



# HAVENCREST LIFE & GENERAL



## Insurance Performance Dashboard (Policies Written : 2020 - 2022)

*Insights across Motor - Health - Life*

### Report Coverage

#### 1. Claims Performance

Total Claim Amount, Claim Settlement Ratio (CSR), Claim Rejection Ratio (CRR), Pending Claim %, Turn Around Time (TAT) Compliance, Claims Frequency, Claims Severity.

#### 2. Underwriting & Profitability

Gross Written Premium (GWP), Loss Ratio, Expense Ratio, Combined Ratio, Hit Ratio, Underwriting Profit/Loss.

#### 3. Renewals & Customer Profile

Total Proposals, Policies Issued, Hit Ratio, Renewal Ratio, Churn Rate, Average Policy Tenure (Yrs)

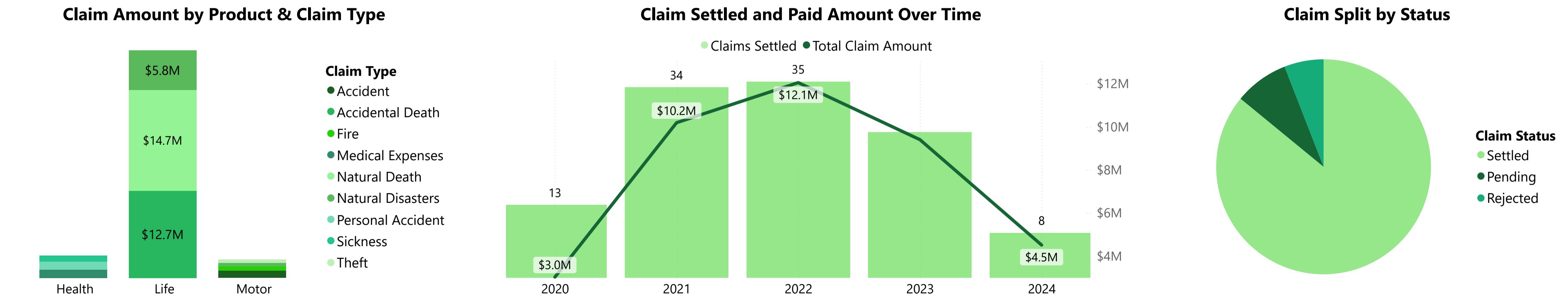
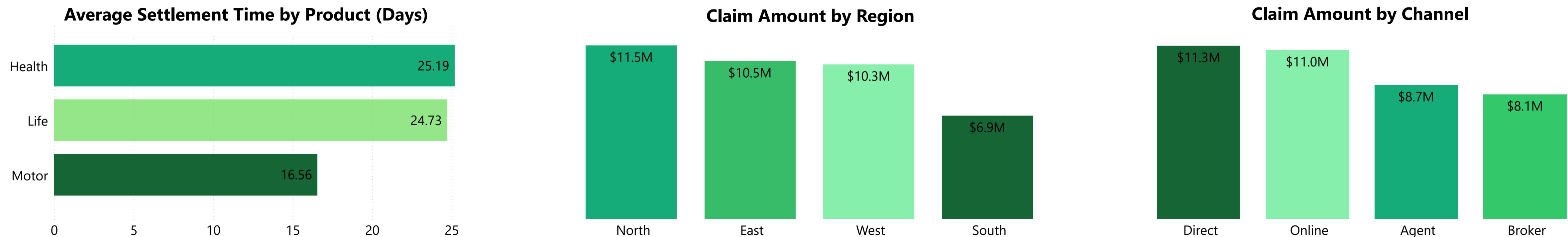
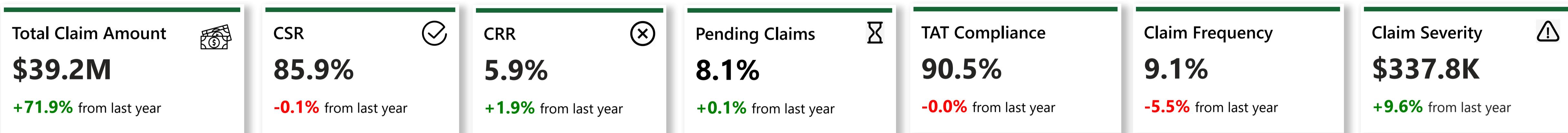
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# Claims Performance



Product Type	Claim Type	Region	Channel	Year
All	All	All	All	All



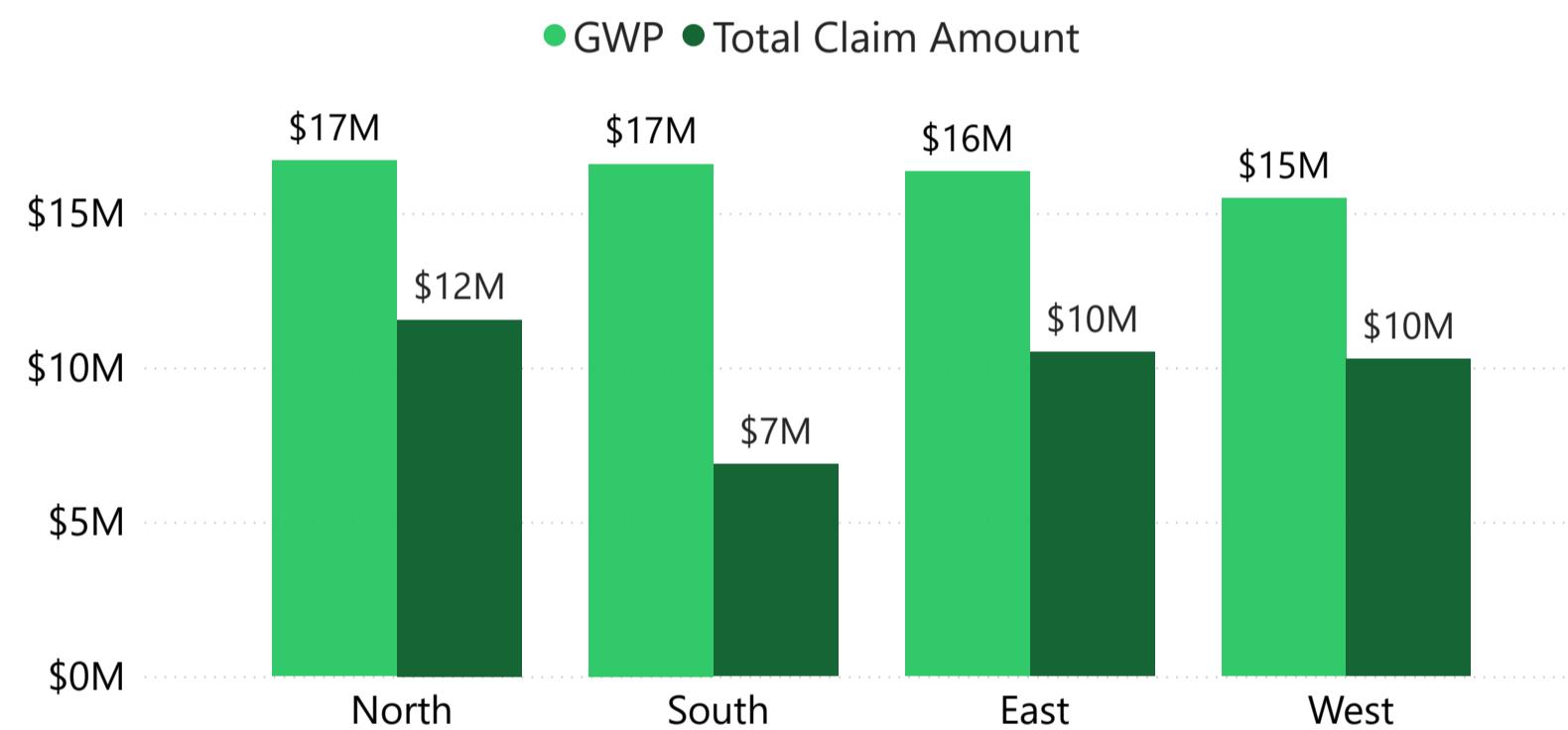


# Underwriting & Profitability



Product Type	Claim Type	Region	Channel	Year
All	All	All	All	All
GWP <b>\$65.1M</b> +74.0% from last year	Loss Ratio <b>60.2%</b> -1.3% from last year	Expense Ratio <b>14.6%</b> -3.5% from last year	Combined Ratio <b>74.8%</b> -1.7% from last year	Hit Ratio <b>84.8%</b> +1.4% from last year
				Profit/Loss <b>\$16.4M</b> +83.4% from last year

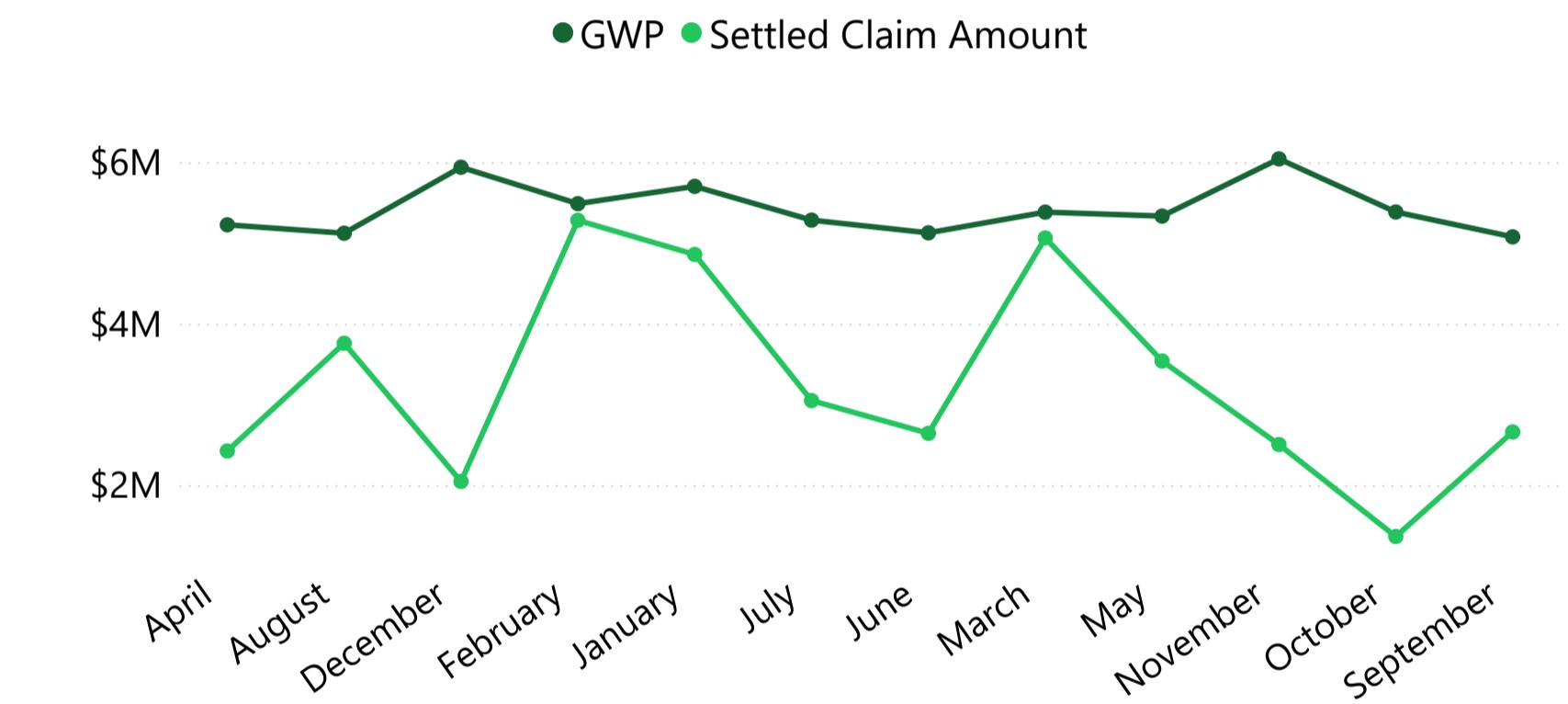
## GWP vs Claim Amount by Region



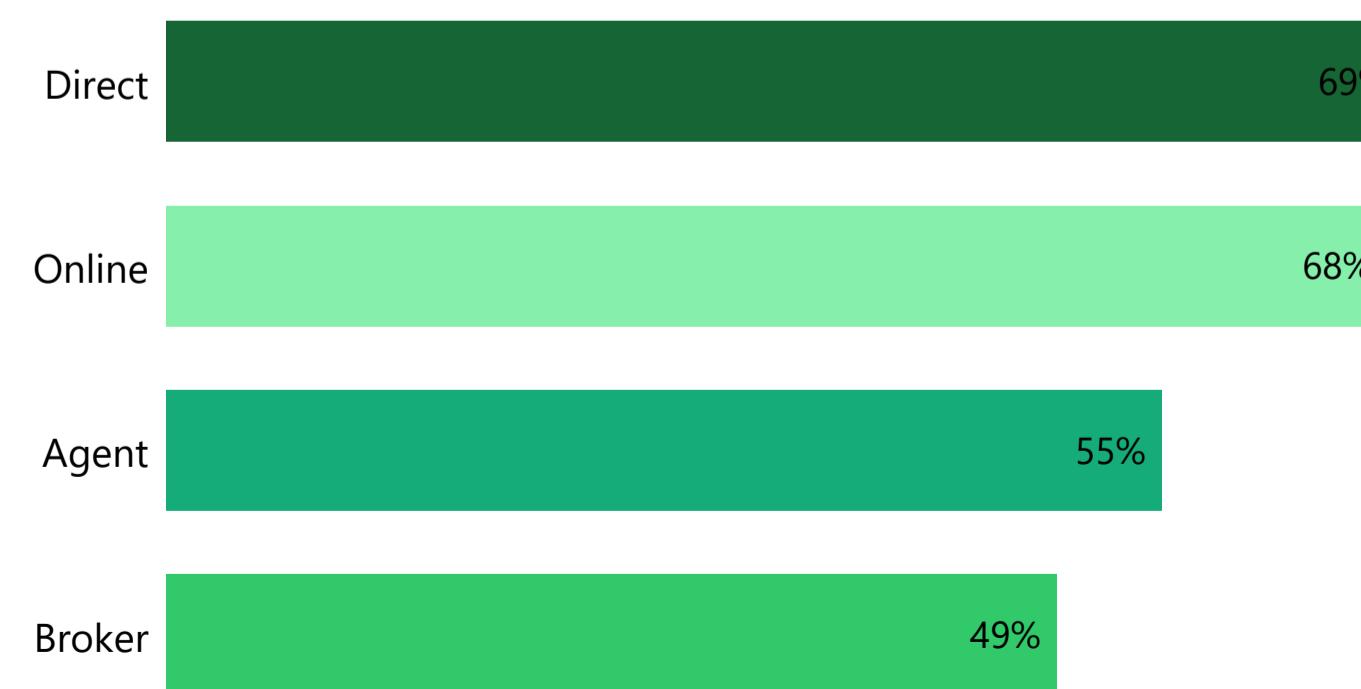
## Hit Ratio by Region



## GWP vs Settled Claim (Monthly)



## Loss Ratio by Channel

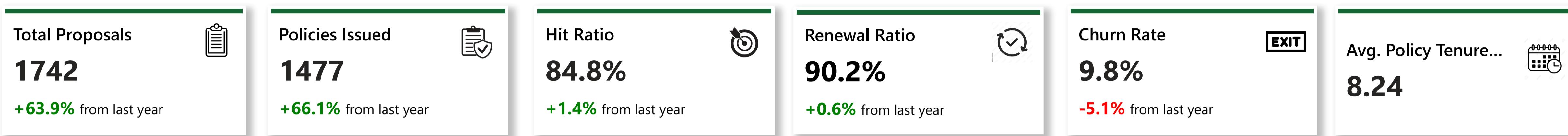


## Underwriting KPI's by Product Type

Product Type	GWP	Total Claim Amount	Loss Ratio	Expense Ratio	Combined Ratio	Hit Ratio	Profit/Loss
Life	\$5,79,65,015	\$3,32,22,932	57.3%	13.4%	70.8%	89.1%	\$1,69,50,851
Accidental Death	\$2,24,82,828	\$1,27,00,367	56.5%	13.5%	70.0%	87.0%	\$67,43,998
Natural Death	\$2,54,85,728	\$1,47,18,287	57.8%	13.4%	71.2%	88.6%	\$73,46,873
Natural Disasters	\$99,96,459	\$58,04,278	58.1%	13.3%	71.4%	95.6%	\$28,59,980
Motor	\$35,79,450	\$26,87,147	75.1%	25.7%	100.7%	78.6%	-\$26,628
Theft	\$9,15,236	\$5,07,638	55.5%	25.1%	80.6%	83.6%	\$1,77,943
Fire	\$8,70,269	\$6,03,171	69.3%	26.0%	95.3%	78.0%	\$40,697
Natural Disasters	\$6,33,056	\$5,09,462	80.5%	25.6%	106.1%	67.4%	-\$38,742
Accident	\$11,60,889	\$10,66,876	91.9%	25.9%	117.8%	81.9%	-\$2,06,526
Total	\$6,50,93,120	\$3,91,85,066	60.2%	14.6%	74.8%	85.7%	\$1,63,93,459



Product Type	Claim Type	Region	Channel	Year
All	All	All	All	All



### Renewal Ratio by Policies Issued



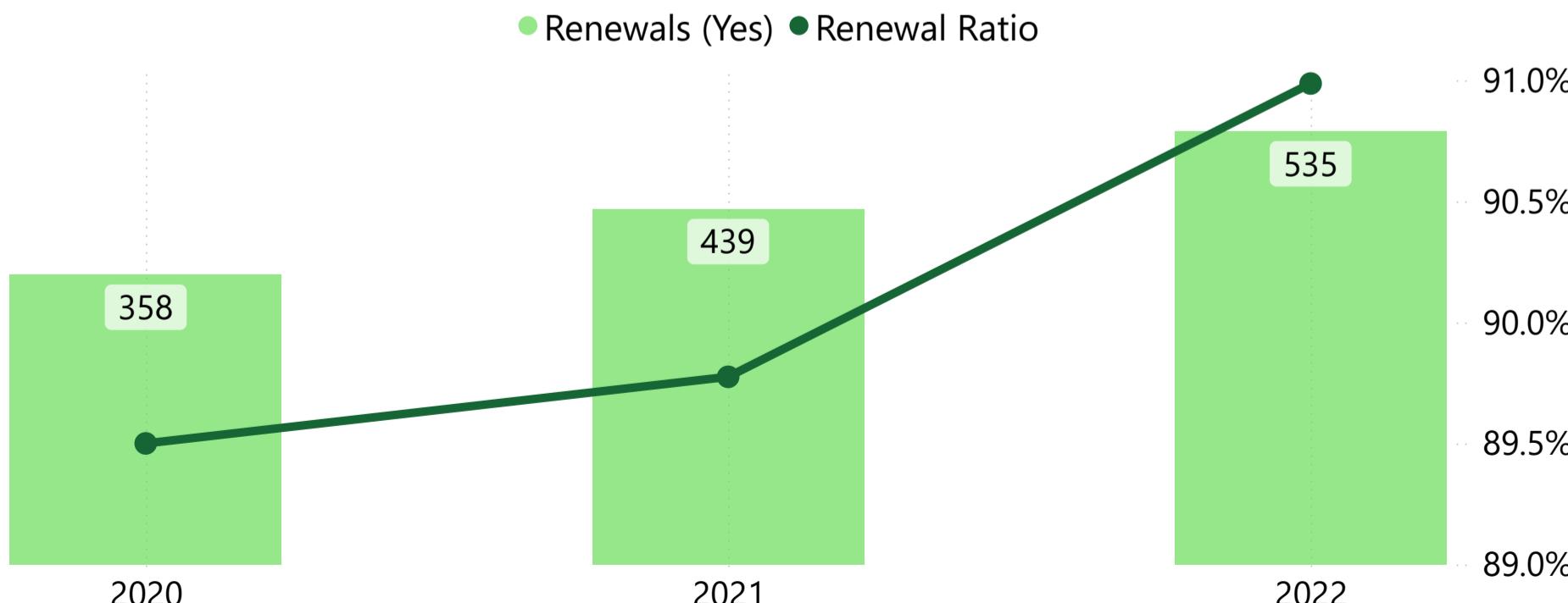
### Renewal Rate by Region



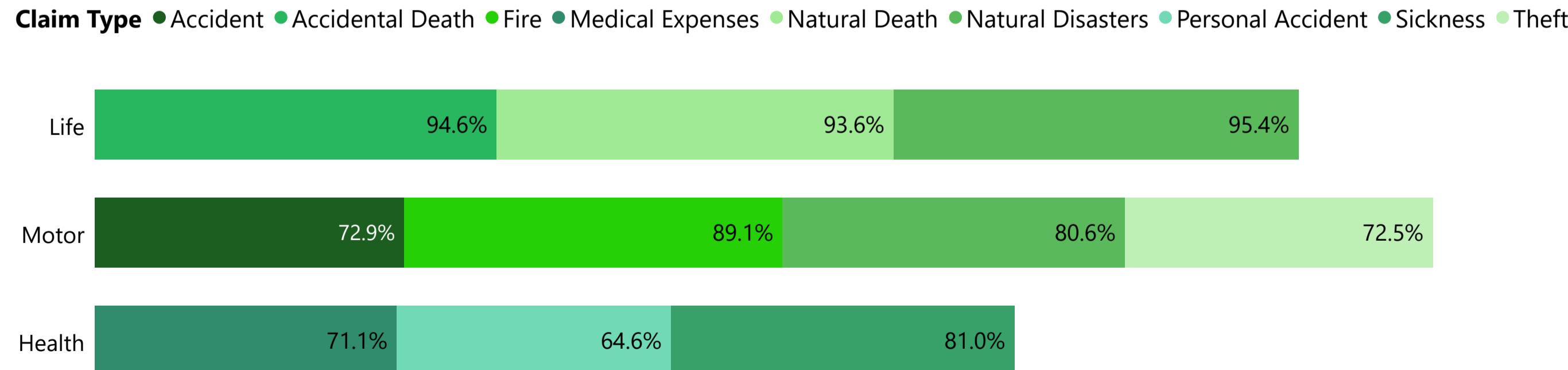
### Renewal Rate by Channel



### Renewal Ratio (%) and Renewed Policies over Time



### Renewal by Product Type & Claim Type





## Motor Insurance – Slight Underwriting Loss

- **Claims** : Frequency remained stable (~16%), but severity spiked in 2021 and stayed high. CSR fell from 90% to 80%, while CRR increased from 0% to 10%, weakening customer trust.
  - **Underwriting** : From a narrow profit in 2020, Motor slipped into losses in 2021 and 2022. Expense ratios crept upward, pushing combined ratios above 100%.
  - **Renewals** : Renewal ratios slid from 80% → 78% → 76%, with churn rate worsening. Average policy tenure peaked in 2021 but dropped sharply in 2022.
- 👉 Motor started as a stable performer but is now under strain : rising severity, falling settlement quality, and worsening retention (renewal ratio) make it a weak segment needing corrective action.

## Health Insurance - Problem Product

- **Claims** : Health has consistently carried the highest claim frequency (25–27%) and high claim severity, pressuring loss ratios year after year. CSR fell steadily (80% → 76.9% → 75%), while pending claims and TAT compliance worsened.
  - **Underwriting** : Combined Ratios remained well above 110%, ensuring continuous underwriting losses. Losses grew in 2021 before slightly easing in 2022, but profitability never recovered.
  - **Renewals** : Retention deteriorated from 75% to below 70%, with churn rate increasing from 25% to 31%. Policy tenure peaked in 2021 but dropped sharply in 2022.
- 👉 Across three years, Health is clearly the insurer's most problematic product: high claims frequency, weak claims handling efficiency, and worsening renewals make it unsustainable without corrective action.

## Life Insurance - Best Performing Product

- **Claims** : Life consistently reported very low claim frequency (6.7% → 6.1% → 5.6%), offsetting rising claim severity. CSR improved steadily from 90% to 92.6%, while CRR fell from 5% to 3.7%. TAT compliance remained the best among products (94–96%).
  - **Underwriting** : Across three years, Life maintained the strongest profitability with Combined Ratios of 70–73%, driven by controlled Loss and Expense Ratios. Profits grew from \$3.7M to \$7.7M.
  - **Renewals** : Retention remained exceptional (93–95%), churn rate consistently low (5–7%), and average tenure stable at ~9 years.
- 👉 Life is the insurer's strongest and most reliable product : profitable, efficient, and highly stable, providing the backbone of portfolio performance.