Date: 29th November 2024

To,	To,
BSE Limited	**National Stock Exchange of India Limited**
Phiroze Jeejeebhoy Towers,	Exchange Plaza, C-1, Block G Bandra Kurla Complex,
Dalal Street, Fort, Mumbai – 400 001	Bandra (East), Mumbai – 400 051
BSE Scrip Code: 544179	**NSE Symbol: GODIGIT**

Dear Sir/Madam,

Subject: Intimation under Regulation 30 of the Listing Regulations- Transparency Report

Pursuant to Regulation 30 and Para A of Part A of Schedule III of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith Transparency report of the Company for the half year ended 30th September 2024.

The above information is being made available on the Company's website at https://www.godigit.com/digest/reports/transparency-report-11

We request you to kindly take the above intimation on record.

Thanking you,

Yours faithfully,

For **Go Digit General Insurance Limited**

Tejas Saraf
Company Secretary & Compliance Officer

Digit Insurance releases 11th Transparency Report, proactively shares claims numbers and turnaround times

- Digit shared insights pertaining to average time taken to approve various health insurance and motor insurance-related metrics, among others.
- It also disclosed how much time it takes to respond to social media queries and how quickly its customer care team provides resolution on calls.

Bengaluru, 29 November 2024: Go Digit General Insurance Limited (Digit Insurance), one of India's leading new-age insurance companies, on Friday released the 11th edition of the Transparency Report.

Titled *"Breaking the Doubt Cycle: Creating Moments of Delight in Insurance"*, the report shares insights around various **turnaround times, approval times and claim settlement timelines** around health insurance, motor insurance, home insurance and travel insurance. The report also disclosed various **customer-centric turnaround times** pertaining to **customer-care resolution, social media response time**, among others.

The report measures various **"doubt"** factors that customers experience during their insurance journey and showcases how Digit in contrast strives to create **"delightful" experiences** for the customers. As part of its core value of *"Being Transparent"*, Transparency Report is Digit's bi-annual exercise where it goes beyond mandatory disclosures and shares various data-led insights and stories to its customers, partners and all other stakeholders.

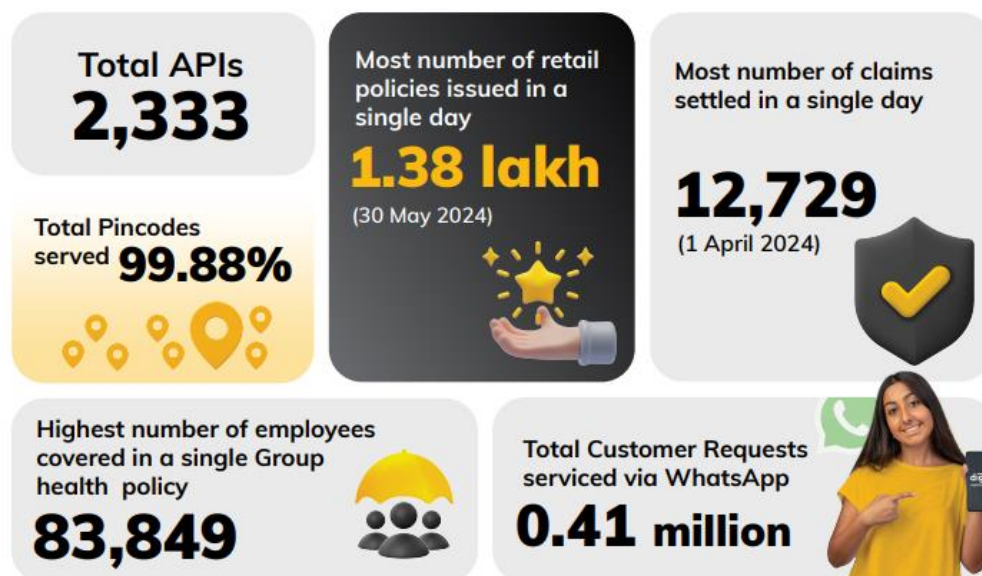**Here is a snapshot of various claims-related turnaround times** for H1FY25**:**

- **26 minutes:** Average TAT of cashless health insurance pre-authorization approval.
- **53 minutes:** Average TAT for Hospital Discharge Approval.
- **2.96 days:** Average TAT to settle reimbursement health insurance claims.
- **12 hours 17 minutes:** Average TAT to provide Motor Insurance work approval.
- **37 days:** Average TAT for settling home insurance claims.
- **96.2%:** Overall Claims Settlement Ratio.

The company also disclosed the biggest amount of claims it settled in H1FY25. It settled third-party two-wheeler claim of Rs 1.4 crore and third-party private car claim of Rs 1.15 crore. The biggest health insurance claim during the same period was settled worth Rs 27.43 lakh for a Bangalore-based customer, while an STFI loss under home insurance worth Rs 4.28 lakh was settled for a Delhi-based customer.

It also made various disclosures around various customer-servicing metrics. **Here is a snapshot of H1FY25:**

- **92.55%:** Number of customers who received first-time resolution (FTR) on calls.
- **2 hours 13 minutes:** Average time taken to resolve and close requests of customers who call.
- **4.16 lakh:** Number of customers who used WhatsApp self-service to get updates.
- **20 minutes and 7 seconds:** Time taken to provide First Level Response (FLR) to customers who reach out on social media platforms.

Here are the key growth numbers of the company for H1FY24-25:

Total APIs
2,333

Total Pincodes
served **99.88%**

Most number of retail policies issued in a single day
1.38 lakh
(30 May 2024)

Most number of claims settled in a single day
12,729
(1 April 2024)

Highest number of employees covered in a single Group health policy
83,849

Total Customer Requests serviced via WhatsApp
0.41 million

In H1FY25, sold over 5.7 million policies and settled 441,275 claims, serving over 60 million* customers since inception. It clocked gross written premium of Rs 5,029 crore in H1FY25 compared to Rs 4,252 crore in the year-ago period.

60 million is a cumulative count of all customers/lives onboarded and includes without limitation persons who have availed insurance benefits under various policies issued since inception.

About Digit Insurance

Founded by Kamesh Goyal in 2016, **Go Digit General Insurance Limited** is a publicly listed general insurance company and is one of the leading new-age insurance companies in India. It leverages its technology to power what it believes to be an innovative approach to product design, distribution and customer experience for non-life insurance products. Some of the promoters of Go Digit General Insurance Ltd are Go Digit Infoworks Services Pvt. Ltd and FAL Corporation. With its registered office in Pune and corporate office in Bengaluru, Digit is one of the first non-life insurers in India to be fully operating on cloud.

Digit won the General Insurance Company of the Year Award 2024 at the prestigious Asia Insurance Industry Awards 2024, Singapore. The Company is also part of the Fortune India 500 List (Ranked 349) and Hurun India 500 List 2023 (ranked 146th out of 500 most valuable companies). It was ranked 5th at LinkedIn 2024 Top Companies to Work for and is also a certified Great Place to Work for four years in a row.

The Company offers motor insurance, health insurance, travel insurance, property insurance, marine insurance, liability insurance and other insurance products, which the customer can customize to meet his or her needs. Digit, through its tech-enabled process, focuses on product innovations to help satisfy real unmet insurance needs.

For further media queries:

Sabari Saran | E: sabari.saran@godigit.com | M: +91 9711677055

Or write to us: mediarelations@godigit.com