



LUKHA
INSURANCE SOLUTIONS

COMPANY PROFILE

2024





Table of Content

- 04 About Us
- 05 Company Values
- 06 Professional Services
- 07 Professional Services
- 08 Client Testimonials

Lukha Insurance Solutions is an Insurance Solutions and Risk Management company that offers a broad range of Professional services to a wide customer base including the public and private sectors, parastatals and individuals.

Since our formation, we are constantly growing to be a successful and dependable entity that has gathered vast experience in all types of Risk Management strategies and customer centric services. We offer targeted and efficient solutions for Structural Assessments, Cost and Risk Analysis and Project Management services. We aim for Policy-Holder satisfaction and offer Value Added services to our Clients through impartiality and professionalism.

At Lukha we are guided in all that we do by our core values of excellence, accountability and team work and our objective to promote growth and development. Our staff is highly qualified, motivated, professional and competent which makes our works of exceptional quality. We pride ourselves in making sure that all tasks are completed timeously and professionally which is befitting to Clients and our own Brand's image.



Company Values

Safety - Safety is our priority; we strive to make our work environment as safe as possible abiding by accepted practices and procedures.

Quality – Exceptional quality is our only standard, the services rendered will reflect our commitment to producing only the best quality.

Efficiency and Effectiveness – We always endeavor to do the right things right to meet our clients specifications.

Professionalism – We strive to adhere to undeviating courtesy, honesty and responsibility in all our dealings with clients. Our services are available and fair to all abiding by the existing laws, regulations and policies.



Our Vision

Our vision is to become a leading and dynamic service provider of choice in cost, risk and project management solutions that assist our clients in achieving their set goals. All services provided are regarded as a joint venture investment that could only prove successful when a valued return for our clients is realised, this enables us to achieve the same level of excellence and reliability to deliver world-class service.

Our Mission

- To be totally committed to service excellence and customer satisfaction in all aspects of our business.
- To ensure our customers are treated in accordance with their needs by motivated and welltrained staff.”
- To conduct our business with integrity and the highest sense of ethics.
- To at all times respect and uphold the dignity of our clients and fellow staff members.



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Professional Services

Personal Lines & Domestic Claims

Our customer centric approach to managing domestic claims is aimed at providing an efficient claims resolutions and a satisfying claims experience for the customer.

Commercial Claims

We provide inclusive claims investigation services for commercial, corporate and property damage claims. We consult with industry specialists where it is require to provide concise recommendations.

Surveys

Our assessment services include risk management and general surveys. We also conduct desktop and digital assessments and audits.

Proficiencies

Fire & Allied Perils -Property Damage - Theft & Robbery - Money - Plant All Risk - Machinery Breakdown - Fidelity Guarantee – Goods in Transit - Home Owners - Householders - Public Liability - Electronic Equipment – Defective Workmanship – Contractors All Risks – Buildings Combined – Municipality – Accidental Damage

Client Testimonials

We could keep telling you how good we are,
but our clients can put it better.

“ Thank you to the Lukha team for the wonderful the service I received. Professional and on point.

”

Jason Strauss

“ I wanted to thank the Lukha team for the great service and timeously response they provided to sorting my claim out

”

Martin Blake

“ 10 out of 10 services and expertise received by Khaya. Thank you!

”

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