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

06



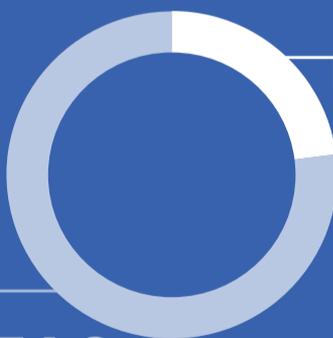
7.4 MILLION EUROS WERE PAID FOR CLAIMS IN JUST 9 MONTHS

03

5834 CASES WERE CLOSED IN ONE YEAR

7,417,419 €

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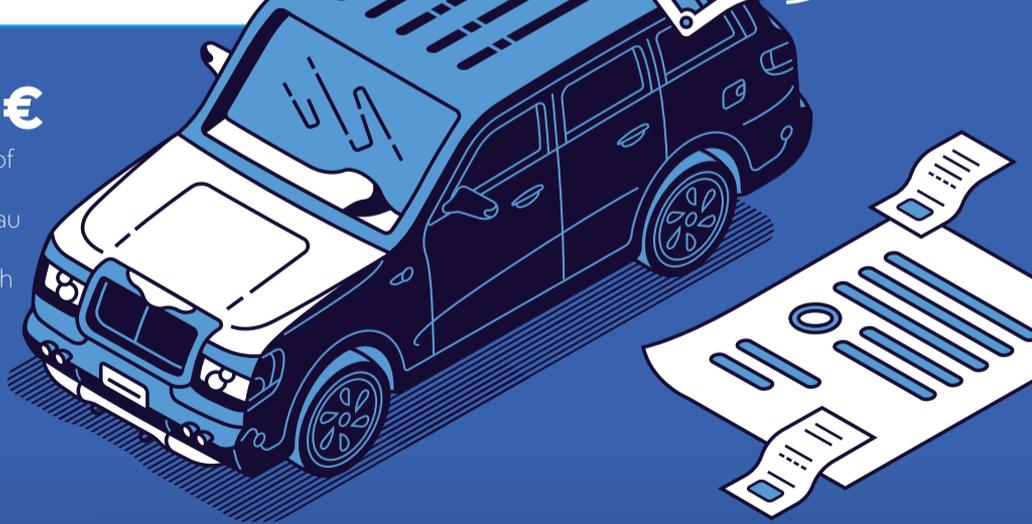


1,727,562 €

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

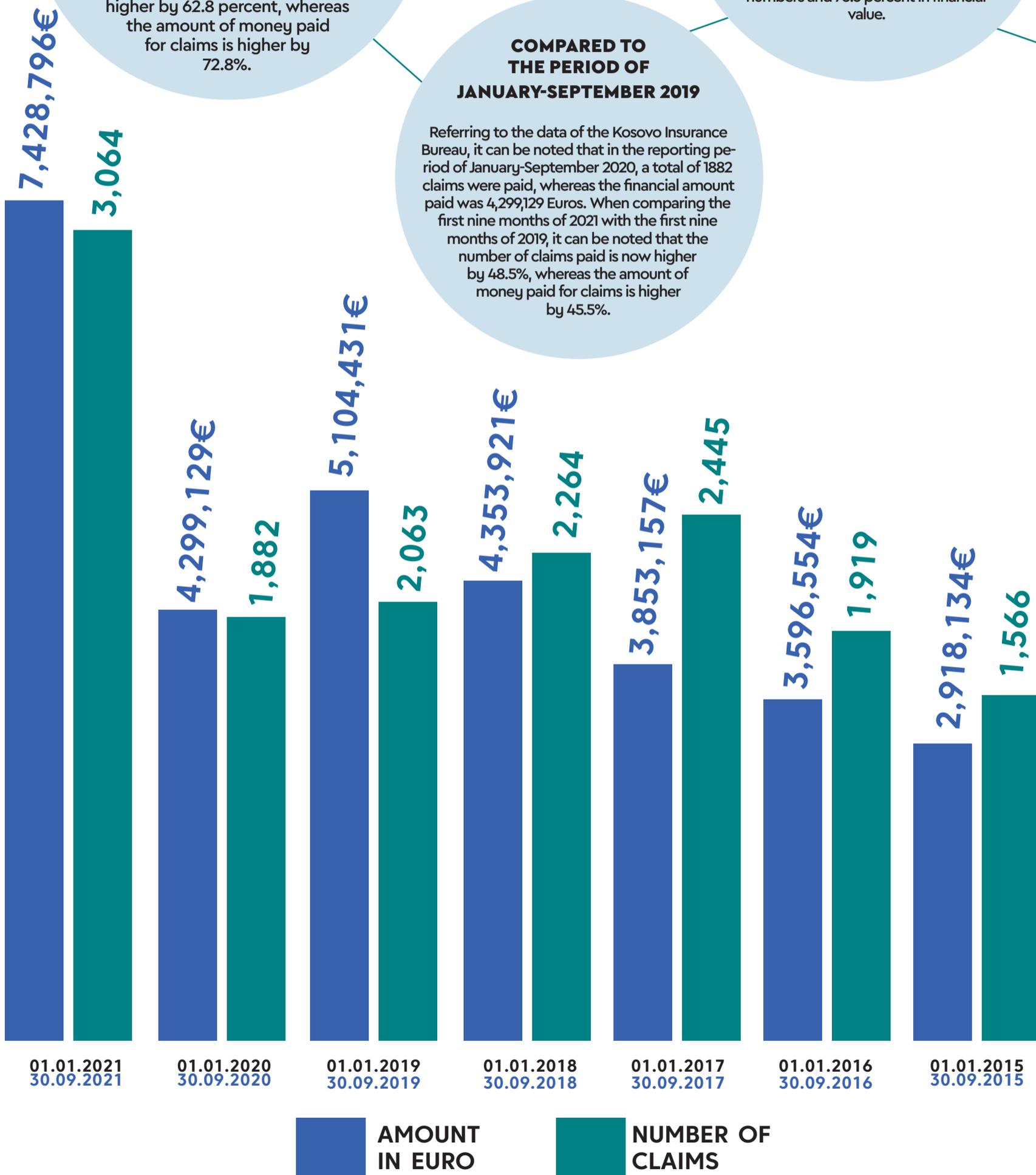
According to the official data of the Kosovo Insurance Bureau (KIB), it can be noted that during the period of January-September 2021 a total of 3064 claims were paid, equivalent to 7,428,796 Euros. Compared to the same period of the previous year, i.e. January-September 2020, it can be noted that the 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.

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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

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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

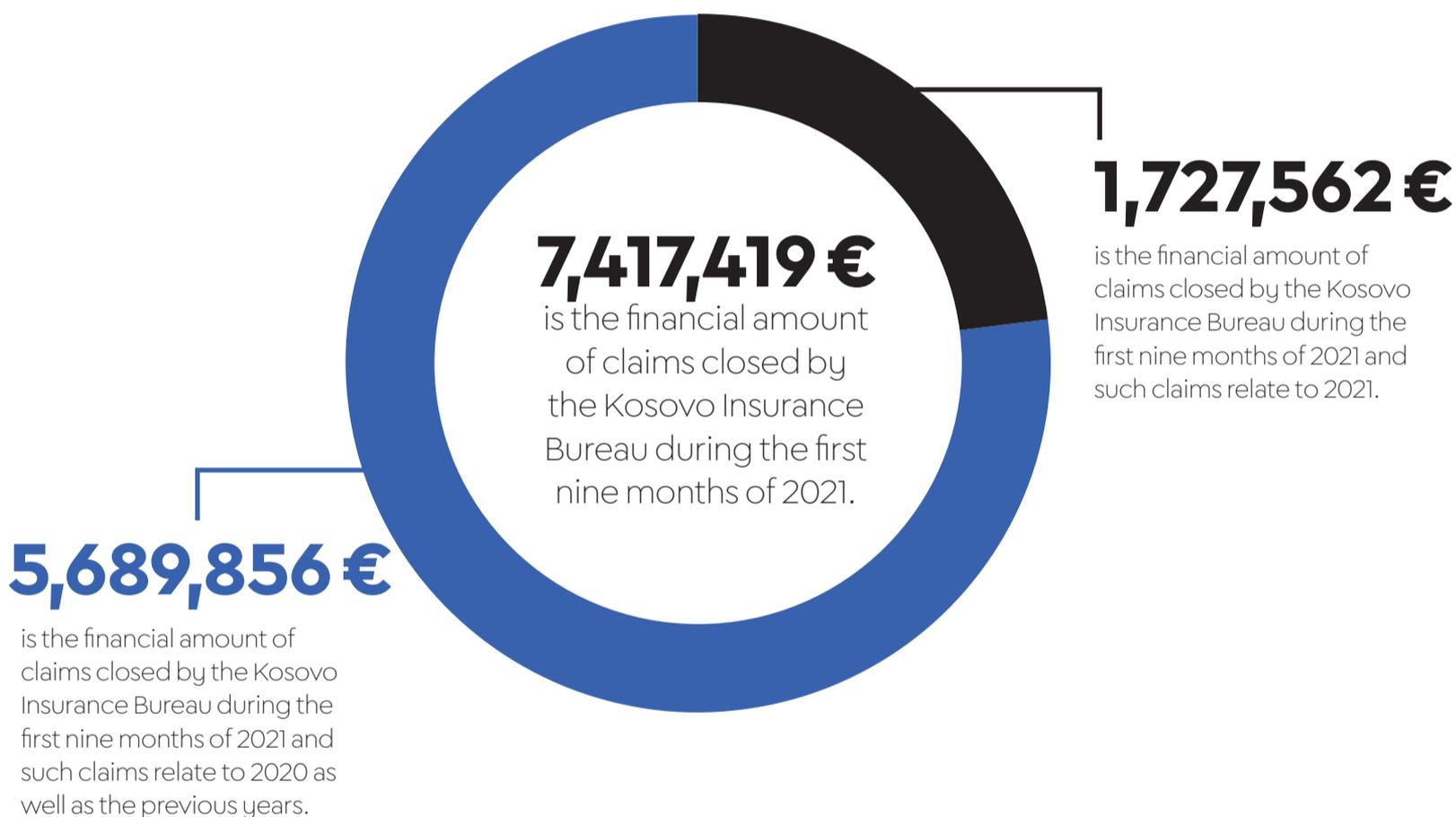
iSIGURIME

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.



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 Gëzonjeta 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.