



## **INSURANCE REGULATORY AUTHORITY**

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### **Insurance Industry Quarterly Claims Statistics for the Period**

**April - June 2024**

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Prepared by

Insurance Regulatory Authority

July 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 second 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 liability<sup>1</sup> 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 Q2 2024 for general liability were 164,621 claims amounting to KES 37.64 billion an increase in number and amount from 159,273 claims amounting to KES 37.61 billion reported in Q1 2024 while 3,854,556 claims amounting to KES 65.61 billion were reported for general non-liability claims, an

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<sup>1</sup> Liability Claims are third parties' claims while non liability claims are policyholders' claims.

increase in number and amount from 3,663,926 claims worth KES 61.69 billion reported in Q1 2024.

Long-term actionable claims in Q2 2024 were 159,920 claims amounting to KES 34.24 billion an increase in number and amount from 154,153 claims amounting to KES 30.59 billion reported in Q1 2024.

## **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 Q2 2024 were 20,249 claims an increase from 17,545 claims but a decrease in amount from KES 3.50 billion in Q1 2024 to KES 2.52 billion reported in Q2 2024 while 2,444,761 non-liability claims amounting to KES 17.32 billion were reported as intimated or revived, a decrease in number but an increase in amount from 2,450,510 claims of amount KES 15.61 billion reported in Q1 2024.

Long-term intimated or revived claims increased in terms of numbers and amount from 114,201 claims (KES 20.59 billion) in Q1 2024 to 123,037 claims (KES 24.13 billion) in Q2 2024.

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

In Q2 2024, claims revised under general liability claims and non-liability claims were 14,617 claims amounting to KES 2.24 billion and 35,158 claims amounting to KES 6.55 billion respectively. Long-term revised claims were 1,529 amounting to KES 293.05 million recorded in Q2 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 12,922 claims (KES 4.18 billion) and 2,423,140 claims (KES 18.32 billion). This represented decrease in amounts by 18.8% for liability claims and an increase in amounts by 4.2% for non-liability claims from KES 5.15 billion and KES 17.59 billion respectively in Q1 2024.

Long-term insurers paid 121,639 claims amounting to KES 23.16 billion in Q2 2024 increasing by 4.0% in terms of number and 12.1% in terms of amounts from 116,981 claims and KES 20.66 billion respectively paid in Q1 2024.

**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 Q2 2024, the number of liability claims declined, decreased by 5.3% from 76 to 72. On the other hand, the claims declined amounts increased by 69.5% from KES 40.30 million to KES 68.31 million. The number of non-liability claims declined, increased by 12.7% from 12,715 to 14,328 while the amounts decreased by 1.0% from KES 271.77 million to KES 268.97 million

During the period under review, the number of claims declined by the long-term insurers increased by 138.4% from 198 to 472 while the amounts increased by 142.5% from KES 58.86 million to KES 142.74 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 Q2 2024, the number of general liability claims closed as no claims increased by 2.3% from 1,530 to 1,565 while the amounts decreased by 33.6% from 351.55 million to KES 233.58 million. The number of non-liability claims closed as no

claims decreased by 17.7% from 5,941 to 4,887 while the amounts decreased by 47.7% from KES 2.08 billion to KES 1.09 billion.

During the same period the number of claims closed as no claims under long-term insurance business increased by 20.3% from 207 to 249 while the amounts increased by 5.9% from KES 73.76 million to KES 78,139 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 Q2 2024, the proportion of declined general liability claims decreased to 0.04% in terms of numbers from 0.05% but increased to 0.18% in terms of amount from 0.11% recorded in Q1 2024. The proportion of declined general non-liability claims increased to 0.37% from 0.35% in terms of numbers but decreased to 0.41% in terms of amounts from 0.44% in Q1 2024.

In addition, the proportion of declined long-term business claims in Q2 2024 increased to 0.30% and 0.42% in terms of numbers and amounts from 0.13% and 0.19% recorded in Q1 2024 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 Q2 2024, the proportion of general business liability claims closed as no claims decreased to 0.95% and to 0.62% in terms of numbers and amounts compared to 0.96% and 0.93% observed in Q1 2024. The proportion of general business non-liability claims closed as no claims decreased to 0.13% and to 1.66% in terms of numbers and amounts in Q2 2024 from 0.16% and 3.37% in Q1 2024 respectively.

The proportion of long-term insurance business claims closed as no claims in Q2 2024 increased to 0.16% from 0.13% in terms of numbers but decreased to 0.23% in terms of amounts from 0.24% as recorded in Q1 2024.

### **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 Q2 2024, the claims payment ratio for general liability claims decreased to 7.85% from 8.86% recorded in Q1 2024 with respect to number and to 11.10% from 13.69% recorded in Q1 2024 with regard to amount. During the same period, the claims payment ratio for general non-liability claims increased to 62.86% from 61.07% in respect of numbers but decreased to 27.92% from 28.51% in respect of amounts.

The claims payment ratio for the long-term insurance business increased to 76.06% in Q2 2024 compared to 75.89% in Q1 2024 in terms of numbers and to 67.65% in terms of amounts from 67.53% recorded in Q1 2024.



## INSURANCE REGULATORY AUTHORITY

**TYPE OF INDUSTRY STATISTICS**

**Quarterly Claims Statistics**

**QUARTER**

**Two**

**YEAR**

**2024**

**PERIOD ENDED**

**30<sup>th</sup> June 2024**



## 2.0 Statistical Appendices

**Appendix 1:** Analysis of liability claims movement (numbers) under general insurance business for the quarter ended 30<sup>th</sup> June 2024

**Appendix 2:** Analysis of liability claims movement (amounts) under general insurance business for the quarter ended 30<sup>th</sup> June 2024

**Appendix 3:** Analysis of non-liability claims movement (numbers) under general insurance business for the quarter ended 30<sup>th</sup> June 2024

**Appendix 4:** Analysis of non-liability claims movement (amounts) under general insurance business for the quarter ended 30<sup>th</sup> June 2024

**Appendix 5:** Analysis of long-term insurance business claims movement (numbers) for the quarter ended 30<sup>th</sup> June 2024

**Appendix 6:** Analysis of long-term insurance business claims movement (amounts) for the quarter ended 30<sup>th</sup> June 2024

Appendix 1: Analysis of liability claims movement (numbers) under general insurance business for the quarter ended 30th June 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 %	
											Q2 2024 (4/(4+5+6+7))	Q1 2024
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	128	35	-	20	19	-	124	11.7	-	12.3	6.3
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	1,116	490	132	237	-	-	1,369	-	-	14.76	22.5
3	AIG INSURANCE COMPANY LIMITED	644	65	33	76	-	35	598	-	4.9	10.7	5.0
4	APA INSURANCE COMPANY LIMITED	12,622	1,993	1,292	1,456	-	-	13,959	-	-	9.4	10.3
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	2,614	560	-	639	-	-	2,535	-	-	20.1	19.5
6	CANNON GENERAL INSURANCE (K) LIMITED	4,393	359	2,851	16	1	414	4,321	0.0	8.7	0.3	0.4
7	CIC GENERAL INSURANCE COMPANY LIMITED	3,703	1,400	300	1,051	-	-	4,052	-	-	20.6	22.5
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	1,304	47	-	34	-	1	1,316	-	0.1	2.52	3.2
9	DIRECTLINE ASSURANCE COMPANY LTD	20,985	2,180	-	737	-	-	22,428	-	-	3.2	11.4
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	1,716	344	326	205	1	59	1,795	0.0	2.9	10.0	8.1
11	FIRST ASSURANCE COMPANY LIMITED-GENERAL	1,508	244	251	85	-	46	1,621	-	2.6	4.85	6.6
12	GA INSURANCE LIMITED	8,310	828	318	589	2	159	8,388	0.0	1.7	6.4	4.7
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	8,112	1,009	1,347	695	-	8	8,419	-	0.1	7.6	6.7
14	THE HERITAGE INSURANCE COMPANY LIMITED	5,632	590	660	499	22	15	5,686	0.4	0.2	8.0	6.6
15	ICEA LION GENERAL INSURANCE COMPANY LTD	2,697	509	597	440	-	17	2,749	-	0.5	13.7	8.2
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	1,609	277	595	303	-	-	1,583	-	-	16.1	20.8
17	INVESCO ASSURANCE COMPANY LIMITED	20,321	188	654	293	-	-	20,216	-	-	1.4	1.1
18	JUBILEE ALLIANZ GENERAL INSURANCE LTD	7,739	1,275	-	1,130	-	19	7,865	-	0.2	12.54	14.0
19	JUBILEE HEALTH INSURANCE LTD	-	-	-	-	-	-	-	-	-	0.0	-
20	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	4,828	404	170	327	8	1	4,896	0.2	0.0	6.25	8.0
21	KENYA ORIENT INSURANCE COMPANY LIMITED	2,128	490	427	367	-	-	2,251	-	-	14.0	17.4
22	MADISON GENERAL INSURANCE COMPANY LIMITED	1,242	604	1,208	572	-	-	1,274	-	-	31.0	28.6
23	MAYFAIR INSURANCE COMPANY LIMITED	3,551	1,199	-	1,126	2	68	3,554	0.0	1.4	23.7	19.4
24	MUA INSURANCE (KENYA) LIMITED	1,358	370	459	133	-	342	1,253	-	19.8	7.7	10.1
25	OCCIDENTAL INSURANCE COMPANY LIMITED	3,286	1,271	23	792	-	1	3,764	-	0.0	17.4	12.0
26	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	6,007	1,724	991	36	6	171	7,518	0.1	2.2	0.5	3.9
27	PACIS INSURANCE COMPANY LIMITED	2,090	193	357	105	-	11	2,167	-	0.5	4.6	4.4
28	PIONEER GENERAL INSURANCE LIMITED	884	75	261	81	4	-	887	0.4	-	8.3	10.7
29	SANLAM GENERAL INSURANCE LIMITED	841	393	562	260	-	116	858	-	9.4	21.1	30.1
30	STAR DISCOVER INSURANCE LIMITED	1	11	-	8	-	-	4	-	-	66.7	92.9
31	STAR DISCOVER MICRO INSURANCE LIMITED	-	-	-	-	-	-	-	-	-	-	-
32	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	485	695	700	406	6	-	768	0.5	-	34.4	7.4
33	TAUSI ASSURANCE COMPANY LIMITED	1,553	126	49	40	-	81	1,558	-	4.8	2.4	2.2
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	6,336	22	-	64	-	-	6,294	-	-	1.0	1.9
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	3,815	279	54	100	1	1	3,992	0.0	0.0	2.44	1.9
36	TRIDENT INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	-
	Industry	143,558	20,249	14,617	12,922	72	1,565	150,062	0.04	1.0	7.8	8.9

Appendix 2: Analysis of liability claims movement (amount) under general insurance business for the quarter ended 30th June 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 %	
											Q2 2024 (4/(4+5+6+7))	Q1 2024
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	42,220	12,143	38,441	8,150	15,373	-	72,315	16.0	-	8.5	10.7
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	652,860	27,504	16,105	76,978	-	-	623,663	-	-	10.99	11.3
3	AIG INSURANCE COMPANY LIMITED	920,621	30,907	(9,576)	112,802	-	-	814,804	-	-	12.2	1.0
4	APA INSURANCE COMPANY LIMITED	1,481,677	110,103	236,561	333,590	-	-	1,579,095	-	-	17.4	19.9
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	1,956,948	68,908	67,251	129,118	-	42,257	1,977,514	-	2.0	6.0	8.5
6	CANNON GENERAL INSURANCE (K) LIMITED	506,162	85,577	130,662	163,674	967	18,844	665,503	-	-	-	-
7	CIC GENERAL INSURANCE COMPANY LIMITED	720,729	87,101	125,908	249,441	-	-	743,026	-	-	25.1	25.2
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	329,836	9,074	47,142	13,214	-	213	375,860	-	0.1	3.39	7.3
9	DIRECTLINE ASSURANCE COMPANY LTD	1,650,697	281,001	228,131	281,016	-	-	2,110,321	-	-	11.8	37.0
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	607,462	141,833	9,699	83,926	923	500	687,161	0.1	0.1	10.9	12.3
11	FIRST ASSURANCE COMPANY LIMITED-GENERAL	544,859	56,365	47,582	56,847	-	34,301	574,098	-	5.2	8.55	7.5
12	GA INSURANCE LIMITED	2,672,744	142,650	147,006	221,877	1,848	(16,664)	2,716,885	0.1	(0.6)	7.6	9.9
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	1,424,184	106,460	197,773	302,902	-	2,377	1,530,109	-	0.1	16.5	18.9
14	THE HERITAGE INSURANCE COMPANY LIMITED	1,384,447	96,082	9,813	108,427	28,518	4,835	1,343,753	-	-	7.3	7.4
15	ICEA LION GENERAL INSURANCE COMPANY LTD	247,862	32,971	20,271	37,943	-	(311)	277,145	-	(0.1)	12.1	14.9
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	556,527	10,556	(2,016)	76,343	-	-	499,870	-	-	13.2	15.0
17	INVESCO ASSURANCE COMPANY LIMITED	3,749,130	23,170	37,757	53,599	-	-	3,785,011	-	-	1.4	0.9
18	JUBILEE ALLIANZ GENERAL INSURANCE LTD	2,372,089	201,136	(208,383)	164,724	-	6,120	2,139,972	-	0.3	7.13	5.7
19	JUBILEE HEALTH INSURANCE LTD	-	-	-	-	-	-	-	-	-	0.0	-
20	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	643,426	67,564	18,119	87,914	461	500	661,035	0.1	0.1	11.72	14.2
21	KENYA ORIENT INSURANCE COMPANY LIMITED	469,891	72,955	89,221	154,741	-	-	518,848	-	-	23.0	27.7
22	MADISON GENERAL INSURANCE COMPANY LIMITED	228,060	87,851	154,087	283,257	-	-	246,470	-	-	53.5	66.3
23	MAYFAIR INSURANCE COMPANY LIMITED	2,075,474	270,470	101,648	276,086	1,758	-	2,106,580	0.1	-	11.6	13.1
24	MUA INSURANCE (KENYA) LIMITED	412,042	39,188	182,751	95,411	-	18,328	543,447	-	2.8	14.5	17.4
25	OCCIDENTAL INSURANCE COMPANY LIMITED	732,971	93,834	172,141	217,723	-	263	814,302	-	0.0	21.1	17.2
26	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	1,723,989	133,168	46,344	111,582	975	64,577	1,743,788	0.1	3.4	5.8	6.0
27	PACIS INSURANCE COMPANY LIMITED	687,073	59,219	49,091	91,643	-	570	725,715	-	0.1	11.2	12.9
28	PIONEER GENERAL INSURANCE LIMITED	330,401	28,660	8,944	39,375	749	-	332,726	0.2	-	10.6	15.2
29	SANLAM GENERAL INSURANCE LIMITED	973,541	51,452	245,594	181,838	-	32,559	1,058,174	-	2.6	14.3	15.6
30	STAR DISCOVER INSURANCE LIMITED	200	456	-	412	-	-	244	-	-	62.8	80.8
31	STAR DISCOVER MICRO INSURANCE LIMITED	-	-	-	-	-	-	-	-	-	-	-
32	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	206,402	48,347	11,040	111,887	4,974	-	154,488	1.8	-	41.2	31.4
33	TAUSI ASSURANCE COMPANY LIMITED	302,231	14,468	7,188	11,504	-	24,264	292,812	-	7.4	3.5	5.2
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	349,840	5,942	16,554	28,216	-	-	351,418	-	-	7.4	6.8
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	1,107,421	19,429	(4,052)	13,199	11,761	50	1,095,783	1.0	0.0	1.18	0.9
36	TRIDENT INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	-
	Industry	32,064,016	2,516,543	2,238,796	4,179,356	68,306	233,584	33,161,935	0.18	0.6	11.1	13.7

Amounts in thousands

Appendix 3: Analysis of non-liability claims movement (numbers) under general insurance business for the quarter ended 30th June 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 (%)	
											Q2 2024 (4/(4+5+6+7))	Q1 2024
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	172,048	231,249	1,993	220,442	132	-	184,717	0.0	-	54.4	34.1
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	1,431	349	102	560	-	-	1,220	-	-	31.5	28.8
3	AIG INSURANCE COMPANY LIMITED	1,597	1,099	173	953	4	123	1,616	0.1	4.6	35.3	38.1
4	APA INSURANCE COMPANY LIMITED	3,916	3,477	5,140	2,886	-	-	4,507	-	-	39.0	43.9
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	324,011	108,292	-	91,196	-	-	341,107	-	-	21.1	21.6
6	CANNON GENERAL INSURANCE (K) LIMITED	933	793	1,754	537	8	88	1,093	0.5	5.1	31.1	40.4
7	CIC GENERAL INSURANCE COMPANY LIMITED	3,352	2,654	915	2,299	-	-	3,707	-	-	38.3	42.2
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	2,504	78	-	36	-	1	2,545	-	0.0	1.4	1.4
9	DIRECTLINE ASSURANCE COMPANY LTD	1,012	90	-	435	-	-	667	-	-	39.5	43.4
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	4,306	1,820	1,117	1,180	3	55	4,888	0.0	0.9	19.3	23.3
11	FIRST ASSURANCE COMPANY LIMITED-GENERAL	35,179	44,304	2,655	40,507	483	177	38,316	0.6	0.2	51.0	54.2
12	GA INSURANCE LIMITED	3,476	3,832	887	3,650	41	-	3,617	0.6	-	49.9	48.2
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	2,456	2,061	2,911	1,417	-	97	3,004	-	2.1	31.4	28.7
14	THE HERITAGE INSURANCE COMPANY LIMITED	6,554	39,314	1,588	36,288	155	19	9,406	0.3	0.0	79.1	87.0
15	ICEA LION GENERAL INSURANCE COMPANY LTD	7,483	4,087	2,203	3,743	12	17	7,798	0.1	0.1	32.4	33.5
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	1,062	1,229	564	1,202	-	-	1,089	-	-	52.5	59.7
17	INVESCO ASSURANCE COMPANY LIMITED	1,372	44	114	95	-	-	1,321	-	-	6.7	4.8
18	JUBILEE ALLIANZ GENERAL INSURANCE LTD	2,984	1,444	-	1,455	-	785	2,186	-	17.7	32.9	29.0
19	JUBILEE HEALTH INSURANCE LTD	674,437	1,780,404	-	1,862,486	-	-	592,355	-	-	75.9	72.5
20	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	3,626	2,249	224	1,893	23	20	3,939	0.4	0.3	32.2	36.6
21	KENYA ORIENT INSURANCE COMPANY LIMITED	8,266	1,234	1,102	577	21	127	8,775	0.2	1.3	6.1	9.8
22	MADISON GENERAL INSURANCE COMPANY LIMITED	60,495	57,002	2,585	38,236	-	-	79,261	-	-	32.5	51.7
23	MAYFAIR INSURANCE COMPANY LIMITED	1,110	618	-	624	11	18	1,075	0.6	1.0	36.1	26.9
24	MUA INSURANCE (KENYA) LIMITED	9,335	15,391	1,329	11,951	2,254	2,059	8,462	9.1	8.3	48.3	51.3
25	OCCIDENTAL INSURANCE COMPANY LIMITED	3,476	1,628	-	1,803	-	2	3,299	-	0.0	35.3	27.6
26	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	1,827	1,348	1,134	93	31	828	2,223	1.0	26.1	2.9	12.4
27	PACIS INSURANCE COMPANY LIMITED	5,958	18,901	837	16,592	2,794	71	5,402	11.2	0.3	66.7	65.2
28	PIONEER GENERAL INSURANCE LIMITED	972	1,023	2,944	994	15	-	997	0.7	-	49.6	48.6
29	SANLAM GENERAL INSURANCE LIMITED	2,476	902	943	717	8	186	2,467	0.2	5.5	21.2	26.4
30	STAR DISCOVER INSURANCE LIMITED	6,811	30,785	720	27,015	3,178	-	7,403	8.5	-	71.9	79.4
31	STAR DISCOVER MICRO INSURANCE LIMITED	106	24,434	-	24,251	111	-	178	0.5	-	98.8	70.6
32	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	1,005	1,205	816	161	23	-	2,026	1.0	-	7.3	8.7
33	TAUSI ASSURANCE COMPANY LIMITED	1,263	740	216	465	-	135	1,403	-	6.7	23.2	24.9
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	44,827	60,379	-	26,050	5,019	-	74,137	4.8	-	24.8	39.5
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	6,125	302	192	351	2	79	5,995	0.0	1.2	5.5	2.8
36	TRIDENT INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	-
	Industry	1,407,791	2,444,761	35,158	2,423,140	14,328	4,887	1,412,201	0.37	0.1	62.9	61.1

Appendix 4: Analysis of non-liability claims movement (amount) under general insurance business for the quarter ended 30th June 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 (%)	
											Q2 2024 (4/(4+5+6+7))	Q1 2024
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	1,246,539	1,567,630	(143,596)	1,487,249	24,162	-	1,159,197	0.9	-	55.7	43.6
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	725,789	19,100	22,061	66,414	-	-	700,536	-	-	8.7	10.1
3	AIG INSURANCE COMPANY LIMITED	611,220	199,404	39,159	239,490	20,558	-	589,735	2.4	-	28.2	23.9
4	APA INSURANCE COMPANY LIMITED	2,637,518	763,471	994,807	963,120	-	-	3,432,676	-	-	21.9	28.6
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	5,783,625	1,361,787	371,475	1,651,985	-	131,037	5,733,863	-	1.7	22.0	24.3
6	CANNON GENERAL INSURANCE (K) LIMITED	200,441	138,570	57,320	112,521	5,964	6,386	271,460	1.5	1.6	28.4	41.0
7	CIC GENERAL INSURANCE COMPANY LIMITED	1,222,560	255,830	697,604	765,748	-	-	1,410,247	-	-	35.2	41.9
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	451,051	14,197	76,383	16,370	-	34	525,227	-	0.0	3.0	2.7
9	DIRECTLINE ASSURANCE COMPANY LTD	396,557	12,840	120,022	197,025	-	-	332,394	-	-	37.2	28.8
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	1,451,539	865,015	(148,041)	327,381	1,098	25,359	1,814,674	0.1	1.2	15.1	15.8
11	FIRST ASSURANCE COMPANY LIMITED-GENERAL	1,539,888	757,031	351,241	781,656	39,292	82,055	1,745,157	1.5	3.1	29.5	32.4
12	GA INSURANCE LIMITED	3,269,953	1,749,114	1,180,020	1,949,020	23,251	-	4,226,816	0.4	-	31.4	39.3
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	1,167,390	381,567	648,211	799,744	-	48,557	1,348,867	-	2.2	36.4	29.7
14	THE HERITAGE INSURANCE COMPANY LIMITED	2,239,434	796,659	(15,846)	787,456	4,626	7,367	2,220,798	0.2	0.2	26.1	27.1
15	ICEA LION GENERAL INSURANCE COMPANY LTD	3,251,785	582,990	175,091	768,357	6,247	(2,907)	3,238,168	0.2	(0.1)	19.2	18.0
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	227,053	158,223	463,451	355,987	-	-	492,741	-	-	41.9	55.2
17	INVESCO ASSURANCE COMPANY LIMITED	147,294	1,086	7,826	4,887	-	-	151,318	-	-	3.1	1.3
18	JUBILEE ALLIANZ GENERAL INSURANCE LTD	3,042,375	331,964	77,359	1,013,601	-	120,158	2,317,940	-	3.5	29.4	7.1
19	JUBILEE HEALTH INSURANCE LTD	896,998	2,367,940	-	2,477,109	-	-	787,830	-	-	75.9	72.5
20	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	2,465,049	101,052	140,145	153,142	2,316	346	2,550,441	0.1	0.0	5.7	12.2
21	KENYA ORIENT INSURANCE COMPANY LIMITED	1,169,906	187,451	34,798	77,528	15,268	148,100	1,151,259	1.1	10.6	5.6	10.5
22	MADISON GENERAL INSURANCE COMPANY LIMITED	975,320	667,557	483,290	991,769	-	-	1,134,398	-	-	46.6	50.8
23	MAYFAIR INSURANCE COMPANY LIMITED	1,610,048	827,368	472,649	332,220	25,926	-	2,551,920	0.9	-	11.4	17.5
24	MUA INSURANCE (KENYA) LIMITED	462,185	190,143	250,731	166,035	7,667	34,343	695,013	0.8	3.8	18.4	33.4
25	OCCIDENTAL INSURANCE COMPANY LIMITED	882,912	356,050	(247,857)	248,481	-	1,780	740,845	-	0.2	25.1	19.8
26	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	539,262	466,933	269,613	204,331	9,439	273,460	788,578	0.7	21.4	16.0	12.1
27	PACIS INSURANCE COMPANY LIMITED	238,392	289,628	98,129	327,165	9,921	1,259	287,804	1.6	0.2	52.3	58.9
28	PIONEER GENERAL INSURANCE LIMITED	326,326	864,007	(595,119)	190,468	3,826	-	400,922	0.6	-	32.0	38.8
29	SANLAM GENERAL INSURANCE LIMITED	451,640	173,379	60,215	143,351	8,935	65,764	467,184	1.3	9.6	20.9	29.9
30	STAR DISCOVER INSURANCE LIMITED	80,541	254,461	(691)	212,962	13,612	-	107,738	4.1	-	63.7	70.2
31	STAR DISCOVER MICRO INSURANCE LIMITED	566	7,032	-	6,540	605	-	453	8.0	-	86.1	72.8
32	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	258,367	176,377	43,237	135,542	6,477	-	335,962	1.4	-	28.4	20.3
33	TAUSI ASSURANCE COMPANY LIMITED	446,452	177,263	424,723	96,503	-	140,445	811,491	-	13.4	9.2	12.3
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	369,233	226,853	128,813	232,300	39,336	-	453,264	5.4	-	32.0	36.1
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	963,492	29,177	7,974	37,597	443	3,258	959,345	0.0	0.3	3.8	1.6
36	TRIDENT INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	-
	Industry	41,748,701	17,319,152	6,545,199	18,321,053	268,969	1,086,803	45,936,262	0.41	1.7	27.9	28.5

Amounts in thousands

## Appendix 5: Analysis of long-term insurance business claims movement (numbers) for the quarter ended 30th June 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 (%)	
											Q2 2024 (4/(4+5+6+7))	Q1 2024
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	ABSA LIFE ASSURANCE KENYA LIMITED	1,026	1,865	-	1,827	108	85	987	3.6	2.8	60.8	60.5
2	APA LIFE ASSURANCE COMPANY LIMITED	1,017	1,098	-	1,111	-	25	979	-	1.2	52.5	53.7
3	BRITAM LIFE INSURANCE COMPANY LIMITED	5,681	38,749	-	38,739	6	-	5,685	0.0	-	87.2	86.3
4	CANNON LIFE ASSURANCE (K) LIMITED	241	217	3	204	-	12	242	-	2.6	44.5	44.7
5	CAPEX LIFE ASSURANCE COMPANY LIMITED	27	1,883	-	1,888	2	-	20	0.1	-	98.8	98.5
6	CIC LIFE ASSURANCE COMPANY LIMITED	1,694	1,680	1,403	1,458	19	-	1,897	0.6	-	43.2	53.1
7	CORPORATE INSURANCE COMPANY LIMITED-LIFE	1,157	624	99	195	-	-	1,586	-	-	10.9	21.0
8	EQUITY LIFE ASSURANCE (KENYA) LIMITED	60	206	3	133	49	-	84	18.4	-	50.0	50.0
9	GA LIFE ASSURANCE LIMITED	-	5,817	-	5,815	-	-	2	-	-	100.0	100.0
10	GEMINIA LIFE INSURANCE COMPANY LIMITED	478	56	-	56	-	-	478	-	-	10.5	15.7
11	ICEA LION LIFE ASSURANCE COMPANY LTD	2,723	24,700	-	24,455	4	9	2,955	0.0	0.0	89.2	89.8
12	JUBILEE LIFE INSURANCE LIMITED	2,587	13,506	16	13,472	195	-	2,426	1.2	-	83.7	82.4
13	KENINDIA ASSURANCE COMPANY LIMITED-LIFE	405	3,816	3	3,793	-	26	402	-	0.6	89.9	89.5
14	KENYA ORIENT LIFE ASSURANCE COMPANY LIMITED	28	31	-	34	-	-	25	-	-	57.6	33.3
15	KUSCCO MUTUAL ASSURANCE LIMITED	1,273	457	-	130	23	-	1,577	1.3	-	7.5	31.8
16	LIBERTY LIFE ASSURANCE KENYA LIMITED	1,184	1,714	-	1,738	57	-	1,103	2.0	-	60.0	84.0
17	MADISON LIFE ASSURANCE KENYA LIMITED-LIFE	1,764	8,964	-	8,188	-	-	2,540	-	-	76.3	82.3
18	OLD MUTUAL ASSURANCE COMPANY LIMITED	976	1,250	-	1,198	-	8	1,020	-	0.4	53.8	53.9
19	OLD MUTUAL LIFE ASSURANCE KENYA LIMITED	326	2,920	1	2,831	-	1	414	-	0.0	87.2	89.7
20	PIONEER ASSURANCE COMPANY LIMITED	10,111	4,980	-	5,612	-	-	9,479	-	-	37.2	33.5
21	PRUDENTIAL LIFE ASSURANCE KENYA LIMITED	235	1,739	-	1,781	-	-	193	-	-	90.2	86.9
22	SANLAM LIFE INSURANCE LIMITED	3,426	4,915	-	5,155	8	83	3,095	0.1	1.0	61.8	60.3
23	STAR DISCOVER LIFE INSURANCE LIMITED	129	463	-	408	-	-	184	-	-	68.9	83.9
24	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-LIFE	84	1,337	1	1,334	1	-	86	0.1	-	93.9	93.6
25	THE MONARCH INSURANCE COMPANY LIMITED-LIFE	135	50	-	84	-	-	101	-	-	45.4	25.8
	Industry	36,767	123,037	1,529	121,639	472	249	37,560	0.30	0.16	76.1	75.9

## Appendix 6: Analysis of long-term insurance business claims movement (amount) for the quarter ended 30th June 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 (%)	
											Q2 2024 (4/(4+5+6+7))	Q1 2024
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	ABSA LIFE ASSURANCE KENYA LIMITED	445,989	818,635	-	825,627	(10,186)	21,761	442,338	(0.8)	1.7	64.5	58.3
2	APA LIFE ASSURANCE COMPANY LIMITED	588,884	373,399	1,158	303,824	-	21,862	637,755	-	2.3	31.5	33.9
3	BRITAM LIFE INSURANCE COMPANY LIMITED	962,820	6,522,057	-	5,895,105	16,156	-	1,573,617	0.2	-	78.8	84.3
4	CANNON LIFE ASSURANCE (K) LIMITED	80,481	56,403	194	69,355	-	4,032	63,691	-	2.9	50.6	49.2
5	CAPEX LIFE ASSURANCE COMPANY LIMITED	14,744	158,997	-	163,675	200	-	9,866	0.1	-	94.2	90.0
6	CIC LIFE ASSURANCE COMPANY LIMITED	577,064	604,719	240,088	813,305	3,543	-	605,022	0.2	-	57.2	59.5
7	CORPORATE INSURANCE COMPANY LIMITED-LIFE	198,405	67,297	2,727	13,769	-	-	254,660	-	-	5.1	7.3
8	EQUITY LIFE ASSURANCE (KENYA) LIMITED	52,202	157,730	(143)	86,162	37,399	-	86,228	17.8	-	41.1	51.1
9	GA LIFE ASSURANCE LIMITED	-	1,234,418	-	1,200,187	-	-	34,231	-	-	97.2	100.0
10	GEMINIA LIFE INSURANCE COMPANY LIMITED	718,227	120,512	-	90,343	-	-	748,396	-	-	10.8	15.3
11	ICEA LION LIFE ASSURANCE COMPANY LTD	511,827	3,775,666	-	3,703,691	1,843	4,738	577,221	0.0	0.1	86.4	86.6
12	JUBILEE LIFE INSURANCE LIMITED	1,255,611	4,030,522	4,990	3,960,606	43,425	-	1,287,092	0.8	-	74.9	70.7
13	KENINDIA ASSURANCE COMPANY LIMITED-LIFE	144,272	1,582,097	10	1,636,527	-	12,210	77,642	-	0.7	94.8	91.0
14	KENYA ORIENT LIFE ASSURANCE COMPANY LIMITED	18,362	39,009	-	28,179	-	-	29,192	-	-	49.1	48.1
15	KUSCCO MUTUAL ASSURANCE LIMITED	553,620	170,382	-	57,016	8,322	-	658,664	1.1	-	7.9	31.9
16	LIBERTY LIFE ASSURANCE KENYA LIMITED	434,143	457,291	-	403,988	26,003	-	461,443	2.9	-	45.3	54.9
17	MADISON LIFE ASSURANCE KENYA LIMITED-LIFE	301,775	710,627	-	657,005	-	-	355,397	-	-	64.9	67.8
18	OLD MUTUAL ASSURANCE COMPANY LIMITED	234,069	677,968	-	614,850	-	2,216	294,971	-	0.2	67.4	68.4
19	OLD MUTUAL LIFE ASSURANCE KENYA LIMITED	442,666	767,441	43,969	758,811	-	3,356	491,909	-	0.3	60.5	65.4
20	PIONEER ASSURANCE COMPANY LIMITED	1,092,306	503,680	-	593,799	-	-	1,002,187	-	-	37.2	30.8
21	PRUDENTIAL LIFE ASSURANCE KENYA LIMITED	9,706	165,442	-	165,640	-	-	9,507	-	-	94.6	95.4
22	SANLAM LIFE INSURANCE LIMITED	638,570	965,317	-	948,778	14,237	7,965	632,908	0.9	0.5	59.2	55.2
23	STAR DISCOVER LIFE INSURANCE LIMITED	9,300	19,826	-	27,330	-	-	1,797	-	-	93.8	38.3
24	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-LIFE	245,582	144,806	54	140,761	1,796	-	247,885	0.5	-	36.1	47.0
25	THE MONARCH INSURANCE COMPANY LIMITED-LIFE	267,009	9,027	-	3,805	-	-	272,231	-	-	1.4	4.7
	Industry	9,797,634	24,133,269	293,047	23,162,137	142,739	78,139	10,855,851	0.42	0.23	67.6	67.5

Amounts in thousands