

iSIGURIMET



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15 MONTHS OF BIG CHANGES



**SAMI
MAZREKU, PhD**



Për shumëkënd në fillim plani jonë për reformimin e tërësishëm të BKS-së dukej i pazbatueshëm, por brenda këtij intervali kohor Byroja thaujse është transformuar në tersi. As optimistët më të mëdhenj nuk i kishin këto pritje. Thjeshtë vizionin tonë e zbatuam në praktikë. E sollëm Byronë në institucion që sot trajtohet si model suksesi në vend, por edhe më larg.

The changes that have taken place over the last 15 months vis-à-vis the accumulated issues for the last 15 years, are sufficient indicators that when there is will and readiness, there are always solutions to problems.

At first, our plan to completely reform the Kosovo Insurance Bureau (KIB) seemed unrealistic to many people, but the Bureau has been almost completely transformed within this period of time. Even the most optimistic people did not have such expectations.

We simply put our vision into practice. The Bureau is considered nowadays to be a model of success in the country and beyond.

We need to do a little more to achieve our dream and the situation is currently much better than before.

The initiation of the agreement on bilateral recognition of policies had started about one decade ago. But, nothing was done in practice in this regard. We negotiated and signed it within a short period of time, and today thanks to such an agreement, the citizens can travel to the Republic of Montenegro for a cheaper price and no additional costs.

The placement of stickers on the windscreens of vehicles, aiming to reduce the number of unregistered vehicles in the country, is another success story that has taken place in the past 15 months. This was a matter discussed

for years, but in reality nothing happened in practice.

The development and implementation in practice of the new INSUREX system is also a very big achievement of KIB during this period of time. A few days ago we launched four super innovative applications and by the end of the year we will launch other products in the super innovative INSUREX system.

For many years, KIB paid tens of millions in EUR to compensate the damages caused by uninsured vehicles, although the law stipulates that such funds are to be reimbursed by those who cause accidents. However, although more than € 60 million have been paid, the Bureau did not manage to get even one million EUR from those who caused accidents. In this regard, the situation is now completely different.

Prompt and proper payment of claims is another success story in KIB. Like never before, more than 9100 claims have been closed within this period of time.

The border points and the building of the directorate itself were a bad image for the institution. We changed the logo in a few days, we branded the border points and turned KIB into a model institution for the others.

In a short period of time we enhanced the relations and concluded the mutual liabilities with the Albanian Insurance Bureau and an

agreement between the two Bureaus is expected to be signed very soon.

"iSIGURIME" newspaper - the only specialized newspaper that reports properly and accurately on the insurance industry gives an overview of the work that we have done and are currently doing.

All the success and reforms in the Kosovo Insurance Bureau have been achieved thanks to the unreserved support of the Central Bank of Kosovo, respectively the Governor, Mr. Fehmi Mehmeti.

When I was entrusted to run the Insurance Association at the time, I was committed to be very transparent. We have always shared all the successes as well as the challenges with the public. I have continued with the same approach even in the position of the director of the Kosovo Insurance Bureau and I have completely opened an institution that was completely closed. The "iSIGURIME" newspaper is still an open window to be informed properly and accurately about the state of the insurance industry. I am happy and very proud that in its third year, "iSIGURIME" newspaper has already become a reference in many scientific papers, seminar papers, in the news and topics published by most of the Kosovo media outlets. Our only goal is to present the industry as it stands and not as it was presented to us.

113.232

border insurance policies were sold during the period January-August 2020

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Drastic decline in policy sales

02



€ 35 million were paid for damages in nine months alone

04

MILLIONS IN DAMAGES CAUSED BY COVID-19

Sami Mazreku - Acting Director of the Kosovo Insurance Bureau said in an interview for "iSIGURIME" that the consequences caused by COVID-19 to the institution thereof are very high because the sale of policies by the end of August this year dropped by 63.1% compared to the same period of the previous year. Mazreku says that another serious problem is the continuous increase in the number of uninsured vehicles. According to him, this is the last moment where all the institutions should work together to mitigate this trend which is one of the obstacles for Kosovo's membership in the Green Card Bureaux.

04

63.1%

drop in the sale of border policies during the period January-August 2020 compared to the period January-August 2019

Drastic decline in policy sales

In July last year, the Kosovo Insurance Bureau (KIB) sold 113,872 insurance policies, whereas in July this year, KIB sold only 28,622 policies. 85,250 less policies were sold compared to the same month of the previous year.

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The COVID-19 pandemic has caused a lot of damage to the country as well as to the revenues of the Kosovo Insurance Bureau because the funds collected from the sale of border policies so far are nowhere near the planned revenues for this year. According to the official data of KIB, it can be seen that in March this year, the Bureau sold 7,627 insurance policies, compared to 17,170 that were sold in March 2019. Thus, revenues from the sale of policies in March 2020 were € 261,202.32, whereas in March 2019 they were € 460,731.29. In addition, 2,020 policies were sold in April 2020, whereas 34,230 were sold in April 2019. In April 2020, revenues from the sale of policies were € 117,375.22, whereas in April 2019 such revenues were in the amount of € 735,873.91. In May 2020, KIB sold 3,923 policies, whereas 19,399 were sold in May 2019. If we compare the revenues, it turns out that in May 2020 the revenues were in the amount of € 186,850.20, as opposed to € 511,849.60 € in May 2019. In addition, in June this year, the Kosovo Insurance Bureau sold 21,394 policies, whereas 25,798 were sold in the same month of the previous year. In June 2020, revenues from the sale of policies were in the amount of € 550,501.93, whereas in June 2019 such revenues were in the amount of € 628,008.32. According to the official data of the Kosovo Insurance Bureau, it can be seen that the largest decline in sales of policies was recorded in July this year, where only 28,622 policies were sold compared to 113,872 policies sold in July 2019. Therefore, revenues from the sale of policies in July 2020 were in the amount of € 687,889.53, whereas in the same month of the previous year the revenues were in the amount of € 2,349,875.39. Even in August, the total amount of policies sold was 19,071 and the revenues were in the amount of € 370,757.48, and in August 2019 a total of 73,006 policies were sold, and the revenues were in the amount of € 1,436,714.56. In September 2020, only 14,101 policies were sold, compared to 21,791 that were sold in the same month of the previous year. The revenues in September 2020 were lower by 200 thousand EUR compared to September 2019. "KIB sold 22,413 policies until 26.10.2020, compared to 23,601 policies that were sold in October 2019", it is noted in the official data of the Kosovo Insurance Bureau.

Number of policies sold in the period 01 March – 26 October 2020

	2019	2020	Difference
March	17,170	7,627	-9,543
April	34,230	2,020	- 32,210
May	19,399	3,923	- 15,476
June	25,798	21,394	- 4,404
July	113,872	28,622	- 85,250
August	73,006	19,071	- 53,935
September	21,791	14,101	- 7,690
October	23,601	22,413	- 1,188

Revenues 1 March – 26 October 2020

	2019	2020	Difference
March	460,731.29€	261,202.32€	-199,528.97€
April	735,873.91€	117,375.22€	-618,498.69€
May	511,849.60€	186,850.20€	-324,999.40€
June	628,008.32€	550,501.93€	- 77,506.39€
July	2,349,875.39€	687,889.53€	-1,661,985.86€
August	1,436,714.56€	370,757.48€	-1,065,957.08€
September	520,581.12€	321,290.68€	- 199,290.44€
October	560,682.25€	431,465.40€	- 129,216.85€

€ 35 million were paid for damages in nine months alone

According to the latest data of the Central Bank of Kosovo (CBK), it can be seen that the insurance companies and the Kosovo Insurance Bureau paid € 35 million for damages only during the first nine months of this year. Compared to the same period of the previous year, it can be seen that the amount paid for damages is higher by 0.64 %.

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According to official data of CBK, insurance companies have paid damages of no less than € 35 million only during the first nine months of this year. Damage payments to citizens continue to be high, despite the major problems faced by insurance companies as a result of the COVID-19 pandemic. Compared to the data of August 2019, it can be seen that the payment amount for claims is almost the same as the payments made for claims during August of this year.

Damages paid for each month

The official data of the Central Bank of Kosovo show that around € 4 million were paid for damages in September, around € 3.8 million were paid for damages in August, whereas insurance companies have paid over € 4.8 million for damages in July this year. Compared to the previous months of this year, the value of damages differs on monthly basis. Insurance companies paid € 3.8 million for damages in June. € 1.4 million were paid in May. € 3.1 million were paid in April. € 3.1 million were paid in March. € 4.1 million were paid in February. € 5.5 million were paid by insurance companies for damages in January, or almost 100% more than the amount paid on the same month of the previous year.

Damages paid from 2000 until now

According to the official data of CBK obtained by 'INSURANCE', insurance companies have paid no less than € 500 million for damages from 2000 until now. According to such data, it can be seen that over € 35 million were paid by insurance companies during the first 9 months of this year. € 50 million were paid in 2019. € 42.7 million were paid in 2018. € 42.1 million were paid in 2017. € 36.5 million were paid in 2016. € 37 million were paid in 2015 and € 31.1 million were paid in 2014. In addition, € 38.4 million were paid in 2013. € 30.5 million were paid in 2012. € 26.8 million were paid in 2011. € 26.5 million were paid in 2010. € 18.8 million were paid in 2009. € 17.7 million were paid in 2008. € 12.8 million were paid in 2007. € 10.9 million were paid in 2006. € 9.1 million were paid in 2005. € 6.7 million were paid in 2004. € 5.5 million were paid in 2003. € 3.5 million were paid in 2002 and € 2.6 million were paid in 2000.

Year		Payment of damages	Total revenues
2020	(1-9)	35,062,791 €	74.241,717 €
2019		49.977,495 €	97.999,080 €
2018		42.766,736 €	90.503,664 €
2017		42.151,078 €	84.919,344 €
2016		36.871,506 €	81.235,523 €
2015		36.971,397 €	78.767,663 €
2014		31.182,207 €	80.080,181 €
2013		38.448,821 €	77.385,883 €
2012		30.581,215 €	81.534,352 €
2011		26.812,984 €	78.095,611 €
2010		26.527,830 €	71.243,658 €
2009		18.834,757 €	67.756,310 €
2008		17.678,577 €	56.380,959 €
2007		12.821,635 €	50.811,083 €
2006		10.932,644 €	34.705,304 €
2005		9.165,533 €	47.212,598 €
2004		6.743,000 €	39.090,000 €
2003		5.583,705 €	37.060,000 €
2002		3.540,000 €	27.231,000 €
2001		/	/
2000		2.655,000	31.161,000 €

Millions in damages caused by COVID-19

Sami Mazreku - Acting Director of the Kosovo Insurance Bureau said in an interview for "iSIGURIME" that the consequences caused by COVID-19 to the institution thereof are very high because the sale of policies by the end of August this year dropped by 63.1% compared to the same period of the previous year. Mazreku says that another serious problem is the continuous increase in the number of uninsured vehicles. According to him, this is the last moment where all the institutions should work together to mitigate this trend which is one of the obstacles for Kosovo's membership in the Green Card Bureaux.

iSIGURIME: Mr. Mazreku, it has been a month since you have been appointed as the acting director of the Kosovo Insurance Bureau and your appointment comes after having had a lot of success in the Insurance Association of Kosovo. What is your next plan at the helm of this important institution?

Mazreku: I have been working in the insurance sector for more than 14 years, namely in the Insurance Association of Kosovo. In the past three years I held the position of Executive Director of the Association. Although we had a small number of staff, we worked tirelessly and with a lot of energy and we achieved enormous results. The biggest changes took place in the insurance sector in the recent years, especially during the last two decades, and we have undoubtedly given a part of the contribution to the achievements. As you know, on 01 October of this year, I was appointed acting director of the Kosovo Insurance Bureau by the decision of the General Assembly. We will continue even in this institution with great energy and dynamics which we have proven for the past three years at least. Since it has been a very short time since I got the confidence of the General Assembly to run an important institution such as the Bureau, I have not yet been able to get an accurate picture of the situation in this institution. Nevertheless, I have drafted a dynamic work plan which will be implemented in the coming days and months. We must point out that like no other institution, COVID-19 has severely damaged the

113,232

border insurance policies were sold during the period January-August 2020

insurance sector, including the Kosovo Insurance Bureau, and our data show that the sale of policies has dropped significantly. As a result of the COVID-19 pandemic, the insurance market in our country has significantly decreased for the first time as compared to the continuous growth that it made over the years. According to the official data, as a result of the pandemic, the insurance market has dropped by more than 30% and the sale of border policies has dropped by 63.1%. Therefore, according to the official data, 113,232 policies were sold during the period January-August 2020, compared to 307,488 policies that were sold during the same period of the previous year. It can be seen that we have a very large decrease that has reflected a lot in revenue decline and such a situation will cause major problems even to the Bureau. On the other hand, there were a lot of damages caused during the period in question, whereas there were less revenues compared to the previous year. In any case, we are trying to do the best even in this difficult financial situation, and we are handling and paying damages within the time lines provided by the applicable laws.

iSIGURIME: You have been the director of the Insurance Association for several years, what are the priorities now as the acting director of the Kosovo Insurance Bureau?

Mazreku: We have started with a great work dynamic since my first day of work in the Bureau. However, it is still early to talk about other activities as I was only recently appointed by the General Assembly. So, it's only been a month. From what I have seen so far, it can be noted that the Kosovo Insurance Bureau is not in good financial situation because the sale of policies has dropped by 63.1%. There is a huge drop in sales due to reduced movement as a result of the COVID-19 pandemic. We hope that the pandemic will end in the near future, and if this situation continues further, the situation in the Kosovo Insurance Bureau will get even worse.

iSIGURIME: The Government of Kosovo has decided that the border insurance policies will be covered by the government until the end of this year. Is the agreement being implemented?

Mazreku: As I said in the previous question, apart from the fact that revenues have dropped due to the reduction of movement,



“From what I have seen so far, it can be seen that the Kosovo Insurance Bureau is not in good financial situation because the sale of policies has dropped by 63.1%. There is a huge drop in sales due to reduced movement as a result of the COVID-19 pandemic”, **said Sami Mazreku - Acting Director of the Kosovo Insurance Bureau.**

At the end of July, an institutional initiative was launched to work in this regard. As I have said many times before, a very high number of uninsured vehicles has become a “cancer” to the insurance sector. Currently, the number of unregistered vehicles is estimated to be more than 150 thousand and the damages caused by such vehicles are very high. Millions of EUR in damages are caused in just one year. According to the law, damages caused to citizens by such vehicles should be compensated by the Kosovo Insurance Bureau. On the other hand, the reimbursement of the funds by the citizens who cause the damages is very difficult because there are long delays in cases handled by the courts.

63.1%

drop in the sale of border policies during the period January-August 2020 compared to the period January-August 2019

revenues have also dropped due to the government’s decision to reduce policy prices by 35% and to cover them by the end of this year. In addition, there are delays in the payment of invoices by the government and this directly affects the work of the Bureau. For example, when making the payment, the government looks into the number of vehicles that directly pay the policies at border crossings. However, let’s not forget that a significant number of citizens in addition to buying policies at border crossings, they extend their policies at the offices of the Bureau when such policies expire and such a discrepancy in numbers at the Ministry of Internal Affairs compared

to our real data is causing issues and delays in the payment of funds. It is well-known that the Bureau has a lot of obligations, both to pay salaries to the workers and pay for damages, and delays in the payment of invoices cause big issues. But we hope that we will find a solution very soon and have no delays until the end of this year which is covered by the decision of the Government of Kosovo to pay the border policies for our compatriots.

iSIGURIME: Has the reduction in the policy price affected the Kosovo Insurance Bureau revenues?

Mazreku: Certainly, the 35% price reduction is too high and this will affect our daily work to a great extent. But we hope that the pandemic will end soon and we will return to normal life, otherwise if this trend continues, there will be huge problems in the future.

iSIGURIME: The number of uninsured vehicles in the country continues to be high. Do you have any plans to reduce the numbers?

Mazreku: Throughout the previous year as well as in the past two years, we continuously raised our concerns about the continuous increase in the number of unregistered vehicles in our country.

iSIGURIME: When is Kosovo expected to become a member of the Green Card Bureau?

Mazreku: The Kosovo Insurance Industry is constantly committed and engaged to achieve this objective, but not everything is in our hands. In addition to the hurdles caused to Kosovo on the international aspect, such as the lack of membership in the United Nations, Kosovo also has other internal problems for which we have raised our voice several times, but there was no institutional willingness to reduce the number of unregistered vehicles in the country and such numbers are the highest in the region. Having such a number which is estimated to be around 30% of vehicles circulating on Kosovo roads, such a process is almost impossible. At the end of July this year, we welcomed the initiative of the Government of Kosovo and the Central Bank of Kosovo (CBK) dealing with the unregistered vehicles in our country. We hope that the joint commitment will produce results as soon as possible and will give Kosovo more realistic possibilities to become a member of the Green Card Bureau.

Number of contracts dropped by 37.65%

According to the official data of the Central Bank of Kosovo (CBK), it can be seen that in January-September 2020, the number of non-life insurance contracts reached 567,408 which is 37.65% less compared to January-September 2019

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The number of non-life insurance contracts has dropped by no less than 37.65% in January-September 2020, compared to the same period of the previous year.

According to the official data of CBK, it can be seen that the number of non-life insurance contracts reached 567,408, dropping by 37.65% compared to January-September 2019.

Since the consolidation of the insurance sector, this is the first time in the last two decades that the insurance industry has recorded such a sharp decline in the sale of policies and this is due to the COVID-19 pandemic.

“The volume of gross written premiums for non-life insurance reached the amount of € 71,583,109, dropping by 2.34% compared to January-September 2019”, notes the report of the Central Bank of Kosovo.

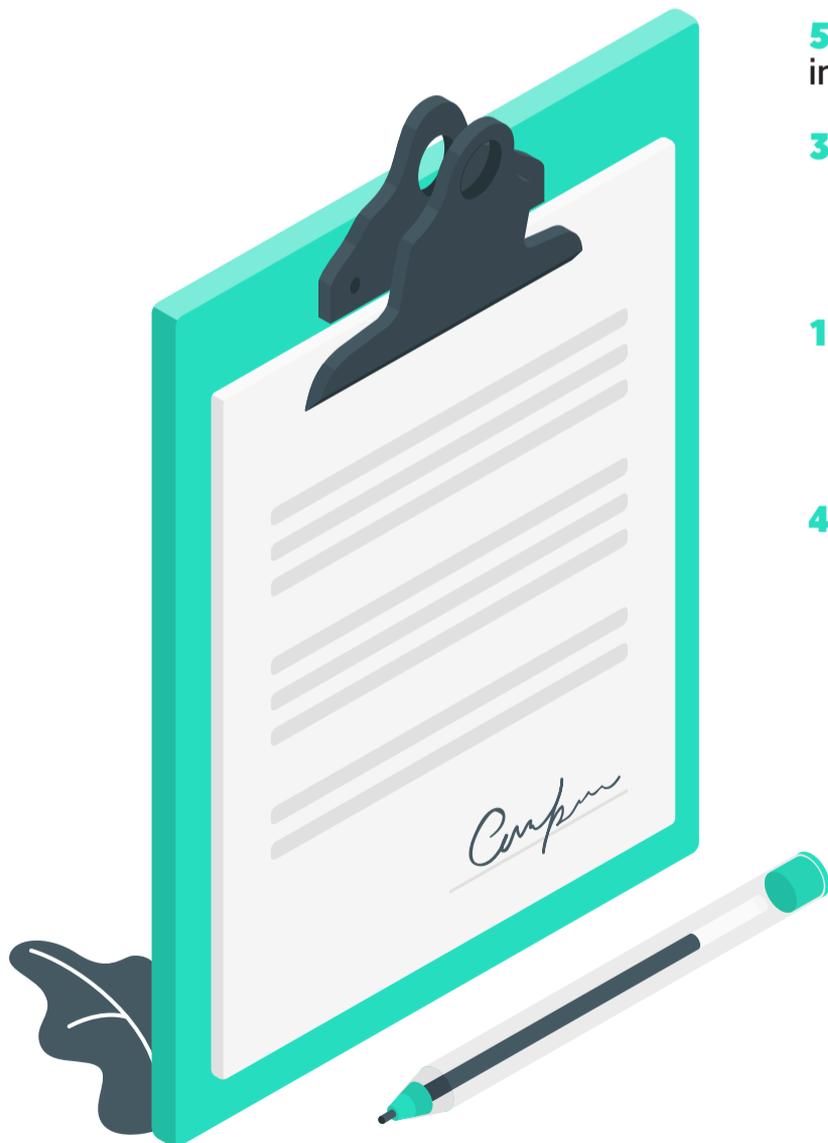
Number of life insurance contracts increased by 24.11%

Furthermore, according to the official data of CBK, it can be seen that the number of life insurance contracts reached 11,882 in January-September 2020, increasing by 24.11% compared to January-September 2019. “The volume of gross written premiums for life insurance reached the amount

of € 2,658,608, increasing by 4.09% compared to January-September 2019”, further notes the report of the Central Bank of Kosovo.

The insurance market dropped by 2.12%

The official data of CBK show that in January - September 2020, the insurance market dropped by 2.12% compared to the same period of 2019. The volume of gross premiums written compared to the same period of the previous year dropped by € 1,608,091, reaching the total amount of € 74,241,717. “The number of contracts was 579,290, dropping by 37.01% compared to January - September 2019”, further notes the report of the Central Bank of Kosovo.



567,408 567,408 non-life insurance policies sold in January-September 2020.

37.65% drop in the sale of non-life insurance policies in January-September 2020, compared to the same period of the previous year.

11,882 is the number life insurance contracts in January-September 2020, compared to the same period of the previous year.

4,09% increase in the sale of life insurance policies in January-September 2020, compared to the same period of the previous year.



A Memorandum of Understanding has been signed in order to further develop the financial markets

By such a Memorandum, the Central Bank of Kosovo (CBK) and the Albanian Financial Supervisory Authority (AFSA) establish a system of mutual cooperation and exchange of information between the parties, based on the importance of developing the financial markets in both countries, covering the insurance / reinsurance market, capital markets as well as other non-bank financial activities.

Fehmi Mehmeti - Governor of the Central Bank of the Republic of Kosovo and Ervin Mete - General Executive Director of the Financial Supervisory Authority of the Republic of Albania signed a Memorandum of Understanding to regulate, license and supervise markets. By such a Memorandum, the CBK and the AFSA establish a system of mutual cooperation and exchange of information between the parties, based on the importance of developing the financial markets in both countries, covering the insurance / reinsurance market, capital markets as well as other non-bank financial activities. Fehmi Mehmeti - Governor of CBK considered the signing of the memorandum to be important. He talked about the importance of mutual cooperation between the two regulators in addressing issues of common interest, aiming to develop the supervised markets. Whereas, Ervin Mete - Director of AFSA thanked Governor Mehmeti for his commitment in finalizing the memorandum and pointed out that the new cooperation agreement is pertinent not only to the current developments, but also to the matters that have been raised by the Financial Supervisory Authority and the Central Bank of the Republic of Kosovo. The Memorandum of Understanding provides for the mutual recognition of compulsory motor third party liability insurance policies and mutual liabilities on claims. The Memorandum strengthens the lines of cooperation between the two regulators and its objective is to have integrated and effective supervision, in particular through supervisory colleges of insurance groups and local insurance and reinsurance companies that have their own investments or branches in other countries. In addition, with regard to the insurance market, the parties undertake to address specific



supervision matters in both countries, such as the mutual recognition of compulsory motor third party liability insurance policies, mutual liabilities on claims or handling and payment of claims. With regard to capital markets, Albania is at a more advanced stage in terms of the legal framework, through recently adopted laws, and it has established the market infrastructure, the Stock Exchange and the Registry. The authority thereof is ready to assist the Central Bank of the Republic of Kosovo in this regard. Both regulators will cooperate in order to improve information technology and digitalization systems, responding to the continuous evolution of supervised markets and exchanging the experiences through mutual meetings in order to further increase the standards in the area of digitalization and cyber security. The Memorandum of Understanding, signed by both parties

, will be in force for an indefinite period of time and the memorandum thereof supersedes the previous memorandum that was in force since 2008.

The Memorandum of Understanding provides for the mutual recognition of compulsory motor third party liability insurance policies and mutual liabilities on claims. The Memorandum strengthens the lines of cooperation between the two regulators and its objective is to have integrated and effective supervision, in particular through supervisory colleges of insurance groups and local insurance and reinsurance companies that have their own investments or branches in other countries.

Takim me gazetarë

Sami Mazreku - Acting Director of the Kosovo Insurance Bureau met with journalists who cover the economic sector in the country. "Today I had a meeting with journalists covering the economic sector in our country. I informed them about the big problems that COVID-19 has caused to the Kosovo Insurance Bureau. The sale of policies has dropped significantly in the first 8 months of 2020, compared to the same period of the previous year. Thus, 200 thousand less policies were sold. The Kosovo Insurance Bureau will be an open institution to



the media for any information the journalists may requestâ€, he wrote on his Facebook page.



Meeting with the Director of the Treasury

Sami Mazreku - Acting Director of the Kosovo Insurance Bureau met with Ahmet Ismaili - Director of the Treasury and they discussed the increase of cooperation between the two institutions.

Today, the governor met the acting director of the Kosovo Insurance Bureau

Governor Mehmeti hosted the acting director of the Kosovo Insurance Bureau. On Tuesday, Fehmi Mehmeti - Governor of the Central Bank of Kosovo hosted Sami Mazreku - Acting Director of the Kosovo Insurance Bureau in a meeting.

During the meeting, Governor Mehmeti thanked Mazreku for his work done so far as the director of the Insurance Association of Kosovo, and congratulated him on his new task and offered his support.

On the other hand, Mazreku - acting director of the Kosovo Insurance Bureau thanked Governor Mehmeti for his continued support.

Mehmeti and Mazreku agreed to continue the cooperation between the Central Bank of Kosovo and the Kosovo Insurance Bureau.



Quantix presents applications

Today, Quantix LLC presented applications, in the offices of the Kosovo Insurance Bureau, aiming to reduce the number of unregistered and uninsured motor vehicles.

Applications are built in several components which provide the following:

1. Map of accidents which allows the identification of certain areas of high risk and frequency of accidents,
2. Accident certificate by which citizens will have the chance to check whether a certain motor vehicle was involved in a traffic accident,

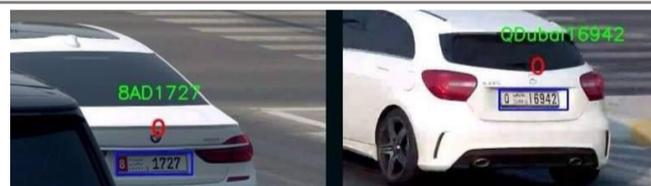


3. Anti-fraud system which will analyse potential cases of insurance fraud in order to prevent them,

4. Mobile application related to the awareness of citizens on insurance. Citizens will receive various information on accidents and various insurance products provided by the insurance industry.

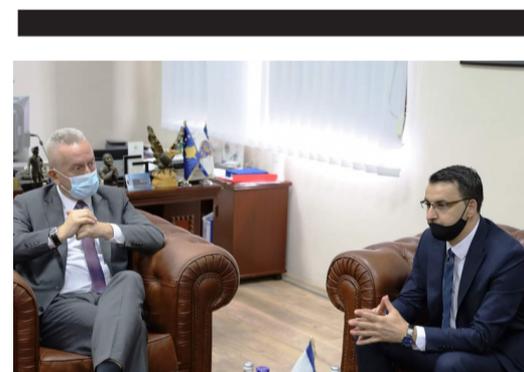
These applications will be put into use within a short period of time, and will be introduced for practical and easy use by all the citizens of the Republic of Kosovo.

Work meeting with the border crossing coordinators of the Kosovo Insurance Bureau



Presentation by Ekin Patrol

The Ekin Patrol - information technology company, partner in Kosovo - "Info Soft Systems" company, have presented to Sami Mazreku - Executive Director of the Kosovo Insurance Bureau Sami and the staff of the institution thereof, the operation and implementation of the project for the identification of unregistered / uninsured vehicles through Ekin equipment which automatically reads motor vehicle registration plates as well as the software implementation system.



Qalaj and Mazreku discuss strengthening the cooperation

Former General Director of Kosovo Police (KP), Mr. Rashit Qalaj and his associates, met with Sami Mazreku - acting director of the Kosovo Insurance Bureau. Qalaj and Mazreku discussed about strengthening the cross-institutional cooperation in the interest of road safety.

Meeting with directors of the claims departments



Sami Mazreku - Acting Executive Director of the Kosovo Insurance Bureau met the Directors of the Claims Departments of insurance companies that are members of the Kosovo Insurance Bureau.

They discussed the changes needed to advance the claims handling systems and increase the efficiency in the handling process of material and non-material claim compensation.

457,962

contracts concluded between the insurance companies and the citizens in the country during the first half of this year.

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The insurance market grew by 19%

02



MAZREKU: THE AGREEMENT WITH MONTENEGRO IS CONSIDERED HISTORIC

08

GOVERNOR MEHMETI: POSITIVE REFORMS HAVE TAKEN PLACE IN THE KOSOVO INSURANCE BUREAU

Mr. Fehmi Mehmeti, the Governor of the Central Bank of the Republic of Kosovo, stated that the Kosovo insurance industry has shown a favorable performance which is a result of the reforms that have been taken in this sector. The head of the CBK has very high consideration for the developments in the Kosovo Insurance Bureau (KIB) which has been run for almost 1 year by Mr. Sami Mazreku, and according to him, positive reforms have taken place.

04

THE INSURANCE MARKET GREW BY 19%

During the period of January-June 2021, the insurance market grew by 18.71% compared to the same period of 2020. The volume of gross premiums written compared to the same period of the previous year grew by 8.68 million Euros, reaching a total amount of 55,088,193 Euros

The insurance market grew by almost 19% during the first six months of this year, compared to the same period of the previous year. The official data of the Central Bank of Kosovo (CBK) show that during the period January-June 2021, the insurance market grew by 18.71% compared to the same

69.72%

The number of life insurance contracts increased by 69.72% during the first half of this year, compared to the same period of January-June 2020.

period of 2020. The volume of gross premiums written compared to the same period of the previous year grew by 8.68 million Euros, reaching a total amount of 55,088,193 Euros. Representatives of the insurance industry in Kosovo say that the insurance market in our country has started to recover after facing major problems, especially in 2020 as a result of the COVID-19 pandemic.

"The market continues to develop, following the industry trends in the developed countries. Companies have increased the functionality, in particular the online services during the pandemic", say representatives of the insurance sector in the country.

NUMBER OF CONTRACTS INCREASED BY 29%

The number of contracts concluded between the insurance companies operating in

13,807

life insurance contracts were concluded in the first half of this year between the insurance companies and the citizens in the country.

Kosovo and the citizens has increased by no less than 29%. The official data of the Central Bank of Kosovo show that as of January this year until the end of June of this year, a total of 457,962 contracts have been concluded, marking an increase of 28.73% compared to



There are a total of

457,962

contracts concluded between the insurance companies and the citizens in the country during the first half of this year.

28%

The number of contracts increased by 28.73% during the first half of this year, compared to the same period of January-June 2020.

the same period of 2020. The report of CBK further notes that the volume of gross premiums written in the Non-Life activity reached the amount of 52,911,455 Euros, marking an increase of 18.47% compared to the period of January-June 2020. "The volume of gross premiums written in the Non-Life activity reached the amount of 52,911,455 Euros, marking an increase of 18.47% compared to the period of January-June 2020", further

notes the report of the Central Bank of Kosovo.

MEHMET: THE INDUSTRY HAS HAD A MORE FAVORABLE PERFORMANCE

In an exclusive interview, the Governor of the Central Bank of Kosovo said that the insurance industry has had a more favorable performance during this period of time as a result of the reforms that were undertaken. "Other than the improvements in financial indicators and capitalization, there have been significant improvements in the implementation of modern corporate governance models. Compared to the past, today I can say that there is one company that stands below the legal requirement for capitalization and provisioning, whereby there were up to 7 companies in the past. The said company is under the legal measure of administration and further measures are expected to be taken if it does not meet the legal criteria by the end of the month. In two other instances, there are two companies that are in the process of addressing the remarks made by the examinations, according to the official reports of CBK", said governor Mehmet.

18.47%

"The volume of gross premiums written in the Non-Life activity reached the amount of 52,911,455 Euros, marking an increase of 18.47% compared to the period of January-June 2020"

THE NUMBER OF LIFE INSURANCE CONTRACTS HAS INCREASED BY 69.72%

Furthermore, the official reports of the Central Bank of Kosovo show that during the first half of this year, life insurance has had a very positive development. "The volume of gross premiums written in the Life activity reached the amount of 2,176,738 Euros, marking an increase of 24.75% compared to the period of January-June 2020", further notes the report of the Central Bank of Kosovo. It further says that the number of life insurance contracts reached 13,807, marking an increase of 69.72% compared to the same period of January-June 2020.



Governor Mehmeti: Positive reforms have taken place in the Kosovo Insurance Bureau

Mr. Fehmi Mehmeti, the Governor of the Central Bank of the Republic of Kosovo, stated that the Kosovo insurance industry has shown a favorable performance which is a result of the reforms that have been taken in this sector. The head of the CBK has very high consideration for the developments in the Kosovo Insurance Bureau (KIB) which has been run for almost 1 year by Mr. Sami Mazreku, and according to him, positive reforms have taken place.

Mr. Fehmi Mehmeti, the Governor of the Central Bank of the Republic of Kosovo, stated that the insurance industry in Kosovo has had a more favorable performance which is a result of the reforms that have been taken in this sector. Mehmeti made these comments in an interview on the specialized insurance supplement "iInsurance",

stating that in addition to improvements in financial indicators and capitalization, there have been significant improvements in the implementation of modern corporate governance models.

The head of the CBK praised the work of the Kosovo Insurance Bureau (KIB) which has been run for a year by Mr. Sami Maz-

reku. According to the governor of the CBK, many positive reforms have taken place in KIB and such reforms were not easy, but have nevertheless increased the performance and efficiency within the KIB.

However, he added that beyond the current results, it is important to aim further improvements related to the allocation of



SUCH RE-FORMS WERE NOT EASY, BUT HAVE NEVERTHELESS INCREASED THE PERFORMANCE AND EFFICIENCY WITHIN THE KIB

In two other instances, there are two companies that are in the process of addressing the remarks made by the examinations, according to the official reports of CBK.

KOSOVO IS THE FIRST COUNTRY IN THE REGION TO MODERNIZE THE INSURANCE INDUSTRY TO A COMPARABLE LEVEL WITH THAT OF THE EU

Kosovo's insurance industry faced consequences last year due to the COVID-19 pandemic.

Where exactly was this sector affected and has it started to recover this year?

Mehmeti: The consequences of the COVID-19 pandemic have been felt in every sector of the economy in Kosovo. Similarly, the insurance industry has been affected as a result of the lockdown for a period of time and there were no extensions of vehicle insurance in the country. However, during this period of time, there were less accidents caused as a result of traffic being almost under lockdown. Nevertheless, the effects of the pandemic have been somewhat neutralized, but the long-term effects may take time to be noticed. CBK, however, is now, along with the World Bank, developing advanced models whereby we will be able to predict the effects of pandemic-like situations in the insurance industry.

These models are related to a series of substantial reforms which are the most advanced in the region and relate to market liberalization, the development of stress test for the insurance industry and the sensitivity analysis, and we are ultimately moving towards the Solvency II regulation. All of these reforms will not be easy for the industry, but Kosovo will be the first country in the region to modernize the insurance industry at a level comparable to the European Union countries.

CBK HAS NOTICED A DECREASE IN THE OPERATING COSTS OF KIB AND AN INCREASE IN THE PAYMENT OF CLAIMS

A year ago, changes were made in the management of the Kosovo Security Bureau which is overseen by CBK.

How do you assess the one-year work of this institution?

reserves, payment of damages and above all, to have consistency in the payment of damages between the KIB and individual companies.

Hence, the Governor suggests to the KIB to take a more proactive role in communicating with the public, so that the citizens, as he says, are informed about their rights, the legal structure of the KIB, the responsibilities of the KIB within the compensation fund and the role of the KIB in educating the public about the compulsory insurance, and communicate with the central institutions to reduce the number of uninsured vehicles.

MEHMETI: THE MAIN PRIORITY DURING MY TERM WAS TO COMPLETE REGULATION OF THE INSURANCE INDUSTRY

Since you took over as governor of CBK, many positive developments have taken place in the area of insurance in Kosovo. This sector which previously performed with losses is now performing with a positive trend. Can you identify in detail at least three most positive developments in this sector in the recent years?

Mehmeti: The insurance industry in Kosovo has faced many problems during the two decades of its operation. Among the main problems have been the poor corporate governance, delays in the payment of damages as well as the most serious violations such as lack of capitalization and provisioning according to the legal requirements. However, during my term in the office, I have made the complete regulation of this industry a top priority, commencing

with the capitalization. We have made serious efforts to give companies the opportunity and time to be regulated - adding capital within the legal timelines. Licenses were revoked in the instances where there was no response to capitalization and provisioning. By initiating such measures, we have seen an increased response from the industry as the shareholders of the insurers have added about 15 million Euros of capital over a short period of time. As a result, in September 2020, the industry was provisioned over 100% for the first time in a very long time. There are also some smaller issues which we are solving and expect to start in 2022 with a fully capitalized industry and an industry provisioned over 100%.

How was the performance of the insurance companies at the time you took over the CBK and how is it this year, can you make a comparison?

Mehmeti: The insurance industry has performed more favorably during this period of time as a result of the reforms that have been taken. Other than the improvements in financial indicators and capitalization, there have been significant improvements in the implementation of modern corporate governance models.



25-30%

of vehicles circulating in Kosovo are without insurance policies, according to different figures.

Mehmeti: I consider that KIB has been characterized by positive reforms. These reforms have not been easy but have nevertheless increased the performance and efficiency within the KIB. However, beyond the current results, it is important to aim further improvements related to the allocation of reserves, payment of claims and above all, to have consistency in the payment of claims between the KIB and individual companies. In addition, KIB should take a more proactive role in communicating with the public, so that the citizens are informed about their rights, the legal structure of the KIB, the responsibilities of the KIB within

the compensation fund and the role of the KIB in educating the public about the compulsory insurance, and communicate with the central institutions to reduce the number of uninsured vehicles.

Has KIB managed to increase its performance after the changes that have taken place in its management?

Mehmeti: There have been significant improvements. We greatly appreciate the fact that insurance companies have been more accountable to the Compensation Fund and this is one of the key areas of responsibility of the KIB. Beyond that, CBK has noticed

that there has been a reduction in expenditures in the KIB budget for operational and administrative matters, while there has been an increase in the budget for the payment of claims. We consider this a positive step because CBK has had instances in the past where it rejected the KIB budget as a result of not increasing the budget for the payment of damage claims. CBK considers other operational matters that increase the effectiveness of the KIB to be the responsibility of decision-making bodies within the KIB.

Has KIB made progress in paying vehicle damages this year?

Mehmeti: The CBK considers that despite the sporadic improvements that may occur, it is necessary to insist on a sustainable development and maximum reduction of claims. Therefore, CBK will continue to argue that KIB should use every mechanism to increase the efficiency and further improve the payment of claims.

AGREEMENT WITH MONTENEGRO, POSITIVE FOR THE CITIZENS OF KOSOVO

This summer, for the first time, the citizens of Kosovo traveled to Montenegro without paying the 15 Euro border insurance premium. Is this one of the main achievements of KIB?

Mehmeti: I consider that such agreements, not only with Montenegro but with any country in the region are positive for the citizens of the country. However, we need to



15%

of accidents in Kosovo directly involve uninsured vehicles.



2-3%

of the vehicles in the countries of the region are uninsured vehicles. Therefore, to get the membership in the green card, Kosovo should aim to reduce the total number of uninsured vehicles to at least 2-3%.

work on an approach that solves the problem permanently, which means green card membership.

CROSS-BORDER INSURANCE COVERAGE FOR THE DIASPORA

This year the Government of Kosovo has financially supported the payment of cross-border insurance for our compatriots.

Should this tradition continue or should another model be found?

Mehmeti: This year and last year, the Government of Kosovo has signed an agreement in cooperation with CBK and KIB, to cover the insurance premium for the Kosovo diaspora. I consider that for 2020 and 2021 there were economic reasons given that the intention of the Government was to facilitate the arrival of the diaspora in the country as the diaspora is an important source of economic development in the country. Throughout 2021, there has been an extraordinary influx of diaspora. We believe that this influx has substantially improved the economic activity in the country. However, I do not consider that paying cross-border insurance for our compatriots is a sustainable solution. This payment represents a significant financial burden for the budget of the Republic of Kosovo. In addition to being a financial burden, I consider that we should orient our commitments towards Kosovo's membership in the Green Card. If for some reason, be it even political,

this cannot be achieved in the short term, we should focus on ensuring the mechanisms through a third country to cover Kosovo with a Green Card. Let us not forget that the cost of cross-border insurance is much higher in other countries that apply it on the citizens of Kosovo when they travel to any country of the European Union. Therefore, by having access to the Green Card, we protect the citizens of the Republic of Kosovo.

Your goal is Kosovo's membership in the Green Card Bureaux.

What commitments are being made in this regard and when is such a thing expected to happen?

Mehmeti: We have consistently had concrete commitments for membership in the Green Card. We are also coordinating with government institutions, whereby a joint working group has now been established for this purpose. We will give our full contribution to become a member. In case of any difficulties due to political reasons, we aim to cover Kosovo with the insurance policy under the Green Card Agreement, through a third country.

KOSOVO HAS MET 2 OF THE 3 MAIN REQUIREMENTS FOR MEMBERSHIP IN THE GREEN CARD

A condition for membership in the Green Card Bureaux is also the reduction of the

number of unregistered vehicles.

Some time ago you took the initiative to reduce such a number and is there any progress in this regard?

Mehmeti: Kosovo has met 2 of the 3 main requirements for membership in the Green Card. These conditions include the establishment of the Kosovo insurance Bureau, the approval of the Motor Third Party Liability Law and the reduction of the number of uninsured vehicles. We must keep in mind that the latter requirement has not been met as the number of uninsured vehicles continues to be high. There are various figures regarding the number of uninsured vehicles and such figures indicate that about 25-30% of vehicles circulating have no insurance policies. I consider that this figure is exaggerated as the registration database within the Ministry of Internal Affairs has not undergone a clean-up process. However, the number is very high and at unacceptable levels. I say this based on the fact that about 15% of accidents in the country directly involve uninsured vehicles whereas about 17% of damages are paid in these accidents as damage values.

These are high figures. Before joining the Green Card, the countries in the region had about 2-3% of uninsured vehicles. Therefore, to get the membership in the green card, Kosovo should aim to reduce the total number of uninsured vehicles to at least 2-3%.



Mazreku: The agreement with Montenegro is considered historic

The citizens of Kosovo will not pay 15 Euros of border insurance from the 1st of July. The agreement between the two countries on mutual recognition of insurance policies has entered into force.

The citizens of Kosovo will not pay 15 Euros of border insurance from the 1st of July. The agreement between the two Bureaus on mutual recognition of insurance policies has entered into force. This agreement was made possible thanks to the memorandum of understanding which was signed between the

Insurance Bureaus of the two countries.

Mr. Sami Mazreku, the director of the Kosovo Insurance Bureau, said that this is considered a great and historic agreement.

"The Kosovo Bureau, the Central Bank, the Ministry of Finance and the Ministry of Internal Affairs signed an agreement last week

(on 24 June). This agreement will enter into force on the 1st of July, according to which all policies that will be issued at border crossing points for the duration of one month, will be covered by the Government of Kosovo, the Ministry of Finance, and it ends on the 31st of December", said director Mazreku.



According to him, the citizens moving from Kosovo to Montenegro, will have the TPL Plus policy which they receive for Macedonia and Serbia and the said policy will apply to the territory of Montenegro, without having to pay an additional price.



THE GOVERNMENT SUPPORTS THE KOSOVO INSURANCE BUREAU ON THE AGREEMENT WITH THE NATIONAL BUREAU OF MONTENEGRO ISNURES

On the invitation of the Deputy Prime Minister of the Government of the Republic of Kosovo, Emilja Redžepi, a meeting was held with Mr. Sami Mazreku, the Executive Director of the Kosovo Insurance Bureau. They discussed

the initiative of the Kosovo Insurance Bureau to sign a Memorandum of Understanding with the National Bureau Montenegro In-surers regarding the mutual recognition of insurance policies by both countries. Deputy Prime Minister Redžepi and her associates expressed the full support of the Government of the Republic of Kosovo for the Kosovo Security Bureau in the processes of representing the institution and in enabling the free movement of citizens of both countries, without being obliged to buy the mutual border insurance, until full membership in the Council of Bureaux in Brussels. In addition, in the meeting it was discussed to formalize the working group by the Government of the Republic of Kosovo with regard to meeting other preconditions for the above membership, with particular emphasis on addressing the issue of unregistered and uninsured motor vehicles which are among the main criteria to be met. Mr. Mazreku, the Executive Director informed Deputy Prime Minister Redžepi that the Kosovo Insurance Bureau will take a decision in the coming days to support the Kosovo Police with advanced technological equipment to identify motor vehicles that have no registration and insurance, as well as the need to address the issue of conditional payment of municipal and other taxes for the

registration of motor vehicles in the country which will be handled institutionally.



TAK AND THE KOSOVO SECURITY BUREAU SIGN A COOPERATION AGREEMENT

The Tax Administration of Kosovo and the Kosovo Insurance Bureau signed a Cooperation Agreement today. The agreement was signed by the General Director of TAK, Mr. Ilir Murtezaj and the Executive Director of KIB, Mr. Sami Mazreku.

The purpose of this agreement is the exchange of information between TAK and KIB in real time concerning legal entities in the Republic of Kosovo. This exchange of information between the two institutions enables the improvement of the motor vehicle registration cycle in Kosovo, as well as the avoidance of cases of fraud and the implementation of compensation procedures for injured parties in a timely and appropriate manner, and KIB being the institution responsible to take such actions and follow the procedures. This agreement obliges KIB to share electronically, all the details related to various insurances, their categorization, as well as compensation for damages to natural and legal persons, with the Tax Administration of Kosovo based on the specifications required by the latter institution. KIB must also provide data on technical provisions, receivables provisions, reserves, income from insurance premiums, reinsurance, premiums earned, including the number of insured and uninsured vehicles by citizens and businesses. Under the terms of the agreement, all official data and documents which are made available by the signatory parties will be used only for the purposes of official activities.



MEMORANDUM OF COOPERATION WITH THE CIVIL REGISTRATION AGENCY

Memorandum of Cooperation signed between the Civil Registration Agency and the Kosovo Insurance Bureau for the electronic exchange of data.



SIGNING OF A MEMORANDUM WITH "TEMPULLI" COLLEGE

Signing of the Memorandum of Cooperation between the Kosovo Security Bureau, represented by the Executive Director Mr. Sami Mazreku and Tempulli Academy, represented by the Director Mr. Muhamed Krasniqi. The agreement provides for professional cooperation in the area of insurance, organization of professional training for insurance, organization of scientific roundtables, exchange of literature in the area of insurance, professional internships and lectures for students.



The signing of the agreement covering the border insurance premium

The Ministry of Finance, Labor and Transfers in cooperation with the Central Bank of the Republic of Kosovo, the Ministry of Internal Affairs and the Kosovo Insurance Bureau, signed today the Memorandum to cover the cost of the border insurance for the parties that are subjected to border insurance. "The object of this agreement are all cars and motorcycles entering the border crossings points in the Republic of Kosovo for which the Government of the Republic of Kosovo covers 100% of the value of the border insurance premium. The insurance policy becomes effective at the time of issuance and is valid for

1 month from the date of issuance. The insurance policy will be purchased in a hard-copy in all KIB sales shops in border crossing points", it was said in the announcement of the Ministry of Finance, Labor and Transfers. At the same time, the Central Bank of the Republic of Kosovo has decided today to reduce the fee by 35% which will consequently reduce the overall cost. The signing of this agreement is a symbolic act in support of our diaspora which serves as a pillar of the country's economy. In 2020 alone, remittances from the diaspora have reached an amount of more than 1 billion Euros.



KIB ALSO SUPPORTS THE 6TH GLOBAL ROAD SAFETY WEEK IN THE COUNTRY

The Kosovo Insurance Bureau remains concerned about the large number of unregistered vehicles in Kosovo and there are currently more than 200,000 unregistered vehicles. The movement of these unregistered vehicles on the roads of the country constantly endanger all participants in road traffic. In order to support the 6th Global Road Safety Week in the country, the Executive Director Mr. Sami Mazreku considers that the movement of vehicles at a speed of 30 km per hour in urban areas is vital to road safety and has a direct impact on the significant reduction of human injuries and material damages in the event of traffic accidents.



AGREEMENT WITH AAB COLLEGE

The agreement's goal is the professional cooperation in the area of insurance, organization of professional training on insurance such as: insurance basics, risk management, risk analysis, life and non-life insurance products, reinsurance, marketing, sales channels; joint lecture in insurance mediation training and other professional training. In addition, under this agreement, the parties agreed to jointly organize debates and scientific roundtables where issues of interest will be addressed, such as: discussions on the development of the financial insurance market; insurance market analysis and impact on the economy; trends in insurance - development of systems and products, etc.

Agreement with "Pjetër Budi" college

Signing of the Memorandum of Cooperation between the Kosovo Security Bureau, represented by the Executive Director Mr. Sami Mazreku and "Pjetër Budi" College represented by Rector Artan Haziri.



MP Balje receives support for mutual recognition of insurance with Bosnia

Today, the Member of the Assembly of the Republic of Kosovo, Dude Balje, met with the Executive Director of the Kosovo Insurance Bureau Mr. Sami Mazreku from whom she received support for the removal of the application of the border insurance with Bosnia and Herzegovina, through mutual recognition of insurance certificates, valid for the respective countries.

MP Balja asked the Kosovo Insurance Bureau to look into the possibilities based on its legal powers, for Kosovo and Bosnia to remove the application of border

insurance, by applying the modalities recognized by the Green Card system.

"Today we met with the director of the Kosovo Insurance Bureau. We asked him to remove this obstacle for the movement of the citizens of both countries. Mazreku gave us his support for this initiative which I consider will be welcomed by both countries. This initiative would be positive as the Government has taken the decision to travel with ID cards," she said.

On the other hand, the Executive Director of the Kosovo Insurance Bureau, Mr. Sami Mazreku, thanked MP Balje and the Deputy Minister of Re-

gional Development Mr. Almir Veliji for the visit and expressed his readiness to open a new window of cooperation with Bosnia and Herzegovina.

"We welcomed MP Balje in a meeting today. We supported her initiative in that we as the Bureau look into the possibility of removing border insurance with Bosnia, enabling the movement through mutual recognition of insurance certificates of both countries. For the moment, we are finalizing such a process of mutual recognition of insurance with the Montenegrin Bureau for the respective territories" he said.



MARRËVESHJE ME UNIVERSITETIN HAXHI ZEKA

Nënshkrimi i Memorandumit të bashkëpunimit në mes Byrosë Kosovare të Sigurimit, përfaqësuar nga drejtori ekzekutiv z. Sami Mazreku dhe Universitetit "Haxhi Zeka" përfaqësuar nga dektori prof. dr. Fadil Millaku.



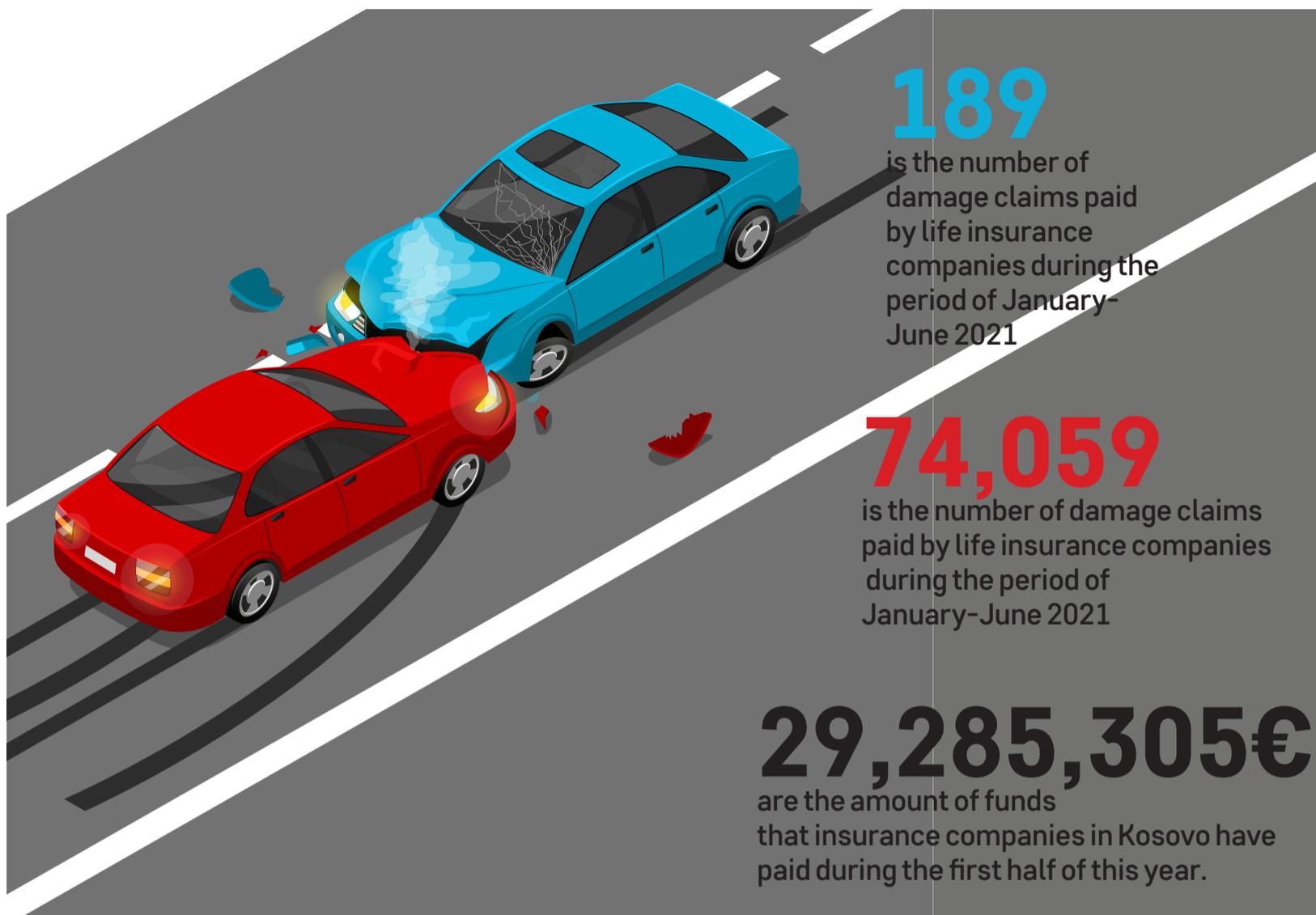
Agreed cooperation

Drejtori i Byrosë Kosovare të Sigurimit (BKS), Sami Mazreku, ka prit drejtorin e Odës Ekonomike të Britanisë në Kosovë, Bekim Kastratin, me të cilin kanë biseduar për mundësitë e bashkëpunimit në mes të këtyre dy Institucioneve të rëndësishme. Në takim përfaqësuesit e Odës Ekonomike e Britanisë në Kosovë kanë bërë të ditura projektet në vazhdim, të cilat do të kenë ndikim në sigurimin e automjeteve. Të dyja palët u pajtuan ta zyrtarizojnë bashkëpunimin duke nënshkruar memorandum bashkëpunimi.

Marrëveshje me kolegjin "Universum"

Kolegji Universum dhe Byroja Kosovare e Sigurimit kanë nënshkruar Memorandum bashkëpunimi. Memorandumi në mes të Kolegjit Universum dhe BKS-së është nënshkruar nga Z. Sami Mazreku, drejtor ekzekutiv i BKS-së dhe Z. Alejtin Berisha, president i Kolegjit Universum. Marrëveshja parasheh bashkëpunimin profesional në fushën e sigurimeve, në organizimin e trajnimeve profesionale për sigurimet, organizimin e tryezave të rumbullakëta debatuese shkencore, shkëmbimin e literaturës në fushën e sigurimeve, praktika profesionale dhe ligjërata për studentë.





Insurance companies increased the payment of claims by 35.42%

Payment of claims during the first half of this year has increased by 35.42%, compared to the same period of the previous year. Representatives of the insurance industry say that the fast payment of damages is a priority of every company operating in our country

The insurance companies operating in our country paid about 30 million Euros in damages only during the first half of this year. The official data of the Central Bank of Kosovo show that during the period of January-June 2021 a total of 29,285,305 Euros were paid in damages or 35.42% more than during the same period of January-June 2020.

“The number of claims paid during the period of January-June 2021 compared to the same period of the previous year has increased by 15,598 damage claims, reaching 74,059 damage claims, of which 73,870 damage claims were paid by non-life insurance companies and 189 by Life insurance companies”, says the official report of the Central Bank of Kosovo.

MAZREKU: PAYMENT OF DAMAGES IS A PRIORITY FOR EVERY COMPANY

Mr. Sami Mazreku, the representatives of the Kosovo Insurance Bureau says that the fast

payment of claims is a priority of every company operating in our country.

Mr. Mazreku further informs me that from year to year there is a significant increase, both in the amount of claims paid, as well as the rapid timing of compensation.

“Despite the difficult time faced by the insurance industry as well as the entire local economy as a result of the COVID-19 pandemic, the payment of claims continued at an accelerated pace. The vast majority of damages are currently paid in record time”, said director Mazreku.

According to him, there has been a significant increase in the amount of payment, but also in the fast time of payment in the Kosovo Insurance Bureau.

GOVERNOR: THE INDUSTRY HAS BEEN PROVISIONED WITH OVER 100%

Mr. Fehmi Mehmeti, the Governor of the Central Bank of Kosovo said that the insurance industry in Kosovo has faced many prob-

lems during its period of operation. Among the main problems have been the poor corporate governance, delays in the payment of claims, and even the most serious violations such as lack of capitalization and provisioning according to the legal requirements. “However, during my term in the office, I have made the complete regulation of this industry a top priority, commencing with the capitalization. We have made serious efforts to give companies the opportunity and time to be regulated - adding capital within the legal timelines. Licenses were revoked in the instances where there was no response to capitalization and provisioning. By initiating such measures, we have seen an increased response from the industry as the shareholders of the insurers have added about 15 million Euros of capital over a short period of time. As a result, in September 2020, the industry was provisioned over 100% for the first time in a very long time” he said.

7,417,419€

is the financial amount of claims closed by the Kosovo Insurance Bureau during the first nine months of 2021.

iSIGURIMET

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Mazreku: These are the main successes while being in charge of KIB for a year

06



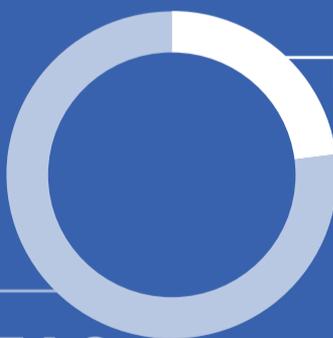
7.4 MILLION EUROS WERE PAID FOR CLAIMS IN JUST 9 MONTHS

03

5834 CASES WERE CLOSED IN ONE YEAR

7,417,419 €

is the financial amount of claims closed by the Kosovo Insurance Bureau during the first nine months of 2021.

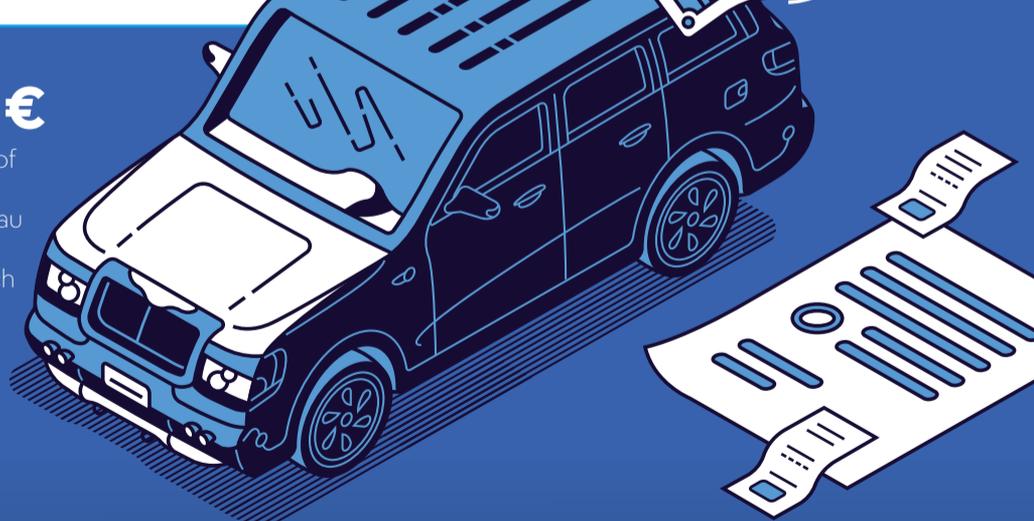


1,727,562 €

is the financial amount of claims closed by the Kosovo Insurance Bureau during the first nine months of 2021 and such claims relate to 2021.

5,689,856 €

is the financial amount of claims closed by the Kosovo Insurance Bureau during the first nine months of 2021 and such claims relate to 2020 as well as the previous years.



From October 2020 until the end of September 2021, i.e. for 12 months, the new management of the Kosovo Insurance Bureau (KSB) managed to close, like never before, no less than 5834 cases. Therefore, 1616 cases were closed...

11

30%

OF THE TOTAL NUMBER OF VEHICLES IN THE ROAD TRAFFIC IN KOSOVO HAVE NO INSURANCE AND CONSEQUENTLY HAVE NO REGISTRATION.



ABROGATION OF THE UNCONSTITUTIONAL DECISION

Hekuran Murati - Minister of Finance has announced that henceforth the property tax certificate is no longer a requirement for vehicle registration. Sami Mazreku - Director of the Kosovo Insurance Bureau (KIB) welcomed the decision abrogating the unconstitutional decision. He says that it took a great deal of commitment to make this happen.

Hekuran Murati - Minister of Finance and Transfers has announced that henceforth the property tax certificate is no longer a requirement for vehicle registration. In a post on his Facebook profile, Murati indicated that he sent to the Government the Draft Regulation on the Suspension of Municipal Services for the Collection of Unpaid Property Tax Liabilities. "There will no longer be a need to have a property tax certificate to register a vehicle. Today, I sent to the Government the Draft-Regulation on Suspending Municipal Services for the Collection of Unpaid Property Tax Liabilities. This regulation defines the services that may be suspended by the Municipality, in the event the party has unpaid property tax liabilities. Currently, in order to register a vehicle, the owner is required to obtain a certificate showing that he/she has no property tax debts. And following the approval of the new Draft-Regulation by the government, citizens will no longer need to obtain the said certificate when registering a vehicle", he wrote. According to him, this facilitates the vehicle registration process because it removes an obligation that in fact has been a burden only to those who have paid property tax bills regularly. It also reduces the number of unregistered vehicles, which is one of the criteria for membership in the Green Card and the abolition of the border insurance policy for our compatriots. "Citizens, however, should pay

property tax bills regularly even after the abolition of this obligation because the new law governing this matter, defines that all persons who have debts in the amount of over 300 Euros will be dealt by enforcement agents," he wrote.

THE CENTRAL BANK OF KOSOVO (CBK) WELCOMES THE DECISION OF MINISTER MURATI

The Central Bank of Kosovo has reacted after the Ministry of Finance lifted the obligation to produce a property tax certificate in order to register a vehicle. The CBK stated in a press release that it welcomes the decision and that it will have an effect in the reduction of the number of unregistered vehicles in the country. "Following this change, the citizens will not be obliged to produce a property tax certificate to register their vehicles. The CBK considers that such a measure will contribute to the reduction of uninsured and unregistered vehicles. According to various data, the number of uninsured vehicles in Kosovo is around 25-30%, among the highest in Europe. CBK encourages all public institutions to take all the necessary actions in order to reduce the number of uninsured vehicles", reads the CBK statement. It further states that CBK, being a signatory party of the Memorandum

of Understanding on Border Insurance Policy signed by the Ministry of Finance, the Ministry of Internal Affairs and the Kosovo Insurance Bureau, requests from the signatory parties to apply the commitments defined in the agreement, including the steps targeting the reduction of uninsured vehicles and its ultimate goal is the permanent solution to the problem of border insurance policy and the green card.

MAZREKU WELCOMES THE DECISION TO LIFT THE UNCONSTITUTIONAL REQUIREMENTS

Sami Mazreku - Director of KIB welcomed the decision of Hekuran Murati - Minister of Finance and Transfers to lift the unconstitutional requirements. According to him, thus far the decision to pay the property tax, being the only requirement for vehicle registration, has severely damaged the citizens but also the insurance companies in the country. Furthermore, he says that since taking office, he has informed the Minister as well as the other institutions about this harmful decision for the citizens, the insurance companies as well as the state. "I thank the minister for the decision. The Central Bank of Kosovo should definitely be thanked for such an accomplishment", he said.



7.4 million Euros were paid for claims in just 9 months

Like never before, just in the first nine months of this year, the Kosovo Insurance Bureau (KIB) has paid no less than 7.4 million Euros for the damages caused during this year and the previous years. During this period of time, a record number of 4118 claims were closed, of which 3064 were paid.

ISIGURIME

A record number of claims have been closed in the Kosovo Insurance Bureau in the first nine months of this year. Like never before, during this period of time, KIB has managed to pay no less than 7.4 million Euros for damages caused during this year as well as those caused during the previous years.

The official data of KIB show that during this time period, 4118 claims were closed, of which 3064 were paid by the end of this period.

Sami Mazreku - Director of the Kosovo Insurance Bureau said that the timely and prompt payment of claims is the main priority of his work as director.

"This pace will continue in the coming days and months. For the first time since KIB was founded, the claims are handled even long before the legal deadline and are then paid to the parties, if they agree with our assessment", said director Mazreku.

According to him, with the exception of cases undergoing court proceedings, other claims will be handled, closed and paid within a very short period of time.

REXHA: CLAIMS ARE BEING HANDLED IN RECORD TIME



Valmir Rexha - Director of the Claims Department at the Kosovo Insurance Bureau says that claims are being handled in record time like never before. "As soon as a claim is made by a party, we assign the staff to assess the claim immediately. Once the assessment is completed, we inform the party and if he/she agrees with our assessment, the case is closed and is immediately sent to the Department of Finance for payment. "After the appointment of the new Bureau Director, there is a different work dynamic", said Rexha. He says that with the new system which will be implemented within a very short period of time, the entire claims system will be conducted digitally.

BERISHA: THE CLAIM IS PAID IMMEDIATELY AFTER THE SIGNING OF THE AGREEMENT



Valon Berisha - Director of the Finance and Accounting Department at the Kosovo Insurance Bureau says that the claim is paid immediately after the damaged parties and KIB sign the agreement. "Thanks to the great commitment and dedication, we have made record number of payments within a short period of time and have largely reduced the number of cases handled by the courts," said Berisha. According to him, the new management is committed to apply higher standards in KIB just like in the developed European countries.

COMPARED TO THE PERIOD OF JANUARY-SEPTEMBER 2020

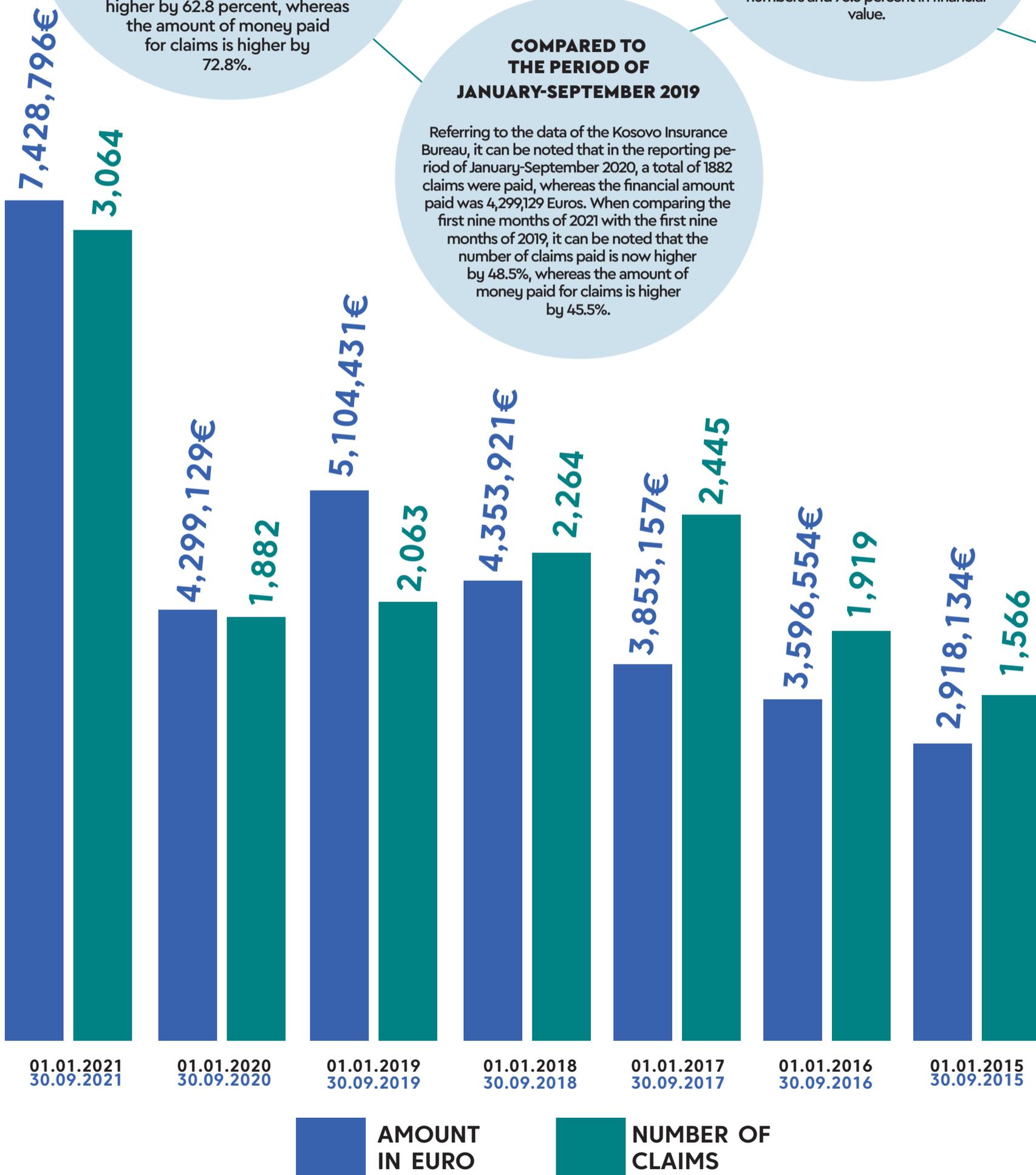
According to the official data of the Kosovo Insurance Bureau (KIB), it can be noted that during the period of January-September 2021 a total of 3064 claims were paid, equivalent to 7,428,796 Euros. Compared to the same period of the previous year, i.e. January-September 2020, it can be noted that the number of claims handled and paid is higher by 62.8 percent, whereas the amount of money paid for claims is higher by 72.8%.

COMPARED TO THE PERIOD OF JANUARY-SEPTEMBER 2018

During this nine-month period, i.e. January-September 2019, according to the official data, it can be noted that 2063 claims were handled and paid, whereas the amount paid for the claims during the first nine months of 2019 was 5,104,431 Euros. When comparing it with the same period of 2018, then it can be noted that there is an increase by 35.3 percent of payment in numbers and 70.6 percent in financial value.

COMPARED TO THE PERIOD OF JANUARY-SEPTEMBER 2019

Referring to the data of the Kosovo Insurance Bureau, it can be noted that in the reporting period of January-September 2020, a total of 1882 claims were paid, whereas the financial amount paid was 4,299,129 Euros. When comparing the first nine months of 2021 with the first nine months of 2019, it can be noted that the number of claims paid is now higher by 48.5%, whereas the amount of money paid for claims is higher by 45.5%.



AMOUNT IN EURO

NUMBER OF CLAIMS

COMPARED TO THE PERIOD OF JANUARY-SEPTEMBER 2016

According to the official data of the Kosovo Insurance Bureau (KIB), it can be noted that during the period of January-September 2017, a total of 2445 claims were paid, equivalent to 3,853,157 Euros. Compared to the same period of the previous year, i.e. January-September 2020, it can be noted that the number of claims handled and paid is higher by 59.7 percent, whereas the amount of money paid for claims is higher by 106.6%.

COMPARED TO THE PERIOD OF JANUARY-SEPTEMBER 2017

Referring to the official data available to the Kosovo Insurance Bureau, it can be noted that in the period of January-September 2018, 2264 claims were paid in the total amount of 4.3 million Euros. If we compare this with the first nine months of 2017, it can be noted that the number of claims paid is now higher by 25.3%, whereas the financial amount paid is higher by 93.7%.

COMPARED TO THE PERIOD OF JANUARY-SEPTEMBER 2015

Referring to the data of the Kosovo Insurance Bureau, it can be noted that in the reporting period of January-September 2016, a total of 1919 claims were paid, whereas the financial amount paid for claims was 3,596,554 Euros. When comparing the first nine months of 2021 with the first nine months of 2019, it can be noted that the number of claims paid is now higher by 95.7%, whereas the financial amount paid is higher by 154.6%.

Comparison

Euro

Number

2021/2020

 +72,8%

 +62,8%

2021/2019

 +45,5%

 +48,5%

2021/2018

 +70,6%

 +35,3%

2021/2017

 +93,7%

 +25,3%

2021/2016

 +106,6%

 +59,7%

2021/2015

 +154,6%

 +95,7%



Maz
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Mazreku: These are the main successes while being in charge of KIB for a year

Sami Mazreku - Executive Director of the Kosovo Insurance Bureau said that border insurance was lifted with Montenegro, claims of damages suffered by the citizens were handled and paid promptly, etc. while in charge of this institution for one year.

It has been only one year since he was appointed Executive Director of the Kosovo Insurance Bureau (KIB). A few months after taking office, Sami Mazreku managed to sign a Memorandum of Understanding with the National Bureau of Montenegro Insurers on mutual recognition of insurance certificates and for the first time in two decades, last summer the Kosovar drivers went on vacation to the neighboring country without paying the border insurance. Mazreku says that this is not his only success being for a year at the helm of KIB, adding that the prompt and proper handling and payment of damages suffered by citizens is one of the successes in managing the institution within this time period. In addition to the aforementioned successes, he also stressed the intention to reduce the number of unregistered vehicles which is a

requirement for Kosovo's membership in the Green Card Bureaux.

CLAIM HANDLING AND PAYMENT, A MAJOR CHALLENGE FOR KIB

Mr. Mazreku, it has been 1 year since you manage the Kosovo Insurance Bureau. What have been the main challenges within the year while managing this institution?

Mazreku: After taking over the position of Executive Director of the Kosovo Insurance Bureau, the Bureau initially assessed the general situation in the institution, assessed the operational effectiveness as well as the capacities of the institution pertaining to the fulfillment of the obligations related to compensation of damages caused to third parties. Claim handling and payment remains a major challenge for the Kosovo Insurance Bureau, as well as for the entire insurance industry in the country due to the impact that the claim compensation itself has on the community.

SUCCESSES IN THE FIRST YEAR

Can you stress out the 3 main successes you have achieved while being at the helm of KIB for a year and what are your plans for the coming years during your term?

Mazreku: Among the successes that are important to note is the signing of the Memorandum of Understanding with the National Bureau of Montenegro Insurers on mutual recognition of insurance certificates of the two countries. Now, after more than 20 years, we can say that this matter has been solved. So, the Kosovo citizens as well as the Montenegrin citizens will not be obliged to contract border insurance when entering and staying in the respective countries. This agreement will initially facilitate the movement of people in principle, whereas it will also have an impact on economic growth and tourism development in both countries. In addition, I consider the prompt and proper handling and payment of damages suffered by citizens to be one of the successes in managing the institution in a year. The Kosovo Insurance Bureau has intensified the payment of pending claims which were classified as old claims. Meanwhile, with regard to the new claims submitted within this period, there is a high number of claims which are handled and paid within the legal dead-

30%

of the total number of vehicles in the road traffic in Kosovo have no insurance and consequently have no registration.

“

SAMI MAZREKU

line and the damaged parties do not need to initiate litigations for the compensation of claims. On the other hand, this facilitates the financial position of the Kosovo Insurance Bureau and its members as there will be no pending claims once they are handled promptly and to the best interest of the policyholder and the third party.

Has KIB made progress in paying vehicle damages since you've been managing this institution, if we compare it to the previous period?

Mazreku: According to the official data of the Kosovo Insurance Bureau (KIB), it can be noted that during the period of January-September 2021 a total of 3064 claims were paid, equivalent to 7,428,796 Euros. Compared to the same period of the previous year, i.e. January-September 2020, it can be noted that the number of claims handled and paid is higher by 62.8 percent, whereas the amount of money paid for claims is higher by 72.8%.

During the period of
January-September 2021 a
total of

3064
claims were
paid

**AGREEMENT WITH MONTENEGRO,
A GOOD EXPERIENCE FOR MEMBERSHIP
IN THE COUNCIL OF BUREAUX IN BRUSSELS**

This summer, the Kosovo citizens have traveled for the first time to Montenegro without paying the border insurance in the amount of 15 Euros. Is this one of the main achievements of KIB?

Mazreku: Of course, there have been efforts in the past to reach a Memorandum of Understanding with the National Bureau of Montenegro Insurers, but the efforts did not progress and finalize for various reasons. Subsequently, after the resumption of communications and from discussions in a completely new spirit with the representatives of the National Bureau of Montenegro Insurers, we reached mutual agreement on the modalities of the functionality and full implementation of this memorandum. This is for sure a big achievement for our institution as the signing of this memorandum concludes the relevant circuit, respectively the conclusion of memorandums of understanding for mutual recognition of insurance certificates with all the neighboring countries of the Republic of Kosovo. This will serve as a good experience and example of building bilateral relations with the

“

Claim handling and payment remains a major challenge for the Kosovo Insurance Bureau, as well as for the entire insurance industry in the country due to the impact that the claim compensation itself has on the community”.

SAMI MAZREKU

Bureaus of the countries in the region, which we hope will eventually lead us towards the signing of the multilateral membership agreement with the Council of Bureaux in Brussels.

This year the Government of Kosovo has financially supported the payment of border insurance policy for our compatriots. How much money has the government paid for the compatriots this year and should this modality of funding continue or should another modality be found?

Mazreku: The Kosovo Insurance Bureau is a partner of the Government of the Republic of Kosovo in fulfilling its goals and meeting the rights of the citizens of the country as well as of our compatriots. This year is the second year of the implementation of the practice of covering the cost of the border insurance premium for some motor vehicle categories having foreign license plates. When implementing this agreement, the Kosovo Insurance Bureau has had some significant challenges with regard to the necessary verification of motor vehicles as compared to the printed policies, and such a verification would allow the payment to be executed by the Ministry of Finance. This modality of work is of course temporary and should not be considered as a specific instrument regulating the compulsory border insurance issues, but we are doing our best to meet all the necessary requirements for membership in the Council of Bureaux in Brussels, being the only model and solution for fair treatment of our compatriots when they stay in Kosovo. There are significant challenges even in this regard, such as the international recognition of Kosovo license plates, driver's licenses, reduction of the number of uninsured motor vehicles, the limits of eligibility to use a vehicle in traffic according to certain rules within the Green Card system and in this regard, we are cooperating closely with the Ministry of Internal Affairs, the Ministry of Finance, Labor and Transfers and the Central Bank of Kosovo.

**ALTERNATIVES FOR MEMBERSHIP
IN THE GREEN CARD**

The membership in the Green Card Bureaux is the goal of Kosovo institutions. What commitments are being made in this regard and when is such a thing expected to happen?

Mazreku: As we have discussed several times, the membership of the Kosovo Insurance Bureau in the Council of Bureaux in Brussels, requires in principle the membership of the Republic of Kosovo in the United Nations Organization. Alternative solutions may be applicable and acceptable for adoption once we have solved internally the issues of unregistered and uninsured motor vehicles, which according to the internal rules of the Council of Bureaux are assumed to be insured at any time while moving within Green Card system, whereas on the other hand, the number of such vehicles within the territory of Kosovo varies to 30% of the total number of motor vehicles on road traffic. We have sent forward, in several occasions, numerous letters containing the concerns of the insurance industry regarding the various requirements imposed for the registration of motor vehicles, whereas we have recently seen the commitment of Hekuran Murati - Minister of Finance, Labor and Transfers, who suspended the requirement to obtain the fee on property tax payment for the



purpose of motor vehicle registration. This is a necessary and significant step towards resolving the obstacle and at the same time, we are working closely with the Ministry of Internal Affairs to remove some other requirements, such as the payment of traffic fines in order to establish the necessary conditions for the registration of a motor vehicle without any obstacles.

A condition for membership in the Green Card Bureaux is also the reduction of the number of unregistered vehicles. Some time ago you took the initiative to reduce such a number and is there any progress in this regard?

Mazreku: For several years now, the insurance industry has been carefully dealing with the issue of reducing the number of unregistered and uninsured motor vehicles. As we have pointed out before, these unregistered motor vehicles damage the state budget due to the failure to pay road, ecological, traffic taxes, whereas on the other hand, the insurance industry is damaged due to the failure to pay the insurance premiums for these vehicles that move in road traffic and it is the Compensation Fund of the Kosovo Insurance Bureau which is an institution responsible for the payment of damages caused by uninsured motor vehicles.

Of course, we expect progress in reducing the number of unregistered and uninsured motor ve-

hicles in the coming period given the recent decision of Minister Murati to suspend the requirement to obtain the fee on property tax payment for the purpose of motor vehicle registration. On the other hand, the Civil Registration Agency within the Ministry of Internal Affairs has prepared a new draft administrative instruction which addresses some aspects of motor vehicle registration issues in the country, including the removal of all the regular motor vehicles from the list of regular motor vehicles which have not been registered in the last two years. Therefore, we consider that progress will be made in the near future in resolving the issue in question.

How do you assess the performance of the insurance industry in Kosovo?

Mazreku: The insurance industry has had a more favorable performance during this time as a result of the reforms undertaken in this sector by the Central Bank of the Republic of Kosovo. Besides the improvements in financial indicators and capitalization, there have been significant improvements in the implementation of modern corporate governance models.

Even the insurance industry in Kosovo faced consequences last year due to the COVID-19 pandemic. To what degree has this sector been affected and has it started to recover this year?

"Among the successes that are important to note is the signing of the Memorandum of Understanding with the National Bureau of Montenegro Insurers on mutual recognition of insurance certificates of the two countries".

Mazreku: The consequences of the COVID-19 pandemic have been felt in every sector of the economy in Kosovo. Hence, the insurance industry has been affected. Due to the lock-down for a period of time, there was no continuity of vehicle insurance in the country. However, during that period of time, there were less damages caused as a result of traffic being almost in lock-down. Nevertheless, the effects of the pandemic have been rather neutralized, but the long-term effects may take time to be noticed.

Claims handled and closed in the last year

There were 2483 old claims not relating to 2021 and they were handled and paid in the first nine months of this year. By comparing with percentage, it can be noted that 59% of the claims handled and paid during this nine-month period are older than one year. Sami Mazreku - Director of the Kosovo Insurance Bureau told "iSIGURIME" that all the unresolved claims thus far for various reasons will be handled within a very short period of time and according to him, they will be closed very soon. "Our only mission is the prompt and proper payment of claims. We have done a lot during the first nine months of this year. We are continuing with the same intensity during the first month of this year in order to reduce the number of unhandled claims thus far to zero claims", said Sami Mazreku - Director of the Kosovo Insurance Bureau.

4,876

Was active number of cases in the Kosovo Insurance Bureau until 30 September 2020

885

new cases were received by KIB during the fourth quarter (October, November, December) of 2020

4,118

ka qenë numri i lëndëve aktive në Byronë Kosovare të Sigurimit (BKS) me 31.12.2021

4,218

Was active number of cases in KIB until 31.12.2021

2,483

closed cases not relating to 2021, i.e. these cases belong to the previous years

1,735

closed cases by KIB that do not relate to 2021

59%

of cases closed by the KIB are from 2020 as well as the previous years.

41%

of closed cases by KIB a cases of 2021.vitit 2021.

5834 cases were closed in one year

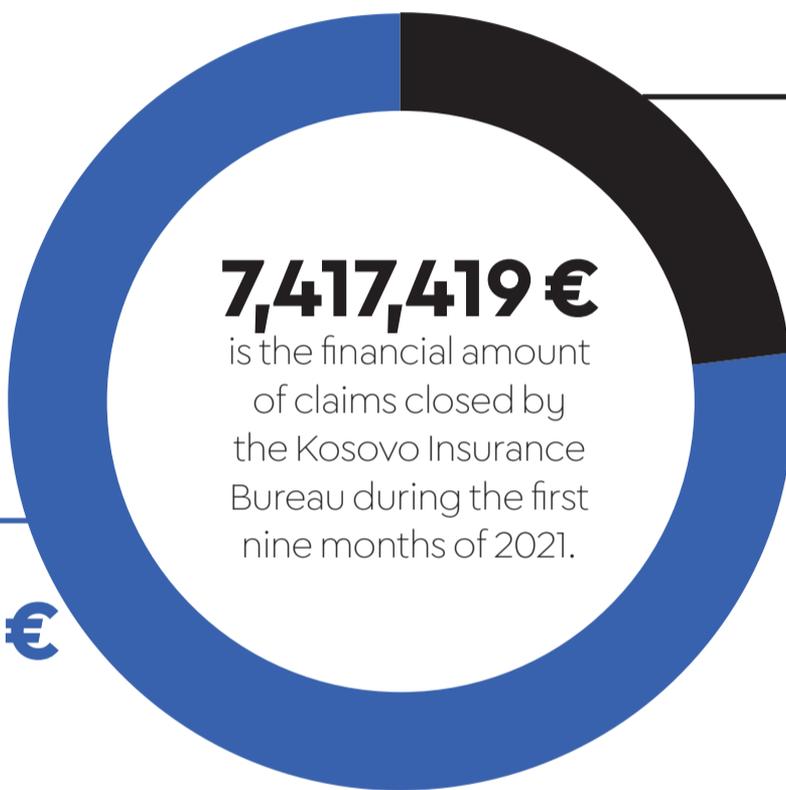
iSIGURIME

The new management of the Kosovo Insurance Bureau has managed to close no less than 5834 cases, like never before. According to the official data of KIB, it can be noted that out of the total number of closed cases from 1 October 2020 until 30 September of this year, 1616 were closed in the last quarter of 2020, whereas

4218 were closed during the first nine months of this year. The same dynamics of case closure in record time is continuing in the last quarter of this year.

Sami Mazreku - Director of the Kosovo Insurance Bureau says that since his arrival in this position in September 2020, the main priority has been the prompt handling and compensation of

claims. He says that during this period of time, even the insurance companies have spent large amounts of money to compensate the claims. "Our goal is to apply European standards in the Kosovo Insurance Bureau. Therefore, we should ensure prompt and proper handling and compensation in line with the legal deadlines", said director Mazreku.



7,417,419 €
is the financial amount of claims closed by the Kosovo Insurance Bureau during the first nine months of 2021.

1,727,562 €

is the financial amount of claims closed by the Kosovo Insurance Bureau during the first nine months of 2021 and such claims relate to 2021.

5,689,856 €

is the financial amount of claims closed by the Kosovo Insurance Bureau during the first nine months of 2021 and such claims relate to 2020 as well as the previous years.

The average of closed claims - cases belonging to 2021 was in the amount of

1,021€

The average amount of closed claims - cases belonging to 2020 as well as the previous years was in the amount of

3,396€

Increased cooperation between the Bureaus is discussed

On Tuesday, Sami Mazreku - Director of the Kosovo Insurance Bureau (KIB) and Mimoza Kaçi - Deputy Executive Director of the Financial Supervisory Authority of the Republic of Albania had a meeting in Tirana and they discussed the possibility of increasing the cooperation between these two important institutions. During the meeting, Mazreku thanked Kaçi for the ongoing cooperation. He also informed her about the development of the insurance industry in Kosovo as well as the activities performed by the Kosovo Insurance Bureau this year.

On the other hand, Kaçi vowed to provide support to the two insurance industries, so that both Bureaus establish the necessary communications and define the relevant terms and criteria in the agreement to be fully implemented by the parties.

At the end of the meeting the parties agreed to sign a memorandum of cooperation in the coming days between the Kosovo Insurance Bureau and the Albanian Insurance Bureau, which is expected to be finalized by the end of this year, and it would include full recognition of insurance policies by the two countries.



University "Fehmi Agani" and the Kosovo Insurance Bureau sign a cooperation agreement



University "Fehmi Agani" in Gjakova and the Kosovo Insurance Bureau have signed a cooperation agreement. The agreement was signed by the Rector of the University, Prof. Ass. Dr. Artan Nimani and Acting Executive Director of the Kosovo Insurance Bureau - Sami Mazreku. The agreement provides for professional cooperation in the area of insurance, organization of professional insurance trainings, organization of scientific round tables, exchange of literature in the area of insurance, professional internships and lectures for students. Rector Nimani thanked Mr. Mazreku for aligning and reaching the agreement and they agreed to implement the agreement in its entirety.

Kosovo Cadastral Agency (KCA) representatives meet with KIB officials

Legal and technological reforms undertaken by the Kosovo Cadastral Agency (KCA) have resulted in the involvement of the interested public institutions in using the products and services provided by KCA. Limited access to property registers depending on the needs of institutions is allowed in order to raise the quality of services provided to the citizens and the institutions of the Republic of Kosovo. Hence, on 14 January, an official meeting was held in the premises of KCA between the Chief Executive Officer of the Kosovo Cadastral Agency, Mr. Avni Ahmeti, accompanied by the cadastral expert Mrs. Drenushë Januzi and the Acting



Director of the Kosovo Insurance Bureau, Mr. Sami Mazreku, accompanied by the associate Gëzjoneta Beqiri. The topic of the meeting was to address the possibility to provide the experts of the Kosovo Insurance Bureau with limited access to the Register of Immovable Property, respectively to allow online registration of mortgages. The representatives of the institutions agreed to continue with technical level meetings in the future in order to grant the request of the Kosovo Insurance Bureau and to formalize and sign a cooperation agreement, which would clearly specify the obligations and responsibilities of the signatory institutions.

45,564,093€

in damages were paid by the Insurance Industry in Kosovo during the period of January-September 2021.

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KIB requests the regulation of the transfer of vehicle ownership

09



110,345 CLAIMS WERE PAID IN JUST 9 MONTHS

02

**PAID AROUND
60.000.000€
IN CLAIMS FOR ACCIDENTS
CAUSED BY UNINSURED
VEHICLES**

PAGE 04-07



AROUND 208,000

UNREGISTERED / UNINSURED VEHICLES CIRCULATE ON THE ROADS OF KOSOVO AND SUCH VEHICLES CAUSE MILLIONS OF EUROS IN DAMAGES TO THE INSURANCE COMPANIES AS WELL AS THE KOSOVO BUDGET



There were a total of 889,069 contracts, making an increase of 53.48% compared to the same period of January - September 2020.

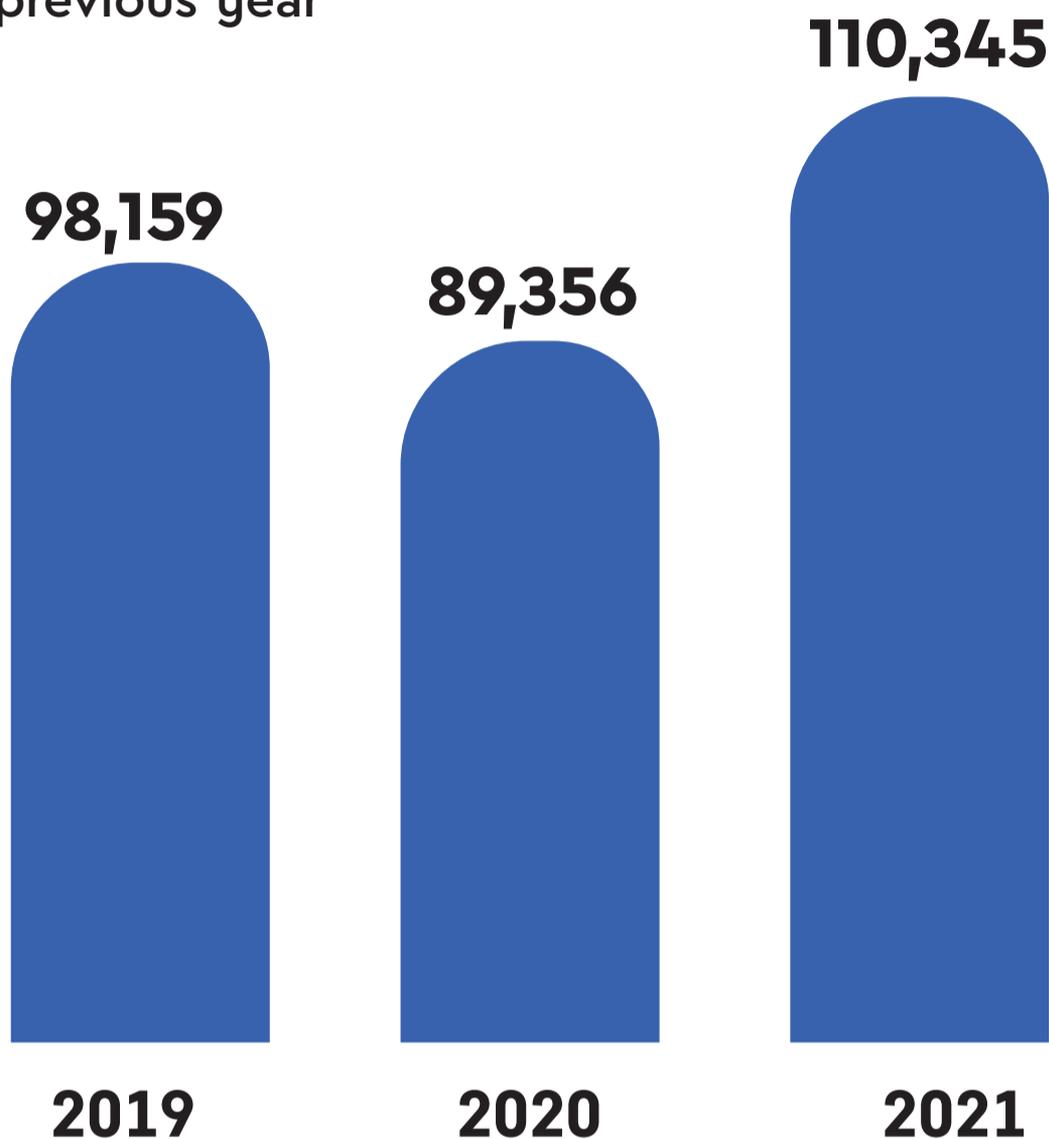
110,345 claims were paid in just 9 months

During the period of January-September 2021, the insurance companies in Kosovo have paid no less than 110,345 claims. Compared to the same period of the previous year, the payment of claims has increased by 20.989. Sami Mazreku - Director of the Kosovo Insurance Bureau (KIB) says that both, the KIB and the insurance companies are spending significant amounts of funds to pay claims, which according to him, are increasing month by month.

Only during the period of January-September this year, insurance companies operating in Kosovo have managed to pay a record number no less than 110,345 claims. According to the official data of the Central Bank of Kosovo (CBK), this is the largest number of claims paid so far by the insurance industry in Kosovo. Sami Mazreku - Director of the Kosovo Insurance Bureau says that both, the KIB and the insurance companies are spending significant amounts of funds to pay claims, which according to him, are

increasing month by month. "For our industry, the continuous increase of traffic accidents is a concern, especially those involving minor material damages and body injuries", said Mazreku. He further stated that the industry is collecting facts about various manipulations and according to him, the facts will be sent to the law enforcement bodies. "These cases cannot be considered otherwise other than attempts of fraud, given that a car may have a slight scratch, whereas the driver as well as the passengers who happen to be inside the car seek medical help for injuries", he said.

The number of claims paid during the period of January-September 2020 compared to the same period of the previous year



COMPARISON WITH THE PREVIOUS YEARS

According to the official data of the Central Bank of Kosovo, it can be noted that the number of claims paid during the period of January-September 2021 compared to the same period of the previous year has increased by 20,989, reaching the total of 110.345 claims, of which 110.069 claims were paid by non-life insurance companies and 276 claims were paid by life insurance companies. Compared to the previous year, it can be noted that there is a significant increase in the payment of claims by insurance companies operating in our country. "The number of claims paid during the period of January-September 2020 compared to the same period of the previous year has increased by 8.803 claims, reaching a total of 89.356 claims, of which 89,117 claims were paid by non-life insurance companies and 239 claims were paid by life insurance companies", says the official report of the Central Bank of Kosovo. In addition, according to the official data of the Central Bank of Kosovo, it can be noted that the number of claims paid during the period of January-September 2019 compared to the same period of the previous year has de-

creased by 4.294, reaching a total of 98.159 claims, of which 97.930 claims were paid by non-life insurance companies and 229 claims were paid by life insurance companies.

MORE PAYMENTS BY 29.95%

The official data of the Central Bank of Kosovo show that during the period of January-September 2021 a total of 45,564,093 Euros were paid in claims or 29.95 % more than during the same period of January-September 2020. According to Director Mazreku, the accelerated trend of claims payment by both, the Kosovo Insurance Bureau and each insurance company, is continuing in the fourth quarter of this year. "The Kosovo Insurance Bureau has managed to pay a record 1 million Euros in claims in October of this year alone. It is the largest financial amount paid so far", said director Mazreku.

Again, the official data of CBK show that the volume of gross premiums written in the non-life activity reached the amount of 84,185,954 Euros, increasing by 17.61% compared to the period of January-September 2020. "The number of non-life insurance contracts reached the amount of 867.968, increasing by 52.97% compared to the period of January-September 2020", further notes the report of the Central Bank of Kosovo.

45,564,093€

in damages were paid by the Insurance Industry in Kosovo during the period of January-September 2021.

+29,95% ↑

The value of claims paid by the Insurance Industry in Kosovo increased by 29.95% during the period of January-September 2021, compared to the same period of the previous year.

There were a total of

867,968

non-life insurance contracts during the period January-September 2021.

+52,97% ↑

The number of non-life insurance contracts increased by 52.97% during the period of January-September 2021, compared to the same period of the previous year.

The gross premiums written reached the amount of

84,185,954€

in the non-life activity by the end of September this year

+17,61% ↑

The gross premiums written has increased by 17.61% in the non-life activity during the period of January-September 2021, compared to the same period of the previous year.

Berisha: We paid around 100 million in claims for accidents involving uninsured vehicles



ound € 60 million nts caused by

Valon Berisha - Director of the Department of Finance in the Kosovo Bureau, in an interview for “iSIGURIME”, said that the continuous increase of accidents resulting from uninsured vehicles is extremely worrying, both to the Insurance Industry as well as the state. According to him, the Insurance Industry has spent no less than 60 million Euros since the end of the war until now on accidents caused by uninsured vehicles.

iSIGURIME: What is the total amount of financial means that KIB has paid so far for accidents caused by uninsured vehicles?

Berisha: The number of unregistered vehicles circulating on the roads of Kosovo is extremely worrying, in the first place to all the traffic participants, the Insurance Industry as well as to the state. I am referring to the safety as such vehicles lack the technical inspections and pose a serious danger to traffic participants. They seriously damage the insurance sector because the applicable laws provide that the Kosovo Insurance Bureau should handle and compensate the policyholders who have been damaged by persons using uninsured vehicles, but on the other hand, KIB is finding it very difficult to reimburse the funds given the delays caused in courts. Thirdly, the state sustains losses as the amount of taxes that citizens pay for the registration is almost equal to the average amount of the insurance policy. This is moment when we must all work together to eliminate this pattern which continues to be one of the main barriers to Kosovo’s non-membership in the Green Card Bureaux. Therefore, according to

the data available to the KIB, the amount of financial means spent to compensate the damages caused by uninsured vehicles is more than 35 million Euros in less than 10 years.

iSIGURIME: According to the applicable laws, who provides compensation for accidents caused by uninsured vehicles?

Berisha: In addition, the Law on Compulsory Motor Liability Insurance, namely Article 18 provides that the Kosovo Insurance Bureau is responsible to compensate the damaged parties in accidents caused by uninsured vehicles. Thus, item 1 of Article 18 of this law provides that a person to whom the damage was caused within the territory of the Republic of Kosovo by a motor vehicle, the owner of which has no motor liability insurance coverage, shall be entitled to compensation claim from the Bureau. In addition, item 2 of Article 18 provides that where the damage was caused by a motor vehicle from paragraph 1 of this Article, the Bureau shall be bound to liabilities within limits provided in definitions of Article 13 of this Law, i.e., compensation of claims up to 1 million Euros, which is a much higher amount

than the amount covered by the insurance companies in the neighboring countries. According to the same law, item four, the Bureau shall be entitled to a regress (payment) from the liable person for these damages, including the paid amount, costs and interest rates, but as I said in the previous answer, due to the delays caused in the judicial proceedings, the amount of regress (payment) is of a minimum amount in relation to the damages caused by uninsured vehicles, which are paid continuously by the Kosovo Insurance Bureau.

PAYMENTS MADE OVER THE YEARS

iSIGURIME: What is the total number of claims paid by the KIB that were caused by uninsured vehicles?

Berisha: Accidents caused by unregistered vehicles, both in numbers and value are worrying. According to the official data available to KIB, from 01 January to 30 September this year, there were 1861 accidents caused by unregistered vehicles, and the value of the damages caused is 3 million and 905 thousand Euros. It is important to note that only during October this year we have managed to pay no less than 1 million Euros in claims, which is the highest figure since KIB was founded. Compared to the previous year, there is a significant increase in accidents caused by unregistered vehicles. In 2020, there were 1600 accidents caused by unregistered vehicles, whereas the amount of compensation was about 3.5 million Euros. According to our available data, it can be noted that in 2019 there were 1769 accidents caused by uninsured vehicles, whereas the value of the damages caused was 4.4 million Euros; in 2018 there were 1766 accidents caused by uninsured vehicles, whereas the value of damages caused was 3.4 million Euros; in 2017 there were 1993 accidents caused by uninsured vehicles, whereas the value of damages caused was 3.3 million Euros. In 2016 there were 1547 accidents caused by uninsured vehicles, whereas the value of damages caused was 3.3 million Euros; in 2015 there were 1447 accidents and the value of damages was 3.2 million Euros; in 2014 there were 1891 accidents, whereas the value of damages was 2.7 million Euros; in 2013 there were 2345 accidents, whereas the value of damages was 3.5 million Euros; and in 2012 there were 2139 accidents caused by uninsured vehicles,

whereas the value of damages was 3.5 million Euros. The figures show that the industry has spent no less than 60 million Euros since the end of the war until now on accidents caused by uninsured vehicles.

iSIGURIME: How does KIB deal with drivers who cause accidents with uninsured vehicles?

Berisha: This matter is also defined by the Law on Compulsory Motor Liability Insurance and the law provides that we are entitled to regress (payment) from drivers who cause accidents with uninsured vehicles. However, I have to reiterate that the issue of regression (payment) is a bit problematic due to the enormous delays of cases in courts. So far, over 35 million Euros were paid for accidents caused by uninsured vehicles, whereas the return payment is very low.

INCREASE IN THE NUMBER OF ACCIDENTS INVOLVING UNINSURED VEHICLES

iSIGURIME: What is the amount of reimbursed funds for the paid claims which were caused by uninsured vehicles?

Berisha: The amount of regression (pay-

ment) collected so far as I mentioned above, is extremely low. According to the available data, the Kosovo Insurance Bureau has managed to collect about half a million Euros out of more than 35 million paid for accidents caused by uninsured vehicles. With the support of the Central Bank of Kosovo and the Ministry of Internal Affairs, we initially intend to clean the lists in a short period of time and work together to stop this worrying trend. Therefore, it is estimated that in our country more than 30% of the vehicles listed in the system are unregistered and this is a very high percentage compared to countries in the region.

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iSIGURIME: Compared to the previous year, is there an increase or decrease this year in accidents involving uninsured vehicles?

Berisha: Referring to the data available, only during the period of January-September 2021 there was an increase of more than 16% in accidents compared to the entire year of 2020. So, every year we have a significant increase, both in numbers and value as a result of accidents caused by uninsured vehicles. We believe that following the recent decision taken by Minister Hekuran Murati to remove the requirement, i.e., the payment of property tax as a requirement for vehicle registration, there will be improvement in this regard. In addition, we have asked the institutions of the country to remove the other requirements that are set by the Ministry of Internal Affairs, such as the payment of traffic fines, etc.

iSIGURIME: According to the statistics available to KIB, are uninsured vehicles owned by Kosovo institutions also involved in accidents?

Berisha: Even the vehicles owned by the institutions of the Republic of Kosovo are in the accident registers, but not in high numbers. However, although these are isolated cases, there are cases when the same vehicle owned by Kosovo Institutions caused two accidents within a short period of time. According to our available data, the value of damages caused by uninsured vehicles of private companies and of Kosovo institutions, paid by the Kosovo Insurance Bureau starts from 100 Euros and exceeds over 110 thousand Euros. This does not include claims that are pending and those in court litigation.

iSIGURIME: What is the highest financial amount that KIB has paid so far for an accident?

Berisha: The highest financial amount that KIB has paid so far is 337 thousand Euros. So, this is a case involving material damages as well as injuries caused to people.

iSIGURIME: How much does the high number of uninsured vehicles circulating on the roads of Kosovo damage the insurance industry?

Berisha: Undoubtedly the damages caused by uninsured vehicles is enormous in every sense of the word. The insurance industry alone has paid over the last decade over 35 million Euros in damages for accidents caused by such vehicles. Likewise, it is likely that the state has incurred more losses as a result of the failure to pay the taxes at the time of registration. We believe that the Kosovo Police should play a more important role in tackling this pattern because the applicable laws provide that when an uninsured vehicle is encountered on the road, it should be removed from traffic, but unfortunately this is not happening. Uninsured vehicles must eventually be removed from traffic because they pose a serious danger to road users as well.

iSIGURIME: Does KIB have a strategy on how to reduce the number of uninsured vehicles on the roads of Kosovo?

Berisha: It is estimated that around 208 thousand unregistered / uninsured vehicles circulate on the roads of Kosovo and such vehicles cause millions of Euros in damages to the insurance companies as well as the Kosovo budget. Last year, the Insurance Association of Kosovo prepared a project proposal to reduce the number of unregistered / uninsured motor vehicles which cause each year millions of Euros in damages to the insurance industry as well as to the budget of the Republic of Kosovo. According to this document, the reduction of the number of unregistered and

uninsured motor vehicles remains a challenge for various state institutions as well as other stakeholders, such as insurance companies. This concern directly affects some institutions which, according to the legislation in force, enjoy legal rights and authorizations to address and regulate the problematic issue in question. What needs to be assessed in advance are the adequate measures that the institutions and the authorized parties may take to properly address this phenomenon. Among the institutions that have powers to deal with this phenomenon, namely the registration of motor vehicles circulating in road traffic is the Ministry of Internal Affairs, whereas this issue directly affects the supervision and functioning of the Central Bank of Kosovo, Kosovo Insurance Bureau as well as the Not-Life insurance companies in the Republic of Kosovo.

The project proposal for reducing the number of unregistered / uninsured motor vehicles is divided into three phases:

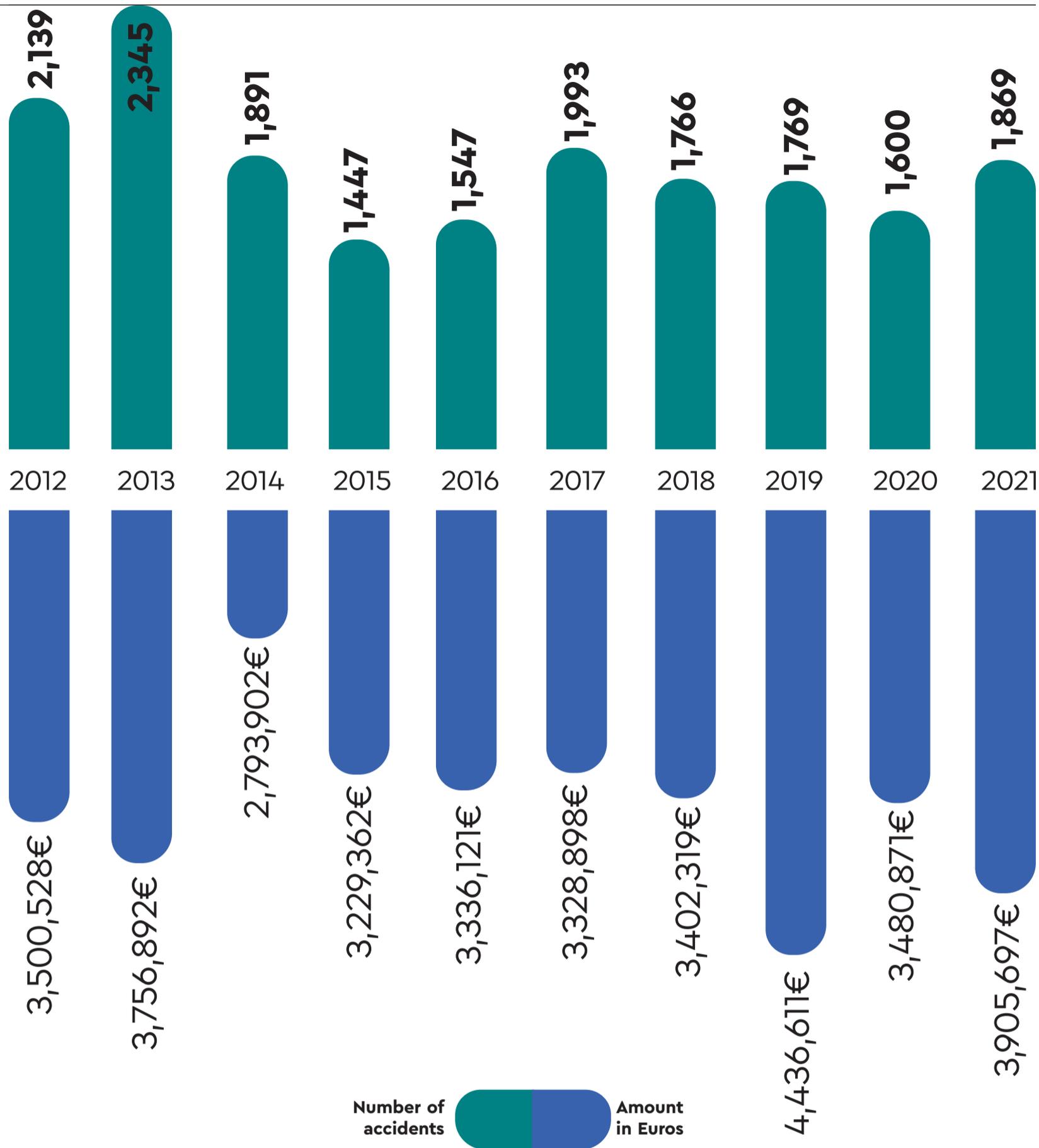
FAZA 1

The Ministry of Internal Affairs should take the necessary measures to draft an administrative instruction for the implementation of the provision of Article 3, item 48 of Law no. 05/L-132 on Vehicles, and the proposal provides the definition and certain cases when a motor vehicle can be considered an out-of-use vehicle, and it provides the following: - "an out-of-use vehicle is considered any vehicle (except museum vehicles) which fails to remedy defects within a 60-day period in order to meet the technical requirements, or is found to be a vehicle incapable to circulate on roads in case of de-registration, or has no registration for more than two (2) years. Meanwhile, Article 65 of the same law provides the following: "If a motor vehicle meets one of these conditions, then Article 65 of this Law provides that the owner must submit proof on the destruction of the motor vehicle in case of its de-registration". According to these legal provisions, the Ministry of Internal Affairs should adopt the proposed administrative instruction, in order to deal with motor vehicles which, according to the records of the Vehicle Registration Center, do not have registration extension for more than two years and they should be removed from road traffic or should not be allowed to circulate on the roads.

FAZA 2

The Ministry of Internal Affairs should take similar actions as in phase 1, by adopting a special Administrative Instruction for the registration of motor vehicles to which Article 65 of the Law on Vehicles does not apply (including Article 3, item 48 of the Law). In cases when the owner of the motor vehicle does not extend the registration in time, but it does not reach the period of non-registration of two years,

Vlerësohet se rreth 208 mijë automjete të paregjistruara/siguruar qarkullojnë nëpër rrugët e Kosovës, të cilat u shkaktojnë dëme milionësh kompanive të sigurimeve, por edhe buxhetit të Kosovës



then according to the administrative instruction, certain measures should be provided under different periods in order for the owner to meet this obligation, aiming to educate the owners of motor vehicles and not punish the citizens financially.

FAZA 3

For motor vehicles that are out of use, citizens will be subject to fines and will be obliged to deregister these vehicles, so that we have the real number of vehicles without registration in the official registers

and thus, joint campaigns will be focused in this regard. The assessment of the legal basis for amending the Law on Vehicles is necessary to enable the allocation of powers to Kosovo Police to seize motor vehicles which are not registered and have not contracted compulsory auto liability insurance (MTPL). On the other hand, the removal of any restrictions or additional fees in the motor vehicle registration procedure, such as municipal taxes, payment of fines, change of ownership, etc., is necessary and

lawful and this should not be considered a facilitation to the citizens but it should be considered a legal and constitutional right. According to Law no. 04/L-018 on Compulsory Motor Liability Insurance, the institution authorized to check whether motor vehicles in circulation have contracted compulsory motor liability insurance is the Kosovo Police, which should be given the necessary support to achieve its objectives and goals in this regard.

Insurance sector assets increase by 10.30%

The insurance sector has expanded its activity in the second quarter of 2021. At the same time, the value of premiums collected exceeded the value of claims paid in particular as well as the expenses of the sector in general, and this was a positive performance for the sector in the second quarter of 2021. Assets of the insurance sector amounted to 230 million Euros by the end of June 2021, which represents an annual increase of 10.3 percent. Deposits held in commercial banks and investments in Kosovo Government securities were the items with the highest growth. Whereas, only in the second quarter of

2021, the assets of the insurance sector increased by 5.5 million Euros, an increase supported mainly by receivables from the insured parties, investments in securities, as well as deposits held in commercial banks. Within the capital and liabilities, in this quarter the highest increase was in the technical reserves, mainly for premiums. Meanwhile, claims reserves increased to a lower level. There was growth in the overall level of capitalization in the sector. Only in this quarter, the total capital increased by 1.1 million Euros, whereas the value at the end of June 2021 was 60.0 million Euros.



Mazreku met with the director of the Banking Association

Sami Mazreku, drejtor i Byrosë Kosovare të Sigurimit ka takuar në Prishtinë drejtorin e Shoqatës së Bankave të Kosovës Petrit Balijs, me të cilin kanë biseduar rreth mundësisë së bashkëpunimit në mes këtyre dy Institucioneve të rëndësishme. Drejtori Mazreku e ka vlerësuar si shumë të rëndësishëm takimin për t'u koordinuar rreth aktiviteteve të përbashkëta mes Shoqatës së Bankave të Kosovës si dhe Byrosë Kosovare të Sigurimit. Takime dhe memorandume Byroja Kosovare e Sigurimeve ka realizuar edhe me shumë Institucione të rëndësishme në vend.



Berisha: In October alone, we paid 1 million Euros in claims

Valon Berisha - Director of the Department of Finance in the Kosovo Insurance Bureau explains that only in October this year, the Bureau managed to pay no less than 1 million Euros in claims. This is the highest amount since KIB was found. "The new management's only priority is to make payments of claims. Only in October this year, the Bureau managed to pay no less than 1 million Euros", said Berisha.



Two-day training held for border point coordinators on the topic "Importance and how Insurance works"

From 30 October until 31 October this year, the Kosovo Insurance Bureau held a two-day training on insurance importance and functioning, aiming to continuously improve the provision of its services at border crossings and continue with professional development of the staff. In his opening speech, the executive director Mr. Sami Mazreku informed the participants about the procedures and plans of the Bureau, and asked them for greater commitment in performing their duties via-a-vis the policyholders.

Mr. Mazreku emphasized the development of the insurance industry in Kosovo, as well as the activities undertaken by KIB this year, and in particular the closure of claims which the Bureau has successfully managed to conclude, including the figures of accurate cases concluded. Hence, the Bureau performed all its obligations deriving from the applicable legislation.



Despite the reforms and the results shown so far, the request of Mr. Mazreku for more responsibility and better administration of tasks and jobs remains a growth curve which is a challenge that requires taking new actions and initiatives that will enable the fulfillment of the expectations with regard to the obligations of the Bureau. Mr. Mazreku expressed

his gratitude to all those present for the institutional cooperation so far.

This training was extremely important to discuss the impact and importance of insurance. Such trainings are very valuable in building a clearer vision and exchanging ideas for greater commitment in insurance issues.



KIB requests the regulation of the transfer of vehicle ownership

In addition to the request to lift the requirement to pay fines for vehicle registration, Sami Mazreku - Director of the Kosovo Insurance Bureau, has requested that the transfer of vehicle ownership be regulated. In a statement given to Infokus newspaper, Mazreku said that the Bureau requests the regulation of the transfer of vehicle ownership, as citizens are obliged to pay all taxes every time they buy and sell vehicles. "We request that the transfer of vehicle ownership be regulated because about 95 thousand to 100 thousand vehicle owners change vehicle ownership in a year in Kosovo. When a citizen registers a vehicle through all the regular procedures and

sells the vehicle one week later, the buyer is again obliged to pay all taxes, except the portion of the insurance because the remaining part of the insurance is returned to the current owner or is transferred to the new owner", said Mazreku for Infokus. He added that as of 2015 when the law was changed, the damage caused to citizens was very high. "The damage caused to citizens is very high as of 2015 when the law was changed. Therefore, we requested that Article 43 of the law that regulates the transfer of vehicle ownership be changed, so that the remaining part of the unused vehicle registration taxes be transferred to the new owner", said Mazreku for Gazet

Infokus. Mazreku also reacted to the requirement of paying fines for vehicle registration and he said that we are not asking people not to pay traffic fines but are only asking to lift such a requirement for vehicle registration. "We are requesting that Article 43, relating to the requirement of paying fines for vehicle registration be removed. Thus, we are not against the payment of these fines but we are only asking to lift it as a requirement for vehicle registration because it is unconstitutional" said Mazreku. According to him, the facilitation of vehicle registration procedures will reduce the number of unregistered vehicles in Kosovo and there will be fewer accidents involving uninsured vehicles.

The requirement of paying fines for vehicle registration should be lifted

Hekuran Murati - Minister of Finance, Labor and Transfers has announced that henceforth the property tax certificate is no longer a requirement for vehicle registration. This decision was welcomed by Sami Mazreku - Director of the Kosovo Insurance Bureau, who said that this will facilitate vehicle registration procedures. "We appreciate the Draft Regulation on the Suspension of Municipal Services for the Collection of Unpaid Property Tax



Liabilities, proposed by Minister Murati. This will have a positive impact on the citizens. We also request the removal of the requirement of paying fines for vehicle registration, which is unconstitutional" said Mazreku today on the morning show "Mirëmëngjesi Kosovë" on Radio Television of Kosovo (RTK). According to him, the facilitation of vehicle registration procedures will reduce the number of unregistered vehicles in Kosovo.



"It is one of the most important conferences where discussions take place regarding the insurance industry, not only with regard to the region, but also beyond the region

SAMI MAZREKU

"Croatian Insurance Days" conference is held

Sami Mazreku - Director of the Kosovo Insurance Bureau participated in the "Croatian Insurance Days" conference held in Zagreb, Croatia. The Croatian Insurance Days once again brought together leaders in the insurance profession from national, regional and European level and it was organized with the support of and under the auspices of the Office of the President of the Republic of Croatia and the Ministry of Finance of the Republic of Croatia.

iSIGURIME / Zagreb.

Sami Mazreku - Executive Director of the Kosovo Insurance Bureau as well as his associates participated in the largest regional conference of the insurance industry "Croatian Insurance Days", held on 04 November 2021 in Zagreb, organized by the Croatian Insurance Bureau (HUO) as well as its partners, the Croatian Employers' Association, the Croatian Chamber of Commerce, the Croatian Actuarial Society, the Croatian Society for Civil Law Sciences and Practice and the Croatian Association of Insurance Law. Leading experts in the insurance industry discussed the latest developments in the Croatian and European insurance markets, emphasizing the readiness of the insurance sector to provide even stronger stability for citizens, the economy and the state, in assuming various risks in the context of increasingly extreme climate change. The largest regional conference of the insurance profession "Croatian Insurance Days" was held on 04 November 2021 in Zagreb, organized by the Croatian Insurance Bureau (HUO) as well as its partners, the Croatian Employers' Association, the Croatian Chamber of Commerce, the Croatian Actuarial Society, the Croatian Society for Civil Law Sciences and Practice and the Croatian Association of Insurance Law. The Croatian Insurance Days once again brought together leaders in the insurance

profession from national, regional and European level and it was organized with the support of and under the auspices of the Office of the President of the Republic of Croatia and the Ministry of Finance of the Republic of Croatia. Leading experts from the areas of insurance and reinsurance, regulators and other financial support institutions discussed once again this year the current trends as well as the future challenges of the insurance industry in Croatia and in the world.

CONFERENCE OF SPECIAL IMPORTANCE

In this conference of special importance, the delegation of the Kosovo Insurance Bureau, headed by Director Mazreku, held numerous meetings and the purpose of the meetings was the exchange of different experiences. "It is one of the most important conferences where discussions take place regarding the insurance industry, not only with regard to the region, but also beyond the region" said Director Mazreku. The Croatian Insurance Days once again brought together leaders in the insurance profession from national, regional and European level and it was organized with the support of and under the auspices of the Office of the President of the Republic of Croatia and the Ministry of Finance of the Republic of Croatia. Leading experts from the areas of insurance and reinsurance, regulators and other financial support

institutions discussed once again this year the current trends as well as the future challenges of the insurance industry in Croatia and in the world.

SUSTAINABLE AND QUALITY PARTNER TO THE ECONOMY

In the eighth edition of the main professional event, Velibor Mačkić - Special Adviser to the President of the Republic of Croatia on Economy, greeted the participants and was welcomed by Ana Zorić - Director of the Directorate for Economy and Financial System at the Ministry of Finance of the Republic of Croatia. In the introductory part, the conference participants were addressed by the Chairman of the Board of the Croatian Insurance Bureau. Speaking about the aspirations and challenges faced by the insurance industry, Slaven Dobric said: "The current situation still has a strong impact on our industry, our companies and their insured parties. But we can proudly say that the industry has responded very well to all these challenges. We have maintained business continuity, have provided adequate services, and even protection for our customers and at the same time minimized the health risks for the employees. We have also proven to be a sustainable and quality partner to the economy as a whole, but also to the state, especially in the situations of earthquakes".

41.06%

of accidents involving uninsured vehicles occurred in Prishtina region

iSIGURIMET

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Those suffering injuries from “Kosova e Re” company will be compensated by the Kosovo Insurance Bureau after the 24th of October **08**



ENORMOUS INCREASE IN ACCIDENTS INVOLVING MATERIAL DAMAGES **04**

**THEY CAUSED
TRAFFIC ACCIDENTS,
UNINSURED PARTIES
REIMBURSE THE MONEY
PAID FOR DAMAGES**

FAQE 02-03

25.68%

INCREASE IN THE NUMBER OF TRAFFIC ACCIDENTS IN JANUARY - OCTOBER 2021 COMPARED TO JANUARY - DECEMBER 2020.



They caused traffic accidents, uninsured parties reimburse the money paid for damages

The driver with the initials M.R. went out in road traffic without having an insurance policy and caused a fatal traffic accident, violating the applicable law. At that time, the Kosovo Insurance Bureau (KIB) had compensated the injured parties in the amount of over 63 thousand EUR, and now, following the decision of the court, the party that caused the accident should compensate the paid amount to KIB. According to the official data, there are more than 12 thousand accidents caused by uninsured vehicles and the damages amount to dozens of millions.

iSIGURIME

The driver with the initials M.R. went out in traffic more than a decade ago and did not have an insurance policy. The said driver went out in road traffic without having an insurance policy and caused a fatal traffic accident, violating the applicable law. Given that he did not have insurance coverage, the injured parties were financially compensated by the Kosovo Insurance Bureau within the time line, as provided for by the applicable legislation.

The damage was over 63 thousand EUR. After a long period of time, the basic court granted the lawsuit filed against the driver, with the initials M.R., and the latter is now obliged to pay the financial compensation to KIB.

This is just one case where drivers who get out into road traffic without insurance policies are forced to pay back funds that are hundreds of times higher than the average value of an insurance policy.

DAMAGE REIMBURSEMENT AGREEMENT

Since there is no other solution, the parties that cause accidents without having insurance coverage are obliged to reach an agreement with the KIB for the reimbursement of damages. Such an agreement was signed at the beginning of this year by the respondent, with the initials E.G. from the municipality of Klina for the accident caused in 2018. The said person agreed to make the payment in the amount of € 2,100 within 4 days, even paying an annual interest of 8%, as provided for by the applicable law. "The respondent caused a traffic accident and the vehicle had no insurance coverage at the time of the accident. Pursuant to the Law on Obligational Relationships and the Law on Compulsory Motor Third Party Liability Insurance relating to damages caused to third parties



by the use of motor vehicles, the plaintiff (KIB) was granted the right to be reimbursed, by the respondent, for the amount paid to third parties for the damage caused and the costs incurred", said inter alia the judgement of the Basic Court of Peja - Branch in Klina.

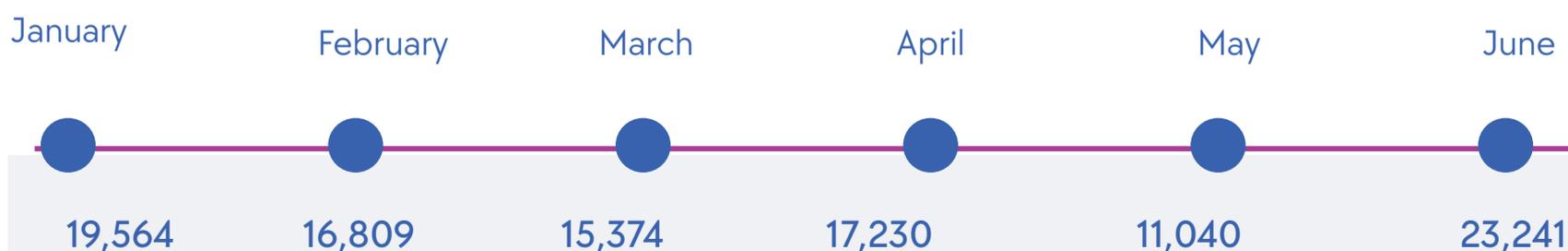
KOZMAQI: DO NOT GO OUT ON THE ROADS UNLESS YOU HAVE AN INSURANCE POLICY BECAUSE THE CONSEQUENCES ARE SEVERE

Ibadete Kozmaqi, in charge of regressions in the Kosovo Insurance Bureau (KSB) calls on citizens not to go out on road traffic unless they have insurance policies. She points out that there will be great consequences in the future for drivers who caused accidents.

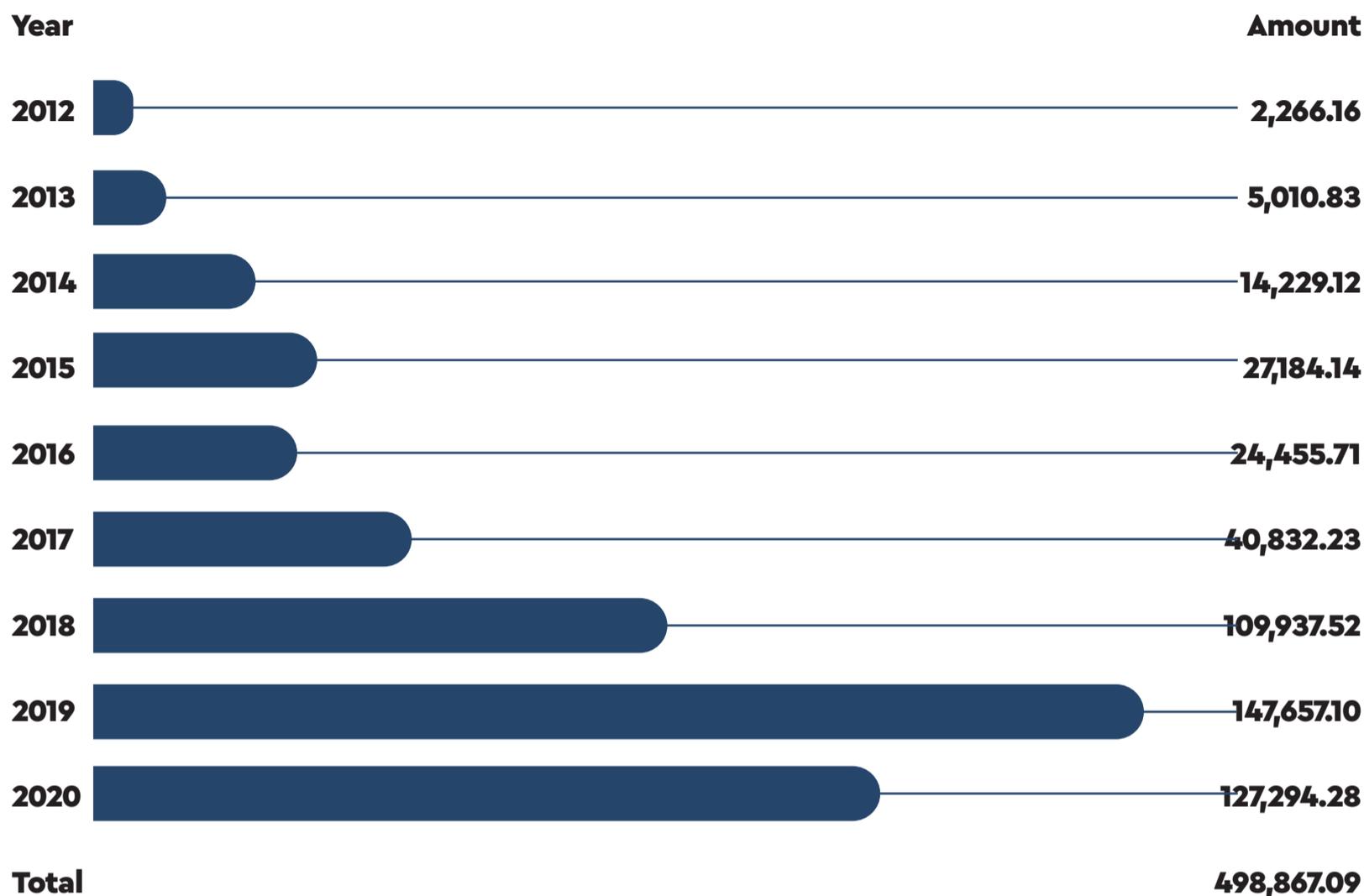
Kozmaqi points out furthermore that uninsured vehicles, in addition to posing a great risk to road users, given that they lack any technical checks, at the same time also cause a lot of financial damage to the state, as their users do not pay the taxes to the state of Kosovo. They cause a lot of financial damage to the Kosovo

Insurance Bureau, which according to the law, is obliged to compensate injured parties within a time line and subsequently court proceedings are initiated to compensate the damages. "Following the compensation of damages, we filed lawsuits, within the legal deadline, against drivers who caused traffic accidents and had no motor insurance policies. So far, hundreds of lawsuits have been granted by courts and we are using enforcement proceedings or reaching voluntary agreements to reimburse KIB for the payments made by KIB to compensate the damages", said Kozmaqi. According to her, the average price of a policy is very low compared to the amount of money covered by the policy and in cases where drivers do not have one, the entire financial liability is borne by the person causing the accident. Kozmaqi, in charge of regressions in the Kosovo Insurance Bureau points out that so far the number of reimbursements that KIB has managed to get is 1239, whereas the amount of funds reimbursed to the KIB account is over € 710 thousand. She says that a part of the funds

Të hyrat nga rimbursimet për vitin 2021



Revenues from reimbursements over the years



was reimbursed following court decisions, or through enforcement proceedings, whereas another part was reimbursed through a direct agreement between the KIB and the parties that caused the accidents.

BERISHA: WE PAID AROUND € 60 MILLION IN CLAIMS FOR ACCIDENTS CAUSED BY UNINSURED VEHICLES

In an interview for “iSIGURIME”, Valon Berisha - Director of the Department of Finance in the Kosovo Bureau said that accidents caused by unregistered vehicles, both in number and in value are in disturbing proportions. According to the official data available to KIB, from 01 January to 30 September this year, there were 1861 accidents caused by unregistered vehicles,

and the value of the damages caused is 3 million and 905 thousand EUR. It is important to note that only during October this year we have managed to pay no less than 1 million EUR in claims, which is the highest figure since KIB was founded. Compared to the previous year, there is a significant increase in accidents caused by unregistered vehicles. In 2020, there were 1600 accidents caused by unregistered vehicles, whereas the amount of compensation was about 3.5 million EUR. According to our available data, it can be noted that in 2019 there were 1769 accidents caused by uninsured vehicles, whereas the value of the damages caused was 4.4 million EUR; in 2018 there were 1766 accidents caused by uninsured vehicles, whereas the value of damages caused was 3.4 million

EUR; in 2017 there were 1993 accidents caused by uninsured vehicles, whereas the amount of damages caused was 3.3 million EUR. In 2016 there were 1547 accidents caused by uninsured vehicles, whereas the value of damages caused was 3.3 million EUR; in 2015 there were 1447 accidents and the value of damages was 3.2 million EUR; in 2014 there were 1891 accidents, whereas the value of damages was 2.7 million EUR; in 2013 there were 2345 accidents, whereas the value of damages was 3.5 million EUR; and in 2012 there were 2139 accidents caused by uninsured vehicles, whereas the value of damages was 3.5 million EUR. The figures show that the industry has spent no less than 60 million EUR since the end of the war until now on accidents caused by uninsured vehicles.



Enormous increase involving materials



Case in accidents Material damages

According to the data of Kosovo Police, in January-October, there were 11,172 accidents involving material damages in Kosovo, increasing by more than 33% compared to the entire year of 2020. Sami Mazreku - Director of the Kosovo Insurance Bureau says such data are worrying because according to him, the cases where citizens try to benefit by staging accidents are constantly increasing.

The very high increase in accidents involving material damages is extremely worrying the representatives of the insurance industry in our country. Only in January-October this year, there were 11,172 accidents involving material damages, increasing by more than 33% compared to the entire year of 2020. Referring to the official data of the Kosovo Police, it can be seen that in addition to the enormous increase in accidents involving material damages, during this period of time there is also an increase in accidents involving injuries and 6259 such cases have been recorded in ten months. In addition, referring to the official data of the Kosovo Police, during this period of time, it can be seen that there were 86 fatal traffic accidents, where 97 people lost their lives as a result of injuries sustained.

Mazreku: The data are disturbing Sami Mazreku - Director of the Kosovo Insurance Bureau says that such data are disturbing, both to the insurance companies as well as to the Kosovo Insurance Bureau. According to him, such a high increase raises suspicions on possible fraud schemes.

"We have already identified several cases where citizens attempted to profit from damages or even injuries through various forms of fraud. We have dealt with such cases and will

hand them over to the law enforcement agencies. There is no sense and it is inexplicable when there is a case with a car having only minor scratches and on the other hand all the people who were inside seek medical treatment. This creates the conviction that there are attempts of fraud, by also using the Kosovo institutions, such as the police report, doctor's report, etc.", said director Mazreku.

KIB ALONE PAID OVER € 5.2 MILLION

According to the official data of the Kosovo Insurance Bureau, it can be seen that from the beginning of this year until now, the amount of funds paid only by the Kosovo Insurance Bureau for unregistered vehicles which have caused damages in traffic is over € 5.2 million. "For the period of 01.01.2021 - 24.11.2021, there were 2082 cases of accidents recorded by us according to the claims filed for the compensation of damages, compared to 1736 cases of accidents recorded for the period of 01.01.2020 - 24.11.2020. This number does not include accidents that have occurred, in relation to which claims for compensation of damages are yet to be filed", said officials of the Kosovo Insurance Bureau. According to them, based on the data available to the Kosovo

Insurance Bureau, it can be seen that 41.06% of accidents involving uninsured vehicles took place in Prishtina region, 10.93% in Mitrovica region, 13.96% in Peja region, 13.92% in Prizren region, 9.01% in Ferizaj region, 7.29% in Gjilan region and 3.85% in Gjakova region.

YEAR 2020

Referring to the official data of the Kosovo Police, it can be seen that in 2020 there was a decrease in the number of road traffic accidents because the number of accidents decreased to 13,868 compared to 16,222 in 2019, decreasing by 14.51%. Furthermore, according to the police data, it can be seen that there was a decrease in the number of fatal accidents compared to the previous year, from 100 to 76 such accidents, decreasing by 24%. In addition, referring to the data of the Kosovo Police, in 2020 there was a decrease in accidents involving injuries, from 6,148 to 5,406 such accidents, decreasing by 12.06%. In 2020, there was a significant decrease in accidents involving material damages, and there was a decrease from 9,974 to 8,386 such accidents, decreasing by 15.92%. "Unfortunately, despite the great efforts of the police, 81 people lost their lives in 2020, decreasing by 28.31% compared to the same period of 2019, and 10,243 people were injured, decreasing by 13.63% compared to the same period of 2019", further indicates the annual report of the Kosovo Police.

YEAR 2019

According to the official data of the Kosovo Police, it can be seen that in 2019 there was an increase in accidents compared to the previous year. "Road traffic accidents, from 15,877 to 16,222 accidents, increasing by 2.17%" says the report of the Kosovo Police. It further says that accidents involving material damages have gone from 9537 to 9974, increasing by 4.58% compared to the previous year. In addition, the official report of the Kosovo Police for 2019 reads that there were 100 fatal traffic accidents where 113 people lost their lives, decreasing by 12.40% compared to 2018. According to official data, accidents involving injuries have dropped from 6240 to 6148, decreasing by 1.47%. "From the total number of accidents, 11860 people were injured, which compared to 2018 has decreased by 4.14%", further reads the official annual report of the Kosovo Police.

2019

2020

2021

TRAFFIC ACCIDENTS



16,222

13,868

17,431

2,17%

increase in the number of traffic accidents in 2019 compared to 2018.

14,51%

decrease in the number of traffic accidents in 2020 compared to 2019.

25,68%

increase in the number of traffic accidents in January - October 2021 compared to January - December 2020..

ACCIDENTS INVOLVING INJURIES



6,148

5,406

6,259

1.47%

decrease in the number of traffic accidents involving injuries in January - December 2019 compared to January - December 2018.

12.06%

decrease in the number of traffic accidents involving injuries in January - December 2020 compared to January - December 2019.

15,77%

increase in the number of traffic accidents involving injuries in January - October 2021 compared to January - December 2020.

ACCIDENTS INVOLVING MATERIAL DAMAGES



9,974

8,388

11,172

1.47%

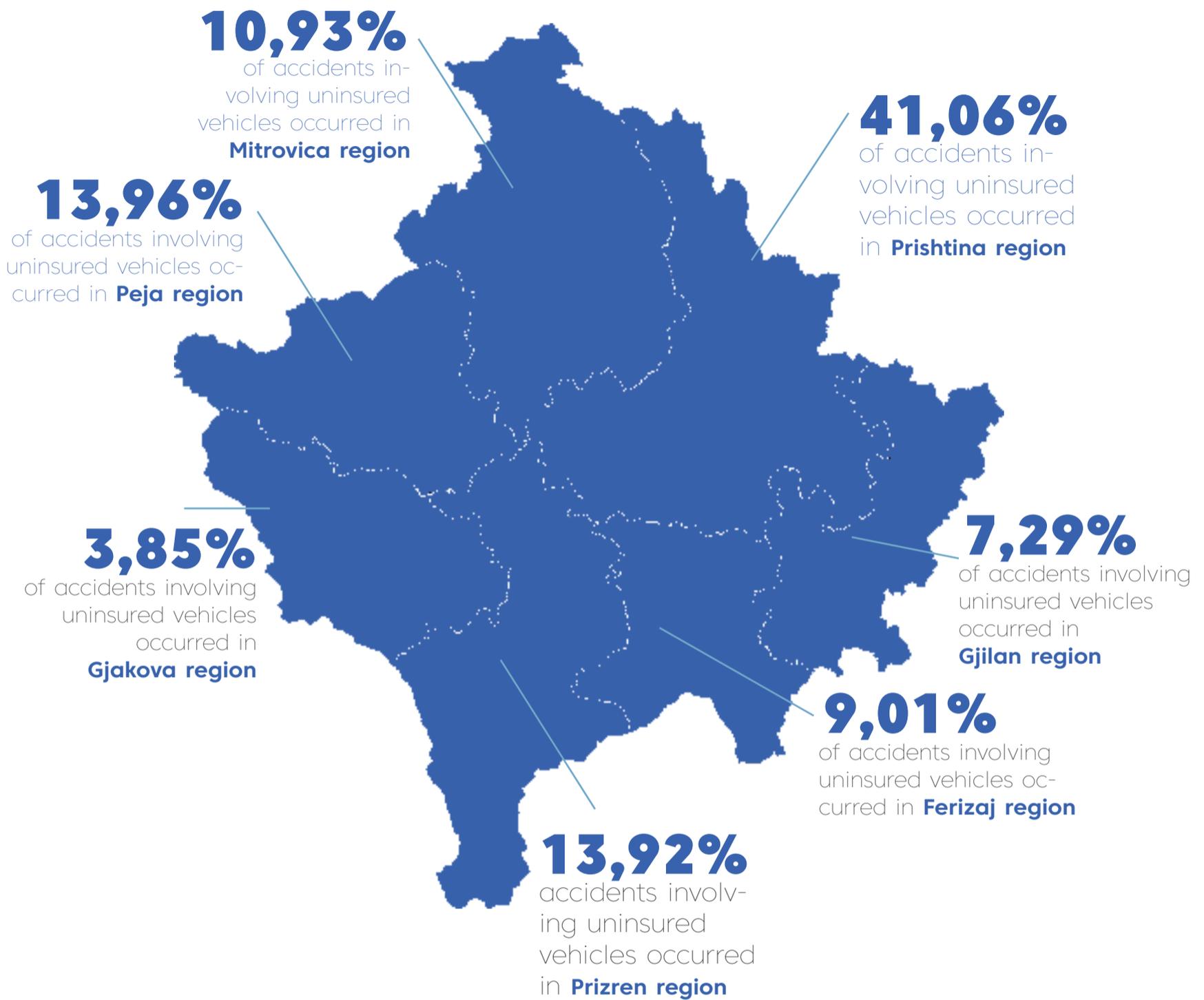
increase in the number of traffic accidents involving material damages in 2019 compared to 2018

12.06%

decrease in the number of traffic accidents involving material damages in 2020 compared to 2019

33.19%

increase in the number of traffic accidents involving material damages in January - October 2021 compared to 2020



86 fatal traffic

accidents occurred in Kosovo in January - October 2021

97 persons

have lost their lives in traffic accidents that occurred in our country in January - October 2021.



BKS

Byroja Kosovare e Sigurimit
Kosovski Ured Osiguranja
Kosovo Insurance Bureau



Kompania e Sigurimeve - Insurance Company

KOSOVA_{eRE}

Those suffering injuries from “Kosova e Re” company will be compensated by the Kosovo Insurance Bureau after the 24th of October

For all accidents caused by the insured in “Kosova e Re” company until the termination of the policies (24 October 2021), third parties can file the compensation claims to the office of the Liquidator, in the premises of the “Kosova e Re” company, Calabria neighbourhood, Block B1, no. 5 in Prishtina, and for accidents that occurred after the 24th of October 2021, third parties may report to the Kosovo Insurance Bureau to apply for compensation.

Based on the powers and responsibilities of the Central Bank of the Republic of Kosovo, provided by Articles 36 and 67 of the Law on the Central Bank of Kosovo, and pursuant to Articles 16, 99, 100 and 124 of the Law on Insurances, in the meeting held on 24 September 2021, the Executive Board of CBK decided to revoke license no. 007 issued to “Kosova e Re” insurance company on 25 April 2002, by the Banking and Payments Authority of Kosovo (BPK), legal predecessor.

“Kosova e Re” insurance company had financial difficulties in meeting the legal requirements of CBK, with regard to having sufficient capital and solvency. Therefore, in order to improve the financial situation and meet the legal and regulatory requirements, the Central Bank of Kosovo, namely the Executive Board of CBK, in accordance with applicable law, had made continuous efforts to resolve the financial problems of “Kosova e Re”

insurance company. Despite the efforts and willingness expressed by CBK, the company Board and Management had failed to meet the legal requirements and/or improve the financial situation of the Company - a reason which led to the revocation of the license and eventually resulted in the commencement of compulsory liquidation.

In order to protect policyholders and prevent the growing negative impact on the insurance market and the financial system in general, the insurance industry expressed its readiness to take over the valid compulsory motor third part liability insurance policies (TPL), as well as the liabilities which may arise from the policies issued by “Kosova e Re” company. Thus, this includes only the compulsory insurance of the owner’s liability and the owner of the motor vehicle related to damages caused to third parties and during the period of validity of these insur-

ance policies, it would not be possible to return the premium, cancel the policy/ premium, change the owner, etc.

Therefore, for all accidents caused by the insured in “Kosova e Re” company until the termination of the policies (24 October 2021), third parties can file the compensation claims to the office of the Liquidator, in the premises of the “Kosova e Re” company, Calabria neighbourhood, Block B1, no. 5 in Prishtina, and for accidents that occurred after the 24th of October 2021, third parties may report to the Kosovo Insurance Bureau to apply for compensation, in the address in Lidhja e Pejës street, Prishtina - Fushë Kosovë highway.

However, should you need any clarification, the Kosovo Bureau can help you at any time regarding the missing information and you may reach the Information Centre on phone number 381(0)38/603-059, or send an e-mail to info@bks-ks.org.

10,152,987€

is the amount paid for claims by the Kosovo Insurance Bureau until 31.12.2021.

iSIGURIMET

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Insurance companies paid
52.7 million € for
damages in 2021

02



IN 2021, KOSOVO INSURANCE
BUREAU (KIB) PAID
€ 10.1 MILLION IN CLAIMS

03

**THE BUREAU HAS BEEN
COMPLETELY REFORMED,
PAYMENT OF CLAIMS
INCREASED BY**

72.6%

Fehmi Mehmeti - Governor of the Central Bank of Kosovo, said in an interview for "iSIGURIME" that the Kosovo Insurance Bureau has been completely reformed with the arrival of the new management. According to him, claims paid by the Kosovo Insurance Bureau in 2021 amounted to € 10.8 million, increasing by 72.6 percent compared to the same period of the previous year (2020), over 56 percent higher than in 2019, and over 78 percent higher than in 2018. According to him, the agreement reached with Montenegro on the recognition of policies is undoubtedly a major achievement and CBK highly appreciates the agreement thereof.

Insurance companies paid 52.7 million € for damages in 2021

In 2021, insurance companies operating in our country paid no less than € 52.7 million in damages compared to € 42.2 million that were paid during the 12 months of 2020

iSIGURIME

Large amounts of money continue to be paid by insurance companies in Kosovo just to compensate damages. According to the official data, it can be noted that the number of damages caused, especially the material damages, are increasing to alarming proportions. According to the official data of the Central Bank of Kosovo (CBK), it can be noted that the amount of compensated funds in 2021 for the payment of damages is significantly higher, compared to, at least, the last five years.

According to such data, it can be noted that in 2021 the amount that the insurance industry paid for the compensation of damages is € 52,743,951, or 24.2% more than in 2020.

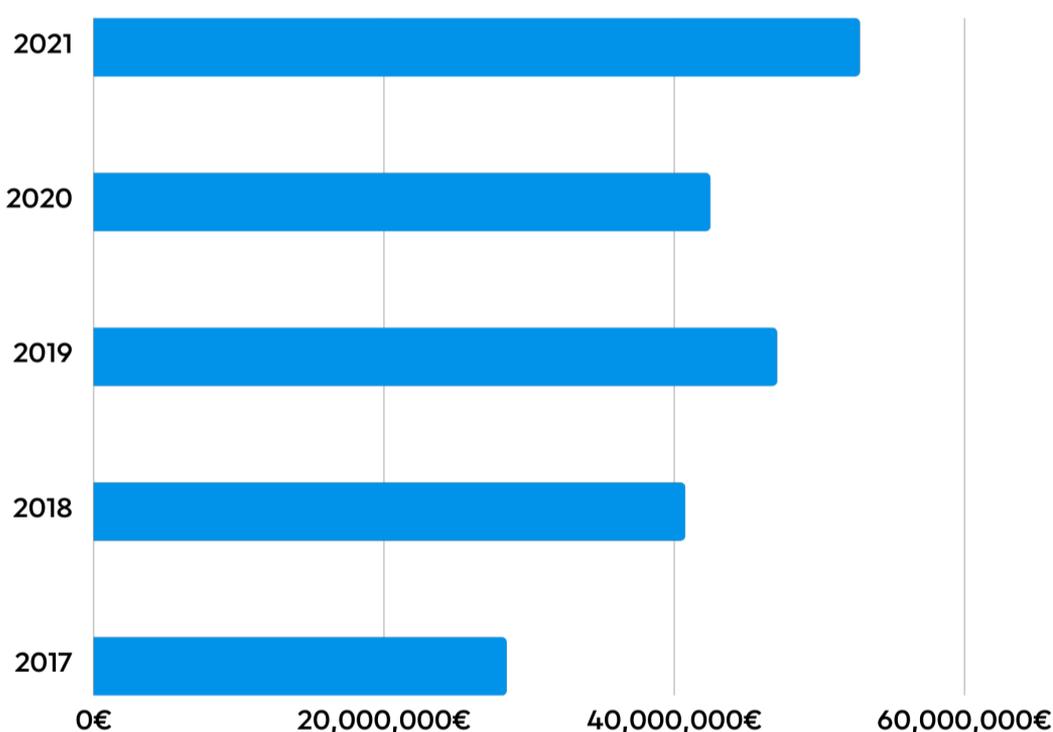
According to official data, it is noted that the amount paid for damages in 2020 is € 42,443,141, reports "iINSURANCE"

In addition, in 2019, € 47,042,903 were paid for the compensation of damages. If we compare 2021 to 2019, it can be noted that the payments made for damages in 2021 is higher by 12.11% than in 2019.

According to CBK data, it can be noted that in 2018, € 47,042,903 were paid for damages. If we compare 2021 to 2018, it is noted that the payment made for damages in 2021 is higher by 29.26%.

Even in 2017, according to official data of the Central Bank of Kosovo, it can be noted that € 28,410,290 were paid for damages. If we compare 2021 to 2017, the payment of damages in 2021 is higher by 85.65%

amount of funds paid for the compensation of damages by the insurance companies in Kosovo 2017-2021



24.2%

is the increase of payments for the compensation of damages in 2021, compared to 2020.

12.1%

is the increase of payments for the compensation of damages in 2021, compared to 2019.

29.2%

is the increase of payments for the compensation of damages in 2021, compared to 2018

85.6%

is the increase of payments for the compensation of damages in 2021, compared to 2017



In 2021, Kosovo Insurance Bureau (KIB) paid € 10.1 million in claims

Valon Berisha - Director of the Department of Finance in KIB, said that in 2021 alone, KIB compensated 4536 claims in the amount of € 10 million and 152 thousand. According to Mr. Berisha, compared to the previous year, the number of claims paid is higher by 70%, while the amount of funds paid is higher by 78.1%.

M

ore than € 10 million were paid by KIB in 2021 alone and it is the largest amount paid thus far since it was founded. Valon Berisha - Director of the Department of Finance in the Kosovo Insurance Bureau told "iSIGURIME" that prompt handling and timely compensation of reported damages has been the priority of the new management of the Bureau.

"We are doing our best to handle and compensate claims as soon as possible, namely in record times. If we look into the available official data, it can be noted that the amount of funds paid in 2021 alone is over € 10 million, which is the highest amount paid so far by KIB", said Berisha.

According to him, the goal of the management is to handle and compensate claims with the same pace in 2022.

78.1% more payments made than in 2020

Again, according to the official data of the Kosovo Insurance Bureau, it can be noted that in 2021 alone, KIB paid no less than € 10,152,987, which is the highest amount paid thus far since KIB was founded.

"Compared to 2020, the amount paid in claims is higher by 78.1%, whereas in numbers, it is higher by 70%. Thus, the number of claims paid in 2021 was 4536" said Valon Berisha - Director of the Department of Finance in the Kosovo Insurance Bureau. According to Mr. Berisha, even in 2021, most of the compensated claims, both in funds and numbers, are from the Compensation Fund.

Comparison of claims paid over years

According to the official data available at KIB, it can be noted that in 2021 the amount of funds paid for claims is € 10 million and 152 thousand, whereas the number of compensated claims is 4536. Compared to the previous year, the number of compensated claims is higher by 70%, whereas the amount of funds paid is higher by 78.1%. In 2020, € 5.7 million were paid for claims, whereas the number of compensated claims was 2669. In 2019, KIB paid € 6.4 million for claims, whereas the number of compensated claims was 2999. In 2018, KIB paid € 5.7 million, whereas the number of compensated claims was 3065. According to the official data

4,536

is the amount paid for claims by the Kosovo Insurance Bureau until 31.12.2021.

78.1%

more funds paid for claims in 2020 compared to 2018.

10,152

is the amount paid for claims by the K

78%

more funds paid for the compensation of claims in 2021 compared to the previous year.

110%

është më e lartë shuma e mj-
more funds paid for claims in 2020 compared to 2017.

available to “iSIGURIME”, it can be noted that in 2017 KIB paid € 4.8 million in claims, whereas the number of handled claims was 3105. According to official data, the amount of funds paid for compensation of claims in 2016 was € 4.4 million, whereas the number of compensated claims was 2506. In 2015, KIB paid the amount of € 3.8 million for the compensation of claims, whereas the number of claims paid was 2044.

Governor: The bureau has been completely

reformed

Fehmi Mehmeti - Governor of the Central Bank of Kosovo said in an interview for “iSIGURIME” that there have been positive developments in the Kosovo Insurance Bureau in 2021, both in terms of corporate governance, but also in fulfilling the obligations related to compensation of damages caused to third parties. “The Kosovo Insurance Bureau has consistently been under criticism, but it has completely reformed since last year

with the arrival of the new management. We greatly appreciate the fact that the insurance companies have been more accountable to the Compensation Fund and this is one of the key areas of responsibility of KIB. In addition, there is a significant decrease in operational and administrative expenses in the budget of the Kosovo Insurance Bureau, whereas on the other hand, unlike the previous years, there is an increase in the budget for the compensation of claims. It is impor-

70%

more claims paid in 2021
compared to the previous
year.

56.9%

more funds paid for claims
in 2020 compared to
2019.

2,987€**Kosovo Insurance Bureau until 31.12.2021.****127%**

more funds paid for claims
in 2020 compared to
2016.

161%

more funds paid for claims in
2020 compared to 2015.

tant to note the fact that by 31 December 2021, gross written premiums from border insurance amounted to about € 7.3 million, increasing by 72.9 percent compared to the same period in 2020. Also, there have been positive developments in fulfilling the obligations related to the compensation of the damages by this institution”, said Governor Mehmeti.

Mazreku: We will continue with the same intensity

Sami Mazreku - Director of the Kosovo Insurance Bureau says that we will continue with the same intensity even this year in handling and paying claims. He further points out that prompt claims' handling and compensation has been his top priority as the new KIB director. “On the first day I came to the helm of KIB, I asked that the handling and then the compensation of claims be carried out in line with the applicable laws. In this regard, we have achieved significant

progress and we have made similar progress in the return of regresses (payments), reduction of operating expenses... etc.”, said Sami Mazreku - Director of KIB. Furthermore, he says that they are doing their best to reduce the number of pending claims to zero, both for claim handling and compensation. “When I came to this position, I found many cases that had not been handled; they were signed cases, whereas the KIB account was almost empty” said Mazreku.



GOVERNOR:

*THE BUREAU HAS BEEN
COMPLETELY REFORMED,
PAYMENT OF CLAIMS
INCREASED BY 72.6%*

Fehmi Mehmeti - Governor of the Central Bank of Kosovo, said in an interview for “iSIGURIME” that the Kosovo Insurance Bureau has been completely reformed with the arrival of the new management. According to him, claims paid by the Kosovo Insurance Bureau in 2021 amounted to € 10.8 million, increasing by 72.6 percent compared to the same period of the previous year (2020), over 56 percent higher than in 2019, and over 78 percent higher than in 2018. According to him, the agreement reached with Montenegro on the recognition of policies is undoubtedly a major achievement and CBK highly appreciates the agreement thereof.

The insurance industry has made significant progress last year compared to the year before. Fehmi Mehmeti - Governor of the Central Bank of Kosovo said in an interview for "iSIGURIME" that there was a significant improvement in the performance of insurance companies in 2021 compared to the previous years, both in terms of financial performance and growth. According to him, based on the latest preliminary data reported by the insurance sector dated 31 December 2021, gross written premiums income amounted to € 119.2 million, or 17.2 percent higher than in the same period of the previous year. Meanwhile, the number of written contracts or policies reached about 1.2 million contracts, increasing by 40.1 percent compared to the same period of 2020.

iSIGURIME: How do you assess the performance of insurance companies in 2021, can you make comparisons with the previous years?

Mehmeti: There was a significant improvement in the performance of insurance companies in 2021 compared to the previous years, both in terms of financial performance and growth. The increase of the performance in the insurance sector is also as a result of the measures and reforms undertaken by the Central Bank of the Republic of Kosovo. In addition to the improvement in financial indicators and capitalization in the insurance sector in 2021, there have also been positive developments in the area of corporate governance in insurance companies.

Based on the latest preliminary data reported by the insurance sector dated 31 December 2021, gross written premiums income amounted to € 119.2 million, or 17.2 percent higher than in the same period of the previous year. Meanwhile, the number of written contracts or policies reached about 1.2 million contracts, increasing by 40.1 percent compared to the same period of 2020.

Non-life insurance activities continue to have the highest share in the total gross written premiums. Non-life activities gross written premiums compose about 95.9 percent of the total volume of gross written premiums in the insurance sector, whereas life insurance compose 4.1 percent in the total gross written premiums in the sector thereof. Based on the latest available data of 30 September 2021, the insurance sector in the country had a positive financial performance of € 5.9 million, compared to € 3.4 million in the same period the previous year.

€ 61 MILLION IN DAMAGES WERE PAID BY THE INSURANCE INDUSTRY

iSIGURIME: Has there been any progress in the payment of claims by the Insurance Industry this year?

Mehmeti: Based on the preliminary data reported by the insurance sector dated 31 December 2021, significant progress has been identified in the compensation of damages to the policyholders by this sector.

Gross claims paid in the insurance sector by the end of 2021 amounted to € 61 million or 24.4 percent higher compared to the same period the previous year. While claims paid by life activity insurance increased by 20.4



The agreement reached with Montenegro is undoubtedly a major achievement and CBK highly appreciates it. Although as a result of its implementation the Kosovo Insurance Bureau has less income of about € 800 thousand per year, as such, it facilitates the movement, but also reduces the costs for the citizens of both countries" said Fehmi Mehmeti - Governor of CBK.

percent, claims paid by non-life insurance activity increased by 24.5 percent compared to the same period of the previous year.

Most of the claims paid by Non-Life insurance are for motor insurance in the amount of around € 44.4 million or 74.1 percent of the total gross claims portfolio.

iSIGURIME: How do you assess the performance of the Kosovo Insurance Bureau in 2021?

Mehmeti: There have been positive developments even in the Kosovo Insurance Bureau this year, both in terms of corporate governance, but also in fulfilling the obligations related to compensation of damages caused to third parties. The Kosovo Insurance Bureau has consistently been under criticism, but since last year with the arrival of the new management, the Kosovo Insurance Bureau has been completely reformed. We greatly appreciate the fact that insurance companies have been more accountable to the Compensation Fund and this is one of the key areas of responsibility of KIB. Also, there is a significant reduction in operational and administrative expenses in the budget of the Kosovo Insurance Bureau, whereas on the other hand, unlike the previous years, there is an increase in the budget for claims' compensation. It is important to note that by 31 December 2021, gross written premiums from border insurance amounted to about € 7.3 million, increasing by 72.9 percent compared to the same period in 2020. In addition, there have been positive developments in the fulfilment of



61,000,000€
61,000,000 is the amount paid in damages by the Insurance Industry in 2021 alone.



24,4%
increase in damages paid by insurance companies in 2021 compared to the previous year.



10,152,987€

is the amount in claims paid by the Kosovo Insurance Bureau in the first nine months of 2021.



72,6%

increase in claims paid by the Kosovo Insurance Bureau in 2021 alone, compared to the previous year.



“The Kosovo Insurance Bureau has constantly been under criticism, but since last year with the arrival of the new management, the Kosovo Insurance Bureau has been completely reformed. We greatly appreciate the fact that insurance companies have been more accountable to the Compensation Fund and this is one of the key areas of responsibility of KIB” said Fehmi Mehmeti - Governor of CBK.

obligations in claims' compensation by this institution.

iSIGURIME: During this year, KIB has achieved a record in the payment of claims, should it continue with the same pace?

Mehmeti: Claims paid by the Kosovo Insurance Bureau in 2021 amounted to € 10.8 million, increasing by 72.6 percent. The amount paid in 2021 is 72.6 percent higher compared to the same period of the previous year (2020), over 56 percent higher than in 2019, and over 78 percent higher than in 2018. Of the total amount of claims paid by the Kosovo Insurance Bureau, claims paid within the scope of MOU in Kosovo increased by 115.4 percent, claims paid within the scope of MOU outside Kosovo increased by 85.3 percent, claims paid by border insurance increased by 84.5 percent, and claims paid by the Compensation Fund increased by 60.2 percent compared to the same period of the previous year. The trend of payment of claims by the Kosovo Insurance Bureau should continue in the future, always taking into account the obligation to handle and pay claims according to the applicable legal requirements in order to treat citizens and policyholders fairly.

AGREEMENT WITH MONTENEGRO, A GREAT ACHIEVEMENT

iSIGURIME: In 2021, the new management of KIB signed an Agreement with Montenegro, how do you assess this, what has been its effect?

Mehmeti: As you are aware, the Central Bank of the Republic of Kosovo has welcomed the news of the signing of the Mem-

orandum of Understanding between the Kosovo Insurance Bureau and the National Bureau of Montenegro Insurers. Upon the signing of the Memorandum thereof which was also supported by the Central Bank of the Republic of Kosovo, there is mutual recognition of insurance to cover liabilities to third parties in the territory of the Republic of Kosovo and Montenegro. The Memorandum has facilitated the free movement of citizens, enabling an increase of movement of goods and services, as well as increasing the potential for economic development in both countries. The agreement reached with Montenegro is undoubtedly a major achievement and CBK highly appreciates it. Although as a result of its implementation the Kosovo Insurance Bureau has less income of about € 800 thousand per year, as such, it facilitates the movement, but also reduces the costs for the citizens of both countries. However, we need to work for an approach that solves the problem permanently, which means green card membership.

iSIGURIME: This opens the way for Kosovo's membership in the Green Card Bureau?

Mehmeti: Given the importance of this issue and having the best intention for membership in the institution thereof, the Central Bank of the Republic of Kosovo along with the Kosovo Insurance Bureau and other relevant institutions have taken timely actions to meet the requirements and criteria set by the Council of Bureaux for the membership of the Kosovo Insurance Bureau in international organization thereof. After meeting the required criteria, such as: the approval of the Law on Compulsory Motor Liability Insurance; the establishment of the Kosovo Insurance Bureau and the Insurance Information Centre; as well as the establishment of the Guarantee Fund of € 4 million, the Kosovo Insurance Bureau has filled and submitted the application for membership in the Council thereof. After submitting the application, the representatives of the Council of Bureaux stated that Kosovo's membership in the Council of Bureaux in Brussels is not possible at this time due to a clause in its constitution that Kosovo should be a member of the United Nations. In addition to the issue of Kosovo's membership in the United Nations, the large number of uninsured vehicles is an issue that complicates the membership in the Council of Bureaux and the issue is being handled with increased discretion in order to reduce of the number of unregistered and uninsured vehicles. As we have informed you before, as a result of having unregistered and uninsured vehicles, there are damages caused to the insurance sector due to non-collection of premiums and due to the payment of damages caused by such uninsured vehicles, and in addition, the state budget is damaged due to non-payment of various taxes. The Central Bank of the Republic of Kosovo is committed and expects progress in this matter and estimates that there will be progress in the near future in resolving this matter.



Over € 2.2 million in damages caused by uninsured tractors

The Kosovo Insurance Bureau has paid more than € 2.2 million so far to compensate the damages caused by uninsured tractors. KIB representatives appeal to farmers to register their vehicles because according to the representatives thereof, in case of accidents involving uninsured vehicles, KIB compensates the injured party, but then all funds should be reimbursed by the person causing the accident.

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Significant amounts of funds continue to be spent by the Kosovo Insurance Bureau to compensate the damages caused by tractors throughout Kosovo. Referring to the official data provided by KIB, so far, the amount of funds paid for this purpose has exceeded € 2.2 million and this is a huge burden to the Kosovo Insurance Bureau.

Sami Mazreku - Director of KIB appeals to farmers to register their vehicles used for work because according to him, in case of accidents involving uninsured vehicles, KIB compensates the injured party, but then all funds should be reimbursed by the person causing the accident.

“Accidents caused by uninsured tractors are very serious, as in some cases tractors go on the roads without having any insurance, signs, lights ... etc., and

all this poses a serious risk to other road users. We appeal to the farmers to insure their tractors as soon as possible because in the event of an accident, all the burden either to compensate the damages or to treat the potentially injured people falls directly on them. “According to the law, KIB compensates the injured party, but then all the funds should be compensated by the person causing the accident”, said Sami Mazreku - Director of KIB to “iSIGURIME”.

Again, based on the data provided, it is noted that in one case KIB had to compensate an amount of more than € 43 thousand resulting from an accident caused by an uninsured tractor.

In another case, KIB compensated the injured party in the amount of over € 15 thousand, and in many cases, it paid compensations in the amount of over € 10

43,686€

is the amount of funds compensated by the Kosovo Insurance Bureau to an injured party involved in an accident caused by an uninsured tractor and this is just one such example. This accident involved fatalities.

thousand and under € 10 thousand.

On the other hand, KIB representatives say that lately they are dealing intensively with regressions (payments), but according to them, in this regard there are also issues with the courts which greatly delay case handling.



Kosovo Insurance Bureau launched INSUREX system which is an innovation in the Insurance Industry

Kosovo Insurance Bureau officially launched the INSUREX system which is an innovation in the Insurance Industry in our country. During the presentation of the system, Sami Mazreku - Director of the Kosovo Insurance Bureau said that from now on the Kosovo Insurance Bureau, in cooperation with the insurance companies and Quantix company (software developer), switch to the new information system of claims management and issuance of TPL and TPL Plus liability policies respectively.

“The new electronic system derives naturally as a result of the reorganization of the bureau, in order to promote, advance and further open the insurance industry.

In the framework of this reorganization, the Information Centre has been created and is operational and it will deal with the management of electronic systems and the advancement of the digital agenda, in order to provide the best insurance services to the industry and the citizens” said director Mazreku.

He further announced that after more than a year of intensive developments made in the system, having dozens of meetings and working groups with the implementing company, the Insurance Industry, the Kosovo Insurance Bureau and the relevant institutions of the Republic of Kosovo, such as VRC - Vehicle Registration Cen-

tre, Business Registration Agency, Kosovo Tax Administration, Kosovo Cadastral Agency and others, we have managed to have a modern electronic system developed with the most modern methodologies and technologies to date and the system is in line with domestic and international laws on the protection of information, privacy and has high security and it will allow us to work faster and more in order to made advancements in the insurance market in the country.

At the end he announced that in 2022 there will be many innovations that aim to be helpful, both to the citizens and the Insurance Industry in Kosovo.

CBK: Companies reduced operating expenses

The latest quarterly assessment report on the economy of the Central Bank of Kosovo notes that the insurance sector was characterized until September 2021 with the expansion of activities which reflected in the increase in assets. According to CBK, the increase in written premiums and financial income on one hand and the decline in operating expenses on the other hand, exceeded the increase in damages incurred. These developments resulted in positive performance of the sector

in September 2021. “Assets of the insurance sector amounted to € 230 million by the end of September 2021, which represents an annual increase of 10.0 percent (Graphic 34). This increase was mainly supported by the increase of deposits held in commercial banks, the increase of investments made in securities of the Government of Kosovo, as well as the increase of the reinsurers share for technical reserves. Within capital and liabilities, the highest increase was in the technical reserves, in particu-

lar the reserves for gross claims. Reserves for premiums also increased, mainly for unearned premiums. Liabilities of the sector increased by €17.1 million, an annual increase of 10.9 percent. Concurrently, there was growth in the overall level of capitalization in the sector. By September 2021, the total capital increased by € 4.4 million, an annual increase of 7.7 percent, mainly as a result of increased share capital and increased net profit” notes the CBK report.



Over 400 thousand policies have been issued

Sami Mazreku - Director of the Kosovo Insurance Bureau said that over 400 thousand insurance policies were issued in 2021. He said that entries into and arrivals in Kosovo also cause accidents. Mazreku also showed digitalization plans which aim to support the police and the Ministry of Interior in order to facilitate reports and procedures. Meanwhile Prof. Mevlan Bixhaku from "Tempulli" talked about the current situation in Prishtina being a wise city, showing the potential and setbacks that have been encountered in the implementation of the Sustainable Mobility plan. Bixhaku pointed out that according to the current situation, there are gaps in the concrete implementation of the plan and so far, only a few paths for cyclists have been built, but such paths have no functional connection with other parts of the city.

He said that there are two projects that work to some extent in the Municipality of Prishtina and the said projects are the application of Urban Traffic lines and the EasyPark Mobile project which enables the payment of parking by phone. Nora Hasani from the German Chamber of Commerce presented the findings of the study "International road transportation of goods in Kosovo" which shows relevant information on the state of international road transportation of goods in Kosovo, Kosovo's membership in relevant international organizations and the difficulties faced by this sector. Hasani also presented the recommendations arising from the report which were also addressed to relevant institutions such as; application for registration in the Council of Insurance Bureaux (green card), reaching bilateral agreements for the recognition of Kosovo drivers' licenses, to work on the recognition of registration plates by Serbia, and Bosnia and Herzegovina and to apply international conventions and agreements governing the issue of international transportation of goods. This conference was supported by the Kosovo Insurance Bureau, the German Chamber of Commerce in Kosovo, Akademia IRU, EuroRAP, International Road Federation IRF, University of Prishtina "Hasan Prishtina" - Kosovo, Polytechnic University of Tirana - Albania, University "Mother Teresa" Skopje - North Macedonia, "St. Clement of Ohrid" University in Bitola - North Macedonia and the Faculty of Public Safety in Vushtrri - Kosovo. Participants were representatives of EuroRap, Akademia IRU, International Road Federation, European Transport Safety Council ETSC, Kosovo Police, Kosovo Insurance Bureau, German Embassy, German Chamber of Commerce, British Chamber of Commerce, etc. and there were more than 80 participants, ambassadors, students, professionals and policy-makers.

The 8th annual international conference "Smart Mobility" was held

The 8th Annual International Conference "Smart Mobility - The Future of Green and Transport" was held. It was organized by "Tempulli" and Kosovo Motorization Association (AMRKS), supported by the Kosovo Insurance Bureau and the conference brought together more than 20 local and international experts in the area of Transport and Communications. Muhamed Krasniqi - Director of "Tempulli" opened the conference by thanking the participants for their contribution as well as the media for promoting the activities of "Tempulli" and AMRKS, and emphasized the importance of organizing such academic and professional conferences. Krasniqi pointed out that every effort should be made to introduce new tech-

nologies to have greater traffic safety and to make the movement more convenient in the city which is more cost-effective for the city and road users. "Citizens, always being in the centre of attention, should direct their actions to interrelate the four pillars upon which a smart city is built, such as: social infrastructure, physical infrastructure, institutional infrastructure (including governance) and economic infrastructure. Creating paths and spaces intended for walking, cycling and the use of public transportation will play a major role in achieving this goal because the legal limits of air quality will be met by relying on renewable energy sources" said Muhamet Krasniqi - Director of "Tempulli".

11 people lost their lives

Lieutenant Colonel Jeton Rexhepi - Director of the Traffic Division of Kosovo Police talked about the reasons leading to fatal traffic accidents. He said that 111 people lost their lives in 2021 as a result of traffic accidents. The death toll per 1 million inhabitants in 2021 is 63. When it comes to the human factor, traffic accidents are caused as a result of not maintaining distance on the roads. "We have made an analysis with regard to our diaspora and based on the figures obtained, there have been more vehicles with foreign plates than local RKS plates in 2021" he said. Gunther Felingher - member of the Kosovo Motorization Association Board (AMRKS) - Kosovo appealed to have only electric ve-



hicles on the roads in 2030 and that there should be exchange of data with the European Union authorities to prevent and stop irregularities and accidents in Kosovo.

117,388,259€

is the volume of gross written premiums during 2021.

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Berisha: Over € 5.6 million were paid only for traffic accidents caused by uninsured vehicles in 2021.

10



Frightening rise in number of traffic accidents in Kosovo

02

OVER 50% of income spent to compensate claims

According to the official data of the Central Bank of Kosovo, it can be noted that in 2021 the total income in the insurance market in the country was € 117,388,259, whereas on the other hand, the amount of funds paid by insurance companies for the compensation of claims exceeds the amount of over € 61 million which is the highest amount paid so far. Sami Mazreku - Director of the Kosovo Insurance Bureau says that in 2021 more than 50% of the income in the insurance industry was spent to compensate claims.



Frightening rise in number

In 2021 alone, out of 150,492 claims paid by the insurance industry, 27,027 were claims paid for traffic accidents. Compared to the previous year, there is an increase in claims paid for traffic accidents by more than 34%. Sami Mazreku - Director of the Kosovo Insurance Bureau (KIB) says that the rise in the number of traffic accidents, especially in the past year, is extremely worrying to the insurance sector in the country.

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The data of the police and each insurance company as well as the data of the Kosovo Insurance Bureau on the number of traffic accidents in our country are considered to be frightening. In 2021 alone, out of 150,492 claims paid by the insurance industry, 27,027 were claims paid for traffic accidents. Compared to the previous year, there is an increase of claims paid for traffic accidents by more than 34%.

Representatives of the insurance industry in our country say that the number of traffic accidents is rising to an alarming rate. The number of traffic accidents is constantly rising. According to the data we have managed to obtain, it can be noted that there is a constant tendency to deceive and profit from the insurance unlawfully. "But in order to do that, they also need the help of some institutions", said Sami Mazreku - Director of KIB. He further announced that in the coming days KIB will launch an anti-fraud system which according to him will yield its effect in identifying as easily as possible cases when citizens attempt to deceive the KIB as well as the insurance companies. "The system which will be launched in the coming days is undoubtedly very advanced and will help us immensely in identifying citizens who attempt to profit through various forms from insurance companies in our country", said Sami Mazreku - Director of KIB.

27,027 claims compensated for traffic accidents in 2021 alone

According to the official data obtained by "iSIGURIME", it is noted that there were 27,027 claims compensated for traffic accidents in 2021 alone and the amount of compensation is no less than € 39 million and 820 thousand. According to data obtained by the Central Bank of Kosovo (CBK), it is noted that in 2020 payments were made for 20,103 traffic accidents in the amount of € 31 million 412 thousand. In addition, in 2019, a total of 20,956 claims were paid for traffic accidents and the amount of compensation was € 32 million 837 thousand. Whereas in 2018, according to official data, it is noted that 23,017 claims were paid in the amount of € 29 million and 399 thousand.

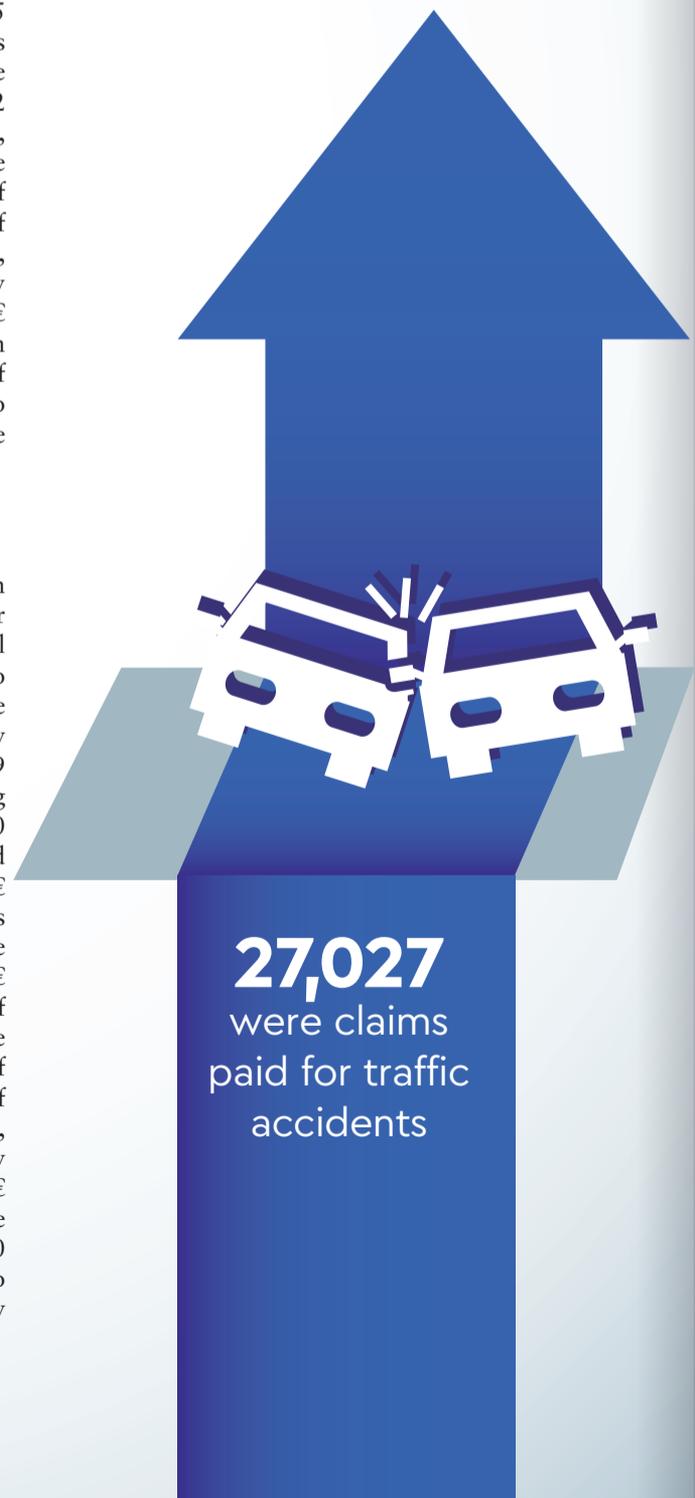
What damages were compensated during 2021

Referring to official data, it is noted that in 2021 there were 381 claims compensated under the category

"Accident insurance", in the total amount of € 144 thousand. According to official data, it is noted that in 2021 there were 116,690 claims compensated under the category "Illness insurance", in the total amount of € 10 million and 505 thousand. In addition, according to official data, on the same year there were 6752 claims compensated under the category "Land vehicles insurance", in the total amount of over € 4.5 million. In 2021 there were 226 claims compensated under the category "Fire and nature forces insurance", in the total amount of over € 3.2 million. According to the official data of the CBK, it can be noted that 86 properties were compensated under the category "Insurance of other property damages", in the total amount of more than € 151 thousand. In the past year, insurance companies operating in our country compensated 96 claims in the total amount of € 990 thousand under the Guarantee Insurance. In the past year, a considerable amount of funds of about half a million Euro were spent to compensate 334 claims identified to be under the category "General civil liability insurance".

What damages were compensated during 2020

Referring to official data, it is noted that in 2020 there were 402 claims compensated under the category "Accident insurance", in the total amount of over € 160 thousand. According to official data, it is noted that in 2021 there were 100,270 claims compensated under the category "Illness insurance", in the total amount of € 9 million and 630 thousand. In addition, according to official data, on the same year there were 4680 claims compensated under the category "Land vehicles insurance", in the total amount of over € 3.3 million. In 2020 there were 207 claims compensated under the category "Fire and nature forces insurance", in the total amount of over € 944 thousand. According to the official data of the CBK, it can be noted that 44 properties were compensated under the category "Insurance of other property damages", in the total amount of more than € 31 thousand. In the past year, insurance companies operating in our country compensated 66 claims in the total amount of € 2.5 million under the Guarantee Insurance. In the past year, an amount of € 3 thousand and 600 were spent to compensate 5 claims identified to be under the category "General civil liability insurance".



of traffic accidents in Kosovo

Number of claims and amount paid (motor vehicle liability to new parties)
2018-2021

	2021	2020	2019	2018
No. of claims	27,027	20,103	20,956	23,017
Amount in €	39,820,507€	31,412,003€	32,837,601€	29,399,653€

Number of total damages and value paid 2018-2021

	2021	2020	2019	2018
No. of claims	150,492	125,775	137,096	139,356
Amount in €	61,024,441€	48,135,390€	50,626,829€	43,579,050€

OVER 50%

of income was spent to
compensate claims



According to the official data of the Central Bank of Kosovo, it can be noted that in 2021 the total income in the insurance market in the country was € 117,388,259, whereas on the other hand, the amount of funds paid by insurance companies for the compensation of claims exceeds the amount of over € 61 million which is the highest amount paid so far. Sami Mazreku - Director of the Kosovo Insurance Bureau says that in 2021 more than 50% of the income in the insurance industry was spent to compensate claims.

In the past year, the insurance industry in the country has made significant progress, both in the market growth and the compensation of claims compared to the previous years. According to the official data of CBK, it is noted that in 2021 the number of contracts has significantly increased compared to 2020 and to the previous years. In addition, during this period of time, there has been a large increase in the compensation of claims by the insurance companies and the Kosovo Insurance Bureau (KIB). Insurance sector representatives in the country say that every company as well as the KIB, are handling and subsequently compensating claims in record time. "During 2021, KIB alone has paid over € 10 million in claims. Taking into account also the total funds paid by the companies, the amount of funds that have been paid for the compensation of claims exceeds € 61 million and it is the largest amount that has been paid since the end of the war until now", said Sami Mazreku - Director of KIB. He further pointed out that, both the KIB and the companies are keen to compensate the injured parties in the shortest possible period of time.

€ 15 million more in income

The official data of CBK show that during the period of January - June 2021, the insurance market grew by 15.44% compared to the same period of 2020. According to official data obtained by "INSURANCE", during this period, the volume of gross written premiums compared to the previous period increased by € 15,702,061, reaching the total amount of € 117,388,259. "The number of contracts is 1,177,388, increasing by 40.12% compared to the period of January - December 2020", further notes the report of the Central Bank of Kosovo. Fehmi Mehmeti - Governor of the CBK told "INSURANCE" that the performance of insurance companies in 2021 marked a significant improvement compared to the previous years, both in terms of financial performance and in the context of growth.



In 2021, KIB alone has paid over € 10 million in claims. Taking into account also the total funds paid by the companies, the amount of funds that have been paid for compensation of claims exceeds € 61 million and it is the largest amount that has been paid since the end of the war until now", said Sami Mazreku

The improvement in the performance of the insurance sector is also as a result of the measures and reforms undertaken by the Central Bank of the Republic of Kosovo. In addition to the improvement in financial indicators and capitalization, in 2021 the insurance sector has also had positive developments in the area of corporate governance.

"According to the latest preliminary data reported by the insurance sector on 31 December 2021, gross written premiums income amounted to € 119.2 million, or 17.2 percent higher than in the same period of the past year. Meanwhile, the number of written contracts or policies reached about 1.2 million contracts, increasing by 40.1 percent compared to the same period of 2020", said the governor.

150,884 claims were compensated during 2021

The official data of the Central Bank of Kosovo show that during the period of January - December 2021 a total of € 61,024,441 were paid in claims or 24.39% more than during the same period of January - December 2020. "The number of claims paid during the period of January - December 2021 compared to the same period of the previous year has increased by 24,768 claims, reaching 150,884 claims, of which 150,492 claims were paid by non-life insurance companies and 392 by life insurance companies", notes the official report of the Central Bank of Kosovo. Fehmeti Mehmeti - Governor of the CBK said that the preliminary data reported by the insurance sector on 31 December 2021 shows that there has been significant progress in the compensation of claims to policyholders by this sector. "Gross claims paid in the insurance sector by the end of 2021, amounted to € 61 million or 24.4 percent more compared to the same period of the past year. While claims paid by life insurance activity increased by 20.4 percent, claims paid by non-life insurance activity increased by 24.5 percent compared to the same period of the past year. Most of the claims paid by non-life insurance are for motor insurance in the amount of around € 44.4 million or 74.1 percent of the total gross claims portfolio", he said.

Number of life insurance contracts increased by 94.72%

Furthermore, the official data of the Central Bank of Kosovo show that there has been significant progress in the growth of the life insurance market and there has been an increase by almost 3 digits compared to the previous years. "The volume of gross written premiums in the life activity reached the amount of € 4,849,325, marking an increase of 35.62% compared to the period of January - December 2020. The number of life insurance contracts reached 31,166, increasing by 94.27% compared to the period of January - December 2020", further notes the report of the Central Bank of Kosovo.



15,44%

growth in the insurance market during 2021 compared to the past year.

117,38

is the volume

27,768

more claims compensated during 2021 compared to the previous year.

150,884

is the number of claims compensated by insurance companies during 2021.

61,024,441€

is the amount of funds compensated by the insurance industry for claims in 2021 alone

40,12%

increase in the number of contracts in the period of January - December 2021 compared to the same period of January - December 2020.

8,259€

of gross written premiums during 2021.

94.27%

increase in the numbers of life insurance contracts during 2021 compared to the past year.

31,166

is the number of contracts concluded between the citizens and the life insurance companies until 31.12.2021.





KIB launches Road Accident Map

The Kosovo Insurance Bureau (KIB) has officially launched the platform "Road Accident Map" (<https://harta.bks-ks.org/>) and its objective is to raise the awareness of the citizens and reduce the number of traffic accidents. When promoting the platform, Sami Mazreku - Director of KIB pointed out that the said platform is connected with the Insurex SIP system. Mazreku further said that real-time data are published on the platform, and according to him, it is directly connected to the Department of Claims. "It is a platform which aims to raise the awareness of the citizens and protect the lives of Kosovo citizens. The platform will be further complemented within three months and we hope that real-time data will be published in

It is a platform which aims to raise the awareness of the citizens and protect the lives of Kosovo citizens. The platform will be further complemented within three months and we hope that real-time data will be published in it in a short period of time", said Sami Mazreku - Director of KIB

it in a short period of time", said Sami Mazreku - Director of KIB. Director Mazreku further announced that, in the coming months, the two following additional platforms will be published: Accident Certificate and Anti-Fraud System.

KIB thanks Selami Ismajli for his contribution

Selami Ismajli, one of the most senior employees of the Kosovo Insurance Bureau has retired. KIB has organized a cocktail party as a sign of gratitude for his commitment and work done so far. On this occasion, Sami Mazreku - Director of KIB said that his experience and commitment have contributed to the advancement of KIB. "On my behalf, but also on behalf of all the employees of the Kosovo Insurance Bureau, we congratulate Mr. Ismajli on his retirement and thank him for all the contribution he has given until the last day of work. Mr. Selami Ismajli, enjoy your retirement alongside with your family", said Sami Mazreku - Director of KIB.

The working group on stickers meets, the memorandum will be signed soon

Today, Sami Mazreku - Director of the Kosovo Insurance Bureau had a meeting in Prishtina with Mr. Hysen Durmishi - Deputy Minister of Infrastructure, Nexhat Miftaraj - Chief of Cabinet of the Governor of the Central Bank of Kosovo and Mr. Blerim Camajn - Deputy Director of the Civil Registration Agency. The discussion in the meeting was about the process of work carried out so far for the placement of stickers on vehicle windows. The technical and the legal aspects were presented in the meeting, including other details



that are foreseen to be implemented in this project which aims to reduce the number of unregistered vehicles in the country because they cause significant losses, both to the state as well as to the insurance industry. The parties agreed to sign a joint memorandum in the following days in order for the parties to get ready to start with the implementation of the project in practice from 01 March of this year as pointed out days ago. It is important to note that the entire financial costs for the implementation of this very important project will be covered by the Kosovo Insurance Bureau.

Berisha: Over € 5.6 million were paid only for traffic accidents caused by uninsured vehicles in 2021.

Valon Berisha - Director of the Department of Finance in the Kosovo Insurance Bureau has pointed out that € 5 million and 649 thousand were paid for traffic accidents caused by uninsured vehicles in 2021 alone. Compared to the previous year, the amount of funds spent for this purpose is 62.30% higher.

The Kosovo Insurance Bureau still continues to spend large amounts of funds to compensate the damages caused by uninsured vehicles in the country. In the past year there has been a drastic rise in the number of traffic accidents in which uninsured vehicles were involved, compared to previous years. Valon Berisha - Director of the Department of Finance in KIB says that the constant rise in traffic accidents caused by uninsured vehicles is extremely worrying to the insurance industry. "As we have emphasized previously, firstly, uninsured vehicles pose a serious danger to road users because such vehicles also lack technical inspections. Secondly, the state loses funds due to non-payment of taxes for the registration of vehicles, and thirdly, the industry loses because it must immediately pay damages caused by such uninsured vehicles and KIB needs a relatively long time to get back the funds due to the delays of handling of cases in the courts", said Director Berisha to "iSIGURIME".



COMPARING 2021 TO 2020

Valon Berisha - Director of the Department of Finance in KSB points out that in 2021 alone, no less than € 5 million and 649 thousand were paid to compensate the damages caused by uninsured vehicles. According to him, there was an increase in the payments by 62.30% and in numbers by 71.30% compared to the previous year.

COMPARING 2021 TO 2019

In addition, in 2019, according to the official data of KIB, € 4 million and 436 thousand were spent to compensate the damages caused by uninsured vehicles. If we compare 2021 to 2019, it can be seen that in 2021 the amount of funds spent for this purpose is higher by 27.30%, whereas the number of compensated cases is higher by 54,90%.

COMPARING 2021 TO 2018

According to the official data, it is noted that in 2018 the amount of funds spent to cover traffic accidents caused by uninsured vehicles is € 3 million and 402 thousand. When comparing 2021 to 2018, it can be seen that in 2021 the amount of funds paid to compensate the damages for uninsured vehicles is higher by 66%, whereas the number of compensated cases is higher by 55.2%.

COMPARING 2021 TO 2017

Valon Berisha - Director of the Department of Finance in KSB points out that in 2017 alone, no less than € 3 million and 328 thousand were paid to compensate the damages caused by uninsured vehicles. According to him, there was an increase in payments by 69.70% and in numbers by 37.50% compared to the previous year.

COMPARING 2021 TO 2016

In addition, in 2016, according to the official data of KIB, € 3 million and 336 thousand were spent to compensate the damages caused by uninsured vehicles. If we compare 2021 to 2016, it can be seen that in 2021 the amount of funds spent for this purpose is higher by 69.30%, whereas the number of compensated cases is higher by 77,10%.

COMPARING 2021 TO 2015

In 2015, according to the official data of KIB, € 3 million and 229 thousand were spent to compensate the damages caused by uninsured vehicles. If we compare 2021 to 2015, it can be seen that in 2021 the amount of funds spent for this purpose is higher by 74.90%, whereas the number of compensated cases is higher by 89,40%.

COMPARING 2021 TO 2014

In 2014, KIB spent € 2 million and 793 thousand for the payment of damages caused by uninsured vehicles. When comparing 2021 to 2014, it can be seen that in 2021 the amount of funds spent for this purpose is higher by 102.2%, whereas the number of compensated claims is higher by 44,9%.

COMPARING 2021 TO 2013

According to the official data, it is noted that in 2013 the amount of funds spent to cover traffic accidents caused by uninsured vehicles is € 3 million and 756 thousand. When comparing 2021 to 2013, it can be seen that in 2021 the amount of funds paid to compensate the damages for uninsured vehicles is higher by 50.4%, whereas the number of compensated cases is higher by 16.8%

COMPARING 2021 TO 2012

In 2012, KIB spent € 3 million and 500 thousand for the payment of damages caused by uninsured vehicles. When comparing 2021 to 2012, it can be seen that in 2021 the amount of funds spent for this purpose is higher by 61.4%, whereas the number of compensated claims is higher by 28,10%.



5,649,072€

is the amount of funds spent in 2021 to compensate the traffic accidents caused by uninsured vehicles.

61,40%

more amount of funds spent during 2021 to compensate traffic accidents caused by uninsured vehicles, compared to 2017.

50,40%

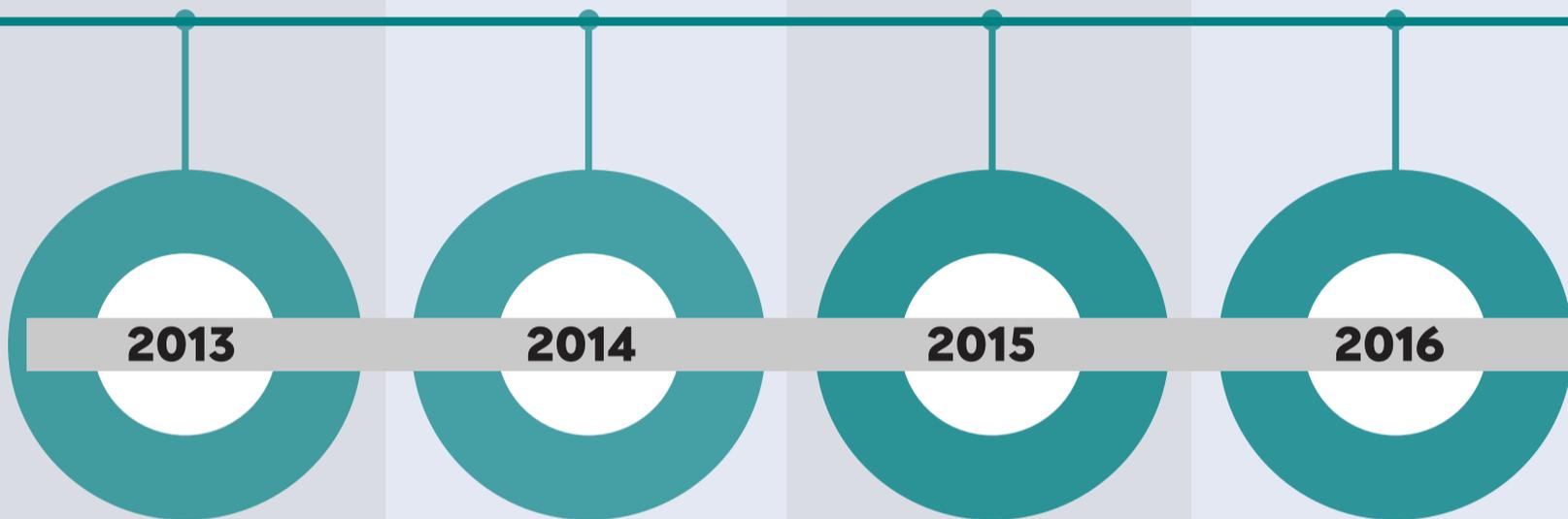
more amount of funds spent during 2021 to compensate traffic accidents caused by uninsured vehicles, compared to 2017.

102,2%

more amount of funds spent during 2021 to compensate traffic accidents caused by uninsured vehicles, compared to 2017.

74,90%

more amount of funds spent during 2021 to compensate traffic accidents caused by uninsured vehicles, compared to 2017.



3,500,528€

is the amount of funds spent in 2019 to compensate the traffic accidents caused by uninsured vehicles.

3,756,892€

is the amount of funds spent in 2019 to compensate the traffic accidents caused by uninsured vehicles.

2,793,902€

is the amount of funds spent in 2019 to compensate the traffic accidents caused by uninsured vehicles.

3,229,362€

is the amount of funds spent in 2019 to compensate the traffic accidents caused by uninsured vehicles.

28,10%

more number of cases compensated in 2021 for traffic accidents caused by uninsured vehicles, compared to 2013.

16,80%

more number of cases compensated in 2021 for traffic accidents caused by uninsured vehicles, compared to 2014.

44,90%

more number of cases compensated in 2021 for traffic accidents caused by uninsured vehicles, compared to 2014.

89,40%

more number of cases compensated in 2021 for traffic accidents caused by uninsured vehicles, compared to 2015.

69,30%

more amount of funds spent during 2021 to compensate traffic accidents caused by uninsured vehicles, compared to 2017.

67,70%

more amount of funds spent during 2021 to compensate traffic accidents caused by uninsured vehicles, compared to 2017.

66,00%

more amount of funds spent during 2021 to compensate traffic accidents caused by uninsured vehicles, compared to 2018.

27,30%

more amount of funds spent during 2021 to compensate traffic accidents caused by uninsured vehicles, compared to 2019.

2017

2018

2019

2020

3,336,121€

is the amount of funds spent in 2019 to compensate the traffic accidents caused by uninsured vehicles.

3,328,898€

is the amount of funds spent in 2019 to compensate the traffic accidents caused by uninsured vehicles.

4,436,611€

is the amount of funds spent in 2019 to compensate the traffic accidents caused by uninsured vehicles.

3,480,871€

is the amount of funds spent in 2020 to compensate the traffic accidents caused by uninsured vehicles.

77,10%

more number of cases compensated in 2021 for traffic accidents caused by uninsured vehicles, compared to 2016.

37,50%

more number of cases compensated in 2021 for traffic accidents caused by uninsured vehicles, compared to 2017.

55,20%

more number of cases compensated in 2021 for traffic accidents caused by uninsured vehicles, compared to 2018.

54,90%

more number of cases compensated in 2021 for traffic accidents caused by uninsured vehicles, compared to 2019.



The KIB director met the president of the Kosovo Police (KP) union

Imer Zeqiri - President of the Kosovo Police Union and Avdi Hoti - Vice President of the Kosovo Police Union were received in a meeting in the offices of the Kosovo Insurance Bureau by Sami Mazreku - Director of KIB.

During the meeting, Imer Zeqiri - President of the Kosovo Police Union and Avdi Hoti - Vice President of the Kosovo Police Union informed the Director of KIB about the new work plan that the new leadership of the KP Union is working on in order to meet the

obligations with regard to the well-being of Kosovo Police employees, in particular in the area of health, life and social insurance.

During the meeting, there were discussions about the health insurance for KP as well as various topics related to the interest of inter-institutional cooperation. In addition, three main issues were discussed, such as the "Law on Salaries", "Law on Health Insurance" and "Law on

Early Retirement" because Kosovo Police are yet to have health, life and social insurance. Whereas Mr. Mazreku - Director of KIB expressed his readiness to cooperate with the KP Union in relation to Health Insurance for KP employees and Mr. Mazreku laid out his plan in the meeting as to how this proposal would be implemented and pointed out that the market is ready to make available a preferential and affordable offer to KP. In the end, Zeqiri thanked Sami Mazreku - Director of KIB for the reception and his readiness to cooperate with the KP Union and employees.

Stickers will reduce the number of uninsured vehicles

Unregistered vehicles have been a major challenge to the institutions for many years now. Such vehicles will not be able to move on Kosovo roads without being detected by Kosovo Police thanks to such stickers. Hysen Durmishi - Deputy Minister in the Ministry of Infrastructure said that this will enable Kosovo Police to identify unregistered vehicles much more easily. "The reason we are introducing the stickers is to reduce the number of unregistered vehicles in Kosovo as much as possible and then it will be much easier to apply for the Green Card. Such tickets which will be applied as of 01 March will be

placed on the driver's side" he said. Citizens will not be charged any additional fees and all costs for the stickers will be covered by the Kosovo Insurance Bureau. Sami Mazreku - Director of the Kosovo Insurance Bureau, said that last year alone, KIB paid €5.7 million in damages caused by uninsured vehicles. "On the other hand, the impact will be much larger on the budget of the state and the Kosovo Insurance Bureau. Last year alone, we paid €5.7 million in damages caused by uninsured vehicles", he told RTK. According to him, in 2020-2021 alone, there were about 75 thousand vehicles

having no insurance and registration. Nol Dedaj - Road expert says that such vehicle identification stickers will significantly prevent traffic accidents. "Such stickers will have a direct impact as uninsured vehicles will no longer be able to come out on the roads because they will be identified and there will be extremely high fines if they are unregistered", he said. The Ministry of Infrastructure will move on with the digital equipment project being a pilot project in Pristina.

10,152,736€

in revenues generated by insurance companies
in January this year.

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**Mazreku: We closed
9114 cases**

02



THE MEMORANDUM FOR
THE IMPLEMENTATION OF THE
PLACEMENT OF STICKERS
HAS BEEN SIGNED 10

**ALL WE HAVE TO
DO IS BECOME
MEMBERS OF
THE GREEN
CARD BUREAUX**

In an interview given to "iSIGURIME", Sami Mazreku - Director of the Kosovo Insurance Bureau spoke about the work done by the Kosovo Insurance Bureau in the last year. The payment of more than € 10 million to compensate damages, the signing of the agreement with Montenegro for bilateral recognition of insurance policies, implementation of the decision on stickers, preparation of the agreement with Albania expected to be signed in May this year, debt collection of due payments and a lot of other work done in the last year. Mazreku further indicates that currently his main goal is Kosovo's direct or indirect membership in the Green Card Bureaux.

Mazreku: We clo

Sami Mazreku - Director of the Kosovo Insurance Bureau (KIB), says that at the time he took office as KIB Director on 01 October 2020, he found 4909 pending cases. According to him, KIB received 7059 new cases by 31.03.2022, which in total amount to 11,968 cases. By the end of March this year, 9114 cases were closed, whereas only 2665 are active.

iSIGURIME

A record number of cases of no less than 9,144 have been closed by the Kosovo Insurance Bureau from 01 October 2020, the day when the new KIB Director, Mr. Sami Mazreku started working, until 31 March of this year. The large number of closed cases within a period of 18 months shows the devotion and commitment of the new management to completely reform this important institution in the country.

Sami Mazreku - KIB Director says that on 01 October 2020, when he started working as KIB Director, there were 4909 active cases relating to the years 2003 to 2020.

He further says that 7059 cases were received by the Kosovo Insurance Bureau from 01 October 2020 until 31 March 2022, thus reaching a total of 11 thousand and 968 cases.

"Thanks to my great commitment, but also to all the staff, having worked in many instances after working hours and on weekends, we managed to close 9114 cases within a given period of time, like never before. Therefore, 3743 cases closed until 31 March of this year relate to the period of 2003-2020", said Sami Mazreku - KIB Director.

He further indicated that according to the decision, number 47-25/2020, taken by the Executive Board of the Central Bank of Kosovo (CBK), received by KIB on 16.10.2020, it was requested from the KIB management to make a dynamic plan for active cases and close them within a period of 3 years, starting from 01.01.2021.

Mazreku says that the request of CBK has been fulfilled over the rate of 76% until 31.03.2022, in a record time of 15 months.

4,909

active cases in the Kosovo Insurance Bureau on 01 October 2020, the day when the new KIB Director - Sami Mazreku started working.

7,059

cases received by the Kosovo Insurance Bureau from 01 October 2020 until 31 March 2022.

9,114

cases closed by the Kosovo Insurance Bureau from 01 October 2020 until 31 March 2022.

3,743

cases closed until 31 March of this year relate to the period until 01 October 2020, before the current KIB Director - Sami Mazreku took over the mandate.

1,066

cases out of a total of 2665 pending cases relate to the period before 01 October 2020.

76%

of cases reported to KIB from 2003 until the end of 2020 were closed within 15 months by the new management.

osed 9114 cases

ACTIVE CASES

Year	31.03.2022	30.09.2020
2020	379	1396
2019	325	937
2018	121	580
2017	81	495
2016	72	373
2015	54	309
2014	39	248
2013	21	186
2012	11	149
2011	12	58
2010	7	40
2009	15	44
2008	15	36
2007	7	26
2006	3	28
2005	3	3
2004	0	0
2003	1	1

According to the decision no. 47-25/2020 of the Executive Board of CBK, received by KIB on 16.10.2020, it was requested from the KIB management to make a dynamic plan for active cases and close them within a period of 3 years, starting from 01.01.2021. The table above shows that the request of CBK has been fulfilled over the rate of 76% until 31.03.2022, in a record time of 15 months.

€ 9.5 MILLION WERE PAID IN JUST 2 MONTHS FOR DAMAGES

Only during the first 2 months of this year, i.e. January and February, the insurance companies and the Kosovo Insurance Bureau (KIB) have paid no less than € 9.5 million in compensation for damages caused during this period. Compared to the same period of the previous year, the amount paid for damages is higher by over € 600.000.

iSIGURIME

The insurance companies as well as the Kosovo Insurance Bureau continue to spend large amounts of funds just to compensate the damages caused in the country.

According to the official data, it can be seen that only in January and February of this year, the insurance companies and KIB have paid no less than € 9,534,843, which is about € 600.000, or about 9 percent higher compared to January and February 2021.

According to the official reports of the Central Bank of Kosovo (CBK), but also those of the insurance industry, it can be seen that the amount of funds paid only during these two months is significantly higher compared to the same periods of the previous years. Representatives of the insurance sec-

tor in the country say that there is a significant increase in accidents recently, especially those involving minor injuries.

COMPARISON OVER THE YEARS

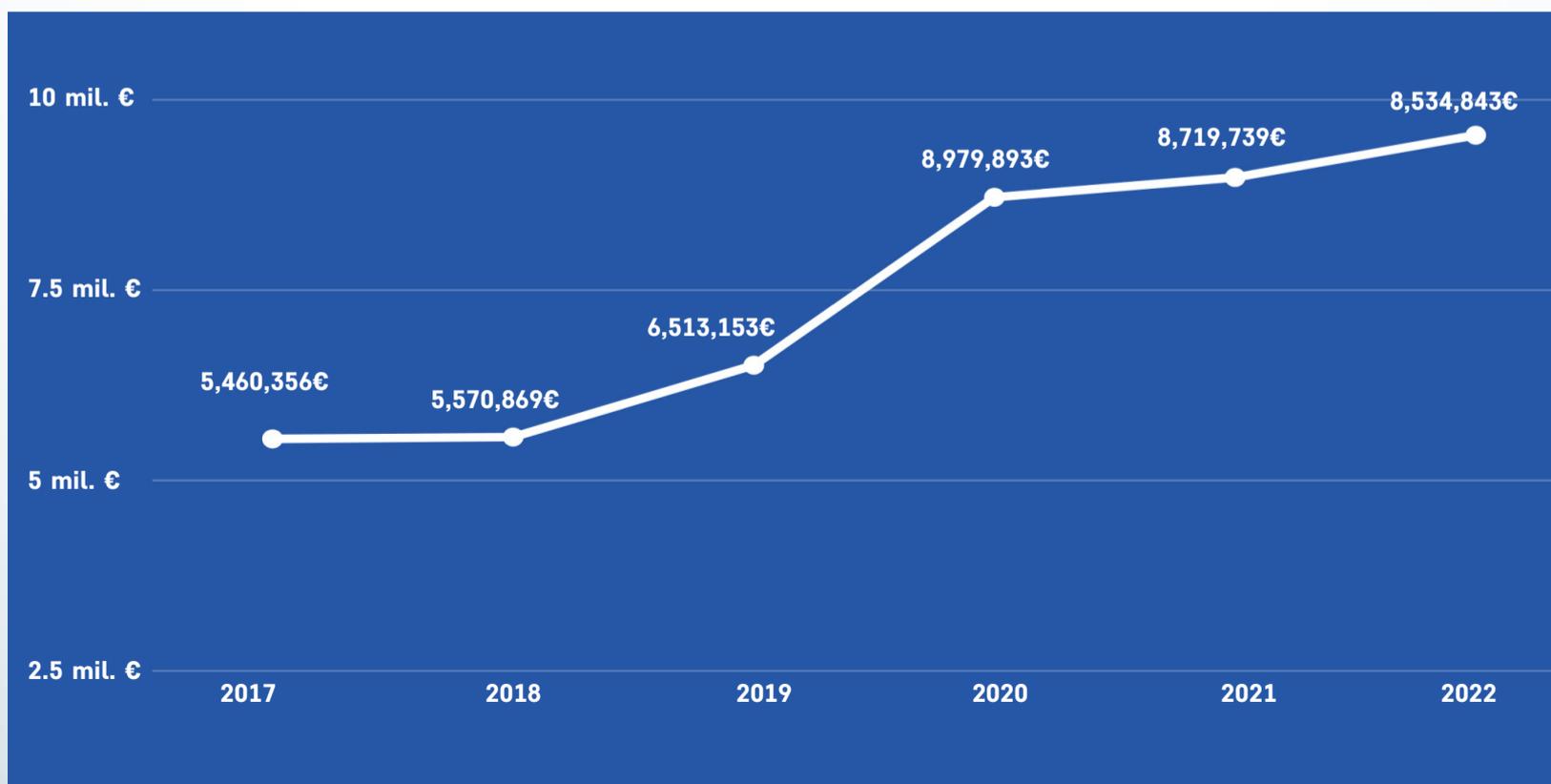
According to the official data, it can be seen that in the period of January - February 2021, insurance companies paid € 8,719,739 to compensate claims. In the same period of 2020, insurance companies paid € 8,979,893, whereas in the same period of 2019, insurance companies pay no less than € 6,513,153.

Moreover, according to the official data, it can be seen that in the period of January - February 2018, insurance companies paid € 5,570,869 to compensate claims, whereas in the period of January - February 2017, insurance companies paid € 5,460,356.

PROMPT AND PROPER COMPENSATION OF DAMAGES

Furthermore, representatives of the insurance sector in the country claim that all the insurance companies as well as the Kosovo Insurance Bureau will continue to compensate the claims in the shortest time possible and in a proper manner.

“Last year, the number of cases sent by the citizens to the courts related to the Kosovo Insurance Bureau is 0, with the exception of lawsuits which were initiated some time ago and are received in 2022, as it is the priority of the new management to promptly and properly compensate parties that are injured parties in traffic accidents”, they say.



NUMBER OF CONTRACTS INCREASED BY 44.92%

The insurance sector in the country continues to make significant progress compared to the previous years. According to the official data of the Central Bank of Kosovo (CBK), it can be seen that just in January this year, the number of contracts signed by insurance companies reached 80.349, increasing by 44.92% compared to January 2021.

Even the representatives of the insurance sector in the country say that the ongoing reforms have greatly advanced the insurance sector in the country. According to them, awareness campaigns have also had an impact in increasing the awareness of the citizens and it can be seen that there is a continuous increase in the number of citizens who get non-compulsory insurance policies.

Compared to January of the previous year, it can be seen that the insurance industry has had an excellent performance in terms of revenues, whereby in January 2022 the revenues are higher by 27% compared to January 2021.

12.513 COMPENSATED CLAIMS

Furthermore, referring to the official data, it can be seen that only in January 2022, no less than 12 thousand and 513 claims were compensated.

Compared to January 2021, it can be seen that the number of compensated claims is higher by 1800.

Sami Mazreku - Director of the Kosovo Insurance Bureau said that prompt and proper compensation of claims is currently the priority of every insurance company, but also that of the Kosovo Insurance Bureau. He further said that the number of damages, especially those caused by uninsured vehicles is increasing and according to him, such uninsured vehicles greatly harm the state as well as the insurance industry in the country.

“By placing stickers on vehicle windscreens which is a project funded entirely by the insurance companies in the country, we believe that the number of unregistered vehicles in the country will be greatly reduced”, said Mazreku.

He further announced that, in the near future, KIB will assist the police and provide them with equipment able to detect unregistered vehicles circulating on the roads.



“By placing stickers on vehicle windscreens which is a project funded entirely by the insurance companies in the country, we believe that the number of unregistered vehicles in the country will be greatly reduced”,

SAMI MAZREKU - DIRECTOR OF THE KOSOVO INSURANCE BUREAU

80,349



contracts concluded between the citizens and the insurance companies in January 2021 alone.

44,92%



increase in the number of contracts signed between the citizens and the companies in January 2022 compared to January 2021.

10,152,736€



in revenues generated by insurance companies in January this year.

27,07%



more profit for companies in January 2022, compared to January 2021.

12,513



claims compensated by insurance companies only in January this year.

1,800



more claims compensated in January 2022, compared to January 2021.

MAZREKU: ALL WE HAVE TO DO BECOME MEMB OF THE GREEN BUREAUX

In an interview given to "iSIGURIME", Sami Mazreku - Director of the Kosovo Insurance Bureau spoke about the work done by the Kosovo Insurance Bureau in the last year. The payment of more than € 10 million to compensate damages, the signing of the agreement with Montenegro for bilateral recognition of insurance policies, implementation of the decision on stickers, preparation of the agreement with Albania expected to be signed in May this year, debt collection of due payments and a lot of other work done in the last year. Mazreku further indicates that currently his main goal is Kosovo's direct or indirect membership in the Green Card Bureaux.

**WHO IS
THE
CARD**



iSIGURIME

The Director of the Kosovo Insurance Bureau (KIB) is very optimistic on Kosovo's membership in the Green Card Bureaux, either directly or indirectly through any other country. In an interview given to the specialized insurance newspaper "iSIGURIME", he talks about the work he did in his first year being the KIB Director.

iSIGURIME: The decision to place stickers started being implemented a few days ago. What do you intend to achieve with such a project?

Mazreku: In order to implement this project in practice, which has a very special importance, it required a lot of work and commitment from me as the KIB Director, Mr. Fehmi Mehmeti - Governor of the Central Bank of Kosovo, Mr. Hysen Durmish - Deputy Minister of the Ministry of Environment and Infrastructure, as well as Mr. Blerim Camaj - Deputy Director of the Vehicle Registration Agency. A special thank you also goes to the owners of the insurance companies who have expressed their willingness to cover this financial cost so that the citizens of Kosovo can get the stickers free of charge. Therefore, the insurance companies operating in Kosovo will take over the entire financial cost for the implementation of this very important project. As I have mentioned many times in the past, the large number of unregistered vehicles in Kosovo has created problems in many dimensions. Firstly, unregistered vehicles lack any technical inspection and as such, they pose a serious danger to road traffic participants. Secondly, the state loses millions of Euros per year by not collecting taxes for vehicle registration, and eventually the biggest burden falls on insurance companies which are obliged to compensate injured parties that have sustained damages from uninsured vehicles. Now, it is much easier to identify unregistered vehicles in the country through stickers. We have other plans along with the other institutions in the country and such plans are intended to reduce the number of accidents and increase traffic safety. The data available to us regarding traffic accidents and deaths are worrying. Let us not forget the fact that with such high numbers, it is impossible for us to make any effort for Kosovo's direct or indirect membership in the Green Card Bureaux. The positive effect of stickers is that the police now have the opportunity to see from a distance whether vehicles have or do not have any registration. In addition, we have other plans that will be implemented in the coming days and are intended to reduce the number of unregistered vehicles in the country.

iSIGURIME: Do you have data on how much money was paid in 2021 to compensate the parties that have sustained damages from uninsured vehicles, and how much was paid in the previous years?

Mazreku: Unfortunately, accidents caused by uninsured vehicles are constantly increasing and the cost to compensate the damages caused by them is constantly increasing. Tens of millions of Euros have been paid so far for this purpose. In 2021



Since my arrival at the helm of KIB, I have been committed and am constantly committed to find alternatives in this important institution in order to create easy and free movement for our citizens. Thanks to the commitment and help of our friends, I believe we will find an alternative solution in this regard and we have already sent a few letters of expression of interest to some friendly countries of Kosovo", said Sami Mazreku - Director of KIB.

alone, KIB paid no less than € 5 million and 649 thousand in damages as a result of traffic accidents caused by uninsured vehicles. Compared to the previous year, the amount of funds spent for this purpose is 62.30% higher, whereas the numbers are higher by 71.30%. In 2019, according to the official data of KIB, € 4 million and 436 thousand were spent to compensate the damages caused by uninsured vehicles. According to the official data, it is noted that in 2018 the amount of funds paid to cover traffic accidents caused by uninsured vehicles is € 3 million and 402 thousand. In 2017, no less than € 3 million and 328 thousand were paid to compensate the damages caused by uninsured vehicles. In 2016, according to the official data of KIB, € 3 million and 336 thousand were spent to compensate the damages caused by uninsured vehicles. In 2015, € 3 million and 229 thousand were paid to compensate the damages caused by uninsured vehicles. In 2014, KIB spent € 2 million and 793 thousand for the payment of damages caused by uninsured vehicles. According to the official data, it is noted that in 2013 the amount of funds spent to cover traffic accidents caused by uninsured vehicles is € 3 million and 756 thousand. In 2012, KIB spent € 3 million and 500 thousand for the payment of damages caused by uninsured vehicles.

iSIGURIME: Will you continue at this pace even this year?

Mazreku: As I have said since my first day of work being the KIB Director, the proper and prompt payment of damages is our main priority. Only during the first three months of this year we have paid more than € 2.1 million in damages, i.e. over 1000 cases have been compensated. On the first day I came to the helm of KIB, I asked that the handling and then the compensation of claims be carried out in line with the applicable laws. We have made significant progress in this regard. We have also made progress in the return of regresses (payments) and the reduction of costs. We are doing the best we can to reduce the number of pending claims to zero, both in handling and compensation. When I came to this position, I found many cases that had not been handled; they were signed cases and the KIB account was almost empty. Whereas at this moment, the picture is totally different.

iSIGURIME: How many cases did you close in the previous year?

Mazreku: Thanks to the commitment of the staff who worked in many instances after working hours, we managed to close a total number of 7775 claims which is almost double the number of closed cases in the previous years.

iSIGURIME: Is there an agreement between the Kosovo Insurance Bureau and that of Albania?

Mazreku: Honestly speaking, when I became the KIB Director, we found many issues in the agreement with Albania, such as the non-payment of funds that were paid for damages as well as many other issues. Thanks to the great commitment of myself, the staff as well as of the insurance companies of Albania and Kosovo, we managed

2,100,000€

in damages paid by KIB only during the first months of this year.

+1,000

cases have been closed by KIB during the first three months of this year.

7,775

cases closed by KIB only in 2021 and that is double the number of cases closed compared to the previous years.

to solve, the problems of 20 years that have been open for more than a decade, in record time. So, after many meetings, we managed to settle the mutual obligations amounting to millions in order to pave the way for the signing of a memorandum between the Kosovo Insurance Bureau and the Albanian Insurance Bureau as at the moment we have only a memorandum signed in 2006. Therefore, with the signing of this agreement, the reduction of the number of unregistered vehicles as well as by resolving many inherited problems, all we have to do is become members of the Green Card Bureaux, either directly or indirectly.

iSIGURIME: Is Kosovo expected to become part of the Green Card Bureaux soon?

Mazreku: I have said many times before that my goal as the director of KIB is Kosovo's membership in the Green Card Bureaux, despite the many hurdles we have in front of us. It is well-known that our country should be a member of U.N in order to be a member of the Green Card Bureaux, but there are some other criteria such as the number of unregistered vehicles in the country. At the moment, even if Kosovo were to be a member of the U.N, the large number of unregistered vehicles automatically blocks such a process. In order to reduce this harmful phenomenon for the country and for the industry, a few days ago we started the implementation of the project for placing stickers on vehicle windscreens, but in the following days we have other projects that are intended to drastically reduce the number of unregistered vehicles in our country. We are currently engaged in finalizing some legal amendments to facilitate the vehicle registration procedures. Since my arrival

at the helm of KIB, I have been committed and am constantly committed to find alternatives in this important institution in order to create easy and free movement for our citizens. Thanks to the commitment and help of our friends, I believe we will find an alternative solution in this regard.

iSIGURIME: Can you tell us what the solution is?

Mazreku: Due to the sensitivity of the process, but also the eventual obstacles that countries such as Serbia may introduce, we presently cannot provide more details to the public. But I believe that in the near future we will do our best to make our country part of the Green Card Bureaux.

How do you assess the performance of the insurance industry in Kosovo?

Mazreku: The insurance industry has had a more favourable performance during this time as a result of the reforms undertaken in this sector by the Central Bank of the Republic of Kosovo. Besides the improvements in financial indicators and capitalization, there have been significant improvements in the implementation of modern corporate governance models.

Even this year, the Government of Kosovo has financially supported the payment of cross-border insurance for our compatriots. How much money has the government paid for the compatriots this year and should this modality of funding continue or should another modality be found?

Mazreku: The Kosovo Insurance Bureau is a partner of the Government of the Republic of Kosovo in fulfilling its goals and meeting the rights of the citizens of

the country as well as of our compatriots. This year is the third year of the implementation of the practice of covering the cost of the border insurance premium for some categories of motor vehicles having foreign license plates. When implementing this agreement, the Kosovo Insurance Bureau has had some significant challenges in the past year with regard to the necessary verification of motor vehicles compared to the printed policies, and such a verification would allow the payments to be executed by the Ministry of Finance. This modality of work is of course temporary and should not be considered as a specific instrument regulating the compulsory border insurance matters, but we are doing our best to meet all the necessary requirement for membership in the Council of Bureaux in Brussels, being the only model and solution for fair treatment of our compatriots when they stay in Kosovo.

There are significant challenges even in this regard, such as the international recognition of Kosovo license plates, driver's licenses, reduction of the number of uninsured motor vehicles, the limits of eligibility to use a vehicle in traffic according to certain rules within the Green Card system and in this regard, we are cooperating closely with the Ministry of Internal Affairs, the Ministry of Finance, Labour and Transfers and the Central Bank of Kosovo. Unlike the previous years, this year the Minister of Finance has practically regulated the issue of reimbursement of policies paid by our compatriots when they come to Kosovo, as their insurance policy does not cover our country. This year, citizens have to pay the policy at KIB counters and then they can apply for reimbursement on the e-Kosovo platform. I think this change is in the best interest of all parties.



The assets of the insurance sector amount to € 250 million

By the end of February this year, the assets of the insurance sector amount to € 250 million compared to € 223 million in the same period of the previous year. According to the official data of the Central Bank of Kosovo, it can be seen that the assets of the insurance sector in the country are increasing every month.

248.945.941
in assets owned by the insurance sector at the end of February 2022.

223.649.635
in assets owned by the insurance sector at the end of February 2021.

199.437.791
in assets owned by the insurance sector at the end of February 2020

The memorandum for the implementation of the placement of stickers has been signed

Fehmi Mehmeti - Governor of the Central Bank of the Republic of Kosovo, Hysen Durmishi - Deputy Minister of Environment, Spatial Planning and Infrastructure, Sami Mazreku - Director of the Kosovo Insurance Bureau, and Genc Hamzaj - Civil Registration Agency (CRA), have signed a memorandum of cooperation for the implementation of the project for the placement of stickers on vehicle windcreens and the

project is entirely supported by KIB. Sami Mazreku - KIB Director thanked Fehmi Mehmeti - CBK Governor, Deputy Minister Durmishi and the CRA for their commitment in the recent days to implement this very important project which is intended to reduce the number of unregistered vehicles in the country. This very important project has started to be implemented in practice as of 15 April this year.

Do not go out without an insurance policy

The Kosovo Insurance Bureau has launched an awareness campaign intended to reduce the number of uninsured vehicles in the country. KIB intends, through this campaign as well as with the implementation of the decision for the placement of stickers, to drastically reduce the number of unregistered vehicles in the country.

“Through the campaign we have launched and others that are in the process of preparation, we intend to reduce the number of unregistered vehicles in the country to zero. Firstly, I have said it many times before that unregistered vehicles endanger all road traffic participants as they lack any technical inspection. Secondly, they greatly damage the



state budget as taxes are not paid and thirdly, they damage the companies of the insurance industry because such companies have to pay a claim for a person who has not paid the premium”, said Sami Mazreku - KIB Director.

29,766,462€

is the volume of non-life gross written premiums by the end of March this year.

iSIGURIMET

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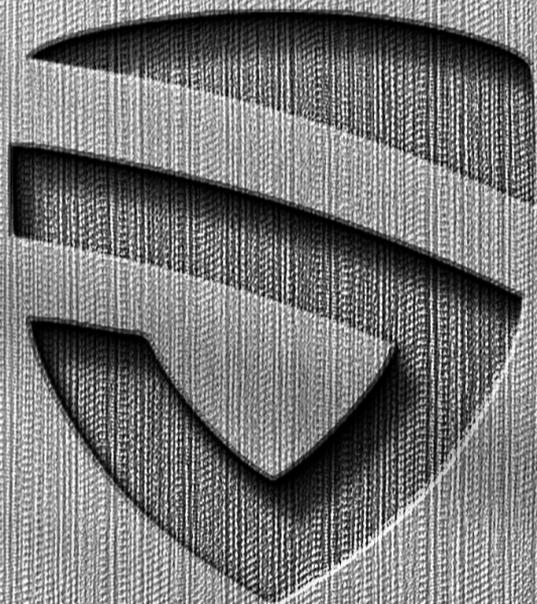
The insurance market
grew by 16.38%

02



TREND OF POLICY
SALES FOR THE PERIOD
OF 2003-2021

10



BKKS

Byroja Kosovare e Sigurimit
Kosovski Ured Osiguranja
Kosovo Insurance Bureau

**HAPPY TO
PRESENT A
COMPLETELY
REFORMED BUREAU**

The insurance market grew by 16.38%

During the period of January - March 2022, the insurance market grew by 16.38% compared to the same period of 2021. The volume of gross written premiums grew by € 4,189,955 compared to the same period of the previous year, reaching the total amount of € 29,766,462

The insurance market in our country continues to develop at an accelerated pace, just like in the developed European countries. Referring to the official data of the Central Bank of Kosovo, in the first quarter of this year, 56 percent of the market is covered by compulsory insurance, whereas the remaining 44% is covered by voluntary insurance.

The official data of the Central Bank of Kosovo show that in January - March 2022, the insurance market grew by

16.38% compared to the same period of 2021. The volume of gross written premiums grew by € 4,189,955 compared to the same period of the previous year, reaching the total amount of € 29,766,462.

Furthermore, the report of the Central Bank of Kosovo further notes that the volume of non-life gross premiums written reached the amount of € 27,880,723, increasing by 13.57% compared to the period of January - March 2021. "The

number of non-life insurance contracts reached 227,069, increasing by 10.23% compared to the period of January - March 2021", further notes the report of the Central Bank of Kosovo. In addition, the volume of life gross written premiums reached the amount of € 1,885,739, increasing by 83.78% compared to the same period of the previous year. There were 9,194 life insurance contracts concluded, increasing by 50.01% compared to the period of January - March 2021.

16.38%

growth in the insurance market in the first quarter of this year, compared to the same quarter of the previous year.

11.38%

increase in the number of contracts concluded between the insurance companies and the citizens by the end of March this year, compared to the same period of the previous year.

56%

of the insurance market is covered by compulsory insurance.

44%

of the insurance market is covered by voluntary insurance.

29,766,462€

is the volume of non-life gross written premiums by the end of March this year.

4,189,955€

increase in the volume of gross written premiums compared to the first quarter of the previous year.

236,263

contracts in total concluded between the insurance companies and the citizens in the country by the end of March this year.

42,351

claims paid in three months

Only in the first quarter of this year, insurance companies as well as the Kosovo Insurance Bureau, managed to pay no less than 42,351 claims, that is, 5,101 more than in the same period of the previous year. Sami Mazreku - Director of the Kosovo Insurance Bureau said that both, the KIB and the insurance companies are paying claims properly and promptly.

No less than 42,351 claims were paid only in the first quarter of this year by insurance companies as well as the Kosovo Insurance Bureau. Compared to the same period of the previous year, it can be seen that 5,101 more claims have been paid. Sami Mazreku - Director of the Kosovo Insurance Bureau said that both, the KIB and the insurance companies are paying claims within the deadlines provided for by the applicable legislation. "All claims reported to the Kosovo Insurance Bureau are handled in record time. Since I became the Director of KIB, we paid the parties properly and promptly. Thus, the number of cases that the injured parties addressed to the courts is almost zero", said director Mazreku. According to him, the same work is being done by insurance companies.

€ 14,705,743 PAID FOR DAMAGES

Director Mazreku points out that thanks to his commitment and the KIB staff, they managed to close many old cases within a record time and at the same time, new reported cases have also been reviewed very quickly.

Referring to the official data of the Central Bank of Kosovo, it can be seen that in January - March 2022, a total of € 14,705,743 were paid for damages.

"The number of claims paid in January - March 2022 compared to the same period of the previous year has increased by 5,101 claims, reaching a total of 42,351 claims, of which 42,224 claims were paid by non-life insurance companies and 127 by life insurance companies", notes the official report of the Central Bank of Kosovo.



5,101

more claims paid in the first quarter of this year compared to the same quarter of 2021.



13.69%

more number of claims paid in January - March 2022 compared to January - March 2021.

14,705,743€

paid for damages only in the first quarter of this year by the Kosovo Insurance Bureau as well as the insurance companies operating in Kosovo.



THE NUMBER OF CLAIMS REPORTED TO THE INSURANCE FUND DROPS SIGNIFICANTLY

In January - April 2022, the number of claims reported to the Compensation Fund at the Kosovo Insurance Bureau (KIB) is 740, compared to 937 in the same period of the previous year. Thus, there is a drop in reported claims by more than 21%.

The number of claims reported to the Insurance Fund at the Kosovo Insurance Bureau in January - April 2022 has dropped by more than 21% compared to the same period of the previous year. According to the official data, it can be seen that 740 cases have been reported to the Compensation Fund in four months. Sami Mazreku - Director of KIB says that the large awareness campaign has started yielding its results. He hopes that, in the near future, the number of unregistered vehicles in the country will drop even more and this will reduce the number of accidents caused by unregistered vehicles. "I believe that our campaigns organized so far and the decision to place stickers on vehicle windows will reduce the number of unregistered vehicles in the country. We will be committed to reduce the number of unregistered vehicles to zero within a short period of time, in order to pave the way for Kosovo's membership in the Green Card Bureaux. This is my main goal", said director Mazreku.

CLAIMS REPORTED IN JANUARY - APRIL 2022

Furthermore, director Mazreku says that 156 cases were reported to the Compensation Fund only in April this year, compared to 211 reported in the same

month of the previous year. Thus, according to him, the number of claims reported has dropped by 26%. He also added that there were 181 claims reported in March 2022, whereas there were 211 claims reported in March 2021. Thus, the number of claims dropped by 22.9%.

"There were 170 claims reported to the Compensation Fund in February 2022, whereas 167 claims were reported in February 2021.

Thus, the number of claims increased by 1.7%", said director Mazreku. In addition, there were 233 claims reported to the Compensation Fund in January 2022, compared to 324 claims reported in the same period of the previous year. So, there is a drop in claims reported by more than 28%.

COMPARISON OVER THE YEARS

According to the official data of the Kosovo Insurance Bureau, it is seen that in January - April 2022, the number of claims reported to the Compensation Fund was 740, whereas the number of claims reported in January - April 2021 was 937, that is, more than 100% compared to the first four months of 2020.



"I believe that our campaigns organized so far and the decision to place stickers on vehicle windows will reduce the number of unregistered vehicles in the country. We will be committed to reduce the number of unregistered vehicles to zero within a short period of time, in order to pave the way for Kosovo's membership in the Green Card Bureaux. This is my main goal",

SAID DIRECTOR MAZREKU

937

CLAIMS REPORTED TO THE COMPENSATION FUND AT THE KOSOVO INSURANCE BUREAU IN JANUARY-APRIL 2021

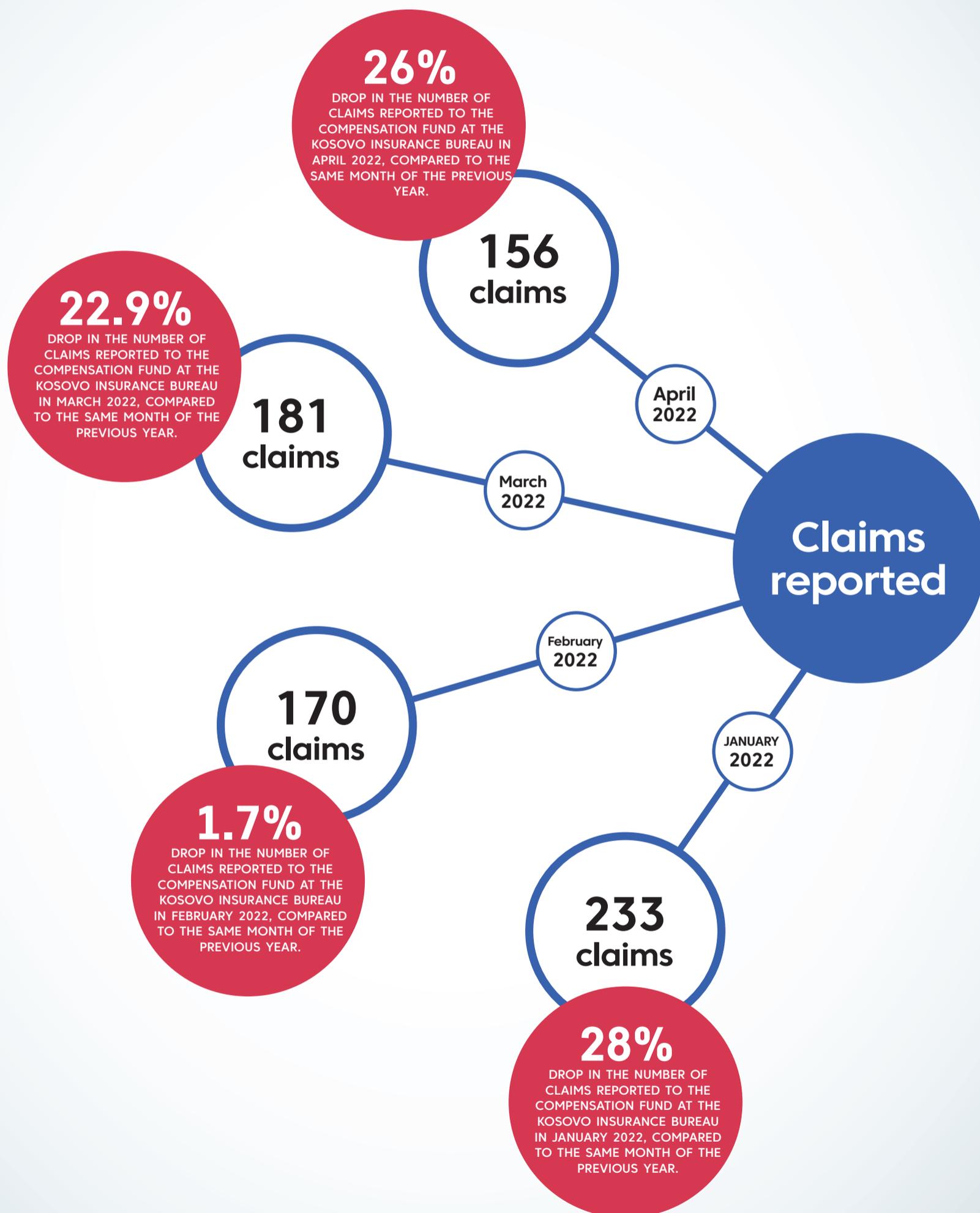
100,2%

INCREASE IN THE NUMBER OF CLAIMS REPORTED TO THE COMPENSATION FUND AT THE KOSOVO INSURANCE BUREAU IN JANUARY - APRIL 2021, COMPARED TO THE SAME PERIOD OF THE PREVIOUS YEAR.

740

CLAIMS REPORTED TO THE COMPENSATION FUND AT THE KOSOVO INSURANCE BUREAU IN JANUARY - APRIL 2022.

Claims reported to the Compensation Fund at the Kosovo Insurance



HAPPY TO PRESENT A COMPLETELY REFORMED BUREAU

Sami Mazreku - Director of the Kosovo Insurance Bureau (KIB) talked in an interview given to "iSIGURIME" about the international conference to be held in Pristina in June in honour of the 11th anniversary of the establishment of KIB. He also talked about the great work that has been done within KIB during the last 15 months. The launching of the INSUREX system with four applications, such as the placement of stickers, agreement with Montenegro, finalization of the new agreement with the Republic of Albania, as well as the timely payment of damages. Mazreku says that KIB has almost completed its part regarding Kosovo's membership in the Green Card Bureaux. According to him, the state institutions should deal with the remaining part. Mazreku is happy that he will be presenting the Kosovo Insurance Bureau at the international conference as a completely reformed institution



Sami Mazreku,
Director of
the Kosovo
Insurance Bureau

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Sami Mazreku - Director of the Kosovo Insurance Bureau said that he hopes his commitment over the past 15 months will be recognised by the Council of Bureaux which will attend the international conference to be held in June. According to him, it is important to note that this important international conference will also be attended by representatives of state public institutions, such as President Vjosa Osmani, Prime Minister Albin Kurti, who have been invited and we expect them to confirm their attendance in the conference. This important conference will also be attended by the Bureau directors from the region as well beyond the region.

SIGURIME: Does KIB have cooperation agreements with the Bureaus of the countries in the region?

Mazreku: When I came to the helm of KIB, among the many issues that I found was the lack of proper cooperation with the countries in the region, especially with Albania. The last memorandum of understanding was signed with Albania in 2006, while there was no agreement signed with Montenegro until I was appointed in the director's position. After a great commitment, we managed to conclude almost all the obligations and prepare for the signing of the new memorandum. I had many meetings and I recently hosted Mrs. Anila Hoxha - General Director of the Albanian Insurance Bureau in the KIB offices in order to discuss the modality of the renewal of the Memorandum of Understanding, signed in 2006, on mutual recognition of insurance certificates of both countries. The focus of the new memorandum between the two bureaus will be to increase cooperation in the area of handling and payment of claims to third parties who suffer damages in traffic accidents. The new memorandum will be signed in the coming weeks amid a series of memorandums signed with all the bureaus in the region, with the aim of building the best possible relations with them. These efforts are aimed at finding alternative ways to apply the green card system to Kosovo motor vehicle drivers. In addition, a few days ago I had a meeting with Mr. Trajce Latinovski - Executive Director of the National Insurance Bureau in North Macedonia (NIBM) in the offices of the Kosovo Insurance Bureau in order to intensify and increase the cooperation between the two bureaus. In the meeting, I also informed Latinovski about the development of the insurance industry in recent years and the technological advancements in the relevant area. The National Insurance Bureau in North Macedonia will, at all times, provide institutional support in the application of appropriate technical modalities for the implementation of the Green Card system in the Republic of Kosovo.

SIGURIME: You have announced that a delegation of the Green Card Bureaux will visit Kosovo. Can you give us more details about the visit?

Mazreku: Yes, after nine years of blockade, if I may call it so, the delegation or the highest representatives of the Green Card Bureaux have finally confirmed their visit

to the Kosovo Insurance Bureau on the 15th of June this year. A day later, respectively on the 16th of June, they will also attend the international conference which is organized to mark the 11th anniversary of the establishment of the Kosovo Insurance Bureau. In the conference we will present the volume of work that we have accomplished within a period of about 15 months, since I was appointed the KIB director. In addition, we will also learn from them about the remaining tasks to be completed by Kosovo, especially the part pertaining to state institutions, in order to finally have KIB part of the Green Card Bureaux. I can say that after an intensive commitment of more than 15 months, we are currently presenting a completely reformed institution. Therefore, today we are in a completely different position vis-à-vis public and private institutions and have the institutional attention. In some occasions we become a partner of the Government, either by placing temporary license plates at the border, or in other forms, such as the recent decision to place stickers on vehicle windscreens and such a project is 100 percent supported by the insurance companies in our country. I can say responsibly that it is a completely new situation which I believe will be fully recognized by the Council of Bureaux in June. It is important to note that the important international conference will also be attended by the representatives of state public institutions, such as President Vjosa Osmani, Prime Minister Albin Kurti, who have been invited and we expect them to confirm their attendance in the conference. This important conference will also be attended by the Bureau directors from the region as well beyond the region.

iSIGURIME: A few days ago you launched four more applications within the INSUREX system. Can you give us details about its services?

Mazreku: Yes, the launch of these four super innovative applications is one of the many successes we have achieved during the 15 months under my management. It is about four applications that may also be downloaded on mobile phones and are very important for the citizens of Kosovo. The European Accident Statement is among the launched applications that has really facilitated and greatly simplified the work in case of an accident. In the past, drivers involved in accidents had to draw up a sketch in the European Report, then sign it and submit it for reimbursement to insurance companies, while now people involved in accidents may report cases directly through two policy numbers, by just sending a picture from the spot of an accident. So, it is very simple, very easy and much more efficient. Accident Map is also another very innovative application where data on reported accidents will be published in real time. Hence, while walking on the streets, citizens may now see, on the downloaded application on the phone, the areas where there have been fatal traffic accidents, but also those involving serious and minor injuries. Accident Certificate is also another super innovative and very important application, as from now on the



Undoubtedly, all the KIB staff work with maximum dedication to handle the reported cases promptly and properly. To be realistic, just reading 9115 claims is an issue, let alone to handle, confirm and pay the claims.

Sami Mazreku



When I came to the helm of KIB, among the many issues that I found was the lack of proper cooperation with the countries in the region, especially with Albania. The last memorandum of understanding was signed with Albania in 2006, while there was no agreement signed with Montenegro until I was appointed in the director's position

Sami Mazreku

citizens will have the opportunity to check the history of the vehicle they own, against a minimum payment. This application is very important especially when buying and selling vehicles as citizens will now be able to know whether the vehicle they are buying has been involved or not in an accident in our country. And lastly, the fourth application launched is the anti-fraud application which will only serve the insurance companies operating in our country. Through this application, insurance companies will find it easier to identify cases where citizens attempt to defraud insurance companies. In addition, by the end of the year, we have planned to launch other products which aim to advance the insurance industry in our country.

iSIGURIME: You have recently started implementing the decision of placing stickers. Has it started to yield results in practice?

Mazreku: The project for the placement of stickers on the windscreens of vehicles is one of the most important tasks that have been carried out during this period since I run the Kosovo Insurance Bureau. Interestingly, there has been a significant drop in the number of reported cases for reimbursement despite the fact that less than two and a half months have passed since the decision was taken. So, if we compare it with the same period of last year, it is clear that there are 200 fewer claims or 200 fewer accidents that have occurred. Based on this trend, we believe that the results will be much greater within a very short period of time. As I have said many times in the past, the large number of unregistered vehicles in the country have greatly damaged the insurance companies because the law provides that the Compensation Fund in KIB shall be financed directly by the insurance companies and unregistered vehicles have also greatly damaged the state budget because, for such vehicles, drivers failed to pay taxes as provided by the applicable laws in



These four super innovative applications is one of the many successes we have achieved during the 15 months under my management. It is about four applications that may also be downloaded on mobile phones and are very important for the citizens of Kosovo.

our country. Now, by placing stickers on vehicle windscreens, it will be much easier for Kosovo Police to identify unregistered vehicles. We have said many times in the past, but I am reiterating it once more, the consequences are very high for drivers causing accidents and having no insurance policies. In addition to paying a fine for going out in traffic without an insurance policy, the driver will simultaneously pay the full cost of compensation to the injured party. According to the law, KIB shall immediately compensate the injured party, while it will be subsequently reimbursed by the person responsible for the accident.

iSIGURIME: Over the past year you have closed more than 9100 cases. Are you continuing even this year with the same work dynamic?

Mazreku: Undoubtedly, all the KIB staff work with maximum dedication to handle the reported cases promptly and properly. To be realistic, just reading 9115 claims is an issue, let alone to handle, confirm and pay the claims. However, the commitment of the staff, in coordination with the management's dynamic plan that has been approved by the assembly, has adjusted in a very short time and that's why this great work is a joint work also with the managers of claims and directors of other departments that have understood that the priority in our mission and purpose is also the payment of claims in almost real time. In addition, the staff was highly committed from the beginning of this year. In some instances, they worked even extra hours to handle and pay the reported claims promptly. So, if we talk about numbers for this year, there are 1675 damages or claims that have been paid, equivalent to approximately 2.7 million EUR which is a much higher amount compared to any other year. You are aware that I said in another interview that our priority, among other things, is the timely handling and payment of claims. We will continue with this trend during the year.

TREND OF POLICY SALES FO

In the first quarter of this year, the sale of mandatory and voluntary policies has significantly increased. In this quarter, companies sold 100,984 mandatory policies, that is, 10.23% more, whereas during this period, all companies sold 74,090 voluntary policies, that is, 56.44% more than in the same period of the previous year. The market segmentation, is presented below in detail, in terms of the number of sold policing, not including the value, from 2003 until now.

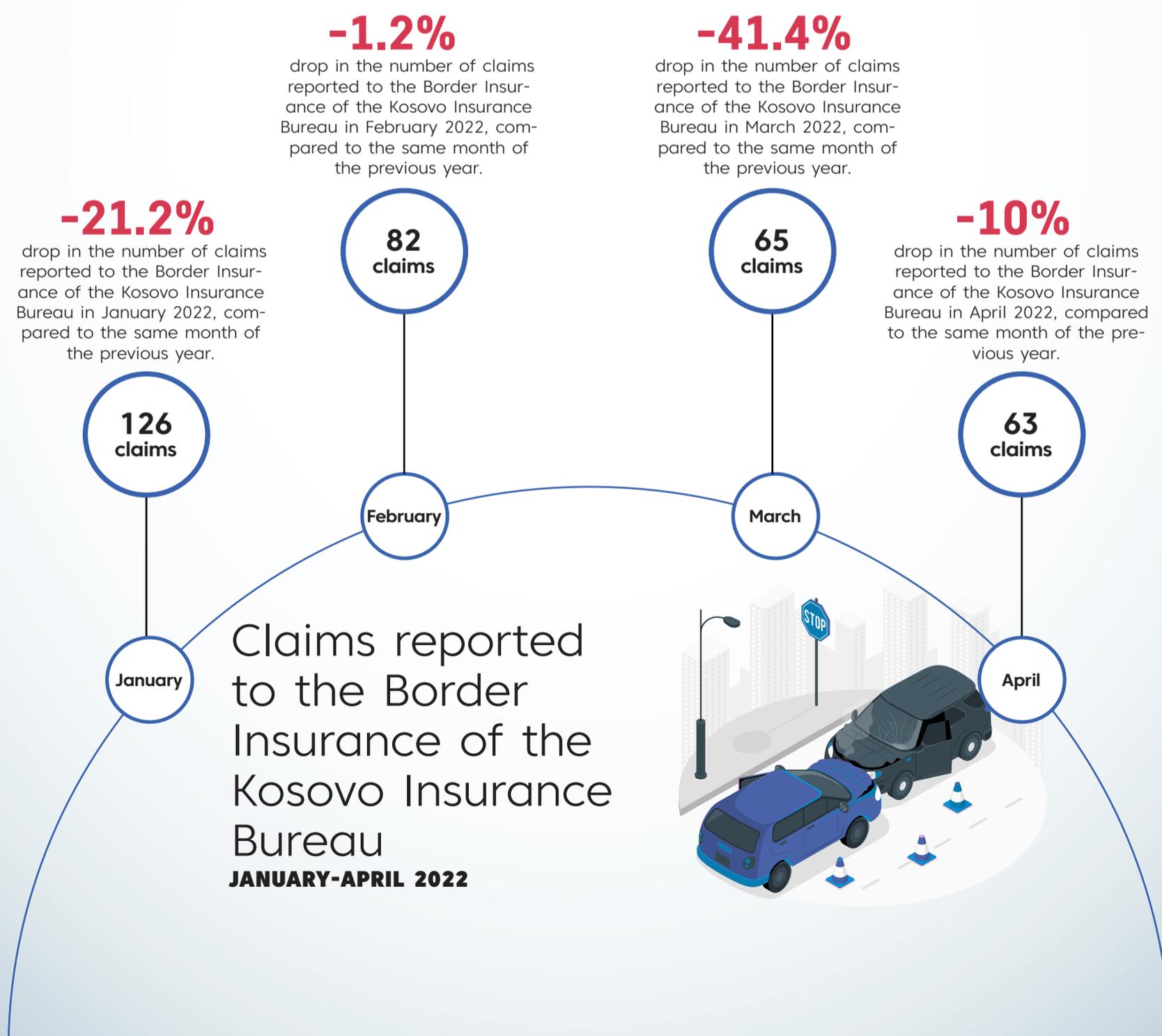
	MANDATORY	COMPARISON	BORDER	COMPARISON
2021	485.139	+17,59%	447.163	+106,29%
2020	412.567	-7,24%	216.764	-48,95 %
2019	444.780	+5,55%	424.615	+8,34%
2018	421.372	+1,83%	391.898	+1,94%
2017	413.793	+7,00%	384.420	+6,05%
2016	386.718	+10,48%	362.464	-18,00%
2015	350.016	+5,31	442.031	-9,50%
2014	332.350	+2,67%	488.598	+11,76%
2013	323.682	+16,33%	437.184	+23,00%
2012	278.235	-2,68%	355.407	+63,21%
2011	285.900	+10,80%	220.452	+14,34%
2010	258.022	+1,80%	192.801	+6,3%
2009	253.445	+0,75%	181.290	+18,48%
2008	251.541	+8,01%	153.001	+6,5%
2007	232.878	-7,4%	143.623	+5,46%
2006	251.641	+8,05%	136.182	+1,17%
2005	223.770	-7,49%	134.596	+11,59%
2004	241.901	+21,42%	120.609	+94,30
2003	199.223		62.073	

R THE PERIOD OF 2003-2021

VOLUNTARY	COMPARISON	TOTAL	COMPARISON
214.091	+9,93%	1.146.393	+39,11%
194.739	-40,52%	824.072	-31,14%
327.446	+25,89%	1.196.841	+11,46%
260.092	+15,51%	1.073.722	+4,92%
225.156	+11,26 %	1,023,369	+7,54%
202.357	+9,11%	951.539	-2,65%
185.460	+4,72%	977.507	-2,05%
177.093	+13,03%	998.041	+8,77%
156.665	+26,82%	917.531	+21,17%
123.530	+24,95%	757.172	+25,10%
98.862	+9,94%	605.214	+11,92 %
89.916	+16,72%	540.739	+5,66%
77.031	+7,20 %	511.766	+7,42%
71.852	+460,42%	476.394	+17,23%
12.821	-28,68%	406.343	+0,13%
17.977	+23,80%	405.800	+8,8%
14.520	+72,38%	372.886	+0,52%
8.423	+120%	370.933	+39,90%
3.827		265.123	

DROP IN THE NUMBER OF CLAIMS REPORTED TO BORDER INSURANCE

In January-April 2022, 336 cases were reported to the Border Insurance of the Kosovo Insurance Bureau, compared to 424 in the same period of the previous year. In terms of the number of reported claims, there were 88 less cases reported and in terms of percentage, there was a drop by 20.7%.



iSIGURIME

The number of reported claims with the Border Insurance Fund of the Kosovo Insurance Bureau (KIB) has significantly dropped in the first four months of the year, compared to the same period of the previous year. According to the official data, in January-April 2022, 336 cases were reported to the Border Insurance of KIB, compared to 424 in the same period of the previous year. In terms of the number of reported claims, there were 88 less cases reported and in terms of percentage, there was a drop by 20.7%.

April 2021 - April 2022

According to the data of KIB, 63 cases were reported to the Border Insurance of KIB in April this year, compared to 70 in the same period of the previous year. Thus, there was a drop in reported cases by 10%.

March 2021 - March 2022

In addition, according to the data of KIB, 65 cases were reported to the Border Insurance of KIB in March this year, compared to 111 in the same period of the previous year. Thus, there was a drop in reported cases by 41.4%.

February 2021 - February 2022

In February this year, 82 cases were reported to the Border Insurance of KIB, compared to 83 in the same period of the previous year. Thus, there was a drop in reported cases by 1.2%.

January 2021 - January 2022

According to the data of KIB, 126 cases were reported to the Border Insurance of KIB in January this year, compared to 160 in the same period of the previous year. Thus, there was a drop in reported cases by 21.25%.

WHAT DOES BORDER INSURANCE COVER ?

Border insurance covers all damages caused to third parties by owners of motor vehicles with foreign license plates that have valid border insurance. This insurance does not cover damages caused to the vehicle of the person causing the damage, damages caused by unknown persons (hit and run), damages caused by natural disasters, damages caused by the insured, roll-overs caused by individual drivers, animals on roads, etc.

IN CASE OF A TRAFFIC ACCIDENT, WHERE SHOULD THE HOLDER OF THE VALID BORDER INSURANCE REPORT TO?

In the event of an accident not caused by the holder of the border insurance, the holder of the border insurance should initially notify the Traffic Police Unit and then address his/her claim for compensation to the insurance company in which he is insured and the company may be any insurance company licensed to operate in the insurance market in the Republic of Kosovo.

WHO WILL COMPENSATE THE DAMAGES TO THE HOLDER OF THE BORDER INSURANCE IN THE EVENT THE PERSON CAUSING THE ACCIDENT DOES NOT HAVE ANY INSURANCE?

In the event the person causing the damages does not have a valid third-party insurance, the caused damage will be covered by the Compensation Fund in line with the legal provisions in force. Subsequently, pursuant to the applicable laws, the KIB will be reimbursed by the person causing the accident. In such cases, the injured party, that is, the owner of the valid border insurance, should report to the Kosovo Insurance Bureau, in order to take pictures of the damaged motor vehicle and fill out the request for the compensation of damages.

WHO WILL COMPENSATE THE DAMAGES TO THE HOLDER OF THE BORDER INSURANCE IN THE EVENT THE PERSON CAUSING THE ACCIDENT IS INSURED?

Even in such cases, the damages will be compensated by the Compensation Fund in line with the legal provisions in force. The injured party, that is, the owner of the valid border insurance, should report to the Kosovo Insurance Bureau, in order to take pictures of the damaged motor vehicle and fill out the request for the compensation of damages. (amrks)

REVENUES IN THE INSURANCE MARKET IN THE PERIOD OF 2002-2021

In 2021, the total revenues in the insurance market were no less than € 114.3 million, compared to € 31 million in 2002. According to the official data of the Central Bank, it is clear that the insurance market in the country is growing and developing on monthly basis.

Year	Premium	Comparison	Third-party Liability	Border Insurance	No Third Party Liability
2021	114.3	+16.75% ↑	64.5	7.3	42.6
2020	97.9	-0.10% ↓	57.6	4	36.3
2019	98.0	+8.28% ↑	51.2	7.8	39
2018	90.5	+6.72% ↑	48.6	7.5	34.4
2017	84.9	+4.55% ↑	47.6	7.1	30.2
2016	81.2	+3.04% ↑	45.5	6.9	28.8
2015	78.8	-1.62% ↓	43.1	10.2	25.5
2014	80.1	+3.40% ↑	42.3	14.6	23.2
2013	77.4	-5.03% ↓	43.9	13.1	20.4
2012	81.5	+4.35% ↑	44.2	14.7	22.6
2011	78.1	+9.69% ↑	45.8	9.6	22.7
2010	71.2	+5.04% ↑	40.6	10.6	20
2009	67.8	+20.20% ↑	36.4	12.7	18.7
2008	56.4	+11.02% ↑	35.6	10.9	9.9
2007	50.8	+4.30% ↑	34.9	10.2	5.7
2006	48.7	+3.10% ↑	34.7	9.4	4.6
2005	47.2	+20.70% ↑	33.3	7.1	6.8
2004	39.1	+5.30% ↑	28.7	8.6	1.7
2003	37.1	+19.60% ↑	29.2	6.6	1.3
2002	31		27.2	3.7	0.1

IMPORTANT NOTICE FROM THE KOSOVO INSURANCE BUREAU

The Kosovo Insurance Bureau (KIB) hereby notifies all the citizens of Kosovo, that as of last year, following the agreement signed between the Kosovo Insurance Bureau and the National Bureau of Montenegro Insurers, entry into the territory of the Republic of Montenegro and entry into Kosovo

from Montenegro is done only with TPL Plus, that is, the Green Card, without paying any additional money. If the citizens of Kosovo are not in possession of TPL Plus policy upon entering the territory of Montenegro, then they must pay the border insurance. The same principle applies to

Montenegrin citizens who have to pay the border insurance in the event they do not have a Green Card. TPL Plus policy may be obtained at the company where you have insured your vehicle and it allows you to cross into the Republic of Macedonia, Serbia and Montenegro.

Kosovo and Albania will soon have a new Memorandum on insurance

Sami Mazreku - Executive Director of KIB hosted Mrs. Anila Hoxha - General Director of the Albanian Insurance Bureau (AIB), in his office, in order to discuss the modality of the renewal of the Memorandum of Understanding on mutual recognition of insurance certificates of both countries, which was signed in 2006.

The focus of the new memorandum between the two bureaus will be to increase cooperation in the area of handling and payment of damages caused to third parties in traffic accidents. The new memorandum will be signed in the coming weeks, in the series of concluding the cycle of memorandums with all bureaus in the region,



with the aim of building the best possible relations with them, in order to find alterna-

tive ways to apply the green card system for Kosovo drivers of motor vehicles.

Insurance Development and Solvency II Training, 16-17 May 2022

A training program on Insurance Development and Solvency II has been developed for the leaders of the Kosovo Insurance Industry and will be provided by Pete King (CEO at Balkan Xchange) and Declan O'Mahony (Vice President

of BCCK), under the terms of the Memorandum of Understanding signed between BCCK and the Kosovo Insurance Bureau (KIB). The President of the Chamber, Mariano Anthony Davies said: "We believe that this relationship between

BCCK and KIB will strengthen and allow the Kosovo Insurance Market to grow and mature. As such, our cooperation will bring economic improvements for Kosovo and benefits to its entrepreneurs and citizens".

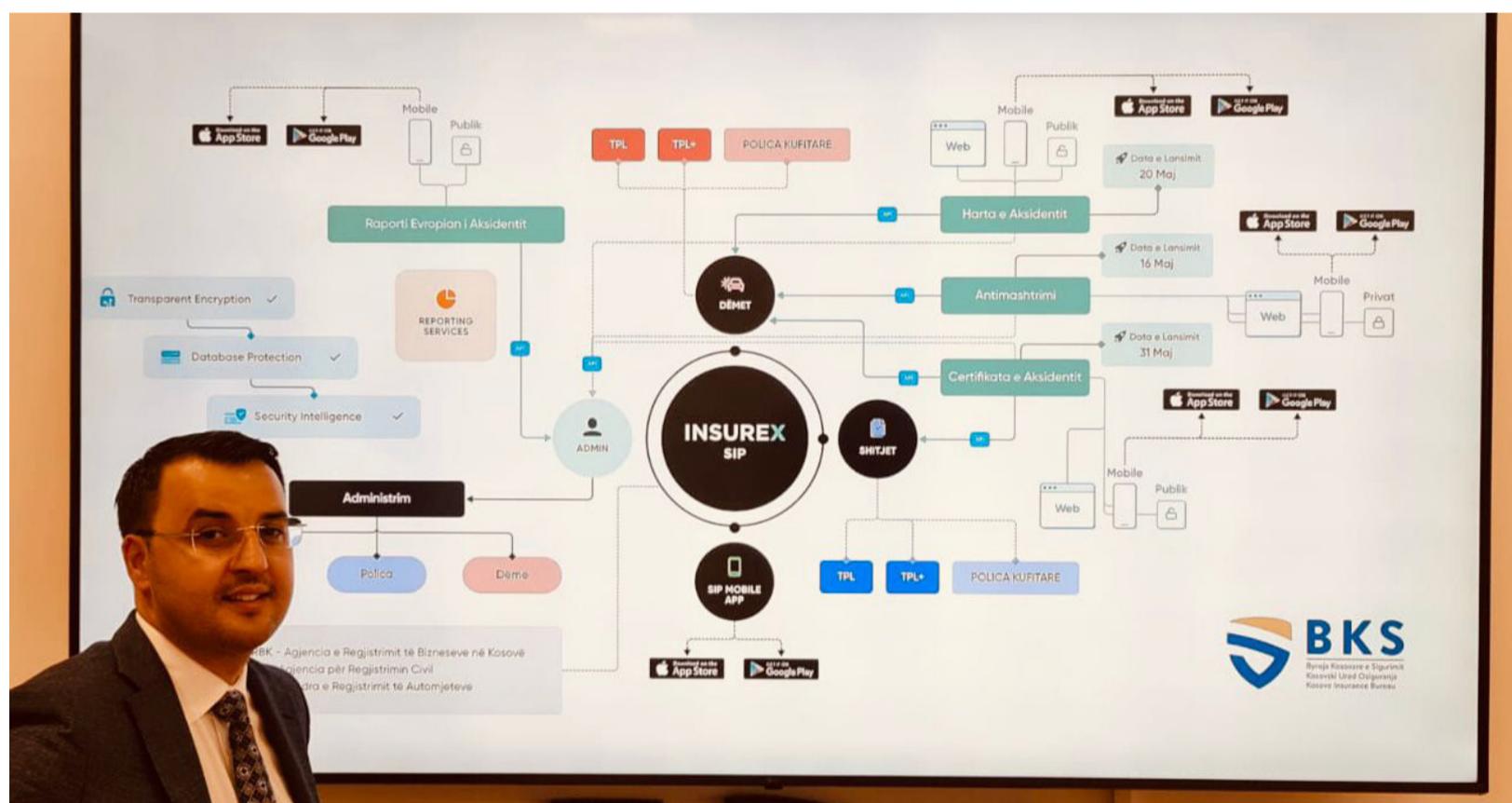
KIB LAUNCHES FOUR INNOVATIVE APPLICATIONS AT THE SERVICE OF CITIZENS

The Kosovo Insurance Bureau (KIB) within the INSUREX system has launched four applications, three of which will be available to the citizens of Kosovo, while the fourth application will be available to insurance companies operating in the market of Kosovo. Sami Mazreku, director of the Kosovo Insurance Bureau, during

the presentation of these applications to journalists, said that both the INSUREX system and the mentioned applications are super innovative and very necessary for the citizens, as well as for the industry itself. Director Mazreku further announced that the functionalized applications are:

1. European accident report
2. Accident map
3. Accident certificate
4. Anti-fraud

According to Director Mazreku, in the coming days other innovations will be published which are not applicable in developed European countries.



Cooperation intensifies between Kosovo Insurance Bureau and Northern Macedonia Insurance Bureau

In the offices of the Kosovo Insurance Bureau (KIB), the executive director of the KIB Sami Mazreku welcomed in a meeting Mr. Trajce Latinovski - Executive Director of the Insurance Bureau in Northern Macedonia (IBNM), in order to intensify and increase cooperation

between the two bureaus. At the meeting, Mazreku informed Latinovski about the development of the insurance industry in recent years as well as technological advancements in the field of insurance. Latinovski further praised the mutual cooperation of the

two bureaus, emphasizing that the Insurance Bureau in Northern Macedonia will at all times provide institutional support in the application of appropriate technical modalities for the implementation of the Green Card system in the Republic of Kosovo.



SAMI MAZREKU - 17.06.1987, IN RAHOVEC

Sami Mazreku completed his Public Communications doctoral studies in the State University in Sofia - Bulgaria.

Mazreku completed his master's degree in Management.

He completed his bachelor's degree in law.

He has been appointed the director of the Kosovo Insurance Bureau (KIB) in 2020. Prior to being appointed to this position, he was the director of the Insurance Association of Kosovo for several years. In addition, prior to his appointment as the director of KIB, he served in various position with the Association.

Mazreku started working in the insurance industry in 2005, initially as an intern in one of the insurance companies that operated at that time in our country.

Mazreku has been awarded numerous certificates over the years for his skills and professional work. He has also contributed professionally in this area and has been an author and co-author in several scientific works and activities. Mazreku is the publisher of the official KIB newspaper "iSIGURIME".

Sami Mazreku is married and has three children.



Below are the founders of the Kosovo Insurance Bureau:

- Insurance Company: Siguria – Domestic capital
- Insurance Company: Eurosig – Foreign capital
- Insurance Company: Illyria – Foreign capital
- Insurance Company: Sigal – Foreign capital
- Insurance Company: Sigma – Foreign capital
- Insurance Company: Dukagjini - Domestic capital
- Insurance Company: Sigkos - Domestic capital
- Insurance Company: Elsig - Domestic capital
- Insurance Company: Scardian - Domestic capital
- Insurance Company: Prisig - Domestic capital
- Insurance Company: Kosova e Re (Under liquidation process) – Domestic capital
- Insurance Company: Insig (Under liquidation process) – Foreign capital

iSIGURIMET

Number #023 • August 2018 • www.aisa-ks.com

Unregistered vehicles alert the Institutions

EVERY ONE OF THIRD VEHICLES IS UNINSURED IN KOSOVO

OVER 40 MILLION EUROS

CLAIMS CAUSED BY UNREGISTERED VEHICLES

Over 40 million euros have paid insurance companies for claims caused by uninsured vehicles from 2002 until now. It is estimated that about 30% of the total number of motor vehicles in Kosovo are uninsured

237.615 VEHICLES IMPORTED

Time of concrete actions

iSIGURIMET

Number #022 • September 2018 • www.aisa-ks.com

Request to remove conditions that are damaging the citizens

MEHMETI: INSURANCE WITH POSITIVE PERFORMANCE

MILLION DAMAGE FROM ACCIDENTS

Insurance companies paid about € 15 million during January-July this year for claims suffered by traffic accidents, while alerting for increased cases with light injuries. There are suspicions that irresponsible drivers are severely damaging the insurance industry

42.200.000€ OF CLAIMS HAS BEEN PAID BY THE INSURANCE INDUSTRY OVER THE PAST YEAR

We're losing people like in war

iSIGURIMET

Number #021 • October 2018 • www.aisa-ks.com

60 MILLION EUROS PAID ON BEHALF OF THE TAX ON TURNOVER

HAMZA: EXTRA TAX ON INSURANCE WAS UNFAIR

100 MILLION BURDEN FOR INSURANCE

Since the post-war period until now, the 5% turnover tax, as well as the damages caused by uninsured vehicles involved in traffic accidents, for the insurance industry have cost about 100 million euros. Insurance companies are the only corporations in Kosovo that are forced to pay taxes on their turnover.

1632 IS THE NUMBER OF ACCIDENTS CAUSED BY UNREGISTERED

Tractors, 1.8m euros damage to insurance

iSIGURIMET

Number #024 • November 2018 • www.aisa-ks.com

Accidents with light injuries the doctors are alarmed

THERE IS NO EXTRA TAX FOR INSURANCE IN THE REGION AND EU AS WELL

MEDICAL FRAUD SCHEME, 170% INVALID FROM ACCIDENT!

Director of the Institute of Forensic Medicine Arsim Gërzhaliu said that during his professional work he has also encountered documents issued by Public Health Institutions, where the injured citizens, for the purpose of higher financial benefit from insurance companies, doctors have assigned disability rates up to 170%, while by law, according to him, the maximum disability is 100%. Forensics expert Gërzhaliu has noted that many irresponsible doctors are prescribing diagnosis without any cover, while, as he says, traffic police are now classifying injuries as light and heavy

3711 RASTE KANE TE BE NE LE

WORKING MEETING WITH REPRESENTATIVES OF THE NATIONAL ASSOCIATION OF

iSIGURIMET

Number #025 • December 2018 • www.aisa-ks.com

The insurance paid claims 32 million euros

MAZREKU: THE INCREASE IN ACCIDENTS WITH LIGHT INJURIES IS WORRYING

POLICE WITHOUT HEALTH INSURANCE

Kosovo police syndicates say they are the only ones in the region without health and life insurance. Sami Mazreku, executive director of the Insurance Association of Kosovo, says they have proposed to the Ministry of Internal Affairs (MIA) bids about the approximate cost, so as he says, to be protected from the daily dangers posed by duty

8746 IS THE TOTAL NUMBER OF

iSIGURIMET

Number #026 • January 2019 • www.aisa-ks.com

Millions of damages uncovered by natural disasters

THE LAW THAT COULD SAVE MILLIONS FOR THE STATE AND CITIZENS

400 MILLION EUROS OF CLAIMS PAID BY INSURANCES

According to reports by the Central Bank of Kosovo (CBK), recent payments have increased significantly by insurance companies, which for the past 11 months (January-November 2018) paid over 40 million euros from the insurance industry. While throughout 2017, the payment of claims had exceeded 42 million euros. This is also the record of paying claims from insurance

6.614.251€ FLOOD DAMAGE IN SUMMER

iSIGURIMET

Number #027 • February 2019 • www.aisa-ks.com

Decline in Accidents

COMMON CAMPAIGNS WITH THE POLICE

INSURANCE YEAR

During 2018, compared to the previous year, the insurance market in the country has increased by 6.89%. The volume of gross written premiums increased by 6,027,426 euros, reaching the figure of 93,474,947 euros. While in period January-December 2017, the insurance market had increased by 6.89%

15.741 TOTAL NUMBER OF

iSIGURIMET

Number #028 • March 2019 • www.aisa-ks.com

129 DEATH PEOPLE

JANUARY - MARCH 2019 18 ACCIDENTS WITH FATALITY

15741 ACCIDENTS IN THE 2018

CAUTION SPEED KILLS!

100 Accidents with fatality

2018

18 ACCIDENTS WITH FATALITY

50% INCREASE

iSIGURIMET

Number #029 • May 2019 • www.aisa-ks.com

The Constitutional Court abolished the discriminatory article

MEHMETI: THE TAX ON TURNOVER DAMAGED THE INSURANCE INDUSTRY

THE INSURANCE MARKET GROWS

According to official data of the Central Bank of Kosovo (CBK) it is seen that during the first quarter of this year the insurance market in our country has increased by 4.17% compared to the same period last year. During this quarter, also the value of gross written premiums increased by 891.910 euros.

62.13% INCREASED THE NUMBER OF

iSIGURIMET

Number #030 • August 2019 • www.aisa-ks.com

Months of turnaround for the insurance industry of Kosovo

MEHMETI: THE CHANGE OF THE LAW MAKES THE INSURANCE SECTOR ATTRACTIVE FOR FOREIGN INVESTORS

22 MILLION EURO claims were paid for 6 months

Only during the first six months of this year (January - June 2019) insurance companies operating in our country have paid no less than 22 million euro claims to citizens. In relation to the same period of the previous year, the payment of claims has increased

29% INCREASED THE NUMBER OF CLAIMS PAID BY INSURANCE COMPANIES IN THE FIRST HALF YEAR

iSIGURIMET education

Number #031 • August 2019 • www.aisa-ks.com

HISTORY OF INSURANCE

Si definohet Sigurimi sot?

Kontrata e sigurimit

Rreziqet dhe Sigurimet

Përgjegjësia kryesore e BOK-së

iSIGURIMET

Number #032 • December 2019 • www.aisa-ks.com

Governor: We will reduce the number of unregistered vehicles

MAZREKU: THE YEAR 2019 MARKED A POSITIVE TURN FOR THE KOSOVO INSURANCE INDUSTRY

HALF BILLION EUROS of insurance claims were paid

Nearly half billion euros is the amount which have been reached of claims that insurance companies operating in our country have paid over the 19 years their activity in the Kosovo market. Based on the official statistics of the Central Bank of Kosovo, it is seen that the payment of claims from year to year has increased significantly. Sami Mazreku, director at the Insurance Association of Kosovo, says that payment of claims is a top priority for the

7.09% INCREASED THE PAYMENT OF DAMAGES COMPARED TO

iSIGURIMET

No. #013 • March 2020 • www.aha-ks.com

Over 70% of vehicles were registered with delay

MEHMETI: DURING 2019, 4.4 MILLION EUROS WERE PAID FOR CLAIMS CAUSED BY UNREGISTERED VEHICLES

140 THOUSAND UNREGISTERED VEHICLES

Based on the official data of the Ministry of Internal Affairs and Public Administration, it is seen that from 2010 and by the end of 2019, the number of unregistered vehicles in our country has reached 140 thousand, or about 5% of the number of vehicles registered at the end of the year we left behind. The large number of unregistered vehicles has also alarmed the Central Bank of Kosovo, as it is one of the problems that makes it impossible for Kosovo to become a

40,000-60,000 UNREGISTERED VEHICLES CIRCULATE ON THE

iSIGURIMET

No. #014 • April 2020 • www.aha-ks.com

In two months about 10 million euros were paid in claims

MEDIA ON THE CONSEQUENCES OF COVID 19 IN THE INSURANCE INDUSTRY

THE CORONAVIRUS HAS HIT THE KOSOVO INSURANCE INDUSTRY HARD

The director of the Insurance Association of Kosovo, Sami Mazreku, said in an interview that the country's insurance industry has also been hit hard by the pandemic of these days. He says that they

59.96% INCREASED THE PAYMENT OF CLAIMS DURING THE FIRST TWO

iSIGURIMET

No. #015 • May 2020 • www.aha-ks.com

It is recommended to open Vehicle Registration Centers

SALES OF INSURANCE POLICIES HAS FALLEN BY 50%

MILLIONS OF EUROS IN CLAIMS WERE PAID IN PANDEMIC TIMES

According to official data from insurance companies, during the first three months of this year, 13 million euros in claims were paid, despite the fact that during the second half of March they had barely worked at all. Based on data from the Central Bank of

THE NUMBER OF CLAIMS PAID ONLY DURING THE FIRST THREE MONTHS OF 2020 HAS REACHED

iSIGURIMET

No. #016 • June 2020 • www.aha-ks.com

Mazreku: Even without working, payment of insurance claims were record-breaking

THE GOVERNOR: OVER 55 MILLION EUROS IN CLAIMS WERE PAID DURING 2019 ALONE

150 THOUSAND UNREGISTERED VEHICLES

Fehmi Mehmeti, governor of the Central Bank of Kosovo (CBK) in an interview with Radio Television "Dukagjini" has shown that currently in Kosovo there are no less than 150 thousand unregistered vehicles. According to him, insurance companies in Kosovo are subjected to great injustice, because they pay an average of about 5 million euros in claims for unregistered vehicles each year. Even the director of the Insurance Association

THE PAYMENT OF CLAIMS DURING 2019 HAD INCREASED BY 15.81%

iSIGURIMET

No. #017 • July 2020 • www.aha-ks.com

Veliu: A large number of vehicles are unregistered

17.2 MILLION EUROS OF CLAIMS PAID FOR 5 MONTHS

INSURANCE POLICY SALES FELL BY 33,3 %

According to the latest data of the Central Bank of Kosovo during the period January-May 2020, the sale of insurance policies has decreased by 33.3% compared to the same period of the previous year. The Governor of the Central Bank of Kosovo, Fehmi Mehmeti, said that the insurance sector is the most affected in the country in relation to other financial

267,256 INSURANCE POLICIES WERE

iSIGURIMET

No. #018 • July 2020 • www.aha-ks.com

Unregistered vehicles will be detected with digital devices at the entrances and exits of cities

PRISHTINA REGION, 'CHAMPION' OF KOSOVO WITH TRAFFIC ACCIDENTS

BLOODY DECADE, 1317 DEAD IN TRAFFIC ACCIDENTS IN KOSOVO

In Kosovo, during the last decade, 1317 people have lost their lives in traffic accidents. The highest number of traffic

6.3 DEATHS FOR 100 THOUSAND

iSIGURIMET

No. #019 • August 2020 • www.aha-ks.com

The Black Decade!

COVID 19 EFFECT: 150,000 INSURANCE POLICIES LESS THIS YEAR

RECORD IN THE PAYMENT OF CLAIMS IN PANDEMIC TIMES

Despite the many problems that have arisen as a result of the COVID-19 pandemic, but also the very large number of unregistered vehicles which are causing accidents continuously, insurance companies have managed to pay more than 21 million euros in just six the first months of this year, or about 50% of the total revenues they have managed to collect during this time period. Director of the Insurance Association

21,048,461€ EURO IN CLAIMS ONLY

iSIGURIMET

No. #020 • September 2020 • www.aha-ks.com

ONLY 13,523 INSURANCE POLICIES WERE SOLD DURING APRIL

THE NUMBER OF CONTRACTS HAS DECREASED BY 37.30%

26 MILLION EUROS IN CLAIMS WERE PAID FOR 7 MONTHS

Only during the first 7 months of this year, despite the many problems that have emerged as a result of the COVID-19 pandemic, but also the very large number of unregistered vehicles which are causing accidents continuously, insurance companies have managed to pay more than 26 million euros in claims. Based on official data, it can be

69,853 CLAIMS WERE PAID

iSIGURIMET

No. #021 • September 2020 • www.aha-ks.com

MUNICIPALITIES, IN THE CASE OF VEHICLE REGISTRATION, HAVE BEEN VIOLATING THE REQUEST OF THE OMBUDSPERSON FOR ONE YEAR FOR NON-CONDITIONALITY OF THE PAYMENT OF PROPERTY TAX

MILLIONS OF BURDEN FROM MUNICIPALITIES FOR THE CITIZENS OF KOSOVO

ABOUT 140 THOUSAND UNREGISTERED VEHICLES ON THE ROADS OF KOSOVO, THIS IS THE PROJECT PROPOSAL TO REDUCE THIS NUMBER

It is estimated that about 140 thousand unregistered / uninsured vehicles circulate on the roads of Kosovo, which cause dozens of millions of

NUMBERS PUBLISHED BY INSURANCE ASSOCIATION OF KOSOVO 2018-2020

113,232 border insurance policies were sold during the period January-August 2020

iSIGURIMET

Nr. #022 • November 2020 • www.bks-ks.com

Drastic decline in policy sales  **€ 35 million were paid for damages in nine months alone** 

MILLIONS IN DAMAGES CAUSED BY COVID-19

Sami Mazreku - Acting Director of the Kosovo Insurance Bureau said in an interview for "iSIGURIMET" that the consequences caused by COVID-19 to the institution thereof are very high because the sale of policies by the end of August this year dropped by 63.1% compared to the same period of the previous year. Mazreku says that another serious problem is the continuous increase in the number of uninsured vehicles. According to him, this is the last moment where all the institutions should work together to mitigate this trend which is one of the obstacles for Kosovo's membership in the Green Card Bureau.

63.1%  **decrease in policy sales compared to the same period of the previous year**

457,962 contracts concluded between the insurance companies and the citizens in the country during the first half of this year.

iSIGURIMET

Nr. #024 • September 2021 • www.bks-ks.com

The insurance market grew by 19%  **MAZREKU: THE AGREEMENT WITH MONTENEGRO IS CONSIDERED HISTORIC** 

GOVERNOR MEHMETI: POSITIVE REFORMS HAVE TAKEN PLACE IN THE KOSOVO INSURANCE BUREAU

Mr. Fehmi Mehmeti, the Governor of the Central Bank of the Republic of Kosovo, stated that the Kosovo insurance industry has shown a favorable performance which is a result of the reforms that have been taken in this sector. The head of the CBK has very high consideration for the developments in the Kosovo Insurance Bureau (KIB) which has been run for almost 1 year by Mr. Sami Mazreku, and according to him, positive reforms have taken place.

7,417,419€ is the financial amount of claims closed by the Kosovo Insurance Bureau during the first nine months of 2021.

iSIGURIMET

Nr. #025 • October 2021 • www.bks-ks.com

Mazreku: These are the main successes while being in charge of KIB for a year  **7.4 MILLION EUROS WERE PAID FOR CLAIMS IN JUST 9 MONTHS** 

5834 CASES WERE CLOSED IN ONE YEAR

7,417,419€ is the financial amount of claims closed by the Kosovo Insurance Bureau during the first nine months of 2021.

1,727,562€  **was paid for claims in the first nine months of 2021**

5,689,856€  **is the amount of claims closed by the Kosovo Insurance Bureau during the first nine months of 2020**

30%  **of the total number of vehicles in the road traffic accidents that have insurance and consequently have no registration**

From October 2020 until the end of September 2021, i.e. for 12 months, the new management of the Kosovo Insurance Bureau (KIB) managed to close, like never before, no less than 5834 cases. Therefore, 1616 cases were closed...

45,564,093€ in damages were paid by the Insurance Industry in Kosovo during the period of January-September 2021.

iSIGURIMET

Nr. #026 • November 2021 • www.bks-ks.com

KIB requests the regulation of the transfer of vehicle ownership  **110,345 CLAIMS WERE PAID IN JUST 9 MONTHS** 

PAID AROUND 60.000.000€ IN CLAIMS FOR ACCIDENTS CAUSED BY UNINSURED VEHICLES

PAGE 04-07

AROUND 208,000  **UNINSURED / UNREGISTERED VEHICLES OCCURRED IN ROAD TRAFFIC ACCIDENTS IN KOSOVO DURING THE PERIOD OF JANUARY-SEPTEMBER 2021**

41.06% of accidents involving uninsured vehicles occurred in Prishtina region

iSIGURIMET

Nr. #027 • December 2021 • www.bks-ks.com

Those suffering injuries from "Kosova e Re" company will be compensated by the Kosovo Insurance Bureau after the 24th of October  **ENORMOUS INCREASE IN ACCIDENTS INVOLVING MATERIAL DAMAGES** 

THEY CAUSED TRAFFIC ACCIDENTS, UNINSURED PARTIES REIMBURSE THE MONEY PAID FOR DAMAGES

PAGE 02-03

25.68%  **INCREASE IN THE NUMBER OF TRAFFIC ACCIDENTS IN JANUARY-OCTOBER 2021 COMPARED TO JANUARY-OCTOBER 2020**

10,152,987€ is the amount paid for claims by the Kosovo Insurance Bureau until 31.12.2021.

iSIGURIMET

Nr. #028 • January 2022 • www.bks-ks.com

Insurance companies paid 52.7 million € for damages in 2021  **IN 2021, KOSOVO INSURANCE BUREAU (KIB) PAID € 10.1 MILLION IN CLAIMS** 

THE BUREAU HAS BEEN COMPLETELY REFORMED, PAYMENT OF CLAIMS INCREASED BY 72.6%

PAGE 06

Fehmi Mehmeti - Governor of the Central Bank of Kosovo, said in an interview for "iSIGURIMET" that the Kosovo Insurance Bureau has been completely reformed with the arrival of the new management. According to him, claims paid by the Kosovo Insurance Bureau in 2021 amounted to € 10.8 million, increasing by 72.6 percent compared to the same period of the previous year (2020), over 56 percent higher than in 2019, and over 78 percent higher than in 2018. According to him, the agreement reached with Montenegro on the recognition of policies is undoubtedly a major achievement and CBK highly appreciates the agreement thereof.

117,388,259€ is the volume of gross written premiums during 2021.

iSIGURIMET

Nr. #029 • February 2022 • www.bks-ks.com

Berisha: Over € 5.6 million were paid only for traffic accidents caused by uninsured vehicles in 2021.  **Frightening rise in number of traffic accidents in Kosovo** 

OVER 50% of incompetent to compensate claims

According to the official data of the Central Bank of Kosovo, it can be noted that in 2021 the total income in the insurance market in the country was € 117,388,259, whereas on the other hand, the amount of funds paid by insurance companies for the compensation of claims exceeds the amount of over € 61 million which is the highest amount paid so far. Sami Mazreku - Director of the Kosovo Insurance Bureau says that in 2021 more than 50% of the income in the insurance industry was spent to compensate claims.

10,152,736€ in revenues generated by insurance companies in January this year.

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Mazreku: We closed 9114 cases  **THE MEMORANDUM FOR THE IMPLEMENTATION OF THE PLACEMENT OF STICKERS HAS BEEN SIGNED** 

ALL WE HAVE TO DO IS BECOME MEMBERS OF THE GREEN CARD BUREAUX

In an interview given to "iSIGURIME", Sami Mazreku - Director of the Kosovo Insurance Bureau spoke about the work done by the Kosovo Insurance Bureau in the last year. The payment of more than € 10 million to compensate damages, the signing of the agreement with Montenegro for bilateral recognition of insurance policies, implementation of the decision on stickers, preparation of the agreement with Albania expected to be signed in May this year, debt collection of due payments and a lot of other work done in the last year. Mazreku further indicates that currently his main goal is Kosovo's direct or indirect membership in the Green Card Bureau.

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29,766,462€ is the volume of non-life gross written premiums by the end of March this year.

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The insurance market grew by 16.38%  **TREND OF POLICY SALES FOR THE PERIOD OF 2003-2021** 

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Kosovskí Ured Osiguranja
Kosovo Insurance Bureau

