



November 21, 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: **Press Release**

Dear Sir/ Madam,

Please find enclosed herewith the Press Release of the Company titled:

**“MEDI ASSIST UNVEILS INDUSTRY FIRST AI STACK TO POWER A BORDERLESS, EFFORTLESS, AND
SUSTAINABLE HEALTH BENEFITS ECOSYSTEM”**

Kindly take the same on record.

Yours faithfully,

For Medi Assist Healthcare Services Limited

Rashmi B V
Company Secretary & Compliance Officer
ICSI Membership No: A38729

Encl: As Above

Medi Assist Healthcare Services Limited

CIN - L74900MH2000PLC437885

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PRESS RELEASE

Medi Assist Unveils Industry first AI Stack to Power a Borderless, Effortless, and Sustainable Health Benefits Ecosystem

Mumbai, November 21, 2025: Medi Assist Healthcare Services Limited (“Medi Assist” or the “Company”), India’s largest technology-led health benefits administrator, today announced new AI-driven platforms that advance its vision of delivering *Sustainable Benefits and Effortless Experience*. These platforms are designed to make member interactions seamless while strengthening transparency, integrity, and long-term sustainability across the health benefits value chain.

Over the past year, Medi Assist has accelerated its mission to make cashless healthcare truly seamless. Key outcomes include:

- 15% of all discharges- over 4,00,000 members- now leaving the hospital before the final bill is generated.
- 25% of its provider network (4,000+ hospitals) enabled next-generation cashless workflows.
- 70% of total claim value now processed on cashless.
- 85% of cashless claims digitally submitted, improving speed and reducing friction for all stakeholders.

To further strengthen service delivery, Medi Assist announced two AI-powered platforms:

- **MAven Guard:** a self-learning transaction integrity platform to detect, prevent, and deter fraud, waste, and abuse in real time.
- **MAnum:** a hospital enablement solution designed to let providers make cashless experience effortless for the members.

Both solutions are built on Medi Assist’s comprehensive AI Stack, enabling the Company’s long-term ambition of making benefits sustainable and member experience effortless.

Alongside the platform launches, Medi Assist and Boston Consulting Group (BCG) released a new report: “From Suspicion to Solution: A Strategic Approach to Health Insurance Fraud.”

Key findings from the Raksha Report:

- ₹8,000–10,000 crore in annual claim payouts leak due to Fraud, Waste, and Abuse (FWA).
- FWA inflates premiums, weakens insurer margins, and strains public resources.
- Systemic issues- fragmented data, weak controls, misaligned incentives, fuel predictable leakage patterns and rising out-of-pocket expenditure.

The report recommends a three-pillar framework of Prevention, Detection, and Deterrence, supported by:

- A unified national codebook,
- Governed GenAI and digital intelligence,
- Real-time data exchange through ABDM and NHCX.

These measures form a foundational roadmap toward the Government’s Viksit Bharat 2047 vision of “Insurance for All.”

Satish Gidugu, CEO, Medi Assist said, *“As India’s health system stands at an inflection point, the next decade will be defined by connected data and intelligent automation. At the heart of this transformation, both technology and AI are enabling insurers to proactively identify and reduce Fraud, Waste, and Abuse (FWA); translating into direct cost savings and improved operational efficiencies. Each year, an estimated ₹8,000–10,000 crore of claim payouts leak through FWA, which erode insurer margins, inflate customer premiums, and strain public resources. Therefore, the need of the hour is to ensure that we forge digital trust and transparency into our health insurance infrastructure, thereby ensuring that care remains accessible, affordable, and accountable for all citizens.”*

Swayamjit Mishra, Managing Director and Partner, Core Member Financial Services and Technology Lead in Insurance, APAC, BCG said, *“In India’s health insurance landscape, about 90% of claims are risk-free, while 2% are outright fraudulent and continue to be flagged today. The real opportunity lies in the remaining 8%, where inefficiencies and abuse can be addressed without inconveniencing genuine policyholders. Harnessing digital intelligence, interoperable platforms, and next-generation technology, we can systematically target this segment to reduce fraud leakage, improve trust, and unlock significant value across the ecosystem. These efforts can advance the government’s Insurance for All vision by nearly five years, strengthening India’s journey toward a transparent, technology-driven, and sustainable health insurance system”*

This initiative marks an important step in building a more accessible, efficient, and trusted health benefits ecosystem for India.

About Medi Assist Healthcare Services

About Medi Assist Healthcare Services Limited (‘Medi Assist’): Medi Assist Healthcare Services provides health benefits administration services, technology platform and innovative offerings to the health insurance ecosystem. Through its wholly owned subsidiary, Medi Assist TPA and Paramount TPA, the Company acts as a facilitator between (a) insurance companies and their policyholders, (b) insurance companies and healthcare providers (such as hospitals), and (c) the Government and beneficiaries of public health schemes. The Company, through Mayfair We Care, provides benefits administration services to Indian corporates & insurers outside India as well as services global insurers and beneficiaries. Medi Assist is listed on both the National Stock Exchange (NSE) and the Bombay Stock Exchange (BSE).

About Boston Consulting Group

Boston Consulting Group partners with leaders in business and society to tackle their most important challenges and capture their greatest opportunities. BCG was the pioneer in business strategy when it was founded in 1963. Today, we help clients with total transformation — inspiring complex change, enabling organisations to grow, building competitive advantage, and driving bottom-line impact. To succeed, organisations must blend digital and human capabilities. Our diverse, global teams bring deep industry and functional expertise and a range of perspectives to spark change. BCG delivers solutions through leading-edge management consulting along with technology and design, corporate and digital ventures — and business purpose. We work in a uniquely collaborative model across the firm and throughout all levels of the client organisation, generating results that allow our clients to thrive.

For Media Queries

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