

# **Star Health**

Estimate change	
TP change	
Rating change	

Bloomberg	STARHEAL IN
Equity Shares (m)	576
M.Cap.(INRb)/(USDb)	339.4 / 4.1
52-Week Range (INR)	735 / 451
1, 6, 12 Rel. Per (%)	0/-7/-25
12M Avg Val (INR M)	456

### Financials & Valuations (INR b)

Tillations & Fallactions (ITTE 8)							
2023	2024E	2025E					
112.6	133.3	159.0					
2.0	2.2	5.0					
8.3	12.6	17.1					
6.2	9.4	12.8					
65.0	64.8	64.2					
13.7	13.6	13.6					
16.7	16.6	15.8					
95.3	95.0	93.6					
11.1	13.4	15.7					
10.6	16.2	22.0					
N.A	52.4	35.7					
54.5	35.8	26.4					
5.1	4.5	3.8					
	2023 112.6 2.0 8.3 6.2 65.0 13.7 16.7 95.3 11.1 10.6 N.A	2023         2024E           112.6         133.3           2.0         2.2           8.3         12.6           6.2         9.4           65.0         64.8           13.7         13.6           16.7         16.6           95.3         95.0           11.1         13.4           10.6         16.2           N.A         52.4           54.5         35.8					

### Shareholding pattern (%)

As On	Sep-23	Jun-23	Sep-22
Promoter	58.0	58.3	58.6
DII	6.1	3.1	1.5
FII	30.6	33.1	10.3
Others	5.2	5.6	29.6

FII Includes depository receipts

CMP: INR581 TP: INR 730 (+26%) Buy

## Higher claims & expense ratios lead to a higher combined ratio

- Star Health (STARHEAL) reported a PAT of INR1.3b in 2QFY24 vs. INR934m in 2QFY23. PAT was 32% below our estimate due to higher-than-expected claims and expense ratios.
- STARHEAL had taken a price revision in Family Health Optima (w.e.f. 1<sup>st</sup> May'23 on the renewal book), which will be reflected over the next 12 months. The policy renewals (both in volumes and in value) were in line with the company's expectations.
- As compared to the earlier guidance of 63-65% loss ratio, management now expects to exceed the same given the rising incidences of fever and respiratory diseases. We have cut our EPS estimates by 13%/4% for FY24/25 to factor in higher claims and expense ratios in 1HFY24. Considering the long-term growth potential for the industry along with investments by STARHEAL in profitable channels and products, we reiterate our BUY rating with a TP of INR730 (based on 33x FY25E EPS).

### Higher claims and expense ratios hurt profitability

- STARHEAL's net earned premium grew 15% YoY to INR32b in 2QFY24. GDPI rose 17% YoY to INR37b. Retail Health/Group Health/Personal Accident segments grew 17%/26%/14% YoY during the quarter.
- Incurred claims were broadly in line with our estimate, but the claims ratio at 68.7% was higher than our estimate of 67%. It was up 50bp YoY/ 330bp QoQ. Claims ratio was elevated owing to severity rather than frequency.
- Commission ratio of 13.7% was in line with our expectation; however, expense ratio of 16.8% was higher than our expectations by 50bp. Overall, the combined ratio, at 99.2%, was higher than our forecast of 97%. The ratio stood at 97.9% in 2QFY23.
- Investment income in the policyholders' account, at INR1.5b, was in line with our forecasts while shareholders' investment income at INR1,066m was 3.2% lower than our estimate.
- Profit for 2QFY24 was at INR1.3b vs. our estimate of INR1.8b; a miss of 32%. For 1HFY24, NEP/PAT grew 14%/35% YoY to INR62.5b/INR4.1b.
- Solvency ratio for 2QFY24 was at 2.13 vs. 2.0 in 2QFY23.

## Key takeaways from the management commentary

- STARHEAL has launched four new products during the quarter. The Star Smart Health Pro is a digital-first product, where customers can avail online discounts. It is also augmenting the existing product suites by launching various add-on covers, such as Young Star Extra Protect, Home Care Treatment covers and Flu Vaccination covers.
- The company has tightened its underwriting standards to enhance focus on quality business, leading to the recalibration of some geographies and portability businesses, which have poor LTV.

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### Valuation and view: Cut our estimates but maintain BUY

- STARHEAL had taken a price revision in Family Health Optima (w.e.f. 1st May'23 on the renewal book), which will be reflected over the next 12 months. The policy renewals (both in volumes and in value) were in line with the company's expectations.
- **Guidance:** NEP growth of 20%, ROE growth of 20%, and solvency ratio of 200%.
- As compared to the earlier guidance of 63-65% loss ratio, management now expects the claims ratio to exceed the guidance range given the rising incidences of fever and respiratory diseases across the country. We have cut our EPS estimates by 13%/4% for FY24/25 to factor in higher claims and expense ratios in 1HFY24. Considering the long-term growth potential for the industry along with investments by STARHEAL in profitable channels and products, we reiterate our BUY rating with a TP of INR730 (based on 33x FY25E EPS).

<b>Quarterly Performance</b>											(1	NR m)
Y/E March		FY2	23			FY	24		FY23 FY24		Act v/s	Act v/s
	1Q	2Q	3Q	4Q	1Q	2Q	3QE	4QE	FY23	FYZ4E	2QFY24E	Est. (%)
Gross premium	24,637	31,929	30,967	41,992	29,486	37,317	37,160	51,798	1,29,525	1,55,762	37,676	-1.0
Net written premium	23,441	30,389	29,434	39,932	28,008	35,446	35,339	49,315	1,23,196	1,48,109	35,830	-1.1
Net earned premium	26,871	27,948	28,672	29,125	30,438	32,056	34,339	36,462	1,12,616	1,33,294	32,480	-1.3
Investment Income	1,220	1,233	1,157	1,405	1,460	1,510	1,661	1,793	5,014	6,423	1,504	0.4
Total Income	28,090	29,181	29,829	30,530	31,898	33,566	36,000	38,254	1,17,630	1,39,718	33,984	-1.2
Change YoY (%)	20.6	16.1	13.9	11.4	13.6	15.0	20.7	25.3	14.3	18.8	16.5	
Incurred claims	17,811	19,060	18,278	18,054	19,909	22,022	21,634	22,865	73,204	86,430	21,762	1.2
Net commission	3,220	3,964	4,026	5,618	3,668	4,854	4,841	6,754	16,828	20,118	4,909	-1.1
Employee expense	2,774	3,590	3,805	4,368	3,577	3,952	4,413	4,920	14,537	16,862	4,164	-5.1
Other expenses	1,498	1,465	1,306	1,739	1,829	2,012	1,697	2,166	6,001	7,704	1,684	19.4
Total Operating Expenses	25,303	28,079	27,415	29,780	28,983	32,839	32,586	36,706	1,10,570	1,31,114	32,519	1.0
Change YoY (%)	-4.8	-4.3	-20.3	4.9	14.5	17.0	18.9	23.3	-6.9	18.6	15.8	
Underwriting profit	1,568	-131	1,258	-654	1,454	-784	1,753	-244	2,046	2,180	-39	
Operating profit	2,788	1,102	2,415	751	2,915	726	3,414	1,548	7,060	8,603	1,466	-50.5
Shareholder's P/L												
Transfer from Policyholder's	2,788	1,102	2,415	751	2,915	726	3,414	1,548	7,060	8,603	1,466	-50.5
Investment income	838	846	914	790	1,040	1,066	1,115	1,195	3,388	4,415	1,102	-3.2
Total Income	3,626	1,948	3,329	1,541	3,954	1,792	4,529	2,743	10,449	13,018	2,567	
Other expenses	745	741	509	173	110	119	123	126	2,174	478	113	5.2
Total Expenses	746	741	512	180	111	121	123	126	2,185	481	113	6.9
PBT	2,880	1,207	2,817	1,361	3,844	1,671	4,406	2,617	8,264	12,538	2,454	-31.9
Tax Provisions	747	276	713	343	965	418	1,102	657	2,078	3,142	614	-31.9
Net Profit	2,132	931	2,105	1,018	2,879	1,253	3,305	1,959	6,186	9,396	1,841	-31.9
Key Parameters (%)												
Claims ratio	66.3	68.2	63.7	62.0	65.4	68.7	63.0	62.7	65.0	64.8	67.0	1.7
Commission ratio	13.7	13.0	13.7	14.1	13.1	13.7	13.7	13.7	13.7	13.6	13.7	0.0
Expense ratio	18.2	16.6	17.4	15.3	19.3	16.8	17.3	14.4	16.7	16.6	16.3	0.5
Combined ratio	98.2	97.9	94.8	91.4	97.8	99.2	94.0	90.8	95.3	95.0	97.0	2.2
Solvency	1.9	2.0	2.2	2.1	2.2	2.1			2.1	2.2		

**Exhibit 1: Cut in our estimates** 

INR b	Old	Old Est.		w Est.	Change (%)	
	FY24E	FY25E	FY24E	FY25E	FY24E	FY25E
Total GDPI	154.6	184.5	155.8	185.8	0.8	0.7
NWP	147.0	175.4	148.2	176.7	0.8	0.7
NEP	134.5	159.7	133.3	159.0	-0.9	-0.4
Net claims	85.4	101.1	86.4	102.2	1.1	1.1
Net commission	20.1	24.0	20.1	24.0	0.0	-0.1
Expenses	23.9	27.8	24.6	27.9	2.7	0.2
Underwriting Profit/(Loss)	5.0	6.8	2.2	5.0	-55.7	-26.0
PAT	10.8	13.3	9.4	12.8	-12.9	-3.9
Claim ratio	63.5	63.3	64.8	64.2	1.3	0.9
Commission ratio	13.7	13.7	13.6	13.6	-0.1	-0.1
Expense ratio	16.3	15.8	16.6	15.8	0.3	-0.1



## Key takeaways from the management commentary

### **Business**

- The health insurance industry, including PA business, grew 26% on the back of 30% growth in Group health and 19% growth in Retail health. For 1HFY24, the retail growth rate was 18% (in line with the industry's retail growth rate of 18%).
- In 1HFY24, Star Health has registered 33% market share in Retail Health, which was more than 3x the second-largest player in the industry.
- As regards the accretion share, Star Health registered 32% Retail Health accretion market share in 1HFY24.
- The average sum insured of new policies has increased by 10% YoY to ~INRO.96m per policy. Policies with sum insured of INRO.5m and above now constitute more than 77% of portfolio vs. 69% in 1HFY23. The share of long term policies with retail GWP has increased to 6% in 1HFY24 vs. 4% in 1HFY23.
- The premium from benefit products has also grown by 30% YoY in 1HFY24.
   Organic traffic to website rose 52% and this is directly reflecting in digital business growth
- **Guidance**: NEP growth of 20%, ROE growth of 20%, and solvency ratio of 200%.

### New policies & price hikes

- STARHEAL had taken a price revision in Family Health Optima (w.e.f. 1<sup>st</sup> May'23 on the renewal book), which will be reflected over the next 12 months. The policy renewals (both in volumes and in value) were in line with the company's expectations. A drop of 5% in FHO customers was expected.
- Price hike reflection will be seen over a period of 12 months and the company continues to take risk-based pricing actions.
- Loss ratios have been better than the industry.
- Share of specialized products had been on the lower side because of the price hike in the FHO
- Strong growth in NPS and client retention points to improve claim experiences.
- STARHEAL has launched four new products during the quarter. The Star Smart Health Pro is a digital-first product, where customers can avail online discounts. It is also augmenting the existing product suites by launching various add-on covers, such as Young Star Extra Protect, Home Care Treatment covers and Flu Vaccination covers.

### Distribution

- Agency business contributed around 82% of overall business in the 1HFY24. The agency strength has increased to 6,65,000 agents, with a net addition of ~40,000 agents in 1HFY24. Addition of another 60k agents is expected in 2HFY24.
- The contribution of fresh business from non-agency has grown to 32%. The Banca business is growing at 57% in 1HFY24.
- The home healthcare program is now live in 11 cities and STARHEAL customers can now avail home healthcare services by speaking with doctors and the medical professionals will visit their homes to provide them of the service.
- In order to increase the penetration in semi-urban and the rural geographies, STARHEAL plans to open 1,000 sales manager stations. These are small individual service centers and sales distribution centers, of which 753 have already become operational in 1HFY24.
- The new Star Wellness App has been launched with the addition of new condition management programs, the number of customers who have availed of the wellness service. Business in 2QFY24 had grown by 77%.

### **Claims**

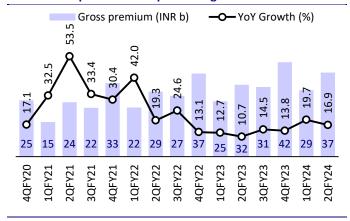
- 84% of the paid claims are cashless vs 79% last year. Cashless TAT came in ~90% for claims settled within two hour time. The auto adjudication of claims helps in drastically reducing the turnaround time.
- ~33% of agreed network hospitals representing 71% of the cashless claims have been onboarded under auto adjudication initiative. Antifraud digital initiatives have produced good savings in the claim (~1.2% incremental benefits in terms of lower claims ratio). In 1HFY24, The total savings are 2.9% through these measures.
- Based on recent claim experience, claim ratio may be pushed beyond the guidance due to high incidence of fever and respiratory diseases across the country.
- STARHEAL has tightened its underwriting standards to enhance focus on quality business, leading to recalibration of some geographies and portability business which are poor LTV.
- 100% cashless claims across the country is being envisioned by IRDAI and is in early stages of implementation.
- Hospital network uniform standard tariff project is still in the conceptual stage.
- The claim ratio in 2QFY24 was higher owing to 2% change in frequency and 6% impact owing to severity.

### **Others**

- STARHEAL has reached out to Ahmedabad Hospital Association and discussed issues extensively with regards to some hospitals being excluded. The matter is amicably resolved.
- The digital ticket size is better than the agency channel. Also, the other matrix is also better on the digital channel side.
- Some underwriting changes for certain geographies have impacted growth for STARHEAL adversely.
- Average ticket size has grown by 9% to INR17,000.
- During the quarter, premium growth was led by value growth (65%) and volume growth (35%).

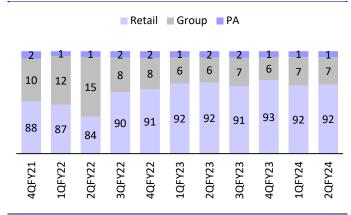
# **Key exhibits**

**Exhibit 2: Improvement in premium growth** 



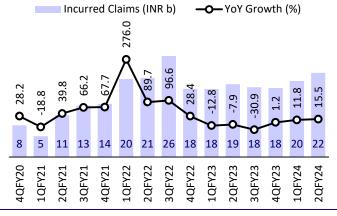
Source: MOFSL, Company

Exhibit 3: Share of retail health is stable



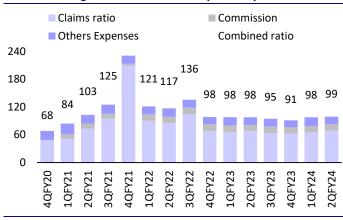
Source: MOFSL, Company

**Exhibit 4: Incurred claims increased sequentially** 



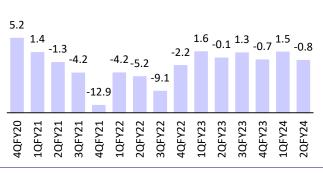
Source: MOFSL, Company

**Exhibit 5: Drag in combined ratio sequentially** 



Source: MOFSL, Company

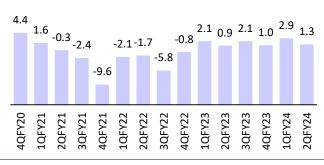
Exhibit 6: Underwriting loss of INRO.8b in 2QFY24



Underwriting Profit (INR b)

Source: MOFSL, Company

**Exhibit 7: Improvement in PAT on YoY basis** 



PAT (INR b)

Source: MOFSL, Company

# **Financials and valuations**

Income Statement								(INR m)
Y/E March	2018	2019	2020	2021	2022	2023	2024E	2025E
Retail Health	36,291	46,789	58,252	82,075	1,00,870	1,19,475	1,43,437	1,72,125
Group Health	4,026	5,938	8,897	9,963	12,066	8,076	10,095	11,105
PA	1,165	1,270	1,337	1,489	1,685	1,939	2,229	2,564
Total GDPI	41,611	54,013	68,651	93,885	1,14,635	1,29,525	1,55,762	1,85,793
Change (%)	40.6	29.8	27.1	36.8	22.1	13.0	20.3	19.3
NWP	31,961	41,287	52,395	71,794	1,08,096	1,23,196	1,48,151	1,76,715
NEP	27,397	36,624	46,841	46,266	98,092	1,12,616	1,33,336	1,59,044
Change (%)	43.3	33.7	27.9	-1.2	112.0	14.8	18.4	19.3
Net claims	16,921	22,976	30,874	43,695	85,400	73,204	86,430	1,02,165
Net commission	1,366	2,637	3,404	14,922	16,828	16,828	20,118	23,997
Expenses	8,613	9,827	11,013	14,031	18,443	20,538	24,566	27,866
Employee expenses	6,291	7,220	8,526	11,765	13,436	14,537	16,862	19,560
Other expenses	2,322	2,607	2,487	2,266	5,007	6,001	7,704	8,306
Underwriting Profit/(Loss)	497	1,184	1,550	-17,316	-20,673	2,046	2,222	5,016
Investment income (PH)	887	1,398	1,639	2,505	4,796	5,014	6,423	7,566
Operating profit	1,384	2,477	3,303	-14,811	-15,877	7,060	8,646	12,582
Investment income (SH)	544	612	1,212	1,718	3,214	3,331	4,400	5,005
PBT	1,712	2,652	4,062	-14,458	-14,024	8,264	12,568	17,052
Tax	10	540	1,389	-3,601	-3,559	2,078	3,142	4,263
Tax rate (%)	0.6	20.4	34.2	24.9	25.4	25.1	25.0	25.0
PAT	1,702	2,112	2,633	-10,857	-10,464	6,186	9,426	12,789
Balance sheet								(INR m)
Y/E March	2018	2019	2020	2021	2022	2023	2024E	2025E
Equity Share Capital	4,556	4,556	4,906	5,481	5,755	5,817	5,817	5,817
Reserves & Surplus	5,040	7,726	14,132	29,516	40,285	59,839	69,265	82,054
Net Worth	9,596	12,282	19,038	34,996	46,040	65,656	75,081	87,870
FV change	-	,	31	-76	267	234	-	-
Borrowings	2,500	2,500	2,500	2,500	7,200	4,700	4,700	4,700
Other liabilities	21,374	33,943	38,361	67,589	81,629	92,988	1,13,982	1,34,901
Total Liabilities	33,470	48,725	59,930	1,05,010	1,35,136	1,63,577	1,93,763	2,27,471
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Investments (SH)	8,658	9,523	18,110	27,941	44,939	53,459	61,979	70,498
Investments (PH)	12,988	20,778	24,789	40,426	68,796	80,462	94,463	1,11,263
Net Fixed Assets	969	981	1,019	990	1,171	1,113	1,163	1,213
Def Tax Assets	-	1,420	70	4,213	7,767	5,689	5,689	5,689
Current Assets	5,834	7,093	9,827	12,650	6,828	8,444	9,278	11,067
Cash & Bank	5,021	8,930	6,114	18,790	5,635	5,636	21,192	27,741
Total Assets	33,470	48,725	59,930	1,05,010	1,35,136	1,54,803	1,93,763	2,27,471
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E: MOFSL Estimates

# **Financials and valuations**

Ratios								
Y/E March	2018	2019	2020	2021	2022	2023	2024E	2025E
GWP growth	40.6	29.8	27.1	36.8	22.1	13.0	20.3	19.3
NWP growth	40.0	29.2	26.9	37.0	50.6	14.0	20.3	19.3
NEP growth	43.3	33.7	27.9	-1.2	112.0	14.8	18.4	19.3
Claim ratio	61.8	62.7	65.9	94.4	87.1	65.0	64.8	64.2
Commission ratio	4.3	6.4	6.5	20.8	15.6	13.7	13.6	13.6
Expense ratio	26.9	23.8	21.0	19.5	17.1	16.7	16.6	15.8
Combined ratio	93.0	92.9	93.4	134.8	119.7	95.3	95.0	93.6
Profitability Ratios (%)								
RoE	19.5	19.3	16.8	-40.2	-25.8	11.1	13.4	15.7
Valuations	2018	2019	2020	2021	2022	2023	2024E	2025E
BVPS (INR)	21.1	27.0	38.8	63.9	80.0	112.9	129.1	151.1
Change (%)	21.5	28.0	43.9	64.6	25.3	41.1	14.4	17.0
Price-BV (x)	27.5	21.5	14.9	9.1	7.2	5.1	4.5	3.8
EPS (INR)	3.7	4.6	5.4	-19.8	-18.2	10.6	16.2	22.0
Change (%)	44.2	24.1	15.8	-469.1	-8.2	-158.5	52.4	35.7
Price-Earnings (x)						54.5	35.8	26.4

E: MOFSL Estimates

Investment in securities market are subject to market risks. Read all the related documents carefully before investing

# NOTES

Explanation of Investment Rating							
Investment Rating	Expected return (over 12-month)						
BUY	>=15%						
SELL	<-10%						
NEUTRAL	< - 10 % to 15%						
UNDER REVIEW	Rating may undergo a change						
NOT RATED	We have forward looking estimates for the stock but we refrain from assigning recommendation						

\*In case the recommendation given by the Research Analyst is inconsistent with the investment rating legend for a continuous period of 30 days, the Research Analyst shall be within following 30 days take appropriate measures to make the recommendation consistent with the investment rating legend.

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