

CITIZENS' SERVICE DELIVERY CHARTER

PUBLIC



CORPORATE VISION

A leading partner in securing the future

CORPORATE MISSION

To provide sustainable risk and financial solutions

STATEMENT OF PURPOSE

Seamless stability

CORE VALUES

Teamwork, Agility, Probity, Professionalism, Service Excellence (TAPPS)

SERVICE RENDERED	REQUIREMENTS	USER CHARGES	TIMELINES
Sign and send treaty slips to our cedants/brokers	Copy of the signed contract/copy of the signed slips from the cedant/broker	NIL	4 Days after receipt of the treaty slips
Create treaty codes for new business	Copy of the signed contract/copy of the signed slips from the cedant/broker	NIL	7 Days after receipt of the treaty slips
Key in returns	Statement of account from the cedant/broker	NIL	3 Days after receipt
Collect returns	Returns checklist from the system	NIL	60 Days after a quarter
Prepare treaty slips for cedants & reinsurers to execute where we are leading	Agreed terms	NIL	14 Days from the date of receipt of such offers
Acknowledge claims notification	Email from client	NIL	Within 12 hours
Process fully supported claims	Claims supporting documentation	NIL	Within 6 working Days
Settle invoices and processed claims	Invoices/claims availed for payments	NIL	4 working Days after receipt of invoice/processed claim
Confirm quarterly returns	Email from the client	NIL	Within 12 hours of receipt of the same
Prepare and submit performance contracting reports	Performance contracting deliverable	NIL	15 Days after the end of a quarter
Respond to facultative offers	Offer email with statistics and final terms	NIL	Within 12 hours
Analyze and respond to treaty offers	Offer email with statistics and final terms	NIL	Within 12 hours
Respond to letters	Letters received from customers	NIL	2 working Days after receipt of letter by relevant department
Respond to emails	Emails received from customers	NIL	12 hours after receipt of email by relevant officer
Answer calls	Calls received from customers	NIL	Within 3 Rings
Attend to visitors	Visitors present at the reception	NIL	Within 5 minutes of arrival
Acknowledge complaints	Complaints received from a customer	NIL	Within (24 hours) of receipt
Settle complaints	Assessment of complaints	NIL	Within 30 Days

Any service that does not conform to the above standards or any officer who does not live up to the any of the commitment outlined should be reported to:

The Managing Director
Kenya Reinsurance Corporation
P.O Box 30271 – 00100, Nairobi
Reinsurance Plaza, 15th Floor, Taifa Road
Tel: +254703083000
Email: kenya@kenyare.co.ke or
complaintscommittee@kenyare.co.ke

OR

The Commission on Administrative Justice
(Office of the Ombudsman) contacts:
Head Office
2nd Floor West End Towers
Opposite Agha Khan High School off Waiyaki Way – Westlands
P.O Box 20414 – 00200 Nairobi
Tel: +254-20-2270000/230000/2603765/2441211/8030666
Toll free line: 0800221349
SMS Short Code: 15700 (Safaricom Subscribers only)
Email: info@ombudsman.go.ke (for general inquiries only)
complain@ombudsman.go.ke (for complaints)



Kenya Re is ISO 9001:2015 and
ISO 27001:2013 Certified



MKATABA WA UTOAJI HUDUMA KWA UMMA

MTAZAMO WA USHIRIKA

Mshirika wa dhati katika kuhifadhi siku za usoni

KAZI YA USHIRIKA

Kukidhi hatari na ufumbuzi wa kifedha kwa njia endelevu

TAARIFA YA MADHUMUNI

Utulivu umefumwa

THAMANI KUU

Ushirikiano, Uamuzi wa haraka,
Mtazamo wa uwezekano, Utaalamu
na ubora wa huduma



HUDUMA INAYOTOLEWA	MAHITAJI	MTUMIAJI MASHTAKA	MUDA
Kutia sahihi na kutuma mkataba kwa cedants/mteja	Nakala ya mkataba uliosainiwa/ nakala ya kutoka Cedant/broker	Sifuri	Siku 4 baada ya risiti ya mkataba
Unda misimbo ya mkataba kwa ajili ya biashara mpya	Nakala ya mkataba uliosainiwa/ nakala ya kutoka Cedant/broker	Sifuri	Siku 7 baada ya risiti ya mkataba
Kuweka kwenye mashine jumbe za kibiashara kutoka kwa wenye bima	Taarifa ya akaunti kutoka kwa cedant/broker	Sifuri	Siku 3 baada ya risiti ya mkataba
Kukusanya habari za bima kutoka kwa cedant/ mashirika ya bima	Kurudisha orodha toka kwenye mfumo	Sifuri	Siku 60 baada ya risiti ya mkataba
Kuandaa mkataba wa malipo kwa ajili ya cedants & brokers kutekeleza ambapo sisi ni kuongoza	Masharti yalivyokubalika	Sifuri	Siku 14 kutoka tarehe ya kupokea ya ofa hizo
Kubali taarifa ya madai	Barua pepe kutoka kwa mteja	Sifuri	Ndani ya saa 12
Kamilisha uandalizi wa madai ambayo yametetewa kikamilifu	Nyaraka zinazounga madai	Sifuri	Ndani ya Siku 6 za kazi
Lipa ankara na madai ambayo yameidhinishwa kikamilifu.	Ankara/madai yaliyowakilishwa Kulipwa.	Sifuri	Siku 4 za kazi baada ya kupokea ankara/ madai yaliyochakatwa
Thibitisha kurudi kila robo mwaka	Barua pepe kutoka kwa mteja	Sifuri	Ndani ya saa 12 ya risiti hiyo
Kuandaa na kuwasilisha ripoti za mkataba wa utendaji	Utendaji wa kuambukizwa	Sifuri	Siku 15 baada ya mwisho wa robo
Kujibu ofa za kitivo	Kutoa barua pepe na takwimu na masharti ya mwisho	Sifuri	Ndani ya saa 12
Kuchambua na kujibu ofa za mkataba	Kutoa barua pepe na takwimu na masharti ya mwisho	Sifuri	Ndani ya saa 12
Kujibu barua	Barua zinazopokelewa kutoka kwa wateja	Sifuri	Siku 2 za kazi baada ya kupokea barua na idara husika
Kujibu barua pepe	Barua pepe zinazopokelewa kutoka kwa wateja	Sifuri	Saa 12 za kazi baada ya kupokea barua pepe na afisa husika
Kujibu simu	Wito unaopokelewa kutoka kwa wateja	Sifuri	Ndani ya pete 3
Shughulikia wageni	Wageni waliopo katika mapokezi	Sifuri	Ndani ya dakika 5 za kuwasili
Kubali malalamiko	Malalamiko yanayopokelewa kutoka kwa mteja	Sifuri	Ndani ya (masaa 24) ya risiti
Kutatua malalamiko	Tathmini ya malalamishi	Sifuri	Ndani ya siku 30

Huduma yoyote ambayo haikubaliani na viwango vya hapo juu au afisa yeyote ambaye haishi kwa yoyote ya ahadi iliyoainishwa anapaswa kuripotiwa kwa:

Mkurugenzi Mtendaji

Shirika la bima ya tena la Kenya Reinsurance
Sanduku la posta 30271 – 00100, Nairobi
Bima ya tena, sakafu ya 15, Taifa Road
Tel: +254703083000
Barua pepe: kenyare@kenyare.co.ke au
complaintscommittee@kenyare.co.ke

AU

Tume ya utawala wa haki (Ofisi ya Ombudsman) mawasiliano:

Ofisi ya mkuu katika sakafu ya pili West mwisho minara
Nyuma ya shule ya sekondari ya Agha Khan kwenye Waiyaki Way - Westlands
Sanduku la posta 20414 – 00200 Nairobi
Nambari ya simu: +254 – 20 – 2270000/230000/2603765/2441211/8030666
Mstari bure wa simu: 0800221349
Msimbo mfupi wa SMS: 15700 (wenye laini ya Safaricom tu)
Barua pepe: info@ombudsman.go.ke (kwa ajili ya maswali ya jumla tu)
complain@ombudsman.go.ke (kwa malalamishi)



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