

ABC Insurance Company - Health Division

Health Insurance Policy Summary - 2025

This document provides a comprehensive summary of the health insurance performance and customer engagement statistics for the fiscal year 2025. The health insurance division saw a significant increase in claims settlement efficiency and a steady growth in policy renewals.

Key Highlights:

- Total Active Policies: 1,25,000
- Claims Processed: 62,000
- Average Settlement Time: 4.8 Days
- Customer Satisfaction Score: 91%
- Renewal Rate: 88%
- New Customers Acquired: 35,000

The company aims to enhance customer trust by improving turnaround time and automating the claims process through AI-driven systems.

ABC Insurance Company - Motor Division

Motor Insurance Policy Summary - 2025

The Motor Insurance Division recorded a substantial reduction in fraudulent claims due to the integration of AI-based claim detection systems. Policy renewals remained steady, while new customer acquisitions rose by 18% compared to the previous year.

Key Highlights:

- Total Active Policies: 98,000
- Claims Processed: 47,500
- Average Settlement Time: 5.3 Days
- Fraudulent Claims Detected: 2,300
- Customer Satisfaction Score: 89%
- Renewal Rate: 84%

The division plans to introduce a telematics-based pricing model to ensure fairer premiums and improve customer retention in the upcoming fiscal year.