



February 4<sup>th</sup>, 2020

To All AAR Insurance Kenya Ltd Customers.

**RE: SUSPENSION OF SERVICES AT NAIROBI WOMEN'S HOSPITAL**

Greetings from AAR Insurance (K) Ltd!

We bring to your attention that we have suspended services at **Nairobi Women's Hospital** and all its branches for all our members due to operational challenges. The suspension takes effect from **5<sup>th</sup> February 2020**.

This applies to both reimbursement and non-reimbursement In and Out Patient claims. Any inconvenience caused is highly regretted.

We are committed to continue offering you unparalleled medical insurance services through our expansive panel of over 1,000 provider partners. The same can be accessed via our website on [www.aar-insurance.com](http://www.aar-insurance.com)

Our contact center remains at your service 24/7 to address any queries you may have through the following contacts:

Tel: +254 703 063000  
+254 730 633000  
+254 20 2895000

E-mail: [info@aar.co.ke](mailto:info@aar.co.ke)

Wishing you continued good health!

Yours Sincerely,  
**AAR INSURANCE (K) LIMITED**

**MERCY NDEGWA**  
**CHIEF OPERATIONS OFFICER**

**AAR INSURANCE KENYA LIMITED**

Real Towers, Hospital Road, Upper-Hill, Ground Floor | P.O. Box 41766 - 00100 GPO, Nairobi  
Tel: 020 289 5000 | +254 (0) 730 633 000 | +254 (0) 703 063 000  
Email: [info@aar.co.ke](mailto:info@aar.co.ke) | [www.aar-insurance.com](http://www.aar-insurance.com)

*Regulated by the Insurance Regulatory Authority*