

**TO: INSURANCE AGENTS**

**RE: WORKSHOP ON 31/10/2019 TO SHARE FINDINGS OF THE  
TREATING CUSTOMERS FAIRLY (TCF) SURVEYS UNDERTAKEN IN  
JUNE 2019.**

The Insurance Regulatory Authority is mandated under CAP 487 laws of Kenya to regulate, supervise and promote development of the insurance industry in Kenya. One of the Authority's key objective is to protect the interests of the insurance policyholders and beneficiaries. In that regard the Authority rolled out the Treating Customers Fairly (TCF) model in March 2016 as a guide to fair treatment of customers by the industry players at the various stages of business relationship.

In the month of June 2019, two surveys were undertaken to establish the level of compliance with the TCF model. The first survey was a self-assessment by the insurance companies while the second was a National survey conducted on consumers of insurance services.

The Authority wishes to share the survey findings in a half day workshop scheduled to take place on **31<sup>st</sup> October 2019** at the College of Insurance starting **8.30 a.m.** The Insurance agents are invited to attend and participate in the workshop. Only the first fifty (**50**) agents to confirm attendance will be eligible to attend the workshop.

Confirmations should be sent to Grace Muriuki on [gmuriuki@ira.go.ke](mailto:gmuriuki@ira.go.ke) by 21<sup>st</sup> October 2019.



**GODFREY KIPTUM**

**COMMISSIONER OF INSURANCE & CHIEF EXECUTIVE OFFICER**