

# CIC GENERAL CUSTOMER SERVICE CHARTER



CIC General Insurance Ltd is a subsidiary of CIC Group Ltd. The Company is authorized to carry on insurance business in Kenya for all classes of General Insurance Business subject to the provisions of the Insurance Act Cap 487.

## **Our Purpose**

Enable people achieve financial security.

## **Our Vision**

To be a world class provider of insurance and other financial services.

Our commitment to our slogan, *"We keep our word"* is what makes us the leading Insurance Company in Kenya and the reason why our customers have chosen us among other companies.

We promise to:

- Issue Policy documents and amendments within 14 days of going on cover.
- Refund due premiums within 14 days of receiving instructions.
- Issue Policy renewal reminders 8 weeks to expiry for intermediaries and through the postal address provided for direct clients.
- Respond to all underwriting inquiries within 1 working day.
- Pay commissions to intermediaries by 5th and 15th of every month.
- Acknowledge all registered claims within 24 hours on a working day.
- Send notifications to customers on the claim progress through email.
- Appoint an assessor/adjuster within 24 hours on submission of basic claims documents.
- Issue repair authority within 5 working days on submission of basic claims documents.
- Conduct re-inspection by assessor within 24 hours after repair notification from the garage.
- Pay claims within 8 working days of receipt of signed discharge voucher.
- Issue discharge voucher within 5 days for motor claims and 14 days for non-motor claims upon receipt of assessor's and adjuster's reports.

## **FOR QUERIES CONTACT**

Customer Care on **020 282 3000 / 0703 099 120**, [callc@cic.co.ke](mailto:callc@cic.co.ke)

## **FOR COMPLAINTS CONTACT**

- Complete a complaint form on our website <https://cic.co.ke/complaints/>
- Call us on **0703099120**
- Write to us through P.O. Box **59485-00200** Nairobi
- Email us on [callc@cic.co.ke](mailto:callc@cic.co.ke)
- In person by speaking to any of our customer service staff.

All complaints will be acknowledged within 1 working day.