



SERVICE DELIVERY CHARTER

The Purpose

At Kenya Reinsurance Corporation Ltd., we are constantly striving to improve our service levels and to foster closer relationships with all our customers wherever they are.

This service charter is an expression and manifestation of our commitment to improving our service and ways of communicating with our customers.

This service charter sets out the standard the customers can expect from us, explains how they can obtain information and how to let us know if they have concerns and offer us advice on how they can help us to serve them better.

The hallmark of this service charter is our promise to provide consistent professional and high-quality service. This means that at all times:

- Our clients will be treated with courtesy and consideration and our staff will be helpful at all times.
- Customer questions and needs will be attended to promptly.
- We will exercise the utmost integrity in providing services to our clients.
- We will not disclose any information that may adversely affect our clients without their consent, except where we are under legal obligation to disclose.

Our service commitment includes and applies to everything we do or undertake to perform, whether it is in our letters, documentations, communications, undertakings, disclosures or other services provided by us, agents, brokers, intermediaries, licensees and contractors.

Our Main Objectives

1. To be the best source of reinsurance security and service provider in our chosen markets.
2. To increase gross premiums from new and existing markets.
3. To improve returns on assets.
4. To provide international customer service standards.
5. To promote professionalism and ethics in the insurance industry

6. To Comply with the legal requirements

To our Clients:

NO	ITEM	DESCRIPTION	TIMELINES
1.	The Corporation	The Corporation comprises of four Divisions as follows;- 1. Managing Director 2. Finance 3. Property and Administration 4. Reinsurance Operations	
	Contacts	Responsibility	
		Managing Director	
		General Manager Finance	
		General Manager Property and Administration	
		General Manager Reinsurance Operations	
		E-Mails	
		kenyare@kenyare.co.ke	
		Telephone	
		+25420202000 +254 703 083 000	
		Website	
		www.kenyare.co.ke	
2.	Our Clients	The Corporation serves the following clients;- 1. Government of Kenya 2. Shareholders 3. Industry Regulators 4. Insurance companies(Cedants) 5. Intermediaries 6. General publics 7. Staff 8. Consultants 9. Board of directors 10. Sharia Supervisory Board 11. COMESA 12. External Auditors 13. Any other Stakeholders	
3.	Our Products and services	1) Quality reinsurance and insurance services; • Sourcing,analysing &	

		<p>Acceptance/ Decline both Treaty & Facultative business for both Life and General Business for conventional Reinsurance Business</p> <ul style="list-style-type: none"> • Sourcing, analysing & Acceptance/ Decline both Treaty & Facultative business for both Life and General Business Retakaful-Islamic Reinsurance • Prompt processing of claims <p>2) Leasing of Office space in Nairobi and Kisumu 3) Provision of mortgages 4) Timely communication to the stakeholders and general publics</p>	
4.	Service Delivery	KENYA REINSURANCE CORPORATION	
		1. Signing and sending of treaty slips to the Cedant/Broker	4 days after receipt of the treaty slips
		2. Business renewing in the system/creating treaty codes for new business.	7 days after receipt of the treaty slips
		3. Collection of returns	Within 60 days after a Quarter
		4. Prepare treaty slips for cedants & Reinsurers to execute where we are leading.	Within 2 weeks from the date of receipt of such offers
		5. Settling fully supported claims	Within 7 days
		6. Processing of payments	Within 15 days after receipt of the invoice
		7. Confirm quarterly returns	Within seven (7) days of the receipt of the same from Cedant/broker
		8. Preparation and submit performance contracting	Within 15 days after the end of the quarter

		Reports	
		9. To hold management meetings.	By 1 st Tuesday of every Month
		10. Hold Divisional meetings.	Quarterly
		11. Hold Departmental meetings	Monthly
		12. Develop a performance rating appraisals(Balanced Score Card)	By 30 th November
		13. Conduct appraisals and have regular feedback on staff performance	Within 30 days after the closure of the half year
		14. Training and development of staff	Train at least 80% of staff per year
		15. Promote customer/client education and relationship building by holding workshops from time to time, both locally and internationally.	Every quarter for local clients and every half year for international clients
		16. Responding to all letters	Within two (2) working days,
		17. Responding to emails.	Within one (1) working day
		18. Answering telephone Calls	By the third (3) ring.
		19. Attending to clients/visitors.	Within five (5) minutes of arrival
		20. Responding to general complaints	Within one (1) day
		What we expect from our clients:	
		1. Same standards of behavior towards our staff and other customers as expected from us	Continuously
		2. Timely Feedback on level of satisfaction	Continuously
		3. Timely Feedback on what and how we can improve our services and products	Continuously
		Review of the service charter	
		The service charter will be reviewed for improvement of services taking into consideration the changing business environment.	Review after every 2 years.

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Jadhah M. Mwarania, OGW
MANAGING DIRECTOR

DATE: 14/10/15

The Commission on Administrative Justice (Office of the Ombudsman)

Contacts

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: COMPLAIN@OMBUDSMAN.GO.KE (for complaints)