



H1FY19 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

14.4% market share in H1FY19

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	■ 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	■ Recruited automobile engineers and has an in-house surveyors team for efficient claims management ■ Controlling NIL-DEP policies ■ Favorable MISP guidelines
Motor Third Party	■ Motor Vehicle (Amendment) Bill, 2016 could improve the profitability ■ Regular price increases by IRDAI helps control ICR
Crop	■ Adequate reinsurance for higher risk crop insurance
Fire	■ Focus on risk selection with a list of declined risks already prepared ■ Forensic audit of large claims being performed

Maintain/Increase Market Share

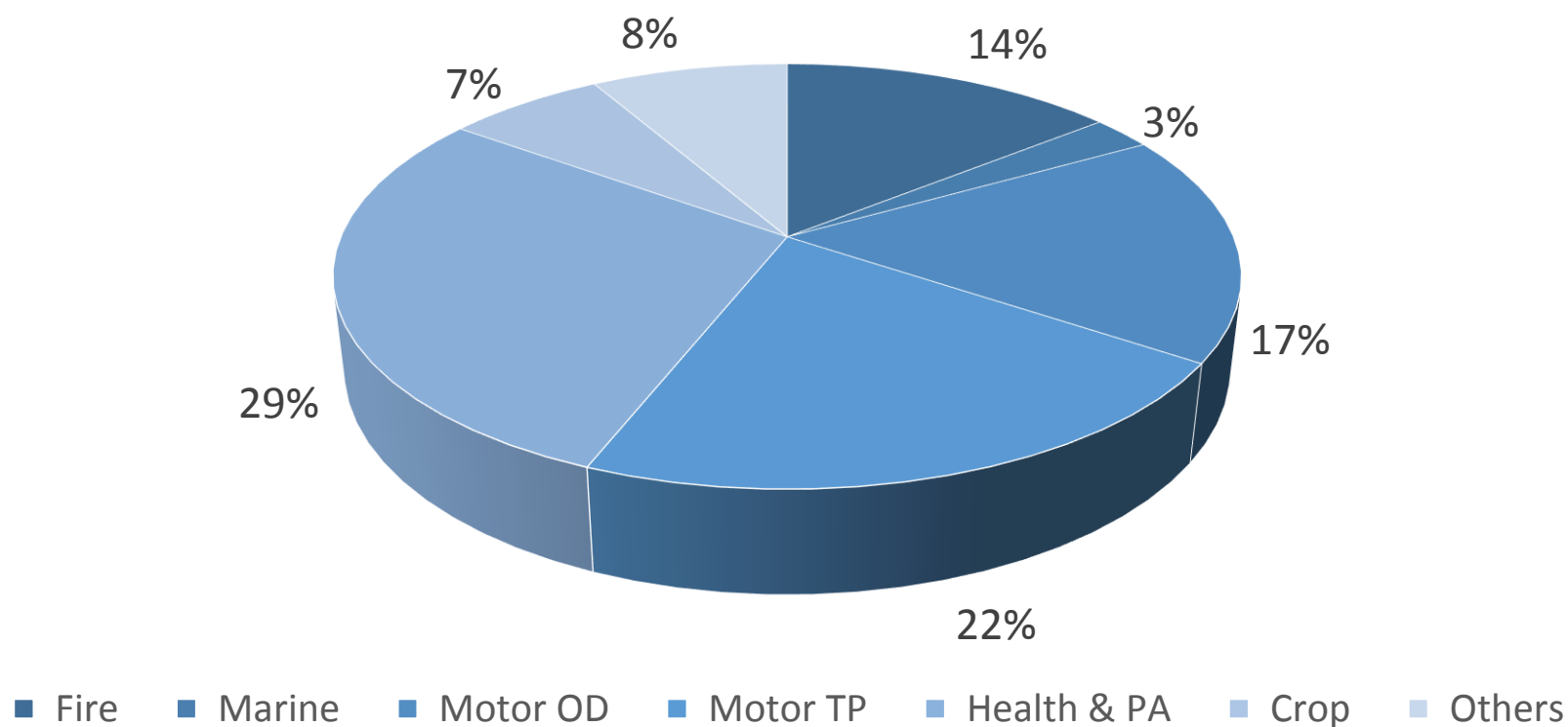
- Capitalize on the low density and penetration of Indian insurance sector
- Focus on growth primarily driven by profitable retail business with lower emphasis on lines like corporate health
 - Launching innovative new products
 - Large scale recruitment/training of agents
 - Increased use of technology – 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

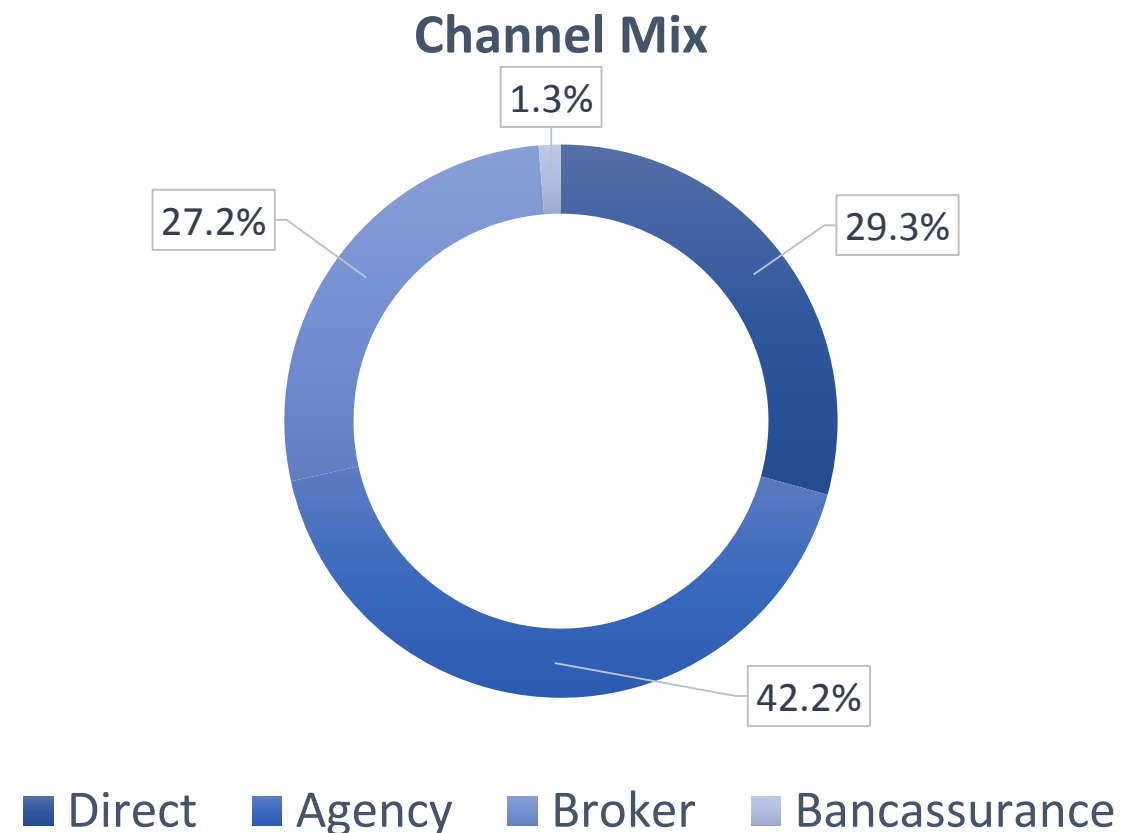
Target	Strategy
Customers	- Simplify customer interfaces and processes - Adopt chat bot technology to increase engagement - Formal root cause analysis to reduce grievances - Digital marketing to garner real-time customer feedback
Sales	- Structured, cost-efficient and automated sales process - Leverage data analytics for cross sales opportunities
Claims	- Update IT infrastructure for efficient claims processing - Reduce the turnaround time for claim settlement
Under-writing	Data driven models to improve underwriting functions, risk management, monitoring and reduction of fraud
Online Channel	- 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	Refine IT infrastructure based on feedback from customers, employees and distribution intermediaries

Business Mix – Global GWP FY18

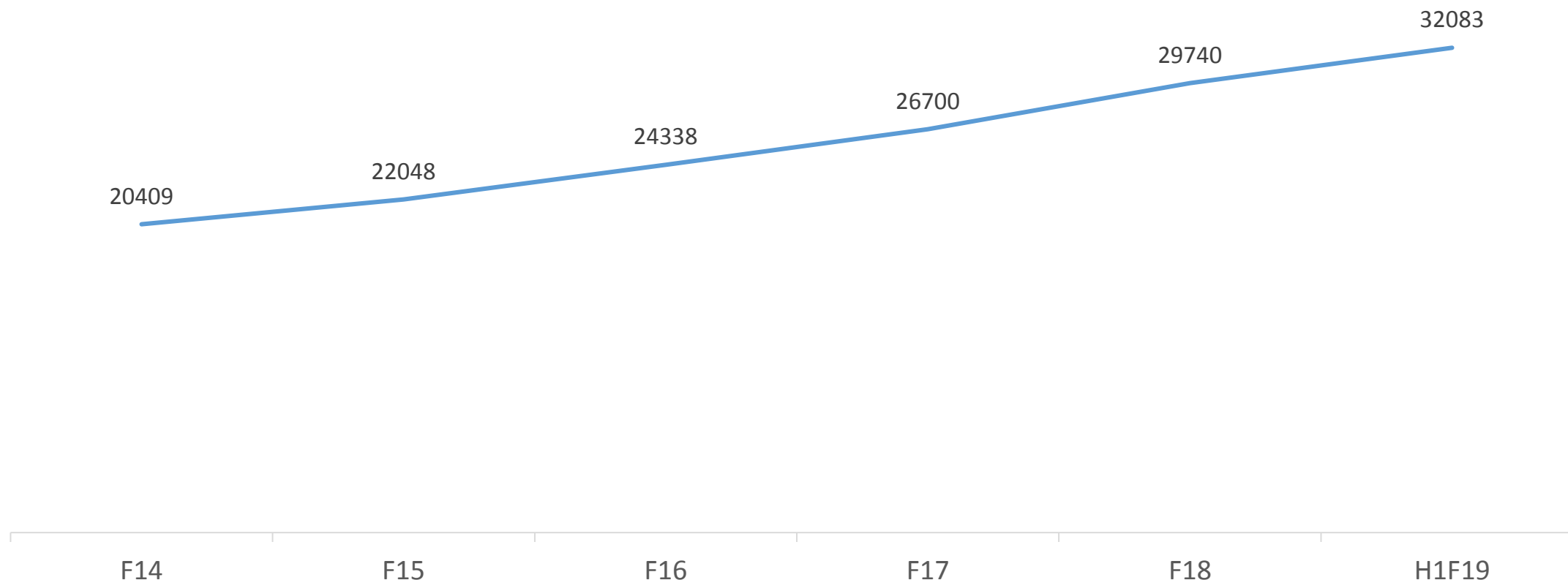
Gross Written Premium 26,554 Cr



Distribution Mix – Indian Business FY18

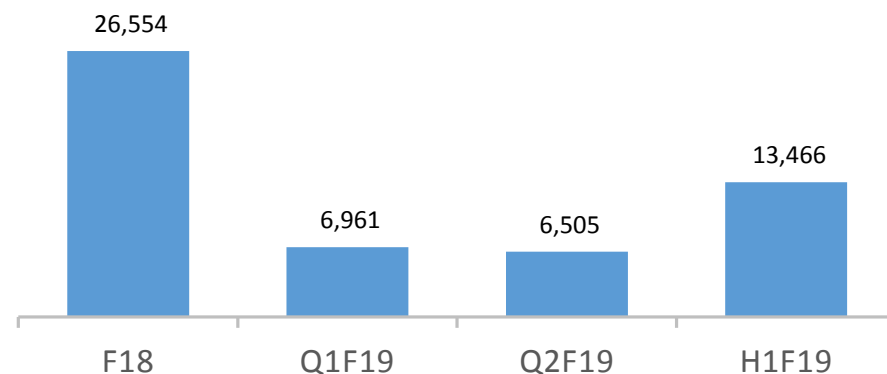


Movement in Technical Reserves (Cr)

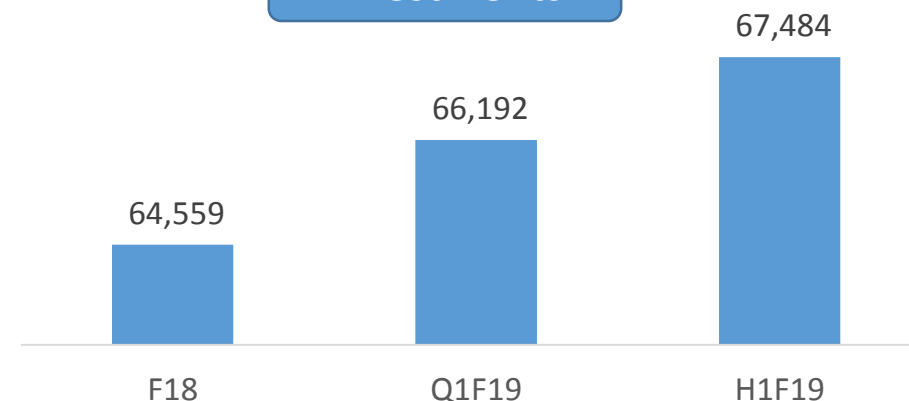


Financial Snapshot

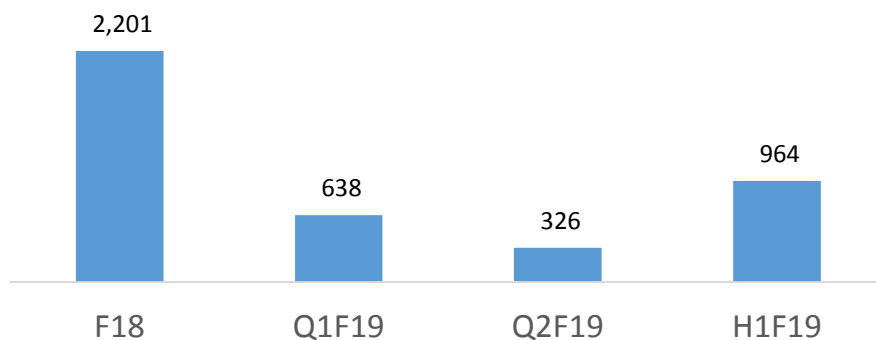
GWP



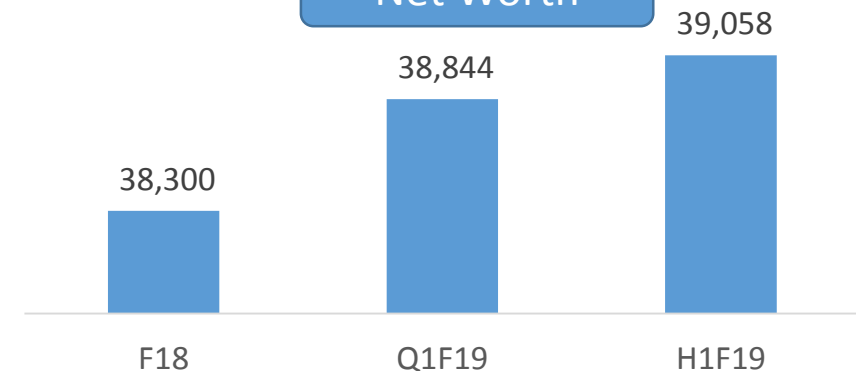
Investments



PAT

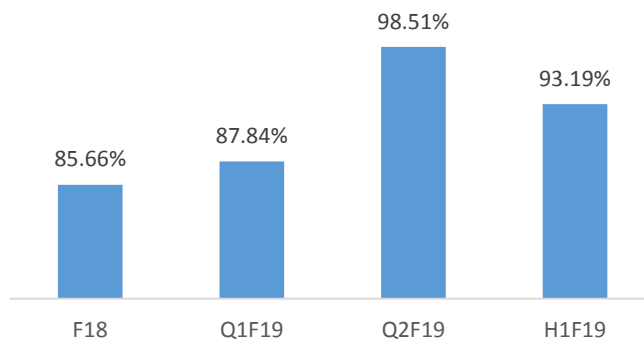


Net Worth

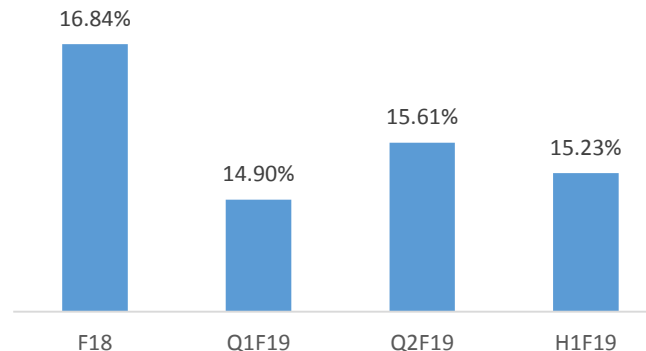


Key Ratios

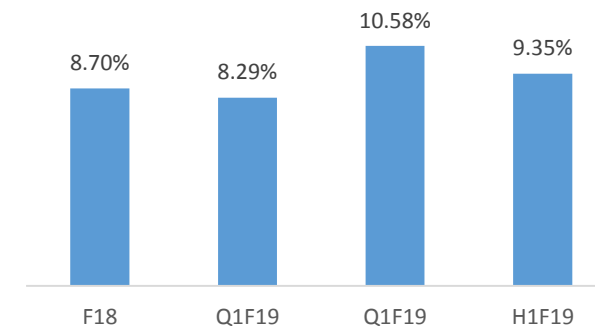
Incrred Claims Ratio



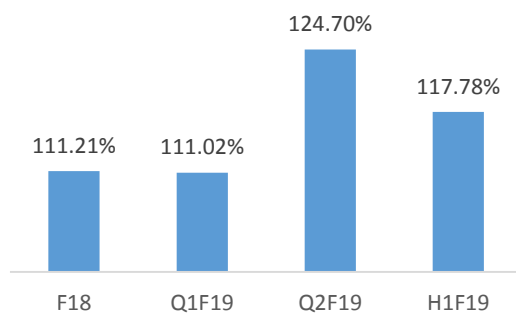
Expense Ratio



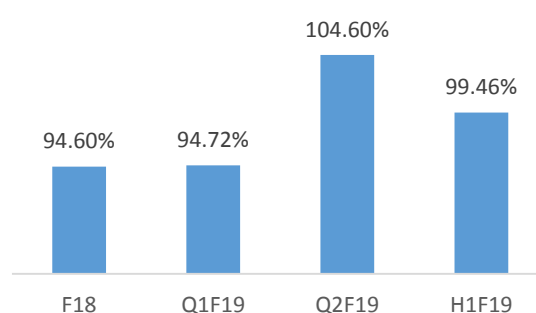
Commission Ratio



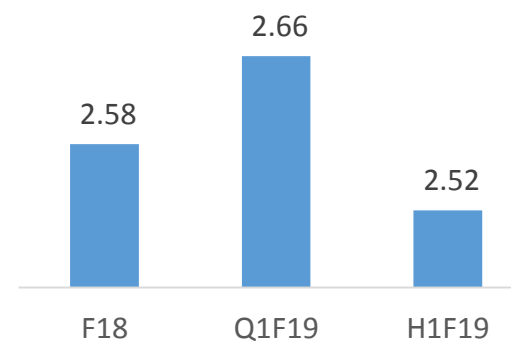
Combined Ratio



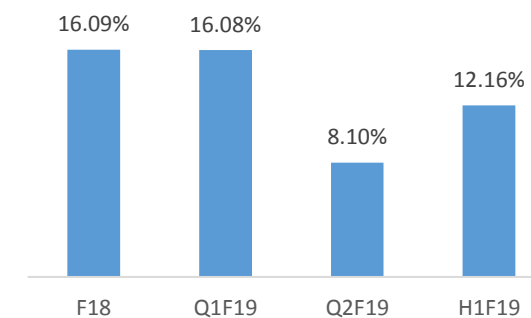
Adj. Combined Ratio



Solvency Ratio



ROE



Segmental Information

GWP	H1F19	H1F18	YoY %
Fire	1,889	1776	6.36%
Marine	354	333	6.21%
Motor OD	2,149	2136	0.60%
Motor TP	2,716	2553	6.41%
Health & PA	4,544	3696	22.95%
Others	1,814	2330	-22.14%
Total	13,466	12,823	5.01%

ICR %	H1F19	H1F18
Fire	118%	91%
Marine	75%	49%
Motor OD	78%	75%
Motor TP	89%	90%
Health & PA	104%	102%
Others	78%	67%
Total	93%	88%

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.

For further information please contact:

Ms. S N Rajeswari (CFO)

The New India Assurance Company Ltd

Ph: 022 22708232 / 212

Email: cfo@newindia.co.in

