



INSURANCE REGULATORY AUTHORITY

Insurance Industry Quarterly Claims Statistics for the Period

January- March 2023

Prepared by

Insurance Regulatory Authority

May 2023



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 insurers had submitted their monthly summary of claims returns by the date of this report except Xplico Insurance Company and Africa Merchant Assurance Company.

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 2023 except Xplico Insurance Company, Africa Merchant Assurance Company and Corporate Insurance Company-Life, whose data was excluded due to non-submission of the returns for the months of January, February and March respectively.

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 2023 for general liability were 140,787 claims amounting to KES 35.53 billion a decrease in number but an increase in amount from 141,632 claims amounting to KES 35.13 billion reported in Q4 2022 while 2,548,156 claims amounting to KES 55.93 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 but a decrease in amount from 2,539,362 claims amounting to KES 56.17 billion reported in Q4 2022.

Long-term actionable claims in Q1 2023 were 910,640 claims amounting to KES 28.19 billion an increase in number and a slight decline in amount from 137,954 claims amounting to KES 29.69 billion reported in Q4 2022.

2. Claims intimated and 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;

Claims intimated and revived reported in Q1 2023 were 16,128 liability claims (KES 3.43 billion) and 1,753,561 non-liability claims (KES 14.71 billion) an increase and a decrease of 8.4% and 8.9% from 14,882 claims (KES 3.41 billion) and 1,924,477 claims (KES 13.87 billion) respectively reported in Q4 2022.

Long-term claims increased by 765.1% in terms of numbers and decreased by 2.9% in terms of amount from 101,271 claims (KES 18.99 billion) in Q4 2022 to 876,105 claims (KES 18.45 billion) in Q1 2023.

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

In Q1 2023, claims revised under general liability claims and non-liability claims were 15,868 claims amounting to KES 2.28 billion and 31,112 claims amounting to KES 3.58 billion respectively. Long-term revised claims were 2,382 KES amounting to KES 169.92 million recorded in Q1 2023.

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 10,619 claims (KES 4.59 billion) and 1,600,327 claims (KES 16.31 billion). This represented a decrease of 24.6% and 6.7% from 14,085 claims (KES 4.21 billion) and 1,714,723 claims (KES 17.00 billion) respectively reported in Q4 2022.

Long-term paid 875,980 claims (KES 18.20 billion) in Q1 2023 an increase of 753.1% from 102,678 claims (KES 19.36 billion) paid in Q4 2022.

5. **Claims declined**– these are claims that the insurer has declined to pay during the quarter for various reasons per policy document or otherwise.

In Q1 2023, liability and non-liability declined claims were 51 claims amounting to KES 14.22 million and 2,556 claims amounting to KES 437.95 million from 53 claims amounting to KES 33.38 million and 6,365 claims amounting to KES 226.53 million respectively reported in Q4 2022. Long-term declined claims were 101 claims amounting to KES 70.98 million in Q1 2023 from 175 claims amounting to KES 225.71 million in Q4 2022.

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.

1,521 claims amounting to KES 474.20 million and 16,022 claims amounting to KES 1.24 billion were reported as claims closed as no claims for general liability and non-liability claims respectively while long-term recorded 756 claims amounting to KES 323.80 million as claims closed as no claims.

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 quarter in relation to total claims actionable. They include claims declined ratio, claims closed as no claims 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 2023, the proportion of declined general liability claims remained constant at 0.04% in terms of numbers but declined to 0.04% from 0.10% recorded in Q4 2022 in terms of amounts. The proportion of declined general non-liability claims decreased to 0.10% in Q1 2023 in terms of numbers and increased to 0.78% in terms of amounts from 0.25% and 0.40% in Q4 2022 respectively.

In addition, the proportion of declined long-term business claims in Q1 2023 increased to 0.01% and 0.25% in terms of numbers and amounts from 0.13% and 0.76% recorded in Q4 2022 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 2023, the proportion of general business liability claims closed as no claims decreased to 1.1% and to 1.3% in terms of numbers and amounts compared to 2.9% and 3.3% observed in Q4 2022. The proportion of general business non-liability claims closed as no claims decreased to 0.6% in terms of numbers and 2.2% in terms of amounts in Q1 2023 from 0.9% and 2.4% respectively in Q4 2022.

The proportion of long-term insurance business claims closed as no claims in Q1 2023 decreased to 0.08% in terms of numbers and increased to 1.15% in terms of amounts from 0.12% and 1.04% respectively as recorded in Q4 2022.

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 2023, the claims payment ratio for general liability claims decreased to 7.5% and marginally increased to 12.9% with regard to number and amount (Q4 2022: 9.9% and 12.0% respectively). The claims payment ratio for general non-liability claims decreased to 62.8% and 29.2% in respect of numbers and amounts in Q1 2023 from 67.5% and 30.3% in Q4 2022 respectively.

The claims payment ratio for the long-term insurance business increased to 96.2% in terms of numbers and decreased to 64.5% in terms of amounts compared to 74.4% and 65.2% observed in the previous quarter.

INSURANCE REGULATORY AUTHORITY



TYPE OF INDUSTRY STATISTICS **Quarterly Claims Statistics**

QUARTER **One**

YEAR **2023**

PERIOD ENDED **31st March, 2023**

1.3 Statistical Appendices

Appendix 1: Analysis of liability claims movement (numbers) under general insurance business for the quarter ended 31st March 2023

Appendix 2: Analysis of liability claims movement (amounts) under general insurance business for the quarter ended 31st March 2023

Appendix 3: Analysis of non-liability claims movement (numbers) under general insurance business for the quarter ended 31st March 2023

Appendix 4: Analysis of non-liability claims movement (amounts) under general insurance business for the quarter ended 31st March 2023

Appendix 5: Analysis of long-term insurance business claims movement (numbers) for the quarter ended 31st March 2023

Appendix 6: Analysis of long-term insurance business claims movement (amounts) for the quarter ended 31st March 2023

Appendix 1: Analysis of liability claims movement (numbers) under general insurance business for the quarter ended 31st March 2023

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 %	Claims closed as no claims ratio %	Claim payment ratio %	
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8) $(5/(4+5+6+7))$	(9) $(6/(4+5+6+7))$	Q1 2023 (10) $(4/(4+5+6+7))$	Q4 2022 (11)
1	AAR INSURANCE KENYA LIMITED	46	30	-	14	1	-	61	1.3	-	18.4	8.0
2	AFRICAN MERCHANT ASSURANCE*	-	-	-	-	-	-	-	-	-	-	-
3	AIG INSURANCE COMPANY LIMITED	335	45	19	46	1	18	315	0.3	4.7	12.1	8.1
4	APA INSURANCE COMPANY LIMITED	9,012	490	1,635	1,101	-	-	9,484	-	-	10.4	11.6
5	BRITAM GENERAL INSURANCE	1,766	249	-	219	-	-	1,796	-	-	10.9	20.1
6	CANNON GENERAL INSURANCE	2,163	338	3,208	(1,876)	1	125	4,251	0.0	5.0	-75.0	1.2
7	CIC GENERAL INSURANCE COMPANY	2,448	747	345	1,220	-	-	1,975	-	-	38.2	21.3
8	CORPORATE INSURANCE COMPANY	1,515	194	-	159	-	-	1,550	-	-	9.30	7.5
9	DIRECTLINE INSURANCE COMPANY	22,279	2,542	-	2,033	-	-	22,788	-	-	8.2	5.8
10	FIDELITY SHIELD INSURANCE	2,029	287	256	240	-	10	2,066	-	0.4	10.4	11.1
11	FIRST ASSURANCE COMPANY	1,467	622	-	183	-	399	1,507	-	19.1	8.76	9.0
12	GA INSURANCE LIMITED	8,576	1,304	732	1,074	4	-	8,802	0.0	-	10.9	8.0
13	GEMINIA INSURANCE COMPANY	9,141	1,001	1,519	733	-	7	9,402	-	0.1	7.2	17.5
14	HEALTHIER (K) MICRO INSURANCE	-	-	-	-	-	-	-	-	-	-	-
15	HERITAGE INSURANCE COMPANY	5,634	380	602	301	31	25	5,657	0.5	0.4	5.0	7.6
16	ICEA LION GENERAL INSURANCE	1,700	248	194	77	1	4	1,866	0.1	0.2	4.0	4.2
17	INTRA-AFRICA ASSURANCE COMPANY	1,677	109	366	127	-	1	1,658	-	0.1	7.1	7.8
18	INVESCO ASSURANCE COMPANY	20,174	254	623	244	-	-	20,184	-	-	1.19	0.9
19	JUBILEE GENERAL INSURANCE	4,414	931	765	406	-	142	4,797	-	2.7	7.6	8.5
20	JUBILEE HEALTH INSURANCE	-	-	-	-	-	-	-	-	-	-	-
21	KENINDIA ASSURANCE COMPANY	5,872	931	318	469	-	100	6,234	-	1.5	6.9	7.6
22	KENYA ORIENT INSURANCE COMPANY	2,371	497	274	438	1	-	2,430	0.0	-	15.3	17.6
23	MADISON INSURANCE COMPANY	991	600	1,536	561	-	-	1,030	-	-	35.3	37.6
24	MAYFAIR INSURANCE COMPANY	3,165	1,165	-	812	-	-	3,518	-	-	18.8	23.7
25	MUA INSURANCE COMPANY	1,034	101	69	86	3	7	1,039	0.3	0.6	7.6	8.5
26	OCCIDENTAL INSURANCE COMPANY	2,019	518	-	322	-	-	2,215	-	-	12.7	21.4
27	OLD MUTUAL GENERAL INSURANCE	3,691	405	775	125	8	358	3,605	0.2	8.7	3.1	4.5
28	PACIS INSURANCE COMPANY	1,897	114	271	63	-	1	1,947	-	0.0	3.1	4.8
29	PIONEER GENERAL INSURANCE	566	217	288	46	-	20	724	-	2.5	5.8	6.3
30	SANLAM GENERAL INSURANCE	2,461	210	349	275	-	204	2,192	-	7.6	10.3	10.9
31	STAR DISCOVER INSURANCE	-	-	-	-	-	-	-	-	-	-	-
32	TAKAFUL INSURANCE OF AFRICA	107	116	-	156	-	-	66	-	-	70.3	39.2
33	TAUSI ASSURANCE COMPANY	1,609	139	47	27	-	56	1,665	-	3.2	1.5	3.1
34	THE KENYAN ALLIANCE INSURANCE	523	118	-	23	-	-	618	-	-	3.6	10.0
35	THE MONARCH INSURANCE COMPANY	165	665	1,136	226	-	44	560	-	5.3	27.23	75.5
36	TRIDENT INSURANCE COMPANY	2,722	561	541	689	-	-	2,594	-	-	20.99	18.4
37	XPLICO INSURANCE COMPANY*	-	-	-	-	-	-	-	-	-	-	-
Industry		123,569	16,128	15,868	10,619	51	1,521	128,596	0.04	1.1	7.5	9.9

*ALL THE RETURNS WERE NOT SUBMITTED

Appendix 2: Analysis of liability claims movement (amount) under general insurance business for the quarter ended 31st March 2023

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 %	Claims closed as no claims ratio %	Claim payment ratio %	
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8) $(5/(4+5+6+7))$	(9) $(6/(4+5+6+7))$	Q1 2023 (10) $(4/(4+5+6+7))$	Q4 2022 (11)
1	AAR INSURANCE KENYA LIMITED	9,837	11,784	-	9,154	2	-	12,466	0.0	-	42.3	9.8
2	AFRICAN MERCHANT ASSURANCE*	-	-	-	-	-	-	-	-	-	-	-
3	AIG INSURANCE COMPANY LIMITED	431,741	120,874	(9,075)	20,561	100	-	522,878	0.0	-	3.8	1.0
4	APA INSURANCE COMPANY LIMITED	827,704	45,234	277,960	290,532	-	-	860,366	-	-	25.2	22.9
5	BRITAM GENERAL INSURANCE	1,423,044	39,699	153,954	35,623	-	95,866	1,485,207	-	5.9	2.2	4.5
6	CANNON GENERAL INSURANCE	517,924	87,551	57,849	91,133	3,168	12,013	557,010	-	-	-	8.2
7	CIC GENERAL INSURANCE COMPANY	869,935	58,307	147,276	212,274	-	-	863,244	-	-	19.7	19.4
8	CORPORATE INSURANCE COMPANY	400,115	24,275	(2,837)	22,258	-	-	399,294	-	-	5.28	5.3
9	DIRECTLINE INSURANCE COMPANY	2,169,757	389,860	351,584	740,684	-	-	2,170,517	-	-	25.4	17.7
10	FIDELITY SHIELD INSURANCE	494,173	65,381	26,263	87,309	-	815	497,693	-	0.1	14.9	15.0
11	FIRST ASSURANCE COMPANY	430,637	198,088	-	75,198	-	92,021	461,506	-	14.6	11.96	13.7
12	GA INSURANCE LIMITED	2,598,372	295,356	390,842	528,860	1,995	-	2,753,716	0.1	-	16.1	12.7
13	GEMINIA INSURANCE COMPANY	1,258,465	113,954	188,283	267,939	-	1,113	1,291,649	-	0.1	17.2	28.5
14	HEALTHIER (K) MICRO INSURANCE	-	-	-	-	-	-	-	-	-	-	-
15	HERITAGE INSURANCE COMPANY	1,352,288	89,113	69,017	90,517	7,033	6,158	1,406,711	0.5	0.4	6.0	7.7
16	ICEA LION GENERAL INSURANCE	84,560	23,701	22,807	26,044	50	380	104,594	0.0	0.3	19.9	12.3
17	INTRAFRICA ASSURANCE COMPANY	403,093	13,897	88,816	39,931	-	357	465,518	-	0.1	7.9	14.7
18	INVESCO ASSURANCE COMPANY	3,692,353	23,644	97,717	45,984	-	-	3,767,731	-	-	1.21	1.3
19	JUBILEE GENERAL INSURANCE	2,037,754	96,507	93,811	123,516	-	20,065	2,084,492	-	0.9	5.5	5.2
20	JUBILEE HEALTH INSURANCE	-	-	-	-	-	-	-	-	-	-	-
21	KENINDIA ASSURANCE COMPANY	1,296,769	55,638	(204,056)	90,440	-	14,513	1,043,398	-	1.3	7.9	9.2
22	KENYA ORIENT INSURANCE COMPANY	370,062	129,660	70,834	164,487	4	-	406,066	0.0	-	28.8	31.7
23	MADISON INSURANCE COMPANY	402,522	83,035	171,312	317,554	-	-	339,316	-	-	48.3	30.6
24	MAYFAIR INSURANCE COMPANY	1,928,274	628,054	(278,327)	274,134	-	-	2,003,867	-	-	12.0	10.4
25	MUA INSURANCE COMPANY	211,806	10,491	44,709	45,686	98	2,208	219,015	0.0	0.8	17.1	16.9
26	occidental INSURANCE COMPANY	409,198	167,257	112,242	146,069	-	-	542,628	-	-	21.2	30.6
27	OLD MUTUAL GENERAL INSURANCE	1,379,050	110,007	110,586	106,896	1,770	100,398	1,390,579	0.1	6.3	6.7	7.7
28	PACIS INSURANCE COMPANY	567,127	20,512	87,825	86,339	-	213	588,912	-	0.0	12.8	8.7
29	PIONEER GENERAL INSURANCE	296,177	30,867	34,212	34,956	-	215	326,086	-	0.1	9.7	7.1
30	SANLAM GENERAL INSURANCE	1,098,994	84,486	40,992	104,206	-	44,390	1,075,876	-	3.6	8.5	9.1
31	STAR DISCOVER INSURANCE	-	-	-	-	-	-	-	-	-	-	-
32	TAKAFUL INSURANCE OF AFRICA	104,518	75,542	-	59,787	-	-	120,274	-	-	33.2	23.2
33	TAUSI ASSURANCE COMPANY	338,771	10,153	25,074	12,056	-	18,059	343,883	-	4.8	3.2	2.2
34	THE KENYAN ALLIANCE INSURANCE	466,848	5,116	6,240	14,370	-	-	463,834	-	-	3.0	4.5
35	THE MONARCH INSURANCE COMPANY	1,254,521	263,426	165,299	298,004	-	65,413	1,319,831	-	3.9	17.70	16.9
36	TRIDENT INSURANCE COMPANY	691,189	61,090	(62,477)	124,411	-	-	565,392	-	-	18.04	14.0
37	XPLICO INSURANCE COMPANY*	-	-	-	-	-	-	-	-	-	-	-
Industry		29,817,582	3,432,561	2,278,730	4,586,911	14,218	474,196	30,453,547	0.04	1.3	12.9	12.0

*ALL THE RETURNS WERE NOT SUBMITTED

Amounts in thousands

Appendix 3: Analysis of non-liability claims movement (numbers) under general insurance business for the quarter ended 31st March 2023

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 (%)	Claims closed as no claims ratio (%)	Claim payment ratio (%)	
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	Q1 2023 (4/(4+5+6+7))	Q4 2022 (10) (11)
1	AAR INSURANCE KENYA LIMITED	49,711	145,845	-	123,946	74	5,486	66,052	0.0	2.8	63.4	64.3
2	AFRICAN MERCHANT ASSURANCE*	-	-	-	-	-	-	-	-	-	-	-
3	ALLIANZ INSURANCE COMPANY	1,300	1,094	229	1,084	15	184	1,111	0.6	7.7	45.3	46.8
4	APA INSURANCE COMPANY LIMITED	4,002	3,219	6,290	3,182	-	-	4,039	-	-	44.1	43.1
5	BRITAM GENERAL INSURANCE	189,601	94,762	-	70,767	-	-	213,597	-	-	24.9	25.9
6	CANNON GENERAL INSURANCE	3,706	648	1,689	2,771	12	318	1,253	0.3	7.3	63.6	11.6
7	CIC GENERAL INSURANCE COMPANY	1,684	2,447	1,461	2,300	-	-	1,831	-	-	55.7	63.1
8	CORPORATE INSURANCE COMPANY	2,886	360	-	373	-	1	2,872	-	0.0	11.5	5.9
9	DIRECTLINE ASSURANCE COMPANY	1,059	728	-	324	-	-	1,463	-	-	18.1	19.7
10	FIDELITY SHIELD INSURANCE	4,025	2,024	1,186	1,446	2	51	4,550	0.0	0.8	23.9	23.9
11	FIRST ASSURANCE COMPANY	37,851	58,203	-	49,932	-	6,312	39,810	-	6.6	52.0	50.1
12	GA INSURANCE LIMITED	4,672	3,106	1,746	3,647	33	-	4,098	0.4	-	46.9	36.8
13	GEMINIA INSURANCE COMPANY	3,585	1,888	3,419	1,315	-	87	4,071	-	1.6	24.0	45.1
14	HEALTHIER (K) MICRO INSURANCE	-	-	-	-	-	-	-	-	-	-	-
15	HERITAGE INSURANCE COMPANY	4,649	37,972	1,142	36,401	44	48	6,128	0.1	0.1	85.4	88.3
16	ICEA LION GENERAL INSURANCE	4,374	3,283	2,249	2,148	11	32	5,466	0.1	0.4	28.1	30.9
17	INTRA-AFRICA ASSURANCE COMPANY	1,218	827	122	986	-	-	1,059	-	-	48.2	35.2
18	INVESCO ASSURANCE COMPANY	1,248	63	102	80	-	-	1,231	-	-	6.1	7.8
19	JUBILEE GENERAL INSURANCE	3,452	1,393	536	1,426	-	402	2,842	-	8.6	30.5	30.2
20	JUBILEE HEALTH INSURANCE	297,353	1,251,365	-	1,129,557	-	-	419,161	-	-	72.9	81.3
21	KENINDIA ASSURANCE COMPANY	4,974	2,741	175	2,417	-	169	5,129	-	2.2	31.3	28.2
22	KENYA ORIENT INSURANCE COMPANY	10,905	1,508	413	1,375	26	11	11,001	0.2	0.1	11.1	11.6
23	MADISON INSURANCE COMPANY	27,445	86,571	3,768	110,260	-	-	3,756	-	-	96.7	74.0
24	MAYFAIR INSURANCE COMPANY	1,003	434	2	507	6	-	924	0.4	-	35.3	24.3
25	MUA INSURANCE COMPANY	10,264	15,045	861	12,931	1,563	33	10,782	6.2	0.1	51.1	62.4
26	OCCIDENTAL INSURANCE COMPANY	3,230	2,108	3	1,605	-	4	3,729	-	0.1	30.1	35.3
27	OLD MUTUAL GENERAL INSURANCE	1,491	1,187	1,047	368	33	966	1,311	1.2	36.1	13.7	14.8
28	PACIS INSURANCE COMPANY	2,464	1,332	716	1,350	2	8	2,436	0.1	0.2	35.6	34.3
29	PIONEER GENERAL INSURANCE	574	987	1,916	1,011	32	-	519	2.0	-	64.7	60.6
30	SANLAM GENERAL INSURANCE	9,833	2,349	861	6,595	5	575	5,007	0.0	4.7	54.1	22.7
31	STAR DISCOVER INSURANCE	-	-	-	-	-	-	-	-	-	-	-
32	TAKAFUL INSURANCE OF AFRICA	731	302	-	561	8	-	464	0.8	-	54.3	61.3
33	TAUSI ASSURANCE COMPANY	1,027	708	156	634	-	63	1,038	-	3.6	36.5	25.4
34	THE KENYAN ALLIANCE INSURANCE	60,715	20,805	-	19,592	664	-	61,264	0.8	-	24.0	31.6
35	THE MONARCH INSURANCE COMPANY	568	709	631	623	26	21	607	2.0	1.6	48.8	42.9
36	TRIDENT INSURANCE COMPANY	43,154	7,548	392	8,813	-	1,251	40,650	-	2.5	17.4	11.0
37	XPLICO INSURANCE COMPANY*	-	-	-	-	-	-	-	-	-	-	-
Industry		794,754	1,753,561	31,112	1,600,327	2,556	16,022	929,251	0.10	0.6	62.8	67.5

*-ALL THE RETURNS WERE NOT SUBMITTED

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 2023 (4/(4+5+6+7)) (10)	Q4 2022 (11)	
1	AAR INSURANCE KENYA LIMITED	413,735	1,331,552	-	1,273,313	6,239	10,496	455,787	0.4	0.6	72.9	72.8	
2	AFRICAN MERCHANT ASSURANCE*	-	-	-	-	-	-	-	-	-	-	-	
3	AIG INSURANCE COMPANY LIMITED	679,800	716,510	(503,739)	354,739	13,512	7,537	516,783	1.5	0.8	39.7	20.8	
4	APA INSURANCE COMPANY LIMITED	3,182,621	592,032	214,403	1,100,884	-	-	2,888,172	-	-	27.6	24.4	
5	BRITAM GENERAL INSURANCE	5,202,044	1,208,930	609,021	1,560,197	-	243,660	5,216,139	-	3.5	22.2	33.2	
6	CANNON GENERAL INSURANCE	396,562	96,487	(17,161)	203,231	5,957	43,785	222,914	1.3	9.2	42.7	30.0	
7	CIC GENERAL INSURANCE COMPANY	1,798,263	202,386	481,784	758,353	-	-	1,724,080	-	-	30.5	25.8	
8	CORPORATE INSURANCE COMPANY	442,502	35,580	(9,558)	51,959	-	100	416,465	-	0.0	11.1	6.7	
9	DIRECTLINE ASSURANCE COMPANY	146,113	109,347	(37,440)	77,369	-	-	140,651	-	-	35.5	33.1	
10	FIDELITY SHIELD INSURANCE	1,210,905	365,956	48,954	288,973	655	41,194	1,294,994	0.0	2.5	17.8	18.5	
11	FIRST ASSURANCE COMPANY	1,812,475	1,672,606	-	845,578	-	495,603	2,143,900	-	14.2	24.3	24.4	
12	GA INSURANCE LIMITED	2,607,155	1,170,075	290,329	1,314,907	19,699	-	2,732,954	0.5	-	32.3	36.3	
13	GEMINIA INSURANCE COMPANY	624,640	193,605	537,454	561,912	-	10,570	783,218	-	0.8	41.4	48.3	
14	HEALTHIER (K) MICRO INSURANCE	-	-	-	-	-	-	-	-	-	-	-	
15	HERITAGE INSURANCE COMPANY	2,331,790	723,542	(18,381)	740,162	30,398	6,863	2,259,528	1.0	0.2	24.4	23.0	
16	ICEA LION GENERAL INSURANCE	1,929,849	474,586	116,396	694,940	20,922	(6,745)	1,811,713	0.8	(0.3)	27.6	39.7	
17	INTRA-AFRICA ASSURANCE COMPANY	344,792	140,237	18,669	205,692	-	-	298,007	-	-	40.8	32.2	
18	INVESCO ASSURANCE COMPANY	133,410	4,013	10,830	5,639	-	-	142,614	-	-	3.8	15.3	
19	JUBILEE GENERAL INSURANCE	1,353,543	220,556	505,347	296,634	-	74,327	1,708,485	-	3.6	14.3	19.5	
20	JUBILEE HEALTH INSURANCE	395,477	1,664,317	-	1,502,312	-	-	557,482	-	-	72.9	81.3	
21	KENINDIA ASSURANCE COMPANY	2,934,934	125,162	136,912	235,049	-	7,043	2,954,916	-	0.2	7.4	5.7	
22	KENYA ORIENT INSURANCE COMPANY	762,177	185,333	62,369	153,457	9,973	1,940	844,510	1.0	0.2	15.2	16.4	
23	MADISON INSURANCE COMPANY	630,479	1,025,435	331,140	1,426,604	-	-	560,449	-	-	71.8	55.4	
24	MAYFAIR INSURANCE COMPANY	1,869,989	520,131	(95,183)	466,804	14,296	-	1,813,837	0.6	-	20.3	9.7	
25	MUA INSURANCE COMPANY	576,706	179,606	136,984	316,028	15,770	1,740	559,757	1.8	0.2	35.4	39.7	
26	OXIDENTAL INSURANCE COMPANY	907,925	453,106	(3,124)	345,616	-	-	382	1,011,908	-	0.0	25.5	35.5
27	OLD MUTUAL GENERAL INSURANCE	844,984	208,326	288,439	121,367	226,779	195,148	798,456	16.9	14.5	9.0	10.4	
28	PACIS INSURANCE COMPANY	227,416	156,765	49,437	221,634	97	950	210,936	0.0	0.2	51.1	45.9	
29	PIONEER GENERAL INSURANCE	168,225	119,752	115,915	171,305	32,960	-	199,627	8.2	-	42.4	45.5	
30	SANLAM GENERAL INSURANCE	715,244	186,135	40,899	301,575	11,340	43,804	585,559	1.2	4.6	32.0	26.1	
31	STAR DISCOVER INSURANCE	-	-	-	-	-	-	-	-	-	-	-	
32	TAKAFUL INSURANCE OF AFRICA	280,539	115,715	-	94,769	6,035	-	295,450	1.5	-	23.9	26.6	
33	TAUSI ASSURANCE COMPANY	323,260	100,133	95,398	92,599	-	49,990	376,202	-	9.6	17.8	14.3	
34	THE KENYAN ALLIANCE INSURANCE	422,230	141,470	135,774	221,989	14,671	-	462,814	2.1	-	31.7	32.3	
35	THE MONARCH INSURANCE COMPANY	1,086,004	62,482	50,035	113,775	8,642	6,386	1,069,719	0.7	0.5	9.5	5.6	
36	TRIDENT INSURANCE COMPANY	884,787	204,936	(13,335)	191,543	-	-	2,550	882,294	-	0.2	17.8	14.6
37	XPLICO INSURANCE COMPANY*	-	-	-	-	-	-	-	-	-	-	-	
Industry		37,640,575	14,706,800	3,578,569	16,310,903	437,946	1,237,321	37,940,322	0.78	2.2	29.2	30.3	

*ALL THE RETURNS WERE NOT SUBMITTED

Amounts in thousands

Appendix 5: Analysis of long-term insurance business claims movement (numbers) for the quarter ended 31st March 2023												
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 (%)	Claims closed as no claims ratio (%)	Claim payment ratio (%)	
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	Q1 2023 (4/(4+5+6+7))	Q4 2022 (10)
1	ABSA LIFE ASSURANCE	661	1,848	41	1,750	-	34	725	-	1.4	69.7	73.2
2	APA LIFE ASSURANCE COMPANY	769	1,298	-	1,278	-	30	759	-	1.5	61.8	60.1
3	BRITAM LIFE INSURANCE COMPANY	4,364	30,998	-	30,967	-	-	4,395	-	-	87.6	86.3
4	CANNON LIFE ASSURANCE	602	122	-	163	-	556	5	-	76.8	22.5	19.3
5	CAPEX LIFE ASSURANCE COMPANY	12	1,462	-	1,457	-	-	17	-	-	98.8	98.9
6	CIC LIFE ASSURANCE COMPANY	2,205	1,569	2,018	2,195	25	-	1,554	0.7	-	58.2	55.0
7	CORPORATE INSURANCE COMPANY*	-	-	-	-	-	-	-	-	-	-	23.6
8	EQUITY LIFE ASSURANCE	64	147	-	100	-	3	108	-	1.4	47.4	58.7
9	GA LIFE ASSURANCE LIMITED	2	742	-	743	-	-	1	-	-	99.9	99.8
10	GEMINIA INSURANCE COMPANY	493	199	-	165	-	-	527	-	-	23.8	39.0
11	ICEA LION LIFE ASSURANCE	2,706	21,800	-	21,874	4	21	2,607	0.0	0.1	89.3	88.5
12	JUBILEE INSURANCE COMPANY	2,835	11,506	319	11,438	-	7	2,896	-	0.0	79.8	80.6
13	KENINDIA INSURANCE COMPANY	369	2,560	-	2,472	-	11	446	-	0.4	84.4	86.8
14	KENYA ORIENT LIFE ASSURANCE	43	10	-	36	-	-	17	-	-	67.9	39.4
15	KUSCCO MUTUAL ASSURANCE	754	1,005	-	1,200	3	-	556	0.2	-	68.2	53.7
16	LIBERTY LIFE ASSURANCE KENYA	4,182	1,660	-	1,026	-	-	4,816	-	-	17.6	21.7
17	MADISON INSURANCE COMPANY	1,615	8,359	-	8,626	-	-	1,348	-	-	86.5	84.1
18	OLD MUTUAL ASSURANCE	1,401	1,710	-	1,731	-	24	1,356	-	0.8	55.6	64.1
19	OLD MUTUAL LIFE ASSURANCE COMPANY	286	2,444	1	2,446	-	-	284	-	-	89.6	87.3
20	PIONEER ASSURANCE COMPANY	8,462	5,532	-	5,622	-	-	8,372	-	-	40.2	45.1
21	PRUDENTIAL LIFE ASSURANCE	237	2,683	-	2,719	-	-	201	-	-	93.1	93.5
22	SANLAM LIFE INSURANCE LIMITED	2,339	4,279	-	3,849	17	70	2,682	0.3	1.1	58.2	63.7
23	STAR DISCOVER LIFE INSURANCE	-	-	-	-	-	-	-	-	-	-	-
24	THE KENYAN ALLIANCE INSURANCE	98	774,123	3	774,075	52	-	94	0.0	-	100.0	92.7
25	THE MONARCH INSURANCE COMPANY	36	49	-	48	-	-	37	-	-	56.5	69.0
Industry		34,535	876,105	2,382	875,980	101	756	33,803	0.01	0.08	96.2	74.4

*ALL THE RETURNS WERE NOT SUBMITTED

Appendix 6: Analysis of long-term insurance business claims movement (amount) for the quarter ended 31st March 2023

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 (%)	Claims closed as no claims ratio (%)	Claim payment ratio (%)
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	Q1 2023 (4/(4+5+6+7))
1	ABSA LIFE ASSURANCE	440,043	665,601	(1,705)	672,671	-	4,197	427,070	-	0.4	60.9
2	APA LIFE ASSURANCE COMPANY	534,825	337,757	2,018	363,549	-	28,601	482,450	-	3.3	41.6
3	BRITAM LIFE INSURANCE COMPANY	884,066	4,531,763	-	4,464,006	-	-	951,823	-	-	82.4
4	CANNON LIFE ASSURANCE	240,062	39,323	-	120,025	-	149,328	10,031	-	53.4	43.0
5	CAPEX LIFE ASSURANCE COMPANY	7,521	161,689	-	162,863	-	-	6,347	-	-	96.2
6	CIC LIFE ASSURANCE COMPANY	641,222	515,608	195,299	902,511	4,969	-	444,649	0.4	-	66.7
7	CORPORATE INSURANCE COMPANY*	-	-	-	-	-	-	-	-	-	13.3
8	EQUITY LIFE ASSURANCE	58,747	104,122	-	71,201	-	4,967	86,701	-	3.0	43.7
9	GA LIFE ASSURANCE LIMITED	3,100	547,650	-	547,510	-	-	3,240	-	-	99.4
10	GEMINIA INSURANCE COMPANY	1,077,632	336,835	-	182,987	-	-	1,231,480	-	-	12.9
11	ICEA LION LIFE ASSURANCE	680,875	2,788,239	-	2,862,048	553	58,534	547,979	0.0	1.7	82.5
12	JUBILEE INSURANCE COMPANY	896,523	2,973,812	4,343	2,850,151	-	876	1,023,649	-	0.0	73.6
13	KENINDIA INSURANCE COMPANY	108,610	647,919	-	542,742	-	27,612	186,175	-	3.6	71.7
14	KENYA ORIENT LIFE ASSURANCE	53,365	6,839	-	51,396	-	-	8,808	-	-	85.4
15	KUSCCO MUTUAL ASSURANCE	325,696	366,598	-	435,889	312	-	256,093	0.0	-	63.0
16	LIBERTY LIFE ASSURANCE KENYA	455,444	515,839	-	492,695	-	-	478,589	-	-	50.7
17	MADISON INSURANCE COMPANY	313,822	648,714	-	619,029	-	-	343,507	-	-	64.3
18	OLD MUTUAL ASSURANCE	351,197	447,973	-	484,013	-	14,264	300,893	-	1.8	60.6
19	OLD MUTUAL LIFE ASSURANCE COMPANY	434,916	720,119	(28,305)	717,516	-	-	409,215	-	-	63.7
20	PIONEER ASSURANCE COMPANY	1,079,374	881,824	-	610,018	-	-	1,351,180	-	-	31.1
21	PRUDENTIAL LIFE ASSURANCE	12,409	162,851	-	167,143	-	-	8,117	-	-	95.4
22	SANLAM LIFE INSURANCE LIMITED	569,534	805,229	-	722,847	6,698	35,420	609,799	0.5	2.6	52.6
23	STAR DISCOVER LIFE INSURANCE	-	-	-	-	-	-	-	-	-	-
24	THE KENYAN ALLIANCE INSURANCE	273,672	189,677	(1,728)	121,938	58,447	-	281,235	12.7	-	26.4
25	THE MONARCH INSURANCE COMPANY	153,567	2,171	-	3,140	-	-	152,598	-	-	2.0
	Industry	9,596,221	18,398,150	169,922	18,167,889	70,979	323,799	9,601,626	0.25	1.15	64.5
											65.2

*ALL RETURNS WERE NOT SUBMITTED

Amounts in thousands