



# **NATIONAL INSURANCE COMMISSION Service Charter**

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## **FOREWORD**

The National Insurance Commission has the primary mandate to regulate and supervise the Insurance Institutions in Nigeria, facilitate development of the Insurance Industry and advise government on insurance matters.

This document contains information on our organization, the services we provide to identified stakeholders as well as the standard delivery time within which we promise to meet their needs. It is our service level agreement with insurance institutions and other stakeholders.

The Commission is very conscious of the need to provide seamless services to its stakeholders in the spirit of enhancing the ease of doing business in the country.

As the Chief Executive, I hereby affirm my commitment to ensuring the promises implicit in this document are not only kept but also improved upon overtime.

**Mohammed Kari**

**Commissioner For Insurance**

## INTRODUCTION

1. This document provides information about the Commission, the general and specific standards that govern the services it provides to insurance institutions, location where services are provided and procedures for making complaints over service failures. It serves as the Commission's promise of service delivery to insurance institutions and has been issued in compliance with the Executive Order of the Federal Government.
2. Most of the requirements to be met by insurance institutions seeking service from the Commission as specified in prudential and market conduct guidelines issued by the commission. Therefore, this document should be read in conjunction with relevant provisions which are appropriately referenced thereto.
3. It is important note that because of the dynamic nature of certain factors governing the services provided and the terms under which they are provided and the need to continuously improve the quality and timeliness of our services, certain elements of this document will change from time to time. Such changes will be reflected in our website before the reproduction of hard copies. Furthermore, as some services require involvement of other regulators and independent third parties, service delivery times include estimates of the time it would take to request and receive response from them. We will take steps to avoid undue delays.

## MANDATE OF THE COMMISSION

4. The mandate of the Commission as specified in the enabling law (NAICOM Act 1997) is to discharge the following functions:
  - a. To establish standards for the conduct of insurance business in Nigeria;
  - b. To approve rates of insurance premiums to be paid in respect of all classes of insurance business;
  - c. Ensure adequate protection of strategic Government assets and other properties;
  - d. Regulate transactions between insurers and reinsurers in Nigeria and those outside Nigeria;
  - e. Act as adviser to the Federal Government on all insurance related matters;
  - f. Approves standards, conditions and warranties applicable to all classes of insurance business;
  - g. Protect insurance policyholders, beneficiaries and third parties to insurance contracts;
  - h. Publish for sale and distribution to the public, annual reports and statistics of the insurance industry;
  - i. Liaise with and advise Federal Ministries, Extra Ministerial Departments, statutory bodies and other Government Agencies on all matters relating to insurance contained in any technical agreements to which Nigeria is a signatory;
  - j. Contribute to the educational programmes of the Chartered Insurance Institute of Nigeria and West African Insurance Institute; and
  - k. Carry out other such activities connected or incidental to its other functions under the Act.

## MISSION STATEMENT, VALUES, VISION AND GOALS

5. **Our Mission** is to adopt best practices for effective Administration, Regulation and Supervision of the Nigerian Insurance Industry in order to protect policyholders and other beneficiaries of insurance contracts and facilitate adequate protection of strategic Government asset by providing relevant advice to the Federal Government on all insurance

related matters.

6. We subscribe to the **values** of proportionality, integrity, consistency and effectiveness in the pursuit of **our vision** to maintain a safe and sound Insurance Industry, competing globally and contributing optimally to the economic growth and development of Nigeria. In this regard, our efforts are guided by the following **goals**:
  - a. safety and soundness of Insurance Institutions
  - b. stability of insurance sector
  - c. protection of policyholders and third parties covered by insurance contracts
  - d. optimal development of the Nigerian insurance market
  - e. public trust and confidence in the insurance system
  - f. effectiveness in use of resources and
  - g. compliance with relevant laws

## **STRUCTURE OF COMMISSION**

7. The governance oversight of the Commission is provided by Federal Ministry of Finance and the Governing Board. The Chief Executive officer is the Commissioner for Insurance who is supported by two deputies, Deputy Commissioner Technical and Deputy Commissioner Finance and Administration.
8. The internal and external services of the Commission are provided by the following Directorates/ Units within the scope indicated:
  - a. **Policy and Regulation**: Issuance of Insurance business Licences, approvals of Chief Executive Officers of Insurance Institutions, business combination, new insurance products, new branch offices and monitoring of compliance with local content requirements as it relates to Insurance Contract in the Oil & Gas and Aviation sectors. Furthermore, it oversees market conducts and security analysis of Insurance and Reinsurance Companies and provides support for Ministries, Department and Agencies of Government on the insurance of Government assets
  - b. **Inspectorate Directorate**: Conducts on-site inspection of Insurance Institutions as mandated under Section 31(1) of NAICOM Act of 1997, relevant Anti Money Laundry Laws and regulations and any other enabling laws.

**Also** Undertakes off-site" monitoring of all Insurance Institutions incorporating, among others, financial analysis, solvency assessment, appraisal of investments covering policyholders' funds, assessment of financial Stability and viability. It also appraises the audited annual financial statements and periodic returns of Insurance Companies and Brokers.
  - c. **Finance and Accounts Directorate**: Keeps the accounting records of the Commission, prepares and manages its budget, receives money and makes payment on its behalf. It also prepares the annual financial statements of the Commission.
  - d. **Research, Statistics and Strategy Directorate**: Collates and maintain data on the industry, undertakes research activities to support the mission of the Commission, coordinates corporate strategic planning and monitors implementation of strategic priorities.

- e. **Administration and Human Resources Directorate:** Is responsible for human resources management and provision of administrative services.
- f. **Commissioner For Insurance Directorate:** is responsible for the following Directorates/Units:
  - a. **Information Technology Unit:** Is responsible for Services and Infrastructure.
  - b. **Corporate Affairs:** Serves as the mouth-piece and image merchant of the Commission. Handles publicity and communication, media relations, stakeholders' engagements and brand management, protocols and advert approvals of insurance entities.
  - c. **SERVICOM Unit:** Monitors, ensures quality service delivery, efficiency, Transparency within the Commission.
  - d. **Procurement Unit:** Responsible for the processing of all Procurement of goods, works and services in the Commission.
  - e. **Market Development Unit:** Coordinates all market development activities of the Commission across the country.
  - g. **Corporate Governance, Enforcement & Compliance Directorate:** Management of regulatory intervention, and deal with issues of enforcement and compliance with laws/regulations and process penalties for violations.
  - h. **Legal & Liquidation Directorate:** Coordinates receivership, liquidation of Canceled Companies. Provides legal opinions, vetting and drafting of contracts, sealing of official documents, monitoring of suits in courts.
  - i. **Audit Unit:** Auditing of financial transactions and records and ensuring compliance with financial rules and regulations and Internal Control System.
  - j. **Commission & Board Secretariat:** Provides secretariat services to the Board.
  - k. **Complaint Bureau Unit:** Receives and resolves all complaints against insurance companies over non-payment of insurance claims.

## **KEY STAKEHOLDERS**

The Commission liaise with the following Financial Regulatory Authorities:

1. Central Bank of Nigeria (CBN)
2. Securities and Exchange Commission(SEC)
3. Nigeria Deposit Insurance Corporation(NDIC)
4. Pension Commission of Nigeria(PENCOM) and
5. Corporate Affairs Commission (CAC)
6. Nigeria Insurers Association (NIA)
7. Nigerian Council for Registered Insurance Brokers
8. Loss Adjusters and
9. Insurance Agents for regulatory clearance for appointees in Financial Institutions.

## **SERVICE OUTLETS**

9. We provide services at our Head Office, located at Plot 1239 Ladoke Akintola Boulevard Garki II, Abuja, the Federal Capital Territory, our Lagos Control Office and Offices located at Kano, Enugu, Ilorin and Port Harcourt. (See Page 6 for location).

## **GENERAL SERVICE STANDARDS**

10. In order to provide satisfactory service, corporately, we will
  - a. Ensure our offices are opened from 8:00 am to 4:00 pm from Monday to Friday and make special arrangement to cater to your needs when they making service outside normal opening hours necessary.
  - b. Promptly answer all telephone calls not later than third ( 3<sup>rd</sup>) ring).
  - c. Acknowledge the receipt of all qualifying mails within two (2) working days.
  - d. Generally, response to inquiries, queries and complaints within reasonable time according to their nature subject to the following:
    - i. Straightforward cases requiring information that should be readily available in our records, within two( 2) working days.
    - ii. Queries/ Complaints requiring investigations, within ten (10) working days.
  - e. Give updates on the progress being made in resolution of your query or complaint when it is not possible to finalize a response within the period specified above and give the reason for same.
  - f. Provide sufficient information in our website (including a robust FAQ section) to minimize the need for oral and or written inquiries and ensure it is accessible at all times.
  - g. Treat all information obtained from you with appropriate level of confidentiality.
  - h. Recognize the prescriptions of all relevant laws and government policy in dealing with you.
11. Our staff will conduct themselves maturely and decently during each interaction with you. They will identify themselves by giving their names and position in the Commission, patiently listen to you and deal with your needs in very courteous, considerate and helpful manner. Furthermore, they will keep service promises they make and apologize for any error or mistake made in the course of dealing with you.
12. We will continue to improve our operational processes to enhance quality and timeliness of our service. In this regard, we will carefully consider all ideas and suggestions received from you on service improvement and benchmark our service quality and timelines to best practices. We will also collaborate with all relevant parties (including Government Agencies)

to ensure our interfaces and cross-agency issues do not constitute a barrier to public enjoyment of services in the processes we are involved in.

### **SPECIFIC SERVICE DELIVERY REQUIREMENTS & TIMELINES**

13. Our requirements for the services we provide and the maximum timelines we promise are stated in the next page. The delivery times are subject to meeting the requirements specified for each service item. When, for some reason, a query is raised or additional information is solicited from you, the delivery time will start to count from when the response is received.

### **GENERAL EXPECTATIONS FROM CUSTOMERS**

14. We expect you to comply with relevant requirements as provided for in the schedule of specific standards as attached in Appendix "A". In particular, we advise that you check information you provide as part of your application for completeness, consistency and accuracy in order to avoid delays attributable to queries over your submission. We also expect that you will reciprocate our staff's good conduct by treating them with courtesy and respect as well as take time to give us feedback on the quality and timeliness of service you receive and improvements you expect.

### **COMPLAINTS AND FEEDBACK**

15. All cases of unsatisfactory service, whether in terms of employee conduct or failure to meet the delivery times promised in this document, should be reported by surface mail or email to the SERVICOM Nodal Officer, National Insurance Commission, Plot 1239 Ladoke Akintola Boulevard, Garki II, Abuja, P.M.B. 457 Garki, Abuja or [servicom@naicom.gov.ng](mailto:servicom@naicom.gov.ng)
16. Feedback on general and specific elements of your interaction with the Commission is very important and should not be delayed in the interest of continuous improvement. To this end, we encourage you to call, write or physically visit any of the offices outlined below, complete our service assessment questionnaire and drop it in the SERVICOM feedback box at the reception, or visit our web site at [www.naicom.gov.ng](http://www.naicom.gov.ng) Your email should be addressed to: [servicom@naicom.gov.ng](mailto:servicom@naicom.gov.ng)

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NAICOM Nodal officer - 08034501795  
e-mail: [www.naicom.gov.ng](http://www.naicom.gov.ng)

### **SERVICE LOCATIONS**

17. Our services can be accessed from the following locations
  - a. **Headquarters:** Plot 1239 Ladoke Akintola Boulevard, Garki II, Abuja; P.M.B. 457 Garki, Abuja. Websites: [www.naicom.gov.ng](http://www.naicom.gov.ng)
  - b. **Lagos Control Office:** Alagbon, Ikoyi, PMB 80144, Victoria Island, Lagos
  - c. **Enugu Office:** No. 5B Ahanonu Street, Independent Layout. Enugu, Enugu State.
  - d. **Kano Office:** No. 162 Farm Centre Road, Opposite Marhaba Cinema, Kano, Kano State.
  - e. **Ilorin Office:** Federal Mortgage Bank House, Asa Dam Road, Ilorin
  - f. **Port Harcourt Office:** No 77B Evo Road, GRA, Port Harcourt, Rivers State



18. **REVIEW OF THE CHARTER**

The Commission intends to review the Service Charter as need arises, usually after we take stakeholders' view into account

## APPENDIX "A"

S/N	SERVICE	REQUIREMENTS		DELIVERY TIMELINES (Days)	SERVICING UNIT
		Preconditions	Fees		
<b>A. Issuance of Licenses &amp; Related Approvals</b>					
1	issuance of microinsurance License	TBA	TBA	94	Policy & Regulation
2	issuance of Takaful License	TBA	TBA	253	
3	Issuance of Broking Licences	See Mkt. Conduct & Bus Practice Guideline	2,800,000	71	
	Issuance of Loss Adjuster's Licences		400,000	71	
4	Renewal of broking license		100,000	12	
5	Issuance of insurance agency Licence		1,000	10	
6	Renewal of insurance agency Licence	1,000	10		
7	Approval of Banc assurance relationships	Service Level Agreement between Banks & Insurer	N/A	28	
8	Approval of Micro-insurance window operations	See Micro Insurance Guidelines on (Pgs 49)	N/A	60	
9	Approval of change of ownership	See Mkt. Conduct & Bus Practice Guideline	25,000	60	
10	Change of name		100,000	28	
<b>B. Corporate Governance</b>					
1	Approval of CEO's and Directors	See Mkt. Conduct & Bus Practice Guideline	100,000	21	Policy & Regulation
2	Approval of Departments and Branch		25,000	7	
3	Approval of Auditors	Prudential/Mkt Conduct Guideline	No Fee	21	
4	Approval of Statutory Actuary		No Fee	14	
5	Approval of Annual Accounts	See Mkt. Conduct & Bus Practice Guideline	1,000,000	8	Inspectorate
<b>C. Reinsurance</b>					
1	Grant of approval in principles for off-shore risk placement	Prudential Guidelines for Insurers & Reinsurers (Pgs. 17-26)	Free	13	Policy & Regulation
2	Issuance of certificate for offshore placement	Payment of insurance levy	Free		
3	Issuance of letter of no objection on off-shore placement	None	Free	13	
4	Issuance of letter of attestation	None	Free	13	
5	Response to Bank request for confirmation of letters of Attestation	None	Free	10	
<b>D. Marketing</b>					
1	Approval of new branches for all insurance institutions	Mkt. Conduct & Bus. Practice Guideline (Pgs 38 & 39)	Free	7	Policy & Regulation
2	Approval for new Product	Undergoing review	Free	16	
3	Advert Approval	Application for approval, Sample of advert & APON Approval	50,000	6	
4	Issuance of certified true Copy of documents	a)Copies of documents b) payment of fees per batch of 10	20,000	3	Lagos control Office
<b>E. Other Supervisory Actions</b>					
1	Resolution of consumer complaints and	Complaint with relevant supporting documents	Free	77	Complaints Bureau
2	Resolution of other complaints against insurance institution		Free	77	
3	Issuance of preliminary on-site inspection report	None	Free	30	Inspectorate
4	Issuance of final on-site inspection report	None	Free	90	
5	Response to Appeals over Regulatory Decisions	Submission of letter of appeal	Free	14	Enforcement & compliance
6	Issuance of Levy Assessment Debit note	Submission of Annual Statutory Returns	Free	2	Inspectorate
7	Issuance of receipt for payments.	None	Free	1	Finance
8	Publication of updated list of licences brokers on website	None	Free	Weekly	Corporate Affairs
9	Publication of updated list of approved accounts on website	None	Free	Daily	Corporate Affairs

