



August 4, 2026

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 Advances Access to Cashless Healthcare: Over 50% of Hospital Pre-Authorisations
Now Approved in Under Five Minutes”**

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 Advances Access to Cashless Healthcare: Over 50% of Hospital Pre-Authorisations Now Approved in Under Five Minutes*

Major upgrades across its AI platform speed up hospital admissions, cut paperwork friction and strengthen claims integrity – for patients, hospitals and insurers alike.

Bengaluru, August 4, 2026 – Medi Assist Healthcare Services Limited, India's leading health benefits administrator, today announced the latest releases of MAven Intelligent Document Processing (MAven IDP), MAGnum and MAven Guard, expanding its AI-powered healthcare technology platform for insurers and healthcare providers. The upgrades mark a decisive step towards the company's vision of making cashless healthcare accessible and seamless to patients.

The results are already measurable. **Medi Assist TPA, a wholly owned subsidiary, now completes more than **50% of cashless pre-authorisations in under five minutes**, enabling patients to be admitted and begin treatment faster. **The enhanced claims experience achieved a Net Promoter Score (NPS) of 67**, reflecting improvements in speed, consistency and member satisfaction. Calls from claimants have also dropped by over **60%**, indicating a smoother and more efficient claims journey.*

*"At Medi Assist, we've always believed that technology should make healthcare more accessible, not more complex," said **Satish Gidugu, CEO, Medi Assist Group**. "Our journey began by simplifying the discharge process with Raksha Prime, and today we're extending that same approach across the entire cashless journey – from admission and authorisation to claims decisions and fraud detection. Every improvement removes a point of friction between a patient and the care they need.*

Each platform upgrade strengthens a distinct stage of the cashless journey:

Faster authorisations. MAven IDP, Medi Assist's AI-enabled document processor, reads and standardises hospitalisation documents into structured clinical summaries, giving claims teams the context to decide faster and more consistently, so patients are admitted sooner.

Greater transparency for hospitals. MAGnum now lets hospitals see, in real time, whether a patient qualifies for Raksha Prime, where every claim stands, and which cases have been settled and paid. With clear answers at every step, hospitals can offer cashless treatment to more patients with fewer queries and faster admissions.



Stronger claims integrity. MAven Guard's new release detects fraud, waste and abuse with up to 50% greater precision, protecting the ecosystem while genuine claims move faster.

In a significant expansion, MAven IDP is now available to insurers and healthcare providers beyond the Medi Assist Group to the broader ecosystem, and multiplying its impact on cashless care across India.

Together, these advancements move India closer to a future where cashless healthcare is seamless by design: where admission is immediate, authorisation is near-instant, and trust is built into every claim.

About Medi Assist Healthcare Services Limited

Medi Assist provides health benefits administration services, technology platforms and innovative offerings to the health insurance ecosystem. Through its wholly owned subsidiary, Medi Assist 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 the National Stock Exchange of India Limited (NSE) and the BSE Limited (BSE).

Safe Harbor / Disclaimer

This document may contain forward-looking statements about Medi Assist Healthcare Services Limited and its Subsidiaries, which are based on the beliefs, opinions, and expectations of the company's management as the date of this Investor release and the companies do not assume any obligation to update their forward-looking statements if those beliefs, opinions, expectations, or other circumstances should change. These statements are not the guarantees of future performance and involve risks and uncertainties that are difficult to predict. Consequently, readers should not place any undue reliance on such forward-looking statements.