

***AN ASSESSEMENT OF CLAIMS HANDLING  
PRACTICES & PROBLEMS IN ETHIOPIAN  
INSURANCE CORPORATION***

**BY  
HOSAENA BUZUNEH**

**A SENIOR ESSAY SUBMITTED  
TO THE DEPARTMENT OF MANAGEMENT  
BUSINESS FACULTY  
ST. MARY'S UNIVERSITY COLLEGE**

**IN PARTIAL FULLFILMENT OF THE REQUIREMENTS  
FOR THE DEGREE OF BACHELOR OF ARTS IN  
MANAGEMENT**

**JUNE, 2010  
SMUC  
ADDIS ABABA**

# ST. MARY'S UNIVERSITY COLLEGE

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**APPROVED BY THE COMMITTEE OF EXAMINERS**

_____	_____
Department Head	Signature
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Advisor	Signature
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Internal Examiner	Signature
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External Examiner	Signature

## ***ACKNOWLEDGEMENTS***

First of all, I would like to give all the glory & lift up the name of Almighty God for the success which was left. He is Great.

I am greatly indebted to my advisor Ato Yimer Adem for his supervision, invaluable suggestion & advice, I thank you sincerely.

Then, I would like to say Thank you & I love you so much to my father, my mother my sisters Wagi & Abyss and My precious family Joy, Nan & Tat. This is for you.

Then lastly I am also grateful for all EIC North Eastern Main Branch Staffs & Customers .

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## DECLARATION

I, the undersigned, declare that this senior essay/project is my original work, prepared under the guidance of Ato Yimer Adem. All sources of materials used for the manuscript have been duly acknowledged.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date of Submission: \_\_\_\_\_

Place of Submission: **SMUC Management Department**

## **ADVISOR'S APPROVAL**

This senior research paper has been submitted to the department of Management in partial fulfillment for the requirements of BA degree in Management with my approval as an advisor.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

## **Acronyms**

**EIC** Ethiopian Insurance Corporation

**OFC** Operational Federal Charter

**MIB** Motor Insurance Bureau

**U/W** Underwriting

**EIBI** Ethiopian Insurance & Banking Institute

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# APPENDICES

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## **Interviews for the Heads of the Claims & Underwriting**

1. Did you agree by the quality of the garage is fit with the vehicles?
2. How do you evaluate the policies of the EIC in terms of claims handling procedure?
3. When do you evaluate the systems of customer handling in EIC?
4. Did you agree by the quality of the garage is fit with your vehicles?