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YOU PROTECT IT IN THE BEST WAY.

**ZURICH INSURANCE. FOR THOSE WHO TRULY LOVE THEIR BUSINESS.**



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## MDIndia Healthcare Services (TPA) Pvt Ltd

*A Third Party Administrator with a strong focus on medically trained staff and doctors in its talent pool, and a vision to become a “harbinger of change in the evolving healthcare industry”, MDIndia Health Services (TPA) has been awarded the Service Provider of the Year.*

**M**DIndia, as a third party administrator (TPA) has not only grown in numbers – from about 20 to more than 3,000 members since it commenced operations in 2000 – but has emerged as a leading TPA in India, priding itself on the value-added services it provides clients and end customers through innovation and medical expertise.

With a “MDI-DNA” of quality, commitment, integrity and the zest to lead in healthcare services, its vision is to reengineer the industry through standardisation, cost optimisation, and excellence in service, “thereby materialising as a harbinger of change in the evolving healthcare industry”.

The success of the company has been built year on year by an ability to anticipate the future requirements of the health insurance industry, with company-wide reputation built on integrity, knowledge, and service. Also fundamental to MDIndia’s success is a transparent and humane approach to problems, and data-based evaluation. It has a strong network of hospitals and diagnostic centres with more than 300 doctors on board.

The company’s emphasis on talent and expertise can be seen from its talent pool with more than 38 who are MD and above doctors, 21 MBBS doctors, eight para medical staff, and two MBBS doctors in its training team.

Taking its service delivery seriously, it even has a “Quality Pledge” – “We, the family of MDIndians, pledge to first understand our customer expectations and then to meet and exceed our commitment to those expectations by error free deliveries each time, every time, in time and continuously improve through Cost Optimization & Automation. Quality is not just a goal; it is our basic organizational DNA.”

### SPONSOR'S PROFILE



**ZURICH**<sup>®</sup>

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Zurich’s customers include individuals, small businesses, and mid-sized and large companies, including multinational corporations, in more than 170 countries.

Founded in Switzerland in 1872, Zurich is one of the world’s most experienced insurers. Our customers choose Zurich to protect the people and things they love because they value our knowledge, exper-tise and stability.

Zurich has three core business segments – General Insurance, Global Life, and Farmers.

- General Insurance is the segment through which the Group provides a variety of motor, home and commercial products and services for individuals, as well as small and large businesses.
- Global Life delivers financial protection when our customers need it most. We help individual customers prepare for the future and corporate customers attract and retain the best talent through the provision of attractive employee benefit packages.
- Farmers includes Farmers Management Services which provides non-claims management ser-vices to the Farmers Exchanges (which we do not own), as well as Foremost and 21st Century brands in the United States, and Farmers Re.

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