

**REIMAGINING TODAY.
RESHAPING TOMORROW.**



ANNUAL REPORT 2023-24

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITED

Contents

CORPORATE OVERVIEW	Company Highlights	03
	From the Chairman's Desk	04
	From the Managing Director's Desk	05
	Profile of Directors	06
	Leadership Team	08
	Financial Highlights	09
	Corporate Social Responsibility	10
	Awards received during the Financial Year	12
	Corporate Information	15
DIRECTORS' REPORT	Directors' Report to Members	16
	Annexures to Directors' Report	25
FINANCIAL STATEMENTS	Independent Auditors' Report	49
	Balance Sheet	57
	Profit and Loss Account	58
	Receipts and Payments Statement	59
	Revenue Account	60
	Schedules to Accounts	61
	Summary of Financial Statements	94
	Performance Ratios	95
	Segmental Ratios	96

CAUTIONARY STATEMENT

Certain expectations and projections regarding the future performance of the company referred to in this annual report constitute forward-looking statements. These expectations and projections are based on currently available competitive, financial and economic data, along with the Company's operating plans and are subject to certain future events and uncertainties, which could cause actual results to differ materially from those indicated by such statements. We undertake no obligation to publicly update any forward-looking statements in this report, whether as a result of new information, future events or otherwise.





Chola MS is at the forefront of transforming itself through a multifaceted approach that includes changes in organisation structure, enhancing operational capabilities, securing new business tieups and introducing bold innovations.

In other words, Chola MS is reimagining the insurance landscape to achieve breakthroughs that elevate customer satisfaction, through its relentless pursuit of excellence and with a strong performance.

Fuelled by a deep commitment to innovation and a customer-centric approach, Chola MS reinstates its position as a forward-thinking insurer poised to reshape the future of insurance.



About Murugappa Group

A 123-year-old conglomerate with presence across India and the world, the ₹742 billion Murugappa Group has diverse businesses in agriculture, engineering, financial services and more.

The Group has 9 listed companies under its umbrella - Carborundum Universal Limited, CG Power & Industrial Solutions Limited, Cholamandalam Financial Holdings Limited, Cholamandalam Investment & Finance Company Limited, Cholamandalam MS General Insurance Company Limited, Coromandel International Limited, EID Parry (India) Limited, Shanthi Gears Limited, Tube Investments of India Limited and Wendt India Limited. Brands such as Ajax, Hercules, BSA, Montra, Montra Electric, Mach City, Gromor, Paramfos, Parry's are part of the Group's illustrious stable.

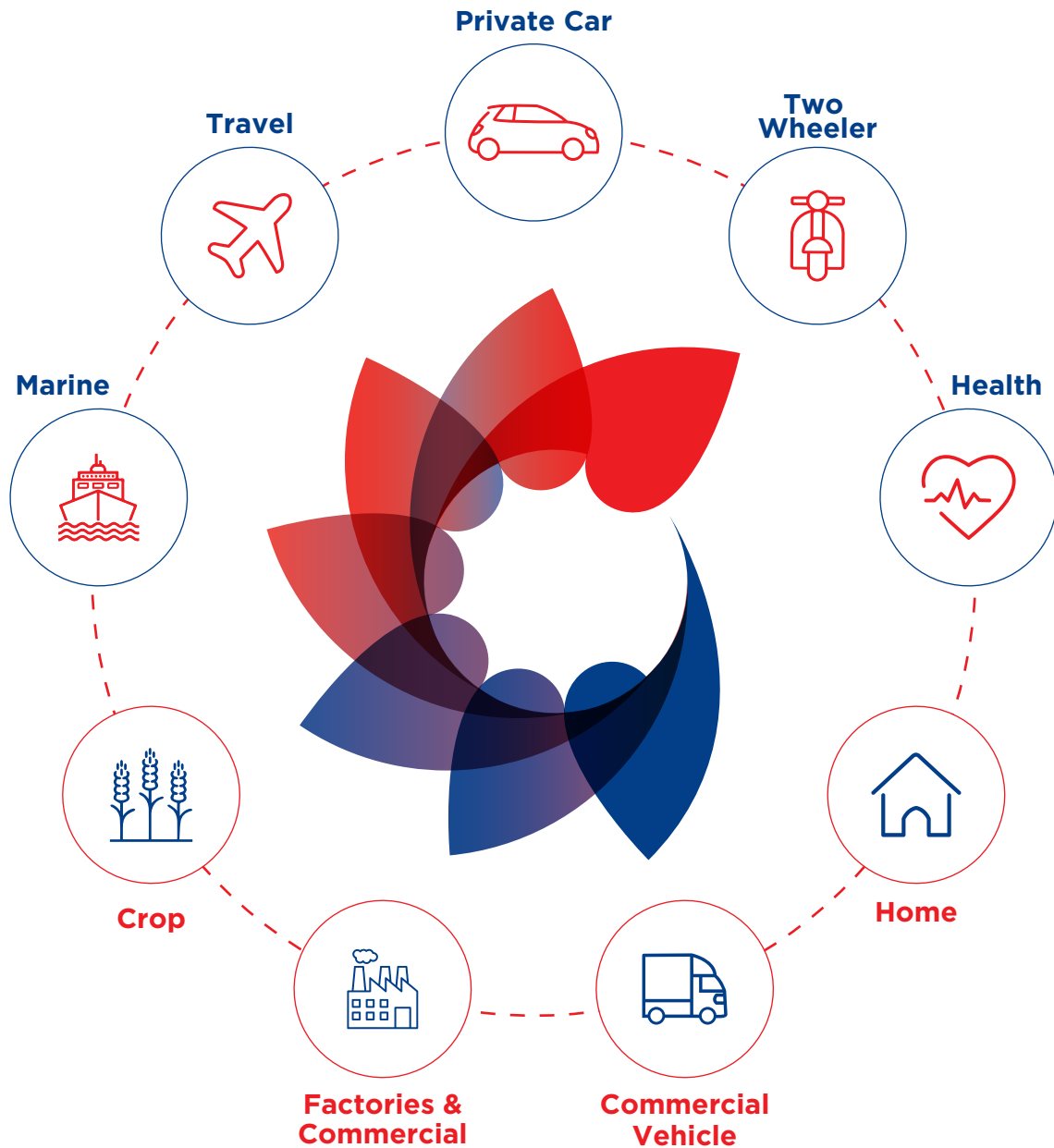
Abrasives, technical ceramics, electro minerals, electric vehicles, auto components, fans, transformers, signalling equipment for railways, bicycles, fertilisers, sugar, tea and several other products make up the Group's business interests.

Guided by the five lights - integrity, passion, quality, respect and responsibility - and a culture of professionalism, the Group has a workforce of over 73,000 employees.

For more information, see www.murugappa.com



RECREATING A DYNAMIC INSURANCE LANDSCAPE



Scan to visit
our website



COMPANY HIGHLIGHTS

- Growth in Gross Written Premium of 22.37% in FY 2023-24
- Solvency Ratio of 179% as against the 150% mandated by IRDAI
- 16.46 Million Policies + certificates issued in FY 2023-24
- Serviced 0.60 Million claims in FY 2023-24
- Wide product portfolio with comprehensive channel mix
- Credit ratings of Non-Convertible Debentures issued by the Company reaffirmed with CRISIL AA (Upgrade to positive outlook from stable outlook) and ICRA AA (stable outlook)
- ISO certified processes for:
 - Risk Management in General Insurance
 - Processing of Motor Vehicle Insurance Claims
 - Processing and settlement of Health Claims through Chola MS HELP
 - Processing and settlement of Commercial Claims
 - Provision of Investigation Process for Claims Settlement
 - Provision of Customer Relationship Management through Voice Support, Claim Support and Grievance Redressal
- PAN India presence with more than 150 Branches
- A PAN India Network of 12,000+ Cashless Hospitals
- A PAN India Network of 15,000+ Cashless Garages



From the Chairman's Desk

DEAR SHAREHOLDER,

India continues to grow as an economy and has ambitions of becoming the 3rd largest economy in the immediate future. As a country, we have demonstrated growth, resilience, ability to combat inflation, manage uncertainties in a sensitive geopolitical environment and sustain high hopes amongst the teeming Millions in the country.

The non-life insurance industry offers considerable scope for insurance penetration given the fact that insurance penetration still languishes at about 1%. In a country that is exposed to tropical cyclones given the long coastline and vagaries of climate change, the need for stepping up insurance penetration is immense. The regulator has been steadfast in making the clarion call for insurance penetration with an objective of "Insurance for All" by 2047.

Insurance Regulatory and Development Authority of India has been active in introducing reforms aimed at freedom to insurers in terms of products, shift to principle-based supervision, emphasis on policyholders' servicing and protection etc. Several other initiatives on the anvil relate to introduction of risk-based solvency, introduction of Ind AS (IFRS) all of which would render the industry attractive to potential investors - both domestic and overseas.

Cholamandalam MS General Insurance Company Limited (Chola MS) has grown well in FY 2023-24 by continuing to add to its business partners, re-entering the crop space, enhancing its retail customer base and diversifying its product mix. Even as prudence and conservatism underline our approach to business, we continue to serve our customers with trust and transparency. As a distribution led company, we greatly value all our relationships with business partners. Chola MS has grown its Gross Written Premium, contained its underwriting losses and with higher investment income, enhanced its return to shareholders. Chola MS has embarked upon a technology transformation programme both with respect to its Enterprise Resource Planning as well as to augment its digital and analytics capabilities.

I would like to thank our Joint Venture partner, Mitsui Sumitomo Insurance Co. Ltd (MSI) for their continued trust and support over the years. Together, the Murugappa Group and MSI have built a strong, respectable brand that is gaining recognition amongst channels and customers.

The members of the Board continue to be a great source of encouragement and support to the Company's management



team and personally, to me. I would like to thank Mr. Tsutomu Aoki, who has stepped down as a Director on March 31, 2024, for the support and contributions made by him during his tenure on the Board. I also take pleasure to welcome Mr. Osamu Akine who joined us as the Whole-time Director in the new financial year. I also take this opportunity to express my sincere thanks to all the stakeholders, associates and staff members for their valuable contribution in driving the Company towards greater success.

The Chola MS team ably led by our Managing Director, Mr. V Suryanarayanan, together with his senior colleagues who manage the various functions and the business verticals, have done well in the year and have the momentum going to take the Company forward while serving policyholders with empathy.

Warm Regards,
M M MURUGAPPAN
Chairman

From the Managing Director's Desk

DEAR SHAREHOLDER,

In an economic environment that marked a return to growth, the FY 23-24 for India was characterized by healthy economic growth, healthy balance sheets of banks & corporates, improving business sentiment, rise in public and private capex spends. Broader economic activity indicators like GST collections, non-food credit growth, e-way bill generation all reflect an economy that has been vibrant and on the move. The stock markets also reflected the bullish sentiments.

The non-life insurance industry drew benefit from this strong economic performance. The multi-line players in the industry grew the GWP of the industry to ₹2454 Billion with a growth rate of 14.2% as against 16.2% in FY 22-23.

During the year, the regulatory front was vibrant in terms of the reforms push, imperative push for insurance penetration (Bima Vahak, State Insurance Plans, insurance awareness campaigns), policyholder protection push (drive for 100% cashless in health insurance), consolidation of several regulations into homogenous regulation and the digital push by way of preparatory processes for Bima Sugam, health claims exchange etc.

Competitive intensity in the industry continues to be high reflected in the average premium realization (visible in the slow-down in property and motor own damage premia size). While the inflation led cost-push in parts and labour charges in motor, medical costs and in re-instatement costs in fire losses led to hardening of claims ratios, climate change induced natural catastrophe events uncharacteristically impacted all zones of the country by way of Cyclone Biparjoy, Northern India, floods, Sikkim/Assam floods and TN cyclone/inundations had its toll. The combined ratios for all players were rendered higher (with the median CoR tending north of 107%) and is reflective of the eroding margins at the underwriting level. Rise in interest rates was the savior helping the industry to stay in the black and in propping up Return on Equity.

Chola MS, grew by 22.4%, with the GWP crossing the threshold level of ₹75 Billion, helping it to grow its market share to 3.07% amongst multi-line players. The Company grew higher than industry in all major lines of business. The Company grew across all its major distribution verticals of bancassurance, agency, automobile manufacturers, financiers and broking entities. The Company renewed all its bancassurance arrangement with government-owned banks besides adding to new tie-ups with private sector banks. The Company added over 14 Million customers in the year. Chola MS settled over 600,000 claims during the year across various lines of business and continues to enjoy the reputation on timely, fair settlement from its channel partners and customers.

The investment corpus grew to ₹165 Billion with nil exposure to stressed assets. The Company enjoys high multiples of investment corpus in relation to GWP and the net-worth. The investment



income for the year (including profit on sale of investments) was at ₹11 Billion.

Chola MS registered a profit before tax of ₹4.44 Billion and improved its return on equity to 14.15%. The Company's Solvency ratio as at March 31, 2023 was at 1.79 times (1.5 times being the minimum). The credit ratings of the Non-Convertible Debentures issued by the Company were reaffirmed during the year with CRISIL AA (Upgrade to Positive Outlook from Stable outlook) and ICRA AA (Stable Outlook).

Chola MS was recognised and privileged to receive various awards and accolades from various well-known entities. These awards serve as a testament to the high standards with which we operate and provides the motivation to continue and build on the momentum.

I express my profound gratitude to our customers, regulators, business partners, intermediaries, reinsurers vendors for the continued support, understanding and trust reposed on the Company. I would also like to take this opportunity to especially thank our shareholders, Cholamandalam Financial Holdings Limited and Mitsui Sumitomo Insurance Company Limited, Japan for their valuable support, patience and faith in us.

Lastly, my sincere appreciation and thanks to the entire team of Chola MS for their continued dedication and commitment that resulted in the strong business performance.

Best Regards,
V SURYANARAYANAN
Managing Director

Profile of Directors



MR. M M MURUGAPPAN

Chairman (DIN: 00170478) 68 years

Mr. M M Murugappan is the Chairman of the Board. He holds a Bachelor's degree in Chemical Engineering from the University of Madras, India, and a Master's degree in Chemical Engineering from the University of Michigan, USA. He is also the Chairman of Cholamandalam Financial Holdings Limited, Carborundum Universal Limited and Cyient Limited. He serves on the Boards of various other companies including Ambadi Investments Limited. He served on the Board of Governors of IIT Madras for Six years till November 2011. He now serves on the Board of the IIT Madras Research Park. He is a trustee of AMM Foundation and is actively involved in the Foundation's activities particularly in the area of education. He is on the Board of Chola MS from October 2017.



MR. MARGAM RAMA PRASAD

Independent Director (DIN: 01637947) 71 years

Mr. Margam Rama Prasad holds a Master's degree in Statistics and is an Associate Member of Insurance Institute of India. He is a former Whole-time member of Insurance Regulatory and Development Authority of India in Non-Life Insurance. He has over 40 years of experience in insurance sector. He was an Ex-Officio member in the Reinsurance Committee of International Association of Insurance Supervisors, the Governing Councils of Insurance Information Bureau, and in Institute of Insurance and Risk Management. Mr. Margam Rama Prasad served as Chairman of General Insurance Council of India. He had held Directorships in The Thana Electric Supply Company Limited, GIC Housing Finance Limited, SHCIL Services Limited, Institute of Insurance and Risk Management, Indian Institute of Insurance Surveyors and Loss Assessors. He joined the Board of Chola MS in July 2017.



MS. KASIVAJJULA RAMADEVI

Independent Director (DIN: 07327977) 67 years

Ms. K Ramadevi holds a Master's Degree in Commerce from University of Madras. She has over 40 years of experience in various sectors including more than 36 years of experience in insurance sector. Ms. K Ramadevi was in various positions in United India Insurance Company Limited before joining The Oriental Insurance Company Limited as Deputy General Manager. Ms. K Ramadevi is a former Chief Financial Officer and retired as General Manager of The Oriental Insurance Company Limited. She joined the Board of Chola MS in February 2020.



MR. SUJAY BANARJI

Independent Director (DIN: 05308958) 66 years

Mr. Sujay Banarji is an experienced professional with over 37 years of experience in the direct insurance and reinsurance sector. He holds a Master's Degree in Arts from Allahabad University and is an Associate Member of Insurance Institute of India. Mr. Banarji is a direct recruit officer of The New India Assurance Company Limited and has held various positions in the Company, including heading New India's office in Sydney, Australia, before moving to General Insurance Corporation of India (GIC Re) as General Manager. He subsequently joined The Oriental Insurance Company Limited and was also Director of the Company. For a brief period, Mr. Banarji was the Officiating Chairman cum Managing Director in Oriental Insurance. He is a former Whole-time Member (Distribution) of IRDAI. He is currently a Member of Financial Services Institutions Bureau (FSIB). Mr. Banarji joined the Board of Chola MS in October 2022.



MR. SRIDHARAN RANGARAJAN

Non-Executive Director (DIN: 01814413) 58 years

Mr. Sridharan Rangarajan is a member of the Institute of Chartered Accountants of India and a graduate member of the Institute of Cost Accountants of India. He holds a Bachelor's degree in Commerce from the Madurai University and is a certified Six Sigma 'Green Belt', trained 'Process Champion' and 'Black Belt'. He served as the Chief Financial Officer of the Murugappa Group and has over 31 years of experience in finance, manufacturing, service & distribution, banking and contracting industries. He is on the Boards of various companies including Cholamandalam Financial Holdings Limited, E.I.D Parry India Limited, Net Access India Limited, Parry Agro Industries Limited. He is the Managing Director of Carborundum Universal Limited. He has rich cross-cultural work experience from having worked in Companies like ABB, IDBI, LG Electronics, Trane Inc. USA and Timken. He joined the Board of Chola MS in October 2018.



MR. NAOKI TAKEDA

Director (DIN: 09524037) 55 years

Mr. Naoki Takeda is a Bachelor in faculty of Political Sciences and Economics from Waseda University, Japan. Mr. Takeda has over 33 years of experience in general insurance industry. Mr. Takeda has joined in Mitsui Marine & Fire Insurance Co. Ltd. In 1991. He was the Whole-time Director of Chola MS from April 2022 to March 2024. Before appointment as Wholetime Director, he was General Manager of International Business Department in Mitsui Sumitomo Insurance Company Limited, Japan. Mr. Takeda is a Director on the Board of Cholamandalam MS Risk Services Limited and joined the Board of Chola MS in April 2022 as Whole-time Director and re-designated as Director from April 2024.



MR. V SURYANARAYANAN

Managing Director (DIN: 01416824) 57 years

Mr. V Suryanarayanan is an Associate member of the Institute of Chartered Accountants of India, the Institute of Company Secretaries of India and the Insurance Institute of India. Besides, he is an alumnus of INSEAD having undergone the Advanced Management Program (AMP). He has over 35 years of experience and has been associated with the Murugappa Group since November 1996, with about 10 years in Cholamandalam Investment and Finance Company Ltd in various leadership roles in Credit, Business Operations and was head of Finance. In 2006, he joined the Company as the Chief Financial Officer and later took up roles of Head of Claims and Head of Technical Functions besides leading several projects within the Company. He was elevated as President and Chief Operating Officer of the Company before his appointment as the Managing Director effective July 1, 2020. Mr. V Suryanarayanan is also a Director on the Board of Cholamandalam MS Risk Services Limited. He is also a Management Committee member of Madras Management Association.



MR. OSAMU AKINE

Whole-time Director (DIN: 10531445) 52 years

Mr. Osamu Akine has over 28 years of experience in insurance industry. He has graduated from Kobe University, Japan, in the Faculty of Business Administration. Mr. Osamu Akine has held various leadership positions in MSI and its group entities. He was heading the Marine Section General Production Department in MSI, Japan. Mr. Akine is also a director on the Board of Cholamandalam MS Risk Services Limited. He joined the Board of Chola MS in April 2024.

Leadership Team



V SURYANARAYANAN
Managing Director



OSAMU AKINE
Whole-time Director



ASHISH HALLAN
President &
Chief Operating Officer



S VENUGOPALAN
Chief Financial Officer



PRAVEEN PATHAK
Chief Technical Officer



SURESH KRISHNAN
Chief Compliance Officer &
Company Secretary



K CHITRA
Head - Digital, Branding &
Corporate Communications



SURESH SURENDRANATHAN
Chief Technology Officer



ABHIRANJAN GUPTA
Chief Investment Officer



SHAILEN MERCHANT
Head - Human Resources



S K RANGASWAMY
Chief Risk Officer
and Head - Operations & CRM



ASHWANI KUMAR ARORA
Appointed Actuary



CHANDAR RAMAMURTHY
Head - Reinsurance



PUNIT AGARWAL
Head - Internal Audit & FCU

Financial Highlights

₹ Million

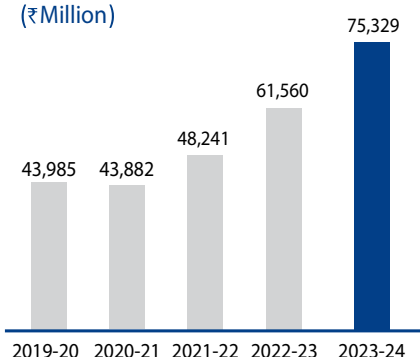
Particulars	2023-24	2022-23	2021-22	2020-21	2019-20	2018-19	2017-18	2016-17	2015-16	2014-15
Gross Written Premium (Direct)	75,329	61,560	48,241	43,882	43,985	44,282	41,026	31,333	24,520	18,904
Net Earned Premium	50,790	40,192	34,371	32,024	34,370	30,499	28,238	22,481	16,908	14,821
PBT	4,441	2,645	1,060	3,748	2,546	2,506	3,466	2,971	2,131	2,007
PAT	3,314	1,987	770	2,816	1,494	1,789	2,426	2,081	1,479	1,371
Networth	24,917	21,603	19,616	18,846	15,741	14,534	12,961	10,751	8,529	7,190
Fixed Assets (net)	1,643	1,146	848	727	724	687	703	691	615	617
Investment portfolio	168,114	147,149	125,338	110,605	90,785	75,961	63,626	48,919	38,607	31,646
Earnings per Share (₹)	11.09	6.65	2.58	9.43	5.00	5.99	8.12	6.97	4.95	4.59
Book value per Share (₹)	83.39	72.30	65.65	63.07	52.68	48.64	43.38	35.98	28.54	24.06

PBT - Profit before tax

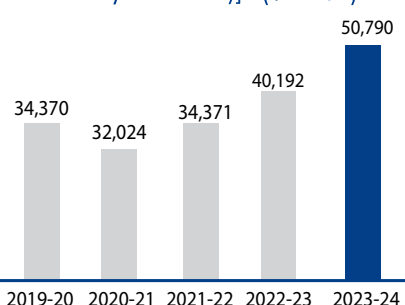
PAT - Profit after tax

Key Financial Indicators

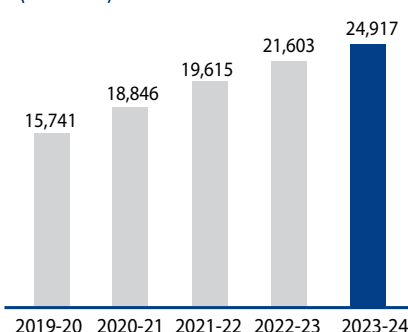
GROSS WRITTEN PREMIUM - DIRECT
(₹ Million)



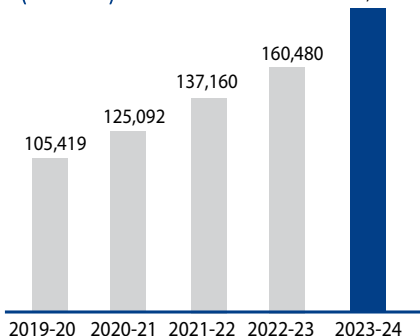
NET EARNED PREMIUM
[Including IMTPIP (Indian Motor Third Party Insurance)] - (₹ Million)



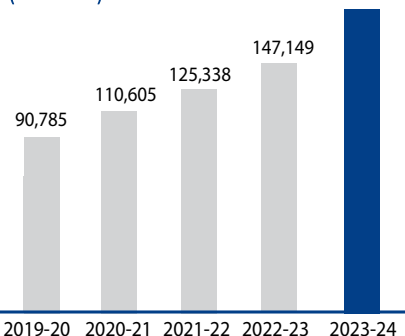
NET WORTH
(₹ Million)



TOTAL ASSETS
(₹ Million)



INVESTMENT PORTFOLIO
(₹ Million)



CORPORATE SOCIAL RESPONSIBILITY

Changing the World, One Responsibility at a Time.

Ambulance Inauguration @ Head Office, Chennai, on Nov 1, 2023 –
Hindu Mission (Tambaram)



Provision of Ambulance for use by Hindu Mission Hospital, Chennai, at Tambaram and nearby areas, through Rotary Club of Chennai Upscale, Chennai

Bus Inauguration @ Ludhiana on Feb 1, 2024 – Sankara Eye care



Provision of bus for use by Sankara Eye Foundation Hospital, Ludhiana, through Sri Kanchi Kamakoti Medical Trust, Coimbatore



CORPORATE SOCIAL RESPONSIBILITY

Changing the World, One Responsibility at a Time.

Support for Construction of One Room at Jayam Special School - Ayapakkam, Chennai



Financial support for construction of one room at Jayam Special School, Chennai, with Residential Care Facility for Students with Disabilities

Voluntary Health Services (VHS), Adyar, Chennai
- Cusa Machine for Neurosurgery Department



Support to purchase Neuro Endoscope Equipment to assist in brain/spine surgeries at the Voluntary Health Services, Chennai

Ventilator for Neonatal Incentive Care
Unit for G Kuppuswamy Naidu
memorial Hospital - Coimbatore



Contribution towards ventilator for Neonatal Incentive care unit at G Kuppuswamy Naidu Memorial Hospital, Coimbatore



STEALING THE SHOW IN PRODUCT & SERVICE EXCELLENCE



Amiable Insurer in the Non-life Insurance – Compact Category
for remarkable contributions and innovations in the domain of non-life insurance
by ET Edge

Best Digital Awareness Campaign
for extensive social and digital campaigns on 'Simple Hai'
by Quantic



Best Mid-sized General Insurer
for being an outperformer in the Insurance Service Industry
by BFSI

Runner Up - Best Strategies for Insurance Spreading in India
by Indian Chamber of Commerce



STEALING THE SHOW IN PRODUCT & SERVICE EXCELLENCE



Most Trusted Brand of India
by Marksmen Daily

Brand Excellence - Banking, Financial & Insurance sector
by World HRD Congress



Best Employer Brand Award
by World HRD Congress



Iconic Brands of India 2023
by ET Edge



REIMAGINING EVERY INSURANCE SOLUTION WITH ONE SINGLE APP



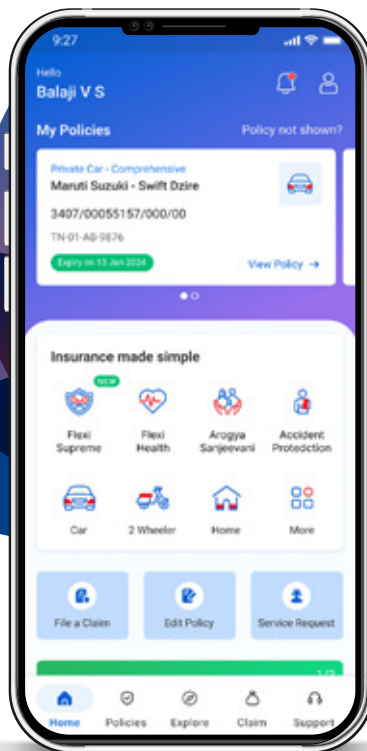
Insurance
Buy/Renew



Raise Service
Requests



Insurance
Claim



Manage
Wellness



Policy
Management



Update & Access
Health Locker



Scan to download or search "Chola MS"
to install the app



Corporate Information

BOARD OF DIRECTORS

M M Murugappan	Chairman
Margam Rama Prasad	Director
K Ramadevi	Director
Sujay Banarji	Director
Sridharan Rangarajan	Director
Naoki Takeda	Director
V Suryanarayanan	Managing Director
Osamu Akine	Whole-time Director

COMPANY SECRETARY

Suresh Krishnan	Company Secretary & Chief Compliance Officer
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TOP MANAGEMENT TEAM

V Suryanarayanan	Managing Director
Osamu Akine	Whole-time Director
Ashish Hallan	President & Chief Operating Officer
S Venugopalan	Chief Financial Officer
Praveen Pathak	Chief Technical Officer
Suresh Krishnan	Company Secretary & Chief Compliance Officer
Chitra K	Head – Digital, Branding & Corporate Communications
Abhiranjan Gupta	Chief Investment Officer
Suresh Surendranathan	Chief Technology Officer
Shailen Merchant	Head – Human Resources
S K Rangaswamy	Chief Risk Officer & Head - Operations and CRM
Ashwani Kumar Arora	Appointed Actuary
Chandar Ramamurthy	Head – Reinsurance
Punit Agarwal	Head – Internal Audit & FCU

REGISTERED OFFICE

CIN: U66030TN2001PLC047977

Dare House, II Floor, No. 2, N.S.C Bose Road, Parrys, Chennai – 600 001. Phone: 91-44-40445400

Fax: 91-44-40445550

Toll Free No. 1800 200 5544 (Motor);

1800 208 9100 (Health & other insurance)

Website: www.cholainsurance.com

AUDITORS

M/s. Sharp & Tannan

Chartered Accountants, Parsn Manere, 'A' Wing, 602, Anna Salai, Chennai-600 006

M/s. R.G.N Price & Co.

Chartered Accountants, Simpsons Buildings, No. 861, Anna Salai, Chennai – 600 002

REGISTRAR AND SHARE TRANSFER AGENTS (RTA)

KFin Technologies Limited

(Formerly known as KFin Technologies Private Limited) Selenium Tower B, Plot No 31 & 32 Financial District, Nanakramguda, Serilingampally Mandal, Hyderabad – 500 032, Telangana. Toll free number: 1- 800-309-4001

DEBENTURE TRUSTEE

IDBI Trusteeship Services Limited

17, R. Kamani Marg,

Ballard Estate, Mumbai – 400 001

Tel. No: 022 – 40807000

Fax: 022 – 66311776



Directors' Report to Members

Your directors have pleasure in presenting the Twenty Third Annual Report together with the audited financial statements of the Company for the year ended March 31, 2024.

Financial Highlights

₹ Million

Particulars	2023-24	2022-23
Gross Written Premium (GWP)		
a) Direct	75,329	61,560
b) Reinsurance Acceptance	650	444
Total GWP	75,979	62,004
Net Earned Premium	50,790	40,192
Net Claims Incurred	37,414	28,631
Net Commission and operating expenses	19,963	17,552
Investment Income (Policyholders' funds)	9,540	7,820
Investment Income (Shareholders' funds)	1,628	1,057
Impairment Provision (Reversal) & Write off - Stressed Investment Assets	(96)	(75)
Other Expenses / (Income)	237	317
Profit before tax	4,441	2,645

Industry Scenario

Regulations: In FY 2023-24, the regulatory front was vibrant in terms of the reforms push, imperative push for insurance penetration (Bima Vahak, state insurance plans, insurance awareness campaigns), policyholder protection push (drive on cashless and timely settlement on ombudsman orders) consolidation of several regulations into homogenous regulations with tweaks, fillip for domestic reinsurers (both Indian and Foreign reinsurance branches) and digital push (Bima Sugam, national health claims exchange etc.).

A key change, effective from April 1, 2024 relates to de-notifying tariff for Motor, Fire, Engineering Marine (Tea tariff) lines which will enable insurers to innovate products with differential protection, wordings and clauses, deductible levels etc.

The Parliamentary Committee that reviewed the insurance sector has made several recommendations to the Government of India relating to reforms.

Industry Growth and Profitability

The Gross Direct Premium of multi-line non-life insurers (excluding Standalone Health & Specialized insurers), was reported at around ₹2,454 Billion and registered a growth of around 14.2% over the previous year. The market share of public sector companies was 36.8% with the private sector companies increasing their share to

63.2%. The SAHI players grew by 26.2% to ₹331 Billion.

Amongst the various lines of businesses, motor registered a growth of 12.9% while the fire line of business grew by 7.2%. The growth in the health and personal accident lines for general insurers was placed at 17.6% and 11.7% respectively.

The Combined Ratio of all players in the industry rose during the year underpinned by the natural catastrophe losses, compressed premium realization in motor own damage and the effect of inflation on claims. The rise in investment income aided by the rising interest rate environment and buoyant equity markets helped insurers to register overall operating profits.

Summary of Company Performance

The Company attained a direct premium of ₹75,329 Million, a growth of 22.37% (as against multiline players' growth of 14.2%) which helped to raise the market share to around 3.07% (amongst multi-line players). The customer additions in the year crossed 12.6 Million.

The Company grew its market share across all lines of business. The Company continues to adopt a cautious stance in group health (employer-employee) business.

The Company while growing its top-line, reduced its expenses of management. The Company attained a profit before tax of ₹4,441 Million for the year ended March 31, 2024 (₹2,645 Million in previous year).

Dividend

With a view to conserve the resources and augment solvency ratio, your directors do not recommend any dividend for FY 2023-24.

Transfer to Reserves

An amount of ₹2,000 Million has been transferred to General Reserve for the FY 2023-24.

Business Operations

The Company re-entered the crop insurance business during the year and grew its business operations across channel categories of bancassurance, agents/POSPs, brokers, MISPs, CSC etc.

The Company re-launched its program for providing its thrust on building the agency channel across metro, semi-urban and rural markets. The Company increased its count of bancassurance partners besides renewing all its relationships. The Company entered new OEM programs. Business line diversity was secured by growing business from commercial and SME lines, crop insurance and growth in retail health space. The Company's digital business now contributes 1.5% of its overall GWP.

(A) Motor Line of Business

Motor Line of business registered a growth of over 14.2% during the year as compared to the industry growth of 12.9% leading to growth in market share to 5.41%.

The composition of the motor portfolio comprises of Two wheelers: 16.7%, Motor Cars: 39.5%, Commercial Vehicle: 36.9% and tractors & others comprising 6.9%. The Company stepped up its presence in the Electric vehicles segment besides improving on the renewal ratio in the cars segment.

The Company carries a Premium in Advance of ₹13.52 Billion (Previous year: ₹13.93 Billion) representing the GWP of future financial years even as the sourcing costs relating to it have been fully absorbed.

The premium pricing in motor own damage witnessed severe pressure with discounts across vehicle categories staying at higher levels. In motor third party, the pricing remained static even as the industry witnessed inflation in medical costs as well with continuous increase of the minimum wage levels across all states in the country.

The Company continues to exercise utmost care in its choice of sub-segments and geographies. The Company continues to be rated high by its channel partners and customers for its claims servicing processes.

(B) Property and Casualty Lines of business:

In the fire line of business (the largest in this category), the Company registered a growth of 8.2% as against industry growth of 7.2% leading to a market share of 2.79%.

Marine and group accident lines of businesses also witnessed improved performance with increase in the levels of economic activity and focused sourcing. The Misc. lines grew well during the year. The Company registered growth across all its business verticals of Indian Commercial, SME, Japanese & Korean and Bancassurance.

The Company continues to follow disciplined underwriting and prudent risk selection in the highly demanding environment. A higher proportion of business from 'Preferred' category risks, geographical spread of risks, line size management and accumulation management have all ensured that the Company follows robust processes. In the year under review, the impact of natural catastrophe events on the financial results at over ₹550 Million rendered the claims ratios higher.

(C) Health, Accident and Travel Lines of Business:

The Company's overall health, accident and travel volumes grew by more than 23.6% during the year with stronger growth in retail health. Even as retail indemnity business continues to scale up, the bancassurance led health benefit and accident product grew

faster supported by buoyant economic activity.

The Company has added new health products – both indemnity and benefit besides stepping up its distribution build of both POSP as well as channel partners.

The Company continues to strengthen its underwriting framework with intelligent use of technology for its risk selection, upsell and cross-sell initiatives.

(D) Crop Insurance:

The Company operates crop insurance in a cluster in Maharashtra under the 80-110 loss corridor scheme. The indifferent monsoon in the Kharif season resulted in higher incidence of claims but the experience in the Rabi season was better. Chola MS will continue to explore opportunities for adding to the business as more States in the country enter the program.

Expenses of Management

For the financial year 2023-24, the actual Expenses of Management (EOM) were at 32.64% as against the regulatory limit of 31.55%. As required by Insurance Regulatory and Development Authority of India (Expenses of Management of Insurers transacting General or Health Insurance business) Regulations, 2023, the Company vide its letter dated June 01, 2023 has represented to the Authority, a business plan duly approved by its Board along with glide path in complying with the EOM limits by the financial year 2025-26. The Company has complied with the EOM commitment made to the Authority with respect to the financial year 2023-24 and has reduced the adverse variance from permitted levels.

Claims

The year under review witnessed the claims management function stepping up speed of disposal while handling larger volumes with efficiency and productivity.

The Company continues its journey in digitization of its claims processes across lines of businesses.

The other highlights include:

- a) Servicing over 600,000 claims (other than crop claims) across various LOBs, which is about 12% more than the previous fiscal;
- b) Continuing to secure higher levels of compromise settlements in motor third party claims;
- c) Strengthening of the investigation framework for motor OD, motor TP and health claims;
- d) Adding to the network of hospitals and garages expanding the service network for the policyholders – 12,000 plus hospitals and 15,000 plus garages;
- e) Ensuring timely resolution of customer complaints on claims servicing; and
- f) Enhancing employee productivity.



The Company will continue to focus on harnessing efficiencies for severity control across all lines, automation for speed and operational controls, and a proactive approach to servicing for building transparency and satisfaction levels of customers.

Reinsurance

Reinsurance rates rose sharply in FY 2023-24 in the wake of global risk events, rising inflation etc. In the Indian context, the multiple natural catastrophic events by way of Cyclone Biporjoy, Northern Indian floods, Cyclone Michaung, Southern Tamil Nadu inundation had an impact on the industry but with higher deductibles, the impact was soft for reinsurers. Renewal for 2024-25 was marked by availability of capacity and flat / marginal improvement in the commercial terms for insurers.

During the year, the Company's proportional and non-proportional treaties generated surpluses for the reinsurers for the year. The Company could secure enhanced capacity, increase the scope of coverage on some treaties. The reinsurance placements for FY 2024-25 were over-subscribed and placed with diversified and well rated reinsurers.

Investments

The Company's investment portfolio grew to ₹168 Billion as of March 31, 2024 (Previous year: ₹147 Billion).

The Company took advantage of the rising interest rate environment to deploy its accretion/maturing funds at higher yields. The rise in interest rates, however, restricted the opportunity for monetising gains.

The exposure to Central and State Government securities stood at 61.3% of the investment assets (Previous year 65.1%). The Company's investment in Infrastructure and Housing sector stood at 21.3% (Previous year 28%) of portfolio as of March 31, 2024. The Company stepped up its equity shares portfolio. As of March 31, 2024, the Company had nil non-performing assets in its investment portfolio. During the year, the Company had a recovery of ₹96 Million from assets written off / provided for in earlier years.

The Company continues to emphasise on safety and liquidity of investments and together with monetised gains, grew the investment income to ₹11,066 Million with a gross yield of 7.13% (Previous year: 6.54%). The average investment portfolio duration was at 3.7 years (Previous year: 3.8 Years).

Human Resources

The Company, during the year, continued to focus on recruitment, employee engagement, employee productivity and employment capability building besides ensuring seamless HR operations.

With a view to facilitate digitization, significant scaling up of technology talent within the Company was a focus area. Usage

of online tools for e-learning helped the staff getting continuously educated on both the technical and softer aspects of the business. There has been a sharp focus on improving employee productivity through effective span of control and individual productivity.

An employee engagement survey was conducted across the organization with 86% participation and an engagement score of 75%. An initiative has been taken up to put in place a Talent Management process for mid and senior executives in the Sales teams.

Information Technology & Digital Initiatives

Technology Enablers supporting GWP growth, operating efficiency and digitization:

- The entry into crop insurance was enabled by building Pricing and UW capabilities through a new Pricing App as well as implementing a Middleware solution for Policy issuance and Claims processing.
- Enabled digital journey and integrations with new bancassurance partners, partnership tie-ups with NBFCs, OEMs, broking intermediaries etc.
- Enabled new product launches and upgrades in API integrations.
- Enabled improved policyholders' interactions and communication relating to the claim's aspects for better transparency and visibility into details of claims settlements.
- Work in progress relating to
 - o the ERP transformation from the legacy framework to cloud architecture with improved features for faster product roll-out
 - o the building of apps for ease of business transactions to customers / business partners and the revamp of business workflow tools
 - o the building of a data lake facilitating data analytics

Technology Enablers for Compliance include those relating to:

- Measures for improving cyber-security
- Integration of health claims module with the National Health Claims Exchange (NHCE)
- ABHA integration
- Enablement of CIS (Customer Information Sheet)

Several other operating measures were put in place relating to the operational aspects of information security and running awareness campaigns for employees.

Network and Solvency

The paid-up capital as at March 31, 2024 was at ₹2,988 Million and the net-worth as at that date was ₹24,917 Million. During the

year, the Company has not issued any equity shares.

The Company's solvency ratio as at March 31, 2024 was 1.79 times as against the mandated threshold of 1.50 times.

Risk Management

Managing risks is an integral part of the insurance business. The Company manages risks in an informed and disciplined manner within a pre-determined risk appetite and tolerance. The risk management and internal control systems are designed to ensure that these risks are managed effectively and efficiently. All our risk management activities are aligned to corporate aims, objectives, organizational priorities and are designed to protect and enhance the reputation and standing of Chola MS.

Risk management policy is the Company's main risk governance document. It sets standards for effective risk management throughout the organisation. The policy describes the Company's risk management framework, provides a standardized set of risk types, and defines the Company's appetite for risks.

The Company has put in place an appropriate risk management system covering various risks that the Company is exposed to, which are discussed and reviewed by the Risk Management Committee of the Board on a quarterly basis.

During the year under review, the Risk Management Committee of the Board reviewed:

- (a) Strategic risks that have the ability to affect the organization's overall operating framework
- (b) Operational risks that stem solely from the internal processes within the organization
- (c) Risk management initiatives undertaken and the effectiveness of the risk management processes
- (d) The status of the overall risk appetite framework
- (e) The asset liability management framework
- (f) The updated function wise Risk Register containing risk description, risk category, existing controls, and RAG rating of the residual risk.

Cyber Security

The Company's cyber security approach covers all aspects of prevention, detection and response to cyber threats. As part of our Information Security framework based on ISO 27001:2013 standard and guidelines from IRDAI, independent auditors periodically review, validate and certify the controls implemented by the Company.

Peer Review of Actuarial Valuation

The Company engaged the services of a qualified consulting actuary, for conducting the peer review of Actuarial Statutory Valuation as at March 31, 2024.

The scope included check on data credibility, review of methodology and assumptions and reasonableness of the results. The peer reviewer has confirmed the sufficiency and adequacy of the IBNR/IBNER held by the Company as per the certification of the Appointed Actuary of the Company.

Non-Convertible Debentures

The outstanding amount pertaining to the Non-Convertible debentures issued by the company was ₹1000 Million as at March 31, 2024.

The Company continues to service its interest obligations on due dates to its debenture holders.

During the year, the Company at its Board meeting held on January 30, 2024, had given in-principal approval to offer, issue and allot unsecured, subordinated, listed, redeemable, non-convertible debentures for cash at par upto a sum not exceeding ₹1,000 Million (Rupees One Thousand Million), to eligible persons on a private placement basis, under one or more disclosure documents and / or under one or more private placement offer letters as may be issued by the Company and in one or more series / tranches.

Adoption of Indian Accounting Standards (Ind AS)

The Company has been updating the developments on Ind AS implementation progress to the Audit Committee on quarterly basis during the financial year 2023-24. The Authority is yet to announce the final implementation date. However, the Company is in the process of assessing the impact analysis and other requirements for implementation of Ind AS as per the directions of the Authority.

Maintenance of Cost Records

Pursuant to Section 148 of the Companies Act, 2013 and the Rules made thereunder, the Company is not required to maintain cost records.

Corporate Governance

A report on the corporate governance, including the status of the implementation of norms as per IRDAI circular no. IRDA/F&A/GDL/CG/100/05/2016 dated May 18, 2016 is attached as **Annexure A** to this Report.

Holding Company

Cholamandalam Financial Holdings Limited continues to be our Holding Company holding around 59.99% of the share capital. There are no changes in the nature and extent of shareholding of the Holding Company in the Company during the year.

Support from MSI

Mitsui Sumitomo Insurance Company Limited (MSI) Japan, the joint venture partner continues to provide support in areas of



overall business improvement measures, re-insurance, business development with Japanese and Korean (J&K) clients in India, claims processes and training. The Company has been able to make good inroads in the Japanese and Korean companies established in India and expects growth of business from these clients.

Board Meetings

The Board of Directors meet at regular intervals with an annual calendar of meetings circulated at the beginning of the year to enable maximum attendance of Directors. The Board is regularly briefed and updated on the key activities of the business and is provided with briefings and presentations on operations, quarterly financial statements and other matters concerning the Company. Besides, information about statutory compliance, minutes of Committees of the Board and other information as required under the IRDAI regulations are provided to the directors on a regular basis. The Board, at its quarterly meetings, reviews important regulatory changes.

Notice and agenda for Board meetings are given to all Board members at least a week prior to the date of the meeting. There are eight Committees of the Board, the details of which along with their terms of reference, composition and meetings held during the year, are provided in the Corporate Governance report.

During the year, five board meetings were convened and held, the details of which are given in the Corporate Governance report.

Directors

The following appointments / reappointments were approved by the shareholders at the Twenty Second AGM of the Company held on July 21, 2023:

- Mr. M M Murugappan who was liable to retire by rotation was reappointed as Director
- Mr. Sujay Banarji was appointed as an Independent Director for a term of 3 years with effect from October 29, 2022
- Ms. K Ramadevi was re-appointed as an Independent Director for a further term of 3 years with effect from February 19, 2023

Mr. Tsutomu Aoki resigned from the office of Director (Non-executive Director) with effect from the closing hours of March 31, 2024. The Board places on record its deep appreciation and gratitude to Mr. Tsutomu Aoki for his guidance and valuable contribution to the Company during his tenure.

The term of office of Mr. Naoki Takeda as a Whole-time Director came to an end on March 31, 2024. The Board of Directors at its meeting held on March 19, 2024 approved the change in status of Mr. Naoki Takeda as Non-Executive Director with effect from April 01, 2024.

Mr. Osamu Akine was appointed as an Additional Director and Whole-time Director with effect from April 1, 2024, subject to approval of shareholders at the ensuing annual general meeting.

Mr. Naoki Takeda retires by rotation at the ensuing annual general meeting and being eligible, offers himself for re-appointment.

The independent directors have given declarations that they meet the criteria of independence as stipulated under section 149(6) of the Companies Act, 2013.

Key Managerial Personnel

There are no changes in Key Managerial Personnel during the year.

As on March 31, 2024, the Key Managerial Personnel of the Company, in terms of the provisions of section 203 of the Companies Act, 2013, are as follows:

- Mr. V Suryanarayanan, Managing Director
- Mr. Naoki Takeda, Whole-time Director
- Mr. S Venugopalan, Chief Financial Officer
- Mr. Suresh Krishnan, Company Secretary

Mr. Osamu Akine was appointed as Whole-time Director with effect from April 1, 2024 in place of Mr. Naoki Takeda, whose term of office as Whole-time Director ended with effect from closing hours of March 31, 2024.

Audit Committee

The Audit Committee as on March 31, 2024, comprised of three independent directors viz., Mr. Margam Rama Prasad, Ms. K Ramadevi and Mr. Sujay Banarji and two non-executive directors viz., Mr. Sridharan Rangarajan and Mr. Tsutomu Aoki.

Mr. Naoki Takeda was inducted as a member of the Committee with effect from April 01, 2024 in place of Mr. Tsutomu Aoki, who resigned from the Board with effect from the closing hours of March 31, 2024.

The role of the Committee and details of Audit Committee meetings held during the year are detailed in the Corporate Governance report forming part of this report.

Related Party Transactions

All related party transactions that were transacted during the financial year were on an arm's length basis and were in the ordinary course of business. In terms of Section 188 of the Companies Act, 2013, read with the Rules made thereunder, there are no significant related party transactions entered by the Company with Promoters, Directors, Key Managerial Personnel or other designated persons which may have a potential conflict with the interest of the Company at large. All Related Party Transactions are placed before the Audit Committee for approval. Details of related party transactions, identified pursuant to the provisions of Accounting Standard 18, are dealt with in note 19 of Schedule 16 to the financial statements.

Board Evaluation

Pursuant to the provisions of Section 134, Schedule IV and the rules made thereunder of the Companies Act, 2013, the Board has carried out an annual evaluation of its own performance, the directors' individual performance comprising both self and peer evaluation and the evaluation of Committees viz., Audit Committee, Investment Committee, Risk Management Committee, Policyholders' Protection Committee, Nomination & Remuneration Committee and Corporate Social Responsibility and Environmental Social & Governance Committee.

A structured questionnaire covering various aspects of Board's functioning such as Board's structure, governance, dynamics & functioning and financial reporting process, Internal Control and Risk Management was used for this purpose and the members of the Board were briefed on the evaluation.

Policy on Directors' Appointment and Remuneration

The Board, on recommendation of Nomination and Remuneration Committee, has approved the following criteria / policies in compliance with the provisions of section 178(3) of the Companies Act, 2013.

- **Policy for Board nominations** including criteria for determining qualifications, positive attributes, independence of a Director. The policy is available on the website of the Company at <https://bit.ly/3yZ6BVC>

The Policy covers the personal traits, experience and background, fit and proper criteria and the positive attributes that are considered at the time of appointment/reappointment of a person as a Director on the Board of the Company. The standards on independence and the retirement age also form part of the said policy.

There are no changes made in the policy during the year.

- **Criteria for induction of a person in the senior management positions of the Company.** The policy is available on the website of the Company at <https://bit.ly/45kuDXk>

The Criteria covers the personal traits, competencies, experience and background, fit and proper criteria that are considered at the time of appointment of a person in the Senior Management of the Company. The Criteria also includes the retirement age.

During the year, the Policy was reviewed and revised by the Board of Directors at its meeting held on March 19, 2024, based on the recommendation of the Nomination and Remuneration Committee.

- **Remuneration policy for Directors, Key Managerial Personnel and other employees of the Company.** The policy is available on the website of the Company at <https://bit.ly/4c9kpel>

The Policy covers the areas of remuneration to Non-Executive Directors and Remuneration of Managing Director/ Whole-time Director and the Remuneration to Key Managerial Personnel/ Other employees.

During the year, the Policy was reviewed and revised by the Board of Directors at its meetings held on January 30, 2024 and on March 19, 2024, based on the recommendation of the Nomination and Remuneration Committee to align with requirements of Guidelines on Remuneration of Non-executive Directors and Guidelines on Remuneration of Key Managerial Persons of Insurers issued by IRDAI.

Chola MS Phantom Stock Options Plan 2023

Pursuant to IRDAI Guidelines on Remuneration of Key Managerial Persons of Insurers dated June 30, 2023 (KMP Guidelines), the remuneration structure of Key Managerial Persons (as defined under KMP Guidelines) was modified to include a component of non-cash instrument in the variable pay of Key Managerial Persons.

The Board, at its meeting held on January 30, 2024, had initially approved Chola MS Phantom Stock Options Plan 2023 (Phantoms 2023/Plan) and at its subsequent meeting on April 27, 2024 approved the amendment to the Plan, based on the recommendation of Nomination and Remuneration Committee. The Board had approved to offer and grant not more than 12,00,000 (Twelve Lakhs only) Phantom Options to the eligible employees of the Company, under the Plan, in one or more tranches.

The Nomination and Remuneration Committee at its meeting held on January 30, 2024, had granted phantom options under the plan to eligible employees for the FY 2023-24. The said options, subject to various conditions as stipulated in the scheme and subject to deferment as provided in the KMP Guidelines, will be vested over a period of three years commencing from 2025.

Statutory Auditors

M/s. Sharp and Tannan, Chartered Accountants, and M/s. R.G.N Price & Co., Chartered Accountants, are the joint statutory auditors of the Company. The Report given by the Auditors on the financial statements of the Company is provided in the Annual Report. Their audit report does not contain any qualification or adverse remarks.

M/s. Sharp and Tannan were reappointed as the joint statutory auditors of the Company at the Nineteenth Annual General Meeting (AGM) held on July 28, 2020, for a period of five years till the conclusion of Twenty Fourth AGM.

M/s. R.G.N Price & Co. were reappointed as the joint statutory auditors of the Company at the Twentieth AGM held on July 29, 2021,



for a period of five years till the conclusion of Twenty Fifth AGM.

Secretarial Audit

In terms of the requirements of Section 204 of the Companies Act, 2013, M/s. R Sridharan & Associates, Practising Company Secretaries, were appointed as Secretarial Auditors by the Board to conduct secretarial audit for FY 2023-24. The secretarial audit report is appended to this report as **Annexure B**. The secretarial audit report does not contain any qualification or adverse remarks.

Corporate Social Responsibility Initiatives

The Corporate Social Responsibility and Environmental Social and Governance (CSR & ESG) Committee, as on March 31, 2024, comprises of Mr. M M Murugappan (Chairman), Mr. Margam Rama Prasad, Mr. V Suryanarayanan and Mr. Naoki Takeda as its members.

Mr. Osamu Akine was inducted as a member of the Committee with effect from April 1, 2024, in place of Mr. Naoki Takeda.

CSR policy, duly approved by the Board, and in line with the provisions of Section 135 of the Act read with Schedule VII and the Rules made there under and the Murugappa Group philosophy is in place comprising of the following programs:

- Empowerment of the disadvantaged sections of the society through education, access to and awareness about financial services and the like;
- Provision of access to basic necessities like healthcare, drinking water & sanitation and the like to underprivileged;
- Work towards eradicating hunger and poverty, through livelihood generation and skill development;
- Supporting environmental and ecological balance through afforestation, soil conservation, rain water harvesting, conservation of flora & fauna, and similar programme;
- Promotion of sports through training of sportspersons;
- Promotion of arts and culture;
- Undertaking rural development projects;
- Providing support to institutions involved in welfare of senior citizens;
- Providing support for initiatives aimed at improvements in road safety;
- Disaster relief and management; and
- Women empowerment.

CSR policy is hosted on the website of the Company and is available at <https://bit.ly/3RnpIPs>

The Company earmarked an amount of ₹48.88 Million towards CSR spend for the financial year 2023-24, and ₹49.32 Million was spent towards CSR activities as approved by the Committee and

the Board towards the same.

The report on CSR activities in the prescribed format is attached as **Annexure C** and is forming part of this report.

Public Deposits

The Company has not accepted any public deposits during the year under review.

Loans, Guarantees and Investments

The Company has not given loans and guarantees. Investments are made as per the provisions of Insurance Act and IRDAI regulations.

ESG Initiatives

The importance of ESG has increased significantly in recent times. The Company's approach towards Environmental, Social and Governance ("ESG") is emphasized by a strong focus on fulfilling promises responsibly and sustainably so as to benefit the society, employees, shareholders, communities, and all other stakeholders. The Company is revisiting every facet of the organization to put in place processes, systems and teams to achieve the above objective.

ESG initiatives of the Company includes operational eco efficiency, strengthening diversity, strong governance, ecofriendly initiatives etc. The Company has disclosed its ESG initiatives as a part of BRSR report.

Going forward, we intend continuing balancing business growth and ESG aspects, to strengthen our brand reputation and ensure sustained long-term value creation.

Outlook for 2024-25

The general insurance industry is poised to grow in the context of strong economic growth of the country. The regulatory changes and the thrust by the Regulator on attaining insurance penetration and for stepping insurance awareness, particularly in the rural markets should help in growth.

Headwinds for the industry include the pricing pressures across product lines / segments and the possible impact from the de-tariff of fire / engineering / motor lines as to product wordings. Higher inflation led by oil prices in the context of geo-political conflicts could impact customer sentiment and claims costs. The much anticipated motor third party premium pricing revision would help in improvement of underwriting results.

Amongst the tail winds are the infrastructure spend thrust from the Government, expected credit offtake from the banks, the prediction of a normal monsoon, the re-entry of a few more states into the PMFBY scheme and the continued buoyancy in automobile sales.

The interest rate environment, expected to sustain for the better part of the year, will augment the investment income for all players in the industry.

The Company will continue its strong growth path by adding new channel partners, expand into new markets, enhance its focus on renewals besides launching new products across lines of businesses.

The Company is committed to further tighten its expense of management levels by a judicious mix of channels, product sub categories and rationalise commission structures linked to inherent profitability. Besides, efforts towards thrust on productivity and efficiency improvements shall continue to enable the Company to stick to its committed glide path of reducing expenses of management to prescribed regulatory levels.

The Company will continue to operate as a prudent insurer in its choice of product portfolio and segments to fully live to its image of a trustworthy insurer in its claim management processes.

Material changes and commitments affecting the financial position of the Company

There have been no material changes and commitments affecting the financial position of the Company which have occurred between the end of the financial year of the Company to which the financial statements relate and the date of the report.

Conservation of Energy, Technology Absorption and Foreign Exchange Earnings and Outgo

Particulars required to be furnished in this report under Section 134(3) of the Companies Act, 2013 and the rules made thereunder, relating to conservation of energy and technology absorption are not applicable for the year under review, and hence not furnished. The foreign exchange earnings and outgo during the year was ₹1,885.11 Million and ₹1,378.80 Million respectively.

Directors' Responsibility Statement

As per Section 134(5) of the Companies Act, 2013, the directors accept the responsibility for the integrity and objectivity of the Statement of Profit & Loss for the year ended March 31, 2024 and the Balance Sheet as at that date ("financial statements") and confirm that:

- in the preparation of the annual accounts for the financial year ended March 31, 2024 ("financial statements"), the applicable accounting standards read together with IRDAI Orders / Regulations mandating financial statements related prescriptions have been followed;
- appropriate accounting policies have been selected and applied consistently and such judgements and estimates that are reasonable and prudent have been made (including those with respect to the contingent liabilities more

specifically dealt with in Note 3 of Schedule 16 to the financial statements) so as to give a true and fair view of the state of affairs of the Company as at the end of the financial year and of the profits of the Company for that period;

- proper and sufficient care has been taken for the maintenance of adequate accounting records in accordance with the provisions of the Companies Act, 2013, for safeguarding the assets of the Company and for preventing and detecting fraud and other irregularities. To ensure this, the Company has established internal control systems, consistent with the size and nature of operations, subject to the inherent limitations that should be recognized in weighing the assurance provided by any such system of internal controls. These systems are reviewed and updated on an ongoing basis. Periodic internal audits are conducted to provide reasonable assurance of compliance with these systems. The Audit Committee meets at regular intervals;
- they have laid down internal financial controls to be followed by the Company and that such internal financial controls were adequate and were operating effectively;
- the annual accounts have been prepared on a going concern basis; and
- systems are in place to ensure compliance with the provisions of all applicable laws and such systems are adequate and operating effectively.

Annual Return

The annual return of the Company for the financial year ended March 31, 2023 in form MGT 7 is available on the website at <https://bit.ly/4elkRby>

The draft annual return for the financial year ended March 31, 2024 in form MGT 7 is available on the website at <https://bit.ly/3VlyGYW>

Particulars of Employees

The statement prescribed under rule 5(2) and 5(3) of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014 is available for inspection at the registered office of the Company during the business hours on working days of the Company. If any member is interested in obtaining a copy, such member may write to the Company Secretary in this regard.

Management Report

In accordance with Part IV, Schedule B of the Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditors Report of Insurance Companies) Regulations 2002, the Management Report attached as **Annexure D** to this report, forms part of the financial statements.



Compliance with Secretarial Standards

The Company is compliant with the applicable Secretarial Standards issued by the Institute of Companies Secretaries of India.

Application / Proceeding pending under Insolvency and Bankruptcy Code, 2016

During the year under review, there was no application/proceeding initiated or pending against the Company under Insolvency and Bankruptcy Code, 2016.

Valuation for settlement or loan taken from banks or financial institutions

During the year under review, there were no loans taken by the Company from any bank or financial institution and there was no valuation done for any settlement.

Awards and Accolades

The Company was recipient of the following awards / accolades:

1. Best Mid-Sized General Insurer Award by Mint
2. Amiable Insurer Award by ET Edge
3. Iconic Brands of India, 2023, by ET Edge
4. Award for Brand Excellence – Banking, Financial and Insurance Sector by World HRD Congress
5. Best Digital Awareness Campaign Award by Quantic
6. Runner Up Award – Best Strategies for Insurance Spreading India by Indian Chamber of Commerce

7. Most Trusted Brands of India Award by Team Marksmen
8. Best Employer Brand Award, by World HRD Congress

Acknowledgement

The Directors wish to thank the Insurance Regulatory and Development Authority of India (IRDAI) and other statutory authorities for their continued support and guidance. The Board gratefully acknowledges the co-operation extended by the policyholders, re-insurers, bancassurance partners, insurance agents, brokers and other constituents/ intermediaries.

Your Directors place on record their deep appreciation to employees at all levels for their hard work, dedication and commitment. The enthusiasm and unstinting efforts of the employees have enabled the Company to perform well in a challenging industry.

For and on behalf of the Board

April 27, 2024
Chennai

M M MURUGAPPAN
Chairman
DIN: 00170478

Report on Corporate Governance

Annexure - A

Corporate Governance is about commitment to values and ethical business conduct. Corporate governance defines roles, responsibilities and accountabilities. It is also about how an organization is managed and defines the relationships between its corporate and business structure, its culture, policies and its various stakeholders. Key elements in corporate governance are transparency, internal controls, risk management and internal / external communications.

Corporate Governance Philosophy:

The Company, a joint venture between the Murugappa Group (MG) and Mitsui Sumitomo Insurance Company Limited (MSI), Japan, is committed to the highest standards of corporate governance in all its spheres of activities and processes. The Company has always believed in and practised various elements of corporate governance since its inception.

The Board recognizes that the governance expectations are constantly evolving and it is committed in keeping its standards of corporate governance under review to meet both the letter and the spirit of the law and its own demanding levels of business ethics.

The Company believes that sound corporate governance practices are crucial for the smooth, effective and transparent operations of a Company and the Company recognises the expectations of all stakeholders in this regard. Everything the Company does is defined and conditioned by the highest standards of governance, which serve its values. The Company is committed to uphold its core values of integrity, passion, responsibility, quality and respect in dealing with all stakeholders of the Company in pursuing its spirit of enhancing corporate governance at all times. The Company continues to focus on building trust with the shareholders, policyholders, employees, customers, vendors and other stakeholders based on the principles of good corporate governance.

The Company firmly believes in and follows the Arthashastra quote,

“The fundamental principle of economic activity is that, no man you transact will lose, then you shall not”.

The corporate governance philosophy of the Company is driven by the following fundamental principles:

- Adhere to corporate governance standards beyond the letter of law;
- Maintain transparency and high degree of disclosure levels;
- Maintain a clear distinction between the personal and corporate interest;
- Have a transparent corporate structure driven by business;
- Ensure compliance with applicable laws.

With customer centricity being the focus area of the Company and T3 - Trust, Transparency & Technology being its motto, the Company strives to keep up with highest standards of corporate governance and this is reflected in the vision of the Company - “to be the preferred choice for our clients, business partners and employees through core values of trust and transparency aided by technology”. The Company’s governance framework encompasses not only regulatory and legal requirements but also several voluntary practices aimed at maximising shareholders’ values legally, ethically and on a sustainable basis.

Board of Directors

The corporate governance principles of the Company ensure that the Board remains informed, independent and involved in the Company’s affairs and that there are ongoing efforts to enhance the standards of corporate governance to mitigate non-business risks.

The Board is fully aware of its fiduciary responsibilities and recognises its responsibilities to policyholders, shareholders and other stakeholders to uphold the highest standards in all matters concerning the Company and has empowered responsible persons to implement its broad policies and guidelines and has set up adequate review processes.

The Board provides strategic guidance on affairs of the Company. Directors at Chola MS possess the highest personal and professional ethics, integrity and values and are committed to representing the long-term interests of the stakeholders. The basic responsibility of the Board is to provide effective governance over the Company’s affairs and exercise its reasonable business judgement on the affairs of the Company. The Company’s day to day affairs are managed by the Managing Director, assisted by a competent management team under the overall supervision of the Board.



Board Composition:

The Board has been constituted in an appropriate manner comprising of Executive, Non-Executive and Independent Directors to ensure proper governance and management. The Board members have collective experience in diverse fields like insurance, finance, investments, compliance and general management. The Directors are elected based on their qualification and experience in varied fields as well as Company's business needs.

The Board of Directors of the Company, being a joint venture between the MG represented by Cholamandalam Financial Holdings Limited and MSI, Japan, comprises of representatives of MG and MSI in addition to Independent Directors. The Board comprises of 8 directors viz 2 MG Non-Executive Directors, 1 MG Managing Director, 1 MSI Non-Executive Director, 1 MSI Whole-time Director and 3 Independent Directors. A brief profile of the directors is provided elsewhere in the annual report for the information of the shareholders.

At the Twenty Second Annual General Meeting held on July 21, 2023, Mr. Sujay Banarji was appointed as an Independent Director and Ms. K Ramadevi was re-appointed as an Independent Director.

The term of office of Mr. Naoki Takeda as a Whole-time Director came to an end on March 31, 2024, and Mr. Tsutomu Aoki resigned from the office of Director (Non-executive Director) with effect from the closing hours of March 31, 2024.

Mr. Osamu Akine was appointed as Additional Director and Whole-time Director with effect from April 1, 2024, subject to approval of shareholders at the ensuing annual general meeting.

Mr. Naoki Takeda was appointed as a Non-executive Director with effect from April 01, 2024.

Mr. M M Murugappan, Director was appointed as Chairman of the Board with effect from July 22, 2023, till the conclusion of the Twenty Fifth Annual General Meeting of the Company.

The offices of the Chairman and Managing Director of the Company have been kept separate. All the Board members including the Independent Directors have the opportunity and access to interact with the management. Annual disclosures and declarations are obtained from directors including declarations from Independent Directors confirming the eligibility criteria of independence under the Act. Further, an annual declaration confirming the 'Fit & Proper' criteria prescribed in the Corporate Governance Guidelines issued by IRDAI is also provided by all the Directors.

Number of Directorships of Directors as at March 31, 2024, on other Boards are provided below:

Name of the Director	Category	Number of Directorships #
Mr. M M Murugappan	Non-Executive / MG nominee	4
Mr. Margam Rama Prasad	Non-Executive / Independent	-
Ms. K Ramadevi	Non-Executive / Independent	-
Mr. Sujay Banarji	Non-Executive / Independent	-
Mr. Sridharan Rangarajan	Non-Executive / MG nominee	9
Mr. Tsutomu Aoki	Non-Executive / MSI nominee	1
Mr. V Suryanarayanan	Managing Director / MG nominee	1
Mr. Naoki Takeda	Wholetime Director/ MSI nominee	1

excludes directorship in Chola MS, private limited companies, companies registered under section 8 of Companies Act, 2013, foreign companies and alternate directorships.

Board Meetings:

During the year ended March 31, 2024, five Board meetings were held on April 27, 2023, July 22, 2023, October 26, 2023, January 30, 2024 and March 19, 2024. Attendance of directors at Board Meetings is given below:

Name of Director	Nature of Directorship	Designation	Meeting dated April 27, 2023	Meeting dated July 22, 2023	Meeting dated October 26, 2023	Meeting dated January 30, 2024	Meeting dated March 19, 2024
Mr. M M Murugappan	Non-Executive Director	Chairman	Present	Present	Present	Present	Present
Mr. Margam Rama Prasad	Non-Executive Director	Independent Director	Present	Present	Present	Present	Present
Mr. Sujay Banarji	Non-Executive Director	Independent Director	Present	Present	Present	Present	Present
Ms. K Ramadevi	Non-Executive Director	Independent Director	Present	Present	Present	Present	Present

Name of Director	Nature of Directorship	Designation	Meeting dated April 27, 2023	Meeting dated July 22, 2023	Meeting dated October 26, 2023	Meeting dated January 30, 2024	Meeting dated March 19, 2024
Mr. Sridharan Rangarajan	Non-Executive Director	Director	Present	Present	Present	Present	Present
Mr. Tsutomu Aoki	Non-Executive Director	Director	Present	Present	Absent	Present	Present
Mr. V Suryanarayanan	Executive Director	Managing Director	Present	Present	Present	Present	Present
Mr. Naoki Takeda	Executive Director	Whole-time Director	Present	Present	Present	Present	Present

Board Training and Induction:

At the time of appointment of a Director on the Board of the Company, the Director is provided with a directors' handbook comprising the compendium of the role, powers, duties and responsibilities of a director including code of conduct of the Company, the compliance obligations and disclosure requirements from the Director under the Companies Act, IRDAI Regulations and other relevant applicable regulations. A formal letter of appointment is given to Independent Directors at the time of appointment which lays the role and duties of Independent Director. The terms and conditions of appointment of Independent Directors are posted on the website of the Company. With a dynamic regulatory scenario, regulatory changes impacting the Company are briefed at every meeting on a quarterly basis.

Committees of the Board:

Various committees have been constituted as per regulatory requirement and to support the Board in discharging its responsibilities.

The Board, at the time of constitution of the Committee, defines the terms of reference and authorises the Committee with certain powers from time to time. Various recommendations of the Committees are submitted to the Board for approval. The minutes of the meetings of all Committees are circulated to the Board for its information and noting. Besides, the members of the Committees, and senior management team members are invited to Board / Committee meetings as and when necessary.

The following are the eight Committees constituted by the Board:

S. No.	Committees
1	Audit Committee
2	Investment Committee
3	Risk Management Committee
4	Policyholders' Protection Committee
5	Corporate Social Responsibility and Environmental, Social & Governance Committee
6	Nomination and Remuneration Committee
7	Business Committee
8	Management Committee

Audit Committee:

Terms of reference:

Audit Committee was constituted as per the requirements of Companies Act and IRDAI Guidelines on Corporate Governance for Insurers. The role of the Audit Committee inter alia includes the following:

Internal Audit:

- review the scope of internal audit procedures;
- ensure effectiveness of internal controls in critical areas of operations;
- review and approve the audit plan, audit charter and resources budget;
- ensure that the Committee is adequately informed of the risks and implications of internal audit findings and recommendations;
- approval of appointment, remuneration, performance evaluation, removal of the Chief Internal Auditor;
- ensure that audit findings and recommendations are resolved effectively and in a timely manner.



External Audit:

- review financial statements including the auditors’ report before submission to the Board;
- review and monitor management’s responsiveness to, and action taken on, external audit findings and recommendations;
- approval of non-audit services by the external auditor before commencement of the service;
- recommending the appointment of the external auditor to the Board, having particular regard to the external auditor’s objectivity, performance and independence;
- review and determine fees payable to the external auditor.

Other functions:

- review and approve related party transactions of the Company and any modifications thereof;
- act as a Compliance Committee to discuss the level of compliance in the Company and any associated risks;
- evaluation of internal financial controls and risk management of the Company;
- ensure that the Company’s accounts are prepared in a timely and accurate manner for regulatory, management and general reporting purposes.

Composition & meetings:

The Committee comprises of five members as at March 31, 2024. There were no changes in the constitution of the Committee during the year. Mr. Naoki Takeda was inducted as a member of the Committee with effect from April 01, 2024, in place of Mr. Tsutomu Aoki, who has ceased to be Director of the Company with effect from March 31, 2024.

During the year, the Committee met five times. The composition of the Committee and the attendance of each member at the Audit Committee meetings held during the year are given below:

Name of Member	Nature of Directorship	Designation in the Committee	Meeting dated April 27, 2023	Meeting dated July 22, 2023	Meeting dated October 25, 2023	Meeting dated January 30, 2024	Meeting dated March 19, 2024
Mr. Margam Rama Prasad	Independent Director	Chairman	Present	Present	Present	Present	Present
Ms. K Ramadevi	Independent Director	Member	Present	Present	Present	Present	Present
Mr. Sujay Banarji	Independent Director	Member	Present	Present	Present	Present	Present
Mr. Sridharan Rangarajan	Non-Executive Director	Member	Present	Present	Present	Present	Present
Mr. Tsutomu Aoki	Non-Executive Director	Member	Present	Present	Absent	Present	Present

All members of the Committee have knowledge of financial management, audit and accounts.

The statutory auditors and internal auditors are invited for the meetings of the Audit Committee. During the year, the Independent Directors have held separate discussions with the statutory auditors without the presence of the management team on April 27, 2023, July 22, 2023, October 25, 2023 and January 30, 2024. Independent Directors further have held separate discussions with internal auditors without the presence of management team on April 27, 2023.

Investment Committee:

Terms of reference:

Investment Committee has been constituted in terms of IRDAI (Investment) Regulations, 2016 and IRDAI Guidelines on Corporate Governance for Insurers.

The terms of reference of Investment Committee inter alia include:

- review and recommendation of investment policy to the Board;
- oversee implementation of the investment policy;
- review investment operations of the Company on a quarterly basis and approve investments as per the investment policy.

Composition & Meetings:

The Committee comprises of eight members including the Chief Financial officer (CFO), Chief Investment Officer (CIO), Appointed Actuary, and Chief Risk Officer (CRO). There were no changes in the constitution of the Committee during the year. Mr. Osamu Akine was inducted as a member of the Committee with effect from April 01, 2024, in place of Mr. Naoki Takeda.

During the year ended March 31, 2024, the Committee met five times. The composition of the Committee and the attendance of Committee members at the Committee meetings held during the year are given below:

Name of Member	Nature of Directorship	Designation	Meeting dated April 26, 2023	Meeting dated July 19, 2023	Meeting dated October 12, 2023	Meeting dated January 19, 2024	Meeting dated March 19, 2024
Mr. M M Murugappan	Non-Executive Director	Chairman	Present	Present	Present	Present	Present
Mr. Sridharan Rangarajan	Non-Executive Director	Member	Present	Present	Present	Present	Present
Mr. V Suryanarayanan	Executive Director	Member	Present	Present	Present	Present	Present
Mr. Naoki Takeda	Executive Director	Member	Present	Present	Present	Present	Present
Mr. S Venugopalan	-	Member, Chief Financial Officer	Present	Present	Present	Present	Present
Mr. S K Rangaswamy	-	Member, Chief Risk Officer	Present	Present	Present	Present	Present
Mr. Abhiranjan Gupta	-	Member, Chief Investment Officer	Present	Present	Present	Present	Present
Mr. Ashwani Kumar Arora	-	Member, Appointed Actuary	Present	Present	Present	Absent	Present

Risk Management Committee:

Terms of reference:

The Risk Management Committee was constituted in terms of IRDAI Guidelines on Corporate Governance for Insurers. The terms of reference of Risk Management Committee broadly include:

- assist the Board in effective operation of the risk management system by reviewing the risks to which the Company is exposed to and the risk mitigation measures undertaken by the Company;
- review the framework for identification, measurement, monitoring and controlling of risks and recommending risk management decisions to the Board;
- review risk exposures and actions taken to manage exposures;
- review and monitor business continuity and solvency position;
- review the progress in enterprise risk management, risk appetite and tolerance limits, status of implementation of the Information Security and Policy procedures and asset liability management.

Composition & Meetings:

As on March 31, 2024, the Committee comprised of five members. There were no changes in the constitution of the Committee during the year. Mr. Naoki Takeda was inducted as a member of the Committee with effect from April 01, 2024, in place of Mr. Tsutomu Aoki, who has ceased to be Director of the Company with effect from March 31, 2024.

The Committee met five times during the year ended March 31, 2024. The composition of the Committee and the attendance of each member and the Chief Risk Officer at the Risk Management Committee meetings held during the year are given below:



Name of Member	Nature of Directorship	Designation	Meeting dated April 26, 2023	Meeting dated July 21, 2023	Meeting dated October 25, 2023	Meeting dated January 29, 2024	Meeting dated March 19, 2024
Mr. Sujay Banarji	Independent Director	Chairman	Present	Present	Present	Present	Present
Mr. M M Murugappan	Non-Executive Director	Member	Present	Present	Present	Present	Present
Mr. Sridharan Rangarajan	Non-Executive Director	Member	Present	Present	Present	Present	Present
Mr. V Suryanarayanan	Executive Director	Member	Present	Present	Present	Present	Present
Mr. Tsutomu Aoki	Non-Executive Director	Member	Present	Present	Present	Present	Present
Mr. S K Rangaswamy	-	Chief Risk Officer	Present	Present	Present	Present	Present

Policyholders' Protection Committee:

Terms of reference:

Policyholders' Protection Committee was constituted in terms of the requirements of erstwhile Corporate Governance Guidelines of IRDAI. The terms of reference of the Committee inter alia include:

- review status of complaints and customer handling mechanism at periodic intervals;
- review of awards given by Insurance Ombudsman / Consumer forums;
- review claims report including status of outstanding claims;
- ensure improvement of quality of customer service and contact.

Composition & Meetings:

The Committee comprises of four members. There were no changes in the constitution of the Committee during the year. Mr. Osamu Akine was inducted as a member of the Committee with effect from April 01, 2024, in place of Mr. Naoki Takeda.

During the year ended March 31, 2024, the Committee met five times and the details of attendance of each member and the Customer Representative at the Committee meetings held during the year are given below:

Name of Member	Nature of Directorship	Designation	Meeting dated April 26, 2023	Meeting dated July 21, 2023	Meeting dated October 25, 2023	Meeting dated January 29, 2024	Meeting dated March 19, 2024
Ms. K Ramadevi	Independent Director	Chairperson	Present	Present	Present	Present	Present
Mr. Sridharan Rangarajan	Non-Executive Director	Member	Present	Present	Present	Present	Present
Mr. V Suryanarayanan	Executive Director	Member	Present	Present	Present	Present	Present
Mr. Naoki Takeda	Executive Director	Member	Present	Present	Present	Present	Present
Ms. G Jalaja	-	Customer Representative	Present	Absent	Present	Absent	Present

Corporate Social Responsibility and Environmental, Social & Governance Committee:

Terms of reference:

As per the requirements of Section 135 of the Companies Act, 2013, and IRDAI Guidelines on Corporate Governance, the Board had constituted Corporate Social Responsibility and Environmental, Social & Governance (CSR & ESG) Committee. The terms of reference of CSR & ESG Committee inter alia include:

- formulate, review and recommend Corporate Social Responsibility (CSR) policy to the Board;
- recommend and monitor projects and programs undertaken for CSR activity by the Company;
- recommend the CSR expenditure for financial year to the Board for approval;
- recommend annual report on CSR activities to the Board;
- review and monitor implementation of Environmental, Social & Governance (ESG) Policy;
- approve and monitor ESG initiatives.

In the Board Meeting held on April 27, 2023, the name of Corporate Social Responsibility Committee was changed to Corporate Social Responsibility and Environmental, Social & Governance Committee. The terms of reference of the Committee were modified to include the review of the actions taken in respect of ESG initiatives.

Composition & Meetings:

The Committee comprises of four members. There were no changes in the constitution of the Committee during the year. Mr. Osamu Akine was inducted as a member of the Committee with effect from April 01, 2024, in place of Mr. Naoki Takeda.

The Committee met four times during the year. The composition of the Committee and the attendance of each member at the Committee meetings held during the year are given below:

Name of Member	Nature of Directorship	Designation	Meeting dated April 26, 2023	Meeting dated July 21, 2023	Meeting dated January 29, 2024	Meeting dated March 19, 2024
Mr. M M Murugappan	Non-Executive Director	Chairman	Present	Present	Present	Present
Mr. Margam Rama Prasad	Independent Director	Member	Present	Present	Present	Present
Mr. V Suryanarayanan	Executive Director	Member	Present	Present	Present	Present
Mr. Naoki Takeda	Executive Director	Member	Present	Present	Present	Present

Nomination and Remuneration Committee:

Terms of reference:

The Companies Act, 2013, and IRDAI Guidelines on Corporate Governance mandate constitution of Nomination and Remuneration Committee and prescribe broadly the functions of the Committee. Accordingly the Company had constituted the Nomination and Remuneration Committee. The terms of reference of the Committee inter alia include:

- identification of persons for appointment as Directors, Key Managerial Personnel (KMP) and senior management;
- recommendation to the Board the appointment including re-appointments or removal of Directors and senior management;
- formulate criteria for determining qualifications, positive attributes and independence of directors;
- Ensure compliance of IRDAI Regulations on Expenses of Management.

In the Board Meeting held on April 27, 2023, the terms of reference of the Committee were modified to include “ensuing compliance of IRDAI regulations on Expenses of Management”.

Composition & Meetings:

The Committee comprises of four members. There were no changes in the constitution of the Committee during the year. Mr. Naoki Takeda was inducted as a member of the Committee with effect from April 1, 2024, in place of Mr. Tsutomu Aoki, who has ceased to be director of the Company with effect from March 31, 2024.

The Committee met five times during the year. The composition of the Committee and the attendance of each member at the Committee meetings held during the year are given below:

Name of Member	Nature of Directorship	Designation	Meeting dated April 26, 2023	Meeting dated July 22, 2023	Meeting dated October 25, 2023	Meeting dated January 30, 2024	Meeting dated March 19, 2024
Mr. Margam Rama Prasad	Independent Director	Chairman	Present	Present	Present	Present	Present
Ms. K Ramadevi	Independent Director	Member	Present	Present	Present	Present	Present
Mr. M M Murugappan	Non-Executive Director	Member	Present	Present	Present	Present	Present
Mr. Tsutomu Aoki	Non-Executive Director	Member	Present	Present	Present	Present	Present



Business Committee:

Terms of reference:

- review of business operations of the Company;
- recommending the underwriting strategy / delegation of authority to the Board;
- approval of mega risks and claims in excess of ₹100 Million;
- review status of major / mega claims besides recommending to the Board the annual re-insurance programme;
- review and recommend the management of risk accumulations and re-insurance controls.

Composition & Meetings:

The Committee comprises of five members. There were no changes in the constitution of the Committee during the year. Mr. Osamu Akine was inducted as a member of the Committee with effect from April 1, 2024, in place of Mr. Naoki Takeda.

The Committee met five times during the year ended March 31, 2024. The composition of the Committee and the attendance of each member at the Business Committee meetings held during the year are given below:

Name of Member	Nature of Directorship	Designation	Meeting dated April 26, 2023	Meeting dated July 21, 2023	Meeting dated October 26, 2023	Meeting dated January 29, 2024	Meeting dated March 19, 2024
Mr. M M Murugappan	Non-Executive Director	Chairman	Present	Present	Present	Present	Present
Mr. Sujay Banarji	Independent Director	Member	Present	Present	Present	Present	Present
Mr. Sridharan Rangarajan	Non-Executive Director	Member	Present	Present	Present	Present	Present
Mr. V Suryanarayanan	Executive Director	Member	Present	Present	Present	Present	Present
Mr. Naoki Takeda	Executive Director	Member	Present	Present	Present	Present	Present

Management Committee:

Terms of reference:

Management Committee is a non-mandatory committee. The terms of reference of the Committee broadly include:

- review the items on the board agenda before every meeting of the Board;
- implementation of the guidelines issued by the Board for Company's operations;
- to review the operations of the Company periodically.

Composition & Meetings:

The Committee comprises of four members. There were no changes in the constitution of the Committee during the year. Mr. Naoki Takeda was inducted as a member of the Committee with effect from April 1, 2024, in place of Mr. Tsutomu Aoki, who has ceased to be director of the Company with effect from March 31, 2024.

The Committee met five times during the year. The composition of the Committee and the attendance of each member at the Management Committee meetings held during the year are given below:

Name of Member	Nature of Directorship	Designation	Meeting dated April 26, 2023	Meeting dated July 22, 2023	Meeting dated October 25, 2023	Meeting dated January 29, 2024	Meeting dated March 19, 2024
Mr. M M Murugappan	Non-Executive Director	Chairman	Present	Present	Present	Present	Present
Mr. Sridharan Rangarajan	Non-Executive Director	Member	Present	Present	Present	Present	Present
Mr. V Suryanarayanan	Executive Director	Member	Present	Present	Present	Present	Present
Mr. Tsutomu Aoki	Non-Executive Director	Member	Present	Present	Absent	Present	Present

Remuneration of Directors:

IRDAI had issued Guidelines on Remuneration of Non-executive Directors and Guidelines on Key Managerial Persons of Insurers dated June 30, 2023, effective from FY 2023-24. The remuneration policy for Directors, Key Managerial Personnel and other employees of the Company framed in line with the requirements of Companies Act, 2013, was reviewed during the year in light of these Guidelines. The policy is available in the website of the Company and the link of the same is provided in the Directors Report.

The Managing Director and the Whole-time Director are the only Executive Directors of the Company. The compensation of the Managing Director comprises fixed component and performance incentive in combination of cash and non-cash instruments. The Whole-time Director is on secondment from MSI, Japan. The compensation of Whole-time Director comprises of fixed component and a performance incentive in combination of cash and non-cash instruments.

The compensation is determined based on levels of responsibility and scales prevailing in the industry. The incentive is determined based on certain pre-agreed parameters and on the overall performance of Managing Director/ Whole-time Director and the performance of the Company as a whole. The Executive Directors are not paid sittings fees for any Board / Committee meetings attended by them.

Non-Executive Directors are compensated by way of commission on profits besides the sitting fees paid to them for attending the meetings of the Board / Committee in which they are members as permitted by the Government regulations. Commission paid to the Directors are generally, in the normal course, restricted to a fixed sum for all the non-executive directors subject to 1% of net profits of the Company. The sum is reviewed periodically taking into consideration various factors such as performance of the Company, time spent by the directors for attending to the affairs of the Company and extent of responsibilities cast on director under general law and other relevant factors and is payable subject to sufficiency of profits.

The details of remuneration paid to the directors during the financial year ended March 31, 2024, are provided in Annual Return, i.e. form MGT 7, the link of which is provided in the Directors Report.

The remuneration paid to Executive Directors, is in accordance with the terms of appointment approved by the Board of Directors, the shareholders, and IRDAI and is provided in note 20 of Schedule 16 to the financial statements.

Anti-Fraud Policy:

The Company is committed to the highest standards of governance and integrity in all its dealings with various stakeholders and has a zero tolerance towards fraud. As a part of its ongoing efforts to ensure that the Company operates in an ethical manner and as per IRDAI requirements, an anti-fraud policy approved by the Board was put in place and is reviewed by the Board every year. The purpose of the policy is to protect the brand, reputation and assets of the Company from loss or damage, resulting from suspected or confirmed incidents of fraud/misconduct. The policy is uploaded in the intranet portal of the Company for the benefit of all employees. Further, the Company initiates various measures for publicizing the policy through mailers, posters etc. at all locations.

Code of Conduct:

The Company's commitment to ethical and lawful business conduct is a fundamental shared value of the Board of Directors, the senior management and all employees of the Company. Consistent with its values and beliefs, the Company has formulated a "Code of Conduct" applicable to employees of the Company. The Company has also a well-formulated "Code of conduct for dealing in securities" applicable to officers involved in investment activities of the Company to ensure that their personal trading does not conflict with their duties and responsibilities and to prevent them from taking advantage of any price sensitive information pertaining to listed securities.

The Company has also adopted the Code of Conduct in compliance of SEBI (Prohibition of Insider Trading) Regulations, 2015. As per the said Regulations, Designated Persons are barred from trading in the securities of the Company and the equity shares of Cholamandalam Financial Holdings Limited (Holding Company) without the prior approval of the Compliance Officer and when the trading window is closed.

The Company has also in place the "Chola MS Way", a document listing the guidelines and principles which the employees and representatives of the Company need to adhere to while performing their respective roles in the Company.

Whistle Blower Policy:

In terms of Corporate Governance guidelines of IRDAI and the provisions of Companies Act, 2013, the Company has put in place a "Whistle Blower Policy and Vigil Mechanism" for reporting any concerns or grievances by employees/ customers/ intermediaries and others dealing



with the Company. The Audit Committee reviews the cases referred under Whistle Blower Policy at its quarterly meetings. The Company takes various initiatives for publicizing the policy which includes uploading the policy on the intranet of the Company, sending mailers, displaying posters across all branches.

Policy on Prevention of Sexual Harassment at Workplace:

The Company has put in place a "Policy on Prevention of Sexual Harassment" in line with the requirements of the Sexual Harassment of Women at the Workplace (Prevention, Prohibition & Redressal) Act, 2013 (POSH Act). An internal Complaints Committee has been set up to redress complaints received regarding sexual harassment. The Company has complied with the requirements of POSH Act relating to constitution of Internal Complaints Committee. All employees are covered under this policy. The Company takes various initiatives for publicizing the policy which includes uploading the policy in the intranet of the Company, sending mailers, displaying posters across all branches.

During the calendar year ended December 31, 2023, the Company has not received any references under the policy.

Disclosure under Corporate Governance Guidelines of IRDAI:

Additional work entrusted to Statutory / Internal Auditors:

In terms of Corporate Governance Guidelines of IRDAI, additional work entrusted to statutory auditors / internal auditors of the Company or their associates is to be approved by the Board and disclosed. During the financial year ended March 31, 2024, the below assignments were entrusted to statutory auditors.

(Amount in ₹)

Particulars	Sharp & Tannan	R G N Price & Co.
Limited Review		
-Holding Co. Reporting (Other than annual reporting)	105,000	105,000
-SEBI reporting	150,000	150,000
Other Certifications	401,500	175,000
Holding Company Reporting	126,500	126,500
Tax audit	-	500,000
Out of Pocket for Tax audit	-	11,500
Ind AS reporting	1,000,000	-
Total	1,783,000	1,068,000

Claims details:

In terms of the disclosure requirements on unpaid claims prescribed in Corporate Governance Guidelines of IRDAI, the details are furnished below for the financial year 2023-24:

S.No.	Particulars	Number of claims
1	Claims pending at the beginning of the year	87,908
2	Claims intimated during the year	631,314
3	Claims disposed during the year	630,375
4	Claims pending at the end of the year	88,847

Ageing of pending claims	Number of claims
Less than 3 months	27,802
3 months to 6 months	7,124
6 months to 1 year	9,356
1 year and above	44,565

Above pending claims include 48899 TP claims and 12971 RSBY Claims

Means of Communication:

In terms of IRDAI circular no. IRDAI/F&A/CIR/MISC/256/09/2021 dated September 30, 2021, the Company published its half yearly financial statements as at March 31, 2023, and September 30, 2023, in Business Standard and Makkal Kural within the mandated timeline. The published half yearly financial statements included the information required pursuant to the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, in addition with the IRDAI requirements. Further, the Company has published the quarterly financial results for the quarters ended June 30, 2023, and December 31, 2023, in Business Standard and Makkal Kural pursuant

to SEBI Regulations.

Further, the Company has hosted quarterly financial schedules in the prescribed formats on the website of the Company in terms of the above mentioned circular.

General Body Meetings:

The particulars of the general body meetings held in the previous three financial years are provided below:

AGM/EGM	Date and venue of the meeting	Resolutions passed
EGM	January 30, 2024 "Dare House", No.2, NSC	<ul style="list-style-type: none"> - Revision in remuneration structure of Mr. V Suryanarayanan, Managing Director with effect from July 1, 2023; - Revision of remuneration structure of Mr. Naoki Takeda, Whole-time Director with effect from April 1, 2023.
22nd AGM	July 21, 2023 "Dare House", No.2, NSC	<ul style="list-style-type: none"> - Adoption of audited accounts for FY 2022-23; - Re-appointment of Mr. M M Murugappan as Director; - Appointment of Mr. Sujay Banarji as an Independent Director for a period of three years with effect from October 29, 2022; - Re-appointment of Ms. K Ramadevi as an Independent Director for a period of three years with effect from February 19, 2023; - Alteration of Articles of Association of the Company.
21st AGM	July 27, 2022 "Dare House", No.2, NSC	<ul style="list-style-type: none"> - Adoption of audited accounts for FY 2021-22; - Re-appointment of Mr. Sridharan Rangarajan as Director; - Appointment of Mr. Naoki Takeda as a Director; - Appointment of Mr. Tsutomu Aoki as a Director; - Appointment of Mr. Naoki Takeda as a Whole-time Director for a period of two years with effect from April 1, 2022; - Approval for payment of Commission to Non-Executive Directors; - Re-appointment of Mr. Margam Rama Prasad as an Independent Director for a period of three years with effect from July 25, 2022.
20th AGM	July 29, 2021 Meeting held through Video Conference	<ul style="list-style-type: none"> - Adoption of audited accounts for FY 2020-21; - Re-appointment of Mr. M M Murugappan as Director; - Reappointment of M/s. RGN Price & Co., as joint statutory auditors; - Appointment of Mr. Akihiko Ikeno as a Non-Executive Director; - Re-appointment of Mr. Takashi Kishi as Whole-time Director for a period of two years with effect from April 1, 2021.
EGM	October 26, 2021 Meeting held through Video Conference	<ul style="list-style-type: none"> - Approval of Long Term Incentive Plan 2021 to Managing Director

Compliance with Corporate Governance Guidelines:

IRDAI has, vide its circular dated May 18, 2016, issued Corporate Governance Guidelines for insurance companies. The Company is in compliance with the Guidelines as applicable to it, as disclosed in the earlier paragraphs, and a certificate to this effect is being provided to the Authority on an annual basis. The certificate as required under IRDAI's circular no. IRDA/F&A/GDL/CG/100/05/2016 dated May 18, 2016, is provided below.

For and on behalf of the Board

April 27, 2024
Chennai

M M Murugappan
Chairman

Certification for compliance of the Corporate Governance Guidelines for 2023-24

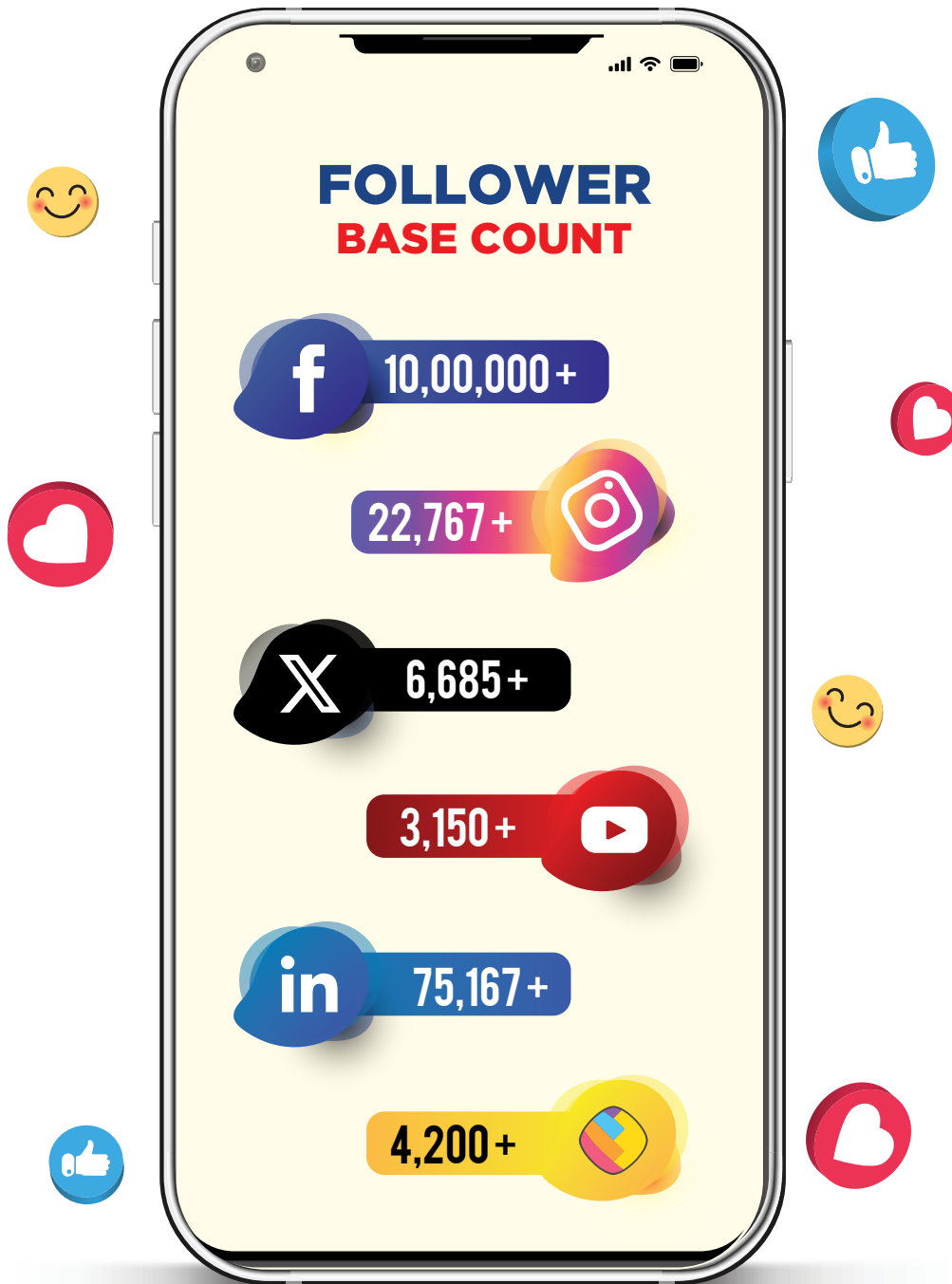
In accordance with the provisions of Corporate Governance Guidelines issued by Insurance Regulatory and Development Authority of India (IRDAI), I, Suresh Krishnan, Company Secretary of the Company, hereby certify that Cholamandalam MS General Insurance Company Limited has complied with the Corporate Governance Guidelines for Insurance Companies as amended from time to time and nothing has been concealed or suppressed.

April 27, 2024
Chennai

Suresh Krishnan
Company Secretary

THRIVING IN AN EVOLVING DIGITAL WORLD

Chola MS has integrated itself into the social fabric of the digital savvy customer across all social media platforms.



Secretarial Audit Report

Annexure - B

FOR THE FINANCIAL YEAR ENDED MARCH 31, 2024

[Pursuant to Section 204(1) of the Companies Act, 2013 and Rule No.9 of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014]

The Members,

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITED

CIN: U66030TN2001PLC047977

Dare House, II Floor, N S C Bose Road,

Parrys, Chennai – 600001

We have conducted the secretarial audit of the compliance of applicable statutory provisions and the adherence to good corporate practices by **CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITED** [Corporate Identification Number: U66030TN2001PLC047977] (hereinafter referred to as “the Insurance Company”) for the financial year ended 31st March, 2024. Secretarial Audit was conducted in a manner that provided us a reasonable basis for evaluating the corporate conducts/statutory compliances and expressing our opinion thereon.

Based on our verification of the Insurance Company’s books, documents, minute books, forms and returns filed and other records maintained by the Insurance Company and also the information provided by the Insurance Company, its officers, agents and authorized representatives during the conduct of secretarial audit, We hereby report that in our opinion, the Insurance Company has, during the audit period for the financial year ended 31st March, 2024 complied with the statutory provisions listed hereunder and also that the Insurance Company has proper Board-processes and compliance mechanism in place to the extent, in the manner and subject to the reporting made hereinafter:

We have examined the books, documents, minute books, forms and returns filed and other records maintained by the Insurance Company for the financial year ended 31st March, 2024 according to the provisions of:

- (i) The Companies Act, 2013 (the Act) and the rules made thereunder;
- (ii) The Securities Contracts (Regulation) Act, 1956 ('SCRA') and the rules made thereunder;
- (iii) The Depositories Act, 1996 and the Regulations and Bye-laws framed thereunder;
- (iv) The Company has complied with the applicable provisions of Foreign Exchange Management Act, 1999 and the rules and regulations made there under. There was no Foreign

Direct Investment, Overseas Direct Investment and External Commercial Borrowings during the year under review;

- (v) The Insurance Company has listed its debt securities with the National Stock Exchange of India Limited and the following provisions are applicable and complied:
 - a) Chapters II, III and V of The Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015;
 - b) The Securities and Exchange Board of India (Issue and Listing of Non-Convertible Securities) Regulations, 2021 to the extent applicable;
 - c) The Securities and Exchange Board of India (Registrars to an Issue and Share Transfer Agents) Regulations, 1993 regarding the Companies Act and dealing with client; [Not applicable as the Insurance company is not registered as Registrar to an Issue and Share transfer Agent during the year under review]
 - d) The Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015.

The Insurance Company has not listed its equity shares in any of the Stock exchanges and hence the question of complying with the provisions of the following Regulations (a to e) and Guidelines prescribed under the Securities and Exchange Board of India Act, 1992 (SEBI Act) does not arise:-

- a) The Securities and Exchange Board of India (Substantial Acquisition of Shares and Takeovers) Regulations, 2011;
- b) The Securities and Exchange Board of India (Issue of Capital and Disclosure Requirements) Regulations, 2018;
- c) The Securities and Exchange Board of India (Share Based Employee Benefits and Sweat Equity) Regulation, 2021;
- d) The Securities and Exchange Board of India (Delisting of Equity Shares) Regulations, 2021; and
- e) The Securities and Exchange Board of India (Buy-back of Securities) Regulations, 2018;
- (vi) The Management has identified and confirmed the following Laws as being specifically applicable to the Company:
 1. Insurance Act, 1938
 2. Insurance Rules, 1939
 3. Insurance Laws (Amendment) Act, 2015
 4. IRDAI Regulations, Guidelines, Circulars, directions and notifications made there under.



We believe that the audit evidence which we have obtained is sufficient and appropriate to provide a basis for our audit opinion. In our opinion and to the best of our information and according to explanations given to us, we believe that the systems and mechanisms established by the Company are adequate to ensure compliance of laws as mentioned above.

We have also examined compliance with the applicable clauses of the following:

- (i) Secretarial Standards with respect to Meetings of Board of Directors (SS-1) and General Meetings (SS-2) (Revised effective from October 1, 2017) and Guidance Note on Meetings of the Board of Directors and General Meetings (Revised) issued by the Institute of Company Secretaries of India.
- (ii) Chapters II, III and V of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 as amended. [hereinafter referred to as "Listing Regulations"]

During the period under review, the Company has complied with the provisions of the Act, Rules, Regulations, Guidelines, Standards, etc. as mentioned above.

We further report that

The Board of Directors of the Insurance Company is duly constituted with proper balance of Executive Directors, Non-Executive Directors, Woman Independent Director and Independent Directors. There were no changes in the composition of the Board of Directors during the financial year under review.

Adequate notice is given to all Directors/Members before the schedule of the Board Meetings/Committee Meetings, agenda and detailed notes on agenda were sent at least seven days in advance, and a system exists for seeking and obtaining further information and clarifications on the agenda items before the meeting and for meaningful participation at the meeting. Notes on agenda which are circulated less than the specified period, the necessary compliances under the Companies Act, 2013 and Secretarial Standards on Board Meetings are complied with. The Directors/Members participated through video conferencing or other audio visual means during the period under review, the necessary compliances of Rule 3 of the Companies (Meetings of Board and its powers) Rules, 2014 have been complied with. Further, the Circulars, Regulations and Guidelines issued by the Ministry of Corporate Affairs, Securities and Exchange Board of India and other relevant regulatory authorities pertaining to Board/ Committee meetings, General Meetings and other provisions of the Act, Rules and Regulations have been complied with by the Insurance Company.

Based on the verification of the records and minutes, the decisions were carried out with the consent of the Board of Directors / Committee Members and no Director / Member dissented on the decisions taken at such Board / Committee Meetings. Further, as per the minutes of the general meetings duly recorded and signed by the Chairman, the decisions were unanimous and no dissenting views have been recorded.

We further report that based on review of compliance mechanism established by the Insurance Company and on the basis of the Compliance certificate(s) issued by the Company Secretary and taken on record by the Board of Directors at their meeting(s), we are of the opinion that the management has adequate systems and processes commensurate with its size and operations, to monitor and ensure compliance with all applicable laws, rules, regulations, circulars, guidelines, directions and notifications.

We further report that during the audit period, the Insurance Company had obtained approval of Board of directors at their meeting held on 30th January, 2024 for issue and allotment of unsecured, subordinated, listed, redeemable, non-convertible debentures for cash at par upto a sum not exceeding ₹1000 Million to eligible persons on a private placement basis in one or more series/tranches.

PLACE : CHENNAI
DATE : April 27, 2024

For R SRIDHARAN & ASSOCIATES
COMPANY SECRETARIES

CS R SRIDHARAN

CP No. 3239

FCS No. 4775

PR NO.657/2020

UIN: S2003TN063400

UDIN: F004775F000235258

This report to be read with our letter of even date which is annexed as "**Annexure A**" and forms an integral part of this report.

'Annexure -A'

The Members,

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITED

CIN: U66030TN2001PLC047977

Dare House, II Floor, N S C Bose Road,
Parrys, Chennai – 600001

Our report of even date is to be read along with this letter.

1. Maintenance of secretarial records is the responsibility of the management of the Insurance Company. Our responsibility is to express an opinion on these secretarial records based on our audit.
2. We have followed the audit practices and processes as were appropriate to obtain reasonable assurance about the correctness of the contents of the Secretarial records as per the Auditing Standards (CSAS-1 to CSAS-4) and Guidance Notes on ICSI Auditing Standards and Guidance Note on Secretarial Audit issued by The Institute of Company Secretaries of India. The verification was done to ensure that correct facts are reflected in secretarial records. We believe that the processes and practices, we followed provide a reasonable basis for our opinion.
3. We have not verified the correctness and appropriateness of financial records and Books of Accounts of the Insurance Company as well as correctness of the values and figures reported in various disclosures and returns as required to be filed by the Company under the specified laws.
4. Where ever required, we have obtained the Management representation about the compliance of laws, rules and regulations and happening of events etc.
5. It is the responsibility of the management of the Insurance Company to devise proper systems to ensure compliance with the provisions of Corporate and other applicable laws, rules, regulations, standards and to ensure that the systems are adequate and operate effectively. Our examination was limited to the verification of procedure on test basis.
6. The Secretarial Audit report is neither an assurance as to the future viability of the Company nor of the efficacy or effectiveness with which the management has conducted the affairs of the Company.

PLACE : CHENNAI

DATE : April 27, 2024

For R SRIDHARAN & ASSOCIATES

COMPANY SECRETARIES

CS R SRIDHARAN

CP No. 3239

FCS No. 4775

PR NO.657/2020

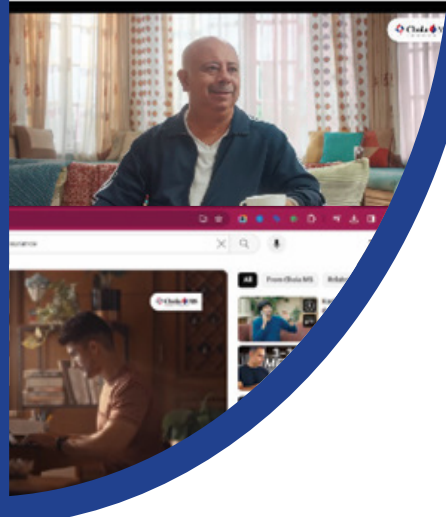
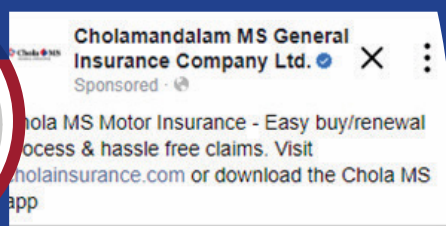
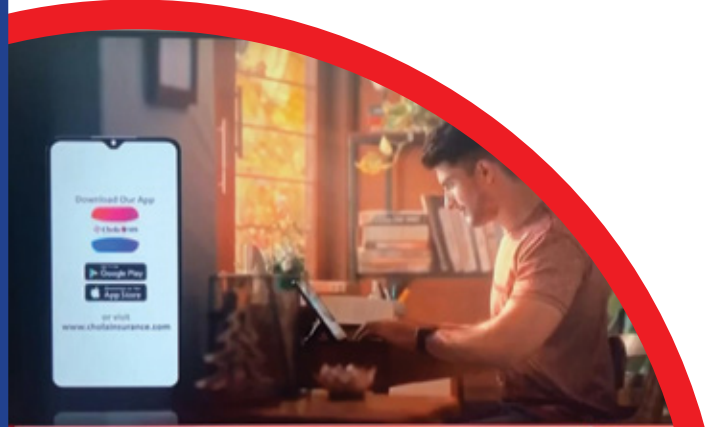
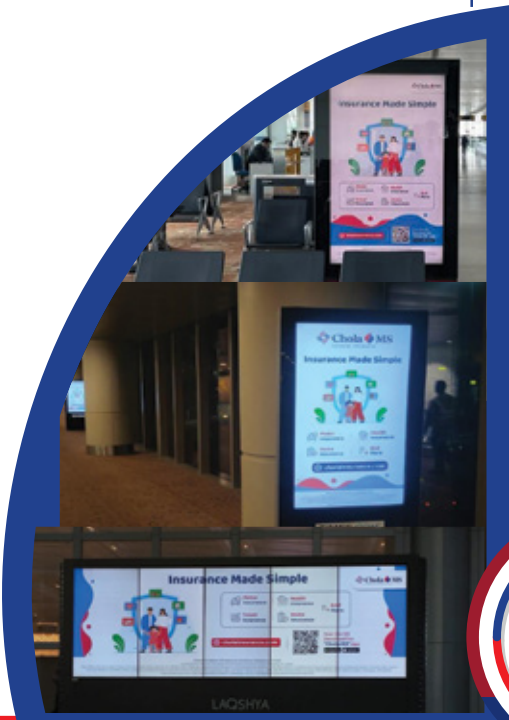
UIN: S2003TN063400

UDIN:F004775F000235258

CHANGING PERCEPTIONS THROUGH 360 DEGREE COMMUNICATION

OUT OF HOME

TELEVISION



PRESS RELEASE

DIGITAL



Annual Report on CSR activities to be included in the Board's report for Financial Year ended March 31, 2024

Annexure - C

1. Brief outline on CSR Policy of the Company

The Company would be adopting a focused and a structured approach towards implementing its CSR initiatives. It has identified thematic programme areas to guide the design, intent and approach of its CSR initiatives. These are broad thematic areas with focus on quality service delivery and empowerment. The programme areas are:

- Providing basic health care facilities to economically backward societies across geographical areas
- Improving access to education, including road safety awareness campaigns
- Eradicating hunger and poverty, through livelihood generation and skill development, setting up old age homes, day care centres and such other facilities for senior citizens
- Supporting environmental and ecological balance, conservation of natural resources and similar programmes.
- Rural Development
- Promotion of sports through training of sportspersons
- Promoting Arts & Culture
- Women Empowerment
- Disaster Relief & Management

2. Composition of CSR & ESG Committee:

Sl. No.	Name of Director	Designation / Nature of Directorship	Number of meetings of CSR Committee held during the year	Number of meetings of CSR Committee attended during the year
1	Mr. M M Murugappan	(Non-Executive Director & Chairman)	4	4
2	Mr. Margam Rama Prasad	(Independent Director)	4	4
3	Mr. V Suryanarayanan	(Managing Director)	4	4
4	Mr. Naoki Takeda	(Whole-time Director)	4	4

3. The web-link of Composition of CSR & ESG committee, CSR Policy and CSR projects approved by the board are disclosed on the website of the Company at <https://www.cholainsurance.com/about-us/csr>
4. Impact assessment of CSR projects carried out in pursuance of sub-rule (3) of rule 8 of the Companies (Corporate Social responsibility Policy) Rules, 2014 : Not Applicable
5. (a) Average Net Profit of the Company as per sub-section (5) of section 135: ₹2,443,778,878/-
 (b) Two percent of average net profit of the Company as per sub-section (5) of section 135: ₹48,875,798/-
 (c) Surplus arising out of the CSR Projects or programmes or activities of the previous financial years: Nil
 (d) Amount required to be set-off for the financial year, if any: NIL
 (e) Total CSR obligation for the financial year [(b)+(c)-(d)]: ₹48,875,798/-
6. (a) Amount spent on CSR Projects (both Ongoing Project and other than Ongoing Project): ₹46,878,180/-
 (b) Amount spent in Administrative Overheads: ₹2,444,000/-
 (c) Amount spent on Impact Assessment, if applicable : Nil



(d) Total amount spent for the Financial Year [(a)+(b)+(c)]: ₹49,322,180/-

(e) CSR amount spent or unspent for the Financial Year:

Total Amount Spent for the Financial Year (in ₹)	Amount Unspent (in ₹)				
	Total Amount transferred to Unspent CSR Account as per section 135(6)		Amount transferred to any fund specified under Schedule VII as per second proviso to section 135(5)		
	Amount	Date of transfer	Name of the Fund	Amount	Date of transfer
49,322,180	-	-	-	-	-

(f) Excess amount for set-off, if any:

Sl.No	Particular	Amount (in ₹)
(1)	(2)	(3)
(i)	Two percent of average net profit of the Company as per sub-section (5) of section 135	48,875,798
(ii)	Total amount spent for the Financial Year	49,322,180
(iii)	Excess amount spent for the Financial Year [(ii)-(i)]	446,382
(iv)	Surplus arising out of the CSR projects or programmes or activities of the previous Financial Years, if any	Nil
(v)	Amount available for set off in succeeding Financial Years [(iii)-(iv)]	446,382

7. Details of Unspent Corporate Social Responsibility amount for the preceding three Financial Years:

1	2	3	4	5	6		7	8
Sl.No	Preceding Financial Year(s)	Amount transferred to Unspent CSR Account under sub section (6) of section 135 (in ₹)	Balance Amount in Unspent CSR Account under sub section (6) of section 135 (in ₹)	Amount Spent in the Financial Year (in ₹)	Amount transferred to a Fund as specified under Schedule VII as per second proviso to sub section (5) of section 135, if any		Amount remaining to be spent in succeeding Financial Years (in ₹)	Deficiency, if any
					Amount (in ₹)	Date of Transfer		
1	2022-23	0	0	0	Nil	-	9,048	Nil
2	2021-22	10,264,710	16,164,710	16,155,662	Nil	-	9,048	Nil
3	2020-21	18,342,692	0	12,442,692	Nil	-	5,900,000	Nil

8. Whether any capital assets have been created or acquired through Corporate Social Responsibility amount spent in the Financial Year: No
If Yes, enter the number of Capital assets created/ acquired:

Furnish the details relating to such asset(s) so created or acquired through Corporate Social Responsibility amount spent in the Financial Year:

Sl.No	Short particulars of the property or asset(s) [including complete address and location of the property]	Pin code of the property or asset (s)	Date of creation	Amount of CSR amount spent	Details of entity / Authority / beneficiary of the registered owner		
1	2	3	4	5	6		
					CSR Registration Number, if applicable	Name	Registered address
NA							

(All the fields should be captured as appearing in the revenue record, flat no, house no, Municipal Office/Municipal Corporation/ Gram panchayat are to be specified and also the area of the immovable property as well as boundaries)

9. Specify the reason(s), if the Company has failed to spend two per cent of the average net profit as per subsection (5) of section 135:
Not Applicable

(Managing Director)

(Chairman - CSR & ESG Committee)

EXPANDING OUR PAN INDIA FOOTPRINT TO DELIGHT CUSTOMERS

Thanks to the continued trust, support, encouragement
and patronage of our customers and well-wishers,
we have widened our PAN India presence





Management Report

Annexure - D

Registration No: 123

Date of Registration with the IRDA: July 15, 2002

In accordance with Part IV of Schedule B of the Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditors' Report of Insurance Companies) Regulations, 2002, the management of Cholamandalam MS General Insurance Company Limited ('the Management') submits the following Report.

1. We confirm that the registration certificate granted by the Insurance Regulatory and Development Authority to transact general insurance business is valid and the same has been renewed for the financial year 2024-25.
2. To the best of our knowledge and belief, all material sums payable to the statutory authorities, other than contested claims, have been duly paid.
3. We confirm that during the year, the shareholding pattern and transfer of shares were in accordance with the statutory / regulatory requirements.
4. We declare that the funds of holders of policies issued in India have not been directly or indirectly invested outside India.
5. We confirm that the required solvency margins as prescribed under the Insurance Act, 1938 and the Insurance Regulatory and Development Authority (Assets, Liabilities and Solvency Margin of the Insurers) Regulations, 2016 read together with other circulars have been maintained during the year ended March 31, 2024.
6. We certify that the values of all the assets have been reviewed on the date of the Balance Sheet. To the best of our belief the assets set forth in the Balance Sheet as at March 31, 2024, read together with the accounting policies, are shown in the aggregate at amounts not exceeding their realizable or market value wherever applicable. These assets are categorised under the headings – "Loans", "Agents Balances", "Outstanding Premiums", "Interest, Dividend and Rents Outstanding", "Interest, Dividend and Rents Accruing but Not Due", "Amounts Due from Other Persons or Bodies Carrying on Insurance Business", "Sundry Debtors", "Bills Receivable", "Cash" and several items specified under "Other Accounts".
7. The Company is exposed to a variety of risks associated with its insurance business and the investment portfolio. The Risk Management Committee of the Board of Directors oversees the risk management processes, Asset-Liability management

process, Cyber Security related aspects and lays down the risk appetite of the Company. The Company periodically reviews and updates detailed Risk Registers in respect of all areas of operations. The Company has in place a Business Continuity Management (BCM) framework.

The Company maintains a diversified portfolio of business across various lines and sub-lines of business. The Company reviews its underwriting standards periodically and has in place a mechanism of risk inspection by independent teams. As a general insurer, the Company is exposed to catastrophe risk which is mitigated by having a separate treaty for catastrophe risks which limits the Company's risk to any single event. Through an appropriate reinsurance program, the Company has kept its risk exposure at a level commensurate with its capacity. Operational risks are sought to be managed by a system of internal controls, limits on delegation of authority and segregation of duties where practical.

The Company has an offsite disaster recovery centre for its data backups. The Company has a separate internal audit team which audits the operations at its branch offices according to an audit plan approved by the Audit Committee of the Board of Directors.

8. The Company does not have operations in any other country.
9. The information relating to the trend of claim settlements for the years ended March 31, 2024, March 31, 2023, March 31, 2022, March 31, 2021 and March 31, 2020 are detailed in Annexure 1.
10. As at March 31, 2024, the investments of the Company comprise of investments in Government securities (both Central & State Govt securities), housing, infrastructure and other corporate bonds, alternate investment fund, fixed deposits with banks, money market instruments, units of real estate investment trust (REIT), listed and unlisted equity shares, investment in immovable property and other investments. The investments in Government securities, housing, infrastructure and other corporate bonds are considered as "held to maturity" and are measured at historical cost subject to amortization. Investments in fixed deposits of banks are measured at face value. Investments in listed equity shares are measured at the last quoted price and the unrealised gain / loss credited to Fair Value Change Account except where the extent of diminution in value is considered other than temporary in value in which case an appropriate level of provisioning is carried. The Company has invested in units of a real estate investment trust which

is classified under "Investment Property" and measured at fair value as per IRDAI Investments regulations.

11. The Company has adopted a prudent investment policy with emphasis on balancing requirements on portfolio duration, maintaining liquidity and optimising returns. Emphasis has been on investing in low risk investments such as Government securities, fixed deposits with banks, corporate bonds with minimum credit rating of AA- and with a presence in equity. The Company carries out a periodic review of the investment portfolio and the investment policy. The Management is confident of the quality and performance of the investments.
12. The Management certifies that:
 - a) The financial statements have been prepared in accordance with applicable accounting standards read together with the regulations stipulated and Orders / Circulars/ letters issued by the IRDA, the provisions of the Insurance Act, 1938 and the Companies Act, 2013 and disclosures have been made wherever the same is required. There are no other material departure from the accounting standards and generally accepted accounting principles in the general insurance industry.
 - b) The Company has adopted accounting policies and applied them consistently (including those specifically required by various IRDA regulations) and made judgements and estimates that are reasonable and prudent so as to give a true and fair view of the state of affairs of the Company as of March 31, 2024, and of the profit for the year ended March 31, 2024.
 - c) The Company has taken proper and sufficient care for the maintenance of adequate accounting records in accordance with the applicable provisions of the Insurance Act, 1938, and the Companies Act, 2013, for safeguarding the assets of the Company and for preventing and detecting fraud and other irregularities.
 - d) The financial statements of the Company have been prepared on a going concern basis.
 - e) The Company has an internal audit system commensurate with the size and nature of the business. Further, adequate internal control systems and procedures were in existence for this financial year.
13. During the year under report,

The Company has exceeded the management expenses limit as prescribed in Insurance Regulatory and Development Authority of India (Expenses of Management of Insurers transacting General or Health Insurance business) Regulations, 2023. The Company has represented to the IRDAI through the General Insurance Council seeking forbearance on such excess along with reasons for such excess and mitigation measures. General Insurance council

reverted that the Company's application for forbearance in respect of amounts exceeding permissible limits of expenses of management (EOM), as per existing 2023 regulations, has been approved by the Executive Committee (EC) of the GI Council subject to company giving to Authority the following: Company's Board giving a confirmation to the Authority that the Company shall bring down its EOM within applicable limits under EOM Regulations 2023, by the financial year 2025-26.

This is pursuant to the new clause 11(2) that has been gazetted in the EOM regulations 2023, which specifically empowers the Authority to grant forbearance for the financial year 2023-24.

The Company vide its letter dated June 1, 2023 has submitted to the Authority business plan duly approved by its Board along with glide path in complying with the EOM limits by the financial year 2025-26. The Company has complied with the EOM commitment made to the Authority with respect to the financial year 2023-24 and has reduced the adverse variance from permitted levels.

14. There are no payments made to individuals, firms, companies, and organisations, other than related parties, in which directors are interested in terms of Section 184 of the Companies Act, 2013. Transactions with related parties in terms of Accounting Standard 18 are included in Note 19 of Schedule 16 to the financial statements.

For and on behalf of the Board of Directors

M M Murugappan
Chairman
DIN: 00170478

V Suryanarayanan
Managing Director
DIN: 01416824

Sridharan Rangarajan
Director
DIN: 01814413

Osamu Akine
Whole-time Director
DIN: 10531445

Suresh Krishnan
Company Secretary
M. No. F3142

S Venugopalan
Chief Financial Officer

Place : Chennai

Date : April 27, 2024



Trend of Claims Settlement for the last five financial years

Annexure - 1

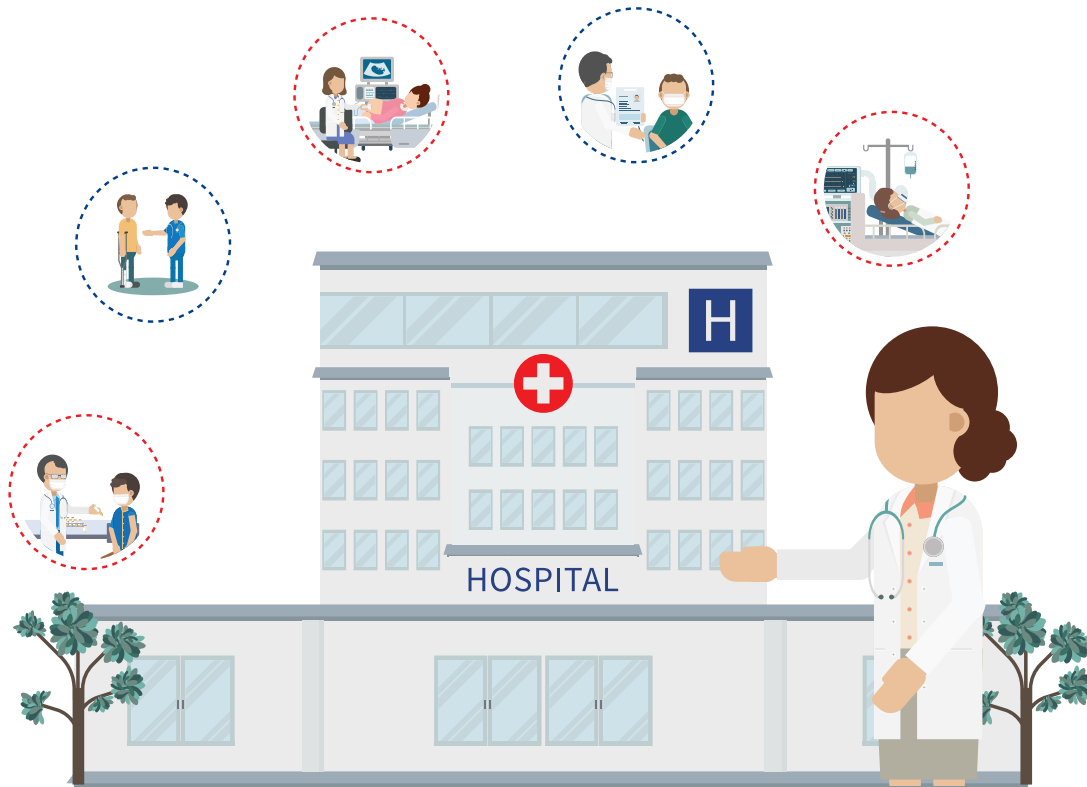
Period	No. of Claims								
	Engg	Fire	Liability	Marine	Misc	Accident	Health	Travel	Motor
30 days									
2023-24	304	1,231	8	8,586	918	1,540	105,610	26	321,124
2022-23	569	544	6	11,352	1,852	981	91,117	2	274,975
2021-22	500	272	10	11,072	2,038	468	114,432	3	196,912
2020-21	421	158	68	21,659	1,757	353	54,038	9	130,912
2019-20	531	604	1,093	25,207	2,255	840	34,229	32	121,108
30 days to 6 months									
2023-24	439	1,241	60	3,443	2,150	220	1,349	20	87,890
2022-23	860	997	41	3,391	1,895	668	352	5	92,963
2021-22	1,378	766	72	5,248	1,387	809	3,075	2	69,616
2020-21	456	672	66	5,144	1,351	901	6,546	9	40,863
2019-20	482	1,177	77	6,103	1,350	923	1,287	24	47,318
6 months to 1 year									
2023-24	29	121	20	140	224	5	8	2	7,131
2022-23	61	198	46	225	99	9	1	-	5,891
2021-22	84	199	48	424	147	32	35	1	4,880
2020-21	62	127	26	404	172	59	109	1	2,849
2019-20	51	182	10	384	65	24	6	5	4,124
1 year to 5 years									
2023-24	10	72	7	38	76	4	4	-	6,264
2022-23	32	60	14	44	6	8	-	-	4,834
2021-22	21	54	15	79	28	12	6	1	4,759
2020-21	17	36	4	42	63	13	5	-	3,773
2019-20	30	23	5	34	9	7	-	2	4,901
5 years and above									
2023-24	-	1	1	-	6	2	-	-	852
2022-23	1	6	1	1	-	1	-	-	769
2021-22	-	2	1	1	-	-	1	-	529
2020-21	-	-	-	-	-	1	-	-	368
2019-20	-	1	-	2	-	-	-	-	502

(₹ in Lakhs)

Period	Amount Claimed								
	Engg	Fire	Liability	Marine	Misc	Accident	Health	Travel	Motor
30 days									
2023-24	174	3,240	4	3,099	7,677	6,909	46,220	51	66,589
2022-23	244	1,524	4	2,475	346	3,175	39,782	2	47,656
2021-22	105	387	2	1,805	526	1,715	60,444	2	33,555
2020-21	78	170	17	2,213	3,697	1,179	27,773	10	24,278
2019-20	40	213	247	2,538	50,801	2,343	13,919	23	23,570
30 days to 6 months									
2023-24	741	24,308	155	3,408	1,972	898	922	45	80,511
2022-23	447	6,265	120	2,547	796	3,292	415	22	63,168
2021-22	611	5,502	76	2,650	670	3,579	2,226	10	56,327
2020-21	361	2,655	218	2,449	1,765	3,685	4,692	14	34,931
2019-20	532	2,702	67	2,978	13,246	3,544	775	27	50,191
6 months to 1 year									
2023-24	140	3,398	60	493	141	108	58	0.41	24,248
2022-23	223	2,369	82	1,944	98	300	14	-	19,463
2021-22	375	2,753	174	662	84	515	129	2	16,310
2020-21	213	1,561	35	570	638	352	61	1	12,000
2019-20	224	2,364	19	478	726	305	20	58	17,503
1 year to 5 years									
2023-24	230	5,174	79	140	134	100	152	-	63,830
2022-23	281	4,795	127	559	44	365	32	-	43,593
2021-22	135	4,601	37	161	77	176	45	2	36,741
2020-21	359	403	11	249	(2,096)	149	13	-	28,230
2019-20	96	833	56	70	228	81	1	56	37,524
5 years and above									
2023-24	7	66	61	-	11	5	6	-	18,324
2022-23	9	9,579	9	54	1	3	-	-	12,962
2021-22	-	(18)	9	8	1	(1)	4	0	8,115
2020-21	2	5	-	-	(0)	4	(1)	-	4,682
2019-20	0	15	17	169	(0)	3	-	0	6,111

WIDENING THE COVERAGE OF OUR NETWORK HOSPITALS

Chola MS launched the “Anywhere Cashless” facility in October 2023, as per IRDAI's direction, enabling cashless access at non-network hospitals for convenience. The facility extends to over 40K common network hospitals, supplementing the existing 12K+ network hospitals across 1100+ locations PAN India.



Value for Money

most of the Chola MS preferred Hospitals.



Value Add Services

like health check-ups, discounts on pharmacy, investigation and consultations are also offered.



Quality Care and Personalized Services

are being offered to Chola MS customers



Quick Claims Settlements

to Hospitals within TAT of 5 working days (Hospitals)



Cashless Approvals

are prioritized and approvals are issued within 60 mins



Faster & Dedicated

grievance redressal team (Hospitals)



R.G.N. Price & Co
Chartered Accountants
Simpson's Buildings
861, Anna Salai
Chennai – 600 002

Sharp & Tannan
Chartered Accountants
Parsn Manere, A4, 3rd Floor,
602, Anna Salai,
Chennai – 600 006

Independent Auditors' Report

To the Members of Cholamandalam MS General Insurance Company Limited

Report on the audit of Financial Statements

Opinion

We have audited the accompanying financial statements of Cholamandalam MS General Insurance Company Limited ("the Company") which comprise the Balance Sheet as at March 31, 2024, the Revenue Account, the Profit and Loss Account and Receipts and Payments Statement of the Company for the year then ended and notes to the financial statements, including a summary of significant accounting policies and other explanatory information.

In our opinion and to the best of our information and according to the explanations given to us, the aforesaid financial statements give the information required by the Insurance Act, 1938 as amended by the Insurance Laws (Amendment) Act, 2015 (the "Insurance Act"), the Insurance Regulatory and Development Authority Act, 1999 (as amended) (the "IRDA Act"), the Insurance Regularity and Development Authority (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulations, 2002 ("the IRDA Financial Statements Regulations"), Circulars / Orders / Directions issued by the Insurance Regulatory and Development Authority of India (the "IRDAI" / "Authority") in this regard, and the Accounting Standards specified under Section 133 of the Companies Act, 2013 ("the Act") in the manner so required and give a true and fair view in conformity with the accounting principles generally accepted in India,

- a) in the case of the Balance Sheet, of the state of affairs of the Company as at March 31, 2024;
- b) in the case of Revenue Account, of the operating profit for the year ended on that date;

c) in the case of Profit and Loss Account, of the profit for the year ended on that date; and

d) in the case of Receipts and Payments Statement, of the receipts and payments for the year ended on that date.

Basis for Opinion

We conducted our audit in accordance with the Standards on Auditing ("SAs") specified under Section 143(10) of the Act. Our responsibilities under those Standards are further described in the "Auditor's Responsibilities for the Audit of the Financial Statements" section of our report. We are independent of the Company in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India together with the ethical requirements that are relevant to our audit of the financial statements under the provisions of the Act and the Rules thereunder, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Key Audit Matters

Key audit matters are those matters that, in our professional judgment, were of most significance in our audit of the financial statements of the current period. These matters were addressed in the context of our audit of the financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters. We have determined the matters described below to be the key audit matters to be communicated in our report.



S. No	Key Audit Matter	Our audit procedures related to key audit matter
1	<p>Valuation of investments</p> <p>Please refer Note 2.12 to Schedule 16</p> <p>- Accounting policy for Investments, Schedule 8 and 8A on Investments and Note 5 to Schedule 16 on write off / provision for diminution in value of investments.</p> <p>We have considered this area as a key audit matter since the carrying value of investments as at March 31, 2024, of ₹168,114,494 thousand accounts for 92% of total assets of the Company.</p> <p>The assessment of the carrying value of investments as on the reporting date involves significant judgement on the part of the management, which can materially impact the impairment loss and the profit for the year.</p>	<ul style="list-style-type: none"> Reviewed the accounting policies used by the Company for accounting and disclosing Investments for compliance with the accounting framework and applicable IRDAI regulations. Assessed the adequacy of internal controls, evaluated the design and tested the operating effectiveness of such controls for initial recognition, measurement, subsequent valuation and disclosure of investments as on the reporting date as per applicable regulations. Verified the investment transactions during the year on a test check basis using statement of accounts, bank statements and other relevant documents. Verified the existence of investments as at the reporting date through direct confirmation from the custodian. Other substantive and analytical procedures were carried out to corroborate the management assertions pertaining to investments. Reviewed the process followed by the management of the Company in classification and valuation of investments and independently reperformed the valuation check on a sample basis to confirm their appropriateness. Investments identified for impairment provisioning / write off by the management of the Company as per criteria set out in the Investment policy of the Company are verified by independently assessing the risk of impairment loss and probability of realisation of investment value by considering publicly available information about the investee entities, directions issued by their regulators, and IRDAI. Reviewed the basis of assessment used by the Company's Investment committee and discussed the same with Chief Investment Officer and Chief Financial Officer. Checked the compliance with IRDAI prudential norms in validating the adequacy of impairment provision / write off.
2	<p>Valuation of outstanding claims ("OC") including claims incurred but not reported ("IBNR") and claims incurred but not enough reported ("IBNER")</p> <p>Please refer Schedule 2, Schedule 13(8) and Note No. 2.8 and Note No. 2.9 of Schedule 16 to financial statements.</p> <p>We considered this as a key audit matter because the valuation of OC including IBNR and IBNER requires use of judgements and estimates. OC including IBNR/IBNER are estimates for settlement of claims in future which are impacted by a number of factors which includes trends in severity of historical claims, frequency and IRDAI regulations. In particular, the claims arising from death or disability covered under motor insurance contracts involves complex and subjective judgements about future events, both internal and external to the business, for which even a small change in assumptions can materially impact the valuation of these liabilities.</p> <p>Total OC including IBNR and IBNER provisions amounts to ₹90,718,724 thousand (net of RI recoveries) as on March 31, 2024.</p>	<ul style="list-style-type: none"> Assessed and tested the operating effectiveness of key controls relating to the claims handling and reserving process, including controls over completeness and accuracy of the claim estimates recorded; Substantive tests were performed on the amounts recorded for a sample of OC, which are material to assess whether claims are appropriately estimated and recorded; Evaluated the competence, objectivity and independence of the Actuary appointed by the management of the Company to review the adequacy of OC including IBNR and IBNER; Tested the completeness and accuracy of underlying data provided by the management of the Company to the Appointed Actuary on a sample basis; Assessed the adequacy of Company's related disclosures by reference to relevant accounting standards and IRDAI regulations.
3	<p>Contingent Liabilities:</p> <p>Please refer Note No. 3A of Schedule 16 to financial statements</p> <p>Total contingent liabilities as at March 31, 2024 is ₹4,130,951 thousand.</p> <p>We have considered this as a key audit matter because the Company has material uncertain tax positions including matters under dispute which involves significant judgement to determine the outcome of these disputes.</p>	<ul style="list-style-type: none"> Obtained the pending tax demands listing as at March 31, 2024 from the management and reviewed the changes in litigation status as compared to previous year and obtained a detailed understanding of the disputes. Reviewed Company's correspondences with tax authorities, legal counsels, grounds of appeal filed with various appellate authorities and industry position on various tax disputes. Obtained confirmations from legal counsels / tax experts on the status of the outstanding tax demands. Verified the adequacy of disclosures in the financial statements in this respect.

Information other than the Financial Statements and Auditor's Report thereon

The Company's Board of Directors is responsible for the preparation of the other information. The other information comprises the information included in Directors' Report including Annexures to Directors' Report and Report on Corporate Governance but does not include the financial statements and our auditors' report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained during the course of our audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Management's Responsibility for the Financial Statements

The Company's Board of Directors is responsible for the matters stated in section 134(5) of the Act with respect to the preparation of these financial statements that give a true and fair view of the financial position, financial performance and receipts and payments of the Company in accordance with the accounting principles generally accepted in India, including the accounting Standards specified under section 133 of the Act and the provisions of the Insurance Act, the IRDA Act, the IRDA Financial Statements Regulations, Circulars / Orders / Directions issued by the IRDAI/ Authority in this regard. This responsibility also includes maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding of the assets of the Company and for preventing and detecting frauds and other irregularities; selection and application of appropriate accounting policies; making judgments and estimates that are reasonable and prudent; and design, implementation and maintenance of adequate internal financial controls, that were operating effectively for ensuring the accuracy and completeness of the accounting records, relevant to the preparation and presentation of the financial statement that give a true and fair view and are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the management of the Company is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management of the Company either intends to

liquidate the Company or to cease operations, or has no realistic alternative but to do so.

The Board of Directors are also responsible for overseeing the Company's financial reporting process.

Auditor's Responsibility for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with SAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with SAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. Under section 143(3)(i) of the Act, we are also responsible for expressing our opinion on whether the Company has adequate internal financial controls system in place and the operating effectiveness of such controls.
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management of the Company.
- conclude on the appropriateness of management of the Company's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion.



Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.

- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Report on Other Legal and Regulatory Requirements

As required by the IRDA Financial Statements Regulations, we have issued a separate certificate dated April 27, 2024, certifying the matters specified in paragraphs 3 and 4 of Schedule C to the IRDA Financial Statements Regulations.

As required by IRDA Financial Statements Regulations and the provisions of Section 143(3) of the Act, we report that:

- a. we have sought and obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of our audit;
- b. in our opinion, proper books of account as required by law have been kept by the Company so far as it appears from our examination of those books;
- c. as the financial accounting system of the Company is centralized, no returns for the purpose of our audit are prepared at the branches and other offices of the Company as required under Section 143(8) of the Act;

- d. in our opinion, the Balance Sheet, the Revenue Account, the Profit and Loss Account and the Receipts and Payments Statement dealt with by this Report are in agreement with the books of account;
- e. in our opinion, the aforesaid financial statements comply with the Accounting Standards specified under Section 133 of the Act to the extent applicable and with the accounting principles prescribed in IRDA Financial Statements Regulations and Circulars / Orders / Directions issued by the IRDAI in this regard;
- f. investments of the Company have been valued in accordance with the provisions of the Insurance Act and the IRDA Financial Statements Regulations;
- g. the accounting policies selected by the Company are appropriate and are in compliance with the applicable Accounting Standards specified under Section 133 of the Act to the extent applicable and with the accounting principles prescribed in IRDA Financial Statements Regulations and Circulars / Orders / Directions issued by the IRDAI in this regard. The estimate of claims Incurred but Not Reported ('IBNR') and claims Incurred but Not Enough Reported ('IBNER') including share of liability towards Motor Pool upto 2011 and Premium deficiency reserve ('PDR') has been certified by the Company's Appointed Actuary. The Appointed Actuary has certified to the Company that the assumptions used for such valuation are appropriate and are in accordance with the requirements of the IRDAI and Institute of Actuaries of India in concurrence with IRDAI. We have relied on the Appointed Actuary's certificate in this regard;
- h. on the basis of the written representations received from the directors as on March 31, 2024 and taken on record by the Board of Directors, none of the directors is disqualified as on March 31, 2024 from being appointed as a director in terms of Section 164(2) of the Act;
- i. with respect to the adequacy of the internal financial controls with reference to the financial statements of the Company and the operating effectiveness of such controls, refer to our separate Report in "Annexure A".
- j. with respect to the other matters to be included in the Auditor's Report in accordance with the requirements of Section 197(16) of the Act, as amended, in our opinion and to the best of our information and according to the explanations given to us, the remuneration paid by the Company to its directors during the year is in accordance with the provisions of Section 197 of the Act and Section 34 of the IRDAI Act.
- k. with respect to the other matters to be included in the

Auditor's Report in accordance with Rule 11 of the Companies (Audit and Auditors) Rules, 2014, in our opinion and to the best of our information and according to the explanations given to us:

- (i) the Company has disclosed the impact of pending litigations on its financial position in its financial statements – Refer Note 3A of Schedule 16 - Notes to financial statements;
 - (ii) the Company has made provision, as required under the applicable law or accounting standards, for material foreseeable losses, if any, on long-term contracts. The Company did not have any outstanding long-term derivative contracts. Refer Note No. 31. to Schedule 16 to the financial statements and clause (h) of Report on Other Legal and Regulatory Requirements;
 - (iii) there were no amounts which were required to be transferred to the Investor Education and Protection Fund by the Company during the year.
 - (iv) (a) the Management has represented that, to the best of its knowledge and belief, no funds (which are material either individually or in the aggregate) have been advanced or loaned or invested (either from borrowed funds or share premium or any other sources or kind of funds) by the Company to or in any other person or entity, including foreign entity ("Intermediaries"), with the understanding, whether recorded in writing or otherwise, that the Intermediary shall, whether, directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Company ("Ultimate Beneficiaries") or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries;
- (b) the Management has represented that, to the best of its knowledge and belief, no funds (which are material either individually or in the aggregate) have been received by the Company from any person or entity, including foreign entity ("Funding Parties"), with the understanding, whether recorded in writing or otherwise, that the Company shall, whether, directly or indirectly, lend or invest in other persons or entities

identified in any manner whatsoever by or on behalf of the Funding Party ("Ultimate Beneficiaries") or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries;

- (c) Based on the audit procedures that have been considered reasonable and appropriate in the circumstances, nothing has come to our notice that has caused us to believe that the representations under sub-clause (i) and (ii) of Rule 11(e), as provided under (a) and (b) above, contain any material misstatement;
- (v) The Company has not declared / paid any dividend during the year ended March 31, 2024 and accordingly reporting on compliance to Section 123 of the Act is not applicable.
- (vi) Based on our examination which included test checks, the Company has used accounting software for maintaining its books of account which has a feature of recording audit trail (edit log) and the same has operated throughout the year for all relevant transactions recorded in the software. Audit trail at the database level for certain software is maintained through the privilege access management that logs the activities carried out at the database level. Further, during the course of our audit we did not come across any instance of audit trail feature being tampered with.

For R.G.N. Price & Co.
Chartered Accountants
Firm Registration No. 002785S

For Sharp & Tannan
Chartered Accountants
Firm Registration No.003792S

Sriraam Alevoor M
Partner
Membership No. 221354
UDIN: : 24221354BJZZYA7040

P Rajesh Kumar
Partner
Membership No. 225366
UDIN: 24225366BKAPRF7325

Place : Chennai
Date : April 27, 2024



Annexure A to the Independent Auditors' Report

(Referred to in paragraph (j) under 'Report on Other Legal and Regulatory Requirements' of our report of even date)

Report on the Internal Financial Controls with reference to the financial statements under clause (i) of sub-section 3 of section 143 of the Companies Act, 2013

We have audited the internal financial controls with reference to the financial statements of Cholamandalam MS General Insurance Company Limited ("the Company") as at March 31, 2024 in conjunction with our audit of the financial statements of the Company for the year ended on that date.

Management's Responsibility for the Internal Financial Controls

The Board of Directors of the Company is responsible for establishing and maintaining internal financial controls with reference to the financial statements criteria established by the Company considering the essential components of internal control stated in the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting ("the Guidance Note") issued by the Institute of Chartered Accountants of India ("ICAI"). These responsibilities include the design, implementation and maintenance of adequate internal financial controls that were operating effectively for ensuring the orderly and efficient conduct of its business, including adherence to Company's policies, the safeguarding of its assets, the prevention and detection of frauds and errors, the accuracy and completeness of the accounting records, and the timely preparation of reliable financial information, as required under the provisions of Insurance Act, 1938 as amended by the Insurance Laws (Amendment) Act, 2015 ("the Insurance Act"), the Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulations, 2002 ("the IRDA Financial Statements Regulations"), circulars / orders / directions issued by the Insurance Regulatory and Development Authority of India (the "IRDAI"/ "Authority") and the provisions of the Companies Act, 2013 ("the Act").

Auditors' Responsibility

Our responsibility is to express an opinion on the internal financial controls with reference to the financial statements of the Company based on our audit. We conducted our audit in accordance with

the Guidance Note and the Standards on Auditing issued by the ICAI and prescribed under section 143(10) of the Act, to the extent applicable, to an audit of internal financial controls. Those Standards of Auditing and the Guidance Note require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether adequate internal financial controls with reference to the financial statements was established and maintained and if such controls operated effectively in all material respects.

Our audit involves performing procedures to obtain audit evidence about the adequacy of the internal financial controls system with reference to the financial statements and their operating effectiveness. Our audit of internal financial controls with reference to the financial statements included obtaining an understanding of internal financial controls with reference to the financial statements, assessing the risk that a material weakness exists, and testing and evaluating the design and operating effectiveness of internal control based on the assessed risk. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion on the internal financial controls system with reference to the financial statements of the Company.

Meaning of Internal Financial Controls with reference to Financial Statements

A company's internal financial control with reference to the financial statements is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A company's internal financial control with reference to the financial statements includes those policies and procedures that

(1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the company; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of financial statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the Company are being made only in accordance with authorisations of management and directors of the Company; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorised acquisition, use, or disposition of the Company's assets that could have a material effect on the financial statements.

Inherent Limitations of Internal Financial Controls with reference to Financial Statements

Because of the inherent limitations of internal financial controls with reference to the financial statements, including the possibility of collusion or improper management override of controls, material misstatements due to error or fraud may occur and not be detected. Also, projections of any evaluation of the internal financial controls with reference to the financial statements to future periods are subject to the risk that the internal financial control with reference to the financial statements may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

Opinion

In our opinion, to the best of our information and according to the explanations given to us, the Company has, in all material respects, an adequate internal financial controls system with reference to the financial statements and such internal financial controls with reference to the financial statements were operating effectively as at March 31, 2024, based on the internal control with reference to the financial statements criteria established by the Company considering the essential components of internal control stated in the Guidance Note.

For R.G.N. Price & Co.

Chartered Accountants

Firm Registration No. 002785S

For Sharp & Tannan

Chartered Accountants

Firm Registration No.003792S

Sriraam Alevoor M

Partner

Membership No. 221354

UDIN: 24221354BJZZYA7040

P Rajesh Kumar

Partner

Membership No. 225366

UDIN: 24225366BKAPRF7325

Place : Chennai

Date : April 27, 2024



R.G.N. Price & Co
Chartered Accountants
Simpson's Buildings, 861, Anna Salai,
Chennai – 600 002

Sharp & Tannan
Chartered Accountants
Parsn Manere, A4, 3rd Floor,
602, Anna Salai, Chennai – 600 006

Independent Auditor's Certificate

To the Members of Cholamandalam MS General Insurance Company Limited

(Referred to in 'Report on Other Legal and Regulatory requirements' of our report of end date)

1. This certificate is issued to comply with the provisions of paragraph 3 and 4 of Schedule C of the Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulation, 2002, (the "IRDA Financial Statements Regulations") read with Regulation 3 of IRDA Financial Statements Regulations and may not be suitable for any other purpose.

Management's Responsibility for the Statement

2. The Board of Directors of the Company is responsible for complying with the provisions of the Insurance Act, 1938 (the "Insurance Act") as amended by the Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority Act, 1999 (as amended) (the "IRDA Act"), the IRDA Financial Statements Regulations, Circulars / Orders / Directions issued by the Insurance Regulatory and Development Authority of India (the "IRDAI" / "the Authority") which includes the preparation of the Management Report. This includes collecting, collating and validating data and designing, implementing and monitoring of internal controls suitable for ensuring compliance as aforesaid.

Auditors' Responsibility

3. Our responsibility, for the purpose of this certificate, is limited to certifying matters contained in paragraphs 3 and 4 of Schedule C of the IRDA Financial Statements Regulations. We have conducted our examination in accordance with the Guidance Note on Audit Reports and Certificates for Special Purposes issued by the Institute of Chartered Accountants of India (the "ICAI") which include the concepts of test checks and materiality.

4. We have complied with the relevant applicable requirements of the Standards on Quality Control (SQC) 1, Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Service Engagements.

Opinion

5. In accordance with the information and explanations given to us and to the best of our knowledge and belief and based on our examination of the books of account and other records maintained by Cholamandalam MS General Insurance Company Limited (the 'Company') for the year ended March 31, 2024, we certify that:

i. we have reviewed the management report attached to the financial statements for the financial year ended March 31, 2024 and there is no apparent mistake or material inconsistency therein with the financial statements;

ii. based on the management representations and compliance certificates submitted to the Board of Directors, we certify that the Company has complied with the terms and conditions of registration stipulated by IRDAI vide their letter dated July 15, 2002;

iii. we have physically verified the cash balances at the corporate office of the Company and certain select branch offices as at March 31, 2024, and verified the cash/cheque deposit slips submitted to the banks. Further, we have also relied upon the management's certificate for cash/cheque balances as at March 31, 2024. In respect of the investments held by the Company as at March 31, 2024, we have verified confirmations received from the Custodian and/or depository participants appointed by the Company, as the case may be;

iv. the Company is not a trustee of any trust;

v. no part of the assets of the policyholders' funds have been directly or indirectly applied in contravention of the provisions of the Insurance Act relating to application and investment of policyholders' funds.

Restriction on Use

6. This certificate is issued at the request of the Company solely for use of the Company for inclusion in the annual accounts in order to comply with the provisions of paragraph 3 and 4 of Schedule C of the IRDA Financial Statements Regulations read with Regulation 3 of the IRDA Financial Statements Regulations and is not intended to be and should not be used for any other purpose without our prior consent. Accordingly, we do not accept or assume any liability or any duty of care for any other purpose or to any other person to whom this Certificate is shown or into whose hands it may come without our prior consent in writing.

For R.G.N. Price & Co.
Chartered Accountants
Firm Registration No. 002785S

For Sharp & Tannan
Chartered Accountants
Firm Registration No.003792S

Sriraam Alevoor M
Partner
Membership No. 221354
UDIN: 24221354BJZZYA7040

P Rajesh Kumar
Partner
Membership No. 225366
UDIN: 24225366BKAPRF7325

Place : Chennai
Date : April 27, 2024

Balance Sheet

CIN: U66030TN2001PLC047977

FORM B-BS

Date of Registration with the IRDA July 15, 2002

Balance Sheet as at March 31, 2024

IRDAI Registration No.123

(₹ '000)

Particulars	Schedule	As at March 31, 2024	As at March 31, 2023
SOURCES OF FUNDS			
Share Capital	5	2,988,057	2,988,057
Reserves and Surplus	6	21,928,501	18,614,833
Fair Value Change Account - Share Holders		460,425	38,677
Fair Value Change Account - Policyholders		2,640,926	281,668
Borrowings	7	1,000,000	1,000,000
TOTAL		29,017,909	22,923,235
APPLICATION OF FUNDS			
Investments - Share Holders	8	24,958,217	17,765,987
Investments - Policyholders	8A	143,156,277	129,383,424
Loans	9	-	-
Fixed Assets	10	1,643,390	1,145,656
Deferred Tax Asset (Refer Note 16 of Schedule16)		1,652,770	2,030,704
Current Assets			
Cash and Bank Balances	11	199,980	189,964
Advances and Other Assets	12	11,587,826	9,964,659
Sub-Total (A)		11,787,806	10,154,623
Current Liabilities	13	118,355,972	106,126,206
Provisions	14	35,824,579	31,430,953
Sub-Total (B)		154,180,551	137,557,159
Net Current Assets (C) = (A - B)		(142,392,745)	(127,402,536)
Miscellaneous Expenditure	15	-	-
(to the extent not written off or adjusted)			
Debit Balance in Profit and Loss Account (net of reserves)			
TOTAL		29,017,909	22,923,235
Notes to Financial Statements	16		

The Schedules referred to above form an integral part of the Financial Statements

This is the Balance Sheet referred to in our Report of even date attached

For and on behalf of the Board of Directors

For R.G.N. Price & Co.
Chartered Accountants
Firm Registration No. 002785S

For Sharp & Tannan
Chartered Accountants
Firm Registration No.003792S

M M Murugappan
Chairman
DIN: 00170478

V Suryanarayanan
Managing Director
DIN: 01416824

Sriraam Alevoor M
Partner
Membership No. 221354

P. Rajesh Kumar
Partner
Membership No. 225366

Sridharan Rangarajan
Director
DIN: 01814413

Osamu Akine
Whole time Director
DIN: 10531445

Place : Chennai
Date : April 27, 2024

Suresh Krishnan
Company Secretary
M. No. F3142

S Venugopalan
Chief Financial Officer



Profit and Loss Account

Date of Registration with the IRDA July 15, 2002

FORM B-PL

IRDAI Registration No.123

Profit and Loss account for the Year Ended March 31, 2024

(₹ '000)

Sl. No.	Particulars	Year Ended March 31, 2024	Year Ended March 31, 2023
1	OPERATING PROFIT/(LOSS)		
	(a) Fire Insurance	(211,571)	1,506,076
	(b) Marine Insurance	31,832	118,110
	(c) Miscellaneous Insurance	3,960,176	4,235,777
2	INCOME FROM INVESTMENTS		
	(a) Interest and Dividend	1,518,882	1,032,587
	(b) Profit/ (Loss) on Sale of Investments	109,581	24,486
3	OTHER INCOME (Interest on IT Refund)	26,941	85,124
	TOTAL (A)	5,435,841	7,002,160
4	PROVISIONS (Other than Taxation)		
	(a) For Diminution in the Value of Investments	-	(38,113)
	(b) For Doubtful Debts / Investments (Refer Note 5 of Schedule 16)	(199,731)	(80,463)
5	OTHER EXPENSES		
	(a) Expenses other than those related to Insurance Business	104,493	234,560
	(b) Employee's remuneration and other expenses	17,712	15,696
	(c) Managerial remuneration (Refer Note 20 of schedule 16)	6,769	26,537
	(d) Bad Debts/Investments written off (Refer Note 5 of schedule 16)	103,246	43,421
	(e) Write off of other assets	1,145	-
	(f) Interest on Debenture & Debenture issue related expenses	84,739	85,358
	(g) CSR Expenses (Refer Note 25 of schedule 16)	49,322	39,804
	(h) Contribution to Policyholders Funds towards excess EoM	827,057	4,030,820
	TOTAL (B)	994,752	4,357,620
	Profit Before Tax	4,441,089	2,644,540
	Provision for Taxation		
	Current Tax	749,487	895,245
	Deferred Tax (Refer Note 16 of schedule 16)	377,934	(237,739)
	Profit After Tax	3,313,668	1,987,034
	APPROPRIATIONS		
	(a) Interim Dividends Paid During the Year	-	-
	(b) Final Dividend Paid	-	-
	(c) Dividend Distribution Tax Paid	-	-
	(d) Transfer to Contingency Reserve for Unexpired Risks	-	-
	(e) Transfer to General Reserve (Refer Schedule 6)	2,000,000	1,500,000
	(f) Transfer to Debenture Redemption Reserve	-	100,000
	Balance of Profit Brought Forward from Previous Year	7,034,621	6,647,587
	Balance Carried Forward to Balance Sheet (Refer Schedule 6)	8,348,289	7,034,621
	Earnings Per Share - Basic & Diluted (₹) (Refer Note 15 of Schedule 16)	11.09	6.65
	Face value per share (₹)	10.00	10.00
	Notes to Financial Statements (Refer Schedule 16)		

The Schedules referred to above form an integral part of the Financial Statements
This is the Profit and Loss account referred to in our Report of even date attached

For R.G.N. Price & Co.
Chartered Accountants
Firm Registration No. 0027855

For Sharp & Tannan
Chartered Accountants
Firm Registration No.0037925

M M Murugappan
Chairman
DIN: 00170478

For and on behalf of the Board of Directors
V Suryanarayanan
Managing Director
DIN: 01416824

Sridharan Rangarajan
Director
DIN: 01814413

Sriraam Alevoor M
Partner
Membership No. 221354

P. Rajesh Kumar
Partner
Membership No. 225366

Osamu Akine
Whole time Director
DIN: 10531445

Suresh Krishnan
Company Secretary
M. No. F3142

S Venugopalan
Chief Financial Officer

Place : Chennai

Date : April 27, 2024

Receipts and Payments Statement

Date of Registration with the IRDA July 15, 2002

IRDAI Registration No.123 **Receipts and Payments Statement for the Year Ended March 31, 2024** (₹ '000)

Particulars	Year ended March 31, 2024	Year ended March 31, 2023
Cash Flows from Operating Activities		
Receipts from Policyholders, including advance receipts	72,554,290	65,585,033
Other Receipts	6,040	4,818
Direct Claims Paid	(36,697,670)	(27,162,984)
Receipts / (Payments) from / to Reinsurers (Net)	(3,380,754)	(1,746,772)
Receipts / (Payments) from / to Co-insurers (Net)	70,274	(61,743)
Operating Expenses Paid	(8,069,317)	(15,624,862)
Commission Payments	(14,935,107)	(5,614,387)
Deposits and Advances recovered / (Given) (Net)	(385,224)	26,278
Income taxes Paid (Net)	(995,741)	(927,893)
GST Paid (Net)	389,807	(246,065)
Net Cash Flows from Operating Activities (A)	8,556,598	14,231,423
Cash Flows from Investing Activities		
Purchase of Fixed Assets	(841,986)	(597,688)
Proceeds on Disposal of Fixed Assets	12,829	6,980
Purchase of Investments	(82,028,034)	(57,856,771)
Sale of Investments	64,068,746	35,541,825
Interest/ Dividends Received	10,263,075	8,478,330
Investments in money market instruments & mutual fund (net)	88,350	134,649
Expenses Related to Investments	(25,008)	(19,361)
Net Cash Flows used in Investing Activities (B)	(8,462,028)	(14,312,036)
Cash Flows from Financing Activities		
Proceeds from Issue of Share Capital	-	-
Proceeds from Issue of Non Convertible Debentures	-	1,000,000
Repayment of Non Convertible Debentures	-	(1,000,000)
Dividend paid including Distribution tax paid	-	-
Interest paid on Non Convertible Debentures	(84,584)	(88,188)
Net Cash Flows from Financing Activities (C)	(84,584)	(88,188)
Net Increase in Cash and Cash Equivalents (A+B+C)	9,986	(168,801)
Cash and Cash Equivalents at Beginning of the Year	188,164	356,965
Cash and Cash Equivalents at End of the Year	198,150	188,164

Note:

1. Reconciliation between Cash and Cash Equivalents as per Balance Sheet and Receipts and Payments Account

Particulars	As at March 31, 2024	As at March 31, 2023
Cash and cash equivalents as per Balance Sheet	199,980	189,964
Less: Deposits under lien to Banks	1,830	1,800
Cash and cash equivalents as per Receipts and Payment account	198,150	188,164

For R.G.N. Price & Co.Chartered Accountants
Firm Registration No. 002785S**For Sharp & Tannan**Chartered Accountants
Firm Registration No.003792S**For and on behalf of the Board of Directors****M M Murugappan**
Chairman
DIN: 00170478**V Suryanarayanan**
Managing Director
DIN: 01416824**Sridharan Rangarajan**
Director
DIN: 01814413**Sriraam Alevoor M**Partner
Membership No. 221354**P. Rajesh Kumar**Partner
Membership No. 225366**Osamu Akine**
Whole time Director
DIN: 10531445**Suresh Krishnan**
Company Secretary
M. No. F3142**S Venugopalan**
Chief Financial Officer

Place : Chennai

Date : April 27, 2024

Revenue Account

FORM B-RA

Revenue Account for the Year Ended March 31, 2024

Date of Registration with the IRDA July 15, 2002

(₹ '000)

Particulars	Fire Business		Marine Business		Miscellaneous Business		Total	
	Year Ended March 31, 2024	Year Ended March 31, 2023	Year Ended March 31, 2024	Year Ended March 31, 2023	Year Ended March 31, 2024	Year Ended March 31, 2023	Year Ended March 31, 2024	Year Ended March 31, 2023
Premiums Earned (Net)	1,913,995	1,756,283	462,196	430,386	48,414,171	38,005,505	50,790,362	40,192,174
Profit / Loss on Sale / Redemption of Investments (Net)	20,189	5,448	1,874	656	606,474	172,221	628,537	178,325
Others								
Administrative Charges	286	219	49	47	5,705	4,552	6,040	4,818
Investment income from pool	155,871	93,956	-	-	37,821	22,833	193,692	116,789
Contribution from Shareholders Funds towards Excess EOM	-	-	-	-	827,057	4,030,820	827,057	4,030,820
Interest and Dividend (Gross)	279,843	229,730	25,969	27,646	8,406,248	7,262,591	8,712,060	7,519,967
TOTAL (A)	2,370,184	2,085,636	490,088	458,735	58,297,476	49,498,522	61,157,748	52,042,893
Claims incurred (Net)	1,501,948	693,534	352,761	270,477	35,559,511	27,666,937	37,414,220	28,630,948
Commission (Net)	210,539	(773,462)	(27,924)	(44,310)	11,333,915	2,040,738	11,516,530	1,222,966
Operating Expenses Related to Insurance Business	869,268	659,488	133,419	114,458	7,443,874	15,555,070	8,446,561	16,329,016
Premium Deficiency	-	-	-	-	-	-	-	-
TOTAL (B)	2,581,755	579,560	458,256	340,625	54,337,300	45,262,745	57,377,311	46,182,930
Operating Profit (A - B)	(211,571)	1,506,076	31,832	118,110	3,960,176	4,235,777	3,780,437	5,859,963
APPROPRIATIONS								
Transfer to Shareholders' Account	(211,571)	1,506,076	31,832	118,110	3,960,176	4,235,777	3,780,437	5,859,963
Transfer to Catastrophe Reserve	-	-	-	-	-	-	-	-
Transfer to Other Reserves	-	-	-	-	-	-	-	-
TOTAL (C)	(211,571)	1,506,076	31,832	118,110	3,960,176	4,235,777	3,780,437	5,859,963
Note to Financial statements	16							

The Schedules referred to above form an integral part of the Financial Statements
This is the Revenue Account referred to in our Report of even date attached

For R.G.N. Price & Co.
Chartered Accountants
Firm Registration No. 0027855

M M Murugappan
Chairman
DIN: 00170478

For and on behalf of the Board of Directors

V Suryanarayanan
Managing Director
DIN: 01416824

Sridharan Rangarajan
Director
DIN: 01814413

P. Rajesh Kumar
Partner
Membership No. 225366

Osamu Akine
Whole time Director
DIN: 10531445

Suresh Krishnan
Company Secretary
M. No. F3142

S Venugopalan
Chief Financial Officer

Sriraam Alevoor M
Partner
Membership No. 221354
Place : Chennai
Date : April 27, 2024

Schedules Forming Part of the Financial Statements

Schedule 1 - Premium Earned (Net)

Particulars	Fire Business		Marine Business		Miscellaneous Business		Total	
	Year Ended March 31, 2024	Year Ended March 31, 2023	Year Ended March 31, 2024	Year Ended March 31, 2023	Year Ended March 31, 2024	Year Ended March 31, 2023	Year Ended March 31, 2024	Year Ended March 31, 2023
	(₹ '000)							
Premium from Direct Business Written	7,149,223	6,605,610	1,310,805	1,230,374	66,868,908	53,723,938	75,328,936	61,559,922
Add: Premium on Reinsurance Accepted	614,045	407,533	664	262	35,310	35,941	650,019	443,736
Less: Premium on Reinsurance Ceded	5,155,065	4,917,875	868,119	780,755	14,877,766	10,204,083	20,900,950	15,902,713
Net Premium	2,608,203	2,095,268	443,350	449,881	52,026,452	43,555,796	55,078,005	46,100,945
Adjustment for Change in Provision for Unexpired Risks	694,208	338,985	(18,846)	19,495	3,612,281	5,550,291	4,287,643	5,908,771
Total Premium Earned (Net)	1,913,995	1,756,283	462,196	430,386	48,414,171	38,005,505	50,790,362	40,192,174
Note: Premium Income from business effected:								
In India	1,913,995	1,756,283	462,196	430,386	48,414,171	38,005,505	50,790,362	40,192,174
Outside India	-	-	-	-	-	-	-	-
Total Premium Earned (Net)	1,913,995	1,756,283	462,196	430,386	48,414,171	38,005,505	50,790,362	40,192,174

Schedule 2 - Claims Incurred (Net)

Particulars	Fire Business		Marine Business		Miscellaneous Business		Total	
	Year Ended March 31, 2024	Year Ended March 31, 2023	Year Ended March 31, 2024	Year Ended March 31, 2023	Year Ended March 31, 2024	Year Ended March 31, 2023	Year Ended March 31, 2024	Year Ended March 31, 2023
	(₹ '000)							
Claims Paid								
Direct	3,626,055	2,453,258	713,972	757,844	32,357,643	23,951,882	36,697,670	27,162,984
Add: Reinsurance Accepted	103	131	-	-	507	381	610	512
Less: Reinsurance Ceded	2,660,400	1,861,111	409,307	483,879	7,527,318	5,547,274	10,597,025	7,892,264
Net Claims Paid	965,758	592,278	304,665	273,965	24,830,832	18,404,989	26,101,255	19,271,232
Add : Claims Outstanding at the end of the year (including the estimates of IBNR and IBNER) (Net) *	1,210,317	674,127	155,780	107,684	89,352,627	78,623,948	90,718,724	79,405,759
Less: Claims Outstanding at the beginning of the year (including the estimates of IBNR and IBNER) (Net) **	674,127	572,871	107,684	111,172	78,623,948	69,362,000	79,405,759	70,046,043
Total Claims Incurred (Net)	1,501,948	693,534	352,761	270,477	35,559,511	27,666,937	37,414,220	28,630,948
Note:								
Claims, less reinsurance, paid to claimants in India	965,758	592,278	304,665	273,965	24,830,832	18,404,989	26,101,255	19,271,232
Outside India	-	-	-	-	-	-	-	-
* Estimates of IBNR and IBNER at end of the year	48,672	52,550	44,653	20,842	54,748,065	51,731,237	54,841,390	51,804,629
** Estimates of IBNR and IBNER at beginning of the year	52,550	43,030	20,842	19,490	51,731,237	47,364,941	51,804,629	47,427,461

Schedules Forming Part of the Financial Statements

Schedule 3 - Commission (Net) (₹ '000)

Particulars	Fire Business		Marine Business		Miscellaneous Business		Total	
	Year Ended March 31, 2024	Year Ended March 31, 2023	Year Ended March 31, 2024	Year Ended March 31, 2023	Year Ended March 31, 2024	Year Ended March 31, 2023	Year Ended March 31, 2024	Year Ended March 31, 2023
Commission Paid								
Direct Business (Refer Note)	1,112,155	667,113	129,485	96,785	15,088,350	5,073,356	16,329,990	5,837,254
Add: Commission expense on Reinsurance Accepted	58,881	10,870	1	-	6,859	537	65,741	11,407
Less: Commission earned on Reinsurance Ceded	960,497	1,451,445	157,410	141,095	3,761,294	3,033,155	4,879,201	4,625,695
Net Commission	210,539	(773,462)	(27,924)	(44,310)	11,333,915	2,040,738	11,516,530	1,222,966

Note:	
Agents	59,697
Brokers	2,659,148
Corporate Agency	3,055,428
Others- POSP, MISP etc	62,981
Total	5,837,254

Schedules Forming Part of the Financial Statements

Schedule 4 - Operating Expenses Related to Insurance Business

(₹ '000)

Sl. No.	Particulars	Fire Business		Marine Business		Miscellaneous Business		Total	
		Year Ended	Year Ended	Year Ended	Year Ended	Year Ended	Year Ended	Year Ended	Year Ended
		March 31, 2024	March 31, 2023	March 31, 2024	March 31, 2023	March 31, 2024	March 31, 2023	March 31, 2024	March 31, 2023
1	Employees' Remuneration and Welfare Benefits [#]	399,404	171,725	76,987	50,624	4,639,662	4,712,139	5,116,053	4,934,488
2	Travel, Conveyance and Vehicle Running Expenses	35,879	9,667	5,702	2,592	214,137	238,618	255,718	250,877
3	Training Expenses	710	1,302	78	280	13,454	27,338	14,242	28,920
4	Rent, Rates and Taxes	25,456	7,445	4,739	2,383	139,912	151,772	170,107	161,600
5	Repairs	2,845	1,586	473	341	25,799	33,056	29,117	34,983
6	Printing and Stationery	11,068	10,150	578	191	42,859	32,865	54,505	43,206
7	Communication	11,842	5,466	1,985	1,174	137,550	113,929	151,377	120,569
8	Legal and Professional Charges	17,455	5,030	7,243	1,080	232,302	104,827	257,000	110,937
9	Auditors' Fees and Expenses								
	As Auditors	435	141	73	30	3,749	2,929	4,257	3,100
	As advisors or in any other capacity in respect of								
	- Taxation matters	51	19	9	4	440	405	500	428
	- Other services	239	128	40	28	2,060	2,670	2,339	2,826
	Out of Pocket Expenses	11	5	2	1	99	105	112	111
10	Advertisement and Publicity	88,793	204,948	1,146	35,111	218,558	7,036,052	308,497	7,276,111
11	Interest and Bank Charges	40,139	12,850	6,781	2,759	345,923	267,828	392,843	283,437
12	Others								
	Power and Electricity	3,698	1,835	598	394	36,497	38,254	40,793	40,483
	Information Technology Expenses	53,692	23,967	8,885	5,145	495,205	499,505	557,782	528,617
	Marketing Expenses	58,097	135,259	5,483	5,687	154,883	1,648,254	218,463	1,789,200
	Operating Lease Charges	3,497	9,399	145	2,018	108,363	195,905	112,005	207,322
	Service Tax/GST Expense	1,033	-	175	-	39,598	1,047	40,806	1,047
	Insurtech Expenses	11,092	-	1,874	-	95,588	-	108,554	-
	Miscellaneous Expenses (Net)	65,112	45,248	4,407	1,756	208,764	169,998	278,283	217,002
13	Depreciation*	38,720	13,318	6,016	2,860	288,472	277,574	333,208	293,752
	Total	869,268	659,488	133,419	114,458	7,443,874	15,555,070	8,446,561	16,329,016

* Includes depreciation on capital expenditure relating to insurtech of ₹17,515 thousand (Previous year- Nil)

Employees' Remuneration and Welfare Benefits include manpower cost paid to other entities amounting to ₹2,573,311 thousand (Previous year- ₹2,808,589 thousand)

\$ Refer Note 20 of schedule 16



Schedules Forming Part of the Financial Statements

Schedule 5 - Share Capital

(₹ '000)

Sl. No.	Particulars	As at March 31, 2024	As at March 31, 2023
1	Authorised Capital		
	324,000,000 (Previous Year: 324,000,000) Equity Shares of ₹10 each	3,240,000	3,240,000
2	Issued Capital		
	298,805,700 (Previous Year: 298,805,700) Equity Shares of ₹10 each	2,988,057	2,988,057
3	Subscribed Capital		
	298,805,700 (Previous Year: 298,805,700) Equity Shares of ₹10 each	2,988,057	2,988,057
4	Called-up Capital		
	298,805,700 (Previous Year: 298,805,700) Equity Shares of ₹10 each fully paid up	2,988,057	2,988,057
	Less: Calls Unpaid	-	-
	Add: Equity Shares Forfeited (Amount originally paid up)	-	-
	Less: Par Value of Equity Shares bought back	-	-
	Less: Preliminary Expenses Expenses including Commission or Brokerage on Underwriting or Subscription of Shares	-	-
Total		2,988,057	2,988,057
Note: Number of Shares held by Cholamandalam Financial Holdings Limited, the Holding Company		179,282,861	179,282,861

Schedule 5A - Shareholding Pattern

Particulars	As at March 31, 2024		As at March 31, 2023	
	Number of Shares	% of Holding	Number of Shares	% of Holding
Shareholder Category				
Promoters				
Indian	179,283,420	60	179,283,420	60
Foreign	119,522,280	40	119,522,280	40
Total	298,805,700	100	298,805,700	100

Schedules Forming Part of the Financial Statements

Schedule 6 - Reserves and Surplus

(₹ '000)

Sl. No.	Particulars	As at March 31, 2024	As at March 31, 2023
1	Capital Reserve	-	-
2	Capital Redemption Reserve	-	-
3	Share Premium	1,432,645	1,432,645
4	General Reserve		
	Opening Balance	10,047,567	8,347,567
	Add: Transfer from Profit and Loss Account*	2,000,000	1,500,000
	Add: Transfer from Debenture Redemption Reserve	-	200,000
	Closing Balance	12,047,567	10,047,567
5	Catastrophe Reserve	-	-
6	Contingency Reserve for Unexpired Risks	-	-
7	Balance of Profit and Loss Account	8,348,289	7,034,621
8	Debenture Redemption Reserve (Refer Note 4 of Schedule 16)		
	Opening balance	100,000	200,000
	Less: Transfer to General reserve	-	(200,000)
	Add: Transfer from Profit & Loss Account	-	100,000
	Closing Balance	100,000	100,000
	Total	21,928,501	18,614,833

* During the year an amount of ₹2,000,000 thousand (Previous year- ₹1,500,000 thousand) has been transferred to General Reserve.

Schedule 7 - Borrowings

(₹ '000)

Sl. No.	Particulars	As at March 31, 2024	As at March 31, 2023
1	Debentures / Bonds (Refer Note 4 of Schedule 16)	1,000,000	1,000,000
2	Banks	-	-
3	Financial Institutions	-	-
4	Others	-	-
	Total	1,000,000	1,000,000



Schedules Forming Part of the Financial Statements

Schedule 8 - Investments - Shareholders

(₹ '000)

Particulars	As at March 31, 2024	As at March 31, 2023
Long Term Investments		
Government Securities and Government Guaranteed Bonds including Treasury Bills	14,944,585	11,530,023
Other Approved Securities	-	-
Approved Investments		
- Debentures/Bonds	4,170,786	2,442,824
- Fixed Deposits with Banks	-	-
- Equity Shares (Net of Fair Value Change)	1,268,212	387,775
- Investment Properties - REIT	-	-
- Investment Properties - Real Estate	42,794	34,802
Investments in Infrastructure and Social Sector	2,807,137	2,161,826
Investments in Alternate Investment funds	122,183	71,535
Other than Approved Investments		
- Debentures/Bonds	-	-
Less : Provision for Impairment	-	-
- Debentures/Bonds (Net of Impairment)	-	-
- Equity Shares (Net of Fair Value Change)	58,261	39,025
Total (A)	23,413,958	16,667,810
Short Term Investments		
Government Securities and Government Guaranteed Bonds including Treasury Bills	80,769	34,570
Other Approved Securities	-	-
Approved Investments		
- Debentures/Bonds	395,446	588,040
- Fixed Deposits with Banks	178,181	150,906
- Money market instruments (TREPS)	135,075	104,638
- Mutual Funds (Liquid Schemes)	-	-
Investments in Infrastructure and Social Sector	754,788	220,023
Investment Property	-	-
Other Than Approved Investments - Debentures/Bond	-	24,114
Less : Provision for Impairment	-	(24,114)
- Debentures/Bonds (Net of Impairment)	-	-
Total (B)	1,544,259	1,098,177
Total (A) + (B)	24,958,217	17,765,987

Notes:

- (1) There are no contracts in relation to investments for purchases where deliveries are pending or for sales where payments are overdue except as disclosed in the Financial Statements
- (2) Fair Value of Investment Property has been done by Independent valuer

(3) Details of Cost and Market Value:

The Cost given in the Note below is excluding the provisions considered for stressed investments.

(₹ '000)

Particulars	As at March 31, 2024		As at March 31, 2023	
	Cost	Market Value	Cost	Market Value
a) Equity Shares listed	866,048	1,326,473	388,124	426,800
b) Mutual Funds	-	-	-	-
c) Government and other securities	15,025,354	14,794,685	11,564,593	11,237,600
d) Fixed Deposit with Banks	178,181	178,181	150,906	150,906
e) Corporate Bonds	8,128,157	8,090,861	5,412,713	5,310,891
f) Investments Property - REIT	-	-	-	-
g) Investment Properties - Real Estate	42,794	39,167	34,802	31,750
h) Investment in AIF	122,183	122,224	71,535	71,535
i) Money Market instruments	135,075	135,028	104,638	104,619
Total	24,497,792	24,686,619	17,727,311	17,334,100

Schedule 8A - Investments - Policyholders

(₹ '000)

Particulars	As at March 31, 2024	As at March 31, 2023
Long Term Investments		
Government Securities and Government Guaranteed Bonds including Treasury Bills	85,719,716	83,969,101
Other Approved Securities	-	-
Approved Investments		
- Debentures/Bonds	23,922,950	17,790,225
- Fixed Deposits with Banks	-	-
- Equity Shares (Net of Fair Value Change)	7,274,259	2,824,029
- Investment Properties - REIT	-	-
- Investment Properties - Real Estate	245,457	253,449
Investments in Infrastructure and Social Sector	16,101,284	15,743,820
Investments in Alternate Investment funds	700,819	520,961
Other than Approved Investments		
- Debentures/Bonds	-	-
Less : Provision for Impairment	-	-
- Debentures/Bonds (Net of Impairment)	-	-
- Equity Shares (Net of Fair Value Change)	334,177	284,209
Total (A)	134,298,662	121,385,794
Short Term Investments		
Government Securities and Government Guaranteed Bonds including Treasury Bills	463,275	251,759
Other Approved Securities	-	-
Approved Investments		
- Debentures/Bonds	2,268,214	4,282,488
- Fixed Deposits with Banks	1,022,019	1,098,994
- Money market instruments (TREPS)	774,767	762,041
- Mutual Funds (Liquid Schemes)	-	-
Investments in Infrastructure and Social Sector	4,329,340	1,602,348
Other Than Approved Investments - Debentures/Bond	-	175,617
Less : Provision for Impairment	-	(175,617)
- Debentures/Bonds (Net of Impairment)	-	-
Total (B)	8,857,615	7,997,630
Total (A) + (B)	143,156,277	129,383,424

Notes:

- There are no contracts in relation to investments for purchases where deliveries are pending or for sales where payments are overdue except as disclosed in the Financial Statements.
- Fair Value of Investment Property has been done by Independent valuer



Schedules Forming Part of the Financial Statements

(3) Details of Cost and Market Value:

The Cost given in the Note below is excluding the provisions considered for stressed assets.

(₹ '000)

Particulars	As at March 31, 2024		As at March 31, 2023	
	Cost	Market Value	Cost	Market Value
a) Equity Shares listed	4,967,510	7,608,435	2,826,570	3,108,238
b) Mutual Funds	-	-	-	-
c) Government and other securities	86,182,992	84,859,913	84,220,860	81,839,490
d) Fixed Deposit with Banks	1,022,019	1,022,019	1,098,994	1,098,994
e) Corporate Bonds	46,621,789	46,407,863	39,418,881	38,677,350
f) Investments Property - REIT	-	-	-	-
g) Investment Properties - Real Estate	245,457	224,657	253,449	231,220
h) Investment in AIF	700,819	701,056	520,961	520,962
i) Money Market instruments	774,767	774,497	762,041	761,900
Total	140,515,353	141,598,440	129,101,758	126,238,154

Schedule 9 - Loans

(₹ '000)

Sl. No.	Particulars	As at March 31, 2024	As at March 31, 2023
1	Security-wise Classification		
	Secured		
	(a) On Mortgage of Property	-	-
	(b) On Shares, Bonds, Govt. Securities	-	-
	(c) Others	-	-
	Unsecured	-	-
	Total	-	-
2	Borrower - wise Classification		
	(a) Central and State Governments	-	-
	(b) Banks and Financial Institutions	-	-
	(c) Subsidiaries	-	-
	(d) Industrial Undertakings	-	-
	(e) Others	-	-
	Total	-	-
3	Performance - wise Classification		
	(a) Loans Classified as Standard	-	-
	(b) Non-performing Loans less Provisions	-	-
	Total	-	-
4	Maturity - wise Classification		
	(a) Short Term	-	-
	(b) Long Term	-	-
	Total	-	-

Schedules Forming Part of the Financial Statements

Schedule 10 - Fixed Assets

(₹ '000)

Particulars	Cost/ Gross Block			Depreciation/Amortisation			Net Block		
	As at April 1, 2023	Additions	Deductions	As at March 31, 2024	As at April 1, 2023	For The Year	On Sales/ Adjustments	As at March 31, 2024	As at March 31, 2023
Land (Undivided Share)	165,600	3,210	686	168,124	-	-	-	168,124	165,600
Buildings	547,781	33,622	5,476	575,927	72,039	9,156	252	494,984	475,743
Furniture and Fittings	80,100	58,841	-	138,941	66,184	20,824	-	51,933	13,917
Information Technology Equipment	745,292	81,077	4,462	821,907	598,312	103,465	4,341	124,471	146,980
Computer Software (Intangibles)	1,392,087	161,181	-	1,553,268	1,222,442	144,927	-	185,899	169,642
Vehicles	72,133	24,625	12,180	84,578	20,408	20,493	7,166	50,843	51,726
Office Equipment	49,241	16,746	141	65,846	43,577	7,419	141	14,991	5,664
Electrical Fittings	88,589	28,668	-	117,257	63,304	14,018	-	39,935	25,284
Improvement to Premises	199,015	25,202	-	224,217	170,173	12,906	-	41,138	28,842
TOTAL	3,339,838	433,172	22,945	3,750,065	2,256,439	333,208	11,900	1,172,318	1,083,398
Capital Work in Progress*	-	-	-	-	-	-	-	471,072	62,258
GRAND TOTAL	3,339,838	433,172	22,945	3,750,065	2,256,439	333,208	11,900	1,643,390	1,145,656

* Including Capital Advances (Refer Note 6 (i) of Schedule 16)

Schedule 11 - Cash and Bank Balances

(₹ '000)

Particulars	As at March 31, 2024	As at March 31, 2023
Cash (including Cheques, Drafts and Stamps)	36,924	59,728
Bank Balances on Current Accounts (with Scheduled Banks)	161,226	128,436
Money at Call and Short Notice	-	-
Others (incl. Bank Deposits under Lien - Note 7 (i) of schedule 16)	1,830	1,800
Total	199,980	189,964
Cash Balance includes:	-	-
Drafts/Cheques on Hand	28,329	52,516



Schedules Forming Part of the Financial Statements

Schedule 12 - Advances and Other Assets

(₹ '000)

Sl. No.	Particulars	As at March 31, 2024	As at March 31, 2023
	Advances		
1	Reserve Deposits with Ceding Companies	-	-
2	Application Money for Investments	-	-
3	Prepayments	58,867	51,235
4	Advances to Directors / Officers	-	-
5	Advance Tax Paid and Taxes Deducted at Source (Note 3A (e) of Schedule 16)	2,390,752	2,117,557
	(Net of Provision for Taxation of ₹10,281,311 thousand) (Previous year ₹9,531,824 thousand)		
6	Others		
	Advances to Employees	962	1,311
	Advances to Vendors	24,707	15,519
	GST/ST Unutilised Credit / paid in advance	489,954	934,622
	Service tax/GST paid under protest (Note 3A & 3C of Schedule 16)	255,216	242,864
	Other Advances / Deposits	213,740	236,146
	Total (A)	3,434,198	3,599,254
	Other Assets		
1	Income Accrued on Investments	3,517,449	3,028,149
2	Outstanding Premium (includes ₹158,056 thousand (Previous year ₹175,475 thousand) from Central & State Governments under Rashtriya Swasthya Bima Yojana Scheme)	1,059,787	187,475
3	Agents' Balances	-	-
4	Foreign Agencies Balances	-	-
5	Due from Other Entities Carrying on Insurance Business (Refer Note 17 of Schedule 16)	529,679	566,478
6	Premium receivable from other insurance business	-	-
7	Due from subsidiaries / Holding Company	-	-
8	Deposit with Reserve Bank of India (Pursuant to Section 7 of the Insurance Act, 1938)	-	-
9	Others	-	-
	Redemption / Sales proceeds receivable	284	-
	Receivable from Terrorism Pool (including investment income)	2,716,364	2,281,389
	Less: Provision for doubtful debts	-	-
	Net Receivable from Terrorism Pool	2,716,364	2,281,389
	Unclaimed Amount of Policyholders Deposits (Refer Note 22 of Schedule 16)	46,076	43,000
	Add: Interest income on unclaimed Amount of Policyholders Deposit	17,797	13,423
		63,873	56,423
	Receivable from Nuclear Pool (including investment income)	97,831	82,997
	Deposits for Premises and Advance Rent	168,361	162,494
	Total (B)	8,153,628	6,365,405
	Total (A + B)	11,587,826	9,964,659

Schedules Forming Part of the Financial Statements

Schedule 13 - Current Liabilities

(₹ '000)

Sl. No.	Particulars	As at March 31, 2024	As at March 31, 2023
1	Agents' Balances (including intermediaries)	2,095,553	700,670
2	Balances Due to Other Insurance Companies (Refer Note 17 of Schedule 16)	3,831,225	2,337,448
3	Deposits Held on Reinsurance Ceded	2,767,360	2,897,053
4	Premiums Received in Advance / Deposits Received	13,515,775	13,931,035
5	Unallocated Premium	1,556,553	3,043,659
6	Sundry Creditors		
	- Dues to Micro Small & Medium Enterprises (Refer Note 24 of schedule 16)	4,488	1,454
	- Dues to Others	148,324	253,734
7	Due to subsidiaries / Holding Company	-	-
8	Claims Outstanding (including the estimates of IBNR & IBNER)	90,718,724	79,405,759
9	Due to Officers/ Directors	-	-
10	Others		
	Book Overdraft	882,308	757,924
	Tax and Other Withholdings	196,910	196,468
	Environment Relief Fund	49	18
	Provision for Expenses	1,848,750	1,773,521
	Other Liabilities	39,424	26,012
	GST Payable	662,891	717,752
	Unclaimed Amounts of Policyholders (Refer Note 22 of Schedule 16)	46,076	43,000
	Add: Interest Income on Unclaimed Amount of Policyholders	13,792	13,084
		59,868	56,084
	Interest Accrued but not due on Borrowings	27,770	27,615
	Total	118,355,972	106,126,206

Schedule 14 - Provisions

(₹ '000)

Sl. No.	Particulars	As at March 31, 2024	As at March 31, 2023
1	Reserve for Unexpired Risk	35,159,611	30,871,967
2	For Taxation	-	-
3	For Proposed Dividends	-	-
4	For Dividend Distribution Tax	-	-
5	Other Provisions	-	-
	Premium Deficiency (Refer Note 18 of Schedule 16)	-	-
	Leave and other Employee Benefits (Refer Note 12 of Schedule 16)	664,968	558,986
	Total	35,824,579	31,430,953

Schedule 15 - Miscellaneous Expenditure

(To the extent not written off or adjusted)

(₹ '000)

Sl. No.	Particulars	As at March 31, 2024	As at March 31, 2023
1	Discount Allowed in Issue of Shares / Debentures	-	-
2	Others	-	-
	Total	-	-



Schedules Forming Part of the Financial Statements

Schedule 16 - Notes to Financial Statements

1. Background Information

Cholamandalam MS General Insurance Company Limited ("the Company" / "Chola MS") was incorporated on November 2, 2001, under the Companies Act, 1956, and has been issued Certificate of Registration by the Insurance Regulatory and Development Authority of India (IRDAI) to transact general insurance business on July 15, 2002.

2. Significant Accounting Policies

2.1 Basis of preparation of Financial Statements

The financial statements are prepared and presented on a going concern basis in accordance with Generally Accepted Accounting Principles followed in India under the historical cost convention and accrual basis of accounting and comply with applicable accounting standards specified in section 133 of the Companies Act, 2013 and in accordance with the provisions of the Insurance Act, 1938, Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority Act, 1999, the Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulations, 2002 ("the Regulations") and Orders / Circulars / Letters / Notifications issued by IRDAI from time to time, the provisions of the Companies Act, 2013 (to the extent applicable) and current practices prevailing in the insurance industry.

2.2 Use of Estimates

The preparation of financial statements in conformity with the generally accepted accounting principles requires the management to make estimates and assumptions that affect the reported amount of assets, liabilities, revenue and expenses and disclosure of contingent liabilities as of the Balance Sheet date. The estimates and assumptions used in the accompanying financial statements are based upon the Management's evaluation of the relevant facts and circumstances as of the date of the financial statements. Actual results may differ from estimates and assumptions used in preparing these financial statements. Any revision to accounting estimates is recognised prospectively in current and future periods.

2.3 Revenue Recognition

i. Premium Income

Premium (net of goods and service tax), including reinstatement premium on direct business and reinsurance accepted, is

recognized as income at the commencement of risk over the contract period or the period of risk, whichever is appropriate, on a gross basis and for instalment cases, it is recognized on instalment due dates.

In case of long term motor insurance policies, premium is recognized on a yearly basis as mandated by IRDAI circular number IRDAI/NL/CIR/MOT/137/08/2018 dated August 28, 2018.

Any subsequent revisions to premium, as and when occur, are recognized in the year over the remaining period of risk or contract period, as applicable.

ii. Interest/ Dividend Income:

Interest income is recognized on accrual basis and dividend income is recognized when the right to receive the dividend is established.

iii. Premium / discount on purchase of investments

Premium or discount on acquisition, as the case may be, in respect of fixed income securities, is amortized / accreted on constant yield to maturity basis over the period of maturity/holding

iv. Profit / loss on sale of debt securities

Profit or loss on sale/redemption of debt securities is the difference between the net sale consideration and the amortized cost computed on weighted average basis as on the date of sale.

Sale consideration for the purpose of realized gain/ loss is net of brokerage and taxes, if any, and excludes interest received on sale.

v. Profit / loss on sale of Equity shares and Mutual fund

Profit or loss on sale/redemption of equity shares and mutual fund units is the difference between the net sale consideration and the weighted average cost in the books of the Company. Profit or loss on sale/redemption of such securities is recognized on trade/redemption date and includes effects of accumulated fair value changes, as applicable and previously recognized.

vi. Commission Income from reinsurance ceded

Commission received on reinsurance ceded is recognised as income in the period in which reinsurance premium is ceded. Profit commission under re-insurance treaties, wherever applicable, is recognized in the year of final determination of the profits and as intimated to Reinsurer.

2.4 Reinsurance ceded

Reinsurance premium in respect of proportional reinsurance is ceded at the commencement of the risk over the contract period

or the period of risk. Non-proportional reinsurance premium is ceded when incurred and due. Any subsequent revisions to, refunds or cancellations of premiums are recognized in the year in which they occur.

2.5 Premium Received in advance

Premium received in advance represents premium received in respect of policies issued during the year, where the risk commences subsequent to the Balance Sheet date and in case of long term motor insurance policies for new cars and new two wheelers sold on or after September 01, 2018, premium allocated to subsequent periods.

2.6 Reserve for unexpired risk

I. Direct Business:

Reserve for unexpired risk represents that part of the net premium written which is attributable to and allocated to the succeeding accounting period. Reserve for unexpired risk is calculated on the basis of 1/365th method in all segment subject to a minimum of 100% in case of Marine Hull business and based on Net Premium Written during the year, whichever is higher as per Circular No. IRDAI/F&A/CIR/ CPM/056/03/2016 dated April 4, 2016.

II. Inward Business from Pooling Arrangements:

In the case of the inward premium from Terrorism Pool (Fire and Engineering lines of business) and Nuclear Pool (Liability lines of business), 50% of the premium advised by the Pool Manager for a 12-month period is considered as Reserve for Unexpired Risks.

2.7 Premium Deficiency reserve

Premium deficiency is recognized if the sum of the expected claim costs, related expenses and maintenance cost (related to claims handling) exceeds related reserve for unexpired risk. Premium deficiency is recognized at segmental revenue level. The expected claim costs are calculated and duly certified by the Appointed Actuary.

2.8 Claims incurred

Claims are recognized as and when reported. Claims incurred comprises claims paid (net of salvage & other recoveries), change in the outstanding provision of claims and estimated liability for claims incurred but not reported ('IBNR') and claims incurred but not enough reported ('IBNER'). Further, it also includes specific claim settlement cost such as survey fees, legal expenses and other directly attributable costs.

Provision is made for estimated value of outstanding claims at the Balance Sheet date net of reinsurance, salvage and other recoveries. Such provision is made on the basis of the ultimate amounts that are likely to be paid against each claim, as anticipated

and estimated by the management in light of past experience and subsequently modified for changes, as appropriate.

Claims (net of amounts receivable from reinsurers/coinsurers) are recognized on the date of intimation based on estimates from surveyors/insured in the respective revenue accounts.

2.9 Claims Incurred but not reported and claims incurred but not enough reported.

Incurred but Not Reported (IBNR) reserve is a provision for all claims that have occurred prior to the end of the current accounting period but have not been reported to the Company. The IBNR reserve also includes provision for claims Incurred But Not Enough Reported (IBNER). The said liability is determined by Appointed Actuary based on actuarial principles. The actuarial estimate is derived in accordance with relevant IRDAI regulations and guidance note 21 issued by the Institute of Actuaries of India. The Appointed Actuary has used generally accepted actuarial methods for each product category has considered appropriate depending upon the availability of past data as well as appropriateness of the different the methods to the different lines of businesses.

2.10 Acquisition Cost

Costs relating to acquisition of new / renewal of insurance contracts viz commission, rewards and incentives, policy issue expenses etc., are expensed in the year in which they are incurred

2.11 Operating expenses related to the insurance business

Operating expenses relating to insurance business are allocated to specific business segments on actual basis where such expenses are directly identifiable with a specific business segment. Other expenses are apportioned on the basis of gross written premium in each business segment.

2.12 Investments

- Investments maturing within twelve months from the date of Balance Sheet and investments held with the specific intention to dispose of within twelve months from the date of Balance Sheet are classified as short-term investments. Investments other than short term are classified as long-term investments.
- In accordance with IRDAI issued circular to bifurcate the Policyholders' and Shareholders' funds at the end of balance sheet at the "fund level" on notional basis. Segregation of invested assets is done by notionally allocating the closing Technical Reserves (Aggregate of Net claims outstanding and Reserve for Unexpired Risk and other related items) to Policyholders' Funds with the balance being reflected as Shareholders' funds.



c. Debt Securities:

All debt securities including government securities are considered as 'held to maturity' and accordingly stated at historical cost adjusted for amortization of premium or accretion of discount on constant yield to maturity basis in the Revenue account and Profit and Loss account over the period of maturity/holding

Money market instruments (including treasury bills, certificate of deposits, commercial papers, collateralized borrowing & lending obligation – CBLO and Tri-Party Repo - TREPs) are valued at historical cost and adjusted for amortization of premium or accretion of discount, as may be the case, over the period of maturity/holding on constant yield method.

d. Equity Shares:

Listed and actively traded securities are stated at the last quoted closing price on the National Stock Exchange of India Limited (NSE). In case the equity shares are not listed on the NSE, then they are valued on the last quoted closing price on BSE Limited. Unrealized gains or losses are credited / debited to the fair value change account.

Unlisted equity shares are stated at historical cost.

e. Mutual Fund/AIF/REIT/ETF Units:

Mutual fund units, Real Estate Investment Fund (REIT), Exchange Traded Fund (ETF) are stated at their Net Asset Value ('NAV') at the Balance Sheet date. Unrealized gains or losses are credited / debited to the fair value change account.

Alternate Investment Fund (AIF) are stated at historical cost.

f. Fair Value Change Account:

Fair value change account represents unrealized gains or losses in respect of investments in equity securities and mutual fund/REIT/ETF units outstanding at the close of the year. The balance in the account is not available for distribution, pending realization.

g. Impairment:

The Company assesses at each Balance Sheet date whether there is any evidence of impairment of any investments (other than temporary). In case of impairment, the carrying value of such investment is reduced to its fair value and the impairment loss is recognized in the Profit and Loss Account after adjusting it with previously recognized revaluation reserve/fair value change account. However, at the Balance Sheet date if there is any indication that a previously recognized impairment loss no longer exists, then such loss is reversed and the investment is restated to that extent.

2.13 Employee Benefits

a. Short term employee benefits

Employee benefits payable wholly within twelve months of rendering the service are classified as short term employee benefits and are recognized in the period in which the employee renders the related service. These benefits include salaries, bonus, and compensated absences. All short term employee benefits are accounted on undiscounted basis.

b. Long Term post-employment benefits - defined benefit plan

The gratuity benefit payable to the employees of the Company is as per the provisions of the Payment of Gratuity Act, 1972. The Company accounts for liability for future gratuity benefits based on independent actuarial valuation under revised Accounting Standard 15 (AS 15) on 'Employee Benefits'.

The liability is funded through a gratuity fund administered by trustees and managed by Life Insurance Corporation of India. The contribution there of paid/payable is absorbed in the financial statements.

c. Long Term post-employment benefits - defined contribution plans

Superannuation: The Company has established a defined contribution scheme for superannuation to provide retirement benefits to its employees. Contributions to this scheme are made by the Company on a monthly basis and charged to the Revenue Account, as applicable. The expenses are booked on an undiscounted basis. The Company has no further obligation beyond the monthly contribution.

Provident fund: Each eligible employee and the Company make contribution at a percentage of the basic salary specified under the Employee Provident Funds and Miscellaneous Provisions Act, 1952. The Company recognizes contributions payable to the Provident fund scheme as an expenditure when the employees render the related service. The Company has no further obligations under the plan beyond its periodic contributions.

National Pension Scheme contributions: For opting employees, the Company makes contributions to National Pension Scheme. The contributions are charged to the Revenue Account, as relevant, in the year the contributions are made.

Other contributions: The Company makes contributions to Employee Labour Welfare Fund, Employee's State Insurance Corporation and Employee Deposit Linked Insurance Schemes. The contributions are charged to the Profit and Loss and Revenue Account, as relevant, in the year the contributions are made period.

d. Long term Compensated absences.

The employee can carry forward a portion of the unutilized accrued compensated absences and utilize it in future service periods or receive cash compensation on termination of employment. The Company records an obligation for such compensated absences in the period in which the employee renders the services that increase this entitlement. The obligation is measured on the basis of independent actuarial valuation using the Projected Unit Credit Method.

2.14 Fixed /Intangible Assets and Depreciation/Amortisation

a. Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost (including incidental expenses relating to acquisition and installation) less accumulated depreciation. Assets costing up to Rupees Five thousand are depreciated fully in the year of acquisition. Subsequent expenditure incurred on tangible assets is expensed out except where such expenditure results in an increase in future benefits from the existing assets beyond its previously assessed standard of performance.

Depreciation on fixed assets is provided on straight line method over the useful life of assets and in the manner as prescribed under part C of Schedule II of the Companies Act, 2013 except for the assets which are depreciated at a higher rate based on their estimated useful life as under:

Particulars	Useful Life (in years)#
Buildings	60 years*
Furniture and Fittings	5 years
Information Technology Equipment	
- Other than Kiosk Machines	3 years
- Kiosk Machines	5 years
Vehicles	4 Years
Office Equipment	2 to 4 Years
Electrical Fittings	4 Years
Improvement to Premises	Equally over the primary lease period initially agreed upon or 5 years whichever is lower

#if any asset is bought back after the expiry of lease, will be capitalised and depreciated over the expected useful life estimated by management.

*60 years represents maximum life of the buildings and management will estimate life of each building at the time of purchase and depreciate it over the life of the asset.

Freehold land is not depreciated.

For all the class of assets, based on internal assessment, the Management believes that the useful life given above best represents the period over which the Management expects to use these assets. Hence, the useful life of these assets is different from the useful life as prescribed in the Companies Act, 2013.

Gains or losses arising from de-recognition of fixed assets are measured as the difference between the net disposal proceeds and the carrying amount of the asset and are recognized in the Revenue Account when the asset is de-recognized.

b. Intangible fixed assets and amortization

Intangible fixed assets representing software are recorded at its acquisition price and are amortized over their estimated useful life on a straight-line basis, commencing from the date the assets are available for use. The estimated useful life of computer software is 3 years. Significant expenditure on improvements to software are capitalized when it is probable that such expenditure will enable the asset to generate future economic benefits in excess of its originally assessed standards of performance and such expenditure can be measured and attributed to the asset reliably. Subsequent expenditures are amortized over the remaining useful life of original software or three years whichever is lower.

The Company provides pro rata depreciation from/to the month in which the asset is acquired or put to use/disposed off as appropriate.

Gains or losses arising from de-recognition of intangible assets are measured as the difference between the net disposal proceeds and the carrying amount of the asset and are recognized in the Revenue Account when the asset is de-recognized.

c. Capital work in progress and advances

Capital work in progress includes assets not ready for the intended use and are carried at cost, comprising direct cost and related incidental expenses and advances paid for purchase of fixed assets.

d. Impairment of assets

The Company assesses at each balance sheet date whether there is any indication that any asset may be impaired. If such indication exists, the carrying value of such assets is reduced to its recoverable amount & impairment loss is recognized in Profit & Loss a/c. The recoverable amount is greater of the assets net selling price and value in use. Value in use is the present value of the estimated future cash flows expected to arise from the continuing use of the assets and from its disposal at the end of its useful life. In assessing value in use the estimated future cash flows are discounted to their present value at a rate that reflects current market assessments of the time value of money and the risks specific to the asset, as determined by the management.



After impairment, depreciation is provided on the revised carrying amount of the asset over its remaining useful life, if any.

If at the Balance Sheet date there is any indication that a previously assessed impairment loss no longer exists, then such loss is reversed, and the asset is restated to that extent.

2.15 Operating Leases

Leases, where the lessor effectively retains substantially all the risks and rewards of ownership of the leased item, are classified as operating lease. The total lease rentals (including scheduled rental increases) in respect of an asset taken on operating lease are charged to the Revenue Account on a straight line basis over the lease term. Initial direct costs incurred specifically for an operating lease are charged to the Revenue Account.

2.16 Borrowing cost

Borrowing costs are charged to Profit and Loss Account in the period in which they are incurred.

2.17 Provisions, Contingent Liabilities & Contingent Assets

A provision is recognized when an enterprise has a present obligation as a result of a past event and it is probable that an outflow of resources will be required to settle the obligation, in respect of which a reliable estimate can be made. Provisions (excluding retirement benefits) are not discounted to their present value and are determined based on best estimate required to settle the obligation at the Balance Sheet date. These are reviewed at each Balance Sheet date and adjusted to reflect the current best estimates.

A disclosure for a contingent liability is made when there is a possible obligation or a present obligation that may, but probably will not, require an outflow of resources. When there is a possible obligation or a present obligation in respect of which the likelihood of outflow of resources is remote, no provision or disclosure is made. Contingent assets are neither recognized nor disclosed in the financial statements.

2.18 Foreign Currency Transactions

Transactions in foreign currency are recorded at the exchange rate ruling on the date of the transaction. Exchange differences arising on actual payments/ realisations are adjusted to the Revenue Account. Monetary assets and liabilities denominated in foreign currencies as at the balance sheet date are translated at the rate of exchange prevailing on that date.

2.19 Contributions to Solatium funds

The Company provides for contribution to Solatium fund at 0.10% of total Motor Third Party Premium of direct business as per

requirements of IRDAI and disclosed under Schedule 13.

2.20 Income Tax

Income tax expense comprises current tax (i.e., amount of tax for the period determined in accordance with the Income-tax law) and deferred tax charge or credit (reflecting the tax effects of timing differences between the accounting income and taxable income for the year). The deferred tax charge or credit and the corresponding deferred tax liabilities or assets are recognized using the tax rates that have been enacted or substantively enacted as on the balance sheet date.

Deferred tax assets are recognized only to the extent there is reasonable certainty that the assets can be realized in future. In the case of unabsorbed depreciation or carried forward loss under taxation laws, deferred tax assets are recognized only to the extent there is virtual certainty that the deferred tax assets can be realized. Deferred tax assets are reviewed as at each balance sheet date and written down or written up to reflect the amount that is reasonably or virtually certain to be realised.

2.21 Goods and Services Tax (GST)

Goods and Services Tax (GST) collected is considered as a liability against which GST paid for eligible input services, to the extent claimable, is adjusted and the net liability is remitted to the appropriate authority as stipulated. Unutilized GST credits, if any, are carried forward under and disclosed in Schedule 12 for adjustments in subsequent periods and GST liability to be remitted to the appropriate authority is disclosed in Schedule 13. GST paid for input services not recoverable by way of credits is recognized in the Revenue Account as expenses in Schedule 4.

2.22 Earnings per Share

The basic earnings per share is computed by dividing the net profit in the Profit and Loss Account attributable to the equity shareholders by weighted average number of equity shares outstanding during the reporting year.

Number of equity shares used in computing diluted earnings per share comprises the weighted average number of shares considered for deriving basic earnings per share and also weighted average number of equity shares which would have been issued on the conversion of all dilutive potential shares. In computing diluted earnings per share only potential equity shares that are dilutive are included.

2.23 Terrorism Pool

- i. Premium received from customers on account of Terrorism cover has been ceded to General Insurance Corporation of India (GIC) Terrorism Pool Account. The Company's share

in the Terrorism Pool Account with GIC, based on the statements of account received has been accounted under the respective heads as follows :-

- a) Premium Inwards - Premium on Reinsurance Accepted
- b) Claims - under Claims Paid and Claims Outstanding
- c) Management Expenses - under Operating Expenses Related to Insurance Business
- d) Investment Income (provisional statements received up to year end) - under Interest and Dividends in the Revenue Accounts

The resultant surplus/ deficit is reflected as RI Receivable/ Payable on Terrorism Pool.

- ii. In accordance with the terms of the agreement, GIC retro cedes, to the Company, terrorism premium to the extent of the share agreed to be borne by the Company in the risk, which is recorded as reinsurance accepted. Such reinsurance accepted is recorded based on quarterly confirmation received from GIC. Accordingly, reinsurance accepted on account of the Terrorism Pool is recorded in accordance with the latest statement received from GIC which is generally one quarter in lag.

2.24 India Nuclear Insurance Pool (Nuclear Pool):

- i. Premium received from customers towards Nuclear Policies has been ceded to General Insurance Corporation of India (GIC) - Nuclear Pool. The Company's share in the Nuclear Pool Account with GIC, based on the statements of account received has been accounted under the respective heads as follows :-
 - a) Premium Inwards - Premium on Reinsurance Accepted
 - b) Claims - under Claims Paid and Claims Outstanding
 - c) Management Expenses - under Operating Expenses Related to Insurance Business
 - d) Investment Income - under Interest and Dividends in the Revenue Accounts

The resultant surplus/ deficit is reflected as RI Receivable/ Payable on Nuclear Pool.

- iii. Reinsurance accepted on account of the Nuclear Pool is recorded in accordance with the latest statement received from GIC which is generally two quarters in lag.

3A. Contingent Liabilities

(₹ '000)

Particulars	As at March 31, 2024	As at March 31, 2023
Partly paid investments	Nil	Nil
Outstanding underwriting commitments	Nil	Nil
Claims, under policies, not acknowledged as debts – in respect of a disputed claim under a fire policy	Nil	Nil
Claims, other than those under policies, not acknowledged as debts		
Contested liabilities not provided for in respect of Tax matters pending before Appellate Authorities		
(I) Income Tax Matters:		
i) Disallowance including UPR on IMTPIP, Contingency Risk Reserve (Previous year includes IBNR disallowance)	510,450	3,356,578
Subtotal	510,450	3,356,578
(ii) Indirect Tax Matters		
(i) Service Tax - Claim for remittance of Service tax under "reverse charge" method for Business Auxiliary Services (Note (a) below), on Weather Re-insurers paid to NRRI (Note (b) Below), Other matters of appeals (including reversal of ITC and against levy of penalty, etc.)	739,109	738,478
(ii) GST –		
a) GST Audit / Assessment Order – Appeals	283,888	8,395
b) DGGI Matters – All India. (Refer Note (c) & (d) below)	2,597,504	-
Subtotal	3,620,501	746,873



- a) The Commissioner of Service Tax had issued tax demand order in respect of non- payment of service tax under reverse charge mechanism on business auxiliary services availed from few intermediaries/agents. The service providers had already remitted the relevant service tax and the proof of the same had been submitted to the department. Considering the various tribunal decisions in favour of assesseees in such cases of revenue neutral status to the Government, the Company is confident of getting the appeals allowed in favour.
- b) Commissioner of Service Tax has levied Service tax under Reverse Charge in respect of Re-insurance relating to weather premium paid to Non-Resident Re-insurers during the period October 2014 to June 2017 on the grounds that exemption notification no 25/2012 dated June 20, 2012 is applicable only to General Insurance service and not for reinsurance. The Company has preferred appeal before the CESTAT and confident of getting the appeal allowed in favour.
- c) Directorate General of GST Intelligence (DGGI) issued Orders levying GST on Weather premium RI cession ceded to reinsurers during the period July 2017 to January 2018. The disputed GST liability is ₹1,586 thousand. The Company remitted ₹1,586 thousand, preferred appeal and are confident in getting the same allowed.
- d) During the financial year, Directorate General of GST intelligence (DGGI) issued Orders levying GST on RI Commission and Co-Insurance Member Share. The disputed GST liability including penalty is ₹2,595,917 thousand (Previous year – Nil). Subject to certain compliances, Madras High Court granted interim stay against the said order. The Company, based on the legal counsel views, is confident that prima facie the services under dispute are not liable for GST ultimately.
- e) Income Tax paid under protest: The contested Tax liabilities have been ascertained taking into consideration the orders of various Appellate Forums. Pending disposal of the appeals under direct taxes, the amounts so far remitted towards disputed tax by the Company / adjusted stands at ₹459,422

thousand (Previous Year - ₹557,622 thousand) for the disputed assessment years in respect of the above disallowances.

- 3B. In respect of disallowance of IBNR/IBNER provisions, the Company is on appeal before Madras High Court for AY 2009-10, 2010-11, 2013-14 & 2014-15. The disputed tax involved is ₹861,640 thousand. Based on the legal opinion received from Senior counsel, the Company is confident of getting the IBNR/IBNER provisions computed on actuarial basis allowed. Further, as per the ITAT Orders, IBNR / IBNER provisions are allowed on actual utilization. Considering the nature of the provisions and allowance on subsequent utilizations, the Company is of the view that there may not be any additional tax outflow other than interest u/s 234B and 234C which has been disclosed as contingent liability.
- 3C. Show Cause Notice was received from Directorate General of GST Intelligence, Mumbai, proposing disallowance of GST input tax credits on certain expenses, amounting to ₹602,333 thousand excluding interest and penalty. The Show Cause also proposes levy of penalty on the Company and certain service providers. The Company already remitted under protest ₹179,219 thousand (previous year ₹179,219 thousand) against the issue. The Company is confident of getting credit allowed on the merit of the issue. The Company has taken up with the Legal counsel and is in the process of filing the reply.

4 Borrowings

During the financial year 2022-23, the Company issued 1000 Nos. 8.47% Unsecured, Sub-ordinated, Fully paid up, Listed, Non-convertible Debentures (NCDs) having a face value of ₹1,000,000 each for cash at par, having a tenor of 10 years, with a call option at the end of 5 years from the date of allotment or every year thereafter.

Pursuant to Regulation 18(7) of Companies (Share Capital and Debentures) Rules, 2014 the Company is required to create Debenture Redemption Reserve (DRR) of ₹100,000 thousand. Accordingly, the Company has created DRR of ₹100,000 thousand.

4.1 Disclosure under SEBI Circular no. SEBI/HO/DDHS/CIR/ P/2018/144

Format of the Initial Disclosure to be made by an entity identified as a Large Corporate

S. No.	Particulars	Details
1	Name of the Company	Cholamandalam MS General Insurance Company Limited
2	CIN	U66030TN2001PLC047977
3	Outstanding borrowing of company as on March 31, 2024 (₹'000)	1,000,000
4	Highest Credit Rating during the previous FY along with name of the Credit Rating Agency	CRISIL AA (Stable) ICRA AA (Stable)
5	Name of Stock Exchange in which the fine shall be paid, in case of shortfall in the required borrowing under the framework	National Stock Exchange

We confirm that we are a Large Corporate as per the applicability criteria given under the SEBI circular SEBI/HO/DDHS/CIR/P/2018/144 dated November 26, 2018.

Format of the Annual Disclosure to be made by an entity identified as a Large Corporate (Applicable for FY 2024)

1. Name of the Company : Cholamandalam MS General Insurance Company Limited

2. CIN : U66030TN2001PLC047977

3. Report filed for FY : FY 2024

4. Details of the current block (all figures in ₹'000):

S. No.	Particulars	Details
1	2-year block period	FY 2024, FY 2025
2	Incremental borrowing done in FY 2024 (a)	Nil
3	Mandatory borrowing to be done through debt securities in FY 2024 (b) = (25% of a)	Nil
4	Actual borrowing done through debt securities in FY 2024 (c)	Nil
5	Shortfall in the borrowing through debt securities, if any, for FY 2022 and FY 2023 carried forward to FY 2024 (d)	Nil
6	Quantum of (d), which has been met from (c) (e)	Nil
7	Shortfall, if any, in the mandatory borrowing through debt securities for FY 2024	Nil

5. Details of penalty to be paid, if any, in respect to previous block (all figures in ₹'000s):

S. No.	Particulars	Details
1	2-year block period	FY 2023, FY 2024
2	Amount of fine to be paid for the block, if applicable Fine = 0.2% of {(d)-(e)}	Nil

5 Stressed Investment Assets

The Company's net carrying value of Non-Performing Assets (NPA) as at March 31, 2024 is Nil. During the year ended March 31, 2024 the Company had recovered ₹96,485 thousand from IFIN Ltd and IL&FS Ltd which was provided fully in the previous years and recorded as income/write back during the period.

6 Commitments

- i. Commitments made and outstanding for fixed assets are ₹606,466 thousand which is net of Capital advance paid – ₹471,072 thousand (Previous Year - ₹112,476 thousand which is net of Capital advance paid – ₹62,258 thousand).



ii. Commitments made and outstanding in respect of investments

(₹ '000)

Particulars	As at March 31, 2024	As at March 31, 2023
Commitments made and outstanding in respect of investments		
Alternate Investment Fund	876,993	857,500

7 Encumbrances

All assets of the Company are free from encumbrances except in the case of

- Deposits under lien to banks (against Bank Guarantees) amounting to ₹1,830 thousand (Previous Year - ₹1,800 thousand)
- Garnishee orders by Motor Accident Claims Tribunal (MACT) on bank balances amounting to ₹10,625 thousand (Previous Year – ₹4,930 thousand) in respect of Motor Third Party Claims. These amounts duly provided for are included in the Outstanding Claims.

8 Provision for Free Look Period

Pursuant to the Circular No. IRDA/F&L/CIR/F&A/231/10/2012 dated October 05, 2012, the Company has made a provision for Free Look period amounting to ₹2,243 thousand (previous year – 1,411 thousand).

9 Claims

(₹ '000)

Particulars	As at / Year Ended March 31, 2024	As at / Year Ended March 31, 2023
Claims, less reinsurance, paid to claimants:		
- In India	26,101,255	19,271,232
- Outside India	-	-
Ageing of claims (Gross) - including third party motor claims and reported IMTPIP claims:		
- Outstanding for more than six months	30,487,898	24,317,583
- Other Claims	17,080,148	7,809,256
Claims settled and remaining unpaid for more than six months	Nil	Nil

Claims where the claim payment period exceeds four years:

As per Circular No. F&A/CIR/017/May-04 the claims made in respect of contracts where claims payment period exceeds four years, are required to be recognized on actuarial basis. The Company does not have liability contracts where the claims payment period exceeds four years.

10 Premium Retention & Reinsurance

- Extent of risk retained and reinsured (including Excess of Loss and Catastrophe reinsurance)

(₹ '000)

Particulars	Year Ended March 31, 2024		Year Ended March 31, 2023	
	Amount of Business Written (Direct)	% of Business Written (Direct)	Amount of Business Written (Direct)	% of Business Written (Direct)
Risk Retained	54,762,022	72.70	45,755,509	74.33
Risk Reinsured	20,566,914	27.30	15,804,413	25.67
Total	75,328,936	100.00	61,559,922	100.00

The above includes Excess of Loss reinsurance premium of ₹785,410 thousand (Previous Year ₹436,950 thousand)

- Risk Reinsured includes Reinsurance accepted under the Terrorism Pool and Nuclear Pool arrangement
- As per Insurance Regulatory and Development Authority of India (Reinsurance) Regulations, 2018 specific approval from IRDAI is required in case of placement of surplus over and above the domestic reinsurance arrangements with one reinsurer outside India in excess of prescribed percentage of the total reinsurance premium ceded. In terms of the said Regulations, the Company has submitted details in respect of its reinsurance arrangements including those where the reinsurance support exceeds the prescribed percentage from overseas reinsurers.

11 Sector-wise Business

(₹ '000)

Particulars	Year Ended March 31, 2024		Year Ended March 31, 2023	
	Amount of Business Written (Direct)	% of Business Written (Direct)	Amount of Business Written (Direct)	% of Business Written (Direct)
Rural Sector	23,359,521	31.01	16,328,335	26.52
Other Business	51,969,415	68.99	45,231,587	73.48
Total	75,328,936	100.00	61,559,922	100.00

Social Sector	Year Ended March 31, 2024	Year Ended March 31, 2023
Number of Lives	2,672,482	2,692,393
Business Written (Direct) (₹'000)	142,833	194,951

12 Employee Benefits:**i. Defined Contribution Plan:**

(₹ '000)

Expenses on defined contribution plan	Year Ended March 31, 2024	Year Ended March 31, 2023
Contribution to Staff Provident Fund / Family Pension Fund	103,779	82,148
Contribution to Superannuation Fund	92,747	79,306
Total	196,526	161,454

ii. Defined Benefit Plan

The liability in respect of the gratuity plan for employees which is a defined benefit obligation is determined by the Company based on actuarial valuation and the same is funded with Life Insurance Corporation of India (LIC). The following table, sets out the status of the gratuity plan as at March 31, 2024 as required under Accounting Standard 15 (Revised) – 'Employee Benefits'.

a) Reconciliation of opening and closing balances of the present value of the defined benefit obligation

(₹ '000)

Particulars	Year Ended / as at March 31, 2024	Year Ended / as at March 31, 2023
Obligations at beginning of the year	210,452	181,250
Service Cost	38,572	34,985
Interest Cost	15,198	13,142
Actuarial (gain) / loss	(16,156)	(13,221)
Benefits paid	28,855	23,269
Effect of amalgamation	16,632	17,565
Obligations at end of the year	235,844	210,452
Change in Plan Assets		
Plan assets at fair value at beginning of the year	187,282	148,745
Expected return on plan assets	14,483	12,111
Actuarial (gain) / loss	6,530	223
Contributions	21,085	32,352
Benefits paid	28,855	23,269
Effect of amalgamation	16,632	17,565
Plan assets at fair value at end of the year	204,095	187,282


b) Reconciliation of present value of the obligation and the fair value of the plan assets
(₹ '000)

Particulars	Year Ended / as at March 31, 2024	Year Ended / as at March 31, 2023
Fair value of plan assets at the end of the year	204,095	187,282
Present value of defined benefit obligations at the end of the year	235,844	210,452
Asset / (Liability) recognised in Balance Sheet respectively	(31,749)	(23,170)
Gratuity cost for the year		
Service Cost	38,572	34,985
Interest Cost	15,198	13,142
Expected return on plan assets	14,483	12,111
Actuarial (gain) / loss	(9,625)	(12,998)
Net Gratuity Cost	29,663	23,018
Assumptions		
Interest rate	6.97%	7.15%
Estimated rate of return on plan assets	7.59%	7.30%
Salary Escalation Rate	8.00%	8.00%
Attrition Rate		
From Age 18 to Age 20	0%	0%
From Age 21 to Age 30	35%	30%
From Age 31 to Age 45	20%	15%
From Age 46 to Age 58	12%	12%

iii. Other Disclosures:
(₹ '000)

Particulars	As at March 31, 2024	As at March 31, 2023	As at March 31, 2022	As at March 31, 2021	As at March 31, 2020
Present Value of defined benefit obligation	235,844	210,452	181,250	148,560	135,081
Fair Value of Plan assets	204,095	187,282	148,745	127,390	115,846
Surplus / (Deficit)	(31,749)	(23,170)	(32,505)	(21,170)	(19,235)

The details with respect to the composition of investments in the fair value of plan assets and the experience adjustments have not been disclosed in the absence of the said information.

The contribution to be made by the Company for the financial year 2023-24 amounts to ₹31,749 thousand (Previous year – 23,171 thousand).

13 Segmental Reporting

The Company's primary reportable segments are business segments, which have been identified in accordance with the Regulations. The operating expenses and investment income attributable to the business segments are allocated as mentioned in Note 2.11. Segments revenue and results have been disclosed as per Annexure A. Due to inherent complexities, segment assets and liabilities have been identified to the extent possible. There are no reportable geographical segments since the Company provides services only to customers in the Indian market.

Segment breakup of the Balance Sheet as on March 31, 2024

(₹ '000)

Particulars	Fire	Marine	Miscellaneous	Shareholders	Total
Claims Outstanding	1,210,317	155,780	89,352,627	-	90,718,724
	(674,127)	(107,684)	(78,623,948)	-	(79,405,759)
Reserve for Unexpired Risk	5,041,581	137,786	29,980,244	-	35,159,611
	(4,347,373)	(156,632)	(26,367,964)	-	(30,871,969)
Investments	4,598,379	426,722	138,131,176	24,958,217	168,114,494
	(3,952,577)	(475,664)	(124,955,167)	(17,765,987)	(147,149,395)

(Previous year's figures are in brackets)

14 Operating Leases

- a) The Company has entered into various operating lease agreements for office space, residential accommodation and information technology / infrastructure / office equipment. These leases are generally for a period of 5 years with an option to renew and escalation in rent once in three years. The lease rentals recognized in the Revenue Account during the year is ₹276,082 thousand (previous year ₹366,858 thousand)

- b) Minimum Lease Payments

(₹ '000)

Particulars	As at March 31, 2024	As at March 31, 2023
- Not later than one year	127,125	186,249
- Later than one year but not later than five years	236,650	298,919
- Later than five year	34,477	69,160

15 Earnings Per Share (EPS)

Particulars	Year Ended March 31, 2024	Year Ended March 31, 2023
Profit After Tax (₹ '000)	3,313,668	1,987,034
Weighted Average Number of Equity Shares	298,805,700	298,805,700
Earnings per Share – Basic and Diluted (₹)	11.09	6.65
Face Value Per Share (₹)	10.00	10.00

16 Deferred Tax Assets/(Liabilities) (net)

The components of deferred tax are as under:

(₹ '000)

Particulars	As at March 31, 2024	As at March 31, 2023
Deferred Tax Assets/(Liabilities) arising on		
Provision for compensated absences	60,354	54,995
Provision for diminution in investments - Debt Instruments	-	50,211
Unexpired Risk Reserve - Rule 6E Differences	1,579,706	1,919,723
Written down value of Fixed & Intangible assets	12,710	5,775
Deferred Tax Assets (net)	1,652,770	2,030,704

17 Balances with other companies carrying on insurance business

- a) **Co-Insurance transactions:** For balances of amount due to / due from other entities carrying on insurance business towards co-insurance transactions, the Company has sent request for balance confirmations to all co-insurers. Certain co-insurers had responded with their confirmation or balance payable/receivable status. Wherever, the balances do not agree with the balance as per the Company, statement reconciling the transactions have been prepared/ being prepared.



- b) **Reinsurance transactions:** For balances of amount due to / due from other entities carrying on insurance business towards reinsurance transactions, the Company has sent confirmation request to all reinsurers. Certain reinsurers had responded with their confirmation or balance payable/receivable status. Wherever, the balances do not agree with the balance as per the Company, statement reconciling the transactions have been prepared/ being prepared.

18 Premium Deficiency

In accordance with Circular No. IRDA/F&A/CIR/FA/126/07/2013 dated July 3, 2013 and as certified by the Appointed Actuary, there is no premium deficiency in respect of fire, marine and miscellaneous segments as at March 31, 2024 (Previous Year NIL)

19 Related Party Disclosure (Pursuant to Accounting Standard 18)

(A) List of Related Parties:

Name of the related party	Relationship
Cholamandalam Financial Holdings Limited	Holding Company
Cholamandalam MS Risk Services Limited	Company under common control
Mitsui Sumitomo Insurance Company Limited	Company holding substantial interest in voting rights

Key Management Personnel (KMP)	Relationship
V Suryanarayanan	Managing Director
Naoki Takeda	Wholetime Director (upto March 31, 2024)
Osamu Akine	Wholetime Director (wef April 1, 2024)
S Venugopalan	Chief Financial Officer
Suresh Krishnan	Company Secretary

(B) Details of Related Party Transactions:

(₹ '000)

Particulars	Year	Cholamandalam Financial Holdings Ltd.	Mitsui Sumitomo Insurance Company Ltd.	Cholamandalam MS Risk Services Ltd.	KMP
Transactions					
Premium Income	2023-24	-	-	5,901	-
	2022-23	-	-	786	7
Gross Incurred Claims	2023-24	-	-	5,476	-
	2022-23	-	-	54	-
Management Expenses Recovered	2023-24	-	37,540	1,287	-
	2022-23	-	19,234	-	-
Branding Fee / Secondment charges/ Management fees	2023-24	99,493	195	-	-
	2022-23	80,950	-	357	-
Fees Incurred for Risk Inspection and advisory services	2023-24	-	-	25,848	-
	2022-23	-	-	19,276	-
Rent Recovery	2023-24	-	-	-	-
	2022-23	-	15,683	-	-
Reinsurance Ceded	2023-24	-	839,081	-	-
	2022-23	-	779,153	-	-
Reinsurance Commission Received	2023-24	-	177,904	-	-
	2022-23	-	155,381	-	-
Reinsurance Recovery on Claims	2023-24	-	462,227	-	-
	2022-23	-	390,670	-	-
Remuneration to KMP	2023-24	-	-	-	86,436
	2022-23	-	-	-	78,903

(₹ '000)

Particulars	Year	Cholamandalam Financial Holdings Ltd.	Mitsui Sumitomo Insurance Company Ltd.	Cholamandalam MS Risk Services Ltd.	KMP
Balances					
Unallocated Premium	2023-24	-	-	137	-
	2022-23	-	-	26	-
Provision Outstanding	2023-24	-	-	3,775	-
	2022-23	-	-	5,748	-
Receivable / (Payable) (Net)- Due from other entities carrying on insurance business	2023-24	-	29,342	-	-
	2022-23	-	(225,053)	-	-
Receivable (Net) – Management expenses and rent	2023-24	-	1,829	-	-
	2022-23	-	374	43	-
Premium Received in Advance	2023-24	-	-	17	-
	2022-23	-	-	-	-

20 Directors' Remuneration

i. Remuneration to Non-Executive Directors

(₹ '000)

Particulars	Year Ended March 31, 2024		Year Ended March 31, 2023	
	Sitting Fees	Director Commission	Sitting Fees	Director Commission
Kasivajjula Ramadevi (Independent Director)	800	1,000	800	1,000
M M Murugappan (Non-Executive Director)	970	1,000	910	1,000
Margam Rama Prasad (Independent Director)	770	1,000	740	1,000
Tsutomu Aoki (Non-Executive Director)	700	1,000	690	1,000
Sridharan Rangarajan (Non-Executive Director)	1,100	1,000	1,100	1,000
Sujay Banarji (Independent Director)	800	1,000	320	422
K L R Babu (Independent Director)	-	-	480	578
Grand Total	5,140	6,000	5,040	6,000

ii. Qualitative Disclosures:

(a) Information relating to the composition and mandate of the Nomination and Remuneration Committee

The Committee comprises of four members. The composition of the Committee, as on March 31, 2024, is given below:

Name of Member	Nature of Directorship	Role in the Committee
Mr. Margam Rama Prasad	Independent Director	Chairman
Ms. K Ramadevi	Independent Director	Member
Mr. M M Murugappan	Non-Executive Director	Member
Mr. Tsutomu Aoki	Non-Executive Director	Member

The role of the Committee inter alia includes:

- identification of persons for appointment as Directors, Key Managerial Personnel (KMP) and senior management;
 - recommendation to the Board the appointment including re-appointments or removal of Directors and senior management;
 - Formulate criteria for determining qualifications, positive attributes and independence of directors;
 - Ensure compliance of IRDAI Regulations on Expenses of Management.
- (b) Information relating to the design and structure of remuneration policy and Key features and Objectives of the Remuneration Policy:
The Remuneration Policy provides the framework for remuneration of members of the Board of Directors, Key Managerial Persons and other employees of the Company.

The Policy covers the types of remuneration, aspects taken into consideration while determining the remuneration, method of



determination of increment, if any, with respect to remuneration payable to Non-Executive Directors, Managing Director/ Whole-time Directors, Key Managerial Persons/ other employees.

(c) Description of the ways in which current and future risks are considered and factored in the remuneration processes:

- The remuneration fixing process of Key Managerial Persons includes evaluation of performance against performance objectives defined in advance which includes performance criteria covering the enterprise wide Risk Management Framework.
- Measures in case of inadequacy of profits and in case of malus and claw back are covered in the remuneration policy.

(d) Description of the ways in which the Company seeks to link performance during a performance measurement period with levels of remuneration:

The level of remuneration of Key Managerial Persons for any financial year is inter-alia linked to the following performance objectives:

- a. Targets of the Company with respect to the premium received and the profitability;
- b. Achievement of target numbers in respect of Expenses of Management and Solvency ratio along with the overall financial position of the Company;
- c. Overall customer satisfaction in terms of claim settlement and grievance redressal;
- d. Overall compliance to applicable laws including Companies Act, 2013, IRDAI Regulations and Guidelines and the SEBI Regulations, as may be applicable to the Company from time to time.

iii. Quantitative Disclosure

(a) Remuneration and other payments made during the financial year to MD/CEO/WTD

(₹ '000)

S. No	Name of the MD/CEO/WTD	Designation	Fixed pay			Variable pay*						Total of fixed and variable pay (c)+(f)	Amount debited to Revenue A/c	Amount debited to Profit and Loss A/c	Value on joining/ sign on bonus	Retirement benefits like gratuity, pension etc paid during the year	Amount of deferred remuneration of earlier years paid/ settled during the year	
			Pay and allowances (a)	Perquisites etc (b)	Total c = (a) + (b)	Cash components (d)		Non-cash components (e)		Total f(d)+(e)								
						Paid#	Deferred	Paid	Deferred	Paid	Deferred							
For FY 23-24																		
1	V Suryanarayanan	Managing Director	18,432	338	18,770	12,166	-	12,166	12,166	12,166	12,166	43,102	40,000	6,769	-	3,667	-	
2	Naoki Takeda	Whole time Director	6,803	-	6,803	697	-	697	697	697	8,197	8,197	-	-	-	-	-	
	Total		25,235	338	25,573	12,863	-	12,863	12,863	12,863	51,299	48,197	6,769	-	3,667	-	-	

* Based on estimated provisions made as at March 31, 2024 and payable subsequently

The amount is outstanding as at March 31, 2024 and will be paid during the financial year 2024-25.

(b) Details of outstanding deferred remuneration of MD/CEO/WTD as at March 31, 2024

(₹ '000)

S.No	Name of the MD/CEO/WTD	Designation	Remuneration pertains to financial year	Nature of remuneration outstanding	Amount of outstanding
1	V Suryanarayanan	Managing Director	FY 2023-24	Non-cash components	12,166
2	Naoki Takeda	Whole time Director	FY 2023-24	Non-cash components	697



21 Change in Accounting Policy

During the year, the Company has changed the method of allocation of Operating expenses (Refer Note 2.11 of Schedule 16) that are not directly identifiable to specific business segment on the basis of proportion of Gross Written Premium (GWP) in each business segment from the earlier practice of allocation on the proportion of Net Written Premium (NWP).

There is no change in the operating profit / (loss) at company level and Profit before Tax for the year ended March 31, 2024. If allocated based on NWP, the impact of operating profit for Fire and Marine will be higher by ₹273,311 thousand and ₹45,924 thousand respectively, for Miscellaneous lower by ₹319,235 thousand.

22 As per IRDA/F&A/CIR/Misc/282/11/2020 dated November 17, 2020, the statement showing the age-wise analysis of the unclaimed amounts of the policyholders as at March 31, 2024 is given below:

(₹ '000)

Particulars	Total Amount	0 - 6 months	7 - 12 months	13 -18 months	19 -24 months	25 -30 months	31 - 36 months	36-120 months	More than 120 Months
Claims settled but not paid to the policyholders / insured due to any reasons except under litigation from the insured / policyholders	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
Sum due to the insured / policyholders on maturity or otherwise	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
Any excess collection of the premium / tax or any other charges which is refundable to the policyholders either as terms or conditions of the policy or as per law or as may be directed by the Authority but not refunded so far	21,940 (17,060)	- (-)	2,985 (3,033)	3,044 (2,526)	2,686 (2,238)	2,929 (4,067)	2,371 (3,234)	7,913 (1,956)	12 (6)
Cheques issued but not encashed by the policyholder / insured	37,928 (39,024)	- (-)	3,630 (11,495)	3,627 (3,200)	9,124 (3,117)	2,324 (1,303)	1,605 (2,279)	17,350 (17,464)	268 (166)
Total	59,868 (56,084)	- (-)	6,615 (14,528)	6,671 (5,726)	11,810 (5,355)	5,254 (5,370)	3,976 (5,513)	25,263 (19,420)	281 (172)

(Previous Year's figures are in brackets)

Details of unclaimed amount and investment income

(₹ '000)

Particulars	Year Ended / as at March 31, 2024		Year Ended / as at March 31, 2023	
	Policy Dues	Interest Accrued	Policy Dues	Interest Accrued
Opening Balance	43,000	13,084	28,999	12,305
Add: Amount transferred to Unclaimed Fund	16,999	-	23,338	-
Add: Cheques issued out of the unclaimed amount but not encashed by the policyholders	-	-	-	-
Add: Investment Income on Unclaimed Fund	-	4,104	-	2,225
Less: Amount of claims paid during the year	13,789	3,107	9,225	1,315
Less: Amount transferred to Senior Citizen Welfare Fund	134	289	112	131
Closing Balance of Unclaimed Amount Fund	46,076	13,792	43,000	13,084

23 Details of Outsourcing, Business development and Marketing expenses

(₹'000)

Particulars	Year Ended March 31, 2024	Year Ended March 31, 2023
Business development expenses	308,497	7,276,111
Marketing expenses	218,463	1,789,200

24 Based on and to the extent of information received from the suppliers regarding their status under the Micro, Small and Medium Enterprises Development Act, 2006 (MSMED Act), following is the summary of transactions due towards principal and interest payments to such suppliers.

(₹'000)

Particulars	As at March 31, 2024	As at March 31, 2023
Principal amount due to suppliers under MSMED Act	4,488	1,454
Interest accrued and due to suppliers under MSMED Act, on the above amount	-	-
Payment made to suppliers (other than interest) beyond the appointed day, during the year	-	-
Interest paid to suppliers under MSMED Act (Section 16)	-	-
Interest due and payable to suppliers under MSMED Act, for payments already made	-	-
Interest accrued and remaining unpaid at the end of the year to suppliers under MSMED Act	-	-

25 Corporate Social Responsibility

- Gross Amount required to be spent by the Company during the year is ₹48,876 thousand (Previous year – ₹48,547 thousand)
- Activity wise amount paid:

(₹ '000)

Particulars	Year Ended March 31, 2024	Year Ended March 31, 2023
Education	29,000	28,530
Art and Culture & Sports	1,100	200
Health Care	16,778	8,646
Senior Citizen Health Care	-	-
Road safety awareness training	-	-
Disaster Relief Fund	-	-
CSR Corpus Fund	-	-
CSR Expenses	2,444	2,428
Total	49,322	39,804

Pattern of CSR Spent:

(₹ '000)

Particulars	Year Ended March 31, 2024	Year Ended March 31, 2023
Amount required to be spent	48,876	48,547
Actual Spent for the financial year	49,322	39,804
Excess spent of previous year utilised	-	8,756
Excess spent for the financial year	446	-
Amount available for set off in succeeding financial year	446	-



26 As per IRDA/F&L/CIR/F&A/231/10/2012 dated October 5, 2012, details of various penal actions, if any, taken by various government authorities during the financial year are given below:

(₹ '000)

Sl. No.	Authority	Non-Compliance / Violation	Penalty awarded	Penalty paid	Penalty waived / Reduced
1	Insurance Regulatory & Development Authority	- (-)	- (-)	- (-)	- (-)
2	Service Tax Authority	- (-)	- (-)	- (-)	- (-)
3	Income Tax Authority	- (-)	- (-)	- (-)	- (-)
4	Any other tax Authority	- (-)	- (-)	- (-)	- (-)
5	Enforcement Directorate / Adjudicating Authority / Tribunal or any Authority under FEMA	- (-)	- (-)	- (-)	- (-)
6	Registrar of Companies / NCLT / CLB / Department of Company Affairs or any Authority under Companies Act, 2013	- (-)	- (-)	- (-)	- (-)
7	Penalty awarded by any Court / Tribunal for any matter including claim settlement but excluding compensation	- (-)	- (-)	- (-)	- (-)
8	Securities and Exchange Board of India	- (-)	- (-)	- (-)	- (-)
9	Competition Commission of India	- (-)	- (-)	- (-)	- (-)
10	Any other Central / State / Local Government / Statutory Authority	- (-)	- (-)	- (-)	- (-)

(The figures in brackets represent Previous year's amount)

27 Solvency Margin

(₹ '000)

Particulars	As at March 31, 2024	As at March 31, 2023
Required solvency margin under IRDAI Regulations (A)	12,869,290	9,566,510
Available solvency margin (B)	23,037,630	19,252,820
Solvency ratio actual (times) (B/A)	1.79	2.01
Solvency ratio prescribed by Regulation (times)	1.50	1.50

28 Disclosure on other work given to auditors

Pursuant to Corporate Governance guidelines issued by IRDAI dated May 18, 2016, the additional works other than Statutory Audit given to the auditors are detailed below: (₹ '000)

Name of the Audit firm	Services rendered	Year Ended March 31, 2024	Year Ended March 31, 2023
R. G. N Price & Co	Limited Review	255	584
R. G. N Price & Co	Other Certifications	174	144
R. G. N Price & Co	Holding Company Certification	127	127
Sharp & Tannan	Limited Review	255	584
Sharp & Tannan	Other Certifications	401	310
Sharp & Tannan	Holding Company Certification	127	127
Sharp & Tannan	Ind AS Certification (for holding company consolidation)	1,000	950

29 No funds have been advanced or loaned or invested (either from borrowed funds or share premium or any other sources or kind of funds) by the Company to or in any other person(s) or entity(ies), including foreign entities ("Intermediaries") with the understanding, whether recorded in writing or otherwise, that the Intermediary shall lend or invest in party identified by or on behalf of the Company (Ultimate Beneficiaries). The Company has not received any fund from any party(s) (Funding Party) with the understanding that the Company shall whether, directly or indirectly lend or invest in other persons or entities identified by or on behalf of the Company ("Ultimate Beneficiaries") or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries."

30 Previous year's figures have been regrouped/reclassified wherever necessary to confirm to the current year's presentation. The summary of the regroupings of the previous year's figures is as follows: (₹ '000)

Schedule no.	Particulars	Previous year figures reported in current year	Reported in previous year(s)	Difference	Reason
4	Employees' Remuneration and Welfare Benefits	4,934,488	4,785,212	149,276	For better presentation, (i) Incentive paid to sales team have been regrouped to employee cost from marketing expenses ₹153,878 thousand. (ii) Expenses relating to investments-shareholders fund have been regrouped to Profit and Loss account of ₹ 4,656 thousand. (iii)Sitting fee and commission to non-executive directors have been regrouped from Operating expenses to Profit and Loss account of ₹11,040 thousand.
4	Marketing Expenses	1,789,200	1,943,078	(153,878)	
4	Miscellaneous Expenses (Net)	217,002	228,042	(11,040)	
4	Information Technology Expenses	528,617	528,671	(54)	
Profit and Loss account	Employee's remuneration and other expenses	15,696	-	15,696	
	Total	7,485,003	7,485,003	-	

31 (a) The Company periodically reviews all its long term contracts to assess for any material foreseeable losses. Based on such review, the Company has made adequate provisions for these long term contracts in the books of accounts as required under any applicable law/ accounting standard.

(b) The Company did not have any outstanding long term derivate contracts as at March 31, 2024 (Previous year- Nil).

Place : Chennai

Date : April 27, 2024

For and on behalf of the Board of Directors

M M Murugappan
Chairman
DIN: 00170478

V Suryanarayanan
Managing Director
DIN: 01416824

Sridharan Rangarajan
Director
DIN: 01814413

Osamu Akine
Whole time Director
DIN: 10531445

Suresh Krishnan
Company Secretary
M. No. F3142

S Venugopalan
Chief Financial Officer



Schedule 17 - Segmental Reporting for the year ended March 31, 2024

(₹ '000)

Particulars	Year	Fire	Marine			Miscellaneous					
			Cargo	Other than Cargo	Total	Motor	OD	TP	Workmen's Compensation	Public / Product Liability	Engineering
Premium from Direct Business Written	2023-24	7,149,223	1,138,003	172,803	1,310,806	49,635,284	20,175,135	29,460,149	107,271	105,834	372,674
	2022-23	6,605,610	1,100,005	130,369	1,230,374	43,451,200	16,752,027	26,699,173	127,623	105,334	301,798
Add: Premium on Reinsurance Accepted	2023-24	614,045	664	-	664	-	-	-	-	10,351	24,959
	2022-23	407,533	262	-	262	-	-	-	-	10,350	25,591
Less: Premium on Reinsurance Ceded	2023-24	5,155,065	696,172	171,947	868,119	9,137,676	7,891,141	1,246,535	4,547	62,987	296,926
	2022-23	4,917,875	650,850	129,905	780,755	7,691,477	6,569,673	1,121,804	5,417	52,309	205,215
Adjustment for Changes in Reserve for Unexpired Risk	2023-24	694,208	(18,929)	84	(18,845)	1,758,323	767,387	990,936	10,037	(1,634)	(4,450)
	2022-23	338,985	19,322	172	19,494	4,115,604	1,512,162	2,603,442	(12,824)	(7,160)	3,416
Premiums Earned (Net)	2023-24	1,913,995	461,424	772	462,196	38,739,285	11,516,607	27,222,678	92,687	54,832	105,157
	2022-23	1,756,283	430,095	292	430,387	31,644,119	8,670,192	22,973,927	135,030	70,535	118,758
Profit / (Loss) on Sale / Redemption of Investments	2023-24	20,189	1,796	78	1,874	555,573	62,940	492,633	503	(145)	(441)
	2022-23	5,448	655	1	656	156,942	16,380	140,562	193	-	(62)
Other income - Contribution from Shareholders for Excess EoM	2023-24	-	-	-	-	678,407	295,480	382,926	-	-	-
	2022-23	-	-	-	-	3,007,840	872,677	2,135,163	-	-	-
Others Administrative Charges	2023-24	286	49	-	49	4,441	1,347	3,094	11	6	11
	2022-23	219	47	-	47	3,737	1,064	2,673	13	6	13
Investment income from pool (Terrorism/ Nuclear)	2023-24	155,871	-	-	-	-	-	-	-	-	28,366
	2022-23	93,956	-	-	-	-	-	-	-	-	17,125
Interest and Dividend – Gross	2023-24	279,843	24,891	1,078	25,969	7,700,729	872,406	6,828,323	6,972	(2,000)	(6,119)
	2022-23	229,730	27,621	25	27,646	6,618,299	690,748	5,927,551	8,130	(20)	(2,635)
Total Segmental Revenue	2023-24	2,370,184	488,160	1,928	490,088	47,000,028	12,453,300	34,546,728	100,173	52,693	126,974
	2022-23	2,085,636	458,418	318	458,736	41,430,937	9,378,384	29,044,713	143,366	70,521	133,199
Claims Incurred (Net)	2023-24	1,501,947	352,701	60	352,761	29,075,619	8,504,589	20,571,030	38,869	4,762	57,048
	2022-23	693,534	270,468	10	270,478	23,837,274	6,424,698	17,412,576	15,730	(3,583)	42,638
Direct Commission Paid	2023-24	1,112,155	129,462	23	129,485	11,244,294	5,927,238	5,317,056	14,570	11,228	51,085
	2022-23	667,113	96,785	-	96,785	3,662,236	3,350,569	311,667	8,286	7,335	27,070
Commission on Reinsurance Accepted	2023-24	58,881	1	-	1	-	-	-	-	-	5,902
	2022-23	10,870	-	-	-	-	-	-	-	-	537
Commission on Reinsurance Ceded	2023-24	960,497	122,893	34,516	157,409	2,352,287	2,204,904	147,383	644	11,641	66,705
	2022-23	1,451,445	115,862	25,233	141,095	2,302,136	2,111,293	190,843	765	4,679	47,946
Operating Expenses Related to Insurance Business	2023-24	869,271	120,035	13,386	133,421	5,494,352	2,138,931	3,355,421	11,611	10,945	45,248
	2022-23	659,453	114,387	64	114,451	12,806,356	3,715,626	9,090,730	23,601	14,823	36,255
Other Expenditure / (Income)	2023-24	-	-	-	-	-	-	-	-	-	-
	2022-23	-	-	-	-	-	-	-	-	-	-
Premium Deficiency	2023-24	-	-	-	-	-	-	-	-	-	-
	2022-23	-	-	-	-	-	-	-	-	-	-
Total Segmental Expenses	2023-24	2,581,757	479,306	(21,047)	458,259	43,461,978	14,365,854	29,096,124	64,406	15,294	92,578
	2022-23	579,525	365,778	(25,159)	340,619	38,003,730	11,379,600	26,624,130	46,852	13,896	58,554
Segmental Profit	2023-24	(211,573)	8,854	22,975	31,829	3,538,050	(1,912,554)	5,450,604	35,767	37,399	34,396
	2022-23	1,505,398	92,487	25,477	117,964	407,192	(2,004,683)	2,411,875	96,472	56,603	74,603
Provision For Taxation (net of MAT Credit)	2023-24	-	-	-	-	-	-	-	-	-	-
	2022-23	-	-	-	-	-	-	-	-	-	-
Net Profit for the year	2023-24	-	-	-	-	-	-	-	-	-	-
	2022-23	-	-	-	-	-	-	-	-	-	-
Net incurred Claims / Net Earned Premium (%)	2023-24	78.47%	76.44%	7.77%	76.32%	75.05%	73.85%	75.57%	41.94%	8.68%	54.25%
	2022-23	39.49%	62.89%	3.42%	62.85%	75.33%	74.10%	75.79%	11.65%	-5.08%	35.90%

Schedule 17 - Segmental Reporting for the year ended March 31, 2024

(₹ '000)

Particulars	Year	Miscellaneous						Investment Income / Other Income	Total
		Aviation	Personal Accident	Health	Crop / Weather	Others	Total Misc		
Premium from Direct Business Written	2023-24	-	3,518,983	7,507,350	4,656,260	965,251	66,868,907	-	75,328,936
	2022-23	-	3,052,212	5,870,154	(20,969)	836,586	53,723,938	-	61,559,922
Add: Premium on Reinsurance Accepted	2023-24	-	-	-	-	-	35,310	-	650,019
	2022-23	-	-	-	-	-	35,941	-	443,736
Less: Premium on Reinsurance Ceded	2023-24	-	957,558	1,015,913	3,316,211	85,948	14,877,766	-	20,900,950
	2022-23	-	884,979	1,292,010	(17,823)	90,499	10,204,083	-	15,902,713
Adjustment for Changes in Reserve for Unexpired Risk	2023-24	-	403,659	1,390,015	1,804	54,526	3,612,280	-	4,287,643
	2022-23	-	317,161	1,058,554	-	75,541	5,550,292	-	5,908,771
Premiums Earned (Net)	2023-24	-	2,157,766	5,101,422	1,338,245	824,777	48,414,171	-	50,790,362
	2022-23	-	1,850,072	3,519,590	(3,146)	670,545	38,005,504	-	40,192,174
Profit / (Loss) on Sale / Redemption of Investments	2023-24	-	18,115	26,271	3,360	3,238	606,474	109,581	738,118
	2022-23	-	5,993	7,816	74	1,265	172,221	24,486	202,811
Other income - Contribution from Shareholders for Excess EoM	2023-24	-	56,874	91,530	-	247	827,057	-	827,057
	2022-23	-	381,721	641,259	-	-	4,030,820	-	4,030,820
Others Administrative Charges	2023-24	-	281	712	147	96	5,705	-	6,040
	2022-23	-	226	478	-	79	4,552	-	4,818
Investment income from pool (Terrorism/ Nuclear)	2023-24	-	-	-	-	9,455	37,821	-	193,692
	2022-23	-	-	-	-	5,708	22,833	-	116,789
Interest and Dividend – Gross	2023-24	-	251,095	364,140	46,568	44,863	8,406,248	1,518,882	10,230,942
	2022-23	-	252,724	329,604	3,149	53,340	7,262,591	1,032,587	8,552,554
Total Segmental Revenue	2023-24	-	2,427,257	5,584,075	1,388,320	882,429	57,470,419	1,628,463	62,786,211
	2022-23	-	2,109,015	4,498,747	77	730,937	49,498,521	1,057,073	53,099,966
Claims Incurred (Net)	2023-24	-	502,971	4,328,757	1,396,682	154,804	35,559,512	-	37,414,220
	2022-23	-	367,665	3,273,311	87	133,814	27,666,936	-	28,630,948
Direct Commission Paid	2023-24	-	1,571,094	2,062,605	-	133,474	15,088,350	-	16,329,990
	2022-23	-	495,162	769,138	-	104,129	5,073,356	-	5,837,254
Commission on Reinsurance Accepted	2023-24	-	-	-	-	957	6,859	-	65,741
	2022-23	-	-	-	-	-	537	-	11,407
Commission on Reinsurance Ceded	2023-24	-	553,332	638,962	113,006	24,718	3,761,295	-	4,879,201
	2022-23	-	494,678	156,642	(792)	27,101	3,033,155	-	4,625,695
Operating Expenses Related to Insurance Business	2023-24	-	328,443	774,491	690,112	88,669	7,443,871	-	8,446,563
	2022-23	-	894,004	1,669,815	1	110,256	15,555,113	-	16,329,016
Other Expenditure / (Income)	2023-24	-	-	-	-	-	-	967,811	967,811
	2022-23	-	-	-	-	-	-	4,272,496	4,272,496
Premium Deficiency	2023-24	-	-	-	-	-	-	-	-
	2022-23	-	-	-	-	-	-	-	-
Total Segmental Expenses	2023-24	-	1,849,176	6,526,891	1,973,788	353,186	54,337,297	967,811	58,345,124
	2022-23	-	1,262,153	5,555,622	880	321,098	45,262,787	4,272,496	50,455,426
Segmental Profit	2023-24	-	578,081	(942,816)	(585,468)	529,243	3,133,122	660,652	4,441,087
	2022-23	-	846,124	(1,058,434)	(802)	409,584	4,235,734	(3,199,727)	2,644,540
Provision For Taxation (net of MAT Credit)	2023-24	-	-	-	-	-	-	-	1,127,421
	2022-23	-	-	-	-	-	-	-	657,506
Net Profit for the year	2023-24	-	-	-	-	-	-	-	3,313,666
	2022-23	-	-	-	-	-	-	-	1,987,034
Net incurred Claims / Net Earned Premium (%)	2023-24	0.00%	23.31%	84.85%	104.37%	18.77%	73.45%	-	73.66%
	2022-23	0.00%	19.87%	93.00%	-2.77%	19.96%	72.80%	-	71.24%



Summary of Financial Statements

Date of Registration with the IRDA July 15, 2002

Registration No.123

(₹ '000)

Sl. No.	Particulars	2023-24	2022-23	2021-22	2020-21	2019-20
	OPERATING RESULTS					
1	Gross Direct Premium	75,328,936	61,559,922	48,241,244	43,882,083	43,984,933
2	Net Premium Income #	55,078,005	46,100,945	35,724,380	33,575,853	34,091,950
3	Income from Investments (Net) @	9,534,289	7,815,081	6,973,929	7,206,071	6,985,744
4	Other Income	833,097	4,035,638	3,303,360	1,469,204	879,634
5	Total Income	65,445,391	57,951,664	46,001,669	42,251,128	41,957,328
6	Commissions (Net) (Including Brokerage)	11,516,530	1,222,966	1,220,866	548,645	519,587
7	Operating Expenses	8,446,561	16,344,712	13,319,178	11,148,317	10,552,805
8	Net incurred Claims	37,414,220	28,630,948	24,160,124	23,198,277	25,772,815
9	Change in Unexpired Risk Reserve	4287643	5,908,771	1,353,484	1,551,491	(278,074)
10	Operating Profit / (Loss)	3,780,437	5,844,267	5,948,017	5,804,398	5,390,195
	NON-OPERATING RESULT					
11	Total Income under Shareholders' Account	660,652	(3,199,727)	(4,887,748)	(2,056,561)	(2,844,195)
12	Profit / (Loss) before tax	4,441,089	2,644,540	1,060,269	3,747,837	2,546,000
13	Provision for Tax	1,127,421	657,506	290,068	931,118	1,051,600
14	Profit / (Loss) after Tax	3,313,668	1,987,034	770,201	2,816,719	1,494,400
	MISCELLANEOUS					
15	Policyholders' Account					
	Total Funds	143,156,277	129,383,424	109,167,925	98,990,957	83,499,757
	Total Investments	143,156,277	129,383,424	109,167,925	98,990,957	83,499,757
	Yield on Investments	7.09%	6.55%	6.84%	7.60%	9.05%
16	Shareholders' Account					
	Total Funds	24,916,558	21,602,890	19,615,856	18,845,655	15,740,797
	Total Investments	24,958,217	17,765,987	16,170,180	11,614,098	7,284,891
	Yield on Investments	7.09%	6.55%	6.84%	7.60%	9.05%
17	Paid up Equity Capital	2,988,057	2,988,057	2,988,057	2,988,057	2,988,057
18	Net Worth*	24,916,558	21,602,890	19,615,856	18,845,655	15,740,797
19	Total Assets	183,198,460	160,480,394	137,160,103	125,091,861	105,419,245
20	Yield on Total Investments	7.09%	6.55%	6.84%	7.60%	9.05%
21	Earnings per Share (₹)	11.09	6.65	2.58	9.43	5.00
22	Book Value per Share (₹)	83.39	72.30	65.65	63.07	52.68
23	Total Dividend	-	-	-	-	-
24	Dividend per Share (₹)	-	-	-	-	-
25	Solvency Margin (times)	1.79	2.08	2.08	1.58	1.55
26	Solvency Margin (times) (Regulatory Requirement)	1.50	1.50	1.50	1.50	1.50

Notes

Net of Re-insurance

@ Net of Losses

* Share Capital + Reserve & Surplus- (Miscellaneous Expenditure-Debit Balance in Profit & Loss account)

Performance Ratios

Registration No.123

Date of Registration with the IRDA: July 15, 2002

Sl. No.	Type of Ratio	Method of Computing	2023-24	2022-23
1	Gross Direct Premium Growth Rate (Segment Wise)	Gross Premium for the Current Year / Gross Premium for the previous year	Schedule 1	Schedule 1
2	Gross Direct Premium to Net Worth Ratio	Gross Premium for the Current Year / (Paid up capital plus Free Reserves)	3.02	2.85
3	Growth Rate of Net Worth	Net Worth as at the current balance sheet date / Net Worth as at the previous balance sheet date	15.34%	10.13%
4	Net Retention Ratio (Segment wise)	Net Premium / Gross Premium	Schedule 2	Schedule 2
5	Net Commission Ratio (Segment wise)	Commission net of Reinsurance / net written premium	Schedule 3	Schedule 3
6	Expenses of Management to Gross Direct Premium Ratio (Note 1)	Expenses of management (operating expenses plus direct commission) / gross direct premium	32.89%	36.01%
7	Expenses of Management to Net Written Premium Ratio (Note 1)	Expenses of management (operating expenses plus net commission) / Net Written Premium	36.25%	38.07%
8	Net Incurred Claims to Net Earned Premium	Net Incurred Claims / Net Earned Premium	73.66%	71.24%
9	Combined Ratio	Claims paid plus expenses of management plus commission / Net Written Premium	109.91%	109.31%
10	Technical Reserves to Net Premium Ratio	Reserve for unexpired risks plus premium deficiency reserve plus reserve for outstanding claims / Net premium	2.29	2.39
11	Underwriting Balance Ratio (Segment wise) (Note 2)	Underwriting profit / Net premium	Schedule 4	Schedule 4
12	Operating Profit Ratio	Underwriting profit (loss) plus investment income / Net premium	7.44%	14.58%
13	Liquid Assets to Liabilities Ratio (Note 3)	Liquid assets of the insurer / policyholders' liabilities	0.07	0.07
14	Net Earning Ratio	Profit after tax / Net premium	6.02%	4.31%
15	Return on Net Worth	Profit after tax / Net worth	13.30%	9.20%
16	Available Solvency Margin (ASM) to Required Solvency Margin (RSM) ratio	Available Solvency Margin at the end of the Quarter to the Required Solvency Margin required to be maintained as per regulations	1.79	2.01
17	Net NPA Ratio	Net NPA / Investments book value	-	-

Notes:

- 1) Expenses of Management represent Operating expenses related to Insurance Business and Commission paid to Agents and Brokers.
- 2) Underwriting Profit represents Segmental Profit / (Loss) excluding Investment Income and other income.
- 3) Liquid Assets represent Cash and Cash Equivalents and Short Term Investments.
- 4) Policyholder's liabilities represents sum of a) estimated liability and outstanding claims including IBNR and IBNER b) Unexpired risk reserve (URR) c) Catastrophe reserve d) Premium deficiency e) Other liabilities net off other assets. "Other liabilities" comprise of (i) Premium received in advance (ii) Unallocated premium (iii) Balance due to other insurance companies (iv) due to members of other third party pool (IMTPIP), if applicable (v) Sundry creditors (due to policyholders). Other assets comprise of (i) Outstanding premium (ii) due from other entities carrying on insurance business including re-insurers (iii) balance with terrorism pool (if applicable) and (iv) balance with motor third party pool, if any (if applicable)
- 5) Underwriting Profit or loss which is computed as net premium earned less net claims incurred less net commission less operating expenses related to insurance business



Segmental Ratios

IRDAI Registration No.123

Date of Registration with the IRDA July 15, 2002

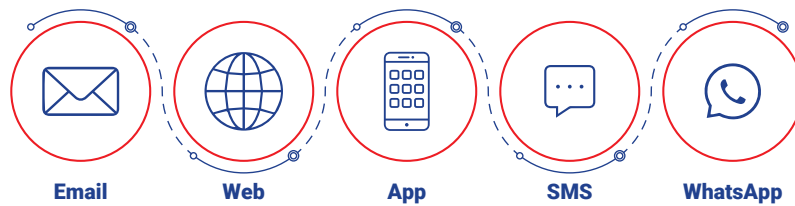
Schedule	Particulars	Year	Fire	Marine		Miscellaneous								Total		
				Cargo	Other than Cargo	Motor	Workmen's Compensation	Public / Product Liability	Engineering	Aviation	Personal Accident	Health Insurance	Weather		Others	Total Misc.
Schedule 1	Gross Premium for the Current Year / Gross Premium for the previous year	2023-24	8.23%	3.45%	-	6.54%	14.23%	(15.95%)	0.47%	23.48%	-	15.29%	27.89%	-	15.38%	22.37%
		2022-23	33.42%	22.18%	-	30.17%	26.79%	29.80%	(7.05%)	(0.51%)	-	16.69%	36.69%	-	28.75%	27.61%
Schedule 2	Net Retention Ratio (Net Written Premium / (Gross Premium + RI Acceptance))	2023-24	33.60%	38.86%	-	33.81%	81.59%	95.76%	45.79%	25.33%	-	72.79%	86.47%	-	91.10%	72.49%
		2022-23	29.88%	40.85%	-	36.56%	82.30%	95.76%	54.78%	37.32%	-	71.01%	77.99%	-	89.18%	74.35%
Schedule 3	Net Commission Ratio (Commission Paid Net of Reinsurance / Net Written Premium) Refer Note below	2023-24	8.07%	1.48%	-	(6.30%)	21.96%	13.56%	(0.78%)	(9.65%)	-	39.73%	21.93%	-	12.48%	20.91%
		2022-23	(36.91%)	(4.25%)	-	(9.85%)	3.80%	6.15%	4.19%	(16.65%)	-	0.02%	13.38%	-	10.32%	2.65%
Schedule 4	Underwriting Balance Ratio (Underwriting Profit / Net Earned Premium)	2023-24	(0.35)	(0.04)	-	0.01	(0.12)	0.31	0.72	0.12	-	0.14	(0.28)	-	0.57	(0.13)
		2022-23	0.67	0.15	-	0.21	(0.20)	0.65	0.80	0.51	-	0.32	(0.58)	-	0.52	(0.15)

Note: Ratios in brackets indicate instances where commission earned on insurance ceded exceeded commission paid on gross written premium.

INTEGRATING INNOVATION WITH CUSTOMER ENGAGEMENT

THROUGH A CUSTOMER ENGAGEMENT AND
EXPERIENCE PLATFORM

Seamless integration with various marketing
channels for customer engagement.



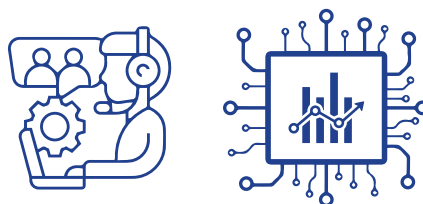
Enhancing the customer journey through personalisation,
product experience and new product demos.



Empowering the user with comprehensive APIs
that increase engagement, conversion & retention.



Creating meaningful connections through
AI-powered services and consultancy services.



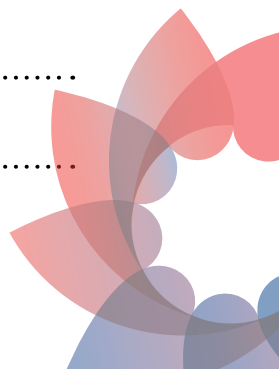
NOTES

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NOTES

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NOTES

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The Spirit of the Murugappa Group

The light of

INTEGRITY

that gives us the courage to
always do the right thing

The light of

RESPONSIBILITY

that gives us the humility to
think about the world around us

The light of

PASSION

that provides us with
the desire to win

The light of

RESPECT

that inspires people
around us to perform

The light of

QUALITY

which makes us
dream of excellence

These **five lights** guide us as we navigate
through professional and personal decisions.



murugappa



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Registered Office

Dare House, No.2, II Floor, N.S.C Bose Road, Parrys, Chennai, TN - 600 001. India.

Toll-Free No. Motor Insurance: 1800 208 5544 | Health & Other Insurance: 1800 208 9100

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