

COMPANY PROFILE



**Hace
Insurance
Agency
Limited**

Health Insurance | General Insurance | Life Assurance | Pensions

Table of Content

Executive Summary.....	2
Experience	4
Summary of Services Offered	4
Commitment to Clients	5
Professional Account Management (PAM).....	5
Summary of Key Strengths	6
Corporate Citizenship and Social Responsibility.....	6
Client Service Standard System	7
Some of Our Clients	8

Executive Summary

Hace Insurance Agency Limited, established on December 28, 2020, is a premier insurance consultancy firm led by highly experienced executives from the insurance industry. We specialize in Commercial and Personal Insurance, covering Property, Casualty, and Life insurance for diverse clients, including individuals, SMEs, corporations, government institutions, consultancy firms, manufacturing and construction industries, associations, and NGOs. Additionally, we offer consultancy services on Pensions and Money Markets.

Our company was founded in response to a growing demand for professional, locally experienced insurance advisors who provide impartial and customized insurance solutions. We take time to understand our clients' needs, ensuring they receive optimal coverage at competitive rates. Our team collaborates with industry experts and consultants to provide exceptional technical and backup support for unique and complex insurance risks.

By evaluating existing insurance arrangements and tailoring solutions, we have successfully optimized costs while enhancing coverage for our clients. Hace Insurance Agency is duly registered and licensed by the Insurance Regulatory Authority (IRA) of Kenya.

Our Mission

OUR MISSION

To be a leader in insurance consultancy and service administration by delivering tailored, top-tier insurance solutions that meet our clients' needs.

OUR VISION

To establish unparalleled service standards that drive market growth and position Hace Insurance Agency as a pillar in Kenya's insurance industry.

OUR CORE VALUES

Our operations are guided by five fundamental principles:

- ❖ Customer Care
- ❖ Teamwork
- ❖ Integrity
- ❖ Excellence in Performance
- ❖ Professional Innovation



Experience

Hace Insurance Agency has cultivated strong relationships with key stakeholders in the insurance and risk management sectors, enabling us to provide highly reliable, professional services.

International Reach

We collaborate with trusted associates across the region, ensuring seamless insurance services in:

- ❖ Tanzania, Uganda, Rwanda, South Sudan
- ❖ Ethiopia, Somalia, DRC, India

Our expanding network allows us to support our valued clients wherever they operate.

Summary of Services Offered

We provide a comprehensive range of insurance services to meet diverse client needs, including:

- ❖ General Insurance: Property, Fire & Perils, Burglary/Theft, Goods in Transit, Marine Cargo, Motor Insurance (Private, Commercial, Special Types), and more.
- ❖ Liability Insurance: Public Liability, Employer's Liability, Directors & Officers Liability, Professional Indemnity.
- ❖ Business Insurance: Work Injury Benefits Act (WIBA), Contractor's All Risks, Industrial All Risks, Machinery Breakdown, Business Interruption.
- ❖ Life & Health Insurance: Individual and Group Life, Health Insurance, Personal Accident, Pensions.
- ❖ Specialized Cover: Crop Insurance, Kidnap & Ransom, Aviation Hull & Liability, Credit Services.

Commitment to Clients

Our goal is to earn and maintain our clients' trust by providing personalized, innovative, and cost-effective insurance solutions. We are committed to:

- ❖ Delivering exceptional service as one cohesive team.
- ❖ Upholding a quality-driven approach.
- ❖ Enhancing employee skills and career growth.
- ❖ Building long-term, trust-based relationships with clients and partners.
- ❖ Contributing positively to the communities we serve.

Professional Account Management (PAM)

We implement a structured, professional approach to ensure service excellence. PAM focuses on:

- ❖ Client Service: Delivering responsive, high-quality solutions.
- ❖ Claims Management: Efficiently handling claims with minimal disruptions.
- ❖ Risk Finance & Control: Identifying and mitigating risks proactively.

Benefits of PAM for Clients

- ❖ Clear service delivery timelines and objectives.
- ❖ Consistency in high-quality service across regions.
- ❖ Cost-effective solutions tailored to individual needs.
- ❖ Professional and experienced staff dedicated to efficiency.

Summary of Key Strengths

Hace Insurance Agency stands out due to:

- ❖ Comprehensive Service Offering: A one-stop-shop for insurance and consultancy services.
- ❖ Strong Administrative & Risk Management Capacity: Efficient processes to ensure seamless service delivery.
- ❖ Excellent Client References: Proven track record in delivering top-tier services.
- ❖ Consistent High-Level Service Delivery: Fast response times and tailored solutions.
- ❖ Annual Stewardship Reports: Performance evaluations to maintain service quality.

Corporate Citizenship and Social Responsibility

We are committed to ethical business practices, regulatory compliance, and active participation in industry forums. Hace Insurance Agency is affiliated with:

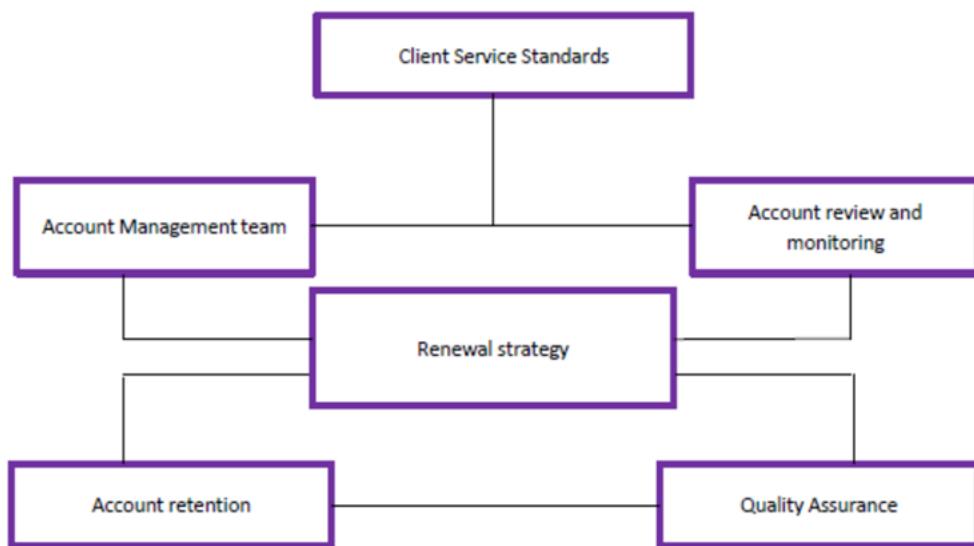
- ❖ Insurance Institute of Kenya (IIK)
- ❖ Association of Kenya Professional Insurance Agents (AKPIA)
- ❖ Association of Insurance Brokers of Kenya (AIBK)
- ❖ Association of Kenya Insurers (AKI)
- ❖ Insurance Industry Awards and Forums such as Think Business Awards, AKI Awards

We also support charitable causes through fundraising, direct donations, and student sponsorship programs.

Client Service Standard System

Our structured client service system ensures efficiency and excellence in:

- ❖ Personalized client engagement.
- ❖ Timely response to inquiries and claims.
- ❖ Continuous improvement of insurance solutions.



Some of Our Clients

Our clientele spans across multiple sectors, including public and private institutions, SMEs, corporates, and NGOs.



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- 📍 **Locations:** The Avalon (Family Bank) Building, 5th Floor, Ngong Road, Nairobi, Kenya
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