NIC GENERAL GETS ISO STAMP

By Aloysious Kasoma

After receiving the quality management system's, ISO 9001:2015 certification, NIC General Insurance Company Limited is now among Uganda's top insurers operating at global standards.

The internationally recognised certification confirms that NIC General Insurance's internal systems, processes and controls meet rigorous international quality management benchmarks.

In a sector where public confidence is built on efficient claims' handling, regulatory compliance and financial stability, the recognition signals a new chapter of structured growth and institutional maturity.

According to company secretary Samuel Menankiti Iloabuchi, the certification has significantly strengthened corporate governance within the company.

"The certification strengthens corporate governance by formalising documentation processes, accountability structures, and performance monitoring frameworks.

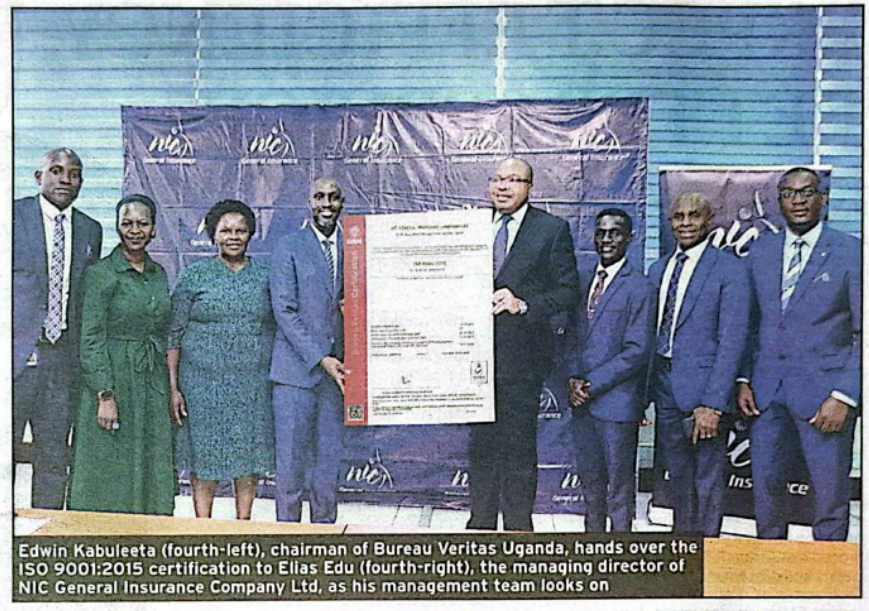
It ensures that board-approved policies are not only adopted, but systematically implemented, tracked and periodically reviewed," Iloabuchi says.

He adds that the alignment between operational processes and board oversight enhances transparency, strengthens regulatory compliance and reinforces the integrity of governance systems across the organisation.

The ISO 9001:2015 places strong emphasis on risk-based thinking, documentation control, accountability and continuous improvement.

For NIC General Insurance, attaining the certification required structural reforms across finance, legal, risk management, human resources and corporate affairs functions.

From a risk management perspective, the standard has embedded risk-based thinking into daily operations. Samuel Opake who heads the risk component at the company explained that operational risks are now systematically identified, assessed and mitigated at departmental level rather than addressed in isolation.



Edwin Kabuleeta (fourth-left), chairman of Bureau Veritas Uganda, hands over the ISO 9001:2015 certification to Elias Edu (fourth-right), the managing director of NIC General Insurance Company Ltd, as his management team looks on

"Improved process standardisation minimises ambiguity and reduces the likelihood of human error. Clearly documented procedures create consistency in service delivery and decision-making, which lowers the risk of compliance breaches and operational failures," Opake says.

He says standardisation also clarifies roles, responsibilities and approval thresholds, strengthening accountability across the organisation. Predictable and controlled processes reduce exposure to service failures that could undermine public confidence.

Financial discipline has equally played a critical role in NIC General Insurance's quality transformation journey.

The Company's shareholder, NIC Holdings Limited (formerly National Insurance Corporation Limited) injected sh6.043b to recapitalise its life business, reinforcing capital adequacy and long-term sustainability of the NIC Group.

FOR POLICYHOLDERS, THE CERTIFICATION OFFERS REASSURANCE THAT UNDERWRITING, CLAIMS PROCESSING AND CUSTOMER SERVICE FOLLOW DOCUMENTED, MEASURABLE AND CONTINUOUSLY REVIEWED SYSTEMS

Anthony Lubega the chief finance officer (CFO) says the certification process involved deliberate investments in enterprise-wide process mapping, internal control enhancement and systems upgrades in underwriting, claims management and financial reporting.

"These investments were aligned with international reporting standards including IFRS 17 and IFRS 9, strengthening data integrity and reporting accuracy," Lubega says.

He explains that ISO-related expenditures were treated as structural investments in governance, operational resilience and financial control architecture rather than routine compliance costs.

On the legal front, documentation control, compliance registers and regulatory tracking mechanisms were strengthened to ensure consistency, accuracy and audit readiness.

Cross-functional collaboration was enhanced so that new products, contracts and partnerships are reviewed for compliance at the design stage, embedding preventive controls into business processes.

For the marketing function, the certification provides a powerful brand differentiator in a competitive insurance landscape where products often appear similar.

The director of marketing, Joycelyn Ucanda, says the milestone reinforces NIC General Insurance's promise of reliability, transparency and service excellence.

"The certification strengthens our value proposition, particularly in competitive bids involving multinational corporations and government institutions that prioritise certified partners."

Ucanda adds that NIC General Insurance is rolling out a structured communication campaign to translate the certification into tangible customer benefits, including faster turnaround times, improved service standards and strengthened complaint resolution mechanisms.

The milestone comes at a time when Uganda's insurance sector continues to expand. Latest quarter three (Q3) figures published by the Insurance Regulatory Authority (IRA) of Uganda show steady growth in premium collections.

Broker-driven premiums rose from approximately sh1.4 trillion in Q3 2024 to about sh1.6 trillion in Q3 2025.

Industry observers say NIC General Insurance's achievement could raise the bar for the entire insurance sector.

As regulators and clients increasingly demand stronger governance, transparency and operational discipline, ISO certification may become a benchmark for institutional credibility.

For policyholders, the certification offers reassurance that underwriting, claims processing and customer service follow documented, measurable and continuously reviewed systems.

The Managing Director, Elias Edu, reassured policy holders that the company is now poised to surpass the expectations of its clients.

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