

MFAIRPOINT



TEAM BUILDING IN PICTURES

Get to see amazing photos of Mayfair 2019 team building as we bond and enhance company synergy.

Pg 9

KEYNOTE FROM THE MD

Get to read what the Managing Director has to say in regards to business and other developments.

Pg 2

2019 RECAP EDITION

KNOW YOUR COLLEAGUE

Employee 001
James Ndegwa Himself
Read all about his journey and tips and tricks of the business

Pg 6

EVENTS HIGHLIGHTS

Mayfair has been up and about on a number of functions. Check out more details.

Pg 11



Kenya



Zambia



Tanzania



Rwanda



Uganda



DR Congo



Keynote, MD



Joshua Chiira
Managing Director

Greetings from wherever you are reading this newsletter from.

COVID-19 pandemic has sent the entire world into unfamiliar territories which brings challenging times for businesses but as Mayfair Insurance, we have set measures to ensure we continue to serve you.

Our highest priority is to implement whatever my team and I can do to protect our employees and their families whilst delivering high service levels to our partners.

Our team is ensuring we exercise social distancing, work from home and other measures to ensure we protect everyone around us.

In a challenging economic environment, Mayfair Insurance Company Limited reported good

results for the year 2019, driven by impressive performance both in its Kenyan and Regional businesses.

The company's shareholder's funds amounted to Kshs. 2.9 Billion as at December 31, 2019, up from Kshs. 2.7 Billion in 2018, a 7.6 per cent growth. Total assets grew by 7 per cent to close at Kshs. 6.8 billion during the period up from Kshs. 6.3 Billion in 2018.

We closed the year 2019 with a high capital adequacy ratio of 245% against regulatory minimum of 100%. This signals our commitment and capacity to deliver our promise to pay claims.

In line with our vision "To be recognised and distinguished as a reliable and innovative Pan-African financial services leader", we

have increased our footprint to the Democratic Republic of Congo (DRC) Mayfair Insurance already operates in Zambia, Rwanda, Uganda and Tanzania.

The Company has activated its business continuity plan and has ensured that the channels of communication for employees, customers and partners have remained open and unrestricted during this pandemic.

Forward looking, we are optimistic that our synergy as stakeholders including clients, business partners, staff and directors will enable us to weather this storm and emerge stronger.

Keep safe, follow government directives and let's help fight and defeat COVID-19.



Kenya



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DR Congo



New Location

We are now in

DR Congo

Mayfair Insurance Congo SA, the premier insurance solutions provider, has received license to operate in the Democratic Republic of Congo – a move that will strengthen Mayfair Insurance’s footing in Africa. This expansion positions Mayfair as a leading insurance partner in the region.

Mayfair Insurance commenced operations in Kenya in 2005. Since that time, the company has extended its regional presence to Zambia (2010), Tanzania (2016) Rwanda (2017), and Uganda (2018), before expanding its operations to the DRC.

In addition to being fully regulated and authorized to transact in all natures of the General Insurance business, Mayfair Insurance is widely regarded as an industry leader in various insurance sectors. Mayfair is a technology-driven company, boasting a robust IT platform, which is integrated across all geographies.

In part, Mayfair Insurance’s success is due to their strong financial base.

Mayfair is backed by reputable local and international re-insurers rated by AM Best, including: Swiss RE Group, Zep-RE (PTA Reinsurance Company), Kenya Reinsurance Corporation Limited (Kenya Re), and Africa Reinsurance Corporation (Africa Re).

This year, Mayfair Insurance Company Kenya received an upgrade on its Global Credit Rating to A+ Financial Strength Rating. In GCR’s view, the company’s demonstrated track record of underwriting profitability is indicative of earnings capacity going forward.

Moving forward, our vision as Mayfair Insurance Congo SA is to be recognized as a reliable and innovative pan-African financial services leader. Our mission is to provide financial security through reliable and innovative insurance solutions. With every new regional expansion, we expect to fortify and serve our clients and shareholders better.

Mayfair Insurance Company was built upon principles such as integrity, professionalism, reliability, and respect.

The seasoned management team and board of directors at Mayfair Insurance Congo SA will operate per the same standards, in accordance with the strong values and high standards of the global Mayfair brand.

Guided by the Chairman of the board of directors, Rahim Dhrolia, Mayfair will join the DRC market with a wealth of knowledge and experience.



Kenya



Zambia



Tanzania



Rwanda



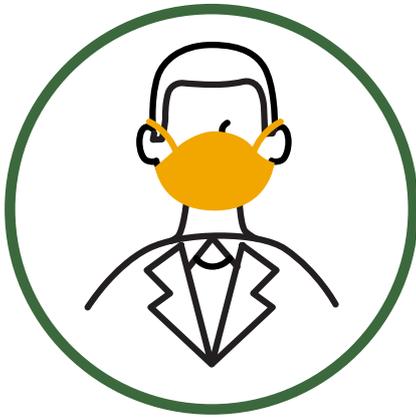
Uganda



DR Congo



COVID-19 Tips



WEAR A MASK



WASH YOUR HANDS



DON'T TOUCH YOUR FACE



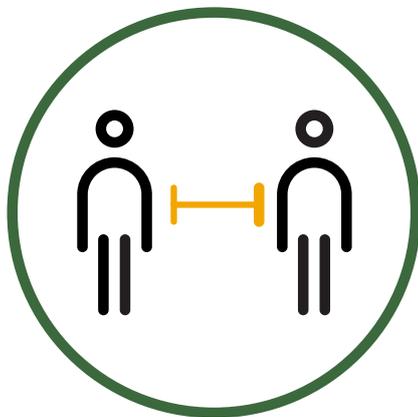
USE SOAP/ ALCOHOL
BASED SANITIZER



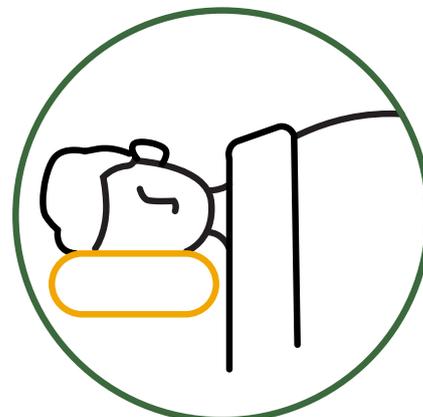
COUGH ON YOUR ELBOW



HEAT YOUR FOOD



KEEP YOUR DISTANCE



GET REGULAR SLEEP



Kenya



Zambia



Tanzania



Rwanda



Uganda



DR Congo

TOP TIPS TO IMPROVE YOUR MENTAL HEALTH AND WELL-BEING IN THE WORKPLACE.

It is important to recognise that Mental health illnesses are real, that they exist within the workplace; but most importantly that they do not present themselves as stereotypically presented in the media.

Mental health and well-being in the workplace go hand in hand, focusing on one means you are also subsequently focusing on the other. Mental health is an area that is yet to be fully explored within Kenyan corporate culture in comparison to the Western hemisphere. But focusing and prioritising your well-being within the workplace is just one of many steps you can take to ensure you are actively looking out for your mental health and state.

1. Finding that work/life balance:

Plan your days to ensure that you finish your workload during the working hours.

This allows you to be able to leave work in the office when you officially clock out and are free to enjoy your evening and weekends.

Employees should be encouraged to take up hobbies that they enjoy and can partake in after work that are both good for the body and the mind. Employees should share information and encourage each other to join in on activities outside of work, this will be beneficial in strengthening relationships between employees in and outside of work.

2. How to be happy in the workplace:

Taking constructive criticism, have an open channel of communication with people from different departments and form bonds.

Peer-to-peer system for new employees where they are guided on all matters workplace by pre-existing employees.

“accept when things go wrong”

3. Safe spaces:

Establishing the correct channels of communication when you or a colleague needs help or support.

4. Discuss mental health and well-being in the workplace:

This will help to debunk the stigma that surrounds

mental health issues, provide support, an avenue for people to learn and know the correct channels through which they should be seeking support.

Having a short conversation could make all the difference in a person's day. Being able to talk to those you trust in the workplace about difficulties and/or needing support could be a big step towards lessening their load and pointing them in the right direction.

Every little helps.

5. Sensitivity training/seminars:

Having seminars on well-being and mental health in the workplace would be helpful for all employees on every level. Not only would this help to remove stigma and allow individuals the freedom to feel like they can talk openly without fear of judgement.

But it would also create a basic understanding of mental health and well-being amongst the workforce, allowing them to see and understand those who may be struggling but aren't able to speak up for themselves.

From a managerial perspective, being able to fully comprehend mental health issues in their entirety would be a step towards understanding scenarios such as some employees' poor performance, sick offs, and leave days being taken frequently.

Being able to differentiate between someone that doesn't want to work and someone that has limitations they are struggling to control. This is not only important in ensuring that organisations do not lose good people. But it also aids in preventing

people from being dismissed without adequate acknowledgement or help.

6. Time management:

Some of the common factors that can contribute to people's mental health problems include:

- Inflexible work schedules,
- Lack of support from management,
- Lack of clarity about work tasks or organizational objectives,
- Poor managerial communication, and
- Unsafe work environments.

Workplace stress was reported by 57 percent of executives, 56 percent of middle managers, and 50 percent of front-line employees. The increased stress of people in management positions is attributed to the increased responsibility and time commitments these workers have.

(Source: *Mental Health America*)

- Of workers, 56 percent report that stress and anxiety have affected their productivity, 51 percent say it's impacted their relationships with co-workers, and 50 percent say it has diminished the quality of their work.

(Source: Anxiety and Depression Association of America)

Three in 10 people admit that they are embarrassed to talk to other people about their anxiety, depression or workplace stress.

(Source: *Ipsos*)



By Andrea Kenneth



Kenya



Zambia



Tanzania



Rwanda



Uganda



DR Congo



Know Your Colleague



James Ndegwa

Reinsurance Manager

Employee Number 001

Get to know more about James Ndegwa who has been with Mayfair Insurance since day one.

When did you join Mayfair Insurance?

I joined Mayfair on 13th October 2005.

As the first and long-standing employee in Mayfair Insurance, describe your journey thus far?

It has been a long journey.

Having left one of the biggest Insurance Co. then, (Kenindia Assurance Co. Ltd) and Mayfair being quite green, we had to put up our best to make Mayfair Insurance a success.

We put our hearts and souls in Mayfair to achieve the Executives expectations. Thanks to GOD, as today Mayfair is a success story with subsidiaries in 5 other countries.

Describe a typical day at the office?

My day in the office starts at around 7:30 am.

I go through the Daily papers to catch up with the latest news, before then, diving into what is in my in tray and guiding my team on what needs to be done and objectives expected.

What energizes you at work?

The achievements of Mayfair so far and the prospects ahead.

What character trait do you most attribute your success to, and why?

Humility is the frame, and hard work the soul.

Any accomplishment you are most proud of?

Mayfair success story in opening in 5 regions and still more expected.

What's the best advice you were ever given?

To serve without expecting reward or praise.

What's the biggest misconception people have about your position?

There is very little work in the department.

How do you best handle the day to day challenges within your role?

Keeping daily track of the policies which

require special attention like facultative reinsurance placement or recoveries.

Coordinating all functions from Treaty renewals, administration and ensuring we remain afloat and profitable, all year round.

How would you define teamwork and its importance in the work environment?

Teamwork is paramount, a key to success.

Favourite hobbies?

Volleyball and sightseeing (travelling)

Your favourite way to unwind after a busy day and/or during the weekends?

Playing with my grandchildren, keeping in touch with the current news and travelling upcountry over the weekend.

Favourite meal?

Hot Ugali served with a fried beef stew

A word to the wise/Parting shot for our readers.

In a world where you can be anything, having a good heart wont kill you.



Kenya



Zambia



Tanzania



Rwanda



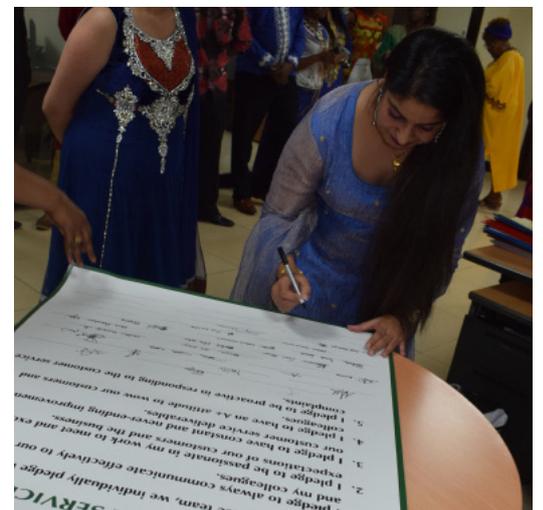
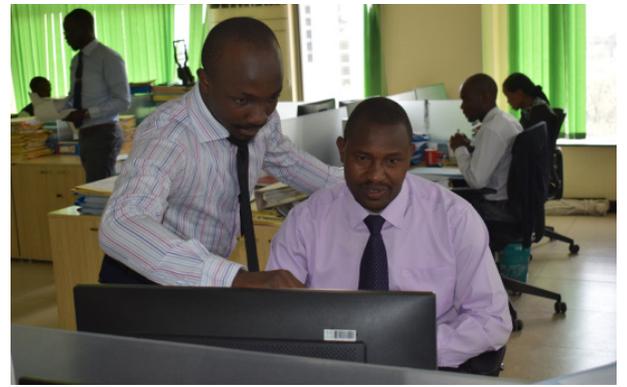
Uganda



DR Congo



CS Week Recap



Kenya



Zambia



Tanzania



Rwanda



Uganda



DR Congo



OFFICE GRAPEVINE

It is defined as "The informal transmission of information, gossip, or rumour from person to person or usually un-revealed source of confidential information." Grapevine or gossip is unavoidable in the corporate environment.

Grapevine or gossip is unavoidable in the corporate environment. As employees jostle to reach the prized top spot, jealousy, now coupled with social networking, sparks off gossip.

Grapevine arises from social communications, so it can be as fickle, mischievous, dynamic and varied as people.

Left to itself, a grapevine can inflict as much damage as a raging fire.

Work productivity goes down because people are emotionally caught up in the drama.

Anxiety and tension are high as rumours circulate and people walk on eggshells without knowing what is and isn't a fact.

Divisiveness as people take sides leading to unexpected turnover and loss of good talent who left due to the toxic work environment.

STEPS TO GET RID OF GOSSIP

1. Set an example;

Be a good role model for others to follow and don't engage in the gossip.

Be assertive, walk away, or change the subject when the gossip starts. The message you're communicating to others is that the behaviour won't be tolerated.

2. Let the boss know;

Have the courage to inform your immediate boss if the gossip is growing and gaining followers. Management that support a healthy work environment should address the issue in a way that reinforces and promotes a positive culture.

3. Address the perpetrators.

This will take some courage, but stand up to the lead perpetrators and address them one-on-one in a neutral and more private room or office so others can't overhear.

The point is not a pummel session, but to tactfully demonstrate with specific examples how your colleagues' behaviour is affecting and disrupting work.

4. If you're a manager,

Meet with your team; Bring up the topic of gossip in a staff meeting to educate your team on its negative consequences.

5. Encourage positive gossip;

The flip side of negative gossip is to create a culture where people share positive stories about work, customers and culture. Think of examples where peers and bosses can communicate to each other what they feel proud about at work. An example would be an employee going above-and-beyond in serving a customer, then management sharing the story company-wide and through social media to increase

brand value.

6. Ignore the gossiper.

Gossip-mongers thrive on attention and will prey on open and inviting ears. Your course of action is to be busy and preoccupied with your work (as you should be), so you are not available to listen. When the gossiper hands off the juicy gossip baton to you (because they want to spread it by enlisting other gossipers), don't take it.

7. Turn it back on the gossiper with a positive thing to say.

Deflect the negative gossip with the exact opposite, by saying something refreshingly positive that you perceive to be true and fair – the other side of the coin. A complimentary remark about the person being attacked will stop the gossiper on his tracks. You may not see the gossiper visit you again.

8. Keep your private life private.

Unless you have absolute certainty that you can trust a co-worker, the rule of thumb is plan and simple; don't trust personal information with anyone at work that will be fodder for gossip. The dead give-away that you're dealing with serial gossipers is this; if you find them gossiping about others, you can bet that they will be gossiping about you as well. Don't give them ammunition to do so.



Team Building 2019





How should a personal budget look like?

Here are a few tips of how to prepare a personal budget including a sample of a budget.

Some of this tips are:

1. Make a list of all your expenses/payments in order of your priority

This may sound simple and unnecessary. Most of us are aware of our monthly spending needs at any given point in time for example rent, shopping, school fees etc even without jotting them down. However, writing them enables you to have a comprehensive and consolidated view of your expenses as well as identify those that are of top priority.

2. Identify your income

This is the income you are certain of receiving within a given period e.g. monthly let's say salary. A key mistake most of us make is to base our expenses on anticipated income. This means that if the anticipated income is not received, one may end up borrowing to cater for such expenses.

One should try as much as possible not to overstate the income and ensure all known expenses are included or recognized.

3. Set aside at least 10% of your income as savings

Most experts in personal finance recommend that at least 10% of one's earnings should be set aside for savings and/ or investment.

This ensures that you will be covered in future for a rainy day and you can as well begin your journey towards wealth creation.

4. Set aside at least 10-20% to cater for repayment of debts

Depending on the size of your debt, set aside at least 10-20% to service them. This means that you will be both intentional and consistent in managing your debt and therefore you avoid falling back and repaying at higher interest rates. You will also avoid the hustle of dealing with debt collectors and being listed at the CRB.

5. Learn to survive on 70-80% of your earnings.

This is called living 'below' your means. By doing so, you will be creating some fiscal space that will allow you to take up shocks e.g. salary cuts or drop in earnings. In these uncertain times of COVID 19, some people have had their salaries slashed to enable companies cope with the uncertainties being experienced.

The ones who will be able to sustain these shocks are those who save and / or those who have learnt to live below their means.

However, most of us live from one pay-check to the next and we are only wealthy to the extent of our monthly salary especially for those who are employed. However, we must start somewhere.

6. Budget to Zero

Ensure that your income equals your expenses/ payments. You should not have a deficit budget because that means you will have to borrow to fill up the deficit. A surplus budget may create an illusion that you have a lot to spare and you might therefore spend unwisely.

Should there be any surplus for any reason, consider allocating it to savings or accelerate repayment of debt where applicable. In order to achieve a zero budget have a line for miscellaneous expenses (all those that cannot be categorized) and monitor this class of expenses over time.

7. Prepare your budget before beginning of the month/budget period

It is most ideal for one to prepare a budget

before the period. This eliminates chances of spending before a budget has been prepared and firmed up.

Budgetary notes for further guidance:

- Assumed that the young lad pays tithe amounting to 10% of his net salary
- His savings amount to 5,000 which is 10% of his savings
- He has a Sacco loan that he had taken out to pay for his masters. He pays 5,000 equivalent to 10% per month.
- He also saves another 5,000 monthly for his school fees.

The young guy is learning on how to survive on 80% of his salary. In order to do this he negotiated with his parents that he will be sending them a lump sum each month and not on ad hoc basis.

Below is a sample of a budget for a bachelor on a net pay of Kshs 50,000. It's an indicative budget supposed to provide a guide and some ideas.

Budget for the month of June 2020

BUDGET FOR THE MONTH OF MAY 2020	
Expenses/ Payments	
Item/Description	KSHS
Rent	7,000
Utilities (water, electricity, garbage)	1,500
Tithe	5,000
Savings	5,000
Sacco loan	5,000
Shopping	7,000
School fees	5,000
Transport	5,000
Assisting parents	2,500
Entertainment including lunch	4,000
Miscellaneous/ contingencies	3,000
Total expenses	50,000

by Gladys Gichogo



Events Highlights



Mayfair staff training on First Aid and Safety measures



Agents on GIT and Carriers Liability Training



Mayfair Golf Sponsorship



Kenya



Zambia



Tanzania



Rwanda



Uganda



DR Congo



End of Year Party



Kenya



Zambia



Tanzania



Rwanda



Uganda



DR Congo