



INSURANCE REGULATORY AUTHORITY

Insurance Industry Quarterly Claims Statistics for the Period

October - December 2023

Prepared by

Insurance Regulatory Authority

February 2024

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 regulated long-term and general insurance companies had submitted their monthly summary of claims returns as of the date of preparation of this report except Trident Insurance Company Limited due to non-compliance with the submission requirements.

Data from Xplico Insurance Company Limited is not included since it is under statutory management.

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 2023 except for Trident Insurance Company Limited whose data was excluded due to non-submission of the returns for the months during the quarter. Data from Xplico Insurance Company Limited is not included since it was placed under statutory management during the reporting period.

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 2023 for general liability were 163,317 claims amounting to KES 37.55 billion an increase in number but decrease in amount from 162,829 claims amounting to KES 38.29 billion reported in Q3 2023 while 3,167,116 claims amounting to KES 57.74 billion were reported for general non-

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

liability claims, an increase in number and amount from 3,044,402 claims worth KES 57.54 billion reported in Q3 2023.

Long-term actionable claims in Q4 2023 were 147,053 claims amounting to KES 30.70 billion a decrease in both number and amount from 156,590 claims amounting to KES 33.45 billion reported in Q3 2023.

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 2023 were 18,154 liability claims (KES 3.14 billion) and 2,112,980 non-liability claims (KES 15.18 billion) a decrease in numbers by 34.6% and 1.2% from 27,741 claims (KES 4.32billion) and 2,139,312 claims (KES 16.20 billion) respectively reported in Q3 2023.

Long-term claims decreased by 8.9% and 9.6% in terms of numbers and amount respectively from 121,691 claims (KES 23.43 billion) in Q3 2023 to 110,805 claims (KES 21.18 billion) in Q4 2023.

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

In Q4 2023, claims revised under general liability claims and non-liability claims were 19,014 claims amounting to KES 2.04 billion and 34,213 claims amounting to KES 4.35 billion respectively. Long-term revised claims were 1,328 amounting to KES 195.56 million recorded in Q4 2023.

- 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 17,784 claims (KES 5.05 billion) and 1,932,405 claims (KES 15.86 billion). This represented decrease in amounts by 3.8% and 13.6% from KES 5.25 billion and KES 18.36 billion respectively in Q3 2023.

Long-term insurers paid 106,822 claims (KES 20.73 billion) in Q4 2023 decreasing by 10.7% in terms of number and by 13.2% in terms of amount from 119,582 claims (KES 23.88 billion) paid in Q3 2023.

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

In Q4 2023, the number of liability claims declined, decreased by 39.7% from 68 to 41. Consequently, the claims declined amounts decreased by 36.9% from KES 37.27 million to KES 23.54 million. The number of non-liability claims declined, increased by 24.1% from 4,236 to 5,258 while the amounts increased by 29.4% from KES 272.67 million to KES 352.92 million.

During the period under review, the number of claims declined by the long-term insurers, increased by 65.8% from 146 to 242 while the amounts increased by 35.3% from KES 80.31 million to 108.63 million.

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.

In Q4 2023, the number of general liability claims closed as no claims increased by 40.2% from 4,201 to 5,891 while the amounts increased by 9.2% from KES 752.02 million to KES 821.05 million. The number of non-liability claims closed as no claims increased by 102.9% from 7,906 to 16,043 while the amounts increased by 183.9% from KES 676.08 million to KES 1.92 billion.

During the same period the number of claims closed as no claims under long-term insurance business decreased by 31.1% from 614 to 423 while the amounts decreased by 55.6% from KES 158.70 million to KES 70.53 million.

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 2023, the proportion of declined general liability claims decreased to 0.03% in terms of numbers and to 0.06% in terms of amount from 0.04% and 0.10% recorded in Q3 2023 respectively. The proportion of declined general non-liability claims increased to 0.17% in Q4 2023 in terms of numbers and increased to 0.61% in terms of amounts from 0.14% and 0.47% in Q3 2023 respectively.

In addition, the proportion of declined long-term business claims in Q4 2023 increased to 0.16% and 0.35% in terms of numbers and amounts from 0.09% and 0.24% recorded in Q3 2023 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 2023, the proportion of general business liability claims closed as no claims increased to 3.61% and to 2.19% in terms of numbers and amounts compared to 2.58% and 1.96% observed in Q3 2023. The proportion of general business non-liability claims closed as no claims increased to 0.51% in terms of numbers and to 3.32% in terms of amounts in Q4 2023 from 0.26% and 1.17% respectively in Q3 2023.

The proportion of long-term insurance business claims closed as no claims in Q4 2023 decreased to 0.29% in terms of numbers and to 0.23% in terms of amounts from 0.39% and 0.47% as recorded in Q3 2023 respectively.

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 2023, the claims payment ratio for general liability claims increased to 10.89% with respect to number while it decreased to 13.45% with regard to amount (Q3 2023: 8.80% and 13.72% respectively). The claims payment ratio for general non-liability claims decreased to 61.01% in respect of numbers and to 27.47% in respect of amounts in Q4 2023 from 64.99% and 31.92% in Q3 2023 respectively.

The claims payment ratio for the long-term insurance business decreased to 72.64% in terms of numbers and decreased to 67.53% in terms of amounts compared to 76.37% and 71.40% observed in the previous quarter.

INSURANCE REGULATORY AUTHORITY



TYPE OF INDUSTRY STATISTICS

Quarterly Claims Statistics

QUARTER

Four

YEAR

2023

PERIOD ENDED

31st December 2023

2.0 Statistical Appendices

Appendix 1: Analysis of liability claims movement (numbers) under general insurance business for the quarter ended 31st December 2023

Appendix 2: Analysis of liability claims movement (amounts) under general insurance business for the quarter ended 31st December 2023

Appendix 3: Analysis of non-liability claims movement (numbers) under general insurance business for the quarter ended 31st December 2023

Appendix 4: Analysis of non-liability claims movement (amounts) under general insurance business for the quarter ended 31st December 2023

Appendix 5: Analysis of long-term insurance business claims movement (numbers) for the quarter ended 31st December 2023

Appendix 6: Analysis of long-term insurance business claims movement (amounts) for the quarter ended 31st December 2023

Appendix 1: Analysis of liability claims movement (numbers) under general insurance business for the quarter ended 31st December 2023												
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 2023 (4/(4+5+6+7))	Q3 2023
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	91	42	-	12	2	-	119	1.5	-	9.0	8.0
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	1,138	256	111	275	-	-	1,119	-	-	19.73	18.8
3	AIG INSURANCE COMPANY LIMITED	316	178	83	38	1	86	369	0.2	17.4	7.7	8.7
4	APA INSURANCE COMPANY LIMITED	11,498	908	2,012	2,141	-	-	11,186	-	-	16.1	10.3
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	1,948	1,296	-	825	-	-	2,419	-	-	25.4	29.9
6	CANNON GENERAL INSURANCE (K) LIMITED	3,958	285	1,700	73	2	55	4,113	0.0	1.3	1.7	0.9
7	CIC GENERAL INSURANCE COMPANY LIMITED	2,607	1,638	225	1,002	-	-	3,243	-	-	23.6	17.9
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	1,542	68	-	125	-	174	1,311	-	10.8	7.76	6.8
9	DIRECTLINE ASSURANCE COMPANY LTD	22,285	1,340	-	1,613	-	-	22,012	-	-	6.8	8.9
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	2,190	214	420	185	-	589	1,630	-	24.5	7.7	8.6
11	FIRST ASSURANCE COMPANY LIMITED-GENERAL	1,422	400	283	259	-	127	1,436	-	7.0	14.22	5.8
12	GA INSURANCE LIMITED	9,109	1,512	470	2,185	1	328	8,107	0.0	3.1	20.6	15.0
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	9,700	1,011	4,262	2,748	-	264	7,699	-	2.5	25.7	9.2
14	THE HERITAGE INSURANCE COMPANY LIMITED	5,636	602	627	492	15	33	5,698	0.2	0.5	7.9	6.8
15	ICEA LION GENERAL INSURANCE COMPANY LTD	2,141	1,212	1,011	153	1	759	2,440	0.0	22.6	4.6	4.1
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	1,704	228	902	296	-	3	1,633	-	0.2	15.3	10.2
17	INVESCO ASSURANCE COMPANY LIMITED	20,060	130	319	176	-	-	20,014	-	-	0.9	1.2
18	JUBILEE ALLIANZ GENERAL INSURANCE LTD	7,137	1,823	-	974	-	431	7,555	-	4.8	10.87	10.9
19	JUBILEE HEALTH INSURANCE LTD	-	-	-	-	-	-	-	-	-	0.0	-
20	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	6,225	564	234	384	-	1,529	4,876	-	22.5	5.66	5.2
21	KENYA ORIENT INSURANCE COMPANY LIMITED	2,586	301	644	431	-	387	2,069	-	13.4	14.9	14.5
22	MADISON GENERAL INSURANCE COMPANY LIMITED	1,277	716	2,361	796	-	-	1,197	-	-	39.9	29.4
23	MAYFAIR INSURANCE COMPANY LIMITED	2,970	1,131	-	705	2	-	3,394	0.0	-	17.2	26.7
24	MUA INSURANCE (KENYA) LIMITED	1,108	228	117	156	-	6	1,174	-	0.4	11.7	12.5
25	OCCIDENTAL INSURANCE COMPANY LIMITED	2,584	702	111	656	-	-	2,630	-	-	20.0	16.1
26	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	5,131	734	872	206	10	223	5,426	0.2	3.8	3.5	2.8
27	PACIS INSURANCE COMPANY LIMITED	1,952	183	468	78	5	33	2,019	0.2	1.5	3.7	3.4
28	PIONEER GENERAL INSURANCE LIMITED	832	149	125	95	-	-	889	-	-	9.7	8.2
29	SANLAM GENERAL INSURANCE LIMITED	1,812	280	791	433	-	622	1,037	-	29.7	20.7	19.0
30	STAR DISCOVER INSURANCE LIMITED	-	13	-	12	-	-	1	-	-	92.3	100.0
31	STAR DISCOVER MICRO INSURANCE LIMITED	-	-	-	-	-	-	-	-	-	-	-
32	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	187	190	626	28	2	11	336	0.5	2.9	7.4	13.2
33	TAUSI ASSURANCE COMPANY LIMITED	1,606	149	61	66	-	200	1,489	-	11.4	3.8	1.4
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	7,032	(514)	-	71	-	-	6,447	-	-	1.1	0.8
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	4,455	185	179	95	-	31	4,514	-	0.7	2.05	1.8
36	TRIDENT INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	-
37	XPLICO INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	-
	Industry	144,239	18,154	19,014	17,784	41	5,891	139,601	0.03	3.6	10.9	8.8

Appendix 2: Analysis of liability claims movement (amount) under general insurance business for the quarter ended 31st December 2023

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 2023 (4/(4+5+6+7))	Q3 2023 (11)
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	16,652	13,203	-	4,097	1,356	-	24,403	4.5	-	13.7	10.2
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	718,932	13,638	13,164	57,116	-	-	695,537	-	-	7.59	10.6
3	AIG INSURANCE COMPANY LIMITED	670,195	217,002	(114,150)	82,325	100	1,748	710,373	0.0	0.2	10.4	31.0
4	APA INSURANCE COMPANY LIMITED	1,224,690	104,586	429,843	423,859	-	-	1,426,028	-	-	22.9	22.2
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	1,810,304	83,826	182,572	193,262	-	163,629	1,834,038	-	7.5	8.8	8.9
6	CANNON GENERAL INSURANCE (K) LIMITED	476,128	58,552	77,077	162,308	2,555	7,250	463,110	-	-	-	-
7	CIC GENERAL INSURANCE COMPANY LIMITED	814,706	68,986	42,779	242,095	-	-	741,708	-	-	24.6	23.2
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	389,742	11,975	(9,679)	25,312	-	21,498	339,228	-	5.6	6.56	6.7
9	DIRECTLINE ASSURANCE COMPANY LTD	2,345,196	192,882	218,284	574,219	-	-	2,130,187	-	-	21.2	25.1
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	582,514	82,943	18,291	85,923	-	16,564	575,935	-	2.4	12.7	13.8
11	FIRST ASSURANCE COMPANY LIMITED-GENERAL	508,955	54,509	71,971	84,299	-	105,298	515,581	-	14.9	11.95	7.1
12	GA INSURANCE LIMITED	2,709,315	378,691	1,281	582,617	200	47,354	2,507,431	0.0	1.5	18.6	14.0
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	1,707,522	135,637	140,853	485,071	-	42,987	1,171,084	-	2.5	28.5	16.5
14	THE HERITAGE INSURANCE COMPANY LIMITED	1,464,288	79,369	22,428	147,102	5,753	11,979	1,401,013	-	-	9.4	8.7
15	ICEA LION GENERAL INSURANCE COMPANY LTD	166,223	83,119	2,558	40,763	500	(13,481)	220,370	0.2	(5.4)	16.4	19.3
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	434,797	21,274	103,342	75,875	-	102	528,452	-	0.0	12.6	10.7
17	INVESCO ASSURANCE COMPANY LIMITED	3,846,184	15,170	73,343	54,475	-	-	3,887,053	-	-	1.4	1.6
18	JUBILEE ALLIANZ GENERAL INSURANCE LTD	1,943,881	388,315	263,120	164,789	-	12,497	2,380,208	-	0.5	6.44	10.6
19	JUBILEE HEALTH INSURANCE LTD	-	-	-	-	-	-	-	-	-	0.0	-
20	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	863,180	45,708	21,979	100,773	-	128,983	701,428	-	13.9	10.82	6.7
21	KENYA ORIENT INSURANCE COMPANY LIMITED	550,540	101,591	38,322	149,626	-	92,787	466,289	-	13.1	21.1	22.4
22	MADISON GENERAL INSURANCE COMPANY LIMITED	403,152	26,560	53,493	201,472	-	-	305,765	-	-	39.7	44.1
23	MAYFAIR INSURANCE COMPANY LIMITED	2,017,010	366,089	104,215	229,129	4,264	-	2,115,440	0.2	-	9.8	11.7
24	MUA INSURANCE (KENYA) LIMITED	215,248	25,352	86,742	84,593	-	816	276,783	-	0.2	23.4	32.4
25	OCCIDENTAL INSURANCE COMPANY LIMITED	642,515	96,649	23,781	223,491	-	-	561,042	-	-	28.5	18.8
26	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	1,671,623	161,487	89,443	188,334	3,852	94,487	1,692,568	0.2	4.8	9.5	7.0
27	PACIS INSURANCE COMPANY LIMITED	596,686	94,510	66,272	101,380	2,450	3,239	649,390	0.3	0.4	13.4	16.9
28	PIONEER GENERAL INSURANCE LIMITED	336,656	36,390	16,493	41,320	-	-	351,957	-	-	10.5	12.2
29	SANLAM GENERAL INSURANCE LIMITED	1,095,571	88,577	(9,646)	155,143	-	25,382	985,915	-	2.2	13.3	14.8
30	STAR DISCOVER INSURANCE LIMITED	-	1,008	-	990	-	-	18	-	-	98.2	100.0
31	STAR DISCOVER MICRO INSURANCE LIMITED	-	-	-	-	-	-	-	-	-	-	-
32	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	171,663	63,947	55,568	40,618	2,507	21,634	241,385	0.8	7.1	13.3	12.4
33	TAUSI ASSURANCE COMPANY LIMITED	309,142	12,696	7,499	11,560	-	31,830	291,183	-	9.5	3.5	7.1
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	418,229	2,084	(53,268)	25,130	-	-	351,179	-	-	6.7	6.5
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	1,127,458	8,967	4,471	12,498	-	4,467	1,116,220	-	0.4	1.10	0.4
36	TRIDENT INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	-
37	XPLICO INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	-
	Industry	32,248,895	3,135,292	2,042,442	5,051,561	23,536	821,051	31,658,300	0.06	2.2	13.5	13.7

Amounts in thousands

Appendix 3: Analysis of non-liability claims movement (numbers) under general insurance business for the quarter ended 31st December 2023

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 2023 (4/(4+5+6+7))	Q3 2023
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	122,781	118,021	-	134,682	77	6,181	99,869	0.0	2.6	55.9	43.5
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	1,888	266	105	462	-	-	1,692	-	-	21.4	21.5
3	AIG INSURANCE COMPANY LIMITED	1,216	1,452	186	822	1	70	1,775	0.0	2.6	30.8	47.8
4	APA INSURANCE COMPANY LIMITED	3,915	3,163	6,090	3,431	-	-	3,647	-	-	48.5	44.1
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	227,174	125,492	-	96,744	-	-	255,922	-	-	27.4	32.0
6	CANNON GENERAL INSURANCE (K) LIMITED	829	587	1,324	457	6	44	909	0.4	3.1	32.3	28.3
7	CIC GENERAL INSURANCE COMPANY LIMITED	2,519	3,185	1,035	2,501	-	-	3,203	-	-	43.8	42.9
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	2,698	122	-	110	-	274	2,436	-	9.7	3.9	8.5
9	DIRECTLINE ASSURANCE COMPANY LTD	1,648	387	-	754	-	-	1,281	-	-	37.1	24.7
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	4,232	1,534	1,045	1,402	9	190	4,165	0.2	3.3	24.3	26.4
11	FIRST ASSURANCE COMPANY LIMITED-GENERAL	31,959	40,237	544	37,255	140	449	34,352	0.2	0.6	51.6	67.9
12	GA INSURANCE LIMITED	3,289	3,158	1,126	3,109	38	-	3,300	0.6	-	48.2	51.9
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	4,060	2,009	4,901	2,928	-	1,437	1,704	-	23.7	48.2	28.9
14	THE HERITAGE INSURANCE COMPANY LIMITED	5,320	42,794	1,303	39,656	57	42	8,359	0.1	0.1	82.4	87.6
15	ICEA LION GENERAL INSURANCE COMPANY LTD	6,678	4,022	2,087	3,071	15	77	7,537	0.1	0.7	28.7	31.2
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	1,024	1,401	1,195	1,460	1	1	963	0.0	0.0	60.2	53.7
17	INVESCO ASSURANCE COMPANY LIMITED	1,243	55	53	32	-	-	1,266	-	-	2.5	4.7
18	JUBILEE ALLIANZ GENERAL INSURANCE LTD	3,617	1,629	-	1,603	-	642	2,996	-	12.2	30.6	23.5
19	JUBILEE HEALTH INSURANCE LTD	509,221	1,549,517	-	1,403,078	-	-	655,660	-	-	68.2	74.7
20	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	4,318	2,195	242	1,967	-	1,001	3,545	-	15.4	30.2	35.1
21	KENYA ORIENT INSURANCE COMPANY LIMITED	11,003	2,470	4,264	731	16	4,299	8,427	0.1	31.9	5.4	8.5
22	MADISON GENERAL INSURANCE COMPANY LIMITED	26,568	63,817	2,715	66,520	-	-	23,865	-	-	73.6	70.5
23	MAYFAIR INSURANCE COMPANY LIMITED	1,051	420	-	325	5	31	1,110	0.3	2.1	22.1	26.6
24	MUA INSURANCE (KENYA) LIMITED	9,593	15,146	448	13,212	1,435	47	10,045	5.8	0.2	53.4	56.9
25	OCCIDENTAL INSURANCE COMPANY LIMITED	3,910	1,525	-	2,029	-	2	3,404	-	0.0	37.3	29.3
26	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	1,587	1,373	1,106	437	39	731	1,753	1.3	24.7	14.8	15.4
27	PACIS INSURANCE COMPANY LIMITED	4,608	18,716	867	13,729	422	38	9,135	1.8	0.2	58.9	54.8
28	PIONEER GENERAL INSURANCE LIMITED	584	848	2,041	561	15	-	862	1.0	-	39.0	55.8
29	SANLAM GENERAL INSURANCE LIMITED	2,820	1,032	1,151	1,410	5	250	2,590	0.1	5.9	33.1	33.1
30	STAR DISCOVER INSURANCE LIMITED	9,684	43,353	34	39,736	1,347	-	11,955	2.5	-	74.9	53.9
31	STAR DISCOVER MICRO INSURANCE LIMITED	167	25,045	-	24,689	431	-	92	1.7	-	97.9	70.1
32	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	616	296	40	74	6	15	817	0.7	1.6	8.1	11.2
33	TAUSI ASSURANCE COMPANY LIMITED	1,166	682	210	497	-	148	1,203	-	8.0	26.9	29.0
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	35,458	36,828	-	32,860	1,190	-	38,236	1.6	-	45.5	50.8
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	5,280	203	101	71	3	74	5,335	0.1	1.3	1.3	2.8
36	TRIDENT INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	-
37	XPLICO INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	-
	Industry	1,053,724	2,112,980	34,213	1,932,405	5,258	16,043	1,213,410	0.17	0.5	61.0	65.0

Appendix 4: Analysis of non-liability claims movement (amount) under general insurance business for the quarter ended 31st December 2023												
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 2023 (4/(4+5+6+7))	Q3 2023
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	925,451	1,263,540	-	1,229,400	10,517	11,034	938,815	0.5	0.5	56.1	53.5
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	776,989	15,088	16,223	47,215	-	-	761,085	-	-	5.8	7.2
3	AIG INSURANCE COMPANY LIMITED	590,399	252,351	88,933	182,382	50,000	830	698,472	5.4	0.1	19.6	25.8
4	APA INSURANCE COMPANY LIMITED	2,527,697	689,704	449,563	1,310,250	-	-	2,356,714	-	-	35.7	29.5
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	5,417,546	1,298,854	706,679	1,437,391	-	544,789	5,440,899	-	7.3	19.4	28.4
6	CANNON GENERAL INSURANCE (K) LIMITED	165,988	103,670	49,240	97,023	5,428	8,198	208,250	1.7	2.6	30.4	39.0
7	CIC GENERAL INSURANCE COMPANY LIMITED	1,338,016	191,231	609,267	840,048	-	-	1,298,465	-	-	39.3	42.7
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	491,005	11,867	(14,534)	20,514	-	36,295	431,529	-	7.4	4.2	4.9
9	DIRECTLINE ASSURANCE COMPANY LTD	249,954	70,243	176,700	164,604	-	-	332,292	-	-	33.1	30.9
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	1,345,971	294,357	53,776	333,253	2,358	17,051	1,341,442	0.1	1.0	19.7	23.9
11	FIRST ASSURANCE COMPANY LIMITED-GENERAL	1,778,975	690,951	55,616	835,643	11,178	233,008	1,445,714	0.4	9.2	33.1	44.8
12	GA INSURANCE LIMITED	2,663,474	1,230,510	514,095	1,439,161	128,149	-	2,840,768	2.9	-	32.6	37.8
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	1,143,878	247,438	10,571	556,532	-	49,931	795,424	-	3.6	39.7	31.9
14	THE HERITAGE INSURANCE COMPANY LIMITED	2,175,952	747,902	(7,848)	748,011	15,203	11,594	2,141,199	0.5	0.4	25.7	27.9
15	ICEA LION GENERAL INSURANCE COMPANY LTD	2,416,199	535,161	622,186	679,511	5,304	(6,928)	2,895,659	0.1	(0.2)	19.0	22.3
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	361,544	105,809	86,618	273,037	30	80,557	200,348	0.0	14.5	49.3	37.1
17	INVESCO ASSURANCE COMPANY LIMITED	156,508	2,954	4,111	1,492	-	-	162,080	-	-	0.9	2.1
18	JUBILEE ALLIANZ GENERAL INSURANCE LTD	1,322,750	2,130,107	333,230	362,129	-	94,292	3,329,665	-	2.5	9.6	21.7
19	JUBILEE HEALTH INSURANCE LTD	677,262	2,060,860	-	1,866,096	-	-	872,026	-	-	68.2	74.7
20	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	3,175,548	127,763	(316,154)	201,854	-	70,719	2,714,583	-	2.4	6.8	10.0
21	KENYA ORIENT INSURANCE COMPANY LIMITED	1,117,341	283,896	94,719	109,092	6,025	416,648	964,191	0.4	27.9	7.3	7.8
22	MADISON GENERAL INSURANCE COMPANY LIMITED	774,902	543,509	148,112	797,358	-	-	669,165	-	-	54.4	57.6
23	MAYFAIR INSURANCE COMPANY LIMITED	1,369,317	260,233	241,770	358,418	2,571	-	1,510,331	0.1	-	19.2	28.8
24	MUA INSURANCE (KENYA) LIMITED	474,555	143,781	80,528	238,774	8,486	2,018	449,586	1.2	0.3	34.2	41.6
25	OCCIDENTAL INSURANCE COMPANY LIMITED	936,710	316,604	(104,545)	305,429	-	1,136	842,204	-	0.1	26.6	24.9
26	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	743,610	377,157	233,600	175,909	37,162	170,566	970,730	2.7	12.6	13.0	24.2
27	PACIS INSURANCE COMPANY LIMITED	216,369	245,352	43,621	240,190	5,962	8,806	250,384	1.2	1.7	47.5	49.2
28	PIONEER GENERAL INSURANCE LIMITED	233,481	117,242	92,224	104,216	14,738	-	323,993	3.3	-	23.5	40.9
29	SANLAM GENERAL INSURANCE LIMITED	455,812	153,654	(3,546)	202,820	9,698	36,310	426,764	1.4	5.4	30.0	33.0
30	STAR DISCOVER INSURANCE LIMITED	62,966	253,612	186	231,350	11,776	-	73,638	3.7	-	73.0	52.6
31	STAR DISCOVER MICRO INSURANCE LIMITED	674	12,734	-	10,972	1,957	-	479	14.6	-	81.8	70.0
32	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	310,018	65,167	3,900	118,362	6,647	35,065	219,010	1.8	9.3	31.2	12.0
33	TAUSI ASSURANCE COMPANY LIMITED	384,384	153,516	87,262	79,296	-	90,229	455,638	-	14.4	12.7	13.0
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	402,707	171,917	4,465	251,646	19,431	-	308,011	3.4	-	43.5	40.3
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	958,902	15,672	(14,682)	10,843	300	7,440	941,310	0.0	0.8	1.1	1.2
36	TRIDENT INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	-
37	XPLICO INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	-
	Industry	38,142,853	15,184,407	4,345,885	15,860,222	352,921	1,919,588	39,610,861	0.61	3.3	27.5	31.9

Amounts in thousands

Appendix 5: Analysis of long-term insurance business claims movement (numbers) for the quarter ended 31st December 2023												
No	Name of Insurer	Claims outstanding at the beginning of the quarter (1)	Claims intimated and revived during the quarter (2)	Claims revised 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)	Claims declined ratio (%) (5/(4+5+6+7)) (8)	Claims closed as no claims ratio (%) (6/(4+5+6+7)) (9)	Claim payment ratio (%)	
											Q4 2023 (4/(4+5+6+7)) (10)	Q3 2023 (11)
1	ABSA LIFE ASSURANCE KENYA LIMITED	778	2,061	-	1,952	-	41	846	-	1.4	68.8	74.2
2	APA LIFE ASSURANCE COMPANY LIMITED	1,028	1,019	-	862	-	46	1,139	-	2.2	42.1	52.0
3	BRITAM LIFE INSURANCE COMPANY LIMITED	5,146	34,726	-	34,272	13	-	5,587	0.0	-	86.0	86.2
4	CANNON LIFE ASSURANCE (K) LIMITED	268	201	6	203	-	2	264	-	0.4	43.3	54.7
5	CAPEX LIFE ASSURANCE COMPANY LIMITED	27	1,831	-	1,816	18	-	24	1.0	-	97.7	98.3
6	CIC LIFE ASSURANCE COMPANY LIMITED	1,592	1,798	1,299	1,510	21	-	1,859	0.6	-	44.5	62.2
7	CORPORATE INSURANCE COMPANY LIMITED-LIFE	1,047	429	6	150	-	-	1,326	-	-	10.2	14.7
8	EQUITY LIFE ASSURANCE (KENYA) LIMITED	66	188	-	123	90	3	38	35.4	1.2	48.4	54.1
9	GA LIFE ASSURANCE LIMITED	1	1,207	-	1,206	-	-	2	-	-	99.8	99.9
10	GEMINIA LIFE INSURANCE COMPANY LIMITED	508	52	-	54	-	-	506	-	-	9.6	8.1
11	ICEA LION LIFE ASSURANCE COMPANY LTD	2,622	22,618	-	22,647	-	-	2,593	-	-	89.7	91.8
12	JUBILEE LIFE INSURANCE LIMITED	2,125	12,690	15	12,109	14	4	2,688	0.1	0.0	81.7	85.8
13	KENINDIA ASSURANCE COMPANY LIMITED-LIFE	404	2,984	1	3,021	3	6	358	0.1	0.2	89.2	86.1
14	KENYA ORIENT LIFE ASSURANCE COMPANY LIMITED	32	14	-	24	-	-	22	-	-	52.2	38.5
15	KUSCCO MUTUAL ASSURANCE LIMITED	998	546	-	272	-	-	1,272	-	-	17.6	40.4
16	LIBERTY LIFE ASSURANCE KENYA LIMITED	5,046	1,828	-	1,257	-	-	5,617	-	-	18.3	25.3
17	MADISON LIFE ASSURANCE KENYA LIMITED-LIFE	1,575	8,176	-	8,204	-	53	1,494	-	0.5	84.1	83.4
18	OLD MUTUAL ASSURANCE COMPANY LIMITED	1,122	1,446	-	1,611	-	9	948	-	0.4	62.7	56.4
19	OLD MUTUAL LIFE ASSURANCE KENYA LIMITED	298	2,967	-	2,909	2	-	354	0.1	-	89.1	91.0
20	PIONEER ASSURANCE COMPANY LIMITED	8,400	4,953	-	4,403	-	-	8,950	-	-	33.0	38.6
21	PRUDENTIAL LIFE ASSURANCE KENYA LIMITED	196	2,024	-	2,027	-	-	193	-	-	91.3	91.0
22	SANLAM LIFE INSURANCE LIMITED	2,673	5,016	-	4,133	81	259	3,216	1.1	3.4	53.8	59.6
23	STAR DISCOVER LIFE INSURANCE LIMITED	96	766	-	826	-	-	36	-	-	95.8	94.2
24	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-LIFE	89	1,224	1	1,227	-	-	86	-	-	93.5	93.8
25	THE MONARCH INSURANCE COMPANY LIMITED-LIFE	111	41	-	4	-	-	148	-	-	2.6	35.1
	Industry	36,248	110,805	1,328	106,822	242	423	39,566	0.16	0.29	72.6	76.4

Appendix 6: Analysis of long-term insurance business claims movement (amount) for the quarter ended 31st December 2023												
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 2023 (4/(4+5+6+7))	Q3 2023 (10)
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	ABSA LIFE ASSURANCE KENYA LIMITED	443,534	942,547	-	949,628	-	9,056	427,398	-	0.7	68.5	64.5
2	APA LIFE ASSURANCE COMPANY LIMITED	570,231	298,402	6,832	292,260	-	18,199	565,006	-	2.1	33.4	39.8
3	BRITAM LIFE INSURANCE COMPANY LIMITED	905,284	4,878,554	-	4,791,149	25,682	-	967,007	0.4	-	82.8	86.5
4	CANNON LIFE ASSURANCE (K) LIMITED	77,120	92,793	(1,777)	70,323	-	241	97,572	-	0.1	41.8	57.5
5	CAPEX LIFE ASSURANCE COMPANY LIMITED	9,148	173,285	-	145,700	7,102	-	29,631	3.9	-	79.9	93.3
6	CIC LIFE ASSURANCE COMPANY LIMITED	617,748	648,869	211,833	775,286	4,488	-	698,676	0.3	-	52.4	59.9
7	CORPORATE INSURANCE COMPANY LIMITED-LIFE	177,181	37,724	865	21,627	-	-	194,144	-	-	10.0	42.6
8	EQUITY LIFE ASSURANCE (KENYA) LIMITED	77,251	97,974	-	112,809	29,820	1,712	30,884	17.0	1.0	64.4	54.5
9	GA LIFE ASSURANCE LIMITED	50	646,645	-	639,060	-	-	7,635	-	-	98.8	100.0
10	GEMINIA LIFE INSURANCE COMPANY LIMITED	1,064,128	91,215	-	172,024	-	-	983,318	-	-	14.9	10.8
11	ICEA LION LIFE ASSURANCE COMPANY LTD	491,825	3,427,304	-	3,399,358	-	-	519,772	-	-	86.7	86.1
12	JUBILEE LIFE INSURANCE LIMITED	860,415	3,653,911	(461)	3,485,788	3,042	1,202	1,023,833	0.1	0.0	77.2	82.7
13	KENINDIA ASSURANCE COMPANY LIMITED-LIFE	191,002	1,569,854	(300)	1,619,817	1,222	376	139,141	0.1	0.0	92.0	85.8
14	KENYA ORIENT LIFE ASSURANCE COMPANY LIMITED	15,761	22,351	-	23,347	-	-	14,765	-	-	61.3	74.6
15	KUSCCO MUTUAL ASSURANCE LIMITED	407,162	232,749	-	121,578	-	-	518,333	-	-	19.0	42.8
16	LIBERTY LIFE ASSURANCE KENYA LIMITED	355,598	643,366	-	502,184	-	-	496,781	-	-	50.3	65.8
17	MADISON LIFE ASSURANCE KENYA LIMITED-LIFE	261,537	533,573	(21,099)	563,450	-	-	210,561	-	-	72.8	71.5
18	OLD MUTUAL ASSURANCE COMPANY LIMITED	221,337	596,676	-	623,235	-	5,968	188,811	-	0.7	76.2	74.4
19	OLD MUTUAL LIFE ASSURANCE KENYA LIMITED	405,504	841,938	-	740,327	14,572	-	492,543	1.2	-	59.3	72.1
20	PIONEER ASSURANCE COMPANY LIMITED	997,429	467,539	-	471,691	-	-	993,278	-	-	32.2	39.6
21	PRUDENTIAL LIFE ASSURANCE KENYA LIMITED	9,108	148,800	-	149,925	-	-	7,983	-	-	94.9	95.8
22	SANLAM LIFE INSURANCE LIMITED	633,567	971,251	-	903,029	22,704	33,772	645,314	1.4	2.1	56.3	60.4
23	STAR DISCOVER LIFE INSURANCE LIMITED	11,520	16,906	-	27,236	-	-	1,190	-	-	95.8	76.0
24	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-LIFE	263,369	133,329	(333)	129,087	-	-	267,278	-	-	32.6	42.3
25	THE MONARCH INSURANCE COMPANY LIMITED-LIFE	259,556	10,068	-	592	-	-	269,032	-	-	0.2	5.1
	Industry	9,326,368	21,177,624	195,561	20,730,510	108,630	70,525	9,789,887	0.35	0.23	67.5	71.4

Amounts in thousands