



POLICYHOLDERS COMPENSATION FUND

Dhamana ya Bima Yako

# Corporate Brochure



AFRICA'S 1<sup>ST</sup> INSURANCE GUARANTEE SCHEME

## About Policyholders' Compensation Fund

The Policyholders Compensation Fund (PCF) also known as 'the Fund' is a State Corporation under the National Treasury & Economic Planning that is established under Section 179 of the Insurance Act & operationalized through Legal Notice No.105 of 2004 and the Insurance (Policyholders Compensation Fund) Regulations 2010. The Fund commenced its operations in January 2005.

In 2019, an amendment to Section 179A of the Insurance Act was introduced to enable the Fund to provide compensation when an insurer is placed under statutory management or has its licence revoked by the Insurance Regulatory Authority.

The primary objective of the Fund is to compensate claimants of insurers placed under statutory management or whose license is cancelled. Additionally, the Fund serves a secondary purpose by fostering public confidence in the insurance sector, a vital element for sustainable economic development. The strategic decision of the Fund's establishment was informed by the unfortunate collapse of several insurers prior to 2005.

Prior to the establishment of the Fund, policyholders and claimants were left exposed when insurance companies collapsed; general insurance policyholders were exposed to risks they had insured against and exposed to third-party suits while life insurance policyholders lost lifetime savings. There was no recourse for recovery of claims outside the judicial system which was lengthy and tedious. The Fund's establishment sought to alleviate the suffering of policyholders and claimants through compensation.



## Core Functions

The Fund's core functions as set out in the Insurance Act, are to:

**Provide compensation** to claimants of an insurer placed under statutory management or whose license has been cancelled under the Insurance Act;

**Monitor**, in consultation with the Commissioner where necessary, the risk profile of any insurer;

**Advise the Cabinet Secretary** in charge of finance matters on the national policy to be followed with regard to matters relating to compensation of policyholders & to implement all government policies relating thereto;

Participate in the **statutory management** of an insurer placed under statutory management by the regulator;

**Liquidate** an insurer as may be ordered by a court; and

Perform such other functions as may be conferred on it by this Act or by any other written law.



# 5

Number of Pillars for the BETA plan implementation through targeted investments

- Agricultural Transformation
- Micro, Small & Medium Enterprises (MSME) Economy
- Housing and Settlement
- Healthcare
- Digital Superhighway & Creative Economy.

# 5

Number of Core Pillars for the BETA sectors implementation

- Finance & Production
- Infrastructure
- Social
- Environment & Natural Resources
- Governance & Public Administration.

Implementation of the **BETA** initiatives is expected to usher in a broad-based inclusive and sustainable economic growth, faster job creation, and a reduction of poverty and inequality. For these initiatives to succeed, closer cooperation and harmony between the national and county governments and other key stakeholders will be critical.

In fulfilling its mandate, PCF will remain committed to the realization of the **BETA** initiatives by contributing to the enhancement of the financial safety net arrangements for stakeholders through timely management of compensation for unsettled insurance claims of insolvent insurers and protection of policyholders of insolvent insurers through issuance of moratoriums. Further PCF intends to leverage on technology through automation of services offered to citizens.

## Key Result Areas

PCF has identified three (3) key result areas in the **2020/2021 – 2024/2025** Revised Strategic Plan. The Key Result Areas (KRAs) include:

- Promote confidence in the insurance industry.
- Financial Stewardship
- Strengthen Institutional Capacity

## Our Key Stakeholders

- Policyholders
- Claimants
- General public
- The National Treasury & Economic Planning
- Insurance Regulatory Authority
- National & County Governments
- AG's Office
- Insurance companies
- Insurance intermediaries
- Industry Association
- Media





## CITIZENS' SERVICE DELIVERY CHARTER

No	Customer Support Service	Customer Requirement(s)	Cost of Service (KShs)	Timeline
1.	Response to phone calls (landline or any other official line)	Phone call	Free	15 seconds
2.	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute
3.	Response to correspondences	Written correspondence (letters)	Free	5 working days
		Email and Social media (Twitter, Facebook & Youtube)	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6.	Compensation of claimants	Duly filled compensation claim form submitted with prescribed supporting documentation	Free	90 working days from the date of receipt of the claim
7.	Statutory Management Services	Appointment letter by Insurance Regulatory Authority	As negotiated with the appointing authority	Within 365 days after appointment
8.	Liquidate Insurance Companies	Appointment by court order	As negotiated with the appointing authority	Process commences within 24 hours upon appointment
9.	Receipt of Levy	Attach evidence of payment	Free	1 working day
10.	Registration of supplies	<b>Duly filled:</b> <ul style="list-style-type: none"> <li>• Application form</li> <li>• Company profile</li> <li>• Certificate of Incorporation/Registration</li> <li>• PIN certificate</li> <li>• Valid Tax Compliance Certificate/Exemptions</li> <li>• Original Bank Statement</li> <li>• Copy of Certificate or Registration with relevant regulatory bodies</li> <li>• Non-refundable fee payment receipt</li> <li>• Copies of annual return forms filed by company registry</li> <li>• National ID/Passport</li> </ul>	Free	14 working days
11.	Processing of tenders	Submit bids for goods and services	Free	90 days
12.	Notification of successful & unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
13.	Payment of goods and services received	L.P.O/Invoice Certificate of Completion/Goods/Services received	Free	60 days from the date of receipt of the invoice
14.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
15.	Public participation policy-making process	Familiarization with issues & active participation	Free	1 working day
16.	Recruitment of staff	Make formal application based on the advert	Free	90 working days
17.	Processing of request for information	Make a request for information	Free	21 working days

### PCF IS COMMITTED TO COURTESY & EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above standards or any officer who does not live up to the commitments to courtesy & excellence in Service Delivery should be reported to:

#### ABOUT POLICYHOLDERS' COMPENSATION FUND

The Managing Trustee  
Policyholders' Compensation Fund  
KWFT Centre, 6th Floor, Masaba-Kiambere Road  
P.O. Box 24203-00100 Nairobi  
Tel: 0794 582 700/011 1121700  
Email: [info@pcf.go.ke](mailto:info@pcf.go.ke), [complaints@pcf.go.ke](mailto:complaints@pcf.go.ke)

The Commission Secretary/CEO  
Commission on Administrative Justice  
2nd Floor, West End Towers, off Waiyaki Way  
P.O. Box 20414-00200 Nairobi  
Tel: +254-20-2270000/2303000/ 2603765/ 2409574/ 0777 125818/ 0800221349  
Email: [info@ombudsman.go.ke](mailto:info@ombudsman.go.ke)/[complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

 PCFKenya

 @PCF\_Kenya

 Policyholders Compensation Fund

Website: [www.pcf.go.ke](http://www.pcf.go.ke)



“HUDUMA BORA, NI HAKI YAKO”

## Kenya Vision 2030

The Kenya Vision 2030 considered the national long term development blueprint to spell out the national development plan for the country. The Vision aspires to transform Kenya into a newly industrialized, middle-income country providing a high quality of life to all its citizenry by 2030 in a clean and secure environment.

The Vision is anchored on three (3) key pillars as follows:



**The Economic Pillar** aimed at achieving a sustained economic growth rate of 10 per cent till 2030 to avail sufficient resources for achieving the Vision goals. As a State Agency operating in the financial sector, PCF's contribution to the attainment of Vision 2030 will primarily be through this pillar where the insurance sector falls as follows:

- *Increase the level of savings in the financial sector by boosting the confidence of the public in the sector;*
- *Secure private investments through prompt compensation of policyholders;*
- *Increase the amount of public revenues by investing in Government Securities hence availing funds for national development; &*
- *Contribute to the stability of the country's macroeconomic environment by ensuring the financial sector (insurance industry) is stable and sustainable.*



**The Social Pillar** seeks to realize a just, cohesive and equitable social development in a clean and secure environment. Critical priorities in the Social pillar have a connection with the mandate and functions of PCF. Through the execution of its mandate, PCF will contribute to poverty reduction & human resource development.



**The Political pillar** seeks to entrench issue-based, people-centred, results-oriented and accountable democratic system in the country.

Through execution of its mandate, PCF will contribute to better governance, a key priority area in the pillar.



## The The Bottom-Up Economic Transformation Agenda (BETA)



The Bottom-Up Economic Transformation Agenda (BETA) is a plan by the Kenyan government aimed at achieving economic turnaround and inclusive growth through a value chain approach. The plan identifies policy priorities that are expected to have the greatest impact on the economy and welfare of households. These priorities include:-

- *Bringing down the cost of living*
- *Eradicating hunger*
- *Creating jobs*
- *Expanding the tax base*
- *Improving foreign exchange balance*
- *Inclusive growth*
- *Uplifting the lives and livelihoods of those at the bottom of the pyramid.*



### Vision

Premier Policyholders' Compensation Fund



### Mission

To promote timely compensation of policyholders and prompt resolution of insurers.



### Motto

Dhamana ya Bima yako



## Our Core Values



### Professionalism

We uphold high standards of expertise, ethics, and integrity. We demonstrate professionalism through our knowledge, skills, & commitment to delivering quality services. Our staff undergo continuous development, and we promote transparency and fairness.



### Accountability

We recognize our responsibility to use public resources efficiently and effectively. We take ownership of our actions, decisions, and outcomes. Through robust governance and reporting, we ensure transparency, risk management, and sound financial stewardship.



### Innovation

We foster a culture that encourages creativity, openness to new ideas, and challenging the status quo. By embracing technology and exploring innovative solutions, we enhance efficiency, service delivery, & effectiveness. We seek feedback, leverage emerging trends, and remain at the forefront of the industry.



### Collaboration

We work together with stakeholders, partners, and industry counterparts to achieve impactful outcomes. We build strong relationships, share knowledge and resources, and seek cooperation. Through dialogue, forums, and strategic partnerships, we address the needs of policyholders and the insurance sector.



### Customer-Centric

Policyholders' and claimants' satisfaction and well-being are our priority. We understand their needs, challenges, and expectations, and tailor our services accordingly. We employ effective communication, responsiveness, and empathy ensure a positive experience. Feedback is valued and used for continuous improvement.



### Integrity

We believe in embedding honesty and objectivity at the heart of every decision, action, and interactions we engage in. We can not only strengthen our reputation but also fulfill our commitment to our policyholders, fostering a sustainable and trust-driven future.