

CLAIMS GUIDELINES

1.0 Customer Education

To enable timely reporting and documentation of claims, insurers and brokers should

- Attach standard basic claims guidelines with the policy documents. The approved guidelines to be followed by all underwriters.
- Provide contact details in case of a loss (preferably 24 hour help-line/ or claims line)

2.0 Claim Intimation Process

a) Every insurer must maintain a claims register in which every claim is recorded.

b) The claim register should contain, inter alia, the following:

- Claim Number
- Name of the insured
- Class of insurance
- Policy Number
- Date of Loss
- Date Reported
- Place of Incident
- Policy Coverage Period
- Estimated Loss (Gross & Net)
- Name of Surveyor/ Adjuster
- Date of appointment of surveyor
- Date of Settlement/ Repudiation
- Amount Settled (Gross & Net)
- Fee Amount Paid
- Date Closed
- Signature of Officer entering information

c) The register should be updated, in any case not later than one month.

3.0 Initial Contact with the Client

a) In all cases, it is recommended that the claims officer in the company of the insurer (where applicable) should visit the scene of loss as soon as practically possible and in any case, within 3 working days of intimation of the claim. Where business is secured through a broker, the broker should also visit the scene of loss within the said days.

- b) If the claim needs an external assessor/investigator, he should be appointed immediately (as per Appendix, Step No.3) in writing. All documents to assist the assessor in assessing the loss should be provided as soon as they are received from the Client. Brokers and Clients to be copied in on all correspondences with assessors

4.0 Reserving

- a) Every insurer must maintain a reserve for each claim from the time the claim is intimated.
- b) Where an estimation of quantum has been established, the reserve will incorporate this amount. Additional charges for assessors, legal and other incidentals should be included. Inflation factor for long tail liability claims should be considered.
- c) In the absence of the above information, a minimum payable amount should be reserved, but later adjusted as information is obtained, and thereby monthly reviewed.

5.0 The Claims Process & Service Standards for insurers

Step No	Activity	Indicative Timelines
1	Claim intimation	As per policy conditions
2	Claim acknowledgement and acquisition of documents/contact with the claimant	Within 3 working days from intimation
3	Site visit/or appointment of assessor/adjusters	-Within 3 working days of intimation of the claim. - 5 working days for complex claims since they require approval by IRA.
4	Making settlement offer or communicating repudiation of claim	-5 working days from receipt of final adjustment/investigation report or where no adjustment/investigation is required, date of receiving the final supporting documents. -Discharge voucher to be submitted together with adjustment report.

5	Settling claim	<p>-Up to 10 Million/=: within 10 working days after receipt of discharge voucher</p> <p>-Above 10 M to 50 M: Within 15 working days after receipt of discharge voucher.</p> <p>-Above 50M: within 20 working days after receipt of discharge voucher or upon receipt of cash call payment from reinsurers whichever occurs first.</p> <p>Note: To avoid delays, insurers should do cash calls to reinsurers immediately on receipt of the final adjuster's report.</p> <p>The insurer must document all communication with the insured as proof of receipt would be required.</p> <p>The insurer to provide a written reason explaining why a claim cannot be settled within the above timelines. This explanation to reach the IRA before expiry of applicable time limit with copies to the insured or broker.</p>
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6.0 The Claims Process & Service Standards for Loss Assessors/Adjusters

Item	Class of Business	Duration in working days
1	Motor Insurance	
(a)	Accident Damage & Fire Claims	3 days
(b)	Theft & Third Party Claims (Investigative)	5 days
2	Marine	
(a)	Marine class	7 days
(b)	Goods-In-Transit	7 days
3	Accidents & Miscellaneous Classes of Insurance	
(a)	Money	10 days
(b)	Fidelity Guarantee	15 days
(c)	Burglary	10 days
(d)	All risks	10 days
(e)	GPA/Workers compensation	10 days

(f)	Miscellaneous under accident class	10 days
4	Fire Insurance	
(a)	Fire and Special Perils	15 days
(b)	Consequential loss	21 days
5	Engineering	
(a)	Contractor's All Risks	15 days
(b)	Erection All Risks	15 days
(c)	Contractor's Plant and Machinery	15 days
(d)	Machinery Breakdown	15 days
Item	Class of Business	Duration
5	Engineering	
(e)	Boilers & Pressure Vessels	15 days
(f)	Other Classes under Engineering	15 days
6	Liability Classes of Insurance & Bonds	
(a)	Public/Product Liability	21 days
(b)	Professional Indemnity	21 days
(c)	Performance Bonds	21 days

7.0 Claim Adjustment/Investigation Appointment process

- a) Where there is inadequate local capacity to assess/adjust the loss, the insurer may appoint a foreign adjuster. The appointment of the foreign adjuster should be from the list that has been approved by IRA and the insurer should ensure that tax is paid by the assessor/adjuster
- b) In appointing a loss adjuster/ investigator, the insurance company must give him timelines for submitting final report as indicated in paragraph 6 above:

8.0 Claim Admission

For admissible claims, a settlement offer must be sent to the broker or the insured in accordance with provisions in paragraph 5 above.

9.0 Repudiation of Claims

Repudiation of a claim must be communicated in simple language giving clear grounds for repudiation.

10.0 Claim Payments

On receipt of the executed discharge voucher, the insurer shall settle the claim as per the service standards in paragraph 5 above.

10. Subrogation

From the time a claim is intimated, insurers or brokers should guide their insured's on how to conduct themselves in order to preserve the insurers' subrogation rights in accordance with the policy at issue.

11. Complaints

- a) Insurers should set up a desk to address the customer complaints.
- b) Unsatisfied customers should refer their cases to the Complaints Bureau at IRA and /or the complaints desk at Uganda Insurers Association

12. Catastrophic Losses

In case of catastrophes, the insurers/loss assessors should notify IRA for exemptions on the timelines.