



"Excellent services beyond expectations."

HAKI INSURANCE ASSESSORS AND ADJUSTERS LIMITED

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COMPANY PROFILE

HAKI INSURANCE ASSESSORS AND LOSS ADJUSTERS LTD is the most promising insurance surveyor and loss assessor and loss adjuster duly licensed by Tanzania Insurance Regulatory Authority (TIRA) in March 2024 for the year 2024/2026 to carry on business as insurance assessor and loss adjuster (LIFE AND NON LIFE) under License No. SLA20240003.

HAKI is domiciled in Dar es Salaam, Tanzania as an independent professional consultancy firm with technical experience in maritime business/marine insurance solutions; loss assessments/adjustments; investigation; finance; risk identification/mitigation measures and all other general insurance and life assurance business of more than 45 years' hands-on experience.

We have a motivated team of six technical staff members on board with requisite experience in most fields in the insurance business. These are backed by team of outsourced professionals like quantity surveyors, structural engineers, forensic experts, certified public accountants and lawyers. We also have several consultants in place who could be called upon whenever needed.

OUR VISION

- To become a premier and beacon of choice by offering "excellent services beyond expectations" to our valued principals i.e. one-stop, balanced and personalized professional services at all times.
- To be the model of insurance assessor/loss adjuster in Tanzania in particular and the East African region in general.
- To be the most practical and cost-effective company of choice in carrying out our work.

OUR MISSION

Our mission is to ensure prompt, effective service delivery and create symbiotic partnerships with our esteemed clients to consolidate our position in the insurance market as the preferred service provider in insurance assessments, loss adjustments, risk surveys/inspections, insurance based investigations, marine surveys and movable property valuations.

We will achieve this by:

- Excellence - Our profound knowledge of insurance surveys, loss adjusting and expertise in doing business.
- Efficiency - Our performance is to optimize standards of quality and cost-effectiveness.

SPECIALISTS IN MARINE, FIRE AND INDUSTRIAL LOSS ASSESSMENTS AND OTHER BUSINESS LOSS INVESTIGATIONS

"Excellent services beyond expectations."

- Reduce loss exposures for insurance companies by offering a practical approach to insurance surveys and loss assessment/adjustment at affordable cost.
- Make insurance companies add value to their clients by offering sound risk management advice.
- Integrity - We are committed to honesty and ethical principles.

SERVICES PROVIDED

The firm provides a wide range of services, guided by the belief that prompt service delivery is the essence of any business. Our services include the following among others:

- Insurance risk surveys/management, industrial investigations, valuation of plant, machinery and movable items including office and domestic equipment
- Insurance loss assessments & adjustments in all classes of general business such as; marine, goods in transit, fire, Consequential loss/Business interruptions, engineering (CAR, EAR, boilers/pressure vessels etc.) Accident lines (Burglary, cash in transit, All Risks and fidelity guarantee etc.) and agriculture insurance
- General insurance claims, recovery services and salvage disposal.

SPECIALISED ASSISTANCE

We also have several professionals/consultants in our database who offer support in specialized areas and these include:

- IT specialists
- Quantity surveyors
- Structural engineers
- Electrical/Electronic engineers
- Accountants
- Auditors
- Private investigators
- Agriculturalists/Agronomists etc.

REGIONAL AND INTERNATIONAL NETWORK

We have an established network in Kenya and Uganda where we have reputable insurance survey/loss adjustment firms and individuals for whom and/or with whom we do survey work in the regional market on correspondent basis. Such firms include:

- Cunningham Lindsey Kenya Limited
- Oceanic Marine Surveyors Kenya Limited
- Marinair Surveyor & Adjusters Limited
- Premier Adjusters and Risk Advisors Ltd, Kampala Uganda
- Africa Marine Surveys (Overseas) cvba, Antwerp - Belgium

CLIENTS TO WHOM WE OFFER SURVEY & ADJUSTMENT SERVICES IN TANZANIA

1. Insurance companies:

Two of our directors have closely worked with the following insurance companies while employed with reputable loss adjusting firms in Tanzania, Kenya and Uganda:

- ICEA Lion General Insurance Company Limited
- BRITAM Insurance Tanzania Limited
- Jubilee Allianz General Insurance Company of Tanzania Limited
- Reliance Insurance Company (Tanzania) Ltd
- Sanlam General Insurance
- National Insurance Company Limited
- Alliance Insurance Company Tanzania Limited
- Zanzibar Insurance Company Limited
- MGen Tanzania Insurance Company Ltd
- UAP Insurance Tanzania
- Maxinsure Tanzania Ltd
- Sanlam Life Insurance Tanzania Limited
- Jubilee Health Insurance Company of Tanzania Limited
- BUMACO Insurance Company
- Strategis Insurance Tanzania Limited
- Milembe Insurance Company Limited

2. Non insurance companies

Besides providing service to insurance companies, we also do cargo inspections, marine surveys, risk assessments/inspections and valuations of motor vehicles, plant and machinery for several reputable companies, organizations and institutions which include the following among others:

- DHL Global Forwarding
- Bollore Transport & Africa Logistic Tanzania

BOARD OF DIRECTORS

Under the guidance and supervision of the board of directors composed of some of the most eminent and seasoned business minds and professionals, HAKI guarantees highly professional customer care service to our principals with speed; integrity and transparency.

Our key staff comprise the following:

Samuel N. Stephen - CEO/Loss assessor

John Sindani - Chief Operation Officer/Loss adjuster

Eng. Alex Reuben Kimaro - Mechanical engineer

CPA Frank Joachim Msae - Full-time consultant on finance and IT

Ms Evelyne John - Full-time legal advisor with risk management credentials

Ms Agnes William - Marketing and office manager

Why HAKI INSURANCE ASSESSORS AND LOSS ADJUSTERS LTD?

- Based on sound professionalism with support of engineers, law experts, IT & certified public accountant
- Friendly, knowledgeable and caring staff to both principal companies and their clients
- Fast turnaround time for assigned work
- Extensive service reach within Tanzania mainland; Zanzibar and East Africa region

Yours faithfully,

HAKI INSURANCE ASSESSORS AND LOSS ADJUSTERS LIMITED

A handwritten signature in blue ink, appearing to read 'S. Stephen'.

Samuel Stephen
C.E.O/Loss Assessor