



**RADIANT**  
INSURANCE COMPANY  
**ISEZERANO NI ISEZERANO**

# QUALITY POLICY

## Vision

To be the insurer of choice in Rwanda, offering quality insurance services.

## Mission

To provide quality insurance services' that are customer focused and innovative.

## Values

Satisfaction of our Clients, Professionalism, Integrity, Teamwork, Innovation, and Objectivity make our pride.

## Our Motto:

A promise is a promise.

## We will further achieve this by:

- Meeting and exceeding customer expectations with quality services.
- Understanding the requirements of our jobs and the systems that support us through training and education.
- Making continuous improvement a part of every day and every job - through the use of team participation and measurements.
- Following sound underwriting principles.
- Maintaining cordial and good relation with our service providers and suppliers.
- Ensuring compliance with relevant regulatory and statutory requirements.
- Participating in and supporting the communities where we do business.
- Committing ourselves to ISO 9001-2015 Quality Management System.

## Signed by

**Marc RUGENERA**  
Managing Director.



Done 06/03/2025