

OCT 2020 | ISSUE 23

WRIGHT *News*



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OUR MISSION

To provide quality professional insurance brokerage services at affordable costs for the benefit of our clients, shareholders, staff and the Nation.



EDITOR'S NOTE

We are pleased to share with you the latest edition of WRight News. This Newsletter provides news and updates from the organisation and the industry touching on insurance matters.

Our theme for this issue is **"IMPACT OF COVID 19 ON INSURANCE UPTAKE- BROKERS PERSPECTIVE"**. This issue highlights major concerns and strategies insurance brokers are taking as they navigate the pandemic. Our last article, an inspiration story, reminds us that there is light at the end of the tunnel and we should be optimistic that once the dust settles on COVID-19, businesses will be quick to return to normal.

Let me take this opportunity to express profound gratitude to all our clients and business partners who stand as indispensable part of our business growth.

Finally, we would love to hear from you. , drop us a line at chancerynew@chancerywright.com with any suggestions on topics you'd like to see us cover. For now, we are thrilled you're here, reading the Wright News.

Georgina Ngina

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FROM THE EXECUTIVE DIRECTOR'S DESK

We say a **big thank you** to all our clients who have stood with us during this trying times of covid 19. You have made our journey easier and manageable. We are greatly indebted to you.

Tough times don't last, but tough people do is a title of a book by Rev. Robert H. Schuller. It aptly refers to the times we are in. Reference is being made to the Spanish flu of 1918 which was unusually deadly influenza pandemic lasting from January 1918 to December 1920. It came in three waves. It infected 500 million people which was about a quarter of the World's population at the time which was about **2 Billion** people. It killed 50 m or 2.5% of the world's population then. The virus strain was **H1N1**. Here we are about a Century later with Covid 19. What goes around comes around. They are both respiratory diseases, spread on the breath and hands as well as surfaces. Both are caused by viruses and both are highly contagious.



People wearing face masks during Spanish Flu of 1918

As I write this in mid-September 2020, we have about 28,969,945 of covid 19 cases. 925,120 fatalities and 20,848,877 recoveries in a World with 7.8 Billion people. The end is not yet in sight. No vaccine yet and no herd immunity yet but there is hope. Hope of a vaccine and herd immunity and in some communities the disease has been declining. Insurance sector just like any other business sector has been hit hard. Hit hard with business interruption and avalanche of claims related to covid 19.

The uptake of Insurance will depend greatly on how the Insurance sector responds to Insurance Claims related to covid19. Great response will lead to great believability in Insurance and hence better uptake of Insurance. In any case people take insurance for protection from such uncertainties and risks as this one. **It is the payment of admissible claims, empathy, concern, speed of response and great communication which will win the day for the Insurance sector.**



JOHN MBUGUA

Group Executive Director

The Initial reaction was panic. Insurance thrives on data and data was not available, so understandably there was panic. Everybody and every business initially went into a self-perseveration mode. It is a natural instinct when faced with the unknown. The World Health Organization (WHO) declared Covid 19 a pandemic and every Insurance Company hang onto this and waved onto all and sundry the clause in their insurance policies (Insurance contracts) which excludes claims from a pandemic. Everybody was on his own. Confusion was the order of the day. Memos issued and memos retracted were a daily occurrence.

Sanity has started to come in. Currently there are many Insurance Companies offering covid 19 insurance cover extension on their medical (Health) Insurance policies. I have even noted a few who now have started covering covid 19 claims on their Work Injury Benefits Act (WIBA) insurance as long as the claim/loss can be traced to work. They are treating it as an occupational risk however the trophy belongs to the Insurance Companies who settled claims on ex-gratia basis from the word go knowing very well the claims were an exclusion. There were no buts, they just settled the claims. They greatly impacted on uptake of Insurance in future. They increased the confidence and trust of the insuring public on Insurance products.

Our duty as your Insurance Broker, is to point you in the direction of such Insurance Companies and guide you to pick the best Insurer and Insurance product which will be there for you when you need it most. This article cannot be complete without touching on impact of digital Insurance as we look into the future. We need to dissect this digital world and debunk it.



Social media platforms are many e.g. for social networking like; Facebook, LinkedIn, google plus. There are others for photo sharing like; twitter, Tumblr, Instagram, snapchat and Pinterest. There are others for video sharing like; YouTube, Facebook live, periscope, Vimeo and the now popular Tik Tok. Social media platforms are there to connect us with our audience, build our brand, increase website traffic and feedback. On their own they don't create sales. In other words, nobody goes to face book cheque in hand! Whereas these social media platforms will play an increasing role post covid in insurance sales they will not on their own create sales i.e. they will not on their own impact uptake of Insurance and this is one fallacy we need to debunk.



Before
COVID-19

VIRTUAL MEETINGS



Virginia Wangechi and Nicholas Muthungu attending to a client via virtual meeting

Virtual meetings will also increase post covid 19 and impact uptake of Insurance. There are many advantages of online meetings including; less travelling costs & time, synchronizing different meetings schedules, enhanced efficiency, live recorded meeting etc but there are also disadvantages which may include; less direct interaction, unstable connections, less human contact and risks of hacking.

There are many virtual meeting platforms including; slack, Google hangouts, Zoom meeting, go to Meeting, Microsoft teams, Face-Time, Google meet, Free conference call, Inter-media, Adobe connect, Amazon Chime, Join.me, Ring central meeting, High five, ON24, Big blue button, click meeting, Pexip, Zoho meeting, Intrado, Cisco WebEx Meeting Centre, Digi tell, Infinite conferencing, Ez Talks cloud meeting and the popular live webinars and many more to come. There is an overkill on webinars and Zoom meetings.

The use of Social media and virtual meetings will increase post covid 19 and impact insurance uptake but wait a minute even before covid 19, I know of many Corporate Clients who have never visited the offices of their Insurance Broker or Insurance Company. They would only send their office messengers to collect documents from their Insurance Broker or Insurance Company. Truth be told the following will still greatly impact the uptake of Insurance;

- **Personalized services.**
- **Enduring relationships**
- **Data profiling**
- **Structured market segmentation**
- **Trust in Insurance e.g. by timely payments of Insurance Claims.**
- **Adequate financial & insurance education**
- **Insurance being viewed by the public NOT as a luxury they can do without.**

Chancery Wright as your Insurance Broker of Choice will continue in the journey of making the above a reality. Kindly accept my sincere thanks on behalf of Chancery Board, management and staff for your continued support.

ENJOY YOUR READING



John Mbugua

Group Executive Director

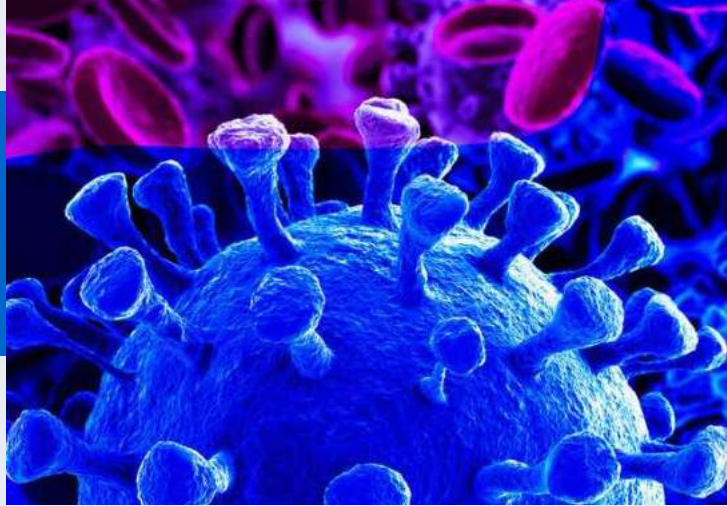
HEALTH OUTLOOK



COVID 19 In Relation to
Chronic Diseases

Telemedicine
services during Covid
19 Period

COVID 19



COVID-19 is the infectious disease caused by the most recently discovered Corona virus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019. COVID-19 is now a pandemic affecting many countries globally. According to CDC Chronic diseases are defined broadly as conditions that last 1 year or more and require ongoing medical attention or limit activities of daily living or both.

Why Are Older Adults And People With Chronic Health Conditions At Higher Risk?

Older adults and people who have chronic medical conditions including heart disease, lung disease, diabetes, cancer, and hypertension are at higher risk for more serious COVID-19 illness. This is because our immune systems grow weaker as we age, which makes it more challenging for older adults to fight off infectious diseases.

Chronic disease are more common with age, can compromise the immune system, and make people more vulnerable to serious complications. Is there a vaccine, drug or treatment for COVID 19? While some western, traditional or home remedies may provide comfort and alleviate symptoms of mild COVID-19, there are no medicines that have been shown to prevent or cure the disease.

WHO does not recommend self-medication with any medicines, including antibiotics, as a prevention or cure for COVID-19. However, there are several ongoing clinical trials of both western and traditional medicines. WHO is coordinating efforts to develop vaccines and medicines to prevent and treat COVID-19 and will continue to provide updated information as soon research results become available.



Are antibiotics effective in preventing or treating COVID 19?

No. Antibiotics do not work against viruses; they only work on bacterial infections. COVID-19 is caused by a virus, so antibiotics do not work. Antibiotics should not be used as a means of prevention or treatment of COVID-19. In hospitals physicians will sometimes use antibiotics to prevent or treat secondary bacterial infections which can be a complication of COVID-19 in severely ill patients. They should only be used as directed by a physician to treat a bacterial infection.

Is it safe to get care for my other medical conditions? YES.

- Ask your doctor about telehealth visits to manage your condition so that you don't have to go to the hospital for physical visits.
- Maintain the medications and treatment plan. Do not change your treatment plan without talking to your healthcare provider.
- Talk to your healthcare provider about whether your vaccinations are up-to-date..
- For people living with Diabetes make sure to monitor your blood sugar regularly and take medications as directed by the doctor.
- Follow the healthcare providers advice about healthy eating and increasing physical activity.
- Do not delay getting emergency care for your health problems or any health condition that requires immediate attention.
- Continue to practice everyday prevention. Wash your hands often, avoid close contact, wear a mask, cover coughs and sneezes, and clean and disinfect frequently touched surfaces often.

Are symptoms of covid 19 different in children than in adults?

No. The symptoms of COVID-19 are similar in children and adults. COVID-19 can look different in different people. For many people, being sick with COVID-19 would be a little bit like having the flu. People can get a fever, cough, or have a hard time taking deep breaths. Most people who have gotten COVID-19 have not gotten very sick. Only a small group of people who get it have had more serious problems.

Telemedicine services during Covid 19 Period

Telemedicine involves virtual communications to provide clinical services to patients without an in-person visit. Telemedicine technology is frequently used for follow-up visits, management of chronic conditions and medication management. Telemedicine is changing Chronic Disease Management for the Better.

Telemedicine has increased access to specialized care. Patients can correspond with care providers, including specialists, from the comfort of their own home. Some patients will see their condition get worse if they fail to see their care provider on a regular basis, but telemedicine can make it easier for patients to get the care they need. Doctors are using telemedicine to make sure patients are keeping up with certain lifestyle changes, answer questions about medication, and quickly triage new symptoms.

Contribution of Service Providers on managing chronic disease to prevent covid 19

Medical providers such as Mediheal Hospital have shown support for the chronic patients during the Covid 19 season. According to Dr. Samrat Shah (Medical director Mediheal-Eastleigh) the hospital has telemedicine platform where the patients with chronic illness get teleconsultation services. The Mediheal Hospital created a WhatsApp group for Kidney transplant patients where they offer free teleconsultation, follow up and support group to avoid physical consultation. Whenever physical visit is required the nephrologists plan for rotations in all their branches that is in: Parklands, Upperhill, Nakuru, Eldoret and Eastleigh to avoid the patient getting infection through contact.

The appointments are booked via WhatsApp. Mediheal Hospital has drug delivery services for their chronic patients. The drug supply was increased from one month supply to three months supply to minimize contact and spread of infection.

Contribution of the Insurer in Chronic Disease Management during the Covid 19 Season

The insurance companies are aware of the challenges that clients face with regard to service accessibility during this COVID 19 season. Some of the insurers have partnered with various service providers to offer virtual consultation services. The service providers include:

- SASAdoctor have partnered with various insurance to offer, tele-consultation services for all clients.
- One stop Pharmacy. Have partnered with some insurance to offer virtual consultation services and investigations for their clients.
- Livia Dawa for drug delivery services Download the application from the google play store register as insurance member and upload the prescription and claim form.
- My Dawa Further to this for members who need their regular drug prescriptions delivered, health insurances have partnered with My Dawa for drug delivery services.
- Chronic Disease Management Program This is a program for follow up and supporting living well with chronic diseases such as Diabetes, arthritis, hypertension and heart disease for their members. Chronic disease management is a way of coordinating care and ensuring that people get the support they need at an appropriate time. Planned, proactive care can lead to a better quality of life and improved health outcomes for people with chronic disease. Team-based approach, with nurses, physicians, pharmacists and specialists working together as partners.

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www.chronicdisease.org/news/496967/NACDD-Resources-toSupport-States-Response-to-COVID-19.htm

CDC website for COVID-19 resources: www.cdc.gov/coronavirus/2019-ncov/index.html

Administration for CommunityLiving at www.acl.gov/COVID-19
United States Centers for Disease Control and Prevention at www.coronavirus.gov
World Health Organization at www.who.int

Acknowledgement

Dr. Samrat A.Shah

-The Medical director Mediheal-Eastleigh

CHRISTINE ANANGWE

Care Manager

MEDICAL DEPARTMENT



IT ADMINISTRATOR

DIGITIZATION & INSURANCE

Written By GEORGINA NGINA

Thanks to technology, many organisations in the insurance industry have been transforming and evolving to offer online products and services to their clients. Over the years, Chancery Wright Insurance broker has also made significant technological advancements introducing various online products and mobile applications geared towards increasing online customer engagements and streamlining operations. These applications ensure that customers do not need to walk into the offices or make a phone call to access services, but can complete their request be it renewals, claims, issuing certificates through online based application.

DIGITIZATION ACCELERATED

The physical isolation during COVID-19 has accelerated a trend towards increased digitization across the insurance industries. This trend has particularly led to the increase in the use of remote access technology, digital collaboration and communication and video conferencing software's including using skype, zoom, and Microsoft teams among others. However, in the midst of this digital revolution organisations should consider digitizing to improve data, products, and customer relations. Transitioning to digital engagement with customers remains a challenge because customers remain accustomed to face-to-face engagements and in-person interaction. It remains difficult to build sufficient trust with most consumers through digital interactions. With COVID-19 triggering a push toward digitization, this is a prime opportunity for insurers to improve their customer records by making the adoption of an effective CRM system an organization-wide priority.

A CRM system which is easy for the marketing staff and agents to access, including those who are working remotely, and the system should be seamlessly linked to the company's communication channels including the sms and email system. In addition to organisation's applications there is the industry wide Digital Motor Vehicle Insurance certificate system (DMVIC) for provision of virtual motor insurance certificates.

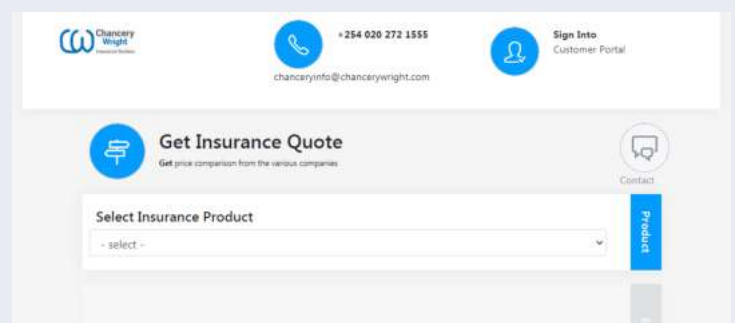
This is not only a result of the digital adoption in the insurance sector but also aims at curbing fraud.

NEW AND INTENSIFYING RISKS FROM DIGITIZATION

On security and access management, security controls and security frameworks will be under stress and will need review in light of the new ways of working. People accessing organisational data and systems from remote sites and increased online activities could lead to a rise in fraudulent activities.

All of these developments necessitate new approaches to security management. Similarly, organisations can expect to be confronted with an evolving landscape of cyber threats resulting from the pandemic. The dramatic and predictable rise in phishing attacks and cyber scams is yet another challenge for security teams.

In Chancery, Cyber Risk is of utmost interest and we have adopted both internal and technology driven approaches to secure our clients' data and critical organization's information asset. We have also enhanced our backups and Off-site Systems and procedures in case any disaster hits for recovery.



Chancery Wright Online CRM Application



CLAIMS EXECUTIVE

MY CLIENT MY PROJECT

Written By VIRGINIA WANGECI NDEGE

Dear Valued Client

I thank God for you! You are the reason why am writing this ...

When the headlines changed in Kenya in March.....anxiety, confusion crippled in but Chancery's commitment to serve you remained untouched.

We all know covid landed with a bang and in an unexpected style and rhythm.... .The process of containing it all the same unique hence the need to prepare, respond and move differently..... Even with collaboration we are careful on which information to relay to you our dear customer and when. With empathy, compassion and shock the upshot was silence mode...but for how long? Covid has clearly interrupted all sectors and normal operational processes .Every one left in a panic mode because catching the virus is a concern, but the harm it will do to their ability to earn looms even largest than the virus itself..... Businesses are adversely affected in terms of earnings interruptions and loss of gross profit... loss of jobs staff healtha big puzzle indeed andthe list is endless. Many questions.....

When it comes to claims, we all know communication is a must for any goal to be achieved. With half-baked information, one may give the wrong information which can be a basis of bad decision. The cardinal way is all claims must be responded to as per the insurance contract guidelines and all are payable unless proved otherwise. In the effort to fizzle this anxiety to our dear clients, Chancery have liaised with various insurers and there is hope at the end of the day. There is a promise to uphold the interest of the client.....who is the reason we open our business daily. Pandemic like Corona is a general exclusion in most policies; in short not covered. Covid is a pandemic yes butThe big question is.....where is the client a time like this?. And what is my role as Chancery. Chancery has embraced the customer in an all-round manner hence the theme My customer my project! In every area be it underwriting, claims premium payment reconciliations updates name it !

CLAIMS PROCESSING IN THE MIDST OF COVID:

Claims are part of our lives. Chancery is here to sort them! They must be paid and paid well. The process is governed by the five principles of insurance. These are Indemnity, contribution, proximate cause, subrogation and utmost good faith. In the terms and conditions, payable or otherwise the greatest thing is communication. We understand at this time they may not sound important but they are still relevant.

COMMUNICATION: Claims settlement is work in progress until the customer is sorted! Chancery understands that communication is a must. Therefore we have embraced various communication models like whats-app, emails, and digital platforms like webinar to ensure we reach out to you and offer the required help and especially in the new normal era. We also work with committed insurers who are keen and keep the promise to ensure the client is sorted quickly.

DIGITAL PLATFORMS: Thanks to technology .the new normal is zoom meetings, emails webinar ,Microsoft teams, skype and many other digital platforms which Chancery have embraced to ensure claims are sorted quickly and information is relayed in a timely manner. Online meetings have also given a mileage to clarifying and sorting the fully documented claims as we give guidance on the newly reported and ongoing ones. It is a clarion call for the small and the mighty to innovate and embrace the new way of sorting the customer. The digital journey is now at its best since Chancery understands that extra ordinary challenges calls for extraordinary decisions, we have however endeavored to do our best to ensure that claims are paid and paid We have embraced the following in claims processing to ensure our customers are given updates on the position of their claims.

COLLABORATION: Chancery has partnered with various underwriters. We are glad to advise that some underwriters have broken the ice berg and extended cover and we expect this trend to follow with other insurers in the near future. The covid era has redefined the walk and the talk and basically most decisions.

On some policies like work injury benefit act and health insurance/medical there is cover as an extension. Work injury benefit act (WIBA)-On wiba there is cover .once the claim is fully documented and one can prove you contracted the disease while in course of working the claim will be honored. Work injury benefit act covers injury or occupational illnesses suffered while one is on duty. For policies where covid 19 is covered, a doctor's report is a must and one must have been diagnosed with covid 19.

Chancery appreciates the greatest project is the customer. Kindly visit our website for the latest updates. <http://www.chancerywright.com> . Chancery have promises to keep even in the midst of covid. The environment has changed but one thing has not...**Chancery goals of customer service**. Our goals are sorting and assisting the customer always.

Always put God first!



CW Claims team (Gladys Kiambi and Agnes Mayunzu) assessing damages on a clients' car

IS THE KENYAN ECONOMY IN RECESSION?... continued

By HUMPHREY MUTUTUA

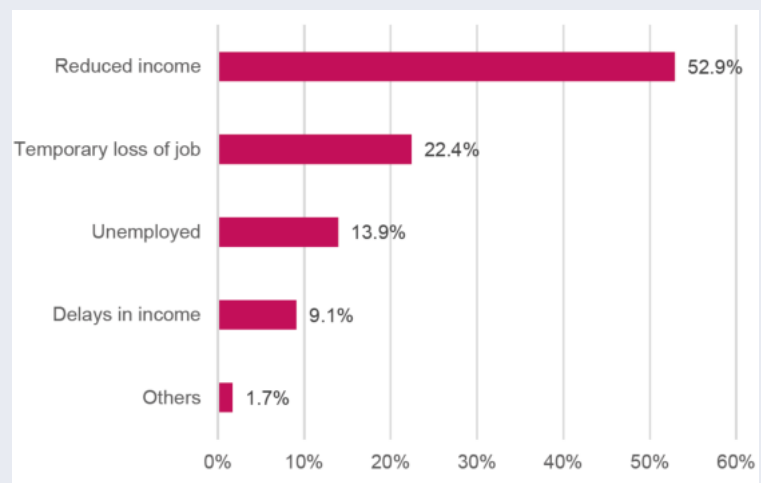
ACCOUNTS EXECUTIVE

This was meant to be a sequel to my preceding article done in the previous edition. Then, out of the blues, COVID happened! No one anticipated the effects, economic or otherwise the pandemic would bring. Novel as it was, no authority or government knew how to deal with it. And its infection rate was threatening to spiral out of control. In a bid to tame and indeed stem its spread, countries prescribed restrictions of epic proportions that ground their erstwhile running economies to a near halt. Lockdowns, curfews, prohibition of sale and cessation of movement became buzzwords that were decreed with reckless abandon.

True to Isaac Newton's third law of motion which says, **'for every action, there is an equal and opposite reaction'** adverse effects were borne out of these decrees. With zero movement and travel being restricted to the bare essential, business transactions which ideally are the lifeblood of any economy dissipated.

Hardest hit was the transportation sector. Airlines bore the brunt of this with a number filing for bankruptcy as many others sought bailouts afforded by stimulus packages rolled out by various countries.

Next in line was the tourism sector followed closely by the oil industry. The restrictions on movement triggered a low demand of oil which saw its price sink to a historic low. With no end in sight to this crisis, companies started downsizing or closing altogether.



Socio economic impact of Covid-19 Pandemic

This in turn affected the incomes of many households. This precipitated a low demand for goods and services which inevitably left many firms struggling with cash flow issues. Defaulting in loan obligations soon followed, roping in financial institutions which hitherto were reporting robust earnings.

Where does the Kenyan economy sit in all these? No man is an island and Kenya is not an exception. Dismal performance of the financial markets, volatility of our currency and subdued diaspora remittances point to a decline in our economic output. But all is not lost as our resilience to rebound is legendary. With the COVID curve flattening and the hyped easing of restrictions beckoning, our economy is poised to spring back like no other.

Wise.

SAYING

“In investing, what is comfortable is rarely profitable.
- Robert Arnott”



BROKERS' RESPONSES TO COVID 19

Written By JUDITH KIPROP

BROKING ASSISTANT

Global pandemic has confirmed that business has not been usual. The pandemic with no doubt has been the largest insurance challenge the industry has ever faced. For the past six months in Kenya, the insurance industry has remained afloat during this time with a swift change from the normal ways of operations and fully embraced the new normal that support measures put in place to contain the spread of contagious virus COVID 19.

The Covid-19 situation posed a wide-ranging series of challenges for almost all businesses, nonetheless, CW insurance brokers has continued to help its clients navigate through such turbulent times. In Kenya, the Insurance Regulatory Authority instructed insurance sector to consider settling claims related to Covid 19 with different insurer providers taking approaches either by having additional premium or waiver on existing policies. i.e Medical Insurance and Work Injury Benefit Act (WIBA).

As practice, insurance policies have had epidemics and pandemic as exclusions because the pricing aspect of rare unforeseen scenario is unknown. Due to the economic slowdown and business interruptions, insurers have had to refund premiums. Example Motor Insurance where clients would prefer to get third party insurance instead of comprehensive insurance in Kenya.

On behalf of our clients, Chancery Wright Insurance Ltd have partnered with various underwriters which has resulted to tailor made COVID 19 insurance product at affordable premium with GA Insurance. On the other hand, technological uptake of the insurance products and services has been positively embraced. Currently, our clients can purchase Motor Insurance cover online via Chancery Wright Mobile App at the comfort of their homes.

From the broker's perspective, COVID 19 has impacted the insurance sector both positively and negatively through:

- **Business retention:** Public Procurement Regulatory Authority issued a directive on reduced procurement activities unless necessary and this has made clients renew policies to avoid the bidding process and social distancing measures as per the government directive.
- **Timely premium settlement:** the possible panic and uncertainty in the market has made client pay premiums upfront.
- **Reduced organic growth:** intake of travel insurance policy was low from the travel restriction
- **Reduced interest rates:** slowdown in the economy whereby the interest rates reduced hence increase on credit risk exposure which negatively impact the company financials

INSURANCE & COVID-19:

UGANDA BRANCH



With respect to the Insurance Industry, COVID-19 has disrupted business due to, among others the social distancing guidelines by government, the lockdown periods and all the other guidelines issued with the aim curtailing the spread of the virus. Whereas a number of intermediaries invoked their Business Continuity Plans (BCPs) in order to remain relevant and competitive to effectively serve their clients and business partners, the impact of the virus has been two fold;

Most of the insurance transactions are done face to face and with physical meeting impossible, this has caused us to rethink our distribution models with emphasis on e-engagements. As a result Transacting business has become very difficult especially with clients that are not tech savvy. Those that were used to making decisions basing on hard paper, those without smart gadgets to access shared information have dropped off, which ultimately affects our already diminishing income.

Previously insurance has been viewed as a luxury. One was willing to comprehensively insure his brand new car but at expiry he will opt for the mandatory third party arguing of high premium. Now with most people locked at home, funds were directed at furnishing survival rather than things like insurance. Much as The Insurance Regulatory Authority of Uganda has since eased on the cash and carry regulation the purchase has remained low.

There has been a shift in the lifestyle of citizens impacting on the uptake of some policies. Take an instance of travel insurance. The tourholics have resorted to domestic tourism of which travel insurance is not a necessity. Offices are now holding trans-border meetings online, meaning CEOs' that were always on hunt for travel insurance are out as well as foreign benchmarking journeys. In as much as international travels will resume, physical presence at some occasions has been demystified.

Demand for Policies like money insurance has dropped due to minimal cash transactions at organisation level, Workers insurance has not been spared either with employees being laid off and those that didn't have the policy, looking at the expense more of a luxury since even the monitoring authorities are not that active to hold such organisations for violating the law.

However, we note an increased interest in some covers. Prolonged working from home has open up businesses to increased cyber risk and driven interest in cyber insurance from Organisation. A number of Insurance companies are designing products along this line and much as conversation is still negligible, the public inquiries paint a promising picture. There has also been a marked rise in medical/Health Insurance interest.

This has resulted from people enlightened about the insurance through Organisations where they have now been laid off and among people whose income sources have been destabilized and therefore seek to at least shelve their health expenses via insurance. Home Insurance has also been of interest with a higher number of quotations sought post COVID-19 inception as compared to the period before.

The insurance industry particularly Brokers are paying keen interest here now that we have been able to move from office and have a view of our clientele palaces of abode As the lockdown begins to ease, it is going to take a while before we can all get back to our old ways of working. We have to devise means of accommodating the COVID-19 within our daily life and have to think far beyond where we are at the moment.

The bare reality is that technology is the way to go and therefore it is imperative on Brokers to heavily invest in technology and pray that the customers continue to embrace digital transactions which will result in better engagement and development of tailor made products that fit the new normal both in terms of coverage and cost wise.



BROKING ASSISTANT

Written By
SSERUWAGI EDGAR



FRONT VIEW OF INTER SERVICE TOWER: CW UGANDA OFFICE LOCATION



With the emergence of the global COVID-19 pandemic, Kenya's coastal and marine landscape changed in ways that were unimaginable just a few months earlier. The economy in this region is driven by tourism and the hotel industry, fishing, coastal Mining, and mariculture just to mention a few. Measures put in place to curb the spread of the virus such as curfews, partial lockdowns, the suspension of international flights and shipping, and restricted movement of people in the six counties disrupted these economic activities bringing the region to a standstill. People could no longer do business freely. This was not only a health emergency but the impact was experienced in multiple waves, one of which was on uptake of insurance.

Implication on uptake of insurance

The response measures taken by various entities during this time led to reduction on uptake of insurance products in business and consumer sectors. For example, public motor insurance policy holders had to put on hold renewal of motor policies that were due for renewal at this time because movement in and out of the county was restricted. For organizations' and individuals who closed their offices during this time also had to reassess renewal of policies for parked vehicles. Some of those with comprehensive covers opted to reduce to Third party due to financial challenges.

Coast region is a tourist hub that depends on Beach Hotels, wildlife and Marine activities. The introduction of travel restrictions to curb the spread of the virus resulted to widespread hotel closures and mass layoff of employees hence most hotels could not renew their property, WIBA and Medical Insurance policies or go for new Insurances as there were no employees and no tourists. Travel Insurance uptake was similarly affected, no aeroplane was allowed in or out of the country that reduced hotels booking, travel Insurance as well as Marine and Aviation Insurance Uptake.

Fishing which is a night activity was also affected due to curfew hours imposed, this reduced the product and boat Marine Insurance uptake. Additionally, and due to liquidity issues, there were increased cases of late payment and non-payment of premiums.

Implications once restrictions are lifted

The government has progressively eased the lockdown with most containment restrictions lifted. This means we need to be more cautious, wear a mask, maintain social distance and observe hygiene. We hope this move will help organisations and people work and hopefully the impact on insurance uptake will be positive.

MOMBASA BRANCH
Written By **JOTHAM RUA**

APPOINTMENTS & PROMOTIONS

FROM JANUARY- OCTOBER 2020



Everline Nyatta, has been promoted to the position of **Assistant Service Manager**- Medical and Pensions departments effective 1st October 2020. Prior to this appointment Everline was the Broking Executive Medical Division.

Everline has a Bachelor's degree in Business Leadership from PAN Africa Christian University and Diploma in Insurance from college of insurance. She is an Associate member of the Insurance Institute of Kenya.

John Mghanga, John, Assistant sales Manager, he is an Associate of Chattered Insurance Institute of London (ACII) he has over 15 years of experience in the insurance Industry. He has worked with FIVE STAR INSURANCE BROKERS LTD - UGANDA as a relationship Manager. FIDELITY BANK (BANCASSURANCE) ABC BANK (BANCASSURANCE) and STARLIT INSURANCE BROKERS as the business Development Manager. From 1st January 2021 John will be transferred to Chancery wright Mombasa Branch as Head of the Branch



John Mburu, John joined Chancery Wright on May 2020. He has a B com degree from Catholic University of East Africa and he is a CPA (K) finalist. John has over 15 years' experience in insurance industry (finance) having worked with Prime Mover Insurance Brokers in the finance department.

Georgina Ngina, IT administrator, joined Chancery Wright in August 2020. She previously worked for MAP International as the IT officer. Her last appointment in MAP Kenya office was that of Administrative assistant assisting on oversight of ICT, Administration and Logistics department. She holds a Bachelor of Science in Information Technology from Jomo Kenyatta University and certifications in CCNA and windows server installations from InfoTech College. She is currently completing her MBA program from Mount Kenya University.



Eric Mutula, Assistant IT Administrator. Eric joined Chancery wright from Royalle International Consultancy Ltd where he majored in content development and graphics design . He also worked as an Intern in 5th Generation Outsourcing Company Limited. (Junior developer) . Eric has a diploma in Information Communication Technology from Nairobi Technical Training Institute.

PICTORIAL CORNER



CW TEAM PARTICIPATING IN ENVIRONMENTAL CLEANUP EXERCISE IN PARTNERSHIP WITH DAYSTAR UNIVERSITY BEFORE COVID 19



JOTHAM RUA SHARING A LIGHT MOMENT WITH A CLIENT DURING A SALES EXHIBITION IN MOMBASA



NICHOLAS AND JOSELYNE EXCHANGING IDEAS



CW TEAM POSING FOR A PHOTO DURING A STAFF FAREWELL PARTY



CLAIMS MANAGER

INSPIRATIONAL CORNER

Written By GLADYS KIAMBI

Everything Happens For Our Good

Once upon a time, there lived a king. The king had a (servant) body guard and they both enjoyed hunting together, The body guard kept telling the king that Everything that happens, happens for a purpose and the purpose is good to them that love God. The king did not put too much interest to the statement.

One day, as usual the king and the body guard went hunting deep inside the forest. A lion attacked the king and injured one of his fingers. The body guard sympathized with the king and as a way of comforting the king told him, 'Sir, everything happens for the good of them that love God.

'You fool, the king exclaimed! How dare you tell me that' The king was very furious and as soon as they got home, the king ordered for the body guard to be thrown to prison. Time went by and the king's wound recovered but unfortunately he lost the finger. He resumed hunting but of course alone because the body guard was still in prison. One day while inside the forest all alone, some travelers were passing through the forest to a far land.

"This is a good sacrifice to our god" The travelers said to one another, So they quickly seized the king and stripped him naked ready for sacrifice, Unfortunately, they discovered that the king did not have one of the fingers. They were very disappointed and they released the king and said to him. "You good for nothing fool, we can't sacrifice you to our gods because you lack one finger" The king went back hope, shaken and in tears.

He immediately ordered release of the body guard and when he was brought to him the king, in still in tears said to the body guard "I am very sorry I threw you to prison, Now I agree, everything happens for the good of us" The body guard answered " No need to apologize. If I was not in prison, I would have gone to hunt with you, and since my body has no defect, the travelers would have sacrificed me. So Everything happened for the good of me".

Romans 8: 28 AMP

And we know [with great confidence] that God [who is deeply concerned about us] causes all things to work together [as a plan] for good for those who love God, to those who are called according to His plan and purpose

NB. Covid 19 is not a surprise to God. Soon we will see the good it brings!.



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