



दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड, मुंबई, (प्र.का.)
THE NEW INDIA ASSURANCE CO. LTD., MUMBAI (H.O.)

INFORMATION FURNISHED IN COMPLIANCE TO CIC ORDER IN CASE NO.

CIC/DS/A/2011/002267 dt. 7TH MAY 2012 (Point No. 8 – A,B,C,D)

& ITS ADJUNCT ORDER DATED 22ND JUNE 2012

| Sr. No. | Query | Our Reply |
|---------|---|------------------------------|
| (A) | Date from which premium rates for renewal of Mediclaim Policies have been reduced / revised | 16 TH AUGUST 2007 |
| (B) | Number of Mediclaim Policyholders to whom revised / reduced rates were charged | 218578 |
| (C) | Number of Policyholders to whom benefit of Reduced rates were not given | 93805 |
| (D) | Number of Policyholders to whom excess premium charged was: | |
| | i. Refunded with interest | Nil |
| | ii. Refunded without interest | 2349 |

(E) We have already advised our Operating Offices to refund the excess premium collected to all the Senior Citizens who are eligible for the same.

डॉ. ऐम्. सी. खामराई
मुख्य प्रबंधक
DR. M. C. KHAMRAI
Chief Manager



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POINT NO. 9 OF THE ABOVE ORDER

As per IRDA instructions we were allowed to increase the premium of Senior Citizens (age 60 years and above) having mediclaim policy with us by 50-75% of earlier premium rates (in old mediclaim policy). Accordingly we had reduced the rates for Senior Citizens and advised our operating offices to effect the change. However, while effecting the said changes in premium rates, it was observed that persons in the age bracket of 50 -59 might have had to pay more premium than those in the 61-65 age bracket. Hence, our Company on its own, voluntarily, reduced the premium for the age bracket 50-59, though it was not mandatory as per IRDA approval of premium rates. Hence, whatever premium was charged for this age bracket was within the approval of IRDA.

However, as per our data, we have charged revised premium to 202568 number of policyholders, for the period from 16.8.2007 to 28.5.2008; who are within age band of 50-59, which is well within the IRDA approval and not eligible for refund.

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