

| Proportions of claims settled across ageing |            |            |
|---------------------------------------------|------------|------------|
| Ageing of Claims                            | YTD Jul'26 | YTD Jul'25 |
| within 15 days                              | 98.22%     | 98.91%     |
| within 30 days                              | 99.15%     | 99.49%     |
| within 60 days                              | 99.65%     | 99.67%     |
| Beyond 60 days                              | 0.03%      | 0.01%      |
| Pending (WIP)                               | 0.33%      | 0.33%      |
|                                             |            |            |

| Proportions of claims settled - Settlement status |            |
|---------------------------------------------------|------------|
| Settlement status                                 | YTD Jul'26 |
| Paid in full                                      | 98.82%     |
| Paid in part                                      | 0.36%      |
| Repudiated                                        | 0.47%      |
| Rejected                                          | 0.02%      |
| Closed                                            | 0.00%      |
|                                                   |            |

| Value proportion of claims settled |            |
|------------------------------------|------------|
| Details                            | YTD Jul'26 |
| Value proportion of claims settled | 94.96%     |
|                                    |            |