



INSURANCE REGULATORY AUTHORITY

Insurance Industry Quarterly Claims Statistics for the Period

October-December 2022

Prepared by

Insurance Regulatory Authority

January 2022



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, reinsurance 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 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 claims returns submitted to IRA, pursuant to the provisions of the Insurance Act, Cap 487. No adjustments have been made to the returns data 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. All insurers had submitted their monthly summary of claims returns by the date of this report except Xplico Insurance Company and Africa Merchant Assurance Company.

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. At the time of preparation of this report, all the insurers had submitted their monthly summary of claims returns for the fourth quarter of 2022 except Xplico Insurance Company and Africa Merchant Assurance Company, whose data was excluded due to non-submission of the returns for the months of October, November and December respectively.

The quarterly claims settlement 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. **Total number of claims actionable** – It is the summation of the number of claims paid, claims declined, claims closed as no claims, and claims outstanding at the end of the quarter.

The total actionable claims in Q4 2022 were 141,632 claims amounting to KES 35.13 billion and 2,539,362 claims amounting to KES 56.17 billion for general liability and non-liability claims respectively this is an increase from 113,368 claims

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

amounting to KES 29.90 billion and 2,230,800 claims amounting to KES 52.26 billion reported in Q3 2022 respectively.

Long-term actionable claims in Q4 2022 were 137,954 claims amounting to KES 29.69 billion a slight decrease in number and a slight increase in amount from 138,145 claims amounting to KES 29.43 billion reported in Q3 2022.

2. **Claims intimated and revived**

- i. **Claims intimated**- this comprises of the number of claims that have been reported to the insurers during the quarter;
- ii. **Revived claims** – these are claims previously closed but have been revived by the policyholders/claimant during the quarter;

Claims intimated and revived reported in Q4 2022 were 14,882 liability claims (KES 3.41 billion) and 1,924,477 non-liability claims (KES 13.87 billion) an increase of 8.4% and 13.8% from 13,735 claims (KES 2.71 billion) and 1,691,285 claims (KES 13.82 billion) respectively reported in Q3 2022.

Long-term claims decreased by 4.6% in terms of numbers and decreased by 4.7% in terms of amount from 106,121 claims (KES 19.93 billion) in Q3 2022 to 101,271 claims (KES 18.99 billion) in Q4 2022.

3. **Claims revised** - these are the claims whose reserves amount have been changed during the quarter;

In Q4 2022, claims revised under general liability claims and non-liability claims were 16,149 claims amounting to KES 1.67 billion and 36,798 claims amounting to KES 4.01 billion respectively. Long-term revised claims were 2,741 KES amounting to KES 60.34 million recorded in Q4 2022.

4. **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 and those intimated and revived during the quarter;

General liability and non-liability claims paid were 14,085 claims (KES 4.21 billion) and 1,714,723 claims (KES 17.00 billion). This represented an increase of 16.8% and 1.8% from 12,055 claims (KES 4.08 billion) and 1,684,698 claims (KES 16.31 billion) respectively reported in Q3 2022.

Long-term paid 102,678 claims (KES 19.36 billion) in Q4 2022 an increase of 1.3% from 101,329 claims (KES 18.77 billion) paid in Q3 2022.

5. **Claims declined**– these are claims that the insurer has declined to pay during the quarter for various reasons per policy document or otherwise.

In Q4 2022, liability and non-liability declined claims were 53 claims amounting to KES 33.38 million and 6,365 claims amounting to KES 226.53 million from 70 claims amounting to KES 33.16 million and 1,794 claims amounting to KES 211.70 million respectively reported in Q3 2022. Long-term declined claims were 173 claims amounting to KES 225.71 million in Q4 2022 from 40 claims amounting to KES 19.01 million in Q3 2022.

6. **Claims closed as no claims** – these are notified claims for which the insurer makes provisions for liability but the liability does not crystalize during the quarter.

4,098 claims amounting to KES 1.16 billion and 23,573 claims amounting to KES 1.35 billion were reported as claims closed as no claims for general liability and non-liability claims respectively while long-term recorded 167 claims amounting to KES 308.53 million as claims closed as no claims.

The **number of 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. They include claims declined ratio, claims closed as no claims ratio, and claim payment ratio.

1.2.1 Claims Declined Ratio

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

In Q4 2022, the proportion of declined general liability claims declined to 0.04% from 0.06% recorded in Q3 2022 in terms of numbers but remained constant at 0.10% in terms of amounts. The proportion of declined general non-liability claims also increased to 0.25% in Q4 2022 in terms of numbers and decreased marginally to 0.40% in terms of amounts from 0.08% and 0.41% in Q3 2022 respectively.

In addition, the proportion of declined long-term business claims in Q4 2022 increased to 0.13% and 0.76% in terms of numbers and amounts from 0.03% and 0.06% recorded in Q3 2022 respectively.

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 Q4 2022, the proportion of general business liability claims closed as no claims increased to 2.9% and declined to 3.3% in terms of numbers and amounts compared to 1.3% and 3.5% observed in Q3 2022. The proportion of general business non-liability claims closed as no claims increased to 0.9% in terms of numbers and 2.4% in terms of amounts in Q4 2022 from 0.5% and 1.4% respectively in Q3 2022.

The proportion of long-term insurance business claims closed as no claims in Q4 2022 decreased to 0.12% in terms of numbers and increased to 1.04% in terms of amounts from 0.41% and 0.52% respectively as recorded in Q3 2022.

1.2.3 Claims Payment Ratio

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

In Q4 2022, the claims payment ratio for general liability claims decreased to 9.9% and 12.0% with regard to number and amount (Q3 2022: 10.6% and 13.7% respectively). The claims payment ratio for general non-liability claims decreased to 67.5% and 30.3% in respect of numbers and amounts in Q4 2022 from 75.5% and 31.2% in Q3 2022 respectively.

The claims payment ratio for the long-term insurance business increased to 74.4% in terms of numbers and 65.2% in terms of amounts compared to 73.3% and 63.8% observed in the previous quarter.

1.3 Statistical Appendices

Appendix 1: Analysis of liability claims movement (numbers) under general insurance business for the quarter ended 31st December 2022

Appendix 2: Analysis of liability claims movement (amounts) under general insurance business for the quarter ended 31st December 2022

Appendix 3: Analysis of non-liability claims movement (numbers) under general insurance business for the quarter ended 31st December 2022

Appendix 4: Analysis of non-liability claims movement (amounts) under general insurance business for the quarter ended 31st December 2022

Appendix 5: Analysis of long-term insurance business claims movement (numbers) for the quarter ended 31st December 2022

Appendix 6: Analysis of long-term insurance business claims movement (amounts) for the quarter ended 31st December 2022

Claims Payment Statistics for Q4 2022

Appendix 1: Analysis of liability claims movement (numbers) under general insurance business for the quarter ended 31st December 2022												
No	Name of Insurer	Claims outstanding at the beginning of the quarter	Claims intimated and revived during the quarter	Claims revised 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	Claims declined ratio % (5/(4+5+6+7))	Claims closed as no claims ratio % (6/(4+5+6+7))	Claim payment ratio %	
											Q4 2022 (4/(4+5+6+7))	Q3 2022
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	45	5	-	4	-	-	46	-	-	8.0	16.3
2	AFRICAN MERCHANT ASSURANCE*	-	-	-	-	-	-	-	-	-	-	-
3	AIG INSURANCE COMPANY LIMITED	373	35	25	33	3	37	335	0.7	9.1	8.1	21.2
4	APA INSURANCE COMPANY LIMITED	8,584	628	1,544	1,180	-	-	9,012	-	-	11.6	11.2
5	BRITAM GENERAL INSURANCE	1,967	243	-	444	-	-	1,766	-	-	20.1	24.5
6	CIC GENERAL INSURANCE COMPANY	1,918	1,192	315	664	-	-	2,448	-	-	21.3	32.3
7	CORPORATE INSURANCE COMPANY	1,551	89	-	123	-	2	1,515	-	0.1	7.50	-
8	DIRECTLINE ASSURANCE COMPANY	22,074	1,580	-	1,375	-	-	22,279	-	-	5.8	4.7
9	FIDELITY SHIELD INSURANCE	2,023	273	296	255	1	11	2,029	0.0	0.5	11.1	11.0
10	FIRST ASSURANCE COMPANY	1,567	834	-	217	-	717	1,467	-	29.9	9.04	-
11	GA INSURANCE LIMITED	8,330	1,262	417	763	5	248	8,576	0.1	2.6	8.0	9.6
12	GEMINIA INSURANCE COMPANY	10,613	917	3,647	2,023	-	366	9,141	-	3.2	17.5	8.6
13	HERITAGE INSURANCE COMPANY	5,693	441	1,403	467	15	18	5,634	0.2	0.3	7.6	6.7
14	ICEA LION GENERAL INSURANCE	1,536	280	212	76	1	39	1,700	0.1	2.1	4.2	5.9
15	INTRA-AFRICA ASSURANCE COMPANY	1,578	244	352	143	-	2	1,677	-	0.1	7.8	9.5
16	INVESCO ASSURANCE COMPANY	20,016	339	592	181	-	-	20,174	-	-	0.89	-
17	JUBILEE GENERAL INSURANCE	4,522	432	536	423	-	117	4,414	-	2.4	8.5	5.7
18	JUBILEE HEALTH INSURANCE	-	-	-	-	-	-	-	-	-	-	-
19	KENINDIA ASSURANCE COMPANY	5,681	1,156	338	518	-	447	5,872	-	6.5	7.6	9.4
20	KENYA ORIENT INSURANCE COMPANY	2,369	508	250	506	-	-	2,371	-	-	17.6	16.0
21	MADISON INSURANCE COMPANY	1,099	488	378	596	-	-	991	-	-	37.6	34.9
22	MAYFAIR INSURANCE COMPANY	3,251	921	-	988	2	190	2,992	0.0	4.6	23.7	18.8
23	METROPOLITAN CANNON GENERAL	3,105	74	1,550	39	1	976	2,163	0.0	30.7	1.2	11.4
24	MUA INSURANCE COMPANY	1,106	113	5	104	6	75	1,034	0.5	6.2	8.5	13.7
25	OCCIDENTAL INSURANCE COMPANY	2,196	376	-	551	2	-	2,019	0.1	-	21.4	22.5
26	OLD MUTUAL GENERAL INSURANCE	3,472	724	930	189	12	304	3,691	0.3	7.2	4.5	4.3
27	PACIS INSURANCE COMPANY	1,937	96	570	98	2	36	1,897	0.1	1.8	4.8	4.8
28	PIONEER GENERAL INSURANCE	479	122	429	38	2	-	566	0.3	-	6.3	8.1
29	SANLAM GENERAL INSURANCE	2,666	393	750	332	-	266	2,461	-	8.7	10.9	7.7
30	STAR DISCOVER INSURANCE	-	-	-	-	-	-	-	-	-	-	-
31	TAKAFUL INSURANCE OF AFRICA	136	40	-	69	-	-	107	-	-	39.2	43.5
32	TAUSI ASSURANCE COMPANY	1,607	97	50	52	-	43	1,609	-	2.5	3.1	2.1
33	THE KENYAN ALLIANCE INSURANCE	564	17	-	58	-	-	523	-	-	10.0	11.7
34	THE MONARCH INSURANCE COMPANY	961	295	1,148	948	1	142	165	0.1	11.3	75.48	39.1
35	TRIDENT INSURANCE COMPANY	2,744	668	412	628	-	62	2,722	-	1.8	18.41	-
36	XPLICO INSURANCE COMPANY*	-	-	-	-	-	-	-	-	-	-	-
	Industry	125,763	14,882	16,149	14,085	53	4,098	123,396	0.04	2.9	9.9	10.6

*-ALL THE RETURNS WERE NOT SUBMITTED

Appendix 2: Analysis of liability claims movement (amount) under general insurance business for the quarter ended 31st December 2022												
No	Name of Insurer	Claims outstanding at the beginning of the quarter	Claims intimated and revived during the quarter	Claims revised 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	Claims declined ratio % (5/(4+5+6+7))	Claims closed as no claims ratio % (6/(4+5+6+7))	Claim payment ratio %	
											Q4 2022 (4/(4+5+6+7))	Q3 2022
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	9,594	1,312	-	1,069	-	-	9,837	-	-	9.8	3.3
2	AFRICAN MERCHANT ASSURANCE*	-	-	-	-	-	-	-	-	-	-	-
3	AIG INSURANCE COMPANY LIMITED	450,341	10,241	(12,535)	4,680	320	11,306	431,741	0.1	2.5	1.0	20.8
4	APA INSURANCE COMPANY LIMITED	770,471	92,956	209,891	245,614	-	-	827,704	-	-	22.9	25.9
5	BRITAM GENERAL INSURANCE	1,325,254	158,853	633,253	95,117	-	599,199	1,423,044	-	28.3	4.5	8.2
6	CIC GENERAL INSURANCE COMPANY	838,163	66,794	174,813	209,836	-	-	869,935	-	-	19.4	18.7
7	CORPORATE INSURANCE COMPANY	402,768	30,523	(10,337)	22,609	-	230	400,115	-	0.1	5.35	-
8	DIRECTLINE ASSURANCE COMPANY	2,061,161	242,928	333,711	468,043	-	-	2,169,757	-	-	17.7	21.6
9	FIDELITY SHIELD INSURANCE	498,574	59,248	25,597	87,744	427	1,074	494,173	0.1	0.2	15.0	10.6
10	FIRST ASSURANCE COMPANY	417,346	259,284	-	92,553	-	153,440	430,637	-	22.7	13.68	41.3
11	GA INSURANCE LIMITED	2,511,175	335,129	133,012	378,586	2,358	-	2,598,372	0.1	-	12.7	11.5
12	GEMINIA INSURANCE COMPANY	1,476,063	205,059	119,182	513,692	-	28,148	1,258,465	-	1.6	28.5	17.5
13	HERITAGE INSURANCE COMPANY	1,294,345	105,930	68,987	112,904	1,635	2,434	1,352,288	0.1	0.2	7.7	8.8
14	ICEA LION GENERAL INSURANCE	98,713	20,743	(24,983)	11,616	0	(1,704)	84,560	0.0	(1.8)	12.3	21.5
15	INTRA-AFRICA ASSURANCE COMPANY	394,750	65,621	12,655	69,653	-	280	403,093	-	0.1	14.7	19.1
16	INVESCO ASSURANCE COMPANY	3,618,093	34,235	88,232	48,207	-	-	3,692,353	-	-	1.29	-
17	JUBILEE GENERAL INSURANCE	2,069,938	94,920	(141)	112,400	-	14,563	2,037,754	-	0.7	5.2	6.4
18	JUBILEE HEALTH INSURANCE	-	-	-	-	-	-	-	-	-	-	-
19	KENINDIA ASSURANCE COMPANY	1,453,894	69,489	(42,509)	135,701	-	48,405	1,296,769	-	3.3	9.2	7.2
20	KENYA ORIENT INSURANCE COMPANY	327,058	135,319	79,404	171,720	-	-	370,062	-	-	31.7	33.7
21	MADISON INSURANCE COMPANY	411,210	58,771	109,990	177,449	-	-	402,522	-	-	30.6	33.9
22	MAYFAIR INSURANCE COMPANY	1,863,873	655,784	(463,112)	213,009	232	-	1,843,304	0.0	-	10.4	10.4
23	METROPOLITAN CANNON GENERAL	605,382	11,918	22,847	52,450	1,950	67,823	517,924	0.3	10.6	8.2	10.7
24	MUA INSURANCE COMPANY	237,217	43,015	7,882	48,790	2,522	24,995	211,806	0.9	8.7	16.9	23.2
25	OCCIDENTAL INSURANCE COMPANY	491,588	133,343	(34,481)	180,690	562	-	409,198	0.1	-	30.6	24.4
26	OLD MUTUAL GENERAL INSURANCE	1,343,153	209,208	84,693	126,232	9,918	121,853	1,379,050	0.6	7.4	7.7	8.1
27	PACIS INSURANCE COMPANY	502,765	18,043	102,402	54,086	1,581	416	567,127	0.3	0.1	8.7	13.1
28	PIONEER GENERAL INSURANCE	308,052	18,616	4,470	23,434	11,527	-	296,177	3.5	-	7.1	9.5
29	SANLAM GENERAL INSURANCE	1,101,594	99,331	23,626	111,394	-	14,163	1,098,994	-	1.2	9.1	9.3
30	STAR DISCOVER INSURANCE	-	-	-	-	-	-	-	-	-	-	94.7
31	TAKAFUL INSURANCE OF AFRICA	110,612	25,487	-	31,580	-	-	104,518	-	-	23.2	24.5
32	TAUSI ASSURANCE COMPANY	366,193	6,043	16,755	8,524	-	41,696	338,771	-	10.7	2.2	5.4
33	THE KENYAN ALLIANCE INSURANCE	517,282	4,895	(33,149)	22,179	-	-	466,848	-	-	4.5	2.6
34	THE MONARCH INSURANCE COMPANY	1,406,208	67,041	51,179	258,381	348	11,176	1,254,521	0.0	0.7	16.95	9.1
35	TRIDENT INSURANCE COMPANY	762,846	73,375	(8,792)	115,750	-	20,489	691,189	-	2.5	13.99	-
36	XPLICO INSURANCE COMPANY*	-	-	-	-	-	-	-	-	-	-	-
	Industry	30,045,675	3,413,458	1,672,541	4,205,692	33,381	1,159,989	29,732,612	0.10	3.3	12.0	13.7

*-ALL THE RETURNS WERE NOT SUBMITTED

Amounts in thousands

Claims Payment Statistics for Q4 2022

Appendix 3: Analysis of non-liability claims movement (numbers) under general insurance business for the quarter ended 31st December 2022												
No	Name of Insurer	Claims outstanding at the beginning of the quarter	Claims intimated and revived during the quarter	Claims revised 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	Claims declined ratio (%) (5/(4+5+6+7))	Claims closed as no claims ratio (%) (6/(4+5+6+7))	Claim payment ratio (%)	
											Q4 2022 (4/(4+5+6+7))	Q3 2022
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	31,937	125,094	-	101,028	84	6,209	49,711	0.1	4.0	64.3	79.1
2	AFRICAN MERCHANT ASSURANCE*	-	-	-	-	-	-	-	-	-	-	-
3	ALLIANZ INSURANCE COMPANY	1,364	1,379	341	1,285	9	149	1,300	0.3	5.4	46.8	-
4	APA INSURANCE COMPANY LIMITED	3,949	3,081	5,548	3,028	-	-	4,002	-	-	43.1	44.1
5	BRITAM GENERAL INSURANCE	156,963	99,070	-	66,432	-	-	189,601	-	-	25.9	33.8
6	CIC GENERAL INSURANCE COMPANY	2,472	2,088	1,629	2,876	-	-	1,684	-	-	63.1	54.0
7	CORPORATE INSURANCE COMPANY	2,859	209	-	180	-	2	2,886	-	0.1	5.9	-
8	DIRECTLINE ASSURANCE COMPANY	959	359	-	259	-	-	1,059	-	-	19.7	17.3
9	FIDELITY SHIELD INSURANCE	4,084	1,364	1,121	1,300	6	117	4,025	0.1	2.1	23.9	27.1
10	FIRST ASSURANCE COMPANY	34,985	54,707	-	44,940	-	6,901	37,851	-	7.7	50.1	-
11	GA INSURANCE LIMITED	4,602	2,842	517	2,737	35	-	4,672	0.5	-	36.8	40.2
12	GEMINIA INSURANCE COMPANY	5,742	1,800	6,573	3,404	-	553	3,585	-	7.3	45.1	25.7
13	HERITAGE INSURANCE COMPANY	6,842	33,390	5,534	35,529	18	36	4,649	0.0	0.1	88.3	82.1
14	ICEA LION GENERAL INSURANCE	3,104	3,317	2,173	1,985	19	43	4,374	0.3	0.7	30.9	44.4
15	INTRA-AFRICA ASSURANCE COMPANY	1,111	788	201	668	1	12	1,218	0.1	0.6	35.2	39.6
16	INVESCO ASSURANCE COMPANY	1,280	73	94	105	-	-	1,248	-	-	7.8	-
17	JUBILEE GENERAL INSURANCE	4,381	1,200	1,496	1,686	-	437	3,452	-	7.8	30.2	21.2
18	JUBILEE HEALTH INSURANCE	149,107	1,442,493	-	1,294,247	-	-	297,353	-	-	81.3	88.9
19	KENINDIA ASSURANCE COMPANY	5,480	4,351	226	2,773	-	2,084	4,974	-	21.2	28.2	31.5
20	KENYA ORIENT INSURANCE COMPANY	10,605	1,788	816	1,443	27	18	10,905	0.2	0.1	11.6	12.0
21	MADISON INSURANCE COMPANY	25,137	80,240	570	77,932	-	-	27,445	-	-	74.0	82.8
22	MAYFAIR INSURANCE COMPANY	822	444	-	308	8	-	950	0.6	-	24.3	25.5
23	METROPOLITAN CANNON GENERAL	5,139	634	2,724	668	8	1,391	3,706	0.1	24.1	11.6	17.4
24	MUA INSURANCE COMPANY	7,921	32,378	236	25,128	2,447	2,460	10,264	6.1	6.1	62.4	78.9
25	OCCIDENTAL INSURANCE COMPANY	3,846	1,187	-	1,776	26	1	3,230	0.5	0.0	35.3	23.6
26	OLD MUTUAL GENERAL INSURANCE	1,575	1,495	1,087	454	16	1,109	1,491	0.5	36.1	14.8	13.7
27	PACIS INSURANCE COMPANY	3,033	1,093	1,159	1,417	-	245	2,464	-	5.9	34.3	29.8
28	PIONEER GENERAL INSURANCE	700	809	1,591	915	22	-	574	1.5	-	60.6	49.4
29	SANLAM GENERAL INSURANCE	11,918	1,507	1,556	3,041	3	548	9,833	0.0	4.1	22.7	51.5
30	STAR DISCOVER INSURANCE	-	-	-	-	-	-	-	-	-	-	-
31	TAKAFUL INSURANCE OF AFRICA	1,530	361	-	1,160	-	-	731	-	-	61.3	61.6
32	TAUSI ASSURANCE COMPANY	867	595	120	372	-	64	1,026	-	4.4	25.4	34.8
33	THE KENYAN ALLIANCE INSURANCE	76,988	17,035	-	29,694	3,614	-	60,715	3.8	-	31.6	27.2
34	THE MONARCH INSURANCE COMPANY	528	558	851	466	22	30	568	2.0	2.8	42.9	50.2
35	TRIDENT INSURANCE COMPANY	43,057	6,748	635	5,487	-	1,164	43,155	-	2.3	11.0	-
36	XPLICO INSURANCE COMPANY*	-	-	-	-	-	-	-	-	-	-	-
	Industry	614,887	1,924,477	36,798	1,714,723	6,365	23,573	794,701	0.25	0.9	67.5	75.5

*-ALL THE RETURNS WERE NOT SUBMITTED

Claims Payment Statistics for Q4 2022

Appendix 4: Analysis of non-liability claims movement (amount) under general insurance business for the quarter ended 31st December 2022												
No	Name of Insurer	Claims outstanding at the beginning of the quarter	Claims intimated and revived during the quarter	Claims revised 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	Claims declined ratio (%) (5/(4+5+6+7))	Claims closed as no claims ratio (%) (6/(4+5+6+7))	Claim payment ratio (%)	
											Q4 2022 (4/(4+5+6+7))	Q3 2022
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	267,566	1,304,381	-	1,143,636	6,078	8,536	413,735	0.4	0.5	72.8	81.2
2	AFRICAN MERCHANT ASSURANCE*	-	-	-	-	-	-	-	-	-	-	-
3	AIG INSURANCE COMPANY LIMITED	438,890	232,043	225,218	186,629	13,464	16,258	679,800	1.5	1.8	20.8	27.2
4	APA INSURANCE COMPANY LIMITED	3,531,372	464,906	215,161	1,028,818	-	-	3,182,621	-	-	24.4	24.3
5	BRITAM GENERAL INSURANCE	5,012,358	1,762,657	1,577,948	2,777,015	-	373,903	5,202,044	-	4.5	33.2	31.8
6	CIC GENERAL INSURANCE COMPANY	1,811,957	191,621	418,667	623,982	-	-	1,798,263	-	-	25.8	27.8
7	CORPORATE INSURANCE COMPANY	448,254	35,064	(8,080)	31,621	-	1,115	442,502	-	0.2	6.7	-
8	DIRECTLINE ASSURANCE COMPANY	114,545	55,526	48,341	72,298	-	-	146,113	-	-	33.1	34.5
9	FIDELITY SHIELD INSURANCE	1,155,040	276,139	75,973	279,245	1,885	15,116	1,210,905	0.1	1.0	18.5	22.3
10	FIRST ASSURANCE COMPANY	1,847,032	1,011,028	-	697,597	-	347,988	1,812,475	-	12.2	24.4	-
11	GA INSURANCE LIMITED	2,797,858	1,147,301	197,764	1,505,742	30,026	-	2,607,155	0.7	-	36.3	31.8
12	GEMINIA INSURANCE COMPANY	864,503	267,624	127,284	608,753	-	26,018	624,640	-	2.1	48.3	43.5
13	HERITAGE INSURANCE COMPANY	2,315,877	644,782	115,751	707,083	29,695	7,842	2,331,790	1.0	0.3	23.0	21.7
14	ICEA LION GENERAL INSURANCE	2,683,199	465,448	37,481	1,263,540	20,864	(28,123)	1,929,849	0.7	(0.9)	39.7	19.0
15	INTRA-AFRICA ASSURANCE COMPANY	305,999	217,691	(9,692)	165,659	700	2,846	344,792	0.1	0.6	32.2	42.0
16	INVESCO ASSURANCE COMPANY	143,664	4,643	9,168	24,064	-	-	133,410	-	-	15.3	-
17	JUBILEE GENERAL INSURANCE	1,667,949	287,748	(221,663)	337,963	-	42,528	1,353,543	-	2.5	19.5	14.2
18	JUBILEE HEALTH INSURANCE	198,311	1,918,518	-	1,721,352	-	-	395,477	-	-	81.3	88.9
19	KENINDIA ASSURANCE COMPANY	2,411,000	339,526	380,615	179,077	-	17,131	2,934,934	-	0.5	5.7	7.6
20	KENYA ORIENT INSURANCE COMPANY	715,381	164,561	58,924	154,412	19,149	3,127	762,177	2.0	0.3	16.4	17.0
21	MADISON INSURANCE COMPANY	582,296	661,782	169,215	782,814	-	-	630,479	-	-	55.4	67.4
22	MAYFAIR INSURANCE COMPANY	1,456,273	409,392	151,300	195,625	4,081	-	1,817,259	0.2	-	9.7	10.5
23	METROPOLITAN CANNON GENERAL	596,095	113,317	(5,512)	210,982	5,797	90,558	396,562	0.8	12.9	30.0	29.6
24	MUA INSURANCE COMPANY	638,188	248,642	250,842	451,289	30,686	78,989	576,706	2.7	6.9	39.7	39.1
25	OCCIDENTAL INSURANCE COMPANY	1,135,049	430,696	(141,112)	506,334	10,224	150	907,925	0.7	0.0	35.5	34.9
26	OLD MUTUAL GENERAL INSURANCE	991,433	250,230	(40,113)	124,711	4,262	227,592	844,984	0.4	18.9	10.4	12.3
27	PACIS INSURANCE COMPANY	279,296	114,643	38,843	198,521	-	6,845	227,416	-	1.6	45.9	38.3
28	PIONEER GENERAL INSURANCE	179,369	118,086	45,397	155,881	18,746	-	168,225	5.5	-	45.5	46.4
29	SANLAM GENERAL INSURANCE	714,314	212,048	130,065	275,954	8,584	56,644	715,244	0.8	5.4	26.1	37.3
30	STAR DISCOVER INSURANCE	-	-	-	-	-	-	-	-	-	-	98.2
31	TAKAFUL INSURANCE OF AFRICA	309,936	72,055	-	101,452	-	-	280,539	-	-	26.6	12.6
32	TAUSI ASSURANCE COMPANY	277,513	82,319	57,523	59,672	-	25,503	332,179	-	6.1	14.3	19.9
33	THE KENYAN ALLIANCE INSURANCE	481,996	116,931	53,038	210,516	19,219	-	422,230	2.9	-	32.3	27.9
34	THE MONARCH INSURANCE COMPANY	1,065,389	36,384	52,368	64,230	3,065	841	1,086,004	0.3	0.1	5.6	10.3
35	TRIDENT INSURANCE COMPANY	863,307	208,031	(4,403)	155,396	-	26,753	884,787	-	2.5	14.6	-
36	XPLICO INSURANCE COMPANY*	-	-	-	-	-	-	-	-	-	-	-
	Industry	38,301,209	13,865,759	4,006,310	17,001,864	226,526	1,348,161	37,596,765	0.40	2.4	30.3	31.2

*-ALL THE RETURNS WERE NOT SUBMITTED

Amounts in thousands

Appendix 5: Analysis of long-term insurance business claims movement (numbers) for the quarter ended 31st December 2022													
No	Name of Insurer	Claims outstanding at the beginning of the quarter	Claims intimated and revived during the quarter	Claims revised 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	Claims declined ratio (%) (5/(4+5+6+7))	Claims closed as no claims ratio (%) (6/(4+5+6+7))	Claim payment ratio (%)		
											Q4 2022 (4/(4+5+6+7))	Q3 2022 (11)	
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	
1	ABSA LIFE ASSURANCE	610	1,967	(2)	1,887	29	-	661	1.1	-	73.2	76.9	
2	APA LIFE ASSURANCE COMPANY	729	1,305	-	1,223	-	42	769	-	2.1	60.1	65.6	
3	BRITAM LIFE INSURANCE COMPANY	3,776	27,695	-	27,158	2	-	4,311	0.0	-	86.3	87.5	
4	CAPEX LIFE ASSURANCE COMPANY	21	1,276	-	1,283	2	-	12	0.2	-	98.9	98.2	
5	CIC LIFE ASSURANCE COMPANY	3,148	1,788	2,624	2,713	11	7	2,205	0.2	0.1	55.0	34.0	
6	CORPORATE INSURANCE COMPANY	404	190	-	140	-	-	454	-	-	23.6	-	
7	EQUITY LIFE ASSURANCE	39	84	-	91	-	-	64	-	-	58.7	66.4	
8	GA LIFE ASSURANCE LIMITED	2	1,263	-	1,263	-	-	2	-	-	99.8	99.8	
9	GEMINIA INSURANCE COMPANY	287	521	-	315	-	-	493	-	-	39.0	12.0	
10	ICEA LION LIFE ASSURANCE	2,506	21,044	-	20,844	-	-	2,706	-	-	88.5	89.3	
11	JUBILEE INSURANCE COMPANY	2,817	11,961	109	11,907	18	18	2,835	0.1	0.1	80.6	78.4	
12	KENINDIA ASSURANCE COMPANY	401	2,502	3	2,520	1	13	369	0.0	0.4	86.8	86.0	
13	KENYA ORIENT LIFE ASSURANCE	44	27	-	28	-	-	43	-	-	39.4	-	
14	KUSCCO MUTUAL ASSURANCE	449	1,179	-	874	-	-	754	-	-	53.7	67.3	
15	LIBERTY LIFE ASSURANCE KENYA	3,723	1,619	-	1,160	-	-	4,182	-	-	21.7	27.4	
16	MADISON INSURANCE COMPANY	1,805	8,372	2	8,562	-	-	1,615	-	-	84.1	82.2	
17	METROPOLITAN CANNON INSURANCE	579	184	-	147	6	8	602	0.8	1.0	19.3	25.5	
18	OLD MUTUAL ASSURANCE	1,690	2,234	-	2,517	-	6	1,401	-	0.2	64.1	58.8	
19	OLD MUTUAL LIFE ASSURANCE COMPANY	261	1,992	-	1,967	-	-	286	-	-	87.3	87.9	
20	PIONEER ASSURANCE COMPANY	10,146	5,279	-	6,963	-	-	8,462	-	-	45.1	39.6	
21	PRUDENTIAL LIFE ASSURANCE	313	3,307	-	3,383	-	-	237	-	-	93.5	92.8	
22	SANLAM LIFE INSURANCE LIMITED	2,749	4,174	-	4,407	104	73	2,339	1.5	1.1	63.7	60.6	
23	STAR DISCOVER LIFE INSURANCE	-	-	-	-	-	-	-	-	-	-	-	
24	THE KENYAN ALLIANCE INSURANCE	112	1,232	5	1,246	-	-	98	-	-	92.7	91.6	
25	THE MONARCH INSURANCE COMPANY	40	76	-	80	-	-	36	-	-	69.0	64.9	
	Industry	36,651	101,271	2,741	102,678	173	167	34,936	0.13	0.12	74.4	73.3	

Appendix 6: Analysis of long-term insurance business claims movement (amount) for the quarter ended 31st December 2022												
No	Name of Insurer	Claims outstanding at the beginning of the quarter	Claims intimated and revived during the quarter	Claims revised 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	Claims declined ratio (%) (5/(4+5+6+7))	Claims closed as no claims ratio (%) (6/(4+5+6+7))	Claim payment ratio (%)	
											Q4 2022 (4/(4+5+6+7))	Q3 2022 (11)
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	ABSA LIFE ASSURANCE	421,898	595,362	(2,775)	571,443	3,000	-	440,043	0.3	-	56.3	57.4
2	APA LIFE ASSURANCE COMPANY	548,136	342,068	869	314,384	-	41,863	534,825	-	4.7	35.3	31.7
3	BRITAM LIFE INSURANCE COMPANY	916,983	4,843,367	-	4,895,448	469	-	864,433	0.0	-	85.0	84.5
4	CAPEX LIFE ASSURANCE COMPANY	28,220	82,684	-	103,243	140	-	7,521	0.1	-	93.1	76.2
5	CIC LIFE ASSURANCE COMPANY	999,725	599,159	113,091	1,066,119	2,234	2,400	641,222	0.1	0.1	62.3	44.9
6	CORPORATE INSURANCE COMPANY	109,203	145,725	-	33,949	-	-	220,979	-	-	13.3	100.0
7	EQUITY LIFE ASSURANCE	51,093	120,933	-	113,278	-	-	58,747	-	-	65.8	43.1
8	GA LIFE ASSURANCE LIMITED	5,257	535,663	-	537,820	-	-	3,100	-	-	99.4	99.1
9	GEMINIA INSURANCE COMPANY	1,066,467	144,455	-	133,291	-	-	1,077,632	-	-	11.0	6.6
10	ICEA LION LIFE ASSURANCE	665,007	2,955,655	-	2,939,786	-	-	680,875	-	-	81.2	81.6
11	JUBILEE INSURANCE COMPANY	969,255	3,113,561	(3,455)	3,168,949	10,005	3,885	896,523	0.2	0.1	77.7	71.5
12	KENINDIA ASSURANCE COMPANY	155,395	682,001	(219)	724,979	190	3,399	108,610	0.0	0.4	86.6	84.9
13	KENYA ORIENT LIFE ASSURANCE	45,125	27,025	-	18,785	-	-	53,365	-	-	26.0	100.0
14	KUSCCO MUTUAL ASSURANCE	213,506	534,944	-	422,754	-	-	325,696	-	-	56.5	58.4
15	LIBERTY LIFE ASSURANCE KENYA	345,174	662,933	-	552,663	-	-	455,444	-	-	54.8	63.8
16	MADISON INSURANCE COMPANY	239,863	594,160	21	520,223	-	-	313,822	-	-	62.4	70.5
17	METROPOLITAN CANNON INSURANCE	252,135	42,138	-	49,485	742	3,984	240,062	0.3	1.4	16.8	22.0
18	OLD MUTUAL ASSURANCE	390,408	676,572	-	712,985	-	2,799	351,197	-	0.3	66.8	63.2
19	OLD MUTUAL LIFE ASSURANCE COMPANY	465,054	653,991	-	684,129	-	-	434,916	-	-	61.1	55.2
20	PIONEER ASSURANCE COMPANY	1,147,446	663,027	-	731,099	-	-	1,079,374	-	-	40.4	42.2
21	PRUDENTIAL LIFE ASSURANCE	14,912	159,536	-	162,039	-	-	12,409	-	-	92.9	90.6
22	SANLAM LIFE INSURANCE LIMITED	1,065,816	664,367	-	701,518	208,935	250,197	569,534	12.1	14.5	40.5	43.1
23	STAR DISCOVER LIFE INSURANCE	-	-	-	-	-	-	-	-	-	-	-
24	THE KENYAN ALLIANCE INSURANCE	370,068	144,598	(47,192)	193,802	-	-	273,672	-	-	41.5	36.7
25	THE MONARCH INSURANCE COMPANY	153,424	9,461	-	9,318	-	-	153,567	-	-	5.7	6.0
Industry		10,639,570	18,993,385	60,341	19,361,488	225,714	308,527	9,797,566	0.76	1.04	65.2	63.8

Amounts in thousands