



November 14, 2024

To,

Listing Department
National Stock Exchange of India Limited
Exchange Plaza,
Bandra-Kurla Complex, Bandra (East),
Mumbai - 400 051

Department of Corporate Services
BSE Limited
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai - 400 001

Symbol: MEDIASSIST

Scrip Code: 544088

Subject: **Investor Presentation**

Dear Sir/ Madam,

Pursuant to Regulation 30 of SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015, please find enclosed herewith revised investor presentation of the Company titled:

“Medi Assist Healthcare Services Limited - Investor Presentation Q2 & H1 FY25”

The earlier submission made by the Company with regard to the above mentioned was unable to display graphs appropriately.

Kindly take the same on record.

Yours faithfully,

For Medi Assist Healthcare Services Limited

Simmi Singh Bisht
Chief Compliance Officer & Company Secretary

Encl: As Above

Medi Assist Healthcare Services Limited

CIN – L74900KA2000PLC027229

Registered Office : Tower “D”, 4th Floor, IBC Knowledge Park, 4/1, Bannerghatta Road, Bengaluru - 560 029.

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Medi Assist Healthcare Services Limited

Investor Presentation
Q2 & HI FY25



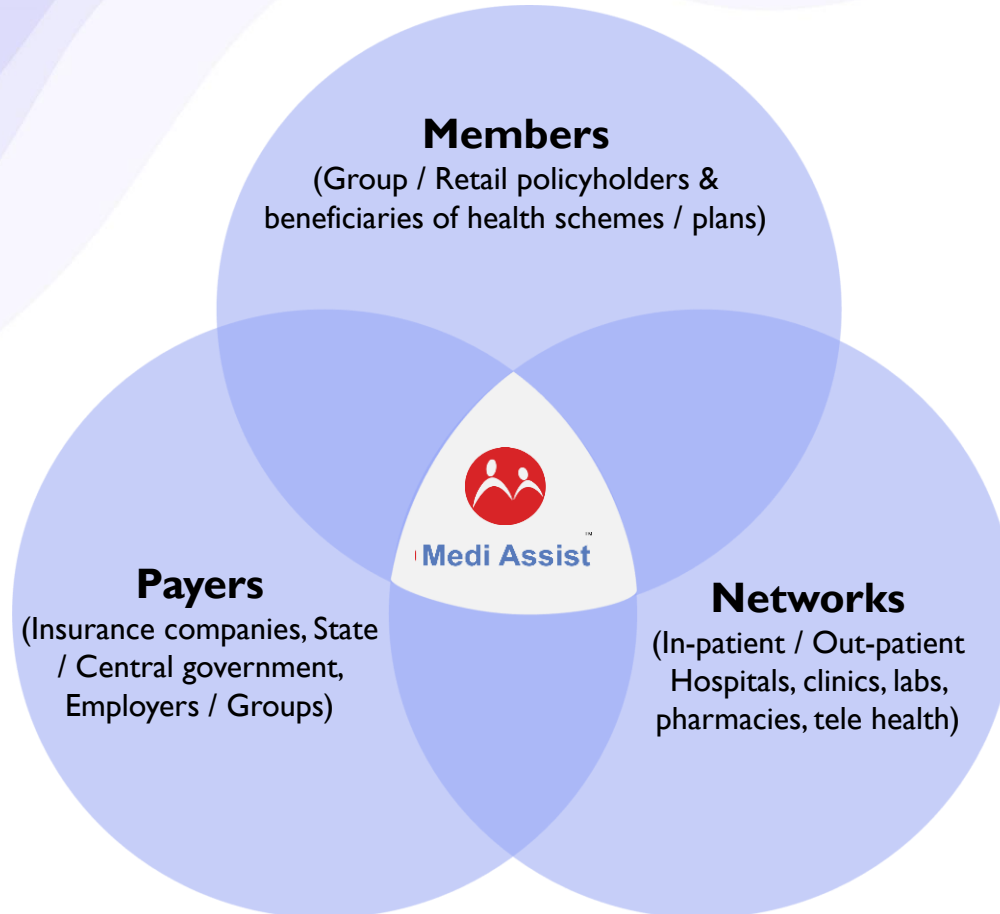
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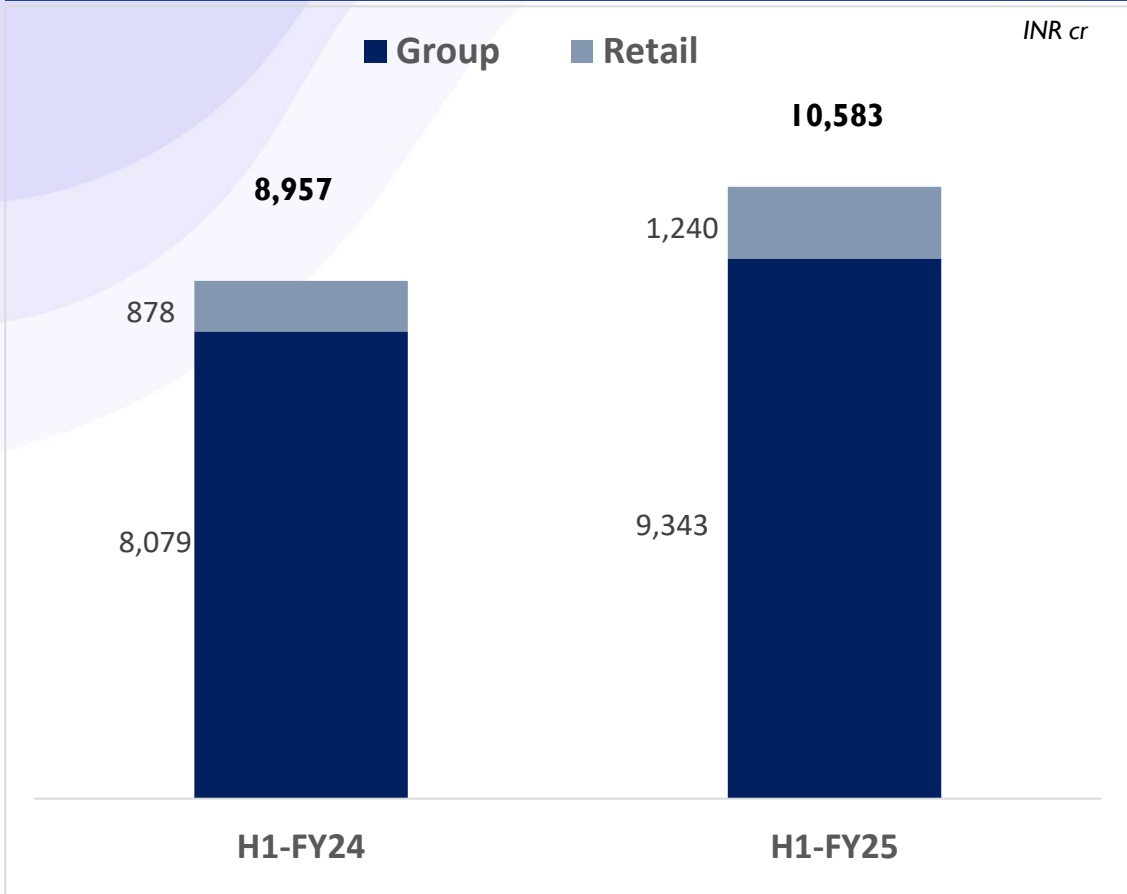
Enhancing value proposition to stakeholders

-  Digital Customer Experience
-  Cybersecurity and Data Privacy
-  Automating and Streamlining Processes
-  Handling Complexity
-  Network Benefits
-  Reduce Fraud, Waste and Abuse
-  Advanced Data Analytics

HI-FY25 Operational highlights



Premium under management administered – H1-FY25



Raksha's PUM for previous year taken as proportionate to the corresponding revenue for the period

For H1-FY25

- Total Premium under Management ("PUM") administered was **INR 10,583** crore as on 30th September' 2024, a growth of **18.1%** y-o-y
 - Group PUM was **INR 9,343 cr**, a growth of **15.6%** y-o-y
 - Retail PUM was **INR 1,240 cr**, a growth of **41.2%** y-o-y
- Market share in terms of health insurance premium administered (Group + Retail), of the total health premium in India, was **19.2%** as on 30th Sept.' 2024, as against 18.5% as on 30th Sept.' 2023
 - Group segment market share was **28.4%**, as against 27.3% as on 30th Sept.' 2023
 - Retail segment market share was **5.6%**, as against 4.7% as on 30th Sept.' 2023

Business highlights

- Group segment PUM administered for non-PSU insurers:
 - grew by **30.4%** y-o-y as against industry segment growth of 23.8% y-o-y
 - increase in share of non-PSU insurers for Medi Assist by **+300bps** y-o-y
- Maintained retention of Group accounts at **94.3%** for Medi Assist
- Mayfair We Care, our international benefits business, was awarded the Overseas Service Provider (OSP) PSU tender for Overseas Mediclaim Policies for 2024-2027
- Medi Assist Insurance TPA Pvt. Ltd., a wholly owned subsidiary, signed agreement to acquire 100% equity shareholding of Paramount Health Services & Insurance TPA Pvt. Ltd., owned by Fairfax Asia and the Shah family, subject to regulatory approvals and standard closing conditions

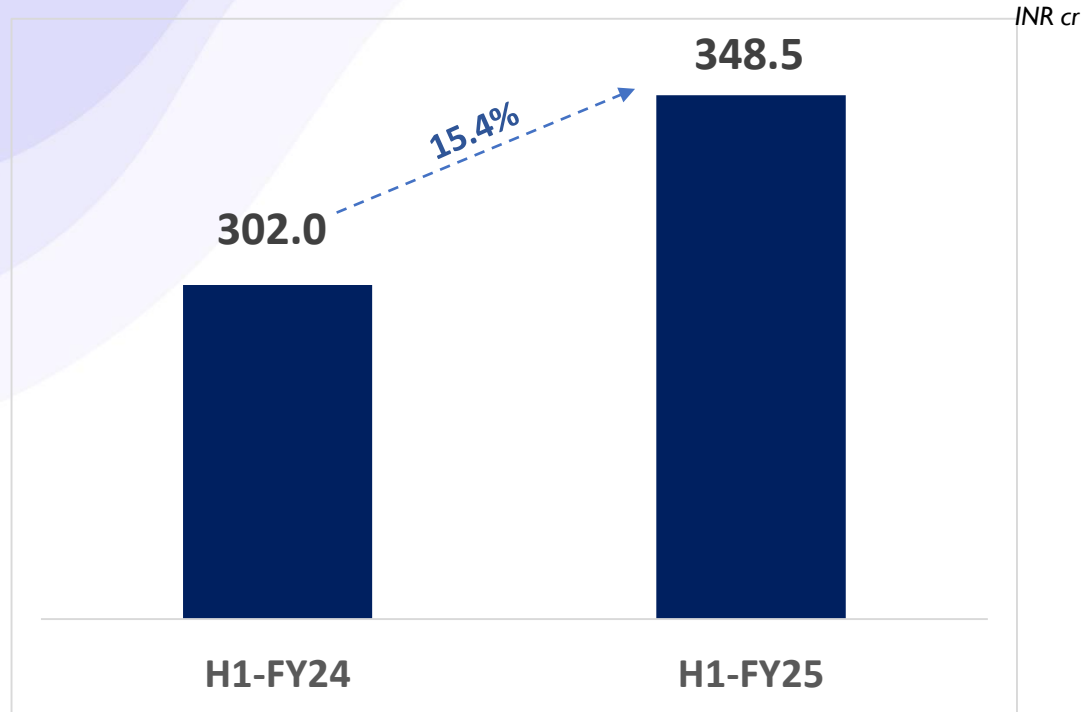
Technology highlights

- Launched '**Instant Resolution**' feature to enhance policyholder satisfaction while reducing grievances. Medi Assist proactively lets policyholders review provisional outcomes of their claims and provide feedback before final payout
- Continued improvement in AI powered MAven Fraud Detection Engine (FDE) capabilities:
 - increasing detection of fraud cases with higher hit rates for investigations
 - **+60%** growth y-o-y in value of savings delivered to insurers through fraud prevention
- "Raksha Prime", our capability of hospital bill estimation through predictive models:
 - facilitated over **38K+** express check-outs/discharges
 - won 'Best Team Project in AI/ML - (Health Insurance)' at DevOps 2024 Awards
- Our website now displays near real-time updates on metrics such as turnaround times that are important for the stakeholders

HI-FY25 Financial highlights



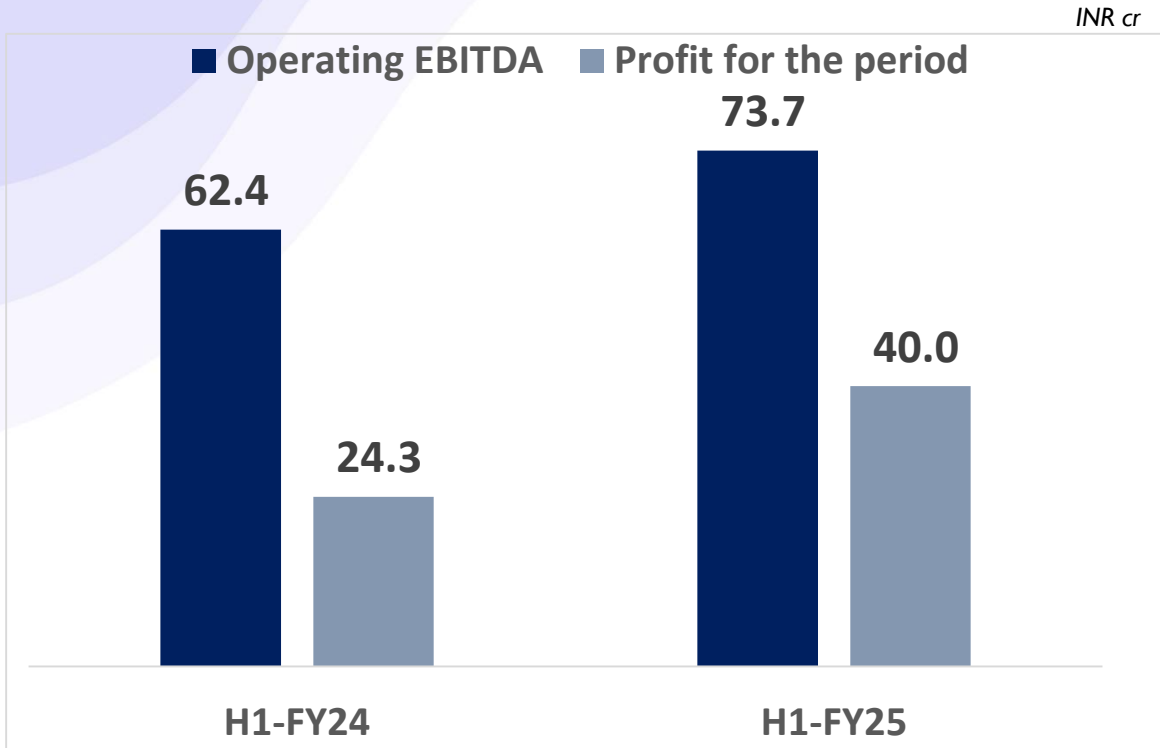
Revenue from Contracts with customers – H1-FY25



For six months ended 30th Sept.'2024

- Total Income is **INR 360.0** crore, a growth of **15.4%** over the corresponding period of the previous year
- Revenue from contracts with customers excluding other income (“Operating Revenue”) is **INR 348.5** crore, a growth of **15.4%** over the corresponding period of the previous year
- Revenue from contracts with customers included:
 - **9.8%** from Government business
 - **4.7%** from International benefits business

EBITDA and PAT – H1-FY25



For six months ended 30th Sept.' 2024

- EBITDA excluding other income (“Operating EBITDA”) is **INR 73.7 cr**
 - a growth of **18.1%** y-o-y
 - a margin of **21.1%** on Operating Revenue
- Profit after tax (“PAT”) for the period is **INR 40.0 cr**
 - a growth of **65.0%** on reported PAT y-o-y
 - a margin of **11.1%** on Total Income

Key Operating Metrics and Balance Sheet items

Net Cash on Books
(in cr)

INR 300.9

Net Worth
(in cr)

INR 498.5

Return on
Net Worth (%)

8.0

16.0% Annualised

Return on Capital
Employed (%)

9.6

19.2% annualised

Revenue per average head count on
non – government contracts

INR 7.0 lakh[#]

INR 14.0 lakh annualised

Medi Assist Value Proposition





Dr. Vikram Chhatwal

Chairman and Whole Time Director



Satish Gidugu

Chief Executive Officer and Whole-time Director



Vishal Gupta

Non-executive Nominee Director
BVP India Investors Private Limited, an affiliate of Bessemer Venture Partners



Alamelu TL

Independent Director
Former GM of New India Assurance Company and GM of United India Insurance Company



Himani Kapadia

Independent Director
Managing Director, OLIVER+ (Part of Oliver India and Inside Ideas Group)



Narain Duraiswami

Independent Director
Former President & CEO South Asia and Global Head of Smallholder Farming for Bayer AG.



Madhavan Ganesan

Independent Director
Former CFO and President of Reliance Retail Ltd.



Dr. Ritu Anand

Independent Director
Former Senior Vice President, Tata Consultancy Services



Ananda Mukerji

Independent Director
Previously associated with Firstsource Solutions Limited and ICICI Bank Limited

Recent awards



"Best Use of AI in Healthcare award for Fraud Detection Engine (FDE) in 2024



'Best Team Project in AI/ML - (Health Insurance)' for Raksha Prime offering in 2024



'Best Organisations for Women, 2022' by the Economic Times in 2022







'Best Brands, 2021' by the Economic Times I in 2021



Certificate of Appreciation for exemplary performance under 'Chief Minister's Comprehensive Health Insurance Scheme under Ayushman Bharat - PMJAY' in 2021 (Govt. of Tamil Nadu)

- 1 **Fastest growing segment with strong tailwinds** – Health Insurance poised for ~23% growth¹
- 2 **Leadership position in India** – 19.2% market share²
- 3 **Consistently improving financial performance** – Net Cash position of INR 300.9 cr post acquisitions
- 4 **Offering a Pan India network with value proposition for insurers** – Average claim size CAGR <6%³
- 5 **Strong growth in Group segment with high retention rate** – ~18.1% growth in premiums⁴ y-o-y and 94.3% retention⁵
- 6 **Scalable tech-enabled infrastructure** – Addressing needs of the insurers, healthcare providers, the insured and the distribution
- 7 **Proven track record of efficiently integrating acquired businesses** – Driving consolidation and acquiring capabilities / relationships
- 8 **Corporate Governance and experienced Management teams** – Focused on responsibility towards stakeholders

Year	Business acquired	Status
2016 ⁽¹⁾	 DEDICATED HEALTHCARE SERVICES TPA (INDIA) PRIVATE LIMITED <small>An ISO 9001 : 2008 Certified TPA</small> <i>.... Founded on Ethics</i>	Operationally integrated & financially consolidated
2018		Operationally integrated & financially consolidated
2022	 <small>A Medi Assist Company</small>	Operationally integrated & fully consolidated in FY24
2023 ⁽²⁾	 <small>A Medi Assist Company</small>	Operationally integrated & fully consolidated in FY24
2023 ⁽²⁾		Operational integration ongoing & financial consolidation partially in FY24

Thank You

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