

INSURANCE CONFERENCE 2020

THEME: SEIZING OPPORTUNITIES FOR GROWTH AMIDST CHALLENGING TIMES

DATE: 18TH TO 20TH NOVEMBER 2020

VENUE: BONANZA RESORT – LUSAKA, ZAMBIA



INSURERS ASSOCIATION OF ZAMBIA

The Insurers Association of Zambia, will be holding the 6th Annual Insurance Conference at the Bonanza Resort in Lusaka, under the theme ***“Seizing opportunities for growth amidst challenging times”***.

The insurance sector faces a number of challenges, but we are confident that not only can companies survive but we can thrive, when we pursue the opportunities that come hand-in-hand with the challenges.

There is room for adaptation, for growth of inclusive insurance, for greater use of various strategic partnerships, and to further develop the talent within our organisations.

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AUTHORITY



KEY THEMES

1. Economic outlook and the Zambian insurance landscape

They say no man is an island, and it is true of any industry. The wider macroeconomic environment has an impact on the performance of the insurance sector, and we must beware of current economic trends and expert forecasts of where we are likely to be in the near future. The first two sessions will provide us with timely information on the overall social and economic climate, as well as information on legislation and industry supervision.

2. Effective Corporate Leadership

Leaders are tasked with taking the financial and human resource of an organisation and steering them towards fulfilling a goal. This takes a keen awareness of the macro-economic environment, customer interests and team competences so that the organisation can be steered away from dead-ends and unnecessary obstacles, to arrive at success. Leadership is about a positive influence and ongoing mentorship. The daily tasks carried out by an organisation, and the effort exerted by personnel, can effectively serve the corporate strategy through the power of assertive leadership. The leader must remain motivated to continue to achieve these goals.

3. Public and private medical schemes

Medical schemes are necessary to ensure that citizens get timely treatment when in need. When employees receive timely treatment, less productive time will be lost due to longer recovery periods or traveling to seek treatment in distant places. These discussions will look at the public and private health schemes, and how they can complement each other to better serve the general public. They will also tackle the common challenges faced by schemes and how to resolve them.

4. Mental health

In managing our human resource we need to be aware of mental health challenges. It is important to sharpen our ability to understand and evaluate behavioural challenges, for the wellbeing of those under our leadership, and to get the best out of our employees.

We must not underestimate the importance of this matter for our day to day operations. It also helps us to map out a strategy to deal with the pressures that come from the corporate world, as well as those we may bring from our social circles and homes.

5. Recovering from the economic impact of COVID-19

The buzzword nowadays is the “new normal”. Every aspect of society has been impacted by the COVID-19 pandemic, and indications are that it will take two years for the pandemic to be over. We must create long term strategies to not only survive but thrive during these trying times. We can learn a lot from how other economies are coping.

6. Arbitration, litigation and liability risks in the insurance sector

Insurers are no strangers to disputes over property valuation, claims and interpretation of terms and conditions. We stand to benefit from simplifying dispute resolution processes, and using arbitration rather than litigation to resolve any impasse. While it is impossible to avoid disputes completely, there are ways we can minimise the risks of such disputes, and thereby enhance our reputation as service providers, and build public confidence in the insurance sector as a whole



Program Guide

Day one - Wednesday, 18th November 2020

08:00 - 11:00	Golf
14:00 - 18:00	Registration
18:00 - 21:00	Welcome Cocktail

Day Two - Thursday, 19th November 2020

08:00 - 08:15	National Anthem
08:15 - 08:20	Opening Remarks – Insurers Association of Zambia (IAZ) Executive Director, Dr. Nkaka Mwashika
08:20 - 08:25	Conference Welcome Remarks - Insurance Brokers Association of Zambia (IBAZ) President, Mr. Emmanuel Kwenda
08:25 - 08:30	Conference Opening address - Insurers Association of Zambia (IAZ) President, Ms. Christabel Banda
08:30 - 08:45	Opening Remarks – Pensions and Insurance Authority (PIA), Acting Registrar Mr. Tresford Chiyavula
08:45 - 09:00	Official Opening: Guest of Honour, Minister of Finance Hon. Dr. Bwalya Ng'andu
09:00 - 09:45	Zambia's Economic Outlook – Keynote Speaker: Economics Association of Zambia (EAZ) President Dr Lubinda Haabazoka
09:45 - 10:00	Marketing slot
10:00 - 10:30	NETWORKING – TEA BREAK
10:30 - 11:10	Zambian Insurance Landscape – Pension and Insurance Authority (PIA) Acting Deputy Registrar for Insurance Mrs. Namakau Ntini
11:10 - 12:00	Plenary Session: Insurance, Medical schemes and Service delivery – National Health Insurance Management Authority (NHIMA) Director General, Mr. James Kapesa and Sanlam life CEO Godfrey Tenesi; Madison Life Managing Director, Mrs. Agnes Chakonta
12:00 - 12:15	Marketing slot
12:15 - 12:55	Mental Health in work places - Renaisense Therapy, Dr. Maria Akani
13:00 - 14:00	NETWORKING LUNCH
14:00 - 14:30	Conducting business in the advent of the COVID-19 pandemic-challenges and responses - ZSIC GI Managing Director, Mr. Charles Nakhoze
14:30 - 15:30	Panel discussion: Recovering from the economic impact of the COVID-19 pandemic , , ZSIC GI Managing Director Mr. Charles Nakhoze; Pension and Insurance Authority (PIA) Acting Deputy Registrar for Insurance Mrs. Namakau Ntini; Emeritus Re, Managing Director, Mr. Webster Chigwende
15:30 - 16:00	Days wrap up
16:00	Tea Break

Day Three - Friday, 20th November 2020

08:15 - 08:30	Recap Day one
08:30 - 09:10	Effective corporate leadership - Mr. Adekunle Ogundipe
09:10 - 09:50	Lessons and experiences on driving professional development - Zambia Institute of Chartered Accountants (ZICA) Executive Director, Mr. Bona Kashinga
09:50 - 10:00	Marketing slot
10:00 - 10:30	NETWORKING TEA BREAK
10:30 - 11:10	Making microinsurance work - Financial Sector Deepening Zambia (FSDZ) , Chief Executive Officer, Ms. Betty Wilkinson
11:10 - 11:50	Panel Discussion – Challenges and opportunities in the motor insurance space – Road Transport and Safety Agency (RTSA), Deputy Director Transport Mr. Joseph Mumba; General Alliance Insurance Chief Executive Officer, Mr. Charles Madziva; Minet Managing Director Mr Humphrey Kabwe
11: 50 - 12:45	ICT solutions for the “new normal” - Mega Data Solutions, Director Mr. Micheal Chisala
12:45 - 13:00	Marketing slot
13:00 – 14:00	NETWORKING LUNCH
14:00 – 15:00	Arbitration, litigation and liability risks in the insurance sector - Madison General Legal Officer, Mr. Kafula Mwiche
14:40 – 15:15	Panel discussion: Correcting public perception of insurance - Pension and Insurance Authority (PIA) Communications Manager, Mrs. Doreen K Silungwe; Media Consultant Mrs. Esther Mseteka; Insurers Association of Zambia (IAZ) Manager for Risk and Consumer Education, Mr. Kambole Chituwo
15:15 - 15: 30	Conference highlights – Summary
15:30	Golf prizes
15:45	Closing Remarks IAZ President End of Sessions
19:00 – 21:00	Insurance Industry Awards Dinner

ALL HEALTH MEASURES WILL BE IMPLEMENTED AT THE CONFERENCE



PHYSICAL DISTANCING



WEAR MASK



AVOID HANDSHAKE



AVOID CROWDS



USE SOAP



WASH YOUR HANDS