









MEDIA CONTENT ANALYSIS FOR ASSOCIATION OF KENYA INSURERS(AKI) MARCH 2021



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ANALYSIS OVERVIEW









- MODE OF MONITORING All sections, mentions and unpaid content on print, electronic media, online blogs and websites.
- **PERIOD** 1st March to 31st March 2021
- **AVE:** The Advertising Equivalent Value (AVE USD) for the analysis was converted to Kenyan Shilling (Kshs) at the rate of 1USD-109Ksh (beginning of the month). AVE is calculated as:
 - Print {Centimeter Height x number of columns x publication rate card
 - Broadcast {Length of the clip(video/audio)x Media house rate card/60 seconds
 - Online {Based on Website's standard Unique Views Per Month(UVPM)/USD}
- **PUBLIC RELATIONS VALUE (PRV):** This is the magnification of AVE for all Unpaid For (Editorial) publicity **PRV** = (AVE X 3) (The 3 can be any number defined by PR Agency between 1-9)
- TERMS

AKI – Association of Kenya Insurers

IRA - Insurance Regulatory Authority

KDIC - Kenya Deposit Insurance Corporation

AIBK - Association of Insurance Brokers of Kenya



FINDINGS SUMMARY









• **Frequency:** Media coverage for AKI went up compared to last month where we had a total of 329 stories this month compared to 112 in February which indicated an increase of 193.7%.



Media distribution:

Print: 231 (+239%)

Radio: 17 (+325%)

■ TV: 32 (+128%)

Online: 36 (+38%)

Tonality/ Sentiment: AKIs tonality/sentiment was at 37% positive, 21% negative and 42% neutral. Compared to last month where positive sentiment was at 41.9% negative at 2.7% and neutral at 55.3%.

■ **PR Value:** Compared to February, the PR Value increased by 72.51% which means that in February the PRV was Ksh 145,657,918 which increased to Ksh 251,277,004

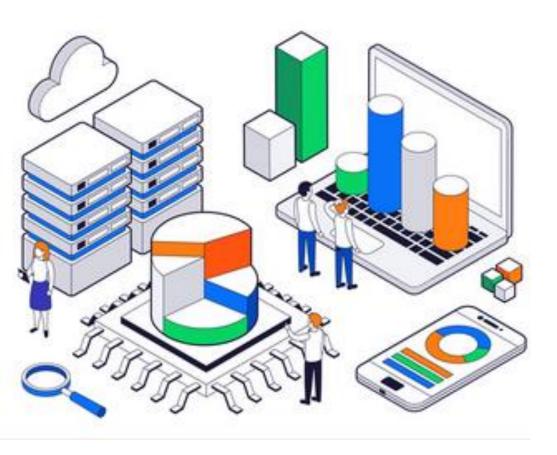












OVERALL ANALYSIS



MENTIONS VS TONALITY









Insurance News carried the highest positive mentions (46) and highest negative mentions (22). NHIF was the second highest (17) in terms of positive sentiments.

ENTITIES	NEGATIVE	NEUTRAL	POSITIVE	MENTIONS	% SHARE
Insurance News	22	56	46	124	37.7%
NHIF	20	18	17	55	16.7%
Britam Insurance	4	12	7	23	7.0%
IRA	2	11	5	18	5.5%
AAR Insurance		3	12	15	4.6%
UAP Old Mutual		3	10	13	4.0%
AKI	3	5	2	10	3.0%
Sanlam Insurance	6	4		10	3.0%
CIC Insurance	3	3	2	8	2.4%
Madison Life Assurance		2	6	8	2.4%
Liberty Life Insurance		8		8	2.4%
Jubilee Insurance		2	5	7	2.1%
Pension Funds	4	1	1	6	1.8%
Concord Insurance		3		3	0.9%
ICEA LION Group	2	1		3	0.9%
Minet Insurance			3		0.9%
Allianz Africa			2	2	0.6%
Directline Insurance	2			2	0.6%
KDCI		2		2	0.6%
Pacis Insurance			2	2	0.6%
APA Insurance		1		1	0.3%
Kenya Re		1		1	0.3%
Lami Insurance			1	1	0.3%
Majani Insurance	1			1	0.3%
Medical Insurance		1		1	0.3%
NCBA Insurance			1	1	0.3%
Orient		1		1	0.3%
Grand Total	69	138	122	329	

MENTIONS VS THEMES (1/2)

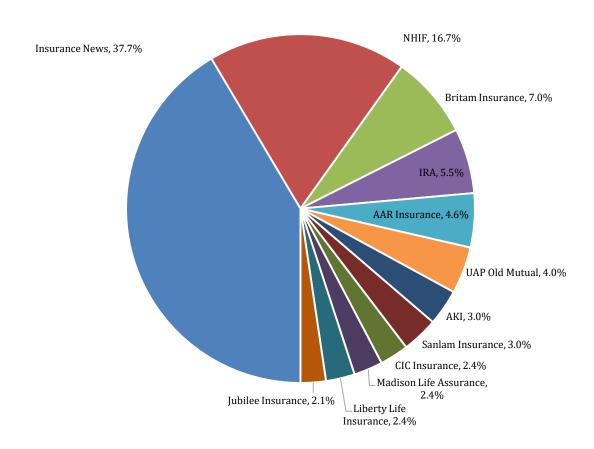








Insurance News had the highest mentions (37.7%). This was followed by NHIF (16.7%); and IRA (5.5%).





MENTIONS VS THEMES (2/2)

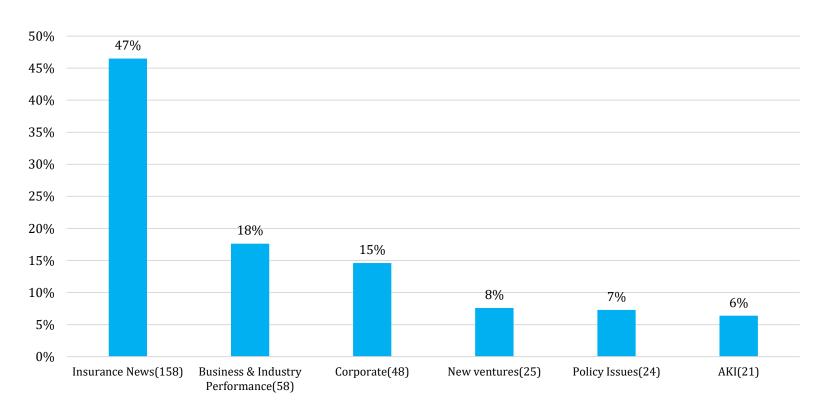








Insurance News was the highest with 158 mentions, followed by Business & Industry Performance with 58 mentions, Corporate followed with 48 mentions while AKI had 21 mentions.





AVE/PR VALUES SUMMARY

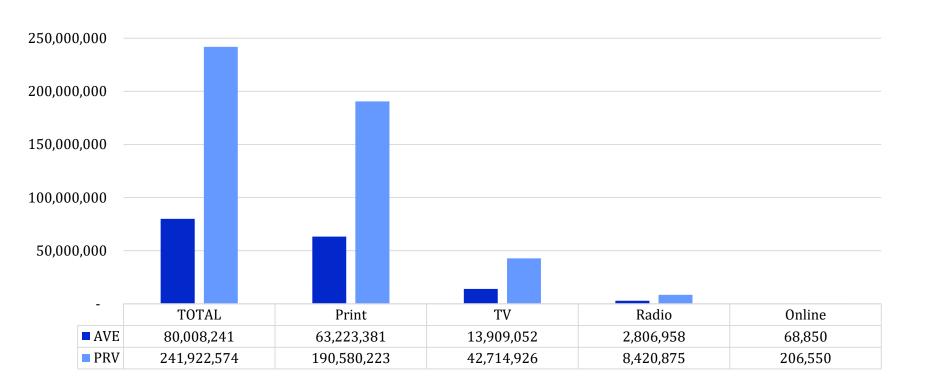








The Total AVE adds up to Sh. 80,008,241. Compared to February, the AVE and PR values went high. Print had the highest value, followed by TV.



Print media and TV had the highest number of coverage touching on insurance related mentions for stories noticed, hence the high PR Value realized for the month of March.

SENTIMENT REVIEW

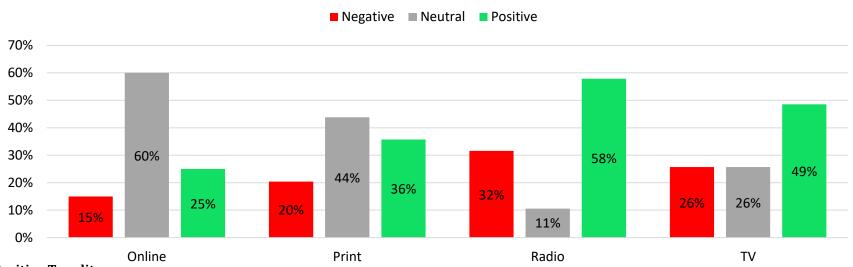








Neutral had the highest sentiment (42%). Radio had the highest positive sentiment while online had the highest neutral sentiment.



Positive Tonality:

- Integrated insurance provider UAP of old mutual has enhanced its claims settlement process to ensure customers claim require a turn around in a more efficient and timely manned to make this possible the company has partnered with more banks and mobile services (Safaricom) providers to ensure more claims are sum less.
- The Insurance Regulatory Authority (IRA) has begun processing payouts by tapping into the Policyholders Compensation Fund set up 16 years ago for the first time to settle claims of failed insurers. For policyholders and beneficiaries, some of whom have been left in misery for decades, this offers a much welcome relief. The establishment of the fund was to cushion holders of insurance policies in the event that companies are unable to discharge their services.
- Kisumu Governor Anyang Nyong'o has called for a compulsory health insurance cover among Kenyans as he launched a health care scheme targeting the vulnerable in the society. Speaking in Kisumu during the launch of Marwa healthcare scheme Nyong'o says the idea of fund raising to meet healthcare cost will be a thing of the past if mandatory healthcare insurance is introduced in the country.

Negative Tonality:

CIC Insurance Group, one of the largest insurers in East Africa, has reported a net loss of KSh297 million for the full-year period that ended on 31st December 2020, a sharp drop from the KSh322 million net profit posted at the end of 2019

SENTIMENT REVIEW

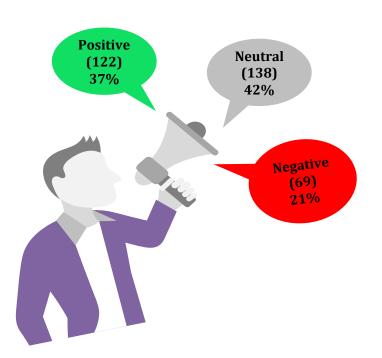








Neutral had the highest sentiment (42%).



- The strategic partnership between Jubilee Holdings Limited and Allianz that JHL announced on 29 September 2020 has emerged as the East Africa Deal of the Year 2020, highlighting the potential of homegrown companies to create value for their shareholders, other stakeholders and the economy by tapping inward investment into the region. In the announcement on its website, Dealmakers AFRICA noted that the Sh10.8 billion transaction is the largest deal announced in East Africa in 2020
- Universities Academic Staff Union (UASU) is saying most universities are still failing to pay Lecturers pension money. UASU Secretary General Constatine Wasonga says they are not taking the matter lightly as a it is a crime to withhold deductions
- Insurance group Britam Holdings plans to sell part of its 48.2 percent stake in mortgage financier HF Group to one of the country's big banks as part of a review of its investment portfolio.



THEMATIC OVERVIEW









The analysis took into account six thematic areas which are categorized as follows:

- **Business & Industry Performance** This theme reviews the profits, losses, market share and market share performance of the insurance companies
- **New Ventures** This category refers to those mentions on new partnerships that insurance firms have formed, new products launched in the market as well as expansion news.
- **Policy issues** This themes focuses on coverage of insurance laws, regulations, guidelines, taxation measures with the industry.
- **Corporate** This category highlights major corporate news stories on changes in management, sponsorships or CSR activities undertaken by insurance firms.
- **AKI** Coverage on direct mentions of Association of Kenya Insurers (AKI) are tagged under this theme even if mentioned remotely within other stories.
- Insurance News This refers to any other news on the insurance industry that does not fall under the themes above

ENTITIES	NEGATIVE	NEUTRAL	POSITIVE	MENTIONS	% SHARE
Insurance News	37	57	53	147	47%
Business & Industry Performance	12	29	15	56	18%
Corporate	2	26	18	46	15%
New ventures		3	21	24	8%
Policy Issues	13	8	3	24	8%
AKI	3	10	6	19	6%
Grand Total	67	133	116	316	100%



THEMATIC REVIEW ANALYSIS









Corporate

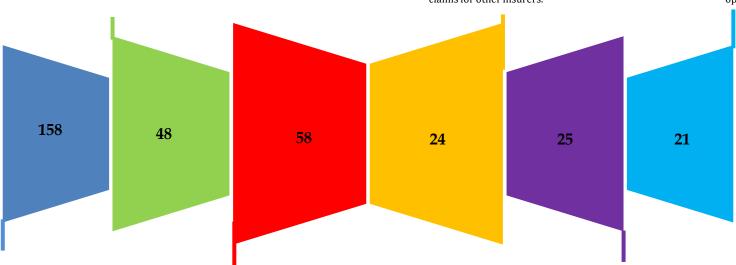
Insurance group Britam Holdings has eliminated nine top executive positions or nearly half of its management team as the new CEO shakes up the top deck of Nairobi bourse-listed firm.

Policy Issues

The Insurance Regulatory Authority (IRA) said they have began processing claims of Concord insurance which collapsed eight years ago and will move to Standard insurance company. The Insurance regulator said it is tapping into the Policyholders Compensation Fund (PCF) set up 16 years ago for the first time to settle claims of the failed insurer, opening the way to pay back claims for other insurers.

AKI

A recent study by Association of Kenya Insurance (AKI), pegged the low preparedness for retirement by Kenyans on the high cost of living, less income to invest, a lack of saving discipline, lack of financial advice and investment options..



Insurance News

Kiambu has started improving hospitals in the county to ensure residents receive better medical attention, Governor James Nyoro has said. In those private hospitals, we use NHIF cards or other insurance, but those who do not have such covers rely on public hospitals since they are cheap, resident Ann Wanjiku said on Saturday.

Business & Industry Performance

Mortgage financier HF Group's share price at the NSE has gone up by 46% in the last four days following a disclosure of an intended sale of Britam's stake in the firms to a large bank. The share closed yesterday at Sh4.99 a unit, which is Sh1.57 higher than the week's opening price of Sh3.42. This has seen the lender's market valuation rise by Sh603.8 million in the space of a week to hit Sh1.92 billion.ca

New Ventures

Pioneer Assurance has rolled out a new retirement plan that targets individuals who were not enrolled in any savings scheme.













BROADCAST ANALYSIS





TV: AVE/PR VALUES REVIEW

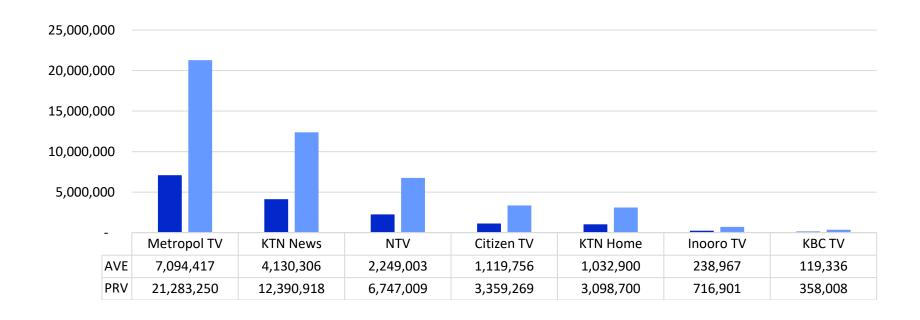








Metropol TV had the highest PRV followed by KTN News.



- The high AVE on Metropol TV was generated by Victor Kiprop's Simba Elijah interview with a panel to expound on the state of Kenya's Insurance Industry. The guests included, Adelaide Adhiambo; CEO Blue Ice, Washington Ndagea Bima intermediaries, Antony Mwangi Vice Chair Association of Insurance Brokers Kenya, Gabriel Mwendwa; The Associate Investor of Capital Investments and Davis Ngilu; The general Manager Sagana Brokers Limited.
- On KTN News, Brenda Kerubo spoke to Mercy Ndegwa on pandemic insurance.



TV: SENTIMENT REVIEW

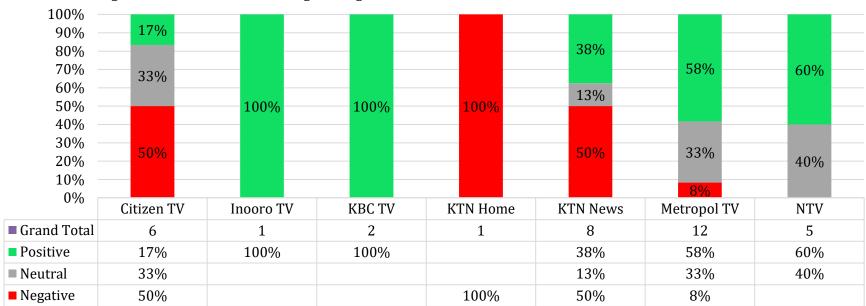








Citizen TV had the highest mentions and KTN the highest negative sentiment.



Large percentage of TV tonality was Positive

Positive Tone

- Germany based insurance firm Allianz Africa is forecasting Agriculture Insurance Sector in Kenya and East Africa to grow by 200%. Allianz Experts estimate that the value of agriculture insurance segment stand at Sh11 billion but say it holds the potential to triple to Sh3.3 billion
- The National Health and Insurance fund has released 170 million Kenya shillings to about 112 hospitals in Busia County. According to the NHIF managing director Dr. Peter Kamunyo 74 hospitals have benefited from the share that was given last year.

Negative Tone:

After releasing this statement of Sunday "Insurance Companies/Agencies/Brokers, would like to inform you that driving past curfew hours without essential services authorization or valid emergency reasons could render your motor insurance claim invalid" The Association Of Kenya Professional Insurance Agents have found themselves on the receiving end of a section of Kenyans. The Association of Kenya Insurers (AKI) and The Insurance Regulatory Authority have yet to pronounce themselves on the matter.



RADIO: AVE/PR VALUES REVIEW

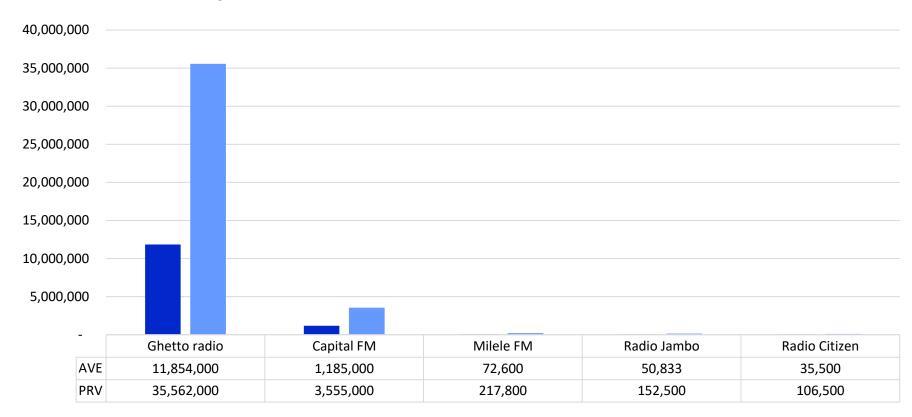








Ghetto radio stations had the highest AVE.



- The high AVE on Ghetto Radio was generated by Mhado coverage informing the listeners that driving past curfew hours without essential services authorization or valid emergency reasons could render your motor insurance claim invalid.
- On Capital FM, Wambui Waweru spoke to the Chairman Boda-boda association in Kenya Kelvin Mombandi on the effect of government increasing the fuel prices to their operations.

RADIO: SENTIMENT REVIEW

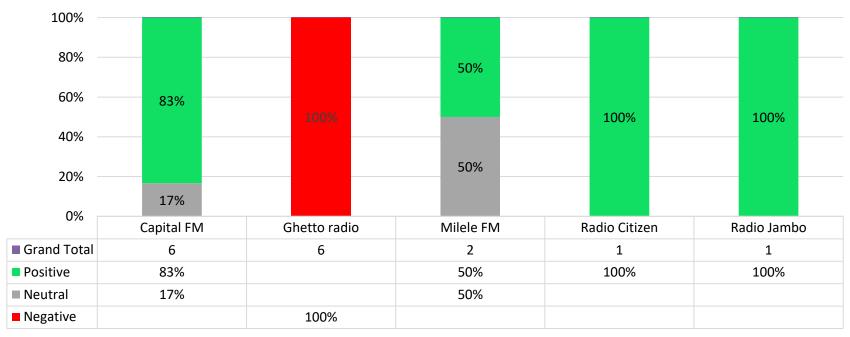








Capital FM, Ghetto Radio and Milele FM had the highest mentions. Radio Citizen and Radio Jambo had one mentions. Radio Jambo had the highest positive sentiment.



Large percentage of Radio tonality was Positive

Positive Tone

African enterprise challenge fund launches innovators fund to Kenya and britam unveils new executive appointments to drive customers focus and deliver growth. The African enterprise challenge fund has launched 131.8M shillings in innovation fund to unlock the potential of renewable energy to create new business opportunities in Kenya.

Negative Tone:

If you get an accident during curfew hours and you are not an essential service provider you'll be on your own because the insurance companies are not going to cover you. Insurance companies have said they are not going to pay for accidents that will occur during curfew hours that is from 8:00 pm to 4:00 am.











PRINT ANALYSIS



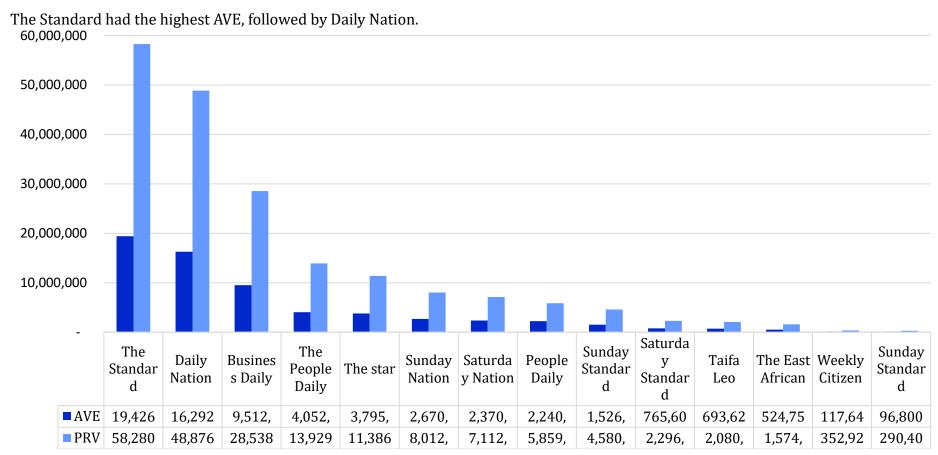
AVE/PR VALUES REVIEW











High figures on *The Standard* can be attributed to coverage on the financial statements extracts of the financials report of the CIC General Insurance limited which were audited by Price Water House Coopers LLP and have received an unqualified opinion. On the *Daily Nation*, the large values of AVEs were as a result of the financial statements extracts of the financials report of the CIC General Insurance limited which were audited by Price Water House Coopers LLP and have received an unqualified opinion, while *Business Daily* featured stories on more firms eye merging and acquisitions for turnaround: Most firms are projected to continue consolidating their operations this year in a bid to strengthen their balance sheets and make a turnaround on subdued businesses activity after a period marked by capital inadequacy.

SENTIMENT REVIEW

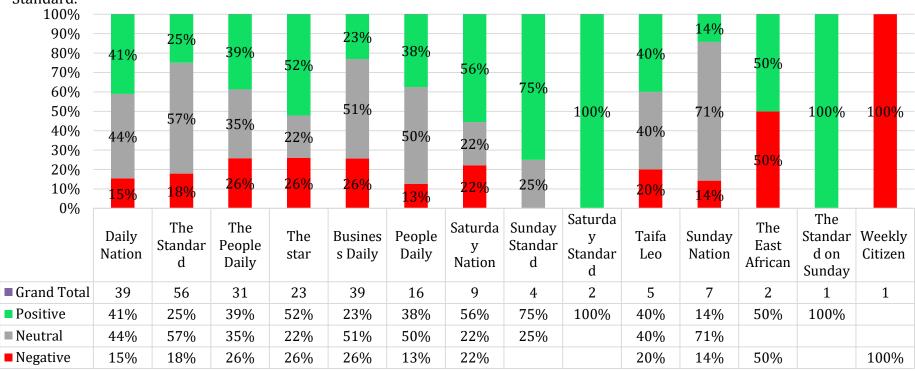








The neutral sentiment was higher than the positive with 1%. The Business Daily had the highest mentions followed by The Standard.



Positive tone articles were generated by;

- Frugal people may come off as too stringent when it comes to spending money, but this habit might be an advantage when you need to save more. Whether it is life insurance, a health cover or car insurance, smart people have them all. You might think of it as a crazy idea to have insurance on something, but the risk of loss incase of damage would set you back further than if you had insurance.
- Digital health equips medical care providers and insurers with better insights into their clients' health-seeking behavior and innovative products that meet specific needs.

Negative publicity was generated by;

Two Ugandan businessmen are directors of Technology Associates East Africa ,one of the companies that own two lots of the Sh524,796,811 NHIF that was cancelled by the Public Procurement Administrative Review Board..









DIGITAL ANALYSIS



AVE/PR VALUES REVIEW

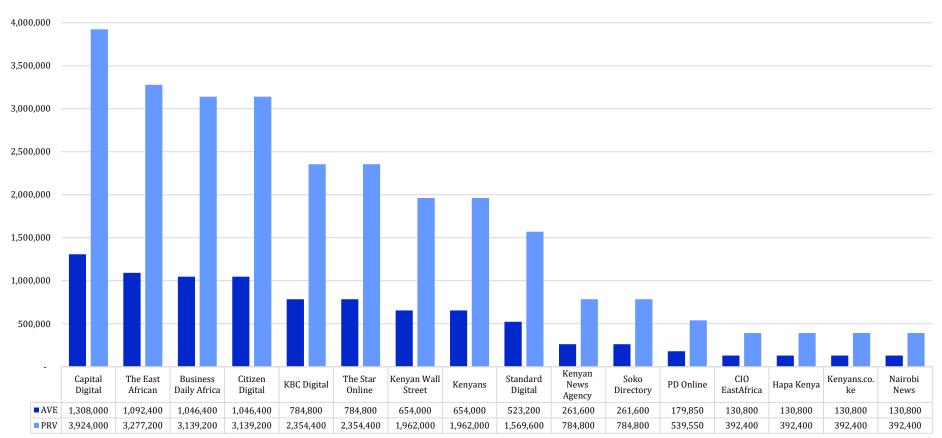








The digital AVE was higher than the radio AVE. Capital digital had the highest with Ksh 1,308,000.



High figures on *Capital Digital* can be attributed to coverage on the Policyholders Compensation Fund (PCF) beginning a Sh392 million payout to policyholders of collapsed Concord Insurance. Since its founding in 2004, this marks the first time that the Fund is compensating policy holders' claims for insolvent insurance firms. On the *East African*, the large values of AVEs were as a result of the Kenya Deposit Insurance Corporation's (KDIC) Chief Executive, Mohamud Ahmed Mohamud, being elected the new Chairman and President of the African committee of deposit insurers.

SENTIMENT REVIEW

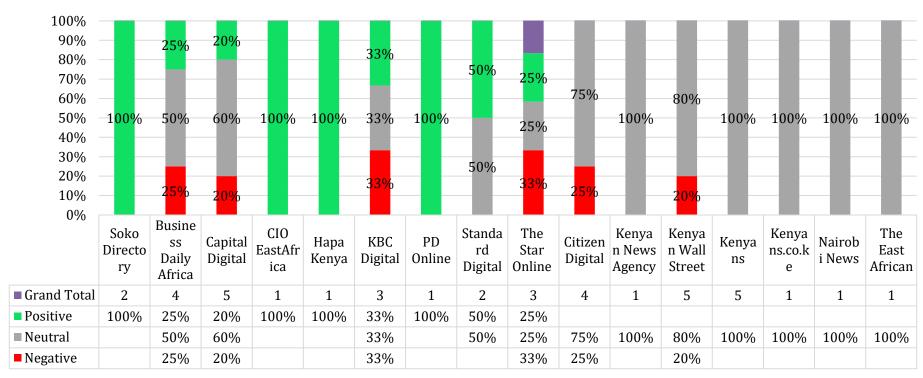








Capital Digital, Kenya News Agency and Kenyans had the highest mentions. In the sentiments, Kenyans only had neutral mentions.



Positive tone articles were generated by;

- Insurance brokerage firm, Minet Kenya has been feted as the overall Best Insurance Broker of the year, 2020, during the Think Business' Insurance Awards. The firm was recognized as the best Medical Broker of the year, General Broker of the year, and the Most Customer Centric.
- Integrated insurance provider UAP Old Mutual has enhanced its claims settlement processes to ensure customers' claims requests are turned around in a more efficient and timely manner.

Positive Publicity

Policyholders with Concord Insurance Company Ltd (in liquidation) will be paid after an eight-year wait, the Policyholders Compensation Fund has announced.











ONLINE ANALYSIS



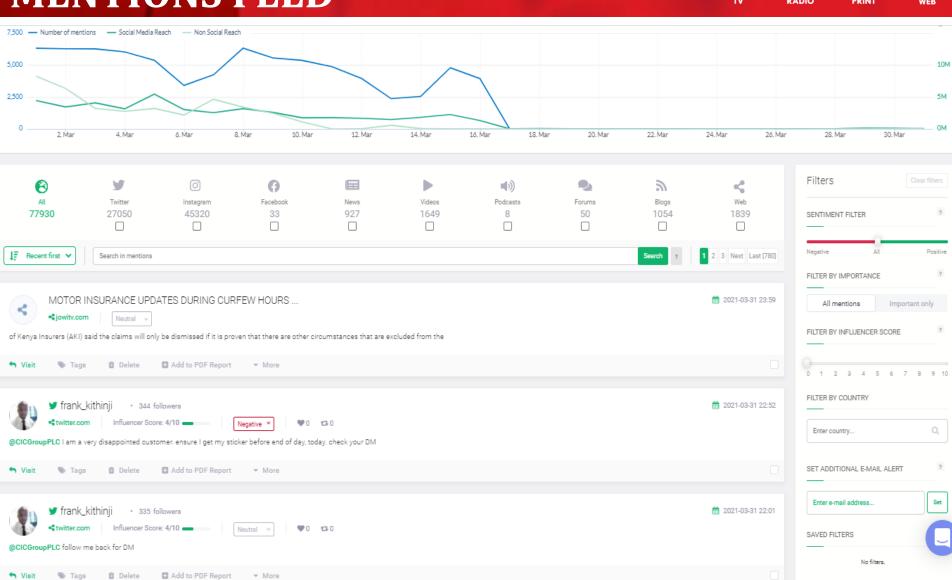
MENTIONS FEED











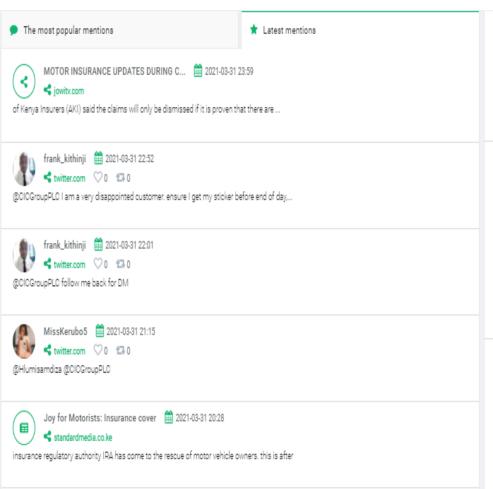
SUMMARY REVIEW







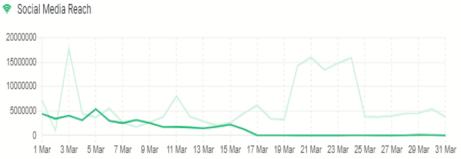




MORE MENTIONS









ANALYSIS REVIEW











Kassie Rupert

#fyp #insurance #foryoupage #cop

tiktok.com

2021-03-04 18:35

★209000 **★**1850 **₺**12000



77 930 MENTIONS

44 348 603

ESTIMATED SOCIAL MEDIA REACH

75 164

USER GENERATED CONTENT

74 169 SOCIAL MEDIA MENTIONS

3761 NON-SOCIAL MENTIONS



800 Personel Damkar Jakarta

Laporan Wartawan Tribun Jakarta.com, Bima Putra TRIBUN JAKARTA.COM, CAKUNG - Jajaran Damkar Jakarta Timur yang termasuk target penerima vaksin tahap dua mulai menjalani vaksinasi Covid-19 pada Rabu (10/3/2021).

jakarta.tribunnews.com

2021-03-10 10:53

Idd 198.2M

38 332 200

NON SOCIAL REACH

1 589 043 SOCIAL MEDIA INTERACTIONS



Claire Lolz

Insurance part 2. I made all of this up for comedy, people! #comedy #insurance #homeowners

tiktok.com

2021-03-02 19:26

★ 181600
★ 881
★ 654

SOCIAL MEDIA LIKES

1649

NUMBER OF VIDEOS



Visitor Insurance Emergency

https://preview.redd.it/1bfhqqypt4n61.jpg?width=1000&format=pjpg&auto=webp&s=da0784e2f392eaa674256f1e042ede3aae746d22 Visitors Insurance Get Free Quote Today! Web: www.emergencymedicalinsurance.ca call:

reddit.com

2021-03-14 23:01

| III 1.6B

POSITIVE MENTIONS

NEGATIVE MENTIONS



Matt Hernandez

Reply to @isimpfordiesel69 rip to the Huracan's 🔠 🙆 🌚 #insurance #youhitwhat #carsoftiktok #supercars #lambo #carcrashvideos #followformore #funny

tiktok.com

2021-03-06 22:25

★ 130700
★ 1398
★ 2524



SOURCES REVIEW









Profi	ile name		Site	Mentions	Reach 🛖	Voice Share	Influence	Influencer Score	Options
1	d detikcom	go to	y	3	16 749 034	2.265	1 004 518	10/10	(i) (ii
2	CGTNOfficial	go to	¥	1	13 659 122	0.616	273 182	10/10	(i) fil
3	aajtak	go to	y	1	12 255 558	0.553	245 111	10/10	(i) (ii
4	tvOneNews	go to	y	1	9 054 116	0.408	181 082	10/10	 a
5	🔀 kompascom	go to	¥	4	8 076 796	1.457	646 140	10/10	(i) fil
6	MNCTV Official	go to	0	1	7 280 000	1.642	728 000	10/10	(i) file
7	 ZeeNews 	go to	¥	1	4 660 674	0.210	93 213	10/10	(i) fil
8	von. VIVAcoid	go to	y	3	4 328 360	0.585	259 545	10/10	 a
9	KOMPASTV	go to	0	2	4 020 000	1.813	804 000	10/10	(i) fil
10	₫ liputan6dotcom	go to	y	1	3 913 201	0.176	78 264	10/10	(i) fil
11	EconomicTimes	go to	¥	1	3 850 656	0.174	77 013	10/10	(i) fil
12	detiksport	go to	¥	1	3 682 676	0.166	73 653	10/10	(i) fil
13	RadioElshinta	go to	y	1	3 645 567	0.164	72 911	10/10	(i) (ii
14	OfficialRCTI	go to	¥	2	3 430 353	0.309	137 214	10/10	(i)
15	🗼 ntvkenya	go to	y	5	2 823 318	0.637	282 330	10/10	(i) A



INFOGRAPHIC









77930

28404 Positive mentions 7332

Negative mentions

Most active sites

45320

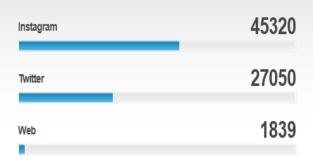
instagram.com

27050

twitter.com

0

1516 youtube.com The most active categories



The most influential











ĕ Youtube

The most active



DS_Analytics ▼ Twitter ¥ Twitter



InsuranceJob

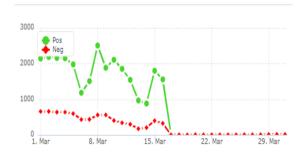
¥ Twitter

InsidePC1 ₩ Twitter

Number of mentions



Sentiment



Source types

₩ Twitter





Association of Kenya Insurers (AKI)buzz





GLOBAL TRENDS









Global trends for the month of March included:

CHINA

- ©Strong Premium Growth in 2020 Achieved at the Cost of Margin Contraction and Worsening Agent Productivity
- New China Insurance reports 15.5% jump in pre-tax profits in 2020
- BEA selling life insurance arm in \$653 Million deal with AIA
- New tax incentives for the insurance industry will apply from 19 March 2021

USA

• Fitch Affirms AON PLCs BBB+ IDR

INDIA

- Medical Premium hikes
- Instant Personal Loan//Without paperwork from Axis Bank Personal Loan

SOUTH AFRICA

- Insurer Sanlam Braces for More Virus Waves in South Africa
- digital car insurance
- Santam to increase its stake in Mirabilis to 100%

UK

- Why Brexit is a passport to innovation for the insurance industry
- Risk Insurance



GLOBAL NEWS









- Zurich Int'l Life launches regular savings plan in UAE: https://www.internationalinvestment.net/news/4028912/zurich-int-life-launches-regular-savings-plan-uae
- Aviva sells Polish arm to Allianz for €2.5bn: https://www.internationalinvestment.net/news/4029087/aviva-sells-polish-arm-allianz-eur-5bn
- AXA Global Healthcare launches Mind Health service: https://www.internationalinvestment.net/news/4028086/axa-global-healthcare-launches-mind-health-service
- SPAC spree holds opportunities for insurance industry: https://www.insurancebusinessmag.com/asia/news/columns/spac-spree-holds-opportunities-for-insurance-industry-250922.aspx
- China scraps insurer foreign shareholding cap: China scraps insurer foreign shareholding cap | The Standard
- MetLife announces key product changes: https://www.insurancebusinessmag.com/au/news/breaking-news/metlife-announces-key-product-changes-250817.aspx
- MetLife announces key product changes: https://www.insurancebusinessmag.com/au/news/breaking-news/metlife-announces-key-product-changes-250817.aspx
- Insurance Firms Employee Union move Court against 47.75% medical premium hike
- US Auto Insurer Outsized Profits to Normalize as Claims Rise in 2021: https://www.fitchratings.com/research/insurance/us-auto-insurer-outsized-profits-to-normalize-as-claims-rise-in-2021-04-03-2021
- Insurers paid out £472m in interim and final BI claim payouts following test case FCA: https://www.globalreinsurance.com/insurers-paid-out-472m-in-interim-and-final-bi-claim-payouts-following-test-case-fca/1436898.article
- COVID/Brexit dominate UK business risks: https://www.globalreinsurance.com/covid/brexit-dominate-uk-business-risks/1436717.article
- US P/C Insurance Underwriting Results Poised to Improve in 2021: https://www.fitchratings.com/research/insurance/us-p-c-insurance-underwriting-results-poised-to-improve-in-2021-18-03-2021
- U.S. News Announces the Cheapest Car Insurance Companies in 2021: https://www.usnews.com/info/blogs/press-room/articleG1021E15
 <a href="https://www.usnews.com/info/blogs/press-room/articleG1021E15
 <a href="https://www.usnews.com/info/blogs/press-room/articleG1021E15
 <a href="https://www.usnews.com/info/blogs/press-room/articleG1021E15
 <a href="https://www.usnews.com/info/blogs/press-room/info/blogs/press-room/info/blogs/press-room/info/blogs/press-room/info/b

GLOBAL FIRMS IN THE NEWS









CHINA

- AIA
- AXA SA
- ALLIANZ
- CHINA LIFE INSURANCE COMPANY
- TAIPING

- SANLAM
- AVIVA
- ALLIANZ
- AXA
- AIRMIC

UK

INDIA

- BHARTI AXA LIFE INSURANCE COMPANY
- PNB METLIFE INDIA INSURANCE CO. LTD.
- FUTURE GENERALI
- ADITYA BIRLA SUN LIFE INSURANCE
- UNITED INDIA INSURANCE
- AXIS BANK LIMITED

USA

- AXA
- AON
- ALLIANZ
- GEICO
- STARR INSURANCE
- LIBERTY MUTUAL

- ALLIANZ
- SANLAM
- MiWAY
- OLD MUTUAL LIMITED
- SANTAM
- MILLIMAN
- MIRABILIS

SOUTH AFRICA













JOURNALIST REVIEW



JOURNALIST COUNT REVIEW









There was a total of 161 that had stories below 3 stories. Unnamed (N/A) journalists had a total of 70 stories. Otiato Guguyu had the highest stories in terms of known journalists (7).

