



The Aga Khan University Hospital

FOR IMMEDIATE RELEASE

Jubilee Health Insurance opens a service desk at Aga Khan University Hospital

Nairobi Kenya, Monday 07th May 2021..... Jubilee Health Insurance jointly with Aga Khan University Hospital, Nairobi (AKUH,N) have today unveiled a service centre at the Aga Khan Hospital in a move aimed at enhancing the customer experience during visits to the health facility.

The service desk will serve as a nerve centre and single point of contact for responding and resolving queries from clients who visit the health facility and who currently rank 1st in inbound calls to the call center. The insurer will use this as an avenue to reduce the number of inbound calls to the call centre, avoid drop-offs during call waiting and resolve customer issues in a timely manner.

Jubilee Holdings Regional CEO, Dr. Julius Kipng'etich noted that the service desk is part of a wider scheme to bring services closer to the clients.

"The possibilities to enhancing our customers seem endless and that is why we are always going out of our way to offer unparalleled customer service to our clients. The message we are sending to our clients is that anytime they visit The Aga Khan University Hospital, their queries shall be handled expeditiously by a team of dedicated staff who are available round the clock to serve them," Dr. Kipng'etich noted.

Among the services that shall be provided at the facility include; Pre-authorisations for both out-patient and in-patient; customer queries; member validity checks; Customer queries; Member validity checks; Reimbursement queries; Enrolment to Maisha Fiti Wellness Program, Claim payment status as well as Product queries.

Speaking during the launch ceremony, AKUH,N Interim CEO Rashid Khalani noted that the service desk will facilitate provision of seamless healthcare services for patients.

"As a hospital we are committed to offer world class care in an efficient manner. This partnership will contribute to that goal by ensuring that the administrative processes of care are handled efficiently," he said.

The setting up of the service desk by Jubilee Health Insurance is seen as a step towards offering its customers a one-stop shop for seeking healthcare services in the most reliable and consistent manner.

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About Jubilee Health Insurance Limited

Jubilee Health Insurance Ltd, a wholly owned subsidiary of Jubilee Holdings Ltd, became a fully-fledged company in December 2019 following the Insurance Regulatory Authority



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requirement to split Jubilee Insurance into 3 distinct companies. Jubilee Health Insurance is the No.1 Medical Insurer in East Africa and provides medical cover to individuals and the region's blue-chip companies. We provide first-class, tailor-made health insurance products to suit individual and corporate needs, from in-patient, out-patient, maternity, dental, and optical to scheme administration. For more information about Jubilee Health Insurance, please visit <https://jubileeinsurance.com/ke/health-insurance.php>

About AKUHN

For over 60 years, Aga Khan University Hospital, Nairobi has set the standard for comprehensive healthcare and modern medical education in East Africa. Our dedicated staff, advanced facilities and state-of-the-art technologies have earned the hospital great reputation as a leading medical institution and teaching hospital in the region, and beyond.

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