



Insurance Regulatory Authority of Uganda

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IRA/CIR/05/17/335

June 1, 2017

TO ALL LICENCEES

Dear Sir/Madam

THE INSURANCE COMPLAINTS BUREAU GUIDELINES 2017

1. We make reference to our circular Ref; IRA/CIR/01/17/210 dated 16th January, 2017 which notified you of the coming into force of the Insurance Complaints Bureau Guidelines 2017 and also required your full observance of the same. (copy attached with Guidelines)
2. We have noted with concern, the failure of some players to adhere to these guidelines most especially:
 - a) Clause 26 (1) (b) which requires full observance of the Complaints Bureau timelines and directives by licensees;
 - b) Clause 26 (2) which dictates all licensees to file reports with the Complaints Bureau on the status and progression of every complaint registered against them by the last day of every month;
 - c) Clause 26 (3) which requires that the Authority be availed contact details of a person designated to run the licensee's complaints desk.
 - d) Clause 29 (2) which necessitates that a request for an adjournment be made in writing to the Authority and shall be received no later than 74 hours before the date and time of the hearing in order to give us sufficient time to notify all the pertinent parties.
3. You are therefore required to fully comply to all the provisions of the Guidelines henceforth. We also require you to submit the monthly Report accordingly as failure to do so may attract a fine under Section 97 (4) or (5) of the Insurance Act 2000.
4. We trust you find the above in order.

Yours faithfully

INSURANCE REGULATORY AUTHORITY OF UGANDA


Rachael Kabala

FOR: CHIEF EXECUTIVE OFFICER

RK/nj