

Ref. No.: MUM/SEC/133-10/2023

October 18, 2022

To, The Manager Listing Department BSE Limited Phiroze Jeejeebhoy Towers Dalal Street Mumbai – 400 001

The Manager Listing Department National Stock Exchange of India Limited Exchange Plaza, 5<sup>th</sup> Floor, Plot C/1 G Block, Bandra Kurla Complex, Mumbai – 400 051

Scrip code: Equity (BSE: 540716/ NSE: ICICIGI); Debt (NSE: ILGI29)

Dear Sir/Madam,

<u>Disclosure under Regulation 30 read with Schedule III and Regulation 46(2) of the</u> <u>Securities and Exchange Board of India (Listing Obligations and Disclosure</u> <u>Regulations, 2015</u>

Sub: Ref: Investor Presentation- Audited Financial Results for the quarter and halfyear ended September 30, 2022

In compliance with above mentioned Regulation, please find enclosed Investors Presentation on the Audited Financial Results for the quarter and half-year ended September 30, 2022.

The above information is being made available on the Company's website <u>www.icicilombard.com</u>.

The audio recording and transcript of the conference call will be hosted on the investor relations section of Company's website at <u>www.icicilombard.com</u> within the prescribed regulatory timelines. You are requested to kindly take the same on your records.

Thanking you.

Yours faithfully,

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For ICICI Lombard General Insurance Company Limited

Vikas Mehra Company Secretary

Encl. As above

#### ICICI Lombard General Insurance Company Limited

IRDA Reg. No. 115 Mailing Address: 401 & 402, 4th Floor, Interface 11,

New Linking Road, Malad (West), Mumbai - 400 064 CIN: L67200MH2000PLC129408 Registered Office: ICICI Lombard House, 414, Veer Savarkar Marg, Near Siddhi Vinayak Temple, Prabhadevi, Mumbai - 400 025

Toll free No. : 1800 2666 Alternate No.: +91 8655222666 (Chargeable) Email: customersupport@icicilombard.com Website: www.icicilombard.com



# H12023 Performance Review

## Agenda

- Company Strategy
- Financial Performance
- ESG Initiatives
- Industry Overview





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## **ICICI Lombard General Insurance – Pillars of Strength**



Consistent Market Leadership and growth

- Leading private sector non-life insurer in India since FY2004 (GDPI basis)
- 14 years GDPI CAGR (FY2008 – FY2022) for IL: 12.9%
- Market share H12023 (GDPI basis): 8.4%



Diverse products and multi-channel distribution

- Comprehensive and diverse product portfolio
- Individual Agents\* 1,00,636
- Expanding distribution network to increase penetration in Tier 3 and Tier 4 cities
- Number of Virtual Offices: 908

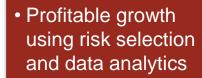


Excellence in Customer service and Technology

 Leveraging on Artificial Intelligence, Machine Learning, IoT etc. throughout the customer life cycle

 Dedicated "digital arm" to improve speed of delivery for D2C business





 Maintain robust reserves

 Prudent investment management



- Maintain high level of Solvency ratio as against regulatory minimum requirement of 1.50x
- Solvency ratio 2.47x as at September 30, 2022



\*including POS

IoT – Internet of Things

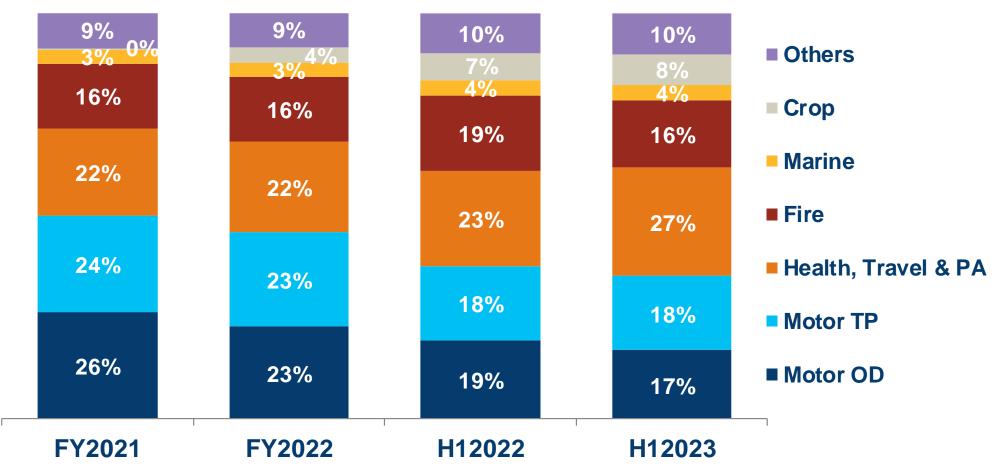
# **Key Highlights**

Particulars	FY2021	FY2022	H12022	H12023
<u>(₹ billion)</u>	Actual	Actual	Actual	Actual
Gross Written Premium	143.20	185.62	87.76	108.32
Gross Direct Premium Income (GDPI)	140.03	179.77	86.13	105.55
GDPI Growth	5.2%	28.4%	32.7%	22.6%
Combined Ratio	99.8%	108.8%	114.3%	104.6%
Profit after Tax	14.73	12.71	6.41	9.40*
Return on Average Equity	21.7%	14.7%	15.2%	19.9%
Solvency Ratio	2.90x	2.46x	2.49x	2.47x
Book Value per Share	163.56	185.57	176.32	199.99
Basic Earnings per Share	32.41	25.91	13.07	19.14

\*PAT includes reversal of tax provision of ₹ 1.28 billion #Excluding reversal of tax provision, ROAE for H12023 was 17.3% Merged figures are presented from April 1, 2021 onwards, hence figures of FY2021 are not comparable



## Comprehensive Product Portfolio Product Mix

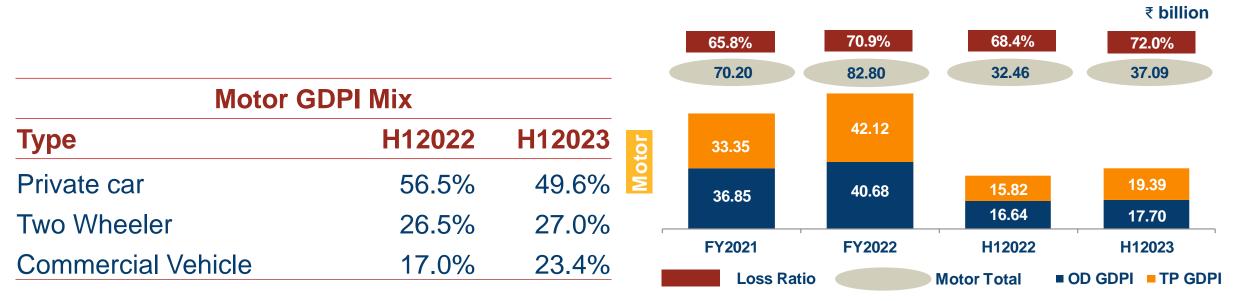


• Diversified product mix- motor, health, travel & personal accident, fire, marine, crop and others



Merged figures are presented from April 1, 2021 onwards, hence figures of FY2021 are not comparable

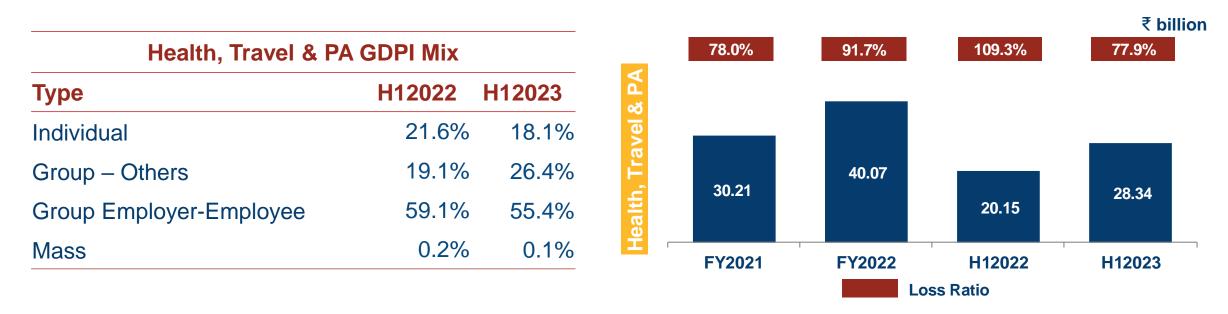
## **Comprehensive Product Portfolio - Motor**



- Loss cost driven micro-segmentation
- Revision in base premium for Motor TP w.e.f. June 1, 2022
- Advance premium at September 30, 2022 : ₹ 34.34 billion ( ₹ 33.68 billion at March 31, 2022)



## **Comprehensive Product Portfolio – Health, Travel & PA**



- Investments made towards accelerating growth in areas of health distribution-
  - Retail health agency vertical grew by 30.7% for Q22023
- IL Take Care for customer engagement & servicing of health, motor and travel customers
  - More than 2.7 Mn user downloads till date (1.0 Mn user downloads in Q22023)



# **Comprehensive Product Portfolio – P&C**

Market share in commercial lines ₹ billion 63.2% 59.4% 72.8% 59.6% **Property & Casualty (P&C) Market Share** sualty **Product** H12022 H12023 Ca 13.2% 12.8% Fire 15.1% õ 15.7% Engineering 50.24 39.29 32.13 27.69 per Marine Cargo 18.6% 18.4% 17.5% 15.4% Liability FY2021 **FY2022** H12022 H12023 Loss Ratio 111.2% 107.9% 125.2% 84.3% Crop Crop Crop constitutes 7.6% of the product mix for H12023 Covered farmers in 2 states and 10 districts in Kharif 7.99 6.66 5.83 0.33 season in H12023 Won 2 clusters in Maharashtra comprising of 7 districts FY2021 H12022 **FY2022** H12023 Loss Ratio Conservative reserving philosophy

Source: IRDAI & GI Council

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Merged figures are presented from April 1, 2021 onwards, hence figures of FY2021 are not comparable

# **Digital Opportunities**

**Policy Issuance** 

12.8 Mn Policies sourced

**96.8%** policies issued electronically in H12023 (97.3% in FY2022)

# **Claims & Servicing**

1.3 Mn Claims honored

**79.9%** Motor OD Claims through Instaspect in September 2022 (84.5% in March 2022)

Claims NPS of **59** in Q12023 (56 in Q42022)



## **Dynamic Workforce**

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**14.0%** Headcount productivity CAGR (FY2008 to FY2022)

End-to-end digital enablement for hybrid and part-time working

## **Cloud Adoption**

**First large insurer** to move all core applications to the Cloud

Improved **agility**, increased **reliability** and continuous **innovation** 

## AI & ML Solutions

**61.2%** of group cashless claims approved through AI in September 2022 (59.3% in March 2022)

**82.9%** STP of motor break-in from Self Inspection app in September 2022 (84.6% in March 2022)

## **Risk Management**

### Underwriting

- Predictive ultimate loss model to improve risk selection
- Diversified exposure across geographies and products
- Historically lower proportion of losses from catastrophic events than overall market share

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### Reinsurance

- Spread of risk across panel of quality re-insurers
- Conservative level of catastrophe (CAT) protection

### Investments

- Tighter internal exposure norms as against regulatory limits
- Invest high proportion of Debt portfolio 93.0% in sovereign or AAA rated securities\*
  - All Debt securities are rated AA & above
  - Zero instance of default on the IL's debt portfolio since inception

### Reserving

- IBNR utilization improving trend indicates robustness of reserves
- First Company in Industry to disclose reserving triangles in Annual report since FY2016



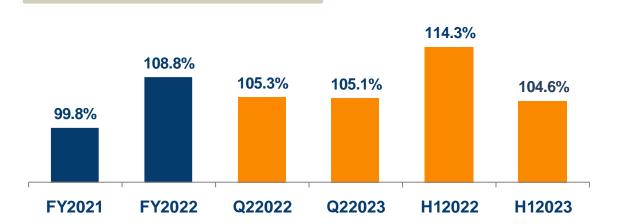
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## **Financial performance**



**Profit before Tax (PBT)** 

**Combined ratio (%)** 



Return on average Equity (ROAE) (%)



Profit after Tax (PAT)



\*PAT includes reversal of tax provision of ₹ 1.28 billion

#Excluding reversal of tax provision, ROAE for Q2 and H12023 was 19.3% and 17.3% respectively

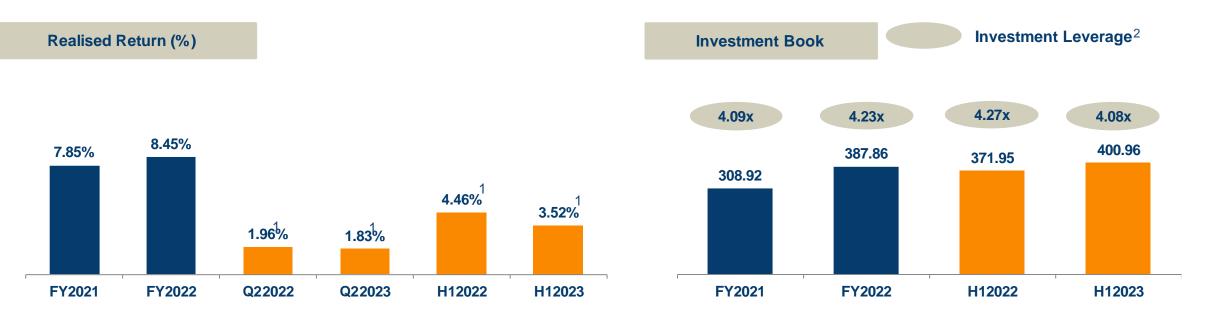
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### ₹ billion

## **Robust Investment Performance**

₹ billion



- Investment portfolio mix<sup>3</sup> for H12023 : Corporate bonds 33.7%, G-Sec 48.3% and equity 12.0%
- Strong investment leverage
- Unrealised gain of ₹ 0.40 billion as on September 30, 2022
  - Unrealised gain on equity<sup>4</sup> portfolio at ₹ 5.11 billion
  - Unrealised loss on other than equity<sup>4</sup> portfolio at ₹ 4.71 billion
    - <sup>1</sup> Absolute Returns
    - <sup>2</sup> Total investment assets (net of borrowings) / net worth
    - <sup>3</sup> Investment portfolio mix at cost
    - <sup>4</sup> Equity includes units of mutual funds, Equity ETF, REIT and InvIT



Merged figures are presented from April 1, 2021 onwards, hence figures of FY2021 are not comparable

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## **Safeguarding environment**

### An overarching Policy on Environment Management



# Responsible consumption

- Adapting methods to conserve natural resources and energy
- Prevent emissions on a sustainable basis;
  Procuring renewable energy
- Incorporating business processes that promote reduction in use of paper
- Reduce, Reuse and Recycle for consumables
- Effective disposal of E-waste

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- Reducing carbon footprint by integrating digital tools for sourcing and servicing of business
- Offering environment friendly insurance solutions like insurance for renewable energy solar panel, electric vehicle insurance etc
- Value-added risk management solutions that enable customers to take effective measures towards reducing carbon footprint and catastrophic hazardous events impacting environment.
- Consideration of the environment and climate change in investment decisions



# Protecting the environment

- Adopting green measures for communication across organisation
- Flexi-Able initiatives resulting in digitization, reduction in business travel and environmental footprint
- "Make a difference" awareness campaign for employees across verticals
- Focused efforts towards reducing carbon emissions
- GHG Emissions assured by an independent external assurance provider



# **Contributing the Social Way**



Addressing customer needs

- Providing best
  experience
  - best-in-class
- Innovative products and services
- AI-based solutions and digital claim forms for instant renewals/claims
- Usage of cognitive computing to fasten claim processing, reducing overall response time
- Providing end to end digital solutions
- Robust grievance redressed mechanism



## Creating value for employees

- Hiring from diverse skill sets; Employee friendly policies
- Building capabilities in knowledge, skills and competencies through intense and customized training programmes at defined stages of employee career
- DEI approach to promote higher representation of diversity
- Customised employee support programmes
- Driving a performance culture through differentiation and linkage to rewards



### Enabling community awareness and development

- Aimed at community well-being in areas of skill development, sustainable livelihood, healthcare, road safety and wellness
- "Caring Hands" providing free spectacles for children with poor vision
- "Ride to Safety" raising awareness for road safety and bringing about behavioral change
- "Niranjali" to provide children with clean and safe drinking water
- For seeking offsets of GHG emissions installed "Solar panels" on school roof tops
- IL TakeCare app influencing behaviour to reduce health care and other cost in longer term

## **Strong Governance**



### **Robust Structure**

- Optimum mix of Executive/Non-Executive Directors as per Policy on Board Diversity
- Performance evaluation of Board, Committees, Chairperson, Individual Directors
- ERM framework\* for managing core risks and robust internal Risk Governance framework of executive committees
- Integrating ESG as key risk into ERM framework
- CSR & Sustainability Board Committee oversight to drive ESG
- Voluntary disclosures of BRSR (For more information <u>Click Here</u>)



## Code of conduct

- Conducting business with highest standards of compliance and ethics
- Zero tolerance approach towards Fraud
- Policies like Prohibition of Insider Trading, Anti-Money Laundering
- Encouraging to report concerns through Whistle Blower Policy



Data protection

- Dedicated Information Security Council
- Enforcing leading practices and controls through effective Cyber security Policy and Framework
- Focused approach to cyber security with the triad of Confidentiality, Integrity and Availability (CIA)
- Adopted leading practices in Cloud Security\*\* and expanded the ambit of Information Security\*\* certification
- Implemented data security controls and practices

For more information on our ESG performance, please Click Here



\*ISO 31000:2018 compliance certification by the British Standards Institution (BSI) for effective ERM framework \*\*ISO 27001:2013 for Information Security & ISO 27017:2015 for Cloud Security by Bureau Veritas Quality International EÒ

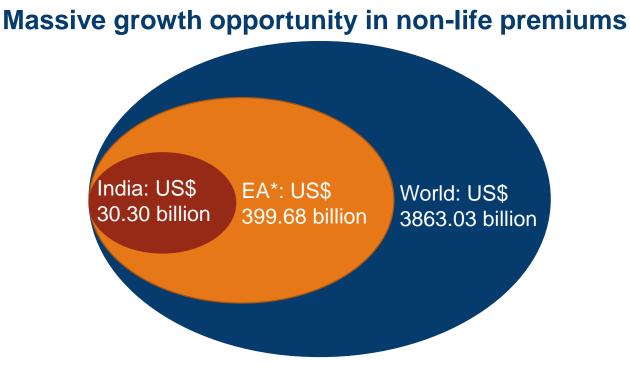
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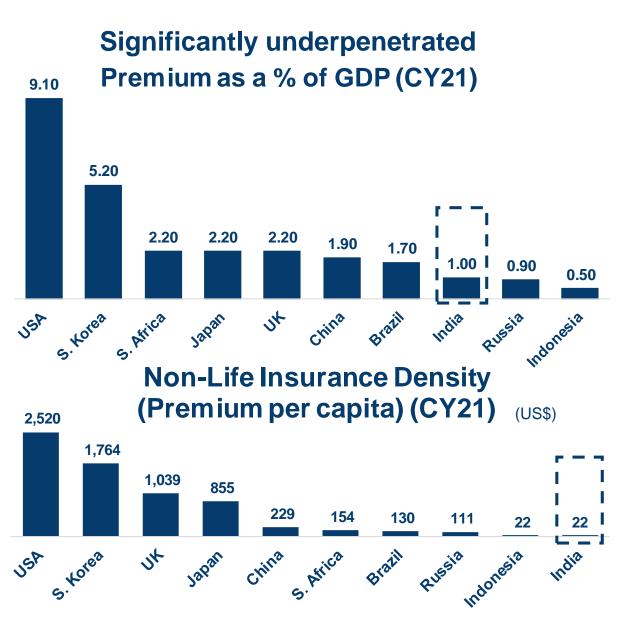




## India Non - life Insurance Market - Large Addressable Market



- 4th largest non-life insurance market in Asia and 14th largest globally in 2021
- Non-life Insurance penetration in India was around 1/4th of Global Average in 2021
- Operates under a "cash before cover" model

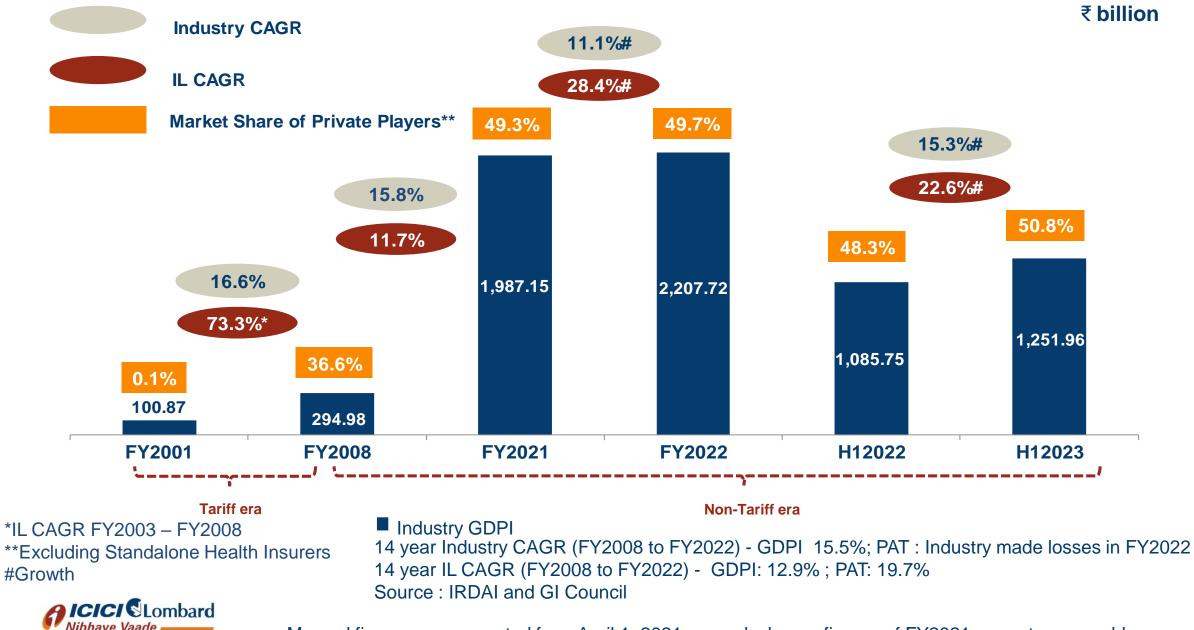




\*EA – Emerging Asia Market

Source: Sigma 4/2022 Swiss Re

## Industry has witnessed steady growth



Merged figures are presented from April 1, 2021 onwards, hence figures of FY2021 are not comparable



# Thank you

## Annexure





## **Loss Ratio**

Particulars	FY2021	FY2022	Q22022	Q22023	H12022	H12023
Motor OD	62.2%	68.1%	62.8%	74.3%	64.0%	74.0%
Motor TP	69.7%	74.0%	74.6%	66.6%	73.4%	70.1%
Health, Travel & PA	78.0%	91.7%	71.4%	81.8%	109.3%	77.9%
Crop	111.2%	107.9%	126.5%	85.2%	125.2%	84.3%
Fire	63.7%	53.1%	64.6%	40.4%	75.1%	48.5%
Marine	83.3%	77.6%	89.9%	71.9%	86.7%	69.4%
Engineering	57.7%	69.3%	54.8%	84.2%	64.5%	74.1%
Other	52.7%	51.3%	61.7%	63.5%	61.8%	60.6%
Total	68.6%	75.1%	69.8%	72.8%	79.5%	72.5%



Merged figures are presented from April 1, 2021 onwards, hence figures of FY2021 are not comparable

## **Abbreviations & Glossary:**

AI - Artificial Intelligence	ML- Machine Learning
API – Application Programming Interface	Motor TP – Motor Third Party
AY – Accident Year	Mn - Million
Banca – Bancassurance	NEP – Net Earned Premium
BRSR – Business Responsibility and Sustainability Reporting	NWP – Net Written Premium
CAGR – Compounded Annual Growth Rate	NPS – Net Promoter Score
CY – Calendar Year	<b>OD</b> – Own Damage
D2C – Direct to Consumers	PA – Personal Accident
DEI - Diversity, Equity & Inclusion	<b>PAT</b> – Profit After Tax
EA – Emerging Asia Markets	<b>PBT</b> – Profit Before Tax
ESG – Environmental, Social and Governance	<b>P&amp;C</b> – Property & Casualty
ETF – Exchange-traded Fund	<b>POS</b> – Point of Sales
FY – Financial Year	<b>REIT</b> - Real Estate Investment Trust
G-Sec – Government Securities	<b>ROAE</b> – Return on Average Equity
GDP – Gross Direct Product	<b>SEBI –</b> Securities Exchange Board of India
GDPI – Gross Direct Premium Income	STP - Straight through processing
GHG – Green house Gas	w.e.f. – With effect from
GHI – Group Health Insurance	₹ - Indian Rupees
GI Council – General Insurance Council	<b>TP</b> – Third Party
GWP – Gross Written Premium	<b>US\$</b> - United State's dollar
IBNR – Incurred But Not Reported	VO – Virtual Office
IL – ICICI Lombard General Insurance Company Limited	"x" - times
IT – Information Technology	
IMTPIP – Indian Third Party Insurance Pool	
InvIT- Infrastructure Investment Trust	
IoT – Internet of Things	
IRDAI – Insurance Regulatory and Development Authority of India	i



Unless specified as standalone, all the other numbers in the presentation for the current year are on merged basis

For calculation of CAGR merged entity figures are considered for FY2022

## Impact of catastrophic events : Historical snapshot

**₹** billion

Catastrophic Event	Year	Economic Losses	Insured losses*	Our Share of Insured losses
Cyclone Tauktae*	2021	150.00	15.00	10.2%**
Cyclone Yaas*	2021	200.00	7.00	0.4%**
Cyclone Amphan*	2020	1,000.00	15.00	8.0%**
Maharashtra, Gujarat, Karnataka, Kerala & other states Floods	2019	709.70**	20.00	3.4%
Cyclone Fani	2019	120.00	12.25	2.6%
Kerala floods	2018	300.00	25.00	2.7%
Chennai floods	2015	150.00	49.40	6.2%
Cyclone Hudhud	2014	715.00	41.60	2.0%
J&K floods	2014	388.05	15.60	2.5%
North-east floods	2014	393.30	15.60	***

\* estimates based on market sources

\*\*Combined for IL and BAGI

\*\*\*There was no separate reporting of losses resulting from these floods since this did not rise to the level of a catastrophic event for us Other sources : Google search & estimates



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## **Reserving Triangle Disclosure – Total<sup>1</sup>**

### Incurred Losses and Allocated Expenses (Ultimate Movement)

As at March 31, 2022	Prior*	AY 13	AY 14	AY 15	AY 16	AY 17	AY 18	AY 19	AY 20	AY 21	AY 22
End of First Year	105.47	34.23	44.87	44.37	49.39	59.24	62.46	77.00	87.33	83.76	101.17
One year later	105.54	33.09	43.15	44.19	48.63	59.29	60.42	75.64	85.21	81.82	
Two years later	105.48	32.75	43.09	43.83	48.11	58.81	59.34	75.33	84.76		
Three years later	106.38	32.69	43.13	43.17	47.72	58.47	58.53	74.73			
Four years later	106.91	32.82	42.59	42.96	47.21	58.00	57.62				
Five years later	107.15	32.53	42.40	42.35	47.04	57.78					
Six years later	107.47	32.55	42.09	42.36	47.01						
Seven Years later	107.56	32.60	42.12	42.19							
Eight Years later	107.34	32.59	42.11								
Nine Years later	107.69	32.59									
Ten Years later	107.73										
Deficiency/ (Redundancy) (%)	2.1%	-4.8%	-6.2%	-4.9%	-4.8%	-2.5%	-7.8%	-2.9%	-2.9%	-2.3%	

### **Unpaid Losses and Loss Adjusted Expenses**

As at March 31, 2022	Prior*	AY 13	AY 14	AY 15	AY 16	AY 17	AY 18	AY 19	AY 20	AY 21	AY 22
End of First Year	16.18	14.63	21.93	21.88	25.43	31.33	38.29	43.57	45.95	43.07	47.54
One year later	9.80	7.51	12.67	14.89	17.36	20.28	21.59	31.09	32.74	27.69	
Two years later	7.71	5.98	10.64	12.53	14.47	15.90	17.93	22.82	28.80		
Three years later	7.15	4.93	9.16	10.20	12.20	13.04	15.79	20.39			
Four years later	6.29	4.37	7.45	8.76	9.99	11.59	13.83				
Five years later	5.59	3.47	6.33	7.07	9.09	10.45					
Six years later	5.01	3.07	5.19	6.60	8.38						
Seven Years later	4.37	2.65	4.76	5.97							
Eight Years later	3.56	2.46	4.43								
Nine Years later	3.66	2.24									
Ten Years later	3.45										



<sup>1</sup>As at March 31, 2022; Losses and expenses in the above tables do not include the erstwhile Indian Motor Third Party Insurance Pool (IMTPIP) Merged entity numbers are presented for all the financial years AY: Accident Year

## **Reserving Triangle Disclosure – IMTPIP**

#### **Incurred Losses and Allocated Expenses (Ultimate Movement)**

As at March 31, 2022	AY08	AY 09	AY 10	AY 11	AY 12	AY 13
End of First Year						2.71
One year later					3.85	2.72
Two years later				4.49	3.85	3.54
Three years later			5.81	4.49	5.52	3.61
Four years later		6.16	5.81	5.79	5.72	3.68
Five years later	2.61	6.16	6.16	5.88	6.17	4.13
Six years later	2.61	6.46	6.28	6.29	6.86	4.16
Seven Years later	2.86	6.55	6.39	6.74	6.85	4.15
Eight Years later	2.95	6.69	6.89	6.73	6.85	4.21
Nine Years later	3.00	6.98	6.89	6.74	6.86	4.33
Ten Years later	3.09	6.98	6.89	6.93	6.99	
Eleven Years later	3.09	6.98	6.97	7.10		
Twelve Years later	3.09	7.19	7.16			
Thirteen Years later	3.09	7.40				
Fourteenth Years later	3.16					
Deficiency/ (Redundancy) (%)	10.3%	14.5%	16.2%	22.7%	26.5%	22.4%
Unpaid losses and Loss A	djustment Expe	nses				
As at March 31, 2022	AY08	AY 09	AY 10	AY 11	AY 12	AY 13
End of First Year						2.67
One year later					3.41	2.30
Two years later				3.14	2.57	2.47
Three years later			3.17	2.38	2.89	1.92
Four years later		2.67	2.51	2.41	2.28	1.50
Five years later	0.86	2.05	2.17	1.83	2.04	1.57
Six years later	0.63	1.89	1.70	1.70	2.29	1.29
Seven Years later	0.72	1.50	1.41	1.74	1.83	1.01
Eight Years later	0.65	1.23	1.52	1.40	1.43	0.94
Nine Years later	0.55	1.19	1.18	1.10	1.29	0.91
Ten Years later	0.52	0.89	0.89	1.11	1.21	
Eleven Years later	0.43	0.63	0.85	1.05		
Twelve Years later	0.32	0.69	0.91			
Thirteen Years later	0.28	0.75				
	0.27					

**ICICI SLombard** Merged Entity numbers are presented from March 31, 2015.

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For consistent representation, Deficiency/(Redundancy) (%) is calculated by comparing numbers as on March 31, 2022 with March 31, 2015 AY: Accident Year

## **Reserving Triangle Disclosure – Motor-TP (excluding IMTPIP)**

As at March 31, 2022	Prior*	AY 13	AY 14	AY 15	AY 16	AY 17	AY 18	AY 19	AY 20	AY 21	AY 22
End of First Year	11.06	5.81	10.74	12.63	15.97	17.05	19.98	24.41	31.55	25.15	28.07
One year later	12.03	5.79	10.59	12.76	16.01	17.18	19.89	24.45	31.23	25.15	
Two years later	12.07	5.91	10.86	12.99	16.11	17.13	19.65	24.14	31.23		
Three years later	12.68	6.00	11.10	12.93	16.10	16.94	18.94	23.87			
Four years later	12.96	6.16	11.00	12.95	15.88	16.56	18.20				
Five years later	13.35	6.18	10.99	12.65	15.76	16.45					
Six years later	14.03	6.31	10.85	12.62	15.75						
Seven Years later	14.25	6.35	10.85	12.48							
Eight Years later	14.30	6.46	10.85								
Nine Years later	14.75	6.46									
Ten Years later	14.83										
Deficiency/ (Redundancy) (%)	34.1%	11.2%	1.0%	-1.2%	-1.4%	-3.5%	-8.9%	-2.2%	-1.0%	0.0%	
Unpaid Losses and Lo	ss Adjus	ted Exp	enses								
As at March 31, 2022	Prior*	AY 13	AY 14	AY 15	AY 16	AY 17	AY 18	AY 19	AY 20	AY 21	AY 22
End of First Year	6.59	5.75	10.61	12.51	15.79	16.83	19.82	24.22	30.88	24.78	27.51
One year later	6.23	5.17	9.52	11.55	14.32	15.39	18.17	21.93	28.52	22.39	
Two years later	4.95	4.45	8.38	10.23	12.40	13.33	15.88	20.07	25.95		
Three years later	4.43	3.74	7.37	8.73	10.71	11.36	14.15	18.30			
Four years later	3.73	3.28	6.19	7.64	8.97	10.15	12.48				
Five years later	3.31	2.74	5.35	6.26	8.24	9.24					
Six years later	3.29	2.48	4.38	5.82	7.61						
Seven Years later	2.88	2.10	4.03	5.26							
Eight Years later	2.44	2.04	3.73								
Nine Years later	2.68	1.84									
Ten Years later	2.55										



Merged entity numbers are presented for all financial years AY: Accident Year

**₹ billion** 

## **Reserving Triangle Disclosure – Others (excluding Motor-TP)**

Incurred Losses and A As at March 31, 2022	Prior*	AY 13	AY 14	AY 15	AY 16	ÁY 17	AY 18	AY 19	AY 20	AY 21	AY 22
End of First Year	94.40	28.43	34.13	31.74	33.42	42.19	42.48	52.58	55.78	58.61	73.11
One year later	93.52	27.30	32.57	31.43	32.62	42.11	40.54	51.19	53.98	56.67	
Two years later	93.41	26.84	32.23	30.84	32.00	41.68	39.69	51.18	53.53		
Three years later	93.70	26.68	32.03	30.25	31.62	41.53	39.59	50.86			
Four years later	93.95	26.67	31.59	30.00	31.33	41.43	39.42				
Five years later	93.80	26.35	31.42	29.70	31.28	41.33					
Six years later	93.45	26.24	31.24	29.74	31.26						
Seven Years later	93.31	26.25	31.27	29.71							
Eight Years later	93.04	26.14	31.26								
Nine Years later	92.94	26.13									
Ten Years later	92.89										
Deficiency/ (Redundancy) (%)	-1.6%	-8.1%	-8.4%	-6.4%	-6.5%	-2.0%	-7.2%	-3.3%	-4.0%	-3.3%	

### **Unpaid Losses and Loss Adjusted Expenses**

As at March 31, 2022	Prior*	AY 13	AY 14	AY 15	AY 16	AY 17	AY 18	AY 19	AY 20	AY 21	AY 22
End of First Year	9.60	8.88	11.32	9.37	9.64	14.50	18.48	19.34	15.08	18.28	20.04
One year later	3.57	2.35	3.15	3.34	3.04	4.89	3.43	9.16	4.22	5.30	
Two years later	2.76	1.53	2.26	2.29	2.07	2.57	2.05	2.75	2.84		
Three years later	2.72	1.19	1.79	1.47	1.49	1.68	1.64	2.09			
Four years later	2.55	1.10	1.26	1.12	1.01	1.44	1.35				
Five years later	2.27	0.72	0.98	0.81	0.85	1.21					
Six years later	1.73	0.59	0.80	0.78	0.77						
Seven Years later	1.48	0.55	0.72	0.71							
Eight Years later	1.12	0.42	0.71								
Nine Years later	0.98	0.40									
Ten Years later	0.90										





**₹ billion** 

## Safe harbor:

Except for the historical information contained herein, statements in this release which contain words or phrases such as 'will', 'would', 'indicating', 'expected to' etc., and similar expressions or variations of such expressions may constitute 'forward-looking statements'. These forward-looking statements involve a number of risks, uncertainties and other factors that could cause actual results to differ materially from those suggested by the forward-looking statements. These risks and uncertainties include, but are not limited to our ability to successfully implement our strategy, our growth and expansion in business, the impact of any acquisitions, technological implementation and changes, the actual growth in demand for insurance products and services, investment income, cash flow projections, our exposure to market risks, policies and actions of regulatory authorities; impact of competition; the impact of changes in capital, solvency or accounting standards, tax and other legislations and regulations in the jurisdictions as well as other risks detailed in the reports filed by ICICI Bank Limited, our Promoter company with the United States Securities and Exchange Commission. ICICI Bank and we undertake no obligation to update forward-looking statements to reflect events or circumstances after the date there

