

## PRESS RELEASE

### **ESAF Small Finance Bank Announces Discontinuance of Corporate Agency Tie-up with Star Health Insurance Co. Ltd.**

**Date: 10th April 2026**

**ESAF Small Finance Bank Ltd.** (“the Bank”) hereby informs the general public and its valued customers that the corporate agency arrangement with Star Health and Allied Insurance Co. Ltd. has been discontinued with effect from **7th April 2026**.

Accordingly, the Bank will no longer solicit or distribute any insurance policies of Star Health Insurance through its branches or any of its channels from the above-mentioned date.

However, the Bank remains committed to customer service and support. Customers who have already purchased Star Health Insurance policies through the Bank may continue to approach the Bank for:

- a) Policy-related queries
- b) Assistance in servicing requests
- c) Claims support and guidance

Further, customers are informed that as per regulatory provisions, they have the option to port their existing health insurance policies to other insurers, subject to applicable terms and conditions laid down by the Insurance Regulatory and Development Authority of India (IRDAI).

The Bank continues to offer a range of insurance products through other empanelled insurers and remains dedicated to serving the insurance needs of its customers.

For any assistance, customers may visit the nearest ESAF Small Finance Bank branch or contact the Bank’s customer support channels.

For ESAF Small Finance Bank Ltd.

Authorized Signatory