Insurance Regulatory Authority
Bima Bora kwa Taifa
IRA

IRA Bulletin

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ISSUE 15

IRA and CICA-RE Explore Strategic Collaboration for Regional Insurance Growth

The Commissioner of Insurance and IRA CEO Mr. Godfrey K. Kiptum (Centre) takes a photo with the delegation from CICA Re led by Ms. Lety Endeley (Central Director for Africa, Asia & Latin America at CICA-RE (Compagnie Commune de Réassurance des Etats membres de la CIMA).

The Insurance Regulatory Authority (IRA) hosted a delegation from CICA-RE (Compagnie Commune de Réassurance des États membres de la CIMA) during a courtesy call to the Commissioner of Insurance and the Authority's Chief Executive Officer, Mr. Godfrey Kiptum.

The delegation was led by Ms. Lety Endeley of CICA-RE. The meeting provided an important platform for engagement on areas of mutual interest, including strategic collaboration, regional alignment and the continued growth of the insurance and reinsurance industry.

Discussions focused on the value of stronger cooperation among insurance-sector institutions across the region, particularly in advancing market resilience, promoting knowledge-sharing and supporting the development of sustainable insurance solutions. The engagement also underscored the importance of aligning regulatory and industry efforts in response to evolving risks, changing consumer needs and emerging opportunities within the regional insurance landscape.

Mr. Kiptum noted that collaboration among regulators, insurers and reinsurers remains essential in strengthening the sector's capacity to protect policyholders, enhance public confidence and support broader economic development. He emphasized the need for continued dialogue and partnerships that contribute to a stable, innovative and inclusive insurance market.

CICA-RE's visit reaffirmed the shared commitment to deepening regional cooperation and identifying practical opportunities that can support the future growth of the industry. The Authority looks forward to continued engagement with CICA-RE and other stakeholders in advancing a resilient and responsive insurance sector.

IRA engages residents in Uasin Gishu County during the Insurance Open Day in Eldoret City

by **Vanessa Tiampati**

The Authority in collaboration with insurance industry players and government agencies, is hosting a 3-days Insurance Open Day in Eldoret, Uasin Gishu County happening at Central Primary School grounds in Eldoret City.

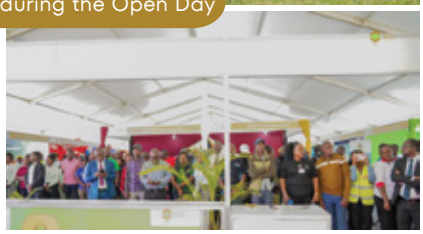
The event was officially opened by H.E. Dr. Jonathan Bii Chelilim, E.G.H., the Governor of Uasin Gishu County, who engaged with exhibitors and learned more about the diverse services and information being offered to residents.

The governor urged residents to take up insurance as a protection tool and placed emphasis on the important role of insurance in supporting individuals, businesses, and communities.

Insurance Open Days provide strategic opportunities for industry players to engage directly with the public, address consumer needs and build trust within the regional insurance landscape.

H.E. Dr. Jonathan Bii Chelilim, E.G.H., the Governor of Uasin Gishu County addressing participants during the opening ceremony of Insurance Open Day in Uasin Gishu County.

Participants during the Open Day



H.E. Dr. Jonathan Bii Chelilim, E.G.H., (2nd left), the Governor of Uasin Gishu County cutting the ribbon to officially open the Insurance Open Day in Uasin Gishu County.

The IRA team engages with a customer inquiring about insurance matters at the tent during the Uasin Gishu Insurance Open Day in Eldoret City

IRA Senior Management Equipped with Effective Media Management skills

by **Martha Onsare**

On 22nd June 2026, a media engagement session for senior management was held at the College of Insurance and facilitated by Alex Chamwada of CHAMS Media. The session focused on effective engagement with both mainstream and social media platforms, emphasizing the importance of maintaining a strong and professional rapport with the media. It aimed to equip senior management team with practical skills to handle media interactions confidently, communicate organizational messages clearly, and responsibly manage their social media presence in order to strengthen public confidence in the Authority's work.

The training equipped senior managers with practical skills for handling media interviews and communicating organizational messages clearly and consistently. Participants were taken through key approaches to media and social media engagement, including the importance of preparation, clarity of messaging, and maintaining focus on key communication points. They were also guided on how to anticipate questions, manage difficult or sensitive issues calmly, and avoid speculation by relying strictly on verified information.

Emphasis was also placed on best practices for responsible social media use, persona professionalism, consistency in messaging, and the critical role leaders play in safeguarding institutional reputation in digital spaces. The management team was encouraged to view both mainstream and social media as strategic communication tools, while ensuring timely, accurate, and responsible messaging to sustain public trust and confidence. The session also included crisis communication, where several approaches to effectively managing organizational crises were discussed

Ms. Esther Musyoki- Director Corporate Services giving opening remarks during the training.

Veteran journalist and CEO CHAMS Media Alex Chamwada facilitating the Senior Management training

Ms. Joanne Wanjala, Deputy Director, Corporate Communications and PR during the training.

A section of members of the Senior management team during the training.

Staff Members Sensitized on the Revised Service Delivery Charter

by **Martha Onsare**

On Tuesday, 23rd June 2026, the Corporate Communication and Public Relations Department sensitized staff members virtually on the revised Service Delivery Charter.

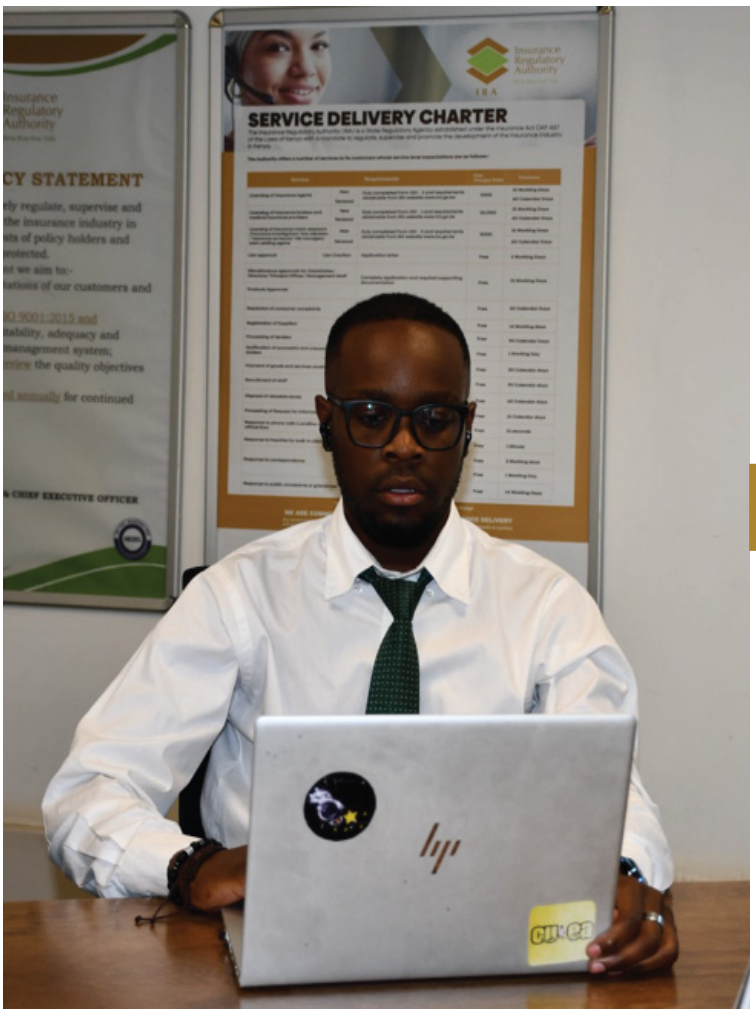
The session was led by Mr. Evans Kibagendi, Principal Corporate communications & Public Relations Officer who explained that the revised charter aligns service delivery with stakeholder expectations, clarifies customer requirements and processing timelines, and supports compliance with performance and governance standards.

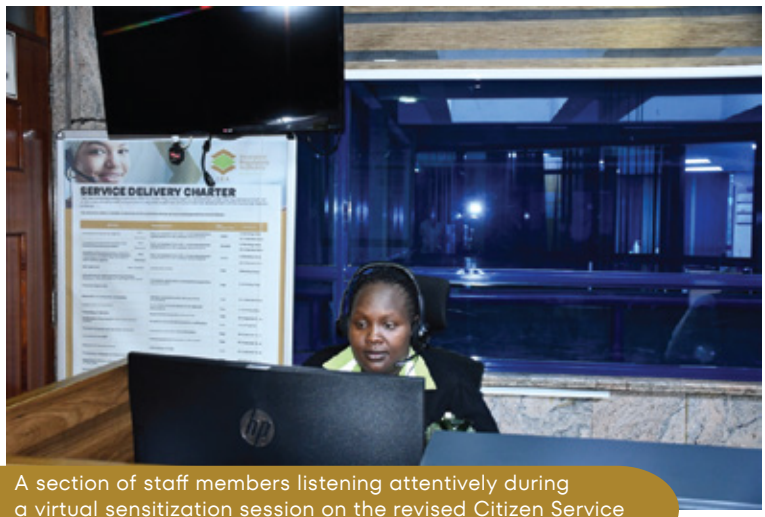
He noted that the initiative supports the Authority's Strategic Plan, particularly KRA 2 on customer centricity, aimed at enhancing customer experience and stakeholder engagement.

Mr. Kibagendi emphasized that the Service Delivery Charter communicates the Authority's commitments to customers and stakeholders, promotes transparency, accountability, and efficiency, and provides clear service standards, requirements, charges, and timelines.

He reminded staff that every employee is responsible for timely and professional service delivery, providing accurate information, taking accountability for assigned duties, and pursuing continuous improvement in service delivery to support the Authority's mandate.

He concluded by stating, "Customer service is not a department; it is everyone's job. Every employee has a role to play in contributing to quality and timely customer service offered to clients."





A section of staff members listening attentively during a virtual sensitization session on the revised Citizen Service Delivery Charter.

Welcome on board new staff members!

by **Martha Onsare**

The Authority conducted a staff induction program to 5 new staff members who have joined various departments across the organization.

The four-day programme which commenced on 22nd June 2026 featured sessions from the Directorate of Supervision, Insurance Fraud Investigation Unit (IFIU), Legal and Internal Audit Directorates, as well as Human Resource Management, Supply Chain Management, ICT, Corporate Communication & Public Relations, and Administration departments.

The induction programme is designed to help new employees understand the Authority's culture, values, policies, and operational procedures. It also provides clarity on job roles and responsibilities, promotes compliance with organizational requirements, and supports employee engagement by creating opportunities for interaction and collaboration with colleagues and departmental leaders.

Welcome on board:

1. Sylviah Khaoma Kasaya, Assistant Director, Actuarial, Actuarial and Data Analytics Department
2. Tmothy Kipkogei Komen, Actuarial Officer, Actuarial and Data Analytics Department
3. Sylvia Jelagat, Human Resource Management Officer, Human Resource Management Department
4. Jean Chebichiy Oloibe, Administration Department
5. Abdiaziz Abdirahman, Licensing and Enforcement Department

Jean Chebichiy Oloibe, Administration Department (far left), Sylvia Jelagat, Human Resource Management Officer, Human Resource Management Department (middle) and Abdiaziz Abdirahman, Licensing and Enforcement Department (far right)

Faith Musyoki from the Licensing and Enforcement Department engaging the new staff members

Quote of the Week:

"In a world where you can be anything, be kind"

~ Claire Pooley.

Did you Know?

June 26th is **International Day Against Drug Abuse and Illicit Trafficking:**
This day spreads awareness about drug abuse prevention and global action against illegal drug trafficking.

Mainstreaming National Values in Insurance Regulation

Are you aware of the Kenya National Values and how IRA is mainstreaming them in daily operations?

The Authority continues to integrate Kenya national values and principles of governance into its regulatory, supervisory and service-delivery mandate. Anchored in Article 10 of the Constitution of Kenya, these values guide the Authority's engagement with the insurance industry, policyholders and the public.

Through its work, the Authority promotes patriotism, national unity and sharing by supporting an insurance sector that contributes to economic resilience and protects individuals, families and businesses against financial loss. By encouraging wider insurance penetration and financial inclusion, IRA advances a shared national objective of building a more secure and prosperous Kenya.

IRA upholds democracy and participation of the people through stakeholder engagement, public consultations and consumer-awareness initiatives. These platforms enable insurers, intermediaries, policyholders and other stakeholders to contribute to the development of regulations, policies and industry initiatives.

The Authority is also committed to human dignity, equity, social justice, inclusiveness, equality, human rights, non-discrimination and protection of the marginalised. This commitment is reflected in efforts to strengthen consumer protection, promote fair treatment of policyholders and encourage insurance solutions that respond to the needs of diverse groups, including underserved communities.

In its internal operations and regulatory oversight, IRA advances good governance, integrity, transparency and accountability. The Authority promotes compliance with legal and regulatory requirements, prudent market conduct and responsible business practices across the insurance sector. These principles are essential in safeguarding public confidence and ensuring that insurance institutions remain accountable to the people they serve.

IRA further embraces sustainable development by supporting a stable, innovative and resilient insurance industry. Through risk-based supervision, market development and collaboration with stakeholders, the Authority seeks to ensure that the sector can respond effectively to emerging risks, including climate-related, technological and economic challenges.

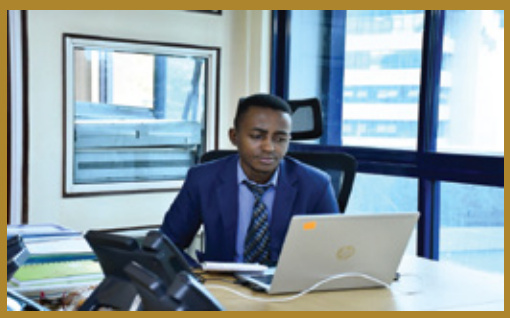
By mainstreaming these national values, the Insurance Regulatory Authority is strengthening not only the insurance sector but also its contribution to Kenya's social and economic transformation. To further this, the Authority has set up a standing committee on national values.

THROUGH THE LENS

Senior Management Equipped with Skills for Effective Media Communication

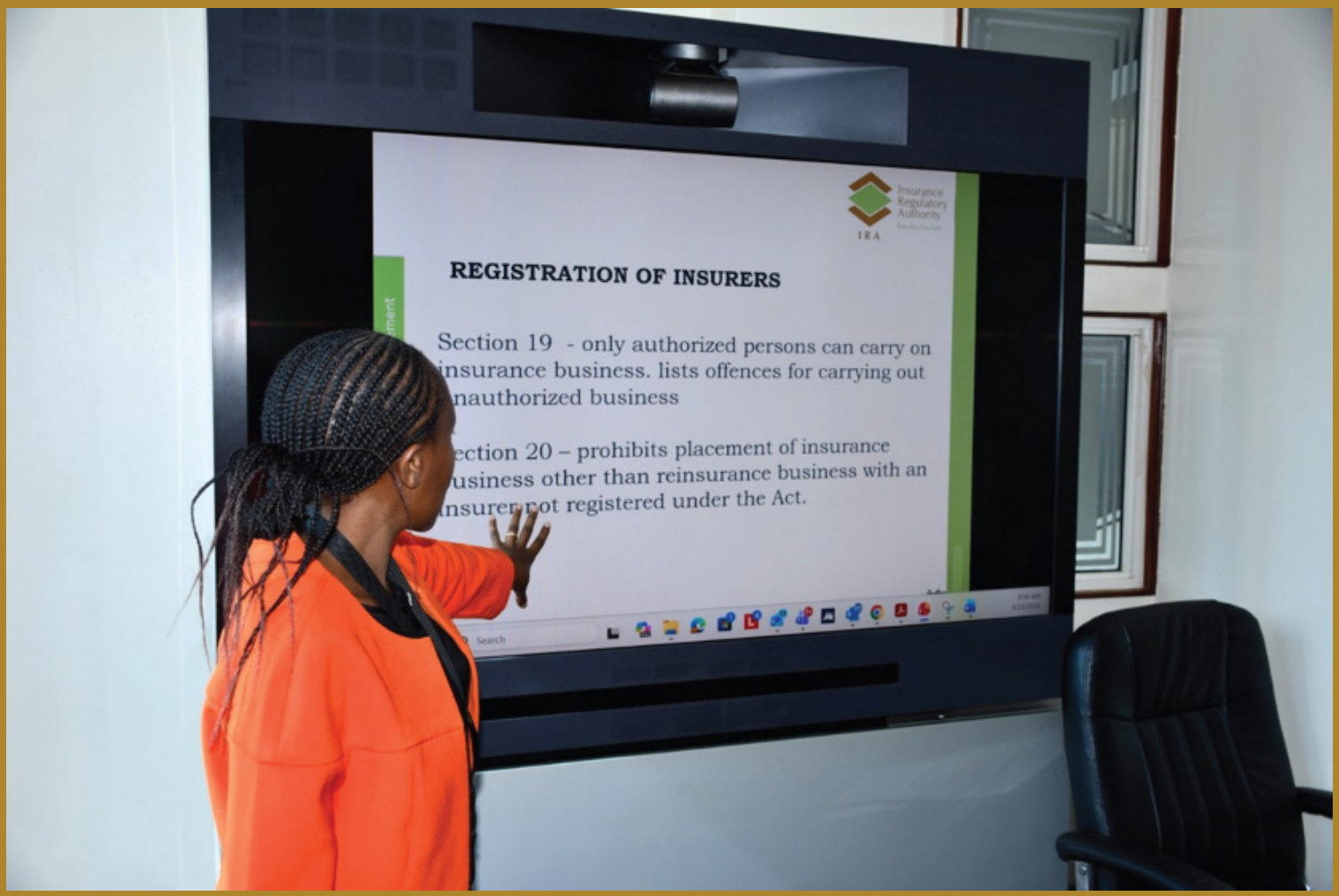
THROUGH THE LENS

Service delivery charter staff sensitization



THROUGH THE LENS

Staff Induction moments



The Weekly Bulletin is a publication of IRA's Corporate Communications and Public Relations Department.
The editorial team welcomes articles, feedback & commentary from all our readers.
Send your contributions to communications@ira.go.ke

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