



August 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 investor presentation of the Company titled:

“Medi Assist Healthcare Services Limited - Investor Presentation Q1 FY 25”

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.

Phone : +91 - 80 - 6919 0000. Email : ask@mediassist.in web : www.mediassist.in



Medi Assist Healthcare Services Limited

Investor Presentation
Q1 FY25



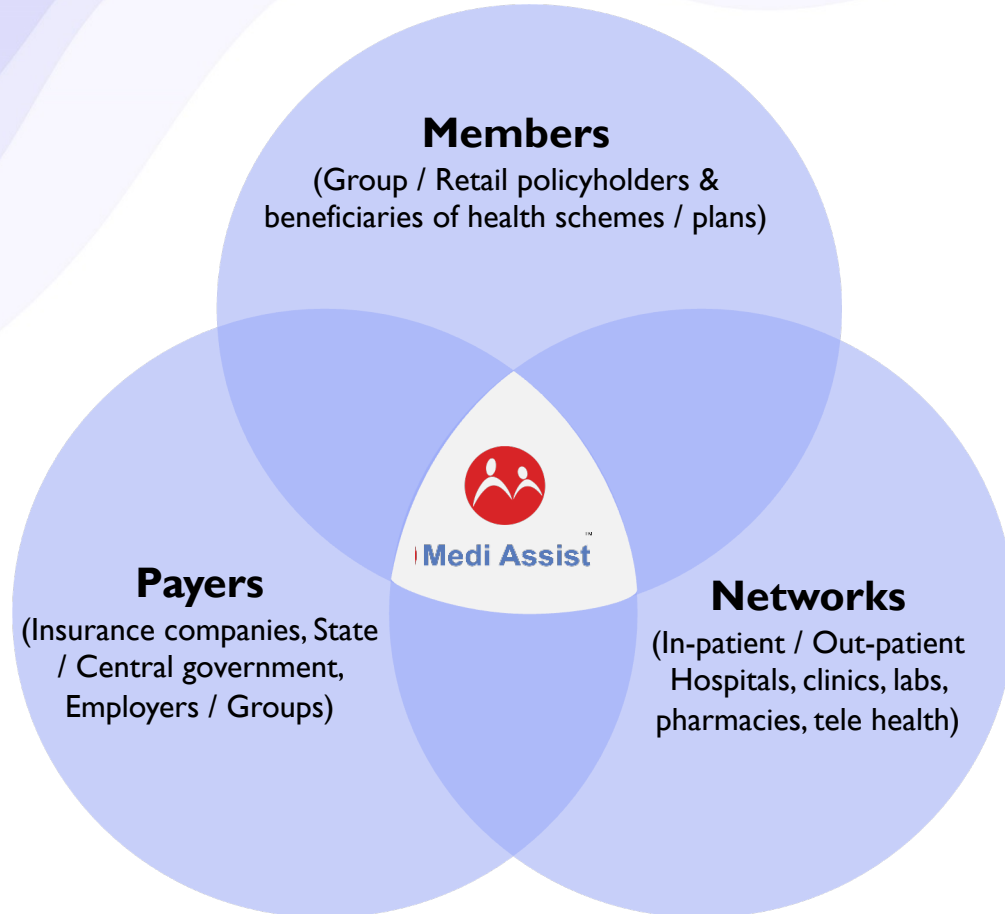
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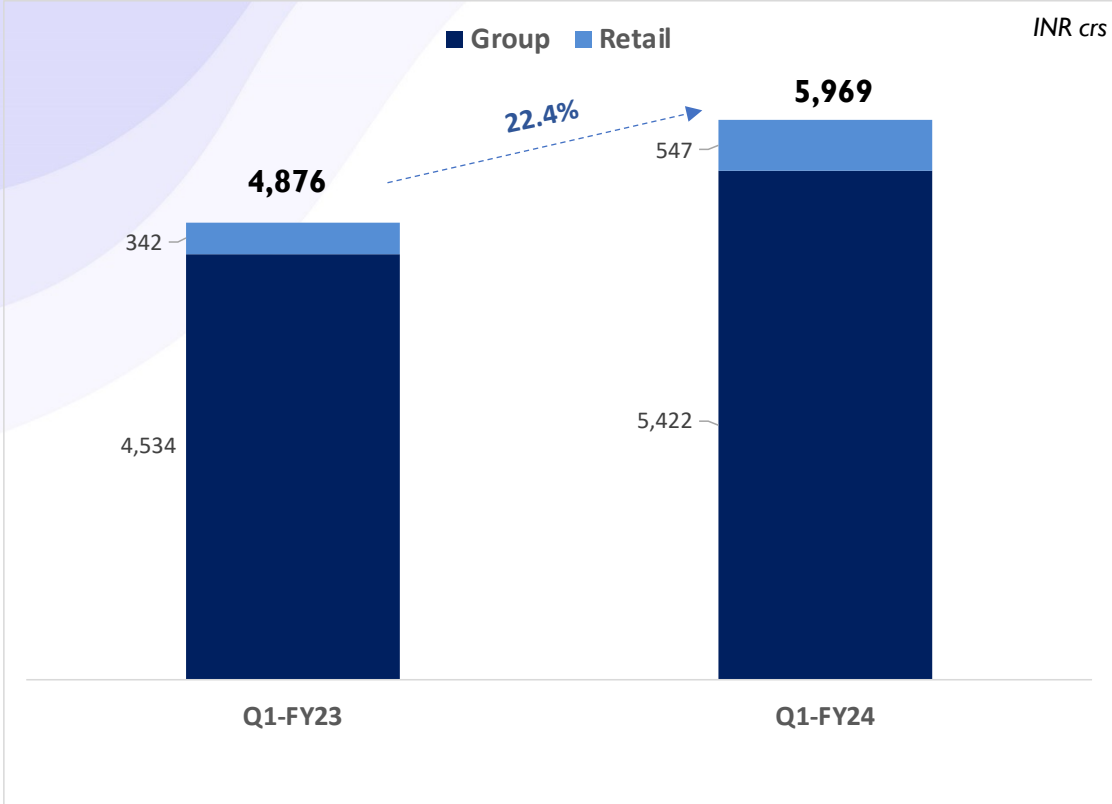
Enhancing value proposition to stakeholders

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

Q1 FY25 Operational highlights



Premium under management administered – Q1 FY25



For Q1 FY25

- Total Premium under Management (PUM) administered is **INR 5,969** crores as on 30th June'2024, a growth of **22.4%** y-o-y
 - Group PUM is **INR 5,422** crs, a growth of **19.6%** y-o-y
 - Retail PUM is **INR 547** crs, a growth of **60.1%** y-o-y
- Market share in terms of health insurance premiums administered (Group + Retail), of the total health premiums in India, is **21.3%** as on 30th June'2024, a growth of **40 bps** y-o-y
 - Group segment market share is **30.2%**, as against 30.4% as on June 30, 2023
 - Retail segment market share is **5.5%**, as against 4.1% as on June 30, 2023

Business highlights

- Maintained retention of Group accounts at **94%** for Medi Assist, inclusive of Medvantage and Raksha portfolios
- **17** insurers exclusively using Medi Assist provider network across portfolio administered by the Company, a testament to the value delivered by Medi Assist to drive cashless utilization and control medical inflation
- Mayfair We Care, our international benefits business, onboarded policy holders from India with overseas health cover, thereby adding a new segment of **retail** beneficiaries to its portfolio

Technology highlights

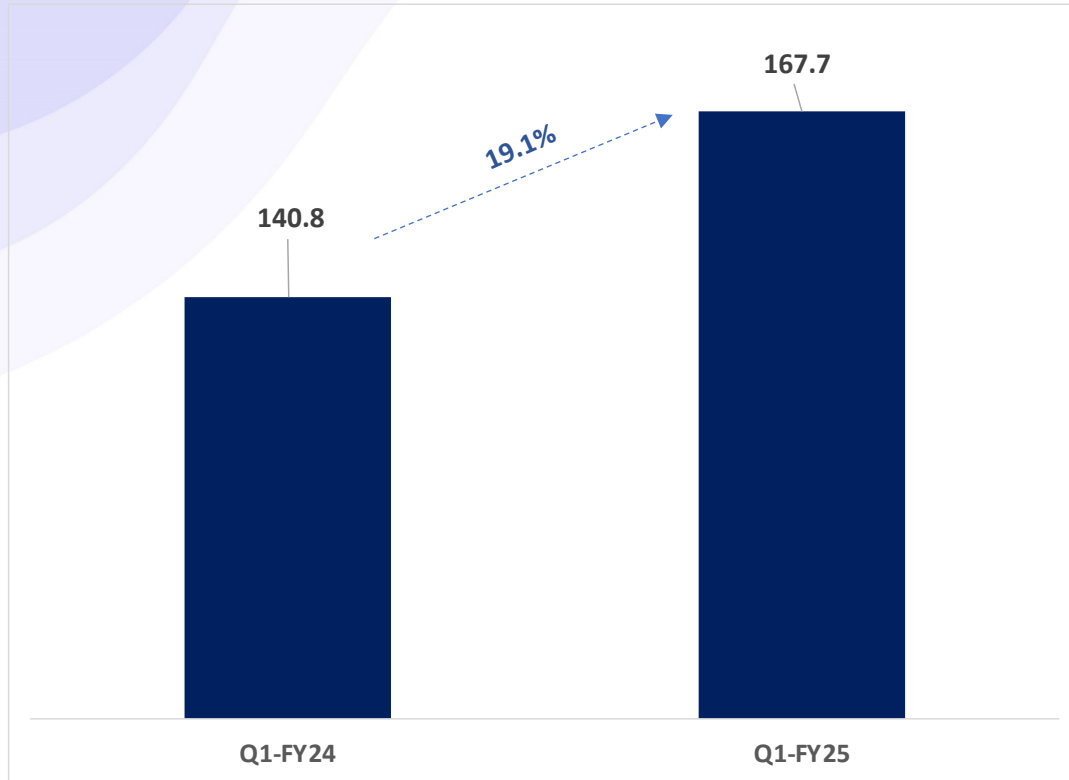
- Facilitated over **19K** Express check-outs/discharges through our **Raksha Prime** program with AI/ML and predictive models powering hospital bill estimation, a one-of-a-kind capability
- **2x** growth in fraud prevention and savings delivered to insurers, driven by higher utilization of AI detection engine & data, towards improving hit rate in investigations
- Further to integration and completion of use cases, processed **live claims** through NHCX platform
- Technology and operations **enhanced** to enable/support insurers for compliance with IRDAI Circular

Q1 FY25 Financial highlights



Revenue from Contracts with customers – Q1 FY25

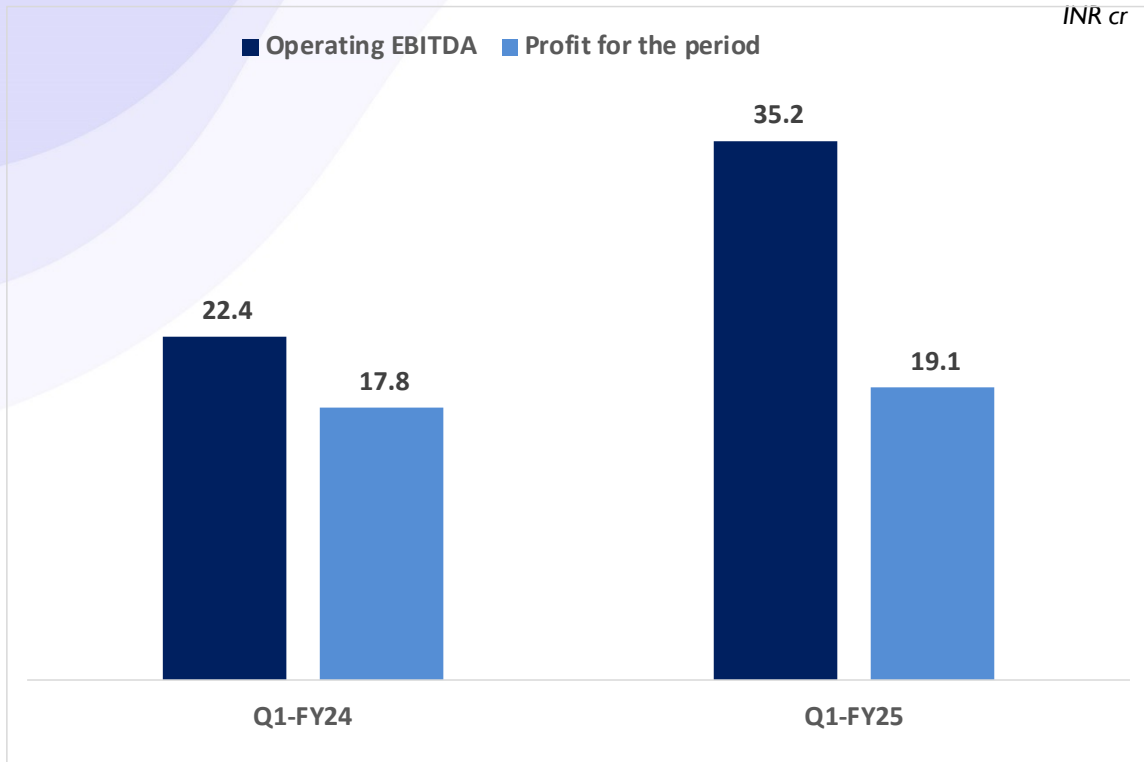
INR cr



For quarter ended 30th June'2024

- Total Income is **INR 172.9** crores, a growth of **18.3%** over the corresponding quarter of the previous year
- Revenue from contracts with customers excluding other income (“Operating Revenue”) is **INR 167.7** crores, a growth of **19.1%** over the corresponding quarter of the previous year
- Revenue from contracts with customers included:
 - **9.3%** from Government business
 - **4.7%** from International benefits business

EBITDA and PAT – Q1 FY25



For quarter ended 30th June'2024

- EBITDA excluding other income (“Operating EBITDA”) is **INR 35.2** crs
 - a growth of **57.0%** y-o-y
 - a margin of **21.0%** on Operating Revenue
- Profit after tax (“PAT”) for the period is **INR 19.1** crs
 - a growth of **7.1%** y-o-y
 - a margin of **11.0%** on Total Income
 - excluding impact of incremental amortization on technology investments:
 - PAT would be **INR 21.3** crs
 - PAT margin would be **12.3%**

Key Operating Metrics and Balance Sheet items

Net Cash on Books
(in crs)

INR 270.2

Net Worth
(in crs)

INR 503.2

Return on
Net Worth (%)

3.8

15.2% Annualised

Return on Capital
Employed (%)

4.6

18.4% annualised

Revenue per average head count on
non – government contracts

INR 0.32 mn[#]

INR 1.32mn annualised

Medi Assist Value Proposition





Dr. Vikram Jit Singh Chhatwal

Chairman and Whole Time Director



Himani Kapadia

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



Satish V.N. Gidugu

Chief Executive Officer and Whole-time Director



Gopalan Srinivasan

Independent Director
Former Chairman cum Managing Director at New India Assurance and United India Insurance



Vishal Gupta

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



Anil Chanana

Independent Director
Former Chief Financial Officer, HCL Technologies Limited



Gaurav Sharma

Non-Executive Nominee Director
Head of India Investment Business, Investcorp India Asset Managers



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 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)





India's Best TPA 2020 from Insurance Alerts in November 2020



'Dream Companies to Work for' and 'Best HR Strategy in line with business' – 2020 (Karnataka Best Employer Brands Award)

- 1** **Fastest growing segment with strong tailwinds** – Health Insurance poised for ~23% growth¹
- 2** **Leadership position in India** – 21% market share²
- 3** **Consistently improving financial performance** – Net Cash position of INR 270 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** – ~20% growth in premiums⁴ y-o-y and 94% 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	 MEDICARE* <small>INSURANCE TPA SERVICES (PVT. LTD.)</small>	Operationally integrated & financially consolidated
2022	 MAYFAIR WE CARE <small>A Medi Assist Company</small>	Operationally integrated & fully consolidated in FY24
2023 ⁽²⁾	 Medvantage # <small>A Medi Assist Company</small>	Merger order received, operationally integrated and fully consolidated in FY24
2023 ⁽²⁾	 Raksha	Operational integration ongoing & financial consolidation partially in FY24

Thank You

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