



INSURANCE REGULATORY AUTHORITY

Insurance Industry Quarterly Claims Statistics for the Period

January – March 2019

Prepared by

Insurance Regulatory Authority

May 2019



About Insurance Regulatory Authority

The Insurance Regulatory Authority (IRA) is a State Corporation whose mandate is to regulate, supervise and promote the development of the insurance industry in Kenya. The key players regulated by IRA are insurance companies, re-insurance companies, insurance brokers, insurance agents, motor assessors, insurance investigators, insurance surveyors, loss adjustors, claim settling agents and risk managers.

All incorporated entities regulated under the Insurance Act are required to submit various periodic returns to the IRA. All direct insurers are required to submit their monthly summary of claims returns within fifteen (15) days after the end of the month to which the returns relate.

Reliance and limitations

The information contained in this report has been obtained from the monthly summary of claim returns submitted to the Insurance Regulatory Authority, pursuant to the provisions of the Insurance Act, Cap 487, except where adjustments have been made in consultation with the affected insurers.

The publication of any summary of an insurer's return in a report does not necessarily mean that the returns so summarized have satisfied all the requirements of the Insurance Act, Cap 487, or that the Authority approves the accuracy of the contents of the returns.

Where necessary, figures have been adjusted to eliminate errors in totals due to rounding off.

1.0 Introduction

Both long term and general insurance business underwriters are required to submit monthly summary of claims returns to IRA through the electronic regulatory system (ERS).

These returns are submitted within 15 days from the end of the month to which they relate. All the insurers had submitted their monthly summary of claims returns for the first quarter of 2019 at the time of preparing this report.

The quarterly claims statistics summarizes quarterly claims data into number of claims outstanding at the beginning of the quarter, action taken during the quarter and the number of claims outstanding at the end of the quarter. Further, under general insurance business, a distinction is made between liability¹ and non-liability claims.

1.1 Quarterly Claims Movements

The quarterly claims movements indicate the actions taken during the quarter which comprises of the following:

1. **Claims intimated** – this comprises of the number of claims that have been reported to the insurers during the quarter;
2. **Revived claims** – these are claims previously closed but have been revived by the policyholders (claimant) during the quarter;
3. **Claims paid** - these are the claims paid by the insurers during the quarter. The claims paid may include those outstanding at the beginning of the period; those intimated and revived during the quarter;
4. **Claims declined** – these are claims that the insurer has declined to pay during the quarter for various reasons per policy document or otherwise.

¹ Liability Claims are third parties' claims while non liability claims are the insureds'/policyholders' claims.

5. **Claims closed as no claims** – these are notified claims for which the insurer makes provisions for liability but the liability does not cristalize during the quarter.
6. **Total number of claims actionable** – the sum of the number of claims paid, claims declined, claims closed as no claims and claims outstanding at the end of the quarter.

The **claims outstanding** at the end of the quarter result from the above movements and are computed as:

- claims outstanding at the beginning of the quarter
- add claims intimated and revived during the quarter
- less claims paid during the quarter
- less claims declined and claims closed as no claims during the quarter.

1.2 Claims Movement Ratios

These are ratios of the actions taken during the month in relation to total claims actionable /payable. They include claims declined ratio, claims closed as no claims ratio and claim settlement ratio

1.2.1 Declined Claims Ratio

This is the proportion of the number of claims declined in relation to the total number of claims actionable during the quarter.

In Quarter 1 2019, the proportion of declined general liability claims decreased to 0.02% compared to 0.05% recorded in Q4 2018. However, the proportion of declined general non-liability claims increased to 0.5% from 0.4% recorded in Q4 2018.

For the long-term business the proportion of declined claims in Q1 2019 remained unchanged at 0.05% compared to Q4 2018.

1.2.2 Claims Closed as no Claims Ratio

This is the proportion of claims closed as no claims in relation to the total number of claims actionable during the quarter.

In Q1 2019, the proportion of general business liability claims closed as no claims decreased significantly to 1.2% compared to 13.6% observed in Q4 2018. The proportion of general business non-liability claims closed as no claims also decreased significantly to 0.8% from 10.6% reported in Q4 2018.

There was a slight increased in the proportion of long term insurance business claims closed as no claims to 0.3% compared to 0.3% reported in Q3 2018.

1.2.3 Claims Settlement Ratio

This is the proportion of the number of claims paid in relation to the total number of claims actionable during the quarter.

In Q1 2019, the claims settlement ratio for general liability claims decreased to 7.8% compared to 9.0% observed in Q4 2018. Over the same period, the claims settlement ratio for general non-liability claims increased to 66.2% compared to 58.7% observed in the previous quarter.

The claims settlement ratio for the longterm insurance business increased to 70.7% compared to 69.2% observed in the previous quarter.

1.3 Appendices

Appendices 1, 2 and 3 show the companies' claims data for quarter 1 of 2019 categorized into general insurance business liability, general insurance business non-liability and long-term insurance business respectively:

Claims Settlement Statistics for Quarter 1 2019

Appendix 1: Analysis of liability claims (numbers) under general insurance business for the quarter ended 31st March 2019												
No	Name of Insurer	Claims outstanding at the beginning of the quarter	Claims intimated during the quarter	Claims revived during the quarter	Claims paid during the quarter	Claims declined during the quarter	Claims closed as no claims during the quarter	Claims outstanding at the end of the quarter	Declined claims ratio % (5/(4+5+6+7))	Claims closed as no claims ratio % (6/(4+5+6+7))	Claim settlement ratio %	
											Q1 2019 (4/(4+5+6+7))	Q4 2018
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	9	7	-	11	-	-	5	-	-	68.8	33.3
2	AFRICAN MERCHANT ASSURANCE	1,663	189	226	156	1	-	1,695	0.1	-	8.4	12.2
3	AIG INSURANCE COMPANY LIMITED	952	54	30	20	-	13	973	-	1.3	2.0	5.7
4	ALLIANZ INSURANCE COMPANY	108	26	16	8	-	-	126	-	-	6.0	4.4
5	APA INSURANCE COMPANY LIMITED	10,770	492	1,303	774	-	-	10,488	-	-	6.9	9.6
6	BRITAM GENERAL INSURANCE	2,991	936	-	788	-	7	3,132	-	0.2	20.1	4.8
7	CIC GENERAL INSURANCE COMPANY	7,155	669	697	599	-	-	7,225	-	-	7.7	14.6
8	CORPORATE INSURANCE COMPANY	371	8	-	11	-	26	342	-	6.9	2.9	4.6
9	DIRECTLINE ASSURANCE COMPANY	13,215	1,420	-	1,092	-	9	13,534	-	0.1	7.5	7.4
10	FIDELITY SHIELD INSURANCE	2,169	189	154	414	2	9	1,933	0.1	0.4	17.6	8.0
11	FIRST ASSURANCE COMPANY	2,330	1,006	-	227	-	790	2,319	-	23.7	6.8	5.4
12	GA INSURANCE LIMITED	7,671	332	371	225	1	-	7,777	0.0	-	2.8	2.2
13	GEMINIA INSURANCE COMPANY	6,624	1,043	1,336	331	-	237	7,099	-	3.1	4.3	21.6
14	HERITAGE INSURANCE COMPANY	3,818	1,768	1,108	268	15	135	5,278	0.3	2.4	4.7	6.6
15	ICEA LION GENERAL INSURANCE	12,924	824	703	504	-	-	9,864	-	-	4.9	4.0
16	INTRA-AFRICA ASSURANCE COMPANY	711	237	413	193	-	17	738	-	1.8	20.4	15.2
17	INVESCO ASSURANCE COMPANY	4,845	289	458	392	-	-	4,742	-	-	7.6	7.9
18	JUBILEE INSURANCE COMPANY	2,190	113	191	126	-	84	2,157	-	3.5	5.3	7.8
19	KENINDIA ASSURANCE COMPANY	6,594	627	-	1,016	-	-	6,205	-	-	14.1	11.3
20	KENYA ORIENT INSURANCE COMPANY	1,103	261	225	80	-	23	1,261	-	1.7	5.9	2.7
21	MADISON INSURANCE COMPANY	288	512	157	411	-	6	383	-	0.8	51.4	60.2
22	MAYFAIR INSURANCE COMPANY	1,916	704	-	427	-	-	2,193	-	-	16.3	15.1
23	METROPOLITAN CANNON GENERAL	5,729	247	-	113	-	4	5,859	-	0.1	1.9	1.8
24	MUA INSURANCE COMPANY	703	68	-	52	-	6	713	-	0.8	6.7	6.4
25	OCCIDENTAL INSURANCE COMPANY	2,549	235	-	166	-	8	2,610	-	0.3	6.0	5.1
26	PACIS INSURANCE COMPANY	2,583	46	547	302	-	134	2,193	-	5.1	11.5	1.0
27	PIONEER GENERAL INSURANCE	52	13	7	2	-	-	67	-	-	2.9	5.5
28	RESOLUTION INSURANCE COMPANY	134	104	-	37	-	-	201	-	-	15.5	10.4
29	SAHAM INSURANCE COMPANY	437	42	33	30	-	9	440	-	1.9	6.3	3.3
30	SANLAM GENERAL INSURANCE	838	526	35	330	-	7	1,027	-	0.5	24.2	49.9
31	TAKAFUL INSURANCE OF AFRICA	244	134	156	17	-	-	361	-	-	4.5	6.5
32	TAUSI ASSURANCE COMPANY	1,550	174	36	33	-	56	1,635	-	3.2	1.9	2.2
33	THE KENYAN ALLIANCE INSURANCE	127	52	69	71	-	13	95	-	7.3	39.7	29.4
34	THE MONARCH INSURANCE COMPANY	4,445	446	585	161	-	-	4,730	-	-	3.3	2.7
35	TRIDENT INSURANCE COMPANY	2,217	47	10	2	-	-	2,262	-	-	0.1	0.4
36	UAP INSURANCE COMPANY LIMITED	2,908	257	594	483	3	-	2,679	0.1	-	15.3	33.8
37	XPLICO INSURANCE COMPANY	2,557	334	52	131	-	-	2,760	-	-	4.5	10.3
	Industry	117,490	14,431	9,512	10,003	22	1,593	117,101	0.02	1.2	7.8	9.0

Appendix 2: Analysis of non - liability claims (numbers) under general insurance business for the quarter ended 31st March 2019													
No	Name of Insurer	Claims outstanding at the beginning of the quarter	Claims intimated during the quarter	Claims revived during the quarter	Claims paid during the quarter	Claims declined during the quarter	Claims closed as no claims during the quarter	Claims outstanding at the end of the quarter	Declined claims ratio (%) (5/(4+5+6+7))	Claims closed as no claims ratio (%) (6/(4+5+6+7))	Claim settlement ratio (%)		
											Q1 2019 (4/(4+5+6+7))	Q4 2018	
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	
1	AAR INSURANCE KENYA LIMITED	24,280	94,314	-	86,879	229	7,938	23,548	0.2	6.7	73.3	76.8	
2	AFRICAN MERCHANT ASSURANCE	1,709	624	185	479	5	6	1,843	0.2	0.3	20.5	24.9	
3	AIG INSURANCE COMPANY LIMITED	1,561	1,035	269	947	-	66	1,583	-	2.5	36.5	32.2	
4	ALLIANZ INSURANCE COMPANY	280	349	44	254	-	5	370	-	0.8	40.4	34.4	
5	APA INSURANCE COMPANY LIMITED	3,420	2,736	3,672	2,488	-	-	3,668	-	-	40.4	46.3	
6	BRITAM GENERAL INSURANCE	54,792	67,746	-	65,403	-	156	56,979	-	0.1	53.4	20.9	
7	CIC GENERAL INSURANCE COMPANY	10,916	2,508	2,038	1,785	-	-	11,639	-	-	13.3	24.2	
8	CORPORATE INSURANCE COMPANY	1,074	133	-	42	-	9	1,156	-	0.7	3.5	5.5	
9	DIRECTLINE ASSURANCE COMPANY	83	50	-	42	-	-	91	-	-	31.6	38.5	
10	FIDELITY SHIELD INSURANCE	4,334	2,084	1,407	3,181	8	30	3,199	0.1	0.5	49.6	35.0	
11	FIRST ASSURANCE COMPANY	38,180	41,067	-	34,339	-	6,375	38,533	-	8.0	43.3	43.1	
12	GA INSURANCE LIMITED	7,502	3,305	572	3,203	233	-	7,371	2.2	-	29.6	34.4	
13	GEMINIA INSURANCE COMPANY	2,428	516	1,166	244	-	79	2,621	-	2.7	8.3	26.0	
14	HERITAGE INSURANCE COMPANY	10,959	11,975	6,552	6,493	9	680	15,752	0.0	3.0	28.3	35.7	
15	ICEA LION GENERAL INSURANCE	21,340	2,571	2,917	2,362	2	4	15,816	0.0	0.0	13.0	4.2	
16	INTRA-AFRICA ASSURANCE COMPANY	444	491	487	480	4	27	424	0.4	2.9	51.3	40.3	
17	INVESCO ASSURANCE COMPANY	1,164	100	113	107	-	-	1,157	-	-	8.5	4.3	
18	JUBILEE INSURANCE COMPANY	227,723	739,321	1,624	935,530	-	827	220,842	-	0.1	80.8	79.5	
19	KENINDIA ASSURANCE COMPANY	5,428	4,700	-	5,596	-	-	4,532	-	-	55.3	42.0	
20	KENYA ORIENT INSURANCE COMPANY	7,104	1,384	1,769	678	1	20	7,789	0.0	0.2	8.0	6.1	
21	MADISON INSURANCE COMPANY	32,131	71,102	115	70,591	3,727	42	28,873	3.6	0.0	68.4	52.0	
22	MAYFAIR INSURANCE COMPANY	311	357	-	289	-	-	379	-	-	43.3	47.9	
23	METROPOLITAN CANNON GENERAL	1,061	413	-	282	-	15	1,177	-	1.0	19.1	20.8	
24	MUA INSURANCE COMPANY	882	393	-	279	-	45	951	-	3.5	21.9	21.5	
25	OCCIDENTAL INSURANCE COMPANY	1,619	1,189	-	1,000	-	11	1,797	-	0.4	35.6	31.1	
26	PACIS INSURANCE COMPANY	2,020	1,124	1,443	920	35	21	2,167	1.1	0.7	29.3	21.3	
27	PIONEER GENERAL INSURANCE	144	444	769	405	9	-	174	1.5	-	68.9	71.1	
28	RESOLUTION INSURANCE COMPANY	45,607	107,049	1	104,829	6,615	-	41,212	4.3	-	68.7	65.0	
29	SAHAM INSURANCE COMPANY	26,182	31,681	683	20,874	218	140	36,631	0.4	0.2	36.1	43.4	
30	SANLAM GENERAL INSURANCE	79,040	18,161	479	13,864	126	321	82,890	0.1	0.3	14.3	17.6	
31	TAKAFUL INSURANCE OF AFRICA	309	252	139	124	-	28	409	-	5.0	22.1	25.2	
32	TAUSI ASSURANCE COMPANY	605	362	97	219	-	56	692	-	5.8	22.6	26.0	
33	THE KENYAN ALLIANCE INSURANCE	1,029	1,958	819	2,731	32	-	225	1.1	-	91.4	36.5	
34	THE MONARCH INSURANCE COMPANY	635	1,068	2,303	698	22	-	796	1.5	-	46.0	34.3	
35	TRIDENT INSURANCE COMPANY	49,096	751	1,334	1,219	-	39	48,589	-	0.1	2.4	1.4	
36	UAP INSURANCE COMPANY LIMITED	1,950	1,361	1,846	1,174	12	1	2,124	0.4	0.0	35.5	46.9	
37	XPLICO INSURANCE COMPANY	2,210	304	11	104	-	-	2,410	-	-	4.1	8.5	
	Industry	669,552	1,214,978	32,854	1,370,134	11,287	16,941	670,409	0.5	0.8	66.2	58.7	

Appendix 3: Analysis of long-term insurance business claims (numbers) for the quarter ended 31st March 2019												
No	Name of Insurer	Claims outstanding at the beginning of the quarter (1)	Claims intimated during the quarter (2)	Claims revived during the quarter (3)	Claims paid during the quarter (4)	Claims declined during the quarter (5)	Claims closed as no claims during the quarter (6)	Claims outstanding at the end of the quarter (7)	Declined claims ratio (%) (5/(4+5+6+7)) (8)	Claims closed as no claims ratio (%) (6/(4+5+6+7)) (9)	Claim settlement ratio (%)	
											Q1 2019 (4/(4+5+6+7)) (10)	Q4 2018 (11)
1	APA LIFE ASSURANCE COMPANY	445	696	-	692	-	31	418	-	2.7	60.6	50.8
2	BARCLAYS LIFE ASSURANCE	171	888	-	858	-	1	200	-	0.1	81.0	81.1
3	BRITAM LIFE INSURANCE COMPANY	2,924	14,021	-	13,568	-	90	3,287	-	0.5	80.1	80.4
4	CAPEX LIFE ASSURANCE COMPANY	34	470	-	491	-	-	13	-	-	97.4	93.4
5	CIC LIFE ASSURANCE COMPANY	1,173	1,852	334	1,672	9	-	1,344	0.3	-	55.3	57.7
6	CORPORATE INSURANCE COMPANY	266	657	-	624	-	-	420	-	-	59.8	71.8
7	FIRST ASSURANCE COMPANY	68	53	-	57	-	-	64	-	-	47.1	30.6
8	GA LIFE ASSURANCE LIMITED	1	399	-	400	-	-	-	-	-	100.0	99.9
9	GEMINIA INSURANCE COMPANY	540	48	-	26	-	-	562	-	-	4.4	4.8
10	ICEA LION LIFE ASSURANCE	618	14,362	-	14,449	-	-	574	-	-	96.2	96.2
11	JUBILEE INSURANCE COMPANY	1,922	8,425	19	8,325	4	5	2,017	0.0	0.0	80.4	81.0
12	KENINDIA ASSURANCE COMPANY	402	1,609	1	1,589	-	-	422	-	-	79.0	88.6
13	KENYA ORIENT LIFE ASSURANCE	21	34	-	29	-	-	26	-	-	52.7	38.2
14	LIBERTY LIFE ASSURANCE KENYA	8,048	2,129	-	2,652	16	-	7,509	0.2	-	26.1	28.0
15	MADISON INSURANCE COMPANY	1,595	5,489	-	5,557	-	1	1,526	-	0.0	78.4	77.3
16	METROPOLITAN CANNON INSURANCE	753	571	-	1,119	-	-	205	-	-	84.5	61.2
17	OLD MUTUAL ASSURANCE COMPANY	2,393	1,371	-	2,004	-	103	1,657	-	2.7	53.2	46.0
18	PIONEER ASSURANCE COMPANY	6,062	4,920	-	5,955	1	-	5,026	0.0	-	54.2	42.3
19	PRUDENTIAL LIFE ASSURANCE	1,612	846	-	1,458	-	-	989	-	-	59.6	67.1
20	SAHAM INSURANCE COMPANY	29	-	-	-	-	-	29	-	-	-	3.3
21	SANLAM LIFE INSURANCE LIMITED	1,707	3,396	-	3,503	21	23	1,336	0.4	0.5	71.7	71.1
22	TAKAFUL INSURANCE OF AFRICA	-	4	-	-	-	-	3	-	-	-	100.0
23	THE KENYAN ALLIANCE INSURANCE	97	1,032	4	1,044	1	3	81	0.1	0.3	92.5	91.2
24	THE MONARCH INSURANCE COMPANY	42	72	-	69	-	-	45	-	-	60.5	51.7
25	UAP LIFE ASSURANCE COMPANY	224	1,965	-	1,961	-	-	228	-	-	89.6	87.4
	Industry	31,147	65,309	358	68,102	52	257	27,981	0.05	0.3	70.7	69.2