



February 05, 2025

To,

Listing Department
National Stock Exchange of India Limited
Exchange Plaza,
Bandra-Kurla Complex, Bandra (East),
Mumbai - 400 051

Department of Corporate Services
BSE Limited
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai - 400 001

Symbol: MEDIASSIST

Scrip Code: 544088

Subject: **Investor Presentation**

Dear Sir/ Madam,

Pursuant to Regulation 30 of SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015, please find enclosed herewith investor presentation of the Company titled:

“Medi Assist Healthcare Services Limited - Investor Presentation Q3 & 9M FY25”

Kindly take the same on record.

Yours faithfully,

For Medi Assist Healthcare Services Limited

Simmi Singh Bisht
Chief Compliance Officer & Company Secretary

Encl: As Above

Medi Assist Healthcare Services Limited

CIN - L74900MH2000PLC437885

Registered Office : AARPEE Chambers, SSRP Building, 7th Floor, Andheri Kurla Road, Marol Co-operative Industrial Estate Road
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Medi Assist Healthcare Services Limited

Investor Presentation
Q3 & 9M FY25



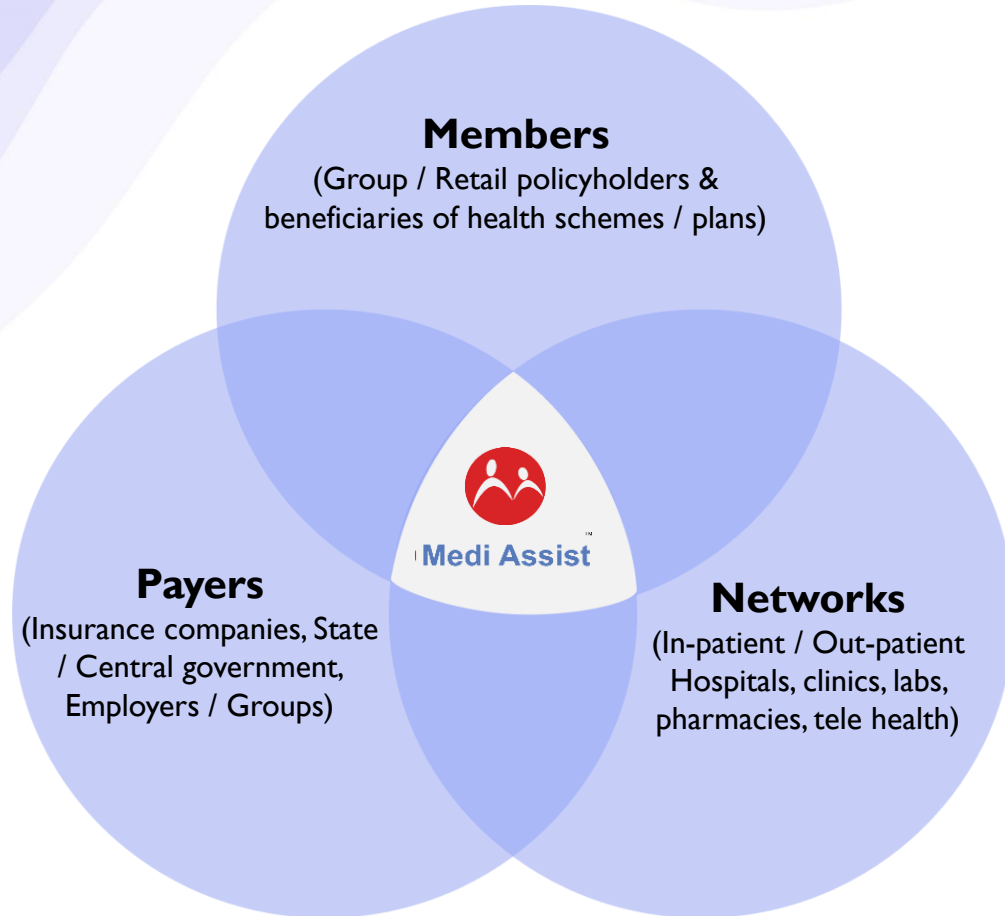
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Enhancing value proposition to stakeholders



Digital Customer Experience



Cybersecurity and Data Privacy



Automating and Streamlining Processes



Handling Complexity



Network Benefits



Reduce Fraud, Waste and Abuse



Advanced Data Analytics

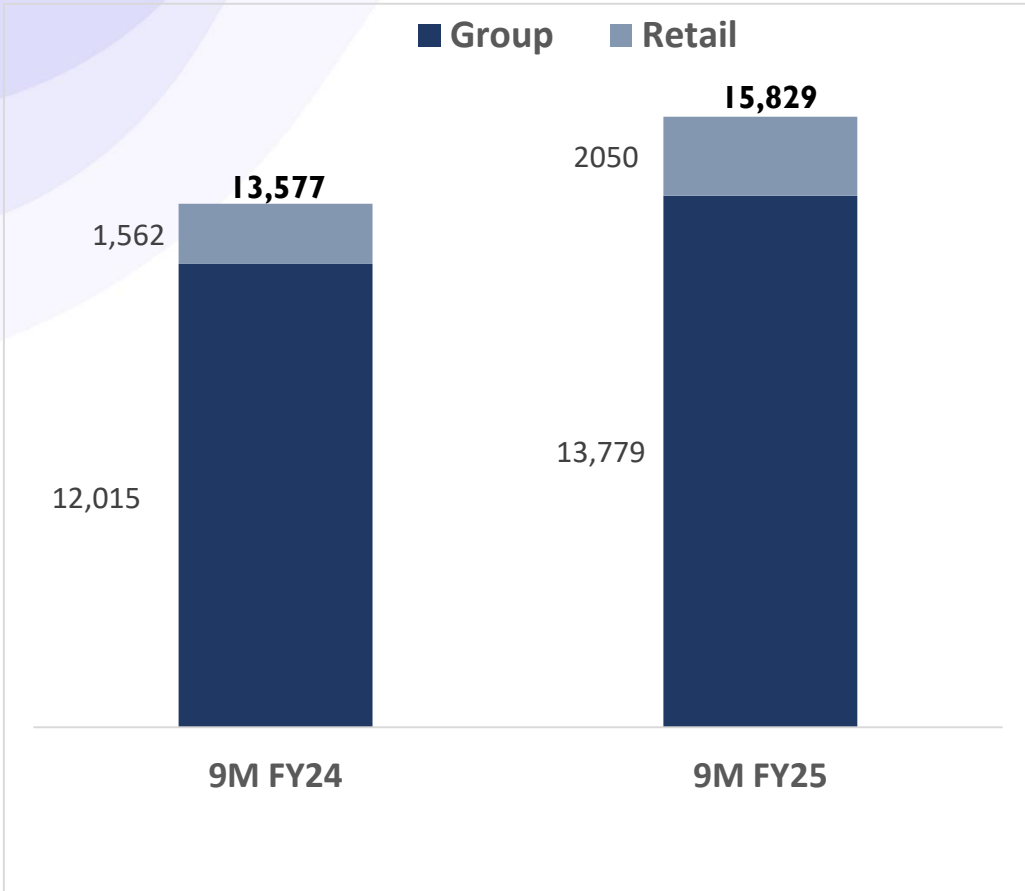
9M-FY25 Operational highlights



Premium under management administered – 9M FY25

For nine months ended 31st December'2024

INR cr



- Total Premium under Management (“PUM”) administered was **INR 15,829** crore as on 31st December’ 2024, a growth of **16.6%** y-o-y on a base adjusted for the premiums contributed by the acquired companies.
 - Group PUM was **INR 13,779 cr**, a growth of **14.7%** y-o-y
 - Retail PUM was **INR 2,050**, a growth of **31.2%** y-o-y
- Market share in terms of health insurance premium administered (Group + Retail), of the total health premium in India, was **19.8%** as on 31st Dec’ 2024, as against **19.2%** as on 31st Dec’ 2023

Business highlights for nine months ended 31st December'2024

- Added **3 (three)** private insurance companies in Retail segment
- Grew PUM administered in Group segment for private & SAHI insurers by **40.5% y-o-y**
- Improved retention of Group accounts to **95.0%**
- Created 'hubs of excellence' for claims processing to drive operational efficiency and master circular compliance
- Enhanced awareness and visibility through '**Thought leadership initiatives**'
 - Hosted industry-first conference & awards - **Raksha Summit'24**, focused on the theme of "**Borderless Health benefits**"
 - Released 'Borderless Health Framework' report in partnership with Boston Consulting Group (BCG) highlighting industry trends across incidence rates, medical inflation, etc.
- Medi Assist Insurance TPA Pvt. Ltd. (MAITPA), a wholly owned subsidiary, signed agreement in Aug'24 to acquire 100% equity shareholding of Paramount Health Services & Insurance TPA Pvt. Ltd., owned by Fairfax Asia and the Shah family, subject to regulatory approvals and standard closing conditions

Technology highlights for nine months ended 31st December'2024

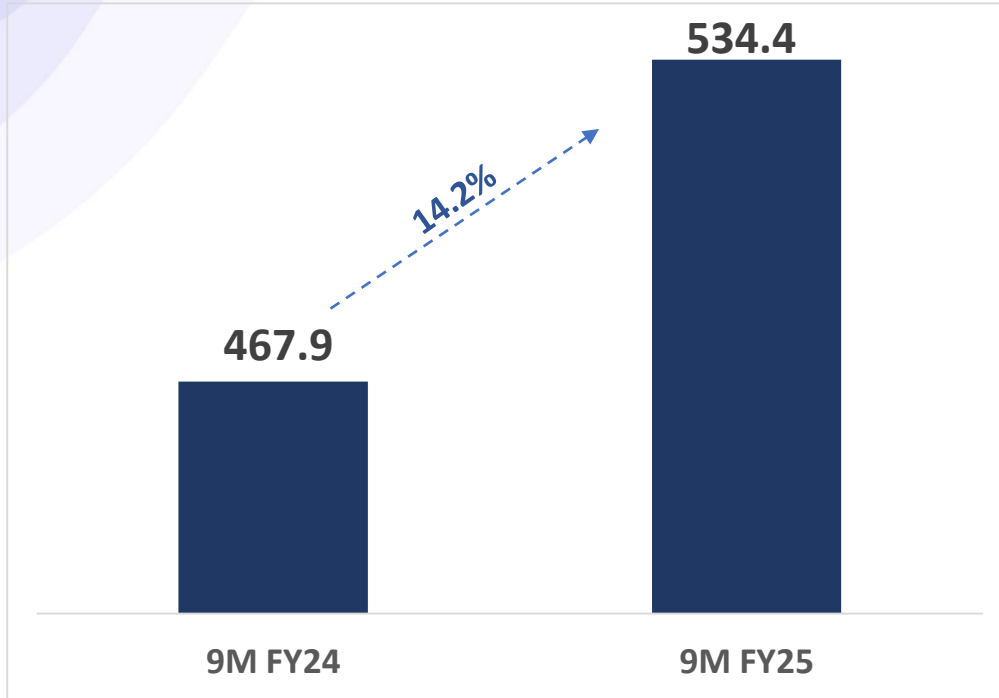
- Technology platform for Mayfair We Care international benefits business is now live and servicing over 35% of total policies. The platform allows network discovery across the globe and seamlessly handles multi-currency cross border payments.
- Raksha Prime program enabled over 65,000 patients to walk out of the hospitals without waiting for discharge formalities, powered by our proprietary AI technology for predicting out of pocket expenses
- Continued improvement in AI powered MAven Fraud Detection Engine (FDE) capabilities:
 - Increased detection of fraud cases with higher hit rates for investigations
 - **2.5x** growth y-o-y in value of savings delivered to insurers through fraud prevention

9M-FY25 Financial highlights



Revenue from Contracts with customers – 9M FY25

INR cr

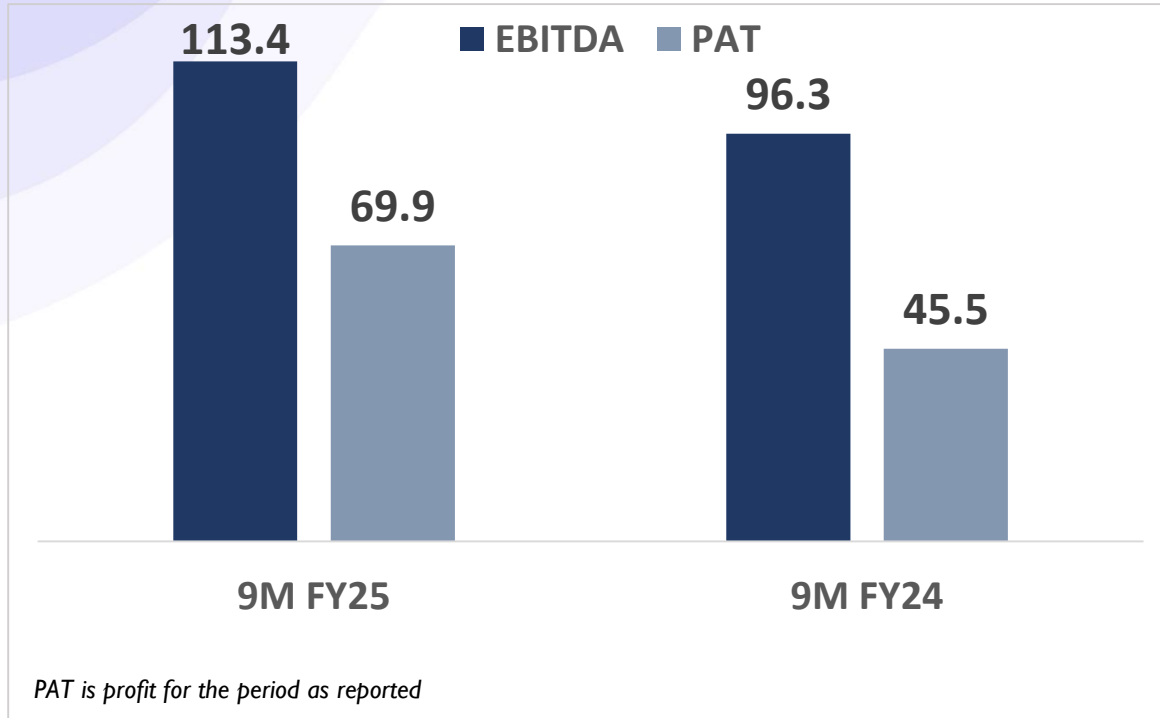


For nine months ended 31st December'2024

- Total Income is **INR 550.4** crore, a growth of **14.2%** over the corresponding period of the previous year
- Revenue from contracts with customers excluding other income (“Operating Revenue”) is **INR 534.4** crore, a growth of **14.2%** over the corresponding period of the previous year
- Revenue from contracts with customers included:
 - **10.3%** from Government business
 - **4.9%** from International benefits business

EBITDA and PAT – 9M FY25

INR cr



For nine months ended 31st December'2024

- EBITDA excluding other income (“Operating EBITDA”) is **INR 113.4 cr**
 - a growth of **17.7%** y-o-y
 - a margin of **21.2%** on Operating Revenue
- Profit after tax (“PAT”) for the period is **INR 69.9 cr**
 - a growth of **53.6%** on reported PAT y-o-y
 - a margin of **12.7%** on Total Income

Key Operating Metrics and Balance Sheet items

Net Cash on Books
(in cr)
INR 266.5 Cr

Net Worth
(in cr)
INR 531.6

Return on
Net Worth (%)
13.2%
17.6% Annualised

Return on Capital
Employed (%)
14.0%
18.7% annualised

Revenue per average head count on
non – government contracts
INR 10.6 lakh[#]

Medi Assist Value Proposition





Dr. Vikram Chhatwal

Chairman and Whole Time Director



Satish Gidugu

Chief Executive Officer and Whole-time Director



Vishal Gupta

Non-executive Nominee Director
BVP India Investors Private Limited, an affiliate of Bessemer Venture Partners



Alamelu TL

Independent Director
Former GM of New India Assurance Company and GM of United India Insurance Company



Himani Kapadia

Independent Director
Former Managing Director, OLIVER+ (Part of Oliver India and Inside Ideas Group)



Narain Duraiswami

Independent Director
Former President & CEO South Asia and Global Head of Smallholder Farming for Bayer AG.



Madhavan Ganesan

Independent Director
Former CFO and President of Reliance Retail Ltd.



Dr. Ritu Anand

Independent Director
Former Senior Vice President, Tata Consultancy Services



Ashwin Raghav

Independent Director
Chief Technology Officer, Unbound Ventures

Recent awards



"Best Use of AI in Healthcare award for Fraud Detection Engine (FDE) in 2024



'Best Team Project in AI/ML - (Health Insurance)' for Raksha Prime offering in 2024



'Best Organisations for Women, 2022' by the Economic Times in 2022







'Best Brands, 2021' by the Economic Times I in 2021



Certificate of Appreciation for exemplary performance under 'Chief Minister's Comprehensive Health Insurance Scheme under Ayushman Bharat - PMJAY' in 2021 (Govt. of Tamil Nadu)

- 1** **Fastest growing segment with strong tailwinds** – Health Insurance poised for ~23% growth¹
- 2** **Leadership position in India** – 19.8% market share²
- 3** **Consistently improving financial performance** – Net Cash position of INR 266.5 cr post acquisitions
- 4** **Offering a Pan India network with value proposition for insurers** – Average claim size CAGR <6%³
- 5** **Strong growth in Group segment with high retention rate** – ~14.7% growth in premiums⁴ y-o-y and 95.0% retention⁵
- 6** **Scalable tech-enabled infrastructure** – Addressing needs of the insurers, healthcare providers, the insured and the distribution
- 7** **Proven track record of efficiently integrating acquired businesses** – Driving consolidation and acquiring capabilities / relationships
- 8** **Corporate Governance and experienced Management teams** – Focused on responsibility towards stakeholders

Year	Business acquired	Status
2016 ⁽¹⁾	 DEDICATED HEALTHCARE SERVICES TPA (INDIA) PRIVATE LIMITED <small>An ISO 9001 : 2008 Certified TPA</small> <i>.... Founded on Ethics</i>	Operationally integrated & financially consolidated
2018		Operationally integrated & financially consolidated
2022	 <small>A Medi Assist Company</small>	Operationally integrated & fully consolidated in FY24
2023 ⁽²⁾	 <small>A Medi Assist Company</small>	Operationally integrated & fully consolidated in FY24
2023 ⁽²⁾		Operationally integrated & fully consolidated in FY25

14 (1) Appointed date for the purpose of the DHS Amalgamation Scheme (2) Based on IRDAI approval for the acquisition
 *TPA business of Medicare Insurance # Erstwhile UnitedHealthcare Parekh Insurance TPA Private Limited

Thank You

Medi Assist Healthcare Services Limited

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