

# Driving the Digital Way: The World of Car Insurance Buyers

Behavior of Car Insurance Customers in Indian Digital Landscape







# **DRIVING THE DIGITAL WAY: THE WORLD OF CAR INSURANCE BUYERS**

Behaviour of Car Insurance Customers in Indian Digital Landscape

February, 2018

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**Dedicated to our insurance partners and the Motor Business Unit of Policybazaar without whose support, this report would not have been possible. Special thanks to Tarun (Mathur) who envisioned this work and was a key driving force**



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# FOREWORD

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**W**e are pleased to announce the 1<sup>st</sup> ever market report from Policybazaar.com titled **‘Driving the Digital Way: The World of Car Insurance Buyers’**. This report is an attempt of first of its kind in the Indian market where the insurance buyers are increasingly seeking the digital mode to make their purchases. With presumptive growths over 100% year-on-year for almost a decade, the adoption of digital route is perhaps strongly felt in the car insurance market in India. Yet, there have been no significant reporting of customer purchase behavior or that of portfolio performance across the market in all these years. This attempt by Policybazaar is therefore the first major step across the industry to recognize this segment separately and to examine the customer behavior closely to drive value for all stakeholders involved.

The digital car insurance market has been lauded across the world for the unique capabilities they bring to the table, for both the customer and the producers. The channel offers personalization of offers beyond comparison to any other medium and is apt for consumers to get the best tailored plans. With rising competition across the motor insurance market in India and the need for improved profitability, this segment offers also perhaps the best route for producers to ‘segment’ and ‘target’ the consumers appropriately to generate both growth and profits. There has however been a dearth of availability of good data for most players in the market on this segment. With this report and further work being done by Policybazaar.com, we hope to guide the market to comprehend this segment better and improve the adoption of more innovative strategies to service the digital customer.

While we have offered a study of the claims behavior of the market across the usual set of segments and parameters measured in the offline world, one of the most interesting aspects that came out of this study is the role played by behavioral parameters of a customer on their claims experience. It is an oft-repeated maxim across the insurance world that car insurance is underwritten on the ‘driver-customer’ and not the asset. The nature and outcome of such a cover is then intuitively closely linked to the nature of the customer. It is here that the digital world offers a significant leap on understanding the customer’s predispositions & propensities. We have hence kept a key focus of this report also towards profiling the customer behavior through the purchase journey and correlating the same to their claims experience. This is therefore, in our view, a significant step forward in paving the way for a new and different world of car-insurance-underwriting in this market.

Last but most importantly, all these studies and propositions would not have been possible but for the tremendous support offered by our insurance partners. From sharing the data to closely working with our teams, the study and the report are a testament to the strong belief of our partners to 'resolve' this common goal. The report is hence dedicated to all our key partners who have made this happen and who have vowed to continue this support for the betterment of the market.

We plan to continue this initiative going forward and to share the industry-level performance at regular intervals. We will hence continue to seek your feedback on enhancing this report to include further details and analyses. We hope to make this report a mainstay on the annual calendar to provide a significant glimpse into the digital car insurance market in the country.

**Vaidyanathan Ramani**

Head - Product & Innovation

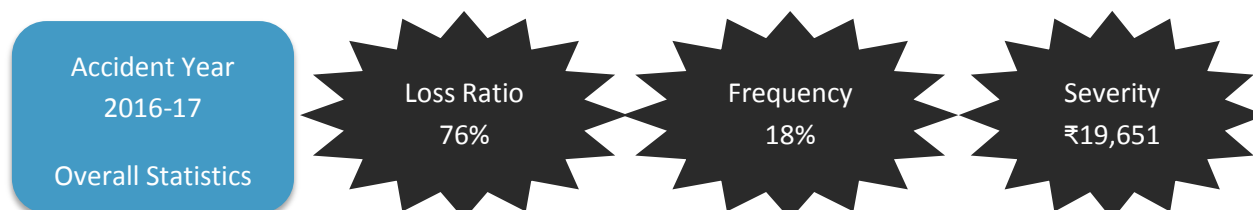
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# OVERVIEW

The motor portfolio is the largest segment for most general insurers in the market today. Hence the profitability of this book has an immense importance. The outcome is heavily influenced by loss ratio of the portfolio and is a direct outcome of the pricing and underwriting strategies rolled out by the insurer. Our focus of this study has therefore been the loss ratio for the Pvt. Car portfolio of Policybazaar and the various sub-segments arising within. Specifically, we have given attention to the own-damage component of the portfolio as it anchors the underwriting strategies for all market players driving 50-60% of overall Pvt. Car premiums. Over the next few pages, we present to you the performance of Policybazaar's Private Car OD portfolio for Accident Year (AY) 2016-17 in India which is an indicator for the digital market at large.

At an overall level, the OD loss ratio for AY 2016-17 is measured to be 76%. While there are no established market-level statistics available for comparison, it is conventionally known that this loss ratio is lower than what the market anticipates with a portfolio that is skewed towards renewals and rollover policies. At a frequency of 18% and severity of ₹ 19,651/- per claim, the Policybazaar portfolio presents a very significant opportunity for the insurance companies. This is further enhanced from the wide variance exhibited by different segments within the portfolio – Loss ratios vary widely from low double digits to well above 100%.

Overall portfolio rate (realized) at 1.47% is comparable to the rest of the market for a book of similar average age (median age is between 3 and 4 years) and tenure. In terms of makes, Maruti & Hyundai together constitute ~46% of portfolio – the book is more diverse across makes in comparison to the distribution in offline market. Average IDV is measured to be ₹ 3.02 Lacs giving an average realization of ₹4,439 as Motor OD premium per policy.












## SEGMENTATION BY GEOGRAPHY

About 80% of Policybazaar's business earned in 2016-17 came from 9 states – Maharashtra, Delhi, Haryana, Karnataka, Uttar Pradesh, Andhra Pradesh, Tamilnadu, Gujarat and Rajasthan. While these 9 states are also major contributors in the offline motor insurance market, there is one key difference. The Policybazaar portfolio shows a positive skew in terms of states like Haryana, Uttar Pradesh and Karnataka while relative shares of Maharashtra, Tamilnadu and Andhra Pradesh are sharply lower than the offline market.

Interestingly, the South-West belt of Andhra Pradesh-Karnataka-Maharashtra is the most profitable segment for Policybazaar that contributed 1/3<sup>rd</sup> of overall business at 61% loss ratio. At the other end of the spectrum, UP-Haryana-Gujarat were the worst performing states with a loss ratio of 82% and accounting for almost 1/4<sup>th</sup> of total business. Delhi showed a marked difference in performance from its surrounding areas (in UP and Haryana) and was among the largest and profitable segments.

Table A: Key Statistics by Major States

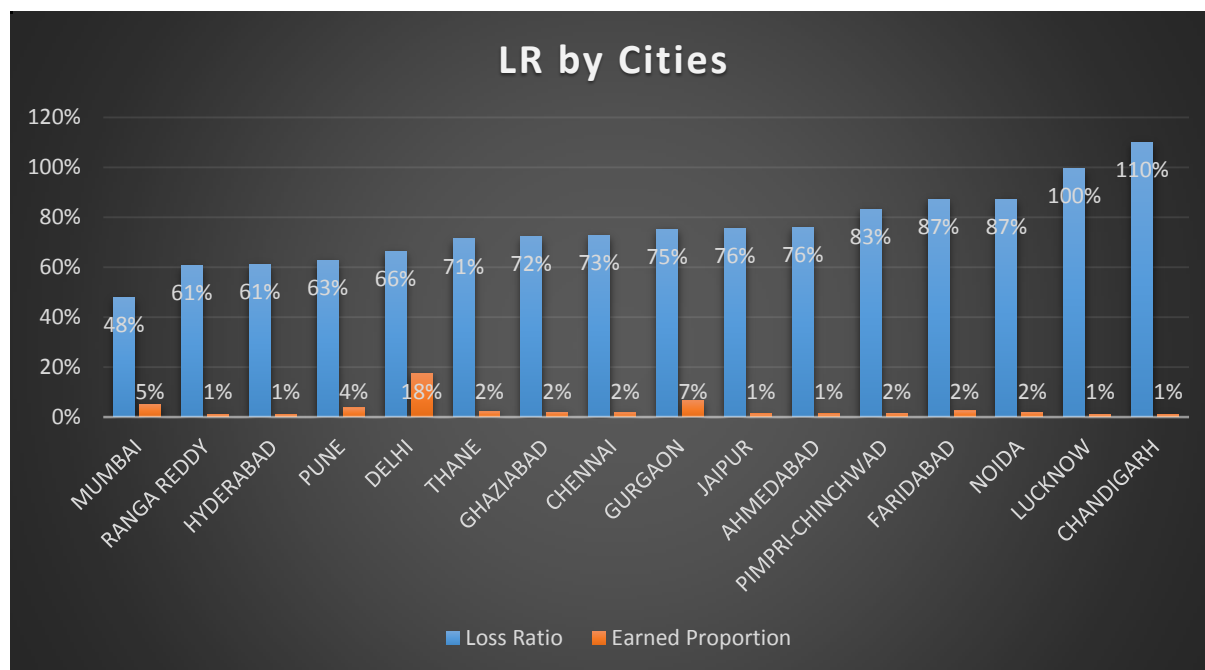
State	Kar	AP	Mah	Del	TN	Raj	UP	Guj	Har
LR	 59%	 59%	 63%	 66%	 77%	 78%	 80%	 81%	 84%
Frequency	15%	17%	16%	15%	16%	16%	18%	19%	20%
Severity	18,140	15,938	19,347	19,371	21,069	22,696	21,454	22,021	22,335
Earned Prop. %	10%	4%	18%	18%	4%	3%	8%	4%	12%

Further segmentation of loss ratio performance by major cities however brings out the wide variance and associated opportunity even within these states. While the profitable states saw its fair and large share of cities with good performance (e.g Maharashtra with Mumbai, Pune and Thane), there were outliers, both positive and negative, within that showed marked difference in performance.

First on the bright side, Ghaziabad and Gurgaon, at 72% and 75% loss ratio were considerably lower than the average loss ratio displayed by their states – 80% and 84%. A similar good performance was seen also at upcoming towns of Moradabad and Meerut of Uttar Pradesh. Mumbai, which was the most profitable large city for Policybazaar with a loss ratio of 48%, also displayed a significantly lower loss performance than the 63% seen for Maharashtra. At the other end of the spectrum however, Lucknow, Chandigarh and the Gujarat belt of Bharuch, Gandhinagar, Rajkot and Valsad displayed loss ratios higher than even 100% that depreciated

the margins on the portfolio. The opportunity for segmentation is hence immense on the digital channel, with consumers even across the border (e.g Delhi with its NCR neighbours) exhibiting very different loss performance.

Chart A: Loss Ratio by Major Cities



## SEGMENTATION BY VEHICLE-MAKE

Maruti and Hyundai were the largest 2 portfolios contributing 46% of total business together. Honda, Ford and Volkswagen contributed another 20% while the others contributed the rest. While M&M was the most profitable portfolio at loss ratio of just 60%, it was a comparatively small segment and hence the overall profitability of the portfolio was anchored on Maruti (and to a lesser extent on Hyundai) which exhibited a lower-than-average loss ratio of 68%. Maruti's

Table B: Key Statistics by major Car Makes

Vehicle Make	M&M	CHEVROLET	MARUTI	HONDA	HYUNDAI	TATA	TOYOTA	FORD	RENAULT	SKODA	VW
LR	60%	63%	68%	69%	72%	73%	76%	77%	89%	102%	104%
Frequency	15%	13%	15%	21%	20%	11%	21%	19%	28%	27%	33%
Severity	33,695	18,019	14,764	21,642	15,988	22,082	27,856	23,008	32,620	32,097	27,468
Earned Prop. %	4%	5%	24%	8%	22%	4%	5%	7%	3%	3%	6%

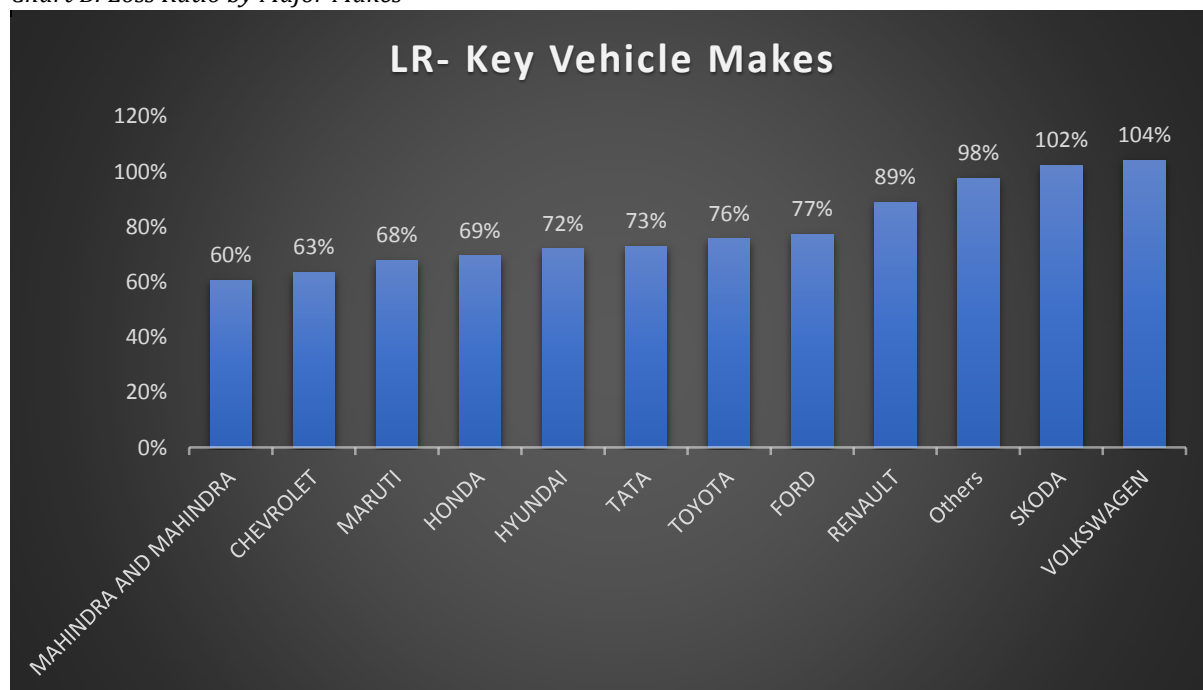
loss frequency of 15% was crucial in this outcome as it restrained the loss ratio to below 70% with the given severity of ₹14,000

At the other end of the spectrum, Skoda and Volkswagen were both above 100% on loss performance and had an equally high frequency on claims. In fact, for Volkswagen, 1 out every 3 vehicles made a claim in 2016-17 which is very high considering that the average vehicle under consideration was either a renewal or rollover.

The mid-market of Hyundai, Toyota, Tata and Ford displayed loss ratios in the known ranges (with the offline market) and similar claim frequencies. There was however a marked differential performance with the Tata portfolio – the book had the lowest claims incidence at 11% but had a comparatively higher severity of ₹22,000 that brought the loss ratio higher into the 70s range. This adverse outcome on severity was majorly driven due to a few large losses/thefts within the segment. However as the segment was one of the smallest, we did not do further segregation (the sub-segments were not of size and performance that was consistent to be considered homogenous). This is one area that we will continue to watch and seek corrective action going forward.

Almost as a converse, Honda vehicles displayed a ‘high’ claims frequency of 21% but at the comparative ‘lower’ severity of ₹21,000 (3/4<sup>th</sup> of Honda portfolio was City and Amaze, hence this severity is ‘low’), the book returned a fantastic loss ratio below 70%. Detailed make-level segmentation and statistics are made available at the end of the report under the Appendix section for a much closer examination.

Chart B: Loss Ratio by Major Makes



## SEGMENTATION BY GEOGRAPHY & MAKE

Further segmentation of the loss performance by both Geography and Vehicle-Make indicated that geography was a stronger factor than make for the golden 'south-west' corridor (Maharashtra, Karnataka and Andhra Pradesh) – a fact underlined by 'good' performance for all of top 5 vehicle-makes across these states. In fact, Delhi too exhibited a similar all-pervasive and almost-uniform performance across all the top 5 vehicle-makes. While there was still scope to segment down into vehicle-makes for improved performance and profitability, these geographies provided an overall opportunity for growth.

Table C: Loss Ratio by Major States and Major Vehicle Makes

Loss Ratio	MARUTI	HYUNDAI	HONDA	MAHINDRA	TOYOTA	INDUSTRY
AP	50%	60%	52%	51%	39%	59%
Del	62%	63%	65%	65%	59%	66%
Guj	64%	64%	58%	82%	108%	81%
Har	77%	90%	72%	59%	78%	84%
Kar	54%	65%	59%	45%	44%	59%
Mah	56%	51%	64%	58%	68%	63%
Raj	65%	98%	62%	46%	72%	78%
TN	70%	61%	66%	60%	92%	77%
UP	67%	93%	77%	97%	85%	80%
Industry	68%	72%	69%	60%	76%	76%

At the other end, 2 states with worst performances – Uttar Pradesh and Haryana – exhibited an almost unilateral deterioration across makes that once again emphasized geography as key element in segmentation and pricing. However, all was not lost in these areas with at least one key vehicle-make (Maruti in Uttar Pradesh and Honda-Mahindra in Haryana) reflecting areas of opportunity. The predominant loss performance across however calls for caution even as segmentation is applied further for improving performance and growth in these areas.

Perhaps the biggest reason for segmentation was felt in the 'middle' states – Rajasthan, Gujarat and Tamilnadu – where the performance across the different vehicle-makes was starkly different. All the 3 states exhibited good performance across more than 2/3<sup>rd</sup> of the portfolio that made selection within the segment a key factor for profitable outcome. These 3 states are also among the Top 10 markets for car insurance in India and hence these present a significant opportunity from differentiated offers.

Further segmentation of vehicle-makes by key cities also strengthened the geographic factor in the loss ratios for the 'golden' south-west states as well as Delhi. Here, all key cities exhibited almost unilateral good performances across segments that drove the regions' loss outcome. There were one to two sub-segments that presented a differentiation opportunity (like Hyundai in Hyderabad or Toyota across Thane and Pune) but the size of differential win was considerably small and hence not pursued in detail.

There was however strength for the argument for segmentation across the cities from other key states. Here, there were marked differences in performances across vehicle-makes that created opportunities to further sub-segment customers and drive customized offerings. For example, Gurgaon, while still is part of Haryana that has a high loss ratio, demonstrated good loss performance across all makes including Hyundai where its performance was bordering the acceptable limit. Similarly, Ghaziabad, Faridabad, Noida and Surat – all exhibited relatively good performance on their Honda portfolio that indicated certain customer segmentation at work in the choice of these vehicle-makes. Hyundai, on the other hand, was seen to exhibit a good performance across all of Western region including the cities in Gujarat which indicated further factors at play in the loss ratio outcome.

A detailed make-level analysis across key cities is presented at the end of the report for further leverage through segmentation

Table D: Loss Ratio by Major Cities and Major Vehicle Makes

Loss Ratio	MARUTI	HYUNDAI	HONDA	MAHINDRA	TOYOTA	INDUSTRY
BANGALORE	54%	61%	55%	55%	28%	60%
CHENNAI	88%	62%	40%	18%	117%	73%
DELHI	62%	63%	65%	65%	59%	66%
FARIDABAD	71%	77%	70%	54%	126%	87%
GHAZIABAD	65%	78%	61%	79%	128%	72%
GURGAON	66%	75%	65%	46%	69%	75%
HYDERABAD	53%	72%	35%	32%	17%	61%
MUMBAI	51%	38%	53%	24%	43%	48%
NAVI MUMBAI	63%	27%	66%	20%	47%	58%
NOIDA	106%	87%	43%	229%	54%	87%
PUNE	57%	46%	50%	31%	89%	63%
SURAT	83%	49%	30%	21%	63%	73%
THANE	62%	62%	46%	65%	89%	71%
INDUSTRY	68%	72%	69%	60%	76%	76%



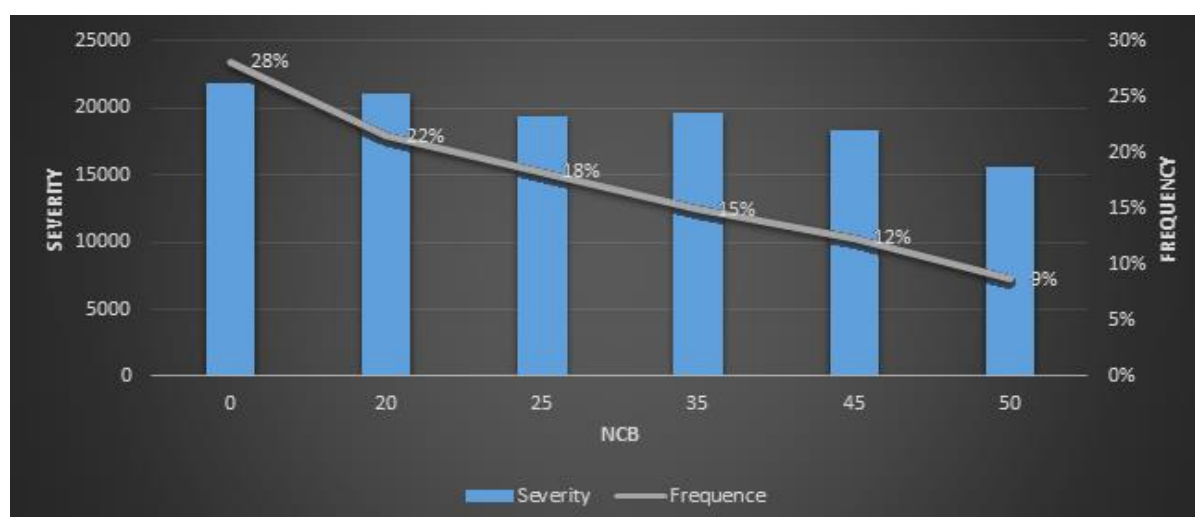
## SEGMENTATION BY NCB

The No-Claim-Bonus (NCB) was the next key variable that was used for segmentation of the portfolio's performance to look for differentiation. For this analysis, the NCB that was applied in the new policy was indexed as the reference. The analysis brought out an important but somewhat expected outcome – Vehicles that reported a claim in the previous year and consequently carried a 0% NCB into the new policy exhibited a significantly worse loss ratio than those that didn't. In fact, this segment demonstrated a fairly higher loss frequency of 28%, the highest in the portfolio, which was the causing factor for the performance seen. This increase of more than 25% in claims incidence from those who had at least a no-claims-in-last-year has led to the industry extinguishing the accumulated NCB for such customers at the first instance of a claim. While we believe that there exists an opportunity within this segment for differentiation in terms of number of claims made in lifetime of the car/ driver-customer, there was dearth of this data being available that prevented us from doing a detailed analysis. This is therefore another area that we intend to record and analyze more going forward.

Table E: Key Statistics on all No-Claim-Bonus levels

NCB	0	20	25	35	45	50
LR	85%	71%	67%	70%	71%	67%
Frequency	28%	22%	18%	15%	12%	9%
Severity	21,911	21,066	19,425	19,619	18,371	15,641
Earned Prop. %	30%	23%	17%	10%	6%	10%

Chart B: Frequency and Severity at all No-Claims-Bonus levels



All the other NCB levels – from 20% to 50% - exhibited similar loss ratio performance that spanned between 67% and 71%. There was however a marked correlation between the rising levels of NCB and decreasing claims frequency - With every rise in NCB level, there was a 20-25% decrease in claims incidence. Accounting for variations in the severity, the steady loss ratio performance indicates that the market has almost already factored in this outcome in the pricing of these policies. We believe that this documented study can only further enhance this market behavior and emphasize this differentiation going forward.

## SEGMENTATION BY NCB AND VEHICLE MAKE

Further segmentation of the NCB's correlation with loss performance lead us to believe, at first instance, a differentiated outcome where all makes except Mahindra – Maruti, Hyundai, Honda and Toyota – reflected the underlying principle of NCB-portfolios exhibiting loss ratios lower than Zero-NCB portfolio. However, a closer examination of Mahindra portfolio revealed 2 large claims (in the 35% NCB category) which if considered to be one-off, altered the outcome to align to the rest of the portfolio. The make-wise segmentation hence also provides strong credence to the market practice on pricing the customers who carry NCB into the new policy.

Table F: Loss Ratio at all No-Claim-Bonus levels and major Vehicle Makes

NCB-LR	MARUTI	HYUNDAI	HONDA	MAHINDRA	TOYOTA	INDUSTRY
0	79%	90%	75%	54%	77%	85%
20	70%	63%	71%	71%	72%	71%
25	59%	66%	61%	46%	74%	67%
35	66%	70%	74%	84%	69%	70%
45	59%	71%	60%	58%	75%	71%
50	61%	65%	55%	49%	61%	67%
INDUSTRY	68%	72%	69%	60%	76%	76%

There were however differences within the makes on the quantum of variance driven by the claim-made-in-previous-year behavior that could lead to a more intelligent pricing strategy for the insurance companies. The loss ratio of Zero-NCB Hyundai, for example, was most pronounced at 90% leading to a 25-30% reduction with rising NCB levels. This segment was also sharply responsible to drive the overall performance of the zero-NCB segment well above 80%. There may be hence further scope for sharpening the differentiated offers currently being offered to customers in this sub-segment. At the other end, Toyota exhibited steady but very

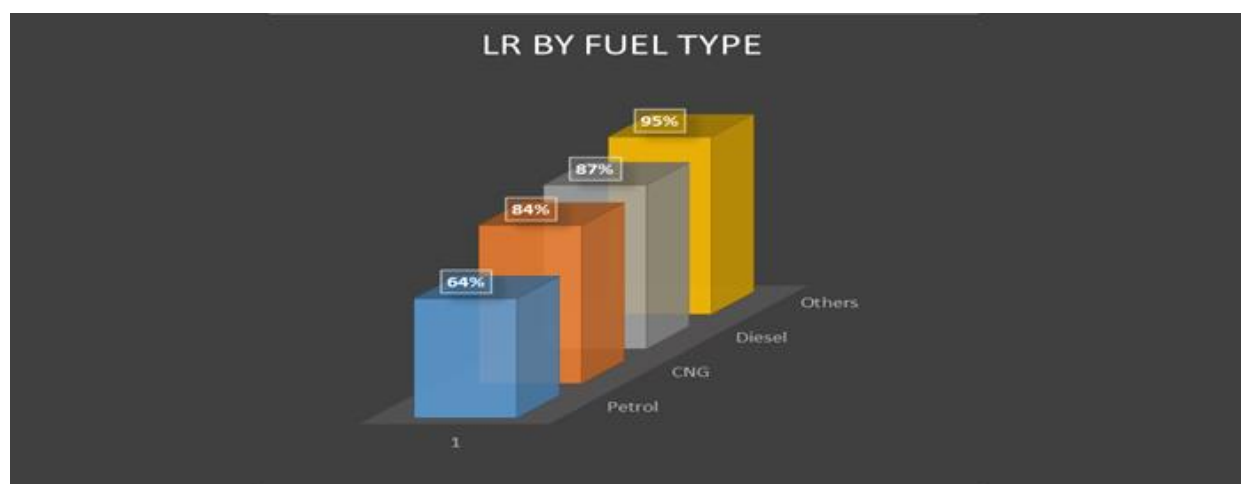
small variance in loss ratios across different levels of NCB which indicates that the market has potentially 'sized-up' the opportunity in its current pricing strategy.

## SEGMENTATION BY FUEL TYPE

On fuel type, the analysis of loss ratio yielded results that fully anticipated and were in line with the experience of the offline market. Petrol cars remained the most profitable segment for the insurance companies while the other fuels – Diesel and CNG – had equivalent level of high loss ratios. The variance between petrol and other fuels was observed to be of the order of 25%.

While the observation mirrors the common market knowledge of Petrol and Diesel cars (the fuel type functions as an indicator of the level of usage), the existence of significant variances in their loss ratios reflects the opportunity that remains for further differentiation. Taking the differences in IDV at current prices to be about 15-20%, the overall delta in performance of petrol cars vs. diesel/CNG cars turns up to be of the order of 35-40%. We anticipate that this difference will be built into the pricing strategies focused on this segment going forward.

Chart C: Loss Ratio by Fuel Types- Petrol, Diesel, CNG and Others



## SEGMENTATION BY FUEL TYPE AND MAKE

The significant differentiation in loss ratio outcome between petrol and other fuels continued across different vehicle-makes as well. While the rise in loss performance from petrol to diesel fuel was of order of 30% in Honda and Hyundai makes, Maruti vehicles demonstrated an almost 50% increase when fuel type was changed. This almost unilateral difference in loss

performance across major makes in market lends further credence to the market practice of treating the fuel type as a proxy for vehicle utilization – Diesel and CNG vehicles are on an average driven for much longer distance and remain on road for longer time than those driven on Petrol.

The differentiation however did not work for Toyota in our portfolio owing to strong performance from diesel-driven Innova and Fortuner segments. We discuss more about these vehicle models in a later segment. We believe that this again presents an incredible opportunity for differentiated proposition to Toyota diesel-car customers

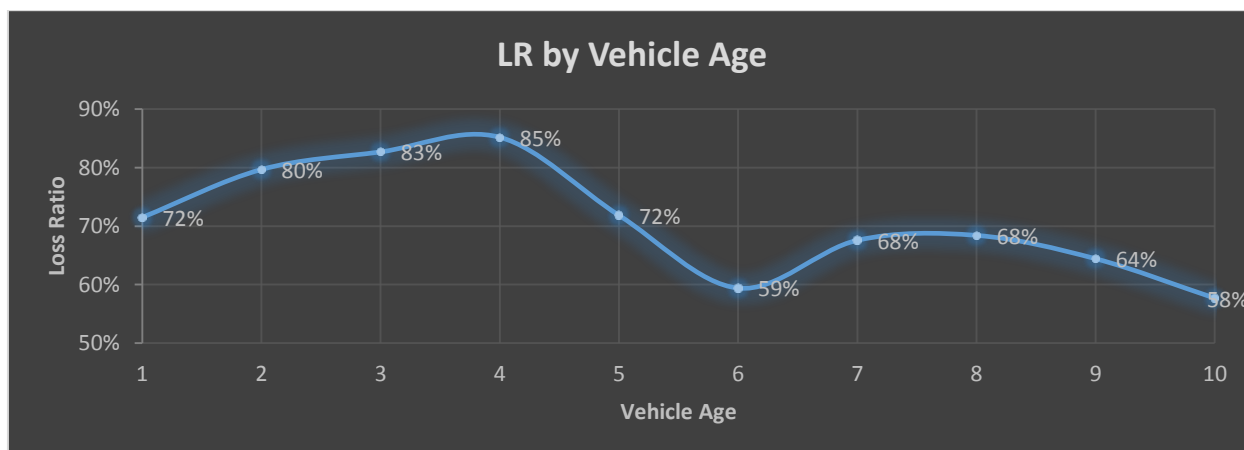
Table G: Loss Ratio by Fuel Type and Major Vehicle Makes

Fuel Type	MARUTI	HYUNDAI	HONDA	MAHINDRA	TOYOTA	INDUSTRY
Petrol	57%	66%	63%	-	72%	64%
Diesel	85%	85%	88%	60%	72%	87%
CNG	83%	98%	-	-	-	84%
Others	81%	83%	121%	55%	227%	95%
INDUSTRY	68%	72%	69%	60%	76%	76%

## SEGMENTATION BY VEHICLE AGE

Analysis of loss ratio performance by vehicle age indicates an increasing curve till Year 4 after which there is an improvement with loss ratios dropping below 60% by Year 6. This checkered performance of loss ratio is an outcome of the trends seen in the underlying factors – (1) Loss Frequency and (2) Loss Severity.

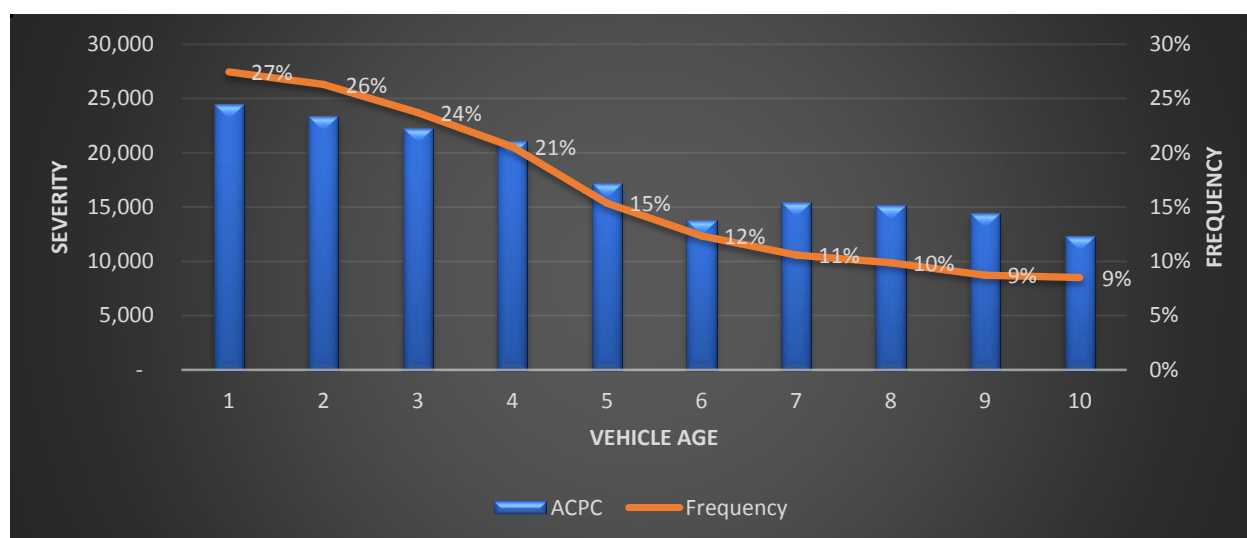
Chart D: Loss Ratio at all Vehicle Ages



On loss frequency, a unilateral decreasing trend is observed for the Policybazaar portfolio with rise in vehicle age. From a high of 27% for new vehicles, the loss frequency drops to 12-9% from Year 6. On loss severity as well, as shown in Chart E, there is a uniform drop between Years 1 – 6 after which the severity stabilizes to levels around ₹13,000-₹15,000.

While both frequency and severity provide almost similar unilateral trend behavior, the actual outcome of loss ratios are also dependent on pricing. From Year 1 to Year 2, there is a drop of 25%-30% in premium levels owing to average provision of NCB and drop in IDV of the vehicle. Against this, the overall drop in frequency and severity are to the tune of 15-20%. This therefore leads to the observed rise in loss ratios between Year 1 and 2. The same trend continues till about Year 4 after which the drop in NCB levels get restrained (to between 0 and 5%). As a result, the drop in frequency and severity levels get pronounced against price which drives the first drop of loss ratios for a given cohort of cars. This trend can be further extended to illustrate the observed loss ratio behavior until Year 10.

Chart E: Frequency and Severity at all Vehicle Ages



## SEGMENTATION BY VEHICLE TYPE

The last piece on segmentation of loss ratio performance (from a traditional channel perspective) was through consideration of the Vehicle Type – SUVs, Sedans and Hatchbacks. In the offline market, the car type is again considered as a representation of the level and place of utilization of the vehicle being insured – this leads to clear differentiation in loss ratio outcomes.

On the digital market, while the differentiation continued between the stated segments, the nature of variance was not strictly as anticipated. The SUVs and Mini-SUVs, for example, demonstrated a very good and profitable loss performance across all different models from stables of different makes – Mahindra, Honda, Toyota, Maruti and Hyundai. Loss ratio for a significant majority of these models remained at sub-60 levels leaving large margins for the insurance companies. This thus remains a major differentiation opportunity going forward.

Table H: Loss Ratio by Vehicle Type: SUVs, Sedans & Hatchbacks

Vehicle Type	Model		Loss Ratio	Severity	Frequency
SUV/ Mini-SUV	CRETA	●	32%	19,422	29%
	FORTUNER	●	45%	49,146	18%
	ERTIGA	●	52%	19,409	23%
	SCORPIO	●	60%	29,260	13%
	XUV 500	●	62%	41,032	20%
	INNOVA	●	67%	44,752	12%
Sedan	CIAZ	●	52%	17,708	35%
	XCENT	●	53%	17,763	26%
	NEW CITY	●	58%	23,912	19%
	SX4	●	58%	14,341	15%
	CIVIC	●	64%	22,170	14%
	VERNA	●	67%	21,420	26%
	SWIFT DZIRE	●	77%	18,642	22%
	CITY	●	77%	18,245	20%
	ETIOS	●	82%	19,518	28%
	AMAZE	●	85%	26,947	27%
	COROLLA ALTIS	●	104%	38,534	24%
Hatchback	ZEN	●	43%	10,406	7%
	RITZ	●	54%	12,822	15%
	WAGON R	●	58%	12,000	13%
	BRIO	●	59%	16,203	19%
	I 10	●	67%	12,792	17%
	GRAND I10	●	68%	16,294	31%
	SANTRO	●	69%	12,864	12%
	ALTO	●	70%	12,793	11%
	CELERIO	●	74%	17,251	24%
	SWIFT	●	78%	15,476	22%
	EON	●	86%	14,348	22%
	I 20	●	88%	20,496	28%
	ETIOS LIVA	●	110%	22,890	31%

On the other hand, the sedans and hatchbacks provided a mixed bag – some models were strongly positive with lower loss ratios while the others led to sharp drain in margins for the insurance companies. There was however no singular rule or guiding principle that fully explained the differentiation in performance of various models. Some key trends that anchored this differentiation were however noticeable:

- Car-types with larger share of diesel and CNG-models had higher loss ratios

- D-segment cars (2 Litre + capacity) exhibit lower loss ratios
- Panel-auto parts drive up severity levels leading to higher loss performances

Table H above lists the complete list of models and their loss performance for a detailed picture.

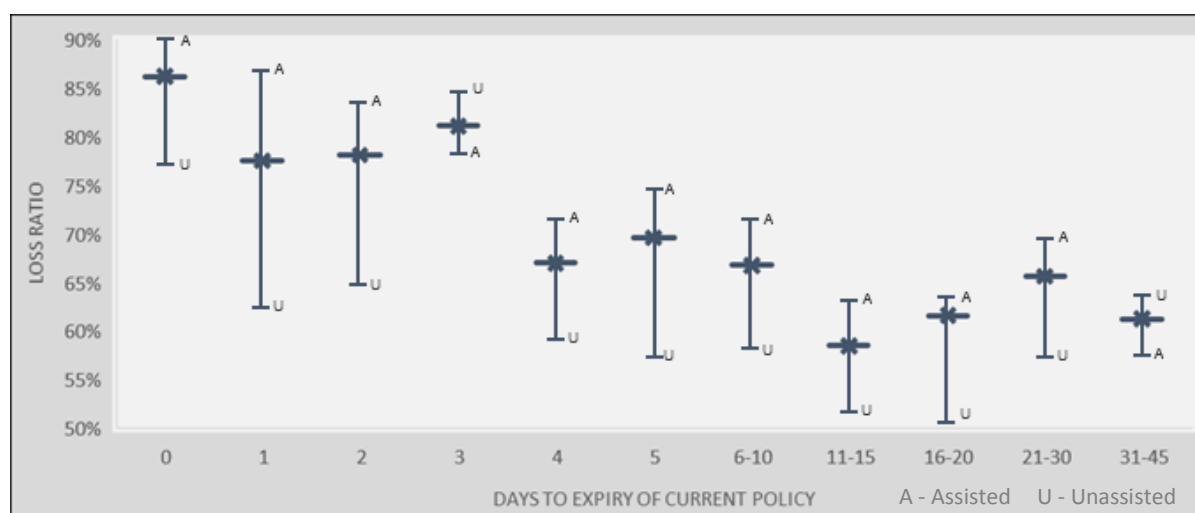
## SEGMENTATION BY DIGITAL BEHAVIOUR

Finally, a report on digital customer behavior cannot be complete without considering their actual behavior online through the purchase process. This last segmentation analysis was hence focused on 2 key aspects of the customer journey while buying a motor insurance policy – (1) No. of days to expiry and (2) Requirement for assistance while purchase

The time frame to current policy expiry emerged as a key variable that exhibited a high correlation to the loss behavior of the portfolio. It is now known that the cohort that renews the car policy at least 4 days prior to the expiry demonstrated a drop of 20-25% in loss ratios from those who renew within the last 4 days or later. The former segment displayed a loss ratio of 60-65% against the 80-85% observed on the latter cohort.

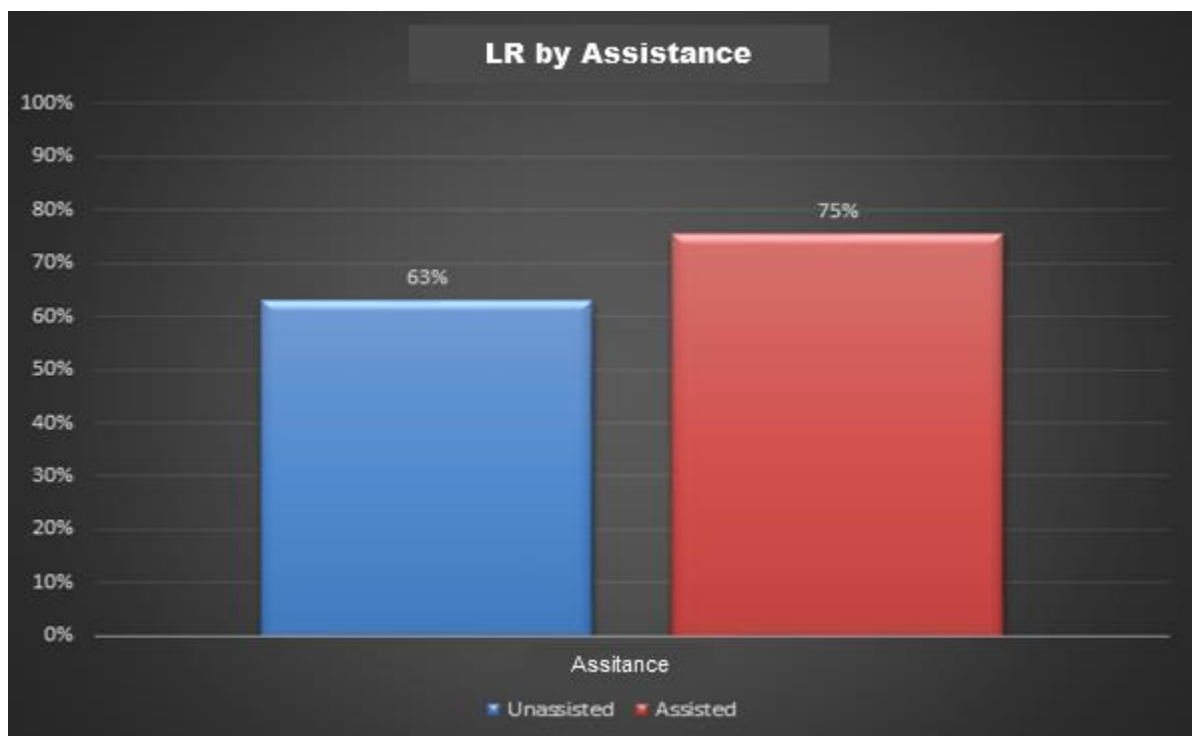
On a similar note, the availing of assistance in the purchase process further differentiated the customer loss behavior by an equally significant margin. The analysis of the Policybazaar portfolio indicated that customers who buy car insurance on their own and take very little assistance from a tele-calling agent were found to have lower propensity to claim in general and delivered 12%-15% lower loss ratio experience than those who needed significant assistance from the Policybazaar team and who spent a considerable time understanding the different options and features available across the market.

Chart E: L/R by Days-to-Expiry and gap between Assisted and Unassisted Loss Ratios at Respective Duration



We believe this behavior is not accidental and is inherently based on customer's own knowledge of their driving style and the risk that is riding on their car. Consequently this translates to higher incidence of claim and increased loss ratio. Interestingly, this gap between the self-serviced and assisted customers was almost uniform across the spectrum of days to expiry; that is, at any stage before expiry of current policy, the self-serviced was better than an assisted customer by almost the same margin of 10-12%.

Chart F: Loss Ratio by Assisted and Unassisted (Assistance Type)



The identification of these two digital behavior factors is an important milestone for this report as these factors confirm the existence and need for differentiation of digital insurance customers from traditional segmentation methods. The successful demonstration of the role of these factors also helps strengthen the viewpoint that digital channels may help commence the idea of underwriting the consumer-driver rather than the vehicle as the motor insurance market matures in the Indian landscape.



# Conclusion

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Against the apprehensions across different segments in the market, digital car insurance sale in India is very much viable. There exists significant opportunity for growth and equally large sections of profitability if one were to apply the right set of analytics and segmentation. This, in fact, will be the key to the growth of this segment going forward and will redefine the way car insurance has been underwritten so far in the market.

At the same time, the digital market also indicates few important but interesting differences from the offline market that we have come to know. A sample list of important inferences:

- SUVs are profitable across different makes
- All hatchbacks are not unprofitable
- Self-serviced car insurance purchases exhibit lower loss ratios
- Customers who renew their car insurances at least 4 days prior to expiry are profitable

But perhaps the greatest benefit of the digital channel is the ability to individually and separately underwrite every risk that comes on board. The capability to personalize pricing helps in applying the observed trends to specific customer segments, far more easily. The segmentation can therefore be extended to multiple dimensions, eventually resulting in a technical pricing model for all cars and car owners across the market.

We fervently hope we have provided that first leap for the market to move towards this scenario. We are equally thankful to our partners who contributed immensely to this study and helped define the digital car insurance market in India in this entirety for the first time. With the market projected to grow at 100% and beyond year-on-year, the opportunity ahead for the market is immense.

# Next Steps

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Our key endeavor out of this report is not just to report the state of market once but rather continue to exhibit the trend of the market year-on-year going forward. The market is in a continuous state of movement and the changing trends will have as much importance as the starting point. We are hopeful that our partners will continue to contribute to this initiative and help us in presenting this vision to the market periodically.

We also plan to compile a similar market-view on other product categories that are sold digitally in India – specifically Health insurance. We also hope to compile market segmentation and analytics of Motor Third Party losses for the digital market in the near future.

Once again, we thank all our partners for providing the data and sharing their thoughts and ideas that have greatly helped in formation of this report. We wish to be a key anchor for our partners for their foray into this market and help deliver a win-win outcome for all stakeholders involved. Wishing you all a very happy and profitable 2018!!

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# Appendix

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## 1. LR Detail by Vehicle Makes

### 1.1 Maruti

Registration state	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Karnataka	54%	11,916	14%	8%	1.40%	0.76%
Andhra Pradesh	50%	11,041	13%	3%	1.46%	0.75%
Maharashtra	56%	12,903	15%	17%	1.49%	0.84%
Delhi	62%	15,729	13%	23%	1.54%	0.95%
Tamil Nadu	70%	14,872	14%	3%	1.43%	1.00%
Rajasthan	65%	16,872	12%	3%	1.54%	1.00%
Uttar Pradesh	67%	15,578	14%	9%	1.54%	1.04%
Gujarat	64%	15,052	14%	4%	1.57%	1.01%
Haryana	77%	16,759	17%	14%	1.59%	1.23%
Others	91%	14,997	19%	17%	1.43%	1.34%
<b>Total</b>	<b>68%</b>	<b>14,764</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>1.03%</b>

Registration City	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
MUMBAI	51%	10,549	16%	5%	1.46%	0.76%
HYDERABAD	53%	9,556	15%	1%	1.45%	0.85%
BANGALORE	54%	11,089	16%	7%	1.41%	0.77%
PUNE	57%	13,891	14%	3%	1.55%	0.88%
THANE	62%	15,189	14%	2%	1.44%	0.93%
NAVI MUMBAI	63%	11,851	18%	1%	1.45%	0.92%
DELHI	62%	15,729	13%	23%	1.54%	0.95%
GHAZIABAD	65%	16,545	13%	2%	1.54%	1.01%
GURGAON	66%	14,962	16%	6%	1.56%	1.04%
FARIDABAD	71%	14,462	18%	3%	1.62%	1.13%
SURAT	83%	14,931	21%	1%	1.63%	1.40%
CHENNAI	88%	15,714	17%	1%	1.45%	1.25%
NOIDA	106%	19,819	19%	2%	1.53%	1.66%
Others	73%	15,324	15%	43%	1.49%	1.10%
<b>Total</b>	<b>68%</b>	<b>14,764</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>1.03%</b>

NCB	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	79%	15,618	26%	26%	2.06%	1.56%
20	70%	16,515	19%	22%	1.65%	1.13%
25	59%	14,551	16%	19%	1.53%	0.91%
35	66%	15,467	13%	11%	1.34%	0.90%
45	59%	12,368	11%	7%	1.14%	0.70%
50	61%	11,822	8%	14%	1.02%	0.65%
Others	72%	14,224	21%	2%	1.96%	1.19%
<b>Total</b>	<b>68%</b>	<b>14,764</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>1.03%</b>

Vehicle Model	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
A STAR	52%	10,417	12%	2%	1.36%	0.77%
ALTO	70%	12,793	11%	14%	1.40%	1.02%
BALENO	45%	15,659	14%	1%	1.78%	0.55%
CELERIO	74%	17,251	24%	2%	1.65%	1.23%
CIAZ	52%	17,708	35%	2%	1.72%	0.90%
ERTIGA	52%	19,409	23%	5%	1.58%	0.87%
RITZ	54%	12,822	15%	6%	1.45%	0.84%
SWIFT	78%	15,476	22%	22%	1.58%	1.26%
SWIFT DZIRE	77%	18,642	22%	18%	1.56%	1.22%
SX4	58%	14,341	15%	4%	1.26%	0.78%
WAGON R	58%	12,000	13%	18%	1.44%	0.87%
ZEN	43%	10,406	7%	3%	1.33%	0.63%
Others	88%	17,986	10%	4%	1.50%	1.19%
<b>Total</b>	<b>68%</b>	<b>14,764</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>1.03%</b>

Fuel Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Petrol	57%	12,730	12%	62%	1.44%	0.83%
Diesel	85%	19,114	27%	28%	1.62%	1.39%
CNG	83%	16,108	20%	7%	1.57%	1.39%
Others	81%	12,978	24%	3%	1.75%	1.51%
<b>Total</b>	<b>68%</b>	<b>14,764</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>1.03%</b>

Vehicle Age	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
1	69%	18,897	26%	17%	1.74%	1.16%
2	70%	17,571	23%	18%	1.66%	1.18%
3	78%	17,200	22%	15%	1.58%	1.28%
4	75%	15,170	19%	12%	1.49%	1.12%
5	67%	12,693	14%	9%	1.30%	0.89%
6	52%	11,022	11%	8%	1.24%	0.67%
7	50%	10,135	10%	5%	1.24%	0.63%
8	58%	9,783	10%	4%	1.26%	0.77%
9	55%	10,448	8%	3%	1.30%	0.71%
10	66%	12,466	7%	2%	1.35%	0.92%
Others	68%	13,318	12%	7%	1.64%	1.20%
<b>Total</b>	<b>68%</b>	<b>14,764</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>1.03%</b>

Assistance Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Unassisted	66%	14,742	13%	33%	1.42%	0.97%
Assisted	66%	14,716	16%	66%	1.54%	1.02%
Others	485%	16,079	96%	0%	2.14%	9.79%
<b>Total</b>	<b>68%</b>	<b>14,764</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>1.03%</b>

Talk time (minutes)	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0-3	65%	14,704	13%	30%	1.42%	0.95%
3-5	77%	15,042	15%	3%	1.42%	1.13%
5-7	49%	11,377	13%	3%	1.43%	0.72%
7-10	62%	13,298	15%	4%	1.47%	0.94%
10+	67%	14,978	16%	59%	1.55%	1.03%
Others	485%	16,079	96%	0%	2.14%	9.79%
<b>Total</b>	<b>68%</b>	<b>14,764</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>1.03%</b>

Days to expiry of current policy	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	79%	17,687	15%	12%	1.54%	1.22%
1	67%	14,845	15%	12%	1.51%	1.01%
2	72%	15,376	15%	8%	1.49%	1.08%
3	65%	14,487	15%	6%	1.49%	0.95%
4	54%	12,421	14%	5%	1.50%	0.78%
5	51%	12,436	13%	4%	1.49%	0.76%
6-10	61%	13,917	14%	14%	1.45%	0.88%
11-15	57%	12,845	14%	13%	1.54%	0.86%
16-20	71%	15,518	15%	7%	1.46%	1.06%
21-30	65%	15,727	13%	6%	1.42%	0.93%
31-45	67%	15,143	14%	3%	1.36%	0.92%
Others	91%	15,092	25%	10%	1.68%	1.69%
<b>Total</b>	<b>68%</b>	<b>14,764</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>1.03%</b>

## 1.2 Hyundai

Registration state	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Karnataka	65%	14,902	19%	9%	1.58%	1.02%
Andhra Pradesh	60%	12,706	20%	4%	1.63%	1.06%
Maharashtra	51%	14,232	17%	16%	1.65%	0.84%
Delhi	63%	14,237	17%	19%	1.62%	1.00%
Tamil Nadu	61%	14,982	16%	3%	1.55%	0.98%
Rajasthan	98%	22,195	20%	3%	1.70%	1.66%
Uttar Pradesh	93%	19,673	20%	8%	1.68%	1.60%
Gujarat	64%	17,395	20%	5%	1.74%	1.15%
Haryana	90%	19,265	21%	12%	1.69%	1.53%
Others	81%	15,316	24%	21%	1.60%	1.32%
<b>Total</b>	<b>72%</b>	<b>15,988</b>	<b>20%</b>	<b>100%</b>	<b>1.64%</b>	<b>1.18%</b>

Registration City	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
NAVI MUMBAI	27%	7,978	14%	1%	1.62%	0.46%
MUMBAI	38%	10,901	16%	4%	1.58%	0.60%
PUNE	46%	13,853	16%	4%	1.68%	0.77%
SURAT	49%	14,811	17%	1%	1.79%	0.87%
BANGALORE	61%	13,656	20%	8%	1.59%	0.96%
CHENNAI	62%	14,373	16%	2%	1.54%	0.98%
THANE	62%	14,887	20%	2%	1.62%	1.01%
DELHI	63%	14,237	17%	19%	1.62%	1.00%
HYDERABAD	72%	11,296	25%	1%	1.65%	1.33%
GURGAON	75%	18,194	20%	6%	1.67%	1.22%
FARIDABAD	77%	13,398	24%	2%	1.68%	1.35%
GHAZIABAD	78%	15,995	22%	2%	1.71%	1.35%
NOIDA	87%	25,802	16%	2%	1.70%	1.47%
Others	81%	17,419	21%	48%	1.65%	1.35%
<b>Total</b>	<b>72%</b>	<b>15,988</b>	<b>20%</b>	<b>100%</b>	<b>1.64%</b>	<b>1.18%</b>

Vehicle Model	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
ACCENT	58%	15,539	11%	2%	1.45%	0.88%
CRETA	32%	19,422	29%	2%	1.72%	0.57%
ELITE I20	50%	15,331	37%	1%	1.97%	1.00%
EON	86%	14,348	22%	7%	1.63%	1.47%
GRAND I10	68%	16,294	31%	12%	1.82%	1.29%
I 10	67%	12,792	17%	22%	1.48%	1.07%
I 20	88%	20,496	28%	23%	1.74%	1.58%
SANTRO	69%	12,864	12%	13%	1.45%	1.15%
VERNA	67%	21,420	26%	10%	1.64%	1.16%
XCENT	53%	17,763	26%	5%	1.80%	1.00%
Others	95%	15,334	29%	2%	1.69%	1.54%
<b>Total</b>	<b>72%</b>	<b>15,988</b>	<b>20%</b>	<b>100%</b>	<b>1.64%</b>	<b>1.18%</b>



NCB	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	90%	17,658	35%	28%	2.21%	1.90%
20	63%	16,201	23%	24%	1.76%	1.09%
25	66%	15,830	20%	17%	1.63%	1.06%
35	70%	15,793	17%	10%	1.44%	1.03%
45	71%	15,058	14%	6%	1.24%	0.91%
50	65%	12,815	9%	11%	1.07%	0.72%
Others	58%	13,753	20%	4%	1.96%	1.06%
<b>Total</b>	<b>72%</b>	<b>15,988</b>	<b>20%</b>	<b>100%</b>	<b>1.64%</b>	<b>1.18%</b>

Fuel Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Petrol	66%	14,758	17%	70%	1.58%	1.05%
Diesel	85%	20,721	38%	23%	1.82%	1.55%
CNG	98%	16,444	20%	2%	1.55%	1.63%
Others	83%	13,454	29%	4%	2.00%	2.01%
<b>Total</b>	<b>72%</b>	<b>15,988</b>	<b>20%</b>	<b>100%</b>	<b>1.64%</b>	<b>1.18%</b>

Vehicle Age	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
1	65%	19,350	30%	21%	1.82%	1.16%
2	76%	18,489	29%	19%	1.82%	1.36%
3	75%	17,096	26%	14%	1.74%	1.32%
4	80%	16,741	22%	12%	1.67%	1.32%
5	75%	14,932	17%	8%	1.42%	1.09%
6	72%	12,599	15%	7%	1.30%	0.96%
7	62%	11,648	12%	4%	1.32%	0.82%
8	65%	11,510	11%	3%	1.35%	0.86%
9	60%	10,695	10%	2%	1.37%	0.84%
10	58%	9,363	10%	1%	1.40%	0.80%
Others	72%	14,054	18%	9%	1.73%	1.43%
<b>Total</b>	<b>72%</b>	<b>15,988</b>	<b>20%</b>	<b>100%</b>	<b>1.64%</b>	<b>1.18%</b>

Assistance Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Unassisted	60%	14,340	16%	36%	1.55%	0.94%
Assisted	72%	16,859	20%	63%	1.68%	1.22%
Others	717%	16,607	189%	1%	2.07%	13.59%
<b>Total</b>	<b>72%</b>	<b>15,988</b>	<b>20%</b>	<b>100%</b>	<b>1.64%</b>	<b>1.18%</b>

Talk time (minutes)	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0-3	61%	14,609	16%	33%	1.55%	0.60%
3-5	56%	11,936	18%	3%	1.57%	0.49%
5-7	51%	13,370	15%	3%	1.56%	0.35%
7-10	61%	13,528	18%	4%	1.58%	0.38%
10+	74%	17,253	21%	56%	1.70%	0.72%
Others	717%	16,607	189%	1%	2.07%	3.24%
<b>Total</b>	<b>72%</b>	<b>15,988</b>	<b>20%</b>	<b>100%</b>	<b>1.64%</b>	<b>1.18%</b>

Days to expiry of current policy	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	82%	18,862	20%	12%	1.68%	1.39%
1	67%	15,617	18%	12%	1.63%	1.09%
2	75%	16,962	19%	8%	1.63%	1.22%
3	73%	17,837	17%	6%	1.63%	1.16%
4	72%	16,961	18%	5%	1.62%	1.15%
5	48%	12,705	16%	4%	1.60%	0.75%
6-10	57%	14,882	16%	13%	1.58%	0.90%
11-15	62%	13,294	19%	15%	1.61%	0.98%
16-20	62%	14,946	18%	7%	1.60%	1.02%
21-30	78%	18,617	18%	5%	1.60%	1.19%
31-45	60%	15,760	17%	3%	1.60%	0.92%
Others	115%	16,499	41%	10%	1.91%	2.33%
<b>Total</b>	<b>72%</b>	<b>15,988</b>	<b>20%</b>	<b>100%</b>	<b>1.64%</b>	<b>1.18%</b>

## 1.3 Honda

Registration state	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Karnataka	59%	18,964	20%	11%	1.48%	0.86%
Andhra Pradesh	52%	15,384	21%	3%	1.49%	0.84%
Maharashtra	64%	20,723	19%	20%	1.45%	0.92%
Delhi	65%	23,063	18%	22%	1.59%	1.01%
Tamil Nadu	66%	18,098	22%	4%	1.47%	0.94%
Rajasthan	62%	22,657	21%	2%	1.78%	1.08%
Uttar Pradesh	77%	24,707	23%	7%	1.65%	1.28%
Gujarat	58%	16,817	24%	4%	1.51%	0.93%
Haryana	72%	21,849	20%	11%	1.42%	1.02%
Others	92%	24,141	27%	16%	1.56%	1.44%
<b>Total</b>	<b>69%</b>	<b>21,642</b>	<b>21%</b>	<b>100%</b>	<b>1.52%</b>	<b>1.05%</b>

Registration City	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
SURAT	30%	10,724	22%	1%	1.62%	0.57%
HYDERABAD	35%	13,465	15%	1%	1.43%	0.59%
CHENNAI	40%	12,602	19%	2%	1.46%	0.58%
NOIDA	43%	16,077	20%	3%	1.65%	0.70%
THANE	46%	20,450	11%	2%	1.35%	0.61%
PUNE	50%	18,551	18%	4%	1.54%	0.76%
MUMBAI	53%	15,963	18%	8%	1.36%	0.75%
BANGALORE	55%	17,093	21%	11%	1.49%	0.82%
GHAZIABAD	61%	24,949	18%	2%	1.68%	1.06%
GURGAON	65%	21,737	19%	8%	1.36%	0.90%
NAVI MUMBAI	66%	14,880	23%	1%	1.40%	0.95%
DELHI	65%	23,063	18%	22%	1.59%	1.01%
FARIDABAD	70%	20,509	21%	2%	1.45%	1.04%
Others	87%	24,795	25%	34%	1.58%	1.36%
<b>Total</b>	<b>69%</b>	<b>21,642</b>	<b>21%</b>	<b>100%</b>	<b>1.52%</b>	<b>1.05%</b>

Vehicle Model	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
ACCORD	78%	28,453	18%	2%	1.11%	1.02%
AMAZE	85%	26,947	27%	24%	1.75%	1.55%
BRIO	59%	16,203	19%	8%	1.64%	1.06%
CITY	77%	18,245	20%	23%	1.39%	1.08%
CIVIC	64%	22,170	14%	7%	1.16%	0.82%
CR-V	41%	30,135	11%	2%	1.24%	0.51%
JAZZ	61%	17,086	26%	6%	1.66%	0.95%
MOBILIO	41%	21,371	23%	4%	1.77%	0.73%
NEW CITY	58%	23,912	19%	24%	1.49%	0.88%
Others	421%	15,758	316%	0%	1.84%	6.22%
<b>Total</b>	<b>69%</b>	<b>21,642</b>	<b>21%</b>	<b>100%</b>	<b>1.52%</b>	<b>1.05%</b>

Fuel Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Petrol	63%	20,015	18%	75%	1.46%	0.91%
Diesel	88%	26,608	35%	23%	1.77%	1.58%
CNG	-	-	-	0%	1.23%	-
Others	121%	22,585	31%	2%	2.10%	2.35%
<b>Total</b>	<b>69%</b>	<b>21,642</b>	<b>21%</b>	<b>100%</b>	<b>1.52%</b>	<b>1.05%</b>

Vehicle Age	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
1	69%	26,513	28%	28%	1.71%	1.19%
2	67%	23,374	26%	21%	1.71%	1.12%
3	75%	21,366	24%	10%	1.63%	1.22%
4	69%	19,649	21%	6%	1.48%	1.15%
5	58%	18,591	18%	5%	1.28%	0.88%
6	77%	19,120	19%	5%	1.18%	0.98%
7	67%	17,936	15%	4%	1.02%	0.73%
8	45%	14,699	11%	5%	1.19%	0.56%
9	121%	25,712	15%	4%	1.20%	1.48%
10	47%	10,180	14%	3%	1.24%	0.59%
Others	72%	19,397	19%	9%	1.58%	1.04%
<b>Total</b>	<b>69%</b>	<b>21,642</b>	<b>21%</b>	<b>100%</b>	<b>1.52%</b>	<b>1.05%</b>

NCB	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	75%	22,302	30%	29%	1.97%	1.45%
20	71%	24,203	24%	29%	1.60%	1.17%
25	61%	22,321	19%	19%	1.51%	0.93%
35	74%	21,510	18%	9%	1.34%	0.99%
45	60%	15,769	15%	4%	0.99%	0.61%
50	55%	14,284	12%	9%	0.94%	0.55%
Others	113%	26,682	24%	2%	1.67%	1.68%
<b>Total</b>	<b>69%</b>	<b>21,642</b>	<b>21%</b>	<b>100%</b>	<b>1.52%</b>	<b>1.05%</b>

Days to expiry of current policy	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	74%	23,417	21%	12%	1.57%	1.17%
1	79%	22,510	23%	12%	1.54%	1.19%
2	61%	19,210	21%	9%	1.55%	0.94%
3	63%	19,121	21%	6%	1.51%	0.96%
4	41%	14,727	18%	5%	1.50%	0.61%
5	80%	22,361	23%	5%	1.51%	1.19%
6-10	73%	27,472	17%	14%	1.49%	1.09%
11-15	68%	21,053	20%	13%	1.42%	0.95%
16-20	65%	20,066	21%	8%	1.48%	0.95%
21-30	70%	23,439	19%	5%	1.46%	1.00%
31-45	43%	17,591	15%	3%	1.44%	0.63%
Others	81%	19,982	32%	9%	1.81%	1.56%
<b>Total</b>	<b>69%</b>	<b>21,642</b>	<b>21%</b>	<b>100%</b>	<b>1.52%</b>	<b>1.05%</b>

Assistance Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Unassisted	54%	17,706	17%	33%	1.44%	0.79%
Assisted	74%	23,247	22%	66%	1.55%	1.15%
Others	372%	28,517	98%	1%	1.88%	6.57%
<b>Total</b>	<b>69%</b>	<b>21,642</b>	<b>21%</b>	<b>100%</b>	<b>1.52%</b>	<b>1.05%</b>

Talk time (minutes)	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0-3	54%	17,440	18%	30%	1.44%	0.78%
3-5	54%	21,028	15%	3%	1.46%	0.80%
5-7	67%	16,493	23%	3%	1.44%	0.95%
7-10	86%	29,484	17%	4%	1.49%	1.25%
10+	73%	23,315	22%	60%	1.57%	1.15%
Others	372%	28,517	98%	1%	1.88%	6.57%
<b>Total</b>	<b>69%</b>	<b>21,642</b>	<b>21%</b>	<b>100%</b>	<b>1.52%</b>	<b>1.05%</b>

## 1.4 Mahindra

Registration state	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Karnataka	45%	33,579	10%	10%	1.22%	0.55%
Andhra Pradesh	51%	34,820	10%	2%	1.31%	0.67%
Maharashtra	58%	34,550	14%	21%	1.37%	0.81%
Delhi	65%	42,709	13%	11%	1.44%	0.93%
Tamil Nadu	60%	27,180	14%	3%	1.23%	0.75%
Rajasthan	46%	32,687	11%	3%	1.48%	0.65%
Uttar Pradesh	97%	48,299	17%	8%	1.47%	1.46%
Gujarat	82%	34,487	21%	4%	1.48%	1.16%
Haryana	59%	27,087	19%	10%	1.43%	0.83%
Others	55%	28,902	16%	26%	1.38%	0.76%
<b>Total</b>	<b>60%</b>	<b>33,695</b>	<b>15%</b>	<b>100%</b>	<b>1.38%</b>	<b>0.83%</b>

NCB	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	54%	31,553	22%	26%	1.86%	0.99%
20	71%	39,977	19%	28%	1.47%	1.05%
25	46%	28,778	14%	19%	1.33%	0.61%
35	84%	53,393	11%	12%	1.18%	1.00%
45	58%	26,726	12%	7%	1.05%	0.62%
50	49%	18,797	9%	8%	0.93%	0.44%
Others	46%	18,747	25%	1%	1.59%	0.42%
<b>Total</b>	<b>60%</b>	<b>33,695</b>	<b>15%</b>	<b>100%</b>	<b>1.38%</b>	<b>0.83%</b>

Registration City	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
CHENNAI	18%	8,597	15%	1%	1.29%	0.23%
NAVI MUMBAI	20%	22,550	7%	1%	1.38%	0.26%
SURAT	21%	9,962	19%	0%	1.36%	0.33%
MUMBAI	24%	13,514	15%	5%	1.32%	0.32%
PUNE	31%	26,175	10%	3%	1.42%	0.44%
HYDERABAD	32%	14,575	13%	0%	1.15%	0.38%
GURGAON	46%	26,784	17%	7%	1.38%	0.65%
FARIDABAD	54%	14,506	32%	2%	1.42%	0.74%
BANGALORE	55%	35,595	12%	9%	1.23%	0.68%
THANE	65%	32,488	16%	3%	1.29%	0.88%
GHAZIABAD	79%	43,214	19%	1%	1.48%	1.23%
DELHI	65%	42,709	13%	11%	1.44%	0.93%
NOIDA	229%	103,499	26%	1%	1.49%	3.56%
Others	63%	34,569	15%	54%	1.41%	0.87%
<b>Total</b>	<b>60%</b>	<b>33,695</b>	<b>15%</b>	<b>100%</b>	<b>1.38%</b>	<b>0.83%</b>

Fuel Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Petrol	101%	11,514	70%	0%	1.88%	1.87%
Diesel	60%	34,702	14%	98%	1.37%	0.82%
CNG	-	-	-	0%	-	-
Others	55%	18,123	26%	2%	1.96%	1.34%
<b>Total</b>	<b>60%</b>	<b>33,695</b>	<b>15%</b>	<b>100%</b>	<b>1.38%</b>	<b>0.83%</b>

Talk time (minutes)	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0-3	60%	36,620	12%	29%	1.30%	0.78%
3-5	35%	24,484	10%	3%	1.25%	0.44%
5-7	32%	17,390	13%	3%	1.29%	0.43%
7-10	51%	21,055	20%	4%	1.36%	0.72%
10+	61%	34,033	16%	61%	1.42%	0.88%
Others	363%	54,225	48%	0%	1.89%	6.00%
<b>Total</b>	<b>60%</b>	<b>33,695</b>	<b>15%</b>	<b>100%</b>	<b>1.38%</b>	<b>0.83%</b>

Vehicle Model	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
<b>BOLERO</b>	27%	28,960	5%	8%	1.38%	0.39%
<b>QUANTO</b>	57%	27,509	15%	4%	1.50%	0.96%
<b>SCORPIO</b>	60%	29,260	13%	20%	1.33%	0.79%
<b>THAR</b>	43%	94,421	3%	1%	1.43%	0.61%
<b>TUV 300</b>	74%	34,878	26%	3%	1.71%	1.33%
<b>VERITO</b>	122%	34,812	19%	3%	1.37%	1.89%
<b>XUV 500</b>	62%	41,032	20%	51%	1.35%	0.89%
<b>XYLO</b>	57%	26,074	12%	8%	1.25%	0.78%
<b>Others</b>	90%	12,340	46%	1%	1.73%	1.32%
<b>Total</b>	<b>60%</b>	<b>33,695</b>	<b>15%</b>	<b>100%</b>	<b>1.38%</b>	<b>0.83%</b>

Vehicle Age	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
<b>1</b>	63%	41,085	20%	26%	1.49%	0.98%
<b>2</b>	40%	28,810	15%	21%	1.43%	0.58%
<b>3</b>	65%	35,910	16%	18%	1.33%	0.88%
<b>4</b>	76%	35,148	15%	12%	1.31%	1.03%
<b>5</b>	81%	32,960	12%	5%	1.13%	0.93%
<b>6</b>	62%	25,649	9%	3%	1.10%	0.70%
<b>7</b>	60%	16,589	12%	2%	1.13%	0.70%
<b>8</b>	49%	17,606	8%	1%	1.15%	0.53%
<b>9</b>	52%	23,754	6%	1%	1.07%	0.59%
<b>10</b>	135%	24,704	14%	1%	1.20%	1.52%
<b>Others</b>	55%	35,720	16%	10%	1.50%	0.79%
<b>Total</b>	<b>60%</b>	<b>33,695</b>	<b>15%</b>	<b>100%</b>	<b>1.38%</b>	<b>0.83%</b>

Assistance Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
<b>Unassisted</b>	58%	35,655	12%	32%	1.29%	0.75%
<b>Assisted</b>	60%	32,370	16%	68%	1.41%	0.85%
<b>Others</b>	363%	54,225	48%	0%	1.89%	6.00%
<b>Total</b>	<b>60%</b>	<b>33,695</b>	<b>15%</b>	<b>100%</b>	<b>1.38%</b>	<b>0.83%</b>



Days to expiry of current policy	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	52%	24,851	17%	15%	1.40%	0.74%
1	72%	34,901	16%	14%	1.36%	0.97%
2	99%	49,931	16%	9%	1.38%	1.34%
3	83%	52,785	13%	6%	1.40%	1.17%
4	54%	41,716	10%	4%	1.33%	0.67%
5	54%	29,991	15%	4%	1.36%	0.73%
6-10	55%	32,015	14%	13%	1.32%	0.72%
11-15	36%	19,715	15%	11%	1.39%	0.47%
16-20	35%	26,694	11%	6%	1.28%	0.47%
21-30	10%	7,831	10%	4%	1.28%	0.12%
31-45	95%	50,591	15%	3%	1.30%	1.18%
Others	74%	43,175	19%	12%	1.69%	1.27%
<b>Total</b>	<b>60%</b>	<b>33,695</b>	<b>15%</b>	<b>100%</b>	<b>1.38%</b>	<b>0.83%</b>

## 1.5 Toyota

Registration state	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Karnataka	44%	28,369	11%	11%	1.33%	0.59%
Andhra Pradesh	39%	14,987	18%	4%	1.49%	0.64%
Maharashtra	68%	26,536	18%	18%	1.39%	0.94%
Delhi	59%	24,535	18%	20%	1.53%	0.90%
Tamil Nadu	92%	28,910	22%	3%	1.55%	1.46%
Rajasthan	72%	23,560	27%	2%	1.84%	1.43%
Uttar Pradesh	85%	26,278	32%	7%	1.86%	1.50%
Gujarat	108%	28,901	28%	3%	1.54%	1.71%
Haryana	78%	25,527	27%	17%	1.61%	1.31%
Others	122%	38,684	26%	15%	1.55%	1.82%
<b>Total</b>	<b>76%</b>	<b>27,856</b>	<b>21%</b>	<b>100%</b>	<b>1.51%</b>	<b>1.15%</b>

Registration City	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
HYDERABAD	17%	6,071	17%	1%	1.42%	0.26%
BANGALORE	28%	19,525	10%	10%	1.32%	0.38%
MUMBAI	43%	19,405	15%	8%	1.35%	0.59%
NAVI MUMBAI	47%	21,799	14%	1%	1.19%	0.56%
NOIDA	54%	19,865	27%	2%	1.72%	0.95%
DELHI	59%	24,535	18%	20%	1.53%	0.90%
SURAT	63%	16,800	31%	0%	1.50%	1.00%
GURGAON	69%	26,556	23%	11%	1.55%	1.13%
THANE	89%	51,421	9%	2%	1.23%	1.18%
PUNE	89%	24,309	24%	3%	1.54%	1.32%
CHENNAI	117%	45,998	15%	1%	1.47%	1.71%
FARIDABAD	126%	25,704	41%	3%	1.69%	2.22%
GHAZIABAD	128%	36,483	33%	2%	1.88%	2.22%
Others	96%	31,957	25%	35%	1.59%	1.53%
<b>Total</b>	<b>76%</b>	<b>27,856</b>	<b>21%</b>	<b>100%</b>	<b>1.51%</b>	<b>1.15%</b>

Vehicle Model	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
CAMRY	83%	43,892	17%	1%	1.40%	1.00%
COROLLA	35%	13,273	10%	5%	1.19%	0.42%
COROLLA ALTIS	104%	38,534	24%	12%	1.29%	1.40%
ETIOS	82%	19,518	28%	23%	1.74%	1.49%
ETIOS CROSS	22%	10,149	21%	1%	1.55%	0.38%
ETIOS LIVA	110%	22,890	31%	13%	1.83%	2.14%
FORTUNER	45%	49,146	18%	14%	1.52%	0.69%
INNOVA	67%	44,752	12%	29%	1.46%	0.98%
Others	110%	18,523	23%	1%	1.06%	1.08%
<b>Total</b>	<b>76%</b>	<b>27,856</b>	<b>21%</b>	<b>100%</b>	<b>1.51%</b>	<b>1.15%</b>

NCB	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	77%	24,335	34%	29%	2.09%	1.57%
20	72%	30,414	23%	23%	1.65%	1.20%
25	74%	24,739	26%	17%	1.56%	1.14%
35	69%	25,199	19%	10%	1.38%	0.96%
45	75%	29,594	13%	7%	1.16%	0.86%
50	61%	32,032	8%	12%	0.95%	0.61%
Others	215%	72,047	23%	2%	1.86%	3.43%
<b>Total</b>	<b>76%</b>	<b>27,856</b>	<b>21%</b>	<b>100%</b>	<b>1.51%</b>	<b>1.15%</b>

Fuel Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Petrol	72%	22,098	19%	31%	1.42%	1.04%
Diesel	72%	29,768	22%	66%	1.56%	1.13%
CNG	-	-	-	-	-	-
Others	227%	59,002	29%	2%	2.33%	4.94%
<b>Total</b>	<b>76%</b>	<b>27,856</b>	<b>21%</b>	<b>100%</b>	<b>1.51%</b>	<b>1.15%</b>

Vehicle Age	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
1	53%	32,055	25%	15%	1.74%	0.90%
2	101%	31,454	38%	16%	1.74%	1.60%
3	79%	26,561	29%	16%	1.75%	1.34%
4	85%	24,621	26%	16%	1.70%	1.31%
5	61%	20,967	18%	11%	1.43%	0.95%
6	43%	21,891	13%	6%	1.15%	0.56%
7	99%	43,713	12%	4%	1.10%	1.09%
8	75%	39,663	8%	3%	1.11%	0.82%
9	68%	37,107	7%	3%	1.10%	0.77%
10	25%	10,460	9%	2%	1.17%	0.29%
Others	94%	32,643	17%	8%	1.45%	1.44%
<b>Total</b>	<b>76%</b>	<b>27,856</b>	<b>21%</b>	<b>100%</b>	<b>1.51%</b>	<b>1.15%</b>

Assistance Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Unassisted	55%	23,459	16%	35%	1.37%	0.78%
Assisted	79%	27,847	24%	64%	1.59%	1.27%
Others	675%	85,075	80%	1%	1.92%	14.08%
<b>Total</b>	<b>76%</b>	<b>27,856</b>	<b>21%</b>	<b>100%</b>	<b>1.51%</b>	<b>1.15%</b>

Talk time (minutes)	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0-3	56%	23,680	16%	31%	1.38%	0.79%
3-5	46%	21,258	13%	3%	1.32%	0.64%
5-7	92%	23,613	26%	3%	1.35%	1.37%
7-10	97%	32,327	21%	4%	1.43%	1.49%
10+	77%	27,830	24%	58%	1.61%	1.24%
Others	675%	85,075	80%	1%	1.92%	14.08%
<b>Total</b>	<b>76%</b>	<b>27,856</b>	<b>21%</b>	<b>100%</b>	<b>1.51%</b>	<b>1.15%</b>

Days to expiry of current policy	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	77%	28,771	22%	13%	1.60%	1.22%
1	77%	28,282	22%	12%	1.56%	1.21%
2	105%	32,106	25%	9%	1.47%	1.58%
3	68%	23,249	24%	7%	1.54%	1.06%
4	58%	24,253	17%	5%	1.49%	0.85%
5	48%	24,304	15%	4%	1.47%	0.69%
6-10	61%	26,600	18%	14%	1.56%	0.96%
11-15	66%	30,297	15%	13%	1.40%	0.94%
16-20	43%	18,181	16%	7%	1.31%	0.61%
21-30	85%	34,750	17%	4%	1.50%	1.24%
31-45	42%	12,783	22%	2%	1.31%	0.53%
Others	131%	31,622	35%	10%	1.69%	2.32%
<b>Total</b>	<b>76%</b>	<b>27,856</b>	<b>21%</b>	<b>100%</b>	<b>1.51%</b>	<b>1.15%</b>

## 2. LR Model by Geography

### 2.1 Delhi

Vehicle Make	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
CHEVROLET	38%	12,835	11%	4%	1.54%	0.60%
FORD	77%	28,636	17%	5%	1.68%	1.25%
HONDA	65%	23,063	18%	10%	1.59%	1.01%
HYUNDAI	63%	14,237	17%	23%	1.62%	1.00%
MAHINDRA & MAHINDRA	65%	42,709	13%	3%	1.44%	0.93%
MARUTI	62%	15,729	13%	31%	1.54%	0.95%
SKODA	74%	28,169	22%	3%	1.67%	1.30%
TATA	85%	41,936	7%	2%	1.52%	1.32%
TOYOTA	59%	24,535	18%	6%	1.53%	0.90%
VOLKSWAGEN	85%	26,373	27%	5%	1.90%	1.74%
OTHERS	91%	48,769	17%	7%	1.58%	1.50%
<b>Total</b>	<b>66%</b>	<b>19,371</b>	<b>15%</b>	<b>100%</b>	<b>1.59%</b>	<b>1.04%</b>

Vehicle Age	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
1	76%	27,797	26%	18%	1.81%	1.40%
2	65%	21,146	24%	18%	1.79%	1.14%
3	67%	20,778	20%	14%	1.75%	1.14%
4	71%	19,035	19%	14%	1.67%	1.15%
5	64%	17,516	13%	10%	1.41%	0.90%
6	47%	11,589	12%	8%	1.28%	0.61%
7	99%	22,428	11%	5%	1.26%	1.27%
8	33%	9,468	8%	4%	1.28%	0.44%
9	67%	16,634	8%	3%	1.26%	0.87%
10	63%	12,769	9%	2%	1.29%	0.83%
Others	49%	14,499	9%	5%	1.57%	0.76%
<b>Total</b>	<b>66%</b>	<b>19,371</b>	<b>15%</b>	<b>100%</b>	<b>1.59%</b>	<b>1.04%</b>

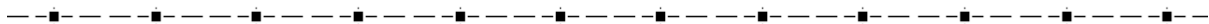
NCB	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	85%	23,647	27%	27%	2.21%	1.79%
20	63%	19,847	20%	24%	1.74%	1.09%
25	59%	18,575	16%	18%	1.60%	0.94%
35	53%	17,348	12%	11%	1.43%	0.74%
45	49%	14,303	11%	7%	1.23%	0.61%
50	64%	15,396	8%	13%	1.04%	0.69%
Others	-	-	-	0%	1.62%	-
<b>Total</b>	<b>66%</b>	<b>19,371</b>	<b>15%</b>	<b>100%</b>	<b>1.59%</b>	<b>1.04%</b>

Talk time (minutes)	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0-3	64%	18,766	13%	27%	1.51%	0.96%
3-5	61%	17,349	13%	3%	1.50%	0.91%
5-7	37%	15,946	9%	3%	1.48%	0.55%
7-10	63%	17,588	15%	4%	1.50%	0.98%
10+	66%	19,793	16%	61%	1.64%	1.07%
Others	236%	22,756	54%	1%	1.88%	4.50%
<b>Total</b>	<b>66%</b>	<b>19,371</b>	<b>15%</b>	<b>100%</b>	<b>1.59%</b>	<b>1.04%</b>

Fuel Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Petrol	59%	15,458	13%	60%	1.53%	0.88%
Diesel	78%	29,330	21%	36%	1.68%	1.32%
CNG	76%	17,279	17%	4%	1.57%	1.28%
Others	58%	15,158	16%	1%	1.79%	1.06%
<b>Total</b>	<b>66%</b>	<b>19,371</b>	<b>15%</b>	<b>100%</b>	<b>1.59%</b>	<b>1.04%</b>

Assistance Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Unassisted	64%	18,619	13%	30%	1.51%	0.95%
Assisted	64%	19,536	15%	68%	1.62%	1.04%
Others	236%	22,756	54%	1%	1.88%	4.50%
<b>Total</b>	<b>66%</b>	<b>19,371</b>	<b>15%</b>	<b>100%</b>	<b>1.59%</b>	<b>1.04%</b>

Days to expiry of current policy	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	68%	19,763	16%	13%	1.62%	1.08%
1	68%	19,910	15%	13%	1.58%	1.07%
2	77%	23,766	14%	9%	1.58%	1.20%
3	108%	33,864	14%	6%	1.58%	1.68%
4	50%	17,299	12%	5%	1.56%	0.75%
5	52%	17,079	13%	4%	1.57%	0.77%
6-10	49%	16,538	13%	14%	1.55%	0.77%
11-15	62%	16,105	16%	13%	1.56%	0.93%
16-20	59%	17,302	14%	6%	1.52%	0.90%
21-30	71%	23,599	13%	5%	1.57%	1.09%
31-45	50%	15,571	14%	3%	1.50%	0.75%
Others	78%	16,774	28%	9%	1.79%	1.50%
<b>Total</b>	<b>66%</b>	<b>19,371</b>	<b>15%</b>	<b>100%</b>	<b>1.59%</b>	<b>1.04%</b>



## 2.2 Maharashtra

Vehicle Make	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
CHEVROLET	51%	18,097	11%	5%	1.52%	0.85%
FORD	64%	20,886	17%	6%	1.57%	1.02%
HONDA	64%	20,723	19%	9%	1.45%	0.92%
HYUNDAI	51%	14,232	17%	19%	1.65%	0.84%
MAHINDRA & MAHINDRA	58%	34,550	14%	5%	1.37%	0.81%
MARUTI	56%	12,903	15%	22%	1.49%	0.84%
FIAT	78%	27,471	13%	2%	1.52%	1.21%
RENAULT	85%	34,621	25%	3%	1.64%	1.59%
SKODA	99%	32,337	23%	3%	1.50%	1.52%
TATA	48%	17,638	9%	6%	1.51%	0.77%
TOYOTA	68%	26,536	18%	5%	1.39%	0.94%
VOLKSWAGEN	85%	24,422	30%	8%	1.74%	1.58%
OTHERS	78%	56,167	17%	6%	1.48%	1.25%
Total	63%	19,347	16%	100%	1.53%	0.97%

Registration City	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
MUMBAI	46%	14,537	15%	29.4%	1.46%	0.69%
NAGPUR	85%	22,753	14%	1.8%	1.49%	1.25%
NASHIK	91%	28,166	16%	2.3%	1.55%	1.41%
NAVI MUMBAI	56%	15,262	17%	5.0%	1.46%	0.83%
PANVEL	87%	19,375	30%	3.1%	1.54%	1.38%
PEN	64%	15,781	13%	1.4%	1.29%	0.84%
PIMPRI-CHINCHWAD	76%	24,298	15%	8.2%	1.58%	1.20%
PUNE	61%	19,293	15%	20.2%	1.60%	0.99%
THANE	69%	22,895	15%	12.3%	1.45%	1.03%
ULHASNAGAR	46%	13,565	16%	1.7%	1.50%	0.68%
Others	78%	24,231	19%	14.5%	1.66%	1.27%
Total	63%	19,347	16%	100%	1.53%	0.97%



NCB	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	61%	18,978	23%	30%	2.04%	1.23%
20	65%	22,344	19%	25%	1.63%	1.07%
25	63%	20,912	17%	18%	1.52%	0.97%
35	61%	18,202	15%	11%	1.35%	0.86%
45	70%	18,647	13%	6%	1.14%	0.82%
50	57%	14,576	9%	11%	1.00%	0.60%
Others	-	-	-	0%	-	-
<b>Total</b>	<b>63%</b>	<b>19,347</b>	<b>16%</b>	<b>100%</b>	<b>1.53%</b>	<b>0.97%</b>

Fuel Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Petrol	54%	15,341	14%	54%	1.51%	0.82%
Diesel	73%	26,975	21%	41%	1.55%	1.14%
CNG	75%	14,971	22%	4%	1.60%	1.27%
Others	45%	15,435	12%	1%	1.84%	0.84%
<b>Total</b>	<b>63%</b>	<b>19,347</b>	<b>16%</b>	<b>100%</b>	<b>1.53%</b>	<b>0.97%</b>

Vehicle Age	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
1	55%	23,343	24%	20%	1.70%	0.95%
2	65%	22,332	24%	18%	1.70%	1.11%
3	71%	21,951	21%	15%	1.61%	1.16%
4	77%	20,972	20%	13%	1.57%	1.19%
5	59%	15,276	15%	10%	1.36%	0.82%
6	54%	13,916	12%	7%	1.26%	0.71%
7	56%	14,705	10%	4%	1.25%	0.71%
8	74%	17,293	10%	4%	1.26%	0.97%
9	66%	15,452	9%	3%	1.26%	0.82%
10	54%	12,696	9%	2%	1.30%	0.74%
Others	42%	16,231	10%	6%	1.61%	0.65%
<b>Total</b>	<b>63%</b>	<b>19,347</b>	<b>16%</b>	<b>100%</b>	<b>1.53%</b>	<b>0.97%</b>

Assistance Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Unassisted	55%	17,458	14%	35%	1.45%	0.80%
Assisted	65%	20,401	17%	64%	1.57%	1.03%
Others	235%	18,380	66%	1%	2.01%	4.56%
Total	63%	19,347	16%	100%	1.53%	0.97%

Talk time (minutes)	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0-3	53%	16,912	14%	32%	1.45%	0.78%
3-5	71%	23,223	13%	3%	1.45%	1.04%
5-7	56%	16,499	14%	3%	1.47%	0.79%
7-10	81%	22,505	17%	4%	1.51%	1.24%
10+	64%	20,452	17%	58%	1.58%	1.03%
Others	235%	18,380	66%	1%	2.01%	4.56%
Total	63%	19,347	16%	100%	1.53%	0.97%

Days to expiry of current policy	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	77%	23,567	16%	12%	1.56%	1.18%
1	64%	19,690	16%	12%	1.53%	1.00%
2	70%	19,878	17%	8%	1.51%	1.05%
3	60%	18,441	16%	6%	1.52%	0.91%
4	47%	15,510	15%	5%	1.54%	0.72%
5	84%	22,716	18%	4%	1.50%	1.28%
6-10	55%	19,465	14%	14%	1.46%	0.82%
11-15	50%	17,221	14%	13%	1.52%	0.73%
16-20	70%	20,685	16%	6%	1.47%	1.03%
21-30	53%	16,528	15%	5%	1.45%	0.77%
31-45	53%	15,889	15%	3%	1.43%	0.74%
Others	67%	18,116	23%	11%	1.81%	1.30%
Total	63%	19,347	16%	100%	1.53%	0.97%

## 2.3 Haryana

Vehicle Make	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
CHEVROLET	48%	16,559	13%	5%	1.52%	0.79%
FORD	66%	24,667	16%	5%	1.62%	1.08%
HONDA	72%	21,849	20%	7%	1.42%	1.02%
HYUNDAI	90%	19,265	21%	22%	1.69%	1.53%
MAHINDRA & MAHINDRA	59%	27,087	19%	4%	1.43%	0.83%
MARUTI	77%	16,759	17%	28%	1.59%	1.23%
RENAULT	79%	35,399	23%	3%	1.68%	1.44%
SKODA	125%	36,765	32%	4%	1.67%	2.23%
TATA	67%	36,128	7%	2%	1.44%	1.05%
TOYOTA	78%	25,527	27%	8%	1.61%	1.31%
VOLKSWAGEN	107%	30,617	33%	7%	1.96%	2.15%
OTHERS	129%	46,000	27%	6%	1.62%	2.09%
<b>Total</b>	<b>84%</b>	<b>22,335</b>	<b>20%</b>	<b>100%</b>	<b>1.61%</b>	<b>1.38%</b>

Registration City	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
AMBALA	61%	14,649	19%	2.1%	1.57%	0.98%
BHIWANI	149%	39,657	22%	1.2%	1.78%	2.73%
FARIDABAD	86%	19,421	22%	20.0%	1.63%	1.43%
GURGAON	74%	22,746	18%	49.8%	1.56%	1.18%
HISAR	121%	24,638	26%	1.7%	1.69%	2.03%
JHAJJAR	112%	23,625	26%	2.1%	1.76%	1.89%
KARNAL	99%	22,701	21%	2.0%	1.62%	1.64%
PALWAL	79%	13,947	28%	1.0%	1.82%	1.36%
PANCHKULA	56%	16,503	15%	2.3%	1.51%	0.88%
PANIPAT	77%	20,789	18%	2.0%	1.57%	1.27%
REWARI	112%	25,993	24%	2.5%	1.74%	2.00%
ROHTAK	88%	21,223	23%	2.9%	1.74%	1.54%
SONEPAT	79%	21,626	18%	2.3%	1.63%	1.26%
Others	122%	29,198	22%	8.1%	1.70%	2.10%
<b>Total</b>	<b>84%</b>	<b>22,335</b>	<b>20%</b>	<b>100%</b>	<b>1.61%</b>	<b>1.38%</b>

NCB	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	109%	26,298	34%	31%	2.21%	2.36%
20	80%	22,477	24%	23%	1.73%	1.39%
25	72%	20,135	21%	18%	1.62%	1.17%
35	78%	21,161	17%	11%	1.44%	1.14%
45	68%	18,859	13%	7%	1.13%	0.79%
50	57%	15,652	8%	10%	1.03%	0.61%
Others	-	-	-	0%	1.57%	-
<b>Total</b>	<b>84%</b>	<b>22,335</b>	<b>20%</b>	<b>100%</b>	<b>1.61%</b>	<b>1.38%</b>

Fuel Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Petrol	65%	15,886	15%	46%	1.51%	0.99%
Diesel	101%	29,472	29%	52%	1.71%	1.75%
CNG	92%	16,360	22%	2%	1.63%	1.60%
Others	39%	21,629	7%	0%	2.03%	0.75%
<b>Total</b>	<b>84%</b>	<b>22,335</b>	<b>20%</b>	<b>100%</b>	<b>1.61%</b>	<b>1.38%</b>

Vehicle Age	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
1	88%	27,316	31%	18%	1.85%	1.62%
2	96%	25,332	31%	20%	1.82%	1.74%
3	98%	24,698	28%	18%	1.77%	1.74%
4	89%	22,389	22%	15%	1.66%	1.46%
5	75%	17,227	17%	10%	1.38%	1.05%
6	55%	16,448	10%	7%	1.25%	0.70%
7	57%	14,956	10%	4%	1.12%	0.65%
8	44%	10,405	9%	3%	1.24%	0.55%
9	52%	12,516	8%	2%	1.24%	0.68%
10	60%	11,562	9%	1%	1.29%	0.78%
Others	75%	25,014	13%	4%	1.72%	1.24%
<b>Total</b>	<b>84%</b>	<b>22,335</b>	<b>20%</b>	<b>100%</b>	<b>1.61%</b>	<b>1.38%</b>

Assistance Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Unassisted	67%	18,716	16%	30%	1.52%	1.02%
Assisted	89%	24,020	21%	70%	1.65%	1.51%
Others	2764%	17,730	373%	0%	-	-
<b>Total</b>	<b>84%</b>	<b>22,335</b>	<b>20%</b>	<b>100%</b>	<b>1.61%</b>	<b>1.38%</b>

Talk time (minutes)	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0-3	64%	18,530	16%	27%	1.53%	0.98%
3-5	87%	19,973	19%	3%	1.45%	1.31%
5-7	63%	17,896	16%	3%	1.47%	0.99%
7-10	87%	22,161	19%	4%	1.57%	1.37%
10+	90%	24,406	21%	63%	1.67%	1.54%
Others	2764%	17,730	373%	0%	-	-
<b>Total</b>	<b>84%</b>	<b>22,335</b>	<b>20%</b>	<b>100%</b>	<b>1.61%</b>	<b>1.38%</b>

Days to expiry of current policy	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	110%	28,843	21%	14%	1.67%	1.94%
1	71%	20,048	18%	13%	1.63%	1.14%
2	87%	22,901	20%	10%	1.59%	1.49%
3	89%	23,565	19%	6%	1.63%	1.46%
4	66%	20,887	16%	5%	1.64%	1.07%
5	52%	16,962	15%	4%	1.60%	0.83%
6-10	88%	24,004	18%	13%	1.59%	1.42%
11-15	68%	21,040	16%	12%	1.49%	1.00%
16-20	66%	16,817	20%	6%	1.51%	1.02%
21-30	82%	20,525	20%	4%	1.54%	1.29%
31-45	108%	26,816	19%	2%	1.46%	1.62%
Others	104%	19,838	35%	9%	1.88%	2.03%
<b>Total</b>	<b>84%</b>	<b>22,335</b>	<b>20%</b>	<b>100%</b>	<b>1.61%</b>	<b>1.38%</b>

## 2.4 Karnataka

Vehicle Make	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
CHEVROLET	50%	19,505	9%	4%	1.46%	0.76%
FORD	45%	21,140	12%	10%	1.50%	0.68%
HONDA	59%	18,964	20%	9%	1.48%	0.86%
HYUNDAI	65%	14,902	19%	20%	1.58%	1.02%
MAHINDRA & MAHINDRA	45%	33,579	10%	5%	1.22%	0.55%
MARUTI	54%	11,916	14%	20%	1.40%	0.76%
FIAT	58%	16,225	19%	3%	1.58%	0.95%
RENAULT	105%	36,299	28%	3%	1.54%	1.71%
SKODA	72%	26,477	21%	4%	1.60%	1.12%
TATA	48%	20,862	7%	5%	1.48%	0.72%
TOYOTA	44%	28,369	11%	6%	1.33%	0.59%
VOLKSWAGEN	55%	22,106	22%	7%	1.77%	1.01%
OTHERS	99%	49,100	19%	4%	1.42%	1.36%
<b>Total</b>	<b>59%</b>	<b>18,140</b>	<b>15%</b>	<b>100%</b>	<b>1.48%</b>	<b>0.86%</b>

Vehicle Age	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
1	55%	22,232	23%	19%	1.62%	0.90%
2	62%	20,454	23%	18%	1.61%	0.98%
3	70%	21,407	20%	14%	1.56%	1.05%
4	64%	19,760	16%	13%	1.49%	0.92%
5	64%	17,794	13%	9%	1.35%	0.84%
6	52%	13,892	11%	7%	1.23%	0.66%
7	58%	11,287	13%	4%	1.22%	0.71%
8	61%	14,174	10%	4%	1.23%	0.79%
9	37%	10,262	8%	3%	1.22%	0.47%
10	65%	12,118	11%	2%	1.30%	0.84%
Others	36%	14,344	10%	7%	1.61%	0.55%
<b>Total</b>	<b>59%</b>	<b>18,140</b>	<b>15%</b>	<b>100%</b>	<b>1.48%</b>	<b>0.86%</b>

Registration City	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
BANGALORE	55%	17,058	15%	85.1%	1.49%	0.81%
MANGALORE	76%	25,421	12%	1.1%	1.48%	1.06%
MYSORE	56%	16,567	13%	1.5%	1.44%	0.75%
RAJAJINAGAR	69%	19,219	15%	4.1%	1.47%	0.98%
YELAHANKA	81%	19,763	17%	1.3%	1.37%	1.15%
Others	90%	30,740	13%	6.9%	1.44%	1.31%
<b>Total</b>	<b>59%</b>	<b>18,140</b>	<b>15%</b>	<b>100%</b>	<b>1.48%</b>	<b>0.86%</b>

Fuel Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Petrol	53%	14,063	14%	53%	1.49%	0.76%
Diesel	65%	24,577	18%	46%	1.47%	0.95%
CNG	135%	28,891	12%	1%	1.43%	2.09%
Others	9%	17,095	2%	1%	1.67%	0.17%
<b>Total</b>	<b>59%</b>	<b>18,140</b>	<b>15%</b>	<b>100%</b>	<b>1.48%</b>	<b>0.86%</b>

NCB	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	58%	17,751	23%	28%	2.00%	1.10%
20	47%	17,049	18%	22%	1.58%	0.75%
25	60%	20,197	16%	19%	1.49%	0.88%
35	67%	20,136	15%	11%	1.34%	0.89%
45	86%	26,396	11%	7%	1.14%	1.00%
50	55%	13,031	9%	12%	1.00%	0.57%
Others	-	-	-	0%	-	-
<b>Total</b>	<b>59%</b>	<b>18,140</b>	<b>15%</b>	<b>100%</b>	<b>1.48%</b>	<b>0.86%</b>

Assistance Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Unassisted	58%	17,978	14%	42%	1.41%	0.81%
Assisted	57%	18,443	16%	57%	1.54%	0.87%
Others	194%	14,587	59%	1%	2.01%	3.44%
<b>Total</b>	<b>59%</b>	<b>18,140</b>	<b>15%</b>	<b>100%</b>	<b>1.48%</b>	<b>0.86%</b>

Talk time	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0-3	59%	18,500	13%	39%	1.40%	0.81%
3-5	52%	13,546	16%	4%	1.43%	0.76%
5-7	76%	18,680	17%	3%	1.44%	1.10%
7-10	68%	19,540	16%	4%	1.46%	0.99%
10+	55%	18,317	16%	50%	1.55%	0.84%
Others	194%	14,587	59%	1%	2.01%	3.44%
<b>Total</b>	<b>59%</b>	<b>18,140</b>	<b>15%</b>	<b>100%</b>	<b>1.48%</b>	<b>0.86%</b>

Days to expiry of current policy	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	80%	22,995	16%	11%	1.51%	1.18%
1	61%	17,485	16%	11%	1.44%	0.85%
2	52%	15,276	16%	8%	1.46%	0.76%
3	54%	19,151	13%	6%	1.46%	0.77%
4	47%	15,095	14%	5%	1.48%	0.67%
5	61%	20,943	14%	4%	1.47%	0.86%
6-10	55%	16,583	15%	14%	1.43%	0.77%
11-15	53%	18,145	13%	13%	1.50%	0.75%
16-20	70%	23,583	13%	7%	1.44%	0.98%
21-30	47%	16,333	13%	5%	1.41%	0.66%
31-45	33%	12,905	12%	4%	1.39%	0.42%
Others	65%	17,153	24%	12%	1.76%	1.22%
<b>Total</b>	<b>59%</b>	<b>18,140</b>	<b>15%</b>	<b>100%</b>	<b>1.48%</b>	<b>0.86%</b>



## Uttar Pradesh

Vehicle Make	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
CHEVROLET	71%	20,570	13%	4%	1.55%	1.19%
FORD	82%	27,891	18%	8%	1.70%	1.35%
HONDA	77%	24,707	23%	8%	1.65%	1.28%
HYUNDAI	93%	19,673	20%	23%	1.68%	1.60%
MAHINDRA & MAHINDRA	97%	48,299	17%	5%	1.47%	1.46%
MARUTI	67%	15,578	14%	28%	1.54%	1.04%
NISSAN MOTORS	76%	21,119	31%	2%	1.83%	1.42%
RENAULT	113%	32,798	39%	3%	1.79%	2.28%
SKODA	79%	32,142	25%	2%	1.64%	1.46%
TATA	75%	27,729	10%	4%	1.44%	1.09%
TOYOTA	85%	26,278	32%	5%	1.86%	1.50%
VOLKSWAGEN	112%	28,279	36%	5%	1.99%	2.27%
OTHERS	25%	17,355	13%	4%	1.70%	0.44%
<b>Total</b>	<b>80%</b>	<b>21,454</b>	<b>18%</b>	<b>100%</b>	<b>1.63%</b>	<b>1.33%</b>

Vehicle Age	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
1	76%	21,186	34%	22%	1.83%	1.43%
2	84%	24,981	26%	21%	1.78%	1.48%
3	79%	21,559	24%	17%	1.71%	1.36%
4	107%	24,438	22%	13%	1.64%	1.71%
5	72%	17,511	14%	8%	1.36%	1.04%
6	51%	11,920	11%	5%	1.28%	0.66%
7	52%	14,618	7%	4%	1.26%	0.66%
8	81%	21,111	7%	2%	1.26%	1.06%
9	68%	19,771	6%	2%	1.26%	0.91%
10	65%	18,699	5%	1%	1.35%	0.89%
Others	84%	24,692	12%	5%	1.77%	1.27%
<b>Total</b>	<b>80%</b>	<b>21,454</b>	<b>18%</b>	<b>100%</b>	<b>1.63%</b>	<b>1.33%</b>

Registration City	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
AGRA	88%	24,855	17%	4.0%	1.65%	1.42%
ALIGARH	98%	21,134	20%	1.1%	1.61%	1.59%
ALLAHABAD	68%	19,204	16%	3.2%	1.59%	1.10%
BAREILLY	88%	19,252	18%	1.7%	1.60%	1.39%
BULANDSHAHR	76%	23,429	15%	1.0%	1.58%	1.33%
GAUTAM BUDH NAGAR	129%	22,075	28%	1.6%	1.51%	2.13%
GHAZIABAD	66%	19,606	16%	23.1%	1.63%	1.12%
GORAKHPUR	89%	17,337	24%	1.7%	1.69%	1.46%
KANPUR	96%	23,098	19%	5.6%	1.66%	1.60%
LUCKNOW	93%	22,035	21%	14.2%	1.64%	1.53%
MATHURA	93%	19,515	21%	1.2%	1.59%	1.46%
MEERUT	69%	14,719	21%	4.7%	1.67%	1.20%
MORADABAD	66%	14,392	22%	1.0%	1.62%	1.17%
NOIDA	81%	25,017	17%	20.7%	1.63%	1.35%
VARANASI	112%	31,753	17%	2.3%	1.52%	1.74%
Others	70%	20,598	16%	12.7%	1.64%	1.14%
<b>Total</b>	<b>80%</b>	<b>21,454</b>	<b>18%</b>	<b>100%</b>	<b>1.63%</b>	<b>1.33%</b>

Assistance Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Unassisted	65%	19,300	14%	28%	1.52%	1.02%
Assisted	83%	22,467	19%	71%	1.67%	1.41%
Others	1004%	16,899	184%	0%	15.08%	141.23%
<b>Total</b>	<b>80%</b>	<b>21,454</b>	<b>18%</b>	<b>100%</b>	<b>1.63%</b>	<b>1.33%</b>

Fuel Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Petrol	70%	16,985	14%	48%	1.55%	1.09%
Diesel	91%	27,595	27%	48%	1.72%	1.57%
CNG	83%	16,362	18%	3%	1.57%	1.40%
Others	22%	14,542	6%	1%	2.12%	0.49%
<b>Total</b>	<b>80%</b>	<b>21,454</b>	<b>18%</b>	<b>100%</b>	<b>1.63%</b>	<b>1.33%</b>

NCB	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	103%	23,107	35%	31%	2.21%	2.20%
20	74%	20,128	24%	25%	1.74%	1.30%
25	57%	19,865	15%	18%	1.60%	0.92%
35	89%	27,793	13%	11%	1.40%	1.25%
45	53%	13,788	11%	6%	1.18%	0.64%
50	69%	19,199	6%	9%	1.03%	0.75%
Others	-	-	-	0%	-	-
<b>Total</b>	<b>80%</b>	<b>21,454</b>	<b>18%</b>	<b>100%</b>	<b>1.63%</b>	<b>1.33%</b>

Talk time (minutes)	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0-3	68%	19,662	14%	25%	1.53%	1.07%
3-5	40%	15,163	10%	3%	1.46%	0.62%
5-7	78%	22,040	15%	3%	1.53%	1.34%
7-10	68%	19,984	15%	4%	1.58%	1.10%
10+	84%	22,619	19%	65%	1.68%	1.42%
Others	1004%	16,899	184%	0%	15.08%	141.23%
<b>Total</b>	<b>80%</b>	<b>21,454</b>	<b>18%</b>	<b>100%</b>	<b>1.63%</b>	<b>1.33%</b>

Days to expiry of current policy	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	75%	20,069	19%	14%	1.66%	1.27%
1	92%	25,630	17%	14%	1.66%	1.51%
2	97%	23,644	19%	10%	1.59%	1.60%
3	66%	19,641	16%	7%	1.59%	1.07%
4	64%	19,426	15%	5%	1.60%	1.03%
5	61%	18,607	16%	4%	1.58%	0.99%
6-10	84%	23,317	16%	14%	1.57%	1.33%
11-15	56%	17,098	16%	11%	1.70%	0.94%
16-20	91%	23,371	18%	5%	1.58%	1.44%
21-30	87%	24,274	17%	4%	1.58%	1.37%
31-45	36%	10,987	13%	2%	1.50%	0.55%
Others	106%	20,357	29%	9%	1.79%	2.11%
<b>Total</b>	<b>80%</b>	<b>21,454</b>	<b>18%</b>	<b>100%</b>	<b>1.63%</b>	<b>1.33%</b>

## 2.5 Gujarat

Vehicle Make	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
CHEVROLET	71%	15,748	18%	6%	1.52%	1.18%
FIAT	72%	20,684	20%	1%	1.54%	1.20%
FORD	103%	32,310	20%	6%	1.68%	1.65%
HONDA	58%	16,817	24%	8%	1.51%	0.93%
HYUNDAI	64%	17,395	20%	25%	1.74%	1.15%
MAHINDRA & MAHINDRA	82%	34,487	21%	5%	1.48%	1.16%
MARUTI	64%	15,052	14%	21%	1.57%	1.01%
NISSAN MOTORS	97%	23,813	32%	2%	1.80%	1.87%
RENAULT	78%	23,734	35%	4%	1.79%	1.48%
SKODA	53%	22,222	19%	2%	1.60%	0.88%
TATA	59%	16,919	12%	5%	1.52%	0.95%
TOYOTA	108%	28,901	28%	4%	1.54%	1.71%
VOLKSWAGEN	161%	47,084	31%	7%	1.86%	3.13%
OTHERS	206%	65,209	37%	3%	1.58%	3.10%
<b>Total</b>	<b>81%</b>	<b>22,021</b>	<b>19%</b>	<b>100%</b>	<b>1.63%</b>	<b>1.34%</b>

Vehicle Age	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
1	69%	26,884	24%	22%	1.74%	1.24%
2	85%	27,093	24%	19%	1.74%	1.48%
3	87%	22,531	25%	15%	1.67%	1.48%
4	77%	18,512	22%	14%	1.70%	1.31%
5	119%	24,647	20%	10%	1.52%	1.96%
6	67%	15,019	14%	6%	1.33%	0.94%
7	58%	10,070	15%	3%	1.31%	0.78%
8	59%	14,676	9%	2%	1.34%	0.83%
9	71%	17,482	8%	2%	1.36%	1.01%
10	74%	12,813	11%	1%	1.46%	1.05%
Others	77%	25,456	11%	5%	1.68%	1.10%
<b>Total</b>	<b>81%</b>	<b>22,021</b>	<b>19%</b>	<b>100%</b>	<b>1.63%</b>	<b>1.34%</b>

Registration City	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
AHMEDABAD	72%	17,210	22%	30.7%	1.65%	1.20%
ANAND	52%	16,958	18%	2.6%	1.66%	0.89%
BHARUCH	158%	64,841	12%	3.2%	1.52%	2.34%
BHAVNAGAR	41%	14,259	14%	1.1%	1.60%	0.63%
BHUJ	79%	19,647	21%	3.9%	1.66%	1.23%
GANDHI NAGAR	106%	25,448	20%	4.5%	1.58%	1.70%
JAMNAGAR	55%	22,265	14%	3.8%	1.62%	0.90%
MEHSANA	80%	19,553	22%	1.3%	1.75%	1.51%
NAVSARI	77%	20,131	21%	1.3%	1.61%	1.30%
RAJKOT	109%	28,564	23%	7.6%	1.69%	1.90%
SURAT	70%	18,406	20%	14.1%	1.66%	1.17%
VADODARA	64%	21,617	13%	13.8%	1.53%	1.04%
VALSAD	119%	30,685	23%	4.0%	1.55%	1.96%
Others	98%	31,093	17%	8.1%	1.67%	1.69%
<b>Total</b>	<b>81%</b>	<b>22,021</b>	<b>19%</b>	<b>100%</b>	<b>1.63%</b>	<b>1.34%</b>

NCB	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	104%	27,336	29%	33%	2.11%	2.26%
20	71%	20,166	23%	26%	1.70%	1.20%
25	76%	23,074	18%	17%	1.58%	1.20%
35	56%	14,305	17%	10%	1.46%	0.77%
45	66%	19,998	11%	6%	1.24%	0.82%
50	70%	16,239	9%	8%	1.05%	0.78%
Others	-	-	-	0%	-	-
<b>Total</b>	<b>81%</b>	<b>22,021</b>	<b>19%</b>	<b>100%</b>	<b>1.63%</b>	<b>1.34%</b>

Assistance Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Unassisted	80%	21,761	17%	28%	1.54%	1.23%
Assisted	77%	21,999	19%	72%	1.67%	1.31%
Others	683%	24,586	161%	0%	2.45%	19.25%
<b>Total</b>	<b>81%</b>	<b>22,021</b>	<b>19%</b>	<b>100%</b>	<b>1.63%</b>	<b>1.34%</b>

Fuel Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Petrol	61%	15,726	15%	49%	1.60%	0.98%
Diesel	101%	29,514	27%	49%	1.67%	1.68%
CNG	110%	17,357	19%	1%	1.50%	1.76%
Others	-	-	-	1%	1.92%	-
<b>Total</b>	<b>81%</b>	<b>22,021</b>	<b>19%</b>	<b>100%</b>	<b>1.63%</b>	<b>1.34%</b>

Talk time (minutes)	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0-3	83%	22,122	18%	25%	1.54%	1.29%
3-5	43%	16,591	11%	3%	1.53%	0.67%
5-7	56%	13,488	18%	3%	1.51%	0.91%
7-10	46%	16,504	13%	3%	1.59%	0.75%
10+	80%	22,588	20%	66%	1.68%	1.35%
Others	683%	24,586	161%	0%	2.45%	19.25%
<b>Total</b>	<b>81%</b>	<b>22,021</b>	<b>19%</b>	<b>100%</b>	<b>1.63%</b>	<b>1.34%</b>

Days to expiry of current policy	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	72%	17,465	23%	11%	1.66%	1.29%
1	84%	23,961	18%	12%	1.62%	1.42%
2	80%	25,718	15%	9%	1.63%	1.35%
3	74%	17,436	22%	6%	1.62%	1.19%
4	113%	27,175	20%	5%	1.64%	1.70%
5	71%	21,288	18%	5%	1.61%	1.12%
6-10	67%	19,903	17%	15%	1.57%	1.06%
11-15	92%	23,327	20%	13%	1.66%	1.48%
16-20	45%	18,049	13%	7%	1.55%	0.75%
21-30	89%	30,466	15%	6%	1.58%	1.37%
31-45	107%	28,688	18%	3%	1.64%	1.64%
Others	102%	20,804	31%	8%	1.84%	2.03%
<b>Total</b>	<b>81%</b>	<b>22,021</b>	<b>19%</b>	<b>100%</b>	<b>1.63%</b>	<b>1.34%</b>

## 2.6 Tamil Nadu

Vehicle Make	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
CHEVROLET	69%	20,919	11%	4%	1.39%	1.00%
FIAT	126%	31,883	21%	3%	1.52%	1.88%
FORD	83%	25,207	17%	13%	1.50%	1.25%
HONDA	66%	18,098	22%	8%	1.47%	0.94%
HYUNDAI	61%	14,982	16%	19%	1.55%	0.98%
MAHINDRA & MAHINDRA	60%	27,180	14%	4%	1.23%	0.75%
MARUTI	70%	14,872	14%	20%	1.43%	1.00%
NISSAN MOTORS	65%	16,095	32%	3%	1.66%	1.18%
RENAULT	60%	16,125	35%	3%	1.60%	1.10%
SKODA	104%	32,197	27%	4%	1.66%	1.60%
TATA	58%	19,150	9%	5%	1.40%	0.85%
TOYOTA	92%	28,910	22%	5%	1.55%	1.46%
VOLKSWAGEN	50%	21,204	20%	7%	1.76%	0.87%
OTHERS	306%	133,980	18%	2%	1.39%	3.99%
<b>Total</b>	<b>77%</b>	<b>21,069</b>	<b>16%</b>	<b>100%</b>	<b>1.49%</b>	<b>1.15%</b>

Registration City	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
CHENGALPATTU	61%	19,077	16%	1.6%	1.53%	0.92%
CHENNAI	66%	18,456	16%	50.7%	1.51%	0.98%
COIMBATORE	79%	23,378	15%	6.8%	1.51%	1.22%
HOSUR	18%	10,955	9%	1.1%	1.47%	0.28%
KANCHIPURAM	70%	15,807	18%	10.4%	1.46%	1.01%
MADURAI	97%	21,383	19%	1.7%	1.49%	1.38%
POONAMALLEE	61%	16,913	27%	1.6%	1.68%	1.02%
SALEM	112%	36,780	13%	1.0%	1.52%	1.68%
TAMBARAM	70%	16,859	27%	5.3%	1.57%	1.18%
THARAMANGALAM	60%	15,688	14%	3.8%	1.40%	0.86%
TIRUCHIRAPPALLI	28%	13,434	8%	1.1%	1.39%	0.41%
TIRUVALLUR	217%	46,009	19%	4%	1.46%	3.23%
Others	101%	31,647	14%	11%	1.45%	1.53%
<b>Total</b>	<b>77%</b>	<b>21,069</b>	<b>16%</b>	<b>100%</b>	<b>1.49%</b>	<b>1.15%</b>

NCB	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	87%	23,693	25%	31%	2.03%	1.70%
20	89%	26,330	21%	23%	1.61%	1.40%
25	55%	14,591	20%	16%	1.47%	0.84%
35	80%	21,085	15%	11%	1.31%	1.03%
45	66%	19,902	11%	8%	1.11%	0.76%
50	63%	15,456	8%	12%	1.00%	0.68%
Others	-	-	-	0%	-	-
<b>Total</b>	<b>77%</b>	<b>21,069</b>	<b>16%</b>	<b>100%</b>	<b>1.49%</b>	<b>1.15%</b>

Assistance Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Unassisted	64%	18,413	14%	46%	1.43%	0.92%
Assisted	87%	22,887	19%	54%	1.55%	1.34%
Others	215%	32,764	26%	1%	2.23%	4.91%
<b>Total</b>	<b>77%</b>	<b>21,069</b>	<b>16%</b>	<b>100%</b>	<b>1.49%</b>	<b>1.15%</b>

Days to expiry of current policy	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	121%	26,913	20%	12%	1.51%	1.83%
1	70%	22,248	15%	13%	1.51%	1.09%
2	49%	16,931	13%	8%	1.49%	0.75%
3	155%	44,631	15%	6%	1.52%	2.38%
4	55%	16,940	14%	5%	1.53%	0.78%
5	69%	18,318	17%	4%	1.48%	0.96%
6-10	44%	14,307	13%	14%	1.44%	0.62%
11-15	60%	17,977	14%	13%	1.52%	0.89%
16-20	83%	15,060	23%	6%	1.41%	1.16%
21-30	59%	14,947	17%	6%	1.43%	0.79%
31-45	39%	18,400	10%	3%	1.45%	0.58%
Others	115%	24,285	26%	9%	1.62%	2.14%
<b>Total</b>	<b>77%</b>	<b>21,069</b>	<b>16%</b>	<b>100%</b>	<b>1.49%</b>	<b>1.15%</b>



Talk time (minutes)	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0-3	62%	18,179	14%	42%	1.43%	0.90%
3-5	81%	20,903	15%	4%	1.42%	1.18%
5-7	48%	11,721	15%	3%	1.39%	0.67%
7-10	82%	17,185	20%	4%	1.51%	1.21%
10+	89%	24,351	19%	47%	1.57%	1.39%
Others	215%	32,764	26%	1%	2.23%	4.91%
<b>Total</b>	<b>77%</b>	<b>21,069</b>	<b>16%</b>	<b>100%</b>	<b>1.49%</b>	<b>1.15%</b>



## 2.7 Andhra Pradesh

Vehicle Make	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
CHEVROLET	98%	26,125	15%	5%	1.47%	1.61%
FORD	47%	16,450	15%	8%	1.58%	0.79%
HONDA	52%	15,384	21%	7%	1.49%	0.84%
HYUNDAI	60%	12,706	20%	23%	1.63%	1.06%
MAHINDRA & MAHINDRA	51%	34,820	10%	3%	1.31%	0.67%
MARUTI	50%	11,041	13%	21%	1.46%	0.75%
NISSAN MOTORS	63%	20,504	22%	3%	1.69%	1.17%
RENAULT	35%	21,101	15%	3%	1.61%	0.61%
SKODA	135%	40,165	31%	6%	1.64%	2.41%
TATA	45%	15,642	10%	5%	1.44%	0.69%
TOYOTA	39%	14,987	18%	5%	1.49%	0.64%
VOLKSWAGEN	64%	19,289	29%	6%	1.84%	1.24%
OTHERS	21%	8,746	14%	4%	1.40%	0.31%
<b>Total</b>	<b>59%</b>	<b>15,938</b>	<b>17%</b>	<b>100%</b>	<b>1.54%</b>	<b>0.96%</b>

Fuel Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Petrol	48%	11,911	13%	44%	1.48%	0.75%
Diesel	67%	20,058	22%	54%	1.59%	1.13%
CNG	62%	14,018	13%	2%	1.52%	0.99%
Others	28%	10,888	9%	1%	2.26%	0.65%
<b>Total</b>	<b>59%</b>	<b>15,938</b>	<b>17%</b>	<b>100%</b>	<b>1.54%</b>	<b>0.96%</b>

NCB	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	57%	16,919	23%	31%	2.10%	1.28%
20	48%	14,833	19%	19%	1.70%	0.82%
25	64%	15,260	22%	17%	1.56%	1.03%
35	78%	20,413	17%	13%	1.38%	1.13%
45	46%	13,701	12%	8%	1.20%	0.59%
50	60%	13,390	10%	12%	1.07%	0.68%
Others	-	6,001	-	0%	-	-
<b>Total</b>	<b>59%</b>	<b>15,938</b>	<b>17%</b>	<b>100%</b>	<b>1.54%</b>	<b>0.96%</b>

Vehicle Age	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
1	63%	22,482	27%	9%	1.79%	1.20%
2	64%	18,438	28%	16%	1.62%	1.06%
3	58%	16,738	24%	20%	1.66%	0.99%
4	56%	14,317	21%	18%	1.64%	0.91%
5	61%	15,058	15%	11%	1.42%	0.88%
6	46%	11,500	12%	7%	1.32%	0.62%
7	44%	10,966	10%	4%	1.28%	0.58%
8	113%	26,869	9%	4%	1.31%	1.49%
9	57%	10,681	11%	3%	1.34%	0.75%
10	30%	11,526	5%	2%	1.34%	0.42%
Others	44%	12,247	11%	5%	1.70%	0.69%
<b>Total</b>	<b>59%</b>	<b>15,938</b>	<b>17%</b>	<b>100%</b>	<b>1.54%</b>	<b>0.96%</b>

Registration City	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
CHITTOOR	77%	21,201	22%	1.0%	1.61%	1.27%
HYDERABAD	57%	14,327	18%	26.7%	1.51%	0.97%
KAKINADA	81%	28,318	13%	1.2%	1.50%	1.31%
MEDAK	92%	22,198	22%	2.2%	1.62%	1.47%
NARASARAOPETA	70%	12,858	29%	1.2%	1.52%	1.01%
RANGA REDDY	49%	13,189	16%	37.4%	1.52%	0.81%
SECUNDERABAD	74%	17,636	19%	9.7%	1.53%	1.19%
VIJAYAWADA	51%	19,102	14%	2.4%	1.59%	0.85%
VISHAKHAPATNAM	81%	29,924	12%	6.5%	1.59%	1.27%
WARANGAL	55%	14,440	16%	1.0%	1.72%	0.82%
Others	60%	19,588	16%	10.7%	1.61%	0.96%
<b>Total</b>	<b>59%</b>	<b>15,938</b>	<b>17%</b>	<b>100%</b>	<b>1.54%</b>	<b>0.96%</b>

Assistance Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Unassisted	57%	14,853	16%	40%	1.47%	0.89%
Assisted	59%	16,901	17%	59%	1.58%	0.99%
Others	210%	11,663	66%	0%	8.97%	18.62%
<b>Total</b>	<b>59%</b>	<b>15,938</b>	<b>17%</b>	<b>100%</b>	<b>1.54%</b>	<b>0.96%</b>

Talk time (minutes)	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0-3	57%	14,802	16%	37%	1.47%	0.88%
3-5	63%	15,356	16%	4%	1.48%	0.95%
5-7	103%	26,917	17%	3%	1.46%	1.62%
7-10	55%	17,752	12%	4%	1.52%	0.85%
10+	56%	16,154	17%	52%	1.60%	0.96%
Others	210%	11,663	66%	0%	8.97%	18.62%
<b>Total</b>	<b>59%</b>	<b>15,938</b>	<b>17%</b>	<b>100%</b>	<b>1.54%</b>	<b>0.96%</b>

Days to expiry of current policy	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	47%	14,936	14%	12%	1.56%	0.80%
1	54%	12,748	18%	11%	1.50%	0.85%
2	55%	17,200	14%	8%	1.51%	0.80%
3	84%	21,045	18%	6%	1.57%	1.35%
4	67%	15,647	19%	6%	1.57%	1.04%
5	41%	11,428	16%	4%	1.54%	0.66%
6-10	69%	22,360	13%	14%	1.47%	1.08%
11-15	45%	14,424	13%	13%	1.59%	0.74%
16-20	90%	21,658	19%	6%	1.52%	1.38%
21-30	52%	15,006	15%	4%	1.44%	0.77%
31-45	49%	14,233	15%	2%	1.30%	0.75%
Others	60%	12,676	26%	14%	1.72%	1.22%
<b>Total</b>	<b>59%</b>	<b>15,938</b>	<b>17%</b>	<b>100%</b>	<b>1.54%</b>	<b>0.96%</b>

## 2.8 Rajasthan

Vehicle Make	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
CHEVROLET	62%	30,720	7%	5%	1.53%	1.00%
FORD	89%	27,862	19%	9%	1.69%	1.48%
HONDA	62%	22,657	21%	7%	1.78%	1.08%
HYUNDAI	98%	22,195	20%	25%	1.70%	1.66%
MAHINDRA & MAHINDRA	46%	32,687	11%	5%	1.48%	0.65%
MARUTI	65%	16,872	12%	25%	1.54%	1.00%
RENAULT	82%	22,945	38%	4%	1.96%	1.79%
SKODA	80%	20,947	34%	3%	1.95%	1.42%
TATA	70%	26,701	9%	3%	1.50%	1.03%
TOYOTA	72%	23,560	27%	4%	1.84%	1.43%
VOLKSWAGEN	143%	43,092	34%	5%	2.08%	3.09%
OTHERS	47%	18,574	22%	5%	1.85%	0.79%
<b>Total</b>	<b>78%</b>	<b>22,696</b>	<b>16%</b>	<b>100%</b>	<b>1.68%</b>	<b>1.29%</b>

NCB	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	75%	21,040	27%	30%	2.23%	1.56%
20	81%	25,621	20%	29%	1.76%	1.40%
25	71%	20,444	18%	18%	1.64%	1.15%
35	56%	19,606	10%	9%	1.39%	0.76%
45	113%	26,350	12%	5%	1.23%	1.31%
50	103%	23,923	7%	8%	1.05%	1.12%
Others	-	-	-	0%	-	-
<b>Total</b>	<b>78%</b>	<b>22,696</b>	<b>16%</b>	<b>100%</b>	<b>1.68%</b>	<b>1.29%</b>

Fuel Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Petrol	69%	19,358	12%	47%	1.59%	1.08%
Diesel	87%	26,702	25%	51%	1.76%	1.50%
CNG	95%	12,256	22%	1%	1.48%	1.57%
Others	13%	12,566	5%	1%	1.78%	0.22%
<b>Total</b>	<b>78%</b>	<b>22,696</b>	<b>16%</b>	<b>100%</b>	<b>1.68%</b>	<b>1.29%</b>

Vehicle Age	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
1	67%	25,062	24%	24%	1.86%	1.22%
2	94%	24,023	29%	21%	1.84%	1.73%
3	66%	20,930	19%	16%	1.75%	1.12%
4	109%	27,255	19%	12%	1.66%	1.72%
5	57%	16,162	12%	9%	1.45%	0.82%
6	108%	29,218	10%	5%	1.29%	1.43%
7	56%	16,245	7%	3%	1.25%	0.75%
8	87%	16,147	10%	2%	1.28%	1.17%
9	52%	9,519	9%	2%	1.31%	0.71%
10	59%	19,077	5%	1%	1.41%	0.82%
Others	65%	20,006	10%	4%	1.80%	0.95%
<b>Total</b>	<b>78%</b>	<b>22,696</b>	<b>16%</b>	<b>100%</b>	<b>1.68%</b>	<b>1.29%</b>

Registration City	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
AJMER	62%	24,738	11%	3.5%	1.69%	0.97%
ALWAR	68%	20,372	14%	5.3%	1.65%	1.13%
BHARATPUR	67%	13,551	24%	1.5%	1.70%	1.14%
BHILWARA	36%	16,650	11%	1.6%	1.80%	0.62%
BIKANER	67%	26,415	11%	2.3%	1.59%	1.12%
CHITTORGARH	33%	10,545	12%	1.1%	1.49%	0.50%
GANGANAGAR	111%	16,409	37%	1.6%	1.78%	1.81%
JAIPUR	68%	19,792	16%	47.6%	1.67%	1.12%
JHUNJHUNU	43%	17,416	11%	2.8%	1.59%	0.69%
JODHPUR	159%	36,010	21%	6.4%	1.63%	2.71%
KOTA	106%	25,224	18%	4.5%	1.61%	1.69%
KOTPUTLI	106%	50,891	8%	1.4%	1.68%	1.70%
SIKAR	169%	29,542	31%	1.8%	1.73%	2.62%
UDAIPUR	77%	29,389	13%	5.9%	1.68%	1.28%
Others	77%	23,541	19%	12.8%	1.75%	1.33%
<b>Total</b>	<b>78%</b>	<b>22,696</b>	<b>16%</b>	<b>100%</b>	<b>1.68%</b>	<b>1.29%</b>

Assistance Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Unassisted	85%	23,382	15%	26%	1.60%	1.36%
Assisted	72%	22,222	16%	74%	1.70%	1.20%
Others	1338%	26,853	199%	0%	2.43%	28.06%
<b>Total</b>	<b>78%</b>	<b>22,696</b>	<b>16%</b>	<b>100%</b>	<b>1.68%</b>	<b>1.29%</b>

Talk time (minutes)	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0-3	79%	22,230	14%	22%	1.61%	1.25%
3-5	128%	29,695	19%	3%	1.56%	2.20%
5-7	50%	14,784	13%	2%	1.45%	0.82%
7-10	194%	39,136	20%	3%	1.63%	3.05%
10+	67%	21,242	16%	69%	1.71%	1.11%
Others	1338%	26,853	199%	0%	2.43%	28.06%
<b>Total</b>	<b>78%</b>	<b>22,696</b>	<b>16%</b>	<b>100%</b>	<b>1.68%</b>	<b>1.29%</b>

Days to expiry of current policy	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	91%	28,099	17%	16%	1.71%	1.62%
1	72%	23,942	14%	14%	1.68%	1.18%
2	100%	23,882	19%	9%	1.65%	1.62%
3	53%	15,412	18%	8%	1.72%	0.84%
4	55%	16,345	16%	6%	1.66%	0.89%
5	105%	28,718	16%	4%	1.62%	1.63%
6-10	67%	19,223	16%	14%	1.60%	1.06%
11-15	54%	18,780	13%	11%	1.72%	0.88%
16-20	40%	16,266	10%	5%	1.64%	0.63%
21-30	82%	26,710	14%	5%	1.62%	1.31%
31-45	130%	50,025	11%	2%	1.64%	1.89%
Others	140%	22,912	35%	7%	1.83%	2.70%
<b>Total</b>	<b>78%</b>	<b>22,696</b>	<b>16%</b>	<b>100%</b>	<b>1.68%</b>	<b>1.29%</b>



### 3. LR Model by Assistance Type

#### 3.1 Assisted

Registration state	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Karnataka	57%	18,443	16%	9%	1.54%	0.87%
Andhra Pradesh	59%	16,901	17%	3%	1.58%	0.99%
Maharashtra	65%	20,401	17%	18%	1.57%	1.03%
Delhi	64%	19,536	15%	19%	1.62%	1.04%
Tamil Nadu	87%	22,887	19%	3%	1.55%	1.34%
Rajasthan	72%	22,222	16%	3%	1.70%	1.20%
Uttar Pradesh	83%	22,467	19%	9%	1.67%	1.41%
Gujarat	77%	21,999	19%	4%	1.67%	1.31%
Haryana	89%	24,020	21%	13%	1.65%	1.51%
Others	93%	20,389	23%	19%	1.58%	1.49%
<b>Total</b>	<b>75%</b>	<b>20,861</b>	<b>18%</b>	<b>100%</b>	<b>1.60%</b>	<b>1.22%</b>

Vehicle Make	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
CHEVROLET	65%	18,723	14%	5%	1.53%	1.08%
FORD	78%	25,100	19%	7%	1.62%	1.25%
HONDA	74%	23,247	22%	9%	1.55%	1.15%
HYUNDAI	72%	16,859	20%	21%	1.68%	1.22%
MAHINDRA & MAHINDRA	60%	32,370	16%	5%	1.41%	0.85%
MARUTI	66%	14,716	16%	25%	1.54%	1.02%
RENAULT	82%	31,041	28%	3%	1.73%	1.63%
SKODA	114%	35,654	29%	3%	1.67%	2.01%
TATA	74%	22,591	12%	4%	1.48%	1.15%
TOYOTA	79%	27,847	24%	5%	1.59%	1.27%
VOLKSWAGEN	109%	27,978	36%	6%	1.88%	2.14%
OTHERS	83%	39,614	17%	7%	1.68%	1.42%
<b>Total</b>	<b>75%</b>	<b>20,861</b>	<b>18%</b>	<b>100%</b>	<b>1.60%</b>	<b>1.22%</b>



Vehicle Age	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
1	71%	25,030	27%	23%	1.76%	1.27%
2	80%	23,910	26%	19%	1.75%	1.39%
3	85%	22,526	25%	15%	1.69%	1.43%
4	91%	22,224	22%	13%	1.64%	1.47%
5	73%	17,201	16%	9%	1.40%	1.06%
6	59%	14,053	12%	6%	1.28%	0.78%
7	61%	13,936	11%	3%	1.23%	0.76%
8	75%	16,843	10%	3%	1.28%	0.99%
9	68%	16,290	8%	2%	1.29%	0.89%
10	51%	11,675	8%	1%	1.31%	0.69%
Others	58%	17,318	14%	7%	1.71%	0.93%
<b>Total</b>	<b>75%</b>	<b>20,861</b>	<b>18%</b>	<b>100%</b>	<b>1.60%</b>	<b>1.22%</b>

NCB	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	88%	22,721	30%	33%	2.11%	1.85%
20	70%	21,409	21%	27%	1.67%	1.16%
25	70%	19,891	19%	17%	1.55%	1.07%
35	70%	20,358	14%	9%	1.37%	0.97%
45	72%	18,785	12%	5%	1.13%	0.83%
50	69%	16,238	8%	8%	0.99%	0.70%
Others	39%	14,765	15%	1%	2.03%	0.72%
<b>Total</b>	<b>75%</b>	<b>20,861</b>	<b>18%</b>	<b>100%</b>	<b>1.60%</b>	<b>1.22%</b>

Fuel Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Petrol	63%	15,991	15%	49%	1.55%	0.96%
Diesel	90%	28,010	26%	46%	1.65%	1.51%
CNG	82%	15,606	21%	2%	1.60%	1.40%
Others	42%	13,977	16%	2%	1.89%	0.83%
<b>Total</b>	<b>75%</b>	<b>20,861</b>	<b>18%</b>	<b>100%</b>	<b>1.60%</b>	<b>1.22%</b>

Vehicle Model	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
ALTO	73%	13,323	12%	4%	1.43%	1.08%
AMAZE	96%	29,187	29%	2%	1.78%	1.76%
BEAT	79%	19,376	17%	2%	1.55%	1.31%
CITY	85%	19,287	21%	2%	1.39%	1.19%
CRETA	16%	12,664	23%	1%	1.74%	0.29%
DUSTER	83%	38,687	26%	2%	1.67%	1.41%
ECOSPORT	77%	34,570	23%	3%	1.56%	1.23%
EON	93%	15,561	23%	2%	1.66%	1.63%
ERTIGA	50%	19,563	23%	1%	1.62%	0.85%
ETIOS	90%	20,065	33%	1%	1.84%	1.74%
FIGO	77%	20,483	19%	3%	1.69%	1.35%
GRAND I10	64%	17,137	28%	3%	1.86%	1.23%
I 10	67%	13,010	18%	4%	1.51%	1.11%
I 20	94%	22,141	30%	5%	1.80%	1.77%
INDIGO	79%	21,497	13%	1%	1.34%	1.19%
INNOVA	59%	34,139	14%	2%	1.52%	0.89%
NEW CITY	53%	23,282	20%	2%	1.51%	0.84%
POLO	108%	24,678	35%	3%	2.00%	2.20%
RAPID	143%	39,093	43%	2%	1.94%	2.90%
RITZ	57%	13,853	16%	1%	1.49%	0.89%
SANTRO	73%	13,339	12%	2%	1.46%	1.17%
SWIFT	74%	15,159	22%	5%	1.63%	1.21%
SWIFT DZIRE	74%	18,256	23%	5%	1.61%	1.21%
VENTO	96%	27,050	36%	3%	1.81%	1.81%
VERNA	64%	22,310	26%	2%	1.69%	1.16%
WAGON R	57%	12,094	14%	4%	1.47%	0.88%
XCENT	52%	17,765	26%	1%	1.84%	0.99%
XUV 500	53%	36,448	20%	2%	1.39%	0.78%
OTHERS	74%	25,675	15%	30%	1.58%	1.15%
<b>Total</b>	<b>75%</b>	<b>20,861</b>	<b>18%</b>	<b>100%</b>	<b>1.60%</b>	<b>1.22%</b>



## 3.2 Unassisted

Registration state	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Karnataka	58%	17,978	14%	12%	1.41%	0.81%
Andhra Pradesh	57%	14,853	16%	4%	1.47%	0.89%
Maharashtra	55%	17,458	14%	18%	1.45%	0.80%
Delhi	64%	18,619	13%	15%	1.51%	0.95%
Tamil Nadu	64%	18,413	14%	5%	1.43%	0.92%
Rajasthan	85%	23,382	15%	2%	1.60%	1.36%
Uttar Pradesh	65%	19,300	14%	6%	1.52%	1.02%
Gujarat	80%	21,761	17%	3%	1.54%	1.23%
Haryana	67%	18,716	16%	10%	1.52%	1.02%
Others	65%	17,068	17%	24%	1.57%	1.04%
<b>Total</b>	<b>63%</b>	<b>18,015</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>0.95%</b>

NCB	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	70%	19,416	23%	24%	2.03%	1.34%
20	65%	19,778	20%	17%	1.66%	1.09%
25	57%	18,213	17%	18%	1.54%	0.89%
35	68%	18,612	16%	12%	1.36%	0.94%
45	71%	18,161	13%	8%	1.19%	0.88%
50	63%	14,875	9%	15%	1.04%	0.69%
Others	31%	14,312	11%	7%	1.98%	0.56%
<b>Total</b>	<b>63%</b>	<b>18,015</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>0.95%</b>

Fuel Type	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
Petrol	59%	15,070	13%	49%	1.44%	0.85%
Diesel	74%	24,473	20%	38%	1.51%	1.12%
CNG	85%	17,414	16%	2%	1.48%	1.34%
Others	38%	13,004	15%	11%	1.89%	0.71%
<b>Total</b>	<b>63%</b>	<b>18,015</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>0.95%</b>

Vehicle Model	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
ALTO	58%	11,744	9%	3%	1.34%	0.82%
AMAZE	56%	20,340	22%	2%	1.67%	0.99%
BEAT	60%	16,500	13%	2%	1.42%	0.92%
CITY	57%	14,530	17%	2%	1.37%	0.80%
CRETA	65%	33,282	33%	0%	1.66%	1.14%
DUSTER	108%	45,518	24%	2%	1.54%	1.68%
ECOSPORT	63%	23,853	25%	2%	1.49%	0.99%
EON	64%	11,549	19%	1%	1.55%	1.06%
ERTIGA	48%	19,557	19%	1%	1.48%	0.76%
ETIOS	66%	18,636	21%	1%	1.59%	1.07%
FIGO	70%	18,565	17%	3%	1.57%	1.18%
GRAND I10	57%	14,304	27%	2%	1.73%	1.02%
I 10	60%	12,717	15%	5%	1.43%	0.93%
I 20	63%	17,028	21%	5%	1.63%	1.07%
INDIGO	54%	16,966	11%	1%	1.33%	0.79%
INNOVA	40%	40,442	7%	2%	1.35%	0.54%
NEW CITY	63%	24,689	18%	2%	1.42%	0.88%
POLO	85%	21,159	28%	2%	1.84%	1.63%
RAPID	69%	22,924	30%	1%	1.72%	1.23%
RITZ	49%	11,701	14%	1%	1.37%	0.73%
SANTRO	59%	11,936	11%	4%	1.42%	1.03%
SWIFT	84%	15,967	19%	5%	1.48%	1.29%
SWIFT DZIRE	78%	19,586	19%	4%	1.46%	1.18%
VENTO	81%	26,696	27%	2%	1.60%	1.42%
VERNA	58%	19,185	23%	3%	1.55%	0.96%
WAGON R	56%	11,818	11%	4%	1.37%	0.81%
XCENT	28%	14,292	16%	1%	1.71%	0.50%
XUV 500	75%	47,002	18%	2%	1.27%	1.01%
OTHERS	58%	20,197	13%	34%	1.50%	0.86%
<b>Total</b>	<b>63%</b>	<b>18,015</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>0.95%</b>

Vehicle Age	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
1	56%	22,399	22%	13%	1.66%	0.95%
2	65%	20,998	23%	16%	1.64%	1.07%
3	77%	21,903	21%	14%	1.55%	1.20%
4	73%	18,990	18%	13%	1.49%	1.08%
5	67%	17,244	13%	9%	1.31%	0.88%
6	55%	13,532	11%	7%	1.23%	0.69%
7	74%	17,561	10%	4%	1.23%	0.92%
8	59%	12,958	10%	4%	1.25%	0.76%
9	60%	12,417	9%	3%	1.23%	0.76%
10	66%	13,086	9%	2%	1.32%	0.87%
Others	44%	14,310	13%	15%	1.74%	0.78%
<b>Total</b>	<b>63%</b>	<b>18,015</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>0.95%</b>

Vehicle Make	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
CHEVROLET	57%	16,507	12%	4%	1.41%	0.83%
FORD	67%	19,258	18%	7%	1.51%	1.03%
HONDA	54%	17,706	17%	8%	1.44%	0.79%
HYUNDAI	60%	14,340	16%	22%	1.55%	0.94%
MAHINDRA & MAHINDRA	58%	35,655	12%	4%	1.29%	0.75%
MARUTI	66%	14,742	13%	23%	1.42%	0.97%
RENAULT	94%	35,781	25%	2%	1.59%	1.59%
SKODA	75%	25,320	22%	3%	1.52%	1.16%
TATA	71%	21,327	11%	4%	1.41%	1.05%
TOYOTA	55%	23,459	16%	5%	1.37%	0.78%
VOLKSWAGEN	84%	24,664	27%	5%	1.69%	1.52%
OTHERS	51%	24,581	12%	12%	1.69%	0.86%
<b>Total</b>	<b>63%</b>	<b>18,015</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>0.95%</b>

Talk time	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0-3	63%	17,968	15%	90%	1.50%	0.94%
3-5	67%	18,449	15%	10%	1.47%	1.00%
<b>Total</b>	<b>63%</b>	<b>18,015</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>0.95%</b>

Days to expiry of current policy	Loss Ratio	ACPC	Frequency	Earned Proportion	Rate Realization	Burn Rate
0	78%	22,185	15%	12%	1.52%	1.19%
1	63%	17,231	15%	11%	1.47%	0.94%
2	65%	17,394	16%	8%	1.46%	0.97%
3	83%	24,902	14%	5%	1.46%	1.23%
4	59%	16,766	14%	4%	1.46%	0.86%
5	57%	17,163	13%	4%	1.47%	0.84%
6-10	58%	17,353	13%	12%	1.42%	0.84%
11-15	52%	16,876	13%	20%	1.57%	0.80%
16-20	51%	15,914	14%	9%	1.52%	0.78%
21-30	56%	17,715	12%	4%	1.42%	0.77%
31-45	64%	19,995	12%	2%	1.35%	0.83%
Others	79%	16,466	24%	9%	1.64%	1.32%
<b>Total</b>	<b>63%</b>	<b>18,015</b>	<b>15%</b>	<b>100%</b>	<b>1.50%</b>	<b>0.95%</b>



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