

RNLIC continues to tread on the path of continued growth backed by digital innovation.

Reliance Nippon Life Insurance ('RNLIC') has helped protect the future of several families through various life stage solutions we offer. We are committed to the purpose of Life Insurance and have always put the best foot forward in delivering our promise; RNLIC's best in class claims settlement ratio at 98.1% stands as a testimony to this. The focus in the current year continued to be on value creation and therefore a strong growth of 20% in Embedded Value in FY20 over FY19. This comes at the back of comprehensive focus across all key levers: mortality, Value of New Business, persistency, renewals and sales.

The unprecedented COVID-19 crisis is posing tough times for the Global as well as Indian economy as we approached the end of FY20. Many large organisations are looking at this as the most challenging socio-economic crisis since the second world war. However, this pandemic is expected to bring about a change in Indian mindset and nudge people to pay more attention to protection against unforeseen threats to life. Protection demand is expected to pick up once the dust settles. This mindset shift coupled with India's favourable demography, upcoming opportunities in distribution and emerging customer segments pose a huge opportunity to penetrate the under-served segments. We believe that a lot of work remains to be done to ensure coverage of the large sections of under-insured in the country and provide them with a safety net. Reliance Nippon Life Insurance remains a key participant in this space and shall continue its efforts in this direction.

Our Performance during FY2020

Overall, FY20 has been a rewarding year with 37% year on year growth in profit, Rs. 35 crores in FY20 as against Rs. 25.5 crores in FY19. Our 13th month persistency is maintained at similar level as last year at 77.03% in March 2020. Digital tooling and transformational initiatives have been strong drivers of change and sustained performance. In recognition of these initiatives implemented, Reliance Nippon Life Insurance was awarded with over 30 accolades across various platforms in the current year.

These awards were received across various avenues including those for HR practices, risk management, products and technology. The company also received 'Life Insurance Company of the Year' at renowned forums.

The lockdown restrictions that came into play towards the end of FY20, required us to act fast and quickly accommodate the new normal of working from home. Our digital methods already adopted during the three years of transformation, acted as the cornerstone for our continued operations in the disruptions caused by the Pandemic. During the lockdown period we collected >25,000 e-renewals policies, sold over 3,000 new policies and settled 300+ death claims.

The Road Ahead

As COVID-19 continues to paint an unparalleled picture, Reliance Nippon Life Insurance continues to tread on the path of continued growth backed by digital innovation. As the Indian consumers and distributors become more technologically savvy, we up our ante to provide best in class experience to them. In this endeavour, we continue our efforts to provide employees a complete digital ecosystem to assist them in all spheres of the selling process. Along with the digital innovation, we focus on enhancing employee engagement towards enablement and empowerment. We aim to create sustainable and digital solutions for improving operating efficiencies and achieving higher collections. The focus will be on meeting the diverse needs of our employees, customers and create sustainable value for all our stakeholders. We are sure that our initiatives in creating tech-led performance enhancement will help improve the qualitative vectors

of our products and services ultimately driving franchise value. We see a positive road ahead and believe that with the right discipline and action in place, we are poised for growth and success that will create significant value for our customers, shareholders, distributors and employees alike.

Best wishes,
Ashish Vohra