



# NATIONAL INSURANCE COMMISSION

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Circular to all Insurance Institutions

## CIRCULAR TO INSURANCE INSTITUTIONS ON FAIR TRADE PRACTICE AND FAIR TREATMENT OF CUSTOMERS

As part of the roles of the Commission to establish standards for the conduct of Insurance business in Nigeria and in furtherance of the Government's drive towards operational transparency and enhance ease of doing business in Nigeria, it has become imperative to issue this Circular for compliance by all Insurance Institutions in Nigeria.

2. **DELIVERY OF POLICY DOCUMENT:** Insurance Institutions are reminded that the timeline required in delivery of insurance Policy document which is an evidence of insurance contract shall be in accordance with provisions of Insurance Act 2003.
  - a. In line with the above, insurance institutions are required to adequately document evidence of the delivery of the insurance policy document to the insured.
  - b. Insurance institutions shall obtain an appended signature of the insured or his representative evidencing his/her concurrence with the content of the Policy document.
3. **CLAIMS:** In line with the express provisions of the Insurance Act 2003 in connection with time to settle claims, insurance institutions are hereby reminded of their responsibilities and obligation to settle claims promptly.
  - a. Further to the above, institutions are required to acknowledge all reported claims not later than 48 hours from the date of notification.
  - b. Insurance institutions' websites are required to be regularly updated ( but not later than every three [3] months) with the following minimum information to the insuring public;
    - i. The average timeline to settle claims (for various classes of insurance)
    - ii. Business location and contact number of all its branches
    - iii. The complaint procedure

4. **Effective Date** – Institutions are required to ensure immediate compliance with this Circular.

Agboola T. Pius

Director, Policy & Regulation

**For: Commissioner for Insurance**