

General Insurance direct customer onboarding process

WhatsApp No. **0793 304927**

Email: **Underwriting-general@britam.com**

New Customers

How to get your cover

Take screenshot of your ID, KRA Pin and Log book and send via WhatsApp or Email

Renewal and policy changes for existing customers

What to do

- Write your policy number details on paper, screen shot and send us on WhatsApp or email or call us and share details.
- For **policy refunds** screen shot **IPF letter of default** and send us through the above modes

Cover confirmation

We will communicate either by a phone call /whatsapp/text/email to confirm that your cover is active.

We will send **Motor Certificates** on email or whatsapp within 24 hours

Confirmation on receipt of documents

We will call/email/text you to confirm receipt of your documents and request you to proceed with premium payment within 24 hours

Payment Confirmations

Take a screen shot of the payment details and share on WhatsApp or email,

We will respond on email to confirm receipt within 24 hours

Premium payment

MPESA

Paybill Number **111555**, Account number is the Policy Number eg If your policy No. is

NRB/MPRV/POL/2173742

Then you will ENTER **2173742**
Or Car registration number for Motor eg **KAC 930M**

Direct Bank Transfers:

EQUITY BANK KENYA LTD.

Branch: Community Corporate Branch
Account name: Britam General Insurance Co Ltd.

Account number: 0180293047332
Swift code: EQBLKENA
Bank code: 68018

ABSA BANK KENYA PLC

Ac. Name: Britam General Insurance Kenya Limited

Ac. No. Kes. 0755782424
Swift Code: BARCKENX
Bank branch: Moi Avenue
Banking code: 03075

For clarifications call **0705 100100**