



**CLAIMS PROCEDURE
AND
SETTLEMENT HISTORY**



Bring on tomorrow



DEMONSTRATION OF TURN AROUND TIME

In 2004 and 2005, AIG Kenya won the Association of Insurance Brokers of Kenya's BIMA Award on *Claims Settlement*

The next Award by the same body was held on 5th March, 2010 and AIG Kenya won the *Special Commendation Award on Claims Settlement*.

In 2011 during the Insurance Awards, AIG won Winner Best Insurance Company – General Insurance and Runner Up – Claims settlement Award

This is a strong endorsement of our superior claims service.

Copies of certificates and newspaper articles are attached for ease of reference.

CLAIM SETTLEMENT HISTORY

- 1) Upon notification, we call for a detailed statement of the facts and circumstances leading to the claim. We also call for copies of the pertinent documents. There will be variations based on the class of business involved.
- 2) The company will, upon receipt of the notification, decide whether or not to engage the services of a loss adjuster/investigator/assessor to look into the claim. This will be determined mostly by the size or complexity of the claim. Settlement of the claim would be made after considering the report of the Loss Adjuster/Investigator and signing of discharge vouchers.
- 3) Where the said services are dispensed with, as for example where the claim is a small straight forward one, the company will adjust the claim and either authorize repairs/replacement or pay for the same, as the case may be.
- 4) Settlement is made by Electronic Fund Transfer, cheques and M-PESA service - available for claims up to KSHS 40,000. However, for amounts exceeding Kshs 1 Million payment is made strictly via electronic fund transfer. This is in keeping with the directive by the Central Bank of Kenya and The Kenya Bankers Association vide the use of Real Time Gross Settlement (RTGS) system. In which case client bank details are called for.
- 5) Upon receipt of all documents settlement is effected within three working days.

EFFICIENT CLAIMS MANAGEMENT

We also have a Fast Track Claims service where we pay all claims below Kshs.300,000 within 3 days upon receipt of required documentation. All other claims are paid within 7 days of receipt of required documentation.

We have a drive-in service which is famous for instant repair authorization. Vehicles with minor damages can be assessed in our bay and repair authority given immediately.

PROVISION OF CLAIMS SERVICE TO UN BODIES

AIG USA in New York also provides Motor insurance third party liability cover to all UN organizations and affiliate bodies in world. AIG Kenya handles claims in Africa on their behalf.



Bring on tomorrow



AIG FAST TRACK CLAIMS

CLAIMS VOLUME

Straight forward claims to be handled within reduced processing times

- A specialized unit is in place
- Simplified claim forms
- Encourage use of e-mail for speed

TARGET LINES OF BUSINESS

Personal Lines: Domestic Package claims e.g. cell phones, TVs, minor repair

Motor: Cash in Lieu of repairs; repairs within Authorised Repair Limit;

Radio cassette replacement; windscreen

AIG Combined: Small Electronic Claims e.g. Laptops

Accident & Health: Travel, Student Personal Accident, Individual Personal Accident, Bulk claims from Microfinance and Hospital Cash

(Claims not exceeding KSHS. 300,000)

TURNAROUND TIME

- Payment made within 3 days of receipt of documentation
- Use of EFT to be encouraged; M-PESA service for amounts up to Kshs.40,000
- Loss adjuster when appointed will be aware of urgency and should conclude negotiation with insured within 5 days

BENEFITS

- Improved turnaround time: time consuming follow up is stemmed
- Corresponding saving in claims management cost
- Documentation kept simple hence customer friendly
- Documentation known upfront by all parties
- Client expectation exceeded
- Increase in Client satisfaction
- Customer retention enhanced
- New Sales opportunities
- Saves on filing space



Bring on tomorrow



DOCUMENTATION

Cell Phones/Laptops/Electronic Equipment
<ul style="list-style-type: none">• Claim form
<ul style="list-style-type: none">• Police abstract - where applicable
<ul style="list-style-type: none">• Letter from repairer - if item repairable / Technical report
<ul style="list-style-type: none">• Handset barring letter from service provider - for mobile phones
<ul style="list-style-type: none">• If not repairable - salvage
<ul style="list-style-type: none">• Replacement quotation / receipt for same or similar item
Others
<ul style="list-style-type: none">• Claim form
<ul style="list-style-type: none">• Police abstract - where applicable
<ul style="list-style-type: none">• Replacement quotation / receipt for same or similar item / 2 quotations for repairs
<ul style="list-style-type: none">• If applicable - salvage to AIG
<ul style="list-style-type: none">• If applicable- investigation / adjustment report
<ul style="list-style-type: none">• If applicable, letter of demand
MOTOR
<ul style="list-style-type: none">• Windscreen
<ul style="list-style-type: none">• Claim form
<ul style="list-style-type: none">• Photograph (s) prior to replacement
<ul style="list-style-type: none">• Replacement receipt + ETR
Radio Cassette
<ul style="list-style-type: none">• Claim form
<ul style="list-style-type: none">• Police abstract
<ul style="list-style-type: none">• Replacement receipt + ETR
<ul style="list-style-type: none">• Salvage
Cash in Lieu of Repairs
<ul style="list-style-type: none">• Claim form
<ul style="list-style-type: none">• Police abstract
<ul style="list-style-type: none">• Assessment report
<ul style="list-style-type: none">• Signed Discharge Voucher
Repairs within authorized Limits
<ul style="list-style-type: none">• Claim form
<ul style="list-style-type: none">• Police abstract
<ul style="list-style-type: none">• ETR receipt



Bring on tomorrow



IPA / SPA / GPA - injuries of a minor nature
<ul style="list-style-type: none">• Claim form
<ul style="list-style-type: none">• Certified true copy of pay slip for month preceding injury or other specified No. of pay slips
<ul style="list-style-type: none">• Police abstract / P3 where applicable
<ul style="list-style-type: none">• Original Medical receipts
<ul style="list-style-type: none">• Doctor's report
<ul style="list-style-type: none">• Death certificate / post mortem report in case of death / burial permit
<ul style="list-style-type: none">• Certified true copy of National ID in case of death
<ul style="list-style-type: none">• Investigation report if appointed
Travel
<ul style="list-style-type: none">• Claim form
<ul style="list-style-type: none">• Copy of passport and Visa Duly stamped
<ul style="list-style-type: none">• Air ticket
<ul style="list-style-type: none">• Medical receipts
<ul style="list-style-type: none">• Doctor's report
<ul style="list-style-type: none">• Property irregularity report if loss is due to Air Carrier
<ul style="list-style-type: none">• Police report - in case of theft
<ul style="list-style-type: none">• Purchase/replacement receipts/invoices - for baggage
<ul style="list-style-type: none">• Proof of deposits not recoverable in case of curtailment or cancellation of trip
<ul style="list-style-type: none">• Bank or bureau slip to support purchase of foreign exchange - for loss of money
<ul style="list-style-type: none">• Death certificate / post mortem report in case of death



Bring on tomorrow