



POLICYHOLDERS COMPENSATION FUND

UPDATED SERVICE CHARTER

PREFACE

The Board of Trustees is pleased to develop this Service Charter for the Policyholders Compensation Fund (PCF). It is our hope that the commitments outlined in this Charter will be useful to engage in the service delivery of the compensation framework for policyholders.

It is in view of this, that the Fund developed the Service Charter to benefit all the Stakeholders in the subsector. The Service charter will act as a social contract between PCF as a service provider and its Stakeholders. This Charter therefore specifies the standards for the delivery of services to our Stakeholders, and sets out feedback and complaint handling mechanisms.

The Fund will also create an enabling environment to ensure successful implementation of the Charter.

FAISAL ABASS

CHAIRMAN

FOREWORD

This Service Charter marks an important milestone in our commitment to excellence in service delivery. It is our commitment to enhance performance at the organizational level and in this regard, the Charter spells out our role and the standards we are committed to.

The Charter outlines salient features which include the Fund's Vision and Mission, Core Functions, Core Values, Coordination and Channels of Communication. Policyholders Compensation Fund is fully committed to implementing this Charter through enhancing human capital and upgrading the Fund's infrastructure.

The Fund has put in place mechanisms to monitor, evaluate and report performance in service delivery. I have no doubt that our staff at all levels will redouble their effort while upholding our core values.

CHARLES MACHIRA

REPRESENTATIVE OF THE MANAGING TRUSTEE

1. OBJECTIVE OF THE SERVICE CHARTER

This Charter is a commitment by the Fund to improve service delivery to its customers and stakeholders. It allows for an open and transparent approach that all parties can understand and work within. The charter aims at enhancing the level of awareness on the role of the authority, give an insight on our core activities and values; our set standards of service; clients' expectations and feedback on how to improve our service.

2. MANDATE

The mandate of the Fund is to provide compensation to policyholders of a wound up insurer.

3. CORE FUNCTIONS

The Core functions of the Fund pursuant to its mandate are to:

- a) provide compensation to the policyholders of an insolvent insurer;
- b) monitor, in consultation with the Commissioner where necessary, the risk profile of any insurer;
- c) advice the Minister on the national policy to be followed with regard to matters relating to compensation of policyholders and to implement all government policies relating thereto;
- d) participate in the statutory management of an insurer placed under statutory management by the regulator;
- e) liquidate an insurer as may be ordered by a court; and
- f) perform such other functions as may be conferred on it by this Act or by any other written law.

4. VISION

To be a world class policyholder protection and compensation fund.

5. MISSION

To create confidence in the insurance industry through compensation to policyholders of a wound up insurer

6. MOTTO

The fund you can trust

7. CORE VALUES

- a) Integrity
- b) Transparency
- c) Professionalism
- d) Accountability
- e) Teamwork
- f) Efficiency

8. STRATEGIC GOALS

- i) Comprehensive compensation
- ii) Financial sustainability
- iii) Institutional capacity

9. OUR STAKEHOLDERS

Our stakeholders include:

- Policyholders
- Claimants
- Insurance Companies
- Insurance Service Providers
- Re - Insurers
- Insurance Regulatory Authority
- The Government
- Suppliers
- Financial Institutions
- Financial Regulators
- Trustees
- Staff
- The General Public
- Auditors



10. COMMITMENT TO SERVICE DELIVERY

Our Service:

We aim to:

- Compensate policyholders by paying compensation
- Create confidence by educating the public about the mandate of the Fund
- Collaborate with stakeholders for the development of the Insurance Industry

Information on Policyholder Compensation

What the Fund aims to provide

- Information on compensation amounts
- Advice on the compensation process
- Information on policyholder rights
- Undertake to address any queries
- Communicate changes in policy

Standards

- Identification of staff upon face to face contact.
- Answer calls within 20 seconds or return call within agreed time.
- Visitors with appointments to be seen at the appointed time while those without will be seen within 10 minutes.
- Reply to written communication within 7 working days.
- Payments to employees and service providers to be done as per contract subject to receipt of all supporting documents.

11. PCF EXPECTATIONS

- Make prompt and timely payment of levies and other charges
- To provide necessary information and relevant documents to enable us give prompt services
- To abide by any legal requirements and other obligations that clients are to meet in order to be eligible for payments or services sought.
- Be polite and considerate to our staff and other clients
- We will not tolerate violence or abusive behavior toward our staff or property.

12. STAKEHOLDER EXPECTATIONS

- Professional staff who effectively carry out their duties
- Transparency and accountability in the provision of services
- Timely response to issues
- Consultation and involvement
- Continuous improvement of service delivery



13. RIGHTS OF STAKEHOLDERS

- Treat you with respect, politeness, fairness, and helpfulness in all our dealings with you
- Confidentiality

14. COMPLAINT HANDLING

Our stakeholders may lodge complaints and concerns if not satisfied with the quality and standards of our services. They should also make suggestions and compliments when deserved to the Fund. These should always be addressed to the Managing Trustee and will be handled as follows:

- Acknowledged within two (2) working days
- Replied to within seven (7) working days
- Analyzed to learn from the complaint to improve our services.

Complaints referred by the Commission of Administrative Justice will be acknowledged as follows:

- Emails within one (1) working day
- Posted letters within two (2) working days after receipt
- Substantive response on complaints within ten (10) working days.

15. FEEDBACK MECHANISMS

Complaints and Concerns can be communicated through the following channels.

- Telephone
- E-mail
- Mail
- Personal presentation
- Customers satisfaction surveys

We welcome your comments and suggestions to help us improve the quality of our information, products and services. If you are not satisfied with the service you have received, or feel you have not been treated fairly or reasonably by us please tell us



16. OUR CONTACTS AND SERVICE HOURS

Postal Address: The Managing Trustee
 Policyholders Compensation Fund
 P.O. Box 24203-00100 Nairobi, Kenya

Physical Address: Zep Re Place, 2nd Floor, Off Longonot Road, Upper Hill

Telephone: +254 (20) 4996236/7/8
 Mobile: 0794 582 700

Email: info@pcf.go.ke
 complaints@pcf.go.ke

Website: www.pcf.go.ke

17. REVIEW OF THE SERVICE CHARTER

We will in consultation with our stakeholders, subject this service charter to constant review to address changing circumstances and improve our services.

Our performance against the service standards contained in this charter will be monitored by the Fund's Board of Trustees. Our performance will also be reported in our annual report which is circulated free of charge.