



INSURANCE CONFERENCE 2021

DATE: 17TH - 19TH NOVEMBER 2021

VENUE: BONANZA RESORT (CIELA) LUSAKA, ZAMBIA

The Insurers Association of Zambia, will be holding the 8th Annual Insurance Conference at the Bonanza Resort in Lusaka, under the theme ***“Enhancing public perception of insurance to support economic growth”***. The theme highlights the importance of perception for uptake of financial services, and in particular insurance. Perception is shaped by a number of factors such as financial education, reputation, product design, service delivery and wise handling of concerns and complaints, among others.

We are confident that the conference will prove to be an opportunity to exchange ideas, to learn from different experiences, and review a wide range of strategies for enhancing public perception of this vital risk management tool known as insurance.



THEME: ENHANCING PUBLIC PERCEPTION OF INSURANCE TO SUPPORT ECONOMIC GROWTH

Key themes

1. Economic outlook and the Zambian insurance landscape

The macro-economic environment cannot be overlooked, as we seek to enhance the role insurance plays in the local economy. This session will examine the key economic fundamentals in the Zambia, and provide a projection of what we can expect in the short and medium term.

2. Effective Corporate Governance

It is impossible to overestimate the importance of corporate governance. Strategic leadership sets the pace for any organisation. It ensures that the corporate vision and mission, is effectively translated into the daily activities of an organisation. When both Board and Management appreciate this role, they will complement each other in driving an organisation to the desired goal.

3. Mental health and workplace dynamics

Human capital represents the people that keep an organisation running. Mental health is important for a safe and productive work environment, for a motivated workforce, and for retention of capable and valued members of staff. Various cultural taboos may lead to neglect of mental health. But it is important to confront the enormous price that people pay when mental health is neglected. We must purposefully create positive work environments that invites people to put in their best, and rewards them for positive contributions to the organisation. We also need to set in place mechanisms that ensure people can get the appropriate counsel when it is needed.

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. Implementation of the Insurance Act no 38 of 2021

The Insurance Act no 38 of 2021 is the culmination of many years of lobbying and consultations among stakeholders. The Regulator will guide us through this session, on a roadmap of implementing the new Insurance Act. The Industry has looked forward to a revised Act for several years, and now we look forward to seeing this progressive legislation have its intended impact on operations and service provision of the insurance sector.

6. Public perception, public relations and complaints handling

Public relations goes beyond marketing the organisation. It is about creating an open channel of communication with the insuring public, about timely handling of queries and complaints, and refusing to shy away from negative media experiences. Everything from complaints handling procedures to social media criticism, all provide an opportunity to engage the public and improve public perception of insurance.

7. COVID-19: Reshaping how we do business

The disruption caused by COVID-19 was unforeseen just a few years ago. The business landscape has changed dramatically, and it is vital that we learn the lessons presented by this change, and adapt the insurance sector in order to continue to provide timely risk solutions to the insuring public.



Program Guide

Day one – Wednesday, 17th November 2021

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

Day Two – Thursday, 18th November 2021

08:00 – 08:15	National Anthem
08:15 – 08:20	Opening Remarks – IAZ Executive Director
08:20 – 08:25	Conference Welcome Remarks - IBAZ President
08:25 – 08:30	Conference Opening address - IAZ President
08:30 – 08:45	Opening Remarks – Acting Deputy Registrar Insurance, Pensions and Insurance Authority
08:45 – 09:00	Official Opening: Guest of honour
09:00 - 09:45	Zambia's Economic Outlook – Keynote Speaker
09:45 - 10:00	Marketing slot
10:00 – 10:30	NETWORKING – TEA BREAK
10:30 – 11:10	Challenges and opportunities from the new legislation – (Pension and Insurance Authority)
11:10 – 12:00	Plenary Session: PIA, IAZ, IBAZ
12:00 – 12:15	Marketing slot
12:15 - 12:55	Mental Health and Workplace Dynamics
13:00 – 14:00	NETWORKING - LUNCH
14:00 – 14:20	Public perception, public relations and complaints handling
14:20 – 15:30	Panel discussion: Public perception, public relations and complaints handling
15:30 – 16:00	Days wrap up
16:00	Tea Break
	[Free evening]

Day Three – Friday, 19th November 2020

08:15 – 08:30	Recap Day one
08:30 – 09:10	Effective Corporate Governance
09:10 – 09:50	Inclusive product development and distribution (FSDZ)
09:50 – 10:00	Marketing slot
10:00 – 10:30	NETWORKING TEA BREAK
10:30 – 11:10	Intermediaries, insure-tech and changing trends in insurance service delivery
11:10 – 11:50	Panel discussion: Intermediaries and the insurance value-chain
11:50 – 12:45	Actuarial session (Actuarial Society of Zambia)
12:45 - 13:00	Marketing slot
13:00 – 14:00	NETWORKING LUNCH
14:00 – 14:40	Challenges and opportunities in the African Continental Free Trade Area (ACFTA) for trade in services
14:40 – 15:20	Panel discussion: Challenges and opportunities in the African Continental Free Trade Area (ACFTA) for trade in services
15:20 - 15:30	Conference highlights – Summary
15:30 - 15:45	Closing Remarks IAZ President
15:45	End of Sessions
19:00 – till late	AWARDS DINNER

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