



Insurance
Regulatory
Authority
Bima Bora kwa Taifa

SERVICE DELIVERY CHARTER

The Insurance Regulatory Authority (IRA) is a State Regulatory Agency established in 2007 through an amendment of the Insurance Act. CAP 487 of the Laws of Kenya with a mandate to regulate , supervise and promote the development of the Insurance Industry in Kenya.

The Authority offers a number of services to its customers whose service level expectations as follows: -

Service		Requirements	User Charges Kshs	Timeline (in Calendar Days)
Registration of Insurance Agents	New Application	Duly completed form 150-2 and requirements obtainable from IRA offices/website	1,000	15
	Renewal		1,000	15
Registration of Insurance brokers and medical insurance providers		Duly completed form 150-1 and requirements obtainable from IRA offices/website	10,000	15
Registration Of Insurance Motor Assessors/insurance Investigators/loss Adjusters/insurance Surveyor-s/risk Managers/claim Settling Agents		Duly completed form 150-3 and requirements obtainable from IRA offices/website	3,000	15
Lien Approval; Creation, Liquidation, Roll-over, Cancellation		Completed forms; sale and purchase confirmation forms Covering letter	Free	5
Third party payments		Necessary payment documentation	Free	30
Miscellaneous Approvals for: Expatriates/Directors/Principal Officer/ Management Staff		Application letter with the necessary justification	Free	15
Products Approvals		Proposed product documentation	Free	15
Inquiries/ Complaints	Verbal	Visit to IRA offices/telephone calls	Free	Immediate
	Written	Letter/email/social media	Free	5
Resolution of consumer complaints and disputes		Written complaint with all the supporting documents	Free	60
Notification of procurement outcome		Upon satisfying the procurement process	Free	10

WE ARE COMMITTED TO COURTESY & EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above standards or any officer who does not live up to commitments to courtesy and excellence in Service Delivery should be reported to:

Commissioner of Insurance & Chief Executive Officer,

Insurance Regulatory Authority,
ZEP- RE Place, Mara Road, Upper Hill.
P.O. Box 43505-00100, Nairobi
Telephone: (+254) -020- 4996000
Mobile: (254) – 0719047000,
Toll free line: 0800724499

IRAKenyaPage @ira_kenya

Email: commins@ira.go.ke or complaints@ira.go.ke

Website: www.ira.go.ke

The Chairperson,

The Commission on Administrative Justice Office of the Ombudsman,
West End Towers, 2nd Floor Waiyaki Way, Westlands
P.O. Box 20414-00200, Nairobi
Telephone: (+254) -020- 2270000
Email: info@ombudsman.go.ke
Website: www.ombudsman.go.ke