

INSURANCE REGULATORY AUTHORITY



ZEP-RE PLACE, LONGONOT ROAD, UPPER HILL, NAIROBI



P.O BOX 43505-00100 GPO NAIROBI

TEL +254 20 4996000

Email: commins@ira.go.ke

Website: www.ira.go.ke


STANDARD OPERATING PROCEDURES FOR TECHNICAL DIVISION IRA/SOP/TEC/001

		Signature:	Date:
Approved by:	Chief Executive Officer		June, 2018
Issued by:	Quality Management Representative		June, 2018

First Issue Date: June 2018

Revision Status: 00

"Developing Insurance, protecting the insured"

 <p>Insurance Regulatory Authority <i>Bima Bora kwa Taifa</i> IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June , 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: STANDARD OPERATING PROCEDURES FOR TECHNICAL DIVISION		



 <p>Insurance Regulatory Authority <i>Bima Bora kwa Taifa</i> IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June , 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: STANDARD OPERATING PROCEDURES FOR TECHNICAL DIVISION		


TABLE OF CONTENTS

0.1	DISTRIBUTION	III
0.2	DOCUMENT CONTROL REVISION HISTORY.....	IV
1.0	GENERAL	1
1.1	PURPOSE.....	1
1.2	SCOPE	1
1.3	REFERENCES	1
1.4	TERMS, DEFINITIONS, ABBREVIATIONS AND ACRONYMS	1
1.5	RESPONSIBILITY	2
2.0	PROCESSES	3
2.1	DESCRIPTION OF PROCESSES	3
2.2	PLANNED INSPECTION PROCESS.....	4
2.3	REGISTRATION OF NEW INSURERS.....	9
2.4	LIEN PROCESSING	13
2.5	REGISTRATION OF INTERMEDIARIES AND INSURANCE SERVICE PROVIDERS	16
2.6	PRODUCT ANALYSIS.....	20
2.7	MONTHLY SUMMARY OF CLAIMS RETURNS	23
3	DOCUMENTED INFORMATION RETAINED.....	26
4	FILING	26
5	ATTACHMENTS	26
7	DOCUMENTS OF EXTERNAL ORIGIN	27
8	APPENDICES	28

 Insurance Regulatory Authority <i>Bima Bora kwa Taifa</i> IRA	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June , 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: STANDARD OPERATING PROCEDURES FOR TECHNICAL DIVISION		


0.1 DISTRIBUTION

This document shall be made available as read-only in soft copy format to all staff on <\\BIMAFS01\\QMS> .

 Insurance Regulatory Authority <i>Bima Bora kwa Taifa</i> IRA	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June , 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: STANDARD OPERATING PROCEDURES FOR TECHNICAL DIVISION		

0.2 DOCUMENT CONTROL REVISION HISTORY

Page	Reason for Change	Revised by	Revision date:

 <p>Insurance Regulatory Authority <i>Bima Bora kwa Taifa</i> IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: STANDARD OPERATING PROCEDURES FOR TECHNICAL DIVISION		

1.0 GENERAL

1.1 Purpose

The purpose for this document is to set out the Standard Operating Procedures (SOPs) to be applied in the Technical Division so as to provide an efficient, transparent, timely and fair regulation and supervision of the Insurance Industry.

1.2 Scope

This document sets out the procedure to be applied in carrying out of the following activities within the Technical Division:


- 1.2.1 On-site inspection of licensees
- 1.2.2 Registration of new insurers
- 1.2.3 Lien process
- 1.2.4 Registration of intermediaries and service providers
- 1.2.5 Analysis of Insurance Products
- 1.2.6 Preparation of the Monthly Summary of Claims

1.3 References

- Insurance Act Cap 487
- Technical Division Procedures Manual
- Circulars issued by the Commissioner of insurance
- Government Circulars
- Laws of Kenya

1.4 Terms, Definitions, Abbreviations and Acronyms


IRA:	Insurance Regulatory Authority.
Board:	Board of Directors of IRA
CEO:	The Chief Executive Officer of the Authority who is also the Commissioner of Insurance
CMT:	Chief Manager Technical
Manager:	Head of Section
AO:	Actuarial Officer
SO:	Supervision Officer

 <p>Insurance Regulatory Authority <i>Bima Bora kwa Taifa</i> IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: STANDARD OPERATING PROCEDURES FOR TECHNICAL DIVISION		

FA: Financial Analyst
CBK: Central Bank of Kenya
QMR: Quality Management Representative
RMO: Records Management Officer
Act: Refers to the Insurance Act Cap 487 Laws of Kenya
PA & DSA: Public Archives and Documentation Service Act
Days: Refers to working days

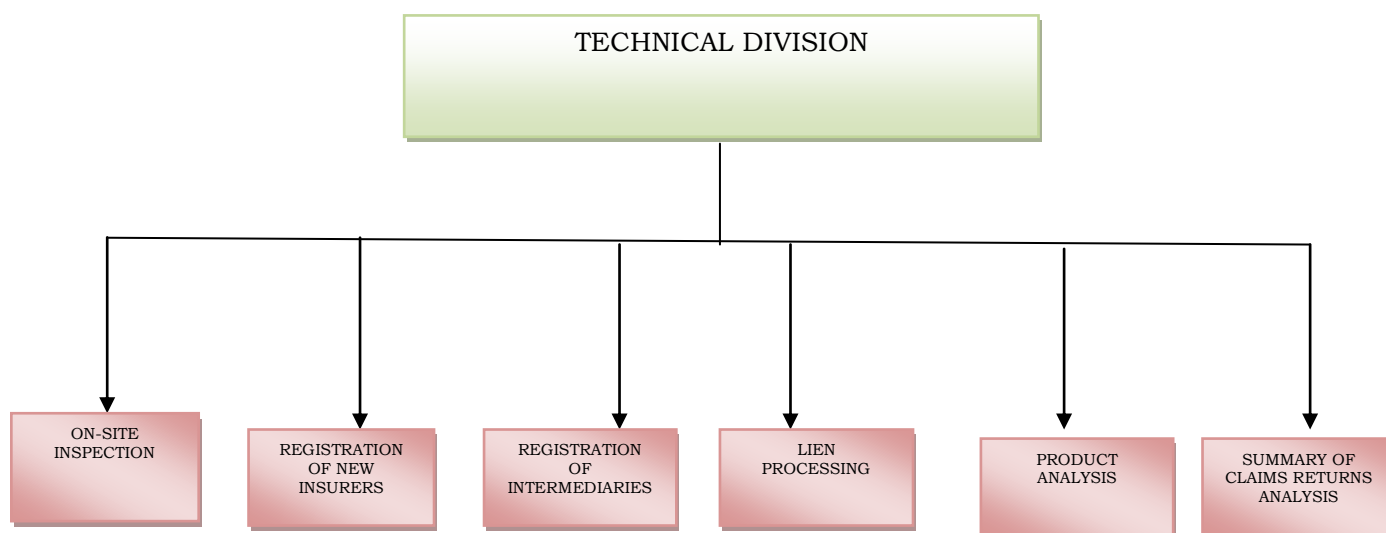
1.5 Responsibility


The CMT shall be responsible for effective implementation of these SOPs.

 Insurance Regulatory Authority <i>Bima Bora Iowa Taifa</i> IRA	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: STANDARD OPERATING PROCEDURES FOR TECHNICAL DIVISION		

2.0 PROCESSES

2.1 Description of processes



 <p>Insurance Regulatory Authority <i>Bima Bora Iowa Taifa</i> IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: STANDARD OPERATING PROCEDURES FOR TECHNICAL DIVISION		

2.2 PLANNED INSPECTION PROCESS

2.2.1. Purpose

The purpose of this procedure is to ensure systematic, effective and timely conduct and reporting of inspections.

2.2.2. Scope

This procedure applies to the carrying out of planned on-site inspection of licensees under the Act; from notification of the licensee, carrying out of the on-site inspection to reporting on the findings.

2.2.3. References

Refer to clause 1.3.

2.2.4. Terms/Definitions/Abbreviations/Acronyms


Inspection – the process of gathering evidence, analysing of evidence and reporting thereon in pursuance of an appointment made under Section 67A of the Insurance Act.

Inspection Team – Shall consist of a Team Leader, Supervision Officers and supporting personnel conducting an inspection.

TL - Team leader

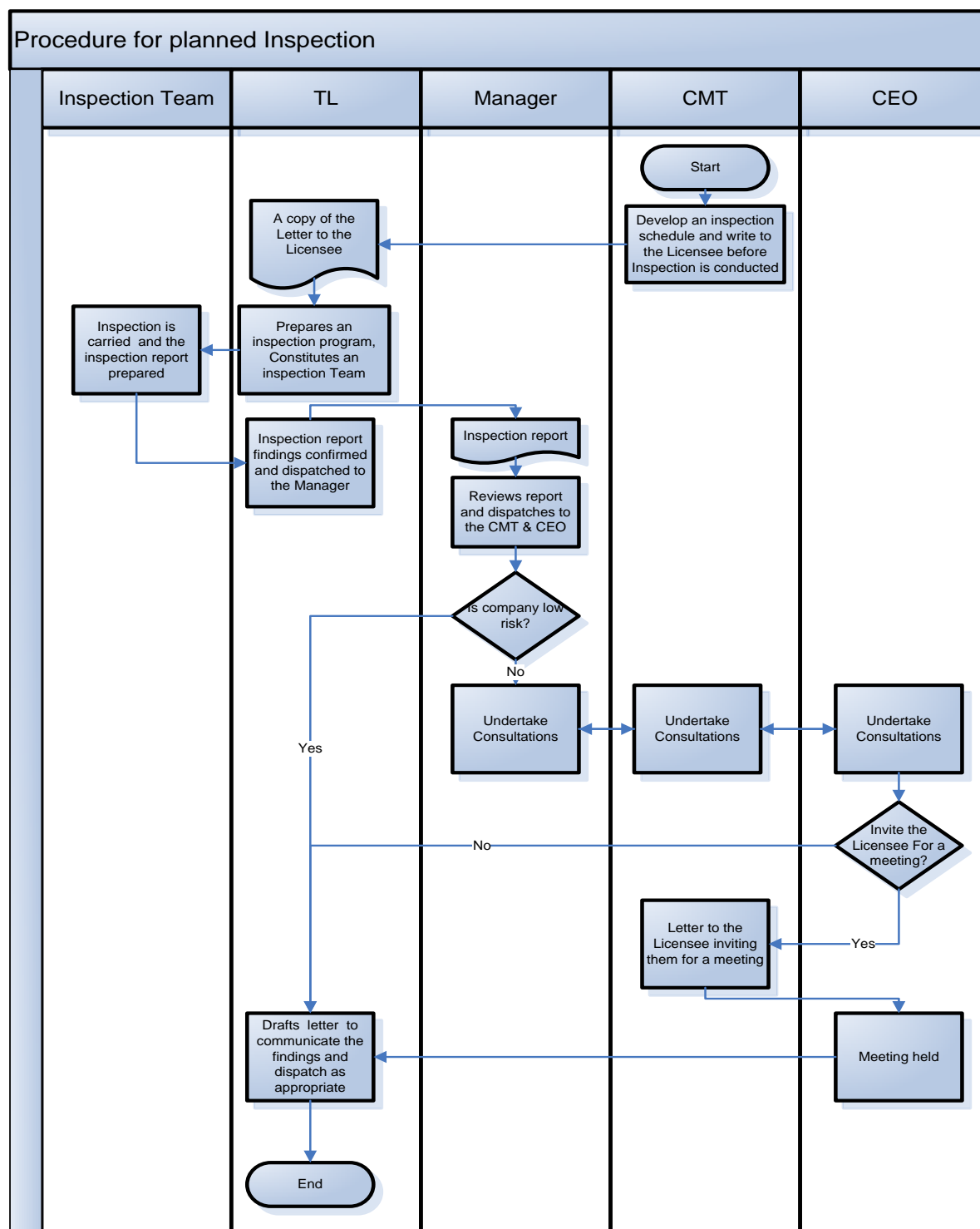
2.2.5. Responsibilities

The CMT shall ensure that the procedure is complied with.


 Insurance Regulatory Authority <i>Bima Bora Iowa Taifa</i> IRA	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00

DOCUMENT TITLE: STANDARD OPERATING PROCEDURES FOR TECHNICAL DIVISION


2.2.6. Process Mapping for Planned Inspection



2.2.7. MAIN STEPS FOR PLANNED ON-SITE INSPECTION


 <p>Insurance Regulatory Authority <i>Bima Bora Iowa Taifa</i> IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: STANDARD OPERATING PROCEDURES FOR TECHNICAL DIVISION		

- 2.2.7.1 The CMT shall develop an Inspection plan for the year by 15th June each year.
- 2.2.7.2 The CMT shall advise a licensee of a planned inspection at least 14 days before an inspection is undertaken and through a copy of the letter, appoint a team leader. The letter will indicate the commencement date of the inspection and request for preliminary information necessary to plan for the inspection.
- 2.2.7.3 The TL shall constitute an appropriate Inspection Team.
- 2.2.7.4 Within 2 days of appointment, the Team Leader will determine the areas to be inspected, prepare a detailed inspection program and communicate the same to the Licensee as well as request the Licensee to submit copies of records and documents that may be reviewed off-site prior to the conduct of the on-site inspection.
- 2.2.7.5 After analysing any information received off-site, the Team Leader will proceed for the on-site inspection. This shall consist of gathering additional evidence by way of reviewing records, conducting interviews and making observations on the subject matter.
- 2.2.7.6 After concluding the evidence gathering process, the TL will draft an Inspection Report in a standard format which shall be discussed with the Licensee and the Licensee's comments noted prior to the conclusion of the on-site inspection.
- 2.2.7.7 Within 3 days after the receipt of the Licensee's comments, the Team Leader shall finalize the Inspection Report and forward it to Manager for review.
- 2.2.7.8 The Manager shall review the report and shall within 2 days after receiving it forward to the CMT and the CEO.
- 2.2.7.9 Where a Licensee is rated low risk, the Manager shall within 1 day after forwarding the report to the CMT and CEO ensure that a letter to communicate the findings to the Licensee is prepared and dispatched.
- 2.2.7.10 Where a Licensee's risk is rated either moderate or high, the Manager will facilitate necessary consultations with CMT and CEO including determination of the necessity to hold a meeting with the Licensee.
- 2.2.7.11 Where a meeting is scheduled, the meeting shall be held and thereafter a letter to the licensee highlighting the findings of the

 <p>Insurance Regulatory Authority <i>Bima Bora Iwa Taifa</i> IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: STANDARD OPERATING PROCEDURES FOR TECHNICAL DIVISION		

inspection is sent to the licensee within 5 days after holding the meeting.

NOTE: The TL shall maintain an Inspection “Working Papers” File in electronic form for every inspection undertaken.


 Insurance Regulatory Authority <i>Bima Bora Iowa Taifa</i> IRA	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: STANDARD OPERATING PROCEDURES FOR TECHNICAL DIVISION		

2.2.8. Table of Responsibilities

Action	1	2	3	4	5	Documented Information Generated	Documented Information Retained
Inspection planning			X	X		Inspection Plan	Inspection Plan
Notifying licensee				X		Letter	Letter
Conduct inspection	X	X				Working papers	Working papers
Preparing report		X				Report	Report
Consultations		X	X	X	X	None	Evidence of consultation
Make decision on the inspection report				X	X	File Note/Letter	File Note/Letter

KEY:

- 1 - Inspection Team
- 2 - TL
- 3 - Manager
- 4 - CMT
- 5 - CEO

 <p>Insurance Regulatory Authority <i>Bima Bora Iowa Taifa</i> IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: STANDARD OPERATING PROCEDURES FOR TECHNICAL DIVISION		

2.3 REGISTRATION OF NEW INSURERS

2.3.1 Purpose

The purpose of this procedure is to ensure systematic, effective and timely registration of new insurers.

2.3.2 Scope

This procedure covers the receipt of application, processing and licensing of an insurer.

2.3.3 References


Refer to clause 1.3.

2.3.4 Terms/Definitions/Abbreviations/Acronyms

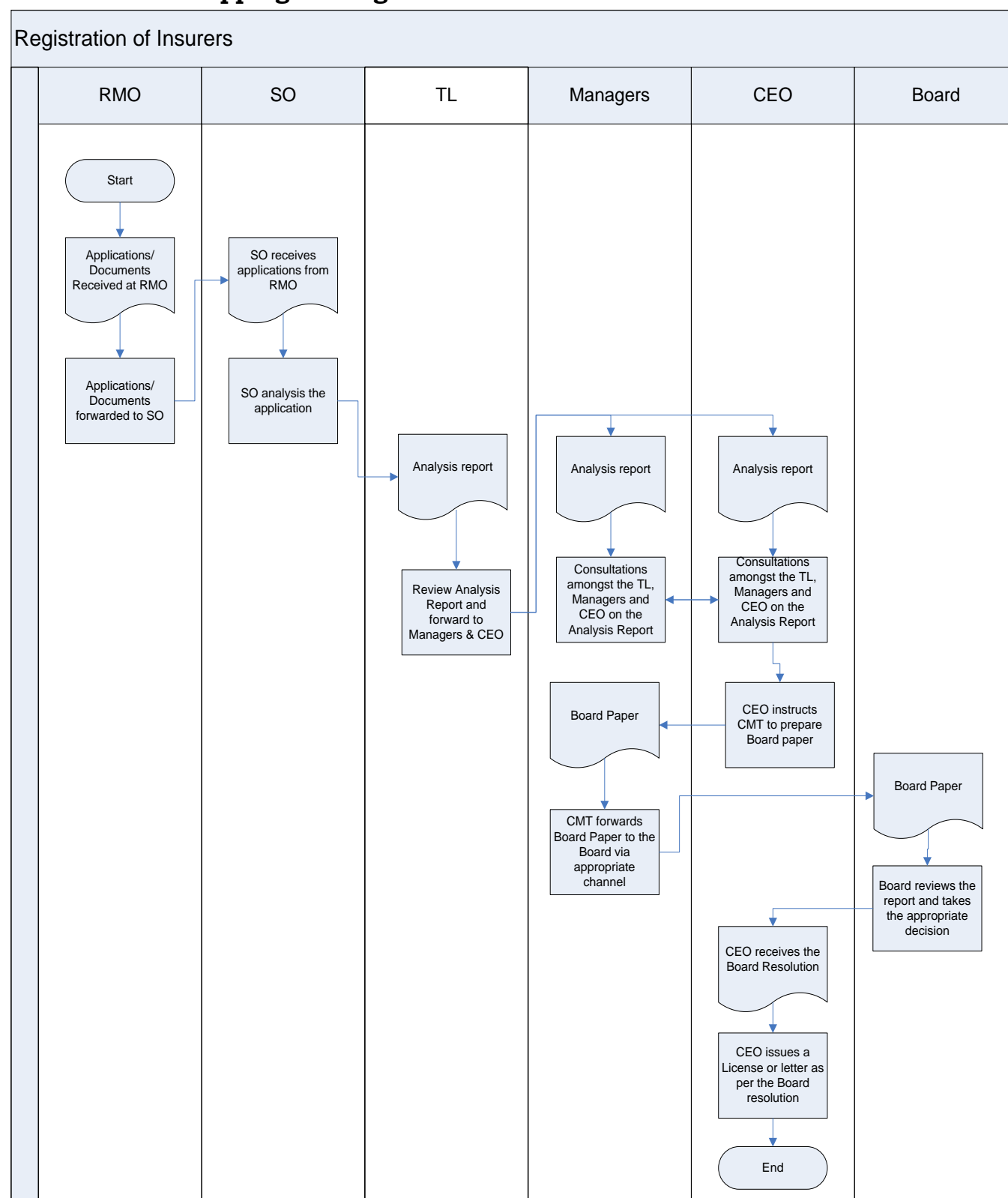
TL – Team Leader


2.3.5 Responsibility

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

 Insurance Regulatory Authority <i>Bima Bora Iowa Taifa</i> IRA	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: STANDARD OPERATING PROCEDURES FOR TECHNICAL DIVISION		


2.3.6 Process Mapping for Registration of New Insurers



 <p>Insurance Regulatory Authority <i>Bima Bora Iowa Taifa</i> IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: STANDARD OPERATING PROCEDURES FOR TECHNICAL DIVISION		

2.3.7 MAIN STEPS FOR LICENSING OF NEW INSURERS

- 2.3.7.1 An applicant with an “Approval in principle” shall submit the application by completing the appropriate application for registration.
- 2.3.7.2 The SO shall analyse the application, compile a report and forward it to the Team Leader within 5 days.
- 2.3.7.3 The Team Leader shall within 5 days of receipt of report, review the analysis, consolidate and forward to the Manager, CMT and CEO.
- 2.3.7.4 The manager shall within 5 days initiate a meeting between the Team Leaders, Manager, CMT and CEO to discuss the licensing report and decide on recommendation to be made to the Board.
- 2.3.7.5 The CMT shall prepare and circulate the Board paper 7 days before the Board meeting.
- 2.3.7.6 The Board shall meet as scheduled, review the report and make appropriate decisions.
- 2.3.7.7 The CEO shall within 5 days of receipt of the Board resolutions communicate the decision of the Board to the applicant for registration.


 Insurance Regulatory Authority Bima Bora kwa Taifa IRA	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

2.3.8 Table of Responsibilities

ACTION	1	2	3	4	5	6	Documented Information Generated	Documented Information Retained
Receiving applications	X						Mail Register Entry	File
Analysis of Application		X	X				Report	Report
Preparation & Circulation of report		X	X				Report	Report
Consultations on the report			X	X	X		Email/Report/File Note	Evidence of consultations
Preparation of Board Paper				X			Board Paper	Board Paper
Decision on licensing						X	Board Resolution	Board Resolution
Communicate the Board's decision to the applicant					X		License/Letter	License/Letter

KEY:

- 1 - RMO
- 2 - SO
- 3 - TL
- 4 - CMT/Managers
- 5 - CEO
- 6 - Board

 <p>Insurance Regulatory Authority <i>Bima Bora kwa Taifa</i> IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

2.4 LIEN PROCESSING

2.4.1 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.

2.4.2 Scope

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

2.4.3 References

Refer to clause 1.3

2.4.4 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 – 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 – process of lifting the charge on an existing treasury bill/bond before maturity.


Lien Liquidation – 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

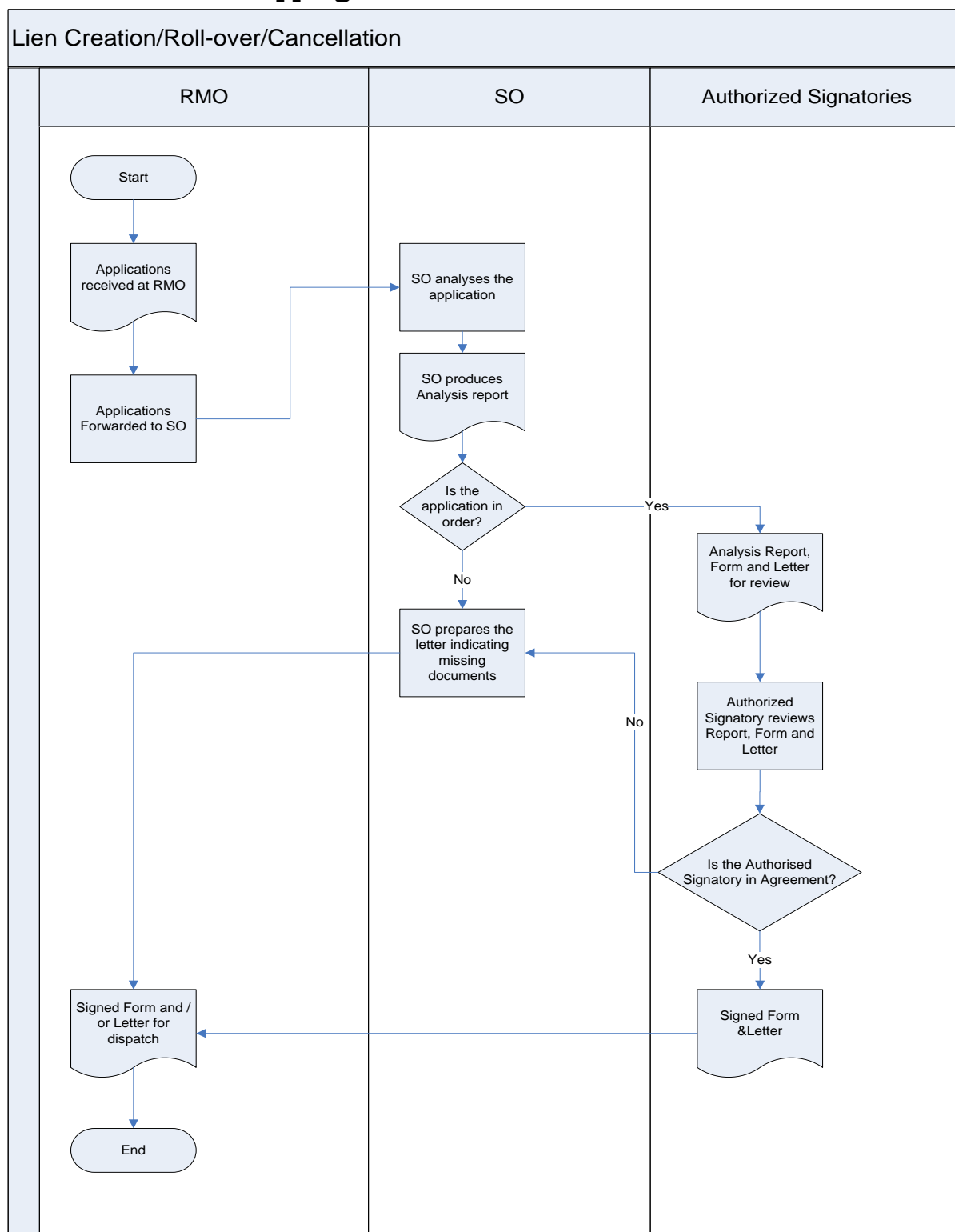
Authorized Signatories – Officers approved by CBK to sign Lien related documents on behalf of IRA


2.4.5 Responsibility

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

 <p>Insurance Regulatory Authority Bima Bora kwa Taifa IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

2.4.6 Process Mapping for Lien Process



 Insurance Regulatory Authority Bima Bora kwa Taifa IRA	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

2.4.7 MAIN STEPS FOR LIEN PROCESSING

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

2.4.7.2 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.

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


2.4.7.4 The Authorised 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.

2.4.7.5 Table of Responsibilities

ACTION	1	2	3	Documented Information Generated	Documented information retained
Receiving applications	X			Mail Register	Mail register
Analysis of application		X		Letter/Forms	Letter/Forms
Reviewing and approving of the analysis			X	Letter/Forms	Letter/approved forms

KEY:

- 1 - RMO
- 2 - SO
- 3 - Authorised Signatories

 <p>Insurance Regulatory Authority <i>Bima Bora kwa Taifa</i> IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

2.5 REGISTRATION OF INTERMEDIARIES AND INSURANCE SERVICE PROVIDERS

2.5.1 Purpose

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

2.5.2 Scope

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

2.5.3 References

Refer to clause 1.3

2.5.4 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.

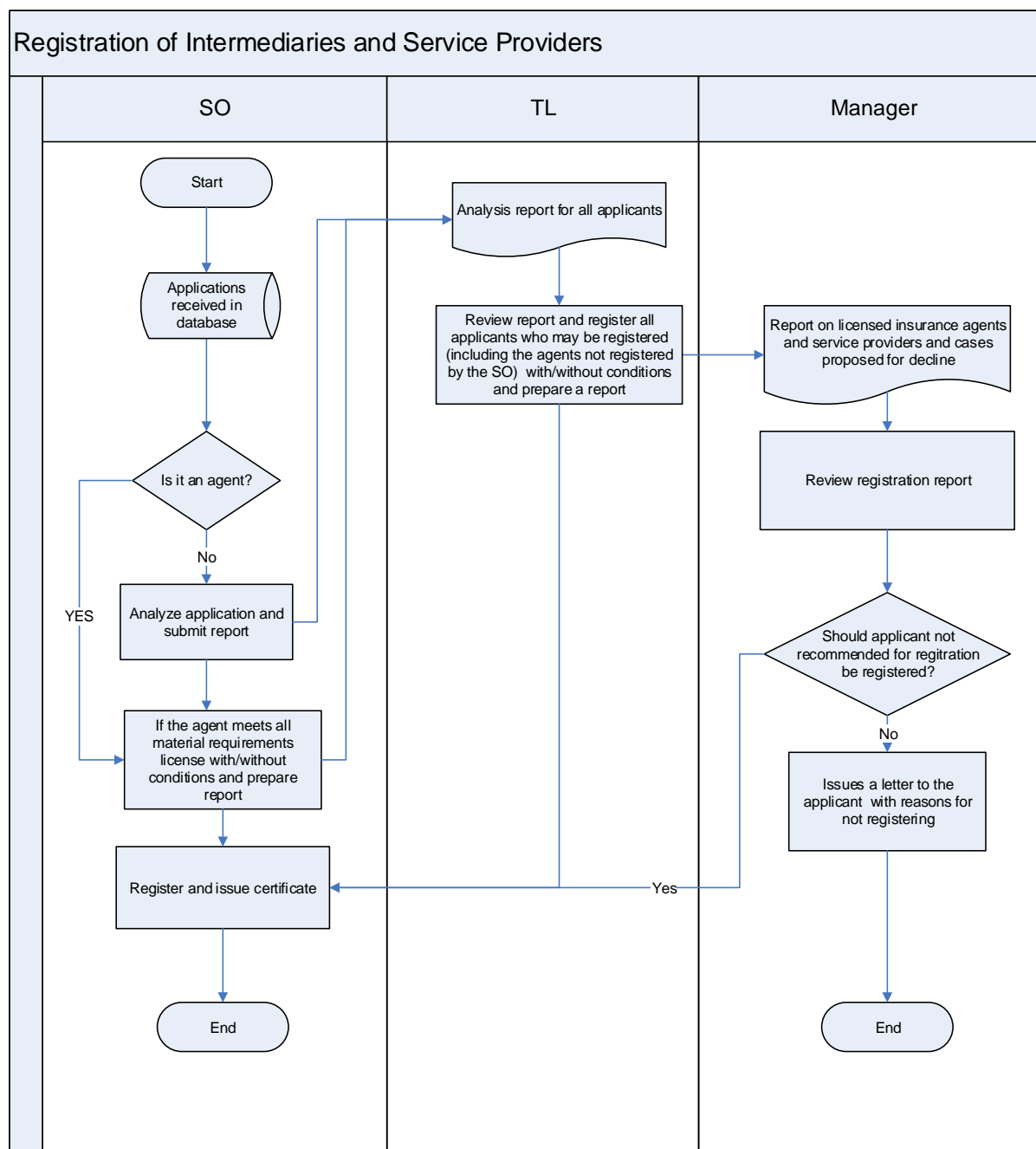
RO/RD-Records Office/ Records Database.


2.5.5 Responsibility

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

 <p>Insurance Regulatory Authority Bima Bora kwa Taifa IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

2.5.6 Registration of Intermediaries and Insurance Service Providers Process




 <p>Insurance Regulatory Authority <i>Bima Bora kwa Taifa</i> IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

2.5.7 MAIN STEPS FOR REGISTRATION OF INTERMEDIARIES AND INSURANCE SERVICE PROVIDERS PROCESS

- 2.5.7.1 The applicant shall submit the application through the online registration portal.
- 2.5.7.2 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.
- 2.5.7.3 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.

- 2.5.7.4 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.
- 2.5.7.5 The TL shall within 3 days review the analysis done by the SO and approve for registration applications that meet the requirements.
- 2.5.7.6 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.


 Insurance Regulatory Authority Bima Bora kwa Taifa IRA	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

2.5.8 Table of Responsibilities

Activity	1	2	3	Documented Information Generated	Documented information retained
Receipt of application	X			List of applicants	List of applicants
Analysis of the application	X			Report	Report
Approval of registration of brokers and other service providers		X	X	Report, licence, rejection letter	Report, licence, rejection letter

KEY:

- 1- SO
- 2- TL
- 3- Manager

 <p>Insurance Regulatory Authority <i>Bima Bora kwa Taifa</i> IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

2.6 PRODUCT ANALYSIS

2.6.1 Purpose

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

2.6.2 Scope

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

2.6.3 References

Refer to clause 1.3

2.6.4 Terms/Definitions/Abbreviations/Acronyms

Product - means insurance cover that an insurer intends to offer to the market.


Repackage – means changing or modifying the salient features of existing products.

MA - Manager Actuarial

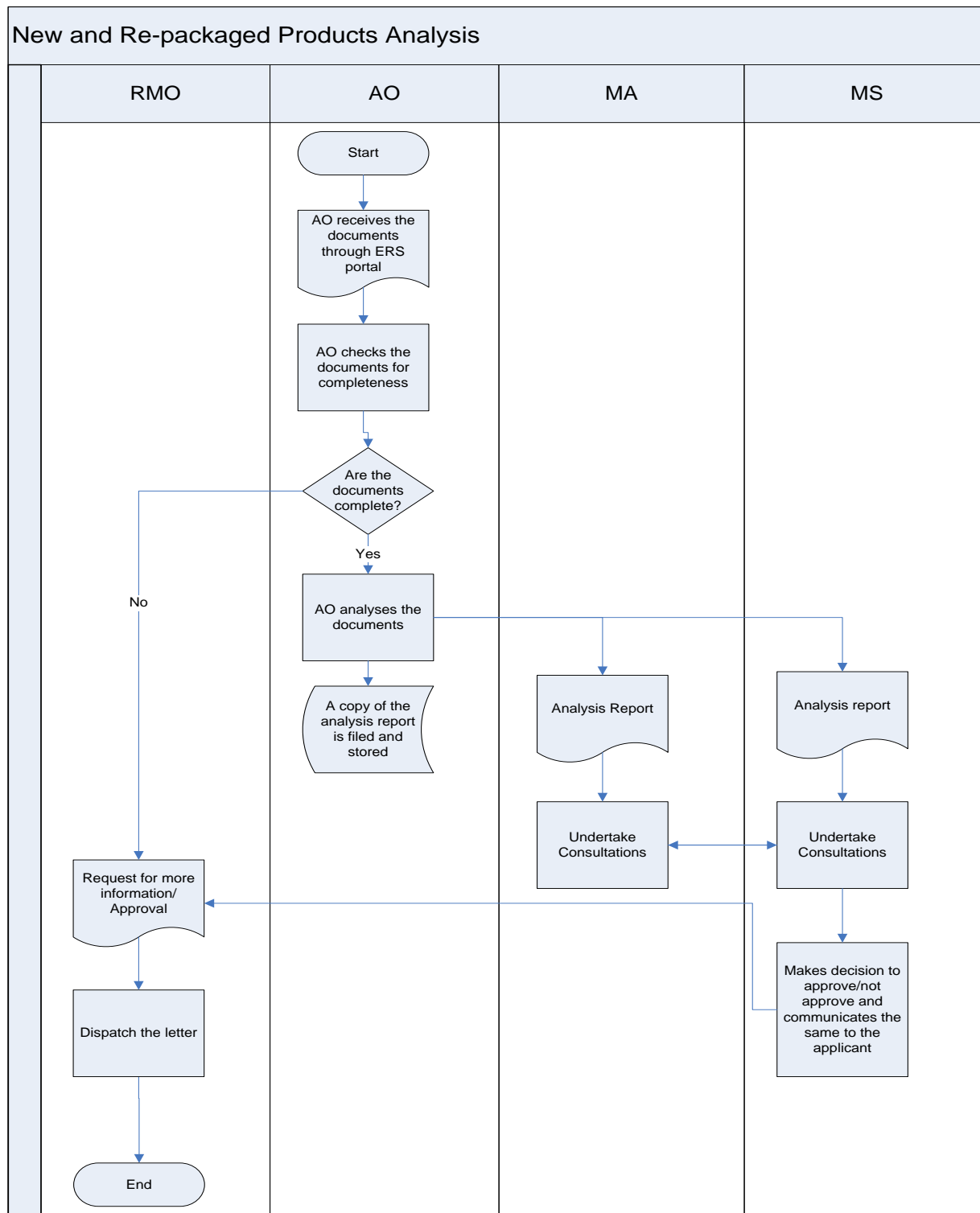
MS – Manager Supervision


2.6.5 Responsibility

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

 <p>Insurance Regulatory Authority Bima Bora kwa Taifa IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

2.6.6 Process Mapping for Product Analysis



 Insurance Regulatory Authority Bima Bora kwa Taifa IRA	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

2.6.7 MAIN STEPS FOR PRODUCT ANALYSIS PROCESS


- 2.6.7.1 The applicant shall submit the application through the online application portal.
- 2.6.7.2 The AO shall check the documents for completeness within 1 day.
- 2.6.7.3 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.
- 2.6.7.4 Where documentation is incomplete, the AO shall advise the applicant within 1 day.
- 2.6.7.5 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.

2.6.7.6 Table of Responsibilities

ACTION	1	2	3	Documented Information Generated	Documented information retained
Receiving of application for the product	X			Application	Application
Analysis	X			Report	Report
Review of the report		X	X	File Note	File Note
Approval of the product			X	Letter	Letter

KEY:

- 1 - AO
2 - MA
3 - MS

 <p>Insurance Regulatory Authority <i>Bima Bora kwa Taifa</i> IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

2.7 MONTHLY SUMMARY OF CLAIMS RETURNS

2.7.1 Purpose

The purpose of this procedure is to ensure efficient, timely and systematic analysis of Monthly Summary of Claims Returns received from insurers.

2.7.2 Scope

This procedure covers analysis of monthly summary of claims returns.

2.7.3 References


Refer to clause 1.3.

2.7.4 Terms/Definitions/Abbreviations/Acronyms

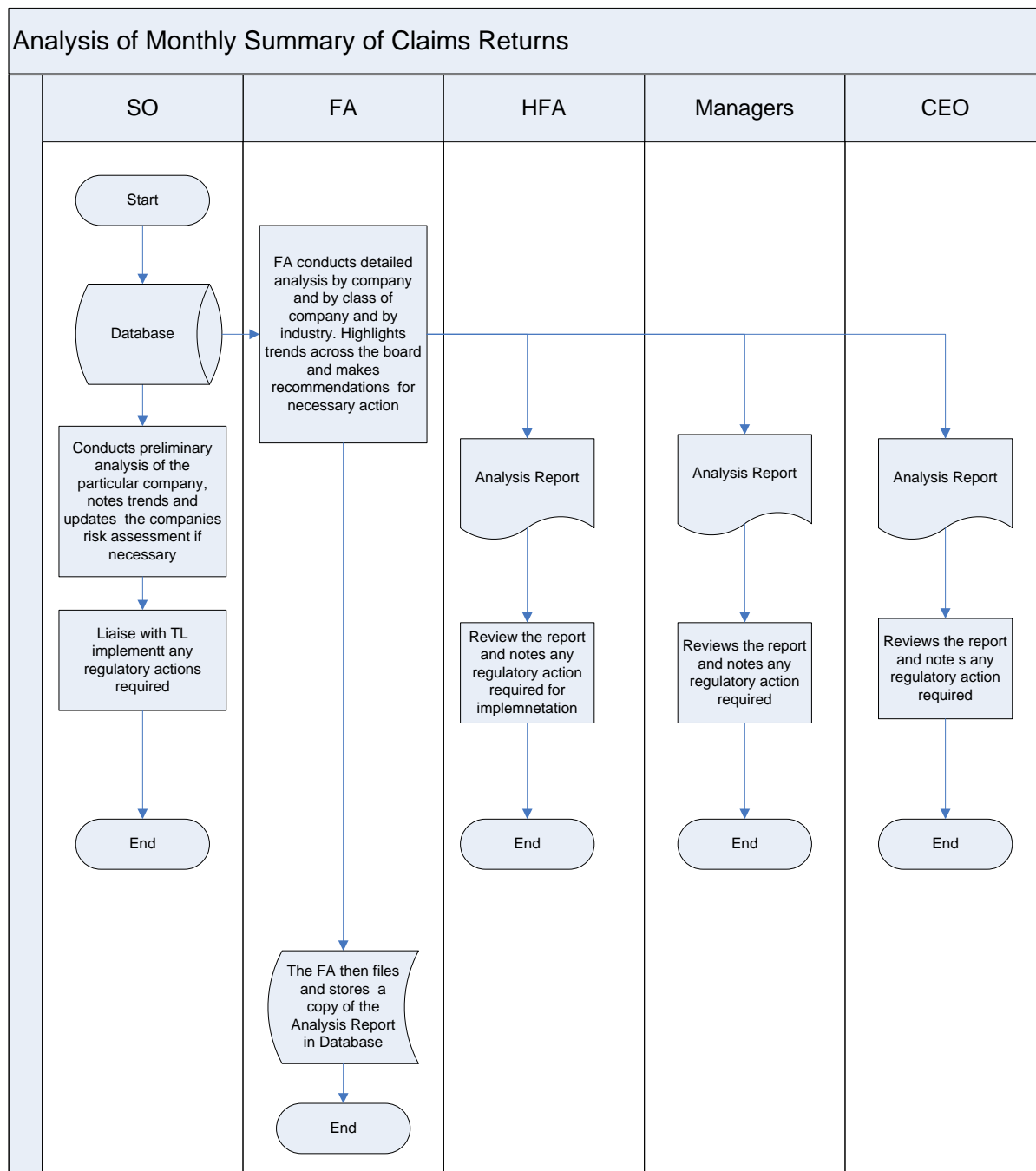
HFA – Head of Financial Analysis


2.7.5 Responsibility

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

 <p>Insurance Regulatory Authority Bima Bora kwa Taifa IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

2.7.6 Process Mapping for Monthly Summary Claims Returns Analysis



 Insurance Regulatory Authority Bima Bora kwa Taifa IRA	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

2.7.7 MAIN STEPS FOR SUMMARY CLAIMS RETURNS ANALYSIS


- 2.7.7.1 The Insurer shall submit the Monthly Summary of Claims return electronically within 15 days after the end of the month.
- 2.7.7.2 The SO will conduct consistency checks on the data within 1 day after the data is received. If the data is consistent with expectations, it will be approved for use, otherwise the return is rejected.
- 2.7.7.3 Where the return is rejected, the SO shall instruct the insurer to resubmit within 2 days.
- 2.7.7.4 The FA shall analyze, in consultation with the HFA, the returns within 9 days after submission. The FA shall prepare an analysis report in a standard format.
- 2.7.7.5 The FA shall circulate the report to the HFA, Managers and the CEO for noting any regulatory actions required.
- 2.7.7.6 The FA shall store the report electronically.

2.7.8 Table of Responsibilities

ACTION	1	2	3	4	Documented Information Generated	Documented Information Retained
Perform consistency checks	X				Approved return	Approved return
Analysis and circulation of report		X	X		Report	Report
Noting of report			X	X	None	None

KEY:

- 1 - SO
- 2 - FA
- 3 - HFA
- 4 - Managers, CEO

	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

3 DOCUMENTED INFORMATION RETAINED

The records generated shall be as per the table of responsibility

4 FILING


Documents will be filed in accordance with the filing procedure OFN/INS/00/001 .

5 ATTACHMENTS

None

6 MASTER LIST OF DOCUMENTED INFORMATION GENERATED AND DOCUMENTED INFORMATION RETAINED


S. No.	Doc Title	Ref. No.	Rev. /Vol.	Section/ location	Retention Period
1.	On-site inspection file	SFN/IRA/01/03/05/06 Company code/04A	Part No.	RMO	As per PA&DSA
3.	Registration file Insurance company	CONF/IRA/01/Co. Code/01	Part No.	RMO	As per PA&DSA
4.	Registration file Reinsurance Company	CONF/IRA/03/Co. Code/01	Part No.	RMO	As per PA&DSA
5.	Registration file Insurance Agents	OPEN/IRA/05/Co. Code/01	Part No.	RMO	As per PA&DSA
6.	Registration file Insurance Brokers	CONF/IRA/06/Co. Code/01	Part No.	RMO	As per PA&DSA
7.	Registration file for MIP	CFN/IRA/06/Co. code/01		RMO	As per PA&DSA
8.	Registration file Claim Settling Agent	CONF/IRA/07/Co. Code/01	Part No.	RMO	As per PA&DSA

 Insurance Regulatory Authority Bima Bora kwa Taifa IRA	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

9.	Registration file Insurance Surveyors	CONF/IRA/08/Co. Code/01	Part No.	RMO	As per PA&DSA
10	Registration file Loss Adjusters	CONF/IRA/09/Co. Code/01	Part No.	RMO	As per PA&DSA
11.	Registration file Insurance Investigators	CONF/IRA/10/Co. Code/01	Part No.	RMO	As per PA&DSA
12.	Registration file Risk Managers	CONF/IRA/11/Co. Code/01	Part No.	RMO	As per PA&DSA
13.	Lien file for Insurance Company	CONF/IRA/01/Co. Code/06A	Part No.	RMO	As per PA&DSA
14.	Lien file for Insurance Brokers	CONF/IRA/06/Co. Code/06A	Part No.	RMO	As per PA&DSA
15.	Lien file for MIP	CFN/IRA/06/Co. code/06A		RMO	As per PA&DSA
16.	Insurance Company Products	CONF/IRA/01/Co. Code/01B	Part No.	RMO	As per PA&DSA
17	Monthly Summary of Claims	CONF/IRA/01/Co. Code/12	Part No.	Financial Analysis	As per PA&DSA

7 DOCUMENTS OF EXTERNAL ORIGIN

S. No.	Doc Title	Ref. No.	Rev. /Vol.	Section/ location	Retention Period
1.	Insurance Act CAP 487	N/A	N/A	Technical Division	Not within our jurisdiction
3.	CBK Prescribed Forms	N/A	N/A	Technical - Compliance	Not within our jurisdiction
4.	International Financial Reporting Standards	N/A	N/A	Technical Division	Not within our jurisdiction

 <p>Insurance Regulatory Authority Bima Bora kwa Taifa IRA</p>	DOCUMENT REFERENCE: IRA/SOP/TECH/001	Issue Date: June, 2018
	Issue NO : 01	Revision Status : 00
DOCUMENT TITLE: SOP- TECHNICAL DIVISION		

8 APPENDICES

INPUT OUTPUT MATRIX

TECHNICAL DIVISION INPUT OUTPUT MATRIX				
	Procedure	Inputs	Expected Outputs	Resources
i.	On-site inspection of licensees	1) Risk profile report 2) Insurer's documentation	1) Working papers 2) Final inspection report	1) Human capital 2) Laptops 3) ERS 4) Vehicles 5) Stationery
ii.	Registration of new Insurers	1) Application for registration 2) Registration fee	1) Analysis report 2) Board paper 3) Board resolution 4) License 5) Letter	1) Human capital 2) Computers 3) Stationery 4) ERS
iii.	Lien process	1) Central Bank of Kenya prescribed form 2) Letter from insurer 3) Financial statements	1) Signed forms 2) Letter	1) Human capital 2) Stationery 3) ERS 4) Computers
iv.	Registration of intermediaries and service providers	1) Application for registration 2) Registration fee	1) License 2) Letter	1) Human capital 2) Computers 3) Stationery 4) ERS
v.	Product Analysis	1) Application for approval	1) Analysis report 2) Letter	1) Human capital 2) Computers 3) Stationery 4) ERS
vi.	Monthly summary of claims return analysis	1) Monthly summary of claim returns	1) Report	1) Human capital 2) Computers 3) Stationery 4) ERS