



CHARTERED
INSURANCE
INSTITUTE OF
GHANA

PENSIONS CATEGORY



5TH CIIG INSURANCE EXCELLENCE AWARDS

5:30 PM
30TH AUG. 2025

**Kempinski Hotel
Gold Coast City**

COMPANY OF THE YEAR 2024 – PENSIONS CATEGORY

1. STATUS OF THE COMPANY (QUALIFYING CRITERIA)

- i. Evidence of Operational License (Renewal for 2024 / 2025)
- ii. Minimum Capital Requirement (MCR)
- iii. Positive shareholder's fund

2. GOVERNANCE AND COMPLIANCE

- a. Compliance
 - i. Should be in good standing with Chamber of Corporate Trustees (CCT)
 - ii. Anti-money laundering
 - iii. Submit evidence of Scheme and trust rules
- b. Governance
 - i. Good Corporate Governance Practices
 - ii. Frequency of Board meetings
 - iii. Frequency of Scheme meetings

3. OPERATIONAL EXCELLENCE

- a. Financial Indicators
 - i. Liquidity
 - ii. Solvency
 - iii. Profitability Ratio
 - iv. Minimum Capital requirement
- b. Performance Efficiency
 - i. Growth in fee Income
 - ii. Scheme Performance for 2024
- c. Benefit Paying Record
 - i. Turnaround time for benefits payments
 - ii. Aging Analysis of outstanding benefits

4. MARKET PRESENCE AND REPUTATION

- a. Corporate Image
 - i. Publicity & Visibility
 - ii. Corporate social responsibility
- b. Contribution to Industry
 - i. Officers serving on CCT council and committees
 - ii. Sponsorship of Industry events
- c. Customer Service
 - i. Customer Satisfaction Survey (Net Promoter Score or any other verifiable system or data)

5. HUMAN CAPITAL DEVELOPMENT

- a. Staff Development
 - i. Training
 - ii. Motivation
 - iii. Exposure
 - iv. New/Existing Qualifications attained by staff in the year