Insurance

What is insurance

Insurance is the transferring of the likelihood of a future loss (risk) at a cost which is called an nsurance premium.

What is an insurance premium

The amount of money charged by insurance company in exchange to their agreeing to cover an unknown future loss (of a property or life) for either a company or an individual.

Why buy insurance

Prepare for the likelihood of an occurrence or event which can bring either damage or loss to property or life.

Transfer the risk of paying full cost of damaged property due to unforeseen events.

Categories of insurance

- **General Insurance**
- **Life Insurance**
- **Health Insurance**

What should we know about insurance

Any person insuring their property will have interest upon loss of the property. For one to insure or buy an insurance policy, there must be ownership or interest in the property /item/life to be insured. This is what is known as insurable interest.

There is obligation on the part of the insurance company to pay its client upon occurrence of an insured loss in order to bring them to the same financial position they were before the loss occurred.

Insurance is not free: The insured person must make contributions to the insurance company in accordance with the value of insured property and with full disclosure of all material information of the property being insured.

Insurance

Common insurance policies

- **Home Insurance**
- **Agro-related Insurance**
- **Burglary Insurance**
- **Motor Insurance**

Filing a complaint with the insurer

Complaints can be filed through

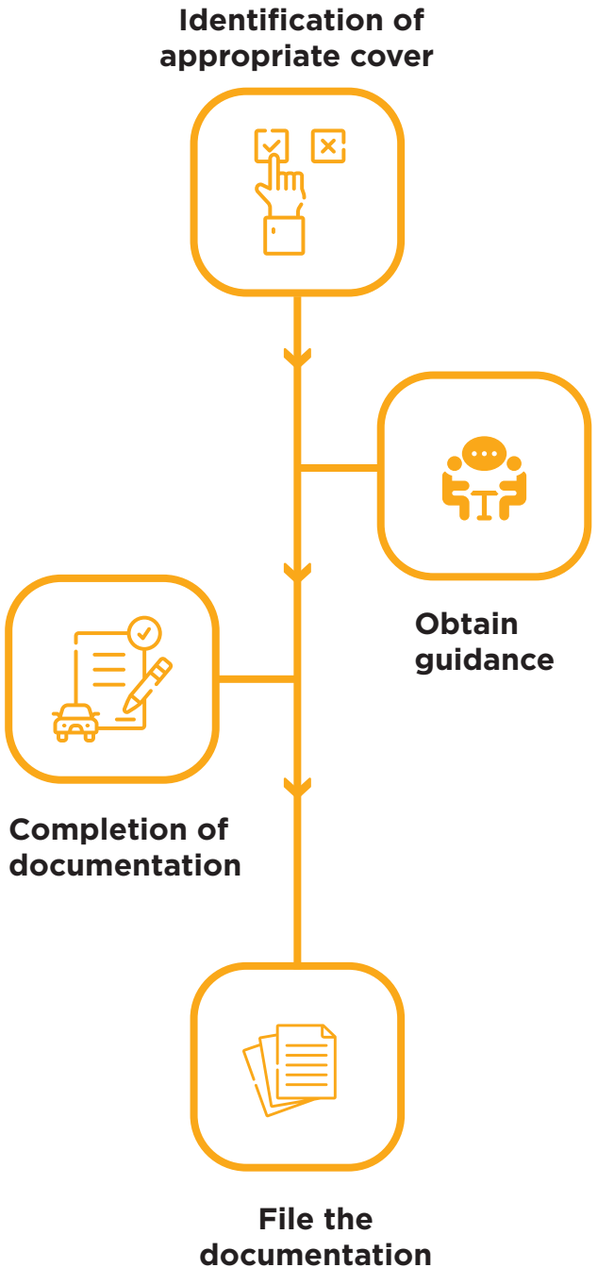
- **Phone**
- **Letter**
- **E-mail**
- **Walk-in to nearest branch**

When are claims rejected by insurance companies

- They are fraudulent
- Premiums remain outstanding
- Notification is done outside the normal policy reporting set timeline
- The loss is not covered by the policy

Insurance

Buying insurance



Claiming loss of insured property



Settlement of a claim

Settlement is dependent on how fast insurers are provided with the necessary information to support the claim. When all requirements are met and settlement figure agreed, payment should be made within 14 days. Delay can be caused by:

- Exaggerated replacement costs or repair figures
- Possibility of fraud being detected
- Late notification which is outside the normal policy reporting timeline
- Failure to cooperate with the insurance company's requirements