

QUALITY POLICY STATEMENT

Jubilee Health Insurance Limited (JHIL) endeavors to be a market leader and trend setter in provision of Health insurance services for all client segments. We are committed to adopting process approach in managing our business.

Our management team has a continual commitment to:

- Ensure customer requirements and expectations are determined and fulfilled, with the aim of achieving customer satisfaction through provision of customer-oriented professional Health insurance based services and products.
- Communicating to our staff the importance of meeting customer, regulatory and other applicable guidelines and requirements including nurturing a reputation for excellence, value for money and timely innovation;
- Communicating the quality policy both within the organization and to the interested parties and also benchmarking best practices and technologies to respond to customer needs.
- Establishing quality objectives while ensuring regular review of Quality Management Systems (QMS) performance as a means of measurement and monitoring of effectiveness and efficiency of the system.

JHIL shall continually plan, control and mitigate risks in line with business norms to improve the implementation and maintenance of its management systems in compliance to requirements of ISO 9001:2015

