



PIONEER
INSURANCE



CUSTOMER EXPERIENCE CHARTER

Your Future, Our Commitment

We are committed to delivering high-quality and timely service in our offices across the country. As a customer-centric organization, we take pride in our service excellence. With a rich history spanning nearly ten decades, we remain dedicated to putting our customers first.



Our Vision

Protect, Build and Restore wealth



Our Mission

To consistently deliver value to all stakeholders through innovative Insurance and Financial services



Our Core values

- Integrity
- Innovation
- Customer-centricity
- Teamwork



Our Purpose Statement

Your future,
Our Commitment

Our Promise to you

We will consistently provide high quality service to our clients, invest time to fully understand your needs and build an effective working relationship. We will:



Act professionally and courteously



Respect client confidentiality



Acknowledge & Resolve issues expeditiously



Answer calls promptly Within the first 3 rings



Respond to emails promptly within 12 hours

LIFE | GENERAL | PENSION

DIAL *887#



www.pioneerassurance.co.ke



020 7220 000



info@pioneerassurance.co.ke
info@pioneerinsurance.co.ke



@pioneerinsurance

SERVICE	TURNAROUND TIME
Answering Calls	Within the first 3 rings and call back in case of a missed call
Walk- In	Our premises will be open between 8am and 5pm, Monday to Friday.
Acknowledge & Respond to emails	Within 12 Hours
Issue Policy documents and amendments	Within 48 Hours
Fully documented claim payment	Within 7 Working Days
Issue Policy renewal notification	Within 8 weeks to expiry of cover

Our Commitment to you:

- Efficient Claims Processing** – To ensure your claims are handled swiftly and fairly, with prompt settlements and simplified processes for smooth, stress-free experience.
- Exceptional Customer Service** – We are accessible across multiple channels, delivering timely responses and personalized support tailored to your individual needs.
- Courtesy and Respect** – We treat every client with dignity and professionalism, listening carefully, responding thoughtfully, and ensuring every interaction is respectful and empathetic.

Our Request :

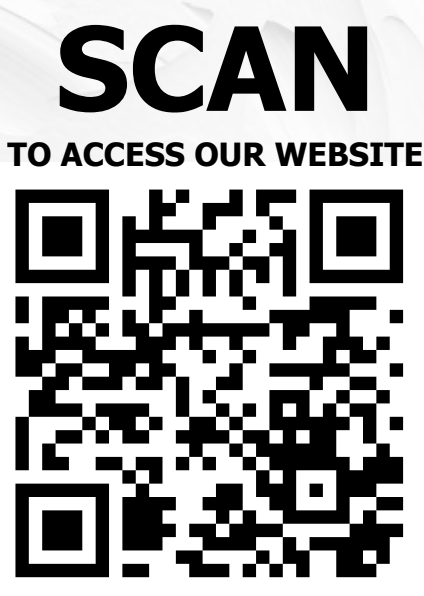
To build a strong, transparent, and effective partnership, we kindly ask that you:

- Engage with us openly** – Share your feedback, ideas, and concerns so we can continue improving.
- Keep your information updated** – This helps us serve you quickly and accurately.

Group Managing Director



Date

DIAL *887#



www.pioneerassurance.co.ke