



INSURANCE REGULATORY AUTHORITY

Insurance Industry Quarterly Claims Statistics for the Period

January - March 2024

Prepared by

Insurance Regulatory Authority

May 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.

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 first quarter of 2024 except for Trident Insurance Company Limited whose data was excluded due to non-submission of the returns for the months in the quarter.

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 Q1 2024 for general liability were 159,273 claims amounting to KES 37.61 billion a decrease in number but increase in amount from 163,317 claims amounting to KES 37.55 billion reported in Q4 2023 while 3,663,926 claims amounting to KES 61.69 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 3,167,116 claims worth KES 57.74 billion reported in Q4 2023.

Long-term actionable claims in Q1 2024 were 154,153 claims amounting to KES 30.59 billion an increase in number but a decrease in amount from 147,053 claims amounting to KES 30.70 billion reported in Q4 2023.

2. Claims intimated or 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.

Liability claims intimated or revived reported in Q1 2024 were 17,545 claims a decrease from 18,154 claims but an increase in amount from KES 3.14 billion in Q4 2023 to KES 3.50 billion reported in Q1 2024 while 2,450,510 non-liability claims amounting to KES 15.61 billion were reported as intimated or revived, an increase in number and amount from 2,112,980 claims and KES 15.18 billion respectively reported in Q4 2023.

Long-term intimated or revived claims increased in terms of numbers but decreased in amount from 110,805 claims (KES 21.18 billion) in Q4 2023 to 114,201 claims (KES 20.59 billion) in Q1 2024.

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

In Q1 2024, claims revised under general liability claims and non-liability claims were 18,464 claims amounting to KES 1.46 billion and 28,717 claims amounting to KES 6.50 billion respectively. Long-term revised claims were 1,408 amounting to KES 197.24 million recorded in Q1 2024.

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 14,109 claims (KES 5.15 billion) and 2,237,479 claims (KES 17.59 billion). This represented increase in amounts by 1.9% and 10.9% from KES 5.05 billion and KES 15.86 billion respectively in Q4 2023.

Long-term insurers paid 116,981 claims amounting to KES 20.66 billion in Q1 2024 increasing by 9.5% in terms of number but decreasing by 0.4% in terms of amounts from 106,822 claims and KES 20.73 billion respectively paid in Q4 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 Q1 2024, the number of liability claims declined, increased by 85.4% from 41 to 76. Consequently, the claims declined amounts increased by 71.2% from KES 23.54 million to KES 40.30 million. The number of non-liability claims declined, increased by 141.8% from 5,258 to 12,715 while the amounts decreased by 23.0% from KES 352.92 million to KES 271.77 million

During the period under review, the number of claims declined by the long-term insurers decreased by 18.2% from 242 to 198 while the amounts decreased by 45.8% from KES 108.63 million to KES 58.86 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 Q1 2024, the number of general liability claims closed as no claims decreased by 74.0% from 5,891 to 1,530 while the amounts decreased by 57.2% from 821.05 million to KES 351.55 million. The number of non-liability claims closed as no

claims decreased by 63.0% from 16,043 to 5,941 while the amounts increased by 8.3% from KES 1.92 billion to KES 2.08 billion.

During the same period the number of claims closed as no claims under long-term insurance business decreased by 51.1% from 423 to 207 while the amounts increased by 4.6% from KES 70.53 million to KES 73.76 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 claim's 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 Q1 2024, the proportion of declined general liability claims increased to 0.05% in terms of numbers and to 0.11% in terms of amount from 0.03% and 0.06% recorded in Q4 2023 respectively. The proportion of declined general non-liability claims increased to 0.35% from 0.17% in terms of numbers but decreased to 0.44% in terms of amounts from 0.61% in Q4 2023.

In addition, the proportion of declined long-term business claims in Q1 2024 decreased to 0.13% and 0.19% in terms of numbers and amounts from 0.16% and 0.35% recorded in Q4 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 Q1 2024, the proportion of general business liability claims closed as no claims decreased to 0.96% and to 0.93% in terms of numbers and amounts compared to 3.61% and 2.19% observed in Q4 2023. The proportion of general business non-liability claims closed as no claims decreased to 0.16% in Q1 2024 from 0.51% in Q4 2023 in terms of numbers and increased to 3.37% from 3.32% in terms of amounts over the same period.


The proportion of long-term insurance business claims closed as no claims in Q1 2024 decreased to 0.13% from 0.29% in terms of numbers and increased to 0.24% in terms of amounts from 0.23% as recorded in Q4 2023.

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 Q1 2024, the claims payment ratio for general liability claims decreased to 8.86% from 10.89% recorded in Q4 2023 with respect to number while it increased to 13.69% from 13.45% recorded in Q4 2024 with regard to amount. The claims payment ratio for general non-liability claims increased to 61.07% in respect of numbers and to 28.51% in respect of amounts in Q1 2024 from 61.01% and 27.47% in Q4 2023 respectively.

The claims payment ratio for the long-term insurance business increased to 75.89% in Q1 2024 compared to 72.64% in Q4 2023 in terms of numbers and remained the same in terms of amounts at 67.53% over the same period.

INSURANCE REGULATORY AUTHORITY	
 <p>Insurance Regulatory Authority <i>Bima Bora Awa Taia</i> IRA</p>	
TYPE OF INDUSTRY STATISTICS	Quarterly Claims Statistics
QUARTER	One
YEAR	2024
PERIOD ENDED	31st March 2024

2.0 Statistical Appendices

Appendix 1: Analysis of liability claims movement (numbers) under general insurance business for the quarter ended 31st March 2024

Appendix 2: Analysis of liability claims movement (amounts) under general insurance business for the quarter ended 31st March 2024

Appendix 3: Analysis of non-liability claims movement (numbers) under general insurance business for the quarter ended 31st March 2024

Appendix 4: Analysis of non-liability claims movement (amounts) under general insurance business for the quarter ended 31st March 2024

Appendix 5: Analysis of long-term insurance business claims movement (numbers) for the quarter ended 31st March 2024

Appendix 6: Analysis of long-term insurance business claims movement (amounts) for the quarter ended 31st March 2024

Appendix 1: Analysis of liability claims movement (numbers) under general insurance business for the quarter ended 31st March 2024												
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 %	
											Q1 2024 (4/(4+5+6+7))	Q4 2023 (11)
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	119	39	-	10	20	-	128	12.7	-	6.3	8.0
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	1,119	321	129	324	-	-	1,116	-	-	22.50	18.8
3	AIG INSURANCE COMPANY LIMITED	369	330	11	35	7	13	644	1.0	1.9	5.0	8.7
4	APA INSURANCE COMPANY LIMITED	11,186	769	2,919	1,444	-	-	12,622	-	-	10.3	10.3
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	2,419	828	-	633	-	-	2,614	-	-	19.5	29.9
6	CANNON GENERAL INSURANCE (K) LIMITED	4,113	351	1,116	18	2	51	4,393	0.0	1.1	0.4	0.9
7	CIC GENERAL INSURANCE COMPANY LIMITED	3,243	1,538	300	1,078	-	-	3,703	-	-	22.5	17.9
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	1,311	36	-	43	-	-	1,304	-	-	3.19	6.8
9	DIRECTLINE ASSURANCE COMPANY LTD	22,012	1,666	-	2,693	-	-	20,985	-	-	11.4	8.9
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	1,630	275	264	154	1	34	1,716	0.1	1.8	8.1	8.6
11	FIRST ASSURANCE COMPANY LIMITED-GENERAL	1,436	248	285	111	-	65	1,508	-	3.9	6.59	5.8
12	GA INSURANCE LIMITED	8,107	620	223	410	1	6	8,310	0.0	0.1	4.7	15.0
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	7,699	1,013	1,418	586	-	14	8,112	-	0.2	6.7	9.2
14	THE HERITAGE INSURANCE COMPANY LIMITED	5,698	413	716	406	28	45	5,632	0.5	0.7	6.6	6.8
15	ICEA LION GENERAL INSURANCE COMPANY LTD	2,440	534	512	244	1	32	2,697	0.0	1.1	8.2	4.1
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	1,633	399	790	423	-	-	1,609	-	-	20.8	10.2
17	INVESCO ASSURANCE COMPANY LIMITED	20,014	530	4,455	223	-	-	20,321	-	-	1.1	1.2
18	JUBILEE ALLIANZ GENERAL INSURANCE LTD	7,555	1,478	-	1,268	-	26	7,739	-	0.3	14.04	10.9
19	JUBILEE HEALTH INSURANCE LTD	-	-	-	-	-	-	-	-	-	0.0	-
20	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	4,876	518	593	434	5	127	4,828	0.1	2.4	8.05	5.2
21	KENYA ORIENT INSURANCE COMPANY LIMITED	2,069	506	270	447	-	-	2,128	-	-	17.4	14.5
22	MADISON GENERAL INSURANCE COMPANY LIMITED	1,197	543	1,510	498	-	-	1,242	-	-	28.6	29.4
23	MAYFAIR INSURANCE COMPANY LIMITED	3,394	1,138	-	880	2	99	3,551	0.0	2.2	19.4	26.7
24	MUA INSURANCE (KENYA) LIMITED	1,174	482	289	168	-	130	1,358	-	7.9	10.1	12.5
25	OCCIDENTAL INSURANCE COMPANY LIMITED	2,630	1,102	-	446	-	-	3,286	-	-	12.0	16.1
26	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	5,426	979	932	250	6	142	6,007	0.1	2.2	3.9	2.8
27	PACIS INSURANCE COMPANY LIMITED	2,019	169	289	97	-	1	2,090	-	0.0	4.4	3.4
28	PIONEER GENERAL INSURANCE LIMITED	889	85	193	106	-	-	884	-	-	10.7	8.2
29	SANLAM GENERAL INSURANCE LIMITED	1,037	218	431	378	-	36	841	-	2.9	30.1	19.0
30	STAR DISCOVER INSURANCE LIMITED	1	13	-	13	-	-	1	-	-	92.9	100.0
31	STAR DISCOVER MICRO INSURANCE LIMITED	-	-	-	-	-	-	-	-	-	-	-
32	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	336	201	640	40	3	9	485	0.6	1.7	7.4	13.2
33	TAUSI ASSURANCE COMPANY LIMITED	1,489	117	43	36	-	17	1,553	-	1.1	2.2	1.4
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	6,447	13	-	124	-	-	6,336	-	-	1.9	0.8
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	4,514	73	136	89	-	683	3,815	-	14.9	1.94	1.8
36	TRIDENT INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	-
	Industry	139,601	17,545	18,464	14,109	76	1,530	143,558	0.05	1.0	8.9	8.8

Appendix 2: Analysis of liability claims movement (amount) under general insurance business for the quarter ended 31st March 2024

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 %	
											Q1 2024 (4/(4+5+6+7))	Q4 2023
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	24,403	29,638	-	5,769	6,051	-	42,220	11.2	-	10.7	10.2
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	695,537	17,548	15,019	82,826	-	-	652,860	-	-	11.26	10.6
3	AIG INSURANCE COMPANY LIMITED	710,373	187,305	33,713	9,470	700	600	920,621	0.1	0.1	1.0	31.0
4	APA INSURANCE COMPANY LIMITED	1,426,028	58,555	194,667	367,164	-	-	1,481,677	-	-	19.9	22.2
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	1,834,038	157,891	245,127	193,694	-	129,867	1,956,948	-	5.7	8.5	8.9
6	CANNON GENERAL INSURANCE (K) LIMITED	463,110	62,346	96,834	159,611	313	2,290	506,162	-	-	-	-
7	CIC GENERAL INSURANCE COMPANY LIMITED	741,708	79,942	93,880	243,133	-	-	720,729	-	-	25.2	23.2
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	339,228	12,502	1,489	26,115	-	-	329,836	-	-	7.34	6.7
9	DIRECTLINE ASSURANCE COMPANY LTD	2,130,187	219,553	114,576	967,817	-	-	1,650,697	-	-	37.0	25.1
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	575,935	85,175	22,591	85,976	3,316	3,834	607,462	0.5	0.5	12.3	13.8
11	FIRST ASSURANCE COMPANY LIMITED-GENERAL	515,581	46,404	60,063	48,043	-	49,354	544,859	-	7.7	7.48	7.1
12	GA INSURANCE LIMITED	2,507,431	153,148	286,982	292,702	598	110	2,672,744	0.0	0.0	9.9	14.0
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	1,171,084	132,437	316,750	333,150	-	1,288	1,424,184	-	0.1	18.9	16.5
14	THE HERITAGE INSURANCE COMPANY LIMITED	1,401,013	96,378	4,285	112,068	18,794	5,929	1,384,447	-	-	7.4	8.7
15	ICEA LION GENERAL INSURANCE COMPANY LTD	220,370	42,884	15,317	42,394	2,418	(8,066)	247,862	0.8	(2.8)	14.9	19.3
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	528,452	29,003	84,176	98,255	-	-	556,527	-	-	15.0	10.7
17	INVESCO ASSURANCE COMPANY LIMITED	3,887,053	23,577	(75,054)	33,663	-	-	3,749,130	-	-	0.9	1.6
18	JUBILEE ALLIANZ GENERAL INSURANCE LTD	2,380,208	193,559	(15,175)	144,846	-	5,520	2,372,089	-	0.2	5.74	10.6
19	JUBILEE HEALTH INSURANCE LTD	-	-	-	-	-	-	-	-	-	0.0	-
20	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	701,428	60,041	4,638	109,830	586	18,394	643,426	0.1	2.4	14.22	6.7
21	KENYA ORIENT INSURANCE COMPANY LIMITED	466,289	101,228	32,748	179,786	-	-	469,891	-	-	27.7	22.4
22	MADISON GENERAL INSURANCE COMPANY LIMITED	305,765	89,282	219,363	448,894	-	-	228,060	-	-	66.3	44.1
23	MAYFAIR INSURANCE COMPANY LIMITED	2,115,440	995,839	(715,443)	312,572	530	-	2,075,474	0.0	-	13.1	11.7
24	MUA INSURANCE (KENYA) LIMITED	276,783	59,431	114,810	88,511	-	6,718	412,042	-	1.3	17.4	32.4
25	OCCIDENTAL INSURANCE COMPANY LIMITED	561,042	156,438	117,458	151,843	-	-	732,971	-	-	17.2	18.8
26	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	1,692,568	172,151	35,628	116,735	2,701	86,956	1,723,989	0.1	4.5	6.0	7.0
27	PACIS INSURANCE COMPANY LIMITED	649,390	56,971	40,132	101,480	-	50	687,073	-	0.0	12.9	16.9
28	PIONEER GENERAL INSURANCE LIMITED	351,957	19,741	11,344	59,002	-	-	330,401	-	-	15.2	12.2
29	SANLAM GENERAL INSURANCE LIMITED	985,915	66,126	49,390	180,767	-	4,625	973,541	-	0.4	15.6	14.8
30	STAR DISCOVER INSURANCE LIMITED	18	1,024	-	842	-	-	200	-	-	80.8	100.0
31	STAR DISCOVER MICRO INSURANCE LIMITED	-	-	-	-	-	-	-	-	-	-	-
32	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	241,385	52,168	20,576	98,905	4,293	5,010	206,402	1.4	1.6	31.4	12.4
33	TAUSI ASSURANCE COMPANY LIMITED	291,183	24,037	6,323	17,542	-	17,239	302,231	-	5.1	5.2	7.1
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	351,179	1,309	15,683	25,683	-	-	349,840	-	-	6.8	6.5
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	1,116,220	11,496	10,331	10,559	-	21,832	1,107,421	-	1.9	0.93	0.4
36	TRIDENT INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	-
	Industry	31,658,300	3,495,123	1,458,219	5,149,649	40,300	351,552	32,064,016	0.11	0.9	13.7	13.7

Appendix 3: Analysis of non-liability claims movement (numbers) under general insurance business for the quarter ended 31st March 2024												
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 (%)	
											Q1 2024 (4/(4+5+6+7))	Q4 2023
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	99,869	165,729	-	90,593	157	2,805	172,048	0.1	1.1	34.1	43.5
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	1,692	318	149	579	-	-	1,431	-	-	28.8	21.5
3	AIG INSURANCE COMPANY LIMITED	1,775	888	(99)	1,014	4	48	1,597	0.2	1.8	38.1	47.8
4	APA INSURANCE COMPANY LIMITED	3,647	3,337	4,170	3,068	-	-	3,916	-	-	43.9	44.1
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	255,922	157,521	-	89,432	-	-	324,011	-	-	21.6	32.0
6	CANNON GENERAL INSURANCE (K) LIMITED	909	793	1,236	687	8	74	933	0.5	4.3	40.4	28.3
7	CIC GENERAL INSURANCE COMPANY LIMITED	3,203	2,599	915	2,450	-	-	3,352	-	-	42.2	42.9
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	2,436	109	-	36	-	5	2,504	-	0.2	1.4	8.5
9	DIRECTLINE ASSURANCE COMPANY LTD	1,281	508	-	777	-	-	1,012	-	-	43.4	24.7
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	4,165	1,532	1,179	1,326	13	52	4,306	0.2	0.9	23.3	26.4
11	FIRST ASSURANCE COMPANY LIMITED-GENERAL	34,352	43,616	2,667	42,291	444	54	35,179	0.6	0.1	54.2	67.9
12	GA INSURANCE LIMITED	3,300	3,551	596	3,301	71	3	3,476	1.0	0.0	48.2	51.9
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	1,704	1,919	2,825	1,041	-	126	2,456	-	3.5	28.7	28.9
14	THE HERITAGE INSURANCE COMPANY LIMITED	8,359	42,780	1,485	44,502	32	51	6,554	0.1	0.1	87.0	87.6
15	ICEA LION GENERAL INSURANCE COMPANY LTD	7,537	3,763	2,126	3,787	13	17	7,483	0.1	0.2	33.5	31.2
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	963	1,673	937	1,574	-	-	1,062	-	-	59.7	53.7
17	INVESCO ASSURANCE COMPANY LIMITED	1,266	175	699	69	-	-	1,372	-	-	4.8	4.7
18	JUBILEE ALLIANZ GENERAL INSURANCE LTD	2,996	1,595	-	1,333	-	272	2,984	-	5.9	29.0	23.5
19	JUBILEE HEALTH INSURANCE LTD	655,660	1,792,863	-	1,774,086	-	-	674,437	-	-	72.5	74.7
20	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	3,545	2,252	132	2,124	-	47	3,626	-	0.8	36.6	35.1
21	KENYA ORIENT INSURANCE COMPANY LIMITED	8,427	815	912	904	35	37	8,266	0.4	0.4	9.8	8.5
22	MADISON GENERAL INSURANCE COMPANY LIMITED	23,865	101,508	3,139	64,878	-	-	60,495	-	-	51.7	70.5
23	MAYFAIR INSURANCE COMPANY LIMITED	1,110	424	-	413	5	6	1,110	0.3	0.4	26.9	26.6
24	MUA INSURANCE (KENYA) LIMITED	10,045	17,814	322	14,301	2,832	1,391	9,335	10.2	5.0	51.3	56.9
25	OCCIDENTAL INSURANCE COMPANY LIMITED	3,404	1,410	-	1,329	-	9	3,476	-	0.2	27.6	29.3
26	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	1,753	1,234	1,044	371	26	763	1,827	0.9	25.5	12.4	15.4
27	PACIS INSURANCE COMPANY LIMITED	9,135	19,701	784	18,808	4,057	13	5,958	14.1	0.0	65.2	54.8
28	PIONEER GENERAL INSURANCE LIMITED	862	1,052	1,872	931	14	-	972	0.7	-	48.6	55.8
29	SANLAM GENERAL INSURANCE LIMITED	2,590	817	806	901	4	26	2,476	0.1	0.8	26.4	33.1
30	STAR DISCOVER INSURANCE LIMITED	11,955	37,047	12	38,919	3,272	-	6,811	6.7	-	79.4	53.9
31	STAR DISCOVER MICRO INSURANCE LIMITED	92	891	-	694	183	-	106	18.6	-	70.6	70.1
32	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	817	327	335	99	17	23	1,005	1.5	2.0	8.7	11.2
33	TAUSI ASSURANCE COMPANY LIMITED	1,203	582	159	445	-	77	1,263	-	4.3	24.9	29.0
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	38,236	38,359	-	30,240	1,528	-	44,827	2.0	-	39.5	50.8
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	5,335	1,008	315	176	-	42	6,125	-	0.7	2.8	2.8
36	TRIDENT INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	-
	Industry	1,213,410	2,450,510	28,717	2,237,479	12,715	5,941	1,407,791	0.35	0.2	61.1	65.0

Appendix 4: Analysis of non-liability claims movement (amount) under general insurance business for the quarter ended 31st March 2024												
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 (%)	
											Q1 2024 (4/(4+5+6+7))	Q4 2023
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	938,815	1,305,113	-	978,548	11,010	8,019	1,246,539	0.5	0.4	43.6	53.5
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	761,085	18,003	28,174	81,473	-	-	725,789	-	-	10.1	7.2
3	AIG INSURANCE COMPANY LIMITED	698,472	171,868	(65,496)	192,507	580	537	611,220	0.1	0.1	23.9	25.8
4	APA INSURANCE COMPANY LIMITED	2,356,714	863,483	472,296	1,054,976	-	-	2,637,518	-	-	28.6	29.5
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	5,440,899	1,386,982	1,321,230	1,982,168	-	383,319	5,783,625	-	4.7	24.3	28.4
6	CANNON GENERAL INSURANCE (K) LIMITED	208,250	127,903	33,259	151,487	2,929	14,554	200,441	0.8	3.9	41.0	39.0
7	CIC GENERAL INSURANCE COMPANY LIMITED	1,298,465	228,975	577,845	882,725	-	-	1,222,560	-	-	41.9	42.7
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	431,529	24,804	7,156	12,302	-	135	451,051	-	0.0	2.7	4.9
9	DIRECTLINE ASSURANCE COMPANY LTD	332,292	70,660	154,062	160,458	-	-	396,557	-	-	28.8	30.9
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	1,341,442	454,189	(40,197)	277,819	12,699	13,378	1,451,539	0.7	0.8	15.8	23.9
11	FIRST ASSURANCE COMPANY LIMITED-GENERAL	1,445,714	704,060	240,091	774,505	39,382	36,091	1,539,888	1.6	1.5	32.4	44.8
12	GA INSURANCE LIMITED	2,840,768	1,857,937	788,350	2,156,482	60,219	400	3,269,953	1.1	0.0	39.3	37.8
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	795,424	254,558	673,249	511,552	-	44,289	1,167,390	-	2.6	29.7	31.9
14	THE HERITAGE INSURANCE COMPANY LIMITED	2,141,199	880,955	63,930	837,032	4,630	4,987	2,239,434	0.2	0.2	27.1	27.9
15	ICEA LION GENERAL INSURANCE COMPANY LTD	2,895,659	667,421	406,733	715,487	5,747	(3,206)	3,251,785	0.1	(0.1)	18.0	22.3
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	200,348	194,421	112,538	280,254	-	-	227,053	-	-	55.2	37.1
17	INVESCO ASSURANCE COMPANY LIMITED	162,080	(1,097)	(11,758)	1,931	-	-	147,294	-	-	1.3	2.1
18	JUBILEE ALLIANZ GENERAL INSURANCE LTD	3,329,665	327,164	(314,464)	237,327	-	62,663	3,042,375	-	1.9	7.1	21.7
19	JUBILEE HEALTH INSURANCE LTD	872,026	2,384,510	-	2,359,537	-	-	896,998	-	-	72.5	74.7
20	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	2,714,583	99,487	13,703	344,634	-	18,090	2,465,049	-	0.6	12.2	10.0
21	KENYA ORIENT INSURANCE COMPANY LIMITED	962,191	257,010	129,234	141,217	19,689	17,623	1,169,906	1.5	1.3	10.5	7.8
22	MADISON GENERAL INSURANCE COMPANY LIMITED	669,165	869,742	441,906	1,005,493	-	-	975,320	-	-	50.8	57.6
23	MAYFAIR INSURANCE COMPANY LIMITED	1,473,706	489,479	13,239	345,573	20,803	-	1,610,048	1.1	-	17.5	28.8
24	MUA INSURANCE (KENYA) LIMITED	449,586	199,299	70,901	240,355	10,808	6,438	462,185	1.5	0.9	33.4	41.6
25	OCCIDENTAL INSURANCE COMPANY LIMITED	842,204	284,339	(16,247)	220,251	-	7,132	882,912	-	0.6	19.8	24.9
26	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	970,730	235,554	955,469	262,284	17,946	1,342,262	539,262	0.8	62.1	12.1	24.2
27	PACIS INSURANCE COMPANY LIMITED	250,384	274,282	76,423	353,834	7,218	1,645	238,392	1.2	0.3	58.9	49.2
28	PIONEER GENERAL INSURANCE LIMITED	323,993	138,565	84,538	212,101	8,669	-	326,326	1.6	-	38.8	40.9
29	SANLAM GENERAL INSURANCE LIMITED	426,764	153,493	73,455	195,325	812	5,934	451,640	0.1	0.9	29.9	33.0
30	STAR DISCOVER INSURANCE LIMITED	73,638	255,411	(158)	230,735	17,614	-	80,541	5.4	-	70.2	52.6
31	STAR DISCOVER MICRO INSURANCE LIMITED	479	3,789	-	3,108	594	-	566	13.9	-	72.8	70.0
32	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	219,010	104,491	25,749	70,824	5,143	14,917	258,367	1.5	4.3	20.3	12.0
33	TAUSI ASSURANCE COMPANY LIMITED	455,638	107,236	51,976	75,810	-	92,587	446,452	-	15.1	12.3	13.0
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	308,011	178,328	131,500	223,322	25,283	-	369,233	4.1	-	36.1	40.3
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	941,310	42,446	1,686	15,349	-	6,600	963,492	-	0.7	1.6	1.2
36	TRIDENT INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	-
	Industry	39,572,236	15,614,859	6,500,373	17,588,787	271,775	2,078,394	41,748,701	0.44	3.4	28.5	31.9

Amounts in thousands

Appendix 5: Analysis of long-term insurance business claims movement (numbers) for the quarter ended 31st March 2024

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 (%)	
											Q1 2024 (4/(4+5+6+7)) (10)	Q4 2023 (11)
1	ABSA LIFE ASSURANCE KENYA LIMITED	846	1,926	-	1,678	39	29	1,026	1.4	1.0	60.5	74.2
2	APA LIFE ASSURANCE COMPANY LIMITED	1,139	1,159	-	1,235	-	46	1,017	-	2.0	53.7	52.0
3	BRITAM LIFE INSURANCE COMPANY LIMITED	5,587	35,776	-	35,682	-	-	5,681	-	-	86.3	86.2
4	CANNON LIFE ASSURANCE (K) LIMITED	264	192	8	204	-	11	241	-	2.4	44.7	54.7
5	CAPEX LIFE ASSURANCE COMPANY LIMITED	24	1,875	-	1,870	2	-	27	0.1	-	98.5	98.3
6	CIC LIFE ASSURANCE COMPANY LIMITED	1,859	1,775	1,553	1,928	12	-	1,694	0.3	-	53.1	62.2
7	CORPORATE INSURANCE COMPANY LIMITED-LIFE	1,326	147	-	310	6	-	1,157	0.4	-	21.0	14.7
8	EQUITY LIFE ASSURANCE (KENYA) LIMITED	38	182	-	110	50	-	60	22.7	-	50.0	54.1
9	GA LIFE ASSURANCE LIMITED	2	936	-	938	-	-	-	-	-	100.0	99.9
10	GEMINIA LIFE INSURANCE COMPANY LIMITED	506	61	(253)	89	-	-	478	-	-	15.7	8.1
11	ICEA LION LIFE ASSURANCE COMPANY LTD	2,593	24,053	-	23,923	-	-	2,723	-	-	89.8	91.8
12	JUBILEE LIFE INSURANCE LIMITED	2,688	12,079	97	12,161	19	-	2,587	0.1	-	82.4	85.8
13	KENINDIA ASSURANCE COMPANY LIMITED-LIFE	358	3,644	-	3,582	-	15	405	-	0.4	89.5	86.1
14	KENYA ORIENT LIFE ASSURANCE COMPANY LIMITED	22	20	-	14	-	-	28	-	-	33.3	38.5
15	KUSCCO MUTUAL ASSURANCE LIMITED	1,272	601	-	596	4	-	1,273	0.2	-	31.8	40.4
16	LIBERTY LIFE ASSURANCE KENYA LIMITED	5,617	2,080	-	6,465	48	-	1,184	0.6	-	84.0	25.3
17	MADISON LIFE ASSURANCE KENYA LIMITED-LIFE	1,494	8,489	-	8,219	-	-	1,764	-	-	82.3	83.4
18	OLD MUTUAL ASSURANCE COMPANY LIMITED	948	1,169	-	1,141	-	-	976	-	-	53.9	56.4
19	OLD MUTUAL LIFE ASSURANCE KENYA LIMITED	354	2,846	-	2,870	-	4	326	-	0.1	89.7	91.0
20	PIONEER ASSURANCE COMPANY LIMITED	8,950	6,246	-	5,085	-	-	10,111	-	-	33.5	38.6
21	PRUDENTIAL LIFE ASSURANCE KENYA LIMITED	193	1,599	-	1,557	-	-	235	-	-	86.9	91.0
22	SANLAM LIFE INSURANCE LIMITED	3,216	5,715	-	5,385	18	102	3,426	0.2	1.1	60.3	59.6
23	STAR DISCOVER LIFE INSURANCE LIMITED	-	378	-	670	-	-	129	-	-	83.9	94.2
24	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-LIFE	86	1,220	3	1,222	-	-	84	-	-	93.6	93.8
25	THE MONARCH INSURANCE COMPANY LIMITED-LIFE	148	33	-	47	-	-	135	-	-	25.8	35.1
	Industry	39,530	114,201	1,408	116,981	198	207	36,767	0.13	0.13	75.9	76.4

Appendix 6: Analysis of long-term insurance business claims movement (amount) for the quarter ended 31st March 2024

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 (%)	
											Q1 2024 (4/(4+5+6+7)) (10)	Q4 2023 (11)
1	ABSA LIFE ASSURANCE KENYA LIMITED	427,398	670,936	-	640,786	2,093	9,466	445,989	0.2	0.9	58.3	64.5
2	APA LIFE ASSURANCE COMPANY LIMITED	565,006	359,337	3,006	314,689	-	23,777	588,884	-	2.6	33.9	39.8
3	BRITAM LIFE INSURANCE COMPANY LIMITED	967,007	5,170,720	-	5,174,907	-	-	962,820	-	-	84.3	86.5
4	CANNON LIFE ASSURANCE (K) LIMITED	97,572	70,831	(5,728)	80,062	-	2,131	80,481	-	1.3	49.2	57.5
5	CAPEX LIFE ASSURANCE COMPANY LIMITED	29,631	171,512	(0)	180,943	5,455	-	14,744	2.7	-	90.0	93.3
6	CIC LIFE ASSURANCE COMPANY LIMITED	698,676	576,090	154,834	851,006	1,531	-	577,064	0.1	-	59.5	59.9
7	CORPORATE INSURANCE COMPANY LIMITED-LIFE	194,144	20,559	-	15,664	634	-	198,405	0.3	-	7.3	42.6
8	EQUITY LIFE ASSURANCE (KENYA) LIMITED	30,884	104,841	-	69,337	14,187	-	52,202	10.5	-	51.1	54.5
9	GA LIFE ASSURANCE LIMITED	7,635	669,994	-	677,629	-	-	-	-	-	100.0	100.0
10	GEMINIA LIFE INSURANCE COMPANY LIMITED	983,318	99,697	(235,291)	129,496	-	-	718,227	-	-	15.3	10.8
11	ICEA LION LIFE ASSURANCE COMPANY LTD	519,772	3,310,023	-	3,317,968	-	-	511,827	-	-	86.6	86.1
12	JUBILEE LIFE INSURANCE LIMITED	1,023,833	3,044,008	267,326	3,067,104	12,451	-	1,255,611	0.3	-	70.7	82.7
13	KENINDIA ASSURANCE COMPANY LIMITED-LIFE	139,141	1,594,771	-	1,577,555	-	12,086	144,272	-	0.7	91.0	85.8
14	KENYA ORIENT LIFE ASSURANCE COMPANY LIMITED	14,765	20,592	-	16,995	-	-	18,362	-	-	48.1	74.6
15	KUSCCO MUTUAL ASSURANCE LIMITED	518,333	294,667	-	259,193	187	-	553,620	0.0	-	31.9	42.8
16	LIBERTY LIFE ASSURANCE KENYA LIMITED	496,781	495,376	-	545,164	12,850	-	434,143	1.3	-	54.9	65.8
17	MADISON LIFE ASSURANCE KENYA LIMITED-LIFE	210,561	726,054	-	634,840	-	-	301,775	-	-	67.8	71.5
18	OLD MUTUAL ASSURANCE COMPANY LIMITED	188,811	556,328	-	509,913	-	1,157	234,069	-	0.2	68.4	74.4
19	OLD MUTUAL LIFE ASSURANCE KENYA LIMITED	492,543	797,743	-	844,387	-	3,234	442,666	-	0.3	65.4	72.1
20	PIONEER ASSURANCE COMPANY LIMITED	993,278	584,811	-	485,783	-	-	1,092,306	-	-	30.8	39.6
21	PRUDENTIAL LIFE ASSURANCE KENYA LIMITED	7,983	201,335	-	199,612	-	-	9,706	-	-	95.4	95.8
22	SANLAM LIFE INSURANCE LIMITED	645,314	850,716	-	826,070	9,475	21,914	638,570	0.6	1.5	55.2	60.4
23	STAR DISCOVER LIFE INSURANCE LIMITED	-	5,943	-	5,778	-	-	9,300	-	-	38.3	76.0
24	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-LIFE	267,278	182,966	13,089	217,751	-	-	245,582	-	-	47.0	42.3
25	THE MONARCH INSURANCE COMPANY LIMITED-LIFE	269,032	11,111	-	13,134	-	-	267,009	-	-	4.7	5.1
	Industry	9,788,696	20,590,962	197,236	20,655,768	58,864	73,764	9,797,634	0.19	0.24	67.5	71.4

Amounts in thousands