

Sedgwick Kenya Insurance Brokers Ltd.



Sedgwick
SOLUTIONS . VALUE . AMITY

COMPANY PROFILE



GALLAGHER
GLOBAL
ALLIANCE

International Correspondent Broker for Gallagher Global Alliance



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INTRODUCTION

Sedgwick is a leading Insurance Broker, Risk Consultancy, Employee Benefits Administrator and Medical Fund Managers in Kenya with rich Local and international experience and History. Sedgwick Kenya Insurance Brokers Limited was incorporated in 1984 as a retail and re-insurance broker and Subsidiary of Sedgwick Group Plc of Europe with headquarters in London. Over the years, the company has changed names due to overseas mergers between the Sedgwick Group and overseas brokers.

In 1998, the Sedgwick Group Worldwide merged with JHMarsh & McLennan to form the world's leading Insurance Broker and Insurance Consultancy. In Kenya, the name Sedgwick Kenya Insurance Brokers Ltd was retained.

Sedgwick is an accredited International Correspondent Broker in Kenya for Arthur J. Gallagher & Co., the 4th largest Insurance Broking Firm in the world. www.ajg.com

Sedgwick has developed strong capacity and has handled and managed some of the biggest and most complex risks in the country.

Sedgwick Kenya is registered as an Insurance Broker and Consultancy by Insurance Regulatory Authority (IRA), Association of Insurance Brokers in Kenya (AIBK) Pension scheme Administrator with the Retirement Benefits Authority (RBA), and as a Medical Insurance Provider (MIP).

Sedgwick offers a complete range of Insurance Products and services and has been involved in many projects in Kenya since the company was incorporated in 1984. The company responds to changing industry dynamics to respond to emerging client needs.



Gallagher Global Alliance

Gallagher Global Alliance (GGA)



The Gallagher Global Alliance is the worldwide network of global insurance broker Arthur J. Gallagher & Co, made up of Gallagher subsidiary offices and select partner brokers around the world.



Working through a Gallagher Global Alliance partner means you receive the insurance expertise, products and policy administration your business needs – whatever your size, sector, location and risk profile.



It offers Insurance, Risk Management and Employee Benefit solutions to our clients in over 150 countries worldwide.



AJG takes an active approach to selecting, approving and managing its own global network of brokers, rather than relying on a third party network.

The Gallagher Global Alliance is a robust network of international brokerage partners, creating a best-in-class service model that provides clients with insurance program development, program control and flexibility.

Arthur J. Gallagher limits network membership to brokers that share a common vision, culture, set of values and client focus. Partner brokers are selected for their knowledge and expertise, strong local market reputation and quality of service.

Members of the Gallagher Global Alliance:



Are a top tier, independent broker in their respective country.



Are compatible with Gallagher's client service standards, corporate philosophy and culture.



Offer full Brokerage services including Property & Casualty, Employee Benefits, Financial Lines, Automobiles, Surety, Claims.



Demonstrate proven experience in the coordination of international insurance programs.



Have successfully completed an Arthur J. Gallagher due diligence review to assure they are in good standing.



EXPERIENCE – A BRIEF SUMMARY

For the last 30 years, Sedgwick has been at the forefront in providing insurance services to clients in diverse professions, in both the public and private sectors.

These clients have been drawn from Airlines, Air Charter Companies, Power and Energy providers, Tour Operators, Airport Authorities, Construction Companies, Media Houses, Financial Institutions, Non-Governmental Organizations (NGOs), Hotels and Golf Clubs, Agricultural and Manufacturing concerns, Exporters, among others.

Due to the international connection that we enjoy, we have also been able to call upon a rich experience and a wide resource base to off load a variety of risks in the international market.

Sedgwick provides tailor made products to meet the requirement of all clients ranging from private individuals, professionals, entrepreneurs, Small and Medium Enterprises (SMES) to large organizations in all sectors.

Sedgwick has cultivated excellent relationship with all the stakeholders in the Insurance and Risk Management value chain. This enables the company to provide highly reliable and professional services

Over the years, Sedgwick has handled some of the biggest and most complex risks in the country from conceptualization, implementation and operations.



BRAND PROMISE

To offer a genuine, rewarding and innovative long lasting insurance experience to all our customers.

MISSION STATEMENT

Our mission is to consistently provide a rewarding insurance experience **to all our customers and make a difference in markets that we operate.**

BRAND VALUES

- 1. Customer Commitment:**
We develop relationships that make a positive difference in our Customers' lives and businesses
- 2. Quality:**
We provide unsurpassed service to deliver premium value to our customers.
- 3. Integrity:**
We uphold the highest standards in all of our actions
- 4. Respect for People:**
We value our people, encourage their development and reward their performance.
- 5. Teamwork:**
We work together to meet the needs of our customers and to achieve company objectives.
- 6. Personal Accountability:**
We are personally accountable for delivering on our commitments.



COMPANY INFORMATION

BOARD OF DIRECTORS	: Nicholas Ng'ang'a : Nderitu Wachira : Jonuba Bakhit : Dr. Ali Montet : Sammy Kiragu
PRINCIPAL PLACE OF BUSINESS	: 14th Floor, 4th Avenue Towers, 4th Ngong Avenue : P.O. Box 40709, 00100 : NAIROBI
INDEPENDENT AUDITOR	: PKF Kenya : Certified Public Accountants : P.O. Box 14077, 00800 : NAIROBI
COMPANY SECRETARY	: Equatorial Secretaries and Registrars : Certified Public Secretaries : P.O. Box 47323, 00100 : NAIROBI
PRINCIPAL BANKERS	: Standard Chartered Bank Kenya Ltd : P.O. BOX 98683-00100 : NAIROBI : NIC Bank Kenya Limited : P.O. BOX 44599-00100 : NAIROBI : Chase Bank (Kenya) Limited : P.O. BOX 66049-00800 : NAIROBI
LEGAL ADVISORS	: Kimondo, Gachoka and Company Advocates : P.O. BOX 35191-00200 : NAIROBI



Authorized Share Capital : Kshs. 35,000,000

Issued and Paid up Capital : Kshs. 20,000,000

**Bank Guarantees as required
by Insurance Regulatory Authority** : Kshs. 3,000,000 for General Business
: Kshs. 3,000,000 for Medical Business

Professional Indemnity cover : Kshs. 200,000,000/=



PROFILE OF THE BOARD OF DIRECTORS

1. Nicholas Ng'ang'a - (BA) Hons

Mr. Ng'ang'a is the Board Chairman. He has many years of experience in both public and private sectors and has served in Boards of many Companies.

2. Dr. Ali Montet (MBChB, FRCB, MBA-HPN)

Dr. Montet is a practicing Doctor and offers valuable insights of the Medical Industry and the role of Insurance providers.

3. Mr. Wachira Nderitu (MBA, CPA)

Mr. Wachira is a Businessman and Financial Consultant. He is a qualified accountant with many years of experience in Audit, Accounting and Consultancy.

4. Jonuba Bahkit Bekah (LLM)

Ms. Jonuba is a lawyer by profession and gives guidance on corporate governance, compliance and legal matters.

5. Sammy M Kiragu (MBA , ACII)

Mr. Kiragu is the Managing Director of the Company and manages the business under the general guidance of the Board. He is a qualified professional and manages all stakeholders to ensure the company delivers its objectives.



CLIENT SERVICE TEAM

SENIOR MANAGEMENT TEAM

<u>NAME</u>	<u>TITLE</u>
1. Mr. Sammy Kiragu	<i>Managing Director</i>
2. Chris Osedo	<i>General Manager</i>

SAMMY M KIRAGU (MBA, ACII, ACI Arb)-MANAGING DIRECTOR

Sammy joined Sedgwick in the year 2009 as the General Manager offering technical and Account service leadership to the Sedgwick portfolio. Sammy offers expertise on placement and servicing of large accounts locally and abroad. Sammy was appointed to the Position of the Managing Director and Principal Officer in January 2014 due to proven leadership skills and business focus.

He holds a Master's Degree from Jomo Kenya University of Agriculture & Technology, a Bachelor of Commerce Degree (Insurance Option) from the University of Nairobi. In addition, he is an Associate of Chartered Insurers (London) and also the Chartered Institute of Arbitrators (Local Chapter). He has worked with major Insurance Companies and Brokers for over 20 years gaining all round experience in overall management of Insurance programs.

Sammy has been involved in Management of many portfolios of varying complexities. He has attended many courses in Risk Management and Insurance locally and in overseas market especially London through facilitation of our overseas correspondents.



CHRISPIN OSEDO (BCom. Marketing, ACII, AIK) – GENERAL MANAGER

Chris is the General Manager responsible for the operational affairs of the company on a day to day basis. He is a holder of a Bachelor of Commerce degree in Marketing and is in the final stages of a Master's degree in Strategic Management as well as a Fellowship with the Chartered Insurance Institute (FCII) (UK). In addition, he holds an Advance Diploma in Insurance (ACII), London.

Chris is a qualified and experienced Insurance Professional with over 15 years in the industry working with leading Insurance Companies and Insurance Broking Firms.

DEPARTMENTAL HEADS

<u>NAME</u>	<u>TITLE</u>
1. Emu Kisekka	<i>Senior Assistant Manager, Employee Benefits</i>
2. Shamsuddin Ahmed	<i>Head, Claims Department</i>
3. Waweru Ngugi	<i>Assistant Manager, Broking – Corporate Services</i>
4. Ibrahim Kadaro	<i>Business Development Manager</i>
5. Antony Oduor	<i>Assistant Manager, Medical Services (Care Manager)</i>
6. Daniel Bubi	<i>Finance Manager</i>
7. Caroline Kirumba	<i>Head, HR & Administration</i>



EMU ALI KISEKKA (Dip. AIK) - SENIOR ASSISTANT MANAGER, EMPLOYEE BENEFITS & CUSTOMER RELATIONS

He has been in the industry since 1984. He has attended many Insurance and Risk Management courses and has vast experience in all classes of Insurance.

He has specialized knowledge and experience in management of the Employee Benefits Portfolio which included Pensions and Group Benefits.

SHAMSUDDIN AHMED (Dip. AIK) - CLAIMS MANAGER

Shamsuddin has vast experience in claims management. He has undergone training both locally and abroad spanning over 25 years and has special expertise in Aviation and Marine.

His experience comes in handy in sensitizing clients on claims requirements, speeding up the claims process and what to do to minimize delays in handling and settlement of claims.



ANTONY ODUOR OMONDI (COP) – ASS. MANAGER – MEDICAL SERVICES

Antony holds a COP in Insurance and is currently pursuing his IIK Diploma and BA - Business Administration.

He started working in the insurance industry in 2011 with Trustmark Insurance Brokers in the area of Medical and General claims administration. In 2016 he joined Jubilee insurance in the medical claims department handling both fund managed and insured businesses claims in the capacity of Corporate and SME Executive.

Antony has vast expertise in medical fund management, case management, continuous review and management of service provider network, management of client portfolios and is responsible for managing the medical department.

DANIEL BUBI (B Com (Finance), CPA (K) – FINANCE MANAGER

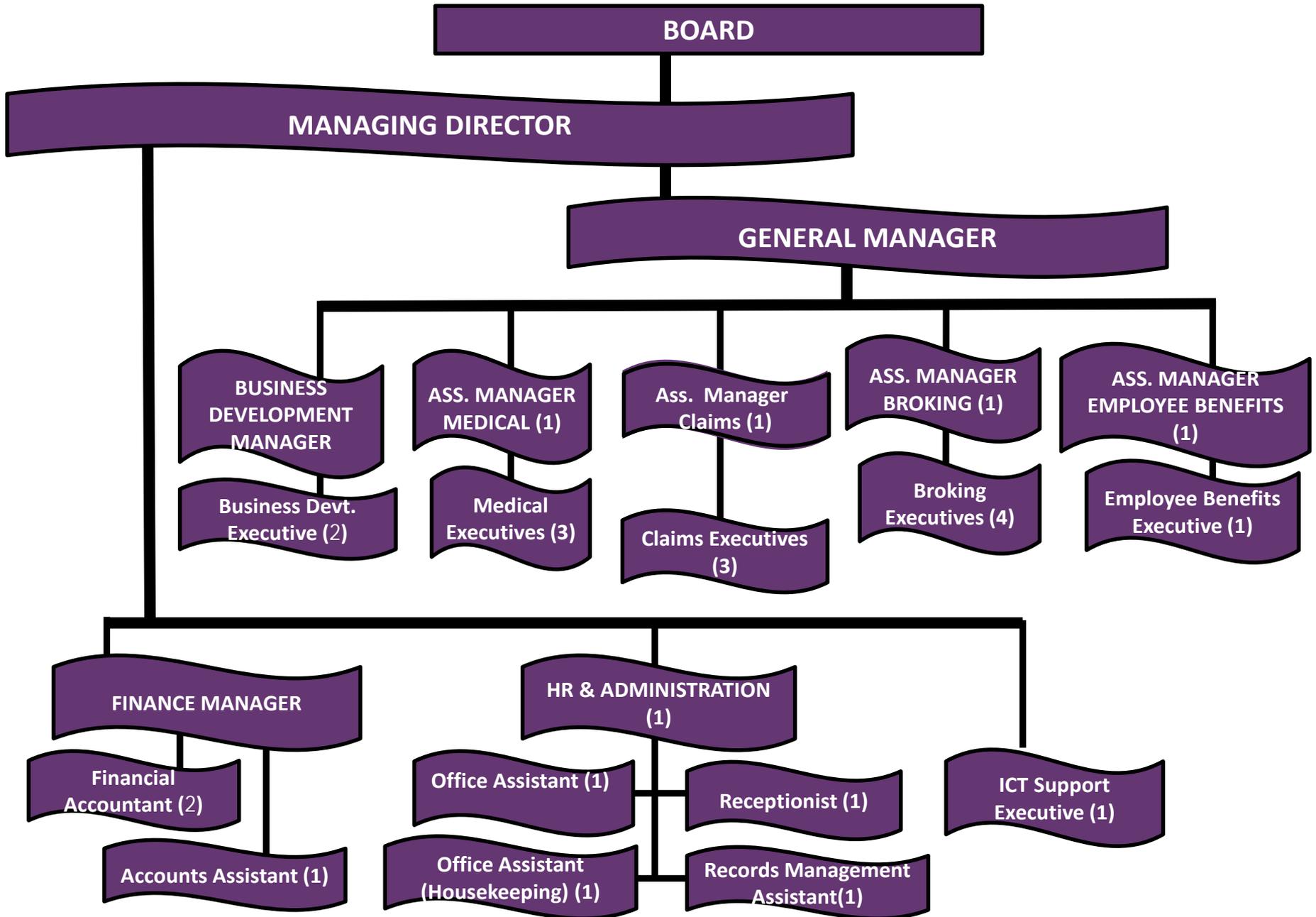
Daniel is the Finance Manager responsible for Management and financial reporting. He has a number of years' experience working in audit and Insurance Industry. He ensures accurate accounting and reporting for the company and to clients.

CAROLINE KIRUMBA (BBA) - OPERATIONS EXECUTIVE

Caroline is in charge of Administration and Human Resources and works closely with Senior Management to ensure client and stakeholders' matters are attended to quickly and efficiently.

She is a holder of a Bachelor of Business Administration and Management (Human Resource) and is also studying for her certification as a Certified Human Resource Practitioner (CHRP). Her Human Resource and Logistics qualifications and experience spanning several years come in handy in ensuring the smooth operation of office functions.

ORGANIZATION STRUCTURE





SEDGWICK SERVICES

Sedgwick offers a wide range of services that ensures that diverse client needs are addressed. In general the following are the services provided by the Company:-

- ❖ Providers and Consultants on all classes of General Insurance – Fire Perils, Engineering insurances, All Risks Insurances, General Assets and Liability Insurances.
- ❖ Aviation and Marine Specialists
- ❖ Risk Management Services
- ❖ Registered Pension Administrators – Pension and Retirement Schemes
- ❖ Administration of Medical Schemes

In a nutshell Sedgwick is one stop shop for all Insurance needs and advisory services

1. General Insurance and Consultancy:

Sedgwick has developed excellent knowledge of products and offers services in cost effective solutions by offering the following services:-

- Analyses client requirements and recommending the best solutions to cover the assets of the clients and also providing safeguards against liabilities.
- Negotiating and placing risks at the best terms with financially stable Insurance companies. At Sedgwick clients get value for money
- Portfolio management – managing documentation and client service throughout the year
- Claim Management ensuring clients claims are expeditiously dealt with

We deal with all classes of insurance ranging from Fire and Perils, Engineering insurances, All Risks Insurances, General Assets and Liability Insurances.



2. **Experts in specialist classes**

Sedgwick has unmatched experience and expertise in handling specialist classes especially Marine & Aviation. Sedgwick has handled some of the most complex risks in Kenya ranging from construction, Energy, Infrastructure, Oil and Gas among others

We work closely with our overseas correspondents to offer solutions to big and complex projects that could be beyond the capacity of the local market

3. **Reinsurance Broking**

We work closely with our overseas partners to arrange covers for global risks and for risks beyond the capacity of the local market and require specialist services.

4. **Employee Benefits Administration – Group Life and Pensions**

Our Employee Benefits Division offers full Pension Administration services being a Registered Administrator by Retirement Benefits Authority (RBA). The department also offers administrative services for Group Life and related benefit services

5. **Medical Insurance Services**

Sedgwick offers full range of Medical services for both individual and corporate covers. Medical department negotiates for the best and most comprehensive inpatient covers. Sedgwick has a country wide network of providers and therefore provided excellent fund management services

6. **Leading Insurance Broker, Risk Consultancy, Employee Benefits**

Administrators and Medical Fund Managers with a rich Local and international experience and History.



7. Value addition services:

In addition to consultancy services Sedgwick offers the following services; -

- Training services to the clients
- In liaison with Insurance Companies, arranges regular Risk Surveys and Risk Improvement recommendations
- Risk Manuals and Profiles
- Regular market updates

COMMITMENT TO CLIENT SERVICE

We aim to gain and retain our clients trust by individual attention to their needs and by providing innovative and cost-effective solutions.

To achieve this, we are committed to;-

- Working as one Company, one team
- Being a quality led organization
- Developing employees skills and careers
- Creating lasting relationships, based on mutual trust and confidence, with our customers, insurance markets and shareholders.
- Improving shareholder value
- Participating in the communities in which we operate



PROFESSIONAL ACCOUNT MANAGEMENT (PAM)

Professional Account Management (PAM) is the planned and structured process and approach by which Sedgwick assures clients of service excellence.

Professional Account Management comprises of the following sets of Standards:

- ❖ Client Service
- ❖ Claims management
- ❖ Risk Finance
- ❖ Captive Management
- ❖ Risk Control





What are the benefits of PAM to our Clients?

- Agreed timescales for service delivery, response times and achievement of pre-agreed objectives.
- Consistency of high level service wherever our clients operate.
- Identifying our Clients' needs to enable us to match the delivery of products and services to meet those needs in a cost effective way.
- The development of our highly qualified and experienced staff operating to measurable standards of efficiency and productivity.
- Pre-agreed service specification based on our clients wishes which can be regularly monitored and measured by clients.
- The implementation of PAM has demonstrated that the highly cost effective products and services delivered in a flexible and efficient manner produce value for money.
- This can be and is proved through the issuance of an annual stewardship report comparing actual performance with the pre-agreed standards, targets and objectives.

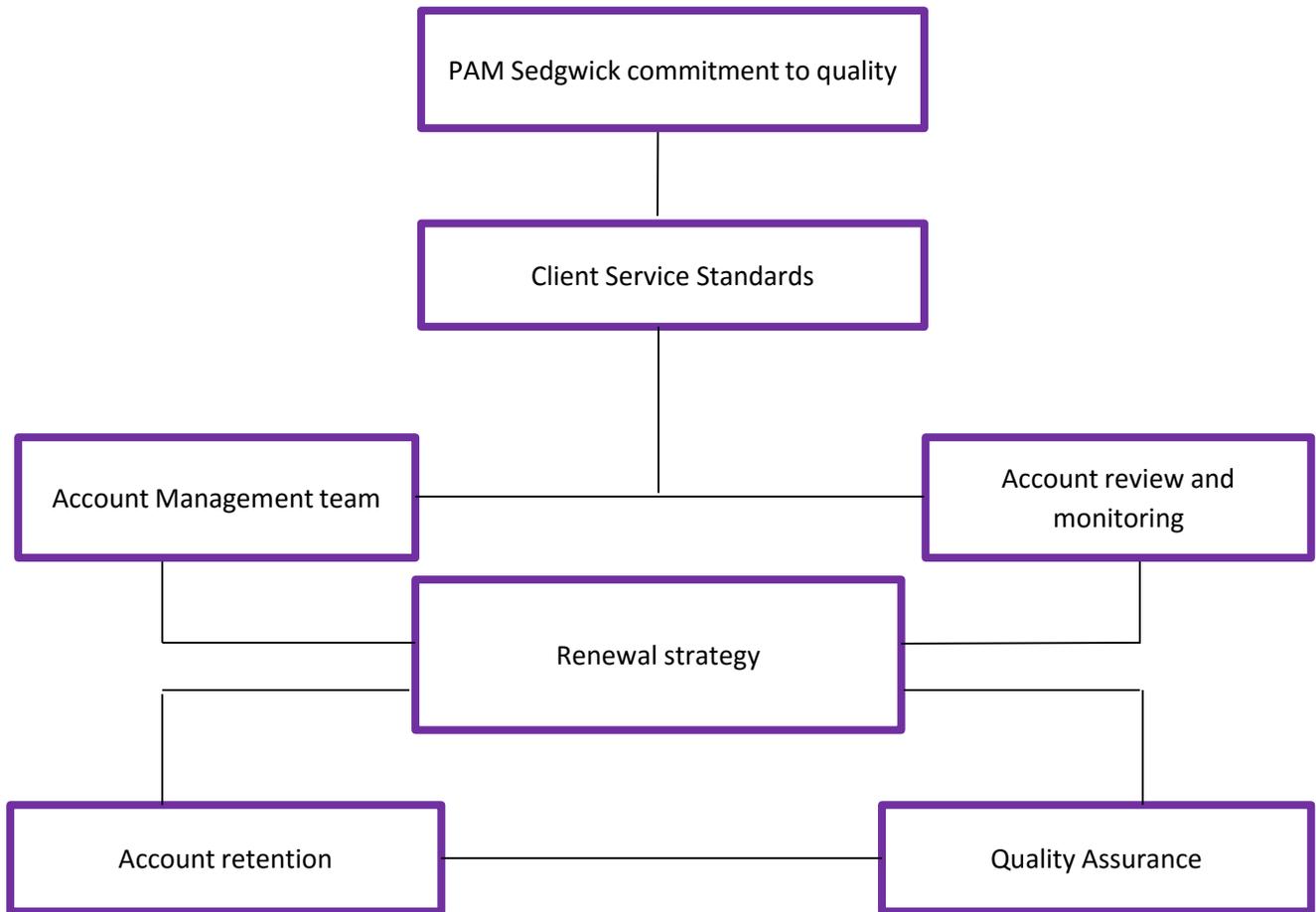
All the above standards are clearly documented and followed. To achieve the service objectives, Sedgwick is structured and managed by highly qualified and experienced teams in Underwriting, Claims Administration, and Risk Management to offer seamless and complete service delivery.

Through the Professional Account Management approach, Sedgwick aims:

- to ensure a uniformly high level of service throughout the group and thereby to encourage excellence.
- to maximize business retention and development.
- to enhance Sedgwick's reputation.
- to minimize errors and omissions.
- to offer employee job satisfaction.
- to increase profit.



The Client Service Standards System





THE CLIENT SERVICE STANDARDS – OPERATION.

- ❖ The annual review process considers insurance needs as well as self-funding, risk financing and other non- insurance related risk management techniques.
- ❖ An Agreed service schedule is developed with each client and monitored continually for cost effectiveness and quality.
- ❖ A flexible and efficient system ensures the speedy and effective settlement of claims.

CAN QUALITY OF SERVICE BE MEASURED?

Our quality control involves:

- ❖ Clients participate in the measurement of quality through our stewardship report.
- ❖ Client feedback and debriefing.
- ❖ References and testimonials are available.



SUMMARY OF SEDGWICK'S STRENGTHS

- ❖ Incorporated in 1984 and therefore over 30 years' experience
- ❖ One stop shop for all Insurance and Consultancy services offering;-
 - General Insurance Services – All Classes
 - Employee Benefits Administration – Pensions, Group Life and other related Benefits
 - Medical Insurance Services
- ❖ Excellent administration, training and Risk management Capacity
- ❖ Strong references from existing clients
- ❖ Long term relationship with overseas partners that helps us to access exclusive markets and inculcate global best practices in our business operations.
- ❖ Excellent turnaround time and consistency on high level service delivery, response times and achievement of pre-agreed objectives.
- ❖ Clients are issued with an annual stewardship report comparing actual performance with the pre-agreed standards, targets and objectives. This serves as an assurance for quality control.



CORPORATE CITIZENSHIP AND SOCIAL RESPONSIBILITY

Sedgwick places high premium on good corporate governance and thus maintains good relationship with all stakeholders than we deal with both internal and external.

Sedgwick is compliant with government regulation and operates within guidelines issued by Insurance Regulatory Authority

Sedgwick is an active participant in all industry forums through the professional bodies including Insurance Institute of Kenya (IIK) and Association of Insurance Brokers of Kenya (AIBK)

Over the years, Sedgwick has been synonymous with assistance of charitable causes through various means such as Golf Sponsorship, Fundraising walks, direct donations, Student sponsorship and many others. Through these forums, the company has supported many worthy causes.