

Our Ref: LIFT SUS/TNH/CEO/12/09/2025

Friday, September 12, 2025

Mr. Felix Osano,
Chief Executive Officer,
The Nairobi Hospital.
P.O Box 30026-00100,
Nairobi, Kenya.

Dear Mr. Osano,

RE: LIFTING OF SUSPENSION OF MEDICAL SERVICES.

We refer to the above subject matter.

Following our meeting held on 10th September 2025 at our offices and subsequent receipt of your commitment letter dated 11th September 2025 (**Ref No: TNH/ADMIN/CEO/11/09/2025**), we hereby acknowledge its contents and note the steps you have undertaken towards implementation.

Among the commitments made, and to enable us to fully benefit from the use of resident specialists, we look forward to receiving the remaining packages progressively, with the target of accessing the full range of packages by the close of October 2025.

We are also pleased to inform you that the suspension of medical services communicated in our notice of 5th August 2025 (**Ref: TNH/ADMIN/CEO/01/06/25**) has been lifted with immediate effect.

We greatly value our partnership and look forward to continued and sustainable collaboration in delivering quality healthcare services to our mutual clients.

~~Yours Sincerely,~~


Stephen Lokonyo,
MANAGING DIRECTOR/PRINCIPAL OFFICER.



Head Office:
First Assurance House, Clyde Gardens,
Gitanga Road, Lavington
P.O. Box 30064 - 00100, Nairobi-Kenya
Tel: 020 - 2900000, Cell: 0709 544 000
Fax: 020 - 2900200, 2692290
Email: hoinfo@firstassurance.co.ke

Town Office:
Queensway House,
4th Floor, Kaunda Street
P.O. Box 30064 - 00100,
Nairobi.
Cell: 0735 - 605480

Mombasa Office:
First Assurance House,
Fidel Odinga Road, Nyali
P.O. Box 43558 - 80100,
Mombasa.
Tel: 020 - 2082507

Kisumu Office:
Al-Imran Plaza, Ground Floor,
Oginga Odinga Street
P.O. Box 186 - 40100,
Kisumu.
Cell: 020 - 2030576

Nakuru Office:
J. Riria Hub, 2nd Floor,
Tom Mboya Street
P.O. Box 18002 - 20100,
Nakuru.
Tel: 0786 - 605480

Nyeri Office:
Absa Building,
Kenyatta Road.
Cell: 0716 - 922415

Eldoret Office:
Absa Building,
Uganda Road.
Cell: 0799 - 342402



www.firstassurance.co.ke

"First Assurance Company Limited is Regulated by the Insurance Regulatory Authority"