Zuno General Insurance

# COMPANY NAME

# HEADQUARTERS CITY

Mumbai

# HEADQUARTERS FULL ADDRESS

19th Floor, R-Tech Park, Nirlon Complex, Off Western Express Highway, Goregaon East, Mumbai 400063

# ABOUT THE COMPANY

Zuno General Insurance, formerly known as Reliance General Insurance, underwent a significant transformation in November 2023 following its acquisition by the Hero Group and a private equity firm. The rebranding marked a new chapter for the company, aiming to leverage digital-first strategies to enhance customer experience. This strategic shift reflects a focus on agility and innovation in the insurance sector.

The company aims to establish itself as a prominent player in the Indian general insurance market, emphasizing accessibility and ease of use through its technology-driven platforms. By simplifying the insurance process, Zuno General Insurance seeks to cater to a diverse customer base, from individual policyholders to corporate clients, providing comprehensive coverage solutions.

Zuno General Insurance offers a wide array of insurance products, including motor, health, travel, and home insurance, alongside various commercial insurance solutions. Their services are designed to be user-friendly, allowing customers to purchase policies, manage their accounts, and initiate claims digitally, aligning with the evolving preferences of modern consumers.

# KEY MANAGEMENT PERSONNEL

CEO: Rakesh Jain

Rakesh Jain serves as the Chief Executive Officer of Zuno General Insurance. He brings extensive experience from the Indian insurance sector, having previously held the position of CEO at Reliance General Insurance before its rebranding to Zuno. His leadership focuses on driving the company's digital transformation and market growth.

Chairman: Pankaj Mittal

Pankaj Mittal is the Non-Executive Chairman of Zuno General Insurance. He is a seasoned professional with significant experience in finance and management, contributing strategic guidance to the company's board.

# Other Executives

Anurag Jain: Chief Financial Officer (CFO)

Anurag Jain oversees the financial operations of Zuno General Insurance, bringing a wealth of expertise in financial management within the insurance industry.

Saurabh Varma: Chief Marketing Officer (CMO)

Saurabh Varma leads the marketing initiatives for Zuno General Insurance, focusing on brand development and digital engagement strategies to reach a broader customer base.

# Claim Ratio

As per the IRDAI Annual Report 2022-23, the claims settlement performance for Reliance General Insurance Company Limited (now Zuno General Insurance) indicates:

Number of Claims Settled (FY2022-23): 1,203,792

Percentage of Claims Settled (by number): 98.66%

# Source

IRDAI Annual Report 2022-23

Available at: https://www.irdai.gov.in/ADMIN/irdaData/AnnualReports/Annual\_Report\_2022\_23.pdf (Refer to Table 29, Page 206)