



# CITIZENS' SERVICE DELIVERY CHARTER

## 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
Settle fully supported claims	Claims supporting documentation	NIL	Within 6 working Days
Process payments	Invoices availed for payments	NIL	4 working Days after receipt of invoice
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		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, 15<sup>th</sup> Floor, Taifa Road  
Tel: +254703083000  
Email: [kenyare@kenyare.co.ke](mailto:kenyare@kenyare.co.ke) or [complaintscommittee@kenyare.co.ke](mailto:complaintscommittee@kenyare.co.ke)

**OR**

The Commission on Administrative Justice (Office of the Ombudsman) contacts:

Head Office  
2<sup>nd</sup> 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](mailto:info@ombudsman.go.ke) (for general inquiries only)  
[complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke) (for complaints)