

INSURANCE REGULATORY AUTHORITY



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DOCUMENTED PROCESSES/PROCUDURES FOR ALL SERVICES IN THE CITIZENS SERVICE DELIVERY CHARTER

REGISTRATION OF INTERMEDIARIES AND INSURANCE SERVICE PROVIDERS

Purpose

The purpose of this procedure is to ensure systematic, effective and timely registration of insurance intermediaries and insurance service providers.

Scope

This procedure applies to the registration of intermediaries and insurance service providers from receiving the application, processing and communicating with the applicant.

References

Refer to clause 1.3

Terms/Definitions

Service Providers	persons licensed under section 150 of the Insurance Act.
Intermediary	means a person who in the course of any business or profession invites other persons to make offers or proposals or to take other steps with a view to entering into contracts of insurance with an insurer but does not include a person who merely publishes invitations on behalf of, or to the order of, some other person.
RO/RD	Records Office/ Records Database.

Responsibility

The Manager Supervision shall be responsible for ensuring that the procedure is complied with.

MAIN STEPS FOR REGISTRATION OF INTERMEDIARIES AND INSURANCE SERVICE PROVIDERS PROCESS

The applicant shall submit the application through the online registration portal. In case the applicant is an agent, the SO shall review the application and confirm that the applicant has paid the requisite fee and met the requirements for registration.

If the applicant has met the requirements, the SO issues a licence. Otherwise the SO rejects the application with reasons and communicates to the applicant within 1 day.

NOTE: New agents who meet the requirements for registration will be licensed within 3 days and agents renewing their registration will be registered within 15 days.

In case of brokers and other service providers, the SO shall analyze the applications against the requirements check-list and make a report to the TL.

The report shall specify the applicants recommended/not recommended for registration. The report shall include the reasons underlying the recommendation. This shall be done within (3) days in the case of a new broker

and/or service provider and within (10) days an existing broker and/or service providers.

The TL shall within 3 days review the analysis done by the SO and approve for registration applications that meet the requirements.

The TL shall within 1 day make a report to the Manager clearly identifying brokers and service providers that have been registered/not recommended for registration. The Manager shall consider the report and within 1 day make a determination and communicate to the intermediaries that are not being registered clearly specifying the reasons for non-registration and any conditions to be fulfilled before registration.

PRODUCT ANALYSIS PROCESS

Purpose

The purpose of this procedure is to ensure efficient, timely and systematic analysis of proposed insurance products by insurers.

Scope

This procedure covers analysis of new and re-packaged insurance products.

References

Refer to clause 1.3

Terms/Definitions/Abbreviations/Acronyms

Product	Insurance cover that an insurer intends to offer to the market.
Repackage	Changing or modifying the salient features of existing products.
MA	Manager Actuarial
MS	Manager Supervision

Responsibility

The CMT shall be responsible for ensuring that the procedure is complied with.

MAIN STEP FOR PRODUCT ANALYSIS PROCESS

The applicant shall submit the application through the online application portal.

The AO shall check the documents for completeness within 1 day.

If the documents are complete, the AO shall analyse the application and submit a report to the MA and MS for review and consultation within an additional five (5) days.

Where documentation is incomplete, the AO shall advise the applicant within 1 day.

The MS shall then assess the report and make a determination of whether the product should be approved/not approved within 2 days and the decision is communicated to the applicant vide a letter.

LIEN PROCESSING

Purpose

The purpose of this procedure is to ensure effective, systematic and timely processing of deposits required under sections 32 and 156 of the Insurance Act.

Scope

This procedure covers lien creation, roll-over, cancellation and liquidation for insurers, brokers and medical insurance providers.

References

Refer to clause 1.3

Terms/Definitions/Abbreviations/Acronyms

Lien	Deposits kept by insurers and insurance brokers with Central Bank of Kenya in Government securities as provided for under Sections 32 and 156 of the Insurance Act.
Lien creation	The process of making deposits with CBK held in favour of IRA.
Lien roll-over	The process of reinvesting a maturing treasury bill/bond.
Lien Cancellation	The process of lifting the charge on an existing treasury bill/bond before maturity.
Lien Liquidation	It is a process where applicants request to utilize funds from matured treasury bills/bonds.

Prescribed Forms	Standard lien creation/roll-over/cancellation forms provided by the CBK
Authorized Signatories	Officers approved by CBK to sign Lien related documents on behalf of IRA

Responsibility

The CMT shall be responsible for ensuring that this procedure is complied with.

Applications are received by RMO, registered and forwarded to the SO for analysis within 1 day.

The SO shall analyse the application within 1 day of receipt of application and if it meets the requirements, the SO shall complete the prescribed forms. Otherwise, the SO drafts a letter indicating reasons for declining the approval to the applicant.

NOTE: There shall be no analysis of lien for brokers and medical insurance providers. There are also no prescribed forms in the case of lien liquidation.

The SO shall forward the analysis report, completed prescribed forms and/or no-objection letter to the signatories within the same day.

The authorized signatories shall then review the analysis and check the forms and/or no-objection letter and if in agreement, sign within the same day. Otherwise, the report, prescribed forms and/or no-objection letter, will be returned to the SO for correction or further analysis and completion within the same day.

[PAYMENT AND SURRENDER OF IMPREST PROCESS](#)

Purpose

The purpose of this process is to ensure that all payments are accurately computed, appropriately supported and properly authorized.

Scope

The procedure applies to all payments made by the Authority.

References

Reference: IRA/FRAPM/ Chapter 5

Reference: IRA/FRAPM/ Chapter 8

Terms, Definitions & Acronyms

AA: Assistant Accountant

Responsibility

The CMF shall be responsible for the effective implementation of this procedure.

MAIN STEPS IN PAYMENT PROCESS

HODs shall request a payment and submit supporting documents to the AA.

AA shall verify the documents against the terms of payment and prepare a payment voucher within 1 day. If the payment documents are inadequate to fully support the payment, they shall be referred back to the HOD within the same day.

The AA shall forward the payment voucher to the AMF for checking within 1 day. Once checked, the AMF shall forward to the CMF for approval of payment within 1 day.

After approval of the Payment Voucher, a payment instruction/cheque shall be prepared by the AA and entered in the cheque register.

The signatories shall sign the payment instructions/cheque and the cheque register appropriately within 2 days of receipt.

The AA shall record the approved cheques in the cheque dispatch register. The cheque is dispatched to the payee(s)/bank and advises the payee within 1 day.

NOTE: Online payment instructions are released upon approval.

The AA then updates the cash-book the same day.

Where the payment relates to staff imprest, the user shall surrender the imprest with supporting documents, within 48 hours after the return from event.

Where the imprest is not surrendered within the 48 hours, the AMF shall recover the outstanding imprest through the

COMPLAINTS HANDLING PROCESS

Purpose

The purpose of this procedure is to guide on handling of complaints received at IRA.

Scope

This procedure applies to all complaints received against IRA or its employees in the course of their duties and covers their receipt, registration, acknowledgment and resolution.

Reference

ISO 10002 International Standard-Customer Satisfaction-
Guidelines for complaints handling in organizations

Terms, definitions, abbreviations and acronyms

CRO	Customer Relations Officer
Complainant	Person, organization or its representative making the complaint
Complaint	Expression of dissatisfaction made to IRA relating to its services or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.
Customer	Organization or person that receives a service.

Responsibility

The HCC shall be responsible for ensuring that this procedure is complied with.

MAIN STEP IN COMPLAINT HANDLING PROCESS

The complainant shall lodge a complaint by filling a complaint form or through any other appropriate means.

The CRO shall register the complaint, assign a unique identifier and acknowledge within 1 day of receipt.

The CRO shall categorize, analyze the complaints and assess them in terms of such criteria as complexity, impact, need and possibility for immediate action.

Where possible the CRO shall investigate and resolve the complaint within two days and offer the response to the complainant as appropriate, otherwise escalate the complaint to the appropriate officer within 2 days.

The Officer shall investigate and resolve the complaint within 2 days and communicate the resolution to the complainant.

The HCC shall prepare and submit by the 10th day of every month, a monthly report on all complaints received to the CEO/Management for information. The report shall analyze, classify complaints to identify systematic, recurring and single incidents and trends.

COMPLAINTS RESOLUTION PROCEDURE PROCESS

Purpose

The Purpose of this procedure is to guide the resolution of consumer complaints.

Scope

The consumer protection procedure will apply to complaints from policy holders and beneficiaries received in the Authority.

References

The Insurance Act

Consumer Protection Policy

Terms/ Definitions

MCP	Manager Consumer Protection
CPO	Consumer Protection Officer
LO	Logistics Officer

Responsibility

The MCP is responsible for ensuring that the process is complied with.

MAIN STEPS FOR CONSUMER PROTECTION PROCESS

The MCP shall upon receipt of a complaint, allocate within one (1) day to the CPO for action.

The CPO shall within five (5) days of receipt, register and acknowledge the complaint and send a letter to the insurance company concerned.

The CPO shall within fifteen (15) days, obtain and analyze all the necessary information from all parties, including convening meetings between parties to resolve the complaint.

Where the parties to the complaint are not agreeable to the resolution, the CPO shall prepare a recommendation within three (3) days for MCP's consideration, determination and advice to the parties.

Where the MCP is not able to resolve the matter, a recommendation shall be forwarded to the CEO within two (2) days for guidance.

The MCP shall communicate CEO's determination to all the parties involved within two (2) days of guidance.