

**15,315,896€**

in revenues generated by insurance companies from the sale of domestic TPL policies during the period of January - March 2023.

# iSIGURIMET

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**20 million Euros  
were paid for claims  
in 3 months alone**

04



**SUSPICION ON STAGED  
ACCIDENTS, ONE PERSON  
INVOLVED IN 29 ACCIDENTS  
IN TWO YEARS**

08

## **VOLUNTARY INSURANCE INCREASED BY**

# **23,23%**

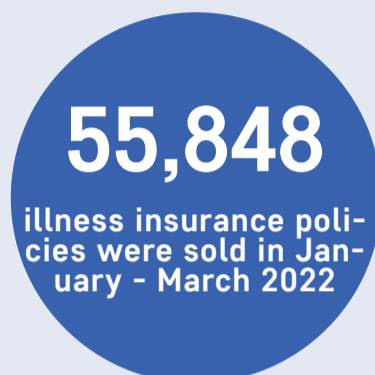


## The sale of illness insurance policies increased by 74%

In the first three months of this year, that is, in January, February and March this year, the sale of illness insurance policies increased by 74%, compared

to the same period of the previous year. The official data show that in January, February and March this year, 97,215 illness insurance policies were

sold, whereas 55,848 illness insurance policies were sold in the same period of the previous year, and it means that there has been an increase of 74%.



## 99,587 TPL policies were sold in two months

The official data of the Central Bank of Kosovo show that only in January, February and March this year, the insurance companies in Kosovo sold

99,587 domestic TPL policies, and if it is compared to the same period of the previous year, it can be noted that the sale of policies during this period

of time is higher by 9.15% compared to January, February and March 2022 whereby 91,238 domestic TPL policies were sold.



## 16.42% increase in the sale of TPL Plus policies

The official data of the Central Bank of Kosovo show that in January, February and March this year, the insurance companies in the country

managed to sell 22,884 TPL Plus policies, whereas 19,656 were sold in the same period of the previous year. It can be noted that the sale of

TPL Plus policies during the period of time in question increased by 16.42% compared to January, February and March of the previous year.



# 20 MILLION EUROS WERE PAID FOR CLAIMS IN 3 MONTHS ALONE

In January, February and March 2023, the insurance companies licensed by the Central Bank, as well as the Kosovo Insurance Bureau (KIB) managed to pay no less than 20 million Euros to compensate claims, and the payment of claims increased by 35% compared to the same period of the previous year. Like never before, the insurance companies and the KIB have paid claims in record time.

Like in the previous months, even in January, February and March this year, the insurance industry continued with the same trend of paying claims to injured parties. Like never before, only in the first three months of this year, the insurance companies as well as the KIB have paid no less than 20 million Euros to compensate claims filed by injured parties. The claims were filed for traffic accidents and the treatment of various illnesses covered by the policies. The official data of the Central Bank of Kosovo (CBK) show that a record was reached in the payment of claims in January, February and March this year. In January and February 2023 alone, the insurance companies licensed by the Central Bank, as well as the Kosovo Insurance Bureau (KIB) managed to pay no less than 20 million Euros to compensate claims, and the payment of claims increased by 35% compared to the same period of the previous year.

DCASEc increase in the payment of claims  
The official data of the Central Bank of Kosovo show that 48,165 claims were paid by the insurance companies and the KIB in January, February and March 2023 alone. If a comparison is made with the same period of the previous year, it is clear that the payment of claims increased by no less than 35%. "The number of claims paid during the period of January - March 2023, compared to the same period of

the previous year, increased by 5,814 claims, totalling 48,165 claims, of which, 48,064 claims were paid by non-life insurance companies and 101 by life insurance companies", notes the official report of the CBK.

Claims paid in the last five years

According to the official data of the CBK, nearly half of the total income of the insurance companies and the KIB has been spent for the compensation of claims over the past 5 years. The official data of the CBK show that during this period, the amount paid for gross written premiums was 539 million Euros, and the amount paid for claims was 260 million Euros. According to the data of the CBK, in 2018, the amount paid for gross written premiums was 92.1 million Euros, and the amount paid for claims by the insurance companies and the KIB was 42.9 million Euros. According to such data, it turns out that 46% of the total income in 2018 was spent only to compensate the claims. In addition, in 2019, the total income of the insurance companies from the gross written premiums reached the amount of € 99.2 million and during the same year, the insurance companies and the KIB paid € 47.9 million for claims. During the same year, it can be noted that over 48% of the total income of the insurance companies was spent to compensate the claims filed by injured parties.

35%

increase in the payment of claims in January - March 2023 compared to January - March 2022.

48,165

claims were paid by the insurance companies as well as the KIB in January, February and March 2023.

5,814

more claims paid in January - March 2023, compared to the same period in 2022.

19,854,148 €

were paid for claims by the insurance companies as well as the KIB in January - March 2023 alone.



# VOLUNTARY INSURANCE INCREASED BY 23.23%

The voluntary insurance market increased by 23.23% in 2022 compared to the previous year. The official data of the Central Bank of Kosovo show that 52.5 million Euros were paid in 2022 for gross written premiums in voluntary insurance market, and 42.6 million Euros were paid in 2021.

## iSIGURIME

In the past year, the voluntary insurance market in our country grew like never before. The official data of the Central Bank of Kosovo show that 52.5 million Euros were paid in 2022 for gross written premiums in voluntary insurance market, and 42.6 million Euros were paid in 2021. The voluntary insurance market increased by 23.23% in 2022 compared to the previous year. Sami Mazreku - director of the Kosovo Insurance Bureau, says that the growth in the voluntary insurance market shows that there is development and modernization in the insurance sector in our country. According to him, the insurance sector in our country is making progress day by day. "The company owners and the company directors worked very hard to achieve such a development. I can say with responsibility that the insurance sector in Kosovo is in the same state as in the developed countries. Claims are handled on time and paid on time", said director Mazreku.

## VOLUNTARY AND COMPULSORY INSURANCE MARKET

The official data of the Central Bank of Kosovo show that, in 2022, 68.8 million Euros were paid for gross written premiums in the compulsory insurance market, and 52.5 million Euros were paid in the voluntary insurance market. Revenues from voluntary insurance are not included in these values. In 2021, 64.5 million Euros were paid for gross written premiums in the compulsory insurance market and 42.6 million Euros were paid for gross written premiums in the voluntary insurance market. The official data of the CBK show that, in 2021, 57.6 million Euros were paid for gross written premiums in the compulsory insurance market and 36.3 million Euros were paid in the voluntary insurance market. The official data of the CBK show that, in 2019, 51.2 million euros were paid for gross written premiums in the compulsory insurance market and 39 million Euros were paid in the voluntary insurance market.

## IN 2018, THE VOLUNTARY INSURANCE MARKET GENERATED 34.4 MILLION EUROS

The official data show that, in 2018, 48.6 million Euros were paid for gross written premiums in the compulsory insurance market and 34.4 million Euros were paid for gross written premiums in the voluntary insurance market. The official data show that, in 2017, 47.6 million Euros were paid for gross written premiums in the compulsory insurance market and 30.2 million Euros were paid for gross written premiums in the voluntary insurance market. The official data show that, in 2016, 45.8 million Euros were paid for gross written premiums in the compulsory insurance market and 28.8 million Euros were paid for gross written premiums in the voluntary insurance market. The official data show that, in 2015, 43.1 million Euros were generated in the compulsory insurance market. The official data show that, in 2014, 42.3 million Euros were generated in the compulsory insurance market and 23.2 million Euros were generated in the voluntary insurance market.



**IN 2003, THE VOLUNTARY INSURANCE MARKET GENERATED 1.3 MILLION EUROS IN REVENUES**

The official data show that, in 2013, the compulsory insurance market generated 43.9 million Euros in revenues and the voluntary insurance market generated 20.4 million Euros in revenues. The official data show that, in 2012, the compulsory insurance market generated 44.2 million Euros in revenues and the voluntary insurance market generated 22.6 million Euros in revenues. The official data show that, in 2011, the compulsory insurance market generated 45.8 million Euros in revenues and the voluntary insurance market generated 22.7 million Euros in revenues. In 2010, the compulsory insurance market generated 40.6 million Euros in revenues and the voluntary insurance market generated 20 million Euros in revenues. The official data show that, in 2009, the compulsory insurance market generated 36.4 million Euros in revenues and the voluntary insurance market generated 18.7 million Euros in revenues. In 2008, the compulsory insurance market generated 35.6 million Euros in revenues and the voluntary insurance market generated 9.9 million Euros in revenues. In 2007, the compulsory insurance market generated 34.9 million Euros in revenues and the voluntary insurance market generated 5.7 million Euros in revenues. The official data show that, in 2006, the compulsory insurance market generated 34.7 million Euros in revenues and the voluntary insurance market generated 4.6 million Euros in revenues. The official data show that, in 2005, the compulsory insurance market generated 33.3 million Euros in revenues and the voluntary insurance market generated 6.8 million Euros in revenues. In 2004, the compulsory insurance market, that it, the TPL generated 28.2 million Euros in revenues, and the voluntary insurance market generated 1.7 million Euros in revenues. At the end of 2003, the compulsory insurance market generated 29.2 million Euros in revenues and the voluntary insurance market generated 1.3 million Euros in revenues.

Year	TPL	Voluntary
2022	68,8 million €	52,5 million €
2021	64,5 million €	42,6 million €
2020	57,6 million €	36,3 million €
2019	51,2 million €	39,0 million €
2018	48,6 million €	34,4 million €
2017	47,6 million €	30,2 million €
2016	45,8 million €	28,8 million €
2015	43,1 million €	25,5 million €
2014	42,3 million €	23,2 million €
2013	43,9 million €	20,4 million €
2012	44,2 million €	22,6 million €
2011	45,8 million €	22,7 million €
2010	40,6 million €	20,0 million €
2009	36,4 million €	18,7 million €
2008	35,6 million €	9,9 million €
2007	34,9 million €	5,7 million €
2006	34,7 million €	4,6 million €
2005	33,3 million €	6,8 million €
2004	28,7 million €	1,7 million €
2003	29,2 million €	1,3 million €

# CBK: INSURANCE SECTOR ASSETS INCREASED BY 11.2%

The quarterly economic assessment report of the Central Bank of Kosovo notes that the insurance sector achieved progress in its activities for the fourth consecutive year despite the unfavourable political, economic and financial developments that prevailed in 2022

The insurance sector achieved progress in its activities for the fourth consecutive year despite the unfavourable political, economic and financial developments that prevailed in 2022. The insurance sector assets represented 2.7 percent of total financial system assets at the end of 2022. The total asset value at the end of that period was 267.5 million Euros, it represents an annual increase of 11.2 percent, and the double-digit growth trend has continued in the past years. The report of the Central Bank of Kosovo notes that the sector expanded mainly as a result of the increase in technical reserves, which originate from written premiums, as well as the own capital (share capital and realized profits).

In the assets, the largest increase was in the category of deposits held in commercial banks, which are mainly in the form of term deposits. The second category in terms of

significance, that of securities of the Government of Kosovo, achieved growth which was slower compared to a year ago as a result of the lower level of debt issued by the Government of Kosovo, and the value of written premiums in 2022 reached 134.0 million Euros, which represents an annual increase of 14.1 percent.

The increase in written premiums mainly reflects the increase in written premiums in the 'accident and health' category, in the voluntary insurance market. Meanwhile, the written premiums in the compulsory insurance market continue to make up the largest part, that is, 58.9 percent of the total non-life written premiums. The increase in premiums in the 'accident and health' insurance (by 29.3 percent) is a positive sign showing an increase in the number of citizens who have health insurance.

The increase in compulsory insurance pre-

miums mainly reflects the 'compulsory motor Liability Insurance - MTPL' category which increased by 5.4 percent. On the other hand, 64.3 million Euros were paid for claims by insurance companies and the Kosovo Insurance Bureau in 2022, which represents an annual increase of 5.4 percent (24.4 percent a year ago). The claims paid by the KIB decreased by 13.3 percent, whereas the claims paid by insurance companies increased by 9.1 percent during the year. In 2022, the insurance sector recorded a profit in the amount of 3.5 million Euros (6.3 million Euros a year ago).

The CBK report notes that the decrease in the realized profits compared to the previous year mainly reflects the increase in operating expenses, namely the cost of purchasing goods and services (affected by inflationary pressures in 2022), administrative expenses (mainly compensation for workers) and damages incurred.

**267.5 million €**

was the value of the assets of the insurance sector at the end of 2022

**11.2%**

increase in the value of assets of the insurance sector in 2022 compared to the previous year.

**134 million €**

was the value of gross written premiums at the end of the previous year.

**14.1%**

increase in the value of gross written premiums in 2022 compared to the previous year.

**58,9%**

of the revenues of the insurance sector in our country in 2022 came from compulsory insurance.

# WHAT IS THE BONUS-MALUS SYSTEM

The Bonus-Malus system is a system that adjusts the level of premium paid for vehicle insurance, according to the customer's (policy holder) damage history. Each insured person in Kosovo, who has a compulsory auto liability insurance contract (policy) for at least one year, has a premium level given according to the classes of the Bonus-Malus system. All policy holders who have not caused accidents within a year will benefit from the bonus which will reduce the

class in their insurance premium for the following year. The importance of this system is that good and disciplined drivers and those who are careful in traffic will benefit from the Bonus and at the same time, irresponsible drivers who cause accidents will be disadvantaged through Malus.

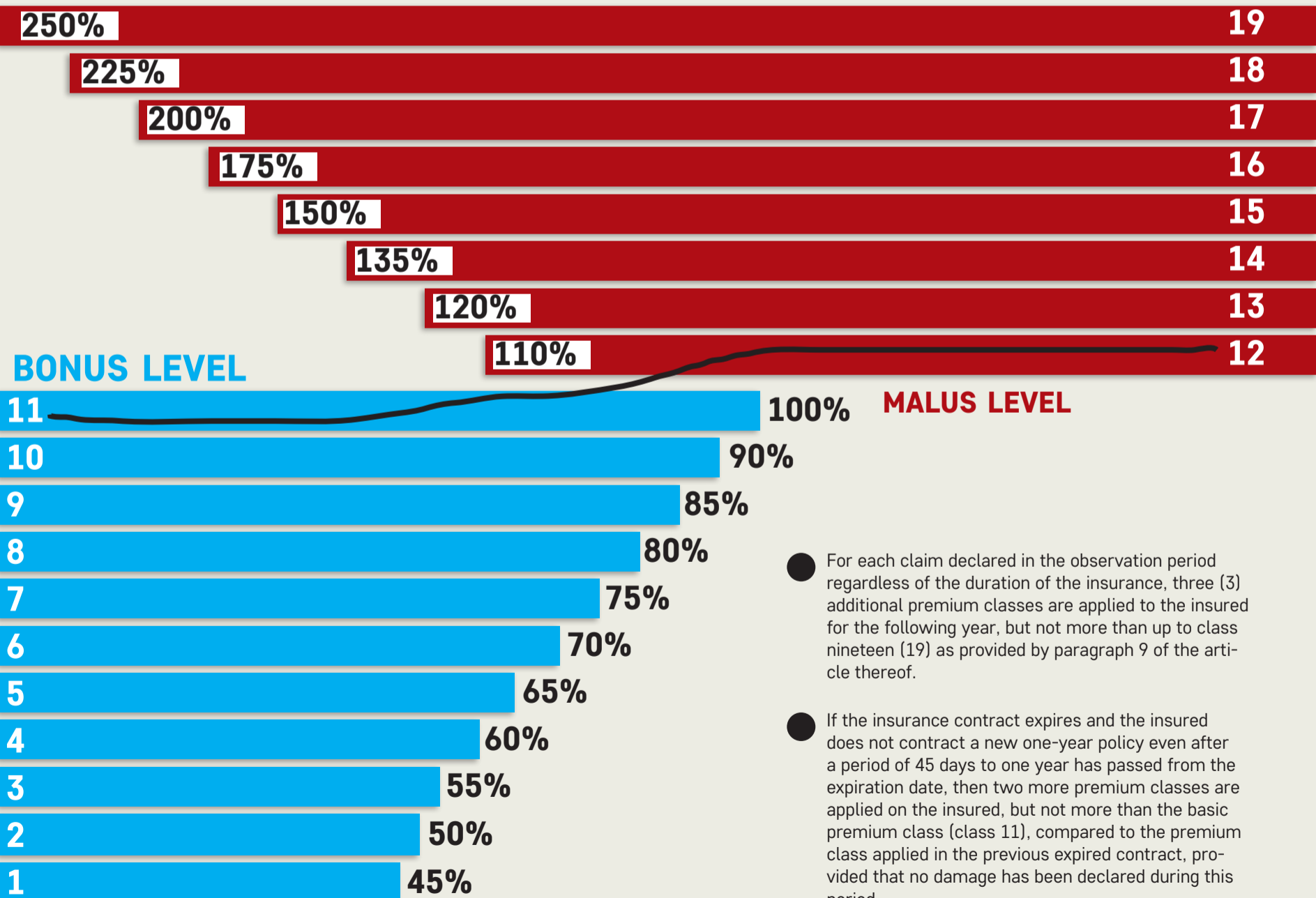
The application of the Bonus Malus system is based on information generated by the Insurance Information Centre, which is managed by the Kosovo Insurance Bureau (KIB), or on in-

formation from other entities recognised by the CBK. Insurers are obliged to apply this regulation only when issuing mandatory auto liability insurance policies to natural persons, whereas the application of the Bonus Malus system for legal persons is regulated by the insurers themselves or the KIB. The right to a certain premium class (bonus/malus) rests with the insured customer, that is, the policyholder and cannot be transferred to a new owner.

- If the insured has been insured for at least one year and if there were no declared claims during the observation period, a lower premium class is applied to the insured for the following year, but not more than up to the first class (1) as provided by paragraph 9 of the article thereof.

- If the insurance contract expires and the insured does not contract a new one-year policy, after the period of more than 15 days and less than 45 days from the expiration date, then a higher premium class applies to the insured, but not more than class 11, compared to the premium class applied in the previous expired contract, provided that no damage has been declared during this period.

Pursuant to the Law on Compulsory Auto Liability Insurance, the CBK has approved the regulation for the implementation of the Bonus-Malus system. The percentage premium rates from the basic premium rate 11 (100%) are as follows:



- For each claim declared in the observation period regardless of the duration of the insurance, three (3) additional premium classes are applied to the insured for the following year, but not more than up to class nineteen (19) as provided by paragraph 9 of the article thereof.

- If the insurance contract expires and the insured does not contract a new one-year policy even after a period of 45 days to one year has passed from the expiration date, then two more premium classes are applied on the insured, but not more than the basic premium class (class 11), compared to the premium class applied in the previous expired contract, provided that no damage has been declared during this period.

# SUSPICION ON STAGED ACCIDENTS, ONE PERSON INVOLVED IN 29 ACCIDENTS IN TWO YEARS

A 40-year-old man from Prishtina municipality was involved in 29 traffic accidents in two years. He sought compensation from 9 insurance companies. This caused suspicions on staged accidents whereby the intention was to get financial benefits. The Kosovo Insurance Bureau notes that the amount paid by insurance companies last year to people who suffered minor injuries from traffic accidents is over 12 million and 324 Euros, writes RTK. But which are the examples of one person involved in dozens of accidents?

## CASE 1

One person filed 16 claims to 7 insurance companies over a 2-year period, involving 6 people.

## CASE 3

One person filed 20 claims to 8 insurance companies over a 1-year period, involving 3 people.

## CASE 5

One person filed 29 claims to 9 insurance companies over a 2-year period, involving 5 people.

## CASE 2

One person filed 18 claims to 8 insurance companies over a period of 5 years, involving 3 people.

## CASE 4

One person filed 22 claims to 9 insurance companies over a 3-year period, involving 6 people.

## CASE 6

One person filed 19 claims to 8 insurance companies over a 2-year period, involving 2 people.

The Kosovo Police did not provide clarifications on specific cases, but it showed general statistics for accidents.

The police said that during the first quarter, 3,114 people were reportedly injured in traffic accidents, 127 more than in the same period of the previous year.

Citizens who have suffered minor body injuries were referred for medical checks at Family Medicine Centres.

"There are cases in our centre, but there are no frequent cases that require medical help as a result of accidents. Patients receive treatment at our centre if they have minor body injuries, but if they have more serious injuries, the emergency service is called and they are transported to the emergency centre", said Ilire Bunjaku - family doctor at the Main Family Health Centre.

The Kosovo Insurance Bureau has noted that the insurance companies paid over 30 million and 544 thousand Euros for damages caused in traffic accidents in 2022.





# DIRECTOR MAZREKU PRESENTED THE PROBABLE INSURANCE FRAUD SCHEME

The director of the Kosovo Insurance Bureau, along with his associated, presented the fraud scheme applied by irresponsible people versus the insurance companies, in a workshop held with journalists covering the economic sector. Director Mazreku provided many proofs to the journalists as to how irresponsible persons stage accidents and manage to get significant amounts of funds from almost all insurance companies operating in our country. “The damage caused to companies by these irresponsible people is not minor. We have managed to collect a lot of data through our system and have already submitted all of them to the investigations unit. We have identified cases where 1 person managed to benefit 29 times from almost all the insurance companies”, said director Mazreku.



He further told the journalists that the external auditor’s report on the Kosovo Insurance Bureau noted for the

second time that there was an unqualified opinion, which is a proof of good management.

# THIS YEAR, THE KIB SUPPORTED THE “ROAD SAFETY” PROJECT

This year, the Kosovo Insurance Bureau supported the “Road Safety” project, developed by Tempulli college and other important institutions. In March and April of this year’s edition, more than 40 high schools in 25 municipalities of Kosovo were visited, namely more than 300 classes with high school graduates. This age is the main category riding bicycles and electronic scooters and most of them are undergoing driving lessons. The winning students from all over the country will be invited to Prishtina for the traditional municipal meetings in the third week of May 2023, whereby the final republican bicycle races will take place like in the previous years.

Such activities held in the last 10 years have refreshed the students’ vigilance for greater road safety. We have managed to fill the gap in the national curriculum in terms of topics/modules related to for traffic education and culture. The activities developed this year within the national project “Road Safety” have given results in terms of education and awareness of students about road safety. In addition, such activities have also helped to identify the students’ knowledge in recognizing the traffic rules and signs. The following activities have been carried out:

- 40 visits to higher secondary schools;
- Visits to over 300 classes;
- Over 5 media appearances for this year’s activities;
- 5000 knowledge related tests for high



school graduates about traffic signs;  
5000 questionnaires;

1 online session lesson on traffic signs and rules.

This year’s activities are a concrete contribution of the joint action plan to boost road safety as a requirement of the Global Plan of Action for the Decade 2021-2030 of the United Nations Organization.

Those present during the implementation of the activities of the eighth edition of the school magazine “Road Safety 2023”

were Professor Muhamed Krasniqi from Tempulli, Sami Mazreku from the Kosovo Insurance Bureau, Colonel Jeton Rexhepi, Colonel Afrim Ahmeti as well as other officers from the Kosovo Police, director Nezir Gashi - Department of Coordination of the Road Traffic Safety Council, representatives from Ministry of Education, Science, Technology and Innovation, Municipality of Prishtina, Kosovo Association of Motorization (AMRKS), students and staff of Tempulli college.

# MARKET BREAKDOWN IN MOTOR INSURANCE

The official data of the Central Bank of Kosovo note that the revenues of the insurance industry from motor insurance are 19,853,694 Euros in the first quarter of 2023 alone.

The official data further note that, out of the total amount, 15,315,896 Euros in revenues were generated by insurance companies from the sale of domestic TPL poli-

cies, and 858,093 Euros in revenues were generated by insurance companies from the sale of TPL + policies, during the period of January - March 2023.

In addition, during this quarterly period, 1,065,238 Euros in revenues were generated by insurance companies from the sale of border policies, 2,321,174 Euros in revenues were generated by insurance compa-

nies from the sale of Casco policies during the period of January - March 2023, and 293,292 Euros in revenues were generated by insurance companies from the sale of transport insurance policies.

If a comparison is made with the same period of the previous year, it can be seen that there is an increase by around 2.5 million Euros.

**15,315,896€**

in revenues generated by insurance companies from the sale of domestic TPL policies during the period of January - March 2023.

**13,902,450€**

in revenues generated by insurance companies from the sale of domestic TPL policies during the period of January - March 2022.

**858,093€**

in revenues generated by insurance companies from the sale of TPL + policies during the period of January - March 2023.

**709,088€**

in revenues generated by insurance companies from the sale of TPL + policies during the period of January - March 2022.

**1,065,238€**

in revenues generated from the sale of border policies during the period of January - March 2023

**1,010,545€**

in revenues generated from the sale of border policies during the period of January - March 2022.

**2,321,174€**

in revenues generated by insurance companies from the sale of Casco insurance during the period of January - March 2023.

**1,816,723€**

in revenues generated by insurance companies from the sale of Casco insurance during the period of January - March 2022.

**293,292€**

in revenues generated by insurance companies from the sale of transport insurance policies in the first quarter of 2023.

**68,832€**

in revenues generated by insurance companies from the sale of transport insurance policies in the first quarter of 2022.

**19,853,694€**

in total revenues from motor insurance during the first quarter of 2023.

**17,507,639€**

in total revenues from motor insurance during the first quarter of 2022.

# THE KIB DIRECTOR WELCOMES THE POLICE OPERATIONS TO REMOVE UNREGISTERED VEHICLES FROM ROAD TRAFFIC

Sami Mazreku - the KIB director, welcomed the Kosovo Police operations to remove unregistered vehicles from road traffic. According to him, the removal of such cars from circulation directly increased traffic safety. The police made a press release and announced that the implementation of operational plans to increase road safety is ongoing in Prishtina Region. The police in Prishtina region, namely the Regional Traffic Unit, which is part of the activities planned for road safety, has now installed the identification system in the “intelligent” car able to detect unregistered cars that circulate on the roads. The system performs immediate automatic identification of unregistered cars while moving around. In just two days of the operation, 38 unregistered vehicles were identified (some of the vehicles were found to be unregistered since 2012). The drivers were given court summonses according to the law and the cars were removed from traffic and the registration plates were temporarily confiscated.



# BICYCLE RACES ORGANIZED AS PART OF THE “ROAD SAFETY 2023” EDITION

The races were held in “Geroge Bush” square in Pristina, and those that participated were graduates of many schools in Kosovo.

The director of “Tempulli” Academy, Muhamed Krasniqi, said that this year marks a decade since these road safety activities started. He added that such activities are educational. More than 10 thousand students have taken part in such activities in 10 years. “It is the eighth consecutive edition. Today, high school graduates from the representative schools of the Republic of Kosovo will compete to win one of the prizes, which are bicycles for the first, second and third place”, said Krasniqi.

The Deputy Mayor of Pristina, Donjeta Sahatçiu, said they are working on the expansion of bicycle paths and will continue to promote safety and bicycle movement in the capital. She added that the municipality continues to be committed to work on safety and provision of bicycle paths.

The Kosovo Police Lieutenant Colonel, Jeton Rexhepi, said that the police support every activity intended to reduce the number of road accidents.

There were 19 participants in 12 paths in today’s races, and the first, the second and the third place were awarded with a bicycle each, and the winning school was given a cup.

• Darsei Gashi, representative of Skënder Luarasi Technical High School in Suhareka, won



the first place. He crossed the path without any penalty, in 40 seconds.

• Enris Xjelili from Mehmet Isai Technical High School in Gjilan won the second place. He crossed the path successfully, without any penalty, in 46 seconds.

• Anit Kololli, representative of Skënder Luarasi Technical High School in Suhareka, won the third place. He crossed the path without any penalty, in 48 seconds.

Other participants were given letters of grati-

tude.

These activities are held and coordinated continuously since 2013 by Tempulli Academy ([www.tempulli.org](http://www.tempulli.org)), along with the Kosovo Association of Motorization ([www.amrks.org](http://www.amrks.org)) and are supported by the Ministry of Education, Science, Technology and Innovation, Municipality Education Directorates, Kosovo Police and Kosovo Insurance Bureau. However, this year Ujë Rugove company and Golden Eagle company supported the activities.

# Voluntary and compulsory insurances have almost equalled

In the first quarter of this year, voluntary and compulsory insurances have almost equalled. The official data of the Central Bank of Kosovo note that in the first quarter of this year, the amount of compulsory insurance premiums reached 17.2 million Euros, and the amount of voluntary insurance premiums reached to 15.1 million Euros.

Voluntary insurance in our country continues to grow day by day, almost equalling compulsory insurances such as the TPL, TPL + and the border policy. In the first quarter of this year, voluntary and compulsory insurances have almost equalled. The official data of the Central Bank of Kosovo note that in the first quarter of this year, the amount of compulsory insurance premiums reached 17.2 million Euros, and the amount of voluntary insurance premiums reached to 15.1 million Euros. Representatives of the insurance industry

in our country say that the increase in the number of insurances comes are a result of a raised awareness of citizens. If we compare the data of voluntary insurance from the first quarter of this year with the data of the first quarter of 2022, it can be seen that there is a significant difference of more than 3 million Euros. However, according to such data, the growing trend will continue in the following months as citizens have understood the importance of health insurance. The official data of the Central Bank of Kosovo note that

17,239,228 Euro is the amount of premiums collected during the first quarter of 2023 for compulsory insurance, and 15,622,083 Euro is the amount of premiums collected during the first quarter of 2022 for compulsory insurance. Meanwhile, 15,148,364 Euro is the amount of premiums collected during the first quarter of 2023 for voluntary insurance, and 12,258,640 Euro is the amount of premiums collected during the first quarter of 2022 for voluntary insurance.

2022

2023

Amount of premiums collected during the first quarter for compulsory insurance.

15,622,083€

17,239,228€

Amount of premiums collected during the first quarter for voluntary insurance.

12,258,640€

15,148,364€

Amount of premiums collected during the first quarter for compulsory and voluntary insurance

27,880,723€

32,387,592€



# THE DIRECTOR OF THE KIB HELD A PRESENTATION TO THE STUDENTS OF THE UNIVERSITY OF PEJA

Mr. Sami Mazreku - Director of the Kosovo Insurance Bureau, along with Valon Berisha and Ilir Prapashtica, held a presentation on Wednesday to the students of Haxhi Zeka University in Peja. Director Mazreku as well as Prapashtica and Berisha spoke before the students

about the operation of the insurance sector in our country, and spoke in more detail about the work done by the Kosovo Insurance Bureau. The KIB started having meetings and presentations in educational institutions at the beginning of the year and will continue doing

so until the end of the year. At the end of the meeting, the KIB director and his associates, met the dean of the Faculty of Business in Peja, Mr. Halit Shabani, and talked to him about the possibility of increasing the cooperation between these two important institutions.

**15,315,896€**

is the amount of funds that the insurance companies have collected from the sale of domestic TPL policies during the period of January - March 2023.

**13,902,450€**

is the amount of funds that the insurance companies have collected from the sale of domestic TPL policies during the period of January - March 2022.

**10,17 %**

increase in the revenues of the insurance companies from the sale of domestic TPL policies in the period of January-March 2023 compared to the same period of the previous year.

**7,376,374€**

is the amount paid for claims by insurance companies for damages caused only in traffic accidents during the period of January - March 2023.

**6,340,904€**

is the amount paid for claims by insurance companies for damages caused only in traffic accidents during the period of January - March 2022.

**16,33 %**

increase in the amount paid for claims by insurance companies for damages caused in traffic accidents during the period of January - March 2023 compared to the same period of the previous year.

# The sale of border insurance increased by 23.24%

In January, February and March this year, the sale of border insurance increased by 23.24% compared to the same period of

the previous year. The official data of the Central Bank of Kosovo show that 51,953 border policies were sold in January

and February this year, whereas 26,999 border policies were sold in January and February 2022.



# 2072 fire insurance policies have been sold

In January, February and March this year, insurance companies in the country sold 2072 fire insurance policies, whereas 1927

fire insurance policies were sold in January - March 2022. The official data of the Central Bank of Kosovo show that in January

- March this year, the sale of policies increased by 7.52%, compared to the same period of the previous year.

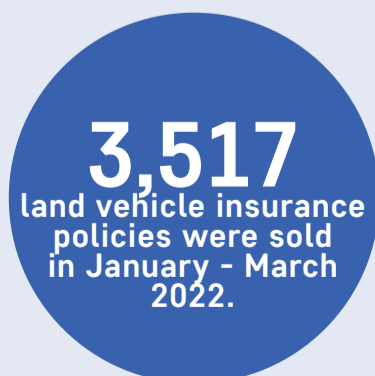


# 3990 land vehicle insurance policies have been sold

The official data of the Central Bank of Kosovo show that 3990 land vehicle insurance policies were sold in January

- March this year, and 3517 land vehicle insurance policies were sold in January - March 2022. The sale of land

vehicle insurance increased by 14.45% in January - March 2023 compared to January - March 2022.





## THE CBK SUPPORTS THE REFORMATION PROCESS OF THE KIB

Nexhat Kryeziu, acting deputy governor of the Central Bank of Kosovo (CBK), visited the Kosovo Insurance Bureau (KIB) on Tuesday, where he met with director Sami Mazreku, Agim Elshani - chairman of the General Assembly and Korab Lluka – head of the Administrative Council in the Kosovo Insurance Bureau. Director Mazreku thanked Kryeziu for

visiting the institution he runs. Mazreku informed the deputy governor about the reforms, changes and successes that have taken place in this institution during the last two years. Mazreku also asked for CBK's support to continue with reforms and legal changes that adapt to the current times. On the other hand, deputy governor Kryeziu congratulated the KIB

management for its great commitment and the changes it has brought to the KIB. The deputy governor offered further support to the KIB in the processes aimed at reforming this important institution. In addition, during the meeting, they also discussed about finding modalities for Kosovo's membership in the Green Card Bureaux.

## PRESENTATION HELD TO THE STUDENTS OF THE HASAN PRISHTINA SCHOOL IN MITROVICA

Mr. Sami Mazreku - director of the KIB, along with Valon Berisha and Ilir Prapashtica, held a presentation in front of the students of "Hasan Prishtina" high school in Mitrovica. Director Mazreku as well as Prapashtica and Berisha explained the importance of insurance to the students and provided a lot of information that will be useful to them in the future. The KIB started with meetings and presentations in educational institutions at the beginning of the year and will continue until the end of this year. At the end of the meeting, the KIB director invited the students to visit his institution and see how it works.



# INSURANCE IN NUMBERS

**34,208,630€**

is the value of gross written premiums by the end of March this year.

**14.92%**

increase in the insurance market in the period of January - March 2023, compared to the same period of the previous year.

**4,442,171€**

increase in the value of gross written premiums in the period of January - March 2023, compared to the same period of the previous year.

**5,814**

more claims paid in the period of January - March 2023, compared to the same period of the previous year.

**322,868**

contracts concluded between the insurance companies and the citizens by the end March 2023.

**36.66%**

increase in the number of contracts concluded between the insurance companies and the citizens by the end of March 2023, compared to the same period of the previous year.

**48,165**

claims paid by the insurance companies as well as the Kosovo Insurance Bureau in March 2023 alone.

**32,387,592 €**

is the value of gross written premiums in the non-life insurance activity by the end March 2023.

**16,16%**

increase in the value of gross written premiums in the non-life insurance activity by the end of March 2023.

**1,821,041€**

is the value of gross written premiums in the life insurance activity by the end March 2023.

**3,43%**

decrease in the value of gross written premiums in the life insurance activity by the end of March this year, compared to the same period of the previous year.

**25,245**

life insurance contracts concluded by the March 2023.

**174%%**

increase in the number of life insurance contracts in March 2023, compared to January 2023.