THE OFFICIAL MAGAZINE OF KENYA REINSURANCE CORPORATION LIMITED

RENEWSMAGAZINE

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KENYARE.CO.KE

MAIN STORY:

CELEBRATING 50 KENYA RE YEARS WITH 50,000 TREES

55th Yellow card COMESA meeting in Kenya

Kenya Re hosts opening dinner at AIO Conference

Kenya Re Shareholders approve Kshs. 280m dividend payout at 24th AGM

Mr. Jadiah Mwarania, OGW

Managing Director

Word from the Managing Director

Dear Reader,

The quarter has seen us mark great milestones and it has been an incredible period of achievement for our team, and I am so proud of all that we have accomplished together.

We are pleased to share that The Corporation hosted the 55th meeting of the Management Committee of the COMESA Yellow Card Scheme, with representatives from all 21 COMESA Member States that assessed the functioning of the Yellow Card scheme, as well as the performance of the Pool Managers and the Reinsurance Pool.

Kenya Re was delighted to host the grand opening dinner for the African Insurance Organisation Annual Conference and General Assembly, and the 50th Anniversary celebrations that attracted delegates from local, continental and the global insurance sector. We explored ways of developing business portfolios directly from ceding companies as well as leveraging partnerships with intermediaries and partners in order to improve our product and service offering.

At the conference, Mr. Vernon Lidava, Senior Underwriter for Life Business, had the honour of presenting a paper on the topic, 'How to Attract Millennials to the Life Insurance Industry to Influence Growth of African Economies', which was met with great enthusiasm by the over 1,000 delegates and guests in attendance. Mr. Lidava's presentation was a great testament to The Corporation's highly qualified human capital talent pool for core business roles.

We note the important role that climate change mitigation plays in today's world and Kenya Re was keen to incorporate this in our operations. The Corporation and the Kenya Forest Service (KFS) recently joined forces for a major tree-planting event to support the Government of Kenya's goal of achieving and maintaining 10% tree cover by 2022. I was honoured to be part of this exercise at Uplands Forest Station, Matathia Block in Kiambu County, where we sponsored the planting of 50,000 tree seedlings, commemorating the Corporations 50th anniversary since its inception in December 1970.

As we enter the second half of the year, I encourage all of us to stay focused on our strategic goal of creating value in all our activities. Let us continue to strive for this objective and create a lasting impact for our business.

Sylvia Karimi

Ag. Manager, Corporate Affairs

Word from the Editor

Hello Reader,

Welcome to this edition of Re News Magazine that provides insurance and reinsurance industry trends and insights into innovative solutions that the sector needs to adopt to cope with the emerging challenges and cultivate resilience.

We are living in disruptive times where the Covid-19 pandemic adversely affected the sector and indirectly hurt our prospects as other businesses within markets we operate in continue to report reduced profits. The challenges of inflation and uncertainty have also put an extraordinary strain on insurers, who need to quickly innovate new solutions to tackle these issues. Reinsurance is one such solution, and its role in providing a way out for insurers from challenges brought about by Covid-19 and inflation is essential.

Reinsurance is a form of insurance that provides a cushion for insurers against severe losses. By transferring some of the insured risk to the reinsurer, it allows insurers to manage their risks more effectively and protect themselves from large losses caused by natural disasters, pandemics, and other unforeseen events that hurt insured businesses.

Reinsurance helps insurers respond to the challenges posed by the Covid-19 pandemic in several ways. Firstly, by providing additional financial muscle, reinsurance enables insurers to take on new business and expand their portfolios via introduction of new products. This is particularly important in the current environment where insurance companies have seen their traditional sources of revenue diminish or dry up. In addition, reinsurance is an effective mechanism for insurers to manage their exposure to risk where they (insurers) transfer a portion of the risk to the reinsurer. By doing this, insurers can protect themselves against unexpected losses, allowing them to remain solvent and continue to provide covers to their customers.

To remain relevant to the changing environment, the magazine highlights how technology has become a key solution to reinsurers. Various forms of technology such as Artificial Intelligence and Machine Learning are being used to personalise experiences for customers and make activities such as compensation payment processes faster. In this copy, we look at some technologies in use and how this has made the sector more customer centric thereby helping the insurers to drive uptake.

As we continue to see disruptions in the traditional ways of doing business, some interesting forms of insurance continue to be pushed to the limelight and this includes Risk Insurance. Resilience seems to be a key word for post pandemic recovery and businesses need to know how to bounce back when disruptions happen. We further look at how reinsurance gives insurers a new appetite for risk and how it makes businesses more innovative with their products.

Away from sector news, have a read through some interesting facts about the Niko Fiti campaign and the role it has played in championing economic empowerment for Persons with Disability in Kenya. Niko Fiti is a CSR initiative of Kenya Reinsurance Corporation. It has touched and transformed the lives of over 8,500 persons with disability (PWDs) in Mount Kenya, Upper Eastern, Rift Valley, Nyanza, Western, Lower Easter and Coast regions. Kenya Re has donated various assistive devices and educated members of the public on the importance of accepting persons with disability thereby enabling them to lead dignified lives.

Sincerely,

Redefining Insurance Companies' Appetite for Risk

Reinsurance gives financial muscle to insurance companies to have an appetite for risk. This gives insurance companies the capacity to innovate products considered as highly risky such as political, pandemic, macro(Marine) , cybersecurity and many other risks. It is a legal insurance contract between an insurer referred to as the cedent that transfers a share of financial risks insured via various policies to the reinsurer, who then agrees to cover the cedent for a specified percentage of insurance claims.

Suppose Insurance companies do not have reinsurance; will they have the financial muscle to support all the insurance claims? Maybe they will pull through, but for how long? Ideally, in the world of volatility, insurance companies, too, require reinsurance for reasons that go beyond managing risks. Insurance companies need reinsurance services to enhance their financial muscle, reduce risk load, access invaluable advice, and give them capacity to cater for big ticket risks.

Financing

The size of the premium surplus dictates limits of the premi ums' value, which insurers can write. That is, the cedent first determines unearned premium reserve when collecting premiums in advance. The unearned premium reserve is often a liability to the insurer because it must pay back once a policy is cancelled. However, reinsurance reduces unearned premium reserve, thus allowing the insurance company to raise its surplus. The approach facilitates the growth of an insurance company since it can write more new businesses.

Reinsurance Reduces Risk Load

Huge risks are involved when an insurance company insures a huge number of policyholders alone. Therefore, having reinsurance is the ultimate way of minimising the risks because it enables the insurance company to apportion the reinsurance company some burden rather than shouldering the entire burden.

Access to Invaluable Advice

Reinsurers participate in a diversified business portfolio. The diversity gives them an extensive and profound understanding of a wide range of insurance products and markets. Since they have global reach, they have more refined data from a huge range of insured publics. From vast experience, reinsurers have tools that assist insurance processes in new business and underwrite risks. Therefore, reinsurers provide insurance companies with specialised underwriting and actuarial skills and act as trusted advisors in product development, market expansion, and pricing. Reinsurance ensures that the insurance company has access to these services.

Capacity

Capacity implies the ability of an insurance company to underwrite massive insurance coverage in one large line capacity (single loss exposure) or handle several contracts, also known as premium capacity. Due to reinsurance, insurers are protected from insolvency because they can pay all claims. Such strong foundations make them confident enough to take larger risks and expand clientele than their surplus and capital position can handle.

Source - Published By Africa Ahead Magazine – The Sustainability Challenge - On February 14 2022

Provides Stability in Financial Strain

While an insurance company may be able to pay the entire large claims made within a short time, still paying the claims will subject it to a dreadful financial condition and greatly destabilise the organisation. However, with reinsurance, the insurance company is guaranteed financial stability during bad times.

Reinsurance Assists in Steadying Loss Experience

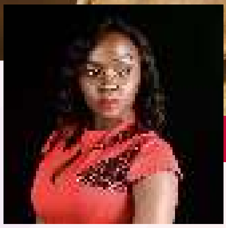
Like any business, an insurance company prefers consistent and positive financial results. Unfortunately, underwriting losses tend to fluctuate in various lines of business due to the unpredictable climate, economic, or a lack of proper and sufficient business diversification. However, reinsurance is beneficial because the insurance company can take a loan from the reinsurer during bad years and pay it back when the business is good. Therefore, reinsurance curtails the fluctuating year-to-year loss experience by stabilising losses.

Catastrophic Protection

An insurance company always stares at potential catastrophic losses from an industrial accident, natural calamity, or loss experience. The effects of such an event on the business are enough reason for an insurance company to have reinsurance. An insurance contract with the reinsurer protects the insurance company from the impact of these catastrophic incidents, especially big claims, within a short time.

Reinsurance Creates Pools of Funds for Insurance Companies.

Traditionally, owning substantial funds are perceived to be a marker of a strong financial position. However, it is not a good idea to use your own finances when the risks are high since it can destabilise the insurance company. Instead, reinsurance can serve as financial aid, especially for newly formed insurance companies, mainly if the insurance company signs for a quota-share treaty. In this contract, the reinsurer and insurer share losses and premiums based on a fixed percentage. Hence, this arrangement protects the insurer's insurance funds.
Based on the outlined reasons, it is clear that reinsurance is the pillar that makes an insurance company stand. While the insurance company lessens the potential financial costs to corporations and individuals merging from specified events, reinsurance reduces the variability of costs to the insurer that emerge from the individual insurance claims. Therefore, reinsurance enhances stability, efficiency, innovation, and competition in the insurance industry.
While reinsurance is essential, the financial solidity of a reinsurer is the foremost consideration. The insurer must assess whether the reinsurance can pay claims quickly and whether it will exist for many years to pay future claims.. The reinsurers should also be able to offer services like advice on marketing, underwriting, loss prevention, premium pricing, claims handling, and investment advice.



BY LIBERTY JULIE

KENYA RE HOSTS OPENING DINNER AT AIO CONFERENCE

Kenya successfully hosted the African Insurance Organisation Annual Conference and General Assembly and 50th Anniversary celebration at the Edge Convention Centre situated at the College of Insurance in Nairobi. The six-day Conference, which kicked off on 25th June 2022, attracted over 1,000 delegates from local, continental and global insurance sector players including regulators, reinsurers, brokers, insurers, agents, and others.

On Sunday – 26th June 2022, the Corporation had the prime opportunity to host a grand opening dinner at the College of Insurance grounds in Nairobi, Kenya. Speaking during the dinner on behalf of the Managing Director, Mr. Jadiah Mwarania – OGW, the General Manager – Reinsurance Operations, Mrs. Beth Nyaga, remarked that "Through this Conference, we purpose to strengthen our pursuit for new opportunities and seek to retain existing business. We are keen on developing business portfolios directly from the ceding companies as well as leveraging on partnerships with intermediaries and partners in order to improve our product and service offering."

The theme for the Conference was

'Insurance and Climate Change; Harnessing the Opportunities for growth in Africa.'

The opening dinner was attended by Kenya Re Management and select staff who took time to interact with clients for the Corporation's posterity.

CELEBRATING '50 KENYA RE YEARS' WITH 50,000 TREES

BY EDWIN MUTHABUKU

Kenya Reinsurance Corporation Limited (Kenya Re) in collaboration with the Kenya Forest Service (KFS) conducted **a grand tree planting exercise on Wednesday, 25th May 2022** with an aim of attaining the Government of Kenya's target of achieving and maintaining over 10% tree cover by the year 2022.

The Managing Director, Mr. Jadiah Mwarania – OGW, officially commissioned the tree-planting exercise at Uplands Forest Station, Matathia Block in Kiambu County which saw the team plant a total of 50,000 tree seedlings. The tree seedlings were fully sponsored by Kenya Re to commemorate **its 50 successful years of impact, growth and profitability** since its inception in December 1970.

Speaking during the event, Mr. Mwarania, emphasized the importance of protecting the environment as an insurance for better lives of our future generations.

"I believe planting trees is one of the most important things we can do to contribute to the health of the planet. I hope today's exercise will act as a reminder of our collective responsibility towards a sustainable future for the region and inspire action from all stakeholders to protect the environment." Remarked Mr. Mwarania.

Kenya Re as a corporate entity has risen to the occasion and has been a key consistent champion of environmental conservation through Annual Tree planting. The Corporation has planted over 16,000 tree seedlings in various parts of the Country which is a remarkable contribution to provision of oxygen, improving of air quality, climate amelioration, conserving water as well as preserving the soil. Kenya Re has also been actively involved in Tree planting activities at Kibiko Secondary School in Ngong and at Moi Girls School – Isinya. The planting of the 50,000 tree seedlings is in tandem with the grand Government's mission under Vision 2030, to increase the area under forest cover to 10% by 2030 and to sustainably manage forest resources for environmental protection and enhanced economic growth.

In attendance at the Grand Tree planting ceremony was: Kenya Re Management and Staff, National Environment Trust Fund (NETFUND) Manager in charge of strategic planning, Mr. Joshua Anampiu, Kenya Forest Service (KFS) Ecosystem Conservator – Mr. Paul Karanja, NETFUND staff as well as Kenya Forest Service (KFS) Staff. ¬¬

Kenya Re Managing Director - Mr. Jadiah Mwarania (extreme right), Kenya Forest Service – Kirinyaga County Ecosystem Conservator, Mr. Paul Karanja (centre), NETFUND Manager - Strategic Planning, Mr. Joshua Anampiu (second right) and Kenya Re Manager - Human Resources, Ms. Sally Waigumo plant a commemorative tree to mark Kenya Re's 50 years of existence at Uplands Forest Station in Kiambu County on Wednesday, 25th May 2022. The firm planted a total 50,000 tree seedlings to mark their 50th Anniversary.

BY ANDREW REAGAN ONGICHA

55TH COMESA YELLOW CARD MEETING IN KENYA

The Corporation proudly hosted the 55th meeting of the Management Committee of the COMESA Yellow Card Scheme on Monday, 30th May 2022 to Wednesday, 1st June 2022 at the Sarova Stanley Hotel, Nairobi.

Being the first physical meeting after over two years of holding virtual meetings, hundreds of delegates drawn from the 21 COMESA Members States were in attendance to grace the occasion. The Delegates came from; Burundi, Comoros, Congo, Madagascar, Malawi, Mauritius, Rwanda, Seychelles, Sudan amongst other COMESA Countries.

The main purpose of the three-day meetings held in Nairobi, Kenya, was to review the overall operations of the Yellow Card scheme and the performance of the Pool Managers and the Reinsurance Pool.

Kenya Re Research & Development Assistant Manager, Mr. Samuel Ruugia & Reinsurance Underwriter Mrs. Everlyn Kamau during the meeting.

KENYA RE SHAREHOLDERS APPROVE KSHS.280M DIVIDEND PAYOUT AT 24TH AGM

BY LIBERTY JULIE

Kenya Reinsurance Corporation Limited (Kenya Re) shareholders gave the nod to a KES280M total dividends package for the year ended 31st December 2021. This was done during the Corporation's 24th Annual General Meeting (AGM) conducted on Friday, 17th June 2022 through electronic means.

This year's AGM was held against the backdrop of London Based rating Company - AM Best, revising the Corporation's outlook of the Long-Term Issuer Credit Rating (Long-Term ICR) to stable from negative and further affirming the Financial Strength Rating (FSR) of B (Fair) and the Long-Term ICR of "bb+" (Fair). The outlook of the FSR remained as stable. AM Best attributed the revision of the Long-Term ICR outlook to stable following corrective actions initiated by Management in 2020, which AM Best expects to lead to more stable underwriting performance. The corrective actions the Corporation has taken include the non-renewal of its highly unprofitable crop business originating from the Indian subcontinent, an increased focus on underwriting discipline and a strengthening of credit control procedures.

Speaking after the AGM, Former Kenya Re Board Chairman, Mrs. Jennifer Karina said, "Today, the shareholders have demonstrated their confidence in the future growth of the Company through approving the dividend payout as recommended by the Board. We are encouraged that they see a brighter future for the Company through a strategic dividend payout. Despite the uncertainties in 2021, we remain optimistic that 2022 will turn out positively. Going forward, we shall realign our strategies to harness the emerging opportunities. The Board remains positive and confident that with strong leadership and committed employees, we are well placed to optimize on the growth opportunities to deliver strong profits in the coming years."

Mr. Jadiah Mwarania, Kenya Re Managing Director, speaking during the AGM said, "The business development strategy remained focused on differentiation and profitable growth coupled with appropriate capital allocation to the various classes of business. The Corporation's footprint in 2021 was 482 insurance companies spread out in 84 countries in Africa, Middle East, and Asia. The African markets continue to be the primary focus of the Corporation. Kenya is the biggest single market in the year. A regional approach to service delivery was employed through the Corporation's subsidiaries in Uganda, Zambia, and Côte d'Ivoire. We grew both treaty and facultative reinsurance business portfolios across our chosen markets. We pursued new reinsurances and sought to retain the existing business. We grew the business portfolios directly from the ceding companies as well as leveraging on partnerships with intermediaries and partners."

Mr. Mwarania told shareholders, "The Corporation weathered the COVID-19 disruption to register a 10% rise in gross written premiums from KShs18.535 billion in the year 2020 to KShs 20.355 billion in 2021."

At this Annual General Meeting, an election of directors was conducted of which the results are as follows:

The following directors were elected to the Board and they are:

1. Hon. Dr. Catherine Kimura
2. Mrs. Thamuda Omar Hassan
3. Ms. Eunice Nyala
4. Mr. Robert K. Waruiru

Subsequently, the following Directors retired from the Board of Directors:

1. Mrs. Jennifer Karina
2. Mr. Gitonga Mugambi

BY GIDEON KYENZE

BY CAROLYNE KITHINJI

About Internal Audit

What is the role of Internal Audit:

Performs independent assurance and consulting activities designed to evaluate and improve the effectiveness of an organization's Governance, Risk management and internal Control (GRC) processes

In the organization, Internal audit plays in the third line of defense in accordance with the three Lines of defense models of effective risk management and controls.

The three lines of defense include:-

1. **First line:** It is composed of functions that own and manage risks. In Kenya Re, these are all divisions and departments except for the risk & compliance and the Internal audit. They are collectively referred to as Management.

2. **Second line:** It the function that oversees monitoring of risks. In Kenya Re, this role is played by Risk & Compliance department.

3. **Third line:** It the function that provides independent assurance. In Kenya Re, this role is played by internal audit department.

Internal Audit reporting

- Administratively – Reports to Managing Director on administrative matters.
- Functionally – Reports to Board Audit Committee (BAC) on functional role.

Internal Audit Process overview

A. **Planning –** Involves annual and engagement specific audit planning

Annual audit planning – The activities include but not limited to;

- Establishing the audit universe
- Defining audits for the year
- Resource planning
- Obtaining inputs from the management and

second line

- Proposing the annual plan to Board Audit Committee (BAC)
- Obtaining BAC approval of the annual plan

Engagement audit planning - The activities include but not limited to;

- Defining/ refining the scope and objectives,
- reviewing relevant guidelines to the audit e.g., laws, regulations, industry standards, company policies and procedures, etc.
- Reviewing the results from previous audits,
- Scheduling of kick-off meeting to commence the audit

B. Fieldwork – Fieldwork is the actual act of auditing. Throughout this phase, the audit team will execute the audit plan. The activities include but not limited to;

- interviewing key personnel on process and systems,
- reviewing relevant documents and artifacts
- performing walkthroughs
- observations
- Analysis of audit data using Computer-Assisted Audit Tool (CAATs) such as IDEA tool.
- documentation of the audit work in audit management software such as Teammate or in files.
- identifying exceptions and recommendations

C. Reporting – It involves draft and final audit reports

Draft audit report - The activities include but not limited to;

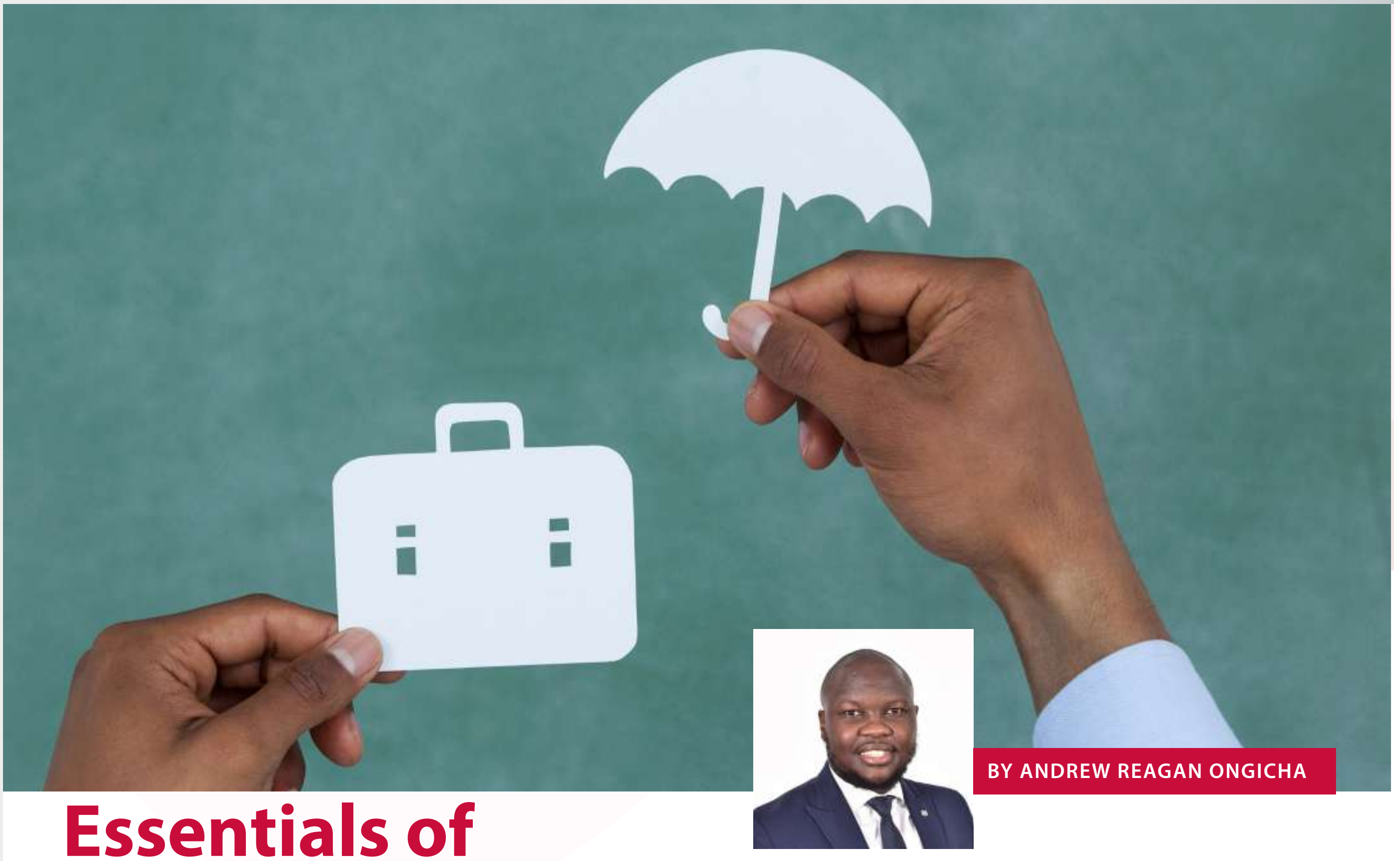
- Preparing draft audit report
- Discussing the exceptions report with management
- Obtaining management actions and implementation timelines on the identified gaps
- Holding exit meeting.

Final audit report - The activities include but not limited to;

- Preparing of final audit report
- Issuance of the report
- Presentation to Board Audit Committee (BAC)

D. Follow up Reviews

- **Follow up review are performed to ascer**tain that management addressed the gaps as per committed Corrective Action Plans (CAPs) and that the risk exposures are mitigated.
- Quarterly reporting to BAC on the progress of CAPs.



BY ANDREW REAGAN ONGICHA

Essentials of Insurance

Introduction

Essentially, an insurance contract is a legal agreement in which one party agrees to compensate the other financially in the event that a predetermined but uncertain future event occurs and in this all parties are bound by the terms of a valid legal contract that guide them on how to go about this insurance contract(Jalili, 2022).For effectiveness of Insurance Contract different essential are developed and Ensured they work in that Process of insurance.This Essentials are discussed below(Henson&Sutcliffe, 2017).

Offer and Acceptance

This is the Esssential of Insuarance where the person to be insured suggests with specified terms and conditions and Insurer can revert with three options: Accept the proposal under standard, Reject the proposition by offering precise answer and Revise by presenting a counter offer(Gopalakrishna, 2018).The offer or proposal, as well as its acceptance, might be verbal or written in insurance contracts. In general insurance, the insured submits an offer to the insurer to purchase insurance in the form of a proposal form, which the insurer might accept or reject after reviewing it (Gopalakrishna, 2018).. If he accepts, he will receive a cover letter or a letter of acceptance. In this situation, the acceptance letter is transformed into a counter offer or proposal, which the insured accepts once the premium is paid. In a newspaper ad, there is an invitation to make an offer on the many forms of life insurance plans that are widely available and approved (Jalili, 2022).

Consideration

To ensure that the provisions of the agreement are followed. The premium that the proposer is required to pay is referred to as the "consideration" of the proposal. This premium is paid to the insurer in exchange for the insurer's promise to cover claims(Gopalakrishna, 2018).Only contracts that have been accepted by the insurer and verified in writing by the insurer, as well as contracts that have been agreed to in writing by both parties, are considered valid. For example, a policyholder who has auto insurance would be compensated in the event of a covered loss to their automobile. In this case, the losses would be compensated by the automobile insurance company(Jalili, 2022).

Legal Purpose

Only a contract that serves a legal purpose can be considered binding. The goal of insurance is legitimate since the insurer is managing the risk and creating a risk management pool for the benefit of the insured(Gopalakrishna, 2018). In the case of the insurer, if the company is founded in accordance with local laws and is authorized to solicit insurance, the insurer is capable of entering into a contract. The insured must be at least 18 years old and of sound mind in order to be covered. A contract can be declared void if it is signed by a minor and then repudiated by the minor (Jalili, 2022).In an insurance contract, the insurer is obligated to honor the terms of the agreement for as long as the policyholder is a minor. The law provides for a full return of all premiums paid by the child if he cancels his contract. A proper insurance contract cannot be drafted if one is deemed legally insane or mentally incompetent(Jalili, 2022)..

Consensus "ad idem" (Same mind).

Insurers and insureds should have a same outlook on life. The reasons for taking out an insurance policy should be clear to both the insured and the insured's insurer. Each of the parties should agree on the terms and there must be mutual understanding. It's critical that each side understands what the other is saying(Jalili, 2022). Both the insured and the insurer should be on the same page when it comes to what they want from their insurance and what the insurer has to offer. For example, there is no consent based on common intention if an insured seeking a fire coverage is offered a burglary policy(Henson&Sutcliffe, 2017).

Legality of object

In order to be considered valid, a contract must have a legal purpose and not be in violation of public policy. Consequently, because insurance is a legitimate business, it is impossible for the insurer to be in violation of the law(Henson&Sutcliffe, 2017). Individuals can get life insurance plans for themselves as well as for members of their immediate family members. When one person purchases a life insurance policy on the life of another, it is impossible to make a legally binding contract. As another illustration, any contract that has anything to do with stolen property or other illicit activity will be considered illegal(Jalili, 2022). Therefore, insurance plans covering stolen goods or smuggling operations are void, and contracts including such provisions cannot be enforced in court(Tillery et al., 2017).

Material Factors

This is a list of factors that influence the risk that is taken. They are the factors that an insurance company needs to know in order to decide whether or not to insure or reject a risk (Henson&Sutcliffe, 2017). If a person applies for life insurance, the insurer will need to know everything about him or her, including: Age,height,weight,health,occupation. The insurer will need to know the following information for car insurance: the insured's age, driving record, and the type of vehicle being insured (Tillery et al., 2017)

Free consent

In order for an insurance contract to be binding, both parties must agree to it on their own free will. This means that there can be no misrepresentation or intimidation or compulsion when the contract is signed. As a result of a mistake, the contract cannot be signed(Tillery et al., 2017).

Conclusion

In conclusion Contracts for insurance policies are drawn out by lawyers, and they are extremely complicated. They serve as a binding contract between the insured and the insurance provider, requiring both sides to conduct themselves with integrity and fairness therefore the insured should understanding the essentials of Insurance(Tillery et al., 2017).

PICTORIAL

01

Kenya Re Managing Director, Mr. Jadiah Mwarania, OGW and Former Chairman, Mrs. Jenifer Karina, peruse the Annual Report during the AGM held on 17th June 2022.

02

Kenya Re former Chairman Mrs. Jenifer Karina (sitted centre), Managing Director, Mr. Jadiah Mwarania (seated left) & GM Finance Jacqueline Njui (seated right) pose after the AGM planning committee during the meeting.

03

Kenya Re finance team led by the General Manager Finance, & Investments Mrs. Jacqueline Njui (seated Rright pose for a photo with the team from the office of the Auditor General of Kenya during the AGM.

04

Kenya Re staff participate in the 2022 AKI tree planting Initiative at Ngong Hills.

05

Kenya Re staff & clients pose for a photo during the AIO conference held between 26th & 30th June 2022.

06

Top insurance stakeholders, including Kenya Re staff, pose for a photo during the AIO conference.

PICTORIAL

07

(L-R) College of Insurance CEO, Ben Kajwang, Kenya Re - General Manager Reinsurance Operations, Mrs. Beth Nyaga, Kenya Re - General Manager Finance & Investements, Mrs Jacqueline Njui & Director – Financial & Regulatory Affairs, Kenbright Actuarial and Financial Services, Mr. Sammy Makove pose for a photo during the AIO Conference 2022.

08

Senior Life Business Underwriter, Mr. Vernon Lidava makes his presentation during AIO Conference.

09

Kenya Re staff (L-R) Benson Nderitu, Vernon Lidava, Jackline Karimi, & Thomas Mumina pose for a photo during the AIO conference.

10

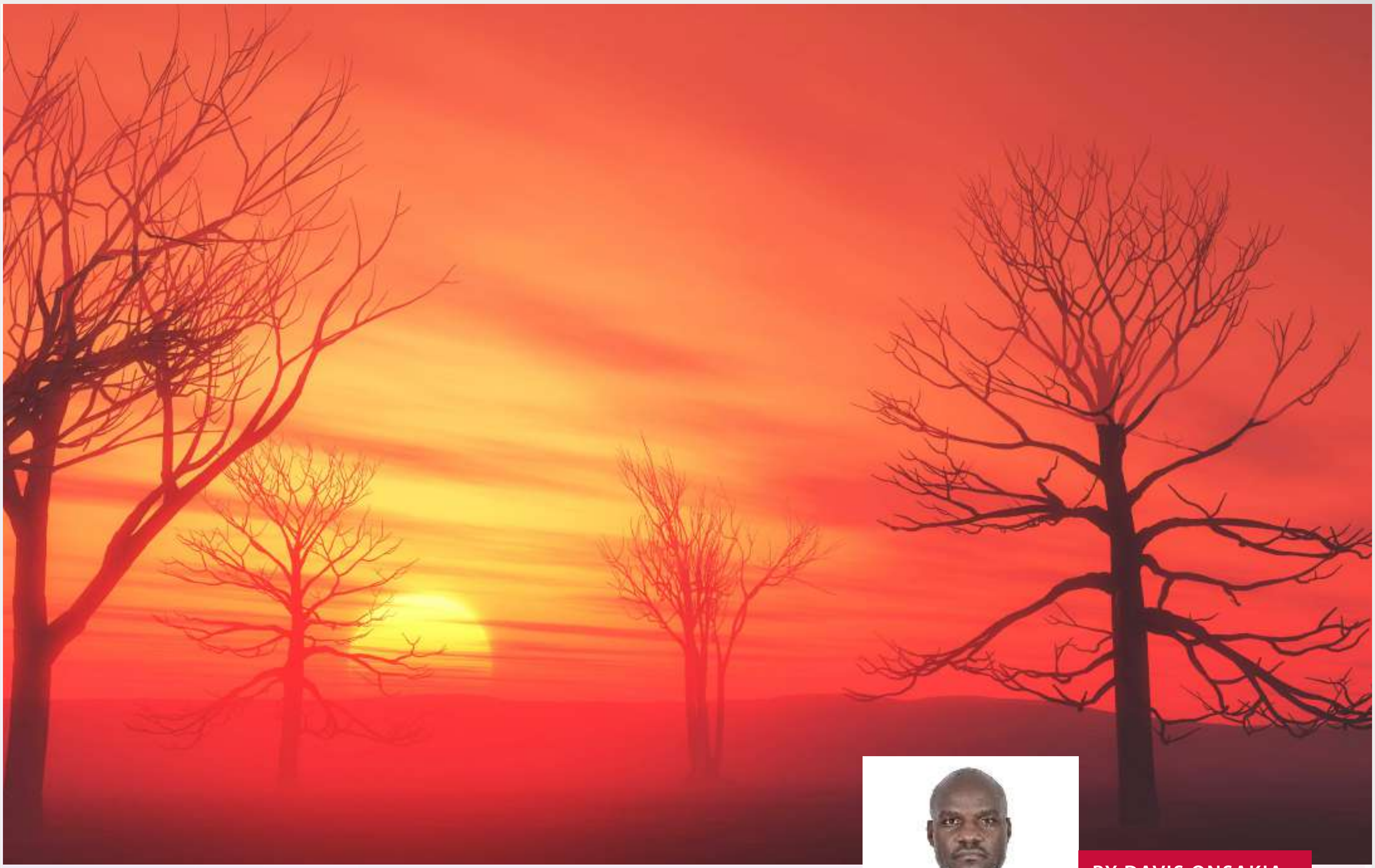
General Manager Reinsurance Operations, Mrs. Beth Nyaga waters a tree during the Grand Tree Planting exercise at Uplands Forest Station in Kiambu County on 25th May 2022.

11

Kenya Re staff Mr. Mark Osoro and Mr. Moses Cherutich pose for a photo while planting trees during the Grand Tree Planting Exercise.

12

Kenya Re-Reinsurance Operations Division staff pose for a photo during the AIO Conference meeting held at the College of Insurance between the 26th - 30th June 2022.



BY DAVIS ONSAKIA

It is not what it seems

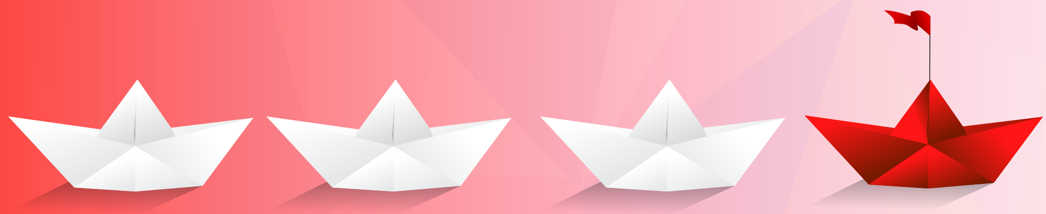
My latest read, ***Evil Under the Sun,*** by the venerated author Agatha Christie has many lessons on this front.

The lead investigator, M. Poirot's unmasking of the murderer of the hugely beautiful and men-head-turner Arlena Stuart (Marshall), is not a straightforward affair.

The murderer is a Patrick Redfern, an infatuated man who had fallen in love (not exactly) with this beautiful woman, while holidaying with his wife, a Christine Redfern. In fact, it is later discovered that these two are not exactly husband and wife but rather two famous actors and actress, who have before participated in committing a murder, in the county of Surrey (and they were never discovered) and here they have collaborated to commit another one! Only this time they met this old man, about to retire from the Police Service who knows his work and passionately works on it and on them, till they can only call him a 'bastard' - since he has got them so nicely that they cannot jump.

I would like to share some lessons from this mystery thriller that you might not find written on any management or leadership book.

First. It is not necessarily what you are told or what you see on the first observation, that matters. There is, and always there is an underlying layer with more details. Your work as a leader, or even the led, is to peel the layers. Throw away the top layer - almost always (except in High School). It is even not healthy for your body. Analyze what you get from the layer(s) below. What was the motive of the action? Why did this happen or not happen? Why did s/he behave like that? Body language speak. Root-cause analysis, anyone?



> "
> Never take coincidences as coincidences. They are not. Things are made to happen or they happen by the hand of God. Everything under the sun is controlled, by man or God. Join the dots and you will get it.

Get to the motive of doing or not doing things. Some guys are so slick; they have cast-iron alibi on where they were when things were happening and hence in this, they are too wondering on what happened. Do not be deceived, buddy.

Work under pressure, as you boil somebody. This is the second lesson. A liar agitated enough will trip themselves. Might not be my personal choice, nevertheless it works. I have even observed this in court sessions. Maintain your cool, even when you feel like heat is shifting through your collar and smoke from your ears and nostrils. Easier said than done.

Thirdly, evil never pays. Evil will be unmasked someday. Patrick Redfern and 'his' wife committed a murder before, ran off and got 'married' and here meticulously planned another murder: which was well planned and executed such that at the surface you will never smoke them out or even suspect them. But it takes the patience of an old investigator, who loves his job dearly – he hurts when he sees the innocent wrongly convicted, to unmask these cold-hearted murderers.

It behooves us all to do our jobs diligently and faithfully. This way you might assist an innocent party who is wrongly being convicted, who might be you or that colleague that you care so much. Let truth and justice prevail, at all times
It should be noted that this M. Poirot investigator was also holidaying with these guys; he was not at work, nevertheless he did assist his colleagues when work called, and while his young colleagues were making wrong conclusions, he did guide them and greatly assisted not only to get the killer of the latest murder but also solved an old case, where a killer murdered a woman and disappeared into thin air. Thin air which evaporated around them as they watched.

Lastly, never take coincidences as coincidences. They are not. Things are made to happen or they happen by the hand of God. Everything under the sun is controlled, by man or God. Join the dots and you will get it.

Kenya's Future Lies in Having Robust Risk Covers

Kenya's investment destination image remains attractive despite a spate of terrorism attacks, politically instigated violence and the recent COVID pandemic. This global investment magnet is secured by insurance companies that cover the risks and have settled claims enabling businesses to reopen within a short period of time.

Unknown to many, insurance companies have largely relied on research conducted by Kenya Reinsurance Corporation(Kenya Re) to formulate new products that speak to the needs of the market.
From time to time, says Kenya Re Managing Director Jadiah Mwarania, they consistently engaged market players, other stakeholders and the government in creating different products that ensure business continuity within Kenya, across Africa, Asia and the Middle East.

"Experience has shown that businesses can lose their entire investments from a political event," Mwarania adds.

Following their research on Kenya's 2008 post election violence that showed businesses lost an estimated 17 billion shillings ($170 million), Kenya Re mooted a political risk insurance cover within markets it operates citing its financial muscle to offer reinsurance services for underwriters.
More businesses agreed to buy the cover especially after the upmarket Westgate mall in Nairobi suffered a terrorist attack in 2013 where 67 people died. According to the Insurance Regulatory Authority, Insurance companies settled claims worth Sh10 billion including claims from individual business tenants who lost stock.

The greatest fears that business owners have from time to time is inability to meet customer expectations in delivery of goods and fulfilment of agreed service agreements as per their terms of their agreement. This calls for adoption of preparedness measures that empower the ability of business owners to bounce back incase of any disruption in their operations.

With local underwriters expressing doubts over whether to insure COVID patients or not, Kenya Re expressed commitment to play an active role in finding solutions for COVID within markets it operates in.

" Insurance and reinsurance companies play a pivotal role during times of economic stress by helping companies and households manage risks and cushion against losses,"says Mr Mwarania.

With Kenya issuing a directive that all cargo imported into the country be locally insured, few Kenyans know that Kenya Re was tasked with training insurance staff ahead of the launch. Mr Mwarania assured local businesses that Kenya Re had capacity to reinsure all marine related cover risks thereby enabling local local insurance companies to offer marine insurance.

While Kenya Re remains largely a business to business affair, its impact on the lives of ordinary Kenyans continues to be felt across the country. Businesses are thriving, insurance companies have appetite for relevant risks that Kenyans would want covered while Kenya re has come on board to offer reinsurance services.

INVESTING IN GOVERNMENT SECURITIES

BY PETER ANGWENYI

Rediscounting

Treasury Bills

The scope of Treasury bills rediscount is to avail funds to Treasury bills investors who may wish to recall their investments before maturity. It is a last resort facility. To rediscount a Treasury bill, send a written request to the Bank with the following documents: CDS statements, a photocopy of the identity document, pay-in slip. For a company, a letter of incorporation is required.

Treasury Bonds

Treasury bond rediscounting avails funds to Bond investors who may wish to recall their investments before maturity and at the same time have failed to secure a buyer of the same in the secondary market. There has to be evidence to confirm failure to sale the bond.

The rediscounting facility is available at CBK as a last resort.

A letter is required from the Nairobi Stock Exchange together with the following documents: CDS statements, a photocopy of the identity document, pay-in slip and certificate of incorporation in case of companies.

Third Party Claims

If an investor dies before all of his or her investments mature, third parties can claim that investor's outstanding securities by submitting documents establishing that they should be the bona fide recipients of the securities.

Guide on Opening a CDS Account with Central Bank

The first step to investing in Treasury bills is to open a CDS account with the Central Bank. It is free to open these accounts, which are how the Central Bank keeps track of who holds which government securities. Once you have your CDS account, which can be opened for an individual or a corporate body, you can invest in multiple Treasury bills and bonds, so you only need to complete this step the first time you're investing.

To open a CDS account, you need to hold a bank account with a Kenyan commercial bank. You can collect a mandate card from the Central Bank or any of its branches, and must fill it out in neat block letters. You'll need to provide contact information and information about your commercial bank .

When submitting your mandate card, you also need to submit a passport-sized photograph of yourself, which has to be certified and stamped by a representative from your commercial bank. Finally, you'll also need to submit a clear copy of your PIN Certificate, National Identity Card/passport.

You'll also need to have to have two signatories from your commercial bank sign the mandate card to verify the information you've provided.

BY JANE APOLLO

What is ESG?

ESG stands for Environment, Social, and Governance, and is a set of criteria that investors are considering in searching and filtering companies that are "socially responsible".

What does ESG tackle?

ESG focuses to approach and address issues fitting into the categories of environment, social, and governance.

Environment

Environmental standards include the company's usage of energy resources, policies on waste management, and its impact and efforts towards net-zero emission and climate change.

With the adverse effects of climate change, investors are now looking at how company operations manage and disclose their impact on the environment. These include deforestation, water pollution, carbon emission, among others.

Social

Social criteria cover social relationships focusing on management and employee relationships. This includes human rights, worker's rights, workplace policies, employee wellness and training, DEI (diversity, equity, and inclusivity), and wages.

The presence of conflict or policies that run counter to an investor's values will ultimately affect the company's reputation in the international business community.

Governance

Governance encapsulates issues and efforts involving decision-making, and corporate cultures of transparency, accountability, inclusivity, and compliance. This also includes the relationship with stakeholders, such as shareholders, investors, and customers.

Is ESG the same as Corporate Social Responsibility?

Corporate Social Responsibility or CSR is related to ESG, but these two terms do not mean the same idea. CSR is a business model that drives companies to develop and implement socially responsible programs to bring a positive impact on the community while maximizing profit. ESG, on the other hand, is the criteria for assessing the corporations' impact and initiatives towards being socially responsible.

CSR provides the vision and mission for businesses to be accountable in their sustainability and responsibility agenda, while ESG offers the standards to which social actions and measures are made. Simply, CSR is the qualitative side of social commitments, whereas ESG is the quantitative side.

Importance of ESG

The effects of the COVID-19 pandemic and climate change have greatly furthered ESG as a long-term initiative. This deviates from how companies take decisive actions for short-term changes. Incorporating ESG is not only essential in risk approaches but has now been seen as an emerging factor for financial growth.

ESG investing has now become vital for investors as they have seen how the stock price of ESG-focused companies has become more stable, outperforming those with low ESG rankings.

ESG is not only relevant to the investors but also to the companies themselves. By prioritizing sustainable and socially responsible initiatives, it can improve the company's reputation potentially attracting more investors.

Committing to comprehensive ESG reporting can help companies embody the "triple bottom line" or the three Ps: profit, planet, and people. ESG reports present not just the financial performance, but also the environmental and social impact.

The Expansion of ESG

ESG is a sound strategy for sustainable growth and development which is beyond making dollars and cents. Companies that fulfill their ESG goals will be around for much longer than their non-complying counterparts.

As the ESG or the sustainability landscape continues to evolve, expectations also from different stakeholders will mature - resulting in the increased demand for sustainability reporting requirements globally.

How technology is the world's post-pandemic solution in the Reinsurance Industry

BY ANDREW REAGAN ONGICHA

The use of digital technology is redefining agriculture, health, education, insurance, ICT infrastructure, electrification, energy and other areas of development. Interestingly, it is the users that are locally innovating software products to suit the need at hand as technology is not a means to an end in itself.

Two years ago when COVID-19 struck, Kenyan companies were left with no option but to embrace the use of digital channels to support business continuity. On its part, Kenya Reinsurance Corporation (Kenya Re) invested adequately in technology to develop solutions that address the needs of its customers. A whole new world of online meetings, working spaces, non-physical interactions, business transactions, medical diagnostics, paralegal assessments, and image recognition became the new normal with users customising the solutions based on their immediate uses.

Kenya Re went paperless with its meetings conducted virtually via secure platforms while e-documents bore digital signatures. To enhance interactions, many companies also adopted the use of Know Your Customer virtual capabilities with the social media platforms becoming a hub for advertisements and a platform for passing on crucial information to members of the public.

According to The Technology and Innovation Report 2021, there is an urge for all developing nations to prepare for a period of deep and rapid technological change that will profoundly affect markets and societies. In recent decades, human development has been accompanied by rapid changes in technology and an increasing proliferation of digitised devices and services which has boosted productivity and continues to improve livelihoods. "For insurers of any size, the operations - claims management, policy administration, distribution/agent management, regulatory compliance, risk/catastrophe management, and customer service/retention, revolves around technology. Insurers need technology to better understand customers, markets and products and underwrite risks," it states.

Kenya Re has upped its digital prowess to better understand its customers' capabilities, risk assessment through social media data, predictive analytics, and cashless payments to the workforce and customers.

In Africa, the insurance industry is experiencing tremendous changes fueled by the technological revolution. Technology has changed how products are developed, how markets are distributed and how customers are serviced. To manage its internal affairs, Kenya Re has entrenched a robust information system for managing the reinsurance business (SICS); managing actuarial aspects of the business (PROPHET);

managing risk and compliance (GRC – GOVERNANCE RISK & COMPLIANCE), managing financial affairs (ENTERPRISE BUSINESS SUITE = ERP); managing their property portfolio (ERP), and a data-mining software for internal auditing (IDEA).

With Kenyans' lifestyles now revolving around mobile phones and the internet, innovation through new technologies has become central to insurance business operations where new methods of servicing policies have been adopted with underwriters getting new opportunities to harvest client data and detect fraud thereby averting the imminent risk of fake claims.

"InsurTech" as emerging information technologies for the insurance industry is called, is an integral part for both carriers and the insured. For instance, one can get insurance price quotes by logging onto any insurance company's website. Managing coverage can typically be accomplished via a mobile app and paper insurance cards are mostly a thing of the past. Improvements in communication networks and processing capacity have led to faster payment processes and insurance claims can be processed via online platforms, with less time for processing.

As Duck Creek Technologies highlights, technology in insurance is poised to mature further in 2023.

Consumers are always looking for personalised experiences, especially when purchasing something as important as insurance. Artificial Intelligence (AI) offers insurers the ability to meet the high-speed demands of modern consumers. This enables underwriters to leverage the massive amounts of consumer data available to create personalised experiences based on an individual's behaviour and habits. Additionally, with AI, insurers can improve claims turnaround cycles and fundamentally change the underwriting process. AI also enables insurers to access data faster, and cutting out the human element can lead to more accurate reporting in shorter periods of time.

Machine learning can not only improve claims processing, but it can also automate it. When files are received in soft copies and stored on the cloud, they can be analysed using pre-programmed algorithms, improving processing speed and accuracy. This automated review can impact more than just claims, it can also be used for policy administration and risk assessment.

Saving money is always key for consumers who are looking to buy any kind of insurance, and the Internet of Things (IoT) automates data sharing thereby enabling clients to access policy pricing data. Insurers can use data from IoT devices such as the various components of smart homes, automobile sensors, and wearable technologies to better determine rates, mitigate risk, and even prevent losses in the first place.

The role of social media in the insurance industry is evolving beyond marketing strategies and advertisements. Mining social media data is improving risk assessment for insurers, bolstering fraud detection capabilities, and enabling entirely new customer experiences.

To investigate fraud, insurers can look at the social activity of the insured and compare it to claims records, looking for any discrepancies. The use of telematics, portable and wearable technology for vehicles that measures various indicators such as data on speed and location is fast gaining popularity. This enables insurers to monitor and process data with verified analytics software to determine policy premium pricing for every individual. Telematics encourages better driving habits, lowers claims costs for insurers, and changes carrier-to-customer relationships from reactive to proactive. Utilising AI, machine learning, social media data, as well as chatbots, insurers can interact with customers seamlessly, saving everyone within an organisation time, and ultimately saving insurance companies money. Bots are now being used to replace customer care staff as a bot can walk a customer through a policy application or claims process, reserving human intervention for more complex cases.

While other sectors have long adopted information technology for their day-to-day use, the insurance industry cannot afford to lag behind. Technology not only helps insurers to stay ahead of their competitors but also helps insurers deliver better experiences to their customers. With all of the innovations going to market in recent years, from smart home technology to insurtechs and microinsurance, 2023 will be a very interesting year to watch for insurance technology developments.

BY SYLVIA KARIMI

VERNON LIDAVA SHINES AT AIO CONFERENCE

The Corporation is proud that our very own, Mr. Vernon Lidava – Senior Underwiter - Life Business, was accorded the opportunity to present a paper on 28th June 2022 at the African Insurance Organization Annual Conference and General Assembly and 50th Anniversary celebration at the Edge Convention Centre situated at the College of Insurance in Nairobi, Kenya.

Mr. Lidava eloquently delivered a presentation on ***'How to attract millennials to the Life Insurance industry to influence growth of African economies'*** to over 1000 attentive delegates and guests.

The presentation he delivered was a huge boost to the Corporation's profile in view of the qualified human capital talent pool for core business roles.

BY LIBERTY JULIE

To enhance food production, Africa must embrace Food security

From increased incidence of heat waves, freshwater shortage, food insecurity, melting ice caps, to extinction of plant and animals' species, a recent report by the Intergovernmental Panel on Climate Change (IPCC) predicts an apocalyptic future by the end of this century if the current indiscriminate production of global greenhouse gas emissions continues. The report also indicates that despite contributing the least amount of greenhouse gas emissions, Africa will be the most exposed to climate change impact. On average, the continent experiences one to three heat waves per year, however this number could double by 2050. Additionally, highly populated cities like Lagos, Nigeria will be more vulnerable to heat stress, exposing 350 million people to potentially deadly heat by the middle of the century. Other risks for the African continent include increased poverty particularly among rural and pastoralist communities, undernutrition with lifelong impact on health, increased risk of vector-borne and water-borne diseases, increased human rights violations, conflict and political instability due to migration.

In Kenya, for example, it has become commonplace for pastoralist communities in arid and semi-arid regions to face starvation and even death due to severe and increasingly frequent droughts that depletes pastures and water sources for both livestock and human consumption.

In some areas in the Nyanza and Western regions such as Budalangi and the Kano Plains, communities' livelihoods are similarly threatened by floods, whose increasing frequency has been triggered by climate change. According to Anthony Wainaina, the Deputy Director of Public Health, higher incidences of malaria, dengue fever, cholera and typhoid have been reported in regions experiencing climate-induced rising temperatures.

While global economies and initiatives are committed towards mitigating the current and emerging climate change impact by limiting human-induced global warming from CO_2 (Carbon Dioxide) and other greenhouse gas emissions, the magnitude of climate related disasters require an all-hands-on-deck approach to be able to cope with and manage climate risks. This calls for a coordinated strategic response from the finance and insurance industry in building resilience amid such ongoing crises.

The finance and insurance industry has the responsibility to provide appropriate products and services to help mitigate climate change induced economic risks, support entry into the low-carbon economy and the realization of the Paris Agreement of 2015.

Encouragingly, the industry has, in fact, been alert to these new potential risks and is already experimenting with new innovative products in readiness for a world that must contend with a changing climate. For example, in Northern Kenya, an Index-based Livestock Insurance (IBLI) pilot is currently underway where pastoralist communities now insure their animals against risks posed by drought. Some have been compensated following several bouts of severe drought that wiped out thousands of animals.

Another insurance product being piloted in various counties is the Crop Index Insurance Programme (CIIP) which combines the implementation of two technological innovations in climate risk insurance: soil moisture index insurance and a picture-based loss verification tool. Growing demand for IBLI and CIIP in Kenya shows the finance and insurance sectors have a crucial role to play in enhancing resilience in the largely crop-growing and pastoralist communities that drive Kenya's agriculture, which is the backbone of the economy.

While various measures are being implemented, recourse to compensation when climate-related disaster strikes are still underdeveloped locally as compared to developed nations where properties destroyed because of natural disasters such as wildfires and floods is catered for via compensation. The local insurance industry can therefore not be left behind. It must introduce responsive products.

The products should also be categorised at individual, community, or cooperative levels. These can be structured in such as that those purchasing the products enjoy post-disaster financial support. At the national level, compensation would be through a multinational risk pool. This way, the industry will create an environment where those whose livelihoods depend on climate-sensitive sectors will grow their endeavours in the knowledge that compensation is assured in the event of climate-induced catastrophes.

THRIVE IN WELLNESS – MIND & BODY

BY GLORIA MUKAMI NKOROI

Did you know there is a positive correlation between employee wellness and the performance of a business? Employees are an invaluable asset to any organization, and ensuring their excellent physical and mental wellness sets them to perform well. Wellness includes all things physical, emotional, mental and even financial. In this article, we will be granular and focus on physical and mental wellness as the two are often congruent to each other.

According to WHO, physical wellness is all about having a healthy body by regularly engaging in physical activity, sleep, eating nutritious foods, drinking responsibly and regular health check-ups to your doctor. Mental wellness on the other hand, is a state of well-being where one can cope with the normal stresses of life, can work productively and contribute positively to the community.

With that being said, here are a few wellness initiatives you can pick up at an individual level that will have great benefits in the long run. Remember, it all starts with you!

1) Opt for healthy lunch and snacks

When hunger strikes at the office, it helps to be prepared to keep your nutritional goals on the right path. A practical method to embark on this journey is to set 'SMART' goals. Set an achievable goal and it will leave you feeling good. For example, your goal may be to avoid junk food. This is not a sustainable goal as it will be hard to measure and is not time-framed. Try this 'SMART' goal instead; I will carry healthy packed lunch four times a week. This goal is specific, measurable and has a timeframe which will help you stay on course and achieve your goal. Doing this in the long run, helps improve your nutrition, overall health and eventually your lifestyle.

2) Take naps

Napping might seem counterproductive however, it could actually help boost performance and productivity. With most organizations working culture still 8am to 5pm, a siesta during your lunch break can leave you reinvigorated. Naps have been clinically proven to provide benefits in productivity and sleep in general plays a key role in your health. Some organizations have provided napping rooms for their employees and this will soon be the reality in most organizations.

4) Community Service activities

Conquer evil with good –Romans 12:21. The Bible encourages us to do good deeds unto others and the ripple effect makes one feel good and fulfilled. Kenya Reinsurance Corporation actively gives back to the community with previous initiatives/campaigns we have held in 2022 such as NikoFiti and Grand Tree planting. By participating in such a great course improves your mental health. Additionally, there is also a sense of belonging by expanding your social and professional network, gratitude and fulfilment.

3) Fitness activities

You want to look and feel your best, right? Well, this does not magically happen to us. It takes action, discipline and consistency. Unfortunately, physical activities is still a daunting concept for some people. The Covid-19 pandemic that hit us globally, presented invaluable lessons on prioritizing our physical health. Staying active is recommended for all age groups. Luckily as a Corporation, our Sports committee has steered the ship in the right direction by consistently and regularly encouraging fitness programs to be part of our lifestyle. The various initiatives such as 'The Staircase Challenge' and 'Stand up and Stretch', this is now part of Kenya Reinsurance Corporation culture. Kudos to you all! Simple activities such as walking, jogging remain beneficial and with the help of technology, there are over 100 diverse online fitness videos that one can do even at home. Health is wealth!

Complaints Handling Procedure

Kenya Re is committed to delivering the highest possible quality and level of service to its customers. We intend to provide services through the best practice and in line with our customers' needs as we continually seek improvements.

What is a complaint?

A complaint is defined as "any expression of dissatisfaction by a customer or potential customer about service delivery by the company or its agents, and/or about company or industry policy." At Kenya Re, we see complaints as a valuable way of meeting and responding to your expectations. We realize that in breaking down the barriers to meet your needs we value listening to feedback and complaints from you

How will we handle your complaint?

We will:

- Acknowledge your complaint, in writing or via email, within 24hours of us receiving it.
- Enquire into your complaint and consult any relevant persons who should help resolve it fairly and within a reasonable timeframe.
- Treat you and your information with confidence and respect, in line with our guidelines.
- Keep you and any other persons involved informed about the progress of the complaint, how we will try to resolve it and, as is appropriate, what we will do to prevent it from happening again.
- Take action to resolve the complaint as best as possible to your satisfaction and, where possible, recommend any changes needed to ensure the cause is fixed.

  Let you know in writing the outcome of your complaint and, as is relevant, the reasons behind this outcome.

What should you tell us:

- Your name, address and the best way to contact you.
- The details that will help us understand the reason/s for your complaint.
- Copies of any documents relevant to your complaint.
- If you have already have discussed your complaint with us, the details of those persons in Kenya Re that you dealt with.
- What you feel would constitute a satisfactory resolution of your complaint. For example are you seeking information which you feel is being withheld, are you seeking an apology, etc.

You need to know that:

- You may make a complaint verbally and/or in writing. E.g. email, and/or calling
- We may ask for your help in the course of handling your complaint.

You can make a complaint to Kenya Reinsurance Corporation by contacting:

Write to:

Communications Officer

Kenya Reinsurance Corporation

P.O. Box 30271- 00100

Nairobi, Kenya

Call: (+254) 0703083212

Email: complaints@kenyare.co.ke

Email: ongicha@kenyare.co.ke

RENEWS MAGAZINE

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