

Date: January 31, 2023

Place: Chennai

Ref: SHAI/B & S/SE/205/2022-23

To,
The Manager
Listing Department
BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai – 400001
Scrip Code: **543412**

To,
The Manager
Listing Department
National Stock Exchange of India Limited
Exchange Plaza, 5th Floor, Plot C/1,
G Block, Bandra-Kurla Complex
Mumbai – 400051.
Scrip Code: **STARHEALTH**

Dear Sir/ Madam,

Sub: Earnings Call Presentation – December 31, 2022

Further to our letter SHAI/B & S/SE/202/2022-23 dated January 27, 2023 regarding intimation of Q3-FY2023 and 9M-FY2023 Earnings Call, please find enclosed the Earnings Call Presentation on performance of the Company, to be made to the Investors and Analysts on Tuesday, January 31, 2023 for the quarter ended on December 31, 2022.

The above information is also being hosted on the Company's website at www.starhealth.in

This is for your kind information.

For Star Health and Allied Insurance Company Limited,

S.Venkataraman
Vice President & Compliance Officer

Encl.: As above



3QFY23 & 9MFY23 PERFORMANCE REVIEW

January 2023



Key pillars of our Strategy

1 Leadership in Retail Health

33% Retail Health Insurance Market Share

42% Retail Health Accretion Market Share

2 Well Spread Distribution Network

21% CAGR in no. of agents since FY20 to 0.61 million

830 Branches

3 Investment in Technology

63% premium value issued digitally

INR 8.2bn GWP acquired from online channels

4 Diversified and Specialized Product Suite

Specialized Products contribute 15.9% of Star Health's total retail health GWP

5 Focus on Risk Management

13.8k Network Hospitals

76% claims processed through ANH

6 Superior Operating Performance

Solvency Ratio at 2.17x (premium based)

Best-in-class Opex/GWP Ratio of 16.5%

Key Performance Indicators (1/2)

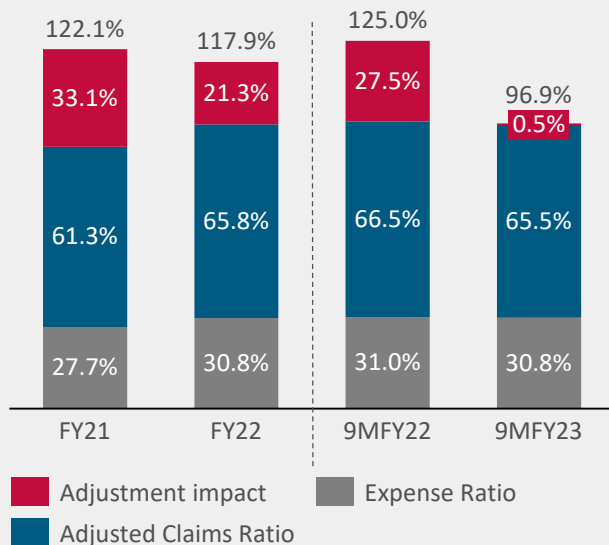
Particulars	Fiscal Year Ended March 31,		Nine Months Ended December 31,	
	2021	2022	2021	2022
(INR millions, unless otherwise stated)				
GWP	93,885.4	1,14,634.7	77,743.2	87,532.4
Period-on-period growth of GWP	36.8%	22.1%	26.9%	12.6%
Retail Health Renewal Premium Ratio	97.9%	94.0%	92.7%	94.3%
Number of agents (in '000s)	462.4	549.5	534.3	609.7
Number of hospitals in network (in actual number)	10,871	12,820	12,202	13,844
Investment Income	4,236.8	7,928.2	6,129.9	6,163.6
Investment Yield	7.1%	8.2%	9.0%	7.0%
Profit/(Loss) after tax	(10,857.1)	(10,406.7)	(9,586.3)	5,168.2
Net worth	34,843.4	45,133.8	45,856.2	53,284.0
Return on equity*	-40.4%	-26.0%	-24.2%	10.4%

*Return on Equity = Profit After Tax/Average Net Worth *Return on equity is not annualised.*

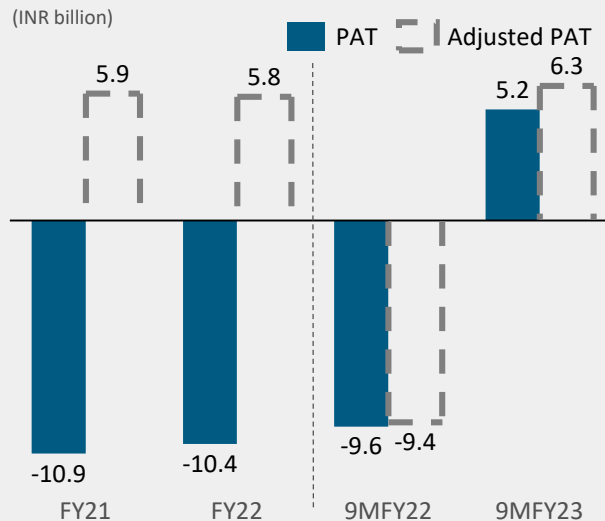
Note: Numbers are basis 1/365 URR method.

Key Performance Indicators (2/2)

Claims, Expense and Combined Ratio



Profit After Tax (PAT)



Note: Adjustments for FY21 excludes impact of exit from VQST reinsurance, clean cut URR, change in URR accounting to 1/365 basis, exceptional COVID -19 claims impact, One time expenses (Sweat Equity, Intangibles – IT Software, Provision for Doubtful Debts (RSBY) and Goodwill Gesture Scheme); Adjustments for FY22 excludes COVID-19 claims impact, Non business ESOP cost. Adjustments for 9MFY22 and 9MFY23 includes COVID impact but excludes Non business ESOP cost
 Note: FY2021 and FY2022 numbers are basis 1/365 URR method

Agenda

Our Strategy

Performance Update

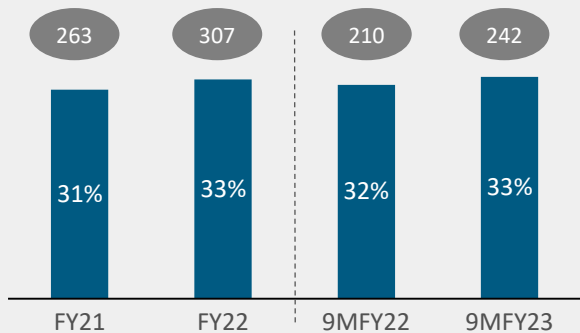
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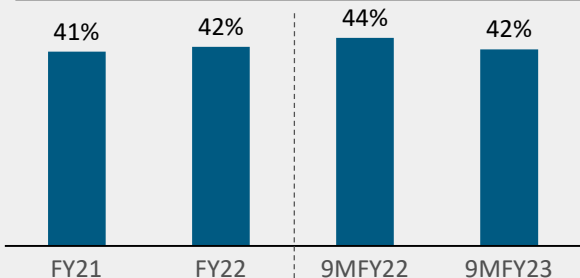
1 Leadership in Attractive Retail Segment

Retail Health Market Share



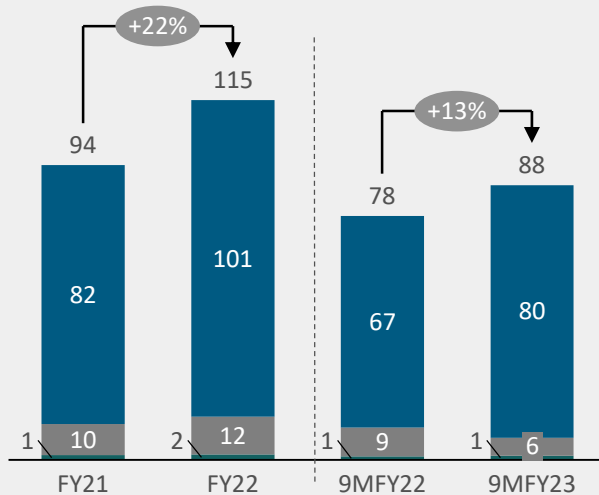
● Retail Health Industry Size in INR billion

Retail Health Accretion Market Share



Gross Written Premium

(INR billion)

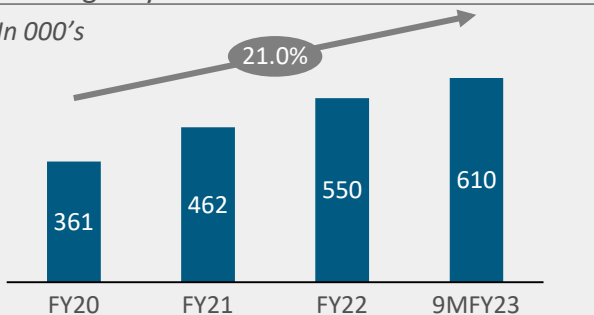


■ Retail ■ Group ■ PA ■ Travel

2 Largest and Well Spread Distribution Network

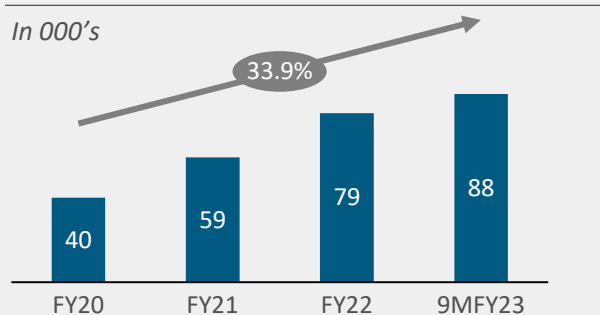
Total Agency Force

In 000's



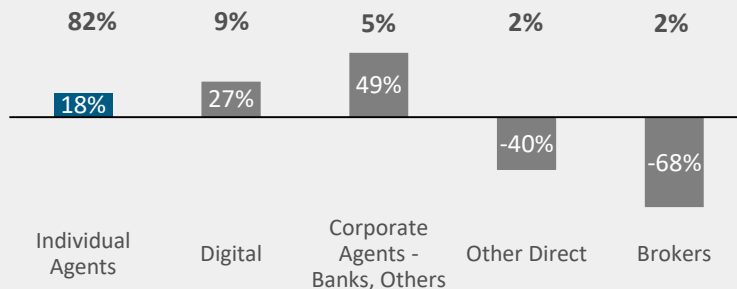
Sponsored Health Agency Force

In 000's



Channel wise mix and growth, 9MFY23

9MFY23
Channel Mix

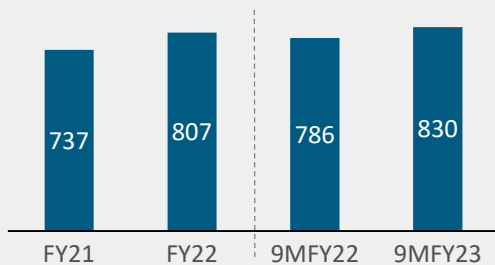


Note: Brokers excludes online brokers such as Policybazaar

2

Extensive Footprint and Alternate Distribution Channels

Extensive Branch Network

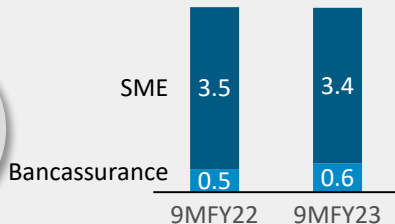


Well distributed footprint across
enables Pan-India growth

Focus on SME & Banca Group Health Sales

INR billion

70%
SME + Banca
contribution



Partner Integration

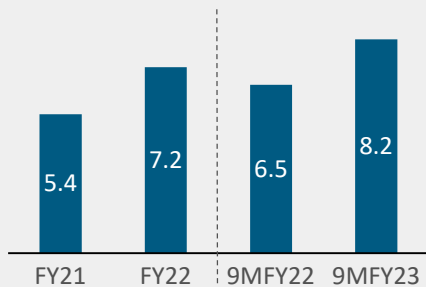
Partner Integration includes:

- IDFC FIRST Bank
- CSC (e-Governance Services India Limited)
- policybazaar.com (Compare. Buy. Save.)
- punjab national bank (the name you can BANK upon!)
- Bank of Baroda (बैंक ऑफ बड़ौदा)
- KVB Karur Vysya Bank (Smart way to bank)
- Bank of India
- IIFL
- BSE EBIx
- UCO BANK (A Govt. of India Undertaking)
- DENA BANK (देना बैंक)
- Edelweiss (Ideas create, values protect)
- LIC HFL (LIC HOUSING FINANCE LTD)
- TATA CAPITAL
- VIJAYA BANK (विजया बैंक)
- SOUTH INDIAN Bank
- FEDERAL BANK (YOUR PERFECT BANKING PARTNER)
- paytm
- SBICAP (SBI Capital Markets)
- turtlemint
- PhonePe (पे)
- STAR Health Insurance (The Health Insurance Specialist)

3 Continued focus on Digital Growth

Digital Acquisition

GWP acquired through online channels, INR 'billion



27%
Growth



Hyper-personalization

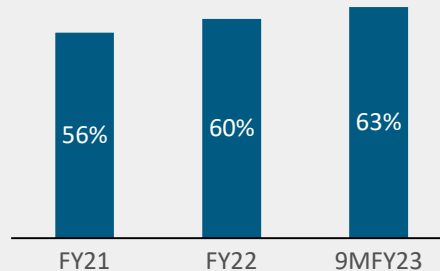
STAR POWER - personalized single channel customer self-service application

1.85m

Customer App
downloads

Digital Issuance

% of premium collection



Digitizing Customer Acquisition

More than 80% of agents have
downloaded the STAR ATOM app

Note: Digital includes web-sales, tele-sales, web aggregators and online brokers

4 Diversified and Specialized Product Suite

Specialized Products



Star Cancer Care Policy



Star Senior Citizens Red Carpet Health Insurance Policy



Star Cardiac Care Policy



Young Star Policy

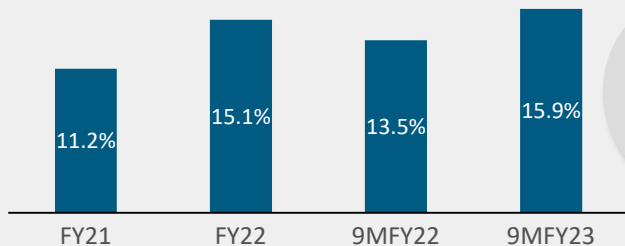


Star Diabetes Safe Policy



Women Care Policy

Retail Premium Mix for Specialized Products (%)



29%

Accretion growth

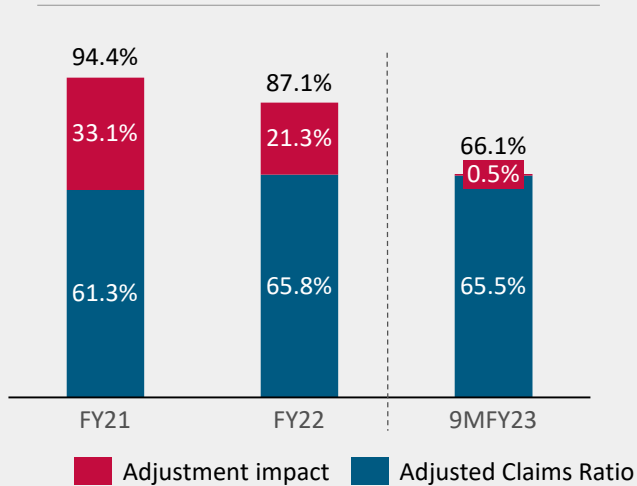
New Product launches 9M-2023

Star Group Health Platinum

Note: Specialized products include disease and age specific products like Cancer care, Cardiac Care, Diabetes Safe, Senior Citizen Red Carpet, Women's Care and Young Star

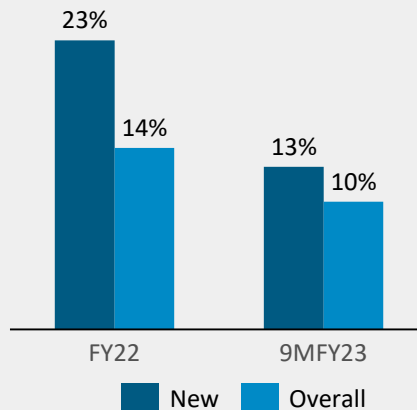
5 Strong Domain Expertise Driving Superior Claims Ratio

Net Incurred Claims Ratio⁽¹⁾



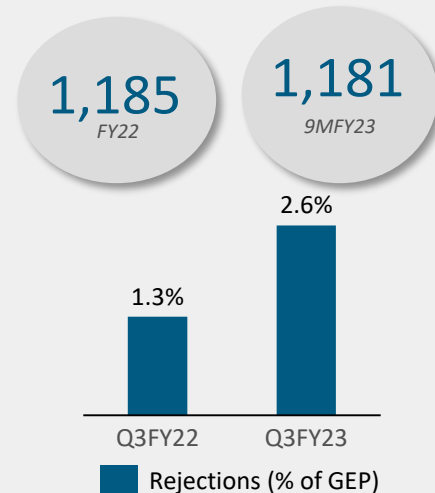
Increasing Sum Assured

Growth of Average Sum Assured on Retail Health policies



Fraud Analytics

Disciplinary action against erring hospitals



Note: Adjustments for FY21 excludes impact of exit from VQST reinsurance, clean cut URR, change in URR accounting to 1/365 basis, exceptional COVID -19 claims impact; Adjustment for FY22 and 9MFY23 excludes COVID-19 claims impact

Note: (1) Net incurred claims ratio is defined as net incurred claims divided by net earned premium.

Note: FY2021 and FY2022 numbers are basis 1/365 URR method

5 Extensive Claims Processing and Network Negotiation

8.6m

Claims Settled
Since Inception⁽¹⁾

90%

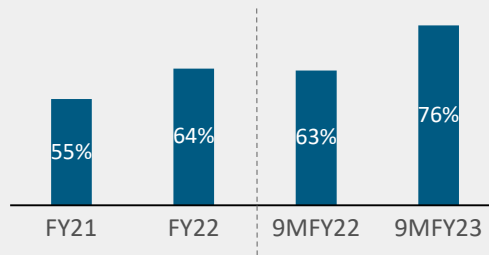
Cashless
authorization < 2 hr

13.8k

Network
Hospitals

ANH⁽²⁾ Share...

Proportion of total cashless claims



- Largest Hospital network
- Valuable service provider (VSP) introduced to improve TAT's, Best pricing, transparency etc.

Note: (1) Data as of Dec 31, 2022 (2) ANH refers to Agreed Network Hospitals with better negotiated package based pricing.

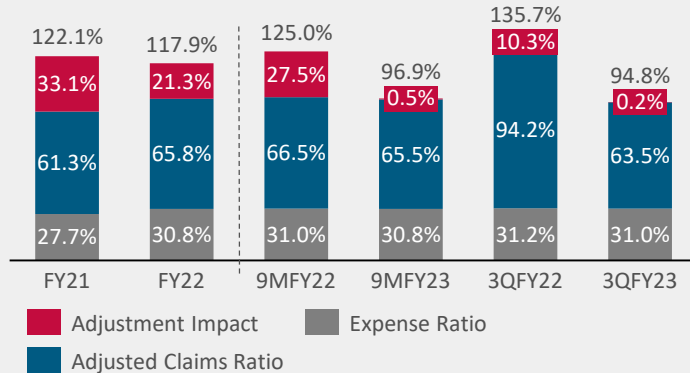
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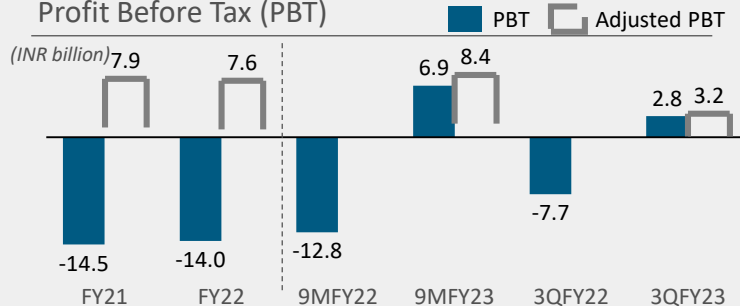
Performance Update

6 Financial Performance

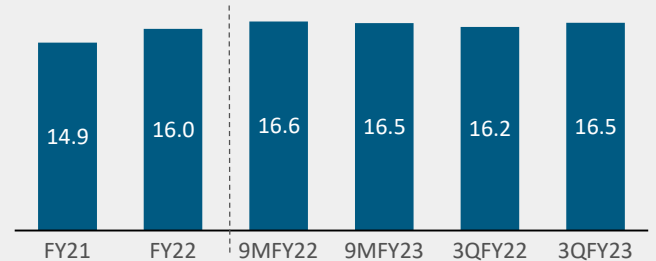
Combined Ratio



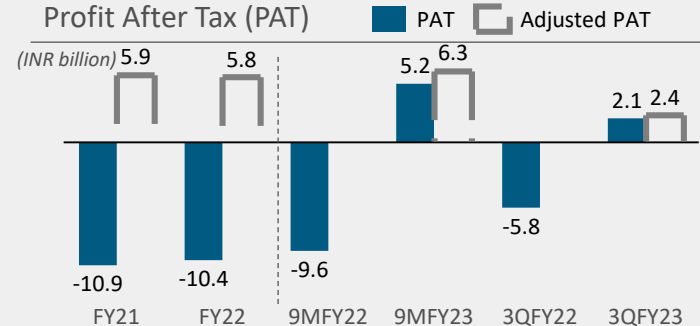
Profit Before Tax (PBT)



Opex/GWP Ratio



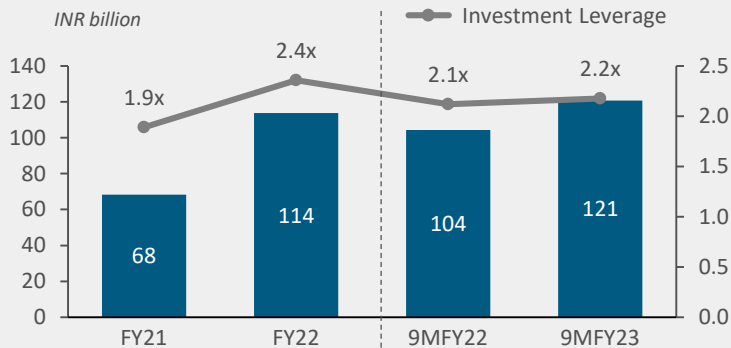
Profit After Tax (PAT)



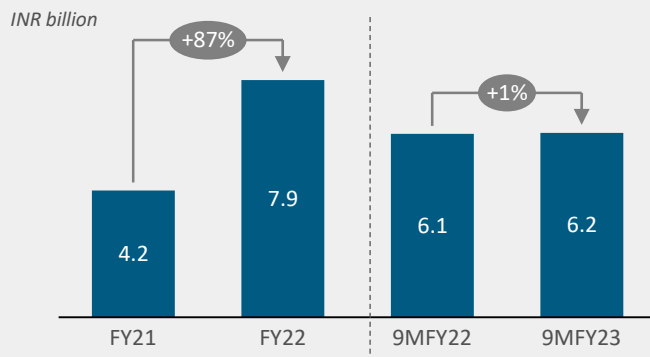
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6 Robust Investment Performance

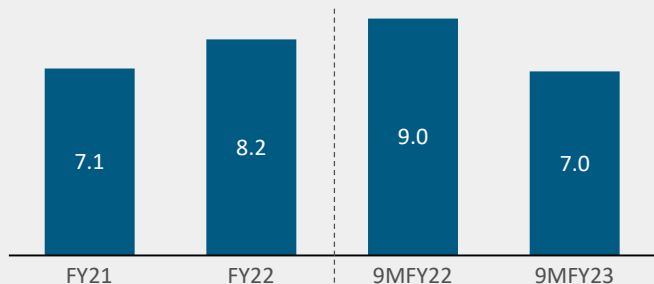
Total Investments Assets



Investment Income



Steady Returns...



...with fixed income portfolio

75%
AAA, Govt.
Portfolio & FD

Long-Term Funds

Government Securities, State Development Loans, Corporate Bonds, Fixed Deposits, REITs, InvITs and ETFs

Short-Term Funds

Bank FDs, Overnight Mutual Funds, CPs, CDs, T-Bills, CMBS, Short Maturity Bonds and Tri-Party REPOs (TREP)s

THANK YOU



Glossary

Particulars	
FY	Financial Year
GWP	Gross Written Premium
GEP	Gross Earned Premium
CAGR	Cumulative Annual Growth Rate
Y-o-Y	Year-on-Year
VQST	Voluntary Quota Share Treaty
URR	Unexpired Risk Reserve
ANH	Agreed Network Hospitals
PA	Personal Accident
SME	Small and Medium Enterprises
TAT	Turn Around Time