INSURANCE GLOBAL BUSINESS SUPPORT

CLIENT PRESENTATION

Reliable Operations. Better Client Experiences.

Dependable remote administration for independent insurance agencies, brokers and growing businesses in Kenya, the UK and US.

20+
years of insurance and administration experience

UK & US
clients served remotely from Kenya

3
packages with defined, written scope

01 ABOUT US

Who we are

Insurance Global Business Support (IGBS) is a remote insurance operations support business. We serve independent insurance agencies, brokers and growing businesses in Kenya, the United Kingdom and United States.

We provide dependable administrative capacity so your team can focus on clients and decisions that need professional judgement.

Founded by Annastasia (Anne) Mulwa
Over 20 years across insurance underwriting, operations, HR and administration.

Our mission

To help insurance businesses reduce administrative pressure, improve workflow visibility and provide consistent client service through accurate, secure and responsive remote support.

Our vision

To be a trusted specialist operations partner for independent insurance businesses that need flexible back-office capacity without adding permanent headcount.

02 WHAT WE HANDLE

What we take off your team's plate

1

Renewal tracking

Renewal diary, expiry monitoring, client reminder drafts and follow-up tracking.

2

Policy documentation

Document checklists, policy file organisation and CRM or spreadsheet updates.

3

Claims administration

Claims register upkeep, missing-document follow-ups and correspondence chronology.

4

Client follow-ups and records

Insurer and adjuster follow-up logging, records management and weekly status reports.

03 SERVICES AND PRICING

Three packages with clear scope

Introductory target prices. Scope, volume and hours are agreed in writing before work starts.

Renewal & Policy Administration

$450 /month

- Renewal diary and expiry monitoring
- Client reminder drafts and follow-ups
- Weekly renewal status report

Claims Administration Support

$550 /month

- Claims register maintenance
- Missing-document follow-ups
- Weekly outstanding-claims report

Insurance Operations Partner

$900 /month

- Renewal, claims and policy file support
- Client and insurer correspondence
- Weekly operations report and hours cap

04 RECOMMENDED STARTING POINT

Start with a paid five-day pilot

5
business days

10
hours maximum

$150
pilot fee

- Choose one contained workflow, such as a renewal diary or a claims register update
- Agree inputs, outputs, deadlines, access permissions and success measures before starting
- Receive a concise completion report at the end of the pilot
- Move to a monthly package only if the pilot shows clear value

05 ONBOARDING

From first call to ongoing support

1

Discovery

A 20–30 minute fit call

2

Scope

Written tasks, hours cap and pricing

3

Contracting

Services and data terms signed

4

Access

Named accounts, MFA and least privilege

5

Pilot

One workflow with agreed success measures

6

Review

Weekly report and monthly review

Nothing starts until scope, access and success measures are agreed in writing.

Service levels and quality measures

What you can expect

- Confirm receipt of assigned tasks within one business day
- Update your tracker as work is completed
- Flag missing information and overdue items promptly
- Send a weekly report on completed, pending and blocked work
- Never promise insurer decisions, claim outcomes or coverage interpretations

How we measure quality

- Tasks completed by agreed due dates
- Data-entry and filing accuracy
- Renewal diary completeness and next actions
- Claims file completeness and request age
- Time to acknowledge assigned work
- Unresolved blockers and wait times

NEXT STEPS

Our boundaries and next steps

Our role

We operate as an outsourced administrative support provider. You remain responsible for insurance advice, suitability, coverage and underwriting decisions, binding, negotiation and regulated customer communications.

1. Book a 20–30 minute discovery call
2. Agree a written scope for the five-day pilot
3. Sign the services and data-processing terms
4. Start the pilot and review the completion report

Annastasia (Anne) Mulwa, Founder

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