



INSURANCE REGULATORY AUTHORITY

Insurance Industry Quarterly Claims Statistics for the Period

October – December 2024

Prepared by

Insurance Regulatory Authority

February 2025

About Insurance Regulatory Authority

The Insurance Regulatory Authority (IRA) is a State Corporation with a mandate to regulate, supervise and promote the development of the insurance industry in Kenya. The key players regulated by IRA are insurance companies, microinsurance companies, reinsurance companies, insurance brokers, insurance agents, bancassurance intermediaries, motor assessors, insurance investigators, insurance surveyors, loss adjustors, claims settling agents, and risk managers.

All incorporated entities regulated under the Insurance Act are required to submit various periodic returns to IRA. Insurers and microinsurance companies are required to submit 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 return. 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.

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 after 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 fourth quarter of 2024.

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:

1.1.1 Total Number of Claims – 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 claims in Q4 2024 under general liability class were 145,324 claims amounting to KES 35.05 billion. This a decrease in the total number of claims in Q4 2024. However, the quantum rose from KES 35.05 billion to KES 37.25 billion in Q4 2024. On the other hand, 4,068,808 general non-liability claims amounting to KES 67.65 billion were reported during the same period. This is a decrease in both total number of claims and amounts, from 4,138,899 claims amounting to KES 69.60 billion reported in Q3 2024.

¹ Liability Claims are third parties' claims while non liability claims are policyholders' claims.

Long-term claims in Q4 2024 were 161,673 claims an increase in number from 159,645 claims but a decrease in amount to KES 34.37 billion from KES 36.19 billion reported in Q3 2024.

1.1.2 Claims Intimated or Revived.

These include: -

- i. **Claims intimated** - this comprises of the number of claims that have been reported to the insurers during the quarter; and
- ii. **Revived claims** – these are claims previously closed but revived by the policyholders/claimant during the quarter.

Liability claims intimated or revived in Q4 2024 were 15,616 claims amounting to 3.55 billion. This is an increase in number and amount from 15,276 claims amounting to KES 2.95 billion reported in Q3 2024. Additionally, 2,605,246 non-liability claims amounting to KES 17.10 billion were reported as intimated or revived. The number of claims decreased from 2,680,617 while the quantum remained the same as reported in Q3 2024.

Long-term intimated or revived claims increased in terms of numbers from 122,085 to 125,524 claims but decreased in terms of amount from KES 25.11 billion reported in Q3 2024 to KES 23.13 billion reported in Q4 2024.

1.1.3 Claims Revised - these are the claims whose reserve amounts (estimates) changed during the quarter.

In Q4 2024, general insurance business claims revised under liability and non-liability were 16,915 claims amounting to KES 1.17 billion and 37,117 claims amounting to KES 3.75 billion respectively. Long-term revised claims were 1,875 amounting to KES 287.23 million in Q4 2024.

1.1.4 Claims Paid - these are claims paid by the insurers during the quarter.

These 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 12,543 claims (KES 4.45 billion) and 2,683,965 claims (KES 20.66 billion). This represented a decrease in amounts by 17.4% and 2.8% for liability claims and non-liability claims from KES 5.39 billion and KES 21.25 billion in Q3 2024 respectively.

Long-term insurers paid 123,240 claims amounting to KES 23.36 billion in Q4 2024 an increase of 0.3% in terms of numbers from 122,900 reported in Q3 2024. However, the quantum declined by 6.2% from KES 24.89 billion paid in Q3 2024.

1.1.5 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 Q4 2024, liability claims declined, dropped by 16.9% in terms of numbers from 65 to 54 and by 55.5% in terms of amounts from KES 72.75 million to KES 32.37 million. The number of non-liability claims declined, increased from 11,155 to 11,768 a 5.5% increase during the period under review. However, the quantum decreased from KES 401.40 million to KES 354.02 million a 11.8% decrease during the same period.

During the period under review, the number of claims declined by the long-term insurers increased by 2.3% from 264 to 270 while the amounts decreased by 12.9% from KES 169.29 million to KES 147.48 million.

1.1.6 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 Q4 2024, the number of general liability claims closed as no claims rose by 47.0%, from 2,607 to 3,831, with the associated amounts increasing by 45.1%, from KES 675.03 million to KES 979.75 million. For non-liability claims, the number closed as no claims surged by 69.4%, from 12,180 to 20,631, while the amounts rose by 62.1%, from KES 1.14 billion to KES 1.85 billion.

During the same period the number of claims closed as no claims under long-term insurance business decreased by 37.4% from 334 to 209 while the amounts decreased by 66.9% from KES 175.32 million to KES 57.96 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. 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 during the quarter.

In Q4 2024, the proportion of declined general liability claims remained the same at 0.04% in terms of numbers but decreased to 0.09% in terms of amount from 0.20% recorded in Q3 2024. The proportion of declined general non-liability claims increased to 0.29% from 0.27% in terms of numbers and decreased to 0.52% in terms of amounts from 0.58% in Q3 2024.

In addition, the proportion of declined long-term business claims in Q4 2024 remained the same at 0.17% in terms of numbers and decreased to 0.43% from 0.47% in terms of amounts recorded in Q3 2024.

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 during the quarter.

In Q4 2024, the proportion of general business liability claims closed as no claims increased to 2.64% and to 2.80% in terms of numbers and amounts compared to 1.77% and 1.81% observed in Q3 2024 respectively. The proportion of general business non-liability claims closed as no claims in Q4 2024 increased to 0.51% from 0.29% in terms of numbers and to 2.74% from 1.64% in terms of amounts in Q3 2024.

The proportion of long-term insurance business claims closed as no claims in Q4 2024 decreased to 0.13% from 0.21% in terms of numbers and to 0.17% in terms of amounts from 0.48% as recorded in Q3 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 during the quarter.

In Q4 2024, the claims payment ratio for general liability claims decreased to 8.63% from 10.87% recorded in Q3 2024 with respect to number and to 12.71% from 14.48% recorded in Q3 2024 with regard to amounts. During the same period, the claims payment ratio for general non-liability claims increased to 65.96% from 64.08% in respect of numbers and to 30.54% from 30.53% in respect of amounts.

The claims payment ratio for the long-term insurance business decreased to 76.23% in Q4 2024 compared to 76.98% in Q3 2024 in terms of numbers and to 67.97% in terms of amounts from 68.78% recorded in Q3 2024.

INSURANCE REGULATORY AUTHORITY



TYPE OF INDUSTRY STATISTICS

Quarterly Claims Statistics

QUARTER

Four

YEAR

2024

PERIOD ENDED

31st December 2024

2.0 Statistical Appendices

Appendix 1: Analysis of liability claims movement (numbers) under general insurance business for the quarter ended 31st December 2024

Appendix 2: Analysis of liability claims movement (amounts) under general insurance business for the quarter ended 31st December 2024

Appendix 3: Analysis of non-liability claims movement (numbers) under general insurance business for the quarter ended 31st December 2024

Appendix 4: Analysis of non-liability claims movement (amounts) under general insurance business for the quarter ended 31st December 2024

Appendix 5: Analysis of long-term insurance business claims movement (numbers) for the quarter ended 31st December 2024

Appendix 6: Analysis of long-term insurance business claims movement (amounts) for the quarter ended 31st December 2024

Appendix 1: Analysis of liability claims movement (numbers) under general insurance business for the quarter ended 31st December 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 %	
											Q4 2024 (4/(4+5+6+7))	Q3 2024
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	149	57	-	19	22	-	165	10.7	-	9.2	4.0
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	1,533	658	78	386	-	-	1,805	-	-	17.6	16.1
3	NCBA INSURANCE COMPANY LTD	629	77	165	30	-	180	496	-	25.5	4.2	7.3
4	APA INSURANCE COMPANY LIMITED	14,484	529	1,655	1,103	-	-	15,008	-	-	6.8	7.2
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	2,733	296	-	346	-	-	2,683	-	-	11.4	15.9
6	CANNON GENERAL INSURANCE (K) LIMITED	4,313	348	2,258	37	-	25	4,599	-	0.5	0.8	0.6
7	CIC GENERAL INSURANCE COMPANY LIMITED	3,830	942	285	1,085	-	-	3,687	-	-	22.7	25.9
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	1,242	8	257	114	-	-	1,136	-	-	9.1	6.3
9	DIRECTLINE ASSURANCE COMPANY LTD	20,512	612	-	674	-	-	20,449	-	-	3.2	10.3
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	2,090	580	371	754	1	158	1,757	0.0	5.9	28.2	6.8
11	FIRST ASSURANCE COMPANY LIMITED-GENERAL	1,570	222	677	110	-	76	1,606	-	4.2	6.1	15.0
12	GA INSURANCE LIMITED	8,010	297	843	548	1	39	7,719	0.0	0.5	6.6	5.3
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	8,623	975	2,648	750	-	24	8,824	-	0.3	7.8	8.0
14	THE HERITAGE INSURANCE COMPANY LIMITED	5,368	507	527	499	12	10	5,354	0.2	0.2	8.5	10.7
15	ICEA LION GENERAL INSURANCE COMPANY LTD	2,666	354	478	420	1	26	2,573	0.0	0.9	13.9	19.3
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	1,585	406	379	304	-	1	1,686	-	0.1	15.3	16.6
17	JUBILEE ALLIANZ GENERAL INSURANCE LTD	7,749	742	-	811	-	516	7,164	-	6.1	9.6	7.3
18	JUBILEE HEALTH INSURANCE LTD	-	-	-	-	-	-	-	-	-	0.0	-
19	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	4,953	813	200	577	-	42	5,147	-	0.7	10.0	10.4
20	KENYA ORIENT INSURANCE COMPANY LIMITED	2,292	584	322	351	-	171	2,354	-	5.9	12.2	14.0
21	MADISON GENERAL INSURANCE COMPANY LIMITED	1,283	551	882	541	-	-	1,293	-	-	29.5	31.2
22	MAYFAIR INSURANCE COMPANY LIMITED	3,083	1,046	-	361	3	-	3,765	0.1	-	8.7	25.3
23	MUA INSURANCE (KENYA) LIMITED	1,180	101	176	160	-	20	1,101	-	1.6	12.5	14.8
24	OCCIDENTAL INSURANCE COMPANY LIMITED	3,608	632	-	724	-	1	3,515	-	0.0	17.1	12.1
25	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	7,393	629	1,197	263	9	336	7,414	0.1	4.2	3.3	6.6
26	PACIS INSURANCE COMPANY LIMITED	2,337	146	287	58	-	-	2,425	-	-	2.3	4.0
27	PIONEER GENERAL INSURANCE LIMITED	901	178	100	127	3	20	934	0.3	1.8	11.7	10.5
28	SANLAM GENERAL INSURANCE LIMITED	836	409	314	203	2	161	879	0.2	12.9	16.3	17.2
29	STAR DISCOVER INSURANCE LIMITED	6	23	-	13	-	-	16	-	-	44.8	60.0
30	STAR DISCOVER MICRO INSURANCE LIMITED	-	-	-	-	-	-	-	-	-	0.0	-
31	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	894	662	1,921	340	-	-	1,216	-	-	21.9	40.9
32	TAUSI ASSURANCE COMPANY LIMITED	1,491	137	49	46	-	60	1,522	-	3.7	2.8	2.2
33	TURACO MICROINSURANCE LIMITED	-	-	-	-	-	-	-	-	-	0.0	0.0
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	6,194	(42)	-	63	-	-	6,089	-	-	1.0	1.2
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	4,077	1,537	744	66	-	1,965	3,583	-	35.0	1.2	7.3
36	TRIDENT INSURANCE COMPANY LIMITED	992	600	102	660	-	-	932	-	-	41.5	41.5
	Industry	128,606	15,616	16,915	12,543	54	3,831	128,896	0.04	2.6	8.6	10.9

Appendix 2: Analysis of liability claims movement (amount) under general insurance business for the quarter ended 31st December 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 %	
											Q4 2024	Q3 2024
											(4/(4+5+6+7))	(3/(3+4+5+6+7))
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	73,683	22,228	131	5,320	5,668	-	103,341	5.0	-	4.7	0.4
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	604,969	140,875	11,317	132,021	-	-	628,980	-	-	17.3	15.9
3	NCBA INSURANCE COMPANY LTD	647,758	27,323	(13,926)	36,560	-	-	603,680	-	-	5.7	31.4
4	APA INSURANCE COMPANY LIMITED	1,795,717	39,174	173,810	337,232	-	-	1,737,292	-	-	16.3	14.7
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	2,171,175	71,531	56,864	106,166	-	21,216	2,265,513	-	0.9	4.4	5.1
6	CANNON GENERAL INSURANCE (K) LIMITED	671,418	77,265	120,030	205,773	-	7,876	694,712	-	0.9	22.7	27.2
7	CIC GENERAL INSURANCE COMPANY LIMITED	746,677	74,002	153,046	314,553	-	-	716,137	-	-	30.5	27.1
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	380,109	849	169	7,544	-	-	377,233	-	-	2.0	4.0
9	DIRECTLINE ASSURANCE COMPANY LTD	2,991,117	81,719	(152,972)	225,283	-	-	2,877,353	-	-	7.3	20.4
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	663,382	133,036	(11,469)	78,920	400	35,646	715,651	0.0	4.3	9.5	9.7
11	FIRST ASSURANCE COMPANY LIMITED-GENERAL	606,199	44,044	114,343	121,276	-	117,354	568,321	-	14.5	15.0	11.7
12	GA INSURANCE LIMITED	2,583,369	70,200	146,731	295,501	9,881	(54,131)	2,461,522	0.4	(2.0)	10.9	8.9
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	1,804,440	84,901	63,633	397,051	-	4,722	1,367,972	-	0.3	22.4	16.6
14	THE HERITAGE INSURANCE COMPANY LIMITED	1,316,349	101,141	10,410	120,648	3,579	2,031	1,318,722	0.2	0.1	8.3	7.8
15	ICEA LION GENERAL INSURANCE COMPANY LTD	296,737	22,742	15,916	45,733	500	(1,397)	295,832	0.1	(0.4)	13.4	18.7
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	462,245	8,870	(6,641)	109,814	-	30	356,978	-	0.0	23.5	18.1
17	JUBILEE ALLIANZ GENERAL INSURANCE LTD	2,127,717	148,829	7,299	180,667	-	119,156	2,001,066	-	5.2	7.9	7.0
18	JUBILEE HEALTH INSURANCE LTD	-	-	-	-	-	-	-	-	-	0.0	-
19	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	652,099	100,992	21,760	120,009	-	16,197	657,454	-	2.0	15.1	17.3
20	KENYA ORIENT INSURANCE COMPANY LIMITED	558,267	211,606	144,062	219,119	-	150,252	582,448	-	15.8	23.0	25.0
21	MADISON GENERAL INSURANCE COMPANY LIMITED	252,170	88,068	106,640	251,994	-	-	220,054	-	-	53.4	53.3
22	MAYFAIR INSURANCE COMPANY LIMITED	1,896,485	1,288,123	72,774	225,393	2,238	-	1,988,822	0.1	-	10.2	10.3
23	MUA INSURANCE (KENYA) LIMITED	587,903	33,787	51,964	84,764	-	6,047	570,410	-	0.9	12.8	12.5
24	OCCIDENTAL INSURANCE COMPANY LIMITED	840,691	83,810	47,127	167,367	-	300	708,449	-	0.0	19.1	16.4
25	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	1,707,436	135,425	69,830	157,858	2,166	84,556	1,693,594	0.1	4.4	8.1	10.0
26	PACIS INSURANCE COMPANY LIMITED	817,846	26,239	43,402	73,397	-	-	823,579	-	-	8.2	10.0
27	PIONEER GENERAL INSURANCE LIMITED	324,951	29,264	13,533	77,554	4,493	-	288,478	1.2	-	20.9	13.4
28	SANLAM GENERAL INSURANCE LIMITED	980,464	60,011	(167,612)	145,004	3,447	23,544	712,484	0.4	2.7	16.4	14.3
29	STAR DISCOVER INSURANCE LIMITED	304	1,412	-	530	-	-	1,186	-	-	30.9	55.5
30	STAR DISCOVER MICRO INSURANCE LIMITED	-	-	-	-	-	-	-	-	-	0.0	-
31	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	163,599	143,229	11,002	50,947	-	-	271,422	-	-	15.8	17.0
32	TAUSI ASSURANCE COMPANY LIMITED	275,354	18,805	20,029	8,750	-	31,401	279,853	-	9.8	2.7	3.0
33	TURACO MICROINSURANCE LIMITED	-	-	-	-	-	-	-	-	-	0.0	0.0
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	355,190	1,966	(48,346)	21,207	-	-	295,696	-	-	6.7	7.5
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	1,093,406	48,231	85,807	8,980	-	414,947	717,354	-	36.4	0.8	4.4
36	TRIDENT INSURANCE COMPANY LIMITED	657,742	128,016	10,695	121,112	-	-	679,985	-	-	15.1	24.2
	Industry	31,106,966	3,547,713	1,171,359	4,454,046	32,371	979,746	29,581,572	0.09	2.8	12.7	14.5

Amounts in thousands

Appendix 3: Analysis of non-liability claims movement (numbers) under general insurance business for the quarter ended 31st December 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 (%)	
											Q4 2024 (4/{4+5+6+7})	Q3 2024
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	218,733	308,933	7	338,329	380	-	188,950	0.1	-	64.1	55.7
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	1,244	409	53	319	-	-	1,334	-	-	19.3	14.9
3	NCBA INSURANCE COMPANY LTD	1,679	1,356	90	994	7	93	1,941	0.2	3.1	32.8	36.4
4	APA INSURANCE COMPANY LIMITED	5,434	3,582	6,061	3,487	-	-	5,529	-	-	38.7	31.8
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	359,102	113,569	-	81,619	-	-	391,052	-	-	17.3	21.3
6	CANNON GENERAL INSURANCE (K) LIMITED	1,024	895	1,880	561	16	33	1,309	0.8	1.7	29.2	38.4
7	CIC GENERAL INSURANCE COMPANY LIMITED	3,861	2,697	900	3,335	-	-	3,223	-	-	50.9	44.9
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	2,484	49	173	165	-	-	2,368	-	-	6.5	4.9
9	DIRECTLINE ASSURANCE COMPANY LTD	567	1,129	-	347	-	-	1,349	-	-	20.5	32.4
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	4,748	5,492	3,191	5,335	9	331	4,565	0.1	3.2	52.1	34.4
11	FIRST ASSURANCE COMPANY LIMITED-GENERAL	34,583	49,637	2,307	46,939	436	255	36,590	0.5	0.3	55.7	58.4
12	GA INSURANCE LIMITED	3,580	3,121	1,939	3,893	41	-	2,767	0.6	-	58.1	50.2
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	3,490	1,745	3,876	1,287	-	198	3,750	-	3.8	24.6	23.3
14	THE HERITAGE INSURANCE COMPANY LIMITED	7,078	45,419	1,288	46,345	18	36	6,098	0.0	0.1	88.3	87.5
15	ICEA LION GENERAL INSURANCE COMPANY LTD	8,126	4,237	2,418	3,738	10	43	8,572	0.1	0.3	30.2	34.0
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	1,129	1,421	1,179	1,179	-	21	1,350	-	0.8	46.2	51.0
17	JUBILEE ALLIANZ GENERAL INSURANCE LTD	2,554	1,388	-	1,143	-	75	2,724	-	1.9	29.0	30.4
18	JUBILEE HEALTH INSURANCE LTD	534,608	1,851,667	-	1,935,943	-	-	450,332	-	-	81.1	78.4
19	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	4,359	1,345	100	2,576	-	217	2,911	-	3.8	45.2	34.2
20	KENYA ORIENT INSURANCE COMPANY LIMITED	8,766	1,036	989	772	20	120	8,890	0.2	1.2	7.9	11.7
21	MADISON GENERAL INSURANCE COMPANY LIMITED	56,622	58,271	3,947	52,831	-	-	62,062	-	-	46.0	61.3
22	MAYFAIR INSURANCE COMPANY LIMITED	869	534	-	353	10	8	1,032	0.7	0.6	25.2	28.3
23	MUA INSURANCE (KENYA) LIMITED	7,315	11,983	304	11,825	1,152	68	6,253	6.0	0.4	61.3	58.7
24	OCCIDENTAL INSURANCE COMPANY LIMITED	3,265	955	-	903	-	5	3,312	-	0.1	21.4	34.7
25	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	2,576	1,527	1,208	614	33	923	2,533	0.8	22.5	15.0	7.1
26	PACIS INSURANCE COMPANY LIMITED	7,010	23,689	713	20,404	1,418	5	8,872	4.6	0.0	66.5	70.0
27	PIONEER GENERAL INSURANCE LIMITED	990	1,086	2,163	1,126	-	14	952	-	0.7	53.8	50.6
28	SANLAM GENERAL INSURANCE LIMITED	2,355	1,381	1,020	732	-	247	2,757	-	6.6	19.6	21.7
29	STAR DISCOVER INSURANCE LIMITED	8,848	38,906	78	33,762	3,522	-	10,469	7.4	-	70.7	70.8
30	STAR DISCOVER MICRO INSURANCE LIMITED	48	1,136	-	967	130	-	87	11.0	-	81.7	76.1
31	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	1,962	1,216	829	1,501	13	16	1,648	0.4	0.5	47.2	45.3
32	TAUSI ASSURANCE COMPANY LIMITED	1,322	635	206	510	-	93	1,354	-	4.8	26.1	25.1
33	TURACO MICROINSURANCE LIMITED	40	5,972	6	2,038	3,190	-	790	53.0	-	33.9	-
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	97,473	23,704	-	30,579	1,360	-	89,238	1.1	-	25.2	27.3
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	5,849	1,945	128	217	3	1,559	6,015	0.0	20.0	2.8	9.6
36	TRIDENT INSURANCE COMPANY LIMITED	59,855	33,179	78	47,297	-	16,271	29,466	-	17.5	50.8	19.9
	Industry	1,463,548	2,605,246	37,117	2,683,965	11,768	20,631	1,352,444	0.29	0.5	66.0	64.1

Appendix 4: Analysis of non-liability claims movement (amount) under general insurance business for the quarter ended 31st December 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 (%)	
											Q4 2024 (4/(4+5+6+7))	Q3 2024
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	AAR INSURANCE KENYA LIMITED	1,150,908	1,657,863	131,135	1,791,851	38,718	-	1,109,338	1.3	-	60.9	56.0
2	AFRICAN MERCHANT ASSURANCE COMPANY LIMITED	682,517	53,754	5,898	76,185	-	-	665,984	-	-	10.3	6.1
3	NCBA INSURANCE COMPANY LTD	606,946	332,523	(26,145)	233,198	18,130	-	661,995	2.0	-	25.5	23.9
4	APA INSURANCE COMPANY LIMITED	3,279,432	558,982	593,641	1,241,106	-	-	3,190,950	-	-	28.0	26.8
5	BRITAM GENERAL INSURANCE COMPANY (K) LTD	5,917,207	1,608,050	538,358	1,870,655	-	308,586	5,884,373	-	3.8	23.2	23.0
6	CANNON GENERAL INSURANCE (K) LIMITED	249,311	148,774	63,016	129,077	18,362	4,471	309,192	4.0	1.0	28.0	36.9
7	CIC GENERAL INSURANCE COMPANY LIMITED	1,617,810	264,087	558,875	1,186,732	-	-	1,254,040	-	-	48.6	39.5
8	CORPORATE INSURANCE COMPANY LIMITED-GENERAL	524,912	7,199	670	11,841	-	-	520,941	-	-	2.2	2.4
9	DIRECTLINE ASSURANCE COMPANY LTD	395,828	94,724	115,010	90,699	-	-	515,728	-	-	15.0	24.4
10	FIDELITY SHIELD INSURANCE COMPANY LIMITED	1,795,193	455,511	(41,113)	393,007	11,462	97,460	1,707,661	0.5	4.4	17.8	16.9
11	FIRST ASSURANCE COMPANY LIMITED-GENERAL	1,800,859	802,131	47,976	894,353	52,401	120,718	1,583,494	2.0	4.6	33.7	27.5
12	GA INSURANCE LIMITED	3,965,472	1,557,312	840,951	2,247,155	37,423	-	4,079,158	0.6	-	35.3	41.2
13	GEMINIA INSURANCE COMPANY LIMITED-GENERAL	1,685,755	142,271	(229,070)	726,891	-	27,786	844,279	-	1.7	45.5	31.1
14	THE HERITAGE INSURANCE COMPANY LIMITED	2,068,600	1,104,208	3,125	793,263	22,691	12,381	2,347,598	0.7	0.4	25.0	31.5
15	ICEA LION GENERAL INSURANCE COMPANY LTD	3,162,004	678,966	213,634	963,304	15,416	(20,632)	3,096,517	0.4	(0.5)	23.8	22.8
16	INTRA-AFRICA ASSURANCE COMPANY LIMITED	332,160	119,266	257,766	368,855	-	4,214	336,122	-	0.6	52.0	56.2
17	JUBILEE ALLIANZ GENERAL INSURANCE LTD	2,317,291	338,175	190,046	710,569	-	14,978	2,119,965	-	0.5	25.0	19.9
18	JUBILEE HEALTH INSURANCE LTD	711,026	2,462,718	-	2,574,806	-	-	598,939	-	-	81.1	78.4
19	KENINDIA ASSURANCE COMPANY LIMITED-GENERAL	2,430,706	113,348	159,651	178,130	-	13,953	2,511,622	-	0.5	6.6	9.0
20	KENYA ORIENT INSURANCE COMPANY LIMITED	1,267,652	330,838	64,970	83,320	8,958	128,479	1,442,703	0.5	7.7	5.0	8.2
21	MADISON GENERAL INSURANCE COMPANY LIMITED	1,179,529	745,360	133,819	769,914	-	-	1,288,794	-	-	37.4	46.1
22	MAYFAIR INSURANCE COMPANY LIMITED	2,030,973	703,804	(238,779)	456,358	12,486	3,693	2,023,462	0.5	0.1	18.3	20.8
23	MUA INSURANCE (KENYA) LIMITED	610,722	153,192	108,340	298,358	5,804	13,072	555,020	0.7	1.5	34.2	32.9
24	OCCIDENTAL INSURANCE COMPANY LIMITED	710,908	159,722	(176,592)	182,406	-	2,510	509,122	-	0.4	26.3	26.0
25	OLD MUTUAL GENERAL INSURANCE KENYA LIMITED	693,386	355,321	52,059	216,397	22,364	190,775	671,230	2.0	17.3	19.7	22.5
26	PACIS INSURANCE COMPANY LIMITED	355,408	312,896	40,645	313,695	14,892	47	380,313	2.1	0.0	44.2	45.0
27	PIONEER GENERAL INSURANCE LIMITED	470,809	122,033	84,470	226,451	-	1,440	449,421	-	0.2	33.4	30.2
28	SANLAM GENERAL INSURANCE LIMITED	414,357	132,944	68,864	231,388	-	29,476	355,302	-	4.8	37.6	35.3
29	STAR DISCOVER INSURANCE LIMITED	79,659	454,452	4,317	263,052	29,234	-	246,141	5.4	-	48.9	70.8
30	STAR DISCOVER MICRO INSURANCE LIMITED	529	4,180	-	3,835	547	-	327	11.6	-	81.4	76.1
31	TAKAFUL INSURANCE OF AFRICA LIMITED-GENERAL	273,357	50,184	21,192	129,476	2,200	10,000	203,057	0.6	2.9	37.6	42.9
32	TAUSI ASSURANCE COMPANY LIMITED	725,635	180,035	180,100	229,453	-	139,584	716,732	-	12.9	21.1	16.4
33	TURACO MICROINSURANCE LIMITED	387	36,731	27	13,240	17,945	-	5,959	48.3	-	35.6	-
34	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-GENERAL	545,641	127,885	10,118	270,367	24,744	-	388,533	3.6	-	39.5	33.8
35	THE MONARCH INSURANCE COMPANY LIMITED-GENERAL	956,151	250,700	(49,072)	21,555	245	681,416	454,563	0.0	58.9	1.9	5.8
36	TRIDENT INSURANCE COMPANY LIMITED	1,796,474	475,883	24,167	471,250	-	69,171	1,756,102	-	3.0	20.5	14.7
	Industry	46,805,513	17,096,022	3,752,068	20,662,191	354,022	1,853,578	44,784,678	0.52	2.7	30.5	30.5

Amounts in thousands

Appendix 5: Analysis of long-term insurance business claims movement (numbers) for the quarter ended 31st December 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 (%)	
											Q4 2024 (4/(4+5+6+7))	Q3 2024 (11)
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	ABSA LIFE ASSURANCE KENYA LIMITED	1,131	2,584	-	2,427	-	48	1,240	-	1.3	65.3	67.0
2	APA LIFE ASSURANCE COMPANY LIMITED	1,152	1,542	-	1,407	-	13	1,274	-	0.5	52.2	49.3
3	BRITAM LIFE INSURANCE COMPANY LIMITED	4,057	44,488	-	43,959	3	-	4,583	0.0	-	90.6	91.5
4	CANNON LIFE ASSURANCE (K) LIMITED	252	201	6	177	1	1	274	0.2	0.2	39.1	33.4
5	CAPEX LIFE ASSURANCE COMPANY LIMITED	18	2,048	-	2,033	-	5	30	-	0.2	98.3	98.6
6	CIC LIFE ASSURANCE COMPANY LIMITED	1,918	1,936	1,821	2,131	18	-	1,705	0.5	-	55.3	48.7
7	CORPORATE INSURANCE COMPANY LIMITED-LIFE	1,719	193	-	79	-	-	1,833	-	-	4.1	4.4
8	EQUITY LIFE ASSURANCE (KENYA) LIMITED	124	218	11	204	14	3	121	4.1	0.9	59.6	47.1
9	GA LIFE ASSURANCE LIMITED	3	1,375	-	1,377	-	-	1	-	-	99.9	99.8
10	GEMINIA LIFE INSURANCE COMPANY LIMITED	455	64	-	62	-	-	457	-	-	11.9	13.3
11	ICEA LION LIFE ASSURANCE COMPANY LTD	2,916	25,790	-	25,461	-	4	3,241	-	0.0	88.7	89.0
12	JUBILEE LIFE INSURANCE LIMITED	2,443	13,314	37	13,361	18	-	2,378	0.1	-	84.8	83.8
13	KENINDIA ASSURANCE COMPANY LIMITED-LIFE	340	3,614	-	3,527	2	-	425	0.1	-	89.2	91.8
14	KENYA ORIENT LIFE ASSURANCE COMPANY LIMITED	27	18	-	36	-	-	9	-	-	80.0	55.0
15	KUSCCO MUTUAL ASSURANCE LIMITED	1,857	178	-	19	52	-	1,964	2.6	-	0.9	3.1
16	LIBERTY LIFE ASSURANCE KENYA LIMITED	1,144	1,657	-	1,800	140	-	861	5.0	-	64.3	51.2
17	MADISON LIFE ASSURANCE KENYA LIMITED-LIFE	2,855	9,117	-	8,354	-	-	3,618	-	-	69.8	74.5
18	OLD MUTUAL ASSURANCE COMPANY LIMITED	1,000	1,175	-	1,230	-	37	908	-	1.7	56.6	55.1
19	OLD MUTUAL LIFE ASSURANCE KENYA LIMITED	437	2,372	-	2,367	1	-	441	0.0	-	84.3	86.4
20	PIONEER ASSURANCE COMPANY LIMITED	8,569	4,984	-	4,866	-	-	8,687	-	-	35.9	44.1
21	PRUDENTIAL LIFE ASSURANCE KENYA LIMITED	196	1,176	-	1,225	-	-	147	-	-	89.3	89.0
22	SANLAM LIFE INSURANCE LIMITED	3,363	5,655	-	5,653	21	98	3,246	0.2	1.1	62.7	59.1
23	STAR DISCOVER LIFE INSURANCE LIMITED	-	435	-	71	-	-	364	-	-	16.3	100.0
24	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-LIFE	71	1,325	-	1,331	-	-	65	-	-	95.3	94.9
25	THE MONARCH INSURANCE COMPANY LIMITED-LIFE	100	65	-	83	-	-	82	-	-	50.3	41.2
	Industry	36,147	125,524	1,875	123,240	270	209	37,954	0.17	0.13	76.2	77.0

Appendix 6: Analysis of long-term insurance business claims movement (amount) for the quarter ended 31st December 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 (%)	
											Q4 2024 (4/(4+5+6+7))	Q3 2024
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	ABSA LIFE ASSURANCE KENYA LIMITED	666,021	1,132,173	-	1,405,816	-	4,499	387,877	-	0.3	78.2	58.7
2	APA LIFE ASSURANCE COMPANY LIMITED	647,245	421,570	8,825	369,583	-	12,422	695,634	-	1.2	34.3	38.1
3	BRITAM LIFE INSURANCE COMPANY LIMITED	1,728,334	5,743,935	-	5,745,679	2,580	-	1,724,010	0.0	-	76.9	79.2
4	CANNON LIFE ASSURANCE (K) LIMITED	99,600	56,223	(372)	49,060	202	1,612	104,576	0.1	1.0	31.6	22.3
5	CAPEX LIFE ASSURANCE COMPANY LIMITED	28,281	180,916	-	193,324	-	7,427	8,446	-	3.6	92.4	84.4
6	CIC LIFE ASSURANCE COMPANY LIMITED	673,299	634,663	251,052	1,036,302	2,138	-	520,575	0.1	-	66.5	54.9
7	CORPORATE INSURANCE COMPANY LIMITED-LIFE	286,182	25,925	-	7,341	-	-	304,766	-	-	2.4	3.0
8	EQUITY LIFE ASSURANCE (KENYA) LIMITED	85,617	129,262	(1,117)	143,321	7,166	68	63,207	3.4	0.0	67.0	52.9
9	GA LIFE ASSURANCE LIMITED	6,134	788,505	-	793,907	-	-	732	-	-	99.9	99.5
10	GEMINIA LIFE INSURANCE COMPANY LIMITED	620,643	63,199	-	112,816	-	-	571,025	-	-	16.5	21.4
11	ICEA LION LIFE ASSURANCE COMPANY LTD	589,017	4,254,480	-	4,131,952	-	2,083	709,462	-	0.0	85.3	86.4
12	JUBILEE LIFE INSURANCE LIMITED	1,255,924	3,720,518	2,541	3,667,518	28,258	-	1,283,206	0.6	-	73.7	72.6
13	KENINDIA ASSURANCE COMPANY LIMITED-LIFE	101,490	1,300,519	-	1,330,369	329	-	71,310	0.0	-	94.9	91.7
14	KENYA ORIENT LIFE ASSURANCE COMPANY LIMITED	24,185	16,850	-	32,483	-	-	8,552	-	-	79.2	67.4
15	KUSCCO MUTUAL ASSURANCE LIMITED	779,156	81,184	-	9,597	27,319	-	823,423	3.2	-	1.1	1.3
16	LIBERTY LIFE ASSURANCE KENYA LIMITED	447,264	555,406	-	489,278	67,012	-	446,380	6.7	-	48.8	49.8
17	MADISON LIFE ASSURANCE KENYA LIMITED-LIFE	312,624	669,326	26,298	623,369	-	-	384,879	-	-	61.8	68.3
18	OLD MUTUAL ASSURANCE COMPANY LIMITED	221,959	573,053	-	551,810	-	3,834	239,367	-	0.5	69.4	78.7
19	OLD MUTUAL LIFE ASSURANCE KENYA LIMITED	597,769	1,054,021	-	981,798	10,187	-	659,806	0.6	-	59.4	60.8
20	PIONEER ASSURANCE COMPANY LIMITED	711,528	527,989	-	521,901	-	-	717,617	-	-	42.1	56.2
21	PRUDENTIAL LIFE ASSURANCE KENYA LIMITED	8,227	150,010	-	152,339	-	-	5,898	-	-	96.3	95.6
22	SANLAM LIFE INSURANCE LIMITED	576,881	785,747	-	770,276	2,285	26,011	564,057	0.2	1.9	56.5	58.2
23	STAR DISCOVER LIFE INSURANCE LIMITED	-	38,567	-	2,073	-	-	36,494	-	-	5.4	100.0
24	THE KENYAN ALLIANCE INSURANCE COMPANY LIMITED-LIFE	218,384	217,546	-	230,712	-	-	205,219	-	-	52.9	50.0
25	THE MONARCH INSURANCE COMPANY LIMITED-LIFE	267,897	4,821	-	6,057	-	-	266,661	-	-	2.2	3.1
	Industry	10,953,659	23,126,410	287,227	23,358,682	147,477	57,957	10,803,180	0.43	0.17	68.0	68.8

Amounts in thousands