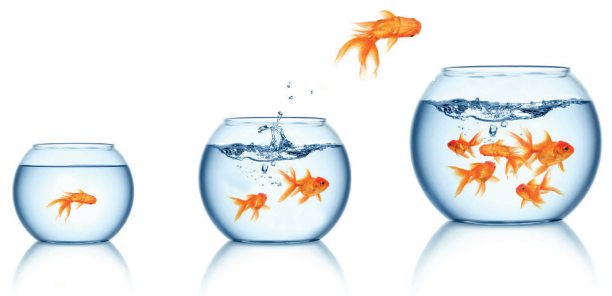




## CORPORATE PROFILE

# GA INSURANCE LIMITED UGANDA



## **Integrity**

We keep our promises

## **Respect**

We value our stakeholders

## **Enthusiasm**

We enjoy what we do

## **Professionalism**

We excel in what we do

## **Transparency**

We are clear and accessible

To be the most  
**trusted**  
insurance company.

**VALUES**

**VISION**

**MISSION**

We are **committed**  
to fulfill our obligations  
while maximizing our  
stakeholders value.

# GENERAL



# MEDICAL





# Table of Content

<b>About Us</b> .....	<b>2</b>
<b>Our Journey</b> .....	<b>3</b>
<b>Our Strength</b> .....	<b>4</b>
<b>Our Customer Service Charter</b> .....	<b>5</b>
<b>Footprints</b> .....	<b>6</b>
<b>Board of Directors</b> .....	<b>7</b>
<b>Senior Management</b> .....	<b>9</b>
<b>Our Products Portfolio</b> .....	<b>10</b>
<b>Related Companies</b> .....	<b>11</b>
<b>Our Clients</b> .....	<b>12</b>
<b>Our Contacts</b> .....	<b>13</b>

## About US

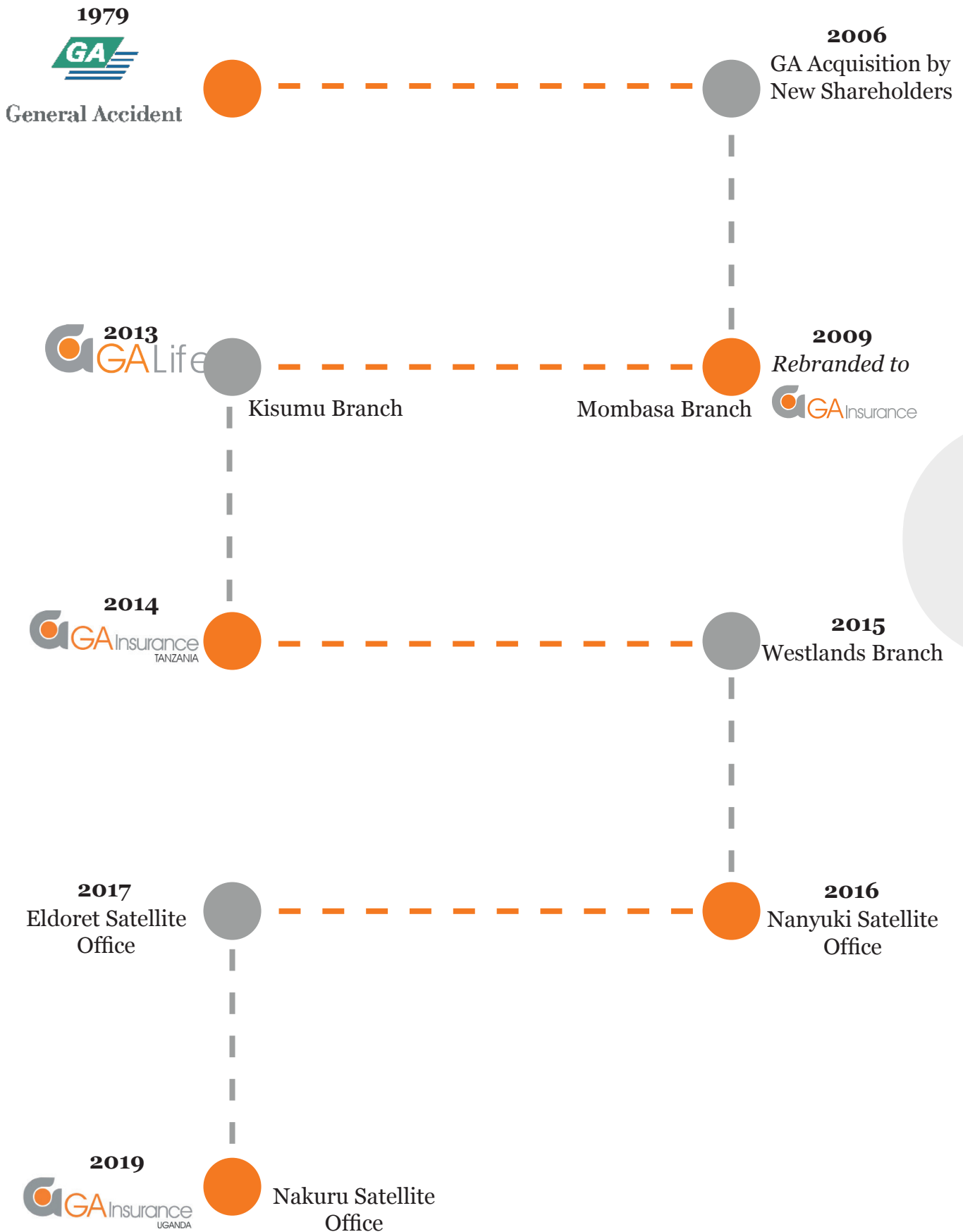
GA Insurance Uganda Limited is the latest addition to the GA Insurance Limited Group. GA Insurance is a very well known East African brand with Head Offices in Nairobi Kenya. The fastest growing and most profitable of the top insurers in the competitive Kenyan Market. The Kenyan entity wrote a gross written premium of US\$ 78 Million in the year 2020.

GA Uganda has just celebrated one year of its operations in the country. The company came to be after the full acquisition of Nova Insurance Company Limited in October 2019. Formal launch of the company was held in Kampala in March 2020, the occasion was presided over by the CEO IRA and graced by our clients, brokers, agents, and directors. Since then the company has achieved a steady growth in many ways. The company achieved a commendable first year growth of 86% in 2020, the first full year of operations, over the year 2019. Another progress has been the on-boarding of outsourced service providers to drive our desired customer experience. We have recruited a number of key senior insurance professionals well known for efficient services and fast turn around times. In March 2020 the company head offices relocated to Lourdel Towers, Nakasero.

Our product offering deepened in August 2020 after the launch of the medical business. Our medical product has a wide scope of cover supported by a wide network of service providers across the country.

Having achieved a premium of UGX 4.2 Billion we have now set a target of UGX 10 Billion for the year 2021. GA Uganda is here to stay: supporting industry growth, contributing to innovation, participating in the economic expansion and helping in insurance penetration. The brand has been received very well and appreciate support from all the partners to date.

# Our Journey



# Our Strength

**Our CSR**

**Strength**

Competency  
Our Alignment  
Openness  
Technology  
Our East African Reach  
Effective use of Technology  
Our Commitment  
Teamwork  
Our Heritage  
Our Culture  
Our Staff  
Corporate Governance  
Know Your Customer  
Procedures  
Customer Centric  
Relationships  
Efficiency  
Our Leadership  
Our Diversity  
Organised  
Policies  
Compassion about our customers  
Our Reinsurance Partners

“ Integrity is the human quality most necessary to business success. ”

*Vijay Srivastava – Group Chief Executive Officer*



# Our Customer Service Charter

## EXCEPTIONAL AND PROFESSIONAL SERVICE STANDARDS

- ✓ Our offices will be open 8:30 – 5.15pm Monday to Friday
- ✓ We will provide prompt, and efficient customer service and at all times remain professional
- ✓ We will provide you with accurate and consistent information
- ✓ We will be realistic about what we can do and in what time frames

## PROVIDE TIMELY RESPONSES

- ✓ We will respond to Phone Calls Immediately and within 24 hours in case of further engagement
- ✓ We will attend to Quote requests within 24 hours
- ✓ We will respond to Website & Social media queries within 5 minutes
- ✓ We will attend to Walk in clients within 10 minutes.
- ✓ We will respond to Email queries within 24 hours



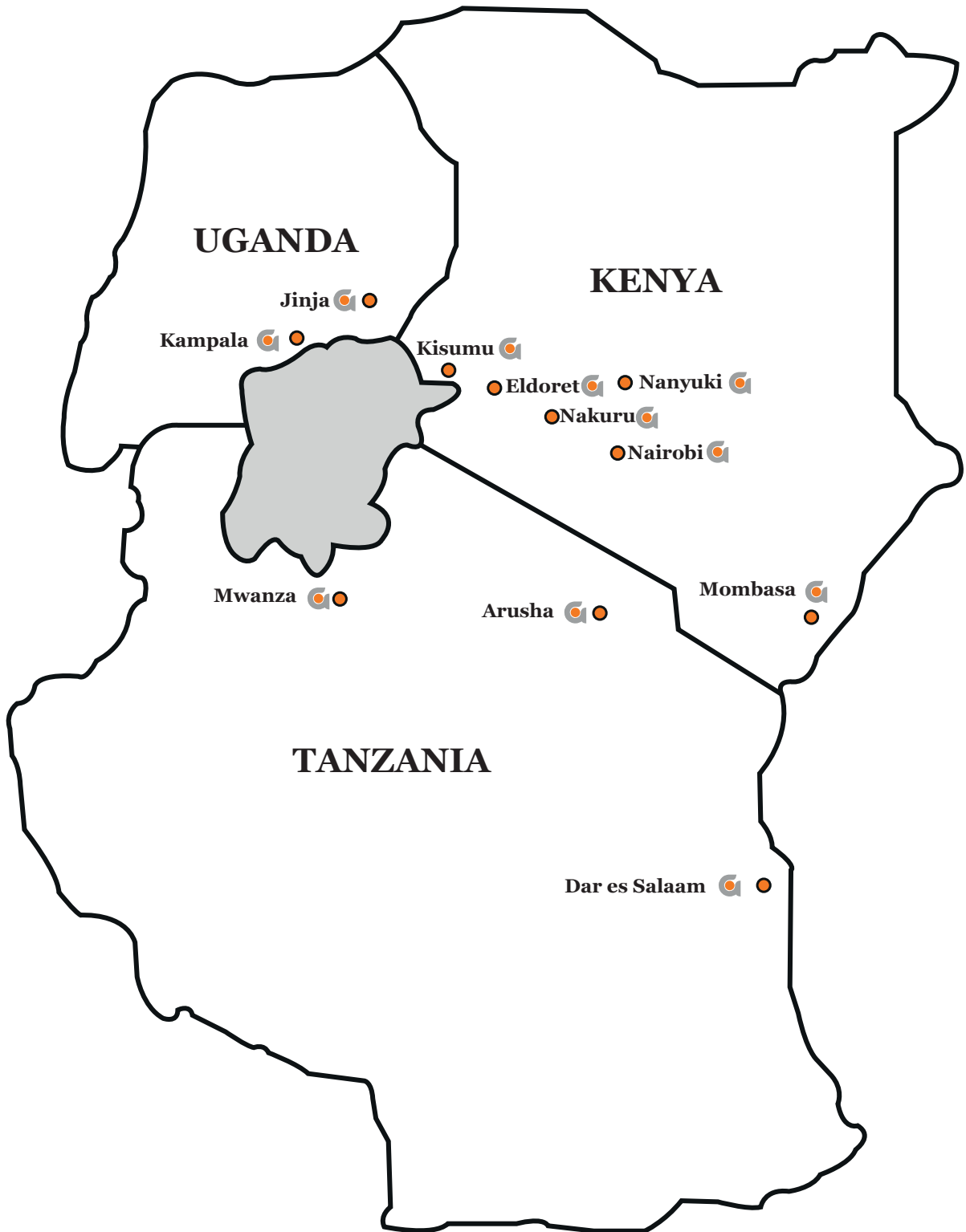
## EXCELLENT INTERACTION WITH OUR CLIENTS

- ✓ We will see clients/visitors within 10 minutes of your arrival or tell you if it is going to take longer
- ✓ We will write to you in clear, concise language that is easily understood
- ✓ We will respond to all emails within 24hrs or inform you if it is going to take longer
- ✓ We will provide a 24-hour/7 days a week telephone service for health insurance
- ✓ We will answer telephones within three (3) rings.
- ✓ We will listen to you and discuss your requirements fully

## COLLECT FEEDBACK FOR CONTINUOUS IMPROVEMENT

- ✓ We will regularly consult customers to find out how satisfied they are with the level of service we provide and how we can improve
- ✓ If you want to make a complaint about something we have done, or failed to do, please let us know straight away
- ✓ If we are doing something wrong, please tell us. This will give us a chance to put things right

# Footprints



KENYA



TANZANIA



UGANDA

# Board of Directors



Sachit S Shah  
Chairman



Joseph M Kyungu  
Director



Vijay Srivastava  
Director



Ms Fiona N Magona  
Director



Suleiman Kiggundu, Jr  
Director



Francis M Kamau  
Chief Executive Officer

“Successful people do what unsuccessful people are not willing to do. Don't wish it were easier; wish you were better.”

*Jim Rohn*





*We care for your health*

# Senior Management



**Francis M Kamau**  
Chief Executive Officer



**Ambrose Kibuuka**  
General Manager



**Gordon M Asimwe**  
Marketing Manager



**Prossy Naggujja**  
Chief Accountant



**Winnie Kacubya**  
Medical Manager



**Jennifer Acuku**  
Underwriting Manager



**Elizabeth Wanyana**  
Claims Manager



# Our Products Portfolio

## Fire

- Fire and Perils
- Industrial All Risk
- Business Interruption (Fire & Perils)
- Office Combined
- Stock Floater
- Business Combined
- Domestic Package
- Assets All Risks



## Bonds

- Advance Payment
- Performance
- Guarantee Bonds
- Customs Bonds
- Tender
- Regional Customs Transit Guarantee
- Security Undertaking
- Immigration Bonds

## Engineering

- Machinery Breakdown
- Loss Of Profits
- Boiler & Pressure Vessel
- Contractors All Risk
- Erections All Risk
- Delay in Start-up
- Electronics Equipment Insurance
- Contractors Plant And Machinery
- Deterioration Of Stock



## Liability

- Carriers and Bailee Liability
- Employers Liability
- Directors & Officers Liability
- Products Liability
- Professional Indemnity
- Public Liability
- Workmens Injury Benefit Act
- WIBA Enhanced Policy
- Legal Contractual Liability

## Motor

- Motor Private Car
- Motor Commercial Vehicle
- Motor Trade
- Private Hire Vehicle
- Motor Cycle
- GA Lady Auto
- Motor General Cartage
- Online Contracted Taxis
- Motor Cycle PSV
- Tuk Tuk PSV



## Accident

- All Risk
- Travel
- Bankers Blanket
- Burglary
- Credit Cards
- Pet Insurance
- Fidelity Guarantee
- Money
- Pedal Cycle
- Personal Accident (Group & Individual)
- Plate Glass
- Goods in Transit
- Golfers/Sportsman Policy

## Medical

- Traumacare
- Hadhi Health Plan
- Family Plan
- SME Premier Plan
- SME Economy Plan



## Marine

- Sea Cargo Bulk
- Sea Cargo - Non Bulk
- Open Cover/ Certificate
- Marine Hull
- Marine Cargo
- Yacht and Boats

## Aviation

- Aviation
- Air-Cargo



## Terrorism

- Terrorism & Political Risks

## Related Companies



# Our Clients



重庆对外建设(集团)有限公司  
Chongqing International Construction Corporation (CICO)

Chongqing International Construction Corporation



Lea Associates PVT



Delta Petroleum Limited



Fine Spinners



Rock Terra Limited



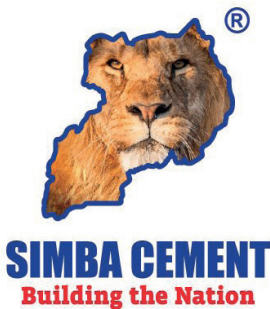
Bushenyi Sugar Limited



Uganda Crop Care Limited



Hands Uganda Limited



Blackwoodhodge Limited



Watu Credit Limited



# Our Contacts



GA Insurance Uganda Ltd,  
5th Floor, Lourdel Towers, Plot 1,  
Lourdel Road, Nakasero,  
P.O. Box 24876, Kampala  
Tel: +256 756 290 043 /  
+256 414 232 995  
info@gauganda.com

## JINJA

Plot 18A, Clive Road,  
P.O. Box 8, Jinja, Uganda  
Tel: +256 784 351 926/  
+256751 434 506  
zhida@gauganda.com



GA Insurance Tanzania Ltd,  
704, 7th Floor, IT Plaza,  
Ohio Street/Garden Avenue,  
P.O. Box 75908, Dar es Salaam  
Tel: +255 22 2110311/2

## ARUSHA

Old Moshi Road, 7th Floor,  
NSSF Complex (Mafao House),  
P.O. Box 957, Arusha, Tanzania  
Tel: +255 27 2520140/1  
info@gatanzania.co.tz

## MWANZA

1st Floor, Kishimba House,  
Lumumba Road, Majukano Street,  
Mwanza, Tanzania  
Tel: +255686 775 068  
info@gatanzania.co.tz



4th Floor, GA Insurance House,  
Ralph Bunche Road,  
P.O. Box 42166 - 00100, Nairobi  
Tel: 0709 626 000



GA Life Assurance Ltd,  
GA Insurance House,  
Ralph Bunche Road,  
P.O. Box 42166 - 00100, Nairobi  
Tel: 0709 626 000  
life@gakenya.com