



Insurance Regulatory Authority of Uganda

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September 5, 2017

To: All insurance Companies and HMOS

Dear Sir/Madam

PREMATURE ENGAGEMENT OF LAWYERS DURING THE CLAIMS SETTLEMENT PROCESS

1. The Authority has noted with concern that most of the Insurance Companies and Health Membership Organizations have got a tendency of engaging Lawyers during the very early stages of the claims settlement process.
2. This practice has further been extended to complaints lodged in the Complaints Bureau where in Lawyers are engaged on issues which could best be handled by underwriters. For instance some insurance companies even engage Lawyers to handle complaints involving computations of premium refunds and yet computations of refunds are best handled by underwriters.
3. We advise that you should desist from this practice which only goes a long way to tarnish the insurance industry's image in as far as customer care is concerned.

Yours faithfully,

INSURANCE REGULATORY AUTHORITY OF UGANDA

A handwritten signature in black ink, appearing to read 'Alhaj Kaddunabbi Ibrahim Lubega', written over a horizontal line.

Alhaj Kaddunabbi Ibrahim Lubega
CHIEF EXECUTIVE OFFICER

BO/CK/ek