



Tausi Assurance Company Limited

Tausi Court, Tausi Road, Off Muthithi Road, Westlands. P.O Box 28889 – 00200.

Telephone: 020-3746602/03, 2312681/85/93, Cell: 0729 145888, 0735 145020.

Pilot line: 0709 914000 Fax: 3746618 Email: clients@tausiassurance.com.

CLAIMS SERVICE CHARTER

Customer first

We take our claims service very seriously. Delivery of our promise is what we are committed to.

OUR STRENGTHS

Our strengths lie in very strong risk adjusted capitalization, strong liquidity, highly qualified and skilled staff, customer oriented and personalized service.

Our claims team is made up of skilled professionals in the fields of Insurance, Law and Commerce. This ensures that claims are managed competently, efficiently and promptly.

We are proud to have been accorded a National scale rating of A_(ke); outlook stable by Global Credit Rating.

1. We promise to communicate with you

Our team is committed to taking a proactive approach to problem solving and claims resolution

- All telephone calls will be answered immediately
- All emails will be responded to within 24hours
- All letters will be responded to within 3 working days

2. We work with the right people.

Sometimes it is necessary to have service providers assist us with gathering information and providing advice. When necessary, we work with advocates, loss adjusters, loss assessors, investigators and motor assessors to assist in adjusting losses.

3. Our promise on claim settlement

Every claim, no matter how big or small, is vitally important. In the course of gathering information, we will always display empathy to our clients and ensure our decisions are based on the facts of the claim.

We will endeavor to manage your expectations and where possible to provide you with choices

Upon receipt of full documentation and where liability is admitted, our promise is to settle: -

- Windscreen and radio cassette claims within 2 working days
- For general insurance claims, motor claims & medical claims upon receipt of the loss adjusters report and submission of all the claim supporting documents, a claim settlement offer or a discharge voucher will be issued within (5) five working days.
- For all claims for an amount higher than Kshs 3 million, upon proper documentation and adjustment, a claim settlement offer or a discharge voucher will be issued within (10) ten working days.
- In the event that there is no liability for a loss reported the insured will be informed of the same within (5) five working days.

4. We will ensure confidentiality and data integrity

We will ensure that all sensitive information is kept confidential.



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5. Tell us how we are doing

We want to hear from you about our claims service to ensure that it is working as it should. We are always looking for ways to improve our service. We welcome your feedback on all aspects of our claims service.

For our claims procedures, visit our website at www.tausiassurance.com

6. How to make a complaint and give feedback

If you are unhappy with any aspect of the claims service we have provided, you may contact our Assistant General Manager in charge of Claims and Legal on our pilot telephone line 0709 914000 or email us at clients@tausiassurance.com.