



Q1FY19 Investor Presentation



Overview

Largest general insurance company in India with an established brand, expansive multi-channel distribution network and strong international presence

#1 in India

in terms of net worth, domestic gross direct premium, profit after tax and number of branches

c.100 years of operations

Incorporated in 1919

A- rating by AM Best and AAA by CRISIL

~28 million policies

issued in FY2018 across all product segments

16.8% market share in Q1FY19

Leadership in all lines of business other than crop insurance

2,400+ offices in India

across 29 states and 7 union territories

Presence in 28 countries

through international branches, agency offices and subsidiaries, including a box at Lloyd's, London



Future Strategy

Increasing Return on Equity

Improve underwriting profitability by reducing the incurred claim ratio

Maintain/Increase market share and leverage benefits of economies of scale driven by growth

Leverage technology to drive customer satisfaction, profitability and growth

Improve Underwriting Profitability

- Optimize risk adjusted returns in each product segment
- Minimize errors by refining underwriting process and internal controls
- Develop differentiated and accurate underwriting models
- Obtain better commercial arrangements from reinsurers
- Stringent inspection of claim documentation, active monitoring and increased audits of claims to minimize claim fraud
- Replace loss-making schemes and channels with profitable options

Segment Specific Strategies	
Health	<ul style="list-style-type: none"> ■ Medical doctors employed for product design and efficient health insurance claims management ■ Co-promoted a TPA for better customer service and efficient claims management ■ Price revisions in retail and group health schemes
Motor Own Damage	<ul style="list-style-type: none"> ■ Recruited automobile engineers and has an in-house surveyors team for efficient claims management ■ Controlling NIL-DEP policies ■ Favorable MISP guidelines
Motor Third Party	<ul style="list-style-type: none"> ■ Motor Vehicle (Amendment) Bill, 2016 could improve the profitability ■ Regular price increases by IRDAI helps control ICR
Crop	<ul style="list-style-type: none"> ■ Adequate reinsurance for higher risk crop insurance
Fire	<ul style="list-style-type: none"> ■ Focus on risk selection with a list of declined risks already prepared ■ Forensic audit of large claims being performed

Maintain/Increase Market Share

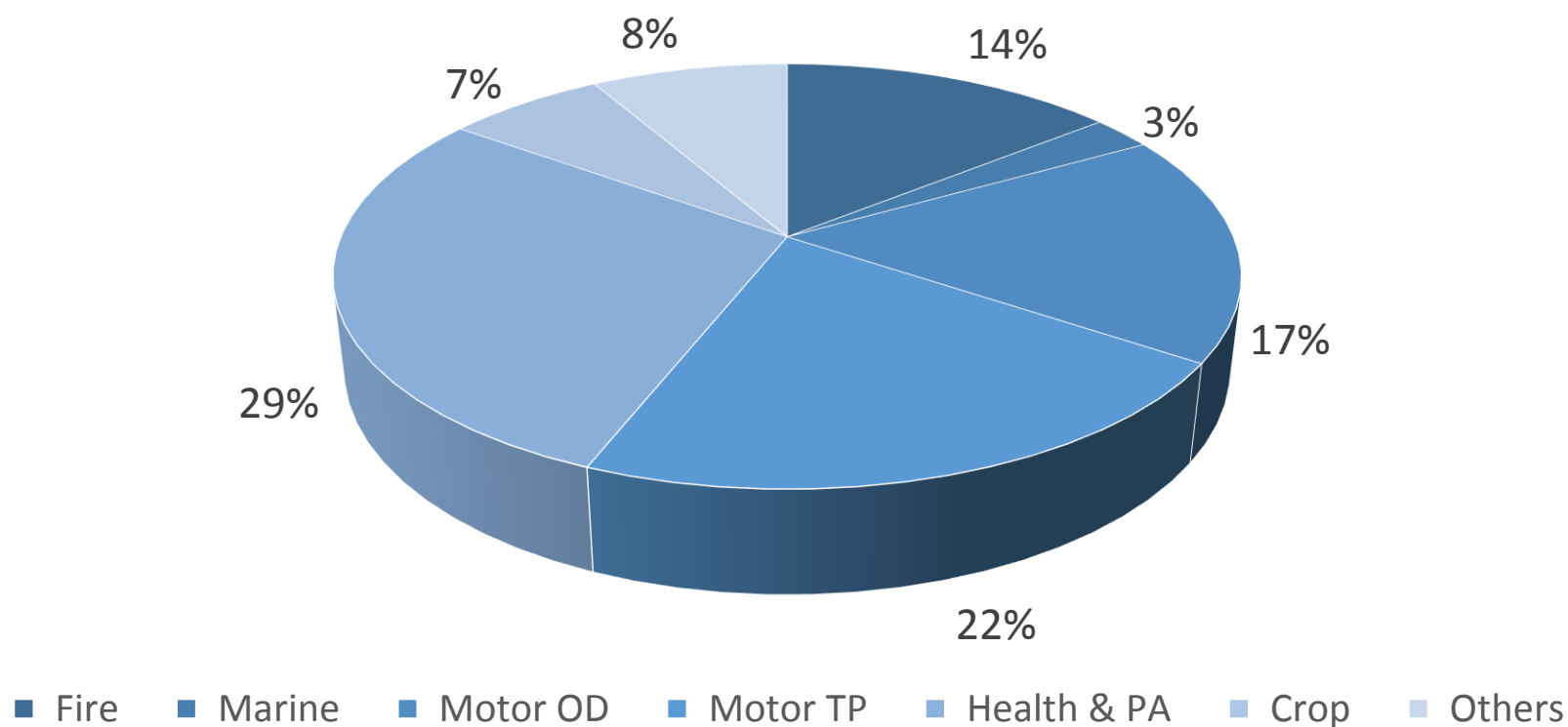
- Capitalize on the low density and penetration of Indian insurance sector
- Focus on growth primarily driven by profitable retail business with lower emphasis on lines like corporate health
 - Launching innovative new products
 - Large scale recruitment/training of agents
 - Increased use of technology – direct to customer, agent portal etc.
 - Increasing geographic reach through micro office model – profitable model due to low cost and competition
 - Focus on Bancassurance channel with emphasis on profitable miscellaneous lines of business
 - Recently tied up with Punjab National Bank, Canara Bank, Bandhan Bank, Bank of India, South Indian Bank
 - Further growing current tie ups with Union Bank and Corporation Bank

Leverage Technology

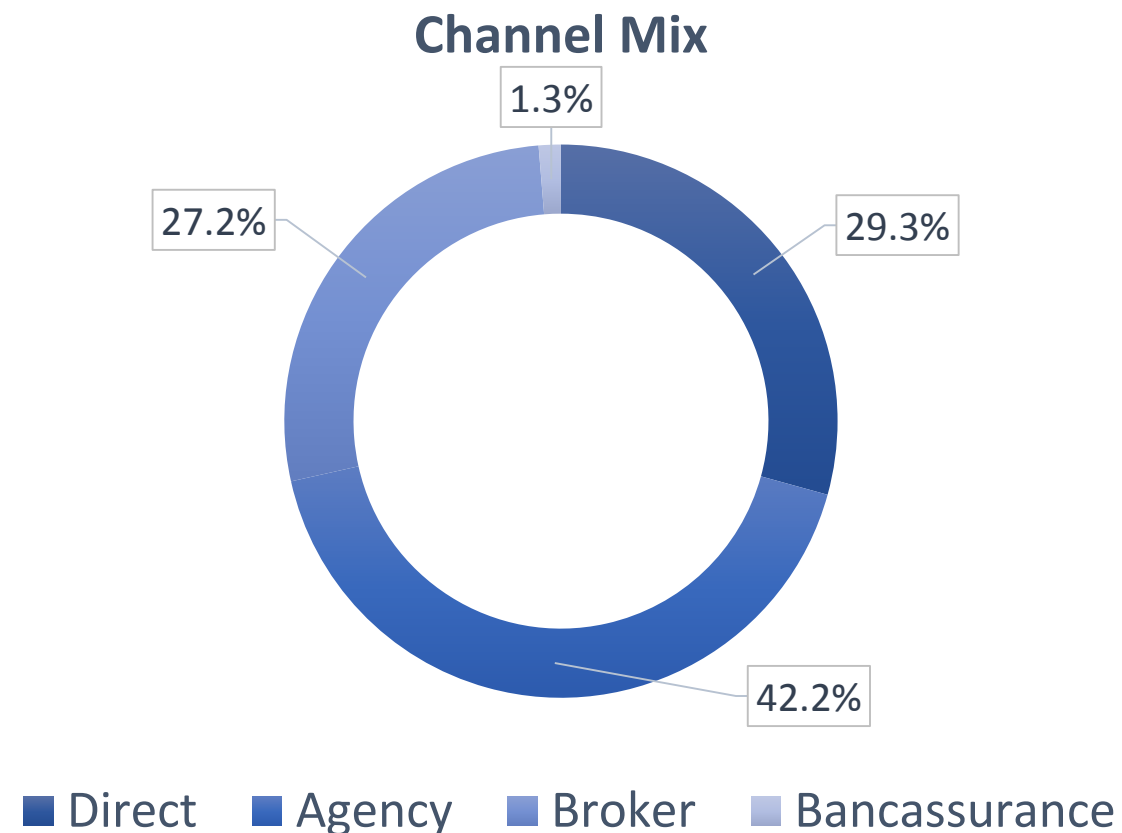
Target	Strategy
Customers	<ul style="list-style-type: none"> Simplify customer interfaces and processes Adopt chat bot technology to increase engagement Formal root cause analysis to reduce grievances Digital marketing to garner real-time customer feedback
Sales	<ul style="list-style-type: none"> Structured, cost-efficient and automated sales process Leverage data analytics for cross sales opportunities
Claims	<ul style="list-style-type: none"> Update IT infrastructure for efficient claims processing Reduce the turnaround time for claim settlement
Under-writing	<ul style="list-style-type: none"> Data driven models to improve underwriting functions, risk management, monitoring and reduction of fraud
Online Channel	<ul style="list-style-type: none"> Introduce additional standard term products for direct distribution through online channels Introduce mobile applications for new product launches and enable functional ease for agents and customers
Business Processes	<ul style="list-style-type: none"> Refine IT infrastructure based on feedback from customers, employees and distribution intermediaries

Business Mix – Global GWP FY18

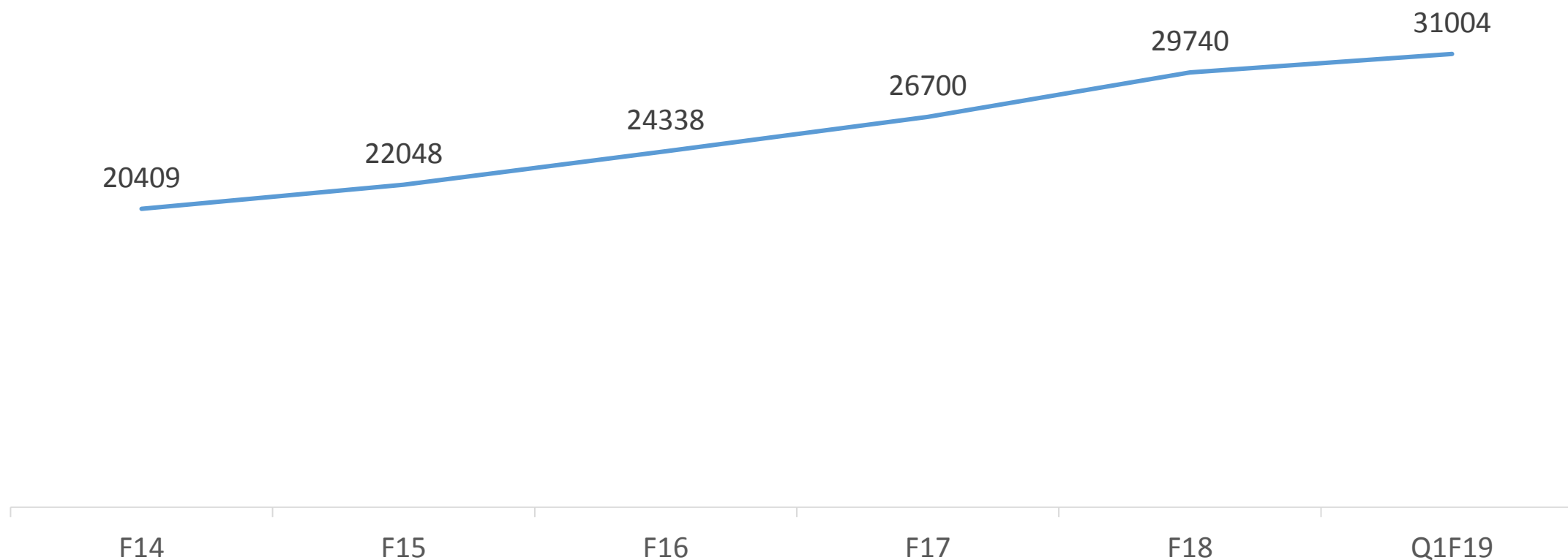
Gross Written Premium 26,554 Cr



Distribution Mix – Indian Business FY18

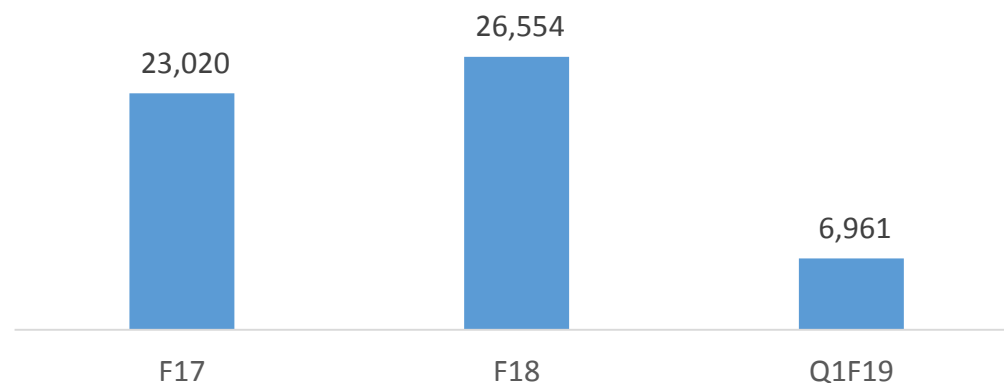


Movement in Technical Reserves (Cr)

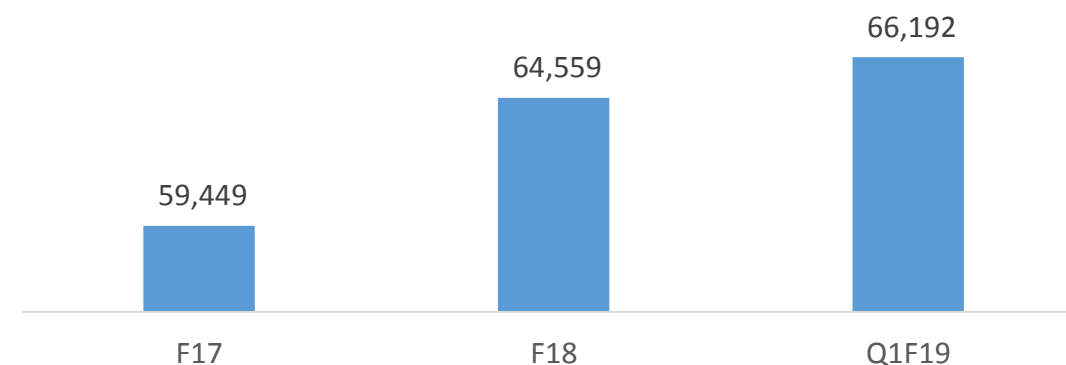


Financial Snapshot

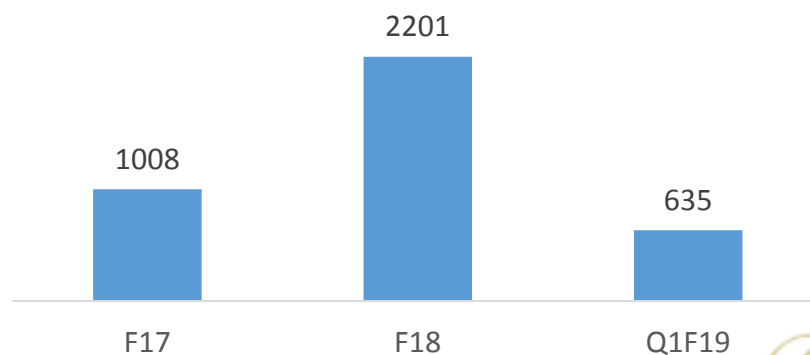
GWP



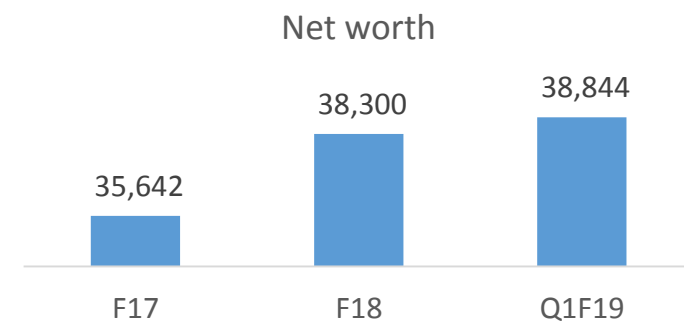
Investments



PAT

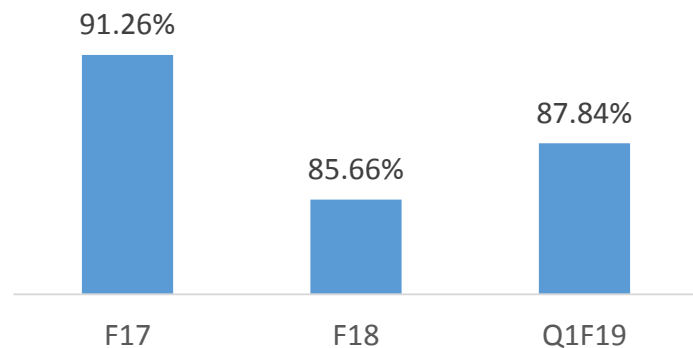


Net Worth

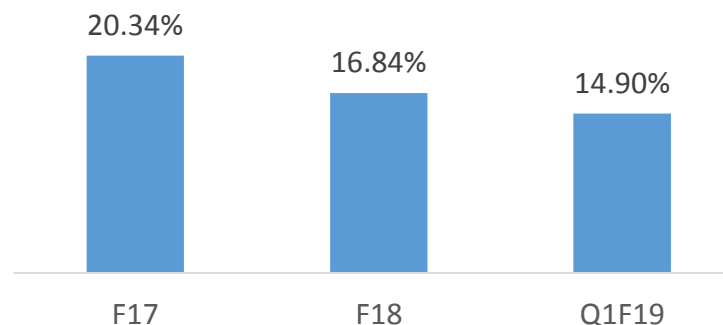


Key Ratios

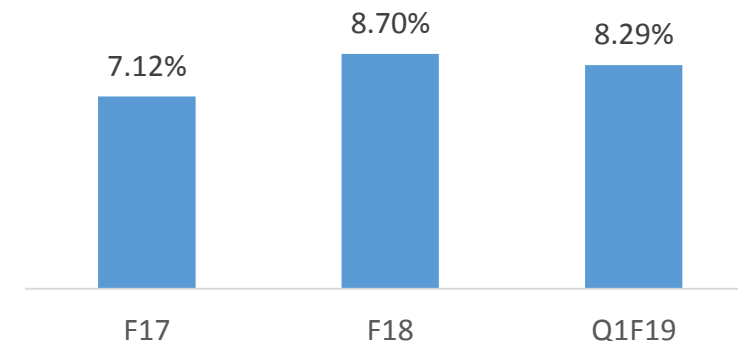
Incrred Claims Ratio



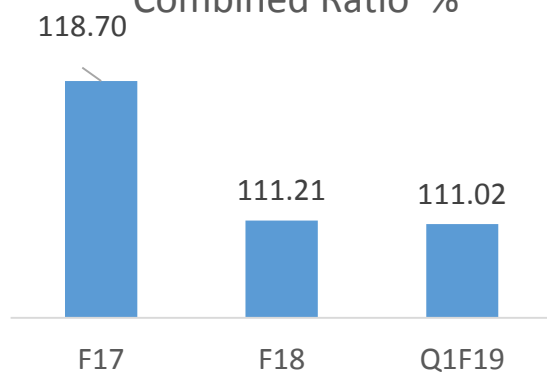
Expense Ratio



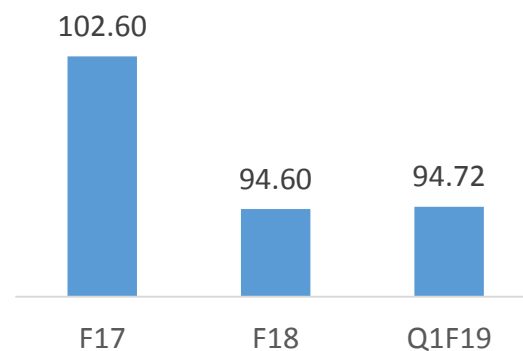
Commission Ratio



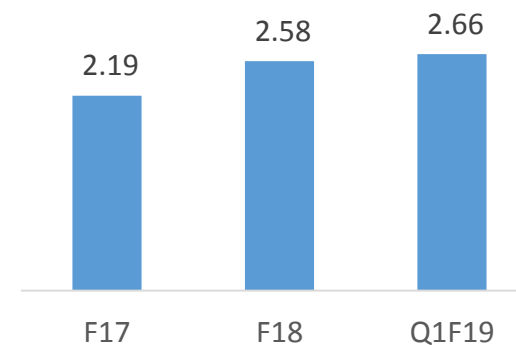
Combined Ratio %



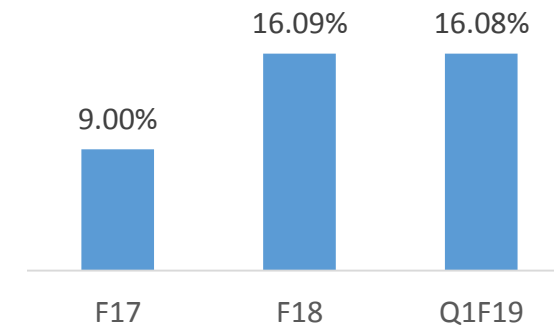
Adj. Combined Ratio %



Solvency Ratio



ROE



Segmental Information

GWP	Q1F18	Q1F19	YoY %
Fire	1,051	1,046	-0.5%
Marine	201	190	-6.3%
Motor OD	1,078	1,101	2.1%
Motor TP	1,251	1,366	8.4%
Health & PA	2,031	2,527	19.7%
Others	722	731	1.2%
Total	6,334	6,961	9.9%

ICR %	Q1F19	F18
Fire	107%	77%
Marine	28%	60%
Motor OD	78%	74%
Motor TP	84%	85%
Health & PA	102%	103%
Others	53%	62%
Total	88%	86%

About Us

The New India Assurance Company Ltd, founded by Sir Dorabji Tata in 1919, a Multinational General Insurance Company, today operates in 28 countries and headquartered at Mumbai, India. The Company has been market leaders in India in Non – Life business for more than 40 years.

New India Assurance has been leading the market, apart from premium, in reserves & net worth for many years.