

Marine Insurance



MARINE INSURANCE UPTAKE SURVEY

COMMISSIONED BY: UGANDA INSURERS ASSOCIATION

PREPARED BY

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EXECUTIVE SUMMARY

Uganda Insurers Association was founded by insurance companies as an umbrella body to promote the development and expansion of insurance and reinsurance business in Uganda. It advances this mainly by encouraging close cooperation among members, lobbying and advocating on industry policy and regulatory issues and building industry knowledge through undertaking research.

On 8th June, 2017, Government of Uganda through the Background to the Budget Fiscal year 2017/18 paper, made key pronouncements, among them being;

It empowering locally licensed insurance companies to issue all policies relating to domestic marine cargo insurance effective 1st July 2017 and that the Insurance Regulatory Authority administratively enforce and implement the provisions in the Insurance Act under Section (3) (2).

In light of the above, Uganda Insurers Association undertook a survey to understand the existing status-quo of how marine insurance was being taken up/utilized by importers in Cosmopolitan Kampala & its surrounding areas. The study extended to also understanding how the existing importing intermediaries like (Clearing and Forwarders, Consignees/consolidators and Shippers) extending to Uganda Revenue Authority (URA) assist in the facilitation of the above process.

The results of this survey will be used to inform the appropriate and inclusive implementation of local marine insurance in Uganda:

Synopsis of the Survey findings

It is of importance to note that the survey findings are not weighted to the general country's population.

1. Ugandan insurers only service **13%** of the sampled total Uganda importers' market.
2. A huge untapped importers' market of **87%** of the sampled total importers' market that Ugandan insurers can capture and competitively service.
3. **63%** of the untapped importers' market is served by international insurers, presenting an opportunity for Ugandan insurers to capture and service the same market.
4. **37%** of the untapped importers' market is not served at all by any insurer (whether local or foreign), which presents an equal opportunity for Ugandan insurers to leverage on.

5. Reduction of Ugandan marine insurance rates, partnerships with marine intermediaries (Clearing & Forwarders, Consignees/Consolidators and Shippers) and demystifying that Ugandan insurers don't pay claims are key recommendations **by Ugandan importers who insure internationally** that Ugandan insurers need to implement in order to comprehensively capture and competitively service the **63%** of the untapped importers' market that is being currently served by international insurers.
6. Demystifying that insurance is expensive and that Ugandan insurers don't pay, improving on the claim experience of customers and marine insurance literacy initiatives are key recommendations **by Ugandan importers who don't insure at all** that Ugandan insurers need to implement in order to comprehensively capture and competitively service the **37%** of the untapped importers' market that is not served at all by any insurer (whether local or foreign).
7. Marine insurance literacy content should highlight the benefits of locally insuring with Ugandan insurers as identified **by Ugandan importers who insure locally** like the easy of making a claim, interpretation of policy details and bargaining for affordable marine rates, no effects of exchange rates and absence of language barriers.
8. Wear/fabrics & related, Electronics and Vehicle & related are the most imported goods by Ugandan importers at **51%** of the total identified imports. For a phased out implementation of the directive by Ministry of Finance, these goods should be of priority consideration by Ugandan insurers.
9. For the huge untapped importers' market of **87%** of the total importers' market, wear/fabrics & related, electronics and vehicle & related, medicine (animal & human related) and hardware are the most imported goods. Ugandan insurers seeking to service this market territory should extend priority consideration to the above goods.
10. For the **13%** of the sampled total Uganda importers' market that is serviced by Ugandan insurers, agricultural inputs, hardware, electronics, vehicle & related, medicine (animal & human related) are the most imported goods.
11. **36%** of Ugandan importers in the sampled total importers' market mainly import their goods twice annually.
12. **38%** of Ugandan importers under the huge untapped importers' market import their goods twice annually.

13. **44%** of Ugandan importers under the Uganda importers' market which is serviced by Ugandan insurers, mainly import their goods more than thrice annually.
14. **37%** of Ugandan importers in the sampled total importers' market mainly import beyond ten tones of goods annually.
15. **34%** of Ugandan importers under the huge untapped importers' market mainly import beyond ten tones of goods annually.
16. **56%** of Ugandan importers under the Uganda importers' market which is serviced by Ugandan insurers, mainly import beyond ten tones of goods annually.
17. **43%** of Ugandan importers in the sampled total importers' market mainly import goods of value **50–500** million annually.
18. **44%** of Ugandan importers under the huge untapped importers' market mainly import goods of value **50–500** million annually.
19. **38%** of Ugandan importers under the Uganda importers' market which is serviced by Ugandan insurers, mainly import goods of value **50–500**million annually.
20. **78%** of Ugandan importers in the sampled total importers' market mainly import their goods from China, UAE and Japan.
21. **79%** of Ugandan importers under the huge untapped importers' market mainly import their goods from China, UAE and Japan.
22. **71%** of Ugandan importers under the Uganda importers' market which is serviced by Ugandan insurers, mainly import their goods from China, UAE and Japan.
23. **83%** of Ugandan importers who insure, arrange their marine insurance through mainly intermediaries (Clearing & Forwarders, Consignees and Shippers).
24. **90%** of Ugandan importers who insure internationally, arrange their marine insurance through intermediaries (Clearing & Forwarders, Consignees and Shippers). For Ugandan insurers to secure and competitively service this segment, they need to forge sustainable partnerships with intermediaries.
25. **51%** of Ugandan importers who insure locally, arrange their marine insurance through intermediaries (Clearing & Forwarders, Consignees and Shippers). For Ugandan insurers to maintain and continue growing this segment, they need to forge sustainable partnerships with intermediaries.
26. **61%** of insuring Ugandan importers who arrange their marine insurance through intermediaries, mainly use shippers to secure the policies.
27. **64%** of internationally insuring Ugandan importers who arrange their marine insurance through intermediaries, mainly use shippers to secure the policies.
28. **48%** of locally insuring Ugandan importers who arrange their marine insurance through intermediaries, mainly use consolidators to secure the policies.

29. **81%** of the importers who arrange marine insurance through intermediaries don't know who the intermediaries exactly buy the insurance from.
30. **84%** of internationally insuring Ugandan importers who arrange their marine insurance through intermediaries, don't know who the intermediaries exactly buy the insurance from.
31. **57%** of locally insuring Ugandan importers who arrange their marine insurance through intermediaries, don't know who the intermediaries exactly buy the insurance from.
32. **43%** of the importers who arrange marine insurance through intermediaries and know who the intermediaries exactly buy the insurance from, their intermediaries mainly buy from insurance agents.
33. **59%** of internationally insuring Ugandan importers who arrange their marine insurance through intermediaries and know who the intermediaries exactly buy the insurance from, their intermediaries mainly buy from insurance agents.
34. **80%** of internationally insuring Ugandan importers who arrange their marine insurance through intermediaries and know who the intermediaries exactly buy the insurance from, their intermediaries mainly buy from the insurance company directly.
35. **69%** of importers who insure, know/knew the type of marine policy on the goods (the risks covered)
36. **66%** of internationally insuring importers know/knew the type of marine policy on the goods (the risks **covered**)
37. **80%** of locally insuring importers know/knew the type of marine policy on the goods (the risks covered)
38. Theft & burglary, damage in transit and at sea port, piracy and loss at sea and fire incidences are some of the key risks identified/advanced by insuring importers as that covered by their policies.
39. **78%** of importers who insure, do not or did not know the marine insurance rates on their policies.
40. **Only 22%** of importers who insure, know/knew the marine insurance rates on their policies.
41. Of the importers who insure and know/knew the marine insurance rates on their policies, **49%** were international insuring importers whilst **51%** were locally insuring importers.
42. **Only 14%** of internationally insuring importers, know/knew the marine insurance rates on their policies.
43. **58%** of locally insuring importers, know/knew the marine insurance rates on their policies.
44. Of the locally insuring importers who know/knew the marine insurance rates on their policies, **34%** of them mainly advanced **1.2 and 1.5%** as the marine insurance rate they know/knew on their policies.

45. Of the internationally insuring importers who know/knew the marine insurance rates on their policies, **40%** of them mainly advanced **0.5% and 0.6%** as the marine insurance rate they know/knew on their policies.
46. **93%** of importers who insure have never claimed on their marine policies.
47. **95%** of internationally insuring Ugandan importers have never claimed on their marine policies.
48. **89%** of locally insuring Ugandan importers have never claimed on their marine policies.
49. **67%** of importers who insure and have ever claimed on their marine policies have had a negative claims experience.
50. **70%** of internationally insuring importers who have ever claimed on their marine policies have had a negative claims experience. If Ugandan insurers are to capture and competitively service this market segment, there is need to convince this segment that the local claim handling process is efficient.
51. **60%** of locally insuring importers who have ever claimed on their marine policies have had a negative claims experience. If Ugandan insurers are to continue consolidating on this market segment, there is need to streamline the claim handling process.
52. **65%** of the importers who don't insure but are knowledgeable about marine insurance would consider insuring their imports if their recommendations are considered.
53. **70%** of the importers who don't insure but are knowledgeable about marine insurance would consider insuring locally. This is a market opportunity for Ugandan insurers to grab and consolidate.
54. **100%** of importers who don't insure and are ignorant about marine insurance would like to know about marine insurance and how it works. This is an insurance literacy opportunity for Ugandan insurers to leverage on.
55. **100%** of importers who don't insure and are ignorant about marine insurance would take up marine insurance in the future after sensitization. This is an insurance literacy opportunity for Ugandan insurers to leverage on.
56. **74%** of importers who don't insure and are ignorant about marine insurance would consider insuring locally.
- 57. KEY RECOMMENDATIONS:**
- Holistic education of importers on marine insurance and trade incoterms by insurers
 - Insurers to come up with affordable marine insurance rates for the importers
 - Insurers to streamline their claim process and market conduct given the nature of clientele and import business
 - Innovative marine product development to match the importers needs and buy in.
 - Simplification of access/securing of marine insurance and post services by importers through digitalization
 - Partner with Uganda Revenue Authority to streamline the enforcement and implementation.

ACKNOWLEDGEMENT

Uganda Insurers Association is extremely very grateful to all respondents who took time off their busy schedules to participate in this survey. This survey would never have been realized, if it was not for the respondent's willingness, especially in terms of providing the vital information to inform the survey findings.

Appreciation also goes out to the research assistant team on this survey, Mr. Isaac Ssonko, Mr. Raymond Twine and Mr. Iga Musa Serwanga for the technical assistance they provided to the lead researcher, Mr. Allan Katwere, in terms of data collection, analysis and review of this survey document.

It also extends its gratitude to the entire team at the secretariat for all the technical and financial support rendered in making this survey a reality. Special recognition goes out to the Chief Executive Officer of Uganda Insurers Association for the overall stewardship of this entire project and making it become fruitful, your endless guidance is appreciated.

Recognition goes out to the Research & Market Development Desk for the overall stewardship of this entire survey and making it become fruitful, your endless guidance is appreciated.

It is very important to note that the opinions expressed in this report are solely those of the respondents interviewed during the survey and the relevant literature reviewed and referenced in this report. Therefore, information and content in this report does not necessarily reflect the opinions or policies of Uganda Insurers Association.

Thanking you,

.....

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Chief Executive Officer

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Uganda Insurers Association

INTRODUCTION

Background and Problem

Uganda's economy has been losing avoidable and unjustifiable millions of dollars to foreign countries and their insurance industries estimated at US\$ 335 Million between years 2009–2013. A loss attributed to poor application of INCOTERMS by majority of importing shippers while dealing with CIF and C & F. Challenges have also been faced by different shippers as they transact overseas using foreign marine insurance covers notably;

The uncertainty that the foreign seller has actually insured the goods as contracted in the CIF arrangements. The importers normally having no idea what type of insurance cover they obtained and the extent of coverage in case of loss and in cases of claim settlement. Barriers of language & cost of pursuing the settlement abroad also coming into play.

The insurance industry is cognizant of the above challenges and also the flight of hard currency to foreign markets which has also evidently impacted on the levels of premium collection within the Ugandan market (US\$ 36 Million between 2009 and 2014). **The key solution to the above leakage is the lack of enforcement of Section (3) (2) of the Insurance Act of Uganda:**

That strictly mandates that only insurance companies licensed under the Act must issue insurance policies on: – Goods imported from other countries, except personal effects and donations. Unfortunately this law has been lying in limbo due to lack of enforcement.

On 8th June, 2017, Government of Uganda through the Background to the Budget Fiscal year 2017/18 paper, June, 2017 made key pronouncements, among them being;

It empowering locally licensed insurance companies to issue all policies relating to domestic marine cargo insurance effective 1st July 2017 and that the Insurance Regulatory Authority administratively enforce and implement the provisions in the Insurance Act under Section (3) (2).

Following this background, the players in the market are preparing themselves to increasingly underwrite the marine insurance risks for the marine sector. The sector envisions that if the above pronouncement is fully and effectively implemented, then the sector shall on average recoup 4M US\$ (14bn Ushs) in insurance premium capital flight by 2025 and retention of taxable income for Government to a tune of 2.52Bn every year.

For the above milestones and more to be achieved by the sector, it was important to understand the existing status-quo of how marine insurance was being taken up/utilized by importers in Cosmopolitan Kampala & its surrounding areas. The study extended to also understanding how the existing importing intermediaries like (Clearing and Forwarders, Consignees/consolidators and Shippers) extending to Uganda Revenue Authority (URA) assist in the facilitation of the above process.

SURVEY OBJECTIVE

- To understand the existing status-quo of how marine insurance was being taken up/utilized by importers in Cosmopolitan Kampala & its surrounding areas.

The existing status-quo was explored through studying individual importers' profiles in terms of;

- Whether they insure or not
- Why they insure
- Whether they insure locally or internationally
- Why they insure locally or internationally
- The types of goods they import
- How often they import
- On average how much they import (value & quantity)
- The country of import
- How they arrange their insurance
- Whether they know who the intermediaries buy the Insurance from
- Whether they know the type of marine policy on their goods
- Whether they know the marine rates on the policies
- Whether they have ever claimed on the marine policies
- What was the claim experience
- Other challenges that they face in MCI transactions
- Any recommendations going forward
- **For those with CF**
- Whether they insure or not
- Why they don't insure
- The types of goods they import
- How often they import
- On average how much they import (value & quantity)
- The country of import
- Whether they would like to know about marine insurance and how it operates
- Whether they would take up MCI in the future after the sensitization
- Whether they would prefer local or international CIF
- Any recommendations going forward
- Whether they would insurance if the recommendations they have proposed are considered.

The study extended to understanding how the existing importing intermediaries like (Clearing and Forwarders, Consignees/consolidators and Shippers) extending to Uganda Revenue Authority (URA) assist in the facilitation of the above process by exploring the above thematic areas.

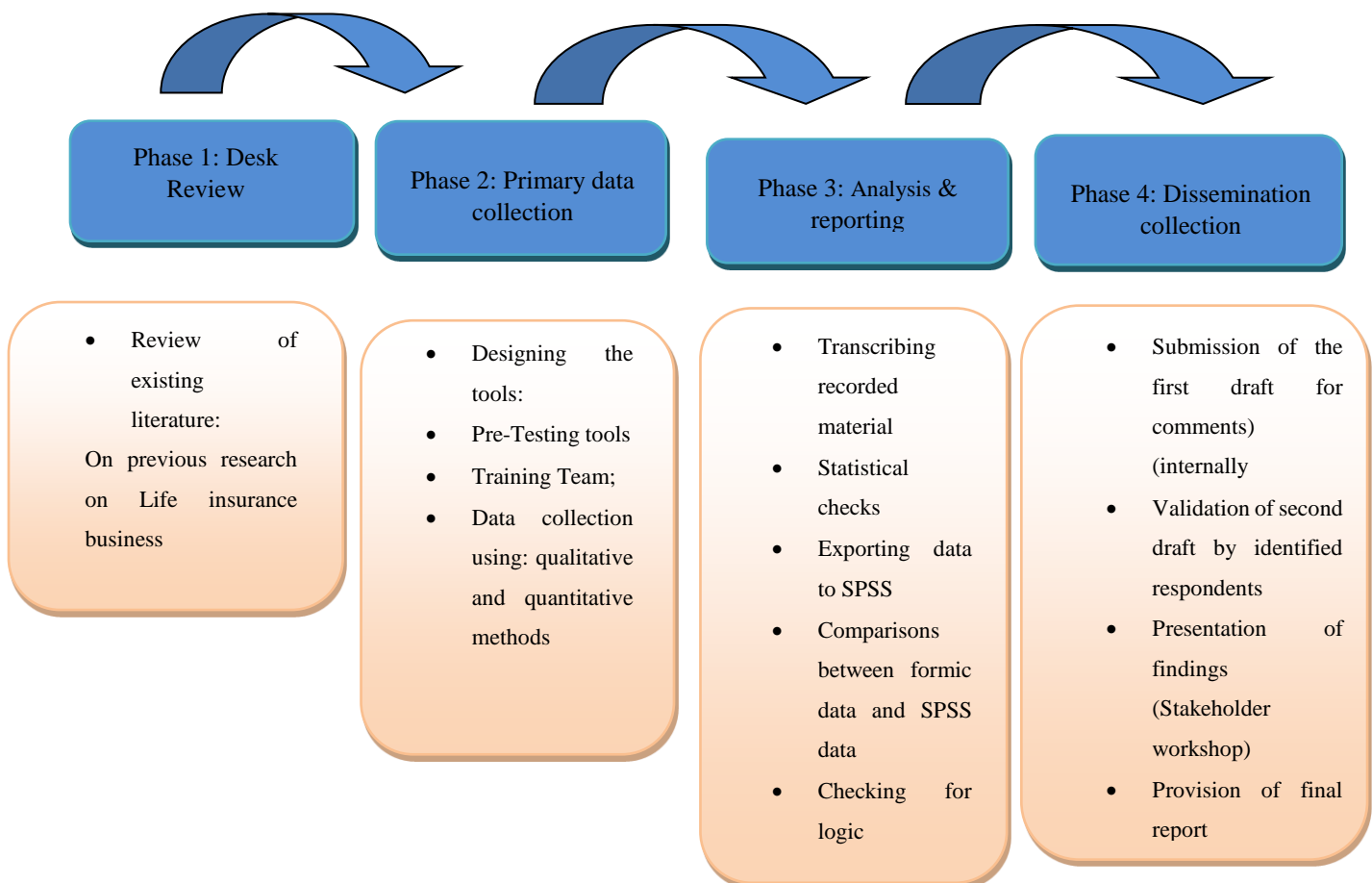
Key expected outcome from the study

- The aggregated importers' profiles shall form a basis/snap shot to inform the appropriate and inclusive implementation of local marine insurance in Uganda.

METHODOLOGY

Overview of the methodology

The fieldwork activities were organized according to the chart below and the entire exercise was completed in four phases:



Research Methods

This survey was conducted using mainly the quantitative methodology

- Desk Research (Literature review);

The survey was commenced with an extensive secondary data collection through review of existing literature on different life insurance surveys of this kind. The literature review phase was carried out so as to:

- Better clarify the context of the scope of the study and the gaps in the existing information as to responding to the proposed objectives.
- Provide a guideline on what primary information is required and needs to be collected during the subsequent phases.
- Act as a guide in developing adequate data collection instruments for this exercise.
- Provide a situational analysis of what is happening currently as documented in different reports we shall review.

Expected outputs from the Desk research

The key outputs from this phase was a refined methodology; target group and draft tools to be used in the primary data collection.

- Primary data collection; –

Primary data collection took the form of quantitative research.

○ Quantitative

This took the form of face to face interviews using structured questionnaires. The target respondents are importers between 18+ years. ***A total of 450 interviews was projected to be conducted*** going into the research, but due to the nature of the respondents, them being importers with limited/no time on them to participate in the survey, some had to decline to participate in this survey. ***The final interviewed respondents were 370 respondents.***

Survey instruments

The first set of data collection tools developed focused on collecting information for the quantitative one. The tools developed are categorized as:

- Structured questionnaires (quantitative)

Pre-testing

The adapted tools were pre-tested before the actual fieldwork. The main purpose of pre-testing was to ascertain or determine; the logical flow of the questions, whether the wording and phrasing of the questions is suitable, any missing questions or issues, pre-testing was also aimed at understanding problems the researchers are likely to face in the field.

Training of Research Team

The survey team that conducted the interviews was trained. The training happened after the pre-survey activities. The objectives of the training was to prepare the team to understand the objectives of the survey, the methodology and the research tools. The training covered but not limited to the following topics, which will also be explained in the manual; objectives of the survey, dos and don'ts, fieldwork protocol, identification of the respondents, among others.

Fieldwork logistics

Fieldwork was divided into two phases. During fieldwork, the following issues were emphasized;

- Logistics: before the field team travelled to the selected survey areas, the survey manager ensured that all the necessary logistics is availed and in the right quantities e.g. questionnaires, introductory letters, transportation facilities, stationery, among others.
- Introductions: while in the survey areas, prior to commencement of interviews, the field team were required to report and introduce themselves to the district and local authorities (preferably the RDC and LC 1 chairpersons).

Respondent selection

- The Qualitative respondents were selected through a mix of systematic and snowballing sampling. Thereafter the identified affinity groups underwent recruitment screening to ascertain those who were eligible.

Analysis and reporting

Analysis and reporting included different activities such as data analysis and report writing:

- Data management:
 - Quantitative: A detailed analysis of quantitative results was done.
 - Statistical checks: To ensure that correct codes for open-ended questions were entered and that questionnaires were well coded. This ensured correct and accurate data was captured into its respective or designated design format.
- Data analysis – After checking the data for possible errors, it was exported to SPSS. Thereafter comparisons were made between the formic data and SPSS data. After analysis, tables were checked for logic before being passed on for reporting.

Deliverables of the Survey Team

- Assist in the design the survey instruments and ensure that these are aligned to the research needs for this survey
- Administer the survey and produce all the prerequisite instruments
- Capture, edit and code the survey data
- Analyze and report the findings through a written and verbal presentation
- Ensure the survey answers all objectives
- Progress Reports
- Draft Report
- Final Report

Target audience

- The Importers
- Clearing and Forwarders
- Consignee/Consolidators
- Shippers
- URA

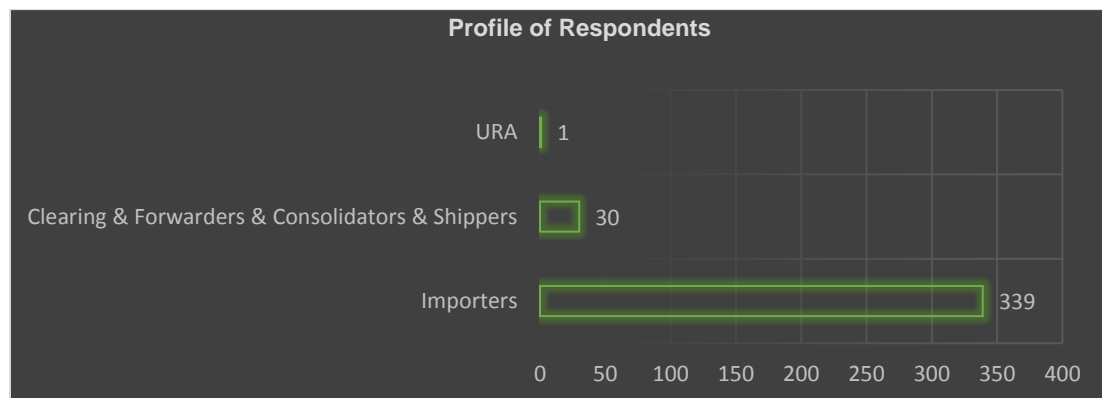
Target Area

- Five (5) major divisions of Kampala (Kawempe, Makindye, Rubaga, Central and Nakawa) & Extending to Entebbe, Mukono and Wakiso

SURVEY FINDINGS

PROFILE OF RESPONDENTS

370 respondents were interviewed across the **5** major divisions of Kampala. The respondents were importers, intermediaries (Clearing and Forwarders, Consignees/consolidators and Shippers) and Uganda Revenue Authority.



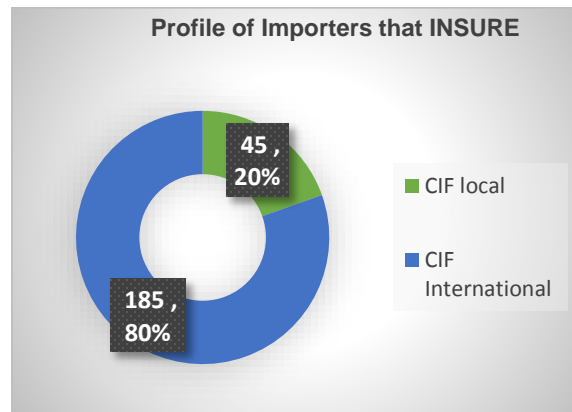
Profile of Importers

339 importers were engaged during the survey. **68%** of the importers were **insuring/had insured before** whilst **32%** of the importers **had never insured before**.



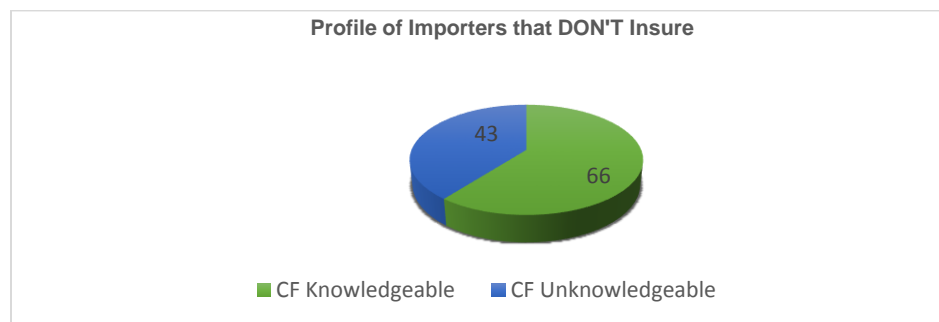
Profile of importers that insure (current & past)

230 importers that insure (current & past) were engaged. 80% of the importers that insure/had insured before, noted **insuring internationally** whilst 20% of them noted **insuring locally**.



Profile of importers that don't insure

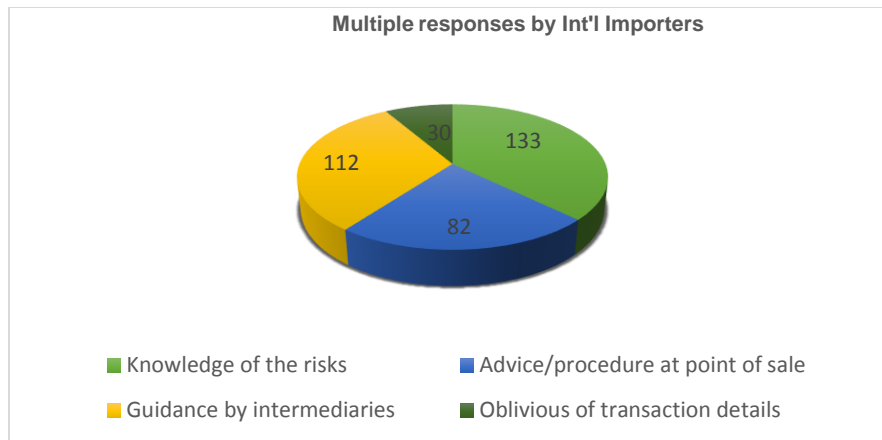
109 importers that don't insure were engaged. 61% of the importers that don't insure at all, noted **to at least be in the know of what marine insurance** is whilst 39% of them noted to be **ignorant about marine insurance**.



IMPORTERS WHO INSURE INTERNATIONALLY

Reasons importers who insure internationally advanced for insuring

357 responses were advanced by importers who insure internationally. 37% of the responses highlighted **knowledge of the risks** as the main reason for insuring whilst 8% of them highlighted **oblivious of transaction details** as the least reason for insuring.

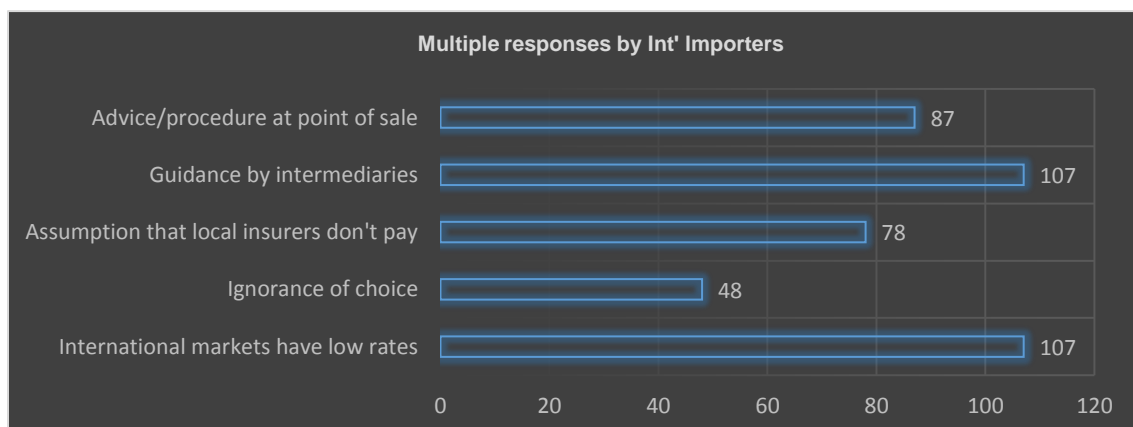


Other reasons they advanced for insuring

- Law of the state where we import the goods, its mandatory
- For security purposes to ensure smooth flow of business
 - To create chance for business continuity

Reasons importers who insure internationally advanced for insuring INTERNATIONALLY

427 responses were advanced by importers who insure internationally. **25%** of the responses highlighted **guidance by intermediaries and international markets having low rates** as the main reason for insuring internationally whilst **11%** of them highlighted **ignorance of choice** as the least reason for insuring internationally.



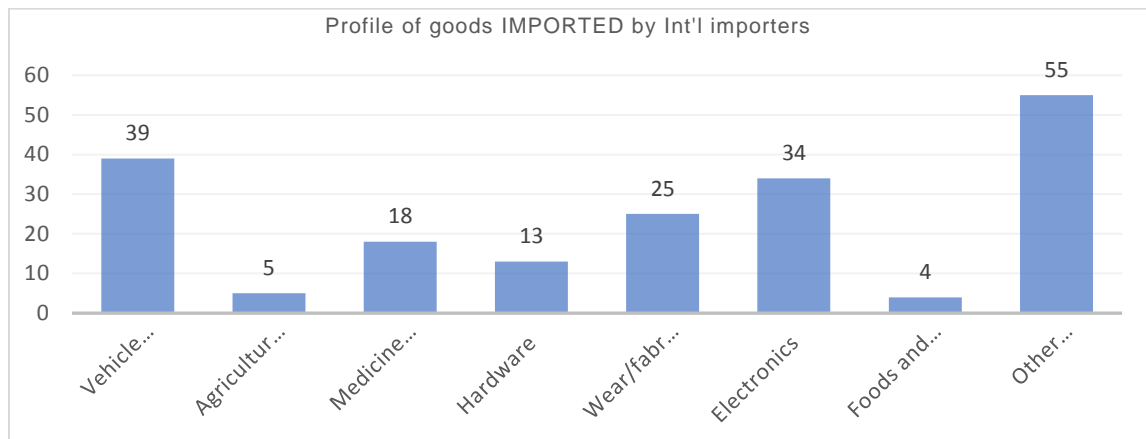
Other reasons they advanced for insuring internationally:

- No local advisory centers
- Easy compensation by international insurers
- International insurers are more concerned and take insurance more serious
 - There is less complexity with international insurers
 - Assured of payment/compensation
 - International insurers are much aware of the risks

- Local insurance companies may not have money to pay after the loss
- Local insurance can't cover big businesses

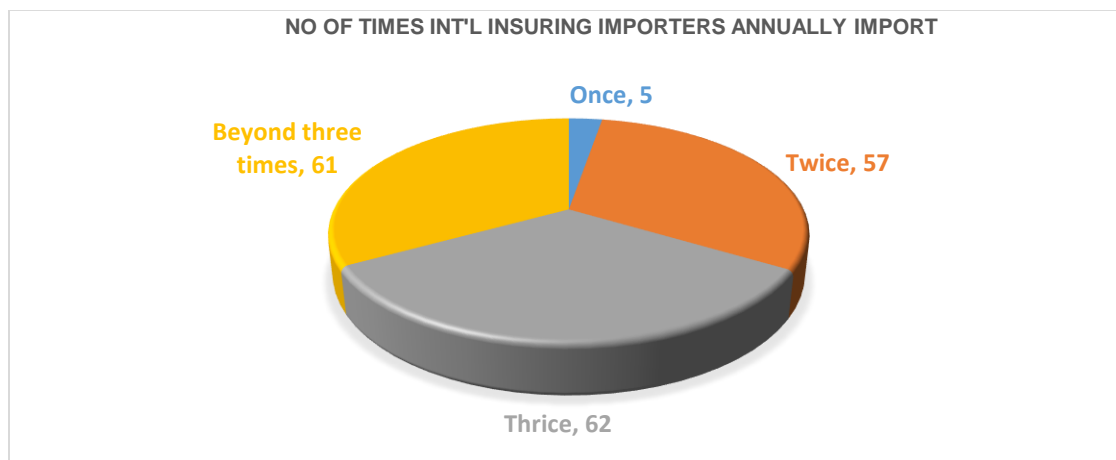
Type of Goods importers who insure internationally Import

193 responses were advanced by importers who insure internationally. **20%** of the responses highlighted **vehicles and related** as the main good they import whilst **2%** of them highlighted **food and beverages** as the least good they import.

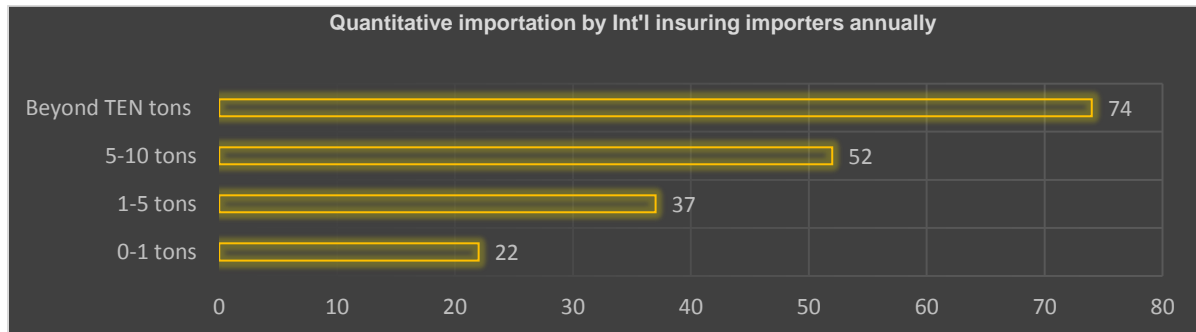


Number of times the importers who insure internationally ANNUALLY import

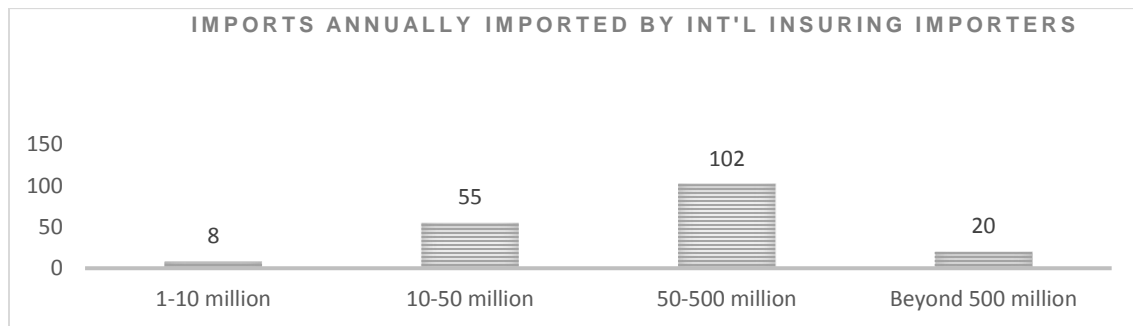
185 importers who insure internationally were engaged. **34%** of them noted mainly importing **thrice annually** whilst **3%** of them noted importing **once annually**.



On average how much importers who insure internationally QUANTITATIVELY import annually
185 importers who insure internationally were engaged. 40% of them noted mainly importing beyond ten tons annually whilst 12% of them noted importing between 0-1 tons annually.

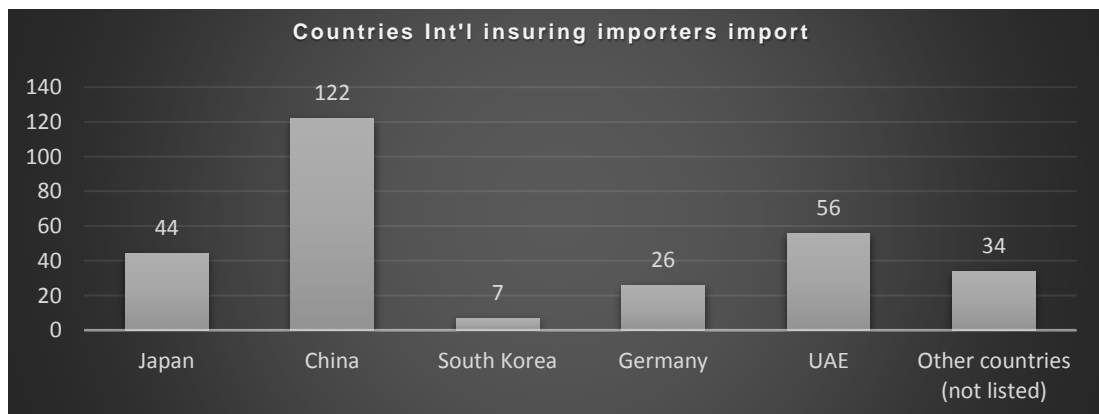


On average the VALUE of imports annually imported by importers who insure internationally
185 importers who insure internationally were engaged. 55% of them noted mainly importing 50-500million annually whilst 4% of them noted importing 1-10million annually.



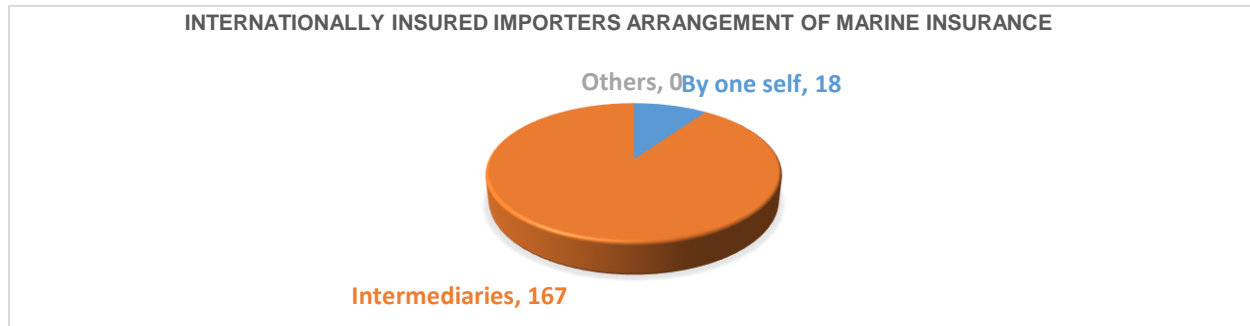
The Country of import by importers who insure internationally

289 responses were advanced by importers who insure internationally. 42% of them noted mainly importing from China whilst 2% of them noted importing from South Korea.



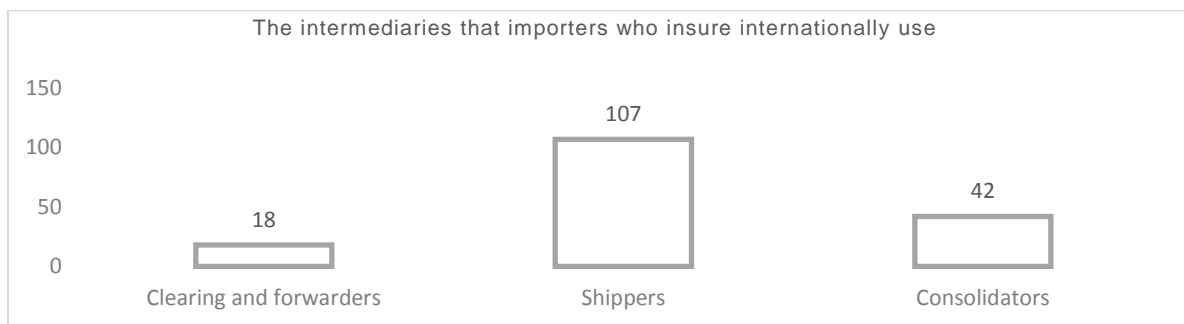
How importers who insure their goods internationally arrange marine insurance

185 importers who insure internationally were engaged. **90%** of them highlighted arranging mainly through **intermediaries** whilst **10%** of them highlighted arranging through **one self**.



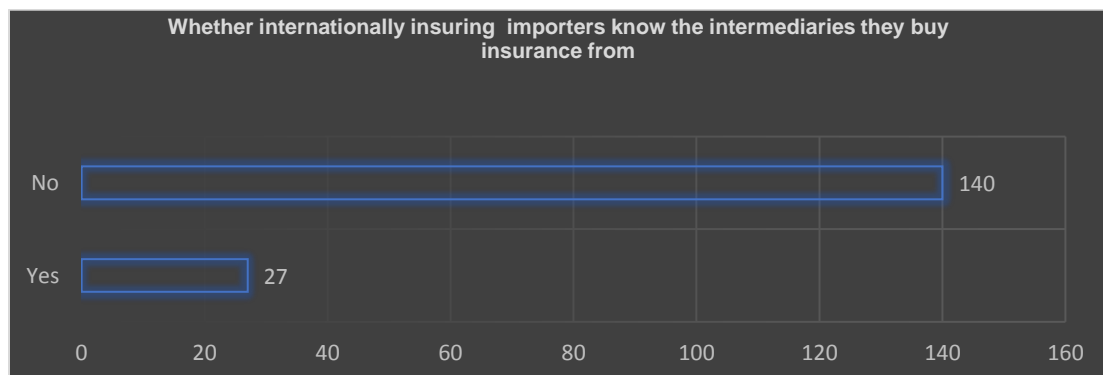
Intermediaries that importers who insure internationally arrange with

167 importers who insure internationally were engaged. **64%** of them highlighted mainly using **shippers** whilst only **11%** of them noted using **clearing and forwarders** to arrange marine insurance.

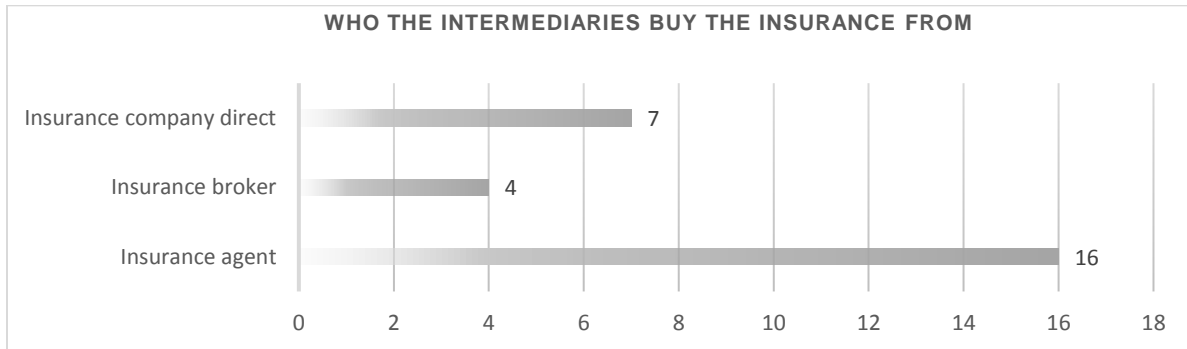


Whether the importers (who insure internationally) and arrange marine insurance through intermediaries know who the intermediaries buy the insurance from?

167 importers who insure internationally were engaged. **84%** of them highlighted not knowing who the intermediaries buy insurance from whilst **only 16%** noted knowing who the intermediaries buy insurance from.

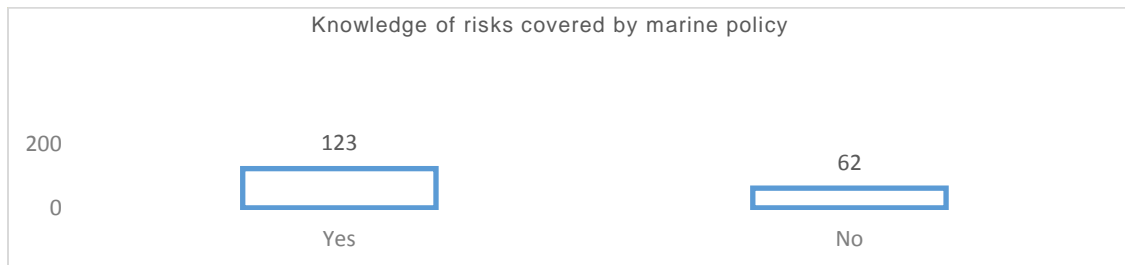


Who exactly the intermediaries (who serve the Int'l insuring importers) buy the insurance from
27 importers who insure internationally were engaged. **59%** of them highlighted their intermediaries mainly buying the insurance from **insurance agents** whilst only **15%** of them highlighted their intermediaries mainly buying the insurance from **insurance brokers**.



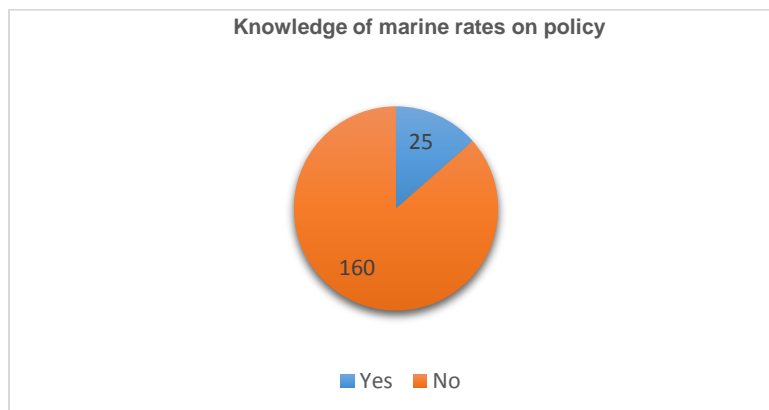
Whether the importers who insure internationally know/knew the type of marine policy on the goods (the risks covered)

185 importers who insure internationally were engaged. **66%** of them **noted knowing** the type of marine policy on the goods (the risks covered) whilst **34%** of them noted **not knowing** the type of marine policy on the goods (the risks covered).



Whether the importers who insure internationally know/knew the marine rates on the policy

185 importers who insure internationally were engaged. **86%** of them highlighted **not knowing** the marine rates on their policies whilst only **14%** of them highlighted **knowing** the marine rates on their policies.



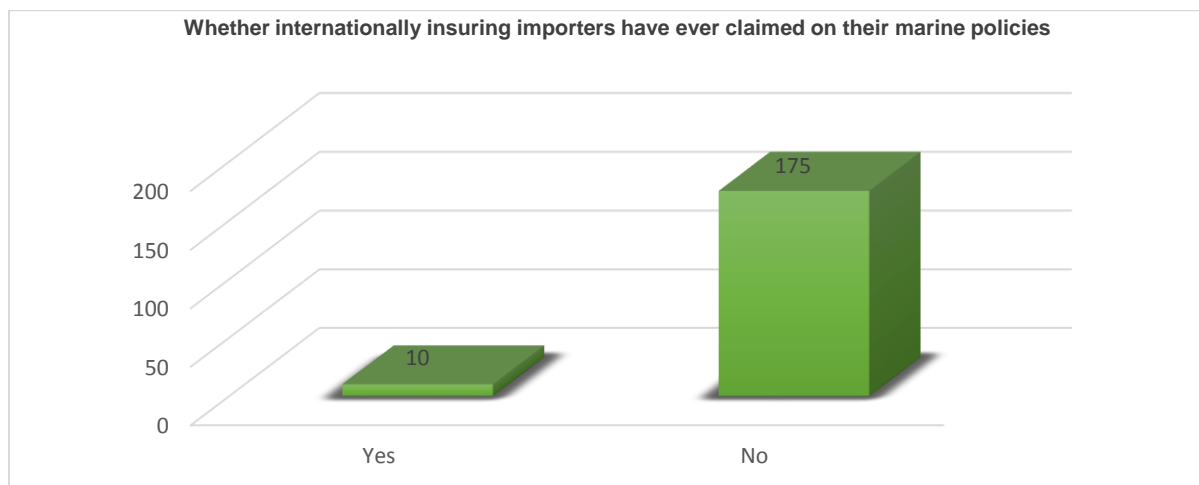
Rates advanced by internationally insuring importers as those they secured

25 importers who insure internationally were engaged. 40% of them mainly advanced 0.5% and 0.6% as the marine insurance rate they know/knew on their policies.

| Advanced Rates | Int'l Insuring Importers (Frequency) | % |
|----------------|--------------------------------------|----|
| 0.30% | 3 | 12 |
| 0.50% | 5 | 20 |
| 1.45% | 2 | 8 |
| 0.60% | 5 | 20 |
| 1.20% | 1 | 4 |
| 0.70% | 2 | 8 |
| 0.90% | 2 | 8 |
| 0.25% | 1 | 4 |
| 0.40% | 1 | 4 |
| 0.35% | 2 | 8 |
| 1.35% | 1 | 4 |
| | 25 | |

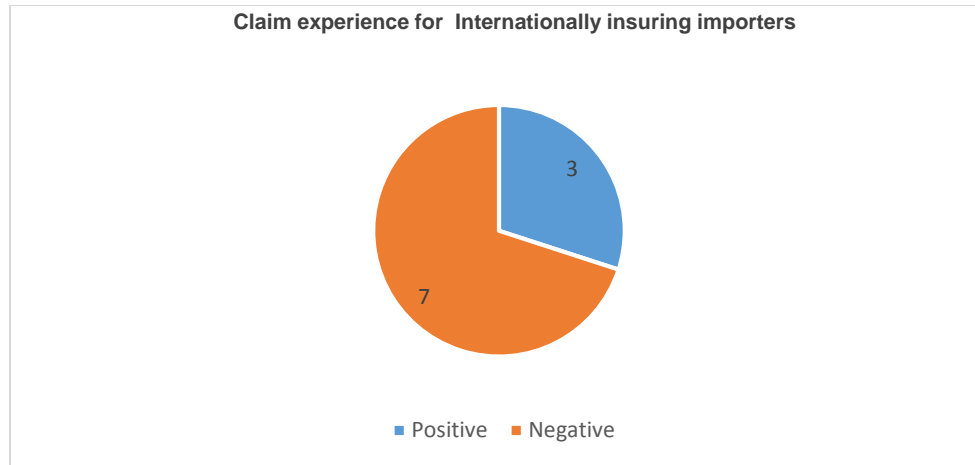
Whether the importers who insure internationally have ever claimed on their marine policies

185 importers who insure internationally were engaged. 95% of them highlighted **not ever claiming** on their marine policies whilst 5% of them highlighted **ever claiming** on their marine policies.



What the claim experience was for importers who insure internationally

10 importers who insure internationally were engaged. 70% of them noted that the experience was negative whilst 30% of them noted the experience was negative.



Some advanced Positive & Negative claim experiences by importers who insure internationally

“We were refunded by the shipper when our pumps got stolen”

“The process was streamlined where I claimed from. It didn’t take me long to get my claim”

“When I submitted my claim it was handled efficiently and effectively”

“It took a lot of time to cover the risks”

“Too much delays in securing claim”

“A lot of conmen in the system”

Challenges advanced by importers who insure internationally while buying marine insurance

“Delays by the insurance agents to work on my claims”

“At times its expensive its prices vary and not stable probably the people who support us (agents) cheat us”

“Language barrier. At times the English is too much and yet I never went to school that much stopped in p7 (studied in the village)”

“Corruption”

Recommendations advanced by importers who insure internationally

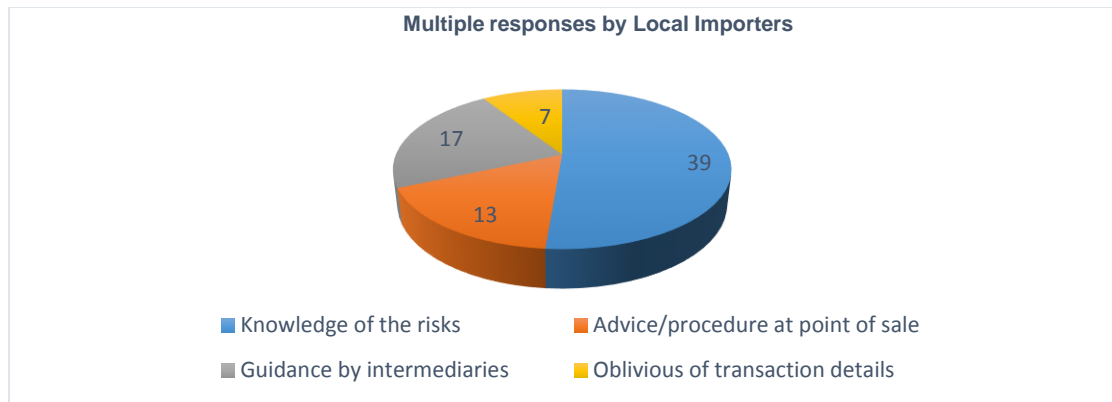
Education & Awareness

- Sensitization about local insurance, we would wish to support local insurance.
- Help educate us more on local insurance because international comes at a risk as well mostly through claims and exchange rates
 - Sensitization of the consolidators about insurance
 - Educate us more on insurance mostly on claim procedures
- Government should plan on standardizing process that should be paid and make this information known to the public through various media including social media
- Insurance companies should tell us about our rights as far as insurance is concerned
 - Need to be educated on other forms of insurance
 - Advertisement on marine business insurance
 - Create trust between us and the local insurers
 - Make it a law for shippers, clearing agents and forwards , consolidators to buy Uganda insurance
 - We doubt Ugandan insurance
 - If the insurance companies gave competent rates, we could wish to try out the local market
 - Insurance companies should come up with counter offers for us on said policy
 - Local insurers should prove to us that they pay
 - Insurance companies should respond very first in times of risk recoveries
 - Need to have the importers and shippers improve their working relationship
 - Companies should streamline procedures
 - Openness by insurance companies to clients about policies they sell to clients
 - Review available policies on marine insurance and let stakeholders have an input and be involved
 - Insurance agents be trained in customer care
 - Agents should be positive while responding to claims

IMPORTERS WHO INSURE LOCALLY

Reasons importers who insure locally advanced for insuring

76 responses were advanced by importers who insure locally. **51%** highlighted **knowledge of the risks** as the main reason for insuring whilst **9%** of them highlighted **obvious of transaction details** as the least reason for insuring.

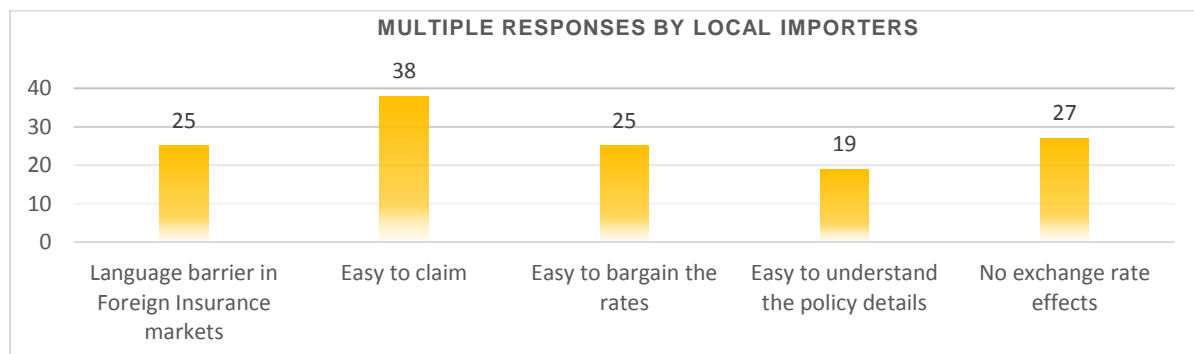


Other reasons advanced by importers who insure locally:

- **Law of the state where we import the goods, its mandatory**
- **For security purposes to ensure smooth flow of business**
 - **To create chance for business continuity**

Reasons importers who insure locally advanced for insuring **LOCALLY**.

134 responses were advanced by importers who insure locally. **28%** of the responses highlighted **easy to claim** as the main reason for insuring locally whilst **14%** of them highlighted **easy to understand the policy details** as the least reason for insuring locally.



Other reasons advanced by local importers for insuring locally:

- **Easy to reach out to the insurance company to pay insurance**

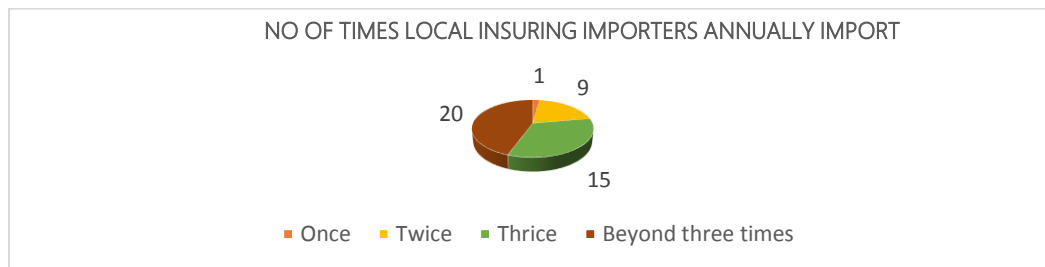
Type of Goods importers who insure locally Import

47 responses were advanced by importers who insure locally. **22%** of the responses highlighted **Hardware and Agricultural inputs** as the main goods they import whilst **6%** of them highlighted **wear/fabrics and related** as the least goods they import.



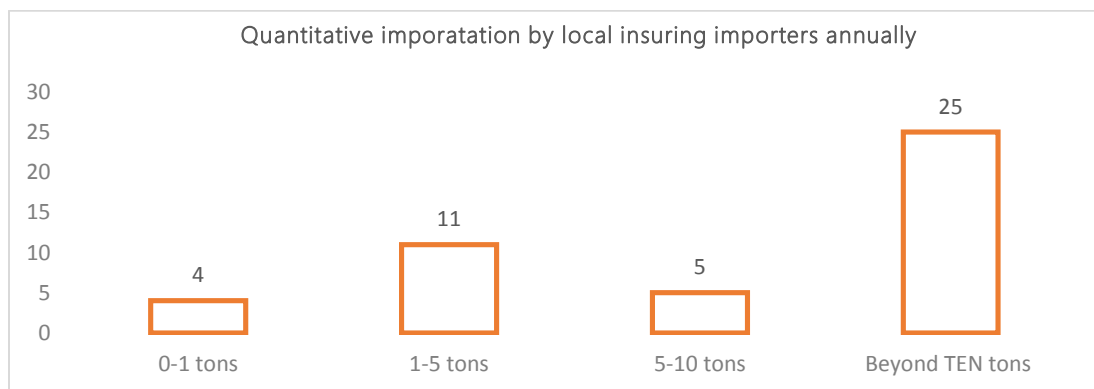
Number of times the importers who insure locally ANNUALLY import

45 importers who insure locally were engaged. **44%** of them noted mainly importing **beyond three times** whilst **2%** of them noted importing **once annually**.



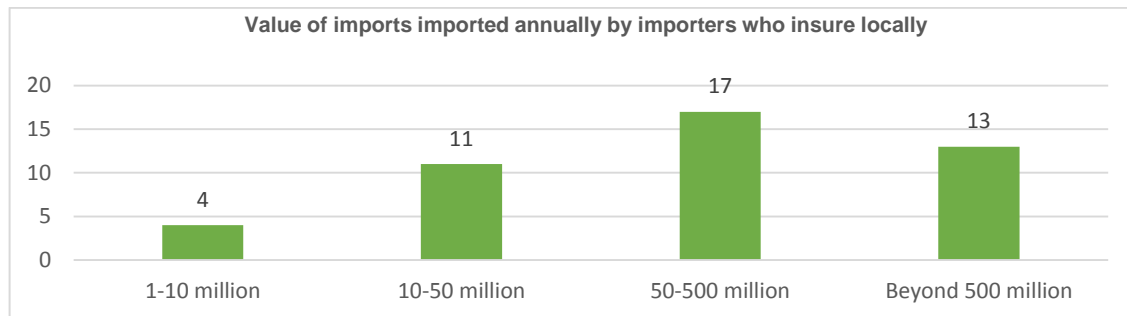
On average how much importers who insure locally QUANTITATIVELY import annually

45 importers who insure locally were engaged. **56%** of them noted mainly importing **beyond ten tons annually** whilst **9%** of them noted importing **between 0-1 tons annually**.



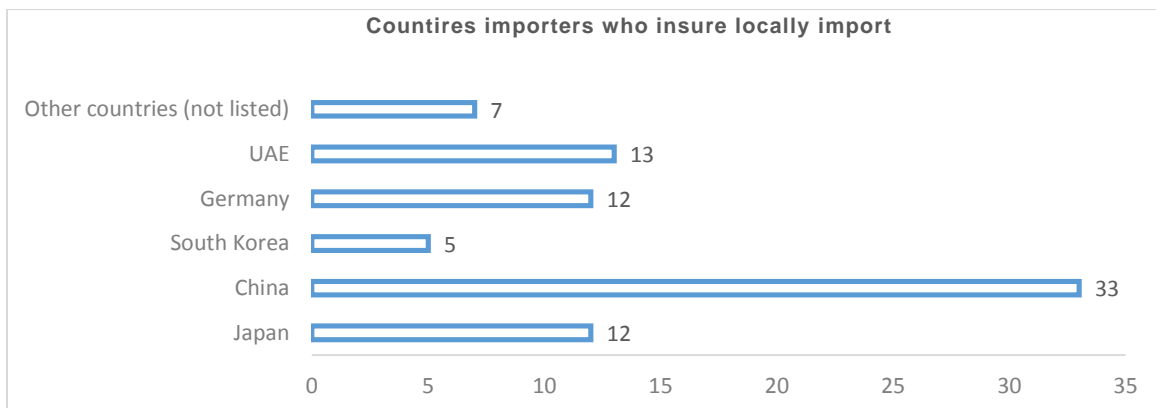
On average the VALUE of imports annually imported by importers who insure locally.

45 importers who insure locally were engaged. **38%** of them noted mainly importing **50–500million** annually whilst **9%** of them noted importing **1–10million** annually.



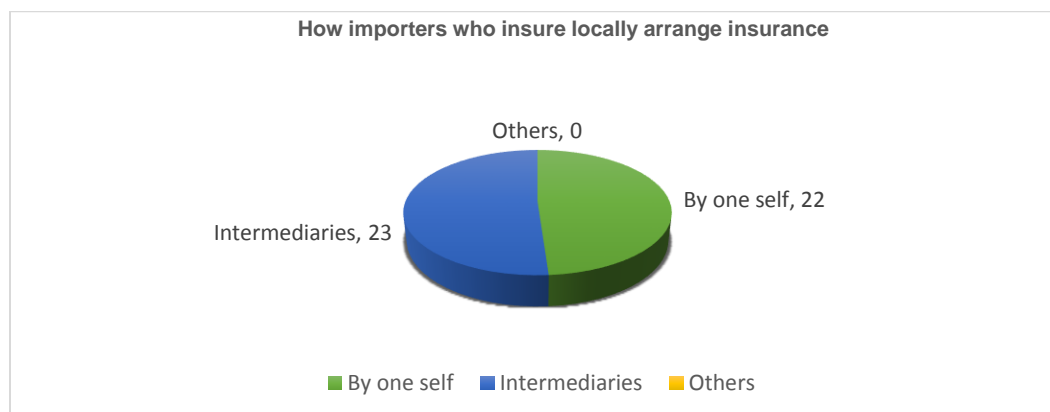
The Country of import by importers who insure locally

82 responses were advanced by importers who insure locally. **40%** of them noted mainly importing from **China** whilst **6%** of them noted importing from **South Korea**.



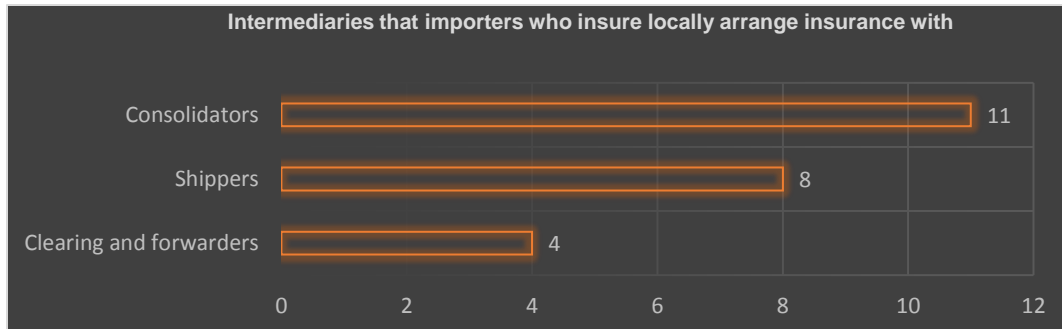
How importers who insure their goods locally arrange marine insurance

45 importers who insure locally were engaged. **51%** of them highlighted arranging mainly through **intermediaries** whilst **49%** of them highlighted arranging through **one self**.



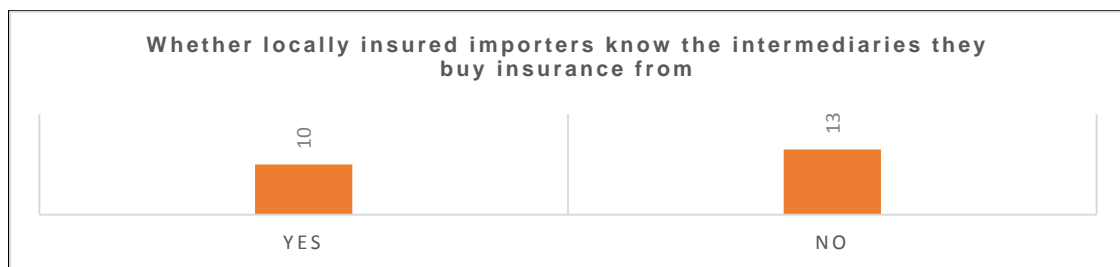
Intermediaries that importers who insure locally arrange with

23 importers who insure locally were engaged. **48%** of them highlighted mainly arranging through **consolidators** whilst only **17%** of them noted using clearing and forwarders to arrange marine insurance.



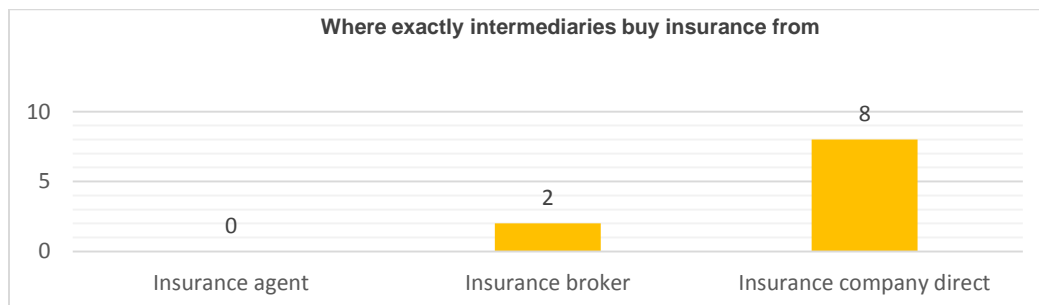
Whether the importers (who insure locally) and arrange marine insurance through intermediaries know who the intermediaries buy the insurance from?

23 importers who insure locally were engaged. **57%** of them highlighted **not knowing** who the intermediaries buy insurance from whilst only **43%** noted **knowing** who the intermediaries buy insurance from.



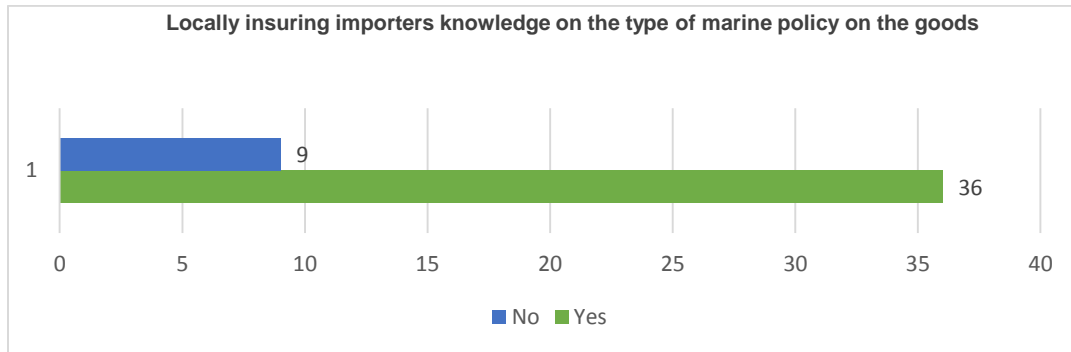
Who exactly the intermediaries (who serve the locally insuring importers) buy the insurance from

10 importers who insure locally were engaged. **80%** of them highlighted their intermediaries mainly purchase the insurance **directly from the company** whilst only **20%** of them highlighted their intermediaries mainly buying the insurance from **insurance brokers**.



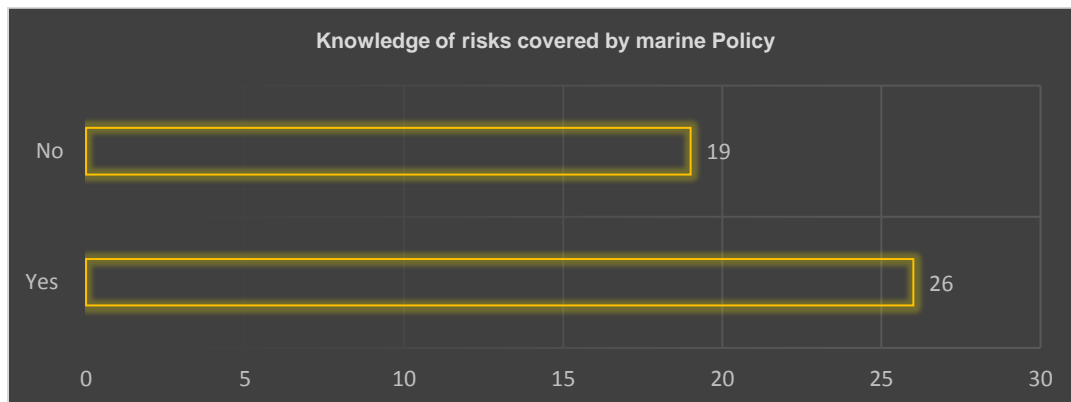
Whether the importers who insure locally know/knew the type of marine policy on the goods (the risks covered)

45 importers who insure locally were engaged. 80% of them **noted knowing** the type of marine policy on the goods (the risks covered) whilst 20% of them noted **not knowing** the type of marine policy on the goods (the risks covered).



Whether the importers who insure locally know/knew the marine rates on the policy

45 importers who insure locally were engaged. 58% of them **noted knowing** the type of marine policy on the goods (the risks covered) whilst 42% of them noted **not knowing** the type of marine policy on the goods (the risks covered).



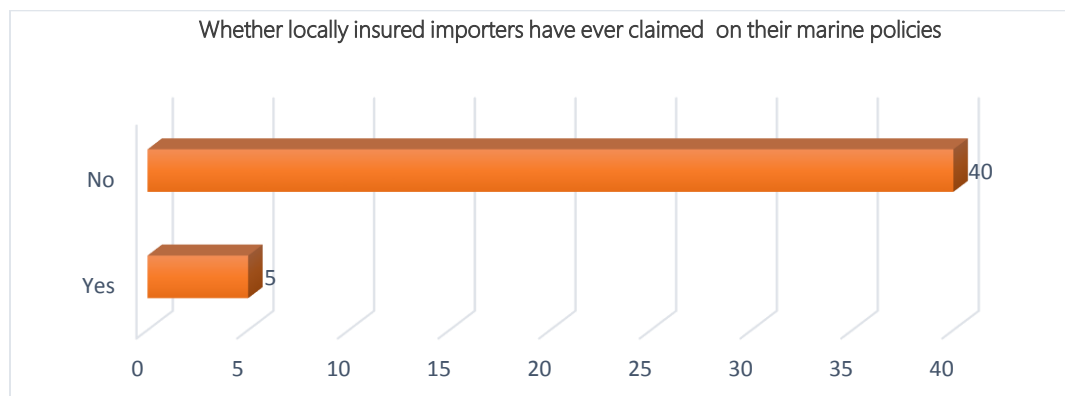
Rates advanced by locally insuring importers as those they secured

26 importers who insure locally were engaged. **34%** of them mainly advanced **1.20% and 1.5%** as the marine insurance rate they know/knew on their policies.

| Advanced Rates | Local Insuring Importers (Frequency) | % |
|----------------|--------------------------------------|----|
| 0.10% | 2 | 8 |
| 0.60% | 1 | 4 |
| 0.30% | 2 | 8 |
| 1.90% | 1 | 4 |
| 1.15% | 1 | 4 |
| 1.25 | 2 | 8 |
| 1.20% | 5 | 19 |
| 1.05% | 1 | 4 |
| 0.90% | 1 | 4 |
| 0.65% | 1 | 4 |
| 1.45% | 2 | 8 |
| 0.50% | 1 | 4 |
| 1.50% | 4 | 15 |
| 1% | 1 | 4 |
| 1.10% | 1 | 4 |
| | 26 | |

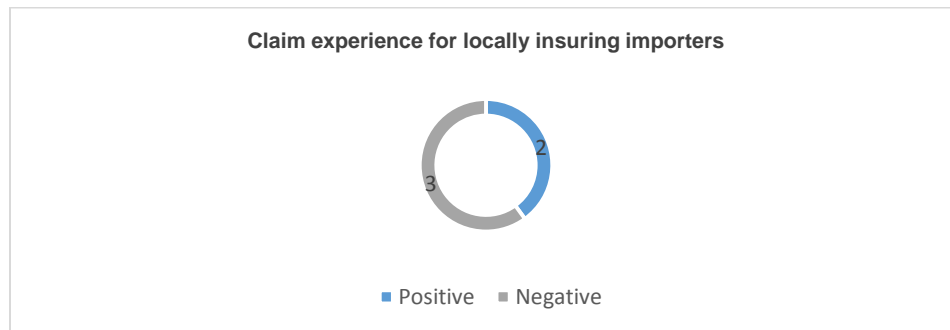
Whether the importers who insure locally have ever claimed on their marine policies

45 importers who insure locally were engaged. **89%** of them highlighted **not ever claiming** on their marine policies whilst **11%** of them highlighted **ever claiming** on their marine policies.



What the claim experience was for importers who insure locally

5 importers who insure locally were engaged. 60% of them noted that the experience was negative whilst 30% of them noted the experience was positive.



Some advanced Positive & Negative claim experiences by importers who insure locally
Importers who insure locally highlighted:

“Agents worked on everything on my behalf and the entire process was short hence value for money”

“Marine rates are Okay”

“Took long for my claim to be responded to”

“Cargo in Transit (CIT)” rates are high”

“Rates on private vehicle are high”

Challenges advanced by importers who insure locally while buying marine insurance
Importers who insure locally highlighted:

“Claims take long with local insurance”

“There is a challenge that we experience and that is price. International policies claim to be cheaper than the local counterparts, if the locals can do something about it than that will be welcomed.”

“Inconsistences in rates with different providers”

“Full disclosure it’s not 100% for policies charged”

“Lack of transparency by the intermediaries”

“Ignorance about the policies”

“Too much paper work that makes the process inefficient and ineffective”

“Delays in receiving the claims”

“Inconsistencies and irregularities in claim handling”

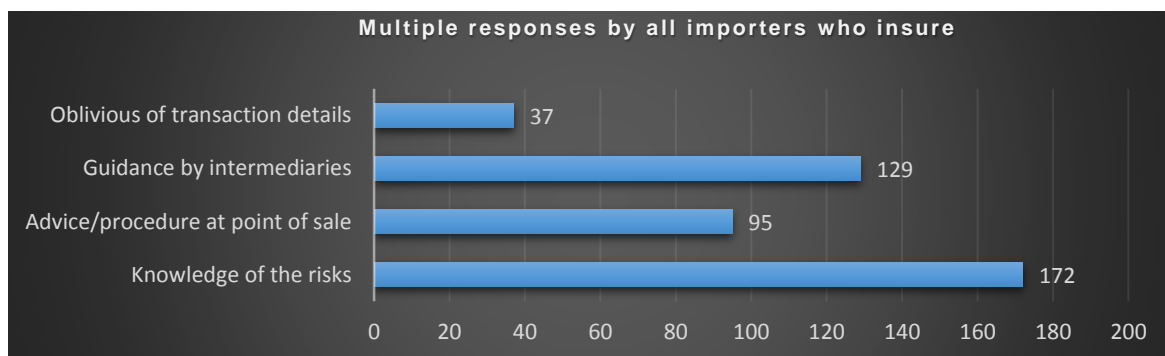
Recommendations advanced by importers who insure locally

- Insurance is fine
 - Openness in insurance companies and more options
 - Local companies to streamline policies and claims
- Educate us on everything about insurance and to expedite payments when claims arise
 - 100% disclosure by companies on policies
 - Notify on new policies that come on board
- Need for the intermediaries to be transparent , open and supportive to the importers
 - Government should work on the issue of language barrier
 - Sensitization about all policies and local products
- Government needs to support by bringing services closer to the people and using technology to ease the process
 - Cut down on the insurance rates
- Government should support in fostering a good working relationship between insurance agents and importers
 - More education on insurance and writing more extensive policies
 - Access to information through educational material on different policies
 - System be worked on to reduce the delays

ALL IMPORTERS WHO INSURE

Reasons all importers who insure advanced for insuring

433 responses were advanced by all importers who insure. 40% of the responses highlighted **knowledge of the risks** as the main reason for insuring whilst 9% of them highlighted **oblivious of transaction details** as the least reason for insuring.



Type of Goods all importers who insure import

350 responses were advanced by all importers who insure. **19%** of the responses highlighted **wear/fabrics and related** as the main goods they import whilst **3%** of them highlighted **foods and beverages** as the least goods they import.

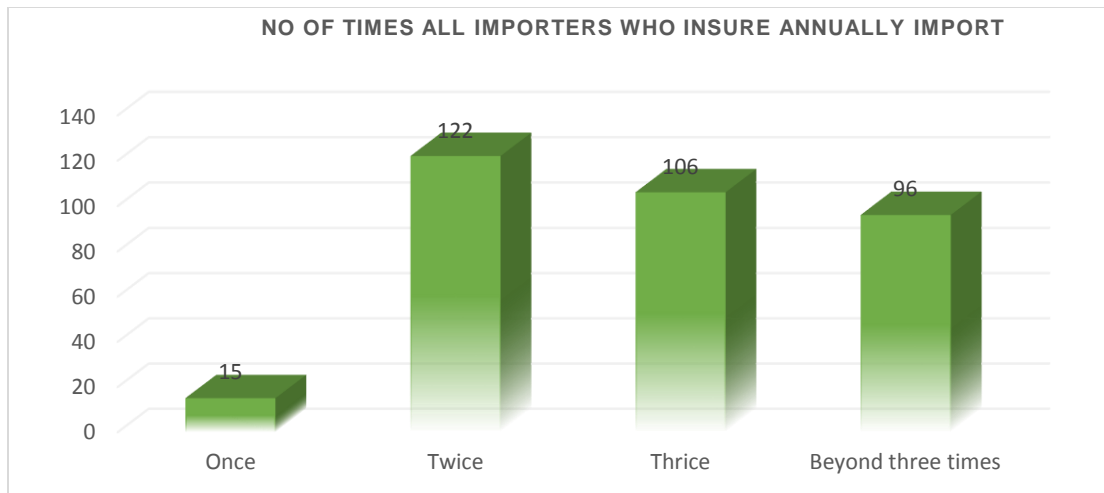


Other type of goods highlighted by all importers:

- Fire equipment
- Lens, frames, reading glasses
- Water pumps
- Music equipment
- Furniture/Home décor/kitchen décor
- House Utensils
- Generators and accessories
- Machinery & Batteries
- Pool tables
- Watches & clocks & Jewelry & Cosmetics
- Human hair
- Printers, photocopiers and scanners
- Sports equipment
- Paper and packaging materials

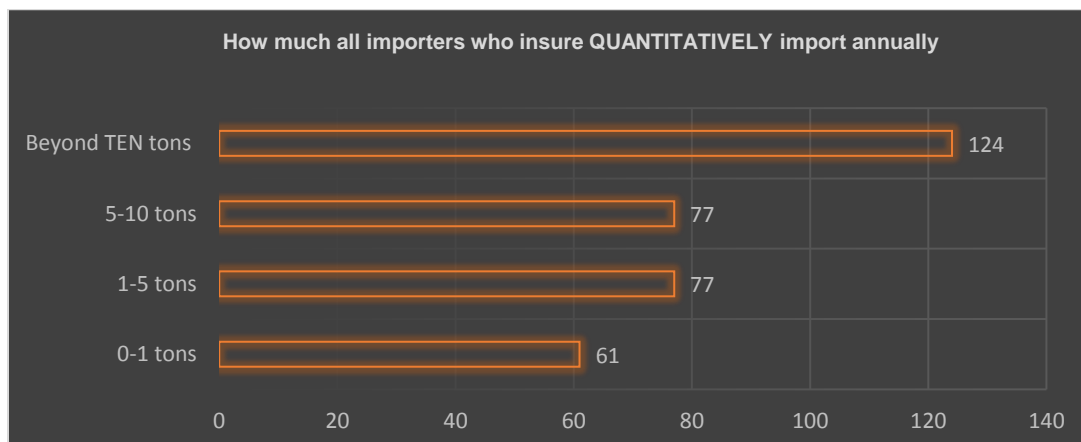
Number of times all importers who insure ANNUALLY import

339 importers who insure were engaged. **36%** of them noted mainly **importing twice annually** whilst **4%** of them noted importing **once annually**.



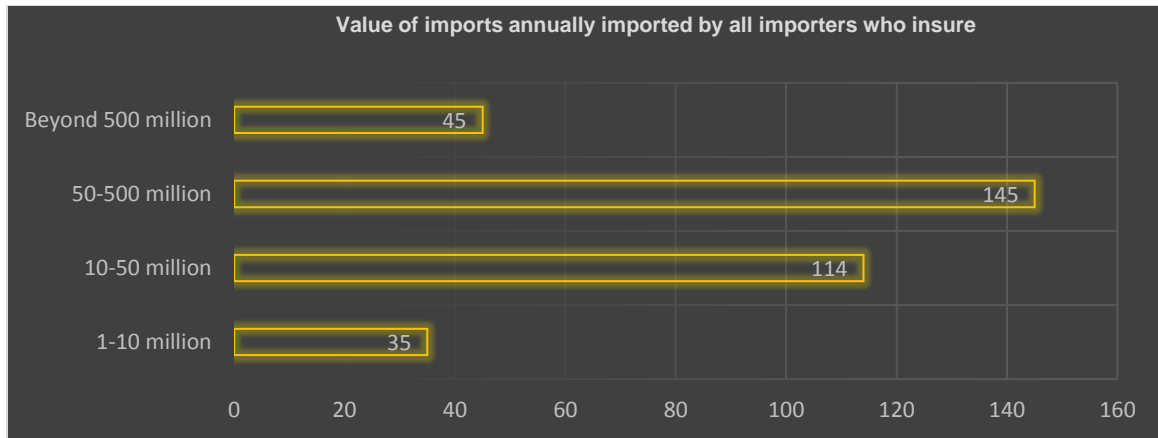
On average how much all importers who insure QUANTITATIVELY import annually

339 importers who insure were engaged. **37%** of them noted mainly **importing beyond ten tons annually** whilst **18%** of them noted importing **0-1 tons annually**.



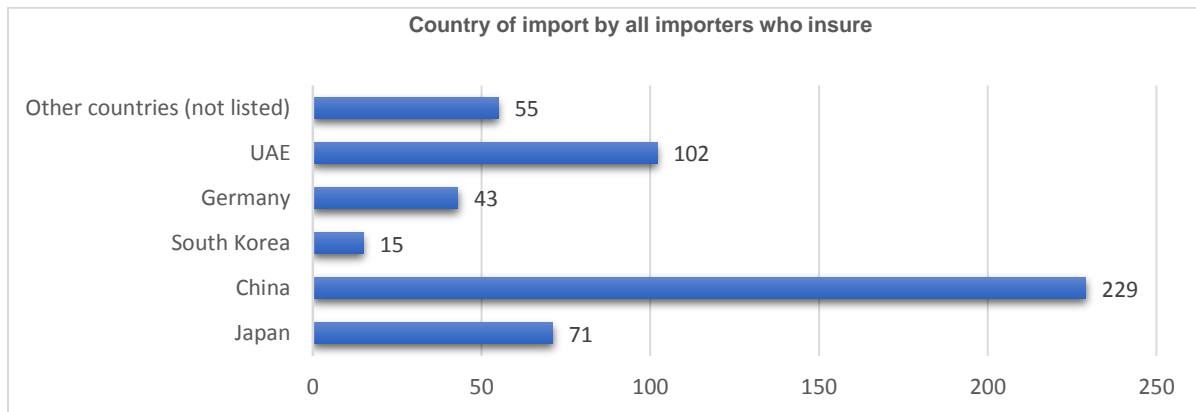
On average the VALUE of imports annually imported by all importers who insure

339 importers who insure were engaged. **43%** of them noted mainly **importing 50-500million annually** whilst **10%** of them noted importing **1-10million annually**.



The Country of import by all importers who insure

515 responses were advanced by all importers who insure. **44%** of the responses highlighted **China** as the main country they import from whilst **3%** of them highlighted **South Korea** as the country they least import.

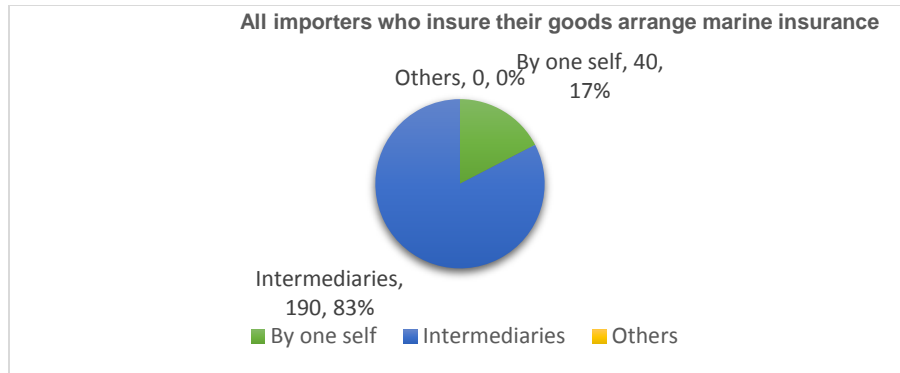


Other countries identified by all importers who insure:

- India, Italy, Turkey, Egypt, UK, SA, Kenya, USA, Vietnam, Singapore, Taiwan, Brazil, Scandinavian countries, Iran, France and Pakistan

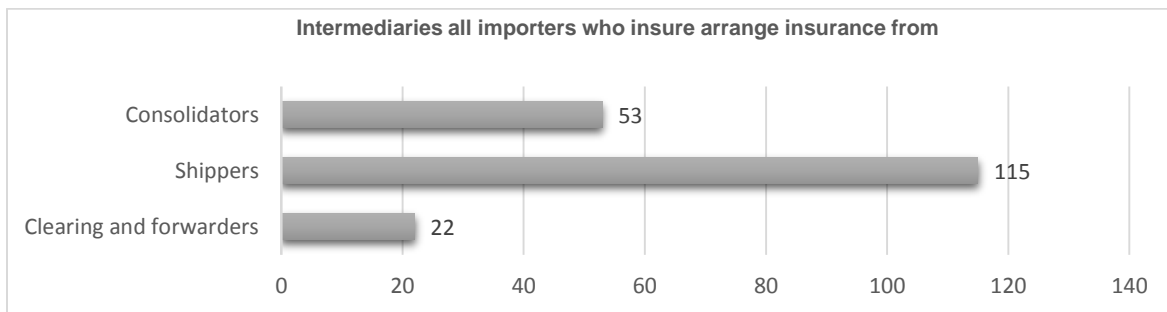
How all importers who insure their goods arrange marine insurance

230 importers who insure were engaged. **83%** of them noted mainly arranging their marine insurance **through intermediaries** whilst **17%** of them noted arranging marine insurance by **themselves**.



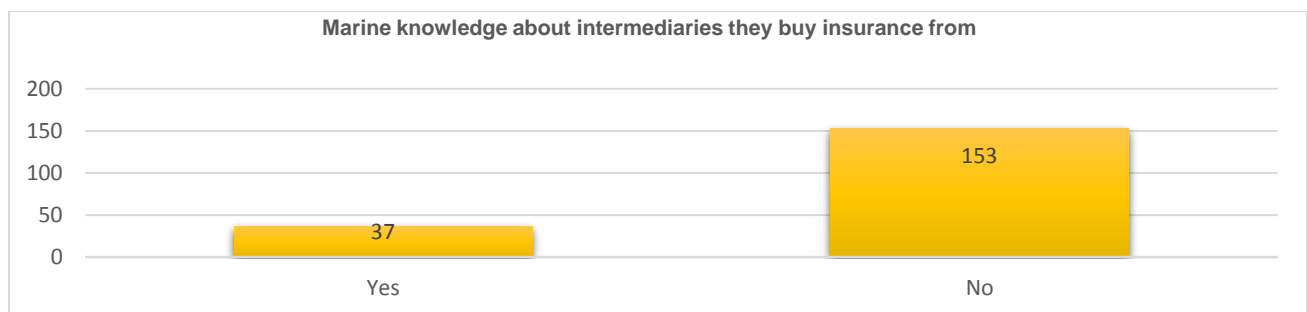
Intermediaries that all importers who insure arrange with

190 importers who insure were engaged. **61%** of them noted mainly arranging their marine insurance **through shippers** whilst **12%** of them noted arranging marine insurance **through clearing and forwarders**.



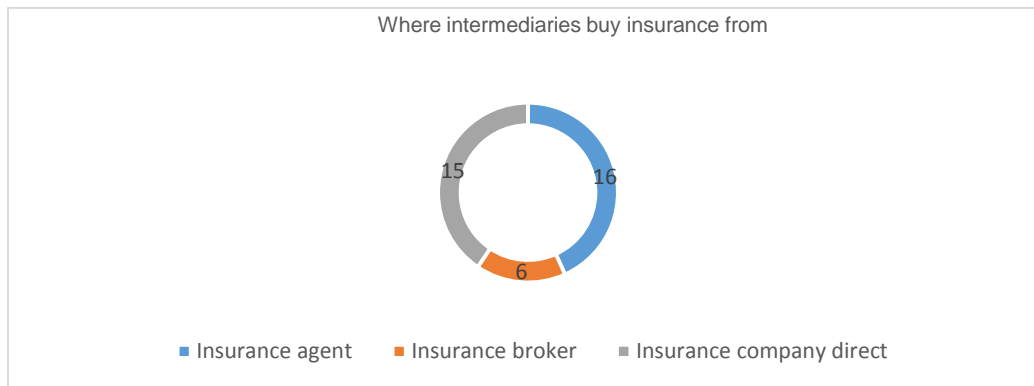
Whether all importers who insure and arrange marine insurance through intermediaries know who the intermediaries buy the insurance from?

190 importers who insure were engaged. **81%** of them noted **not knowing who the intermediaries buy the insurance from** whilst **19%** of them noted **knowing who the intermediaries buy the insurance from**



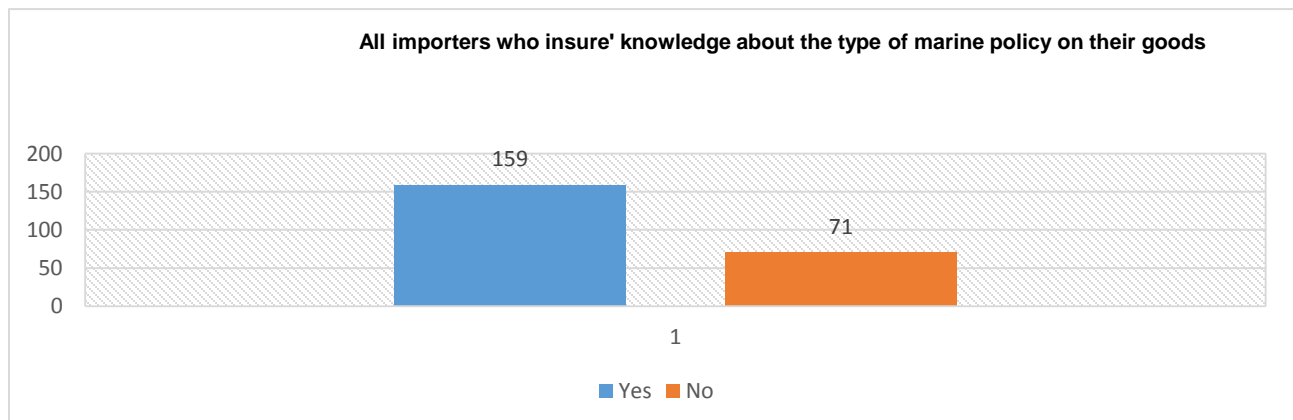
Who exactly the intermediaries buy the insurance from

37 importers who insure were engaged. **43%** of them noted their intermediaries buy from mainly **insurance agents** whilst **16%** of them noted their intermediaries buy from **insurance brokers**.



Whether all importers who insure know/knew the type of marine policy on the goods (the risks covered)

230 importers who insure were engaged. **69%** of them noted **having knowledge** about the type of marine policies on their goods whilst **31%** of them noted **not having knowledge** about the type of marine policies on their goods.

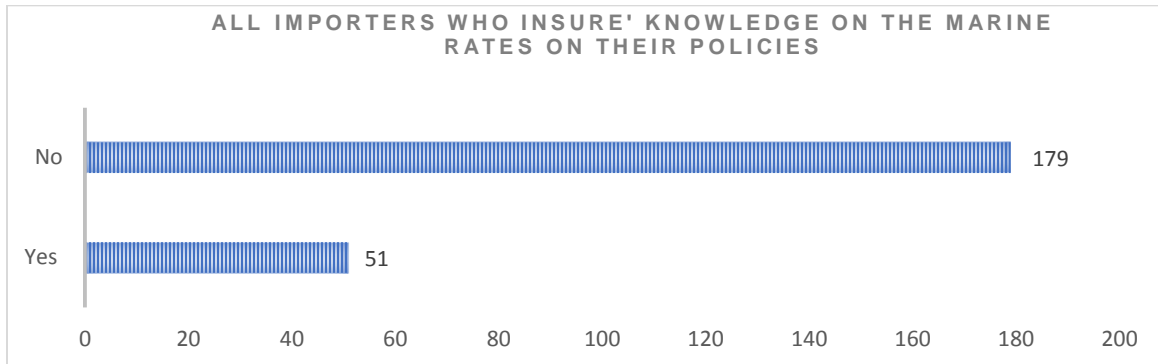


Some risks identified/advanced by insuring importers as that covered by their policies: 159

- Theft, Damage in transit, Burglary, Piracy, Loss at sea, Damage in transit, at sea port, Theft in transit, by customs staff and Fire

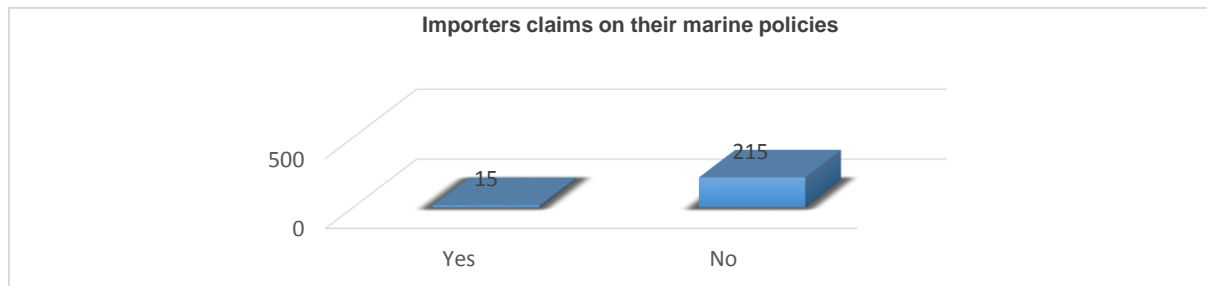
Whether all importers who insure know/knew the marine rates on the policy

230 importers who insure were engaged. 78% of them noted **not having knowledge** about the marine rates on their policies whilst 22% of them noted **having knowledge** about the marine rates on their policies.



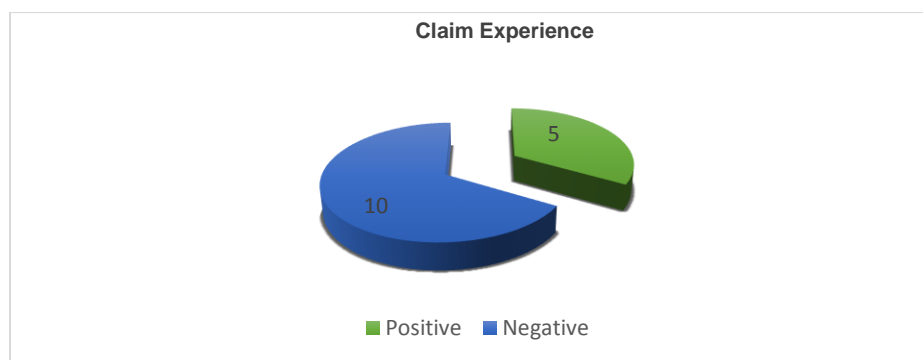
Whether all importers who insure have ever claimed on their marine policies

230 importers who insure were engaged. 93% of them noted **not ever claiming on their marine policies before** whilst 7% of them noted **ever claiming on their marine policies before**.



What the claim experience was for all importers who insure

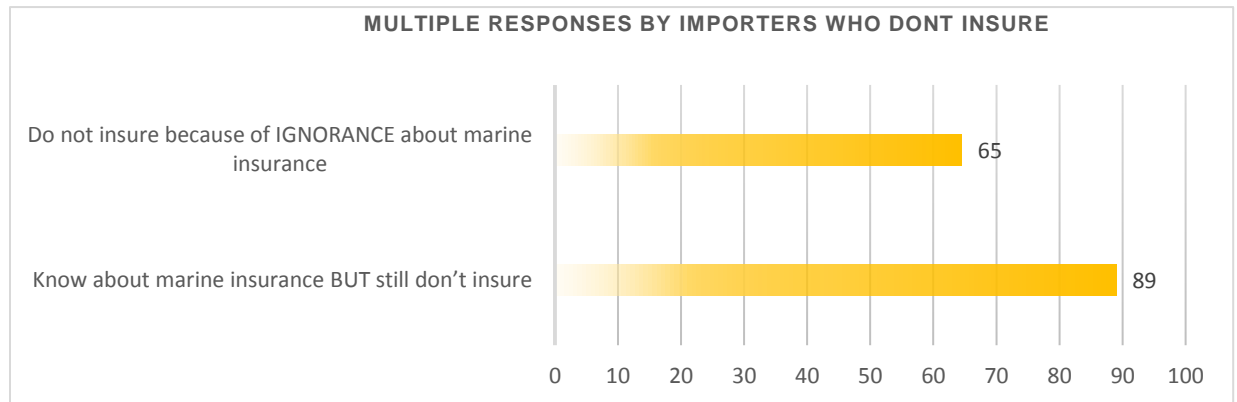
15 importers who insure were engaged. 67% of them noted **having a negative claim experience** whilst 33% of them noted **having a positive claim experience**.



ALL IMPORTERS WHO DON'T INSURE

Reasons all importers who don't insure advanced for not insuring

154 responses were advanced by all importers who don't insure. **58%** of them noted **knowing about marine insurance but still not insuring** whilst **42%** of them noted **being ignorant and not insuring**.



IMPORTERS WHO DON'T INSURE AND ARE IGNORANT ABOUT MARINE INSURANCE

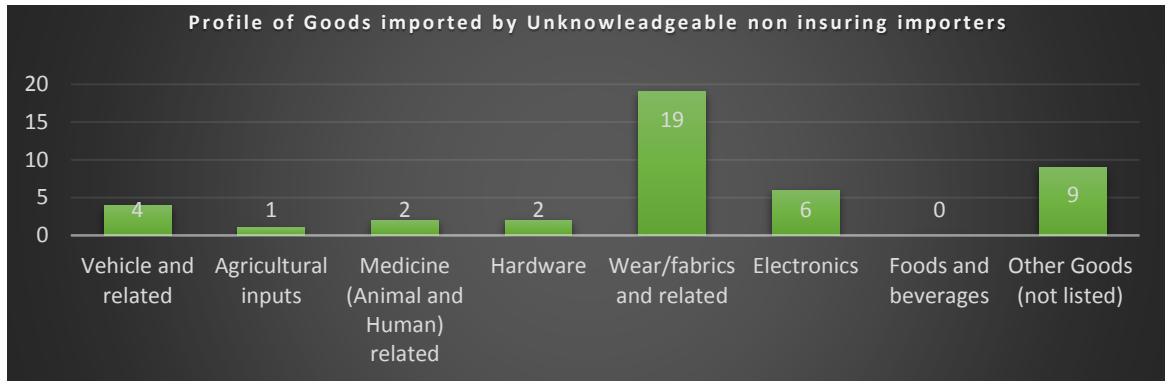
Reasons importers who don't insure and are ignorant about marine insurance advanced for not insuring

The key reasons they advanced:

- Discouragement from other importers about bad claim experiences with local insurers
- Don't know much about insurance and the little I heard didn't entice me into buying
- Have not got an opportunity to be taught about marine insurance and how it works
- Discouragement from other importers that insurance is wastage of money, insurers don't pay

Type of Goods importers who don't insure and are ignorant about marine insurance import

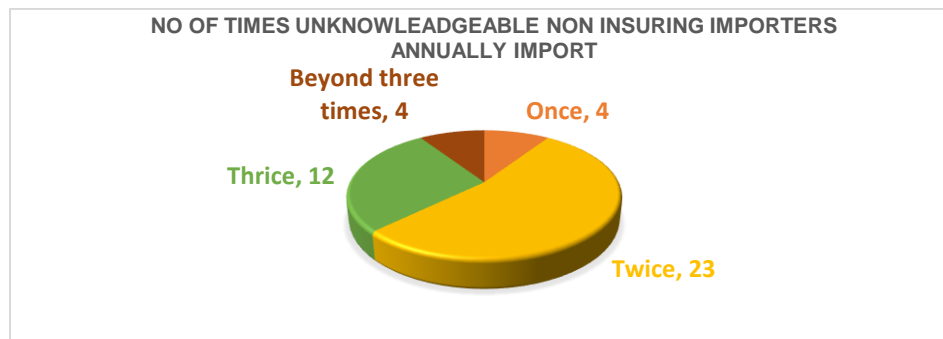
43 responses were advanced by importers who don't insure and are ignorant about marine insurance. **44%** of them highlighted importing mainly **wear/fabrics and related** as their goods whilst **2%** of them highlighted importing agricultural inputs.



Number of times the importers who don't insure and are ignorant about marine insurance

ANNUALLY import

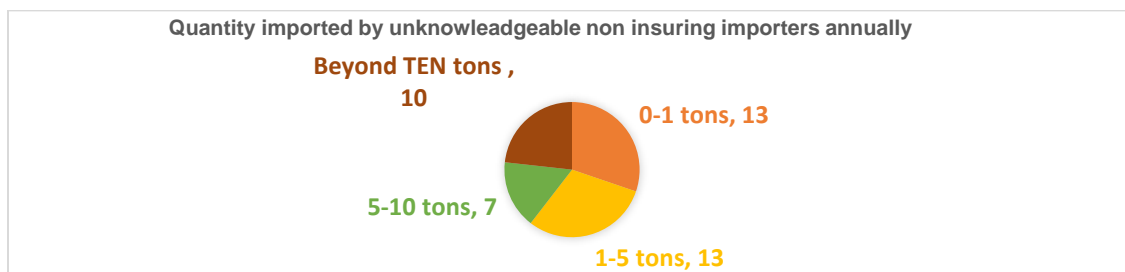
43 importers who don't insure and are ignorant about marine insurance were engaged. **53%** of them highlighted **importing twice annually** whilst **9%** of them highlighted **importing once annually**.



On average how much importers who don't insure and are ignorant about marine insurance

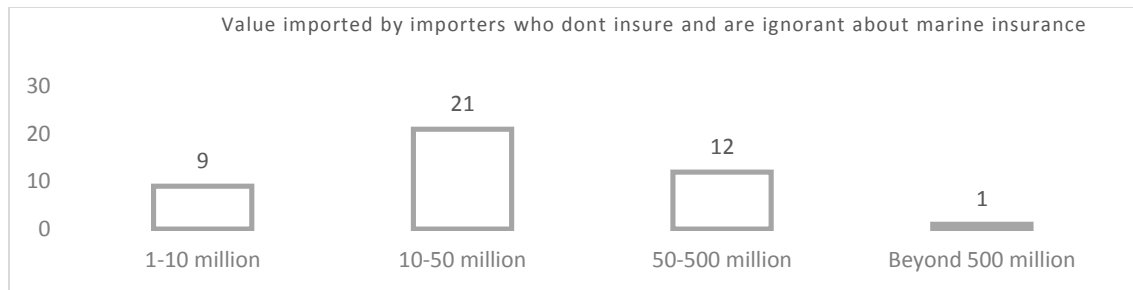
QUANTITATIVELY import annually

43 importers who don't insure and are ignorant about marine insurance were engaged. **60%** of them highlighted **importing 0-1 tons and 1-5 tons annually** whilst **16%** of them highlighted **importing 5-10 tons annually**.

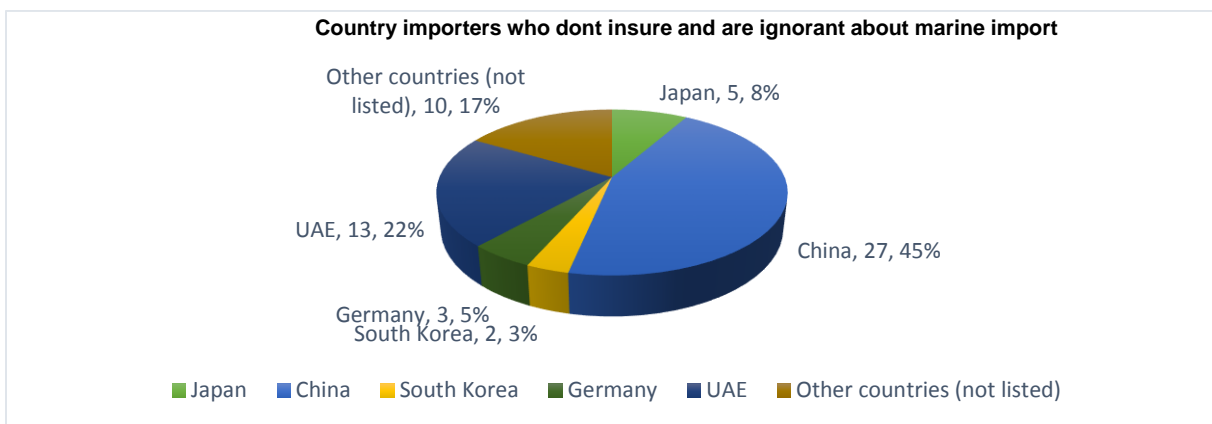


On average the VALUE of imports annually imported by importers who don't insure and are ignorant about marine insurance

43 importers who don't insure and are ignorant about marine insurance were engaged. **49%** of them highlighted mainly **importing 10-50million annually** whilst **2%** of them highlighted **importing beyond 500million annually**.

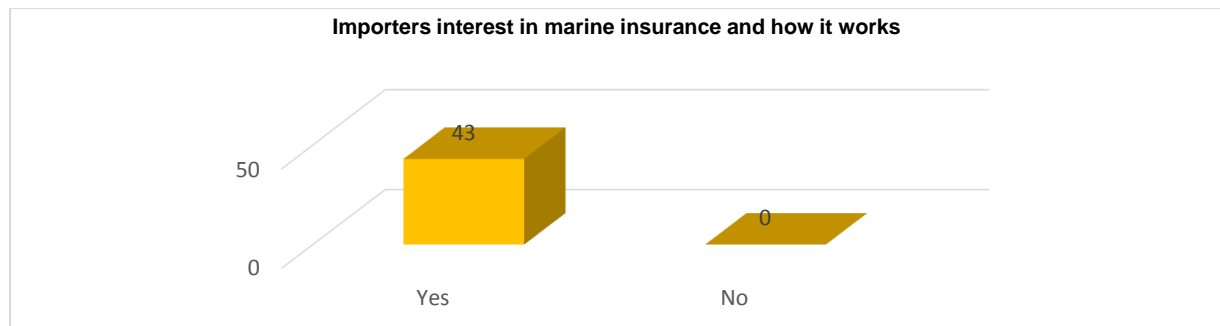


The Country of import by importers who don't insure and are ignorant about marine insurance
60 responses were advanced by importers who don't insure and are ignorant about marine insurance. **45%** of them highlighted mainly **importing from China** whilst **3%** of them highlighted importing from **South Korea**.



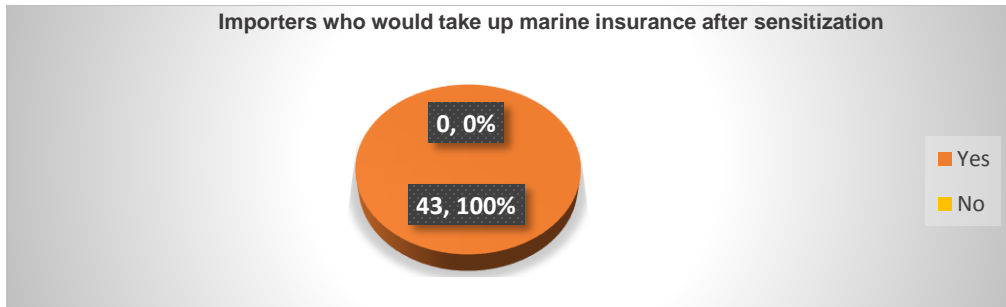
Whether importers who don't insure and are ignorant about marine insurance would like to know about marine insurance and how it works

43 importers who don't insure and are ignorant about marine insurance were engaged. **All** of them highlighted wanting to know about marine insurance.



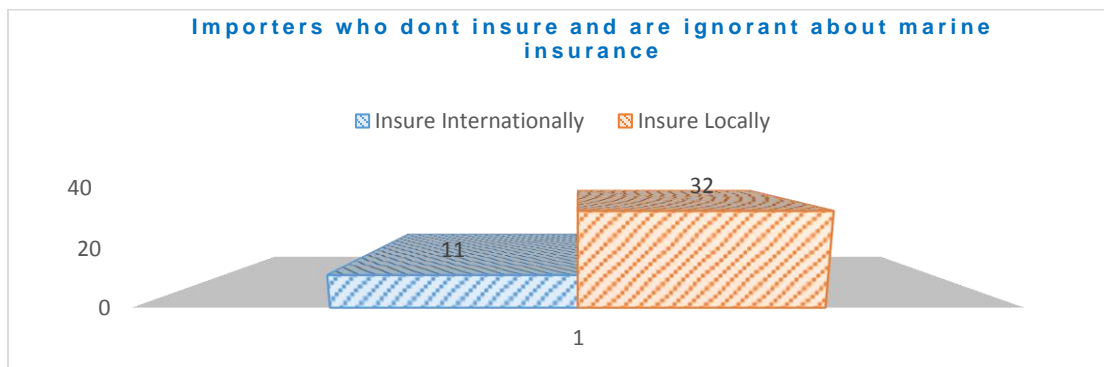
Whether importers who don't insure and are ignorant about marine insurance would take up marine insurance in the future after sensitization

43 importers who don't insure and are ignorant about marine insurance were engaged. **All** of them highlighted wanting to take up marine insurance in the future after sensitizations.



Whether those who would insure their imports (importers who don't insure and are ignorant about marine insurance) would insure locally or internationally

43 importers who don't insure and are ignorant about marine insurance were engaged. **74%** of them highlighted that **they would insure locally** whilst **26%** of them highlighted that **they would insure internationally**.



Why they made the choice to insure locally

- Would want to first learn from home based (local) than international
- Because am very sure we shall understand one another during the transactions
- I am uneducated, I would not understand the language in the international market
 - Easy to claim in case of a risk here at home that abroad
 - I fear language barrier issues
 - Because we speak the same language
- Thinking it might be cheaper since am buying with local currency
 - Because I was sensitized by local insurers
 - Easy to bargain locally
 - No need of exchange rates
 - Good rates and its within my reach
 - Effectiveness and efficiency
 - Easy communication
 - Easy monitoring and claiming
 - Negotiation on policies

Why they made the choice to insure internationally

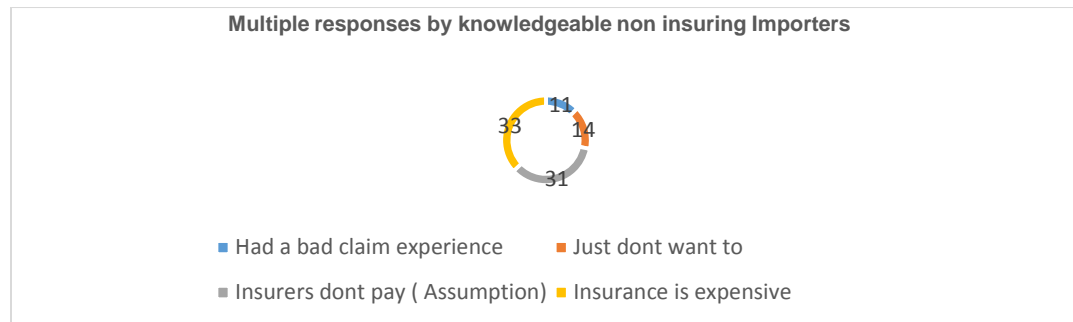
- Local insurance companies are not trusted
 - It's the one I understand the best
- It's what the majority of the people who are in the same business like me are using
 - Low rates as told to me by my friend using it
- I think for international marine insurance compensation would be faster since they take it more serious than local insurance
 - Low rates incurred
 - Local insurance is expensive
 - Local insurers don't pay
 -

Recommendations advanced by importers who don't insure and are ignorant about marine insurance

- Insurance companies have a tall order on delivering what they promise on
 - More sensitization of marine insurance by government
- Government should sensitize importers of agricultural inputs more about marine insurance and its related advantages and disadvantages
 - Insurance should start paying people so that they are attracted to it
 - Traders don't want things that add on the cost of their goods
 - Sensitization on positive reaction to risks
 - Improve on service delivery to keep clients
- A lot more sensitization to us the importers about all insurance policies not just marine
 - Make adverts of paid risks
- When selling insurance at least send agents who know everything about the products they are selling to the public
 - Local insurers should change mind set of the people about paying claims

IMPORTERS WHO DON'T INSURE BUT KNOW ABOUT MARINE INSURANCE

Reasons importers who don't insure but know about marine insurance advanced for not insuring
89 responses were advanced by importers who don't insure but are knowledgeable. **37%** of the responses highlighted **insurance being expensive** as the main reason for not insuring whilst **12%** of them highlighted **having a bad claim experience** as the least reason for not insuring.

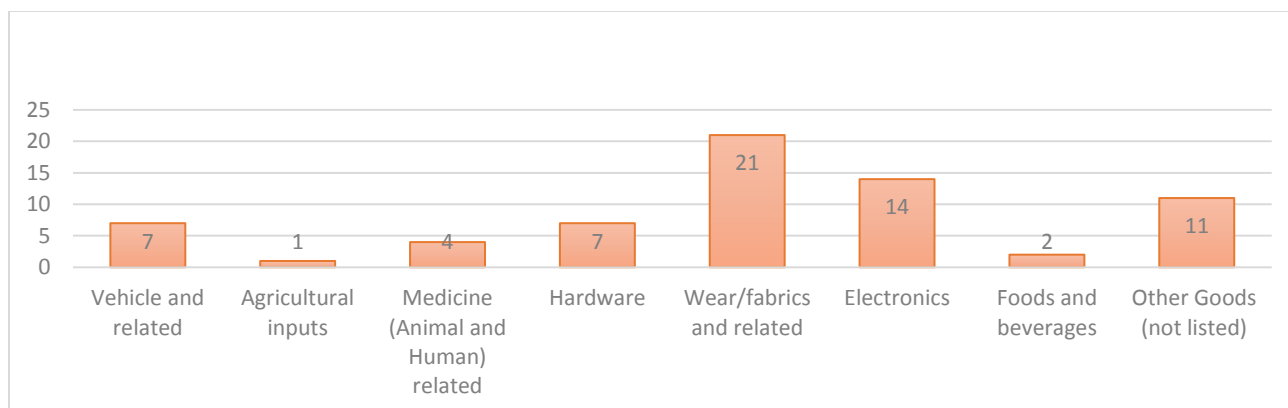


Other reasons apart from those listed that importers who don't insure but are knowledgeable about marine insurance advanced for not insuring their imports:

- **An assumption that insurance doesn't cover small businesses**
 - **I don't understand how it works**
 - **Never take it serious**
 - **It's expensive to small businesses like mine**
 - **Too much paper work while buying insurance**
 - **Complexity in terms used**
- **Terms and conditions are complicated during claim**
 - **Don't have a reason to insure**
 - **I don't have any knowledge about it**
- **Insurance companies don't refund the money once the goods reach safely to their owner/destination**

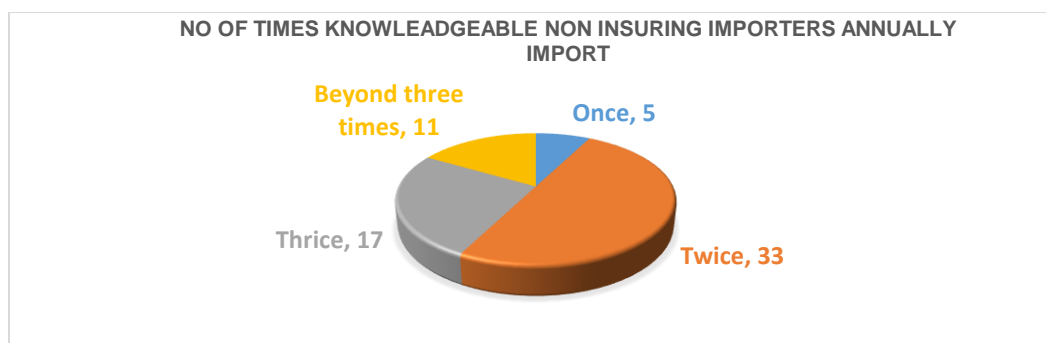
Type of Goods importers who don't insure but know about marine insurance import

67 responses were advanced by importers who don't insure but are knowledgeable. **31%** of them highlighted **wear/fabrics and related** as the main goods they import whilst **1%** of them highlighted **agricultural inputs** as the least goods they import.



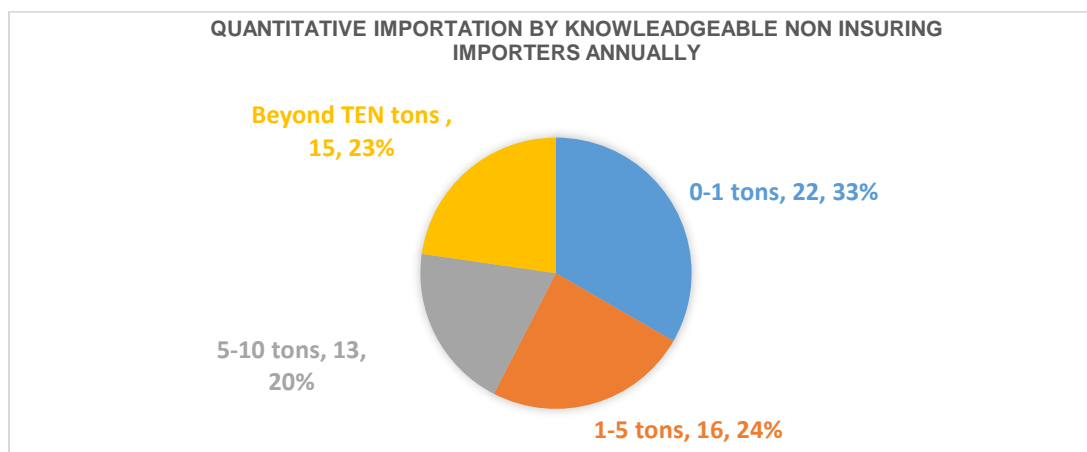
Number of times the importers who don't insure but know about marine insurance ANNUALLY import

66 importers who don't insure but are knowledgeable were engaged. **50%** of them noted mainly **importing twice annually** whilst **8%** of them noted **importing once annually**.



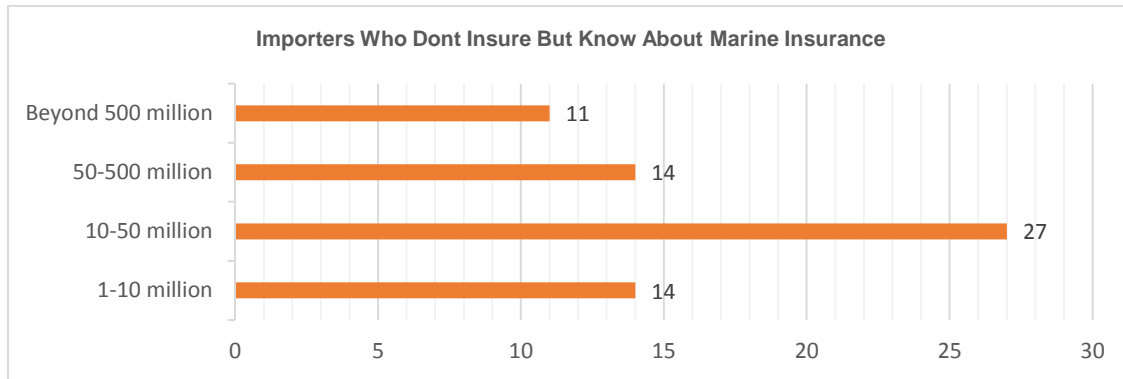
On average how much importers who don't insure but know about marine insurance QUANTITATIVELY import annually

66 importers who insure locally were engaged. **33%** of them noted mainly importing **0-1 tons annually** whilst **20%** of them noted **importing 5-10 tons annually**.



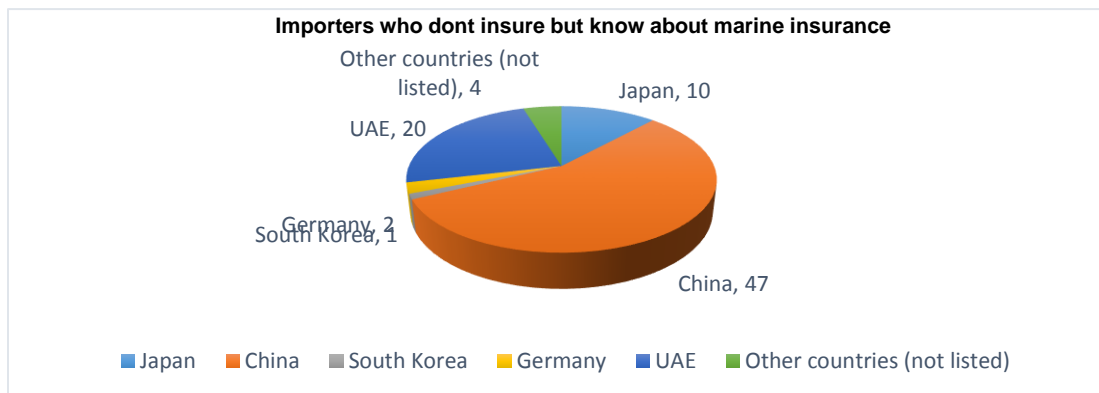
On average the VALUE of imports annually imported by importers who don't insure but know about marine insurance

66 importers who don't insure but know about marine insurance were engaged. **41%** of them noted mainly **importing 10–50million annually** whilst **17%** of them noted **importing beyond 500 million annually**.



The Country of import by importers who don't insure but know about marine insurance

84 responses were advanced by importers who don't insure. **56%** of them noted mainly **importing from China** whilst **1%** of them noted **importing from South Korea**.



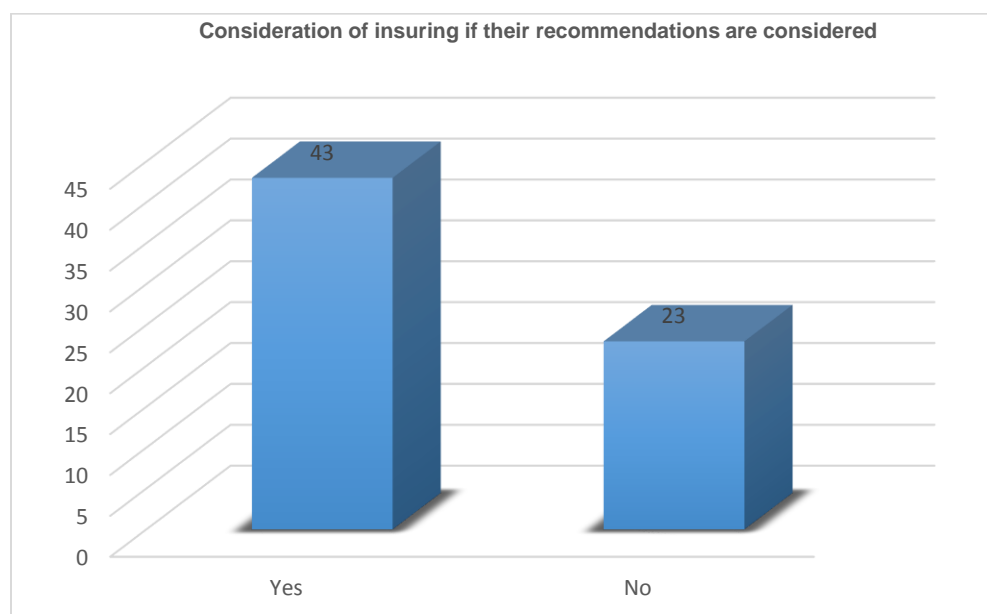
Recommendations advanced by importers who don't insure but know about marine insurance

- **The bad experience I got was non-payment of my claim due to rules and regulations that were not brought to my attention during the policy acquisition, that said let insurers have full disclosure during selling of the policies.**
- **Government should strive to make insurance less expensive for the importers since they also contribute to the development of the country.**
- **Need to form an association to bridge the gap between the intermediaries and the importers.**
 - **Reduce insurance rates to cater for small scale importers.**

- **Government trains importers for them to better understand insurance (marine) very well and streamline how payments are made.**
 - **Terms and conditions of insurance should be simplified.**
- **Government should eliminate corrupt officials in the insurance companies**
 - **Reduce on the complexity of insurance procedures**
 - **Start being trustworthy**
 - **Reduce on the hard language used while selling the insurance**
 - **Disseminate insurance information**
- **Insurance services be imposed on the exporting party (exporter) or transporting company**
- **Find ways of proving to the public that insurance companies in Uganda are safe to transact with**
 - **Increase awareness on insurance and how it works**
- **Since some traders engage in groupage leading , it's better to always align insurance services with those responsible for the transportation of goods**
 - **Local insurance companies should practice what they preach**

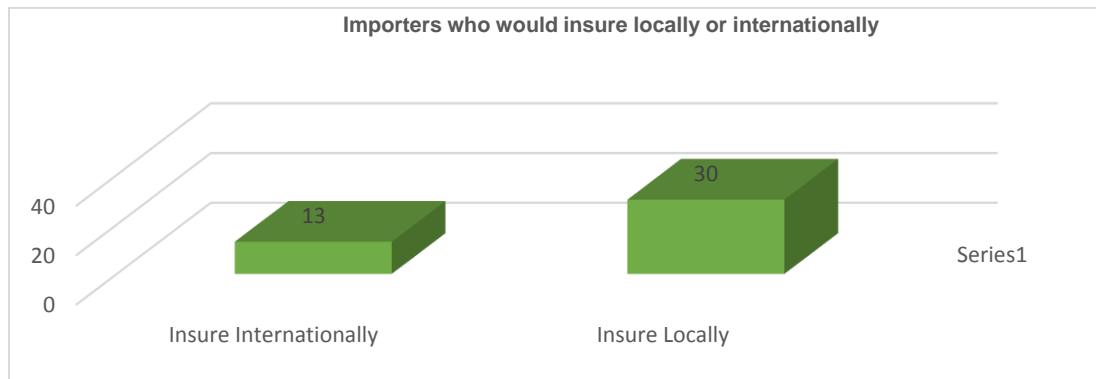
Whether the importers who don't insure and know about marine insurance would consider insuring their imports if their recommendations are considered

66 importers who don't insure but know about marine insurance were engaged. **65%** of them noted considering **insuring their imports if their recommendations are considered** whilst **only 35%** highlighted **not considering insuring of their imports even if their recommendations are considered.**



Whether importers who don't insure but know about marine insurance (and would like to insure) would insure locally or internationally

43 importers who don't insure but know about marine insurance were engaged. **70%** of them highlighted that they would **insure locally** whilst **only 30%** of them highlighted that they would **insure internationally**.

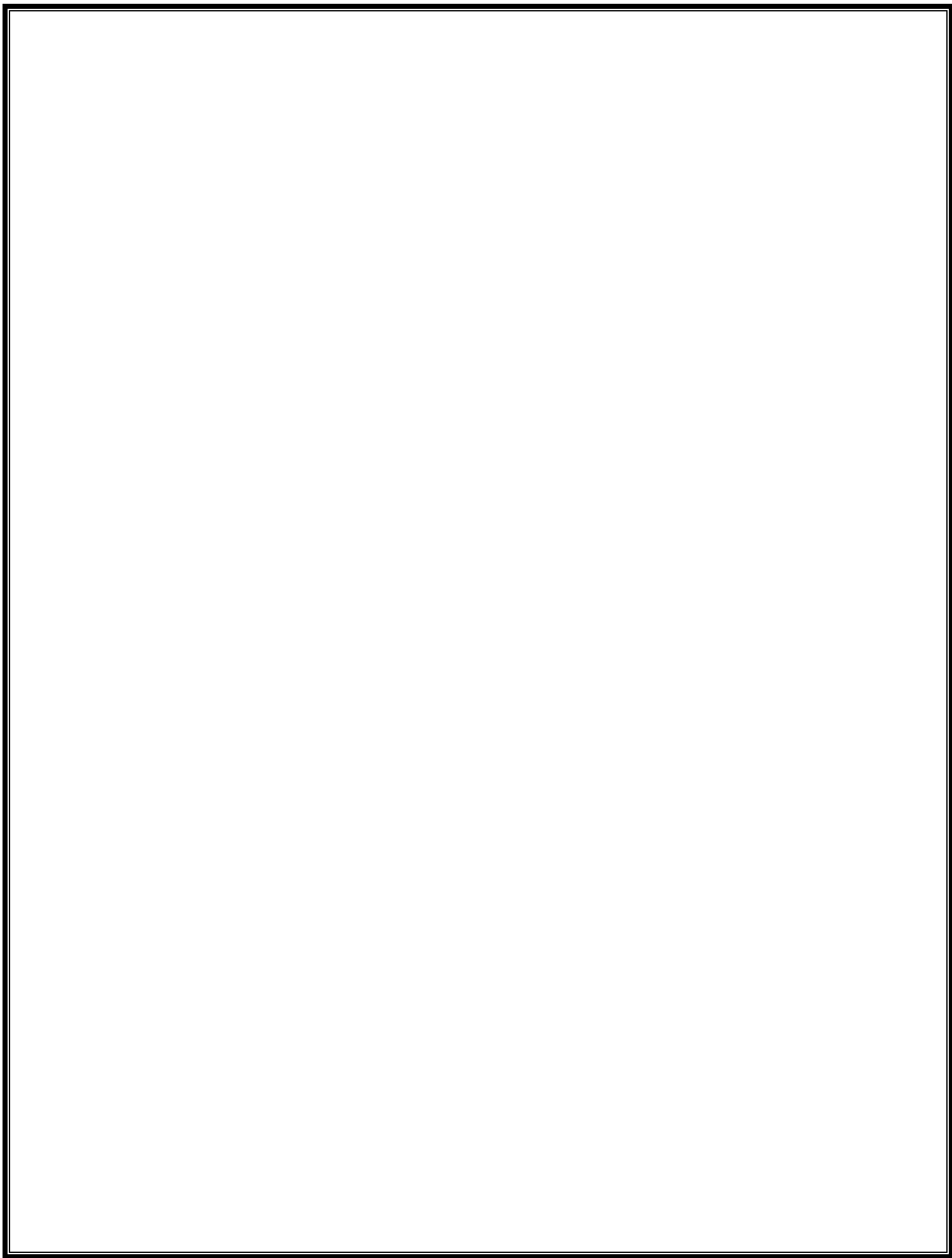


Why the choice for considering to insure locally

- No language barrier
- Easy to track progress
- Easy to follow up
- Current exchange rate is low compared to international insurance
 - Easy to claim in case of a problem
 - Easy to reach out/contact
- Claiming is easy and cheaper because communication is quick and easy
 - Easy to carry out transactions
 - Anticipating a bargain
 - Direct contact
- Assumption that local rates are manageable
- Had a bad experience with international insurance process
 - Due to currency knowledge and using same language

Why the choice for considering to insure internationally

- Low rate of buying insurance
- Assumption that local insurers don't pay
 - They have better policies
 - It's more secure
- Tried local and had a bad experience
 - It's cheap



CLEARING + FORWARDERS + CONSOLIDATORS + SHIPPERS

CLEARING + FORWARDERS + CONSOLIDATORS + SHIPPERS: 30 respondents were engaged and below were the key responses from them

| | |
|---|--|
| Why do you think some opt to insure their imports | <ul style="list-style-type: none"> - They have a clear and better understanding of the concept of insurance in terms of how it works - Because it's a requirement in the countries where they buy goods - We shippers are sometimes obliged to direct importers to pay insurance because its law - Procedure from host countries/legally binding - Knowledge of the risks involved - Easy to transport goods that have insurance - Cheap international rates |
| Why do you think some opt not to insure their imports | <ul style="list-style-type: none"> - Not yet seen the benefits - Moslems don't because of their religious affiliations and teaching about it - Others don't want to add extra costs on their already strained budgets - Adamant about insurance payments - Some don't want to pay for insurance - Assumption about nonpayment from insurers - Some are oblivious of the policies - They feel they don't need it because some have not lost any cargo on the way - Insurance is expensive - No interest in insurance - Still ignorant of insurance |
| What are the most imported goods? | <ul style="list-style-type: none"> - Cars - Tiles - Glasses - Medical equipment - Drugs |

| | |
|---|---|
| | <ul style="list-style-type: none"> - Hard ware - Electronics - New clothes - Foodstuffs - Diapers - Soaps - Fabrics - Chemicals - Cosmetics - Agricultural inputs - Ceramics - Used items |
| Of the insured imports which ones are mainly insured? | <ul style="list-style-type: none"> - Tiles - Glass - New cars - Ceramics - Drugs |
| a) Internationally | |
| b) Locally | <ul style="list-style-type: none"> - Used Cars - Hard wares - Foods - Glass - Agricultural inputs - Fabrics |
| What is the origin of most imports? | <ul style="list-style-type: none"> - Japan - China - Dubai - U.A.E - Germany - UK |

| | |
|---|---|
| | <ul style="list-style-type: none"> - U.S.A - India - Turkey |
| <p>What are the countries of origin where most imports?</p> <p>A) Are insured</p> | <ul style="list-style-type: none"> - Japan - China - UK - Germany |
| c) Are not insured | <ul style="list-style-type: none"> - UAE |
| <p>What are the countries of origin where most insured imports?</p> <p>i) Are Insured internationally</p> | <ul style="list-style-type: none"> - Japan - China - UK - India - Germany |
| ii) Are Insured locally | <ul style="list-style-type: none"> - China - Japan - UAE - Kenya |
| Mention at least three risks mostly covered | <ul style="list-style-type: none"> - Fire - Theft (sea pirates) - Loss at sea - Damages in transit |
| <p>Explain how positive the experience was for the importers claiming on,</p> <p>a) International insurance</p> <p>b) Local insurance</p> | <ul style="list-style-type: none"> - Took a bit of follow up but got paid - All got paid in time - He was refunded |

| | |
|---|---|
| <p>Explain how negative the experience was for the importers claiming on,</p> <p>a) International insurance</p> <p>b) Local insurance</p> | <p>- Distance and access to lawyers</p> |
| <p>What are some of the challenges that your importers have faced in such marine insurance?</p> | <ul style="list-style-type: none"> - Language barrier - Ignorance of choice - Access to law firms that can expedite claims - Sometimes claims are really bad to follow up - Some importers don't know the criteria followed in case of a claim - Clients don't know how the whole insurance mechanism works - Some importers feel that they are coerced into buying insurance from the countries of origin |
| <p>N) Any recommendations going forward?</p> | <ul style="list-style-type: none"> - Government together with other insurance players should work on harmonizing and lowering insurance rates for insurance sustainability - Mass sensitization of importers through organizing workshops - More enlighten on insurance through educational materials - If a person insures his goods and they arrive safely he should claim his money back - Make insurance mandatory - Educate the importers about their rights on insurance and how to either use or claim on it - Give importers options of buying insurance locally |

AN OFFICIAL FROM UGANDA REVENUE AUTHORITY

| Official from Uganda Revenue Authority: 1 official was engaged | |
|--|--|
| On why some opt to insure their imports? | <ul style="list-style-type: none">- They know of the risk involved- Most insure because the law demands insurance |
| On why some opt not to insure their imports? | <ul style="list-style-type: none">- They don't know about the risks involved |
| What are the most imported goods? | <ul style="list-style-type: none">- New cars- Fabrics (new clothes)- Food items- Chemicals |
| What are the imports that are mostly insured? | <ul style="list-style-type: none">- New cars- Food items- Chemicals |
| What are the imports that are mostly not insured? | <ul style="list-style-type: none">- Old cars- Accessories |
| What are the countries of origin of most imports? | <ul style="list-style-type: none">- China- USA- Japan- South Korea- Singapore- Malaysia |

| | |
|--|--|
| What are the countries of origin where most imports are insured? | <ul style="list-style-type: none"> - China - USA - Japan - South Korea - Singapore - Malaysia |
| What are the countries of origin where most imports are not insured? | <ul style="list-style-type: none"> - United Arab Emirates - African countries |
| What are the countries of origin where most imports are insured internationally? | <ul style="list-style-type: none"> - USA - Japan - South Korea - Singapore - Malaysia |
| What are the countries of origin where most imports are insured locally? | <ul style="list-style-type: none"> - China |
| What are some of the challenges that the importers have faced in such marine insurance | <ul style="list-style-type: none"> - Negative claim experience - Some importers don't even know the criteria followed in case of a claim |
| What are some of the recommendations going forward? | <ul style="list-style-type: none"> - Since most importers sight low rates on international insurance , local companies should try and match the said rates so as to tap into the vast market of importers |