

Date: 15<sup>th</sup> July 2024

To,  
**BSE Limited**  
Phiroze Jeejeebhoy Towers,  
Dalal Street, Fort, Mumbai – 400 001  
**BSE Scrip Code: 544179**

To,  
**National Stock Exchange of India Limited**  
Exchange Plaza, C-1, Block G Bandra Kurla Complex,  
Bandra (East), Mumbai – 400 051  
**NSE Symbol: GODIGIT**

Dear Sir/Madam,

**Subject: Intimation under Regulation 30 of the Listing Regulations- Transparency Report**

Pursuant to Regulation 30 and Para A of Part A of Schedule III of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith Transparency report of the Company for the financial year ended 31<sup>st</sup> March 2024.

The above information is being made available on the Company's website at [www.godigit.com/digest/reports/transparency-report-10](http://www.godigit.com/digest/reports/transparency-report-10)

We request you to kindly take the above intimation on record.

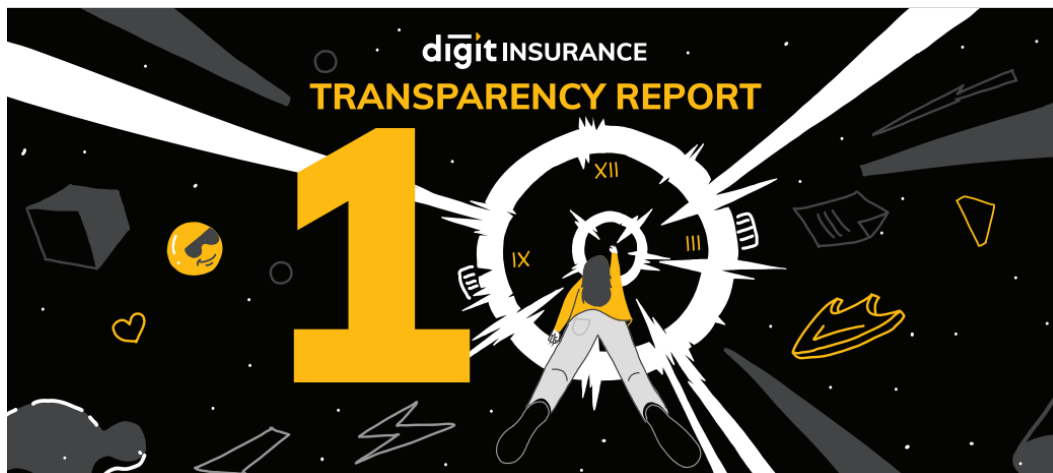
Thanking you,

Yours faithfully,

For **Go Digit General Insurance Limited**

**Tejas Saraf**  
**Company Secretary & Compliance Officer**

## Digit Insurance's 10th Transparency Report showcases customer delight through lens of time



**Bengaluru, 15 July 2024:** [Go Digit General Insurance Limited \(Digit Insurance\)](#), one of India's leading new-age insurance companies, on Monday released the 10<sup>th</sup> edition of its [Transparency Report](#).

Titled "**Navigating the Time Vortex in Insurance Realm**", the report delves into different time-related metrics like turnaround times (TATs) for cashless facility approval, hospital discharge approval, reimbursement claims settlement in health insurance; work approval and claims settlement in motor insurance, medical and non-medical TATs in domestic travel insurance; home insurance, among others. Staying true to its core value to "be transparent", Transparency Report is Digit's bi-annual exercise where it shares key successes, learnings and insights.

The Report, among other voluntary disclosures, measures various customer servicing metrics from the lens of time. The concept of time in insurance realm can differ, especially when a customer is waiting for the claim to be settled or when insurers are trying to process the request swiftly. The report captures this dichotomy by transparently showcasing various customer servicing metrics from the angle of turnaround time.

The report showcases data-led insights, including key financials, claims settlement ratios, unique claims stories, growth numbers, among others.

### Here is a snapshot of various TATs for FY 23-24:

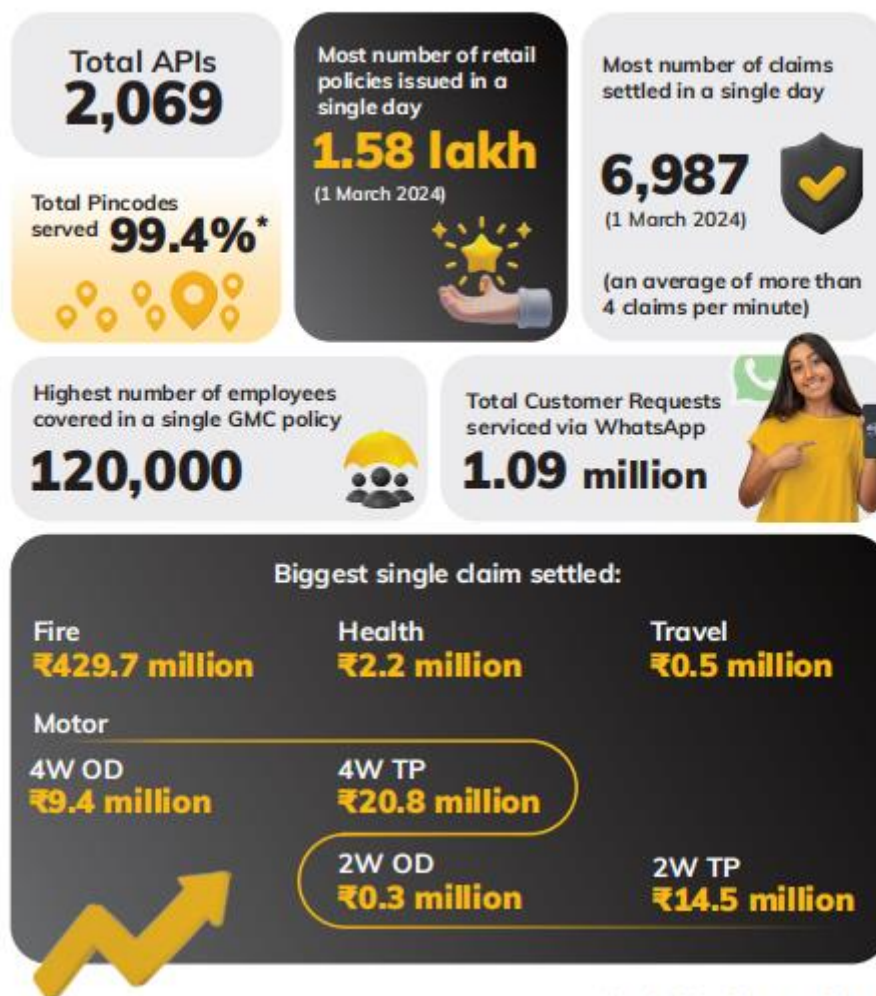
- Average **TAT for health insurance cashless pre-authorization** in FY 23-24 for the company stood at **25.58 minutes**. The **fastest** approval for cashless facility came at **3 minutes 37 seconds**.
- Average **TAT for hospital discharge approval** stood at **54 minutes**, while the **fastest** the hospital discharge was authorised was **5.2 minutes**.
- Average **TAT for health insurance in reimbursement claims** was **3.15 days**, while the **fastest** it was processed by us in FY 23-24 stood at **12.59 hours**.
- Average **TAT for motor insurance work approval** stood at **15.4 hours**, while the **fastest** work approval came in at a record time of **5 minutes**.

- Average **TAT** for **motor claims settlement** was **16 days**. The **fastest four-wheeler claim** was settled in **20 minutes**, while the **fastest two-wheeler claim** was settled in **31 minutes**.
- **82%** of the **travel claims** were processed via **automation**. Average **TAT** for **non-medical domestic travel insurance claims** stood at **less than 24 hours**, while the average TAT for **medical domestic travel insurance claims** was a little over **24 hours**.

The company for FY23-24 also reported overall **Claims Settlement Ratio** of **97%**. In FY 23-24, Digit's Customer Happiness Team handled **1.3 million calls**, an increase of 45% YoY. It also said that **92% customers** received **first-time resolutions (FTR)**, meaning the queries or issues were handled, actioned, and closed on the same call itself.

Here are the key growth numbers of the company for FY23-24:

### CAPTURING OUR GROWTH NUMBERS



\*Pincodes List in India (Source: India Post)

In FY23-24, Digit clocked \$1.1 billion (₹90.2 billion) in gross written premium (GWP), a growth of 24.5% YoY. It sold 11.1 million policies and served 47.1 million customers since inception. The company's motor market share also rose to 6%, while its overall market share in FY 23-24 stood at 3.1%.

## About Digit Insurance

Founded by Kamesh Goyal in 2016, **Go Digit General Insurance Limited** is a publicly listed general insurance company and is one of the leading new-age insurance companies in India. It leverages its technology to power what it believes to be an innovative approach to product design, distribution and customer experience for non-life insurance products. Some of the promoters of Go Digit General Insurance Ltd are Go Digit Infoworks Services Pvt. Ltd and FAL Corporation. With its registered office in Pune and corporate office in Bengaluru, Digit aims to make insurance simple and offers motor, health, travel and property insurance among other non-life products.

Digital Insurer of the Year 2023 Award at Asia Insurance Industry Awards 2023. The company is also part of the Fortune India 500 List (Ranked 349) and Hurun India 500 List 2023 (ranked 146th out of 500 most valuable companies). It was ranked 5th at LinkedIn 2024 Top Companies to work for and is also a Great Place to Work certified for fourth year in a row.

The Company offers motor insurance, health insurance, travel insurance, property insurance, marine insurance, liability insurance and other insurance products, which the customer can customize to meet his or her needs. Digit, through its tech-enabled process, focuses on product innovations to help satisfy real unmet insurance needs.

