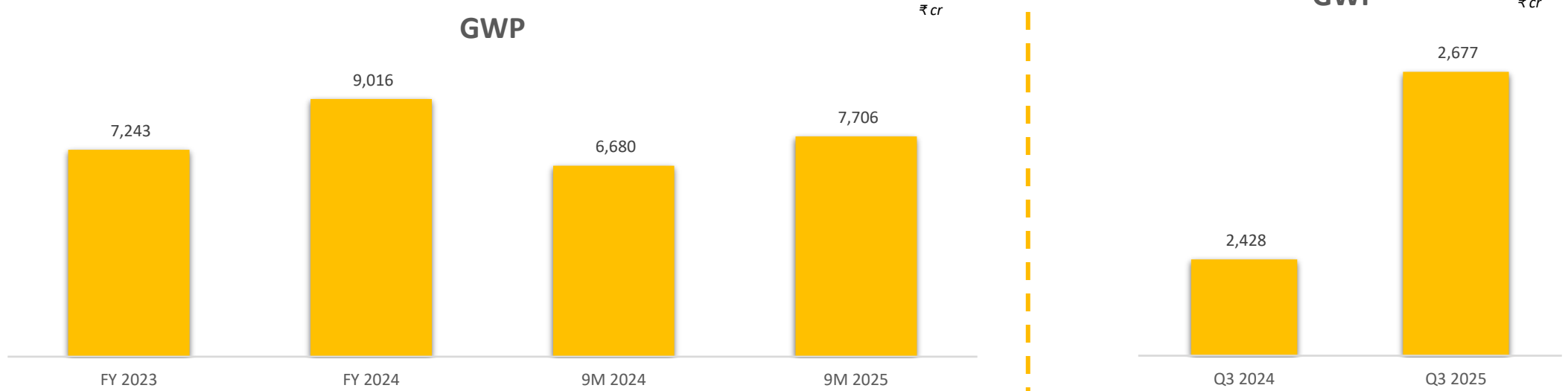
**Net-worth [Equity]** - Net worth means the aggregate value of the paid-up share capital and securities premium account, after deducting the aggregate value of the accumulated losses, but excludes Share application money pending allotment, ESOP outstanding reserve and fair value change account each as applicable for the Company.

**Return on Average Equity (IGAAP)** is calculated as Profit after tax divided by (Opening Net-worth[Equity] + Closing Net-worth [Equity])/2.

\* **Effective from October 1, 2024**, Other applicable long-term premium is accounted on 1/n basis. Without 1/n basis, GWP for Q3 2025 is 2,738 cr & for 9M 2025 is 7,767 cr

\*\*Not annualised.

# GWP Growth



GWP	GWP Mix (%)				GWP Growth (%)		Industry Growth (%) <sup>(1)</sup>		GWP Mix (%)		GWP Growth (%)	Industry Growth (%) <sup>(1)</sup>
	FY 2023	FY 2024	9M 2024	9M 2025	FY 2024	9M 2025	FY 2024	9M 2025	Q3 2024	Q3 2025	Q3 2025	Q3 2025
Motor – OD	19	22	22	22	42	17	17	9	23	23	12	8
Motor – TP	44	39	39	35	11	2	10	8	38	37	6	8
Health, Travel & PA	13	19	19	22	80	38	20	11	17	23	49	15
Fire	9	9	10	9	19	1	7	-6	7	5	-17	-22
Others	15	11	10	12	-8	36	3	7	15	11	-15	17
<b>Total – Growth</b>	-	-	-	-	24	15 <sup>(2)</sup>	13	8	-	-	10 <sup>(2)</sup>	10

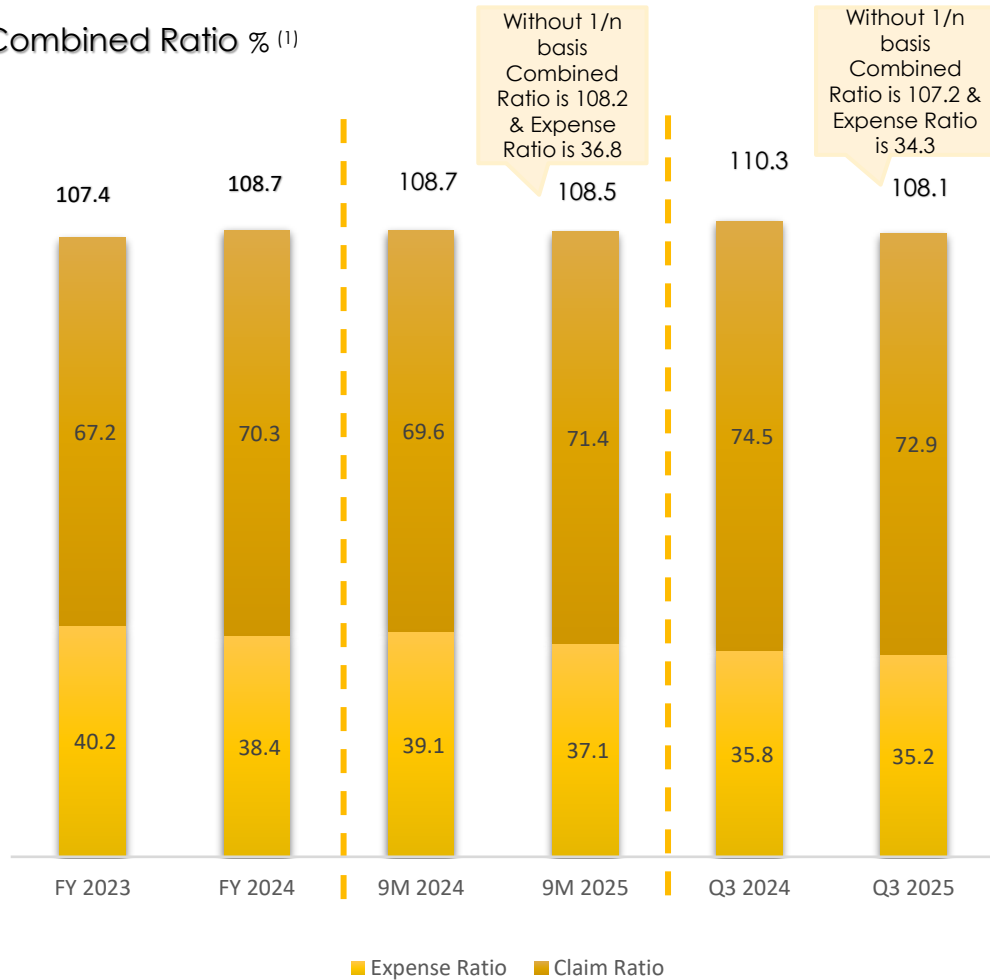
**Note:**

1. Industry growth is calculated based on Gross Direct Premium

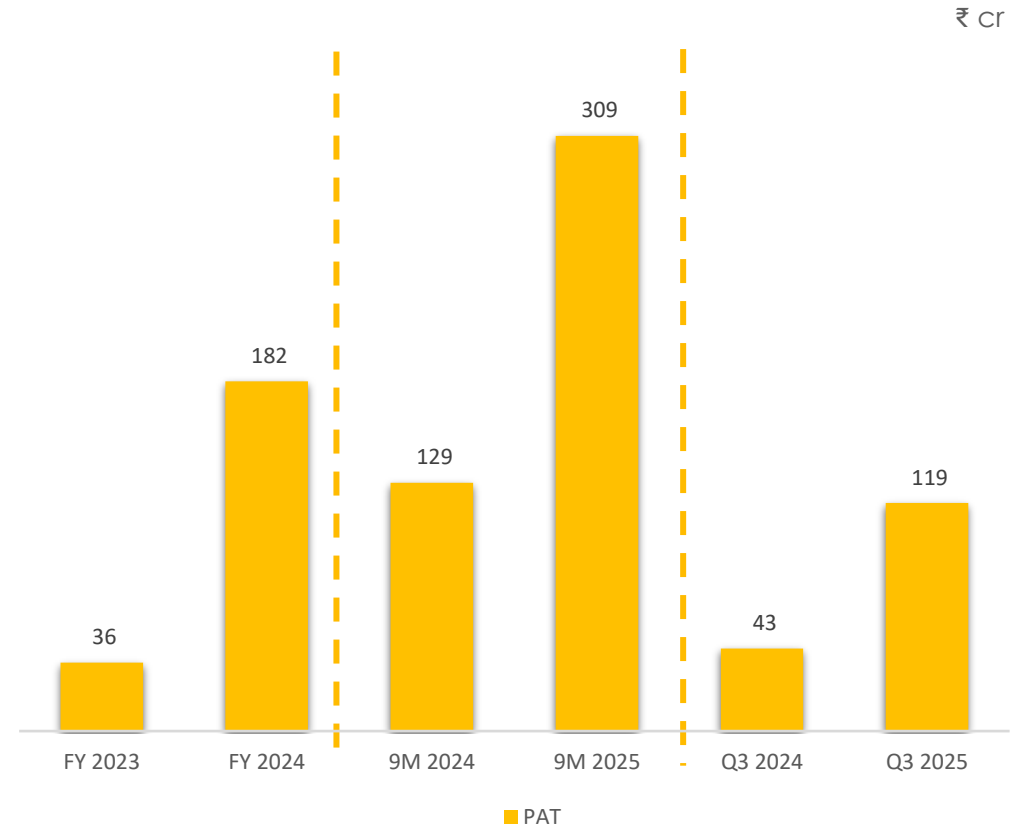
2. Effective from October 1, 2024, Other applicable long-term premium is accounted on 1/n basis. Without 1/n basis, Digit growth for Q3 2025 is 13% & for 9M 2025 is 16%.

# Results: Combined Ratio & Profit after tax

Combined Ratio % <sup>(1)</sup>



Profit after Tax



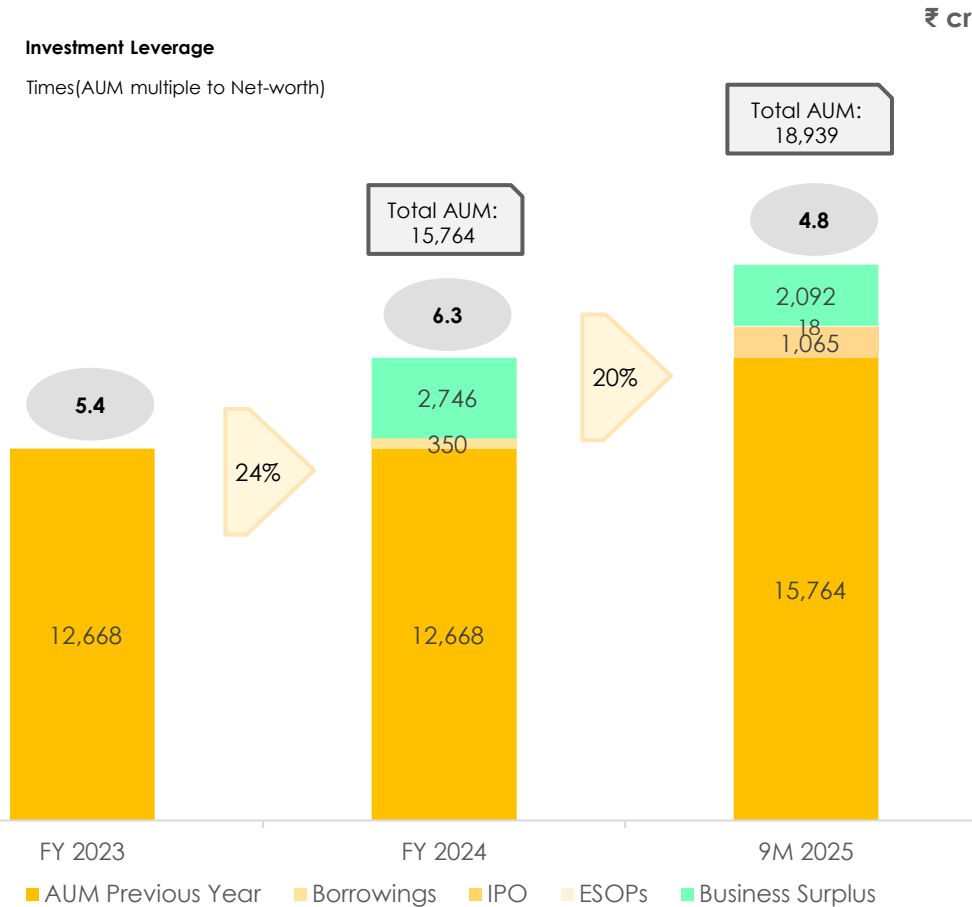
**Note:**  
 1. Claim ratio is the ratio of the claims incurred (net) to the net earned premium. The expense ratio is calculated by dividing net commissions and operating expenses related to the insurance business by net written premium. Combined ratio is the sum of claim ratio and expense ratio.

# Growing Assets Under Management base leading to higher investment income

## Assets under management

### Investment Leverage

Times(AUM multiple to Net-worth)

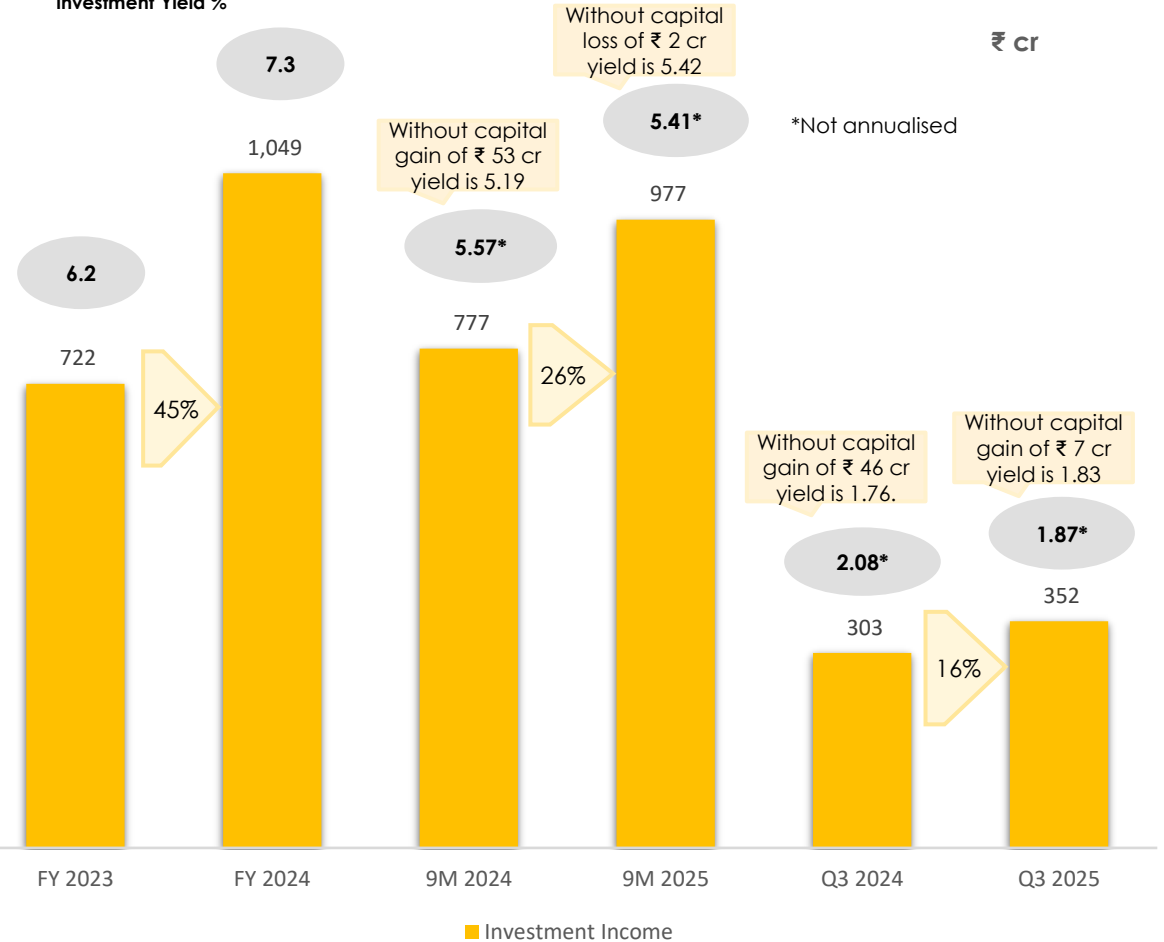


## Investment Income & Yield

### Investment Yield %

₹ cr

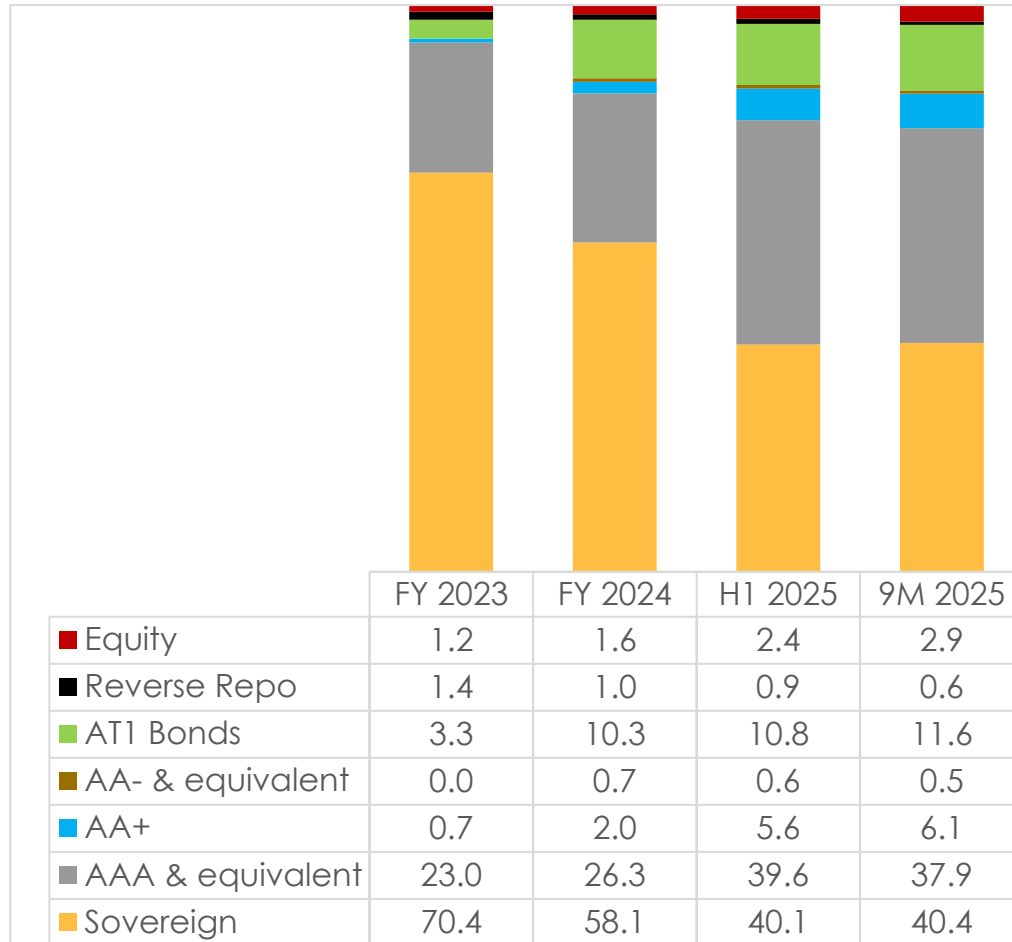
₹ cr



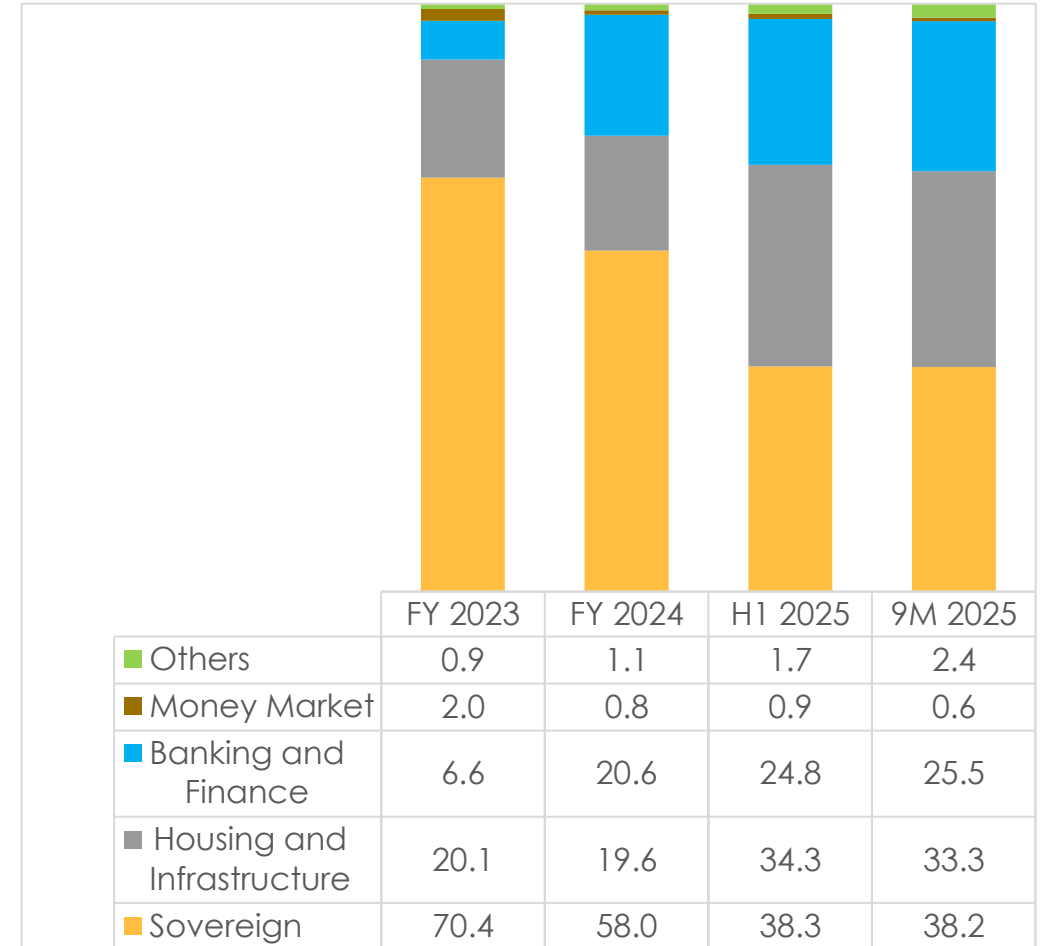


# Investment Asset Allocation (%)

Rating Wise Exposure



Sector Wise Exposure



# Loss Ratios (%)

Particulars	FY2023	FY 2024	9M 2024	9M 2025	Q3 2024	Q3 2025
Motor OD	69	66	65	67	64	69
Motor TP	69	60	61	66	61	65
Health,Travel,PA	72	94	93	83	106	83
Fire	38	86	96	62	103	63
Marine	91	80	91	42	113	21
Engineering	88	130	165	132	252	188
Other	56	80	76	86	89	91
<b>Total</b>	<b>67</b>	<b>70</b>	<b>70</b>	<b>71</b>	<b>74</b>	<b>73</b>

# Distribution



## Distribution Philosophy

### Channel Agnostic

- Customer chooses the channel

### Fragmented

- Onboarded 65000+ POSPs, 2500+ Agents, 600+ MISPs, 650+ Brokers, 26 Web Aggregators

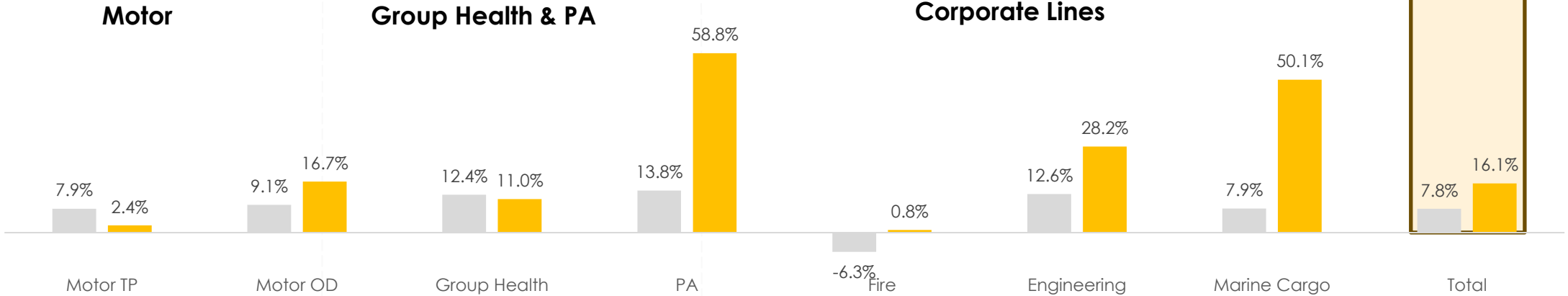
### Aligned to profit pools-Steering

- Decision to enter, push or exit specific product/ segment/ geography/ partner solely based on profitability

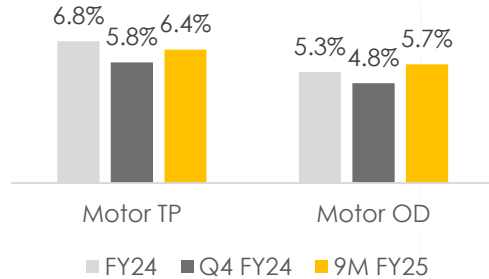
Deep Mining Relationships with Existing Partners and Customers for New opportunities

# Focus Areas and Performance

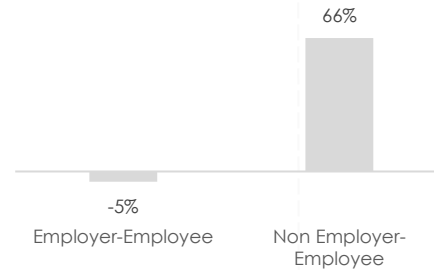
GWP growth Industry vs Digit – 9M FY 2024-25



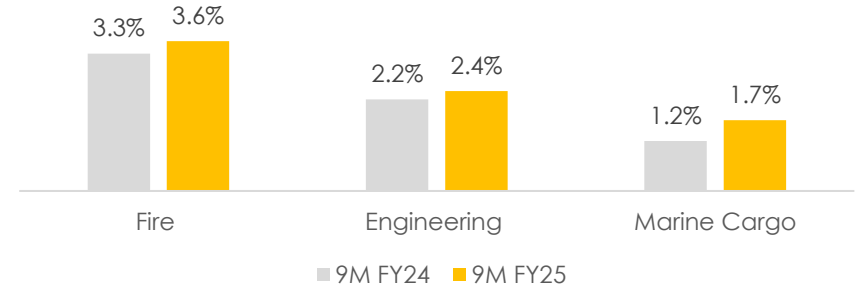
Digit Market Share



Group Health EE vs Non-EE



Digit Market Share



Source: Industry numbers from GI Council data

# Renewal is a Large Opportunity – How we are Steering it



## Four-Wheeler

- Channels where we can price at customer level, renewal are good v/s Channels where we don't have price control, renewals are less
- We introduced Green Renewals for specific channels
- Next Step – Using PAYD to underwrite high risk customers



## Commercial Vehicles

- This is Transactional business, Premium rates are fixed
- Initiated Green Renewals on HCV using additional vehicle information and created a commission delta to attract profitable renewals
- A good chunk of vehicles tagged as Green in Q3



## Two-Wheeler

- Low Renewals
- Driven by Dealership channel - Fully automated process

# Motor – How we are Steering it

## BUSINESS STEERING

- OEM Broking - Direct Premium Fetching with one OEM Broker
- OEM Broking – PAYD/ Win Back – live with one OEM Broker
- Non-OEM Broking - Better Price on basis of Additional Factors

## CLAIMS & NETWORK STEERING

- Dealer Categorization – Red/ Green and change in mode of assessment
- Improved Claims Diversion
- New Initiatives :
  - Tie ups to facilitate pick & drop to preferred workshops
  - Making FNOL easier through increased touchpoints

# Group Employer-Employee Health– How we are Steering it

## BUSINESS STEERING

- Immense Price Competition, this has further increased with Fire Rates Going up from 1<sup>st</sup> Jan
- Our renewal ratio is less than 50% - market feedback for lost renewal cases is that the market is pricing these cases below claims cost ignoring factors like IBNR, inflation, Opex
- We are steering business through our differentiated offerings:
  - Inhouse TPA and Small GMC
  - GMC Voluntary Top Up

## CLAIMS & NETWORK STEERING

- Fraud rule engine with 35+ triggers led to save leakages
- Claim investigation helped prevent leakage
- Non-Medical Expenses Automations helped identify leakages in claims
- Conversion of hospitals into GIPSA or STAR packages



# Corporate Business– How we are Steering it

## Industry Updates

- Rate hardening for property risk w.e.f. Jan '25 and expected to be on similar trend
- Any cession to Cross Border Reinsurance (CBR) is subject to collateral requirement of premium withheld @ 50% or Letter of Credit equivalent to expected liability

## How are we steering?

### PROPERTY

#### Large Risk:

- Participation in mega risks
- CBR capacity optimization

#### SME Risk:

- Rate hardening to boost growth
- Use of AI tools for risk selection

### MARINE

- Focus on portal and technology
- Tap into new opportunities with economic growth

### LIABILITY

- Increased Treaty Capacity
- Penetrate large corporates

# Retail Health– How we are Steering it

## Industry Updates

- High medical inflation is causing frequent premium adjustments, severely affecting insurance for senior citizens
- Restrictions on premium increase in case of senior citizens
- Market focussed on offsetting the worse experience of vintage portfolio with new business

***While overall we remain bearish; with emerging stress in market, starting to see some opportunities***

## Our plan for growth

- Focus on Senior Citizens by further segmentation
- Focus on tier 3-4 cities
- Plan to target NRI segments in the future

## Key Enablers

- Modular tech leading to granular offering for each segment
- GI partners being prioritised for scaling up health

***Above strategy ensures low acquisition costs and long term sustainability***

# People Performance– How we are Steering it

## Phase 1: Live

- **Dedicated Steering team**
- MIS on Steering – each partner, segment, location

## Phase 2: Ready to Go Live

- **Automated dashboards** with identification of preferred and non preferred business for branches
- Enables faster decision making, decentralized steering

## Phase 3: To be built

- **What-if analysis** – this will allow sales teams to perform scenario analysis



*Enabling Sales with speed,  
efficiency and transparency*

## Motor Underwriting



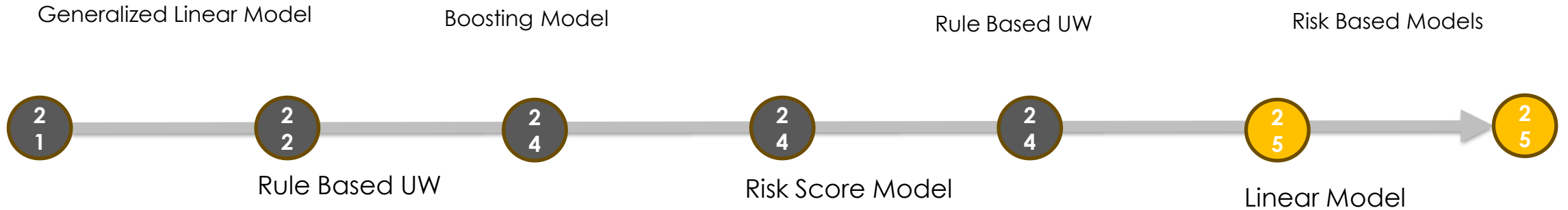
# Motor TP – Digit Vs. Industry



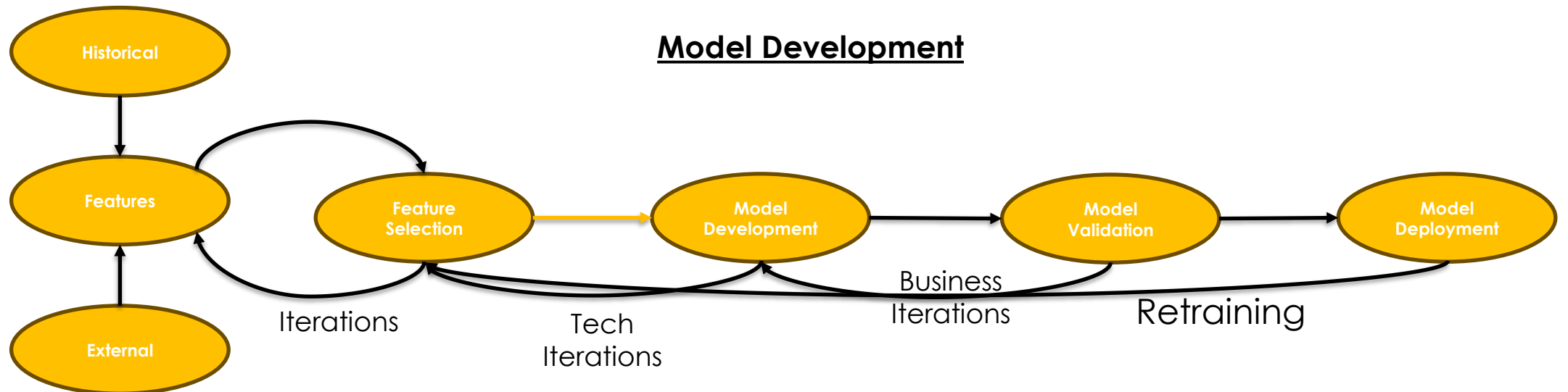
TP claim number reported in per crore of risk Adjusted TP premium			
Insurance Company	2022_23	2023_24	2024_25 H1
Go Digit	4.6	3.3	3.5
Insurer 1	5.8	5.6	5.5
Insurer 2	6.6	5.9	6.0
Insurer 3	6.7	6.9	6.0
Insurer 4	7.9	6.7	6.9
Insurer 5	8.2	6.8	7.1
Insurer 6	9.4	8.9	8.6

# Machine Learning in Underwriting

## Journey So Far



## Model Development



# Machine Learning Models

Advantages

Low Underwriting Leakage

Custom Logics across different channels

Real Time Implementation

Customization

Freq Difference

Average Claim Size

Accepted vs Rejected

Revenue Loss Vs Expected Loss Prevented

Observed Results

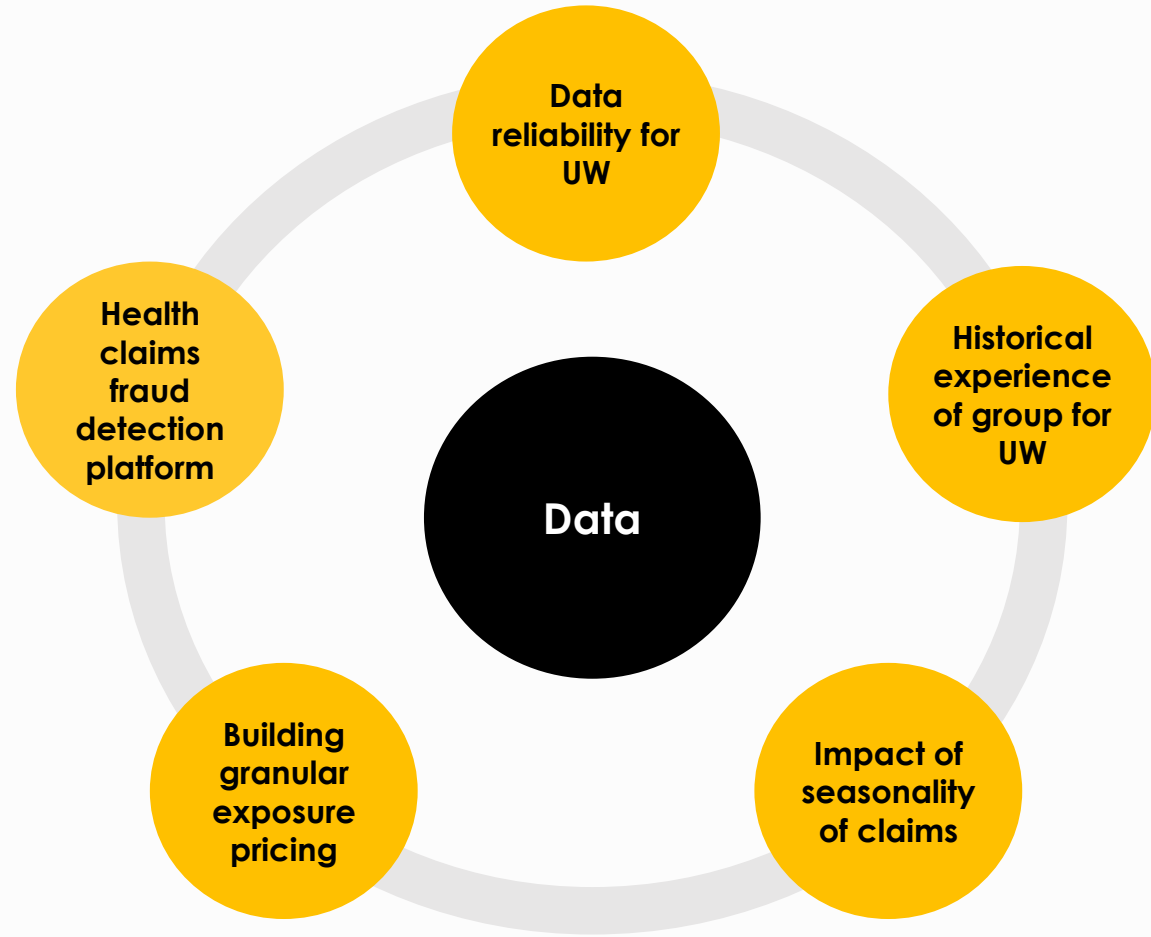


## Employee Benefits



# Group Health – Data as foundation of future

- **Data bank of all quotes** getting generated over years
- **UW rules looking at multi-year data** to identify data issues
- Underwriting teams access **multi-year data on UW screens** to take decision
- Claims data to build **fraud triggers**



# Group Health – Generalized Linear Model

- Helps to identify profitable opportunities in a market that traditionally uses previous years claim experience alone to calculate prospective year premium.
- Helps to avoid pit-falls of data manipulation or mis-representation – Exposure rating in smaller groups
- Granular segmentation leads to higher accuracy of pricing in the SME segment and hence higher business accretion
- Allows transition from common offering to all members of a group to custom offerings for each member in a group

# Group Health – Quote Intelligence

- **Data bank of all quotes**
- **UW rules looking at multi-year data**
- **multi-year data on UW screens to take decision**



# Group Health – Quote Intelligence

- Consistent flow of claims year on year
- Coverages have not changed over 3 years
- Average claims are increasing at a higher rate than the assumed inflation

# Group Health – Quote Intelligence

- Higher LR in running year due to higher claims per member which is significantly higher than previous 2 years of experience
- Coverages have not changed over 3 years
- Exceptional claims identified and discount given on pricing.
- High per member claims for 2 years. Current year experience is lower.
- In pricing this case, we can reduce weightage of current year claims

## Commercial Lines

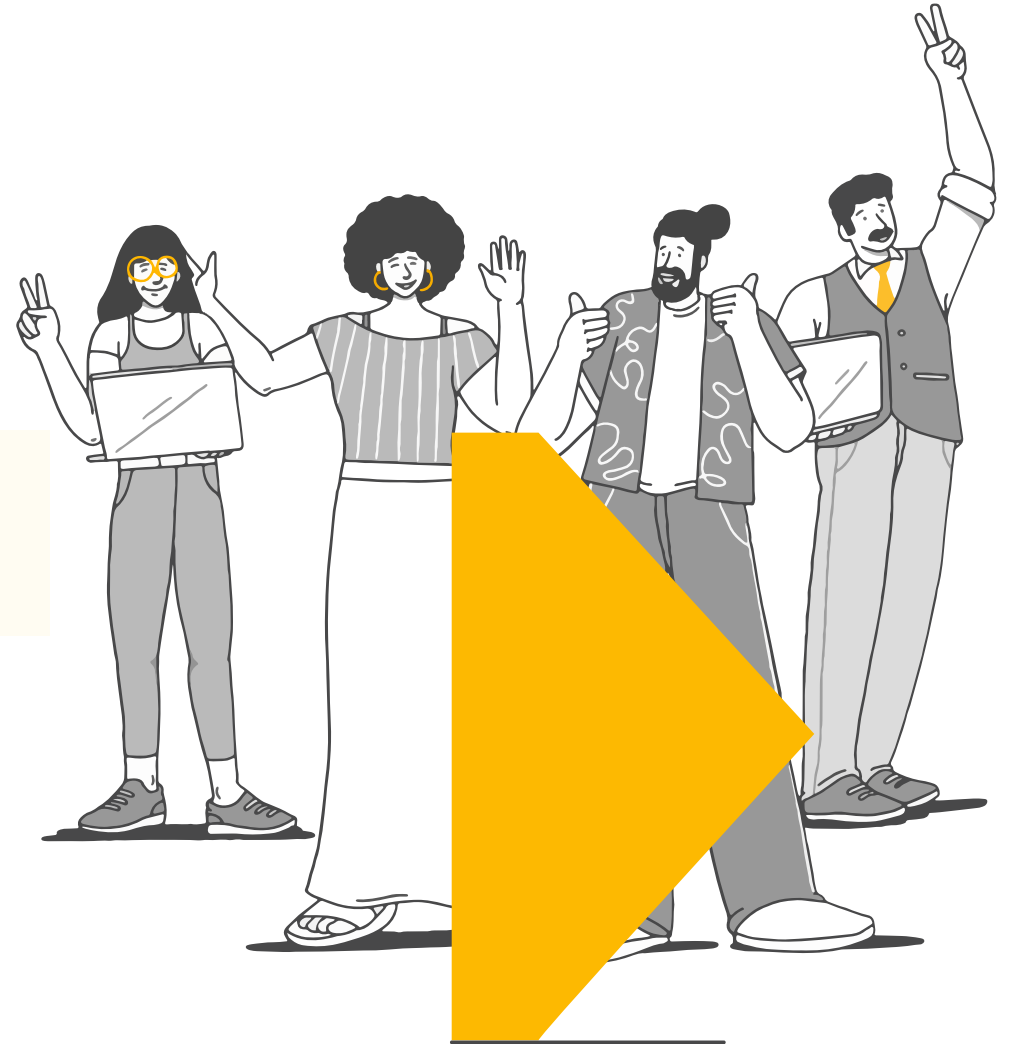


## Rate Movement and GWP Mix

- ✓ **Pricing Pressure in Mid Size Segments** where highest rate drop has been seen and rates are least, we have actively taken conservative stance on this segment due to loss ratios and high reduction in premium rates
- ✓ Focus Areas:
  - ✓ Segments upto 500 Cr Sum insured is expected to see rise in rates due to pricing revision in Jan'25, thus making it an opportune to focus.
  - ✓ Large risks - focus on expanding our corporate client base, which will enhance the diversification of our portfolio.



# Tech @ Digit



# Quote Intelligence in Group Health

*The Problem*

*Our Solution*

- ✓ **Leverage past quote data** for data driven pricing tool
  - Analyze **group behavior using past RFQs**
  - Standardized Pricing based on **consistent trends**
- ✓ **Update past assumptions** of group behavior

# Quote Intelligence

## Underwriter View - Search Screen

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GMC

GSTIN/PAN Number:  Proposal Quote Number:  Insured Name:  IMD Code:

Quote From Date:  Quote To Date:  Status:  DD Ticket Number:

**Search** **Clear**

Quote Number	Insured Name	IMD Code	IMD Name	Quote Date	UW Status	Product Name	Action
PU000017117	[REDACTED]	[REDACTED]	[REDACTED]	25-Jul-2024	Pending With UW	GMC	[Pencil Icon]

Showing 1 to 10 of 1 entries

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Select Version | Summary View | Coverages | Premium Coefficients | **UW View** | Documents | Previous Year Quotes (3)

**MULTI-MANDATE CHECK**

Quote Number	Insured Name	Quote Created Date	RID	IMD Name / IMD Code	No of Option	STP / NSTP	UW Name	No. of Lives	DD Ticket No.
PU000017117	[REDACTED]	25-Jul-2024	07-Aug-2024	[REDACTED]	1	STP	[REDACTED]	299	GUN-7261

**SELECT OPTION**

Option No	Base Option
Option Type	Expiring
Option Desc	NA
Option Status	Option Pending With UW
Is Final Option	No
No. of Package	2
Gross Premium	₹45,34,774.03
Last Updated Date	31-Jul-2024
Last Updated By	[REDACTED]
Approved By	[REDACTED]
Uploaded Member Data	[REDACTED]
Custom Package Enabled	No

Net Premium: 38,43,028.84 | Proposal Quote Number: PU000017117 | Quote Number: GP000014229 | Option Selected: Base Option

**Save** Calculate Premium **Download Quote**

# Quote Intelligence

## Underwriter View (Quote Selection and Comparison)

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Select Version | Summary View | Coverages | Premium Coefficients | UW View | Documents | **Previous Year Quotes (3)**

Select previous quotes to compare

Quote No.  Quote Type  Created From Date  Created To Date  IMD Name  Filter Reset

<input type="checkbox"/>	Quote No.	GST No.	Partner	Quote Type	RID	Creation Date	Family Comp	No. of lives	As at claims date	Incurred Amount	Premium Quot
<input checked="" type="checkbox"/>	000432943			Expiring Terms	07-Aug-2022	11-Jul-2023	ESCP	265	28-Jun-2023	20,12,876	36,65,760
<input type="checkbox"/>	000433991			Expiring Terms	07-Aug-2022	12-Jul-2023	ESCP	265	28-Jun-2023	20,12,876	35,89,282
<input checked="" type="checkbox"/>	000188530			Expiring Terms	07-Aug-2021	14-Jul-2022	ESCP	322	05-Jul-2022	20,93,299	39,33,307

2 quotes selected Compare

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Select Version | Summary View | Coverages | Premium Coefficients | UW View | Documents | **Previous Year Quotes (3)**

Quote Comparison  
Insured name:

Policy Basic Details Main Coverages Check CompareAll

Expiring Policy Basic Details	Quote 2 (14-Jul-2022)	Quote 1 (11-Jul-2023)	Current Quote (25-Jul-2024)	Flag	UW Check
Quote No	000188530	000432943	PU000017117		
Insurer			United		
TPA			Paramount		
Industry	IT/Software or Consultancy	Industrial / Manufacturing/ Construction	Software/Technology services/IT & ITES/Telecommunication		
Sum Insured Type	Floater	Floater	Floater		
Family Definition	ESCP	ESCP	ESCP		
Risk Inception Date	07-Aug-2021 <input type="text" value=""/>	07-Aug-2022 <input type="text" value=""/>	07-Aug-2023 <input type="text" value=""/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Risk End Date	06-Aug-2022 <input type="text" value=""/>	06-Aug-2023 <input type="text" value=""/>	06-Aug-2024 <input type="text" value=""/>		
As at Date of Claims Data	05-Jul-2022 <input type="text" value=""/>	28-Jun-2023 <input type="text" value=""/>	08-Jul-2024 <input type="text" value=""/>		
Premium at Inception	33,90,000	35,21,468	24,85,000		

Save Comparison

# Quote Intelligence

## Underwriter View (Quote Comparison – Metrics)

As at Date of Claims Data	05-Jul-2022	28-Jun-2023	08-Jul-2024		
Premium at Inception	33,90,000	35,21,468	24,85,000		
Premium at Expiry	33,90,000	34,81,356	27,04,336		
Earned Premium	30,92,795	31,27,289	23,89,080		
Members at Inception	306	322	265		<input checked="" type="checkbox"/>
Members at Expiry	322	283	299		
Group Size Adjustment	102.55%	87.60%	106.03%		
Earned Member Year	286	270	260		
Incurred Amount - User Input	20,93,299	20,12,876	20,62,009		
Claimed Amount - Std. Claims Dump	21,68,976	25,82,097	25,41,448		
Incurred Amount - Std. Claims Dump	18,98,699	20,11,776	20,62,009		<input checked="" type="checkbox"/>
Incurred Loss Ratio	67.68%	64.36%	86.31%		<input checked="" type="checkbox"/>
Claim Settlement Ratio	96.51%	77.96%	81.14%		
Unique Members Claiming	14	25	15		
Unique Employees Claiming	14	25	15		
Average Claims Size	1,35,621	80,471	1,37,467		
Frequency of Claims	4.89%	9.25%	5.78%		

[Save Comparison](#)

Digit Quote Details					
No. of Quoted Lives	322	265	299		
Expiring policy Rate per Member	11,078	10,936	9,377		
Per Life Rate Change		-1.28%	-14.25%		
Burn Cost per Member	8,882	8,625	8,755		<input checked="" type="checkbox"/>
Burn Cost per Member Change		-2.63%	1.24%		
Total Premium Quoted	39,33,307	36,65,760	38,43,029		
Premium Quoted per Member	12,215	13,833	12,853		
Risk Premium Quoted per Member	10,505	12,381	11,054		
COR on Risk Premium per Member		86.44%	74.25%		
Experience Rate Quoted per Member	8,077	8,189	8,930		<input checked="" type="checkbox"/>
COR on Experience Rate Quoted per Member		112.42%	112.26%		
Exposure Rate Quoted per Member	11,543	15,195	12,078		<input type="checkbox"/>
COR on Exposure Rate Quoted per Member	0	76.88%	60.27%		
Inflation Assumption	5.00%	5.00%	5.00%		
IBNR Assumption	5.00%	5.00%	5.00%		
Management Expenses	2.00%	0.50%	4.00%		
Profit Margin	2.00%	1.00%	1.00%		
TPA Fee	2.50%	1.50%	1.50%		
Brokerage	7.50%	7.50%	7.50%		

[Save Comparison](#)



# Quote Intelligence

## Underwriter View (Consistency Flags and Weighted Average Burn Cost)

Premium Quoted per Member	12,215	13,833	12,853		
Risk Premium Quoted per Member	10,505	12,381	11,054		
COR on Risk Premium per Member		86.44%	74.25%		
Experience Rate Quoted per Member	8,077	8,189	8,930		<input checked="" type="checkbox"/>
COR on Experience Rate Quoted per Member		112.42%	112.26%		
Exposure Rate Quoted per Member	11,543	15,195	12,078		<input type="checkbox"/>
COR on Exposure Rate Quoted per Member	0	76.88%	60.27%		
Inflation Assumption	5.00%	5.00%	5.00%		
IBNR Assumption	5.00%	5.00%	5.00%		
Management Expenses	2.00%	0.50%	4.00%		
Profit Margin	2.00%	1.00%	1.00%		
TPA Fee	2.50%	1.50%	1.50%		
Brokerage	7.50%	7.50%	7.50%		
Digit Lead Share	-	-	-		
Sales Call Taken	-	-	-		

**Consistent Data Weightage**

Weightage	<input type="text" value="50"/>	<input type="text" value="10"/>	<input type="text" value="40"/>
Weighted Average Burn Cost Per Life			

Risk Premium Quoted per Member	10,505	12,381	11,054		
COR on Risk Premium per Member		86.44%	74.25%		
Experience Rate Quoted per Member	8,077	8,189	8,930		<input checked="" type="checkbox"/>
COR on Experience Rate Quoted per Member		112.42%	112.26%		
Exposure Rate Quoted per Member	11,543	15,195	12,078		<input checked="" type="checkbox"/>
COR on Exposure Rate Quoted per Member	0	76.88%	60.27%		
Inflation Assumption	5.00%	5.00%	5.00%		
IBNR Assumption	5.00%	5.00%	5.00%		
Management Expenses	2.00%	0.50%	4.00%		
Profit Margin	2.00%	1.00%	1.00%		
TPA Fee	2.50%	1.50%	1.50%		
Brokerage	7.50%	7.50%	7.50%		
Digit Lead Share	-	-	-		
Sales Call Taken	-	-	-		

**Consistent Data Weightage**

Weightage	<input type="text" value="50"/>	<input type="text" value="10"/>	<input type="text" value="40"/>
Weighted Average Burn Cost Per Life			8806

# Quote Intelligence

## Underwriter View (Premium Calculation – System vs Quote Intelligence Premium)

Office Premium Adjustments			
Office Premium Coefficients	System	UW Adjusted	Remark
Experience Rate	2482521.57	2482510.18	
Exposure Rate	4348821.55	4348821.553835245	
Credibility Weight (%)	32.5576	32.5576	
Credibility Weighted Average	3741198.30	3741195.36	
Development Triangle-Risk Premium	0.0	0	-
% of Expiring Rate	0	0	
% of Expiring Rate - Risk Premium			
Take Risk Premium from		Credibility Weighted Average	
Risk Premium	3741198.30	2632994.00	
Brokerage (%)	7.5	7.5	
Excess Split Ratio (%)	80	80	

Net Premium **42,75,651.84** | Proposal Quote Number **P000077263** | Quote Number **GP000065393** | Option Selected **Base Option**

[Save](#) | [Forward To Sales](#) | [Calculate Premium](#) | [Download Quote](#)

Office Premium Adjustments			
Office Premium Coefficients	System	UW Adjusted	Remark
Experience Rate	2482521.57	2482510.18	
Exposure Rate	4348821.55	4348821.553835245	
Credibility Weight (%)	32.5576	32.5576	
Credibility Weighted Average	3741198.30	2632994.00	
Development Triangle-Risk Premium	0.0	2632994	Weighted Average Burn Cost
% of Expiring Rate	0	0	
% of Expiring Rate - Risk Premium			
Take Risk Premium from		Development Triangle	
Risk Premium	0.0	2632994	
Brokerage (%)	7.5	7.5	
Excess Split Ratio (%)	80	80	

Net Premium **30,09,136.00** | Proposal Quote Number **P000077263** | Quote Number **GP000065393** | Option Selected **Base Option**

[Save](#) | [Forward To Sales](#) | [Calculate Premium](#) | [Download Quote](#)



# Automating Claims

## Motor Admissibility – From Data to Insights

### The Problem

- × **Data based admissibility checks**, scattered across different parts of the process
- × **Manual comparison process** that is time-consuming, prone to misses & errors, and impacts overall productivity
- × **Downstream actions** to be done separately

### Our Solution

- ✓ **20+ automated** checks
- ✓ Potential **fraud triggers identified at the beginning** of the claim journey
- ✓ Pass **Non-Technical Endorsements in real time**
- ✓ Reduced **admissibility process time**
- ✓ Reduced **Outbound Verification process time**

# Automating Claims

## Motor Admissibility – Updated Version

Admissibility ▾
Dashboard

Claim No.	Policy No.	Insured Name	Insured Mobile No.	Registration Source	Reported By	Vehicle Location
[REDACTED]	[REDACTED]	[REDACTED]	*****7077	Call Centre	Policy holder	Home

Admissibility Check Results
2 Mismatches

Policy
0 Mismatch
✔ All are matched

<b>Insurable Interest</b>	Name In Policy [REDACTED]	Name In Vahan [REDACTED]
	Owner S No (Policy) 1	Owner S No (Vahan) 1
<b>Insured Contact Details</b>	Number in Policy *****7077	Number in FNOL *****7077
<b>Close Proximity</b>	Date of Loss 05-Feb-2025	Close Proximity 270days since inception
<b>End Proximity</b>	Date of Loss 05-Feb-2025	End Proximity 94 days to end policy
<b>64VB</b>	Status Cleared	

Vehicle
2 Mismatches

• Model-Variant
• Cubic Capacity

<b>Model-Variant</b>	As per Policy <b>450 X E BIKE</b>	As per Vahan <b>ATHER 450X</b>	<input type="checkbox"/> Refer to Ops	<input type="checkbox"/> Ok to Waive
<b>Cubic Capacity</b>	As per Policy <b>137 CC</b>	As per Vahan <b>0 CC</b>	✔ Added to Alerts	

<b>Policy Break-In</b>	Previous Policy Expiry 10-May-2024	Policy Inception 11-May-2024
<b>NCB &amp; Previous Claims</b>	NCB in Previous Policy 0	Previous Claims IIB NO
	NCB in Current Policy 20	

<b>Registration No</b>	Reg No in Policy OD33AJ0705	Reg No in FNOL OD33AJ0705
<b>Registration Validity</b>	Start as per Vahan 12-May-2023	Expiry as per Vahan 11-May-2038
	Date of Loss 05-Feb-2025	

# Automating Claims

## Motor Auto Assessment

- ✓ **AI** based automated **identification of damage**
- ✓ **ML powered recommendation** for repair / replacement and **damage estimates**
- ✓ **Reduces Manual assessment effort** and TAT
- ✓ Reduced the Assessment Process time substantially for **Windshield Claims**

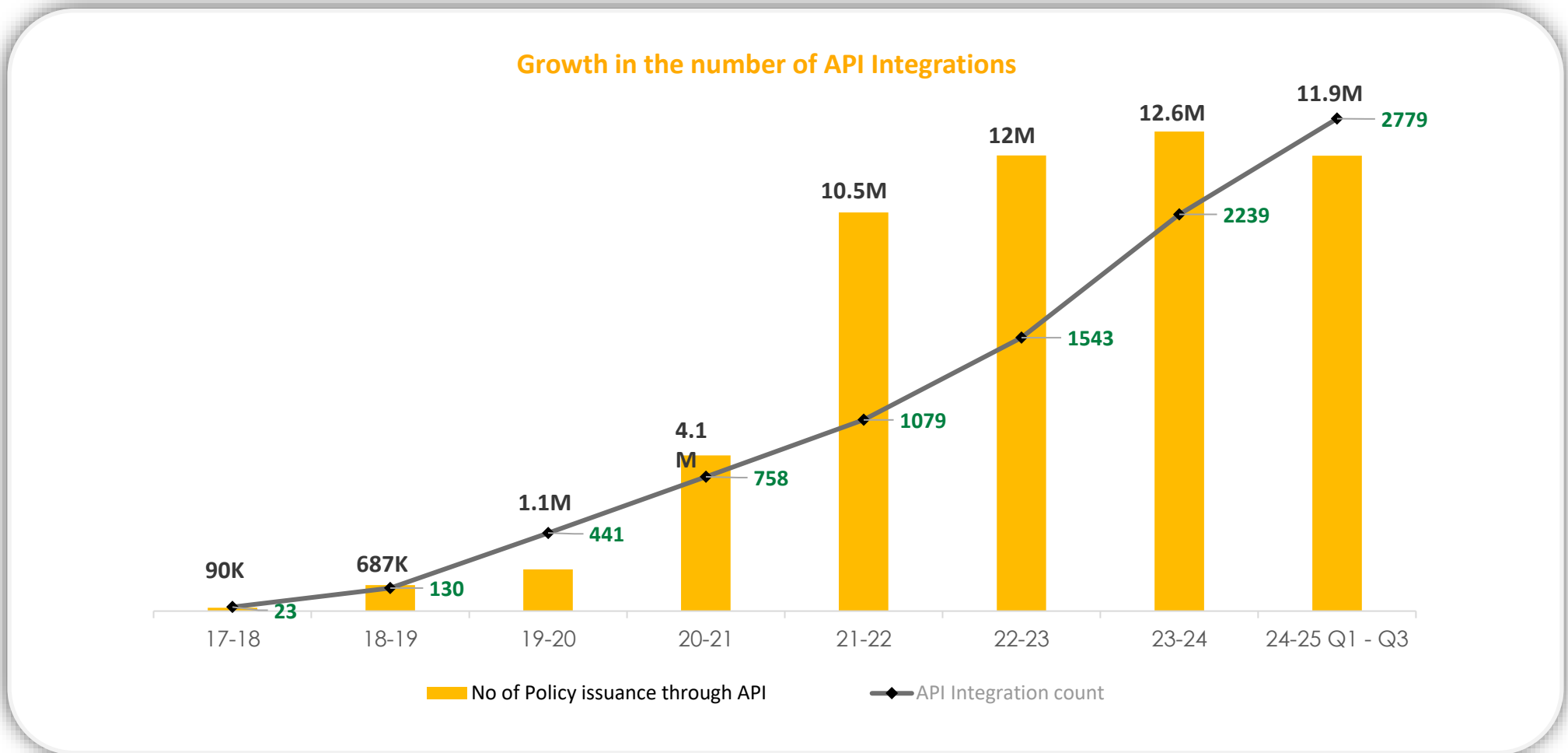
# One API

## Partner Portal

- ✓ **Quick API** integration
- ✓ **No technical expertise** required
- ✓ Extremely **flexible** and **versatile**
- ✓ Almost **400 active Integrations**
- ✓ **27 Million transactions** per month

# One API

## Our API Integrations Since Inception




Total API count including all partners, networks and channels

# One API

## Example – Integration

### Shop Insurance

Benefits    Brochure    Policy Wording    Claims



## Insure your shop content today!

Cover your business against losses due to burglary, fire, flood and more.

### Select your insurance cover

Your coverage should consider the cost of goods & assets like furniture, computers, etc.

₹ 3 Lac At ₹ 390	Select	₹ 4 Lac At ₹ 499	Select	₹ 5 Lac At ₹ 649	Select	₹ 7.5 Lac At ₹ 975	Select
₹ 10 Lac At ₹ 1,199	Select	₹ 15 Lac At ₹ 1,949	Select	₹ 20 Lac At ₹ 2,499	Select	₹ 25 Lac At ₹ 3,249	Select

Note : Any loss or damage within 15 days from the policy start date will not be covered under the policy

Insurer : Go Digit General Insurance Ltd  
Powered by Jio Insurance Broking Ltd

Need help choosing a cover? [Know more](#)

Jio Insurance Broking Limited (formerly known as Reliance Retail Insurance Broking Limited) | CIN: U67200MH2006PLC165651 | IRDAI License No 347 Direct Broker (Life and General) valid till 11/03/2025

Registered office:- 3rd Floor, Court House, Lokmanya Tilak Marg Dhoobi Talao, Mumbai - 400 002, India | Corporate Office: 1st Floor, B Wing, Building 25, Dhirubhai Ambani Knowledge City (DAKC), City Centre Khairane, Dhoob Talao, Maharashtra - 400 710 | Email: customer.care@joinsure.in | Website: www.joinsure.in | Insurance is the subject matter of solicitation.

Insurance cover	Premium amount
₹10 Lacs	₹1,199

[Proceed](#)

### Checkout

#### Shop insurance

**GoDigit Insurance**  
Digit My Business Flexi Policy

Coverage: ₹ 10 Lacs    Tenure: 12 months

#### Shop owner details

Full name:

Enter mobile number:

Email address:

We will send your policy documents to this email id

I would like to receive policy-related communications on my WhatsApp number. Please uncheck this option if you prefer not to receive them

I agree to the terms & conditions and confirm that I have a pucca (RCC) shop and that my shop is not located in the basement and no losses have been reported in past 3 years

#### Shop details

Category:

Registered shop name:

Name should be same as in shop registration certificate

Registered shop address:

Registered pincode:

NORTH WEST DELHI Delhi

Jio Insurance Broking Limited (formerly known as Reliance Retail Insurance Broking Limited) | CIN: U67200MH2006PLC165651 | IRDAI License No 347 Direct Broker (Life and General) valid till 11/03/2025

Registered office:- 3rd Floor, Court House, Lokmanya Tilak Marg Dhoobi Talao, Mumbai - 400 002, India | Corporate Office: 1st Floor, B Wing, Building 25, Dhirubhai Ambani Knowledge City (DAKC), MIDC, Kopar Khairane, Navi Mumbai, Maharashtra - 400 710 | Email: customer.care@joinsure.in | Website: www.joinsure.in | Insurance is the subject matter of solicitation.

[Terms & Conditions](#) , [Privacy Policy](#)

Insurance cover	Premium amount
₹10 Lacs	₹1,199

[Pay Now](#)

# Fraud Engine - Next Steps



## *Fraud Engine Capabilities to be extended to*

- Motor Third Party Claims
- Non-Motor Underwriting
- Non-Motor Claims

# Flood Risk Tool

- ✓ We are **adding more attributes** to **increase model's accuracy** while **reducing false positives**
- ✓ flood risk tool **cannot be implemented currently** for Motor Underwriting







## Industry Analysis

## IGAAP COR is not the reflection of ROE

Digit 9M 2024-25			
Particulars	Actual	Additional Cession <sup>(1)</sup>	Revised <sup>(1)</sup>
Gross Written Premium	7,706	-	7,706
Net Written Premium	6,197	-100	6,097
Net Earned Premium	5,799	-75	5,724
Net Incurred Claim	4,140	-75	4,065
Commission (Net)	1,630	-4	1,626
Operating Expenses	669	-	669
Underwriting Results	-640	4	-636
<b>Combined Ratio (COR) (%)</b>	<b>108.5</b>	-	<b>108.7</b>
Investment Income	949	-	949
Profit Before Tax	309	4	313
Net-worth [Equity]	3,924	4	3,928
<b>Return On Equity (ROE) (%)</b>	<b>9.6</b>	-	<b>9.7</b>

**Outcome:** With additional cession Return On Equity (ROE) might have improved with deteriorating Combined Ratio (COR)

# IGAAP COR can be improved by way of upfront booking of reinsurance commission

Motor (9M 2024-25)	Actual – One Insurer			Digit Actual			Digit Revised <sup>(1)</sup>			Digit 9M 2024-25		
Particulars	OD	TP	Total	OD	TP	Total	OD	TP	Total	Particulars	Actual	Revised <sup>(1)</sup>
Gross Written Premium	2,320	2,255	4,575	1,692	2,693	4,385	1,692	2,693	4,385	Gross Written Premium	7,706	7,706
Comm & Opex	1,029	804	1,833	919	1,105	2,024	919	1,105	2,024	Net Written Premium	6,197	4,669
Total (%)	44.4	35.7	40.1	54.3	41.0	46.2	54.3	41.0	46.2	Net Earned Premium	5,799	4,369
Cession	870	899	1,769	70	110	180	635	1,074	1,708	Net Incurred Claim	4,140	3,119
Cession (%)	<b>37.5</b>	<b>39.9</b>	<b>38.7</b>	<b>4.1</b>	<b>4.1</b>	<b>4.1</b>	<b>37.5</b>	<b>39.9</b>	<b>39.0</b>	Commission (Net)	1,630	932
RI Commission	<b>300</b>	<b>417</b>	<b>717</b>	<b>13</b>	<b>6</b>	<b>19</b>	<b>219</b>	<b>498</b>	<b>717</b>	Operating Expenses	669	669
RI Commission (%)	<b>34.5</b>	<b>46.4</b>	<b>40.5</b>	<b>18.6</b>	<b>5.5</b>	<b>10.6</b>	<b>34.5</b>	<b>46.4</b>	<b>42.0</b>	Underwriting Results	-640	-352
										Combined Ratio	<b>108.5</b>	<b>105.7</b>

**Outcome:** COR might have improved by 2.8% with booking of upfront Reinsurance Commission.

## NEP COR is the true reflection of Underwriting Results

Insurer	Period	GWP	NWP	NEP	NIC	Expenses	UW Results	IGAAP COR (%)	COR on NEP (%)
Insurer 1	Dec-24	21,354	15,280	14,575	10,244	4,991	-660	102.9	104.5
	Mar-24	25,594	18,166	16,866	11,939	5,907	-980	103.3	105.8
	Mar-23	21,772	15,540	14,823	10,726	4,987	-890	104.5	106.0
Insurer 2	Sep-24	9,024	4,029	4,706	4,437	991	-721	118.9	115.3
	Mar-24	18,802	10,439	9,574	8,396	2,551	-1,373	112.1	114.3
	Mar-23	16,873	8,881	8,035	6,423	2,074	-462	103.3	105.7
Insurer 3	Sep-24	9,205	5,767	5,142	3,741	2,180	-779	110.6	115.1
	Mar-24	15,423	9,992	9,297	6,641	3,783	-1,127	109.3	112.1
	Mar-23	13,448	8,631	8,233	6,059	3,100	-926	109.5	111.2
Insurer 4	Sep-24	6,666	4,077	4,266	3,673	1,009	-416	110.8	109.8
	Mar-24	12,731	8,499	7,050	6,056	1,898	-904	108.2	112.8
	Mar-23	10,888	5,746	4,884	3,845	1,609	-570	106.7	111.7
Digit	Dec-24	7,706	6,197	5,799	4,140	2,299	-640	108.5	111.0
	Mar-24	9,016	7,731	7,096	4,990	2,968	-862	108.7	112.1
	Mar-23	7,241	5,908	5,164	3,471	2,375	-682	107.4	113.2
Insurer 5	Sep-24	4,136	2,860	2,732	1,976	1,071	-315	109.8	111.5
	Mar-24	7,598	5,508	5,079	3,741	1,996	-659	109.9	113.0
	Mar-23	6,200	4,610	4,019	2,863	1,757	-601	109.3	114.9

**Outcome:** NEP COR is reconciled with Underwriting Results ( $NEP * (100\% - COR\ on\ NEP)$ ). As explained in previous slide upfront booking of RI commission still can change the results. IFRS results with deferred acquisition cost & deferred reinsurance commission reflects accurate profitability of the insurance business.

## Commission is market driven

9M 2024-25 (Motor)		
Particulars	Actual One Insurer	Digit
Gross Written Premium	7,959	4,385
Comm & Opex	3,311	2,024
Total (%)	41.6	46.2
Revised With One Insurer Mix (%)	-	43.8 <sup>(1)</sup>

9M 2024-25 (Motor Mix %)		
Particulars	Actual One Insurer	Digit
Private Car	53	42
Two – Wheeler	26	29
Commercial Vehicle	21	29
Total (%)	100	100

**Outcome:** Product mix drive the commission

## Contribution of Capital Gain in Investment Income

Insurer	Period	Investment Income				Un-Realized Gain		
		Interest income	Capital Gain	Total	Capital Gain Mix (%)	Other Than Equity	Equity <sup>(1)</sup>	Total
Insurer 1	Dec-24	2,577	758	3,335	23	744	754	1,498
	Mar-24	2,979	642	3,621	18	227	990	1,217
	Mar-23	2,535	518	3,053	17	-361	213	-148
	Mar-22	2,299	695	2,994	23	380	359	739
	Mar-21	1,877	292	2,169	13	707	681	1,387
Insurer 2	Sep-24	925	288	1,213	24	280	221	501
	Mar-24	1,552	481	2,033	24	-95	296	201
	Mar-23	1,300	96	1,396	7	-296	30	-266
	Mar-22	1,097	183	1,280	14	169	65	234
	Mar-21	1,018	122	1,140	11	445	26	472
Insurer 3	Dec-24	1,413	1,547	2,961	52	308	3,412	3,720
	Mar-24	1,675	409	2,084	20	76	4,300	4,376
	Mar-23	1,407	284	1,691	17	-221	927	706
	Mar-22	1,177	282	1,458	19	161	1,046	1,207
	Mar-21	993	143	1,136	13	427	492	919

**Outcome:** Higher dependency on Capital gain may reflect adversely on Earnings in the year of Capital market correction. Higher Investment leverage (which is AUM divided by Networth) results into higher RoE.

## Contribution of Capital Gain in Investment Income

Insurer	Period	Investment Income				Un-Realized Gain		
		Interest income	Capital Gain	Total	Capital Gain Mix (%)	Other Than Equity	Equity <sup>(1)</sup>	Total
Insurer 4	Sep-24	578	419	997	42	191	561	752
	Mar-24	972	256	1,228	21	-7	315	309
	Mar-23	756	75	831	9	-158	13	-145
	Mar-22	599	211	811	26	98	99	197
	Mar-21	568	134	701	19	299	79	379
Digit	Dec-24	979	-2	977	0	252	246	499
	Mar-24	995	56	1,051	5	87	173	260
	Mar-23	710	12	722	2	-88	89	1
	Mar-22	424	13	437	3	20	85	105
	Mar-21	289	19	308	6	135	53	188
Insurer 5	Sep-24	565	82	647	13	10	476	485
	Mar-24	1,023	74	1,097	7	-183	310	127
	Mar-23	855	20	876	2	-358	32	-326
	Mar-22	716	75	791	10	-62	30	-33
	Mar-21	656	139	794	17	13	27	40

**Outcome:** Higher dependency on Capital gain may reflect adversely on Earnings in the year of Capital market correction. Higher Investment leverage (which is AUM divided by Networth) results into higher RoE.

**Thank You**

