



## **INSURANCE REGULATORY AUTHORITY**

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

**July - September 2023**

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Prepared by

Insurance Regulatory Authority

November 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 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 Xplico Insurance Company Limited and Trident Insurance Company Limited.

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 third quarter of 2023 except for Xplico Insurance Company Limited and Trident Insurance Company Limited whose data was excluded due to non-submission of the returns for the months of August and September 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 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 Q3 2023 for general liability were 162,829 claims amounting to KES 38.29 billion an increase in number but decrease in amount from 158,747 claims amounting to KES 38.51 billion reported in Q2 2023 while 3,044,402 claims amounting to KES 57.54 billion were reported for general non-

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

liability claims, an increase in number from 2,848,970 but decrease in amount from KES 58.34 billion reported in Q2 2023.

Long-term actionable claims in Q3 2023 were 156,590 claims amounting to KES 33.45 billion an increase in both number and amount from 144,056 claims amounting to KES 30.18 billion reported in Q2 2023.

## **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 Q3 2023 were 27,741 liability claims (KES 4.32 billion) and 2,139,312 non-liability claims (KES 16.20 billion) an increase in numbers of 18.8% and 11.7% from 23,351 claims (KES 4.09billion) and 1,914,760 claims (KES 16.32 billion) respectively reported in Q2 2023.

Long-term claims increased by 10.8% and 15.8% in terms of numbers and amount respectively from 109,784 claims (KES 20.23 billion) in Q2 2023 to 121,691 claims (KES 23.43 billion) in Q3 2023.

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

In Q3 2023, claims revised under general liability claims and non-liability claims were 16,594 claims amounting to KES 1.12 billion and 27,126 claims amounting to KES 2.71 billion respectively. Long-term revised claims were 2,408 amounting to KES 275.22 million recorded in Q3 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 14,321 claims (KES 5.25 billion) and 1,978,535 claims (KES 18.36 billion). This represented an increase of 1.7% and 2.2% from 14,075 claims (KES 4.86 billion) and 1,935,034 claims (KES 17.33 billion) respectively reported in Q2 2023.

Long-term insurers paid 119,582 claims (KES 23.88 billion) in Q3 2023 an increase of 10.3% in terms of number and an increase of 18.0% in terms of amount from 108,428 claims (KES 20.24 billion) paid in Q2 2023.

**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 Q3 2023, the number of liability claims declined, increased by 25.9% from 54 to 68. Consequently, the claims declined amounts increased by 27.1% from KES 29.32 million to KES 37.27 million. The number of non-liability claims declined, increased by 76.0% from 2,407 to 4,236 while the amounts increased by 48.4% from KES 183.73 million to KES 272.67 million.

During the period under review the number of claims declined by the long-term insurers, decreased from 181 to 146 a 19.3% decrease while the amounts decreased from KES 114.22 million to 80.31 million a 29.9% decrease.

**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 Q3 2023, the number of general liability claims closed as no claims increased by 39.2% from 3,018 to 4,201 while the amounts increased by 67.8% from KES 448.22 million to KES 752.02 million. The number of non-liability claims closed as no claims decreased by 44.9% from 14,338 to 7,906 while the amounts decreased from KES 1.01 billion to KES 676.08 million a 33.3% decrease.

During the same period the number of claims closed as no claims under long-term insurance business decreased by 11.5% from 694 to 614 while the amounts increased by 47.3% from KES 107.71 million to KES 158.70 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 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 Q3 2023, the proportion of declined general liability claims increased to 0.04% in terms of numbers and to 0.10% in terms of amount from 0.03% and 0.08% recorded in Q2 2023 respectively. The proportion of declined general non-liability claims increased to 0.14% in Q3 2023 in terms of numbers and increased to 0.47% in terms of amounts from 0.08% and 0.31% in Q2 2023 respectively.

In addition, the proportion of declined long-term business claims in Q3 2023 decreased to 0.09% and 0.24% in terms of numbers and amounts from 0.13% and 0.38% recorded in Q2 2023 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 Q3 2023, the proportion of general business liability claims closed as no claims increased to 2.58% and to 1.96% in terms of numbers and amounts compared to 1.90% and 1.16% observed in Q2 2023. The proportion of general business non-liability claims closed as no claims decreased to 0.26% in terms of numbers and to 1.17% in terms of amounts in Q3 2023 from 0.50% and 1.74% respectively in Q2 2023.

The proportion of long-term insurance business claims closed as no claims in Q3 2023 decreased to 0.39% in terms of numbers but increased to 0.47% in terms of amounts from 0.48% and 0.36% as recorded in Q2 2023 respectively.

### **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 Q3 2023, the claims payment ratio for general liability claims decreased slightly to 8.80% with respect to number while it increased to 13.72% with regard to amount (Q2 2023: 8.87% and 12.62% respectively). The claims payment ratio for general non-liability claims decreased to 64.99% in respect of numbers but increased to 31.92% in respect of amounts in Q3 2023 from 67.92% and 29.70% in Q2 2023 respectively.

The claims payment ratio for the long-term insurance business increased to 76.37% in terms of numbers and increased to 71.40% in terms of amounts compared to 75.27% and 67.05% observed in the previous quarter.

## **INSURANCE REGULATORY AUTHORITY**



TYPE OF INDUSTRY STATISTICS	<b>Quarterly Claims Statistics</b>
QUARTER	<b>Three</b>
YEAR	<b>2023</b>
PERIOD ENDED	<b>30th September, 2023</b>

### **1.3 Statistical Appendices**

**Appendix 1:** Analysis of liability claims movement (numbers) under general insurance business for the quarter ended 30th September 2023

**Appendix 2:** Analysis of liability claims movement (amounts) under general insurance business for the quarter ended 30th September 2023

**Appendix 3:** Analysis of non-liability claims movement (numbers) under general insurance business for the quarter ended 30th September 2023

**Appendix 4:** Analysis of non-liability claims movement (amounts) under general insurance business for the quarter ended 30th September 2023

**Appendix 5:** Analysis of long-term insurance business claims movement (numbers) for the quarter ended 30th September 2023

**Appendix 6:** Analysis of long-term insurance business claims movement (amounts) for the quarter ended 30th September 2023

Appendix 1: Analysis of liability claims movement (numbers) under general insurance business for the quarter ended 30th September, 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)	(10)	(11)	
1	AAR INSURANCE KENYA LIMITED	66	46	-	9	11	1	91	9.8	0.9	8.0	15.7	
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	1,177	225	123	264	-	-	1,138	-	-	18.83	16.9	
3	AIG INSURANCE COMPANY LIMITED	323	34	16	31	3	7	316	0.8	2.0	8.7	10.3	
4	APA INSURANCE COMPANY LIMITED	10,387	1,395	2,081	1,315	-	-	11,498	-	-	10.3	8.2	
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	1,686	1,091	-	829	-	-	1,948	-	-	29.9	19.3	
6	CANNON GENERAL INSURANCE (K) LIMITED	4,177	258	2,951	41	3	433	3,958	0.1	9.8	0.9	(2.3)	
7	CIC GENERAL INSURANCE COMPANY LIMITED	1,924	1,251	240	568	-	-	2,607	-	-	17.9	30.8	
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	1,586	69	23	112	-	1	1,542	-	0.1	6.77	9.0	
9	DIRECTLINE INSURANCE COMPANY LTD	22,436	2,029	-	2,180	-	-	22,285	-	-	8.9	8.0	
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	2,104	322	289	208	1	27	2,190	0.0	1.1	8.6	8.7	
11	FIRST INSURANCE COMPANY LIMITED-GENERAL	1,538	288	-	106	-	298	1,422	-	16.3	5.81	9.0	
12	GA INSURANCE LIMITED	9,242	1,485	417	1,611	7	-	9,109	0.1	-	15.0	13.3	
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	9,553	1,144	1,821	986	-	11	9,700	-	0.1	9.2	7.8	
14	HERITAGE INSURANCE COMPANY LIMITED	5,661	475	813	419	24	57	5,636	0.4	0.9	6.8	8.0	
15	ICEA LION GENERAL INSURANCE COMPANY LTD	1,996	252	229	92	1	14	2,141	0.0	0.6	4.1	2.7	
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	1,588	309	509	193	-	-	1,704	-	-	10.2	13.0	
17	INVESCO ASSURANCE COMPANY LIMITED	20,100	198	504	238	-	-	20,060	-	-	1.2	1.3	
18	JUBILEE ALLIANZ GENERAL INSURANCE LTD	5,505	3,201	-	953	-	616	7,137	-	7.1	10.95	13.5	
19	JUBILEE HEALTH INSURANCE LTD	-	-	-	-	-	-	-	-	-	0.0	-	
20	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	6,230	509	130	353	-	161	6,225	-	2.4	5.24	6.8	
21	KENYA ORIENT INSURANCE COMPANY LIMITED	2,522	504	236	440	-	-	2,586	-	-	14.5	13.6	
22	MADISON GENERAL INSURANCE COMPANY LIMITED	1,169	639	1,557	531	-	-	1,277	-	-	29.4	32.7	
23	MAYFAIR INSURANCE COMPANY LIMITED	3,304	1,253	-	1,216	2	369	2,970	0.0	8.1	26.7	23.3	
24	MUA INSURANCE (KENYA) LIMITED	1,180	90	150	159	-	3	1,108	-	0.2	12.5	7.1	
25	OCCIDENTAL INSURANCE COMPANY LIMITED	2,286	793	-	495	-	-	2,584	-	-	16.1	20.0	
26	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	3,922	1,610	1,445	156	9	235	5,131	0.2	4.2	2.8	1.3	
27	PACIS INSURANCE COMPANY LIMITED	1,975	105	442	71	6	51	1,952	0.3	2.5	3.4	3.2	
28	PIONEER GENERAL INSURANCE LIMITED	781	117	129	74	-	-	832	-	-	8.2	5.8	
29	SANLAM GENERAL INSURANCE LIMITED	2,027	332	651	449	-	98	1,812	-	4.2	19.0	12.2	
30	STAR DISCOVER INSURANCE LIMITED	-	3	-	3	-	-	-	-	-	100.0	-	
31	STAR DISCOVER MICRO INSURANCE LIMITED	-	-	-	-	-	-	-	-	-	-	-	
32	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	70	149	34	29	1	2	187	0.5	0.9	13.2	53.8	
33	TAUSI ASSURANCE COMPANY LIMITED	1,734	124	43	26	-	226	1,606	-	12.2	1.4	2.0	
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	608	6,480	25	56	-	-	7,032	-	-	0.8	5.4	
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	5,193	961	1,736	108	-	1,591	4,455	-	25.9	1.75	4.5	
36	TRIDENT INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	22.1	
37	XPLICO INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	3.4	
Industry		134,050	27,741	16,594	14,321	68	4,201	144,239	0.04	2.6	8.8	8.9	

Appendix 2: Analysis of liability claims movement (amount) under general insurance business for the quarter ended 30th September, 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)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	11,364	17,332	-	2,920	8,691	432	16,652	30.3	1.5	10.2	12.0
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	758,835	21,272	16,363	84,894	-	-	718,932	-	-	10.56	6.0
3	AIG INSURANCE COMPANY LIMITED	697,771	48,007	(128,085)	301,218	527	0	670,195	0.1	0.0	31.0	4.7
4	APA INSURANCE COMPANY LIMITED	931,828	162,481	308,756	350,078	-	-	1,224,690	-	-	22.2	22.4
5	BRITAM GENERAL INSURANCE COMPANY (K) LIMITED	1,704,008	68,572	140,072	180,587	-	36,429	1,810,304	-	1.8	8.9	4.9
6	CANNON GENERAL INSURANCE (K) LIMITED	561,308	47,975	8,319	132,522	3,784	29,105	476,128	-	-	-	-
7	CIC GENERAL INSURANCE COMPANY LIMITED	815,826	80,372	112,112	245,774	-	-	814,706	-	-	23.2	26.3
8	CORPORATE INSURANCE COMPANY LIMITED	400,340	14,689	3,396	28,204	-	50	389,742	-	0.0	6.75	7.3
9	DIRECTLINE ASSURANCE COMPANY LTD	2,191,544	313,871	397,739	785,521	-	-	2,345,196	-	-	25.1	22.5
10	FIDELITY SHIELD INSURANCE COMPANY LTD	578,535	84,094	16,699	94,169	100	7,300	582,514	0.0	1.1	13.8	10.2
11	FIRST ASSURANCE COMPANY LIMITED-GEN	498,974	71,182	-	40,259	-	20,943	508,955	-	3.7	7.06	13.2
12	GA INSURANCE LIMITED	2,699,566	412,380	105,345	440,651	7,013	-	2,709,315	0.2	-	14.0	15.6
13	GEMINA INSURANCE COMPANY LIMITED-G	1,549,882	163,340	247,731	339,214	-	5,220	1,707,522	-	0.3	16.5	18.1
14	HERITAGE INSURANCE COMPANY LIMITED	1,419,040	105,481	63,232	141,715	6,181	9,004	1,464,288	-	-	8.7	8.5
15	ICEA LION GENERAL INSURANCE COMPANY	138,582	42,146	20,473	39,968	1,000	(546)	166,223	0.5	(0.3)	19.3	5.8
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	434,664	64,009	(32,182)	52,102	-	-	434,797	-	-	10.7	14.0
17	INVESCO ASSURANCE COMPANY LIMITED	3,804,255	20,130	58,869	61,906	-	-	3,846,184	-	-	1.6	1.1
18	JUBILEE ALLIANZ GENERAL INSURANCE LTD	2,049,311	308,940	47,742	232,128	-	16,762	1,943,881	-	0.8	10.59	11.0
19	JUBILEE HEALTH INSURANCE LTD	-	-	-	-	-	-	-	-	-	0.0	-
20	KENINDIA ASSURANCE COMPANY LIMITED-	953,066	61,374	(94,868)	62,402	-	7,986	863,180	-	0.9	6.68	12.9
21	KENYA ORIENT INSURANCE COMPANY LIMITED	479,085	144,640	61,963	159,323	-	-	550,540	-	-	22.4	23.2
22	MADISON GENERAL INSURANCE COMPANY	376,464	93,540	181,154	318,059	-	-	403,152	-	-	44.1	41.4
23	MAYFAIR INSURANCE COMPANY LIMITED	2,009,769	1,173,263	(463,197)	323,135	3,000	429,711	2,017,010	0.1	15.5	11.7	12.1
24	MUA INSURANCE (KENYA) LIMITED	246,488	10,326	34,661	103,169	-	100	215,248	-	0.0	32.4	20.8
25	OCCIDENTAL INSURANCE COMPANY LIMITED	574,710	144,532	57,545	148,694	-	-	642,515	-	-	18.8	33.0
26	OLD MUTUAL GENERAL INSURANCE KENYA	1,478,700	289,494	53,333	132,485	5,090	89,360	1,671,623	0.3	4.7	7.0	3.8
27	PACIS INSURANCE COMPANY LIMITED	604,743	31,974	60,917	121,692	617	1,112	596,686	0.1	0.2	16.9	13.6
28	PIONEER GENERAL INSURANCE LIMITED	343,381	21,878	16,750	46,588	-	-	336,656	-	-	12.2	7.6
29	SANLAM GENERAL INSURANCE LIMITED	1,147,636	175,377	52,118	198,888	-	50,209	1,095,571	-	3.7	14.8	7.0
30	STAR DISCOVER INSURANCE LIMITED	-	160	-	160	-	-	-	-	-	100.0	-
31	STAR DISCOVER MICRO INSURANCE LIMITED	-	-	-	-	-	-	-	-	-	-	-
32	TAKAFUL INSURANCE OF AFRICA LIMITED-C	94,398	78,151	20,947	25,095	1,273	5,071	171,633	0.6	2.5	12.4	41.1
33	TAUSI ASSURANCE COMPANY LIMITED	323,722	15,012	12,210	25,272	-	22,163	309,142	-	6.2	7.1	7.8
34	THE KENYAN ALLIANCE INSURANCE COMPANY	467,201	3,276	(43,325)	29,080	-	-	418,229	-	-	6.5	3.3
35	THE MONARCH INSURANCE COMPANY LIMITED	1,338,966	26,490	(216,274)	5,043	-	21,607	1,127,458	-	1.9	0.44	3.8
36	TRIDENT INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	18.7
37	XPLICO INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	4.5
Industry		31,683,958	4,315,760	1,120,515	5,252,920	37,274	752,017	32,248,865	0.10	2.0	13.7	12.6

Amounts in thousands

Appendix 3: Analysis of non-liability claims movement (numbers) under general insurance business for the quarter ended 30th September, 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)	Q3 2023 (4/(4+5+6+7))
											Q2 2023
1	AAR INSURANCE KENYA LIMITED	75,971	103,686	-	97,078	69	3,149	122,781	0.0	1.4	43.5
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	2,138	267	89	517	-	-	1,888	-	-	21.5
3	AIG INSURANCE COMPANY LIMITED	1,205	1,350	195	1,221	9	109	1,216	0.4	4.3	47.8
4	APA INSURANCE COMPANY LIMITED	3,980	3,029	5,281	3,094	-	-	3,915	-	-	44.1
5	BRITAM GENERAL INSURANCE COMPANY (K) LIMITED	227,420	106,754	-	107,001	-	-	227,174	-	-	32.0
6	CANNON GENERAL INSURANCE (K) LIMITED	1,030	583	1,756	457	13	314	829	0.8	19.5	28.3
7	CIC GENERAL INSURANCE COMPANY LIMITED	1,817	2,597	1,111	1,895	-	-	2,519	-	-	42.9
8	CORPORATE INSURANCE COMPANY LIMITED	2,683	290	8	252	-	23	2,698	-	0.8	8.5
9	DIRECTLINE INSURANCE COMPANY LTD	1,656	534	-	542	-	-	1,648	-	-	24.7
10	FIDELITY SHIELD INSURANCE COMPANY LTD	4,105	1,728	1,154	1,542	15	44	4,232	0.3	0.8	26.4
11	FIRST ASSURANCE COMPANY LIMITED-GEN	46,721	55,660	-	69,556	-	866	31,959	-	0.8	67.9
12	GA INSURANCE LIMITED	3,566	3,334	727	3,581	30	-	3,289	0.4	-	51.9
13	GEMINIA INSURANCE COMPANY LIMITED-G	4,430	1,988	3,969	1,857	-	501	4,060	-	7.8	28.9
14	HERITAGE INSURANCE COMPANY LIMITED	5,290	38,542	1,560	38,418	28	66	5,320	0.1	0.2	87.6
15	ICEA LION GENERAL INSURANCE COMPANY	6,114	3,688	1,940	3,058	14	52	6,678	0.1	0.5	31.2
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	1,039	1,184	237	1,193	-	6	1,024	-	0.3	53.7
17	INVESCO ASSURANCE COMPANY LIMITED	1,238	66	100	61	-	-	1,243	-	-	4.7
18	JUBILEE ALLIANZ GENERAL INSURANCE LTD	3,158	2,976	-	1,442	-	1,073	3,617	-	17.5	23.5
19	JUBILEE HEALTH INSURANCE LTD	339,159	1,671,563	-	1,501,501	-	-	509,221	-	-	74.7
20	KENINDIA ASSURANCE COMPANY LIMITED-	4,679	2,168	298	2,400	-	129	4,318	-	1.9	35.1
21	KENYA ORIENT INSURANCE COMPANY LIMITED	10,921	1,148	430	1,031	26	9	11,003	0.2	0.1	8.5
22	MADISON GENERAL INSURANCE COMPANY	12,731	77,253	1,796	63,416	-	-	26,568	-	-	70.5
23	MAYFAIR INSURANCE COMPANY LIMITED	954	522	-	393	7	25	1,051	0.5	1.7	26.6
24	MUA INSURANCE (KENYA) LIMITED	10,072	17,787	648	15,865	2,373	27	9,594	8.5	0.1	56.9
25	occidental INSURANCE COMPANY LIMITED	3,586	1,955	22	1,621	7	3	3,910	0.1	0.1	29.3
26	OLD MUTUAL GENERAL INSURANCE KENYA	1,403	1,153	884	394	32	542	1,587	1.3	21.2	15.4
27	PACIS INSURANCE COMPANY LIMITED	2,519	8,041	1,083	5,785	92	75	4,608	0.9	0.7	54.8
28	PIONEER GENERAL INSURANCE LIMITED	458	898	1,746	759	16	-	584	1.2	-	55.8
29	SANLAM GENERAL INSURANCE LIMITED	3,215	1,216	1,094	1,468	4	139	2,820	0.1	3.1	33.1
30	STAR DISCOVER INSURANCE LIMITED	-	13,449	1	11,988	551	-	9,684	2.5	-	53.9
31	STAR DISCOVER MICRO INSURANCE LIMITED	-	798	-	1,161	329	-	167	19.9	-	70.1
32	TAKAFUL INSURANCE OF AFRICA LIMITED-C	403	320	17	81	5	21	616	0.7	2.9	11.2
33	TAUSI ASSURANCE COMPANY LIMITED	1,083	691	160	515	-	93	1,166	-	5.2	29.0
34	THE KENYAN ALLIANCE INSURANCE COMPANY	62,134	11,157	49	37,219	614	-	35,458	0.8	-	50.8
35	THE MONARCH INSURANCE COMPANY LIMITED	5,158	937	771	173	2	640	5,280	0.0	10.5	2.8
36	TRIDENT INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	16.5
37	XPLICO INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	4.7
	Industry	852,036	2,139,312	27,126	1,978,535	4,236	7,906	1,053,725	0.14	0.3	65.0
											67.9

Appendix 4: Analysis of non-liability claims movement (amount) under general insurance business for the quarter ended 30th September, 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)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	657,791	1,362,453	-	1,082,813	8,609	5,257	925,451	0.4	0.3	53.5	64.5
2	AFRICAN MERCHANT ASSURANCE COMPAN	802,013	18,464	16,495	59,983	-	-	776,989	-	-	7.2	8.7
3	AIG INSURANCE COMPANY LIMITED	569,653	299,593	(53,919)	210,555	5,509	8,863	590,399	0.7	1.1	25.8	27.2
4	APA INSURANCE COMPANY LIMITED	2,392,643	724,307	465,968	1,055,221	-	-	2,527,697	-	-	29.5	36.6
5	BRITAM GENERAL INSURANCE COMPANY (K	5,429,240	1,389,798	964,527	2,209,674	-	156,345	5,417,546	-	2.0	28.4	29.1
6	CANNON GENERAL INSURANCE (K) LIMITED	204,376	91,351	55,649	136,917	15,746	32,725	165,988	4.5	9.3	39.0	29.6
7	CIC GENERAL INSURANCE COMPANY LIMIT	1,530,186	435,312	368,336	995,819	-	-	1,338,016	-	-	42.7	33.8
8	CORPORATE INSURANCE COMPANY LIMITE	477,267	41,975	3,196	25,715	-	5,717	491,005	-	1.1	4.9	8.7
9	DIRECTLINE INSURANCE COMPANY LTD	183,514	83,164	95,134	111,857	-	-	249,954	-	-	30.9	31.9
10	FIDELITY SHIELD INSURANCE COMPANY LI	1,380,492	389,058	26,121	428,829	5,908	14,962	1,345,971	0.3	0.8	23.9	20.8
11	FIRST ASSURANCE COMPANY LIMITED-GEN	2,102,474	1,303,669	-	1,526,343	-	100,825	1,778,975	-	3.0	44.8	30.9
12	GA INSURANCE LIMITED	2,171,936	1,387,172	814,037	1,652,412	57,259	-	2,663,474	1.3	-	37.8	42.8
13	GEMINIA INSURANCE COMPANY LIMITED-G	909,698	258,324	541,214	546,037	-	19,321	1,143,878	-	1.1	31.9	36.6
14	HERITAGE INSURANCE COMPANY LIMITED	2,245,185	844,504	(27,876)	853,470	20,013	12,379	2,175,952	0.7	0.4	27.9	23.8
15	ICEA LION GENERAL INSURANCE COMPANY	2,913,347	490,544	(287,248)	694,645	8,314	(2,516)	2,416,199	0.3	(0.1)	22.3	12.0
16	INTRA-AFRICA ASSURANCE COMPANY LIMIT	333,397	147,575	93,664	213,011	-	80	361,544	-	0.0	37.1	31.8
17	INVESCO ASSURANCE COMPANY LIMITED	147,960	3,043	8,852	3,346	-	-	156,508	-	-	2.1	1.5
18	JUBILEE ALLIANZ GENERAL INSURANCE LT	1,707,848	468,725	(385,946)	388,455	-	79,423	1,322,750	-	4.4	21.7	11.3
19	JUBILEE HEALTH INSURANCE LTD	451,079	2,223,180	-	1,996,998	-	-	677,262	-	-	74.7	81.1
20	KENINDIA ASSURANCE COMPANY LIMITED-	3,455,231	107,928	(23,250)	353,680	-	10,680	3,175,548	-	0.3	10.0	7.6
21	KENYA ORIENT INSURANCE COMPANY LIMIT	1,009,913	152,899	58,235	95,022	7,690	994	1,117,341	0.6	0.1	7.8	9.5
22	MADISON GENERAL INSURANCE COMPANY	658,499	860,651	307,765	1,052,014	-	-	774,902	-	-	57.6	61.0
23	MAYFAIR INSURANCE COMPANY LIMITED	1,627,693	1,407,507	(961,309)	596,558	23,706	-	1,453,627	1.1	-	28.8	13.4
24	MUA INSURANCE (KENYA) LIMITED	527,919	182,099	150,348	358,219	27,339	252	474,555	3.2	0.0	41.6	42.9
25	OCCIDENTAL INSURANCE COMPANY LIMITE	974,731	325,860	(50,477)	311,479	657	1,269	936,710	0.1	0.1	24.9	26.3
26	OLD MUTUAL GENERAL INSURANCE KENYA	788,061	230,255	121,654	276,316	20,491	99,503	743,610	1.8	8.7	24.2	13.5
27	PACIS INSURANCE COMPANY LIMITED	201,588	195,215	35,521	212,753	467	2,735	216,369	0.1	0.6	49.2	49.2
28	PIONEER GENERAL INSURANCE LIMITED	193,806	140,385	80,757	169,819	11,648	-	233,481	2.8	-	40.9	43.1
29	SANLAM GENERAL INSURANCE LIMITED	489,819	218,076	31,717	244,420	11,044	28,336	455,812	1.5	3.8	33.0	34.2
30	STAR DISCOVER INSURANCE LIMITED	-	89,805	(41)	77,931	7,241	-	62,966	4.9	-	52.6	-
31	STAR DISCOVER MICRO INSURANCE LIMIT	-	3,209	-	3,631	882	-	674	17.0	-	70.0	-
32	TAKAFUL INSURANCE OF AFRICA LIMITED-(	269,047	73,130	29,486	44,673	5,261	11,712	310,018	1.4	3.2	12.0	24.6
33	TAUSI ASSURANCE COMPANY LIMITED	353,083	115,997	57,537	68,217	-	74,015	384,384	-	14.1	13.0	18.9
34	THE KENYAN ALLIANCE INSURANCE COMPA	491,884	89,178	151,772	295,288	34,838	-	402,707	4.8	-	40.3	33.3
35	THE MONARCH INSURANCE COMPANY LIMI	921,344	44,140	18,557	11,882	51	13,206	958,902	0.0	1.3	1.2	2.8
36	TRIDENT INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	23.8
37	XPLICO INSURANCE COMPANY LIMITED	-	-	-	-	-	-	-	-	-	-	3.9
	Industry	38,572,719	16,198,542	2,706,474	18,364,005	272,674	676,082	38,227,163	0.47	1.2	31.9	29.7

Amounts in thousands

**Appendix 5: Analysis of long-term insurance business claims movement (numbers) for the quarter ended 30th September, 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)	Q3 2023 (4/(4+5+6+7))	Q2 2023 (10)
1	ABSA LIFE ASSURANCE	774	2,356	43	2,322	3	27	778	0.1	0.9	74.2	69.1
2	APA LIFE ASSURANCE COMPANY	944	1,326	-	1,181	1	60	1,028	0.0	2.6	52.0	53.4
3	BRITAM LIFE INSURANCE COMPANY	4,911	32,782	-	32,497	9	41	5,146	0.0	0.1	86.2	85.9
4	CANNON LIFE ASSURANCE	4	618	7	340	2	12	268	0.3	1.9	54.7	91.6
5	CAPEX LIFE ASSURANCE COMPANY	13	1,701	-	1,685	2	-	27	0.1	-	98.3	99.2
6	CIC LIFE ASSURANCE COMPANY	1,539	2,724	2,297	2,653	18	-	1,592	0.4	-	62.2	53.4
7	CORPORATE INSURANCE COMPANY*	621	626	18	183	9	8	1,047	0.7	0.6	14.7	21.8
8	EQUITY LIFE ASSURANCE	49	182	-	125	39	1	66	16.9	0.4	54.1	38.4
9	GA LIFE ASSURANCE LIMITED	2	1,423	-	1,424	-	-	1	-	-	99.9	100.0
10	GEMINIA INSURANCE COMPANY	507	46	-	45	-	-	508	-	-	8.1	8.8
11	ICEA LION LIFE ASSURANCE	2,550	31,973	-	31,707	3	191	2,622	0.0	0.6	91.8	89.8
12	JUBILEE INSURANCE COMPANY	2,196	13,074	42	13,102	35	8	2,125	0.2	0.1	85.8	84.9
13	KENINDIA INSURANCE COMPANY	444	2,555	-	2,582	2	11	404	0.1	0.4	86.1	83.4
14	KENYA ORIENT LIFE ASSURANCE	21	31	-	20	-	-	32	-	-	38.5	30.0
15	KUSCCO MUTUAL ASSURANCE	833	843	-	677	1	-	998	0.1	-	40.4	36.1
16	LIBERTY LIFE ASSURANCE KENYA	5,017	1,735	-	1,706	-	-	5,046	-	-	25.3	22.4
17	MADISON INSURANCE COMPANY	1,484	8,730	-	8,517	-	122	1,575	-	1.2	83.4	84.8
18	OLD MUTUAL ASSURANCE	1,283	1,520	1	1,580	1	100	1,122	0.0	3.6	56.4	49.1
19	OLD MUTUAL LIFE ASSURANCE COMPANY	325	2,980	-	3,006	1	-	298	0.0	-	91.0	87.5
20	PIONEER ASSURANCE COMPANY	8,283	5,400	-	5,283	-	-	8,400	-	-	38.6	37.7
21	PRUDENTIAL LIFE ASSURANCE	192	1,989	-	1,985	-	-	196	-	-	91.0	91.3
22	SANLAM LIFE INSURANCE LIMITED	2,630	4,107	-	4,013	18	33	2,673	0.3	0.5	59.6	56.8
23	STAR DISCOVER LIFE INSURANCE	146	1,498	-	1,548	-	-	96	-	-	94.2	-
24	THE KENYAN ALLIANCE INSURANCE	91	1,338	-	1,340	-	-	89	-	-	93.8	93.8
25	THE MONARCH INSURANCE COMPANY	40	134	-	61	2	-	111	1.1	-	35.1	62.3
	Industry	34,899	121,691	2,408	119,582	146	614	36,248	0.09	0.39	76.4	75.3

**Appendix 6: Analysis of long-term insurance business claims movement (amount) for the quarter ended 30th September, 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)	Q3 2023 (4/(4+5+6+7))	Q2 2023 (10)
1	ABSA LIFE ASSURANCE	348,431	906,123	5,648	812,810	5,758	(1,900)	443,534	0.5	(0.2)	64.5	65.8
2	APA LIFE ASSURANCE COMPANY	562,335	438,109	3,461	399,484	6,009	28,181	570,231	0.6	2.8	39.8	30.6
3	BRITAM LIFE INSURANCE COMPANY	975,738	5,962,131	-	6,003,583	6,661	22,342	905,284	0.1	0.3	86.5	83.5
4	CANNON LIFE ASSURANCE	3,260	191,176	(392)	111,550	200	5,174	77,120	0.1	2.7	57.5	71.7
5	CAPEX LIFE ASSURANCE COMPANY	7,953	133,795	-	132,201	400	-	9,148	0.3	-	93.3	94.3
6	CIC LIFE ASSURANCE COMPANY	520,710	759,060	266,372	925,643	2,751	-	617,748	0.2	-	59.9	57.1
7	CORPORATE INSURANCE COMPANY	228,271	83,329	746	132,983	1,450	733	177,181	0.5	0.2	42.6	5.6
8	EQUITY LIFE ASSURANCE	57,244	164,867	-	121,152	23,708	-	77,251	10.7	-	54.5	34.3
9	GA LIFE ASSURANCE LIMITED	15,150	827,921	-	843,021	-	-	50	-	-	100.0	98.5
10	GEMINIA INSURANCE COMPANY	1,106,322	87,152	-	129,346	-	-	1,064,128	-	-	10.8	15.9
11	ICEA LION LIFE ASSURANCE	539,647	3,144,686	-	3,172,314	3,777	16,417	491,825	0.1	0.4	86.1	84.9
12	JUBILEE INSURANCE COMPANY	1,056,697	3,992,879	404	4,176,039	10,828	2,699	860,415	0.2	0.1	82.7	77.0
13	KENINDIA ASSURANCE COMPANY	194,704	1,259,432	-	1,247,434	333	15,366	191,002	0.0	1.1	85.8	80.2
14	KENYA ORIENT LIFE ASSURANCE	13,964	48,019	-	46,222	-	-	15,761	-	-	74.6	36.7
15	KUSCCO MUTUAL ASSURANCE	343,663	375,336	-	307,714	4,123	-	407,162	0.6	-	42.8	30.3
16	LIBERTY LIFE ASSURANCE KENYA	386,921	652,384	-	683,707	-	-	355,598	-	-	65.8	63.1
17	MADISON INSURANCE COMPANY	317,062	687,293	-	718,212	-	24,606	261,537	-	2.4	71.5	67.3
18	OLD MUTUAL ASSURANCE	357,463	683,802	(2,181)	772,829	6,184	38,734	221,337	0.6	3.7	74.4	59.7
19	OLD MUTUAL LIFE ASSURANCE COMPANY	409,382	1,053,218	-	1,054,938	2,157	-	405,504	0.1	-	72.1	64.1
20	PIONEER ASSURANCE COMPANY	1,186,635	465,697	-	654,902	-	-	997,429	-	-	39.6	36.0
21	PRUDENTIAL LIFE ASSURANCE	8,658	208,590	-	208,140	-	-	9,108	-	-	95.8	94.9
22	SANLAM LIFE INSURANCE LIMITED	602,301	1,024,473	1,166	982,660	5,362	6,351	633,567	0.3	0.4	60.4	56.2
23	STAR DISCOVER LIFE INSURANCE	17,520	30,469	-	36,469	-	-	11,520	-	-	76.0	-
24	THE KENYAN ALLIANCE INSURANCE	269,948	186,789	-	193,369	-	-	263,369	-	-	42.3	45.4
25	THE MONARCH INSURANCE COMPANY	209,965	64,223	-	14,019	613	-	259,556	0.2	-	5.1	6.4
<b>Industry</b>		<b>9,739,944</b>	<b>23,430,954</b>	<b>275,224</b>	<b>23,880,740</b>	<b>80,313</b>	<b>158,703</b>	<b>9,326,368</b>	<b>0.24</b>	<b>0.47</b>	<b>71.4</b>	<b>67.1</b>

Amounts in thousands