INSURANCE
REGULATORY
COMMISSION OF
SRI LANKA

GENERAL INSURANCE CLAIMS SETTLEMENT STATISTICS

SRI LANKA 2025

Claims Settlement Statistics - 2025

General Insurance Business

This report presents a comprehensive analysis of claims data within Sri Lanka's general insurance industry for the year 2025, with a particular focus on the "Claims Settlement Ratio" as a key indicator of insurers' performance in meeting policyholder obligations.

The report examines claims settlement outcomes across the industry, providing valuable insights into the efficiency, reliability, and responsiveness of insurers in processing and settling claims. The analysis is intended to provide stakeholders with a clearer understanding of the industry's performance in delivering timely, fair, and effective claims settlement, which is an important element in strengthening consumer confidence and trust in the general insurance sector.

Claims Settlement Ratio (CSR)

The Claims Settlement Ratio (CSR) is a key indicator used to assess an insurer's claims settlement performance. It is calculated as the **percentage of claims settled during the reporting period out of the total claims received, comprising of outstanding claims carried forward from previous years, claims intimated during the period and claims reopened during the period.**

A higher CSR reflects an insurer's ability to process and settle claims efficiently, demonstrating its commitment to fulfilling policyholder obligations in a timely and responsible manner.

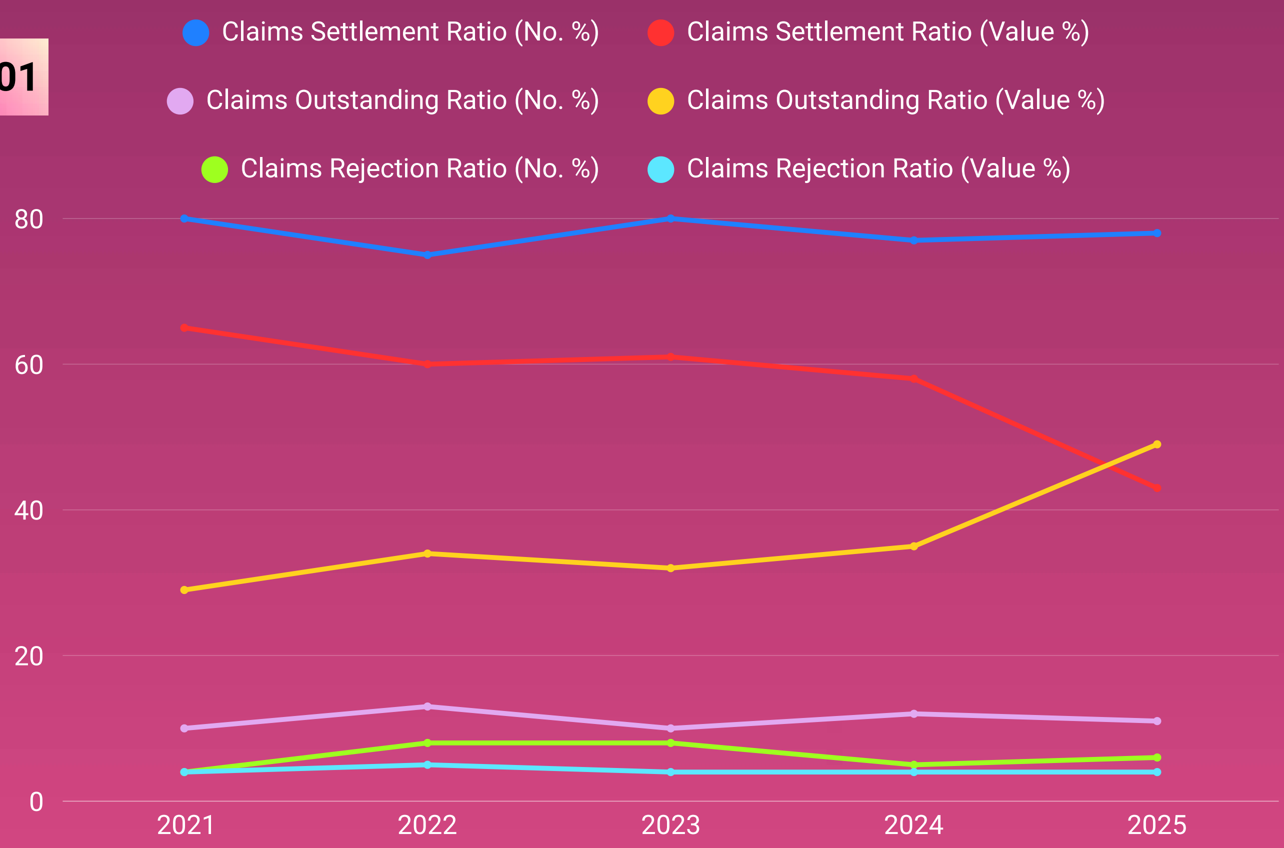
$$\text{Claims Settlement Ratio (CSR)} = \frac{\text{Total Claims Paid}}{\text{Total Claims Received*}} \times 100$$

*"Total Claims Received" includes Claims Outstanding at the beginning of the Year, Claims Intimated during the Year and Claims Reopened during the Year.

General Insurance Industry Claims Settlement Statistics

	NO. OF CLAIMS PAID & CSR (NO.)	VALUE OF CLAIMS PAID & CSR (VALUE)
2025	1,371,436 (78%)	LKR 77 BN+ (43%)
2024	1,071,898 (77%)	LKR 68 BN+ (58%)
2023	1,268,401 (80%)	LKR 72 BN+ (61%)
2022	1,052,594 (75%)	LKR 65 BN+ (60%)

Chart 01



General Insurance Industry Claims Snapshot 2025

NO.

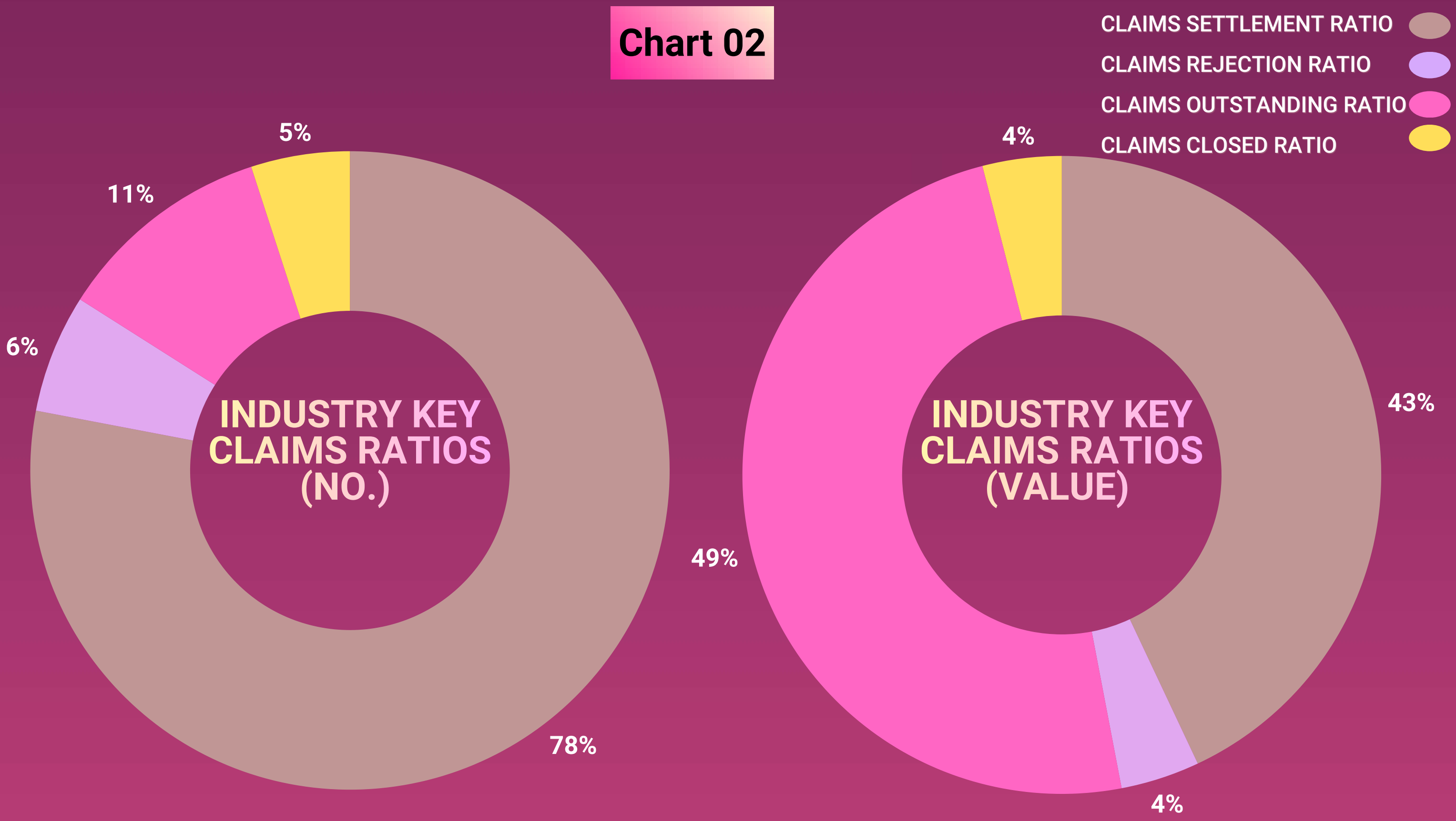
CLAIMS RECEIVED*	CLAIMS PAID	CLAIMS REJECTED	CLAIMS OUTSTANDING
1,752,629	1,371,436	99,731	200,698

VALUE (RS.'000)

CLAIMS RECEIVED*	CLAIMS PAID	CLAIMS REJECTED	CLAIMS OUTSTANDING
180,630,871	77,596,232	6,631,109	89,219,073

*"Total Claims Received" includes Claims Outstanding at the beginning of the Year, Claims Intimated during the Year and Claims Reopened during the Year.

Chart 02



As illustrated in Chart 02, the average claims settlement ratio of general insurance companies in 2025 was 78% by number of claims and 43% by value.

Furthermore, the industry recorded a claims rejection ratio of 6% by number and 4% by value.

General Insurance Claims Settlement Ratios by Company

Table 1 along with Charts 3 and 4, present the key claims performance indicators of individual general insurance companies for 2025, providing insights into their effectiveness in settling policyholder claims. The analysis reveals that only six (06) general insurance companies recorded claims settlement ratios exceeding the industry average of 78% in terms of the number of claims settled. On the other hand, eleven (11) companies achieved claims settlement ratios that were higher than the industry average of 43% in terms of the value of claims settled.

In addition to settlement ratios, Charts 3 and 4 provide a comparative view of claims outstanding, rejection and closed ratios, both by number and by value.

Table 01: Company wise Key Claims Ratios

Name of Insurer	Claims Settlement Ratio (%)		Claims Rejection Ratio (%)		Claims Closed Ratio (%)		Claims Outstanding Ratio (%)	
	No.	Value	No.	Value	No.	Value	No.	Value
Allianz	76	48	6	4	10	2	8	46
Amana GI	87	55	1	2	6	1	6	42
Ceylinco GI	76	30	1	1	0	0	23	69
Continental GI	83	59	10	5	1	3	6	33
Cooperative	62	49	4	5	20	13	14	34
Fairfirst	64	27	9	3	12	6	15	64
HNB GI	79	54	3	5	7	10	11	30
LOLC GI	61	32	6	3	8	10	26	56
MBSL	68	46	12	3	0	0	20	50
NITF	86	53	6	3	0	0	7	43
Orient	56	56	5	1	17	5	22	37
People's	63	52	2	2	8	3	27	44
Sanasa GI	82	78	5	2	0	0	13	20
SLIC GI	80	47	8	7	3	6	8	40
Industry	**78**	**43**	**6**	**4**	**5**	**4**	**11**	**49**

Chart 03: Company wise Claims Settlement and Outstanding Ratios

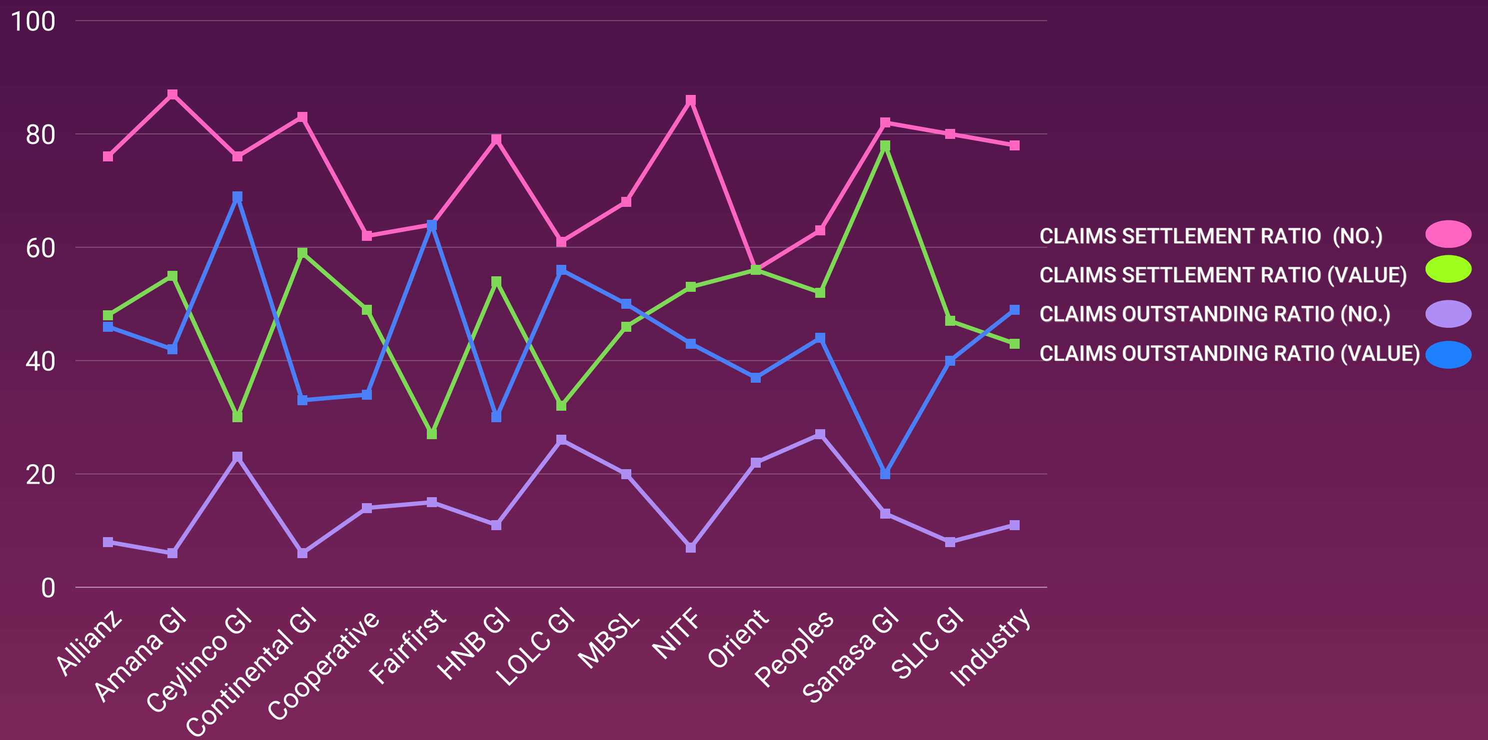
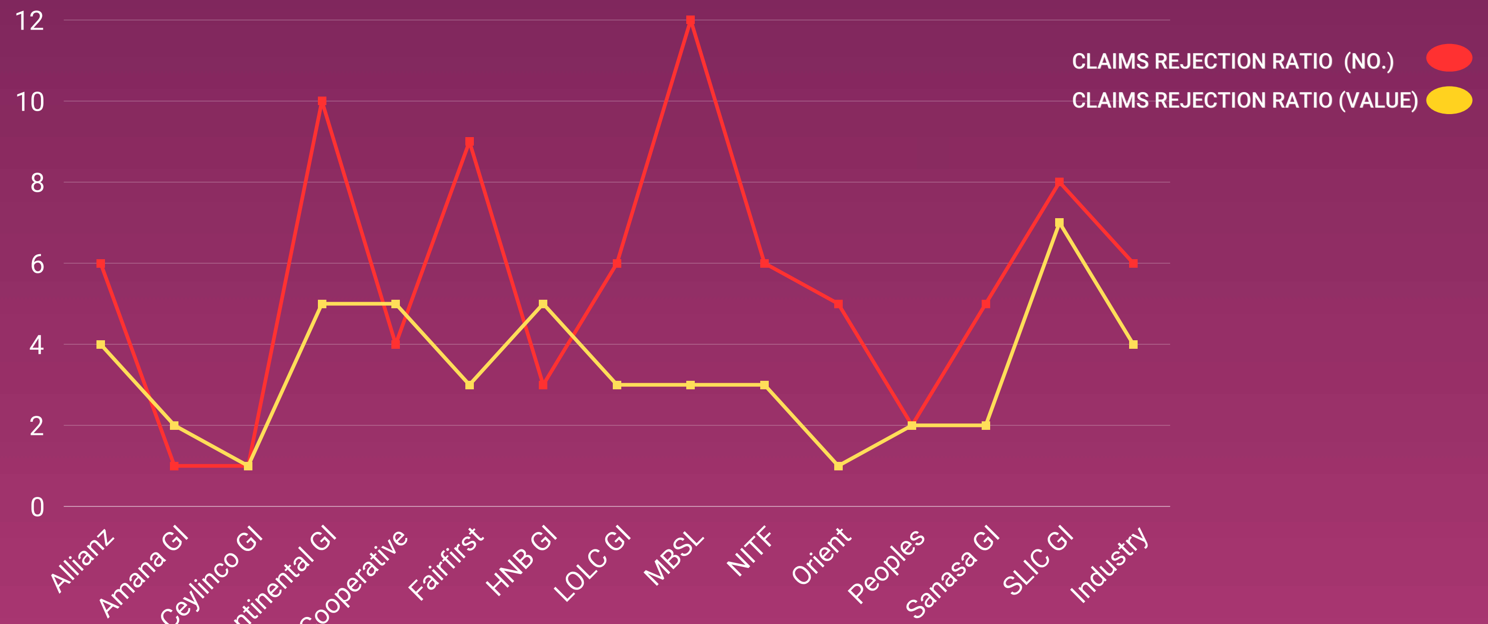
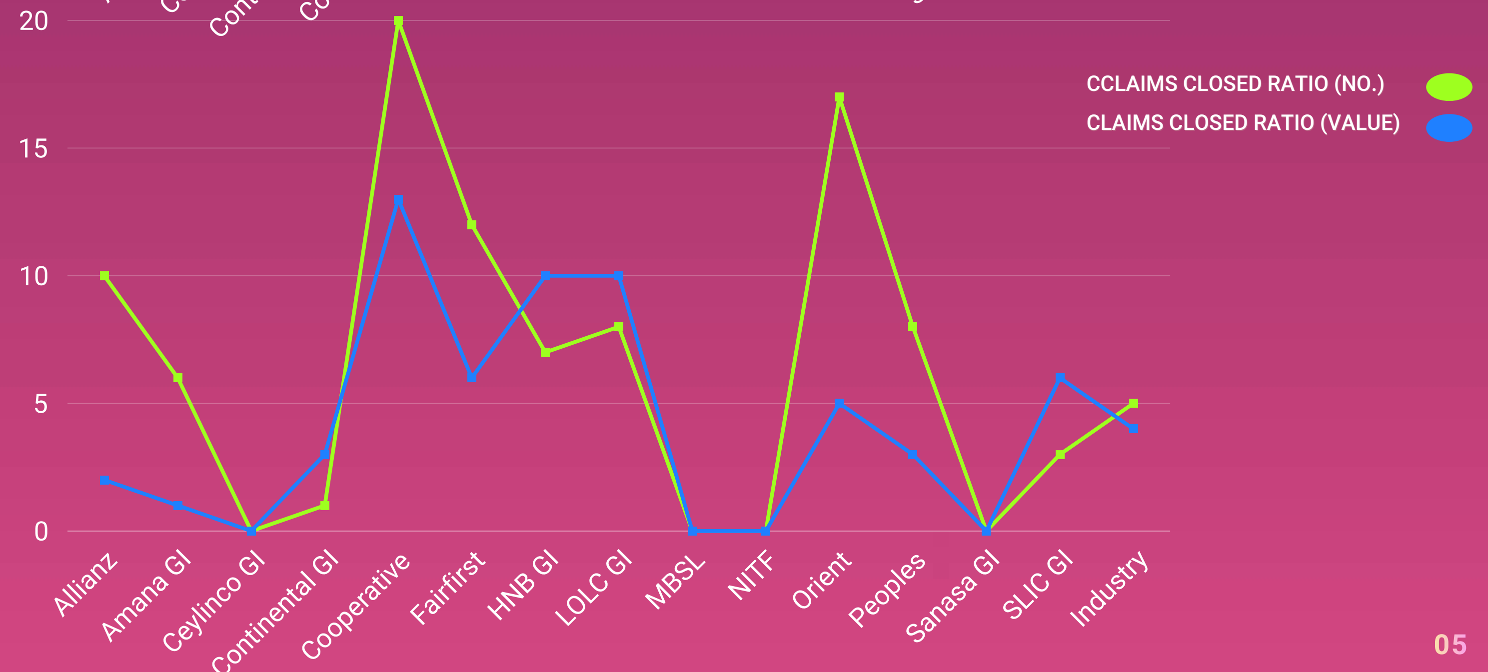


Chart 04: Company wise Claims Rejection and Closed Ratios





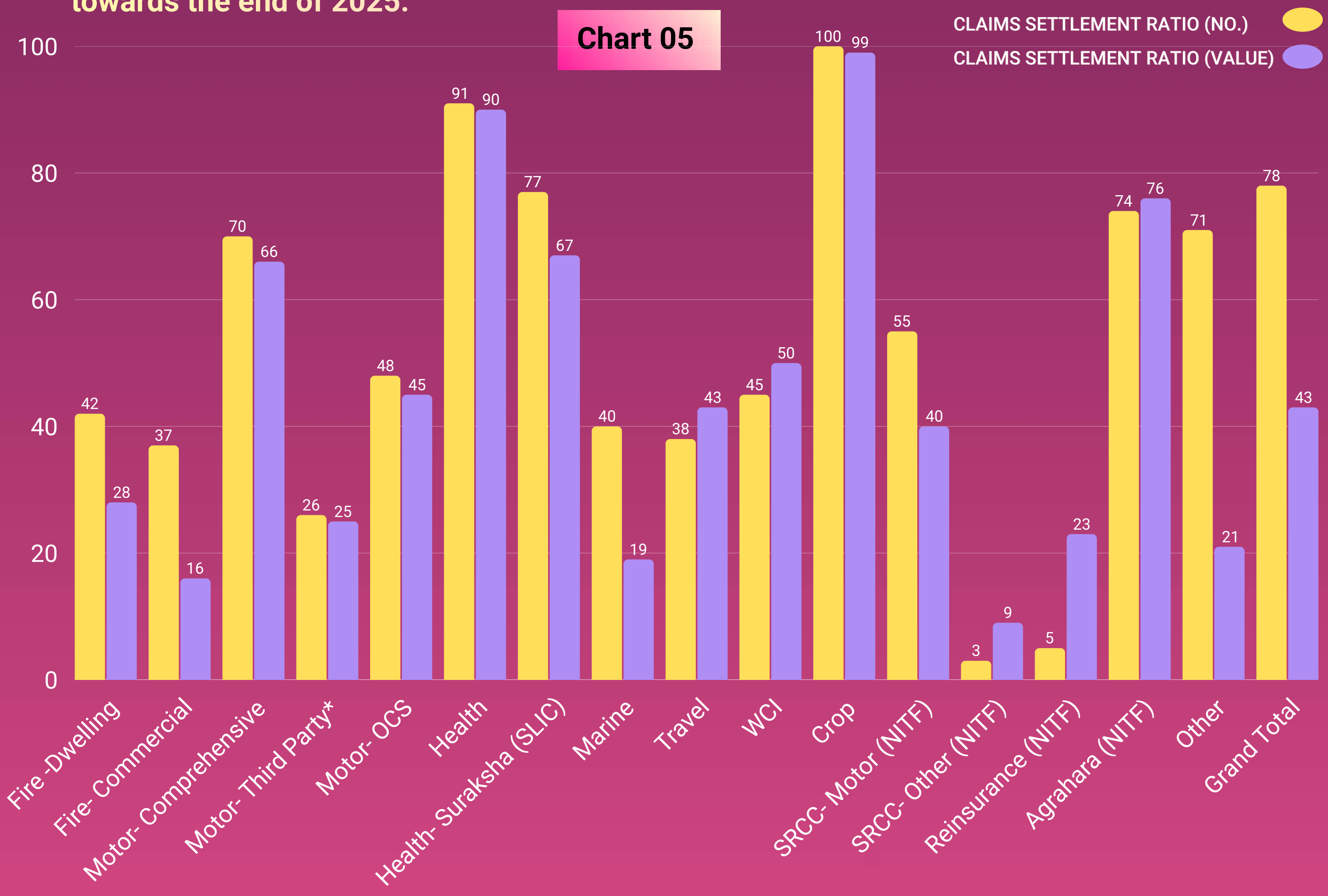
General Insurance Claims Settlement Ratios by Category

Chart 05 and Table 02 below illustrate claims settlements by category, including fire, motor, health, marine, travel, WCI, crop, health-suraksha, SRCC, reinsurance, agrahara, and other claims categories. The data depicts the percentage of claims settled in terms of each sub-category against the total claims for each sub-category. Crop insurance performed exceptionally well, achieving settlement ratios of almost 100% by both number and value. Health insurance recorded the next highest settlement ratios, with 91% of claims settled by number and 90% by value, indicating a strong claims payment performance.

In contrast, several categories reported relatively low settlement ratios such as SRCC-other, reinsurance, motor-third party, fire, marine and travel insurance. Motor categories showed moderate performance, with motor-comprehensive settling 70% of claims by number and 66% by value.

Overall, the industry recorded an average claims settlement ratio of 78% by number of claims and 43% by claims value. The relatively lower settlement ratios by value suggest that a higher proportion of large-value claims remained outstanding at year-end in certain insurance categories, mainly due to claims arising from the "Ditwah" cyclone that occurred towards the end of 2025.

Chart 05



***Motor-Third Party also includes fire and theft covers.**

Table 02 : Sub-Category wise Claims Settlements against the Total Claims of Each Sub-Category

Sub Category	Total Claims Received		Total Claims Paid during the Year		Claims Settlement Ratio- Each Sub Category	
	No.	Value Rs.'000	No.	Value Rs.'000	No. %	Value %
Fire -Dwelling	3,683	1,220,358	1,548	345,633	42	28
Fire- Commercial	44,090	61,148,444	16,366	9,638,297	37	16
Motor- Comprehensive	682,853	57,642,098	474,654	37,917,315	70	66
Motor- Third Party(Including Fire and Theft)	9,602	5,219,413	2,456	1,293,989	26	25
Motor- OCS	44	21,100	21	9,500	48	45
Health	421,275	13,831,758	383,996	12,463,163	91	90
Health- Suraksha (SLIC)	71,214	2,329,035	55,190	1,565,126	77	67
Marine	6,826	8,690,754	2,709	1,637,639	40	19
Travel	2,525	465,870	971	198,364	38	43
WCI	7,247	607,503	3,295	302,467	45	50
Crop	229,757	1,176,258	229,662	1,167,262	100	99
SRCC- Motor (NITF)	186	249,596	103	98,654	55	40
SRCC- Other (NITF)	118	59,989	3	5,109	3	9
Reinsurance (NITF)	2,035	7,843,125	101	1,785,643	5	23
Agrahara (NITF)	232,180	9,003,255	172,812	6,858,976	74	76
Other	38,994	11,128,316	27,549	2,309,097	71	21
Grand Total	**1,752,629**	**180,636,871**	**1,371,436**	**77,596,232**	**78**	**43**

NOTE - TABLES, CHARTS, AND DATA CONTAINED IN THIS REPORT ARE BASED ON THE STATISTICS REPORTED BY THE RESPECTIVE INSURANCE COMPANIES, INCLUDING ANY RELEVANT NOTES SUBMITTED ALONGSIDE THE STATISTICS.