



FIDELITY INSURANCE CENTRE

CORPORATE COMPANY PROFILE



www.fidelityshield.com

Insurance You Can Trust

General: +254 709 988 000 | Medical: +254 709 988 800

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WELCOME TO FIDELITY INSURANCE

Since our establishment in 1940, we have been driven by a steadfast commitment to protecting our clients, creating long-term value for our stakeholders, and contributing to the growth and resilience of the clientele we serve. Over the decades, we have built a reputation founded on integrity, professionalism, financial strength, and exceptional customer service. At Fidelity Shield, we believe that insurance is more than just protection it is a promise of security, trust, and peace of mind.

In an increasingly dynamic and evolving business environment, we continue to embrace innovation, strengthen our operation, and develop insurance solutions that respond to the changing needs of individuals, businesses, and institutions. Our success is anchored on the trust our clients place in us, the dedication of our employees, and the enduring partnerships we have cultivated with our intermediaries, regulators, clientele and partners.

This Company Profile provides an insight into who we are, our heritage, our capabilities, and our commitment to delivering reliable insurance solutions that inspire confidence and provide peace of mind. It reflects our vision of being a trusted insurance partner that consistently delivers value while upholding the highest standards of professionalism and service excellence.



Our Vision



Safeguarding
livelihoods.



Our Mission



Sustainably providing financial
security and growth to our
stakeholders.



The Soul of Fidelity



We shield you from uncertainty;
We remove complexity and
jargon from insurance; We give
you freedom to grow.

Value Statement

We are E.P.I.C

E

01 Efficient

We deploy and use resources in the most optimal manner. We adopt efficient processes and train our people to consider efficiency in day-to-day transactions as well as in long term planning.

P

02 Professional

We foster a culture that upholds high standards of service, delivered with reliability, integrity, respect and consistency. We also ensure that the structure and processes in place facilitate the practice of good governance, P E accountability and transparency in all dealings with stakeholder. We comply with the laws and regulations of the country.

I

03 Innovative

We continually review and update our operating processes, products and services to ensure they sustainably deliver quality that exceeds customer expectations. We align processes, products, services and relationships in response to the needs of our clients.

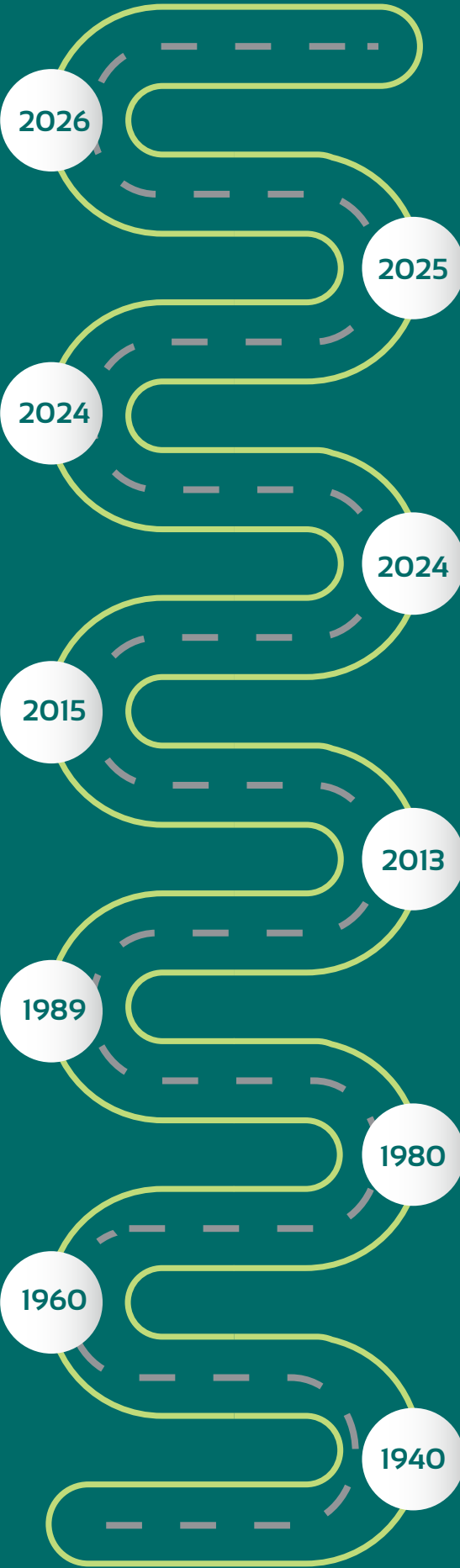
C

04 Collaborative

We ensure a conducive working environment that will attract, motivate and retain high calibre staff that commit to give customers a delightful experience. Teamwork within the company and with our external partners is not just important, it is vital to us.

Our Journey

Fidelity Shield Insurance Company Limited was recognized for Excellence in Claims & Customer Renewal, reinforcing its position as a leading general insurance provider offering a wide range of solutions to individuals, corporates, SMEs, and government institutions



Fidelity Shield Insurance Company Limited is a leading general Insurance provider offering a wide range of products to cater for individuals, private corporate companies, small and medium enterprises, government organisations and many more.

Started Medical Business

ISO Re-Certification ISO 9001: 2015

ISO Certified ISO 9001:2015

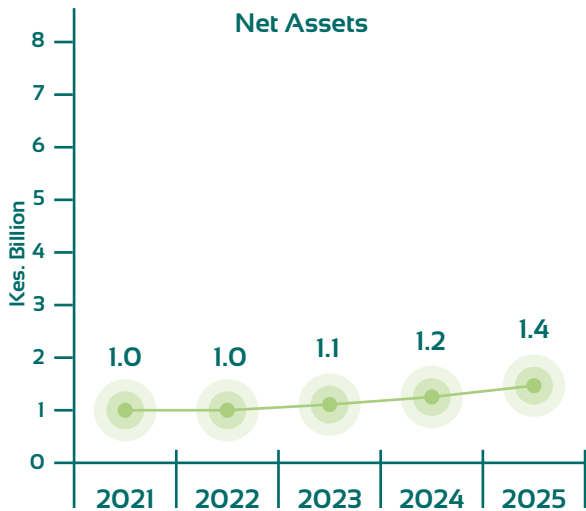
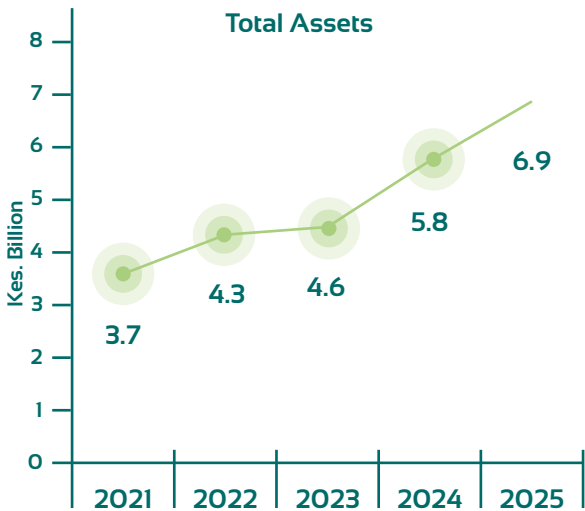
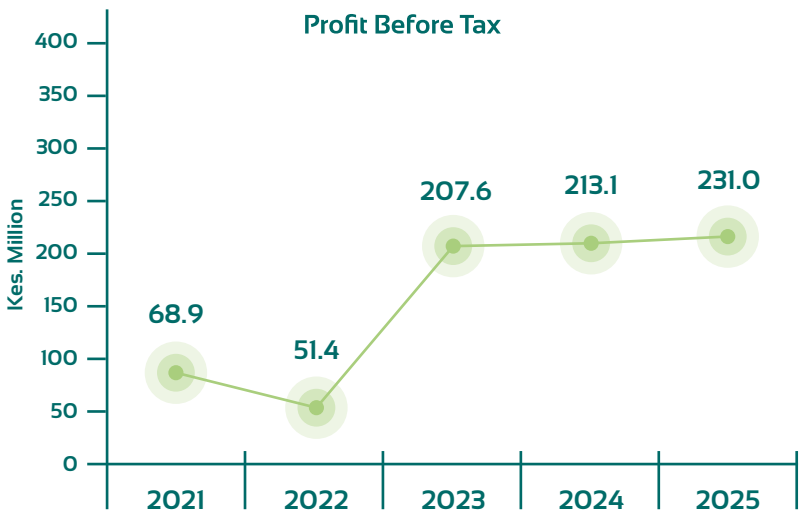
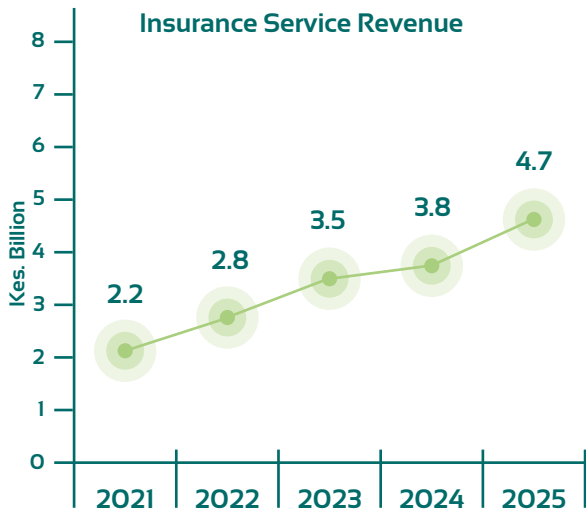
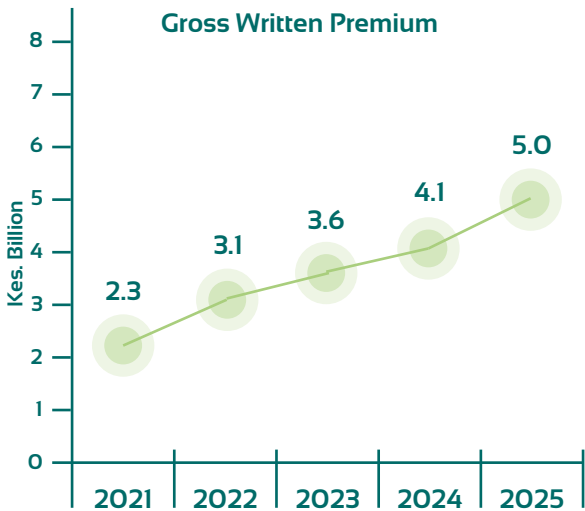
General business of Shield of Kenya was amalgamated with the life insurance portfolio of Fidelity Insurance Company Limited and the name for new composite Company became Fidelity Shield Insurance

Incorporated as company with the name Shield of Kenya Insurance Company Limited.

Moved Head Office to Nairobi with Mombasa continuing as a Branch

Started business in Mombasa as a Branch of the South British Insurance incorporated in New Zealand in 1872.

Annual Report & Financial Statement



Fidelity Insurance
Accolades & Awards



Fidelity Insurance
Accolades & Awards



Fidelity Insurance

Accolades & Awards



Our Brand Mantra

**Service
is our
DNA**

It's that magic touch that leaves you with a pleasant feeling every time you deal with us. And we are here that, not by just saying it, but by living it everyday.

**Transparency
is our
DNA**

Being transparent is not just a business requirement for us, it's the only way we do business. We are forthright and open to your needs. So, when we say we are open for business, we really mean it.

**Happiness
is our
DNA**

Nothing brings us more joy than a smile. Everyday we go to great lengths to provide you with a delightful experience that will leave a smile on your face. And when you smile, we smile too.



Our Board of Directors



Nicholas Kamere
Chairman



Abdulali A. Kurji
Director



Gladys Akinyi
Director



Dr. Joseph Koskey
Director



Kevin K. Kangogo
Director



Sameer. N Merali
Director



Lawrence Kibet
Director



Richard Marisin
Managing Director

Our Management Team



Richard Marisin
Managing Director



Roy Ngetich
*Marketing & Business
Development Manager*



Sammy K. Wanjiku
Manager Claims



Patrick Mukunzi
*Manager, Underwriting
& Reinsurance*



John M. Nyagah
Finance Manager



Isaac Wekesa
ICT Manager



David Gitau
*Business Development
Manager - Retail*



John Nyagaka
*Business Development
Manager - Medical*



Betty Isoe
Legal Manager

Our Branch Managers



Nhaaman Shariff
Coast



Terry Amina
Nakuru



Alexander Andayi
Eldoret



Steven Kiano
Thika



Sammy ChirChir
Kisumu



Rosemary Foro
Nairobi CBD



Edward Muthamia
Meru

Our Products & Services

01

CORPORATE SOLUTIONS

- Fire
- Consequential Loss
- Machinery Breakdown
- Burglary
- All risks
- Money
- Motor Commercial
- Marine
- Goods in transit
- Political Violence, Sabotage & Terrorism

02

PERSONAL INSURANCES

- Motor Private
- Domestic Package
- Safari Travel Insurance
- Personal Accident

03

CONSTRUCTION/ ENGINEERING INSURANCES

- Erectors All Risks
- Contractors All Risks
- Bid Bonds
- Performance Bonds
- Immigration Bonds

04

CORPORATE LIABILITY INSURANCES

- Public Liability
- Workmen Injury benefits Act (WIBA)
- Employers Liability
- Fidelity Guarantee
- Professional Indemnity
- Director & Officers liability
- Trustee Liability

Fidelity Insurance

Our Products & Services



01. Motor Insurance



02. Property Insurance



03. Marine Insurance



04. Personal Accident Insurance



05. Medical Insurance



06. WIBA Insurance

Fidelity Shield Medical Insurance:

Fidelity Shield Medical Insurance:



At Fidelity Shield Insurance, we believe that healthcare is more than just treatment - it is about prevention, empowerment, and holistic well-being. Our Medical Insurance products are carefully designed to help our customers achieve their health goals while ensuring they have access to the medical care when needed.

Comprehensive Medical Solutions

MY AFYA SHIELD : is a product geared towards providing health solutions to individuals and families.

FIDELITY AFYA SHIELD : which targets starts - ups and companies with a small workforce, looking for health solutions.

CORPORATE INSURANCE : A flexible and generative insurance plan for mid-sized and large corporations, ensuring employees' health needs are fully met.

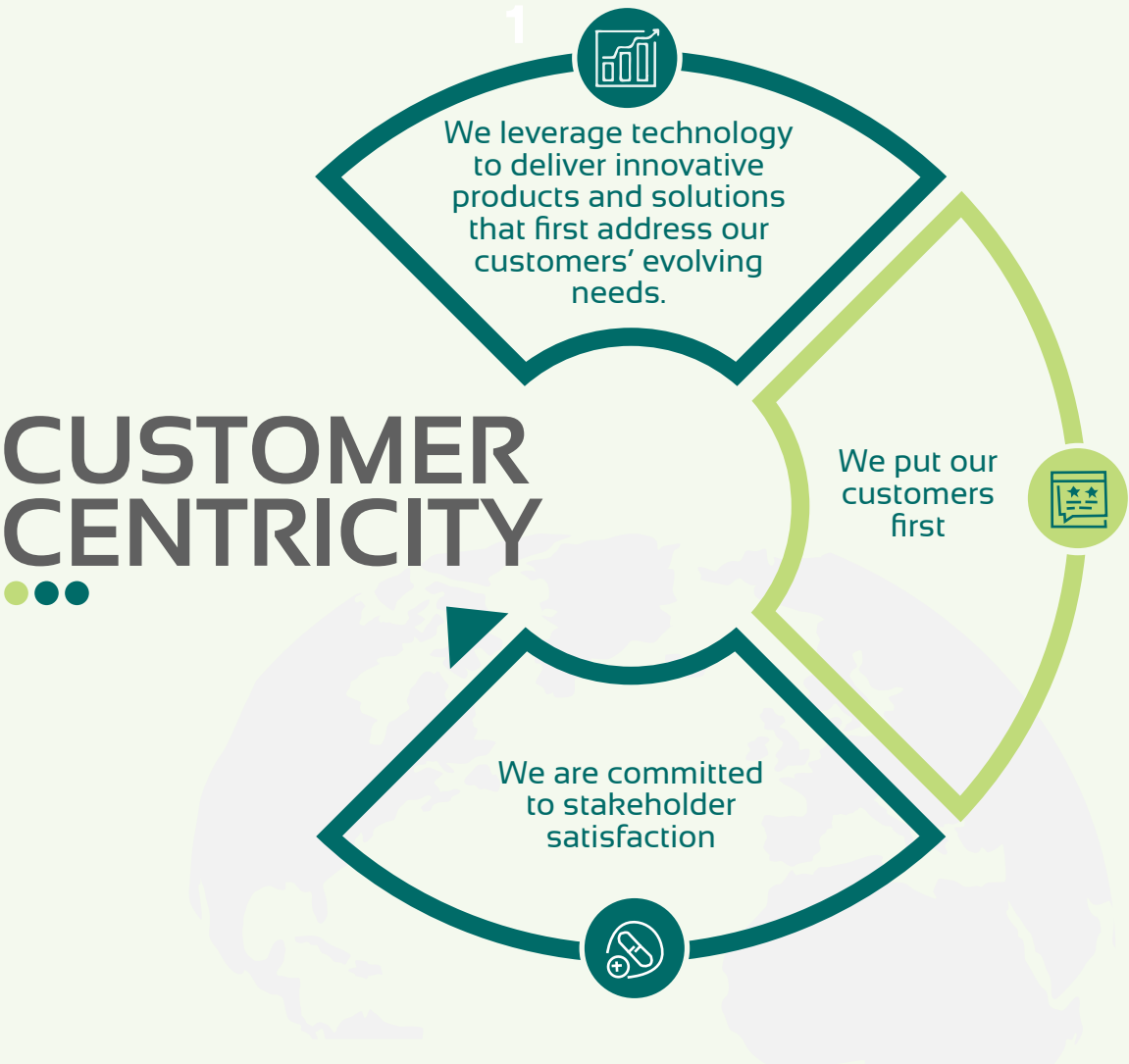
Why Fidelity Medical Insurance

Unlike traditional medical covers that focus only on curative care, Fidelity Shield takes a bold, forward-thinking approach to health. Our medical plans integrate unique preventive and wellness benefits.

- *Preventive Over Curative Care*
- *Holistic Wellness Support*

We understand that good health goes beyond physical care. Our medical plans are designed to handle every health scenario, from routine check-ups and emergency treatments to long-term wellness strategies. We build a bullet-proof health structure designed to empower individuals, businesses, and communities to lead healthier lives.

Our Value Proposition



Customer-Led

Aligning our innovative product and service offerings with the specific needs and preferences of our customers and providing seamless 360- degree customer experience.



Leveraging Technology

Harnessing digital tools and solutions to enhance the customer experience (both internal and external).



Transformed Employee Experience

Transforming the employee experience by creating a work environment where employees are engaged, empowered, and aligned with Fidelity's customer- centric goals.

Environment, Social Responsibility and Governance (ESG)

Policy Statement

Fidelity Shield Insurance Company Limited is cognisant of the impact of climate risks have to populations and the environment that communities are dependent on. Extreme weather events are driving up insured losses that in turn cause a rise in insurance premiums while some of the risks become uninsurable. This is resulting in a widening insurance gap, leaving the customer base even more vulnerable and the resilience of communities compromised at a time when the society needs insurance the most.

In view of this, we are committed to the noble cause of mitigating against climate risks by taking climate action, promoting sustainable insurance, using innovative ideas, adopting green technology, and implementing a sustainable business model. We are committed to supporting people and businesses to live within social boundaries and operate within ecological limits through sound governance practices that promote economic growth that meets the needs of the present without compromising the ability in the future.

Fidelity Insurance's management of the ESG factors and integration of sustainability goals in our core processes is guided by the applicable standards and regulations and is overseen by the Board Committee. Our ESG & Sustainability policy is premised on the following four pillars A2:

The Planet (Environmental goals) | The People (Social goals) | Sustainable Economy | Governance

Our signatory status with the NDSI & ANCA, supported by our climate actions and impactful social initiatives underscore our commitment to achieving these goals. We are keen to align with applicable taxonomies to address material ESG factors and better manage sustainability-related risks and opportunities.

Our long-standing vision of safeguarding livelihoods together with our mission of sustainably providing financial security and growth to our stakeholders are a strong foundation on which we base our organizational culture that drive the achievement of our sustainability goals on good governance, environmental protections, and advancing social welfare for our staff and communities.

Mr. Richard Marisin
The Managing Director



Fidelity Insurance

Our CSR Activities

Activity	Recipient	Comments
Sponsorship for charity walk	Cerebral palsy Society Comments of Kenya.	Proceeds to support persons with cerebral palsy.
Mater Heart run	Mater Misericordiae Hospital	Contributes to heart surgeries for children from underprivileged background
Tree Planting	Kenya Forest Service & Community Forest Association	Environmental conservation initiative to combat deforestation
Women for cancer	Women for cancer early detection and treatment	Supports cancer screening, awareness, and treatment for women
Golf Sponsorship	Various Golf clubs	Promotes sports development, wellness and networking opportunities
Standard Chartered Nairobi Marathon	Standard Chartered Bank	Encourages community fitness and raises funds for charity
Donations and visits to people living with disabilities	Agape Children home Buger Children home Likoni house of Hope Kibos Secondary school for the blind Malaika initiative for people with disability Compassionate hands for people living with disabilities	Provides essential supplies and emotional support to children. Supports community engagement and inclusivity for people with special needs.





Certificate of Registration

This certificate has been awarded to

Fidelity Shield Insurance Co. Ltd

Postal – PO Box – 47435 – 00100, Nairobi, Kenya & Physical – Fidelity Insurance
 Centre, Off Waiyaki Way, Waridi Lane, Kenya

in recognition of the organization's Quality Management System which complies with

ISO 9001:2015

The scope of activities covered by this certificate is defined below

Provision of Non-Life Insurance and Risk Management Services

Certificate Number **67310/A/0001/UK/En**

A certificate number of 0001, confirms the Client has a single site Certified & the site is their Head Office or Main site in relation to the Certified scope with URS. A certificate number of 0002, or greater (e.g. xxxx/0002/UK/En) refers to a client that has more than one site certified with URS, as such, the following statement shall apply - 'The validity of this certificate depends on the validity of the main certificate'

Date of Issue of Certification Cycle	Issue Number	Certificate Expiry Date	Certification Cycle
24 February 2024	8	23 February 2027	4
Revision Date	Revision Number	Original Certificate Issue Date	Scheme Number
23 February 2024	0	24 February 2015	n/a

For detailed explanation for the data fields above, refer to <http://www.urs-holdings.com/logos-and-regulations>

Issued by

Mukesh Singhal - On behalf of the Schemes Manager



If there is any doubt as to the authenticity of this certificate, please do not hesitate to contact the Head Office of the Group on info@urs-certification.com. URS is a member of United Registrar of Systems (Holdings) Ltd, United House, 28 Poole Hill, Bournemouth, BH2 9PS, UK. Company Registration no. 5298466

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Contact Information

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+254 709 988 750
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Email: meru@fidelityshield.com



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