

"Enhancing the role of insurance for economic growth"

ZAMBIAN INSURANCE JOURNAL

ISSUE 12 | MAY 2020

**SETBACKS INSURANCE COMPANIES MUST
OVERCOME DURING AND AFTER THE
COVID-19 PANDEMIC**

**SOCIAL DISTANCING:
CHANGING THE WAY WE DO BUSINESS**

**RIGHT PRICING: KEY TO THE
SURVIVAL OF THE INSURANCE INDUSTRY**

MALINGERING AND THE WORKPLACE

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DIGITIZATION IN THE TIME OF COVID-19

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Executive Director's Remarks

Dr. Nkaka Mwashika

Greetings!



Welcome to the 12th issue of the Insurance Journal. We live in challenging times of social isolation and restricted economic activity, due to the COVID-19 pandemic. We want to be part of the solution, by promoting activities that will curtail the spread of the disease, while promoting sustainable business practices. We must all play our part in preventing the spread of this disease. That includes following the recommendations made in the interest of public health, such as washing hands, using sanitizers and wearing masks in public places.

In this regard, we have joined the scores of organisations making use of online platforms such as Zoom, Microsoft Team and others, to hold essential meetings without encouraging mass gatherings. We also support various initiatives for both business and training to be conducted online. Our role is to look at the financial risk of this outbreak, and see how the provision of insurance services can continue as smoothly as possible. A good number of insurers have online facilities for conducting business, including Apps and Websites. We commend those who have such platforms, and encourage all insurance providers to adapt to the changing environment, and make use of modern ICT platforms. Many companies have reduced the presence of staff in the office by some form of rota system, or working online altogether. I have every confidence that we have the ability to weather the storm, and the industry and the nation will come out stronger than ever before.

We have a number of interesting articles in this edition. Articles will focus on; The Business Impact of COVID-19, The importance of appropriate pricing for long term business sustainability, Financial Sector Deepening Zambia (FSDZ) product development initiatives, Managing human resource in the workplace, Environmental Impairment Liability Insurance, and The need for customers to understand what sort of insurance service they are buying.

The electronic copy of the Insurance Journal will be distributed free of charge

Enjoy the latest edition of the Zambia Insurance Journal

NOTE FROM OUR PRESIDENT



Paul Nkhoma
IAZ President

Welcome!

This instalment of the Insurance Journal comes out during the second quarter of 2020, a challenging time for Zambia and much of the world. The first known COVID-19 cases in Zambia were recorded on 18th March 2020 a couple that had just returned from France, followed by another case on 22nd March, a man who was part of a group that had recently returned from Pakistan. There quickly followed a public health campaign promoting social distancing, strict hygiene measures, followed up by mandatory wearing of protective face masks. These facts are familiar to all of us. Our brave medical personnel are proving to be the real heroes at our time of need. Let us also do our part to mitigate the spread of this virus and protect those around us.

As players in the economy we all do need to play our role in the fight against COVID-19. This pandemic has accelerated or put to test our Business Continuity Plans (BCP) with Work From Home (WFH) measures also being implemented.

Our roles in the pandemic fight needs to focus on direct involvement (aside from protecting our employees and families), either through contributing financially or materially to the government to assist in the fight against the pandemic; contributing to communities that we live, work or are associated, again financially or materially, directly or indirectly. The Pensions and Insurance Authority (PIA), issued a Circular Number PIA/C15/2020, "Guidance Note to the Insurance Industry – COVID19", on 30th April 2020. I humbly request all our members to explore areas that you can look at, that will streamline our processes or cushion our policy holders during this trying time, as per the PIA circular.

It is unfortunate that various workshops planned for the year have been postponed. Our annual insurance conference which normally takes place in June or July, has also indefinitely been pushed forward. We will continue to monitor the situation and respond as the situation unfolds.

I am confident that the industry has the right skills, innovators and support to overcome the current challenges and emerge as an even stronger industry.

Finally, I wish to inform you all that this year's Annual General Meeting (AGM) is an elective one and I encourage all members to look at who we can entrust our Association to for the next coming years. I also encourage members to consider serving on the board. The current board will be sitting to consider how we can hold our AGM under the current situation where public gatherings are not permitted.



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LEVERAGING CUSTOMER INSIGHTS TO DESIGN AND DELIVER SUSTAINABLE INCLUSIVE INSURANCE PRODUCTS

According to the Finscope 2015, only 2.7 percent of Zambian adults have an insurance policy. Although this statistic may have changed over the last four years; a large portion of the estimated 17 million consumers across the country remain uninsured. Low-income households and individuals have long been considered impractical to underwrite and the performance of many insurance policies aimed at reaching the poor often face scale challenges to be profitable. They have been plagued by low uptake, high administration costs and a lack of appreciation by the target market. As a result, many insurance companies that embraced the inclusive insurance business case continue to work at achieving business viability.

The business case of inclusive insurance is no longer a debate; innovative insurers around the globe has proven that it is possible to deliver inclusive insurance products and remain profitable. The drivers of success include bundling of products, development of customer-centric insurance solutions, leveraging technology to reduce administration costs, supportive regulatory instruments, and innovations in distribution partnerships.

Undoubtedly, if appropriately designed and administered well, inclusive insurance products will not only play a significant role in reducing the vulnerability of low-income households to economic burdens but also contribute to insurance penetration and profitability of commercial insurance providers.

In recent years, one of the biggest drivers of successful inclusive insurance business models is focusing on client needs. Observably, most conventional insurance products are designed in boardrooms. Lack of adequate targeted investments in market research and client-centered product development processes often lead to a mismatch between the demand and supply of financial products.

At the beginning of 2018, as part of its inclusive insurance market development initiatives, Financial Sector Deepening Zambia (FSD Zambia) launched a new customer-centric support facility called the Fin-Client Centric Cycle (F3C) to stimulate more client sensitive and effective financial services in Zambia. Customer centricity is a business system that operates in an ecosystem of customers, employers, suppliers, shareholders and the communities in which the company serves.

"In recent years, one of the biggest drivers of successful inclusive insurance business models is focusing on client needs".

By: Kafeka Alutuli



In this ecosystem, customers are at the centre of corporate strategy, decision making, organisational design, and operations. A customer-centric approach is required to deliver value to clients but also to build a business case.

Being customer-centric means providing solutions that incorporate clients' needs and preferences and accommodate their constraints.

Through this customer-centric innovation facility, FSD Zambia has signed partnerships with Hollard, Innovate Life and ZSIC Life that are aimed at designing responsive micro-insurance products that address the prioritised risks faced by low-income households, individuals and enterprises.

The F3C starts with an orientation to the Human-Centered Design (HCD) methodology and tools. The insur-

ance companies then invest in market segmentation and client profiling process which also involves getting to know the concerns and financial service needs of the target group.

Then an iterative process of product design, prototyping, and redesign occur so that product ideas are tested against the realities of client needs.

Once there is a sign off on the prototype, the product can then be launched for pilot testing. Pilot testing may move to roll-out or backward to redesign. In principle, proceeding forward on any stage requires a positive outcome and sign off.

FSD Zambia has been working closely with Hollard, ZSIC Life and Innovate Life at every stage in the entire product development cycle; thus ensuring all consumer insights and elements

of market research are well integrated into the product and process design. Although its early days of learning new business strategies, emerging evidence already shows that insurers are developing insurance solutions that they never imagined they will design and deliver to the underserved or unserved market segments.

Additionally, FSD Zambia's F3C partners have realized there is a lot of scope for innovation in both product design and distribution. This can only be an indication for exciting times ahead in the microinsurance sector. FSD Zambia remains fully committed to ensuring that insurers strike a balance between business viability and client value.

Indeed, increased uptake and usage of insurance products among low-income communities holds the promise of meaningful financial inclusion.



“In this ecosystem, customers are at the centre of corporate strategy, decision making, organisational design, and operations. A customer-centric approach is required to deliver value to clients but also to build a business case”.



“ Lack of adequate targeted investments in market research and client-centered product development processes often lead to a mismatch between the demand and supply of financial products. ”



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ENVIRONMENTAL IMPAIRMENT LIABILITY INSURANCE



Organizations have a moral and legal duty to keep the environment they operate in safe and sustainable for plant, animal and human life. The Zambia Environmental Management Agency (ZEMA) is mandated under the Environmental Management Act (EMA) of 2011 to protect the atmosphere, prevent pollution of water bodies, and prohibit discharges into the environment. This is a huge responsibility to safe-guard our God given environment not only for this generation but several others to come. Today my focus is on the necessity of Environmental Impairment Liability Insurance alternatively called Pollution Legal Liability or merely Site Pollution Liability. The Zambia Environmental Management Agency is empowered through EMA of 2011

to fine organizations that pollute the environment. On the other hand society in general is at liberty to sue organizations for pollution activities that may distort their general order of life.

“Organizations have a moral and legal duty to keep the environment they operate in safe and sustainable for plant, animal and human life”.

The above scenario leaves Mining, Manufacturing, Transporters, Waste Disposal companies and Agricultural firms for example drastically exposed to potential legal suits for environmental

degradation, clean-up costs, death of plant, water, animal and human life. It is for this reason that such organizations need Pollution Legal Liability Insurance cover as an ordinary public liability policy excludes liability arising from pollution activities.

The policy covers unknown pre-existing and future environmental liabilities; third party bodily injury and death; property damage as well as environmental cleanup costs all arising from pollution activities. It is important to mention that fines by the regulator are not covered. However the legal defense costs as well as any damages awarded are covered. This policy is necessary to various types of institutions in addition to those mentioned above:



George Marekera|B.Com Risk, ACII, FIIZA, MBA Chief Operating Officer – Marsh Zambia Limited

hotels, restaurants, shopping centers, hospitals, housing complexes, landfills, recycling centers and cetera

In order to secure Environmental Impairment Liability insurance coverage there is need to complete a proposal form. The proposal form often completed by the Safety Health & Environment (SHE) Manager seeks to establish the organization's Health and Safety Policies as well as enquire on past actual and potential claims.

The Limit of Liability varies from one organization to the other depending on various factors that include; size of the firm, nature of business, past loss history, litigiousness of the society were company operates and cetera.

The policy is heavily reinsured with leading Global reinsurers often taking the lead. The underwriting require-

ments before an organization secures cover are therefore stringent. The completion of the proposal form and at times pre-cover risk surveys become mandatory.

The policy will pay legal defense costs, liability for damages and environmental remediation costs.

The jurisdiction Clause will be Zambia meaning it will be Zambian Laws to be used in adjudicating the disputes.

The policy does not attract excess regards third party death and injury claims. However an excess is often applied for third party property and environmental damage claims.

Zambia is currently experiencing drought which has caused hunger to human and animal life in some parts of the country. Additionally water levels in Kariba dam the principal hydro-

electricity power source is at its lowest level since 1995 forcing at a minimum 4hours of load-shedding daily. These are the effects of Global Warming which results from poor environmental management in particular the excessive discharge of greenhouse gasses into the atmosphere.

We have therefore witnessed an increased impetus by Environmental Regulators to monitor, control and penalize companies that pollute the environment. Society on the other hand has also heightened their environmental management awareness programs. In short the risk of organizations being sued for poor environmental management has increased like never before necessitating the need for Environmental Impairment Liability coverage.



INDUSTRY EVENTS

Insurance Conference 2019

The 4th annual Insurance Conference took place from 17th to 19th July 2019, under the theme “Enhancing the role of Insurance for economic growth.” The conference was attended by 160 delegates, with 30 coming from outside Zambia. Presentations were made by a number of local and international speakers, and themes tackled included; Public-Private partnerships and Insurance providers, Translating core values into corporate culture, Banc-assurance - Challenges, opportunities and the future, The potential impact of IFRS 15 & 17 on the insurance sector, and Preventing Insurance Fraud, among others. The presentations can be viewed on the IAZ website.

Insurance Week 2019

The 7th annual Insurance Week took place from 16th to 21st September 2019, under the theme “Raising an Insured Generation.” Various insurance companies and Broking firms participated in different parts of the country.

The launch was preceded with a press conference on the state of the insurance sector, held on Monday 16th September 2019. During the press conference the acting Registrar Mr Titus Nkwale and the IAZ President Mr Paul Nkhoma addressed key industry issues such as industry performance and the challenge of the credit culture in Zambia.

On Tuesday 17th September, a national launch was held at Levy mall in Lusaka, preceded by a march-past from Civic centre to the launch site. School education visits and exhibitions took place for the rest of the week, as well as various appearances on radio and statements to the press. Insurance providers in different towns across Zambia carried out their own Insurance Week activities.

Marine Cargo Insurance Proficiency Workshop

The workshop took place on 14th and 15th November 2019 at Neelkanth Saravor Hotel, Lusaka. The vent was jointly sponsored by the IAZ Reinsurance Council members, namely Kenya-Re, Zep-Re, Prima-Re and Emeritus Re. The PIA Registrar Mr Christopher Mapani opened the event

and the IAZ President Mr Paul Nkhoma gave opening remarks. Facilitators were as follows: Ms Rose Waganda from Kenya-Re, Mr Shipango Muteto from Zep-Re, Mrs Phidelia Mwaba, Managing Consultant for Hokma Management Consultants and Mr Gideon Phiri. About 30 participants were trained.

ZNBC Radio 2 and Money FM

The IAZ Insurance Radio show continues to air, educating consumers around the country. In the month of October, IAZ featured on the “Ask the expert” radio segment on Money FM.

PICZ Media Training Workshop

Professional Insurance hosted a media training workshop on 25th February 2020. The event was opened by the CEO for PICZ, Mr Moses Siame. Presenters included Mr Webster Twaambo Jr, Mrs Doreen Kambanganji, Mrs Yvonne Majata and Mr Kambole Chituwo from IAZ.

PIA workshop for local language journalists

On 18th March 2020, Pensions and Insurance Authority held a workshop for journalists who report in local languages. The workshop provided statistics on the insurance industry and outlined how insurance works. The Registrar Mr Christopher Mapani opened the event. The presentations by PIA were made by Mr Titus Nkwale, Mrs Namakau Ntini, Mrs Doreen Kambangani and Mr Nicholas Mbuya. IAZ took part by making a presentation as well.

Financial Literacy Week 2020

The Financial Literacy Week 2020 was scheduled to take place from 25th to 30th March 2020. Due to the COVID-19 outbreak, participants restricted themselves to sharing messages on radio, TV and social media, as public gatherings were restricted.



PICZ work shop



Insurance Week 2019



PIA workshop



Insurance Conference 2019



Marine Cargo Insurance Workshop

THE KEY FACTS STATEMENT: DEMISTIFYING INSURANCE

There is no worse feeling than to discover that what you bought is actually not what you thought it was. This could be a non-functional fridge, a phone with limited functions, a savings account that depletes your entire earnings through hidden charges or an insurance policy that cannot help when you hit into someone's beautiful vehicle or lose your loved ones.

When customers go through an unpleasant experience with an insurer, they lose confidence in the entire range of insurance products. This loss of confidence trickles down to their friends, family members and acquaintances.

It is therefore fundamental that insurers give customers an experience that should make them see the value for money, inspire them to return for renewal, and motivate them to recom-

mend the company to other people. It is often said that insurance is sold and not bought.

"When customers go through an unpleasant experience with an insurer, they lose confidence in the entire range of insurance products. This loss of confidence trickles down to their friends, family members and acquaintances".

This is because the nature of insurance makes it difficult for one to understand. Since insurance is an intangible product or a promise that can only be felt when a future event occurs, customers feel cheated if they cannot claim or it is found that certain events or perils actually were not covered. This is partly because

people do not read or ask what the product covers. However, insurers themselves do not equally endeavour to explain clearly what is covered and what is not. Likewise, Insurers and brokers do not advise on what to do in case of an occurrence of an insured peril and generally how to claim.

The Pensions and Insurance Authority along with other consumer protection regulators receive various customer complaints. These tend to range from allegations of unfair treatment of customers by insurers, provision of insufficient information to clients, illegible fine print and unnecessary delays in paying out claims.

In a drive to support financial inclusion and education, the Pensions and Insurance Authority intends to require all insurers present clients with a Key Facts Statement when onboarding customers.

Key Facts Statements for insurance consumers seeks to improve disclosure practices of insurers. Clients will therefore have all the key information about their policy beforehand. At the same time, KFSs should improve financial literacy among Zambians and help them make better choices on purchasing Insurance.

Globally, KFSs have been used by UK's Financial Conducts Authority, South Africa's Financial Sector Conduct Authority, Malaysia, Australia and various other jurisdictions. The main drive for this has been fundamentally consumer protection and 'Treating Customers Fairly' (TCF) principles. The KFSs are not meant to replace policy wording documents as these form part of the insurance contract. Therefore, insurance companies should still be able to give its



By: Kutemba Chinyemba
Inspector-Insurance Supervision
PIA

. A sales representative should take the client through the KFS during a sale. As a final point, KFSs should be used by the customer for future reference after a sale.

Some of the advantages of Key Fact Statements are to;

- Demystify the type of insurance product one is buying.
- Create a transparent way of doing business between customers and service providers.
- Assist a buyer compare services offered by one insurer to another.
- Help policyholders know their rights and obligations as they are buying insurance.
- Improve service delivery as the insurer is dealing with clients that know what is appropriate for them.
- Reduce reputational risk of the insurers and industry through the minimization of complaints.
- Increase insurance uptake through increased confidence in products and services.

Some of the insurance policies that will come with a KFS will be all motor insurances such as Act Only, Full Third Party and Comprehensive covers.

Further, Householders or Contents and Home Owners Insurance policies will be accompanied by Key Fact Statements. From the Life Assurance side, any Funeral insurance, Simple life and Life cover with profits policies should have a KFS.

Since the whole purpose of a Key Fact Statement is to allow people to quickly grasp of the insurance product, the document should contain the following pertinent element of any policy;

- a) What events one is covered for.
- b) Which events are excluded/not covered
- c) How long the policy will be/when would it expire.
- d) How much one should pay.
- e) What should one do in case of an accident or occurrence of an insured event.
- f) Why a claim may be rejected.
- g) Who to complain to in case of a dispute with your broker or insurer

The Pensions and Insurance Authority anticipates that all insurers and brokers should implement the rolling out of KFSs beginning 2020. In Essence,

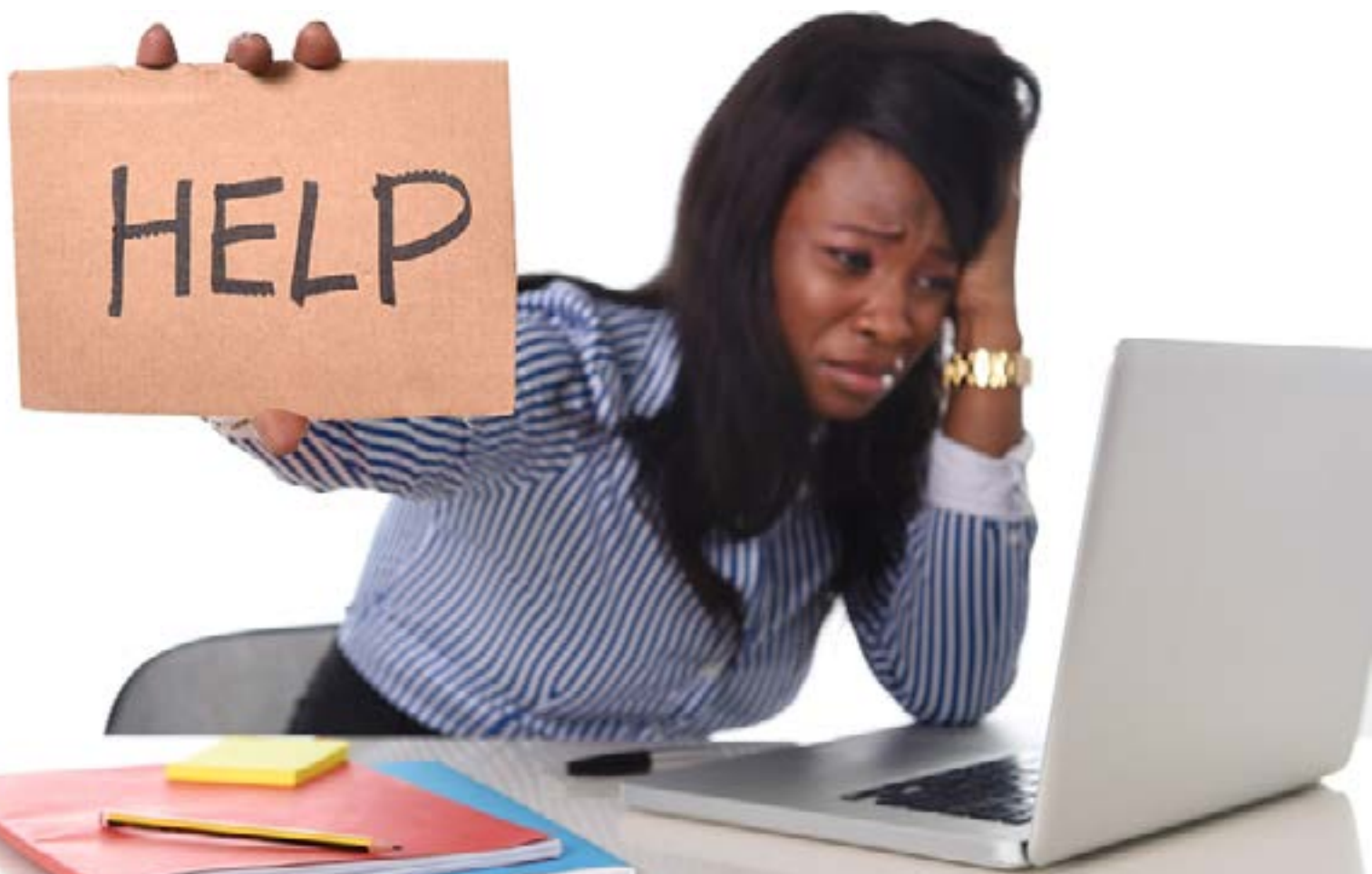
Insurance companies are supposed to give a KFS together with the insurance cover note to anyone buying Motor, Householders, Homeowners, Funeral and Life insurances.

In conclusion, in order to promote financial inclusion and penetration, KFSs should be supported by all stakeholders involved.

Customers must always demand that an insurer provides them with all necessary documents when obtaining a policy. This ensures both parties understand fully what their rights and obligations are.

A better bargaining position of the buyer increases sales volumes for the seller through enhanced confidence of services and ultimately should help to develop the insurance market.

For more details on this, please contact the Authority at, pia@pia.org.zm or 0211-251401/251405



RIGHT PRICING KEY TO THE SURVIVAL OF THE INSURANCE INDUSTRY



According to the insurance barometer survey of 2018, the African insurance market is under threat from excessive competition and unsustainable pricing. And consequences of rate undercutting may ultimately result in insurers shutting down. This was reiterated in a presentation by Douglas Hoto; one of the speakers at the insurance conference which was held in Livingstone on 17th to 19th July, 2019. Mr. Hoto, who is a qualified actuary, is currently group chief executive office at First Mutual Holdings Limited. Key factors which must be addressed in insurance pricing include understanding the risks accepted and how they are priced, underwriting for profit and anticipated long term consequences of the risks being written today.

The first factor which involves insurers' need to embrace the understanding of the risks accepted and how they are

priced, is a very significant starting point. Legally, the insurance contract comes into effect when the underwriter or insurer accepts a risk presented to them. "To insure is to understand," former Munich Re chief executive officer, John Jumbe Junior, once said. This is very import on both sides of the insurer and the insured.

The insurer should make it a point to understand the risks presented to them before they can accept them. Failure to do this may result in under-pricing which is a disadvantage to the insurer or over pricing thereby disadvantaging the client. Collecting insufficient premium on a risk is unhealthy. The insurer may struggle to pay claims as a result of not collecting sufficient premium, and in some cases may find it difficult to find quality reinsurance support.

Generally speaking, the premiums collected should be sufficient to make

what is known as an underwriting profit. This refers to the money that remains from operating activities or the core business of insurance i.e. before accounting for investment income. Returning to the basics of prudent underwriting means insurers making an underwriting profit, especially for short term insurers who have short insurance contracts of maximum 12 months.

Long term consequences is another factor that must be anticipated when pricing a risk. Insurers should desist from acquiring business at all costs vis-à-vis just to make numbers. There are certain unhealthy practices within the market that should be abated if the industry is to return to the basics of underwriting. For example, when a client with a poor risk is charged higher premiums reflective of their risk, there is a tendency for such clients to easily walk to the next insurer who is

able to take the poor risk without much scrutiny and at inadequate pricing. In the long run the insurer who takes up such a risk will suffer losses and ultimately increase the industry loss ratios. Consequently, when the industry loss ratios become high, reinsurance may become very expensive or difficult to place.

Therefore, long terms consequences need to be factored when pricing risks. In addressing under-pricing issues, some regulators, for example in Ghana, Uganda, Zimbabwe and Zambia, have intervened by introducing minimum rates. Further, to improve liquidity in the market, some countries have introduced “no premium no cover” policies which have led to a significant decrease in the credit risk within the various countries such as Nigeria and Ghana.

Pricing of insurance has two approaches, the traditional and the modern approaches. With the former, the insurer uses the rule of thumb or ‘guesstimate’ as used by Mr. Hoto

in his presentation at the insurance conference. Within the traditional approach, the insurer may simply follow the competitor’s pricing. As discussed above, this can be disastrous.

“Insurance is a knowledge based industry and this calls for right skills set to manage the business. As observed by Mr. Hoto, the industry needs to be able to attract, train and retain top class talent in order to succeed”.

Further, the insurer should be cautious on over relying on information provided by the insured in determining pricing, rather obtain sufficient data required for pricing used in the modern approach. The modern approach uses data analytics, usage based pricing, such as telematics or other sophisticated technologies to

gather information needed for pricing. Insurers should also be weary of biting what they cannot chew. They should have sufficient capital to support the risks they take otherwise they risk over reliance on reinsurance. Abundance of under capitalised companies lead to excessive competition around price, rather than service.

The insurance business requires adequate capital to underwrite meaningful risks in the economy. It is important to handle insurance with care because it is a complex business with an uncertain outcome. Insurance is a knowledge based industry and this calls for right skills set to manage the business. As observed by Mr. Hoto, the industry needs to be able to attract, train and retain top class talent in order to succeed.

For comments or questions email www.twaambo@gmail.com or webster@picz.co.zm or visit my Facebook page Webster Twaambo, Jr. or website www.webstertwaambojr.org.

By: Webster Twaambo Jr



WORD SEARCH

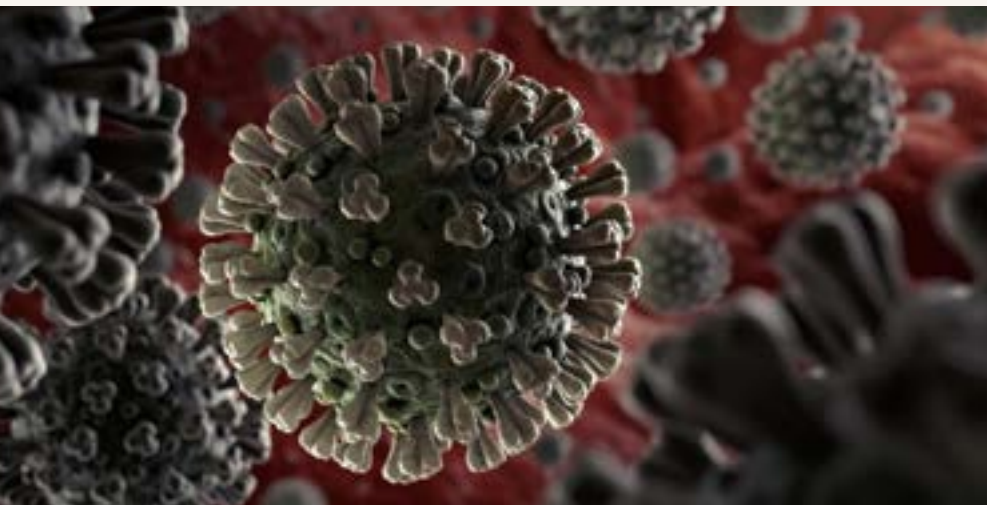
Word Search: Places in Zambia

A W U E Q K R P S C E A B F M A K Q B Z P W D U M
M U O A W P L L X S W A I E K Z A C C I D G Z L M
N P Q B R B V J I W O C C M L Y M E Z J Z V T H Q
T H S L K L A I O V G H K C F N X E G K M V K L Z
L L D W K B U K G H I I M M P C N I S V T P P S W
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CHILILABOMBWE
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CHINSALI
CHIPATA
CHIRUNDU
KASWE
KAFUE
KASIMA
KASAMA
KATETE
KITWE
LIVINGSTONE
ITANWIRWA
LUSAKA
LUWINGU
MANSA
MKUSHI
MONGU
MPIKA
MUFULIKA
NDOLA
PETAUKE
SAMPIYA
SIYVONGA
SOLWEZI

D I E C U R N D W B R Y V H A B K B H R
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ANNUITY
CONDITIONS
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GENERAL
HEALTH
INDEMNITY
LIFE
MATURITY
MEDICAL
PREMIUM
PROXIMATE
SAVINGS
SUBROGATION
TERM
TERMS
TIMELY



DIGITIZATION IN A TIME OF COVID-19

ALEXIO MAYONDE

CHIEF INFORMATION OFFICER,
ZEP-RE (PTA REINSURANCE COMPANY)



Introduction

A few weeks into March 2020 the first case of Coronavirus was reported in Kenya. As an organisation, ZEP-RE (PTA Reinsurance Company) activated its business continuity plan to ensure that service to our clients continued to be delivered despite the challenges. This involved new ways of working that required greater use of technology in daily operations.

In one of my WhatsApp groups, someone posted a poll result asking the question: “Who accelerated the digital transformation in your company.” One would expect the usual suspect – CEO, IT Team, Management, CIO, or Agile Team. However, the winner of the poll was – Coronavirus! While the poll might have been done in jest, it showed how the unprecedented challenge of Covid-19 was shaping our world in ways not seen before. Businesses are being forced to change their ways of operating to take into account the new reality of service delivery in the middle of a pandemic.

In this article, we analyse one area in the insurance industry that is a core service one which those who buy insurance expect the most – claim processing. We look at what clients expected before the pandemic, what the forced changes needed during this time of challenge are, and how technology is an enabler for such changes. We also use the case of ZEP-RE as an example of how we have adopted technology as an enabler for service continuity.

Customer-Centric Claims

In interviews conducted in Canada [1], it was noted that clients seek three things from their insurers – speed of claims settlement, timely updates, and choice on how to engage.

Clients want their claims processed quickly. This is a very important expectation as many insured persons do not have cash available at their disposal following the occurrence of a loss. They seek support to be back on their feet as soon as possible.

They want to be kept in the loop. As a claim progresses through the internal processing stages, anxiety levels are reduced by timely notifications received from the insurer updating them of progress. Clients are more willing to accept delays if updates come often, are convincing and reasonable.

Clients are individuals with unique preferences who want to engage using their preferred channels. Some would like to speak to a person rather than chat-bot or other automated services to register and track their claim while others want to see the face behind the voice. Then there are yet others who thrive on mobile phone communication and expect interaction through this device.

In Kenya, similar needs were noted – simple, speedy, and reliable services, with options on how they interact [2].

COVID-19 induced changes – technology as an enabler

In this era of social distancing, the expectations from the clients have not changed, but the ability of the insurance industry to deliver on the expectations is being challenged. The virus spread has resulted in some countries introducing curfews like Kenya [3], or full lockdowns like South Africa [4]. The curfew in Kenya recommends reduced social contact through measures such as employers allowing employees to

“

Clients are individuals with unique preferences who want to engage using their preferred channels.

”



work from home and a mandatory night-time stay at home order. Despite all this, clients still expect service delivery to meet their needs.

Claims processing time has been greatly affected by claims department staff being unable to share physical documents from one desk to the next as they would normally do in office operations. They are unable to pass on work to their colleagues who need to take the next decision or provide input. This then requires a different way of working to ensure that timely processing is still met.

At ZEP-RE, we spent time in 2019 introducing a digital workflow system that manages the flow of work as well as the supporting documents. With this system, we can introduce work into the system and enable each person in the claim processing to take their actions and decisions efficiently. This has proved useful with the work from home recommendation as we are still able to execute claim payments on time and track progress without the need for physical human interactions. Technology has come in as the saviour to enable us to continue with business operations. As an organisation, you will need to review your work processes and technology that you have in-house to determine how best to serve your clients. It can be as simple as shared folders on Google Drive or Microsoft SharePoint, that enable scanned documents for review and decisions. It could also mean asking clients to make electronic submissions of documents which may be required for a possible audit later.

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At ZEP-RE we have expanded our use of virtual meeting technology - MS Teams - to enable virtual connection with our clients.
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Before COVID-19, a client could walk into an insurer's office or call them on their office telephone lines to receive an update on their claim. The current situation which requires social distancing and limited movement present a challenge on how to maintain similar levels of contact in a work from home environment. At ZEP-RE we have used our workflow system to automate notifications as claims progress through the payment process. The technology allows us to give our clients the confirmation that they need to assure them that their claim is being handled.

Conventional communication channels in the time of COVID-19 have been disrupted. With no one in the office, there is no receptionist to take calls and employees do not have access to the usual PABX services for calling out. This again demands the use of technology to expand the communication choices to make up for those lost. The best way would be to give employees access from home to technologies that they would normally have in the office. This might mean adding software to employee mobile phones that connect to their office telephone extension supported by virtual private networks to give access to office applications. At ZEP-RE we have expanded our use of virtual meeting technology - MS Teams - to enable virtual connection with our clients. It is a journey that we need to make with our clients as we work in the new world order. We will soon be launching a claims portal that will offer an alternative interactive channel with our claims process. The portal is integrated with our workflow system, satisfying the need for engagement as well as timely updates.

Challenges that come with remote working Technology

Introducing technology in a time of crisis brings with it some challenges. The first is how to maintain controls that ensure the integrity of business results. A good illustration is decisions that are taken by a committee through physically meeting, reviewing documents, and signing off on the decision. A business has to explore



options for achieving the same controls in a digital environment. There is technology available for virtual meetings that can be recorded and transcribed to support decisions.

There has been an increase in the number of COVID -19 phishing scams preying on the fear of the virus, as well as workers increasingly working from home [5]. They attempt to gain credentials of staff members using the employee's desire to gain information on the virus. The risk is increased when employees are isolated and working from home without immediate physical support of co-workers who can help pick up these scams. This requires that staff members be educated more and more.

Will things be the same post COVID -19?

The question that will come after the crisis is over – will things return to the way they used to be? I believe the answer is NO! This crisis will teach us new things, as well as things that we had forgotten, about how we can work in organisations.

Will we need to travel as much as we used to before? Probably not. The grounding of flights has taught us that it is possible to maintain engagement with our clients with much less need for physical meetings. The technology and communication capacity available today has shown us that video calls can be a worthy replacement for face to face business transactions. Technology companies have taken a step further and even offered free services to support virtual meetings [6].

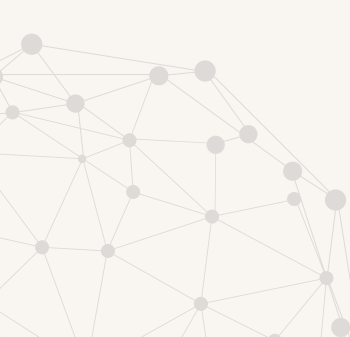
Can we survive with fewer days in the office? Most likely. The past few weeks of working from home have introduced a concept previously practiced by few companies. If we are well able to manage claims processing for our clients while working from home, can we not extend this to support a better work-life balance for staff members?

Whatever level of digitization you adopt at this time, what is certain is life will not be the same post-COVID -19.

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digitization you
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MALINGERING AND THE WORKPLACE

Malingering' is a term used to describe the action of pretending to be ill (complete fabrication) or exaggerating existing symptoms (partial malingering) in order to avoid or escape work or duty or even to get a benefit. Benefits being sought in malingering include compensation, an insurance settlement, days off or sick leave and sometimes being let go at work with a pay-out. Malingering is not a psychiatric or mental health condition because of the level of consciousness and intentionality with which it is planned and executed. Generally, the likelihood of malingering is higher when:

1. **There is a medico-legal situation. This includes situations where the person is likely to be compensated financially for the injury or illness**
2. **There are adverse consequences that can result from someone's actions such as job loss, suspension, withdrawal of bonus, jail term**
3. **A person feels that there is no way out**
4. **A person feels that the stakes are high**

Symptoms that malingeringers present with depend on the scenario and how long they need to appear to have symptoms before they can stop the pretence. Malingeringers who need a day off often present with vague symptoms like headache, abdominal pain, period pains, backache, diarrhoea and so on. Those that are in it for the long haul usually present with psychiatric conditions such as sleep disorders, memory loss, hallucinations or other conditions that may appear to be chronic such as eye sight problems, chronic headache and paralysis.

Malingering is a problem because it results in abuse of the medical system. The already over-burdened staff have their much needed attention drawn to a patient who is malingering and resources are also diverted there. These resources include time from support personal such as nursing staff, hospital clerks and laboratory technician but also the laboratory investigations and medication which are valuable. Malingering also wastes the employer's time and family members who may be supporting the patient during their medical visits. Money is also wasted through insurance claims.

In order to diagnose malingering, the doctor has to take a good history and examine the client thoroughly. The doctor can suspect malingering if:

- a) **The patient has legal problems**
- b) **Patient is not very cooperative during examination**
- c) **There is a distinct inconsistency between patient complaints and results of examination and investigations**
- d) **Patient symptoms appear to be under voluntary control**
- e) **The symptoms they are presenting with are too bizarre or ridiculous**
- f) **The response to prescribed treatment is inconsistent**





What can a clinician do when he or she suspects malingering? The clinician must make sure that the history taking is detailed and thorough. It takes a lot of effort to feign symptoms so the client will tire at some point. Secondly, a second assessment on another day almost as thorough as the first might give you more information.

In addition, collateral information is very helpful. It is difficult for the second party to have all the details of the lies so this helps the clinician see the inconsistencies of the story. Whether there is an obvious incentive or not, psychological assessment is also useful for the client who is malingering. Malingerers often benefit from psychotherapeutic interventions.

What kind of interventions can work for Malingering in the workplace? One simple procedure that can be done is to make sick notes mandatory. This helps deter malingerers. Also, where possible, have a list of credible practices or hospitals where employees can get a sick note. Put in guidelines that state that beyond a certain number of days absent from work in a month, an employee will need to have a formal letter from a doctor rather than just a sick note.

Another important thing an employer can do is monitor and record. Malingerers often forget the details of the stories they told and sometimes the lies will pop up about an event when they were supposedly ill. Confronting the employee should be the last step in the process. It raises suspicion, can spoil the relationship and it could lead to some negative repercussions with other employees.

Nonetheless, confronting the employee may be unavoidable and inevitable in some cases. However, confronting should be done in a polite but truthful way and it sometimes helps if another person is present to act as a witness. At this point, if an employee has been absent so many times on account of 'an illness', it is time to refer them for employee assistance (counseling).

It might be that the employee has personal problems that are quite distressing but may not (has not) been able to get time off to attend to them. In addition, counselling may help to get to the bottom of why the employee malingers.



“Malingering's who need a day off often present with vague symptoms like headache, abdominal pain, period pains, backache, diarrhoea and so on. Those that are in it for the long haul usually present with psychiatric conditions such as sleep disorders, memory loss, hallucinations or other conditions that may appear to be chronic such as eye sight problems, chronic headache and paralysis”.

The author is a practicing Psychiatrist, Clinical Neuropsychologist and Life coach living and working in Lusaka. She has over 10 years of experience working in mental health. She is passionate about improving lives and restoring productivity in people.

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ARE YOU WEARING YOUR MASK PROPERLY?



Let us start with the meaning of COVID-19. The 'CO' stands for Corona, 'VI' for virus, and 'D' for disease. Previously, this disease was called the '2019 novel coronavirus' or '2019-nCoV.'

According to the World Health Organisation (WHO) guidelines on wearing masks, in a bid to reduce the spread of COVID-19, we need to ensure the following:

- Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water.
- If you wear a mask, then you must know how to use it and dispose of it properly.
- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or

soap and water.

- Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
- To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin [if disposable]; clean hands with alcohol-based hand rub or soap and water

We have also witnessed some wrong uses of masks locally, and add the following:

- Do not share or borrow masks, that makes them a potential source of infection
- A mask should cover the nose, and not be worn below the nose, otherwise it defeats the purpose of wearing one.
- Your chin should not be exposed.
- Your mask should not have gaps on the sides, it needs to be close fitting.

SOCIAL DISTANCING: CHANGING THE WAY WE DO BUSINESS

By: Kambole Chituwo

It is a part of African culture to believe in face-to-face meetings, hearty handshakes, warm smiles and feeling at home in a crowd. The impact of social distancing for business cannot be overestimating. This applies when seeking new business, showing existing clients that you care, or networking. Perhaps it is also because a lot of people (consciously or otherwise) are influenced to do business with others based on first impressions, confidence when making presentations and gut feelings or instinct. That is why branding and brand ambassadors play such a vital role in building customer confidence and expanding the customer base. Many still feel e-mail are somewhat impersonal.

But now we have little choice, we must adapt to the times. We tend to resist change; remember how people had replaced handshakes with elbow taps or shoe taps. This has largely faded away, but it is a clear sign that a culture that believes in human contact would resist the somewhat impersonal distancing. Businesses need to reconsider their supply chain, which includes product design, marketing, operations, distribution, finance and customer care. Functions at every level must, as much as possible, be digitised and utilise ICT platforms. Reducing person to person contact while continuing to provide timely and proficient services to the public.



To be sure, there are aspects of personal interaction that are difficult to duplicate online. Sometimes the tone of voice, gestures, the ambiance of a tidy office and overall hospitality, has a great impact on relating with co-workers and customers. With social distancing, service providers have to go an extra mile to make up for these missing elements. First, service providers need to assure their client base that they are continue to be valuable customers. Reassurance is important, so that whatever challenges clients are facing, assure them that your services remain available in good and bad times. Peace of mind is very important, and any assurance people can get in these trying times is greatly appreciated. A client who has never received a call since purchasing cover, would be glad to hear from the service provider, just to “check how they are doing.”

Secondly, walk your clients through any changes in how you can be reached or how services can be accessed. Depending on what approach your company has taken, this could mean outlining the health and safety expectations

from walk-in clients, such as wearing masks or reduced operating hours or making appointments. This could also mean circulating messages on “7 ways to reach us during social isolation”, where you highlight your website, social media, telephone and video call options for interaction.

Thirdly, make use of online platforms for meetings and seminars. There is no reason why an online meeting should be any less effective than a meeting in a board room. Make the effort to reassure uninitiated customers that the platforms are easy to use, and walk them through the steps of using your preferred platform. While many would complain that they are “BBC” (born before computers), you only have to use something once or twice to grow accustomed to it. It is like learning to ride a bicycle, challenging at first, then it becomes second nature. (The only drawback is you will not enjoy the exotic catering that many meeting venues offer!) These tactics cannot totally replace personal interaction, but they can at least help keep us afloat until the crisis is averted and we see better days.





INSURANCE AND THE FARMING COMMUNITY



By: Malawo Chibambula



I have been exposed to the key farming blocs dotted around Zambia, having worked in the insurance industry for over 10 years, handling both conventional and Agriculture Insurance portfolios. It is gratifying to see how, over time, the insurance sector has responded to the needs of farmers and provides a range of services that cater for their risk management needs. Agriculture Insurance products and services are segmented to cater for the three classes of farmers; commercial, emerging and small-holder.

Agribusiness stands to benefit from the use of insurance. Insurance can help protect farmer's investments, safeguard fixed assets and help farmers obtain loan facilities, as credit insurance will give the lending institute a level of protection on the loan. All this gives "peace of mind" to the farmer and various service providers.

Of course, insurance does not negate the duty of care and good business planning. Farmers are encouraged to diversify their investments so that they can mitigate losses. It is not advisable for a farmer to be solely dependent on one particular stream of income, such as crop farming. Livestock farming can help sustain the farmer in years where there is a poor crop yield. Seed companies have, in due course, developed stress tolerant seeds as a way of addressing the mitigation of losses.

In view of the global impact of climate change, architects of insurances developed products and services aimed at adequately addressing the loss of inputs and low or poor crop yields. One affordable crop insurance product for the mass market is Weather Index Insurance (WII). This uses satellite data to determine losses associated with bad weather such as droughts, floods and other negative effects of climate, and to replace inputs so that the farmer can replant without additional cost. Insurance can also protect against crop losses due to unforeseen calamities like bad weather, such as through yield-index insurance, and also cover livestock.

Distance remains a challenge when it comes to providing insurance services. Most rural areas have a low population density, which means a service provider has to bear the administrative cost of traveling long distances to provide various services. This is with the exception of Weather Index Insurance, which does not require any form of inspection.

Agriculture Insurance is no longer the preserve of commercial farmers but has aggressively sought to address and include the needs of emergent and small holder farmers who are in the majority and provide almost 90% of the food we consume. I unreservedly recommend that all farmers inquire what agriculture insurance is available to suit their needs, and make full use of the financial protection insurance provides.

THE ROLE OF INSURANCE INSTITUTE OF ZAMBIA IN NATIONAL DEVELOPMENT

At Independence in 1964, Insurance practitioners in Zambia had three professional bodies to choose from, namely the Insurance Institute of Lusaka with affiliation to the Chartered Insurance Institute (CII) in the United Kingdom (UK), granted affiliation in 1964; Insurance Institute of Ndola with affiliation to CII granted in 1968, and Insurance Institute of Kitwe with affiliation to CII granted in 1992. During this era the insurance industry was nationalised from 1968 to 1972, giving the Zambia State Insurance Corporation limited absolute mandate for underwriting business and the Zambia National Insurance Brokers Limited absolute mandate for insurance broking business.

IIZA as we know it today was formed in 2005 under the Societies Act cap 119 of the laws of Zambia, as the overarching body for practitioners and professionals in the insurance and pensions industry. Its request for international affiliation to the CII was granted by CII in 2007. The institute was established to serve the interests of its members which includes capacity building, regulating practice and professional ethics and conduct in the sector. In this regard the function of the IIZA includes registration of members, insurance and pensions Education and Training service provides, Teachers and Tutors, Examiners and Assessors.

The IIZA Board of directors is the supreme policy making body of the Institute, mandated to discharge its oversight responsibility diligently. The Board now includes representatives from the major industry stakeholders the Pensions and Insurance Authority (PIA), Insurance Brokers Association of Zambia (IBAZ), Insurers Association of Zambia (IAZ), and Zambia Association of Pension Funds (ZAPF).

The Institute comprises four membership levels by examination, namely; Fellows, Associates, Ordinary and Students. The Institute is currently in the process of legal reform. It has drafted the IIZA Bill in which the specific functions of the institute shall be outlined, and there is ongoing lobbying for the draft to be submitted to Parliament. Once the IIZA DRAFT BILL becomes law, membership will be compulsory for all practitioners in the sector.

INSURANCE AS A PROFESSION

In his book "when words collide" Bill Wilson (CPCU, ARM, AIM, AAM) alludes to the fact that those of us who view insurance as a career rather than a job probably think of themselves as professionals. As to what specifically con



stitutes a "professional" he sites some criteria from Ron Horn from an old CPCU article "on professions, professionals and professions ethics" which stipulates the 7 CHARACTERISTICS OF A PROFESSIONAL as follows:-

- (1) Commitment to high ethical standards
- (2) Prevailing attitude of altruism
- (3) Mandatory educational preparation
- (4) Mandatory continuing education
- (5) Formal association or society available
- (6) Independence to make decisions
- (7) Public Recognition as a profession

These seven qualities are essential to the growth of any industry, and we must insure that they are inculcated into the work culture of every insurance related organisation.



Insurance Institute of Zambia



INSURANCE PROFESSIONALS AND SOCIAL DEVELOPMENT IN ZAMBIA

Zambia is a signatory to the protocol on Trade in Services under the AU's African continental free Trade Area (AfCFTA), which seeks to liberalise the regulatory framework in the insurance and pensions sector to allow free entry into the sector of foreign firms and practitioners.

To this effect IIZA will play a pivotal role in accrediting and regulating foreign insurance and pensions practitioners to allow for free labour mobility in the international insurance and risk management industry. We must set the standard for insurance practice in Zambia, and ensure that it is maintained by all stakeholders. To position itself to respond effectively to these challenges, IIZA seeks to transform itself into a statutory Regulatory Body like EIZ, ZICA, ZIM, etc. through the DRAFT IIZA BILL and has partnered with TE-

VETA to develop a National Insurance and Pension Business curriculum for implementation through accredited Education and Training service providers and award Insurance and Pension National Qualifications that are congruent with the Zambia Qualification Authority Framework.

THE BENEFITS OF IIZA MEMBERSHIP

As an IIZA member you would be exposed to a focused programme that will enhance your career development program through the IIZA membership designations and continuing professional Development scheme.

The IIZA designation portrays you as insurance or pension professional in the eyes of the public and enhances your image and that of the industry.

Employers will easily recognise you and your capacity to perform as an individual role player. Contact the institute for more details on registration and CPD activities.

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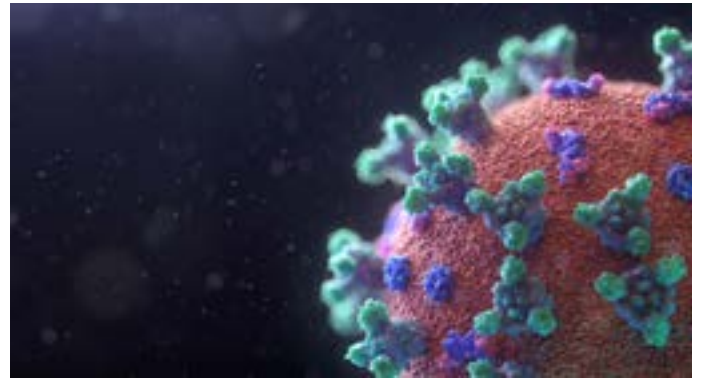
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SETBACKS INSURANCE COMPANIES MUST OVERCOME DURING AND AFTER THE COVID-19 PANDEMIC

By: Dr. Nkaka Mwashika



1.0 Introduction

It is without doubt that COVID-19 will have a significant impact not only on individuals and families, but businesses and the Zambian economy as a whole. The insurance sector is no exception. The ramifications for the Zambian insurance industry is going to differ to a greater extent between the non-life and life companies. However, the financial impact on each insurer will depend on its business structure and model (e.g. classes and mix of business), pricing structure, reinsurance coverage and level of digitalization. It is for this reason that insurance companies must grasp and contextualise five key concepts relating to the changed business environment. The five concepts are as follows:

The World has changed for ever

This concept simply means whether we like it or not COVID-19 has had a profound impact on everything in the world ranging from social, to the economic and financial sphere.

Adaption is the Key

Businesses, including insurance companies must come to terms with the fact that it will no longer be business as usual. Therefore it is time to evolve or perish.

Survival of the quickest

The old adage that it the survival of the fittest no longer holds, as it is now the survival of the quickest. This means only those businesses that make quick decisions to reinvent themselves will survive in this changed business environment. This may evolve by retooling, retraining of human resource, rebranding etc. Therefore the earlier the business adapts the better chances of survival.

Forced entrepreneurship

Everybody will now be forced to become an entrepreneur of one kind or another. Employment will no longer be sufficient as the only source of income and everybody is being forced into entrepreneurship of some kind.

Ego Slap by nature

It has now become imperative that business entities and individual must act immediately and be very conscious of the natural environment they operate and live in. This includes everything from taking extra measures to make your work space an infection free zone, to reducing your carbon footprint.

2.0 The Impact of COVID-19 on Business

The impact of COVID-19 on businesses will differ depending on which sector of the economy a business operates in. Some sectors will struggle to rebound more than others. This scenario will have a ripple effect on the insurance industry in that there will be fewer clients taking up insurance services. This will create a hostile business environment which will result in unhealthy competition.

It is envisaged that in 2020 the insurance industry is likely to record a contraction in both business and liquidity. Insurance companies will need to undertake a detailed analysis and evaluation of their client portfolio with a view to fully understand the sector in which these clients operate and the likely wood of COVID-19

impact on such clients. The analysis will provide vital information for shaping the appropriate strategy to mitigate business losses.

2.1 Stressed industries during and after the COVID-19 pandemic period

It is anticipated that In the next two years or so that the clients that operate in industries that have been hit hard by COVID-19 pandemic will exhibit a heightened premiums default risk as well as significant business contraction over this period. Table 2.1 below shows some of the industries that have been adversely affected by COVID-19 pandemic. Clients operating in these sectors are most likely going through serious operational and financial stress.

Table 2.1 Industries under severe stress from COVID-19 pandemic

S/N	INDUSTRY
1	Retail
2	Travel
3	Tourism
4	Hospitality
5	Automotive
6	Cinema
7	Logistics
8	Local Transport
9	Restaurants
10	Luxury Products
11	Live Sports
12	Real estate
13	Oil and Gas
14	Construction
15	Firm Industry
16	Events and Conferences
17	Tech and Gadgets
18	Automobile Manufacturing
19	Fin Tech Investments

2.3 Industries that will flourish during and after the COVID-19 pandemic

In the same vein there are new business opportunities that have been created by the pandemic. Insurance companies must be proactive and be on the lookout for new and old clients in those sectors. Below is a table of economic sectors that are likely to flourish.

Table 2.3 Sectors likely to perform well during and after the COVID-19 period.

S/N	INDUSTRY
1	Digital Products
2	Gig Economy
3	Stock Market Investing
4	Home/Market Gardening
5	Online Teaching /Coaching
6	Mental Health
7	Alternative Energy
8	Insurance
9	Alternative Medicine
10	Gaming
11	Health Care
12	Affiliate Marketing
13	Network Marketing
14	Data Sciences
15	Spiritual Sciences



3.0 Key areas for consideration

AREA	KEY CONSIDERATIONS
Portfolio Management	<p>Identifying product lines that are exposed to the impact of COVID-19 with Regular monitoring and measurement of the portfolio's exposure.</p> <p>Sensitivity analyses of the profitability of the affected portfolios from the expected change in key risk drivers.</p> <p>Company's profitability analyses based on scenarios reflecting different business mix and volumes.</p> <p>Impact on future policy wordings and on new business application process.</p> <p>Premium holiday for impacted policyholders.</p>
Customer Care	<p>Treatment of claims arising from COVID-19 (i.e. pandemic claims). If a policyholder develops illness as specified under critical illness rider due to COVID-19, what should be the company's stance on paying such claims?</p> <p>Implications on underwriting and claims verification process.</p> <p>Review of the reinsurance treaties on pandemic coverage.</p>
Actuarial & Risk Management	<p>Expected change in the level and quantum of key risk drivers and its impact on valuation assumptions over short and long-term.</p> <p>Appropriate and adequate data collection in order to monitor the experience influencing the key assumptions.</p> <p>Regular revision of claim reserves in light of the current circumstances.</p> <p>Impact on bonus distribution policy.</p> <p>Sensitivity analyses of the balance sheet from the expected changes in investment return.</p> <p>Monitoring and measuring the credit risk exposure from other financial institutions on possible defaults (including credit risk on reinsurance recoveries).</p>
Investment & Solvency	<p>Monitoring and measuring liquidity risk exposure over the next 6 to 12 months.</p> <p>Identification of key challenges on solvency ratios.</p>
Business Continuity Plans	<p>Assessment of the effectiveness of the business continuity plans and identification of improvements.</p>
Digital	<p>Creating a more agile, digitally-enabled business, in spite of initial investment constraints.</p>

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Photo Focus



Insurance Week 2019 Lusaka



Press Briefing 2019 Lusaka



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Insurance Week Chipata



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Insurance Week Kasama

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Mugove Nyimo
Member Life Assurance
Council
CEO Barclays Life



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A Plus General Insurance Ltd	Aaron Kamanga zanikamanga@gmail.com	Roma Park, Zambezi Road	0211-239865
Absa Life Zambia Ltd	Collins Hamusonde Collins.Hamusonde@absa.africa	2nd Floor, Kafue House, Nairobi Place, Cairo Road, Lusaka	0211-366246 /366100
Adelvis	Prince Nkhata Prince@adelvisinsurance.co.zm	44 Paseli Road, Northmead, Lusaka.	0211-366246 /366100
Advantage Insurance Ltd	Raymond Chella md@advantagezambia.com	8 Enock Kavu Road, off Addis Ababa Drive, Lusaka	0211-258876 0971-745363
Africa Pride Insurance Company Ltd	Temba Chibare queries@africapride.co.zm	Unit 2, Plot No. 35991A, Thabo Mbeki Road, Lusaka	0211-253086 /348/013
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Emeritus Re	Webster Chigwende websterch@emeritusre.co.zm	Suite B16 first floorMiti Road Green city, Arcades area , Lusaka Zambia	0211-232820
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G

General Alliance Insurance Zambia Ltd	Charles Madziba charles@generalalliance.co.zm	Garden Plaza Office Park, Thabo Mbeki Road, Lusaka	0211-221714/5
Golden Lotus Insurance Ltd	Jaqueline Katoto jckatoto@gmail.com goldenlotusinsurance@gmail.com	7911, off Central Street, Chudleigh, Lusaka	0968-898888 0211-214002
Goldman Insurance Ltd	Muppala N Raju mnraju@goldman.co.zm	Goldman Insurance House, Great East road, Lusaka	0211-220316 235234/5

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Hollard Life Assurance Ltd	Barbara Mwandila bmwandila@hollard.co.za	Ground Floor, Pangaea Office Park, Great East Road, Lusaka	0211-258632/3
Hollard Insurance Zambia Ltd	Paul Nkhoma Pnkhoma@hollardzam.com	Ground Floor, Pangaea Office Park, Great East Road, Lusaka	0211-255681

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Kenya Reinsurance Corporation Ltd	Selemani Tembo stembo@kenyare.co.ke	DG Office Park, Chila Road, Kabulonga, Lusaka	097 7197776
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L

Liberty Life Insurance (z) Limited	Mark A. Gobie gobiem@liberty.co.zm	1st Floor, Kwacha Pension House, Stand 4604, Tito Road, Lusaka	0211-255536 0963-216045
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Madison General Insurance Ltd	Chabala Lumbwe chabala@madison.co.zm	Madison House, Plot 318 Independence Avenue, Lusaka	0211-378700-5
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Madison Life Insurance Ltd	Agnes Chakonta agnes@mlife.co.zm	Dar-Es-Salaam Place, Cairo Road, Lusaka	0211-233112/3 233940/1
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Mayfair Insurance Company Zambia Ltd	Hashit Patel hashit@mayfairzambia.com	Lundzua Road, Rhodes Park, Lusaka	0211-255182
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Meanwood General Insurance Ltd	Mahungu Chipumbu Mpishi mahungu@meanwoodgeneral.co.zm	Plot 106 Fariview, Great East Road, Lusaka	0211-221868
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Metropolitan Life Zambia Ltd	Chabala Mumbi chabala@metropolitan.zm.com	Metropolitan House 2nd floor, stand no. 2374 off Kelvin Siwale road Lusaka	+260 211 236217/8 +260 211 230113
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Phoenix of Zambia Assurance Company (2009) Ltd	Ahmed Iftekhar ahme@phoenixzambia.com	Plot 251/441A, Zambezi Road, Roma Lusaka	0211-233956
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Prima Reinsurance Plc	Exhilda Lumbwe exhilda.lumbwe@prima-re.co.zm	Plot 187c Namambozi Road, Fairview Lusaka	0211-221158
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Professional Insurance Corporation Zambia Ltd	Moses Siame moses@picz.co.zm	194 Finsbury Park, Kabwe Round About, Great North Road, Lusaka	0211-366703
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Prudential Life Assurance Zambia	Rajagopal Krishnaswamy krishnaswamy@prudential.co.zm	Prudential House, Plot No. 32256, Thabo Mbeki Rd, Lusaka	0211-366704
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Swan General Insurance Ltd	Jean Francois Cateaux jeanfrancois.cateaux@swanforlife.co.zm	Diamond Park, Alick Nkhata Road, Lusaka	0211-253740

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Ultimate Insurance Company Ltd	Tobias Milambo tobias@ultimateinsurance.co.zm	NAPSA Staff Pension House, Plot No. 40 Bwinjimfumu Road, Rhodespark, Lusaka	0211-267841 0211-267842
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Veritas General Insurance Ltd	Isabel Tembo isabel@veritasgeneral.com	Plot BRT6/60, Kabulonga Road, Lusaka	0211-266307
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Zep Reinsurance	Ronald Kasapatu rkasapatu@zep-re.com	Base Park, Alick Nkhata Road, Lusaka	0211-252530
ZSIC General Insurance Ltd	Charles Nakhoze Cnakhoze@zsicgi.co.zm	Premium House, Stand No. 7431, Lusaka	0211-229343
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