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AFRICA INSURANCE MAGAZINE

Global reinsurance

TRENDS

Designing Relevant, Future-ready Products; Catalyst For Building A Thriving & Sustainable Life Assurance Industry - Paul Muchesa

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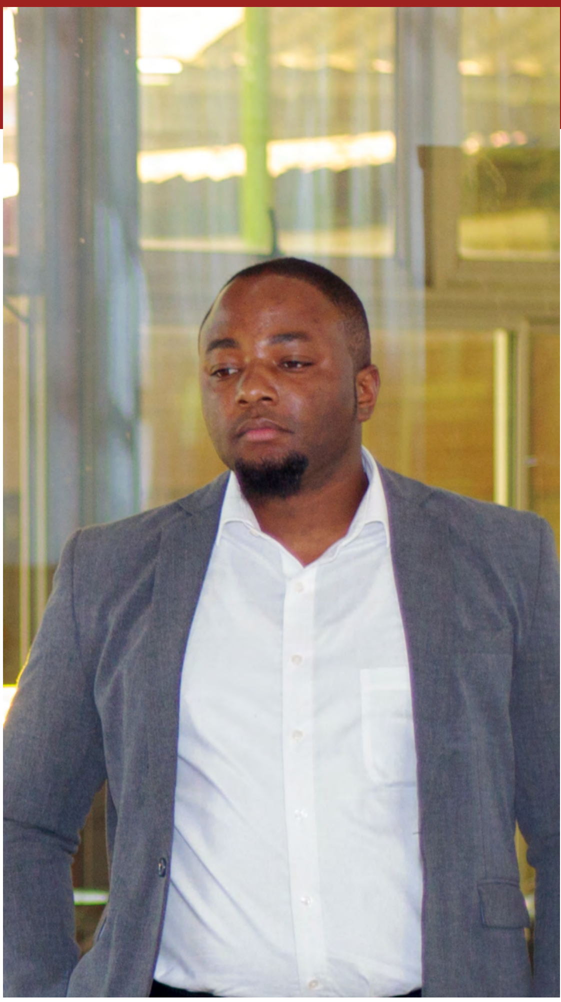
Editor's note



It's my delight to welcome you to the third quarter edition of the Africa Insurance Magazine, presenting a new wave of captivating exclusives, experts insights and cutting edge trends shaping the future.

As the business landscape continue to evolve and present a new dynamic environment with emerging opportunities, we understand the need for insurance and life assurers to design future-ready relevant products. We engaged the Corporate Sales Manager at Doves Life Assurance to unpack practical ideas on the significance of harnessing the power of synergies to design future-ready products.

We are excited to be collaborating with the African Risk Capacity Limited, to share educative and informative articles on insurance transformation, sustainability and the future of insurance. We believe this collaboration is fundamental towards achieving the AIM mandate.

In this edition we share risk management insights from leading practitioners and experts in the field. We further explore reinsurance trends shaping the future of reinsurance. Such insights are foundational in developing relevant solutions for our organizations, communities and societies.

We finally provide highlights of industry events, that were held during the period in focus. To strengthen our commitment towards keeping you updated with relevant news, we share details about upcoming conferences and seminars.
We humbly appreciate your continued support.

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Designing Relevant, Future-ready Products; Catalyst for Building a Thriving & Sustainable Life Assurance Industry

Paul Muchesa, Corporate Sales Manager, Doves Life Assurance Company

The future of the life assurance industry is poised for growth and development. With the changes happening in the local and global economy, relevance, resilience and sustainability are crucial aspects to build future-ready industries. The Africa Insurance Magazine had an exclusive with the corporate sales manager at Doves Life Assurance, Zimbabwe to discuss the significance of designing relevant, future-ready products. The esteemed executive, further unpacked practical insights on the power of harnessing collaborative efforts and synergies to thrive and build a sustainable funeral assurance industry.

AIM: Based on your experience as a Corporate Sales Manager at Doves Life Assurance, what is the power of designing relevant and future ready products?

PM: Designing relevant and future ready products enhances an organisation's competitive advantage. Being ahead of the curve allows corporates to capture market share before competitors. This can lead to significant financial gains and industry leadership hence Doves' 122 years in the industry is a glaring testament of always offering future ready and relevant products.

At Doves we have witnessed a substantial increase in sales and market share due to introduction of the aforesaid products in the last few years. Products that address current customer trends are more likely to resonate with a wider audience. Our Micro Finance Institution through its payroll loans has brought significant financial gains to us by offering financial solutions through school fees, medical, funeral and university payroll loans which are relevant to current customer needs.

Designing future ready products from the start minimizes the need for expensive redesigns or workarounds later. The introduction of Doves' Group Life Cover that pays a lump sum upon death with an option of a life cover is one relevant product that has proved to be cost effective for the organization.
These products also foster efficient resource allocation. Focusing on product with future potential ensures that your resources are directed towards areas with long term impact. This avoids wasted effort on products that quickly become obsolete.

Designing with an eye for future allows for easier integration of new technologies and features. It fosters a culture of continuous improvement. Our Diaspora plan which was spawned on the background of an avalanche of Zimbabweans migrating to different countries in Africa and beyond is a growth strategy that seeks to find solutions for Zimbabweans in the diaspora incase the unfortunate happens. Nobody wants to die, not even one's parents and siblings albeit at Doves we help you prepare even for things you do not want to happen be it in Zimbabwe and beyond. The Diaspora Plan has been a prelude to harnessing new technology and adapting to new ways of doing things like AI and digital paying platforms to ensure a seamless customer experience for the said target market.

Future ready products often consider factors like resource efficiency and modular design that impacts on sustainability. This can lead to more environmentally friendly products and responsible business practices.

In conclusion designing relevant and future ready products is a powerful strategy for businesses to ensure long term success, customer satisfaction, industry leadership and creating products that can evolve with time, for example, Tesla, Amazon and Apple.

AIM: Exceptional Customer experience-what three major interventions have you used to create it within Doves Life Assurance?

PM: Agents need to be trained on product knowledge, empathy and to be solution oriented. Dealing with a bereaved person is a situation which is emotive that calls for high degree of empathy and compassion. Funeral assurance entails selling a promise hence there is need to build trust with customers by making sure that you do not renege on your promises.

There is also need for transparent and clear communication. At Doves we have made it a policy to make sure that our policy benefits, exclusions and claims are quite clear to all our clients. We shun verbosity and complicated jargon but ensure simple consistent communication throughout the customer journey.

I have made it a policy that we always go an extra mile for all our corporate and individual clients by looking for opportunities to exceed expectations by offering additional support during difficult situations and funeral service provision. The process of customizing our services has been a unique selling point that has made us stand out and invariably be ahead of the curve.

As the Corporate Sales manager through seamless and efficient interactions; I have made sure that all Doves clients are guaranteed of a smooth customer experience across all touchpoints namely our mobile app, website, self-service portal, WhatsApp, phone calls and agent interaction. They say information is oxygen hence it should be consistent and easily accessible regardless of the channel used.

We have also embraced technology making sure that our clients get 24/7 support services through our Contact Centre and reinforced e-commerce by introducing a plethora of payment platforms (Ecocash, One Money, Paynow, OK Zimbabwe, TM Pick and Pay and Banc ABC) buttressed by our fairly new strategic partnerships with Innbucks, ZB Bank and AFC Bank.

Exceptional customer experiences require an understanding of your customer journey by mapping out different touchpoints a customer has with your company from completing an application form to the claim stage. This helps in identifying areas that may need improvement and personalize communication based on the stage of the customer journey.

We also use customer data to periodically send policy updates, lapses, payments and need for upgrades as a proactive way of protecting the customer, making sure the policy is always active and ensuring an exceptional customer experience.

At Doves we do have a comprehensive claims department which is proactive and always anticipate the needs of the customers during claims. There is a dedicated team that provide clear timelines and updates during and after processing of claims. Furthermore, they go an extra mile of humanizing the claims experience by showing empathy and advocacy in claims handling. Losing a loved one is quite a debilitating experience and being proactive puts less pressure on the bereaved and will only help in celebrating the life of the deceased.

AIM: Leveraging digital transformations to create exceptional customer experience and maximise on sales; your views and perspectives?

PM: Digital transformation is no longer a choice, it is a necessity for business to stay competitive in this dynamic world. Here is how it can be leveraged to create a stellar customer experience and boost sales.

At Doves, we have already labored on customer focus through reinforcing the customer journey on question two but I will go on and say digital transformation allows you to map your customer journey, pinpointing every touchpoint a customer has with your brand. This empowers you to identify areas that may need improvement and tailor experiences to their needs. These customer touchpoints may include but not limited to your website, mobile app, self-service portal, marketing agents, claims and social media

By leveraging data analytics, you can personalize the customer experience for example imagine an e-commerce store recommending products to a potential client based on past purchase behavior or a bank offering targeted financial products. This not only fosters a connection between the two parties but also increases the chances of a sale.

Customers expect a smooth experience across all channels through seamless omnichannel experience. Digital Transformation allows you to integrate these channels, providing a unified experience that build trust and satisfaction.

Technology through Artificial Intelligence powered chatbots can provide 24/7 customer support, answer questions and personalize product recommendations. This frees up the human hand for more complex tasks while ensuring customer needs are invariably met.

Digital Transformation generates a wealth of customer data. By analysing this data, businesses can gain insights into customer behavior, preferences and buying patterns. This data can be used to optimize marketing campaigns, product development overall customer experience strategies.

Repetitive tasks can be automated, freeing up employees to focus on building relationships and providing exceptional customer service. This not only improves efficiency but also allows for a more human touch in interactions.

Digital Transformation though necessary it comes with its own challenges. As you collect and leverage customer data, it is crucial to prioritize data privacy and security. You need to be transparent about how you use data and ensure compliance with relevant regulators.

Data transformation is a journey therefore one need not expect overnight success with digital transformation, it is a continuous process that requires ongoing investment, strategic planning and a culture of innovation.

People and Change management is also key in quipping your employees with the skills and training to navigate new technologies is vital. Effective change management ensures a smooth transition and employee buy in.

By leveraging digital transformation with a customer centric approach business can create exceptional experiences that foster loyalty, drive sales and keep them ahead of the curve.

AIM: Insights and Perspectives on how industry players and regulators can harness the power of collaboration to grow an inclusive and sustainable life assurance industry?

PM: The Life Assurance industry has a role to play in building financially secure future for individuals and communities. However, achieving true inclusivity and sustainability requires collaboration between various industry players.

Life Assurers through new product development can collaborate with NGOs, microfinance institutions and social enterprises to develop micro insurance products tailored to meet the needs of underserved populations. Sharing best practices on in risk assessment and pricing can ensure that these products are accessible and sustainable. Though this is ideal albeit we have seen some Zimbabwean assures working in silos by partnering banks and coming up with micro insurance products for specific segments of the market. This Silo mentality decimates the sustainability of these products. At Doves we have partnered ZB and Innbucks to bring convenience to our customers and reach underserved markets in the event of a claim as well as provide more payment options through their various agents across the country thereby enhancing inclusivity.

Industry players can also work together to leverage technology like mobile apps and agent networks to increase access to life assurance products. Joint investments in AI powered underwriting and claims processing can improve efficiency and accessibility for all customers. Collaboration in Insuretech adoption can accelerate innovation and create a more dynamic marketplace.

Life Assurers and regulators can gain a more comprehensive understanding of risk profiles across different demographics by sharing anonymized data and analytics. This allows for more inclusive products and pricing models. Data can also be shared on unbanked and underinsured populations, enabling them to develop risk pooling mechanisms and offer affordable life assurance products in these segments.

Joint efforts with educational organisations can improve financial literacy and raise awareness about the benefits of life assurance particularly among low income groups. We have over 16 state and private universities in Zimbabwe which assures can make use of in disseminating and educating the entire population. There also need to increase the number of workshops done by Zimbabwe Association of Funeral Assures and include other stakeholders so that the initiatives are efficacious.

Life Assurers can collaborate with investment firms and green initiatives to invest policyholder premiums in environmentally and socially responsible projects thereby promoting sustainability. I know of one company in our industry which has invested a lot in afforestation projects so as to embrace issues to do with Environmental, Social and Governance factors.
Life Assurers need to work with scientists and research institutions like SIRDC to develop life assurance products that factor in climate risks and offer protection against weather related events. Many people take out life assurance policies that do have waiting period, a breadwinner may be struck by lightning whilst on waiting period and the claim can be repudiated on that basis. Collaboration can help to come up with policies that do protect such incidences. Organisations like ZAFA can work together with other industry players to influence government policies that promote sustainable practices and encourage long term economic growth.

Collaborations can also be done with regulators to develop risk-based capital requirements that encourage innovation and allow for more flexible product offerings for underserved markets. Collaborative efforts can ensure that regulators are future proof and adapt to energy trends like climate change and technological advancements.

It is also important for assurers to collaborate with IPEC on educational initiatives that improve financial literacy and empower consumers to make informative decisions about life assurance products. Of late IPEC has been working with industry players through breakfast meetings and wellness events like marathons to educate the market on consumer protection and financial protection. Regulators can also incentivize sustainable practices by offering tax breaks or streamlined approvals for companies with strong ESG communities.
The aforesaid collaborative efforts come with their own challenges within our Life Assurance Industry. Finding common ground amidst competition within the industry can be a challenge. Industry players sometimes see each other as rivals and may not be willing to work with each other for any projects.

Data privacy concerns; Sharing customer data requires robust security measures and clear guidelines to maintain privacy. Also balancing innovation with regulatory compliance can be complex, requiring open communication between regulators and industry players.

By overcoming these challenges and fostering a collaborative spirit, industry players and regulators can unlock the full potential of the life assurance industry, making it a powerful driver of financial inclusion and key contributor to a more sustainable future.

AIM: Concluding Remarks

PM: The future of today's business is undoubtedly shaped by innovation, customer focus and a willingness to adapt. I have underscored the importance of developing future ready products that anticipate changing needs and how exceptional customer experience driven by digital transformation can be the key differentiator. However, achieving these goals requires collaboration. As industry players lets leverage the insights and expertise shared today to work together. By fostering partnerships and breaking down silos, we can build a more inclusive, sustainable and thriving Life Assurance business landscape for the future.

ARC Ltd. Encourages & Exemplifies ESG Principles In Action

The company prioritises diversity, equity, and inclusion, particularly around its supply chain, through its gender-integrated disaster risk management (DRM) operations and policies. In terms of governance, ARC Ltd. has a comprehensive set of policies and programmes to address bribery, corruption, fraud, conflicts of interest, money laundering, and more. It conducts due diligence regarding its counterparties, and screens and records all financial transactions.

Ange Chitate, Chief Operating Officer, African Risk Capacity Limited (ARC Ltd.)

The recent spike in natural disasters across Africa due to climate change, has compromised the country's water and food security, human health and biodiversity. While many organisations are taking up the international call to embrace ESG, this does not mean a country is providing a coherent response to climate impact.

African Risk Capacity Limited (ARC Ltd.) Chief Operating Officer Ange Chitate says long-term sustainability means being able to provide insurance to protect lives and livelihoods. "It's about making sure that people can survive, are able to feed themselves, and can access basic requirements. It's as simple as that."

ARC Ltd. is the first parametric development insurer on the continent, responding proactively to climate-related disasters to build resilience and ensure food security. "We support governments and farmers with insurance against climate events, but we also have donor partners who partially pay premiums where necessary, which helps to promote financial inclusion," Chitate adds.

She explains that several countries are buying insurance to protect people on the ground as they understand the impact of climate change, but unfortunately, many other African countries aren't following suit. "This year, Zimbabwe, Zambia, Malawi and Mozambique have received payouts of over $60 million for the severe drought in Eastern and Southern Africa. This will cover approximately six million people."

Sustainable DNA

ARC Ltd.'s commitment to ESG principles saw ESG research, rating, and data firm Sustainalytics award the company with the lowest risk rating among its global peers, taking factors such as climate change, regulatory risk, and reputational issues into account. The company's score improved from 10.2 in 2022 to 5.7 in 2023, with its overall risk considered "negligible".

"An ESG rating is similar to a Fitch rating — it tells our partners and other stakeholders that we're transparent and aligned with best industry practice," says Chitate. "We subject ourselves to an independent assessment to find out how we're faring, where we could improve, and if we can fill any gaps."

One of the gaps this assessment has identified for ARC Ltd. is around carbon emissions. Because its employees work remotely, the company has no control over their carbon emissions. ARC Ltd. has also had to consider its business travel habits and the impact it has on carbon emissions.

ARC Ltd. does have policies related to green procurement, asset management and more. "We apply an ESG lens at all times to ensure our model creates value, and ESG factors are integrated with our underwriting principles."

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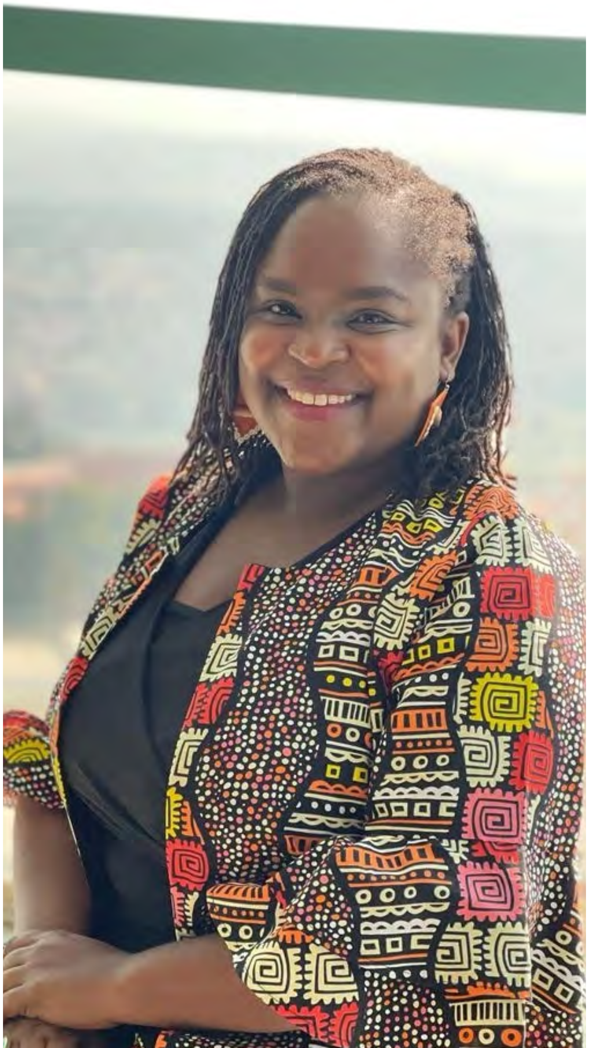
She explains that assessors aren't interested in just the policies, however, they want to see the evidence. "Policy should be a formalisation of what a company is already implementing. If you profess to pay your staff equitably, you will need to disclose your payroll. If an assessor identifies an area of high risk, it will be stricter the following year as your company has had an entire year to address the problem. If a gap is identified, we'll make sure it's smaller next year."

By proactively supporting governments and farmers, ensuring financial inclusion, and maintaining stringent ESG standards and policies, ARC Ltd. shows how dedicated efforts can mitigate the adverse effects of climate change. As more African nations embrace these principles, the continent can hope for a future where resilience and sustainability go hand in hand, safeguarding lives and livelihoods.



A Conversation with Sheila Kirika

Actuarial Manager, Old Mutual Africa Regions, Rwanda

The Africa Insurance Magazine had a conversation with Sheila Kirika, a Qualified Actuarial Fellow who is passionate about helping communities and societies leverage insurance to improve the dignity of lives. Currently, she is serving an actuarial manager for Old Mutual Africa Regions.

Sheila is always inspired by her deep desire to tell stories through numbers. Her love for numbers always inspires her to be a practitioner who strives to showcase how actuaries can be business partners for any organization; rather than a regulatory requirement.

Reflecting on leadership lessons learnt, Sheila said, empathy is critical to effect the change we so much desire at our workplaces. Through empathy, she has managed to work well with others and develop solutions that address the most pressing issues at the workplace and across the continent. "As a leader, it is imperative to be 'human centered' and create an environment where everyone can flourish," says Sheila.

Adding on, Sheila said, "building psychological safety as a leader is crucial in influencing working teams." Psychological safety is essential in creating a learning working space where employees can innovate and develop market relevant solutions.

We cannot talk of leadership, without excellence. There is power in leadership excellence, as this creates an empowering and supportive workplace, where we can all win as one. I strongly believe that, through fostering excellence, promoting organizational values and work ethics, leaders can create a more inclusive and human centered workplace that promotes collaboration and engagement, says Sheila.

Speaking to AIM, Sheila further unpacked practical insights on how emerging practitioners can enhance their transformation journeys. Barack Obama is widely quoted for saying, to build a successful career, "Just learn how to get stuff done." For emerging practitioners, having an in-depth understanding of your work is foundational in building a successful career. Sheila, however, emphasizes the need for young professionals to put in the extra effort. "My philosophy as an actuary has always been centered on going above and beyond." Professional qualifications and certifications are crucial in mapping a career that is sustainable, Sheila told AIM. It is commendable to note that, the Insurance Regulatory Association in Kenya has been supporting professionals financially and these scholarships have played a significant role in helping emerging actuaries get professional certifications.

The insurance industry in Africa is growing and the future of insurance is positive and promises emerging sustainable opportunities. "I see the value of insurance being appreciated more in the future." "With the changes taking place in the African insurance landscape, insurance solutions will become a central part of life," she said. Sheila strongly believes that, an era where insurance is a push product will eventually come to an end.

With insurers developing new innovative ways to embed insurance products in the way our societies live, we are going to witness a revolutionary era where the uptake of insurance products will be high. The insurance industry is slowly realising that, the savings groups and family funeral contributions are all a form of insurance solutions and this marks the beginning of a new dawn for insurance in Africa. Traditionally, most products by insurers were corporate products. However, because of innovation and digital transformation, more retail products are now being introduced to the market.

There is still a negative perception towards insurance in Africa and this calls for insurers to invest in financial literacy, understanding the traditional models of savings and embedding insurance in the existing African mechanism of saving and investments, Sheila told AIM.

John Nhauranwa, Sales & Marketing Executive, Cartrack Zimbabwe

A Glimpse into the Dynamic Intersection of Technology & Insurance

Cartrack Zimbabwe – The Beginning, The Core Business, The Vision

Cartrack is a leading global provider of data analytic solutions for mobile asset management, asset recovery and workforce optimization based on a proven Software-as-a-Service platform. Fleet management, Stolen Vehicle Recovery and insurance telematics services remain its core business, with a focus on technology development to enhance customer experience. The company is a service-centric organisation focusing on the in-house design, development and installation of telematics technology and data analytics.

Cartrack's technology is widely accepted by motor manufacturers and insurers. Its customer telematics web interface provides a comprehensive set of features ensuring the optimization of both fleet and human resources. As an expansion of its integrated service offering, Cartrack also provides driver risk assessment offerings in the insurance telematics field. In a dialogue with AIM, the business development officer, John Nhauranwa unpacks the significance of telematics technology and data analytics toward the development of the insurance industry.

Insurance Telematics

Insurance telematics provides the means for both the insurer and the fleet operator to better manage driver behavior, in turn this dramatically reducing loss ratios as a result of accidents. It allows insurers to provide a more tailored approach to premiums associated with an individual's risk profile, saving even more money for safer and more efficient driving practices.

The data is also utilized to more accurately reconstruct accident scenes, making it easier and faster to evaluate claims.

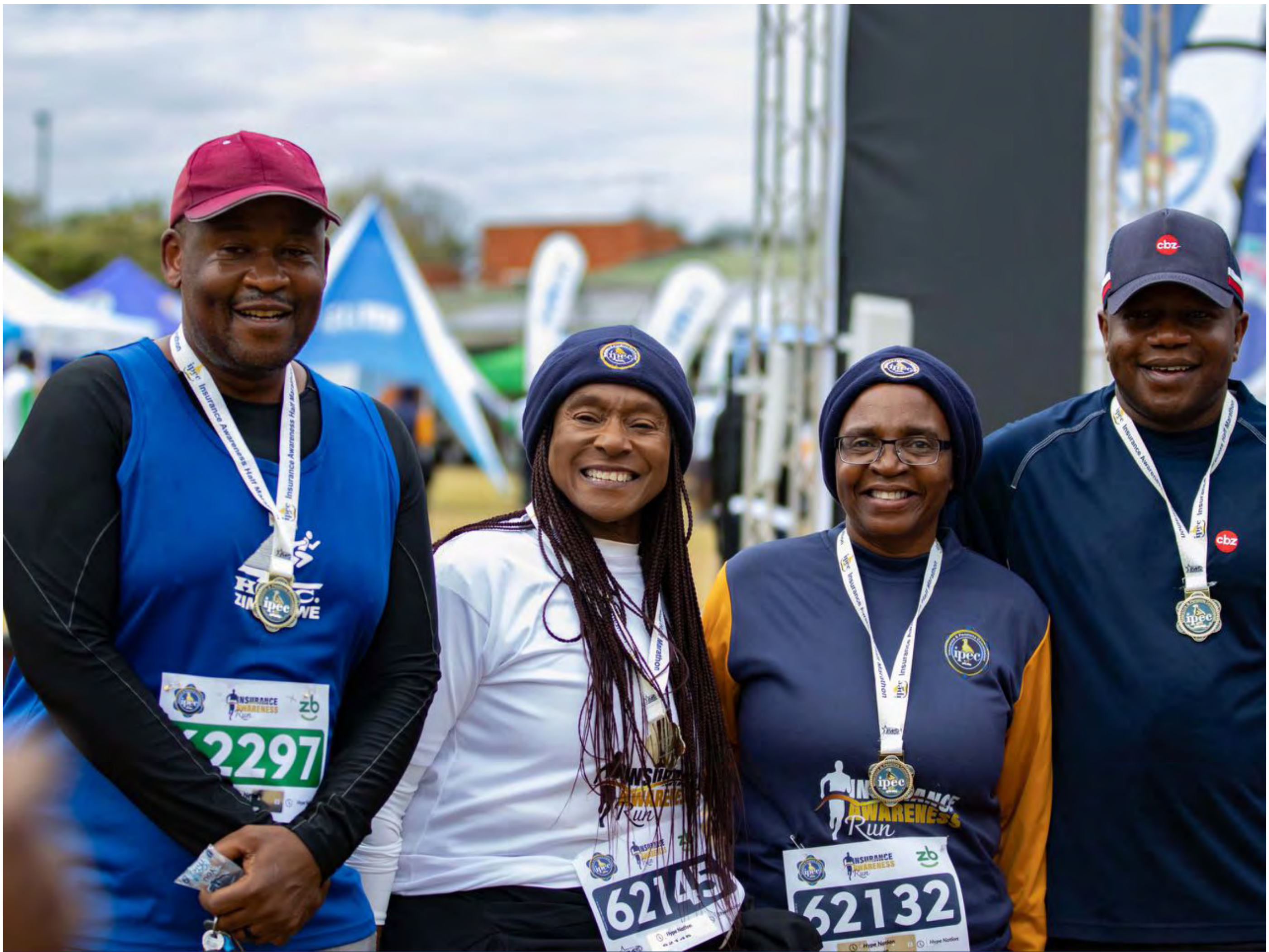
Revolutionizing the Insurance Industry – Customer-centric Tech Solutions

Through insurance telematics, Cartrack Zimbabwe is positively influencing the insurance sector and bringing sustainable solutions that enhances service delivery and customer experience. In conversation, with AIM, John assured that, insurance telematics helps in stolen vehicle recovery. "With a proven track record, even in high crime regions, you are rest assured that Cartrack will recover your stolen vehicle; thanks to our world-class tracking technology and vehicle recovery system," says John.

Reduction of premiums is one key benefit of insurance telematics. Through telematics, insurance costs are reduced by monitoring drivers' behaviors. In addition, "through driver education, responsible driving behaviors are nurtured and instilled, thereby decreasing fuel usage," he adds.

In business world, management of maintenance costs is crucial, to keep the business running. Speaking to AIM, John highlighted that, "By monitoring and improving driver behavior, you can significantly reduce the wear and tear on vehicles caused by harsh braking, acceleration and cornering."

Exciting news is, through telematics, crash alerts are sent to the Cartrack control room. "If a vehicle is involved in an accident, an alert will be sent to our 24/7 control room, who can immediately dispatch emergency services to the scene of the accident," says John



IPEC Insurance Awareness Half Marathon: A Triumph of Community & Endurance

Tatenda Sagomba, Public Relations Officer,
The Insurance & Pensions Commission (IPEC),
Zimbabwe

As a Commission, it is our responsibility to increase awareness about insurance and pension-related issues in Zimbabwe. We also aim to enhance visibility and top-of-mind awareness (TOMA). We believe that an informed insurance consumer positively impacts the entire industry. These objectives inspired the creation of the Insurance Awareness Run. The idea was to transform a traditional educational session into an interactive, engaging, and healthy discussion on insurance matters.

The 28th of June every year, the world commemorates Insurance Awareness Day, which is a day dedicated to educating the public on insurance issues and encouraging them to review and update their policies if necessary. In honour of this day, the Insurance and Pensions Commission (IPEC), organized the Insurance Awareness Run.

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The inaugural Insurance Awareness Run took place on Saturday, 29th June 2024, at the ZB Sports Club in Vainona, in Harare.

Enthusiastic Participation

The half marathon, which featured a hilly route, attracted over 500 runners, ranging from elite athletes to enthusiastic amateurs. Participants came from Harare and surrounding towns among them; Chinhoyi, Marondera, and Norton. As the event approached, we had to close the registrations upon reaching our capacity of 550 participants.

The starting line buzzed with excitement as runners prepared for the 21.1km challenge. Despite the early morning chill, spirits were high, with participants sharing their pre-race rituals and warm-up routines.

Strategic Partnerships, Community Support and Camaraderie

The saying, "Alone we can do so little, but together we can do so much," truly resonated with us. Organizing a successful event of this magnitude required strategic partnerships. We partnered with Eve's Wellness Boutique as event managers. Known for managing marathon events for corporates, Eve's brought their expertise and an existing database of runners to ensure a seamless event.

We couldn't have hosted this event without our generous sponsors, who embraced the idea wholeheartedly. Our main sponsor, ZB Life, sponsored the 10km race, hence it was named the ZB Life 10km. We are also grateful to Cell Insurance, Lorimak, Minerva, Nicoz Diamond, Old Mutual, Nyaradzo Life Assurance, NMBZ, FBC Insurance, ICZ, Alliance Insurance, Zimnat, Vineyard Funeral Assurance, Quality Insurance Company, Tropical Reinsurance, and our fellow regulators, the Securities and Exchange Commission of Zimbabwe and the Deposit Protection Corporation.

Their sponsorships enhanced the overall experience for all participants and exhibitors at the race.

The Commission also partnered with Star FM to broadcast live from the venue, with our Commissioner, Dr. Grace Muradzikwa, and Public Relations Manager, Mr. Lloyd Gumbo, along with other key stakeholders, speaking about insurance, thereby reaching a wider audience.

Race Day

The Insurance Awareness Run is not a Comrades qualifier but a fun run encouraging networking during and after the race. Congratulations to the following runners who came first in their categories:

- 21KM Men –Takudzwa Kuvarairwa
- 21KM Women – Tinotenda Manjori
- 10KM Men – Takavada Makuva
- 10KM Women – Margret Chipunza
- 5KM Men – Tendai Savanhu
- 5KM Women – Tinotenda Manjori

Congratulations to all participants who completed the race and to those who achieved personal bests! It's not just a race; it's a celebration of endurance, community spirit, and the unyielding human spirit.

The running was part of a bigger picture. Several activities were lined up for participants, including a scrumptious post-run snack, a thrilling Zumba session with Sir Charles, and over 20 exhibitor stands showcasing their products and services, allowing participants to learn more about insurance and update their policies.

The Commission also distributed the Insurance and Pensions Snakes and Ladders game and the Insurance and Pensions Consumer Education Guide, some of our consumer education products.

The Future

As the event concluded, the Commission expressed its gratitude to everyone involved, from the runners and volunteers to the sponsors and local authorities. We have gathered valuable insights and are pleased with how the event unfolded. Plans for the 2025 Insurance Awareness Run are already underway, aiming to make it BIGGER and BETTER!!!

An Exclusive with

Edwin Chidawa

Managing Director,
Firstlink Insurance Brokers

AIM: Can you give us a brief background of your journey in insurance?
EC: I joined the insurance sector 23 years ago. Over the years I worked for various companies in the industry including Old Mutual Zimbabwe, SFG Insurance Company, Orion Insurance, Aon Zimbabwe (now Minerva) and eventually joined Firstlink Insurance Brokers. This career background gave me a solid foundation of the short-term insurance value chain due to the various roles and responsibilities that I held.

AIM: Who is Firstlink Insurance Brokers?
EC: Firstlink Insurance Brokers is the leading broker in Zimbabwe providing bespoke risk management and insurance solutions to clients. We are celebrating 17 years of operation since 2007 when we began as an insurance and risk consultancy business.

Over the years we have experienced rapid growth in clientele underpinned by service excellence, innovation and our unique market leading 360° risk management approach. Our team is made up of seasoned insurance professionals who have all worked for other companies in the industry. These team members are the custodians of our service culture and have created in my view the best organisation to work for in the industry.

AIM: Which economic sectors do you service?
EC: We have clients across all economic sectors and these are inclusive of corporates and individuals. We are also the leading and largest insurance broker servicing the mining and manufacturing sector. Our service profile continues growing on a regular basis as businesses select us as their insurance and risk management partner due to our track record of delivering value.

AIM: How is the insurance sector contributing to the achievement of the Upper Middle Economy by 2030?
EC: The insurance sector contributes directly and indirectly to the achievement of the 2030 vision target. A few examples will help. A fire damage or the loss of critical machinery can impede production or profits of a client. Insurance solutions enable businesses to continue producing or to quickly recover ensuring that such clients contribute to economic growth. Insurance protects the balance sheet of companies enabling them to focus on growth.

Bonds and guarantees issued by the sector enable clients to structure financing arrangements and loans which capacitate growth of the economy. Other types of bonds enable the sector to bring in specialsed equipment for temporary use on expansion projects satisfying Zimra requirements. In certain cases, pension funds have provided direct capital for the establishment of new ventures or expansion of existing ones. As one of the largest investor groups on the Zimbabwe Stock Exchange and the Victoria Falls Stock, the insurance sector is providing critical support to capital raising initiatives made by companies across the economy.

Medical Aid and Personal Accident insurance products help reduce employee downtime due to sickness or accidents enabling businesses to maintain high levels of productivity.
These are just a few ways in which the sector is providing support towards the attainment of vision 2030.

AIM: When you are not in the office?
EC: When not in the office I am usually with family or on the golf course. Our ever-pressured lives require you to deliberately make time to relax and refocus. Family provides that space where you can unwind without a title or expectations.


Firstlink
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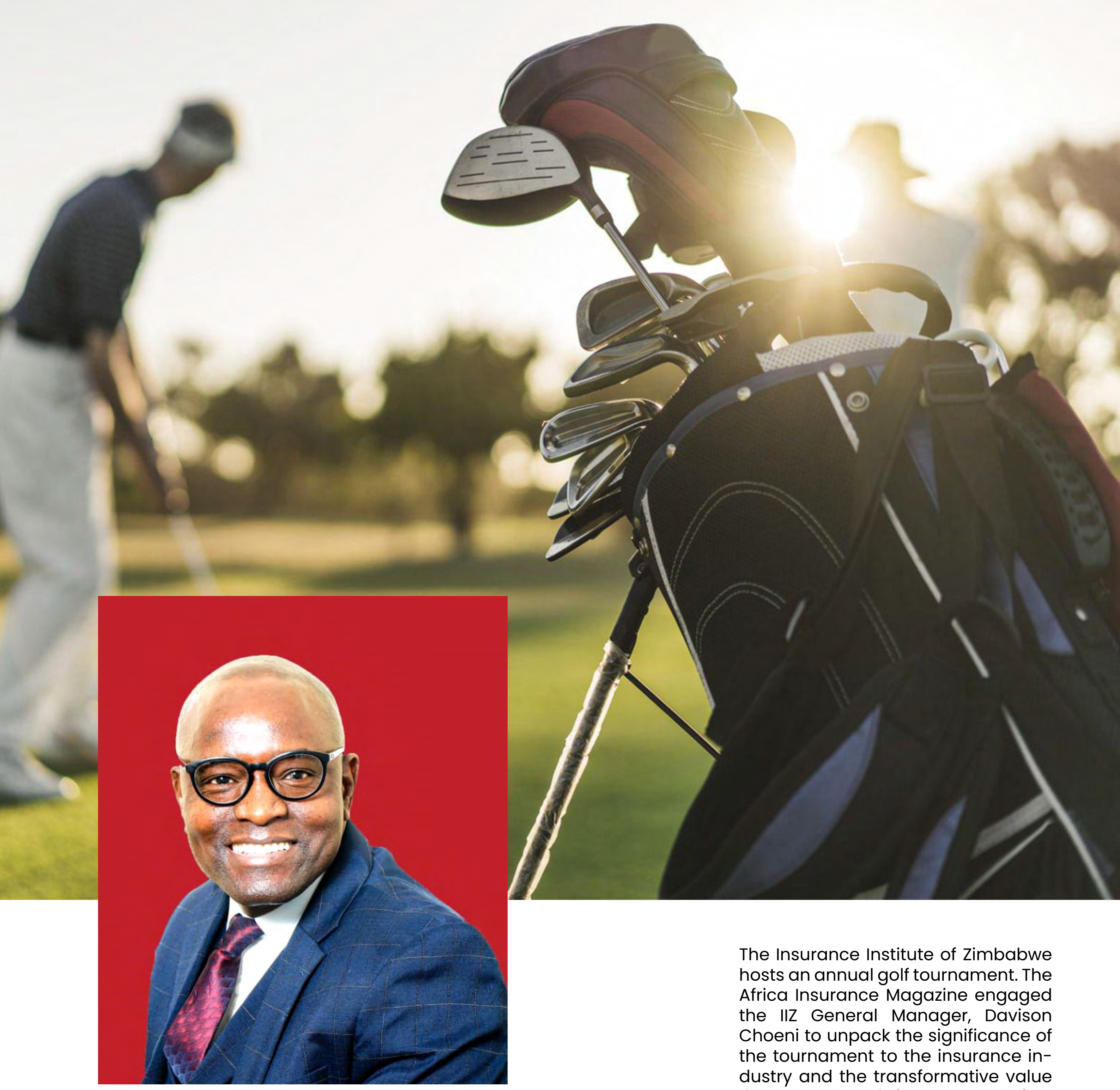
Insurance Solutions



Davison Choeni, General Manager, Insurance Institute of Zimbabwe (IIZ)

Industry Growth, Innovation, & Social Impact: The IIZ2024 Golf Tournament

The Insurance Institute of Zimbabwe hosts an annual golf tournament. The Africa Insurance Magazine engaged the IIZ General Manager, Davison Choeni to unpack the significance of the tournament to the insurance industry and the transformative value the tournament brings to our societies and communities.

AIM: How the IIZ Annual Golf Tournament fosters meaningful relationships and business?

DC: The Insurance Institute of Zimbabwe (IIZ) Annual Golf Tournament is an event that helps foster meaningful relationships and business connections within the insurance industry in Zimbabwe. The platform creates networking opportunities. The tournament provides a relaxed and social setting for insurance professionals to connect with one another. Participants have the chance to chat, exchange ideas, and build rapport over the shared experience of playing golf together.

While the primary focus is on the game of golf, the tournament also serves as a platform for attendees to discuss business matters in a more casual environment. Conversations around new industry trends, collaborative opportunities, and potential partnerships often emerge organically during the event. The conversations become a foundation to building corporate relationships and strengthening existing connections within the insurance community.

Participants can learn from each other's experiences and insights shared during the tournament. This informal knowledge sharing can lead to valuable insights and inspiration for attendees' own businesses and professional growth. This learning experience provides an opportunity to further deepen their professional relationships in a more relaxed and enjoyable setting. This can help solidify trust, understanding, and future collaboration.

The tournament serves as a platform for insurance companies and their service providers to showcase their products, services, or sponsorship, increasing their visibility and brand recognition within the industry.

Overall, the IIZ Annual Golf Tournament creates a unique and valuable opportunity for insurance professionals in Zimbabwe to connect, network, and foster meaningful relationships that can translate into tangible business benefits for the participants and their organizations.

AIM: What sets the IIZ Golf Tournament apart?

DC: The Insurance Institute of Zimbabwe (IIZ) Annual Golf Tournament stands out from other industry golf events in several ways. The tournament is industry focused. Unlike general golf tournaments, the IIZ event is tailored specifically for the insurance industry in Zimbabwe.

This laser-focused approach allows for more targeted networking and discussions among participants who share a common professional background and interests. The tournament's invitation-only or limited attendance policy creates a more exclusive environment, enabling deeper and more meaningful connections among the attendees. This exclusivity fosters a sense of camaraderie and trust within the insurance community.

The IIZ team creates a thought leadership platform. The tournament often features panel discussions, keynote speeches, or specialized workshops that provide valuable insights and thought leadership on the latest trends, challenges, and best practices in the insurance sector. This educational component sets the event apart as more than just a recreational activity.

The IIZ tournament has a strong emphasis on giving back to the community. A portion of the event's proceeds are typically donated to local initiatives, allowing participants to contribute to meaningful causes while enjoying the golf event.

The IIZ selects premium golf courses and resort destinations to host the tournament, offering participants a high-quality experience with exceptional course conditions, amenities, and hospitality. This attention to detail sets the event apart as a premier industry gathering. The tournament often incorporates industry awards or recognition programs, such as honoring top-performing insurance professionals or companies. This adds an element of prestige and celebrates excellence within the industry.

By combining the social and recreational aspects of a golf tournament with targeted networking, educational content, charitable initiatives, and exclusive access, the IIZ Annual Golf Tournament creates a unique and valuable experience for insurance professionals in Zimbabwe.

AIM: What value does it bring to the insurance industry?

DC: The Insurance Institute of Zimbabwe (IIZ) Annual Golf Tournament brings significant value to the insurance industry in Zimbabwe through several key aspects. The tournament provides a platform for insurance professionals to connect with peers, industry leaders, and potential business partners in a relaxed and social setting. This facilitates the development of new relationships and strengthens existing connections within the insurance community. Stronger relationships and trust among industry participants can lead to increased collaboration, referrals, and business opportunities.
Within the insurance industry, knowledge sharing and professional development is fundamental.

The tournament often includes educational sessions, panel discussions, and workshops that address the latest trends, challenges, and best practices in the insurance sector. Participants have the opportunity to learn from the insights and experiences shared by industry experts, which can help them stay up-to-date and enhance their professional capabilities. The informal setting encourages open dialogue and the exchange of ideas, fostering a culture of continuous learning.

As we strive to build a sustainable and resilient industry, thought leadership and industry Representation is foundational. As such, the IIZ tournament serves as a platform for the insurance industry to showcase its thought leadership and expertise. Prominent industry figures, policymakers, and influencers often participate in or speak at the event, raising the profile of the insurance sector. This exposure can help the industry gain recognition, influence policy decisions, and attract talent.

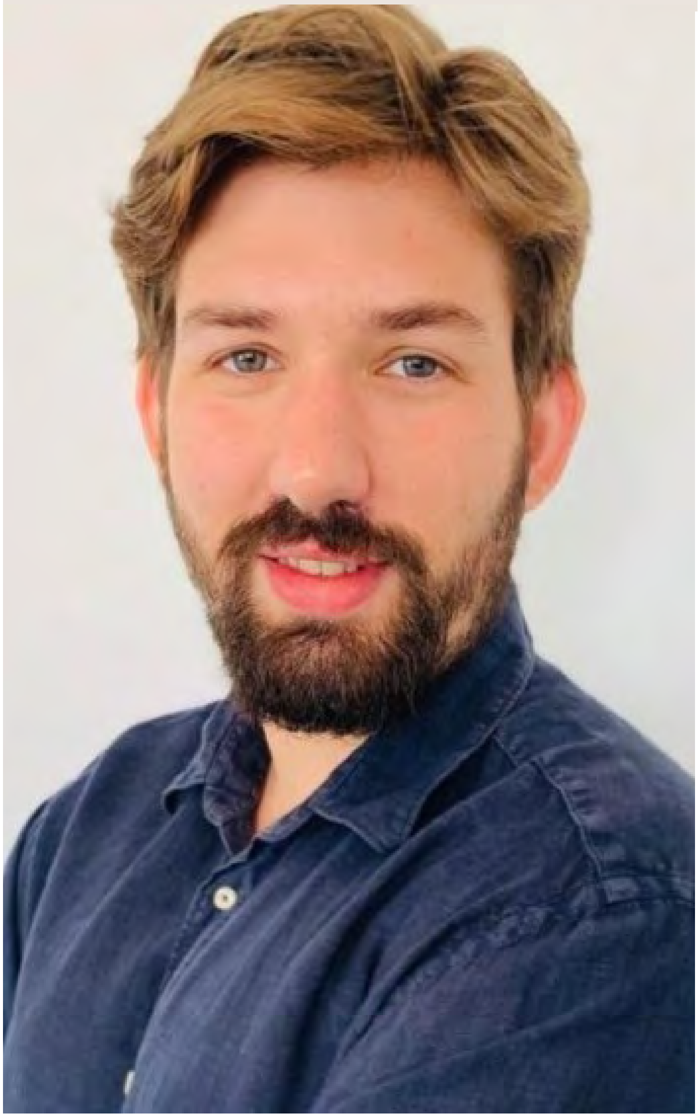
To showcase the transformative value of insurance to our societies and communities, charitable contributions and Community engagement is necessary. As IIZ, we ensure that, a portion of the tournament's proceeds are typically donated to local charities or community initiatives. This philanthropic aspect allows the insurance industry to give back and demonstrate its commitment to social responsibility. Engaging with the community can enhance the industry's reputation and strengthen its ties with the broader society.

To create business organizations that thrive, it is essential to create platforms that offers branding and marketing opportunities. Sponsors and participating insurance companies can leverage the tournament to promote their products, services, and brand identity. The event provides a captive audience of industry professionals, offering valuable marketing and visibility benefits. This can help insurance companies strengthen their market position, attract new clients, and differentiate themselves from competitors.

By fostering meaningful relationships, enabling knowledge sharing, showcasing thought leadership, supporting charitable causes, and providing branding opportunities, the IIZ Annual Golf Tournament creates significant value for the insurance industry in Zimbabwe. It serves as a strategic platform to drive industry growth, innovation, and social impact.

Cyber Insurance Academy: Bridging the Knowledge Gap in the Cyber Insurance Industry

A Conversation with **Asaf Armoni,** Co-founder & CTO, Cyber Insurance Academy



The Africa Insurance Magazine (AIM), recently had an exclusive with Asaf Armoni, Co-founder and CTO of Cyber Insurance Academy, to learn more about the main thrust of the academy and appreciate the impact of emerging technologies, such as AI and machine learning, on cyber insurance underwriting and risk assessment. This exclusive highlights the commitment of the Cyber Insurance Academy to bridge the knowledge gap in the cyber insurance industry by providing comprehensive education and training.

AIM: Can you share a bit about your background and what led you to co-found the Cyber Insurance Academy?

AA: I'm a cyber-security and cyber insurance professional. With no prior technical background, my first hands-on experience with cybersecurity happened unexpectedly during my military service, where I was placed in a highly technical unit. I quickly realized I was out of my element—not because the concepts were too complex, but because the language used was so specialized it felt alien.This experience taught me a crucial lesson: the gap in understanding between tech-savvy individuals and those less familiar isn't about intelligence, it's about how we communicate these concepts. This realization ignited a strong passion for making cybersecurity accessible to everyone, regardless of their background.

While at Reichman University, I founded the RU Cyber Club (formerly IDCyber). The club aimed to integrate cybersecurity with all fields of study. I then connected with Guy Simkin, a fellow student whose background in cyber insurance opened up new perspectives. Together, we founded the Cyber Insurance Academy (CIA) to address and close the knowledge gap in the cyber insurance industry. We believe that advanced technical tools alone cannot propel the industry to where it needs to be; it requires exceptional and well-educated professionals

Today, we are on the verge of launching a ground-breaking platform for our community. This platform not only makes cybersecurity understandable and actionable for insurance professionals but also enables them to connect and support each other globally.

AIM: What is the mission of the Cyber Insurance Academy, and can you talk about your flagship program?

AA: The mission of the Cyber Insurance Academy (CIA) is to bridge the knowledge gap in the cyber insurance industry by providing comprehensive education and training. We are building the largest cyber insurance community worldwide. Our flagship program, the Certified Cyber Insurance Specialist (CCIS) course, embodies this mission. Accredited by the Chartered Insurance Institute (CII), as well as US and Canadian Insurance Institutes, the CCIS program covers all aspects of the cyber insurance product. This begins with cybersecurity fundamentals up to advanced cyber insurance topics, ensuring that professionals are well-versed in the full spectrum of knowledge needed to excel in the field.

In addition to the CCIS program, we are excited to introduce our new community and Continuing Education Platform. This platform provides a space for our community to connect and support each other globally, fostering a collaborative environment. Through this platform, we offer ongoing education opportunities to ensure that professionals stay up-to-date with the latest developments in the field, further enhancing their expertise and ability to navigate the complexities of cyber insurance.

AIM: What are the most significant challenges that cyber insurance professionals face today?

AA: The cyber insurance industry today faces several significant challenges, foremost among them being the rapid evolution and complexity of cyber risks. Unlike traditional insurance sectors, cybersecurity risks are dynamic and constantly changing, requiring a deep understanding of both technical cyber risk management and the broader insurance implications.

One of the key challenges is the misconception that advanced technical tools alone can lead the market for where it wants to be in 2030. While technology is crucial, cyber insurance is fundamentally a people relations industry. This means that alongside technical expertise, insurance professionals must be well-educated in understanding and communicating these risks effectively to clients.

According to the 2024 Allianz Risk Barometer, cyber incidents remain the number one risk globally. This underscores the urgency for insurance professionals to not only grasp the technical aspects of cybersecurity but also to navigate the complexities of underwriting, claims assessment, and risk management in this evolving landscape.

Additionally, the lack of standardized practices and terminology within the cyber insurance market adds another layer of challenge. This inconsistency can lead to difficulties in accurately assessing and quantifying cyber risks, which are essential for pricing policies and ensuring adequate coverage.

AIM: How do emerging technologies, such as AI and machine learning, influence cyber insurance underwriting and risk assessment?

AA: Emerging technologies like AI and machine learning are significantly impact the insurance industry as a whole, and influencing the cyber insurance underwriting and risk assessment particularly. However, evolving technologies always present both challenges and opportunities.

The opportunity; AI and machine learning can analyze vast amounts of data quickly and accurately, identifying patterns and anomalies that may indicate potential cyber risks. This enhances the precision of risk assessments, allowing insurers to better understand and price policies based on more detailed risk profiles. Furthermore, AI-driven tools can continuously monitor and evaluate a company's cybersecurity posture, providing real-time insights that can help in adjusting coverage and premiums dynamically.

However, these technologies also introduce new challenges. As AI and machine learning usage become integral to business operations, they expand the attack surface, creating new vulnerabilities that can be exploited by cybercriminals, or can be mis-use by internal threat. The complexity of these systems makes it difficult to predict and mitigate all potential risks. Additionally, the reliance on AI for decision-making can sometimes lead to overconfidence in the technology, potentially overlooking nuanced risks that require human judgment. Balancing the use of these advanced technologies with a comprehensive understanding of their associated risks, coupled with inherent sceptics, is crucial.

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Balancing the use of these advanced technologies with a comprehensive understanding of their associated risks, coupled with inherent sceptics, is crucial.

AIM: What key skills or knowledge areas do you believe are crucial for a successful career in cyber insurance?

AA: In cyber insurance, success hinges on a robust skill set that integrates technical proficiency with insurance expertise. Firstly, a solid grasp of cybersecurity fundamentals is essential. This includes understanding threat landscapes, attack vectors, and best practices in cybersecurity to accurately assess and mitigate cyber risks.

Secondly, insurance knowledge. In-depth understanding of the insurance policy, the underwriting process, including familiarity with scoring and benchmarking analytical tools, claims management, and compliance with regulatory frameworks ensures effective risk assessment and coverage delivery.

Moreover, adaptability and a commitment to continuous learning are indispensable. Given the ever-evolving nature of cyber threats, staying abreast of industry developments, emerging technologies, and regulatory changes is key to providing proactive and effective risk management strategies.

Together, these skills form a foundation for navigating the complexities of cyber insurance, enabling professionals to deliver value and foster resilience in an increasingly interconnected digital landscape.

Risk Management **Insights**

6 Tips for an Effective Enterprise Risk Management (ERM) Program

Godknows C. Madziva; Group Enterprise Risk Manager; TSL Limited, Zim

Enterprise Risk Management (ERM) is defined by COSO as "… a process effected by an entity's board of directors, management and other personnel, applied in a strategy setting and across the enterprise, designed to identify potential events that may affect the entity, manage risk to be within its risk appetite and to provide reasonable assurance regarding the achievement of entity objectives." The effect of risk can either be positive or negative. The core of Risk Management should be "value creation" and "value preservation".

An effective ERM program is one that is successful in ERM achieve its intended purpose, ie, value preservation and value creation. The essence of ERM from the above definition is "…to provide reasonable assurance regarding the achievement of entity objectives." Having risk management in place however does not automatically guarantee the achievement of entity objectives. This article aims to bring to the fore, some of the tips to get the best out of ERM.

Below, this article gives just 6 Tips for an effective ERM program;

Correct Tone from the Top – Management Buy in

By far, the most critical risk management success factor, this simply refers to how the board and senior management take risk management. The Board, and the CEO set the tone which is followed by the whole organization and as such where they "place" risk management and "treat" risk management is of paramount importance regarding its success. From the definition above, ERM should be "applied in strategy setting", and is the business of everyone with the organization. Risk management should be taken as a "strategy enabler" and thus a critical part of the entity's programs and projects and therefore, decision-making, rather than just a reporting tool.

Governance Structures

Set from the "tone at the top", governance structures need to be fully supportive of the ERM by embedding it. Clearly defined roles and responsibilities within the organization are a necessity for success of ERM. Proper and clear structures need to be in place and people need to be accountable right across the organization. The proper structures, roles and responsibilities should allow for other voices to be heard as well, that is, voice from the bottom and voice from the middle.

Effective Board oversight and the right reporting structure for the ERM function are key. The risk function should also be independent enough. Risk Management should be managed at an enterprise-wide level and embedded inro processes rather than be managed discretely.

Understand the Business Context and the Set the Right Models

The environment (both internal and external) within which the business operates needs to be well-understood and the organization aligns to the environmental requirements, bearing in mind the environment is Volatile, Uncertain, Complex and Ambiguous. The business models and assumptions must be realistic and flexible enough to suit the context and objectives (which must be very clear). Risk management is based on the best available information.

Correct Skills Set

To give value to an organization, the risk management personnel should have various skills-set, including understanding the various facets of the organization such as finance, marketing, human resources, ICT and operations. With organizations operating in a very fluid environment, risk personnel must be kept abreast by being through continuous training. All other employees within the organization also need to be kept abreast as well. The risk management process requires both soft and hard skills to effectively implement it, from risk identification, quantification, to the reporting of the risks and its monitoring. Without the proper skills set and continuous training, risk management is bound to fail.

The right Risk Culture and Framework

The Chief Risk Officer, or whoever is leading the Risk Management function (who should be strategically positioned high enough) should champion the implementation of the correct risk culture and lead in the implementation of the risk management framework. Risk culture simply refers to the norms, attitudes and behaviors that relate to the organization's risk awareness, risk taking and risk management. This risk culture is shaped and defined within the risk framework of the organization and the person I charge of the risk management function should ensure that all the necessary risk management infrastructure is in place to effective manage both upside and downside risk. The risk culture should adequately address opportunities as well rather than overemphasize downside risk.

A risk management initiative cannot be successful unless the culture of the organization is receptive to it. In order to be receptive, a risk-aware culture is required in the organization, and this should be led by the person in charge of the risk management function.

Manage Stakeholders Well

An entity will have several stakeholders, both internal and external, and it is paramount that all those different stakeholders are well-managed to give and preserve value. Stakeholder management is a critical aspect of risk management, failure of which will result in ineffective risk management. Risk Management is often misunderstood, and it is imperative that the Chief Risk Officer breaks down and make risk management be understood across the organization various stakeholders within the organization. The observance of the above will not guarantee the achieve of objectives, but will, to a greater extent, increase the chances of meeting these objectives, and thus create and preserve value.

As a parting shot, I would say, organizations need to treat risk management as a proactive decision-making tool.

Godknows C. Madziva is the Group Enterprise Risk Manager TSL Limited in Zimbabwe. He also serves as a part-time Lecturer in Business Ethics & Corporate Governance at National University of Science and Technology in Zimbabwe (NUST).

The Special Role of the Export Credit Guarantee Corporation of Zimbabwe as an Export Credit Agency

Tinotenda Musiwedzonga
Claims Analyst, Export Credit Guarantee Corporation of Zimbabwe

The Export Credit Guarantee Corporation of Zimbabwe (ECGC) plays a vital role in supporting Zimbabwe's economic development and its aspirations under Vision 2030 and the United Nations Sustainable Development Goals (UNSDGs). As an Export Credit Agency (ECA), ECGC provides a range of financial products and risk management solutions that are crucial for boosting Zimbabwe's trade, investment, and economic growth.

EXPORT CREDIT INSURANCE

One of ECGC's core offerings is export credit insurance, which protects Zimbabwean exporters against the risk of non-payment by their foreign buyers. This coverage mitigates the commercial and political risks that exporters face, enabling them to confidently engage in international trade and expand their market reach. By reducing the financial burden on exporters, ECGC's export credit insurance facilitates Zimbabwe's integration into global value chains and supports the country's export-led growth strategy.

DOMESTIC CREDIT INSURANCE

In addition to export credit insurance, ECGC also provides domestic credit insurance. This product safeguards Zimbabwean businesses, especially small and medium-sized enterprises (SMEs), against the risk of non-payment by their local customers. By offering this coverage, ECGC helps to strengthen the domestic credit market, improve cash flow for businesses, and promote economic stability within Zimbabwe.

BONDS AND GUARANTEES

ECGC's portfolio of financial solutions also includes the provision of bonds and guarantees. These instruments support Zimbabwean companies in securing project contracts, obtaining working capital, and accessing trade finance. By leveraging ECGC's backing, businesses can enhance their creditworthiness and access the financing they need to participate in national development projects and seize international trade opportunities.

MSME FINANCIAL CREDIT GUARANTEES

Recognizing the crucial role of micro, small, and medium enterprises (MSMEs) in the Zimbabwean economy, ECGC has developed specialized financial credit guarantee programs. These guarantees help MSMEs obtain loans from financial institutions, overcoming the collateral and credit history barriers that often limit their access to formal financing. By supporting the growth and competitiveness of MSMEs, ECGC's credit guarantee schemes contribute to the country's goal of achieving inclusive and sustainable economic development.

RISK MANAGEMENT SOLUTIONS

ECGC's comprehensive suite of products is complemented by its risk management and claims handling expertise. The corporation's team of specialists analyses and mitigates potential risks, providing valuable insights and guidance to Zimbabwean businesses. Furthermore, ECGC's efficient claims settlement processes ensure that policyholders receive timely compensation in the event of non-payment or other covered risks, helping to maintain the financial stability and resilience of Zimbabwean enterprises.

ALIGNING WITH VISION 2030 AND THE UNSDGS

Through its diverse range of financial solutions, ECGC is actively supporting Zimbabwe's journey towards achieving its Vision 2030 objectives and the UNSDGs. By facilitating trade, investment, and MSME development, ECGC's interventions contribute to the country's economic diversification, job creation, and poverty alleviation efforts. Additionally, ECGC's focus on sustainable financing and risk management practices aligns with the global sustainability agenda, positioning Zimbabwe as a responsible and forward-looking player in the international economic landscape.

In conclusion, the Export Credit Guarantee Corporation of Zimbabwe is a vital institution that is driving the country's economic transformation. By providing a comprehensive suite of financial products and risk management services, ECGC is empowering Zimbabwean businesses to navigate the complexities of global trade, access critical financing, and contribute to the nation's sustainable development aspirations. As Zimbabwe continues to pursue its ambitious Vision 2030 and the UNSDGs, the ECGC will remain a crucial partner in fostering a more resilient, competitive, and globally integrated Zimbabwean economy.


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Treating Customers Fairly (TCF)

There is no Escape for Insurers from this!

Paul Machaka, Head of Operations & Actuarial Services, Champions Insurance Company, Zimbabwe

Treating Customers Fairly (TCF) is a regulatory framework and a set of principles aimed at ensuring that financial institutions conduct business in a way that prioritizes the fair treatment of consumers, from product design, marketing to sales and finally post-sale services. Insurance Core Principle 19, issued by the International Association of Insurance Supervisors (IAIS) (2019), emphasized the importance of TCF. It mandated insurers and intermediaries to establish and implement policies and processes on the fair treatment of customers as an integral part of their business culture. TCF, also known as customer delight, is a form of self-regulation that significantly contributes to insurers' goodwill. It serves as a reminder for insurers to consider their customers' perspectives throughout the insurance product life cycle.

Origins and Existence

It is believed that Treating Customers Fairly concept originated in UK driven by the Financial Services Authority (FSA), a regulatory body for financial services at that time. However, the obligation on companies to treat their customers fairly is not new at all in Zimbabwe; it is part of existing regulatory requirements from the company acts to the Consumer Protection Act and is firmly rooted in our principles of doing business.

So why are we now talking about TCF in Zimbabwe? What is new?

- Regulatory focus.
- Regulatory consequences for the non-compliant players - Strict consequences.
- Global Best Practices - For compliance with international standards and competitive edge.
- Clearer accountability - Transparency and defined Responsibilities.
- Customer- Centric Business Models.
- Regulatory consequences for the non-compliant players - Strict consequences.
- Holistic Implementation - Having an integrated Approach and applying standards holistically.

The commission, Insurance & Pensions Commission (IPEC) of Zimbabwe issued a TCF Framework to the Zimbabwe Insurance and Pensions Industry in February 2021. Subsequently, IPEC went on to introduce a section on the quarterly industry reports titled "Complaints Handling", updating the stakeholders on issues of clients not treated fairly. Most importantly, in their presentation dated 17 March 2022 titled "treating customers' fairly framework Presentation to the pension sector," IPEC clearly highlighted that any Fund with at least 50 valid complaints against them per quarter may result in their licence being revoked; underscoring the framework's critical importance through its repercussions!!!!

Is it a Compliance Issue?

All organisations, specifically those licenced under the IPEC are required to integrate the TCF principles in governance frameworks and processes. Furthermore, they are requested to demonstrate that they measure their behaviour against these key principles so as to manage market conduct risks and look after their customers. (It is mandatory).

Regulations Which Support TCF in the Insurance Industry:

- Section 65 of the Constitution.
- Insurance Act (Chapter 24:07).
- SI 2020-069 Insurance and Pensions Commission (Issuance of General Guidelines and Standards) Regulations, 2020.
- Consumer Protection Act [Chapter14:14] Sections 9-54.
- Money Laundering and Proceeds of Crime Act (Chapter 9:24).
- Insurance Core Principle 19 ((IAIS) 2019).

Who Can Quickly Benefit from this Framework?

Companies aiming to pursue client centricity and integrate it deeply into their business philosophy, ethos and culture are responsible for adopting TCF outcomes. Embedding all the TCF principles throughout the end-to-end insurance value chain is essential. Customers are prone to invest where they trust, thus making fair treatment more than just regulatory compliance. Consequently, fairness can serve as a potent differentiator in a competitive marketplace (The Zimbabwean insurance market is like a Red Ocean).

TCF Goal

The goal or objective of TCF is to enhance customer confidence in the financial services industry by encouraging integrity, transparency and customer-centric practices. This will warrant that customers receive equitable or fair outcomes and are provided with clear information to make knowledgeable decisions. The TCF framework combines market-conduct principles and regulations so as to ensure the delivery of clear and quantifiable fairness outcomes. Placing insured's/policyholders at the heart of an insurer's business and aiming to achieve the accepted TCF outcomes safeguards a win-win situation for everyone and the economy at large.

Full article available on: https://www.linkedin.com/pulse/tcf-escape-insurers-from-paul-s-machaka-yh8of/?trackingId=Bqrki2zX%2F7aRQW1QC0jdyQ%3D%3D.

Global Reinsurance Trends & Outlook: An Overview

||Phumulani Mazvabo, Reinsurance Broker at Fachs Reinsurance Brokers, South Africa

> *Despite improvements, some geographies and customer segments still face challenges in ensuring market-balanced pricing and structures, especially in the property and casualty insurance sector.*

Reinsurance is a practice within the insurance industry where an insurance company referred to as the ceding company transfers a portion of its risk portfolio to another insurance company referred to as the reinsurer.

The primary purpose of this practice is to spread risk so that no single company bears the full burden of a potentially large payout due to claims. This arrangement allows the primary insurer to take on more risk or stabilize their financial status by having a reinsurer assume some of the potential obligations and pay for sustained losses, allowing them to manage their risk exposure, stabilize underwriting results, and enhance their underwriting capacity.

Reinsurance is an essential component of the insurance industry, having existed for over 150 years. Its origins lie in Cologne Re, which signed its first reinsurance treaties in 1852 after the Great Fire of Hamburg.

Over time, other major players such as Swiss Re and Munich Re emerged, consolidating their position as leading global reinsurers. Today, the reinsurance market continues to grow, driven by increased awareness of insurance products, digitalization, and alternative sources of capital using insurance-linked securities.

Market growth is generally adequate across all categories, with increasing consistency in contract wording and structural variations. The global reinsurance market is expected to grow significantly by 2029, with gross written premiums expected to reach a high of about $592.87 billion from 444.36 billion USD by the end of this year.

Despite improvements, some geographies and customer segments still face challenges in ensuring market-balanced pricing and structures, especially in the property and casualty insurance sector.

Most reinsurers reported positive underwriting results, reflecting the benefits of pricing and coverage developments in recent years. The average net combined ratio of the world's 15 largest reinsurers, which underwrite a wide range of categories, is 90.4%.

Reinsurers are adopting digital technologies, including blockchain, to improve efficiency, transparency, and security by integrating processes with blockchain reducing costs and streamlining customer data management.

Reinsurers are leveraging AI, machine learning, blockchain, and the Internet of Things (IoT) to create innovative short-term insurance products these advancements meet consumer needs while optimizing operational efficiency.
Emerging markets are contributing significantly to industry growth with multinational reinsurers facing competition from local companies that are rapidly developing expertise to compete with global companies.

Reinsurance faces new types of risks, such as cybersecurity, autonomous cars, the Internet of Things, robotics and artificial intelligence and reinsurers play an important role in supporting the development of these new products. The cyber security sector in reinsurance is growing rapidly and reinsurers are capitalizing on this opportunity as prices of cybersecurity-related products have decreased, leading to increased capacity.

The macroeconomic landscape is just one of many factors that will shape the reinsurance industry from now on while Societal inflation, climate change, the transition to net zero, and war are harder to quantify and predict, and reinsurance plays an important role in compensating customers in the event of damage. There is also an opportunity for the industry to move beyond traditional risk transfer and into the areas of mitigation and adaptation by providing risk mitigation incentives to policyholders.

Digital ecosystems are essential to the future of reinsurance growth and profitability, as they can assess the market using the unique skills and capabilities they can leverage. Some solutions are better left to local primary insurance companies that have the experience and infrastructure in place to provide practical solutions rather than reinsurers while reinsurers can combine speed, innovation, and in-depth risk knowledge to deliver a winning combination for effective risk solutions and excellence in insurance.

News & Conference Highlights

ETD2024 Breakfast Meeting:
Fostering Transformative Cross-Sector Synergies
||Events Reporter

The Insurance & Risk Management Information Centre (IRMIC) successfully hosted the Executive Transformation Dialogues Breakfast Meeting on May 28, 2024 at Zimbali Gardens in Harare under the theme: Promoting Cross-Sector Collaboration for a Resilient, Purpose-led Future, created a platform for sustainable collaboration, learning, knowledge exchange and sharing. The agenda of the breakfast meeting session focused on unpacking cutting-edge insights on how to harness the power of cross-sector collaboration to create a resilient, purpose-led future, where organizations, communities and societies thrive.

Clementine Chinyuku, the Head of Reassurance at Emeritus Reinsurance Zimbabwe, opened the session with highlighting the transformative power of collaborative efforts and how they leveraged collaborative working within the ZIMRE Holdings Limited group to create sustainable change and grow the organizations within the group. Clementine, reiterated the urgent need to foster collaborations across sectors and the continent, to create a more resilient, sustainable future.

The Chief Executive Officer of Zimbabwe Energy Regulatory, Edington Mazambani, represented by Engineer Mangarai focused on sustainable investment prospects within the energy sector in Zimbabwe. In his speech he said; "Zimbabwe is endowed with immense energy resources that are currently underutilized. Demand for modern energy in the SADC region is growing and the average electrification rate is 45% while Zimbabwe stands at 40% and this presents opportunities for greater uptake of modern energy. The country has potential in hydro-power, solar energy, wind energy, coal, bio-fuels development, biomass and waste and petroleum among other vast opportunities."

The Managing Director of WFDR Risk Services, Caroline Mbofana urged corporates to harness the transformative value of cross-sector teams, joint ventures and consortiums and industry knowledge exchange and sharing platforms. "WFDR Risk Services is thriving in a volatile and complex business environment because we have harnessed the power of collaborations," said Mbofana. Cross-sector synergies bring a lot of benefits including; building resiliency, sharing of resources, creating strong innovative team and accelerates business investments.
We extend our humble appreciation to our corporate partners; Zimbabwe Energy Regulatory Authority (ZERA), WFDR Risk Services, Cartrack Zimbabwe, Econet Life Private Limited, Netone Zimbabwe, Export Credit Guarantee Corporation of Zimbabwe and Doves Life Assurance.

WIZ Launches Mentorship Program:
Developing the Next-Gen of Female Insurance Leaders
||Events Reporter

"If I have seen further it is by standing on the shoulders of giants," Isaac Newton.
The Women in Insurance Zimbabwe (WIZ) reached a significant milestone on June 24, 2024. This marked the official launch of the Women in Insurance Mentorship Program, which is going to transform the emerging female practitioners in the insurance industry. Speaking at the inaugural online event, Gloria Zvaravanhu the Managing Director at Old Mutual Insurance, said the main thrust of the program is, "to help the mentee develop skills, grow professionally and achieve their goals."
Mentorship is a relationship where a more experienced or knowledgeable person (the mentor) provides guidance, support, and advice to a less experienced or knowledgeable person (the mentee). "This relationship is crucial for the mentees as it provides, guidance and support, creates space for skills development, networking, confidence building, knowledge transfer, goal setting and accountability and inspiration and motivation," said Zvaravanhu.
Sheryl Sandberg beautifully said, "Mentorship is not about giving advice, but creating a supportive environment where others can thrive." To create such an environment, WIZ will conduct group mentorships once a month, set topics and variety of speakers/mentors from the African Continent and globally. The mentees will have an opportunity to connect into the lunch hour power sessions and learn from industry practitioners.

"For the mentorship program to yield the expected transformative value, the mentee is expected to take ownership of the learning and development process, set clear goals and objectives for the mentorship program, be proactive in seeking feedback and guidance, embrace challenges and step out of your comfort zone and be open to new ideas and perspectives," said Caroline Mbofana. As the world of work evolves and constantly change, initiatives that lights up the torch for emerging practitioners are commendable. The mentorship program lays a strong foundation for developing female leaders in the insurance and financial services sector.

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