



**RESOLUTIONS OF THE 17<sup>th</sup> AIBK ANNUAL REGIONAL CONFERENCE**  
**DIAMOND LEISURE LODGE BEACH & GOLF RESORT, KWALE COUNTY**

**Dated 10<sup>th</sup> November 2023**

**WHEREAS** the Association of Insurance Brokers of Kenya (AIBK) is the only Association for all Insurance Brokers in Kenya;

**WHEREAS AIBK** is mandated to carry out several functions, the key ones being *Advocacy* and *Championing Consumer rights*;

**WHEREAS AIBK** held its 17th Annual Regional Conference from Thursday 9<sup>th</sup> to Friday 10<sup>th</sup> November 2023 at the Diamond Leisure Lodge Beach & Golf Resort, in Kwale County.

**WHEREAS** noting this year's conference theme was:

**“The Mastery of Resilience for Sustainable Growth”**

**NOW THEREFORE BE IT RESOLVED,**

1. **THAT** AIBK commits to continue spearheading an all-inclusive consultative process and collaborative partnership with all stakeholders including the public and the government for the benefit of the entire insurance ecosystem by continuing to organize the Annual Industry-wide Regional Conference.
2. **THAT** we discussed personal leadership and business resilience, reviewed through the interconnectivity between the Mastery of Resilience and Sustainable Growth of the insurance sector. To help achieve our desired collective objective, we will collaborate with the Insurance Regulatory Authority to entrench training needs and support in all our programs with the goal of transformational leadership for a sustainable industry.
3. **THAT** we shall create emotional connections through consumer-centric practices and emerging technologies like Artificial Intelligence (AI) to promote the building of trust currency, customer empathy through data, technology, and Treating the Customer Fairly (TCF).
4. **THAT** we will advocate with government agencies like the Kenya Revenue Authority for harmonization and sensitization on new industry tax legislation, hold joint industry-wide sessions with the regulator for policy harmonization, advocate for introduction of expeditious dispute resolution mechanisms including the creation of **special insurance courts** within the Judiciary, and encourage arbitration mechanism options.

PROPOSER: - Abdul Salum, President EAIBA and IBAB

SECONDER: - Catherine Wahome, CEO, Assurelink Insurance Brokers Ltd

Dated 4<sup>th</sup> December 2023.