



# COMPANY PROFILE



**Gwen**  
Insurance Consultancy

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# About

## Gwen Insurance Consultancy

**Gwen Insurance Consultancy** is a Tanzanian company that was founded and began operations in 2013 under the name Micgen Insurance Broker. We are dedicated insurance consultants who are licensed and have met all government requirements. As a preferred consultant for life and non-life insurance, we can negotiate extremely favorable terms and conditions on our client's behalf. We have hired experienced insurance specialists and other supporting team members who are reliable, persistent and dedicated.



### Mission Statement

GWEN wants to raise the bar in the insurance industry by providing excellence and the utilizing the highest principles and standards to every aspect of the business. The Mission is to empower its clients, employees and community and urge them to employ these practices as well. Because when we all do our personal best, the payoff is always a win/win



# What do we do

## Our services

GWEN provides expert advice to its clients on Medical and life insurance services to local and multinational firms in all sectors of the economy,

We strive to be the most preferred insurance consultant, ranking among the top reliable insurance consultants in the market, and to carve a niche in the insurance market as a growing company committed to achieving superior results to our client's satisfaction.

As a general rule, we commit to ensuring that GWEN's expertise and our client's knowledge of their businesses form a unique partnership that ensures the procurement of tailored insurance security for our clients at the most competitive prices the market has to offer.



## Our Principles



We regard as fundamental to our success the under listed principles;

- Our Clients always come first.
- We must provide the highest level of service with integrity.
- Ensuring client satisfaction through the provision of quality service.
- Communicating with our clients clearly and frequently
- Innovation is requisite for our survival in a changing world.



# Why

## Gwen Insurance Consultancy

Gwen is an insurance consulting firm committed to becoming Industry game changer.

- We are committed to promoting the highest level of professional experience and high-quality service delivery.
- Dedicated insurance professionals who act as our clients' legal agents. The law requires us to work in our client's best interests. We primarily assist our clients in identifying their insurance needs and offering the best options, while carefully balancing cost and quality.
- The only Broker with call centre that takes care of out of working hour queries and logs
- Processing claims through the claims bureau and negotiating claims under the insurance policies we buy for our customers.



## Experience

With years of experience, we were able to observe the challenges and issues that most clients face, allowing us to solve them, inform them, and add value to their business.



## Strictly Loyal to Client

Our focus is solely on the client. We are more and better than consultancy in a sense that we provide assurance of value to our client.



## Expertise

We are a client's third eye; we take the time to learn and understand the client. Finally, the client will be able to obtain and demand the service they deserve while saving money (time and labor).



## Focus

We are goal-oriented consultants with a low or no retention fee requirement. Shall be paid based on the achievement of the goal (negotiation)



## With Gwen

The company will be able to focus on its core business while we leverage our professional expertise and knowledge of the insurance market to ensure that appropriate insurance security is purchased on the most favorable terms and at the most competitive price.



# Statement of Capability and Strength

Gwen Oversees service delivery process that is end to end from claim process management to daily service operation management by:

**01**

Handling daily client's queries especially those raised from services access point i.e Hospitals,fitness centre and garage etc.

**02**

Coordinating communication flow between Client and insurance company on a day to day operation

**03**

Desserminating feedback from insurer to the client as per the schedule.

**04**

Assisting with the preparation of claims documents and the interpretation of policy documents.

**05**

Liaison with a variety of relevant professionals in the industry

**06**

Participation in the appointment of loss adjusters and liaison with those appointed to adjust the claim

**07**

Brief preparation for arbitration and litigation support, as needed.

**08**

Settlement and negotiation of claims

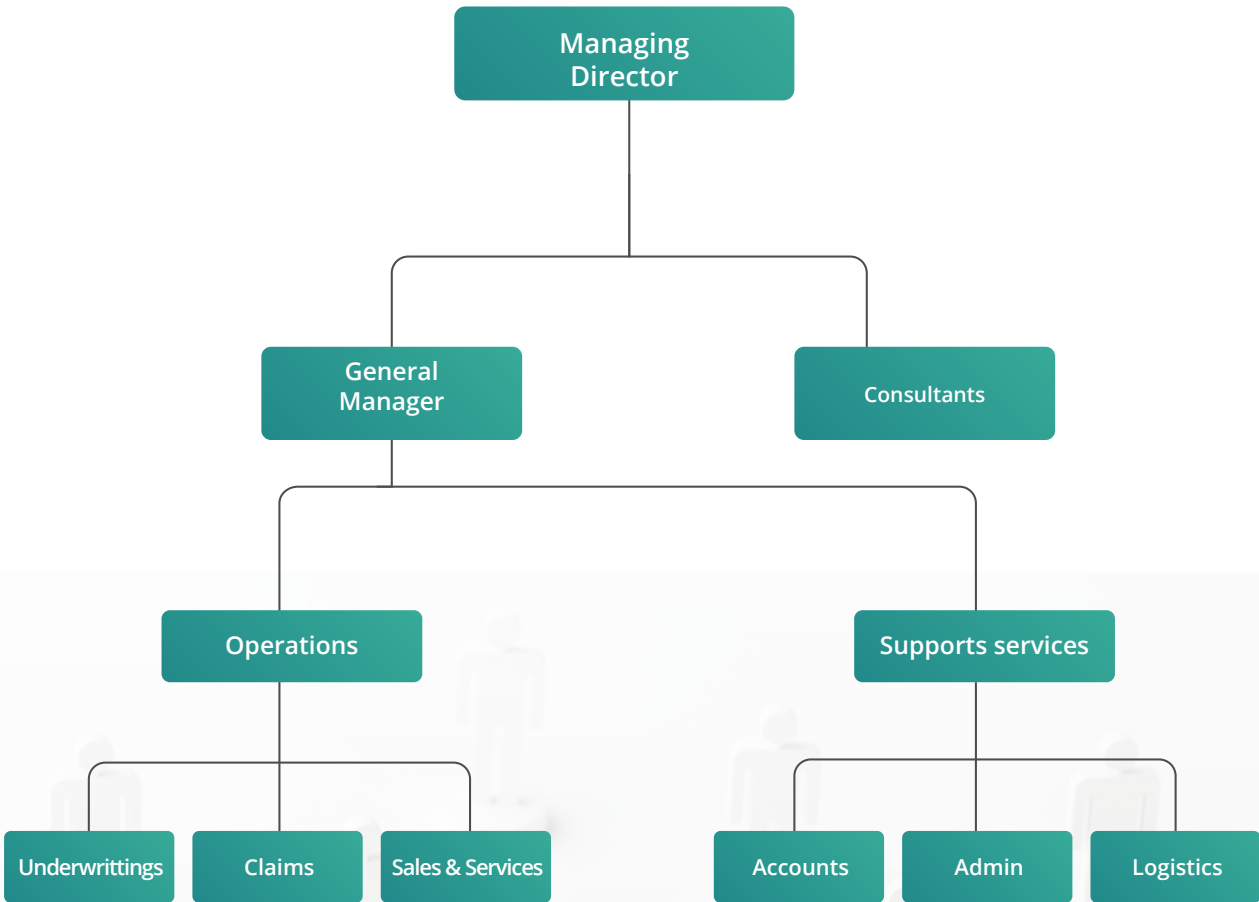
**GWEN also offers advice and assistance with salvage disposal and repairs.**

## Our Clients





# Corporate Structure



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