

RENEWS

THE OFFICIAL MAGAZINE OF
KENYA REINSURANCE CORPORATION LIMITED.



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From the MANAGING DIRECTOR

It has been 50 years of an impeccable performance and journey that was not arrived at in a fortnight. A growing culture of service and teamwork has been our utmost priority in getting us to where we are today and ensuring that the needs of our stakeholders are put first. This was also only possible through your contribution. Thank you for your unwavering support.

I trust that you started the year well and that you continue to observe the Government's directives through the Ministry of Health on the Covid-19 pandemic. The pandemic and the economic shutdowns dealt a severe blow to the global economy and especially poorer countries. However, we have to pick ourselves up and move forward past this health crisis. An excerpt from the World Bank's *Global Economic Prospects*, report opines that "to make future economies more resilient, many countries will need systems that can build and retain more human and physical capital during the recovery – using policies that reflect and encourage the post-pandemic need for new types of jobs, businesses and governance systems. Enhancing transparency in financial commitments and investment would also help rebuild confidence and facilitate investment growth."

At Kenya Re, we have had to review our business plan and make it more adaptable to the changing needs of the business environment. This, we believe, will ensure that our efforts outlast any foreseen or unforeseen challenge. This is a step in ensuring we contribute to our country's economic recovery. We have also adopted modern technology to enable seamless engagements both internally and externally. This has kept us on a balance in achieving sustainable growth as a corporation.

The corporation also continues to implement its 2017-2021 strategic plan, on which our key performance indicators are based. Despite the interruptions in the economy that came with Covid-19, we are determined to achieve our objectives, with our core values being at the center of our strategy implementation in guiding our decision-making processes. We will continue to work towards improving our financial strength while staying rooted in the needs of our stakeholders.

On behalf of the management and staff of Kenya Re, we wish you a very successful 2021 and beyond.

“At Kenya Re, we have had to review our business plan and make it more adaptable to the changing needs of the business environment.”



**Mr. Jadhah Mwarania, OGW
Managing Director**

Hello Reader,

Welcome to yet another exciting series of our quarterly newsletter. This is the first edition of the year 2021. As usual, we have gripping content for you, from our creative and abled contributors, whom through various topical issues, will demystify the Corporation, the reinsurance sector as well as other areas of human interest.

We continue to celebrate the 50-year milestone the Corporation achieved in December 2020. A feat like no other. We have come this far because you continue to believe in us. We appreciate your support.

Last year was a turbulent year full of uncertainties, we however sailed through with resilience and hard work in hope of a brighter tomorrow. Indeed, we have started the year well. I hope that we continue to adhere to the government regulations in combating the novel Corona Virus, which almost brought the economy to a standstill.

On this first issue, we touch on some of the CSR activities the Corporation has carried out in the 1st quarter. This has been in line with our core value of Good Corporate Citizenship, which we endeavor to uphold at all times. Reinsurance, as common as the term may sound to some people, is still a foreign to many. We enlighten you about the facts of reinsurance and the steps you would need to take in getting your company reinsured.

They say time is money and time lost can never be recovered. One of our writers comprehensively discusses the steps we need to take to ensure we are productive within the little time we have. We shall also be informed on updates in the industry, matters of education as well as

learning to love what we do. These and many more are in store for you.

Enjoy the read.



We have come this far because you continue to believe in us. We appreciate your support.



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INDUSTRY NEWS



BRITAM COMPANY TAPS NEW CHANGES

With 40 years of charismatic service, propelling the Britam Holdings PLC into greater heights, the Group Managing Director, Dr. Benson Wairegi, officially handed over the company's leadership to Mr Tavaziva Madzinga on 1st February 2021.



Mr. Tavaziva Madzinga

Dr. Wairegi was contented with the growth and development that the NSE-listed company has accomplished over the past four decades, transforming the once modest home service Life insurance firm into a Pan-African financial service powerhouse.

While handing over the baton of leadership to Mr. Madzinga, Dr. Wairegi wished the new Group Managing Director well, by sharing the following sentiment, ***"I am delighted to hand over to you the overall management of Britam Holdings Plc. You can count on my support and I am confident that you will lead the company into new frontiers"***.

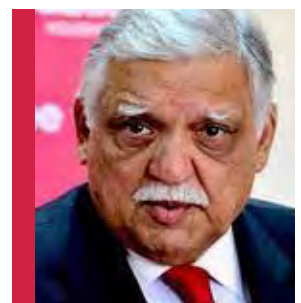
Mr. Madzinga congratulated and thanked Dr. Wairegi for his long tenure and exceptional service that saw him transform the face of the insurance industry in Kenya and the region.

Mr. Madzinga is an Actuary; holder of a Bachelor of Science Degree from the University of Cape Town and attendee of INSEAD Business School, France and Harvard Business School. With over 20 years of experience in the insurance industry, he has served in various capacities as Chief Executive Officer. Mr. Madzinga assured the company's stakeholders of continued growth and expansion into new markets, with a focused client value-driven by new technology.

From: Business Daily Newspaper. Tuesday, January 19th, 2021

JUBILEE INSURANCE-ALLIANZ'S KSH 11B PACT NAMED EA DEAL OF THE YEAR

Last year's strategic deal between Jubilee Holdings and Allianz has emerged as the East Africa Deal of the



Mr. Nazar Juma

Year 2020.

Meal Makers Africa on its website noted that the 10.8 billion (\$100 million) transaction was the largest deal announced in East Africa in 2020. It highlights the potential of homegrown firms to create value for shareholders and the economy by tapping inward investment into the region.

According to Deal Makers, the total value of deals for 2020, halved to Sh800 billion (\$7.72 billion) from Sh1.7 trillion (\$15.54 billion) in 2019, while the number of transactions announced rose to 489 from 464 in 2019.

This is majorly attributed to the impact of Covid-19, which continues to be a major concern for global economies. Jubilee Holdings Chairman Nizar Juma (pictured) said the partnership with Allianz would help transform the insurance industry in the region. "We believe that through this, we shall be able to reshape how general insurance is conducted across East Africa."

Allianz Africa Regional Chief Executive, Coenraad Vrolijk, lauded the deal, saying it will bring to the East African market international industry best practice and increase insurance awareness and accessibility, "We will bank on Allianz's expertise in retail, digital insurance and micro-insurance, which we have already successfully deployed in several developing markets across the globe."

In the deal, Allianz will acquire controlling stakes in the general insurance business in Kenya, Tanzania and Uganda as well as the short-term insurance segment in Burundi and Mauritius for KSH10.8 billion as Jubilee retains a minority stake.

Story by: The Standard Newspaper

SANLAM GENERAL-KENYA APPOINTS MS. CATHERINE GITOBU AS NON-EXECUTIVE AND INDEPENDENT DIRECTOR



Ms. Catherine Gitobu

The Board of Directors of Sanlam General Insurance Ltd was pleased to announce the appointment of Ms.

Catherine Gitobu as a Non-Executive and Independent Director effective 9th November 2020.

Ms. Gitobu is a seasoned professional and has over 25 years of executive experience. Her specialties include supply chain management, strategic leadership, marketing and communications, corporate restructuring and market analysis.

She currently serves as the Manager Director (E.A) of CKL Africa Ltd (formerly Cooper K-Brands Ltd). Ms. Gitobu was previously the General Manager overseeing the Kenya business. She has held various positions within CKL Africa Ltd from the year 2000, and has risen through the ranks. Prior to joining CKL Africa Ltd, Ms. Gitobu worked at Sarova Hotels as a senior marketing executive and market analyst, having begun her career there as a management trainee.

She holds a Master of Business Administration (MBA-Marketing) from the University of Nairobi and is a Bachelors of Arts- Economics major from the University of Bombay, India. She is a Certified Supply Chain Professional (APICS USA/SAPICS S.A), and an alumni of a number of executive management courses.

She brings to the board a wealth of experience, a deep understanding of strategic thinking, leadership, performance management and business acumen, all of which are integral elements of the company's strategy. The Board of Sanlam Kenya Plc welcomes Ms. Gitobu to the team and is looking forward to tapping into her wealth of experience to bring additional value to all our stakeholders, including customers, staff, communities and others.

Story by Organisation of Eastern and South Africa Insurers

OUR HEROES, OUR PRIDE

The corporation commemorates its 50th year of exemplary service delivery to its stakeholders. This could not be achieved in a fortnight. It has been a journey of selflessness, learning and relentless effort and passion towards serving the corporation's stakeholders.

Because of this, the corporation also celebrates its heroes who worked tirelessly in ensuring the needs of our stakeholders were met in good time.

We also celebrate those who through their talents in sports shed a good light for the corporation whenever they were called upon.

To all our SHUJAAS, twasema Asante!



Stella Tiyoy

No.	Name	Role/Responsibilities	Distinguished for
1	Catherine Ndegwa (16.12.1970 - 31.01.2001)	Executive Secretary/ Chairman's Office	History of the Corporation and Dedication
2	G.G. Wachuri (11.07.1973 - 31.08.1995)	Senior Underwriter	First Underwriter
3	William Olotch (10.03.1974 - 31.07.1994)	General Manager- Reinsurance	First Manager- Reinsurance
4	Peter Bhooyo (13.06.1980 - 31.03.1999)	Manager- Property	First Property Mgt. Manager
5	Margaret Wachenje (15.09.1980 - 31.01.2008)	Tea Girl	Good Service
6	Anne Omenta (07.10.1980 -)	Property	Longest Service (40 years)
7	S.N. Kiminda (05.02.1982 - 31.08.1995)	Messenger	Smartest Gentleman- (Messenger)
8	Asha Boru (01.07.1982 - 28.02.1999)	Secretary	First Somalia to Join Kenya Re
9	Patrick Lichungu (02.03.1983 - 31.05.1994)	Purchasing Officer	Played for Harambee Stars
10	William O. Onyango (01.08.1983 - 31.01.1999)	Human Resource	Played for Harambee Stars
11	Emiliana Righa (14.05.1984 - 13.02.2020)	Corporate Affairs	Employee of the Year Award
12	Patrick Amonde (04.01.1991 -)	Administration Health & Safety	Employee of the Year Award
13	Jean Claude (15.06.2006 - 15.11.2011)	International	First French Speaking Underwriter
14	Dorry Gangla (01.12.2010 - 30.09.2018)	Finance	Employee of the Year Award
15	Davis Onsakia (03.01.2011 -)	ICT	Employee of the Year Award
16	Bilal Mohammed (01.12.2014 -)	Retakaful	First Retakaful Member of Staff
17	Alfred Muthoi (14.04.2014 -)	Supply Chain Management	Employee of the Year Award
18	Leonard Langat (14.04.2014 -)	Finance	Employee of the Year Award
19	James Gathogo (09.01.2017 -)	Internal Audit	Employee of the Year Award
20	Agnes Musyoka (04.01.1993 -)	Corporate Affairs	Sportsperson
21	Emmanuel Karisa (06.08.2013 -)	International	Sportsperson

Kenya Re celebrates 50 years



Since incorporation, Kenya Re has grown beyond borders, offering leading reinsurance solutions and cementing its position as the global partner to securing the future. Since incorporation, Kenya Re has grown beyond borders, offering leading reinsurance solutions and cementing its position as the global partner to securing the future.

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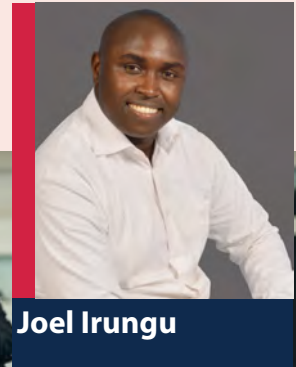
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CELEBRATING 50 YEARS OF REINSURANCE 1970-2020

A CULTURE OF EXCELLENCE



Joel Irungu



Utmost good faith is the doctrine that governs insurance industry for mutual posterity. Many companies are undergoing mergers and acquisitions, being ran differently and the new management is identifying the importance of a stable and efficient reinsurance department, which holds internal trainings and notifies reinsurers of all expected losses amounting 75% of their retention before recovery. Claims that are more than ten years whose supporting documents cannot be traced are always an uphill task to recover and as such, registry and points of data management should always be updated.

The market is changing, welcoming new players and most importantly diversified specialized risks are increasing which is commendable. Rigidity and bureaucracy in reinsurance companies has declined especially due to competition by the infiltrating in the market. We have witnessed an overhaul of many companies operations

to improve efficiency. Nonetheless, as any business with a motive of profit making and continuity, balances will always be there, but it's bestowed upon us to maintain freshness.

Nowadays, you will find clients pay their premiums to have their claims settled and somehow this has been normalised yet it is not the modus operandi of the industry. One would expect that the insured paid to be covered best known practice 'cash and carry' then the reinsured received the premiums on time invested and consequently remitted reinsurance premium as stipulated. But is this the culture in the market at the moment? Why are the ideologies controlling the market deviating us from the visions that require swift action?

The only item to advertise as an insurance company is how quick or creative you are in settling claims. Servicing a client portfolio is all about settling their claims. Well,

policy contracts apply in all aspects and attaching liability is based on the terms thereof. Others may seek redress through the courts, like it happens with most of third-party claimants, but let's stick to the subject of awareness on what is expected as an excellent service.

Most of liability carriers will tell you of how brokers/insured's follow claims with elements of threat and dismay. In most cases, there was no preliminary notification for reserving purposes; support documents and above all premiums are still outstanding. What follows? Ex gratia requests, for commercial reasons. Yet, all contracts are always explicit and clear to how processes are executed.

Culture can be defined as follows:

- The totality of socially transmitted behaviour patterns, arts, beliefs, institutions and all other products of human work and thought.
- The predominating attitude and behaviour that characterize the functioning of a group or organization.
- The development of the intellect through training or education.
- The enlightenment resulting from such training / education.

Here you'll find the aspect of consistency with a purpose. Think about it, what if we were to underwrite by the book how many jobs and insurance companies would have been saved to date?

A young lady asked her mother why she breaks the head and tail of a fish before cooking, mother said because it is the way it ought to be done and that is how grandma does it; the young lady asked grandma who told her she did it because the pot was too small. See that, the mother had the training not the education.

In our industry we have a culture that one can identify with. For instance, we believe the reason for undercutting is lack of regulatory authority to reign upon it. It is also a belief that for a risk to be floated outside local markets high probability, it's a bad risk that not even domestication could hold it.

See, these are set of doctrines imbibed with time and adopted by many. Nonetheless, one can chose to re-culture against all odds and stand out of the rest for the good of all. To change the world, start with you and let your light so shine that many may see the rewards thereof.

The regulator has become more aggressive and implementation of new reporting standards is catching up with many. Reinsurance is a necessity to ensure the reinsured maintains their solvency. The cedants can capitalise on this, is by paying premiums and recovering claims within timelines. The implementation of reinsurance contracts within the insurance companies should go beyond the department. Where information on applicable limits, classes covered, and special acceptances are made known to all underwriters and claims personnel. This shall improve flow of information and within and without. Keep your team abreast on addenda and endorsements made during the period and after, avail them in almost all possible trainings organised not only by the lead reinsurer but reinsurance market.

Consider the following areas to improve and affect your organization's culture.

1. Train to do things at the right time.

Re-culture yourself. The society might have lost it and that is why the consequences for wrongdoing should be part of the training process. First area to begin, is the area of time. Doing what you should do at the appropriate time. Learning to do things early and ahead of time.

2. Learn to talk to yourself and tell yourself the truth.

Nobody else is your problem and nobody is against your success. If you think someone else or institution is your problem ask yourself how dependant you are on the same.

3. Stop complaining.

The lack of inspiration to do your best is the limitation of individuals especially because many think they went to school to be schooled and not to get an education. Therefore, anything that does not work is for the schooled to complain and the educated to solve. Practise to speak well of others, appreciating your fellow colleagues and be a worthy ambassador of your employer.

Remember, if you don't plant anything in your garden something else will grow weeds. The same happens if you don't culture yourself, you'll still be cultured but it's going to be a bad one /not what you would want in the end.

Finally, behave like your vision especially because; from the beginning you create the environment; in the end the environment will create you.

DATA SCIENCE AND BI ANALYTICS - THE FINAL FRONTIER



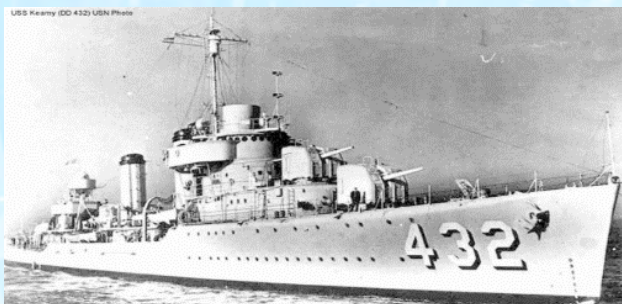
Samuel Ruugia

Art of War...20th Century World War 2...you are leading an elite military squad of 5. Main mission, locate the enemy camp few miles off the coast on a hilly gradient and get the location co-ordinates for your Navy destroyer anchored few miles off the delta into the ocean. Since wee hours of the morning you and your squad have been slithering through the marshy swampy delta, as the dawn is breaking you have a glimpse of the enemy camp.



A few more meters you will be at the edge of the camp's protective perimeter wall. However you can already see that before the perimeter wall, is a mine field that you need to maneuver without revealing your presence. At this point your bomb expert leads, curving a way through the mine field. Through your binoculars you see the camp's high tower guards on all corners, they seem quite exhausted from staying awake through the night and they are less attentive.

This makes you lower your guard a little. You reach the edge of the camp and just as you have finished taking the co-ordinates, you see a flying object over your head aimed at the center of the group. One of your team mate yells "incoming" as he swings his rifle butting the hand hauled grenade that explodes midair a few meters away. He saves



you but unfortunately as he retracts back into a secure position he receives a sniper fire right between his eyes shattering his brains and his protective helmet. Then hell breaks loose.

The machine gun fire comes from all directions except from the one you came in. Using your elite training skills you scamper through the storm of bullets and exploding mines without further casualties into the marshy swampy delta vegetation. You quickly radio your Navy destroyer the coordinates of the enemy camp and within minutes the enemy camp goes up in flames, totally annihilated.

Enter 21st Century Afghanistan...You lead an elite squad of military unmanned aerial vehicles (UAV) popularly known as drone pilots, miles away from the enemy territory. Your 1st officer sends a drone the size of a dragon fly right into the enemy camp, gathers information about the location of the armory, approximate number of soldiers, possibility of existence of weapons capable of mass destruction among other vital information relaying it back to the command post real time.



As the reconnaissance drone gets out of the enemy camp, your second officer flying an armed Reaper MQ-9 drone enters the enemy airspace and sends a nuclear war-head missile right into the location of the camps armory blowing up the armory together with the rest of the camp.

Confluence of Big Data, Connectivity and Artificial Intelligence

What informs your strategy development? What informs your strategy objectives execution? How well have you matched your strategy objectives with your key performance indicators? How accurate and efficient you design and execute your strategy objectives depends on how well you collect, store, analyze and present vital information in your field of warfare or business.

A lot of data gets collected and stored but presentation of vital analysis from the data pool is inaccurate or not presented on a timely basis. War is everywhere and is necessary for human adventure, good vs evil, health vs sickness, light vs darkness, wealth vs poverty, ignorance vs knowledge, laziness vs hardworking, profitability vs loss making, the list goes on; one cannot exist without the other. Something has to give, something has to die or get suppressed for the opposite in conflict to manifest, and it's up to you to decide which side to grow or suppress. An old Red Indian proverb says, "Inside everyone lives two wolves, the good and the evil. The one you feed is the one that grows and manifests"

We live in the information age; the most powerful and revered are those that possess critical knowledge mined from the pool of information (Big Data) with and without. Data Science methods and Business intelligence analytics tools (BI Tools) are like the reconnaissance unmanned aerial vehicles (drones) that stealthily gets into your pool of data and mines vital information that you can use to stay ahead of your peers in real time.

It gives you information that your foot soldiers cannot get in record time. Some enterprise BI tools can even do prediction analysis simply prophesying into your future and since they are not afraid of you as the boss or the business owner, they will not tell you what you want to hear, they will lay bare your present and future in a factual exhibition. In most cases these tools reveal trends that surprise you, one crude reality always prevails, you do not get what you need but what you work for.

Corporates that leverage the power of data science methods like visualizations and intelligence data analysis comes up with accurate strategies that keep them ahead of their peers in their chosen markets. Corporates that are still not fully incorporating the use of Data science and Business intelligence tools are like the elite squad fighting in World War 2 relying on foot soldiers to gather information. Soon



these corporates will be annihilated by their competition.

There is always a choice and every choice comes with its consequences. The field of data mining is rapidly growing with various data science and business intelligence tools taking the lead; Data science tools like IBM Watson studio, Jupyter Notebooks, Python, R. Business Intelligence tools like Qlik Sense, Oracle Business Intelligence Enterprise Edition, SAP Business Objects, SAP Analytics cloud, Tableau, Rapid Miner among others these are just a few of the tools gaining momentum in our market.

Fortunately, our corporation has already deployed SAP Business Objects (BO), Qlik Sense for corporate interactive dashboards and IBM Watson Studio and Jupyter Notebooks for data science analysis.

The lion and the tiger are very powerful animals, but the wolf never plays in the circus. Research has shown that most employees when elevated up the corporate ladder become selfish and fail to be cognizant of the strategies that drive the organization to profitability.

They become like animals in a circus wasting resources and energy fighting the wrong battles. A wolf's focus is so strong no amount of training or obstruction can make it play other games. Every leader needs to stay laser focused on the strategic agenda or else profitability of the business will be as rare as seeing a flying pig, and when the boat sinks, it sinks with all the patrons.

Data Science and Business Intelligence analysis may not just be the next frontier but the final frontier of the information age.

KEY PRINCIPLES OF TIME MANAGEMENT



Jane Nyambeki

Planning

Plan every day. Start with the most important thing that you need to do and work at it single-mindedly. Sometimes you must put everything off to focus. Organize your activities in sequence. What you do first, what you do next and even what you do not at all. Such as getting into social media or using your phone. Always complete your number one task before you do anything else.

The 80/20 rule

On the scientific laws and rules of time management, 20 % of your activities account for 80 % of your results. That means that out of a list of 10 things you do, only one or two items on that list are contributing to your success.

However, the tendency is to do what is fun and easy rather than what is important. The little tasks get distracting.

To accomplish your goals, do not fall into the temptation of clearing the small tasks first. Scientists compare them to rabbits that keep multiply throughout the day. The minute you start on the small things, you get distracted and might never get to your major task.

Listing activities into ABCDE categories

Think on paper by making a list of all the things that you must do for the week or the day. Then note down both the positive and negative consequences of not doing those activities.

A- Task; represents a task you must do or there will be negative impacts e.g stagnation in career etc.

These tasks also have the most gains. Determine what your A-tasks are. If you have more than one task on your A-list, ask yourself.

What are my A-1 tasks?

What are my A-2 tasks, and A-3 tasks?

Begin on A- 1 and then go to A-2, and then to A-3 until you are done.

B- Task; stands for important tasks that you should do but have mild consequences. For example, sending emails, responding to a request, among others.

They are not as important, and they do not have a serious consequence as A- tasks. Discipline yourself never to do a B-task when you have an A-task left undone.

C- Tasks; stands for tasks that are enjoyable and nice to do, but have no positive impact at all on your career. For example phoning a friend, having coffee or lunch with a co-worker, have zero effect on your future.

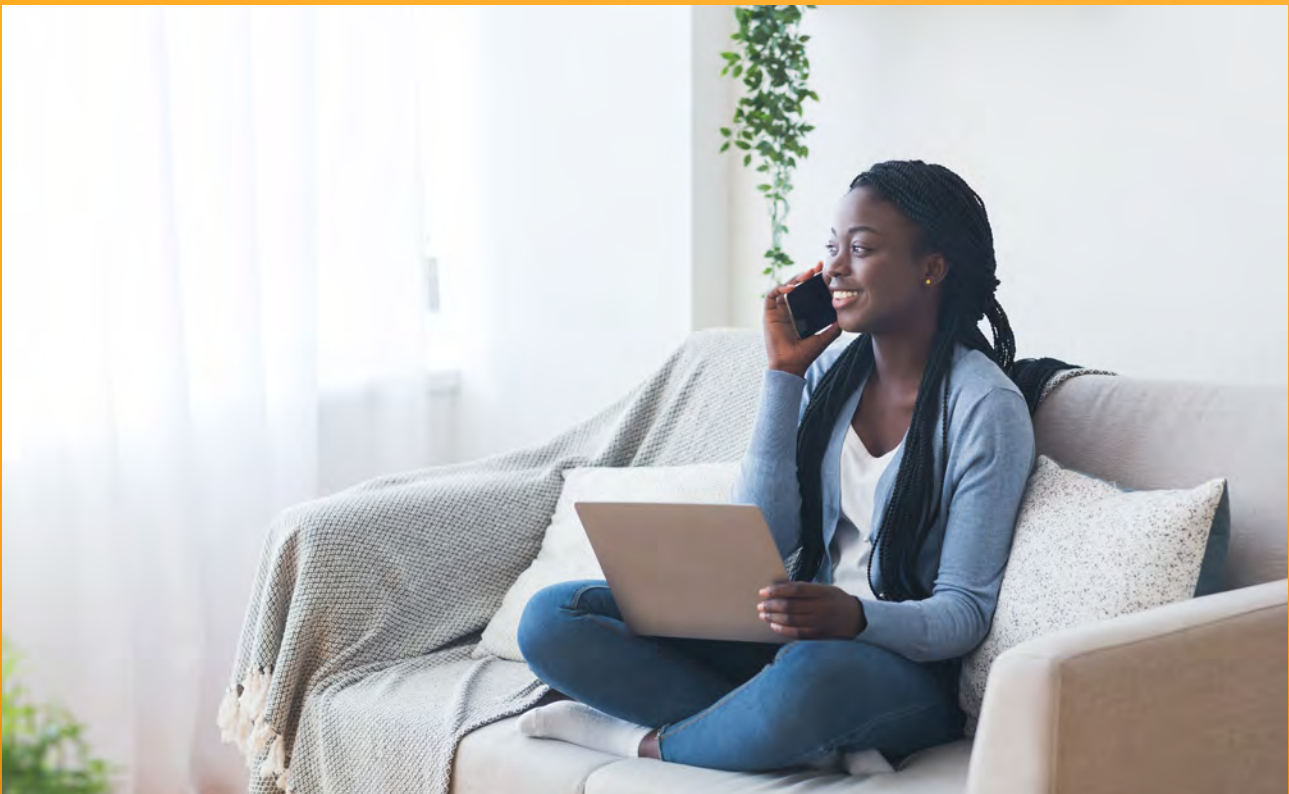
D-Tasks; these are tasks that another person can do and so require delegating e.g., office-work, for those working.

E-Tasks; these are the tasks that should be eliminated. Sometimes the only way you can get ahead is by ceasing to do certain things. E- Tasks are time wasters.

They are more of distractions. Much of the reason you could be feeling stuck in your career is that you could probably be doing things of low value or no value most of the time. Remember that for you to succeed, your whole day should be productive.

Task completion is key to great success. Nobody gets credit for working on the job. All credit goes to people who start and complete their tasks. It is also a source of energy, enthusiasm, and self-esteem. Completing a task makes you feel like a winner and motivates you to do more things.

As you strive to stay ahead in your career and other life obligations during this unique period, start by completing a task first thing in the morning every day. This is recognized as one of the greatest principles of time management. It could be as basic as making your bed. When you do this, you set yourself up for success for the rest of the day.



SETTING ETHICAL STANDARDS IN SUPPLY CHAIN MANAGEMENT PROFESSION



Gladyce Musyoki



A supply chain is a profession that has been evolving. The world has become a global village and consumer awareness and demand are forcing industries into a constant balancing act. Organizations across the world are striving to offer quality products and services to their clients at the same time earn a substantial amount of profits.

Strategic procurement, also known as strategic sourcing, refers to the long-range plan to ensure a timely supply of goods and services that are critical to an organization's ability to meet its core objectives. Strategic procurement incorporates actions aimed at reducing the overall supplier base, negotiations, communications, and working to maintain long-term relationships with suppliers.

With this exponential growth in Supply Chain Management, how do we set ethical standards and monitor them in the Supply profession? The key is to first understand the meaning of ethical standards in the Supply Chain Management profession.

What is Ethics?

Moral principles govern a person's behavior, like the conducting of an activity.

What is the Standard?

A level of quality or attainment or something used as a measure, norm, or model in comparative evaluations.

What is an ethical standard?

Ethical standards are a set of principles established by the founders of the organization to communicate its underlying moral values. This code provides a framework that can be used as a reference for decision-making processes.

What is Ethics in Supply Chain Management?

An **ethical supply chain** focuses on the need for corporate social responsibility, working to produce products and services in a way that treats its workers and the environment ethically.

What are the benefits of working with the standards in organizational and personal performance?

The Standard can be used to produce a detailed analysis by benchmarking procurement professionals against the knowledge and competencies. It identifies gaps in team capability and corresponding development needs, therefore enabling organizations to:

- Contribute to significant savings by putting in place a procurement team development plan.
- Build a cadre of well-trained and motivated staff; reducing turnover and making associated cost savings.
- Provide objective and measurable evidence of effective management in the procurement function to senior managers, the board and shareholders.
- Influence and improve ethical practices in the supply chain by implementing ethical procurement policies and practices across an organization.
- The Standard can be developed using five competency levels, which have been identified from tactical through to advance professional. These levels represent the core skills and tasks that individuals should be capable of at each advancing stage of the profession.

(Look out for Part 2 in the next edition.)

Levels	Description	Job Title	Key Roles
1	Tactical	Administrative Assistant, Purchasing Assistant, Contracts Administrator, Stock Controller, Inventory Planner, Assistant Buyer and Assistant Contracts Officer.	Applies key tasks associated with the work of procurement and supply
2	Operational	Buyer, Procurement Executive, Procurement Specialist, Contracting Officer, Supply Chain Analyst.	Provides advice and guidance to key stakeholders on the performance of organizational procedures and processes connected with procurement and supply.
3	Managerial	Senior Buyer, Chief Buyer, Category Manager, Contract Manager, Contract Officer, Logistics Manager and Supply Chain Executive.	Develops, improves and fulfills organizational and functional objectives in procurement and supply
4	Professional	Strategic Procurement Manager, Senior Category Manager, Supply Chain Manager, Head of Logistics and Operations Manager.	Formulates direction and advice, manages change, and leads and influences both internal and external stakeholders in procurement and supply.
5	Advanced professional	Procurement Director, Supply Chain Director, Commercial Director, Head of Sourcing, Chief Procurement Officer	Leads procurement teams within an organization and influences the board to adopt leading-edge procurement strategies and establish best practice. Influences supply markets with innovative sourcing solutions.

Pictorial



Grace Lutomia (left) and her family outside their shop in Isinya, Kajiado County on February 16th 2021.



Rachael Gatune and Francis Musimi offload a bag from a van during the visit.



Patrick Amonde (r), Grace Lutomia (c) and her husband (l) inside the shop.



Kenya Re staff poses for a picture outside Grace Lutomia's shop in Isinya, Kajiado County.



Kenya Re staff poses for a picture outside Grace Lutomia's shop on February 16TH 2021, in Kajiado County.



Jane Apollo (l) and Pamela Mikhala (r) pose for a picture outside Grace Lutomia's shop in Kajiado County.



Patrick Amonde (l) and Grace Lutomia (r), hold a bag of produce inside Lutome's shop in Isinya.



Children from the Merryland Community Center, pose for a picture outside the home on 21st January 2021, in Soweto Slum Kayole..



The children pose with some of their donations outside their home on 21st January 2021, in Soweto Slum, Kayole.

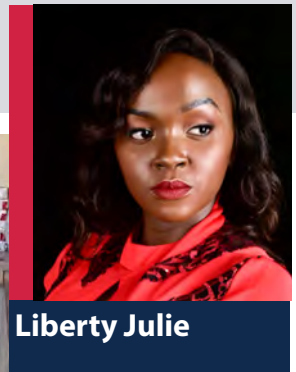


Kenya Re staff poses outside Merryland Community Centre, on 21st January 2021, in Soweto Slum, Kayole.



Kenya Re staff poses outside Merryland Community Centre, on 21st January 2021, in Soweto Slum, Kayole.

HIV/AIDS COMMITTEE BOOSTS “MUM MESHACKS” BUSINESS START UP



Liberty Julie

The Kenya Re HIV & AIDS committee paid a visit to Ms. Grace Lutomia, also known as Mum Meshack, a voluntary worker at Isinya Medical Centre in Kajiado County, on 16th February 2021.

Following her request for financial support to set up a business, the Corporation through the HIV & AIDS committee took up the request and agreed to support her as part of Corporate Social Responsibility (CSR).

The married mother of three was overjoyed to receive the team from Kenya Re who turned up to support her as she embarked on a new journey.

The Committee visited the family and made the following donations: Ksh100,000/- worth of stock items for the business including cereals, grains, cooking oil among other items, two (2) month's rent for her shop/home and a weighing scale to measure the quantities of items being sold. The Committee agreed to task one of its members to continually check on the family and provide a report on the progress made by the business.

WHAT YOU NEED TO KNOW ABOUT REINSURANCE



Stella Tiyoy

I will not dispute the fact that I knew nothing about reinsurance until very recently. Well, I still don't know much, but every day has been a learning experience. I am aware that, I am not alone.

Often, when I meet friends and strangers and somehow in the middle of our conversation the term reinsurance pops up, the question that follows is usually; so what is reinsurance all about and is it that important?

I would confidently answer the first part of the question. I would then mumble the answer to the second question and introduce something else that would wander us off the topic. However, with time, I developed an interest in it and decided that I would learn more about reinsurance and what it entails.

So, this is for you.

What is reinsurance?

Have you heard of an insurance company buying insurance? That is reinsurance. The latter transfers some of the risks that they have or might have to a third party. Usually, the party that spreads its insurance portfolio is referred to as the ceding party while the party that accepts a part of the risk in exchange for a share of the premium is known as the reinsurer.

How does it work?

An insurance company that cannot retain the risk on their books must buy insurance from an insurance company. The reinsurer reduces the net liability on individual risks or catastrophe after the insurers' decision sets a limit on how much they want to retain as risk and how much they want to transfer. It is paramount that the insurance company buys insurance when the risk is deemed big.

Where can you buy reinsurance?

When you are ready to buy insurance, you have two options. First, you can directly walk to a reinsurance company and apply for reinsurance or go through a reinsurance broker, who can shop for the best reinsurance deals for you.

Are there any advantages to buying reinsurance?

The answer is, massive benefits. First, reinsurance allows you to diversify your risk with other insurance companies. Whenever there is a very big loss, reinsurance allows one to build the capacity to take on more risk.

Secondly, reinsurance boosts the overall confidence of the insurer. The insurer can understand the nature of risks involved beyond her capacity. Reinsurance, therefore, increases the goodwill of an insurer.

Thirdly, the insurance funds of the insurer are usually well protected under reinsurance. Security and peace of mind are of the utmost importance to the insurer.

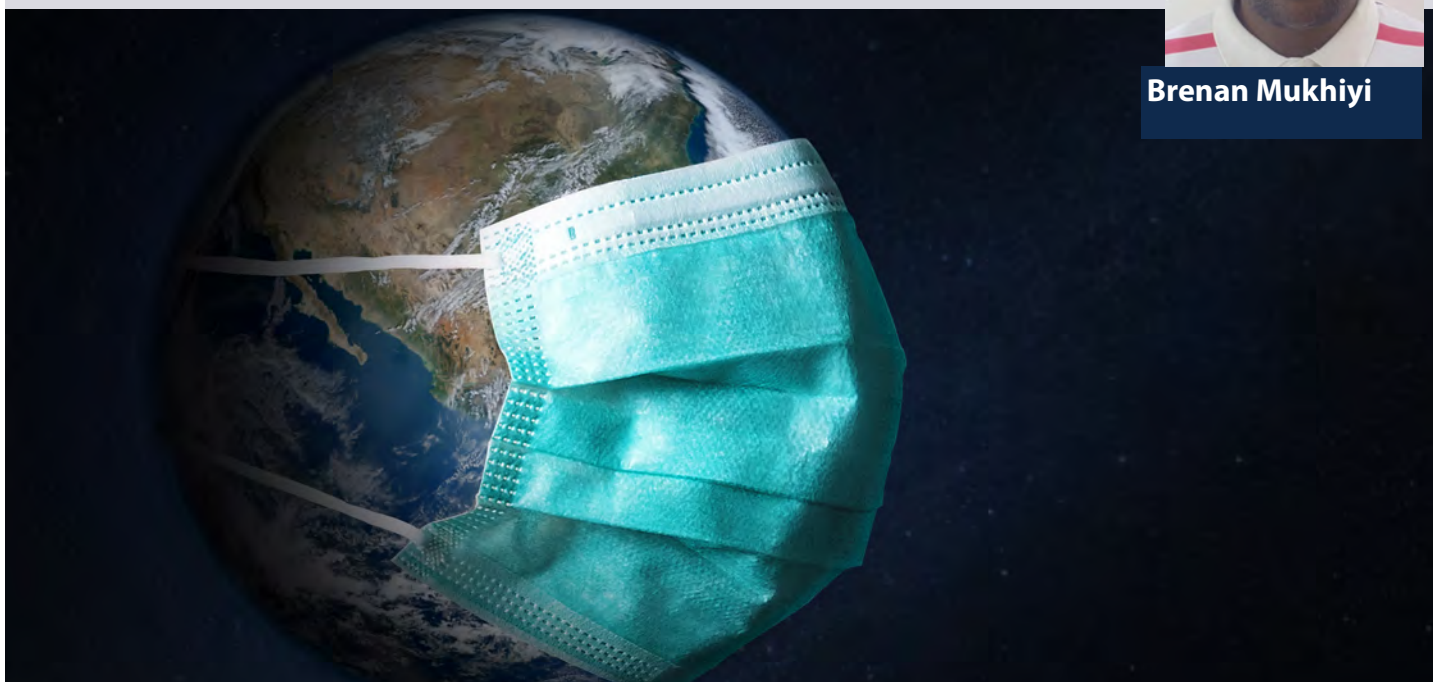
Lastly, reinsurance reduces the brutal fluctuations in the profits of the insurer. If heavy risks are retained by the insurer, his profits are troubled due to heavy single loss.

Well, that is reinsurance in a nutshell. Pretty interesting right? Of course, there are loads of information that myself I am still exploring. You can as well research this if it is something that interests you because hey! Who knows? You might just need one in future to ensure your insurance company.

KENYA RE SOLID AMID COVID-19 PANDEMIC



Brenan Mukhiyi



Key Takeaways:

- Kenya Re profitability scores well when compared to the industry.
- Stock price is likely to have a significant upside movement.
- Management has set a clear track record of an impressive performance with very strong financials.

With the economy slowly reopening after months of economic slowdown, many investors are eyeing and casting their nets towards the financial sector being the pivotal player in rebounding the economy.

Even though gross claims and loss recoveries are expected to grow in the insurance and reinsurance sectors, good news is the industry has over time strengthened their capital and liquidity buffers enabling them to survive through any worst downturn.

According to A.M Best stress tests, the insurance industry today is resilient enough and well capitalized to sustain the harsh economic downside. In this article, I assert why Kenya Re is solid.

Fundamental Analysis

Profitability

Profit and earnings growth are important observable trends in healthy companies. Kenya Re (NSE: KNRC) 1H20 results indicate a 17% growth in net earned premiums YoY. Revenue of KES 10.6 billion improved by 13% from KES 9.4 billion in 1H19.

Similarly, profit after tax increased by 46% to KES 1.57 billion attributed to an increase in net earned premiums. An EPS of 0.56 was posted down 1.54 that was posted for the same period in 2019. The decline is however not out of the ordinary given that the Corporation issued bonus shares to its shareholders. The 5-year EPS growth for the company is approximately 17%, which is slightly above the industry average of 15%. There is gradual growth trend in profitability of the company over the last 10 years as revenues increased at CAGR of 9.66%. This was way above the financial sector industry average of 5.6%. The industry average is referenced from Cytonn Q12020 Banking Sector Report.

Investment income on the other hand recorded a slight decline of 2%, in 1H20 YoY, which can be attributed to the market cyclical fluctuations and the aftermath of covid-19. Nevertheless, the corporation as affirmed by AM Best, attained B (Fair) Financial Strength Rating and a “bb+” Long-Term Issuer Credit Ratings, thus confirming its stability. The rating agency categorized the company financials as very strong with an adequate operating performance.

Return on equity was up at 3.5%, in 1H20 when compared to 2.5%, as at 1H19. Kenya Re’s Return on Equity five-year trend is stable with very minimal volatility. The 5-year average ROE for the company is approximately 13%. This is to say that for each KES 1 of shareholders’ equity, the corporation made KES 0.13 in profit. Compared to the industry average ROE of 17%, KRC, ROE is slightly below but relatively impressive given that the company was able to attain it without any debts in its books.

In general, KRC’s profitability scores well in comparison with the industry and its financial health is very strong and stable. Based on analyst estimates, the profitability is projected to grow, on average amid high claims and losses that may arise from the Covid-19 pandemic.

Earnings Growth

KRC’s earnings have been stable in the last five years with an average 5-year net profit margin of 18.12%. This trajectory is expected to continue upwards despite the market fluctuations due to the Corona pandemic.

Valuation and Stock Analysis

KRC stock is currently trading at an average price of KES 2.10, which is 0.18 times its book value of KES 11.82. The current P/E ratio of 3.75 depicts an undervalued stock when compared to the industry’s average P/E of around 4.33. According to Warren Buffet, alias the ‘Oracle of Omaha’, investors are mostly interested in value investing strategy which involves picking stocks that appear to be trading for less than their intrinsic value (undervalued).

The price trend from 1st Jan 2020 shows a rough drop of 36%, with stock price moving from KES 3.3 to KES 2.1 as of 1st December 2020. The price movement is quite expected given that investors and analysts projected that the impact of COVID-19 disruptions and arising losses would distort the bottom line in the insurance industry.

Moreover, the stock market is experiencing mispricing due to investor sentiments and the market interruptions. Nevertheless, the corporation and the industry in general have so far beaten the analysts’ projections by postings impressive earnings. As the economy slowly picks up, the stock will mostly likely have an upside shift.

Management

On the other hand, the corporation’s management under the lead of the Managing Director has set a clear and solid track record of a strong balance sheet and earnings that will ensure growth and stability even through these challenging times of the pandemic. Their commitment in creating substantial long-term shareholder value through impressive financial performance is clear in the companies past results and their road map as documented in the strategic plan of 2017-2021.



WORK YOU LOVE



Lillian Kanari



As a child, you are reminded to be whoever you want to be in life but once you grow older, the practicality of life sets in and you must force yourself to love the job that you first landed on and quickly adapt to it. It takes courage to say, "I have to make on my path!" hence why many of us must burn the midnight oil to advance our careers by taking up professional courses and higher levels of degree, in a bid to broaden our knowledge in our careers.

Any entry-level stage in one's career is welcomed by a little discomfort, as you must learn on the job. Few find this exciting and are often thrown off balance when trying to understand the technical jargons of their jobs or possessing the right organization skills that will ensure you are efficient in your job and can meet deadlines. Indeed, one is thrown into the deep end and is expected to come out swimming. This saying sounds so cliché especially when one is aware of what they must go through day in day out. Sadly, the older folks at the workplace, do very little to encourage you that, it is just the start of your career, you have a long way to go and it shall be well. If you are smart, you will often seek wise counsel so that the journey becomes a little comforting and you will not always be green.

Just like a business, your career will at some point achieve a breakthrough. All the hard work you put into it, the commitment to learn more and the self-drive to succeed, will one day blossom into achievement. Suddenly, you gain the confidence to solve all the challenges you face daily, meet, and engage clients to seal the deal and certainly you will earn decent pay. All those jargons you had to interact with initially, become water under the bridge and now you will be ready to face your clients as if the company is your own.

You will wonder, must it take "forever" to achieve my breakthrough? When will I see the light at the end of the tunnel? The harsh reality is that you have been aggressive in your career, regardless of your job grade or title. You really must toil and earn that promotion and more so sustain your job. Interestingly, the more passion you have in your job, the more you want to learn, since learning never stops and the higher the position, you will desire to achieve.

As my parting shot, I challenge you to be like an eagle. Fly at high altitudes, with no small birds like the sparrow. Dream and dare to become! Aim to always do work you love.



TAKE CARE OF YOUR TUMMY



Davis M. Onsakia

As a young boy growing up in the village, we envisaged a 'good' life where farming was not part of the variables in the equation later in our lives (we were many, boys). It should be noted that farming was viewed lowly due to the hard work involved, to get food on the table. We were bubbling with energy and being enthusiastically hopeful of the future.

We dreamed that we will drive big cars like that of the MPs, who used to appear in the village once every five years, doling out handouts to the women. Men were not expected to be seen receiving freebies - men worked for everything they had. Being seen, as a man, receiving a handout from a politician, in broad daylight was equivalent to daylight robbery. Hence men received handouts between 11 pm and 3 am - on the eve of the elections day.

Fast forward that to today, less than five decades later; life has come full cycle. There is nothing as wonderful as farming your food. You know the pesticides you've used, the fertilizer you've applied, the kind of feeds you've fed the animals including chicken etc. Why is farming so 'sweet', some fifty years down the lane? You have come to a painful realization that the big city that you dreamt of and now live in, is polluted and the big car you highly admired as a wide-eyed young man is polluting the environment big time.

The food on your table has different kinds of minerals, mostly injurious to your health and those of your loved ones. You have had to kick yourself for a solution. Then it dawns on you that since you cannot go back to the village, not because you are banished, but you have to create a 'village' somewhere in your 'dreamy big city' or nearby. Hence the mushrooming of people in the Kitengelas, Ruais, Ruirus, Kiambus and Rongais of this 'big city'! Not to mention the craze about balcony and window gardens.

Weekends are spent doing soil sampling and testing - it does not matter that you are not a soil scientist man - weeding your tiny 'kitchen garden' - they have even given it a term etc. In my village, we did not have things like 'kitchen garden' - even the two words could not appear next to each other.

Other tasks include searching online for pesticides or how to deal with the aphids appearing on your kales. In the village, they had a solution for such miscreants - mix ash and pepper to spray on the crop. But since you did not want anything to do with farming then, you looked the other way and now you are looking back, looking for solutions - from the villagers.

Due to the knowledge you've gained, you learn of the damage that pesticides have done, not only to the aphids you want to eliminate, but rather the whole environment - killing the worms and other organisms many and other organisms. And the likely impact on your overall health, when you will be consuming those kales. Supposedly and sadly, most pesticides contain carcinogens - agents for causing cancer.

You ask questions why exports out of the country to countries like the European markets have such a long list of requirements and this enables you to learn a new concept called 'ecological intelligence'. You want to know where the food on your table comes from, the pesticides used, the mode of transport (did it knowingly pollute the environment, en route to your table), were the workers being treated fairly and being remunerated as per the best labour practices, the kind of soil the food was grown on, the handling - were the firms handling the logistical transported ISO certified etc. You want to have a complete view of the supply chain - even the type of seeds that were used, were they certified.

When you are ecologically intelligent, you realize the best way to maintain the food chain, at least in your household is to grow it. Back to what my grandmother used to do in the village, which was derogatively referred to as 'subsistence

farming' in Agriculture books - farming for your tummy and those of your household - as if this was a crime. No wonder these guys lived beyond the biblical 75 years!

The biggest challenge in the big city is that land comes in small sizes, a.k.a plots. Hence when you see some people building big flats, it is not that they have an option, the only 'free' space they have is upwards - up to a specific limit - beyond that, it is government property - which you need to a license to be in or even pass. Sideways, is the neighbor's. The other remaining small space is for your contraption of a car and probably a visiting buddy or relative. Any more remaining space can be reserved for your urbanite kids.

If you have happened to own huge tracts of land, that might be some kilometers outside the environs of the city. Probably closer to the village, which you were running from via rural-urban migration road. Or you are a tenderpreneur. Or you got your money 'how you got it'.

Why has life come to this full cycle? You have gained more knowledge and technology has improved in detecting issues in life and giving some proposals. But then if this is the case, can we say that our old folks were brighter than us and were ahead of their time? Because they were practicing what we are seriously endeavoring to do now, at a big cost, in the cheapest way?

Be ecologically aware and intelligent. Take care of your tummy, buddy.

Hope

What keeps you going? What fuels your desire to get up early and go for that jog on a wet, slippery and rainy morning? Or more at home, stay in that jam for hours on end?

It is the hope that your body will cooperate with you and stay in shape - to have a healthy life...or get to that job where your bread is buttered or that 'ka-hustle' where the client has been waiting for ages on end - so that you can easily sort out the bills at the end of the month.

Hope is that all shall turn out well, in the future. It is good to note that hope is not meant, for now, hope is all about the future. A dream that your parenting style will churn out decent citizens of the world, tomorrow. Hope that injustice will in due season be corrected, by man or/and God. That the mistreatment will end, soon. That we will be treated equitably before we depart from this world - to the hereafter, where there is no pain or sorrow.

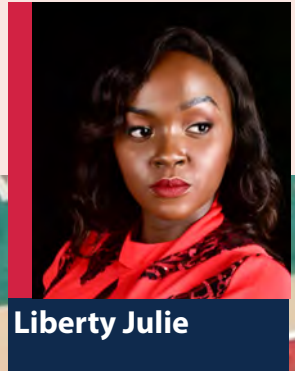
Without hope, we have despair, depressions, mental breakdown, frustrations, likely leading to suicide and all such ends.

How do you keep hope alive in a world kicking you in the guts, every day? The news is depressing. The country and county leadership is about themselves. How? Good question. I don't know. I wish I did.

To survive in such, you might need deeper faith in a being far superior to you or your mentor. To have faith in a better tomorrow in the face of debilitating illness in the family, unfair labour practices at work, a run-down economy etc., you need deep faith. Without it, you can only fall into a pity pit, creating more problems for the other 'hopefuls', who are trying to eke out a living despite being squeezed between rocks and hard places. They need that shoulder so much as you.



HIV & AIDS COMMITTEE DONATION TO SOWETO CHILDREN'S HOME



Liberty Julie



The HIV & AIDS Committee paid a visit to, **Merryland Community Centre on Thursday 21st January 2021** and made various donations of learning materials, foodstuff, sanitary pads and many other essentials to the home.

The children's home was inaugurated in 2007 by the director and founder, Millicent Dechwya and continually caters for the needs of the most vulnerable children in the region affected by HIV & AIDS, poverty, and illiteracy among other predicaments.

The home is situated in Soweto Slum, Kayole, next to the Chief's office on a ¼ acre of land donated by the director Millicent Dechwya. The home accommodates 256 children all aged between the ages of 2 years and 17 years served by 10 teachers doing voluntary work.

SLIPPERS AND FUZZY SOCKS



Thomas Mumina

Research and Analytics

Will we be able to get rid of our sweatpants after all this is all over? Will we set fire to our teams meeting shirts? Are we going to learn how to tie a tie again? It can seem impetuous to talk about how we'll dress in the aftermath, as COVID-19 cases continue to expand despite an inequitable vaccine rollout.

With nowhere to go and no one to impress, a great majority of us have been spending most of the time in pyjamas and sweat sets than we would care to admit. And it is no longer just pyjamas for sleeping. Finding ourselves in a lengthy period of hours working remotely, as professionals, we traded in our heels and dress shoes for slippers and fuzzy socks. We have swapped our fancy blazers and tailored suits with comfy joggers and sweatshirts. We have let our hair grow...and grow. We have drifted to a low maintenance appearance. Our psychological health is deteriorating at

the same time, and it's likely there's a connection between the two. The decision to dress up or stay in your pyjamas will have unexpected consequences to your mental health, especially during this time we are working from home.

Experts argue that even though people don't present themselves to the world, how they dress has the potential to affect their mental wellbeing and overall productivity. Although based on who someone is, dressing up will have a positive or negative impact on oneself. The real effect of dressing up or down differs from person - to - person, psychologists say.

According to an emotional psychologist, Tracy Thomas, making an effort in our appearances is one of the essential things we should do for our physical, mental and psychological wellbeing, even if in the slightest bit. Tracy also compares everyday grooming habits to "celebrating life" and argues that such events are particularly important

right now, as we spend more time living on the negative.

According to Sheva Assar, a certified clinical psychologist in California, the psychological action of getting dressed up may have a considerably positive effect on people's attitude, confidence and behaviour. Sheva argues that dressing up first thing in the morning will boost our drive to do other activities during the day, give us more focus, and make us more active. When we wear athleisure to the gym, lunch, outdoors, and work, it can hinder our ability to switch into work mode when we need to concentrate. As a result, the clothes we're wearing assist us with achieving those transformations.

Those that don't have jobs or any well-identified tasks to break up their day will find it more difficult to feel motivated and positive if they will not have a daily grooming routine. Dressing up daily can improve our morale and affect our attitudes but dressing down too often can have the same long-term negative consequences.

Begin with an idea for yourself and just one aspect you need to do to improve your style in the hopes of boosting your mood and increasing productivity. Rather than allowing stress or anxieties to force you to make a snap decision, ask yourself what will make you feel happy and good that day.

We feel that we don't need as much social feedback as we once did. We want to feel comfortable, and a lot of that has to do with the desire to be comfortable mentally as well as physically.

To conclude, please choose wardrobe and lifestyle habits that make you feel the comfiest and most confident. In other words, find out what makes you happy and go with it.



A LEGACY LEFT BY THE LATE PROFESSOR SIMEON HONGO OMINDE



EDUCATION SYSTEM IN KENYA AFTER INDEPENDENCE

(OMINDE COMMISSION 1964)

After Kenya's independence from Great Britain, the government under the leadership of the first president of Kenya, the late Mzee Jomo Kenyatta, emphasized that education was critical for national development and immediately embarked on developing policies that would address issues of opportunity, access, and equity.

Key objectives included:

- Producing the skilled and high-level personnel needed to facilitate the urgent process of socio-economic development.
- Providing education that would help young people acquire a sense of nationhood by promoting positive attitudes of mutual respect that would enable them to live in harmony and to contribute to society's aspirations.

Offering equal opportunity and social justice for all Kenyans.



Professor Simeon Hongo Ominde was The Kenya Re Chairman from 1984 -1994.

Kenyatta saw education as a vehicle to restore African dignity, to recapture the national heritage that had been diminished by the imposition of an alien culture, and to prepare Kenyan society for its place in the modern international community.

The first national commission was set up in 1964 to assess the education system, review policy needs, and recommend improvements to the government.

Ominde Commission (1964), under the chairmanship of the distinguished

African academic, the late Professor Simeon Hongo Ominde, the Kenya Education Commission, popularly known as the Ominde Commission, undertook an exhaustive investigation of all aspects of education in Kenya.

Ominde was one of the few Africans to hold high academic credentials at the time and was a product of the colonial education system, having earned his doctorate at the University of London in 1963. The task at hand was to look critically at the situation of education and formulate official educational policies to meet the needs of a newly independent nation.

The urgent need was to abolish segregation based on race and foster the psychological basis of nationhood, both to

promote national unity and to serve as an instrument for conscious change of attitudes.

Another significant recommendation was to expand educational opportunities for Africans, especially at the secondary and tertiary levels, to meet the demand from a fast-growing population and to build an educated workforce to meet the economic development needs of the new nation.

The commission's purpose was to change the atmosphere of education and to endow it with new relevance for the African population, instead of the colonial/missionary agenda.

The Ominde Commission, recommended policy to enable expansion of the education system. It recommended increasing the opportunities for access to the formal sectors of education through the establishment of schools with funds generated by local community members.

When President Kenyatta addressed the nation at independence in 1963, he urged the people of Kenya to work hard together to build the nation as an extension of the African family spirit of "Harambee", a Swahili word meaning pulling together in the tradition of mutual social responsibility. Since then, "Harambee" became a motivating force for development.

The late Professor Simeon Hongo Ominde, has left legacies in different institutions where he served, Kenya Reinsurance Corporation included.



COCONUT AND SWEET POTATO PUDDING



By Kenya Desserts Recipe ©

Coconut can be eaten on its own as a snack and sweet potatoes can be enjoyed with tea/coffee. A combination of the two makes for a great dessert. Sweet potatoes combined with fresh ground coconut and a splash of cinnamon is a sweet and nutty dessert that you should definitely try.

Below is the best recipe for "Coconut and Sweet potato pudding" from Kenya Desserts Recipes:

Ingredients (serves 6)

- 1 cup fresh ground coconut
- 1 ½ cups sweet potatoes , boiled or mashed
- 2 eggs
- ¾ cup sugar
- ¾ cup milk
- ½ cup water

- 4 tbsp. melted butter
- ½ tsp mixed spices
- ½ tsp cinnamon

Preparation

1. Mix sugar, sweet potatoes and coconut together with a spoon until smooth.
2. Add butter, milk, and water and beat thoroughly.
3. Beat the eggs slightly, then gradually beat them into the mixture.
4. Add the spices and cinnamon. Continue beating until the mixture is creamy and very smooth.
5. Pour the mixture into a greased dish and bake for 30 minutes in a hot oven, until golden-brown.

You can serve it hot or cold.

WE'RE LISTENING, WE'RE HERE AND WE CARE.

Kenya RE is committed to delivering the highest levels of service quality to its customers. We intend to provide services through best practice and in line with our customers' needs, as we continually seek improvements.



WHAT IS A COMPLAINT?

- A complaint is defined as "any expression of dissatisfaction by a customer or potential customer about service delivery by the company or its agents, and/or about company or industry policy."
- At Kenya RE, we see complaints as a valuable way of meeting and responding to your expectations. We realize that in breaking down the barriers to meet your needs we value listening to feedback and complaints from you.

HOW WILL WE HANDLE YOUR COMPLAINT?

We will:

- Acknowledge your complaint, in writing or via email, within 24 hours of us receiving it.
- Enquire into your complaint and consult any relevant persons who should help resolve it fairly and within a reasonable time frame.
- Treat you and your information with confidence and respect, in line with our guidelines.
- Keep you and any other persons involved informed about the progress of the complaint, how we will try to resolve it and, as is appropriate, what we will do to prevent it from happening again.
- Take action to resolve the complaint as best possible to your satisfaction and, where possible, recommend any changes needed to ensure the cause is fixed.
- Let you know in writing the outcome of your complaint and, as is relevant, the reasons behind this outcome.

WHAT SHOULD YOU TELL US?

- Your name, address and the best way to contact you.
- The details that will help us understand the reason/s for your complaint.
- Copies of any documents relevant to your complaint.
- If you have already discussed your complaint with us, the details of the persons in Kenya RE.
- What you feel would constitute a satisfactory resolution of your complaint. For example, are you seeking information which you feel is being withheld, are you seeking an apology etc.

YOU NEED TO KNOW THAT

- You may make a complaint verbally and/or in writing e.g. email, and/or calling.
- We may ask for your help in the course of handling your complaint.

You can make a complaint to Kenya Reinsurance Corporation by contacting or writing to:

Assistant Communications Officer | Kenya Reinsurance Corporation

P.O Box 30271-00100 | Nairobi, Kenya

Call: (+254) 0703 083 212

Email: ComplaintsCommittee@kenyare.co.ke | ongicha@kenyare.co.ke



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