

Date: 15<sup>th</sup> February 2026

To,  
**BSE Limited**  
Phiroze Jeejeebhoy Towers,  
Dalal Street, Fort, Mumbai – 400 001  
**BSE Scrip Code: 544179**

To,  
**National Stock Exchange of India Limited**  
Exchange Plaza, C-1, Block G Bandra Kurla Complex,  
Bandra (East), Mumbai – 400 051  
**NSE Symbol: GODIGIT**

**Subject: Intimation of Analysts/Institutional Investors Meet Presentation under Regulation 30 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015**

Dear Sir/Madam,

In furtherance to our letter dated 5<sup>th</sup> February 2026 and pursuant to Regulation 30 and Para A of Part A of Schedule III read with Regulation 46 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Presentation for analysts' meeting scheduled on Monday, 16<sup>th</sup> February 2026.

This intimation can be accessed on the website of the Company at [www.godigit.com/investor-relations](http://www.godigit.com/investor-relations).

We request you to kindly take the above intimation on record.

Thanking you,

Yours sincerely,

**For Go Digit General Insurance Limited**

**Tejas Saraf**  
**Company Secretary & Compliance Officer**



## **Value Statements**

Question the status quo

Be Transparent

Analyst/Investor Day - February 16<sup>th</sup>, 2026

# Disclaimer:

This investor presentation may contain certain words or phrases in writing or otherwise which are not statements of historical facts and may be described as "forward-looking statements". These forward-looking statements generally can be identified by words or phrases such as "aim", "anticipate", "are likely", "believe", "continue", "can", "shall", "could", "expect", "estimate", "intend", "may", "likely" "objective", "plan", "project", "propose", "seek to", "will", "will continue", "will achieve", "will likely", "will pursue" or other words or phrases of similar import. Similarly, statements that describe our Company's strategies, objectives, plans or goals, financial and operating projections are also forward-looking statements.

All forward-looking statements are subject to risks, uncertainties, expectations and assumptions about us that could cause actual results to differ materially from those contemplated by the relevant forward-looking statement. Actual results may differ materially from those suggested by the forward-looking statements due to risks or uncertainties associated with our expectations with respect to, but not limited to, regulatory changes pertaining to the industry in which our Company operates and our ability to respond to them, our ability to successfully implement our strategy, our growth and expansion, technological changes, our exposure to market risks, general economic and political conditions in India and globally which have an impact on our business activities, investments, or the industry in which we operate, the monetary and fiscal policies of India, inflation, deflation, unanticipated turbulence in interest rates, foreign exchange rates, equity prices or other rates or prices, the performance of the financial markets in India and globally, changes in domestic laws, regulations, taxes, changes in competition in the industry in which we operate and incidents of any natural calamities and/or acts of violence.

Forward-looking statements reflect the current views of our Company as of the period of these results and are not a guarantee of future performance. These statements are based on our management's beliefs, assumptions, current plans, estimates and expectations, which in turn are based on currently available information. Although we believe the assumptions upon which these forward-looking statements are based are reasonable, any of these assumptions could prove to be inaccurate, and the forward-looking statements based on these assumptions could be incorrect. We undertake no obligation to update forward-looking statements to reflect events or circumstances after the date there.

# Growth

From Market-Led to Choice-Led Growth - driven by deliberate capital and risk decisions

## Capital

Allocated to ROE-positive opportunities

## Risk

Segmented and priced using data

## Channels

Scaled selectively, not uniformly

## Products

Launched only where outcomes can be controlled

**We decide where to grow, where to slow, and where to step back**  
Growth is a decision, not a by-product

# Here's How the Day Fits Together

- Distribution → quality of inflow
- Commercial Lines → underwriting
- Motor Third Party claims → outcome discipline
- Technology → automating scale



# Distribution

# Distribution: Where Growth Discipline Starts

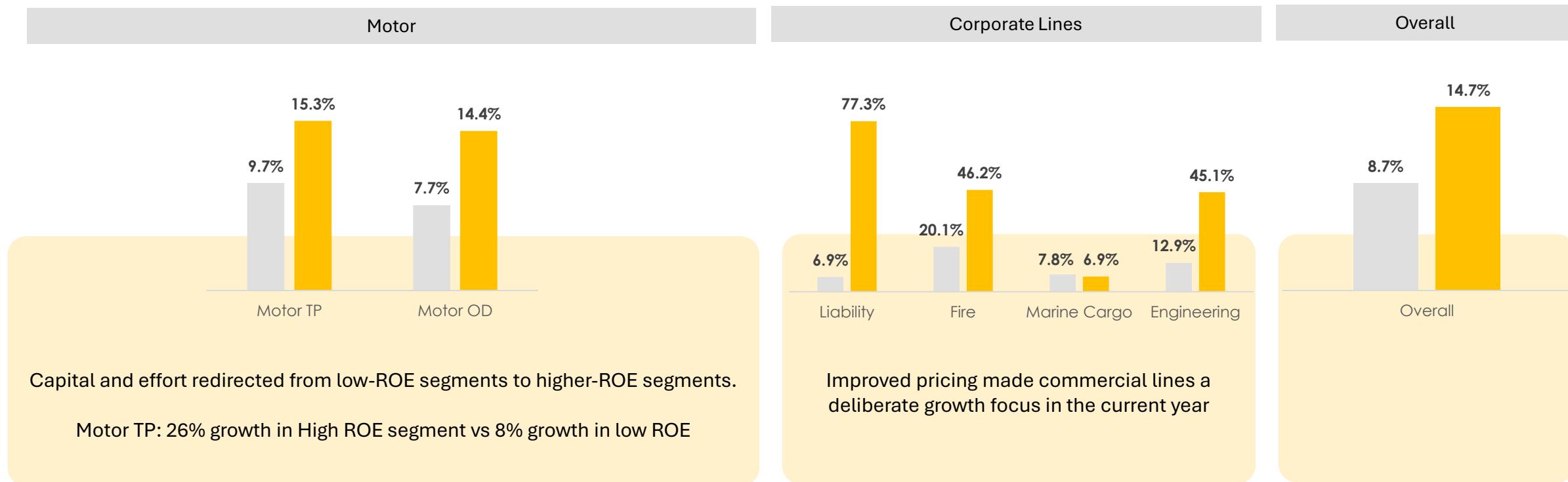
Distribution determines the quality of inflow  
Poor inflow cannot be fixed downstream  
Scale without steering erodes ROE



## Three Questions That Drive Every Distribution Decision

- Where do we deploy capital and effort?
- How do we protect ROE as scale increases?
- When do we slow or step back?

# Distribution: Growth Follows ROE not Volumes



GDPI Growth % from April'25 to Dec'25

These outcomes reflect deliberate choices, not market drift

# Digital & Direct - Growth



## Business Steering

- Scaling D2C with clear profitability thresholds
- Pricing governed through segmentation and partner data
- Customer quality prioritised over first-sale volume
- New products launched selectively (e.g. Pay-As-You-Drive, SACPA)

## Scale

~1.6x YoY growth (First 9M)  
D2C at meaningful scale

## Profitability

ROE remains healthy as the channel scales

## Direct Platform

Unit economics comparable to other channels  
Learnings scaled to partner D2C platforms

## Customer Quality

High renewal ratios (>70%)  
Stable persistency as scale increases

**4.7/5**

(255K + Customer Ratings)



4.9/5 | 4.7/5 | 4.8/5

# Ojas - Advancing Execution and Early Signals

Single-source platform on Web & App for Sales Steering, driven by data intelligence and communication nudges

## Automated Business Intelligence Dashboard Linked To Steering Goals

Business Snapshot MTD (January 2026)

| Premium Overall           | Activation                | Onboarded         | Recruited (₹2.5K)               |
|---------------------------|---------------------------|-------------------|---------------------------------|
| Vs LM: 14%   Vs SMLY: 36% | Vs LM: 12%   Vs SMLY: 50% | Vs LM: 50%        |                                 |
| Overall ₹1.19 Cr          | NBRO ₹55.10 L             | Renewals ₹64.03 L | CM 36 LM 41 CM 1 LM 2 CM 1 LM 2 |

Pre-calculated daily priorities

TODAY'S PREMIUM OPPORTUNITIES

Rollover ₹18.3 L\* Renewals ₹5.6 L

Personalised insights from business data

- Activation & Recruitment tracking + shortfall
- Partner-wise business overview
- Pending Quotes
- Winback of lapsed customers



**IMPROVED EFFICIENCY** Eliminated manual report creation

**SMARTER WORK** Insight-driven prioritisation

## Digital Assistant To Orchestrate Business Meetings

Visit & note history in partner dashboard

Visit tracking+ text+ photo+ notes+ follow-up+ reminder setting

Your Reimbursement

Auto-generated travel reimbursement claims from geo-tagging



- Single Partner's Dashboard
- Task Centre for real-time status
- Visit history with AI
- In-house AI assistant



**BETTER SERVICING** Partner's feedback is never missed; reminders are set online

**IMPROVED ON-GROUND DISCIPLINE** 27% inc in physical partner visits.



- Smart Beat Planning
- Voice Notes + AI-generated transcription

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## Commercial Lines

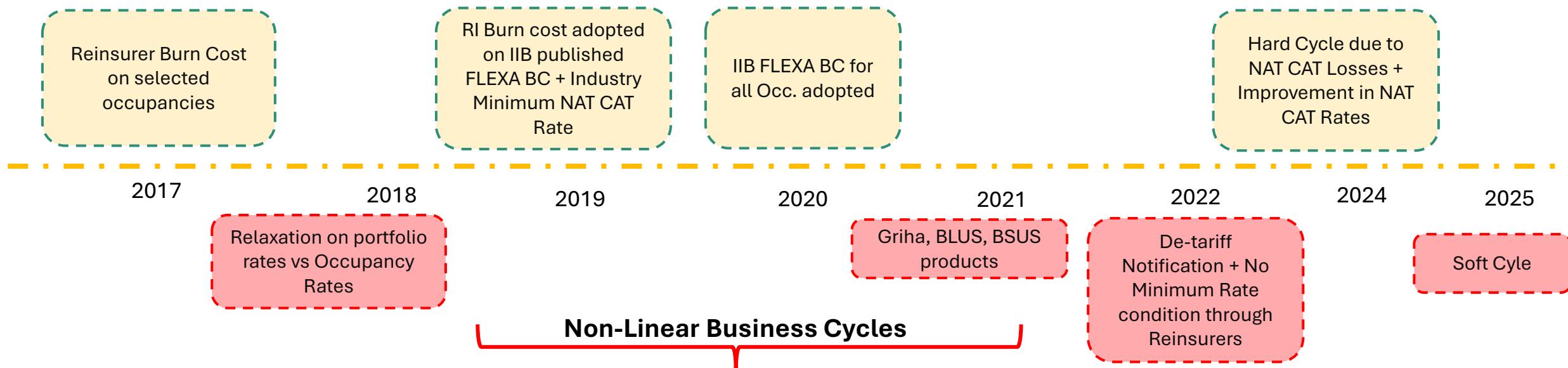
# Commercial Lines Need a Different Mindset

Severity dominates frequency: One Large loss can erode years of profits and Capital

## **Commercial Lines is an outcome-managed growth engine**

- Growth is cyclical and non-linear
- We grow horizontally when pricing and reinsurance economics are not favourable
- We accelerate into the market quickly when cycles turn in our favour with speed and confidence backed by our reinsurance partners and technological advantage

# Why a different mindset – Market Cycles



# Severity Risk is a Reality

## Large Losses

| Single Loss Group (INR Crore) | Lead Insurer's Share | Loss Amount | Loss to Lead Insurer | Insurer GDP | Loss as a % of GWP of Lead Insurer |
|-------------------------------|----------------------|-------------|----------------------|-------------|------------------------------------|
| 250-500                       | 85%                  | 300         | 255                  | 864         | 30%                                |
| 500-1,000                     | 40%                  | 900         | 360                  | 2,075       | 17%                                |
| 1,000-2,000                   | 40%                  | 1,400       | 560                  | 1,903       | 29%                                |
| 2,000 +                       | 50%                  | 2,200       | 1,100                | 1,251       | 88%                                |

Single loss of above magnitude can erode entire profits from multiple underwriting years

## Major CAT Losses with Significant Impact on Industry

| Event Name (INR Crore) | Year | Economic Losses* | Insurer's Losses |
|------------------------|------|------------------|------------------|
| Cyclone Michaung       | 2023 | 13,605           | 2,141            |
| Sikkim Floods          | 2023 | 18,140           | 2,268            |
| North India Floods     | 2023 | 17,006           | 1,234            |
| Cyclone Biparjoy       | 2023 | 9,070            | 1,215            |
| Cyclone Tauktae        | 2021 | 17,006           | 1,179            |
| Cyclone Amphan         | 2020 | 1,26,980         | 1,088            |
| Cyclone Fani           | 2019 | 13,605           | 1,361            |
| Kerala Floods          | 2019 | 34,013           | 1,905            |
| Chennai Floods         | 2015 | 17,006           | 2,893            |

Market Estimates\*

Cyclone Michuang had lesser intensity than Amphan, however the impact for the Insured's losses has been almost double as compared to 10% of the economic losses caused by Cyclone Amphan

# Outcome-Managed Growth Engine



## Hard Market Strategy

Prepare to scale quickly when the market improves

Manage growth through segments which are profitable and optimise capital by **Exiting geographies or risks** which are underperforming

## Soft Market Strategy

Horizontal expansion in Geographies, Occupancies, Partners and explore new opportunities

Expand in favorable pockets where rate adequacy is proven

Prioritize high-quality risks and preferred partners

**Overall be a market observant and Time your next move**

**With disciplined cycle management, commercial lines becomes a strong volatility stabilizer for the portfolio**

# Operational Roads: Market Cycle & Company's Approach

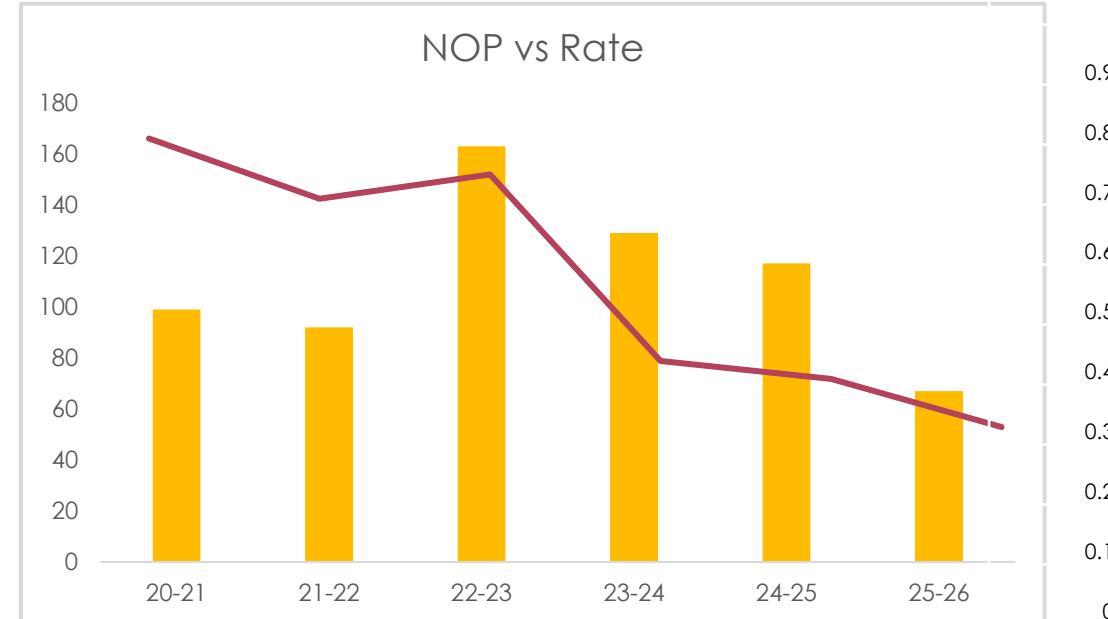


## Operational Roads

We were a prominent player in the segment up to FY22–23 during the hard market phase. However, increasing rate competition affected our growth trajectory, prompting us to adopt a cautious ‘wait-and-watch’ approach until market conditions improve.

## Roads Where to Focus

Based on our current analysis, we now participate only in road projects that pass our internal NAT CAT assessment and are operated and/or maintained by NHAI or the respective Expressway Authority.





## **Motor Third Party Claims Management**

## Motor TP Claims

Engineering Outcomes  
Through Discipline

- Largest and hardest claims book to manage
- Court-driven injury/death awards with long timelines
- Frequent wage revisions and evolving judgments
- High exposure to exaggeration and fraud
- Outcomes vary widely without active management



## Holistic Approach to Handling Motor TP Claims

- Every TP Claim is actively steered
- Claim decisions are shaped by facts and evidences, not petitions
- Unified field intelligence, fraud controls and legal strategy
- Focus on controlling outcomes, not just handling litigation

# Motor TP Claim

## Pre decision checklist

- ✓ Is the accident event itself genuine?
- ✓ Was our insured/Vehicle actually present and involved?
- ✓ Do physical, digital, and human evidence align consistently?
- ✓ Can the claim be prevented before filing?
- ✓ If filed, is the claim defensible?
- ✓ If liability is clear, can we settle early?

## Prevent

Immediate Action led to no TP  
Litigation against Company

- Head on Collision, 3 fatalities
- FIR against Insured Vehicle
- Advance signal, OD reported, early field action
- Similar class of vehicle could lead to misattribution of liability

## Evidence & checklist mapping

- Digital evidence
- Physical evidence
- Human intelligence

### Checklist impact:

✗ Evidence Consistency

Contributory negligence emerged through Digital Evidence, Police filed the Chargesheet against uninsured TP vehicle

## This case demonstrates - Evidence over Assumption

- Digital Evidence clarified liability beyond first impression
- Contributory negligence surfaced through structured framework
- System driven process ensured favorable outcome

# Defend

- High-stake TP fatal claim
- Looked compliant on paper
- Early red flags triggered deeper review

## Evidence & checklist mapping

- Digital evidence
- Physical evidence
- Human intelligence

### Checklist impact:

✗ Accident genuineness      ✗ Insured/ Driver presence

## What this case demonstrates - System Over Heroics

- Early intervention matters
- Multiple evidence sources converge
- This framework applies universally across all location, irrespective of size

## Early Settlement

### Where Liability is Clear

A pilot tragically lost his life after being hit by an insured truck. Company had settled the claim of **₹3.5 crore** within two months

## Fairness is also an Outcome

- Liability established early
- No benefit in prolonged litigation
- Proactive settlement before court award

## Why Early Settlement

- Faster closure for genuine claimants
- Lower legal uncertainty
- Reduce long tail exposure – Prevent interest built-up
- Full & Final resolution without waiting for awards



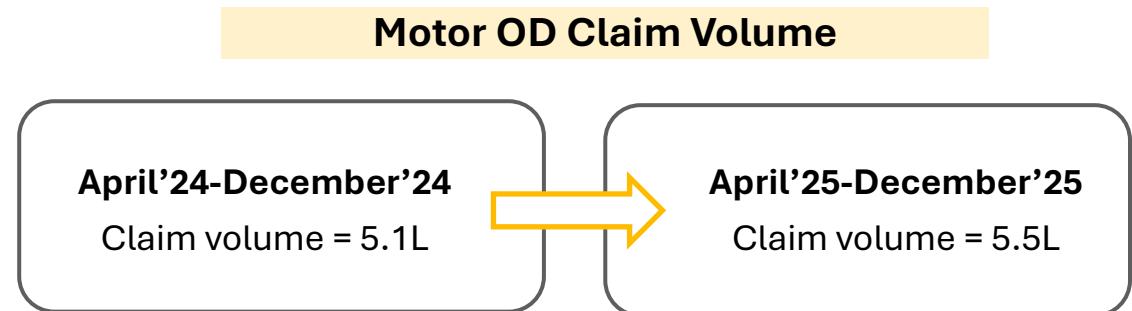
## **Technology as an Enabler and Differentiator**

Scaling claims without compromising quality

# Why Technology Matters as Volume Rises

Business focus on Motor Own Damage (OD) means rising claims volume

When you scale manually: every new hire is a consistency risk, every resignation is knowledge loss, and every claim added is a cost added - there's no operating leverage



**Philosophy - “Scale our minds and not headcount”**

# Scaling breaks Human Heavy Contact

- Claims are predominantly registered on App / Phone
- Limited concurrency — one agent, one call at a time
- Inconsistent registration outcomes across agents
- Talent availability & regional language constraints

| Particulars                        | Dec' 24 | Dec' 25 |
|------------------------------------|---------|---------|
| <b>Call count for follow up</b>    | 27.2k   | 31.2k   |
| <b>Call count for registration</b> | 19.2k   | 13.6k   |

# Converting Scaling to a Repeatable Process

- Agentic AI-based claims registration — currently in beta
- Consistent, cognition-based capture of claim information — no variation across interactions
- Knowledge base-driven responses to garage and customer queries
- Multi-language: Hindi live, expanding to major Indian languages

# Motor Own Damage Claims – Scaling Challenge

| Physical Survey % |        |        |
|-------------------|--------|--------|
| Month             | Dec'24 | Dec'25 |
| Physical Survey % | 30%    | 43%    |

| Vehicle Repair Order sent under 8 hrs |        |        |
|---------------------------------------|--------|--------|
| Month                                 | Dec'24 | Dec'25 |
| VRO Ach %                             | 51%    | 57%    |

| Attrition   |            |            |
|-------------|------------|------------|
| Month       | Dec'24 YTD | Dec'25 YTD |
| Attrition % | 15.09%     | 15.07%     |

- People churn — knowledge leaves with every resignation and Training every new hire
- Conversations owned by individual assessors (mobile phone) — no continuity on reassignment
- Inconsistent communication and assessment outcomes

# Motor Own Damage Claims – Scaling Challenge #2

## **When quality depends on the individual**

Every admissibility check is only as good as who's on shift — and when they leave, the competency leaves with them

## **When the process is multi-stage**

Every handoff loses context, every parts negotiation is unstructured, every repair-vs-replace call is a judgment call - there's no consistency

## **When you show data and expect interpretation**

A veteran connects the dots in seconds; a new hire misses it entirely — that's leakage hiding in plain sight

# From Data to Insights

- From showing data to surfacing insights - the system tells you what to look at
- Survey + Assessment merged into a single system-controlled workflow
- Prices and repair/replace decisions jointly agreed within the system - no offline negotiation

# Directional Metrics: Higher throughput with better control and stable service velocity

## Time Motion Studies

| Month       | Dec'24 | Dec'25 |
|-------------|--------|--------|
| TMS in mins | 22.8   | 17.6   |

## Cycles

| Month       | Dec'24 | Dec'25 |
|-------------|--------|--------|
| Cycle count | 1.89   | 1.73   |

## End – End TAT

| Month   | Dec'24 | Dec'25 |
|---------|--------|--------|
| E2E TAT | 17.8   | 16.8   |

## Claim Growth

| Month       | Dec'24 | Dec' 25 |
|-------------|--------|---------|
| Claim Count | 64.4k  | 75.7k   |

## Customer NPS Score

| Month     | Dec'24 | Dec' 25 |
|-----------|--------|---------|
| NPS Score | 95.6%  | 97.3%   |

## Productivity

| Month                       | Dec'24 | Dec' 25 |
|-----------------------------|--------|---------|
| Claims per person per month | 133    | 148     |

Volume absorbed smoothly; Rules consistently applied

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**Thank You**