VALUEONSHORE

CASE STUDY

Strengthening Reinsurance Operations: Improving Data Accuracy & Automating Profit Commission

THE CLIENT

- Leading Indian health insurer with 3.5x GWP growth and 2x market share in 5 years
- Extensive network: 70,000+ agents, 500+ partners, 400+ cities, 9,000+ hospitals

BUSINESS CONTEXT

Reinsurance involves complex, regulated transactions with high risk of:

- Revenue leakage
- Compliance gaps
- Financial misstatements

Hence the necessity to undertake this exercise.

KEY BUSINESS REQUIREMENTS & SOLUTION MODULES

1. **Complex Treaty Structures:** Standardized documentation and automated validation checks
2. **Manual Dependencies:** Automate profit commission & policy updates with maker-checker controls
3. **System Gaps:** Strengthen configurations and enable periodic reconciliations
4. **Timeliness Issues:** Define SLAs and escalation mechanisms for ceding & approvals
5. **Regulatory Compliance:** Build robust framework aligned with IRDAI with periodic reviews

Evaluation of accountability and decision-making hierarchy

OUR APPROACH

1- PROCESS UNDERSTANDING

- Conducted stakeholder walkthroughs across reinsurance lifecycle
- Mapped roles across finance, actuarial & operations
- Reviewed SOPs, policies, approvals, and IRDAI guidelines
- Assessed core systems for automation and dependencies
- Evaluated key controls (maker-checker, reconciliations, exception handling)

2- PROCESS REVIEW

- Reviewed treaties, ceding, claims recovery & reconciliations
- Performed sample testing for premium accuracy
- Identified manual intervention points and control gaps
- Assessed compliance with IRDAI regulations
- Recommended automation and control enhancements

BUSINESS IMPACT & VALUE CREATION

- Recovered unreported profit commissions from manual errors
- Prevented excess premium cession via policy corrections
- Improved timeliness through real-time facultative approvals
- Strengthened controls with maker-checker for commissions
- Enabled monitoring via exception dashboards
- Enhanced compliance with treaty and regulatory requirements

ABOUT US

Valueonshore ("VOS") Advisors is a global business advisory firm of Big 4 alumni and industry leaders, supporting financial executives on complex, high-impact matters across accounting, M&A, risk, and managed services. Founded in 2009, the firm has grown to ~400 professionals across the U.S., India, and the UAE, serving mid-cap and high-growth companies as a trusted partner in navigating complexity and driving value.

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