

**Director:**

Genond Mesareja

**Service Category:**

Insurance



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**Date Founded:**

1998

Sigma interalbanian Vienna Insurance Group Sh.A. Kosovo Branch, established in Kosovo since 2004, is part of Vienna Insurance Group (VIG). VIG is the leading insurance group in Austria and one of the leading insurance companies in the CEE region. Over 25,000 employees work for the [Vienna Insurance Group](#), at around 50 companies in 30 countries. VIG has an A+ rating with stable outlook from well-known rating agency Standard & Poor's, meaning that it remains the top-rated company on the Vienna Stock Exchange's index of leading shares, the ATX.

The support and influence of VIG group in Sigma in Kosovo in standards, policies, capital and all other steps has made Sigma in the market to be a leader company.

Throughout the period of operation in the Kosovo market, Sigma Inter-Albanian Vienna Insurance Group - Kosovo Branch has had evident positive results especially in terms of:

- stable financial situation,
- fulfillment customers' needs for insurance products
- increased guarantees and reliability by supporting an efficient reinsurance network
- successful and correct cooperation with local and international partners.

From an organizational point of view, Sigma InterAlbanian Vienna Insurance Group operates in the domestic market in a large geographical area by offering its services throughout the territory of Kosovo.

For many years we are one of the Leading Companies in the Market based on the volume of premiums realized for all business lines.

Sigma InterAlbanian Vienna Insurance Group is a company which enjoys a very good reputation reflected in the high margin of contract renewal with Clients as well as the evaluation of its activity by the Supervisory Institutions. As a company that operates with high standards supported by the parent company Vienna Insurance Group and reinsurance partners, Sigma InterAlbanian Vienna Insurance group gives the maximum contribution towards meeting the conditions for the development and consolidation of the local insurance market .

Professional, quick and quality in solving claims

The image and capacity that the company has in the market has been the result of efficient penetration into various segments such as individuals, non-profit organizations, foreign accredited institutions, large companies, various industrial companies, financial institutions, etc. This has been achieved in thanks to a professional, talented and energetic staff; the support VIG and the correct and successful cooperation with local and international partners. Also, one of the key points of our philosophy is to have a clear strategy of handling and reimbursing claims for compensation which we believe should be an important principle for any insurance company. More than 90% of customers of Sigma InterAlbanian Vienna Insurance Group Kosovo Branch choose to renew their insurance policies with us, and only customer satisfaction can produce such high renewal rates.

Values of our employees

Honesty and consistency are our top priority. Each of us shows personal responsibility for the highest standards of conduct, honesty, and integrity in every aspect of our work. Actions speak louder than words. All our employees work towards the same goals, creativity and teamwork. We respect our customers, listen to their wishes, and understand their expectations. We strive to provide quality services that exceed our customers' expectations. We treat each other with respect and we are proud of the significant benefits brought by a diversity of employees and ideas. To continue our success, we train our employees by helping them grow and develop professionally to fulfill new responsibilities.