LIST OF GRAPHS

Sr. No.	Graph Number	Title of the Graph	Page Number
01	5.1	Profile of the Selected Mediclaim Policyholders (Age	257
02	5.2	Profile of the Selected Mediclaim Policyholders (Gender)	258
03	5.3	Profile of the Selected Mediclaim Policyholders (Educational Qualifications)	259
04	5.4	Profile of the Selected Mediclaim Policyholders (Marital Status)	260
05	5.5	Profile of the Selected Mediclaim Policyholders (Occupation)	261
06	5.6	Profile of the Selected Mediclaim Policyholders (Type of Family)	262
07	5.7	Profile of the Selected Mediclaim Policyholders (Annual Family Income)	263
08	5.8	Profile of the Selected Mediclaim Policyholders (Number of Dependent	264
		Family Member)	-
09	5.9	Profile of the Selected Mediclaim Policyholders (Number of Earning Family Member)	265
10	6.1	Means Plots of opinion of the selected mediclaim policy holders' on AEC factor for the selection of the mediclaim policy in the selected cities of Gujarat State	338
11	6.2	Means Plots of opinion of the selected policy holders' on RP factor for the selection of the mediclaim policy in the selected cities of Gujarat State	341
12	6.3	Means Plots of opinion of the selected policy holders' on CID factor for the selection of the mediclaim policy in the selected cities of Gujarat State	344
13	6.4	Means Plots of opinion of the selected policy holders' on CMEx factor for the selection of the mediclaim policy in the selected cities of Gujarat State	347
14	6.5	Means Plots of opinion of the selected policy holders' on BeneMP factor for the selection of the mediclaim policy in the selected cities of Gujarat State	350
15	6.6	Means Plots of opinion of the selected policy holders' on PI factor for the selection of the mediclaim policy in the selected cities of Gujarat State	352
16	6.7	Means Plots of opinion of the selected policy holders' on ImCo factor for the selection of the mediclaim policy in the selected cities of Gujarat State	355
17	6.8	Means Plots of opinion of the selected policy holders' on SeAg factor for the selection of the mediclaim policy in the selected cities of Gujarat State	357
18	6.9	Means Plots of opinion of the selected policy holders' on SeCo factor for the selection of the mediclaim policy in the selected cities of Gujarat State	360
19	6.10	Means Plots of opinion of the selected policy holders' on NetH factor for the selection of the mediclaim policy in the selected cities of Gujarat State	363
20	6.11	Means Plots of opinion of the selected policy holders' on CMPx factor for the selection of the mediclaim policy in the selected cities of Gujarat State	366
21	6.12	City-wise Box Plot for Component 1 for Opinion of the Selected Mediclaim Policyholders' on CID Factor of the Selection of the Mediclaim Policy in the Selected Cities of the Gujarat State	369
22	6.13	City-wise Box Plot for Component 2 for Opinion of the Selected Mediclaim Policyholders' on CID Factor of the Selection of the Mediclaim Policy in the Selected Cities of the Gujarat State	370
23	6.14	City-wise Box Plot for Component 1 for Opinion of the Selected Mediclaim Policyholders' on CMEx Factor of the Selection of the Mediclaim Policy in the Selected Cities of the Gujarat State	373
24	6.15	City-wise Box Plot for Component 2 for Opinion of the Selected Mediclaim Policyholders' on CMEx Factor of the Selection of the Mediclaim Policy in the Selected Cities of the Gujarat State	374

25	6.16	City-wise Box Plot for Component 1 for Opinion of the Selected Mediclaim	377
		Policyholders' on PI Factor of the Selection of the Mediclaim Policy in the Selected Cities of the Gujarat State	
26	6.17	City-wise Box Plot for Component 2 for Opinion of the Selected Mediclaim Policyholders' on PI Factor of the Selection of the Mediclaim Policy in the Selected Cities of the Gujarat State	378
27	6.18	City-wise Box Plot for Component 1 for Opinion of the Selected Mediclaim Policyholders' on SeCo Factor of the Selection of the Mediclaim Policy in the Selected Cities of the Gujarat State	381
28	6.19	City-wise Box Plot for Component 2 for Opinion of the Selected Mediclaim Policyholders' on SeCo Factor of the Selection of the Mediclaim Policy in the Selected Cities of the Gujarat State	382
29	6.20	City-wise Box Plot for Component 1 for Opinion of the Selected Mediclaim Policyholders' on CMPx Factor of the Selection of the Mediclaim Policy in the Selected Cities of the Gujarat State	384
31	6.21	City-wise Box Plot for Component 1 for Opinion of the Selected Mediclaim Policyholders' on ImCo Factor of the Selection of the Mediclaim Policy in the Selected Cities of the Gujarat State	386
32	6.22	City-wise Box Plot for Component 1 for Opinion of the Selected Mediclaim Policyholders' on NetH Factor of the Selection of the Mediclaim Policy in the Selected Cities of the Gujarat State	388
33	6.23	City-wise Box Plot for Component 1 for Opinion of the Selected Mediclaim Policyholders' on SeAg Factor of the Selection of the Mediclaim Policy in the Selected Cities of the Gujarat State	391
34	6.24	Overall Market Performance Analysis of the selected Customers' Satisfaction from Mediclaim Policy for Age Eligibility Criteria (AEC)	398
35	6.25	Overall Market Performance Analysis of the selected Customers' Satisfaction from Mediclaim Policy for Range of Premium (RP)	399
36	6.26	Overall Market Performance Analysis of the selected Customers' Satisfaction from Mediclaim Policy for Coverage of Illness and Diseases (CID)	400
37	6.27	Overall Market Performance Analysis of the selected Customers' Satisfaction from Mediclaim Policy for Coverage of Medical Expenses (CMEx)	401
38	6.28	Overall Market Performance Analysis of the selected Customers' Satisfaction from Mediclaim Policy for Benefits of Mediclaim Policy (Bene MP)	402
39	6.29	Overall Market Performance Analysis of the selected Customers' Satisfaction from Mediclaim Policy for Promotional Incentives (PI)	403
40	6.30	Overall Market Performance Analysis of the selected Customers' Satisfaction from Mediclaim Policy for Image of the Insurance Company (ImCo)	404
41	6.31	Overall Market Performance Analysis of the selected Customers' Satisfaction from Mediclaim Policy for Services provided by the Insurance Agents (SeAg)	405
42	6.32	Overall Market Performance Analysis of the selected Customers' Satisfaction from Mediclaim Policy for Services provided by the Insurance Companies (SeCo)	406
43	6.33	Overall Market Performance Analysis of the selected Customers' Satisfaction from Mediclaim Policy for Network of Hospitals (NetH)	407
44	6.34	Overall Market Performance Analysis of the selected Customers' Satisfaction from Mediclaim Policy for Complexity in the Rules and Regulations (CMPx)	408