

INSURANCE CONFERENCE 2019

"Enhancing the role of insurance for economic growth".

17th to 19th July 2019 | Avani Hotel – Livingstone Zambia

The Insurers Association of Zambia, will be holding the 5th Annual Insurance Conference at the Avani Hotel in Livingstone under the theme *"Enhancing the role of insurance for economic growth"*.

The conference is unique opportunity to network with insurance providers and stakeholders in one location. Several themes will be discussed during the conference which impact risk management, insurance provision and economic growth.

The conference is supported by the regulator Pensions and Insurance Authority (PIA), our all-weather industry partners Financial Sector Deepening Zambia (FSDZ), the Insurance Institute of Zambia (IIZA) and the Insurance Brokers Association of Zambia (IBAZ). This year we are expected to attract over 200 delegates from Zambia and across the African Continent.

16 CPD hours available



KEY THEMES

1. *Global Perspectives*

In this global economy, the global economic outlook is important to help us navigate the wider financial landscape and evaluate its impact on sub-Saharan Africa. Expectations for inflation, productivity growth, unemployment and balance of trade.

2. *The Zambian economic outlook*

Zambia is set to continue its path of steady economic growth. Calls for economic diversification continue with emphasis on the potential for agriculture and manufacturing sectors to grow. While the growth of the informal sector is a sign of increasing entrepreneurial activity, the bulk of the informal sector still does not make sufficient use of formal financial services. This creates challenges for risk mitigation and retirement, but this can also be seen as an opportunity for innovation.

3. *The insurance landscape & inclusive insurance*

The insurance landscape provides insight on the attitudes and customs surrounding risk management, and the hurdles we must overcome if we are to impact the insurance uptake among people from every walk of life.

We will also explore the role that intermediaries can play in the distributing microinsurance products, and learn from the experience of other markets where intermediaries play a significant role in the design and distribution of microinsurance products. There will also be a session to address the role of Bancassurance on the insurance landscape, and what opportunities and challenges this presents to the industry and the nation.

4. *Alternative premium financing*

Credit is an indispensable part of business, but it is not without its challenges arising from credit control challenges, bad debts and delayed payments. The impact of bad debts on the insurance sector cannot be overemphasised, as insurance providers are expected to settle claims promptly for upstanding clients while cushioning the impact of premiums that can often be written off as bad debts. It is in our best interest to examine how other markets deal with this challenge and assess which approach can be best suited for the local market.

5. *Building a corporate culture for business growth*

A mission statement is only as effective as the people who are tasked with implementing it on a daily basis. A culture is about habits and systems that people follow, and the expectations that are engrained in every member of that community. Translating a mission statement into

corporate culture is essential for the smooth implementation of the core mission of an organisation. This session looks at how to evaluate corporate culture, and some approaches to shaping human resource management and professional development for greater efficiency.

6. *Preventing insurance fraud*

Fraud is undeniably a constant threat to the economy. There is not only risk of direct financial loss, but also possibility of loss of reputation, cost of investigations and legal proceedings. It can also create scepticism towards formal financial services at a time when financial inclusion is a priority. This session will focus on preventing fraud, identifying fraud and responding to it.

7. *Competitive Claims Management*

Insurance exists because of claims, that is the reason why there is demand for insurance coverage, and it is at the point of claiming that a client determines the true value of a policy. This session reviews how claims management can be adapted to grow the insurance sector, enhance reputation of the industry and respond to economic challenges.



WHO MUST ATTEND?

Chief Executive Officers: Chief Operating Officers: Risk Managers: Senior Underwriters: Group managing Directors: Chief Financial Officers: Brokers: Sales & Marketing Managers: Business Development Managers: Insurance officers: Insurance Branch & Regional Managers: Strategic Business Units heads: Insurance Regulators: Distribution Channel agents.



CONFERENCE FEE

K5,400.00

ACCOMODATION

Option 1 - Conference Hotel

AVANI Resort

K1,900.00 Single occupancy room; K2,250.00

Double occupancy room; Family room

K2,550.00

Option 2

Royal Livingstone Hotel

K4,100.00 Single room; K4,500.00 Double

room

Option 3

Protea Hotel

K1,650.00 Single; K1,800.00 Double

Option 4

Oriental Swan Hotel

K880 Single/Double room

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