

February 08, 2025

To,

**The Manager**  
**Listing Compliance Department**  
**National Stock Exchange of India Ltd**  
Exchange Plaza, Bandra-Kurla Complex  
Bandra (East), Mumbai - 400 051

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

**Symbol:** MEDIASSIST**Scrip Code:** 544088**Subject:** **Intimation of Schedule of Analyst(s)/ Investor(s) Meeting**

Dear Sir/ Madam,

We would like to inform you that the officials of the Company will be meeting Investor(s) / Analyst(s) as per the details mentioned below:

<b>Date</b>	<b>Investor/ Analyst</b>	<b>Mode of Meeting</b>	<b>Meeting is scheduled</b>
February 12, 2025	20 <sup>th</sup> India Conference organized by Nuvama Institutional Equities	Physical at Mumbai	Group Meeting

Discussions will be based on publicly available information. No unpublished price-sensitive information (UPSI) is intended to be discussed during the interactions.

The Company would also be utilizing the investor presentation titled "Medi Assist Healthcare Services Limited - Investor Presentation Q3 & 9M FY25", intimated to the Stock Exchanges on February 5, 2025, as enclosed.

Kindly note that changes may happen due to exigencies on the part of the Participants/Host/Company.

This is for your information and records.

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  
Gamdevi, Marol, Andheri East, Marol Bazar, Mumbai - 400 059, Maharashtra  
Phone : +91-22-6259 6797

**Corporate Office :** Tower "D", 4th Floor, IBC Knowledge Park, 4/1, Bannerghatta Road, Bengaluru - 560 029, Karnataka  
Phone : +91-80-6919 0000

Email : ask@mediassist.in Website : www.mediassist.in



# Medi Assist Healthcare Services Limited

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Investor Presentation  
Q3 & 9M FY25



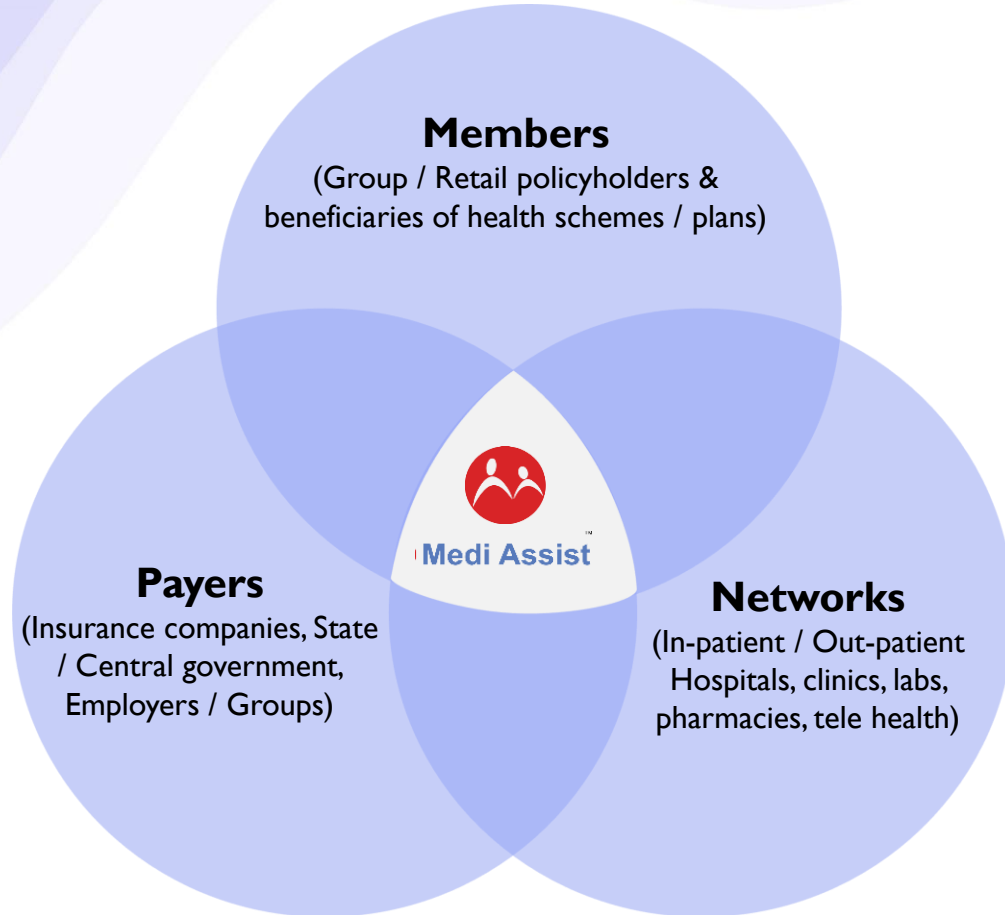
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## Enhancing value proposition to stakeholders



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

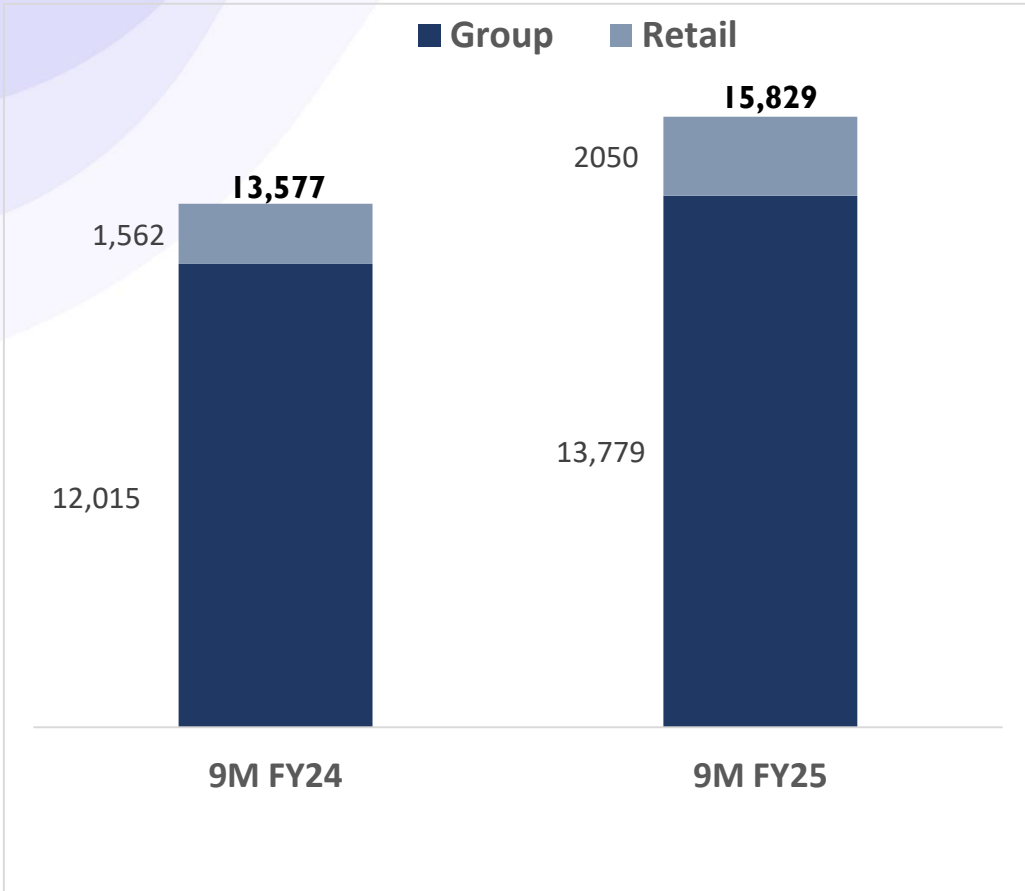
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## Premium under management administered – 9M FY25

## For nine months ended 31<sup>st</sup> December'2024

INR cr



- Total Premium under Management (“PUM”) administered was **INR 15,829** crore as on 31<sup>st</sup> 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 31<sup>st</sup> Dec’ 2024, as against **19.2%** as on 31<sup>st</sup> Dec’ 2023

## Business highlights for nine months ended 31<sup>st</sup> 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 31<sup>st</sup> 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

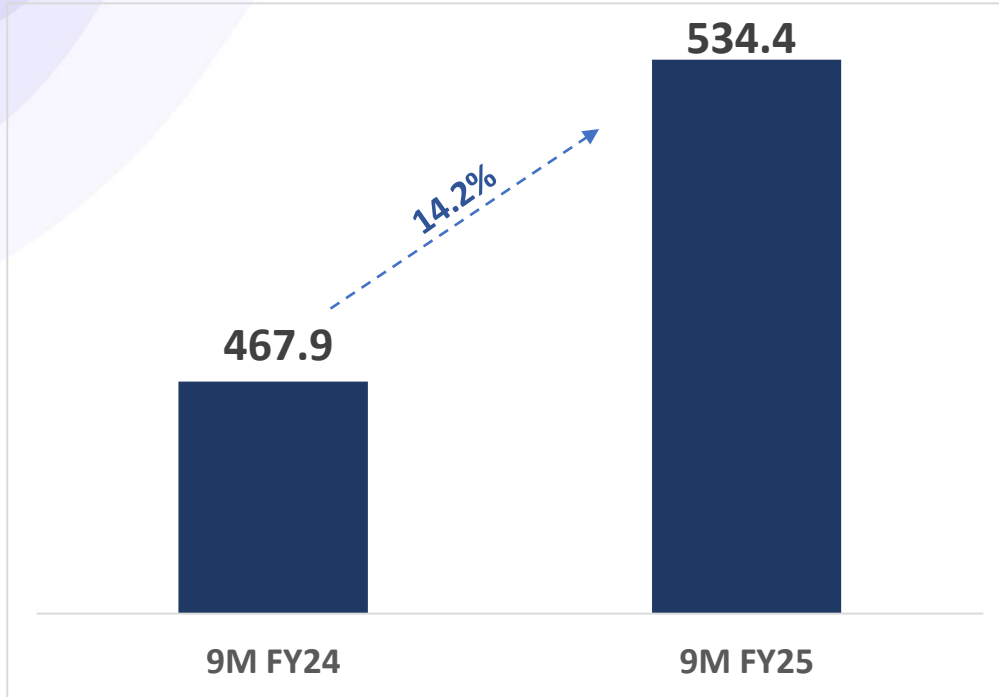
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## Revenue from Contracts with customers – 9M FY25

INR cr

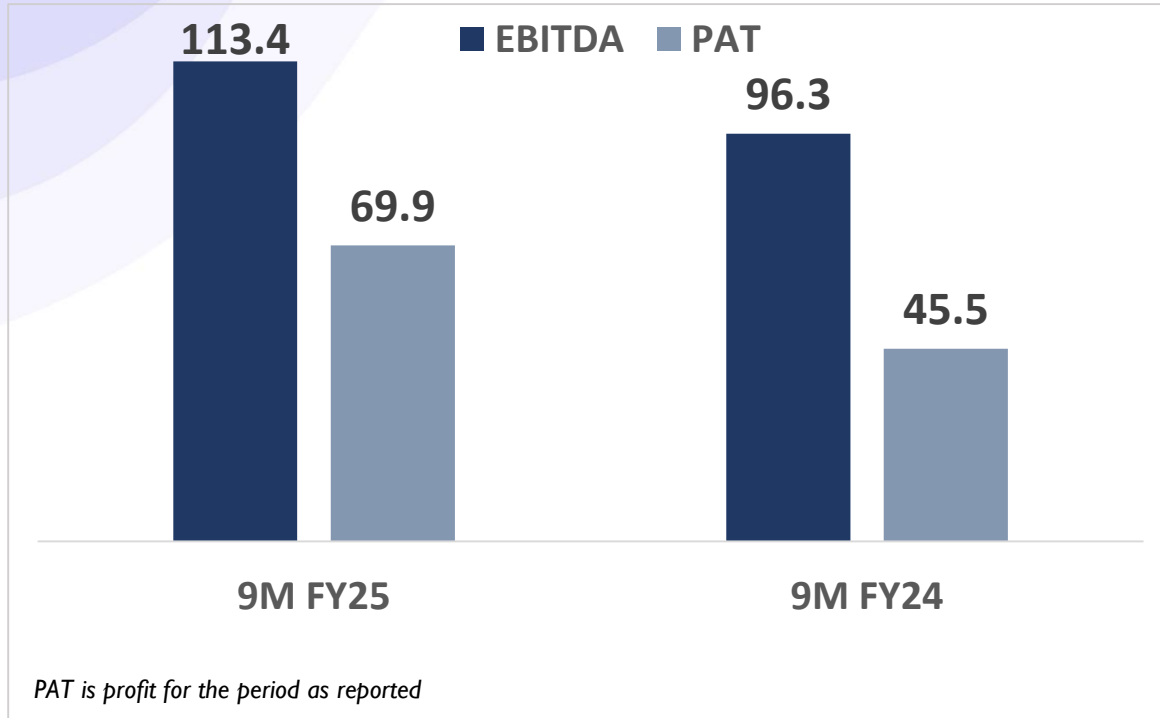


## For nine months ended 31<sup>st</sup> December'2024

- 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 31<sup>st</sup> 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<sup>#</sup>**

# Medi Assist Value Proposition

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## 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% growth<sup>1</sup>
- 2 **Leadership position in India** – 19.8% market share<sup>2</sup>
- 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%<sup>3</sup>
- 5 **Strong growth in Group segment with high retention rate** – ~14.7% growth in premiums<sup>4</sup> y-o-y and 95.0% retention<sup>5</sup>
- 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 <sup>(1)</sup>	 <b>DEDICATED HEALTHCARE SERVICES TPA (INDIA) PRIVATE LIMITED</b> <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 <sup>(2)</sup>	 <small>A Medi Assist Company</small>	Operationally integrated & fully consolidated in FY24
2023 <sup>(2)</sup>		Operationally integrated & fully consolidated in FY25



# Thank You

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**Corporate Office**

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