

# A CONTINENT OF PROMISE

Building a trusted  
insurance and  
financial planning  
profession in Africa

A CELEBRATION OF ACTIVITY AND INNOVATION 2020-2021



Chartered  
Insurance  
Institute  
Standards. Professionalism. Trust.



# Education

is the most powerful  
weapon which you can  
use to change the world

**NELSON MANDELA**

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**Nelson Mandela once said: "Education is the most powerful weapon which you can use to change the world." It is certainly changing Africa. I've had the opportunity in recent months to speak with leaders in the insurance profession throughout Africa, and I've been struck by two themes. Firstly, there is a growing recognition of the power of a vibrant, robust insurance sector to underpin economic development and strengthen the resilience of businesses, families and individuals. Secondly, throughout Africa we are seeing the emergence of a generation of ambitious, tech-savvy young people who recognise the value of learning in their future careers.**

The Chartered Insurance Institute has been active in Africa for decades, working with partners including affiliated institutes, training colleges, regulators, major employers and many more. Recently, we collaborated with our affiliated institute in Uganda on a programme, broadcast throughout Africa, looking at how insurers and insurance training bodies can work together to support the revitalisation of society in the aftermath of the Covid-19 pandemic. In addition, many affiliated institutes act as CII examination centres, and we have also donated library books to institutes in a number of regions and countries, including Ghana, Nigeria and west Africa.

As we anticipate the decade ahead, we've never been more positive about the continent's prospects. Africa's 'can-do' spirit has recently been exemplified in the coordinated early actions of many governments to mitigate the effects of coronavirus, and mercifully the continent has to date defied the WHO's frightening predictions. As the world recovers from the pandemic, the role of the insurance profession cannot be underestimated. The chief executive of one of the largest insurers in east Africa recently said to me: "In essence, lockdown was a risk management exercise. It's been a crash course for society in the need to manage risks proactively. Now, everyone is keen to understand the other risks in life they face. That's where we come in." □



**Laurence Smith**  
Editor  
*A Continent Of Promise*

**There's a strong overlap between the CII's footprint in Africa, and the countries that are members of the Commonwealth. We are proud that the CII has recently been appointed as an accredited organisation by the Commonwealth, enabling us to work more closely with Commonwealth officials and other accredited organisations to support the Commonwealth's objectives - especially creating opportunities for young people, promoting gender equality, and boosting economies through trade and investment.**

The CII's role in the international insurance ecosystem is to help facilitate, support and celebrate the creation of a global profession. We recognise the importance of being a trusted partner, and this means ensuring our learning services are relevant, our members are fully engaged, and our contributions are insightful.

*A Continent Of Promise* is the latest publication in the CII's groundbreaking *A World Of* series, and comes fast on the heels of *A World Of Promise*, published earlier in 2020. We are grateful for all the contributors who have shared their insights and experiences - every one of them is playing a vital role in strengthening profession throughout the continent.

I hope this celebration of innovation and initiatives throughout Africa will be warmly received and will convey our passion to ensure insurance customers and practitioners throughout the continent will thrive during the years ahead. We look forward to playing an active role in this vital journey. □



**Sian Fisher**  
Chief Executive  
Chartered Insurance Institute

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- Rev Asante Marfo-Ahenkora
- Maclonex Mwase
- Maya Nundloll Andre
- Tonia Smart

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SECTION 1  
**SUPPORTING THE PROFESSION IN AFRICA**

Executives at the Chartered Insurance Institute share a few words about how they're supporting insurance employers and professionals throughout Africa



**LAURENCE SMITH**  
*Regional Director - Africa*

- Maintaining relationships with the CII's partners and customers throughout Africa to ensure they are delighted with the support
- Leading new initiatives and innovations that strengthen public trust in Africa
- Editing *A Continent Of Promise*



**LIZA APOLONIO**  
*Management Accountant, Operations*

- Business partnering with International management teams to produce accurate budget and forecast
- Monitoring income and expenditure and preparing the International finance management pack
- Supporting transformation projects such as digital first




**MELISSA COLLETT**  
*Professional Standards Director*

- Producing guidance and materials on the CII's Code of Ethics that members can access worldwide
- Managing legal and business issues around international partnerships and affiliates
- Creating opportunities for international members to apply for CII governance roles to help shape the CII's international activities



**SAM CROWN**  
*Project Manager*

- Ensuring sales can be transacted in a range of international currencies
- Increasing the range of self-service options on the MyCII dashboard, so African members can interact anytime anywhere
- Digital first: quicker and easier access to products and services




**JASON COWAN**  
*Customer Service Director*

- Delivering a frontline support service to our international members and customers.
- Ensuring that quality and standards are maintained through webchat, email and voice media streams.
- Overseeing the capture and reporting on service metrics, including customer feedback or service issues



**LEWIS HOOPER**  
*Paralegal*

- Providing legal advice and solutions when international legal issues arise
- Ensuring CII members worldwide meet eligibility requirements in line with public trust purpose
- Support to international projects for the benefit of all stakeholders



**KATHERINE KENNETT**  
*Continuing Professional Development Executive*

- Leading collaborative opportunities for international members to maintain skills through continuing professional development
- Managing the audit and compliance aspects of the CII's CPD scheme so that the professional standards and skills of African members are evidenced



**MEGAN GIBBONS**  
*International Customer Service Executive*

- Working closely with international business customers to ensure queries are handled in a timely manner
- Supporting the International Business Manager in the delivery of corporate agreements
- Administering the onboarding process for new international business customers



**MEGAN MILLER**  
*Events Project Executive*

- Supporting the member and stakeholder engagement through compelling events
- In particular, the project management of the November 2020 launch webinar for this report



**ISAAC OLUBITAN**  
*International Business Manager*

- Dedicated business support for corporate customers
- Overseeing fulfilment of corporate agreements
- Ensuring queries are processed within 24 hours



**IAN SIMONS**  
*Customer Director*

- Market insight – analysing trends and researching member expectations across Africa, to assist product development
- Raising awareness in Africa of our learning products and services
- Thought leadership initiatives enabling professionals to contribute to research programmes that build risk resilience and inclusion



**RICHARD WHITE**  
*Business Operations Coordinator (Exams)*

- Maintaining the CII's international testing centre coverage and first point of contact for international/African exam centre queries
- Managing international/African reasonable adjustment requests
- Overseeing Fellowship (FCII) status applications and queries



**JEREMY MULLEN**  
*Accreditation Manager*

- First contact for new students - who claim recognition of prior learning (RPL) before purchasing CII units
- Liaison with affiliated institutes and other awarding bodies regarding their qualifications - by determining the RPL award in advance, most applicants need only provide basic supporting evidence
- Identify pathways to complete CII qualifications - combining RPL and CII units to best effect



**NICK PLASTOW**  
*Training Manager*

- Bespoke courses, tailored to the needs of African employers and delivered live online or onsite
- Licensing courses to run at the premises of employers or other required locations
- Innovative new programmes on topical matters of emerging interest



**GILL WHITE**  
*Chief Customer Officer*

- Maintaining a suite of qualifications with international recognition
- Developing digital content and learning support for international learners and partners
- Executive responsibility for the CII's international teams – Africa, Middle East, Central and South Asia and Rest of World



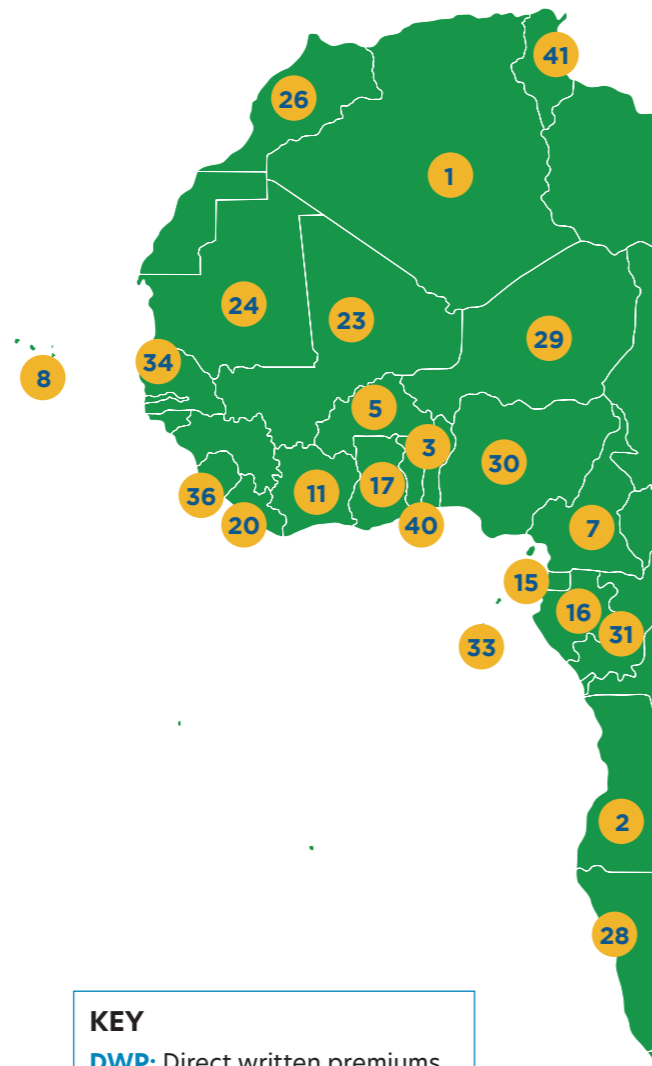
**TONY WARD**  
*Customer Operations Director*

- Delivering more than 50 online examination centres in Africa in 2020
- Delivering remote invigilation for Africa
- Ensuring corporate orders are processed within 24 hours of receipt

SECTION 2  
**STATISTICAL OVERVIEW**

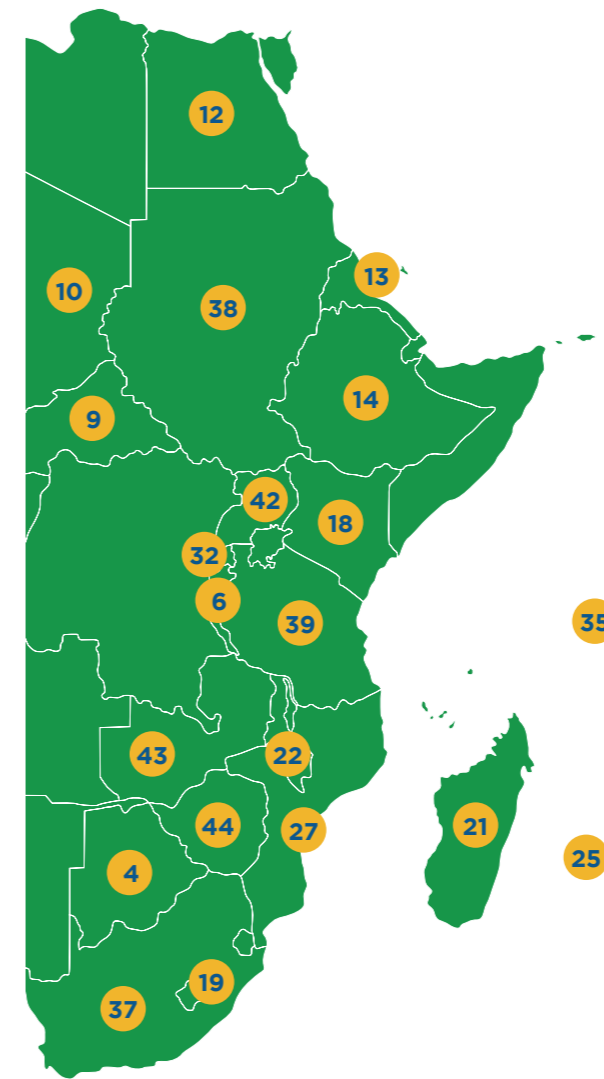
An at-a-glance overview of the scale of the insurance market throughout the continent

1		<b>Algeria</b>	Life GWP Non-life GWP	\$82m \$1,156m
2		<b>Angola</b>	Life DWP Non-life DWP	£11m \$301m
3		<b>Benin</b>	Life DWP Non-life DWP	\$36m \$41m
4		<b>Botswana</b>	Life GWP Non-life GWP	\$400m \$134m
5		<b>Burkina Faso</b>	Life DWP Non-life DWP	\$58m \$66m
6		<b>Burundi</b>	Life GWP Non-life GWP	\$10m \$13m
7		<b>Cameroon</b>	Life Non-life GWP	\$235m \$103m
8		<b>Cape Verde</b>	Life GWP Non-life GWP	\$23m \$2m
9		<b>Central African Republic</b>	Non-life DWP	\$7m
10		<b>Chad</b>	Life DWP Non-life DWP	\$1m \$15m
11		<b>Cote d'Ivoire</b>	Life GWP Non-life NWP	\$371m \$284m
12		<b>Egypt</b>	Life GWP Non-life GWP	\$893m \$796m
13		<b>Eritrea</b>	GWP	\$16m
14		<b>Ethiopia</b>	Total GWP	\$230m
15		<b>Equatorial Guinea</b>	Life GWP Non-life GWP	\$33m <\$1m
16		<b>Gabon</b>	Life DWP Non-life DWP	\$35m \$98m
17		<b>Ghana</b>	Life GWP Non-life GWP	\$332m \$292m
18		<b>Kenya</b>	Life GWP Non-life GWP	\$843m \$528m
19		<b>Lesotho</b>	Life GWP Non-life GWP	\$31m \$100m
20		<b>Liberia</b>	Non-life GWP	\$7m
21		<b>Madagascar</b>	Life DWP Non-life DWP	\$15m \$61m
22		<b>Malawi</b>	Life GWP Non-life GWP	\$46m \$64m



**KEY**  
**DWP:** Direct written premiums  
**GWP:** Gross written premiums  
**NWP:** Net written premiums

**Source:** Market size information kindly sourced from local regulators and others by Global Data, the 'gold standard data provider to the world's largest industries. Reproduced with permission. For more information about Global Data's range of services, please visit [www.globaldata.com](http://www.globaldata.com). In a few instances, information was not available from Global Data and has been obtained by the CII from third-party official sources.



23		<b>Mali</b>	Life DWP Non-life DWP	\$19m \$55m
24		<b>Mauritania</b>	Life GWP Non-life GWP	\$3m \$294m
25		<b>Mauritius</b>	Life GWP Non-life GWP	\$193m \$197m
26		<b>Morocco</b>	Life GWP Non-life GWP	\$1,938m \$2,469m
27		<b>Mozambique</b>	Life GWP Non-life GWP	\$28m \$140m
28		<b>Namibia</b>	Life GWP Non-life GWP	\$739m \$286m
29		<b>Niger</b>	Life DWP Non-life DWP	\$12m \$32m
30		<b>Nigeria</b>	Non-life GWP Life GWP	\$581m \$490m
31		<b>Republic of Congo</b>	Non-life DWP Life DWP	\$7m \$82m
32		<b>Rwanda</b>	Non-life DWP Life DWP	\$4m \$29m
33		<b>Sao Tome &amp; Principe</b>	Non-life DWP Life DWP	\$1m \$10m
34		<b>Senegal</b>	Non-life DWP Life DWP	\$121m \$149m
35		<b>Seychelles</b>	Non-life DWP Life DWP	\$22m \$4m
36		<b>Sierra Leone</b>	Non-life DWP Life DWP	\$1m \$11m
37		<b>South Africa</b>	Non-life GWP Life NWP	\$8,941m \$194m
38		<b>Sudan</b>	Life GWP	\$8m
39		<b>Tanzania</b>	Non-life GWP Life GWP	\$183m \$36m
40		<b>Togo</b>	Non-life GWP Life GWP	\$105m \$64m
41		<b>Tunisia</b>	Non-life GWP Life GWP	\$659m \$192m
42		<b>Uganda</b>	Non-life GWP Life GWP	\$114m \$45m
43		<b>Zambia</b>	Non-life GWP Life GWP	\$177m \$120m
44		<b>Zimbabwe</b>	Non-life GWP Life GWP	\$238m \$470m

SECTION 3  
PROFESSIONAL BODY MEMBERSHIP



By **Vanessa Riboloni**  
Insight Manager  
Chartered Insurance Institute



and **Laurence Smith**  
Editor  
A Continent Of Promise

The CII has a thriving community of members in Africa: 2,470 members spread across nearly 40 countries, ranging from experienced professionals to talented school and college leavers embarking on their careers (3% are either aged below 24 or over 65).

Recently, we've been intrigued to find out more about the attitudes and experiences of our African members, and I'm pleased to share with readers of *A Continent Of Promise* the analysis I've completed of the 212 African members who responded to our recent member survey. This is the first time this information has been published and I trust it will be of considerable interest to professionals throughout the continent.

**CII certification boosts career prospects in the current job environment**

Source: CII membership survey, open text comment from African member

**I would like more regular membership updates on your dealings and development**

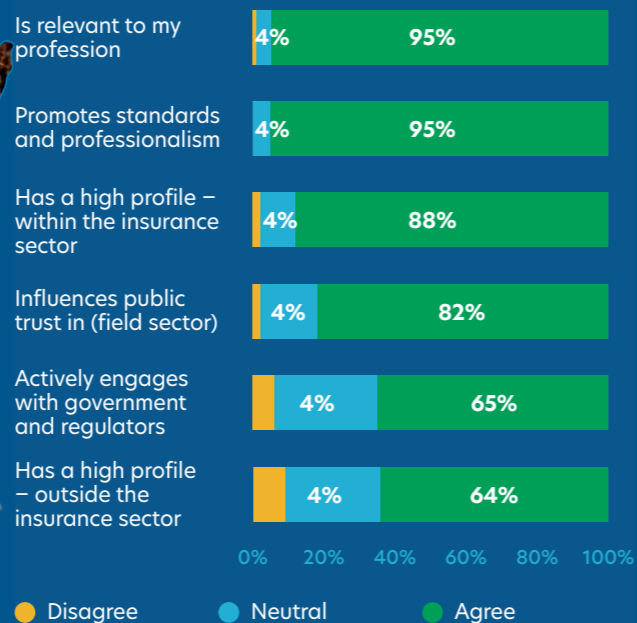
Source: CII membership survey, open text comment from African member

**Perception of the CII**

The great news is that the overwhelming majority of members believe the CII is relevant to the profession and performing a valuable role in promoting standards. An impressive 95% of members agreed with the statement that the CII 'promotes standards and professionalism' (the other 5% were neutral). As the insurance profession throughout Africa evolves and becomes increasingly important to the economic and social development of counties, the role of standards cannot be underestimated. I know that my colleagues in the CII are working closely with many partners throughout Africa on this essential goal.

However, there are challenges ahead. Clearly, the CII's profile could be greater (just 64% respondents agreed the institute currently enjoys a 'high profile outside of the profession'), and we could be engaging more actively with government and regulators. Elsewhere around the world, the CII has extensive experience of supporting policymakers with the design and implementation of regulatory frameworks, and this seems to be an area where greater focus in Africa would be broadly welcome.

**Thinking about the Chartered Insurance Institute, rate your level of agreement:**

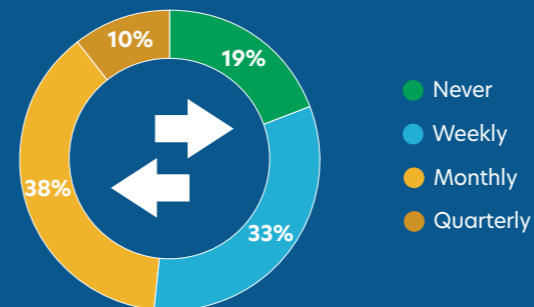


**Use of the CII's services**

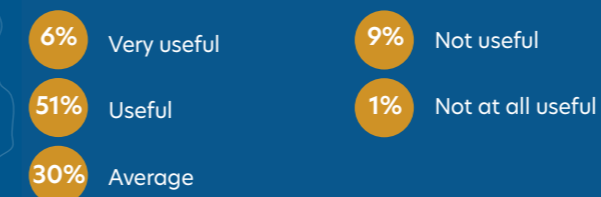
Members in Africa are proficient users of CII services – but again, there are opportunities ahead. Nearly one third of members access CII content on a weekly basis, with more than half stating the content helps their work life and that they are likely to use their membership when faced with challenges at work. On the other hand, 20% have never accessed content, and a significant minority (more than 10%) said it's not useful in the work environment.

A vital element of our strategy in Africa is to ensure all our materials are designed around the needs of members and employers. During the months ahead, we will be using digital technology to curate and adapt our learning materials, ensuring the content is up to date, accessible and relevant. In the modern, fast-paced world, continuing professional development (CPD) is particularly important and will be a priority area of focus for Gill White, CII Learning and Assessment Director.

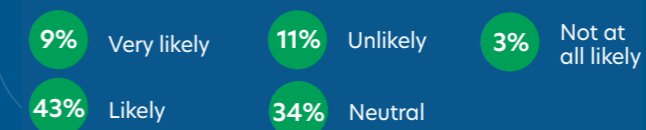
**How often have you accessed CII content?**



**Has the content you've accessed directly helped you in your work life?**



**When you have a challenge, how likely are you to use the membership?**



The CII's content equips us to demonstrate professional acumen both inside and outside world of insurance.

Source: CII membership survey, open text comment from African member

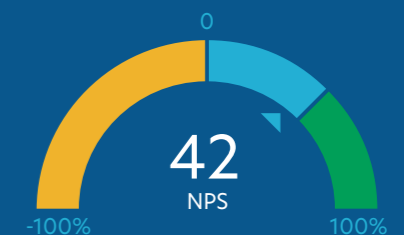
**Satisfaction and value**

Finally, we would like to share our findings about the extent of member satisfaction in Africa, and whether professionals view CII membership as 'providing good value for money'. Once again, we have identified a positive trend. The Net Promoter Score (NPS) among African members is a strong +42 (this compares with +20 for the CII's global membership). As many readers may be aware, NPS is the difference between those who are classified as 'advocates/promoters', and those who are classified as potential 'detractors'. Hence, +42 is an exceptionally strong result, and places a significant responsibility on the CII team to ensure we continue to earn this level of loyalty and support in the years ahead.

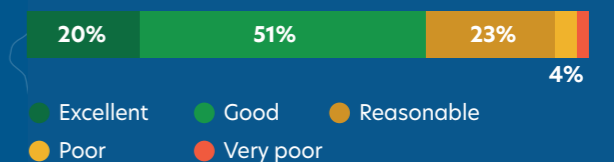
We have also explored the views of members towards the 'value for money' of membership. Once again, we have been gratified with the findings. Some 71% of respondents rate CII membership as providing 'good' or 'excellent' value for money. Once again, this is no excuse for complacency. 'Membership' is one of the four pillars of the CII's international strategy, and every year we must review what the CII membership provides relative to its cost, to ensure it's justified. Once again, we are pleased to work closely with our wonderful network of Affiliated Institutes in Africa – providing professionals in different countries with the opportunity to benefit from the 'best of both worlds'.

We are grateful to everyone in Africa who took the time to participate in our member survey. Please don't hesitate to call your regular CII contact to discuss any particular issues relating to your membership, professional development or learning experience.

**NPS:**



**To what extent do you feel membership provides good value for money? 179 responses**



Technical note: As readers may be aware, NPS is based on a 'likelihood to recommend' question where respondents choose a score between 0 and 10 (where 10 is very likely to recommend), classifying respondents into 'promoters' (who choose 9 or 10), 'passives' (7 or 8) and 'detractors' (0-6). The score is the difference between promoters and detractors, and can be anything between -100 and 100. A score above 0 is considered good, and between 30 and 90 very good.

## The power of collective energy



By **Dominic O Osumo** FCII, Chartered Insurance Broker  
Group Managing Director  
ARiS

**ARiS is a signatory to a number of pledges and commitments, including the Lloyd's of London Inclusivity Pledge as well as the CII facilitated pledge: the Financial Flexible Working Pledge**

It is a Chartered insurance broker and is the largest broker in Tanzania by market share, ranked number one for close to two decades now.

The early aspiration of the founder of ARiS, Mr Sanjay Suchak, was to establish a company whose strategy was driven by deep professional knowledge. This has been successfully pursued, leading the company to be the first in Africa to be certified as a Chartered broker by the CII. ARiS remains one of the few organisations that boast this grand accreditation. We are now a reference for many risk solutions in the region.

Our philosophy of team spirit is expressed by the catchword ARiSe in our clarion call 'ARiSe with ARiS'. This signifies vigorous 'togetherness', of collective and rising energy that actively unifies all our stakeholders.

In support of knowledge development, ARiS is aggressive in encouraging our staff to study and qualify for the CII examinations. This encouragement includes full sponsorship of fees and study materials, as well as recognition by way of cash awards and job promotions.

The company has pursued a number of initiatives that are meant to underpin our core values of knowledge, dependability, integrity and diversity. These initiatives include not only Chartered status, but also the ISO 9001:2015 certification.



Staff welfare programme under aerobic trainer supervision



*Participation in well-intentioned initiatives creates in customers important psychological confidence*



ARiS is a signatory to a number of pledges and commitments, including the Lloyd's of London Inclusivity Pledge as well as the CII facilitated pledge: Financial Flexible Working Pledge.

The significance of these initiatives is as follows:

- **Chartered status:** Chartered status is a basic reference frame and emblem of quality assurance. The commitment to the Code of Conduct is itself a core value.
- **Knowledge:** Insurance is complex and often misunderstood. Therefore, qualified staff are able to deliver accurate and reliable advice to customers.
- **ISO Certification:** Insurance is heavily dependent on processes and documentation. Certification provides a reference map to our staff in ensuring a step-by-step understanding of the management of service and safeguarding governance.
- **Inclusivity Pledge:** Being in a team, this pledge ensures acceptable behaviours that prevent social ills such as discrimination and harassment.<sup>1</sup>

- **Financial Flexible Working Pledge:** Enlivens our sensitivity to supporting women's financial resilience with commitments.<sup>2</sup>

Today, the corporate world often faces a level of consumer mistrust due to previous disappointments such as the global financial crisis. Participation in well-intentioned initiatives, such as those I've described, creates in customers important psychological confidence to productively interact with organisations.

We have no doubt that despite the many past challenges, these initiatives have contributed to ARiS maintaining trust from its clients and the many global brokers with which we deal. □

1. [www.inclusiveinsurancepledge.co.uk/signatories/](http://www.inclusiveinsurancepledge.co.uk/signatories/)  
2. [www.insuringwomensfutures.co.uk/pledges-and-commitments/](http://www.insuringwomensfutures.co.uk/pledges-and-commitments/)

# ARiS

**Overview:** African Risk and Insurance Services Ltd (ARiS) is the only Lloyd's broker in east Africa and carries an ISO 9001:2015 certification

**Vision:**  
To lead in the provision of risk management solutions in eastern and central Africa

**Date established**  
1998

**Key locations**  
Tanzania  
Kenya  
Uganda  
United Kingdom

**Staff**

45

Total

22

With an insurance qualification

**Key financials**  
US\$49m GWP

**Sector focus**

General insurance	Life and protection insurance	Financial planning
●	●	○

**For more information:** [www.aris-world.com](http://www.aris-world.com)

## Nurturing insurance professionalism



By **Alex Shayo**  
Human Resources Manager  
Britam Insurance (Tanzania)

**Britam Insurance Tanzania Ltd is a subsidiary of Britam Holdings Plc, a leading diversified financial services group with primary interests in insurance, asset management, banking and property. The company has more than 20 years' experience in the provision of short-term insurance solutions in Tanzania, having been officially incorporated in 1998 after the liberalisation of the insurance industry in the country.**

### Why the need to nurture insurance professionalism?

Britam recognises that to survive and stay ahead of the competition it must have competent professionals. For this reason, Britam invests heavily in staff professional development initiatives. Prior to 1998, when the insurance industry in Tanzania was liberalised, only the government through the National Insurance Corporation and Zanzibar Insurance Corporation offered insurance services. Due to the absence of competition, professionalism in the insurance sector was not taken particularly seriously and recruitment focused mainly on academic credentials.

Liberalisation of the industry in 1998 brought in a number of providers from outside Tanzania. Britam was one of the early entrants to the Tanzanian insurance market. Like all other new entrants in the market, Britam quickly noticed that the industry was starved of insurance professionals, leading to the need to recruit expatriate staff in all technical areas. This strategy was not sustainable in the long term, so, as an early priority, the company initiated internal learning and mentorship programmes to equip local staff with the requisite skills in underwriting, claims and reinsurance, to ensure critical skills were transferred to local staff.

The next phase in the process of nurturing professionalism in insurance was to expose local staff to recognised international insurance certification programmes. This was not easy as at the time, because academic qualifications were the

most valued in Tanzania. Only a few professions (accountancy and legal) had professional certification programmes locally that were mandatory for growth in the professions over and above academic qualifications. The absence of a local certification institute for insurance further complicated our efforts to communicate the significance of professional certification in insurance. It was not until 2007 that we started to see serious commitment to pursue insurance professional qualifications.

Britam decided to partner with CII for the professional certification of its staff. The company facilitates membership registration and pays all fees for staff to access study materials and exams. Initially, pass rates for the exams were very low, so, to encourage staff to persevere, we attached monetary rewards to each exam passed. This led to a gradual improvement in the pass rate, which in turn generated more interest from the staff. It took us up to 2010 to get our first certified CII-qualified staff.

With this milestone, we introduced accelerated promotions for all Certificate, Diploma and ACII-qualified staff. The qualified staff with sufficient experience were given supervisory roles, while those with limited experience were exposed to more complex technical assignments. Recognising the need for soft skills, we also initiated a number of programmes (development needs assessments, online learning, coaching and mentorship) to equip the qualified staff with managerial and business skills.

Britam Insurance Tanzania Ltd celebrated its first ACII-qualified candidates in December 2016, when three of our staff were awarded ACII certificates. A fourth had exited the company just before the award, for a CEO position with another insurance company. We have since seen three other individuals who started their careers at Britam and were inspired by this initiative qualify for ACII. All are now senior managers in the insurance industry in



*We believe insurance is a global business with global standards*



Tanzania. A second has been appointed CEO of an insurance company. Among these, one is expected to qualify for FCII once the Fellowship Advisory Board favorably considers his "statement of personal development". As I write this article, all technical positions at Britam Insurance Tanzania Ltd are manned by local staff with a minimum of Diploma CII certification.

Having put in place a system that enables us to develop insurance professionalism locally, we also benefit from our holding company where our staff are attached to other entities within the group for greater exposure. As insurance penetration continues to increase, we see immense opportunities for professionals to excel.

We continue to attract top graduates from universities each year to join our graduate trainee programme, which exposes them to all facets of insurance and provides an accelerated path for growth in the sector. Coupled with a track record of excellent performance, we have witnessed CII qualifications open doors for many of our current and former staff.

Nurturing professionalism in insurance has come with a price for Britam, as our competitors fish from our growing talent pool. This has not in any way discouraged us from continuing to invest in the professional development of our staff. This is because we believe insurance is a global business with global standards. Professionalism contributes immensely to improved service delivery for our industry and hence indirectly benefits our brand.

We believe current and former staff who have benefited from our professional development programme will continue to be our ambassadors and initiate similar programmes in their careers outside Britam. This will ensure that the entire industry has the right quality and quantity of insurance professionals to grow the industry ethically and make a meaningful contribution to our country's economy. □



**Overview:** Britam is a leading diversified financial services group, listed on the Nairobi Securities Exchange

**Date established**  
1998 - First established  
2014 - Joined Britam Holdings

**Staff**  
79 in 8 branches in Tanzania

**Key financials**  
[Britam Holdings]  
Shs 36bn income  
Shs 126bn total assets

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**Vision:** To be the leading diversified financial services company in our chosen markets across Africa  
**Mission:** Providing you with financial security every step of the way

**Key locations**  
Kenya, Malawi, Mozambique, Rwanda, South Sudan, Tanzania, Uganda

**Sector focus**

General insurance	Life and protection insurance	Financial planning
●	○	○

**For more information:** [www.britam.com](http://www.britam.com)

## The importance of professional development



By **Moureen Majaliwa**  
Head of Operations  
CRDB Insurance Broker



and **Wilson Mnzava**  
Head of Business Development  
CRDB Insurance Broker

**CRDB Insurance Broker is a part of the CRDB Bank Group, which is one of the largest financial institutions in Tanzania. Among the leading insurance brokers, it currently ranks third out of 137 firms. During the past 10 years, the firm has been able to reach out to the most remote areas of the country and provide insurance solutions in regions that have sometimes been beyond the reach of other distributors, catering to the requirement of customers at all levels of income - from the highest to the lowest.**

CRDB Insurance Broker has more than 40 professional insurance staff and has been growing exponentially over the years.

### Our approach to people development

CRDB Bank Plc and its subsidiaries have a positive approach to people, designing and delivering learning and development programmes that deals with staff training and personal learnings. In addition, it funds attendance at trainings events within and outside the country, enabling staff to acquire diversified skills that will enhance productivity.

As stated in our annual report: "Our acquisition, onboarding, development, succession and compensation of employees form an integral part of our human capital strategy ... Our people are core to our strategy and we will continue to develop the employee value proposition to ensure our workforce enables the group to achieve its strategic goals."

Professional development is hugely important because it builds individuals' confidence, especially when professional courses bring real-life scenarios into practice. Every successful organisation needs to have the right people with the right knowledge of the task at hand. The world is changing before our eyes; for example, technology innovation means it is vital to keep developing team members so their knowledge and ability remains relevant and up to date. The alternative is to risk becoming obsolete and less productive, with all the consequences that would mean to customers and other stakeholders.

The importance of professionalism is demonstrated in the list of CRDB's corporate values, where it is mentioned first:

- Professionalism
- Responsiveness
- Accountability
- Commitment
- Team playing
- Innovation
- Courtesy
- Efficiency.



*The result of a professional environment is a culture that cherishes wisdom, nurtures intellect and celebrates talent*



The CRDB insurance team


The result of a professional environment is a culture that cherishes wisdom, nurtures intellect and celebrates talent. That's why we operate an open-door policy that enhances support, friendship and professional collaboration.

### Excelling in insurance distribution

In 2019, a new bancassurance regulation was implemented, intending to promote the penetration of insurance in Tanzania. The regulation has stipulated a manner in which insurance products can be distributed in the market through bank channels.

In Tanzania specifically, banks have been able to sell insurance products through their insurance broking licences. With this new regulatory change, a new bancassurance agency licence will need to be obtained for the bank to embark on distribution of insurance business.

Being among the largest in the banking sector, CRDB Bank views this as a golden opportunity to embark on the financial inclusion journey. Through its wide network, the bank will reach out to the remote areas where insurance penetration is still in its infancy and take charge of the distribution of these insurance products. This is anticipated to be a game changer in the Tanzanian insurance market, boosting the penetration of insurance for the benefit of customers and the wider society. Insurance has the potential to become a key investment sector for the economy in the years ahead. ■



**CRDB INSURANCE**  
Part of CRDB Bank Group

**Date established**  
1996 (bank)  
2016 (insurance broker)

**Staff**  
42 Insurance broker

**Key financials**  
(insurance broker)  
TZS 7.8bn income  
TZS 1.5bn profit after tax

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**Mission:** Providing competitive and innovative financial solutions through digital transformation to achieve distinctive customer experience, while caring for our people and delivering a sustainable contribution to society

**Key locations**  
Tanzania  
Burundi

**Sector focus**

General insurance	Life and protection insurance	Financial planning
●	●	○

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**For more information:** [www.crdbbank.co.tz/domestic-package-insurance/](http://www.crdbbank.co.tz/domestic-package-insurance/)

## The roar of east Africa's lion: Using learning to stay ahead



By **Karen Olege**  
Head of Learning and Development  
ICEA LION

**One of the key components of the scorecard for any organisation is its learning agility and how it is empowered to adapt to a changing business environment. In this age, a great company is required to keep abreast of the ever-evolving customer, industry and global transformations.**

ICEA LION has positioned itself to take advantage of this changing business environment by investing heavily in the professional and personal learning and development of its staff. This is achieved through the ICEA LION Academy, which is home to all learning and development activities for the group. The academy brings to life one of the main pillars of ICEA LION's core values: "Our people are important to us." Through well-designed transformational learning experiences, the Academy equips staff with the requisite competencies to enable them to navigate the industry with confidence.

The Academy focuses heavily on professional qualifications. Over time, we have seen the crucial role that professional qualifications play in helping the company to stay ahead in its various markets. In fact, progress has been phenomenal; as at June 2020, 20% of our insurance staff were ACII or FCII qualified; and another 50% were active student members. Some 20% of these staff are also qualified as Associates or Fellows with the Insurance Institute of Kenya (IIK), and another 25% are active student members. This strong base of qualified professionals has earned accolades in the industry and trust among our customers.

As with the rest of the world, learning and development (L&D) initiatives have been under pressure during the Covid-19 period at ICEA LION. The company has had to equip its staff with the skills they need to sell in the virtual space and cater



ICEA LION Junior Leadership Development Program: staff graduation



*The only way for an organisation to thrive during a period of rapid change is to foster learning agility*

adequately to the customer remotely. Additionally, most businesses have restricted expenditure to "essential only" or even shelved it altogether due to a shortage of financial resources. Perhaps one of the most interesting conversations during this period is whether L&D is essential for an organisation when there is limited room for expenditure.

My strong view is that the only way for an organisation to thrive during this or any other period of rapid change is to foster learning agility – to continuously reskill and upskill staff so that they are able to handle the challenges of today while anticipating the requirements of tomorrow. That is what we seek to do at ICEA LION. It is the right time for companies to minimise duplication, improve consistency and make sure that all L&D initiatives are aligned with overall business priorities.

There is a growing need to merge both personal and organisational interests in learning and focus on a wide range of skills as opposed to the traditional financial services skills only. Organisations are becoming leaner as a result of this pandemic, and this will require that L&D stands out, not as one option, but as an essential means for survival. ■



The ICEA LION team celebrates the launch of its first-in-class online motor insurance portal, led by the group's CEOs



ICEA LION Family Fun Day 2019

**Overview:** ICEA LION Group is a one-stop financial services provider, offering innovative products and services in insurance, pensions, investments and trusts

**Vision:** To be the leading pan-African provider of insurance and financial services

**Mission:** To protect and create your wealth

**Date established**  
**1895.** Roots date back to 1895, although the current business is the result of a series of mergers, acquisitions and rebranding

**Key locations**  
Kenya  
Tanzania  
Uganda

**Staff**  
**560:** Total staff  
**245:** Insurance-specific staff  
**139:** With insurance qualification

**Sector focus**

General insurance	Life and protection insurance	Financial planning
●	●	●

**For more information:** [www.icealion.com](http://www.icealion.com)

## Three pillars of learning: qualifications, people and experience



By **Tamika Dzoole-Mwale** BSc, DipCII  
Client Advocate  
Kingfisher Brokers and Consultants

**Kingfisher Insurance Brokers and Consultants is a fully Malawian-owned firm that was founded more than 20 years ago. We understand and work with both the local insurance market and also the international market, including Lloyd's of London. Kingfisher partners with leading players that enable us to increase the resources available to support the Malawi market and maximise the synergistic benefits of cooperation among brokers within the same risk market.**

At Kingfisher, we pride ourselves on our technical expertise. We recognise that for our business to remain competitive and successful, we require highly skilled and competent staff who are able to provide a wealth of knowledge and invaluable insight when advising the type and structure of insurance solution to our clients. To achieve this, we promote opportunities for staff to gain professional qualifications. We believe in attaining knowledge

through formal learning (CII qualifications), learning through people and learning through experience. Qualifications coupled with professional development are important to ensuring the growth and levels of service within the industry.

Having a more professional and technically competent workforce allows our organisation to adapt to the many changes and advances that have come as a result of technology and also more recently the changes in the working environment caused by the Covid-19 pandemic. As an organisation, we are dynamic and adaptable as our team is well equipped with knowledge and skills. We have been able to keep up with industry changes and stay ahead of competitors by investing in continuing professional development through trainings and seminars. This is further evidenced as we are the current champions of the Insurance Institute of Malawi annual quiz competition.



Kingfisher sponsored golf event



*The real heart and soul of a successful business are its people*



Lifting the Insurance Institute of Malawi annual quiz trophy

Our Managing Director Henry Sisy believes: "The real heart and soul of a successful business are its people." Many of our staff are currently pursuing various stages of CII qualifications and there are in-house systems to support these efforts. These include financial backing, focused study groups and a library that has vast materials to help our employees achieve their academic goals.

Ashraf Mdala is one student who has benefited from this arrangement and has emerged as a top achiever. He has been recognised by the CII by being awarded the Barnfield Prize for his excellent performance in the core units of the Advanced Diploma in Insurance during the 2019 examination year. Ashraf reacted by saying: "CII studies have given me more credibility for what I know, what I can do and how well I can do it. The studies have helped to raise the standards with which I can serve clients. In short, the qualification has helped me to become a more competent and confident insurance professional."

As I think about the future and the endless possibilities for learning and development in Africa, I hope to see a shift to more digital means of examination. As an industry, the pandemic has forced us to embrace technology and digitalise many of our operations. It would be magnificent to see the CII following this digital wave and introducing public examination centres across Africa. ■



Professional development training session

**KINGFISHER**  
Insurance Brokers & Consultants Ltd

**Date established**  
1995

**Staff**  
38 Total

**Overview:** Kingfisher offers brokerage services across all major classes of insurance and specialist expertise on more obscure risks

**Vision and mission**  
To deliver exceptional service through our core values of client partnership, innovation, integrity, accountability and communication

**Key locations**  
Malawi:  
• Blantyre  
• Lilongwe  
• Mzuzu

**Sector focus**

General insurance	Life and protection insurance	Financial planning
●	●	○

**For more information:** [www.kingfisher.mw](http://www.kingfisher.mw)

## Meeting the uncertainties of tomorrow



By **Willance Mukosha**  
Senior Broker – Corporate and  
Middle Markets  
Minet Zambia Insurance Brokers



and **Libi Kwaleyela**  
Broker – Bancassurance  
Minet Zambia Insurance Brokers

**Minet is a trusted pan-African risk adviser that meets the uncertainties of tomorrow by delivering risk and human solutions today. As the largest Aon global network correspondent, Minet has access to more than 50,000 colleagues in 120 countries as well as proprietary data, research and analytics, which enables Minet to manage the risks of tomorrow and provide clients with unrivalled advantage.**

Minet's presence in Zambia dates to 1952, when J.H. Minet Zambia Limited was established as a locally registered insurance broking and risk management company. It was later acquired by the Aon Group in 1997, as part of its expansion plan in Africa. In 2017, Capital Works, a private equity firm, acquired Aon's shareholding in several African operations, alongside local shareholders, which has created what is now Aon's largest global network correspondent.

The rebirth of Minet marks a historic milestone in the risk advisory industry. Minet is a pan-African brand with an extensive African footprint, owned and led by Africans for Africans.

Minet Zambia has its head office based in the capital city, Lusaka and a branch on the Copperbelt town (Kitwe) with 65 employees.

Minet prides itself on promoting career development among its members of staff through education programmes such as the Chartered Insurance Institute professional qualification. The company attaches great importance to professional development because of its power to provide the technical knowhow needed by its staff to assess and manage the ever-changing risk desires of customers through the provision of professional advice and service. Another notable benefit of professional development is that a technically sound workforce will uphold the professional ethics that help to maintain order and soberness in the industry, resulting in client confidence.

Attainment of ACII qualification by some employees has brought benefits to the organisation, in that we have seen improved technical competence in those that have obtained the qualification, through quality advice that is given to our clients. Further, we have seen increased ensuring public acceptance of our tender bidding documents because one of the requirements is that key staff should have ACII qualifications.

As a company, we prefer CII-qualified employees because of the in-depth knowledge that is exhibited by ACII-qualified employees and the way they provide solutions to insurance problems.

To incentivise those that attain ACII qualification, we promote them to the position of account executive, a fairly senior position within the organisation.

Currently, one of the internationally recognised insurance qualifications is the Advanced Diploma in Insurance (ACII) which is provided by the Chartered Insurance Institute of the United Kingdom. Zambia is estimated to have more than 100 students pursuing studies with the CII and Minet Zambia encourages all its staff who currently do not have this qualification to do so. Minet Zambia is currently sponsoring more than 10 staff who are pursuing the CII qualification at various levels, such as Certificate, Diploma and Advanced Diploma. The company has also made it a policy to all employees and all those pursuing non-insurance qualifications to pursue the CII professional qualification.

To show its commitment towards the promotion of professional development among insurance professionals in Zambia, Minet arranged through its own initiative a virtual meeting between CII representatives and various Zambian insurance professionals studying for ACII to discuss the different issues on the delivery of learning services offered by the CII to an African country like Zambia.



*We attach great importance to professional development because of its power to provide the technical knowhow needed by staff*




The CII was represented by newly appointed Africa director Laurence Smith in the company of Tony Ward, Customer Operations Director and Jeremy Mullen, accreditation manager. The meeting brought to the fore challenges the Zambian CII students face in pursuit of their studies. Key challenges include:

- Customer operations issues bordering on contact with CII for concerns such as examination result appeals.
- During the global pandemic of Covid-19, there is concern among students regarding the effect the pandemic will have on their studies, more specifically with October 2020 examinations. The CII explained that the MCQ will be conducted either from centres or via remote invigilation or written exams will happen if government health guidelines allow.
- The need for detailed feedback from the CII on coursework studies especially for candidates who've fallen short of the pass mark by a small margin
- The CII advised this can often be caused by technique rather than any shortfalls in knowledge, so it seems sensible to have more materials that can assist with technique.

- The cost of pursuing CII qualifications was raised. The students are appreciative of the fact that the CII offers a range of discounts, including ones available to students who have been affected by the pandemic. Requests were made for the CII to do everything in its power to support students, especially during the current economic turmoil.

The meeting was successful as the CII not only provided responses to the issues raised but also provided guidance and pledged to continue providing and maintaining the quality and scope of the CII learning. The appointment of Mr Smith as Africa director shows a commitment from the CII to help Africa attain the highest levels of insurance provision through competent professions.

It is with hope that in next few years, when the global pandemic is a thing of the past, CII learning will be more digital than it is today. For example, students should be able to take exams whenever they feel they are ready to do so, and feedback should be immediate. This will reduce the time spent by students studying for ACII and increase the number of graduating students. □



**Secure Tomorrow**

**Date established**

Almost 70 years ago as JH Minet Company. Joined the Aon network in 1997

**Staff**

65 Total

**Overview:** Minet is a trusted pan-African adviser that meets the uncertainties of tomorrow by delivering risk and human capital solutions today

**Vision:** Securing Africa's future  
**Mission:** To be Africa's trusted risk adviser by delivering innovative and relevant risk and human capital solutions; growing sustainable partnerships and making a meaningful contribution to the communities we serve

**Key locations**

Angola, Kenya, Lesotho, Malawi, Mozambique, Namibia, Swaziland, Tanzania, Uganda

**Sector focus**

General insurance	Life and protection insurance	Financial planning
●	○	●

**For more information:** [www.minet.com](http://www.minet.com)

## The role of insurance in a developing society

### A perspective from the Eritrean insurance profession



By **Zeru Woldemichael Tesfazghi** Chartered insurer  
Chief Executive Officer  
National Insurance Corporation of Eritrea

**Insurance has been playing an increasing role in Eritrean society as the population and the economy have grown. Since independence in 1991, the number of people living in the country has nearly doubled, from 3.2 million to 5.8 million, and in recent years GDP has been growing at 5% annually, driven by expanded production in sectors such as copper, zinc, gold and the upcoming potash mining with an estimated investment of a \$1bn-plus.**

A well-functioning insurance sector will be vital if these economic trends are to continue. For example, international trade is expanding (exports rose 29% to \$624m in the most recent years for which records are available), with major trading partners that include UAE, China, Saudi Arabia, Italy, Turkey, South Korea and India. Eritrean enterprises and individuals involved in such activities will require trusted insurance provision if they are to take full advantage of the opportunities, and to prosper.

The National Insurance Corporation of Eritrea (NICE) was established in 1992, shortly after independence, when it inherited the portfolio of operations that were previously part of the Ethiopian Insurance Corporation. I was appointed General Manager / Chief Executive Officer at the time, and have held that role throughout the expansion period. Early decisions included the fact that NICE would underwrite both life and non-life contracts, that it would be based in Asmara (Eritrea's capital, declared a UNESCO World heritage Site in 2017 for its well-preserved art deco architecture; also, curiously, the sixth-highest capital city on the planet), and that we would operate with a network of branches and general agents. We are a well-established professional insurer with a balanced reinsurance treaty facility led by Munich Re of South Africa followed by Africa Re, Zep Re and other highly reputable underwriters. We also have highly renowned brokers such as Marsh & McLennan, Arthur Gallagher, AON Plc, Willis Towers Watson, J B Boda, Afro-Asian, Jordans Global and many other trustworthy brokers.

A key event in the country's history arose in 2004 when the Eritrean Government, which has been the sole shareholder since the outset, decided to make the company's share capital available to the public. Today, 44% of the shares are held by more than 2,000 individuals and companies. In the recent year, 54% of our premium income was earned through motor business, 36% was fire and accident, 7% marine and aviation and 3% life. Life is an important growth area, and – while small – the result represents a 144% growth rate in the past year.

As Chief Executive, I recognise we will make the greatest impact if we are clear about our purpose and strategy. For this reason, we have developed two simple statements:

- **Our Mission:** To provide risk management, insurance security and quality services
- **Our Vision:** To enable people to overcome uncertainty by transferring risk.

These are fine words, but delivery requires an organisation that operates with strong values. We have listed four such values:

- Professionalism
- Integrity
- Transparency
- Quality service.

It is not by chance that 'professionalism' is at the top of this list. In my view, NICE is best able to support its wide group of stakeholders – our business partners, customers and shareholders – if we have a knowledgeable, technically competent workforce, who conduct business to a robust ethical code.

At NICE, I have been a powerful advocate of the value and benefits of professional qualifications and standards. Every year, many of our people in roles requiring expert knowledge are required to sit for CII examinations, and I have seen first-hand the advantages for them as individuals, as well as for the wider NICE organisation. As a Managing



*We need to demonstrate the relevance of insurance to changing lives*




Director/CEO of New Sudan Insurance Company in the Republic of South Sudan (established in early 2008), I set up a CII examination centre in Juba (the capital city) to emulate our vision in the development of young indigenous South Sudanese to have a knowledge in insurance. In the two (Eritrea and South Sudan) international exam centres, there are two CII exam-sitting dates every year. In addition, we need to demonstrate the relevance of insurance to changing lives – we have a plan and are beginning to penetrate into the grassroots of our society to develop medical insurance, microinsurance and takaful insurance.

As part of our broader commitment to professionalism, our chairman Ghirmal Ghebremeskel has always advocated that our business must operate to modern, internationally accepted standards of governance. As he has written: "NICE is committed to adhering to the highest standards of good corporate governance at all levels of its operations. This commitment is rooted in our core values and beliefs. We have put in place elaborate governance processes, which comply with best practice as set out in various codes on corporate governance."

With a strict policy on conflict of interest, the risk, audit and compliance as well as the strategy and investment committees of the board thoroughly ensure that the board charter and work plan of the company are methodically adhered to. The board's highest priority remains the implementation of the senior management succession plan in a realistic and sustainable way. In recent weeks, the board has been proactive in overseeing NICE's response to the Covid-19 pandemic – reviewing the crisis management plans and taking steps to continue operations with minimal client disruption. Providing services and communicating with international reinsurers and brokers has been a particular priority.

Finally, we recognise that insurance has a powerful voice to advocate social change and a fairer society. The Bank of Eritrea regulates our company to ensure that we comply with the directives and regulations of the bank, with an ultimate objective of protecting the public as insurance consumers and policyholders. For this reason, we have been proud to sponsor the Gazelles female football team, making our contribution to the fight for gender equality, as part of our social responsibility. □



**Overview:** The National Insurance Corporation Of Eritrea underwrites all classes of life and non-life insurance risks

**Vision:** To provide leadership in developing the social and economic foundation of Eritrea through the provision of risk management products and services to individuals and companies operating within Eritrea and beyond

**Date established**  
1992

**Key locations**  
Eritrea: Assab and Massawa ports with various agents across the country

**Staff**

93

Total

26

With an insurance qualification

**Sector focus**

General insurance	Life and protection insurance	Financial planning
●	●	○

**Key financials**  
ERN236m GWP (non-life)

**For more information:** [www.niceritrea.com](http://www.niceritrea.com)

## Embedding 'professionalism' as a core value



By **Donbell Mandala** BAcc, ACII, MBA  
Chief Executive Officer  
NICO General Insurance

**As the leading general insurer in Malawi, NICO General's success has been maintained by our longstanding commitment to building a technically competent, qualified workforce. Indeed, 'professionalism' is rated as one of our five core values - the others being collaboration, care, safety and health, and innovation.**

This commitment is exhibited in many practical ways. For example, we require anyone applying for a role as an executive supervisor to hold a CII diploma qualification, and anyone applying to be an executive manager must hold a CII advanced diploma. If customers are going to entrust us to look after their financial wellbeing – we insure about 5,000 homes and 20,000 cars in Malawi – then it's incumbent upon us to ensure we're recruiting, training and retaining the best people we can find. Insurance is playing an important role in Malawi's economic development.

During the past decade, sectors (such as mining and manufacturing) that have substantial insurable assets have been expanding; insurance is also an important financial tool for anyone involved in commercial exporting, for example of cotton, peanuts, or apparel. About 70% of NICO General's GWP arises from commercial clients, and we're pleased to play a role as these businesses invest, grow and create employment.

At NICO, we do not believe in a 'one size fits all' approach to insurance. On the contrary, we pride ourselves on arranging insurance that's tailored to the needs of our clients – whether its workers compensation, marine, goods-in-transit, fire, engineering or many other types. Tailoring solutions in this way places a premium on the professionalism and expertise of our people, because they need to be able to use their independent judgement, experience and knowledge to devise the most relevant coverage.



Representatives from NICO General, NICO Life and major client ESCOM address the media during the hosting of the Southern African Power Pool in Malawi, March 2020



*I foresee that the need to equip our people for the modern world will become more important than ever*



NICO General client seminar

That's why, as we have stated elsewhere, our aspiration is to "attract clients and intermediaries who are prepared to nurture long-term partnership with the company, to ensure long-lasting security and peace of mind".


The high calibre of our workforce is also a vital factor that enables us to make our 'Fast Track Claims' promise of ensuring qualifying claims are settled within 24 hours – both motor and non-motor.

Looking ahead, I foresee that the need to equip our people for the modern world will, if anything, become more important than ever. In addition to the excellent knowledge base they acquire from their CII qualifications, I am an advocate of proven capability in fields such as digital transformation, marketing and project management.

The blend of technical insurance competence with sound business skills is a powerful combination – underpinning our ability to continue providing innovative and quality general insurance services while adding value to all stakeholders. □



NICO chief executive Donbell Mandala addresses guests at the annual Chartered Dinner, February 2020



**Overview:** NICO General is the leading short-term insurer in Malawi, with a mission to provide innovative and quality general insurance products and services while adding value to all stakeholders

**Date established**  
1970 (as composite)  
2001 (as NICO)

**Staff**  
86 Total  
40 With an insurance qualification

**Key financials**  
MWK18.25bn GWP  
MWK24.16bn total assets

**Vision:**  
To deliver world-class general insurance products and services

**Key locations**  
Malawi:  
• Blantyre  
• Lilongwe  
• Mzuzu

**Sector focus**

General insurance	Life and protection insurance	Financial planning
●	○	○

**For more information:** [www.nicogeneral.com](http://www.nicogeneral.com)

## Professionalism builds loyalty and enables a transformative agenda



By **Bernard Akyin-Arko** ACII  
Head, Ashaiman branch  
Star Assurance

**Star Assurance is one of the leading insurance companies in Ghana, with 173 highly skilled employees. For 35 years, it has contributed to the growing insurance landscape in Ghana and, with representation in all Ghana's regions, provides peace of mind to its numerous clients. The company has strong reinsurance support from firms such as Africa Reinsurance Corporation, Waica Reinsurance Company, Swiss Reinsurance, Continental Reinsurance, PTA Reinsurance, Mainstream Reinsurance and GN Reinsurance.**

Being a leading insurer in the country's intensely competitive insurance sector demands a highly competent workforce at all levels. In recognition of this, a core part of Star Assurance's recruitment strategy is to select and train graduates with insurance qualifications from Ghanaian universities. Many of these graduates progress to important roles within the company.



Donations to the Childrens Home at Frafraha, Accra

Professionalism is one of Star Assurance's five core values. Making a reality of these values starts with a professional group of dedicated and technically competent workers. This is achieved by engaging employees in educational programmes and skill-based training that are relevant for their roles, with the expectation that they gain the knowledge and expertise to equip them to provide exceptional service for our customers. Recent company-wide training programmes include:

- An e-learning platform where employees learn essential insurance knowledge with an assessment mechanism to track the progress of participants in the educational programme
- Emotional intelligence and customer service etiquette.



*The benefits of having professionals from diverse backgrounds have been tremendous*



Hockey team sponsored by Star Assurance

The company also regularly selects and sponsors employees for technical training programmes such as engineering underwriting and claims management organised by WAICA Re, reinsurance seminars, Industrial All Risks training organised by Continental Re, and contractors all risks training by Africa Re. The most recent of these competency-based training programmes attended by all heads of branches and units in the company was on property insurance underwriting, organised by Africa Re in September 2020.

The company's focus on the professional development of its staff has enabled us to remain competitive in a market that has seen many new entrants during the last decade. Presently, 28 members of staff are Chartered professionals with the Chartered Insurance Institute: six being Fellows and 22 being Associates. In addition, 27 staff members are currently enrolled in a CII programme at various stages of their educational journeys. Several others also have qualifications in other disciplines such as finance and human resources.

The benefits to Star Assurance of employing professionals from diverse backgrounds have been tremendous. The professional development of our staff demonstrates our commitment to personal development and welfare. This has created a sense of loyalty and ownership, enabling us to retain talented personnel for many years. Employees are at the forefront of the company's transformational agenda.

At Star Assurance, we have seen this play out in the manner in which employees have demonstrated great enthusiasm for digital innovation. The deployment of technology to streamline and accelerate our processes has been led by our in-house professionals and currently, the company has transitioned to a bespoke digital applications integrated system. This system enables us to upgrade service excellence. For example, during the Covid-19 pandemic, we were able to provide seamless digital solutions to our clients. Our e-portal enables us to provide insurance with our usual empathetic touch, delighting clients and other stakeholders by reaching them despite the nationwide lockdown. □



The knowledge obtained from my professional studies has enabled me to underwrite, manage, communicate and lead effectively. I consider insurance to be a paid promise demonstrated by a professional with an affable and astute human face

MIKE ADOMAKO, FCII



My CII qualification has had a phenomenal impact on my career. My continuous professional development ensures my knowledge and skills are relevant and up to date, and that I'm aware of the global trends and changing expectations

BERNARD AKYIN-ARKOH, ACII



Being good at what you do starts with having good knowledge of what you do. This is knowledge competence, a vital prerequisite for success in any career. It's exciting to be part of an organisation like Star Assurance which believes in the professional development of its workers

FELIX AFRIFA, ACII



I am committed to maintaining the highest principles of integrity, probity, accountability and fair ethics in all my dealings, be it with colleagues or clients. I owe this to being a member of CII; it has provided me with the necessary tools and support to develop my insurance career

CATHRINE DANQUAH, ACII



**Overview:** Star Assurance is one of the three largest insurers in Ghana, underwriting general business products including motor, fire, marine, aviation, accident and travel

**Date established**  
1985

**Staff**  
173 Total

**Key financials**  
GHS 125.9m gross premium  
A+ credit rating (Global Credit Rating of South Africa)

**Vision:** Partnering with you to be the definition of insurance and the creator of delightful experiences

**Mission:** To optimise resources in order to give clients increased satisfaction, employees optimised human potential and shareholders maximum value

**Key locations**  
Ghana - represented in all regions with 27 branch offices

**Sector focus**

General insurance	Life and protection insurance	Financial planning
●	○	○

**For more information:** [www.starassurance.com](http://www.starassurance.com)

## The pyramid of prosperity: a better future for customers, professionals and the public



By **Louis Rivalland** BSc (Hons) in Actuarial Science and Statistics, FIA (UK), PGDipSI (Oxon)  
Group Chief Executive Officer  
SWAN

**From very humble beginnings, SWAN has matured to become a leading non-banking financial services provider in Mauritius. During its 160 years of existence, the organisation has served successive generations of Mauritians and partnered with many global entities. It has consistently expanded its array of services, all of which are designed to ensure customers enjoy full financial security, thus providing them with the necessary conditions to thrive.**

By putting people at the centre of its activities, SWAN aims to provide its policyholders with the peace of mind they deserve. Its endeavour stems from the strong belief that it is only when people are protected and their future being provided for, that they can make real progress towards a more prosperous life. This philosophy, referred to as the Pyramid of Prosperity, rallies all employees behind the same objective.

Being in the trust business, it's important that staff operate to a strong set of values – and, at SWAN, these are: Passion, People, Performance. We know that our employees are the key to helping us achieve our mission. To reinforce this, we are committed to providing a great working environment, with all the support our employees need to increase their knowledge and capabilities.

SWAN employees function along a clear and visible leadership path, with a focus on efficiency, innovation and continuous improvement. SWAN offers a competitive remuneration package and create opportunities for personal growth and career development. The working environment at SWAN encourages collaborative working and knowledge sharing, and staff pride themselves on practising a culture of honesty, transparency and shared commitment to delivering quality service.

SWAN has identified five foundation pillars to its continued strategic transformation. These are:

- Rethinking our business model
- Optimising our business model
- Fully leveraging our technology and data
- Banking on our people
- Developing our own ecosystem.

It's only through constantly investing in SWAN's workforce that the organisation is able to deliver to customers and shareholders through product development (for example through our affiliation with BlackRock, Bank of Luxemburg, and Schroders), digital transformation (access to our MySWAN mobile application service) and international growth (especially in sub-Saharan Africa and the Indian Ocean islands).

In recent years, SWAN has considerably invested in professional development, encouraging staff in technical roles to study for examinations that enhance their competence, thus also supporting its efforts to address challenges posed by skills scarcity, talent retention and the needs for organisational performance.

In addition, in 2019, SWAN launched a leadership development programme for the senior management team, providing them with the opportunity to fine tune their skillsets through selected online learning modules as well as interactive classroom sessions. Our experience has proven that learning interventions can provide the necessary leadership competences to drive our ongoing transformation. SWAN strongly believes that personal development is a key element in delivering business benefits, and encourages every staff member to use their personal



*By putting people at the centre of its activities, SWAN aims to provide its policyholders with the peace of mind they deserve*

development time to connect: more and more with their health, with their senses, with nature, and with their own creativity.

Staff are expected to show solidarity with their communities. As we look at the impact of Covid-19, we need to find new ways to support and collaborate with non-governmental organisations in Mauritius – going beyond financial contributions and looking at how the resources at our disposal could best be used to support their needs.

Education has always been a major theme in our social programmes, and a large proportion of our Corporate Social Responsibility budget is earmarked for organisations providing education and training support to children, teenagers and young adults. □



The main SWAN office in Mauritius

# SWAN

**Overview:** SWAN is the leading financial solutions provider in Mauritius. The group's main companies are Swan Wealth Ltd, Swan General Ltd and Swan Life Ltd

**Vision:**  
To partner with you to secure a better future

**Mission:**  
To be your preferred financial solutions partner for life

**Date established**  
1860

**Staff**  
600 Total

**Key financials FY 2019**  
Rs 8.1bn gross premiums (group)  
Rs 3.1bn gross premiums (general)

**Key locations**  
Mauritius  
Seychelles  
Comores  
South Africa  
Rwanda  
Zambia

**Sector focus**

General insurance	Life and protection insurance	Financial planning
●	●	○

**For more information:** [www.swanforlife.com](http://www.swanforlife.com)

## Professionalism at the heart of excellence



By **Rajab Selemani Kakusa**  
Chief Executive Officer  
Tanzania Reinsurance Company

**May I firstly take this opportunity to wish all readers of A Continent Of Promise good health and a determined resolve to stay safe as we face the current Covid-19 pandemic with an optimistic frame of mind to face a better future.**

As the sole reinsurer in Tanzania, TAN-RE continuously seeks feedback and subsequently manages tailor-made relations with individuals markets. TAN-RE values professionalism and customer service, all this in line with its vision of being among the most profitable reinsurance companies in Africa.

TAN-RE started by creating mutually beneficial domestic and international business relationships, which has enabled the company to spread its reach to wider markets in Africa, the Middle East and southeast Asia. Today, across all these regions, we trade with more than 250 highly-respected insurance companies.

In order to provide unrivalled services, the company has adopted competitive claims settlement targets aligned to its quality management systems as certified under ISO 9001:2015. This has enabled TAN-RE to become a preferred partner in times of need.

### Our history

TAN-RE is a limited liability company established in 2001 as a sole reinsurance company domiciled in the port city of Dar es Salaam. The company effectively opened its doors for the writing of all classes of reinsurance business in January 2004. Since its establishment, we have continued to grow from strength to strength and currently occupies its own 16-storey building located within the heart of Dar es salaam.

TAN-RE has continued to expand its reach within the African continent where it has a strong footprint through its business affiliates and has established a sister company in the Kingdom of eSwatini (Ezulwini Reinsurance Company Ltd).

The company enjoys a strong shareholding base composed of reputable corporate bodies such as pension funds, insurance companies, insurance brokers, loss adjusters and assessors, and a strategic foreign investor Zep-Re.

### Professionalism and excellence

TAN-RE has an amply qualified workforce of 30 individuals possessing professional qualifications in their respective disciplines.

All staff in the operations department possess CII qualifications ranging from Cert CII to FCII.

Additionally, members in other support departments are encouraged to take CII qualifications as a statement of their professional knowledge and competence. Across the business, 16 members of staff have CII qualifications at various levels.

### The benefits of professional standards

Our commitment to professional standards shows through in our track record. Indeed, 2019 was a successful year for TAN-RE with improvements in underwriting results, profits and overall operational performance. The company achieved new records in both the current year underwriting result and overall



The TAN-RE team



*A culture rooted in values means that every employee shares the same aim*

combined ratios. TAN-RE's good performance comes in the context of consistent strategic drive focusing on the company's core markets, striving for improvement in operational capabilities as it drives to become among the most profitable reinsurance companies in Africa.

Despite headwinds from low interest rates and volatile foreign exchange rates, TAN-RE was able to record an impressive growth in top-line and bottom-line results. During the year under review, gross premium increased by 27% to TZS141bn, up from TZS111bn achieved in 2018.


As we look ahead, TAN-RE will continue to be guided by three core values. These are:

- Professionalism
- Integrity
- Customer focus.

A culture rooted in these values means that every employee shares the same aim – to achieve service excellence. It also inspires us continually to reassess and re-evaluate our operation to maintain relevance in response to the changing environment. □



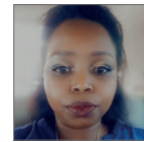
TAN-RE House, Dar es Salaam

 <p><b>Overview:</b> A reinsurance company providing a broad range of reinsurance products and services to clients in Africa and selected parts of the Middle East and Asia</p>	<p><b>Date established</b> 2001</p>	<p><b>Staff</b> 30: Total staff 16: CII qualified</p>	<p><b>Key financials</b> TZS141bn gross premium income</p>						
	<p><b>Vision:</b> To be among the most profitable reinsurance companies in Africa <b>Mission:</b> To provide sustainable reinsurance capacity and security in our markets through the use of dedicated staff and modern technology in the best interest of our customers, shareholders and other stakeholders</p>	<p><b>Key locations</b> Tanzania</p>	<p><b>Sector focus</b></p> <table border="1"> <tr> <td>General insurance</td> <td>Life and protection insurance</td> <td>Financial planning</td> </tr> <tr> <td>●</td> <td>●</td> <td>○</td> </tr> </table>		General insurance	Life and protection insurance	Financial planning	●	●
General insurance	Life and protection insurance	Financial planning							
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<p><b>For more information:</b> <a href="http://www.tan-re.co.tz">www.tan-re.co.tz</a></p>									

## Our journey in partnership



By **Caroline W Mwangi**  
Head of Human Capital, GI and Health  
UAP Old Mutual



and **Esther Muchunu**  
Human Capital Assistant, GI and Health  
UAP Old Mutual

**A journey of a thousand miles starts with a step. That was what was in the mind of UAP Old Mutual Group's management when the organisation started encouraging and promoting capacity development through providing various learning and development opportunities. This was fuelled by the fact that we not only consider human resource as a factor of production but as capital which when strategically injected, nurtured and grown has the ability to turn around any organisation's performance, delivering that which is core to the organisation.**

UAP Old Mutual Group is the east African subsidiary of Old Mutual Limited, which operates in 13 countries across Africa. The group is a leading integrated financial services business comprised of UAP Old Mutual and Faulu Microfinance Bank, which provides investment, savings, insurance and banking services to more than 1.5 million customers in the region. Our

purpose is to champion mutually positive futures every day and our vision is to be our customers' most trusted lifetime partner, passionate about helping them achieve their financial goals. This is guided by our mission, which is to enhance quality of life by delivering peace of mind and financial freedom through an exceptionally motivated team that delivers what customers want, when and where they want it. The company's values are: accountability, integrity, respect and pushing beyond boundaries. In a nutshell, respect the communities, be fair to our competitors, be honest with our customers and be fair to our employees.

With a human capital population in the short term business (health and property and casualty) in Kenya alone standing at 240, UAP Old Mutual Group has risen to be one of the market leaders in insurance (ranked in the top five), money markets and banking with a presence in east and central Africa, not to



*We are keen to create an environment and a culture that incubates and encourages growth*



Team-building activities

mention southern Africa where the mother company, Old Mutual, enjoys a lion's share of the market in the region. In a bid to build an empowered taskforce, the company has embarked on employee training. This has been anchored on our values and pillars, one of them being customer satisfaction. As an organisation that values its human capital, employees remain our first and most valued customers. With this in mind, we are keen to create an environment and a culture that incubates and encourages growth on an individual level through providing platforms such as learning and development and through undertaking courses offered by the Chartered Insurance Institute to achieve and fuel the employees' dreams and visions which are aligned to the overall goals, mission and vision of the company.

Over time, we have sponsored many employees, with the current active student number standing at more than 20 employees at the institute. We have an almost equal number who are registered under various membership categories with the institute. There are many benefits that as an organisation we have experienced through having a skilled workforce. To begin with, the employees are inspired

to improve and develop continuously, which in turn maps out their career growth, ensuring our succession pipeline is always ready. It also means we enjoy a competitive edge in the industry through great service delivery to our clientele. Our employees also enjoy being highly marketable in the industry, which in turn keeps them motivated. It is not in question that we are pleased with the return on investment.

This year has had its unique challenges, but we remain resolute on our endeavours to support our employees in their development goals, while the institute has demonstrated its commitment through the appointment of a regional director. We look forward to interactions with him and hope that going forward the processes will be seamless, hence fostering an even stronger partnership.

With the ever-changing dynamics as we have witnessed, we look forward to a vibrant online platform that will ensure students don't miss out on their classes and exams. With the exciting yet unsure times, one thing remains sure – it always gets worse before it can get better. Viva, UAP Old Mutual Group! Viva, the Chartered Insurance Institute! □

*I can only describe the CII as extremely professional. Their new mode of assessment is very good, it gives an all-round experience in all areas of insurance management. They also take a short time to share the results, and the feedback on the results enables you to improve*

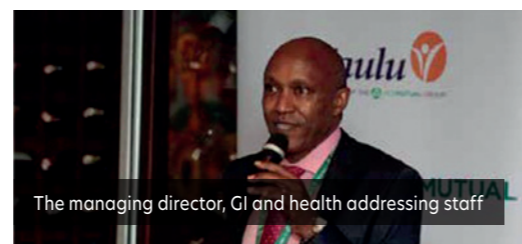
**Steve Obiero**  
Senior Underwriter



UAP professionals attending a staff town hall event

*The knowledge gained through the CII course is invaluable. It also boosts your professional confidence as you interact with your peers. As the saying goes: 'The roots are bitter but the fruits are sweet'*

**Elizabeth Mungai**  
Assistant Manager – Underwriting



The managing director, GI and health addressing staff

<p><b>Overview:</b> The UAP Old Mutual Group is an integrated financial services business comprising Faulu Microfinance Bank, UAP and Old Mutual</p>	<p><b>Date established</b> 1920</p>	<p><b>Staff</b> 200 Total 60 With an insurance qualification</p>	<p><b>Key financials</b> KES9,912m GWP KES17,719m total assets</p>						
	<p><b>Mission:</b> To be our customers' most trusted partner and passionate about helping them achieve their lifetime financial goals</p>	<p><b>Key locations</b> Kenya, Rwanda, South Sudan, Tanzania, Uganda</p>	<p><b>Sector focus</b></p> <table border="1"> <tr> <td>General insurance</td> <td>Life and protection insurance</td> <td>Financial planning</td> </tr> <tr> <td>●</td> <td>●</td> <td>●</td> </tr> </table>		General insurance	Life and protection insurance	Financial planning	●	●
General insurance	Life and protection insurance	Financial planning							
●	●	●							
<p><b>For more information:</b> <a href="http://www.uapoldmutual.com">www.uapoldmutual.com</a></p>									

# How insurance companies in Ethiopia are establishing a vibrant market



By **Getachew Beshahwred** BA (Dist.), MBA, BFP, FCA, PMP, Cert CII, MCSI  
 Managing Director  
 GB & Co Chartered Accountants and Management Consultants, London



Nile Insurance board members with their CII tutor, 2019

**The Imperial Insurance Company was Ethiopia's first insurer, established in 1951. Before that time, the only providers of insurance were branches or agents of foreign insurance companies. During the following years, others entered the market, and at one point in the 1960s, there were 32 foreign and two domestic insurers operating.**<sup>1</sup>

In 1975, the Provisional Military Administration Council (DERG) nationalised all private banks and insurance companies, creating a single government-owned company, the Ethiopian Insurance Corporation (EIC). However, from 1992 there has been steady liberalisation of the insurance sector – today, EIC remains the largest operator, with a circa 40% market share, with 16 private insurers responsible for the remaining 60%. However, Ethiopia still only accounts for 1% of total insurance premium written in the top 15 African economies – even when South Africa is excluded.<sup>2</sup>

Looking ahead, there is significant potential for rapid development, and this is reinforced by the fact that insurance activity today is generally restricted to Ethiopia's major cities and towns.

Firstly let us consider some of the positive indicators. The population is substantial – more than 110 million. By some measure, the Ethiopian economy has been the fastest growing in Africa since the turn of the century, and was expected (pre-pandemic) to accelerate to 10.8% during 2019-2020.<sup>3</sup> In the words of the National Bank: "The proper implementation of the recently launched Home Grown Economic Reform Program is expected to contribute towards developing a modern, vibrant, competitive and sound financial system."<sup>4</sup>

The Ethiopian government has announced plans to privatise a number of the largest state-owned enterprises, building on the successful sale of more than 300 small and medium-sized state-owned businesses in the past 20 years. For example, the sale was announced earlier this year of the

government's 49% stake in Ethio Telecom, the only telephone operator in the country with nearly 50 million subscribers. It also intends to issue two new operating licences with the aim of spurring investment in technology and human capital.

The government has also embarked upon a gradual liberalisation of the financial sector, short of allowing foreign insurance companies to operate in Ethiopia. Allowing foreign insurance companies to operate in the country would bring valuable competition for the local insurance companies, which lack the capital and skilled manpower to invest in innovation. The law has been amended to allow foreign nationals of Ethiopian origin to invest in the banking and insurance sector. If as expected the government allows foreign banks and insurance companies to operate in Ethiopia, local banks and insurance companies will inevitably adapt, change, restructure and modernise in preparation for competition. The government is also finalising legislation to enable the formation of a stock exchange – this has the potential to revolutionise the financial sector.

In addition to the supply-side reforms, there are many other trends that point towards rapid growth in insurance demand:

- Demographic changes – the median age in Ethiopia is estimated at 19.5 years, so there are large numbers of people about to enter their most economically productive years
- Emerging middle class
- Rapid urbanisation
- Rising educational standards
- Technology adoption
- Economic growth
- Supportive activity by government.

Given this background, the insurance sector will need to adapt to the changing environment and to build trust with its customers. It should be creative in its

*The members of the Board of Directors of Nile Insurance attended a one-week executive development course at the CII, London. The course was well structured, and highly relevant to the emerging market context. The method of delivery was very interactive and highly engaging. We found the tutor very knowledgeable and intelligent with long, varied and relevant hands-on experience, which he gladly shared with us. Overall, our stay in London and our visit to the CII was excellent. It was worth it, and we highly recommend the course for governing boards such as ours, and insurance executives who would like to move their company forward. We learned a lot.*



**Mekdes Aklilu** BA, MSc. Post Grad. Diploma (education), London  
 Chairman, Board of Directors  
 Nile Insurance  
 Addis Ababa, Ethiopia

product development – standard insurance products are unsuitable to the needs of many categories of customer. During the coming years, areas for focus among insurers will include:

- Mobile insurance: The use of mobile phones in Ethiopia has been growing exponentially, allowing insurers to reach millions of prospective customers without the burden of costly physical offices.
- Seasonal/on-demand/packaged/short-term insurance: Agriculture suffers from seasonal variations and occasional catastrophes, however most farmers are risk averse and reluctant to try new products. The insurance sector's penetration into agricultural and microinsurance remains in its infancy, but products that suit the need and income of farmers could be the breakthrough.
- Islamic insurance: About 35% of the population follows the Muslim faith.

All these priorities will only become reality if there is a forum for promoting great strategic thinking, technology innovation, and – most importantly – the development of human capital with talented, knowledgeable, competent, assessed professionals.

Currently, there is no specialist company or institute in Ethiopia offering banking, insurance or financial training, and the universities do not have strong technical programmes. The Chartered Insurance Institute has been a valuable resource in this regard – in the past year, GB & CO, in association with the CII, organised a one-week executive development program at the Chartered Insurance Institute, London, for board members of Nile Insurance, one of Ethiopia's most ambitious private companies.

I would be delighted if the Chartered Insurance Institute can participate in work to shape a vibrant insurance sector and a trusted insurance profession, in the wonderful country of Ethiopia. GB & Co in association with local partners has an objective to create an insurance institute in the country which, with the CII's support, will train and develop

professionals of the highest calibre – people who can lead, shape, run and manage the insurance sector during the next 20 years. □

#### Notes

1. Central Statistical Agency of Ethiopia
2. African Insurance Barometer, 2016
3. National Bank of Ethiopia
4. National Bank of Ethiopia Report 2019

### Market liberalisation: a 28-year perspective

Sector	Ownership	1992	Current	Under formation
Insurance	State	1	1	
Insurance	Private	0	16	
Banks (commercial, development, construction)	State	3	3	
Commercial bank	Private	0	15	
<b>Total</b>		<b>4</b>	<b>35</b>	<b>16</b>

#### List of authorised insurers

Abay Insurance Company | Africa Insurance Company | Awash Insurance Company | Berhan Insurance | Bunna Insurance | Ethio-Life and General Insurance | Ethiopian Insurance Corporation | Global Insurance Company | Lion Insurance Company | Lucy Insurance Company | National Insurance Company of Ethiopia | NIB Insurance Company | Nile Insurance Company | Nyala Insurance Company | Oromia Insurance Company | Tsehay Insurance United Insurance | Zemen Insurance

SECTION 5  
ACTIVITIES OF INSTITUTES AND TRAINING COLLEGES

# Building a trusted profession in Egypt



By **Ahmed Rafeek**  
Secretary General  
Insurance Institute of Egypt

**The Insurance Institute of Egypt was officially awarded its status as an affiliated institute of the Chartered Insurance Institute on 24 September 1976, becoming the first such institute in the Arab region.**

Since that date, we have redoubled our efforts to prepare, introduce and develop a higher calibre of qualified professionals – not only in Egypt, but throughout the region. For example, we have supported and collaborated with the insurance supervisory authorities and insurance federations in many countries including Sudan, Jordan, Saudi Arabia, UAE, Kuwait and Oman. In addition, organisations such as the Insurance Federation of Egypt and the Federation of Afro-Asian Insurers and Reinsurers have joined IIE as corporate members.

Our core area of focus is to raise the level and efficiency of the insurance professionals in Egypt and the Middle East by providing training programmes, specialised technical diplomas, research and publications, as well as an insurance library, cultural sponsorship for Egyptian associations and Afro-Asian associations, conferences, Diploma in Takaful Insurance and Diploma in Micro Insurance in cooperation with JIICA-Japan. In addition, IIE is the main sponsor of the Arabic Insurance Academy, which includes the biggest Arabic insurance library.

An important aspect of our work is the award of monetary incentives to candidates who pass the CII examination for each subject, and higher sums for those candidates who are granted CII certificates CIP, ACII and FCII. IIE agrees with insurance companies in our market to award their employees monetary prizes when passing each subject of the CII examinations, grant monthly allowances to their employees who pass the CII examination and qualify for holding its titles. Finally, IIE awards those who complete the Associateship or Fellowship a two-week scholarship for training in the London market, with an additional two-week period available with the support of the employer concerned. We have been honoured to welcome visitors to our offices from such distinguished insurance leaders from the CII as Dr Sandy Scott, Chief Executive and Tony Tudor, Director of Qualifications and Research.

We have been fortunate to have been led by people with extraordinary vision throughout our history. Ahmed Fouad El-Ansary was IIE CEO between 1988 and 2007 and was instrumental in establishing a solid and enduring reputation for the institute; he was also the first Arabic and Egyptian CII Honorary Deputy CEO. More recently, Mohamed Maeit, the current Egyptian minister of finance, was the IIE executive manager between 2008 and 2010.

In the past decade, one of our greatest challenges was continuing operations during the period of political unrest and protests, much of which took place in Tahrir Square, less than 500 metres from our headquarters. We were pleased to ensure the safety and the security of CII examiners and maintain a healthy calm atmosphere during the exams.

Looking ahead, I'd like to share two priorities:

- Developing working methodologies and structures that reflect the current global changes and the need to adapt to a 'new normal'; these will be informed by the fresh leadership ideas being advocated by our CEO Dr Alaa Al-Zuhairi to adapt to the world's new normal.
- Geographical expansion: during the new two years, we will be opening new branches. A new branch at Giza opens in Q3 2020; and we will open a new branch in Sudan in cooperation with the International Federation of Takaful and Islamic insurance companies.

Above all, we aim to continuously strengthen four areas that are vital to meeting the needs and exceeding the expectations of our customers and members: high reliability, reasonable cost, technically advanced, and being a learning company. □

*We have redoubled our efforts to prepare, introduce and develop a higher calibre of qualified professionals*



## Insurance Institute of Egypt – at a glance

### Mission and vision

To provide a standard of excellence in the development and delivery of various training programmes for the Egyptian insurance sector – to enhance their knowledge and skills by using recognised international standards to assess the needs for courses within the insurance industry and then develop and deliver these courses following instructional system design.

### People

**Dr Alaa El Zoheiry**  
President

**Mohamed El Dishish**  
Chief Executive Officer

### 2020-2021 activities

Training programme | Specialised technical diplomas | Researches and publications | Insurance library | Cultural sponsor for Egyptian associations and Afro-Asian associations conferences | Diploma in Micro Insurance in cooperation with JICA – Japan | Diploma in Takaful Insurance

Role	Professional membership body	Provider of educational services	Qualification awarding body
	●	●	●
Sector focus	General insurance	Life and protection insurance	Financial planning
	●	●	●

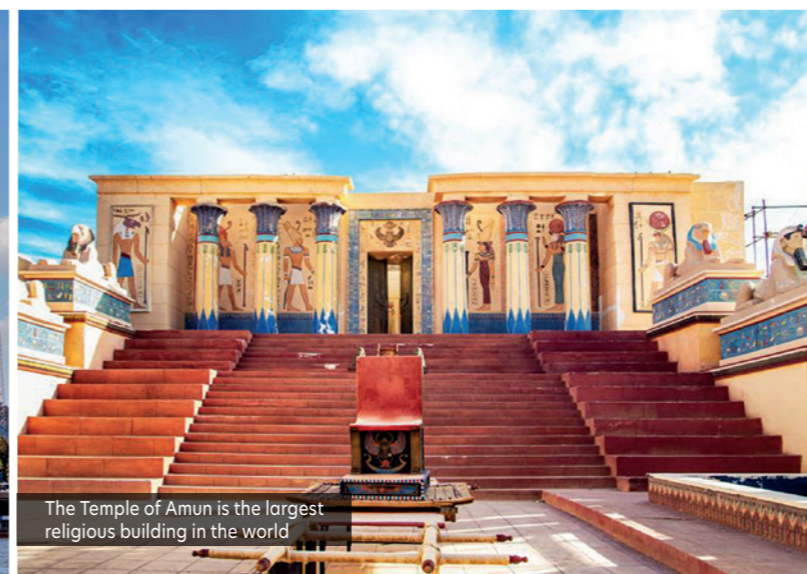
- 985 Examinations sat each year
- 3,700 Members
- 28 Companies
- Status** Not-for-profit organisation



The head of IIE welcomes members from many of the region's largest insurers



Cairo tower, with amazing panoramic views, is a short walk from the IIE office



The Temple of Amun is the largest religious building in the world

# Building a trusted profession in Ghana



By **Rev. Asante Marfo Ahenkora** BSc Admin EMBA, FCII  
Managing Director, Tri-Star Insurance Services Ltd  
President, Chartered Insurance Institute of Ghana

**The Ghanaian insurance industry has evolved mainly from the colonial era when British traders traded in arms and manufactured goods with the then Gold Coast (now Ghana). Companies like the United African Company (UAC), Swiss African Trading Company and others established branch offices in the west African colonial territories. The Royal Exchange Assurance Corporation began the business of insurance in the Gold Coast in 1924 and operated through Barclays Bank as its agent, to be followed by the Northern Assurance Company of Britain in 1936 when it operated through the branch office of UAC.**

On attainment of independence in 1957 the Ghanaian governments have – with the support of United Nations Conference on Trade and Development – sought to encourage the indigenisation of the insurance industry.

Currently, the market has a mixture of foreign-owned and local-owned companies operating in both the general insurance (non-life) and life insurance segments. While the insurance penetration rate was 1% as at the end of 2019, insurance coverage was 30%. This apparent disparity is due to the fact that many Ghanaians are covered by microinsurance products, whose premiums are not significant enough to affect the insurance penetration rate.

The Ghana insurance market has enjoyed steady growth averaging 20%-25% in recent years, mainly driven by:

**Improving economic conditions:** According to the World Bank, the GDP per capita of Ghana is estimated by the IMF at \$2,223 in 2019. This points to an increasingly affluent middle class – and a greater number of households that understand (and can afford) insurance.

**A growing population:** Ghana enjoys a relatively healthy population growth rate of 2.2%, and more than 50% of its people are aged under 25 years. This means that there are many tech-savvy individuals who can access insurance using non-traditional distribution channels.

**Demand factors:** In Ghana, all vehicles except government vehicles must be insured – and the usage of vehicles is increasing alongside population growth. The motor class of insurance is the leading contributor of insurance premiums in the general (non-life) segment, contributing 40% of the premiums for the sector. Another important issue is financial provision for the aged or pensioners. The breakdown in the external family system as well as the introduction of a ‘tiered pension scheme’ in Ghana offers an avenue for the insurance industry to offer annuities as a vehicle to cater for the financial wellbeing of retirees.

**Urbanisation:** There is a strong correlation between urbanisation and insurance. Urbanisation makes it easier for providers to reach a large part of the population. In addition, urban areas generally exhibit buoyant economic activity, which also stimulates the uptake of insurance. Urbanisation in Ghana has also been the catalyst for a growing number of medium-sized and small-scale enterprises.

**Mobile-phone penetration:** The mobile-phone penetration rate in Ghana is more than 100%. The growth experienced in microinsurance has been primarily driven by the use of mobile phones as a

distribution channel, with a young, tech-savvy population comprising a fertile market for insurance products. The use of mobile phones and cyber technology also creates new risk factors, and there is a growing market for services such as cyber insurance.

However, challenges remain – including public perception, unrealistic and unsustainable pricing, the need for insurers to work harder to understand their target market so that insurance products can be developed that meet needs, and a real commitment to professionalise the Ghanaian market and implement practical solutions.

This background reinforces the value of an institute focused on the promotion and maintenance of professional standards, and the Insurance Institute of Ghana was formally inaugurated in 1972 by the late former Head of State Col. I.K. Acheampong. The core values of the institute are professionalism, integrity and excellence and its main objectives are to promote the development of the insurance profession and practice, to ensure the integrity of insurance management, and also ensure that insurance practice and services are of the highest possible standards and conform to internationally-accepted best practice.

Today, the key aims of the institute include the following:

- To conduct or provide for the conduct of the qualifying examinations for membership of the institute or for registration as a professional insurer, and to prescribe or approve courses of study for such examinations
- To advise on academic standards, qualifications and skills development of members in the insurance industry
- To collect and form a body of expert opinion on the law and practice of insurance.

The institute is currently working on attaining Chartership and is at the stage of submitting its Draft Bill for approval by parliament. It is hoped this process will complete next year and the institute shall start to award its own local Charter – this can only strengthen the relationship between the CII UK and the CIIG. Indeed, for more than 10 years, the institute has been accredited to supervise CII UK exam sittings in Ghana. □



## Chartered Insurance Institute of Ghana – at a glance

### Mission and vision

**Mission:** To produce insurance professionals of the highest quality, ready to offer world-class services to their clients at all times and uphold the ethical values of the profession

**Vision:** CIIG seeks to be the foremost provider of insurance professional practitioners, providing services of the highest professional standards in Ghana

### People

**Rev. Asante Marfo-Ahenkora**  
President

**Daniela Kyra Djangba**  
Administrative Secretary

### 2020-2021 activities

Public lectures | Breakfast symposium | Induction of new members | Annual conference | Industry awards | Health walk

Role	Professional membership body	Provider of educational services	Qualification awarding body
	●	○	●
Sector focus	General insurance	Life and protection insurance	Financial planning
	●	●	●

1,300 Members

Status Not-for-profit organisation



Delegates at the 2019 annual general meeting, at Rock City Hotel, Nkwatia, Ghana

# Training professionals in Ghana



By **Richard Okyere** BSc, MBA, ASA, ACII, MPhil, PhD  
Director  
Ghana Insurance College



and **Magdalene Afriyie** BBA, ACII  
Registrar  
Ghana Insurance College

The insurance sector of Ghana has gone through several metamorphoses since its inception into our financial space in 1924, when the first insurance company was set up in the then Gold Coast. The market has since witnessed a spurn of growth in all facets of its operations. Ghana has in previous years suffered the repercussion of the misconception of insurance among the populace. As such, the regulators in consultation with the industry players have over the years taken steps to increase education and also institute regulations aimed at curbing incidences that would give the populace any reason to doubt their insurance policies.

As the insurance industry continued to spread its tentacles across the length and breadth of the country, it became necessary to increase the number of professionals that were employed. In view of this, the principal stakeholders engaged in the practice of the profession, namely National Insurance Commission, Ghana Insurers Association, Insurance Brokers Association of Ghana and the Chartered Insurance Institute of Ghana, founded the Ghana Insurance College in 2006. This was in line with the objective of contributing more meaningfully towards the advancement of the insurance profession in Ghana.

In preparing for the commencement of the college's operations in January 2007, stakeholders had thought that a specifically designed study programme for insurance agents would be the primary driver for growth and propel it to other courses.

At the same time, the college sought an affiliation with the Malta International Training Center (MITC) and was appointed by that institution, with the mandate to enrol and prepare students for the internationally recognised Diploma in Insurance programme moderated by MITC.

The college believes in a technically competent and more professional workforce that will enhance efficiencies in processes, ultimately resulting in growth. It is anticipated that if an insurance company is efficient in all its areas of operations such as sales and marketing, underwriting and accounts, then revenue inflows would increase.

In an industry where there is high competition with every insurance company striving to be the best, adopting a more effective strategy aimed at making products and ideas distinct from those of competitors, we need to build a professional, technically competent workforce able to innovate in

strategies and products. A technically competent workforce also helps design innovative products to mitigate risks. This is of huge value to building a trusted and sustainable business.

The college runs professional courses in insurance, namely the Applied Insurance Studies Diploma, and the Advanced Applied Insurance Studies. We also offer a Foundation in Insurance course set to equip individuals with basic knowledge in insurance and this has been extremely effective since its introduction.

Since inception, the college has graduated 1,100 students for its Applied Insurance Studies Diploma and 432 students for the Advanced Applied Insurance Studies.

The Ghana Insurance College in collaboration with the National Insurance Commission also organises industry training for all insurance companies in the country. This has gone a long way to help create awareness on the best practices from the regulator's perspective and also supported greater awareness and knowledge of several recent insurance reforms.

In July 2019, the college commenced training of 10,000 prospective individuals as insurance agents, which is in line with the regulator's goal to raise the insurance penetration rate and also create job opportunities for the unemployed youth.

### Impact of courses

Feedback indicates that the college has been able to support the profession in several respects:

- Our students are playing significant roles at their workplaces
- Our graduates are gaining promotions and are contributing effectively to the upliftment of the industry as a whole
- A few have risen to become chief executives and general managers in their respective companies.

Without any doubt, our courses have continued to be relevant to the insurance sector. The level of self-development activity among the people employed in the profession is highly commendable and speaks volumes for how much more professional our industry has grown. We are proud of our contribution during the past decade, and are confident of a continuing, central role during the years ahead. □



11th Graduation Ceremony at Ghana Academy of Arts and Sciences

*A technically competent workforce helps design innovative products to mitigate risks. This is of a huge value to building a trusted and sustainable business.*



## Ghana Insurance College - at a glance

### Mission and vision

**Mission:** To educate, train, develop and mentor insurance professionals to excel in the practice of the insurance profession

**Vision:** To establish a centre of excellence for the advancement of best practice and exemplary professional competence within the Insurance industry in Ghana and the west African sub-region

### People

**Richard Okyere**  
Director

**Magdalene Afriyie**  
Registrar

### 2020-2021 activities

Advanced Diploma Programme | Associateship Programme | Certified insurance courses | Diploma In Insurance | e-learning | Short courses

Role	Professional membership body	Provider of educational services	Qualification awarding body
	○	●	○
Sector focus	General insurance	Life and protection insurance	Financial planning
	●	●	○

1,532 Graduates of the Applied Insurance Studies Diploma and the Advanced Applied Insurance Studies

Status Limited by shares

SECTION 5  
ACTIVITIES OF INSTITUTES AND TRAINING COLLEGES

# Building a trusted profession in Kenya



By **Agnes Macharia** MBA, BBA, AIK  
Director  
Insurance Institute of Kenya



and **Rose Wanda**  
Public Relations Convenor  
Insurance Institute of Kenya

**Insurance companies in Kenya have traditionally lagged behind their banking counterparts in the race towards digital transformation, despite having a rich database. The country's insurance penetration rate is less than 3%, which is still very low, though the highest in east Africa. Customer expectations have been the turning point, with several companies digitalising their processes. For example, traditional motor policies charge premiums even when the vehicle is sitting idle in the parking lot. We have recently seen changes where one insurer in Kenya has introduced the first telematics motor insurance, which captures and processes driving data. This usage-based motor policy is aimed at rewarding good drivers by charging them less premium.**

Motor underwriters can now share information on the Integrated Motor Insurance Data System (IMIDS), which centralises motor insurance data to facilitate the detection of fraudulent claims. Insurers also rolled out a virtual motor insurance certificate, which is transmitted to the customer via a digital channel such as email. It is expected that this shift will help curb fraud by ensuring that only one certificate is issued per vehicle while guaranteeing customers convenience of receiving their certificates anytime, anywhere. Customers can also verify the status of their insurance via USSD code.

According to Kenya National Bureau of Statistics' Census Report of 2019, the number of mobile users stands at 20 million, against a population of 53 million. The high mobile penetration has provided opportunities for players in the insurance industry to introduce mobile-based insurance products that enable clients to sign up for cover, pay premiums, intimate claims and receive claims settlement through their mobile phones. Furthermore, health underwriters have introduced mobile apps that enable access to personal doctors at anytime. Last but not least, as part of digital transformation, insurers are providing e-policies with approval from the industry regulator, and the majority have moved from physical proposals.

Quite notably and though it is still a long shot away, there has also been a buzz around the adaptation of blockchain technology in the administration and management of insurance policies and the claim process.

Turning to the Insurance Institute of Kenya, IIK is the umbrella body for all insurance professionals in Kenya. It was formed in 1948 as an affiliate of the Chartered Insurance Institute of London (CII) but was registered as a society by the Registrar of Societies, Kenya in 2002.

Insurance Institute of Kenya executes various roles, some of which include implementing continuing professional development programmes; creating opportunity for its members to learn from other experienced professionals in the region and globally; effecting networking forums for members and creating opportunity to update them on upcoming compliance issues and other matters affecting the insurance market continuously.

Kenyan insurance professionals have evolved over the years, as evidenced by increased interest and passion to serve in their professional body. This trend is likely to continue as young upcoming professionals seek to take responsibilities in their profession.

Although Covid-19 has affected the Insurance Institute of Kenya due to reduction in the number of activities and events normally carried out owing to lockdowns and the social distance guidelines issued by the government, the institute swung back to action from May 2020 and has continued to execute its roles on virtual platforms.

The vision for the Insurance Institute of Kenya is for it to position itself as the preferred solution provider for insurance professional development programmes in the region. This will be achieved through listening to its members in order to understand their diverse needs and thereafter deliver timely solutions in a way that will delight them, thus creating memorable experiences for them. Equipping professionals with skills and expertise to enable them to respond effectively to the complex insurance market challenges is a key responsibility of professional bodies and IIK is happy to do that and more! ▣



*Our role includes creating opportunities for members to learn from other experienced professionals in the region and globally*



## Insurance Institute of Kenya – at a glance

The Insurance Institute of Kenya (IIK) is the umbrella body for insurance professionals in Kenya. It was formed in 1948 as an affiliate of the Chartered Insurance Institute in London. The institute exists to promote professional standards in Kenya by admitting qualified insurance professionals into the institute, ensuring that such members are continuously developed and uphold the set standards of professionalism and adhere to the code of conduct

**Mission:** To enhance insurance professionalism through training, examination, certification and research

**Vision:** To be Africa's leading insurance institute

### People

**Agnes Macharia**  
Director

**Alice Njoroge**  
Deputy Director

### 2020-2021 activities

Professional training | Virtual annual general meeting | Administration of CII exams | Post-budget webinar | IIK virtual quiz | IIK annual conference | Stakeholders, CEOs and key managers virtual workshop

Role	Professional membership body	Provider of educational services	Qualification awarding body
	●	●	●
Sector focus	General insurance	Life and protection insurance	Financial planning
	●	●	●

1,000 Members

Status Not-for-profit organisation



Insurance Institute of Kenya Executive Council members 2020, alongside the secretariat team

# Building a trusted profession in Malawi



By **Donbell Mandala** BAcc, ACII, MBA  
President  
Insurance Association of Malawi



and **Dharles Kuyokwa** BBC, DipCII  
Principal / Training Officer  
Insurance Institute of Malawi

The insurance sector in Malawi has grown strongly in recent years, with non-life premiums rising from MWK26.4bn in 2014 to MWK53.5bn last year. This doubling in the size of the market has been driven by the country's emerging economic development – GDP has risen tenfold in 40 years, and an increasing number of people and businesses value the security and peace of mind that insurance brings. Today, an estimated 7,000 professionals are employed in the insurance sector, working for eight general insurers, seven life insurers, 18 insurance brokers, 40 insurance agents, and a number of other market participants including reinsurers and medical aid schemes.

During the next couple of years, the size of the insurance workforce is expected to reach 10,000, as an increasing number of young people consider it as a route to a challenging, fulfilling and respected career. However, the insurance penetration rate remains low at about 1.4%, which reinforces this reinforces the scale of the opportunity for insurance to become increasingly established during the next decade.

The Insurance Institute of Malawi was established around 30 years ago, when the CEOs of the main insurers that were then active in the country

recognised the need for an educational body that would advocate and facilitate the value of professionalism, standards and qualifications. This was subsequently enshrined in the institute's mission and vision, approved by an AGM of the members, which have underpinned its range of activities. Highlights in the annual calendar include a Chartered dinner, which is partly used to celebrate and motivate new members into the profession; a mid-year festival event that provides a wonderful opportunity to strengthen relationships; and an annual two-day conference. The most recent conference involved detailed discussions around a number of topical themes such as fraud, compliance and changing regulations, and enabled all the key players to take coordinated action to the benefit of the public.

Professionals in Malawi are proud of their qualifications and place considerable value on them. Around 80% of qualifications are awarded by the CII, with the balance by the professional institutes in South Africa (IISA) and Australia (ANZIIF). These qualifications are essential in creating a profession that customers are able to trust. Insurance in Malawi is increasingly seen as an innovative, customer-focused service, eager to settle valid claims as speedily as possible.

The institute works closely with the Insurance Regulatory Authority, including the Registrar of Financial Institutions, which is mandated by the Financial Services Act to regulate all financial institutions. The regulator's vision – "to be an institution of excellence in promoting price and financial stability" – is closely aligned with the IIM's. We are pleased to work with the regulator on solutions to many of the challenges that the regulator has highlighted, including high premium debtors, increasing incidents of fraud, the lack of mortality tables, low levels of financial literacy and the need for improved innovation and corporate governance. With this in mind, it was not surprising that the theme for our 2019 Chartered dinner was 'Digital Insurance: Innovate and Evolve'.

Guest speaker Tom Malata, Malawi Revenue Authority (MRA) commissioner general, spoke directly and forcefully when he observed: "The world is changing and we need to move in the same direction. The old ways of doing things manually are gone. People have no option and thus insurance has to join the digital world. I urge insurers to share information electronically as the industry needs to move as one and not as competitors, and share data."

The IIM president responded by emphasising the IIM's commitment to raising financial education and insurance awareness among the next generation, commenting: "What we know is that a lot of people do not understand insurance. We have embarked on a campaign, whereby we will be disseminating information to the public, through media, and visiting schools to educate the masses on what insurance is all about."

The 2020s will be a pivotal period for the profession in Malawi and we look forward to playing a central role. □



Professionals in Malawi are proud of their qualifications and place considerable value on them



## Insurance Institute of Malawi – at a glance

### Mission and vision

**Mission:** To be a centre of excellence for insurance and financial services knowledge and professionalism

**Vision:** To be a recognised premier provider of insurance and financial training in Malawi and beyond

### People

**Donbell Mandala**

President, Insurance Association of Malawi

**Dharles Kuyokwa**

Principal / Training Officer

### 2020-2021 activities

Motivational talk | Annual sport festival | Annual Lake Conference | Quarterly trainings – life, general | Ladies conference | Quiz competition | Annual Charter dinner

Role	Professional membership body	Provider of educational services	Qualification awarding body
	●	●	●
Sector focus	General insurance	Life and protection insurance	Financial planning
	●	●	●

450 Members

Status Not-for-profit organisation



Delegates at the Insurance Institute of Malawi annual Lake Conference

## Building a trusted profession in Mauritius



By **Jean-Yves Violette**  
ANZIIF (Assoc), CIP  
Immediate Past President  
Insurance Institute of Mauritius



Council 2020

The initial concept for the Insurance Institute of Mauritius originated in 1988, when a number of Chartered Insurance Institute (CII) qualified professionals felt it would be valuable to come together to create a body with a presence on the island. At that time, they envisaged membership would be limited to Associates and Fellows of the CII.

The idea evolved in consultation with the CII, and it was felt the greatest benefit would arise from a duly constituted insurance institute providing for the advancement of insurance education and knowledge for the local insurance industry staff of Mauritius.

The formal decision to form the Insurance Institute of Mauritius (IIM) was made in May 1992, and the CII agreed that IIM could join a list (nearly 40-strong) of its affiliated institutes across the world, many of which were based in Commonwealth countries. Two years later, in October 1994, IIM was officially launched as a registered non-profit organisation run by a council of committed, unpaid insurance professionals.

This affiliation and a close collaboration with the CII enabled the IIM to benefit, through the years, from the tutoring support of the renowned tutors from the CII. Shortly after the launch, Eddie Gamlen, A.H Pellat and Neville Gough – all acclaimed CII tutors – visited Mauritius to deliver courses on topics such as fire and business interruption, motor and marine insurance. The IIM has since then without interruption proved to be an essential partner for the

provision of cutting-edge training and education not only for the local insurance profession but also attracting attendees from insurance leaders in neighbouring Indian Ocean islands such as the Seychelles and Madagascar – and even, more recently, from the mainland African continent.

Alongside this work, the IIM has been entrusted with the organisation and supervision of insurance examinations in Mauritius – not only for the CII, but also other insurance institutes including the Insurance Institute of South Africa, and the Australian and New Zealand Institute of Insurance and Finance.

To mark its silver jubilee anniversary in 2019, the IIM undertook an exercise to restate its vision and mission to meet the expectations and exigencies of the industry and customers, and also to implement a clear way forward action plan. This recognised that the local insurance sector is evolving rapidly and businesses are facing new challenges. Many of these are best handled through the recruitment and deployment of better and appropriately trained staff with relevant competencies. The refreshed mission and vision can be seen in the panel to the right.

A remarkable exigency came with the provision of directors and officers liability, credit guarantee insurance, cyber risks cover as well as professional liability, in view of the dynamism of the financial services of the country requiring new legislation and regulations both local and worldwide.

The IIM has consequently responded favourably to these exigencies by providing a wide array of diverse technical and academic subjects, delivered by well-known experts and with the collaboration of upscale individual and corporate actors from the global industry. For example:

- Insurance claims management seminar in collaboration with Africa Re, Mauritius
- Cyber and professional indemnity insurance seminar in collaboration with Chubb

- Seminar in collaboration with Continental Reinsurance, Botswana
- Liability insurance covers, by Albert Mushai
- Contractor's all-risks and erection all-risks policy – faulty design exclusion wordings; engineering plant and machinery policy, by Cassim Hansa
- Marine insurance courses, by Michael Rimmer
- Liability insurance and contract law, by Professor Christopher Parsons FCII.

### Recognition of exceptional achievement

The institute's aim of uplifting the profession of insurance as well as bringing recognition for the professional qualifications and for candidates' achievements is revealed in the number of awards, rewards and prizes. These are available to high-performing examinees and are awarded at an acclaimed annual event:

- Reinsurance Professional of the Year
- Best Motor Insurance Professional of the Year
- Award of Recognition – Associateship of The Insurance Institute of India.

### The complete professional

The IIM places great emphasis on personal relationships and networking – these are important components to sit alongside professional and technical competencies. An annual social, sports and recreational gathering provides the space and opportunity for members to reinforce the bonds beyond the professional levels.

Caring for vulnerable members of society is also a focus for the IIM. Since its early days and without interruption, the annual Christmas gift distribution to children is made possible through the voluntary contribution and efforts of all the members.

Looking ahead, the IIM is increasingly gearing itself to respond to the challenges arising from to the Covid-19 pandemic and other environmental catastrophes. □



*The institute's aim of uplifting the profession of insurance as well as bringing recognition is revealed in the number of awards, rewards and prizes*



## Insurance Institute of Mauritius – at a glance

### Mission and vision

**Mission:** To provide and facilitate upscale professional training and education for the Mauritian insurance industry

**Vision:** To be the reference for professional insurance training and education in Mauritius

**Motto:** The reference for upscale professional insurance training and education in Mauritius

### People

**President:** Percy Rose ACII

**Immediate Past President:** Jean-Yves Violette ANZIIF(Assoc), C.I.P

**Vice President:** Krystal Hee LLB (Hon) ACII

**Treasurer:** Bilal Taujoo MSc, FCCA, ACII

**Assistant Treasurer:** Krishna Gunowa ACII

**Secretary:** Ashfaque Wahidna ACII

**Assistant Secretary:** Geraldine Pigeot ACII

**Goolam Jaunbocus**

**Suzanne Leung ACII**

**Patrice Lim Cert CII**

**Neermalah Mootoosamy LLB (Hons) AIII ACII**

**Kobashni Pillay**

### 2020-2021 activities

General insurance, reinsurance | Life and related subjects | Digital courses as necessitated by circumstances | Seminars and training | Covid-19 related activity

Role	Professional membership body	Provider of educational services	Qualification awarding body
	●	●	○
Sector focus	General insurance	Life and protection insurance	Financial planning
	●	●	●

750 Members

Not-for-profit organisation



25th anniversary of the IIM, October 2019

# Building a trusted profession in Namibia



By **Anton Roostee**  
Chairperson  
Insurance Institute of Namibia



Graduation ceremony 2019

**Namibia, situated on the west coast of southern Africa, has a total population of some 2.6 million people inhabiting a country of geographical extremes, comprising an area of 825,419 square kilometres.**

### Domestic economic developments<sup>1</sup>

GDP in Namibia for 2019 amounted to NAD178.7bn (at market prices).

The Namibian economy is expected to fall into a deeper, than earlier predicted, contraction during 2020, before returning to positive growth in 2021.

The projected contraction of 7.8% for 2020 represents a further deterioration from a milder contraction of 1.1% in 2019<sup>1</sup>. This is mainly attributed to the outbreak of Covid-19, which has led to travel restrictions across the world and lockdowns in many countries, including Namibia. The sectors expected to be most affected by travel restrictions and weakening global markets include hotels and restaurants; mining; transport and storage; manufacturing; wholesale and retail trade; financial and insurance services; and construction.

### Insurance market trends<sup>2</sup>

In 2019, the non-banking financial sector in Namibia comprised some 633 registered entities, regulated by the Namibia Financial Institutions Supervisory Authority (NAMFISA). The insurance sector makes up 31 entities, being 16 long-term insurance companies, which are served by 5,846 intermediaries, and 15 short-term insurance companies which are served by 1,542 intermediaries. NAMFISA's supervisory principles, among others, include the International Association of Insurance Supervisors (IAIS) core principles of supervision for insurance, and the Financial Action Task Force (FATF) International Standards on Combating Money Laundering and the Financing of Terrorism and Proliferation. Also fundamental is the ongoing review of its own regulatory policies and practices, aligned to international best practice.

The total asset value of the Namibian Financial Sector amounted to NAD316bn, reflecting a 52% growth in value during the last five years. The total asset value of the long-term insurance sector amounted to NAD60.2bn, reflecting a 50% growth in value, while that of the short-term insurance sector amounted to NAD6.8bn with 44% growth during the last five years.

Long-term GWP increased by 18.9% to NAD11.6bn as at December 2019, arising from growth in the value of new business and endorsements on existing policies, despite reduced economic activities. However, profit before tax decreased significantly by 42.7% to NAD1.4bn due to underwriting losses and increased expenses.

Short-term GWP declined by 3.0% to NAD3.7bn, due to a reduction in new business underwritten as well as endorsements on existing policies during 2019. Accordingly, profit before tax marginally decreased by 3.6% to NAD0.6bn.

### Professionalism and standards

The Insurance Institute of Namibia was revived and became operational on a full-time basis on 1 August 2010. This initiative was driven by the Namibia Insurance Association (NIA), the Namibia Insurance Intermediaries Association (NIBA) and the Namibia Insurance Claims Adjusters Association (NICAA) in respect of short-term insurance, initially with the aim to provide and maintain a central organisation for the promotion of efficiency, progress, welfare, knowledge, skills development and the general good and development of persons engaged or employed in the insurance sector.

Today, the institute's core objective is to provide a vehicle for members' personal growth and interaction, to serve as a forum for sharing ideas and knowledge, and to be a point of connection and prime mover for advancing members' interest.

This year, in September 2020, on our 10th anniversary, the Insurance Institute of Namibia

celebrated another milestone. We have recently launched the IIN website not only for information purposes, but also to facilitate online learning, overcoming the current hurdles and restrictions and promoting more flexibility and member options.

It was clear that Covid-19 had disrupted the education system among other things. The question that we asked was: "Could the move to online learning be the catalyst to create a new effective method of educating learners?" We believe that online learning technology can play a role, and it is incumbent upon all of us to explore its full potential. We therefore proudly launched an online learning system.

The online system currently provides 10 courses. It will be loaded with more information and courses on a regular basis, benefiting both employers and employees.

We still supply quality, accredited face-to-face and virtual classroom training to the insurance sector and use qualified persons with many years' experience in insurance. We are busy with more member initiatives to build and provide benefits and advantages to our members.

While our courses and online systems are available to non-members, our valued members can enjoy:

- Free and additional courses
- Free informational topics and tips
- Discounted short courses and lots more to come.

Looking ahead, we are building new nationally recognised programmes and will promote international programmes through stronger international relationships. ■

#### Notes

1. Bank of Namibia, Economic outlook, August 2020.
2. NAMFISA Annual Report 2020.



*It is incumbent on us to explore the full potential of online learning technology*



## Insurance Institute of Namibia – at a glance

### Mission and vision

**Mission:** To provide relevant insurance training. To provide continuing professional development platforms. To obtain international recognition for insurance programmes in Namibia. To ensure adherence to professional conduct

**Vision:** To provide and facilitate the development of insurance knowledge and skills that adhere to global standards

**Value proposition:** Business engagement, knowledge sharing and sustainable skills development in the industry

### People

**Anton Roostee**  
Chairperson

**Kiki Kamutjemo**  
Office Administrator

**Elmarie de Wet**  
Training Manager

### 2020-2021 activities

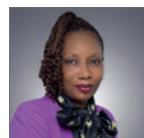
Formal training courses | Informative sessions | Award ceremony – graduation | Social functions | Invigilation | In-house administration/support function | e-learning in process

Role	Professional membership body	Provider of educational services	Qualification awarding body
	○	●	○
Sector focus	General insurance	Life and protection insurance	Financial planning
	●	○	○

**900** Members

**Status** Not-for-profit organisation

# Building a trusted profession in Nigeria



By **Abimbola Tihamiyu** M.A.S, M.Sc, FIIN  
Director General  
Chartered Insurance Institute of Nigeria

Since the Africa and East Trade companies inaugurated the Royal Exchange Assurance Company in 1918, the Nigerian insurance industry has grown in leaps and bounds to become a reputable force in the Nigerian financial services sector. Currently there are 59 insurance companies, including:

- 28 general insurers
- 14 life insurers
- 2 takaful insurers
- 2 reinsurers
- 13 composite insurers<sup>1</sup>

There are also more than 468 licensed brokers, 34 licensed loss adjusters and an appreciable number of certified agents doing their bit to give life to the insurance ecosystem in the Nigeria.

The sector is actively regulated by the apex regulatory body, the National Insurance Commission (Naicom), an organisation tasked with ensuring and promoting the optimal stability of the Nigerian insurance market. Other key bodies include:

- Nigerian Insurers Association, (NIA) – umbrella organization for insurance companies
- Chartered Insurance Institute of Nigeria, (CIIN) – umbrella organisation for insurance professionals
- Nigerian Council Of Registered Insurance brokers, (NCRIB) – umbrella organization for insurance brokers

- Institute of Loss Adjusters of Nigeria, ILAN – umbrella organisation for loss adjusters
- Association of Registered Insurance Agents of Nigeria, Arian – umbrella organisation for insurance agents.

Despite the many positives being demonstrated by the insurance sector, its growth has historically been constrained by a level of apathy towards insurance products and services by the citizenry, partly due to the influence of cultural and religious beliefs.

The Chartered Insurance Institute of Nigeria (CIIN) is the premier professional body in Nigeria. The institute's mission arises from the need for a powerful voice in the Nigerian insurance ecosystem, advocating the highest standard of professional and ethical training.

The institute's vision is to remain a world-class professional body committed to the provision of an efficient and effective workforce for the insurance profession. Its core values are an apt summary of its vision and mission statement: membership satisfaction, knowledge, trust and efficiency. These four pillars form the foundation for the breadth of the institute's continuing operations.

Founded in 1959, the institute was referred to as the Insurance Institute of Nigeria until February 1993, when it became Chartered via Decree (now Act) No 22 of the Federal Republic of Nigeria. Since then, the institute has grown considerably and today boasts a membership in excess of 12,000. The institute's

governing council makes policy decisions that over all spheres of operations, while the daily activities of the institute are managed by the director-general who functions as the chief executive officer of the secretariat.

Tasked with improving the intellectual content of practitioners in the sector, the institute promotes insurance education and awareness through the following means:

- Conducting professional examinations for the purpose of registering eligible persons as insurance practitioners
- Organising conferences, workshops, seminars and courses on insurance and related subjects
- Producing publications on insurance and related subjects
- Providing and maintaining libraries for the advancement of the knowledge of insurance
- Promoting the general development of insurance by conducting, encouraging and assisting in the conduct of industry-based research
- Upholding and encouraging members to adhere strictly to the industry's codes of conduct and ethics
- Promoting social networking among members through various social activities like the annual dinner, picnic and sports events.

Recently, the institute launched a new set of localised coursebooks to ensure that professionals trained by the institute are in tune with best practices worldwide. The institute has also given a facelift to its secretariat in Lagos and is equally working on the completion of a larger, purpose-built office to respond to the demands of its members and major employers.

In response to technological advances, the institute is working to migrate its examinations to electronic platforms. The pilot phase is expected to be implemented during the second diet of the 2021 examination calendar.

The Chartered Insurance Institute of Nigeria stands tall as a driver of industry excellence in the Nigerian insurance profession and will continue to fulfil its duties in line with best practices and global standards in the cause of building public trust. □

1. www.naicom.gov.ng



## Chartered Insurance Institute of Nigeria – at a glance

### Mission and vision

**Mission:** To provide world-class manpower with the highest standards of professional and ethical training for operating effectively and efficiently in the Nigerian and international business environment

**Vision:** To remain a world-class professional body committed to the provision of efficient and effective manpower for the insurance industry

### People

**Sir Muftau O. Oyegunle**

President / Chairman of Council

**Abimbola Tihamiyu** M.A.S, M.Sc, FIIN

Director General

### 2020-2021 activities

Elders' forum | Business outlook programme | Breakfast seminar | International executive programme | CIIN/LBS international seminar | Examinations | Students forum | AIO Conference | CIIN bootcamp for young professionals | Annual general meeting | Investiture of new president, Professionals forum | Chief examiners forum | Students forum | Education seminar | Graduation and awards ceremony

Role	Professional membership body	Provider of educational services	Qualification awarding body
	●	●	●
Sector focus	General insurance ●	Life and protection insurance ●	Financial planning ○

12,500 Members

6,000 Examinations sat

Status Not-for-profit organisation



# Building a trusted profession in South Africa



By **Thokozile Mahlangu**  
Chief Executive Officer  
Insurance Institute of South Africa

**As a professional body whose purpose is to elevate the credibility of the insurance profession, it is important that the Insurance Institute of South Africa (IISA) stays abreast of changes that are taking place in the industry.**

IISA also needs to anticipate emerging trends so that we are able to tailor our programmes to remain relevant to the needs of the insurance industry.

We have to understand how these trends will impact our sector so that given our mandate, we respond timeously and appropriately.

IISA has a proud history spanning more than 120 years. There are only a few organisations globally that are part of this prestigious '100-years club'.

During recent decades, IISA has had to adapt to a changing environment, prioritising the interests of the industry and its members. In the early days, IISA assumed the full responsibility of delivering high-

quality and relevant insurance education at a tertiary level through the College of Insurance established in 1974.

Regulatory changes introduced in 1994 precluded institutions such as IISA from offering tuition, and institutions of higher learning were expected to assume this responsibility. In 2012, IISA became the only professional body for the insurance industry approved by the South African Qualifications Authority (SAQA) and was required to have a continuing professional development (CPD) programme.

To this day, IISA remains SADC's leading industry knowledge and standards hub, with individual membership showing healthy year-on-year growth. Our professional membership designations include Fellowship (the highest level of membership), Associateship and Licentiate.

The IISA team is tasked with assisting the organisation to realise its four key areas of focus, which include among others the delivery of quality insurance skills and development programmes using the most innovative methods available. Recently:

- We launched and successfully delivered an insurance director training programme in partnership with the Institute of Directors (IoD)

- We launched an executive development programme in partnership with the African Leadership University (ALU)
- We launched an e-learning platform and virtual workshops, and reached more than 1,200 insurance practitioners in three months.

However, for the institute and the programmes we deliver to be of value to the industry and those who participate in them, the institute has to be held in the highest level of regard. As IISA, we therefore need to mind our impact on the environment.

Organisations with good reputations stand a better chance of attracting valuable partnerships and by guardedly managing our reputation we are better placed to secure the buy-in of our key stakeholders.

The institute is focusing on economic transformation and inclusivity, employment equity, employee relations, community development and improving stakeholder relations, as well as improving the impact on the environment.

Organisational longevity, which IISA has enjoyed over the years, is a direct consequence of being alive to the changes in your operating environment and being able to respond accordingly.

Today and looking into the foreseeable future, we recognise that being a not-for-profit organisation does not exempt us from being innovative.

It is for that reason that we have placed a great deal of emphasis on innovation as a key strategic area of focus.

When acclimatising to the impact of Covid-19 pandemic, we demonstrated more vividly how we are living up to that promise.

Our response has been swift and commensurate with industry requirements. We had to adapt.

This included delivering quality online-based training and enabling our teams to work remotely.

This new blended operating model is what will see us into the immediate and foreseeable future as we aim to join the yet-to-be-established '200-year club' of organisations that are innovative enough to thrive during times of uncertainty. ■



## Insurance Institute of South Africa – at a glance

### Purpose

To elevate the credibility of the insurance profession

### People

**Thokozile Mahlangu**  
Chief Executive Officer

### 2020-2021 activities

Cyber risk management workshop | Executive management programme | Insurance director programme | SMMEs (small, medium and micro enterprises) capacity building workshops | The African Insurance Exchange 2020 | The Digital Future Forum

Role	Professional membership body	Provider of educational services	Qualification awarding body
	●	●	○
Sector focus	General insurance	Life and protection insurance	Financial planning
	●	●	○

3,333 Members

1,289 Members who are at Fellowship (FIISA) or Associate (AIISA) level

Status Not-for-profit organisation



CEO roundtable: African Insurance Exchange 2019



Member event February 2020



# Building a trusted profession in Tanzania



By **Elizabeth Brown**  
Chief Executive Officer  
Insurance Institute of Tanzania

A recent report into the Tanzanian insurance market described it as “vibrant, characterised by a collection of large regional insurers and rising levels of competition”. It has dramatically evolved from the time, during much of the last century, when the market was dominated by foreign insurers providing coverage for a very small number of businesses and clients - and when the government allowed the state-owned National Insurance Corporation a monopoly in the issuing of local policies. Looking ahead, the same report struck an optimistic note, commenting: “The country’s considerable population and low insurance penetration rate make it one of the most promising markets in the region over the long term.”<sup>1</sup>

Recognising the need for a forum and facilities for the advancement, exchange and improvement of insurance knowledge, the Insurance Institute of Tanzania (IIT) was established in 1966 and registered by the Ministry of Home Affairs in 1967. Its main objective is to provide, promote and coordinate a world-class, innovative, sustainable and accessible support to individuals and corporate members in insurance and risk management with passionate members, partners and cutting-edge technologies to ensure protection of the profession and the public.

It has an active governing council, voted into office at an annual general meeting, and its patron has been a key player in connecting IIT with government ministers and policymakers, insurance industry leaders and the wider insurance community in east Africa and beyond.

The institute’s membership comprises a number of categories – affiliate members, ordinary members, corporate members and Fellows and Associates. The last two categories are bestowed upon those who have made a significant contribution to the insurance sector, and/or passed the highest levels of professional examinations.

Recently, the institute has been modernising its services to reflect changing times and the needs and expectations of the next generation of professionals.



Insurance public awareness campaign: Dar es Salaam ferry cleaning

For example, the IIT website is increasingly a key communication tool for news and information for members and insurance practitioners. In addition, the institute has diverse social media pages, for example Instagram, Facebook and Twitter, which are valued tools used for reaching a wider audience.

To provide clarity about our purpose, the council has agreed succinct statements of our mission and vision, and these can be seen in the panel on the right. In addition, we have defined five core values. These are used to guide every aspect of our operations and how we deal with the wider market. They are:

- Professionalism
- Innovation
- Transparency
- Integrity
- Ethical.

### Partnerships

We recognise that the institute has limited resources, and can make the greatest impact through working in partnership with others. For example, in collaboration with the Tanzania Insurance Regulatory Authority (TIRA), IIT has launched a one-stop online transaction platform for all imports in Tanzania, called Tanzania Imports Insurance Portal (TIIP), and has delivered training sessions about TIIP throughout the country as well for bodies such as the Shipping Line Association.

Similarly, the institute has partnered with Institute of Finance and Management, Financial Sector Deepening Trust and TIRA in conducting a ‘training of trainers’ programme for the insurance industry that commenced in 2017. This programme was designed to build knowledge and skills for insurance practitioners, professionals and lecturers in delivery of microinsurance training courses.

We are also grateful to the numerous volunteers and subject matter experts who work with us to deliver our intensive programme of activities. In a typical

year, this includes the coordination of the Annual Insurance Day, the coordination of the Annual Insurance Awards, liaison with the CII in London on the provision and development of professional courses, reviewing and updating the education framework, community outreach, professional networking, conducting an essay competition. We also participate actively in wider initiatives such as the East Africa Community (EAC) Technical Working Group For The Development of an Implementation Strategy for The EAC Insurance Policy, the In-Country Consultative Meeting on Draft of EAC Insurance Policy, and the Financial Inclusion Deepening framework.

It is vital that we continually refresh and update our insurance training services so they are relevant and appropriate to the modern business world. For this reason, we continually review and improve our programme. In addition to the ever-popular core topics such as motor insurance, insurance claims, insurance documentation, and anti-money laundering, we also offer specialist training in areas such as aviation, bonds insurance, pricing reinsurance and fidelity, money and burglary insurance. We also offer a couple of highly valued courses on how to run successful insurance businesses in the current climate: How to Grow Your Agency, and How to Become a Successful Broker.

### Looking ahead

During the next decade ahead, the IIT can make its greatest impact in nine priority areas. By focusing on these, I believe IIT will continue to play a vital role in the further development of a trusted and valued insurance profession in Tanzania:

1. Conduct professional training and accreditation for all insurance practitioners
2. Introduce a continuous insurance professional development programme
3. Conduct research and consultancy
4. To enhance values of the institute
5. To strengthen the institute mandate to represent the professionalism commitment
6. To realign the institute structure in order to improve efficiency of the institute
7. To improve infrastructure of the institute
8. To establish strategic financing approach
9. To initiate the process of acquiring the permanent premises of the institute

1. Oxford Business Group, Tanzania 2018: Insurance



## Insurance Institute of Tanzania – at a glance

### Purpose

**Mission:** To impart systematic insurance education by conducting certification programmes, continuing professional development, research and development and training programmes to raise the professional standards of the sector

**Vision:** A premier promoter of insurance professionalism in Tanzania and beyond

### People

**Bosco Bugali**  
President

**Ernest Kilumbi**  
Honorary Secretary

**Elizabeth Brown**  
Chief Executive

### 2020-2021 activities

Conduct training throughout the year | Conduct training for insurers on marine insurance and the use of the TIIP portal | Ensure the implementation of the education framework for members | Increase insurance professionalism by 10% | Design an advertising and marketing strategy for print, web and social media | Conduct a community outreach programme, including corporate social responsibility and professional networking | Develop and implement a mentoring programme | Creation of a professionals database

Role	Professional membership body	Provider of educational services	Qualification awarding body
	●	●	●
Sector focus	General insurance	Life and protection insurance	Financial planning
	●	●	●

**200** Members

**Status** Not-for-profit organisation

# Building a trusted profession in Uganda



By **Saul Sseremba** Msc, PgDMF, BBA, CCG  
Chief Executive Officer and Principal  
Insurance Training College



Participants at the annual IIU/ITC International Insurance Conference in Kampala

**Progress towards professionalism in insurance practice and business has been a feature for decades. The insurance industry has continued to embrace training and professionalism as an avenue to create an industry that maximises learning but also bolsters achievement, resulting in an increase of both uptake and insurance premiums. With such progress, the Covid-19 pandemic poses a minimal threat to the industry. Insurance players are optimistic that, with more innovations emerging especially through virtual and digital training, the industry is quicker to respond to the insurance needs of the different businesses that have faced the wrath of the pandemic.**

In the year 2019, Uganda's insurance sector posted positive industry results, with the gross written premium standing at UGX973.58bn (\$265.45m) compared to UGX859.8bn (\$234.5m) in 2018. According to the Insurance Regulatory Authority of Uganda (IRA), the results are beyond the initial target of UGX 950bn. This was made possible by the strong economic fundamentals, with inflation below 5% and GDP growth of 6.3%.

The Insurance Training College (ITC) has steered the wheel for a professional insurance sector since 1964. What started as the Insurance Institute of Uganda (IIU) representing and conducting courses for the College of Insurance Nairobi while coordinating and conducting revision classes for the Chartered Insurance Institute (CII) UK, has grown into a fully professional institution. Challenges used to include limited funding and low appreciation of professionalism, but these were addressed by the Insurance amendment Act (2011), which introduced the Insurance Training Levy (TL) on the gross direct written premiums of every insurer and Health Membership Organization (HMO) that is remitted remit to the College. In 2013, the institute received accreditation by NCHE to conduct training and certification for insurance and related programmes. Two years later, the institute started running homegrown programmes like Certificate of Proficiency (COP), Certificate in Insurance (CIU) and

Diploma in Insurance (DIU), which produced the first 200 graduates that same year. Today, the college boasts more than 4,000 professional insurance graduates spread across the region. The steady growth of professionalism was further cemented by the Insurance Act (2017), which transformed the institute into the Insurance Training College.

The haste to professionalise the sector was somewhat disrupted by the pandemic, in particular ruling out social gatherings. On the other hand, it has amplified the importance of insurance in the economic resilience of businesses and individuals. In Uganda as elsewhere, digitalisation presents an opportunity to drive innovation through interacting with clients using digital-aided channels, shifting behaviour. In response to the changing landscape, ITC has evolved its training arena. For example, in June 2020 ITC partnered with many other organisations<sup>1</sup> to hold the first edition of the Joint Insurance Professional Training Institutions' Webinar, themed 'Insurance Professional Institutions - The Key Drivers in the Pandemic Recovery'. The webinar fuelled discussions around human capital skills development, ICT adoption, collaborations and partnerships, innovation and product development, and membership services. With the speed at which institutions continue to innovate and deliver new services, the webinar participants resolved to increase access to microinsurance through designing simplified insurance products and a frictionless customer journey.

With the quest for more initiatives, the College has strengthened its research arm, commissioning several research projects. During the last two years, the dissemination of research findings has been a key part of the agenda for the annual ITC International Insurance Conference. In 2020, ITC rolled out the 'Increasing Uptake of Insurance Services Using Digital Platforms Project' to further increase insurance uptake through the use of digital platforms by SACCOs and other financial service providers (FSPs) as distribution channels to reach the underserved and unserved market. Funded by aBi Finance Limited, the goal is to give an opportunity to insurance practitioners who

have been taken through inclusive insurance training under the ILO-ITC and FSDU project to design microinsurance products and use the digital platform as a channel of distribution through FSPs as intermediaries. This is just one of the many college partnerships and collaborations with fellow training institutions within the African region.

In August 2020, the college signed a memorandum of understanding with the Uganda Retirement Benefits Regulatory Authority (URBRA) to roll out a certified training programme for trustees in Uganda's pensions sector. The aim is to enhance trustee professionalism to the benefit of scheme members. Other target participants include fund managers, fund custodians, pension managers and others. The first batch of pension trainees will tee off in November 2020.

As exciting, the Chartered Insurance Institute recently approved the college as its accredited online examination center in Uganda. Previously, CII conducted exams twice a year (April and October) but with this development, Ugandans and other nationals pursuing CII qualifications can now apply and sit exams any time of the year through the ITC-CII examinations centre. This development adds to the CII's long-standing good relationship with the college, which allows ITC graduates to upgrade to the CII's professional qualifications.

To reinforce the commitment to professionalism, the college held the third John Ssebaana Kizito Memorial Lecture in commemoration of the work of a distinguished insurer. The lecture is an annual event to share ideas on trends in the insurance industry. This third edition was held virtually, with the theme of 'Business recovery and continuity amidst the pandemic: The insurer's role'. It focused on inclusive insurance – estimates suggest more than 500 million microinsurance users in developing countries, this widely attributed to the profession's commitment to building suitable products.

ITC's central place in insurance training in Uganda remains undiminished during these challenging times. The second half of 2020 includes important programmes covering cyber insurance, oil and gas, anti-money laundering and combating financing of terrorism, digital marketing, bancassurance and marine insurance. We remain more committed than ever to bolstering professional insurance training in the digital space for the benefit of insurance users and practitioners in Uganda and throughout the region. □

1. the African Insurance Organization (AIO), Insurance Regulatory Authority of Uganda (IRA), Uganda Insurers' Association (UIA), Insurance Institute of South Africa (IISA), College of Insurance - Nairobi, College of Insurance and Financial Management - Nigeria and Chartered Insurance Institute of UK (CII) and Sanlam.



## Insurance Training College, Uganda - at a glance

### Purpose

**Mission:** To deliver highly competent human capital for the insurance sector

**Vision:** To be the premier insurance training college in the region

### People

**Ronald Zake**

Chair, Governing Council

**Saul Sseremba**

Chief Executive Officer and Principal

**Jonan Kisakye**

Deputy Principal

### 2020-2021 activities

Membership interface days | International Certificate in Impact Insurance - A Focus on Microinsurance | Anti-money laundering and combating financing of terrorism training | Certified pensions training | Award in Bancassurance | Annual insurance industry sports gala | Annual research conference | Annual membership awards dinner | Certified Certificate and Diploma training programmes | Regular specialty short-term trainings | Third John Sebaana Kizito memorial lecture | Annual agents forum

Role	Professional membership body	Provider of educational services	Qualification awarding body
	●	●	●
Sector focus	General insurance	Life and protection insurance	Financial planning
	●	●	○

3,000+ Members

3,000+ Graduates

40+ Short training events

**Status** Government agency (not for profit)

# Building a trusted profession in West Africa



By **Frederick Bowen-John** ACII, EMBA  
Director General  
West African Insurance Institute

The insurance industry in Anglophone west Africa has developed tremendously post-independence from the motley outposts of European trading merchants and government-owned national companies to a strong, robust, viable and professional industry of insurers, reinsurers, loss adjusters, brokers, actuaries and other related professionals.

The contribution of the West African Insurance Institute (WAI) to this significant growth and expansion cannot be underestimated. A sub-regional co-operative effort promoted by West African Insurance Companies Association (WAICA), United Nations Conference on Trade and Development (UNCTAD) and the governments of the five Anglophone west African countries – Nigeria, Ghana, Sierra Leone, Liberia and The Gambia – WAI was established in 1978 initially in Monrovia, Liberia, and relocated to Banjul, The Gambia in 1991 following the outbreak of the civil war in Liberia.

The first insurance training institute in the sub-region, WAI's foremost objective then was: "To provide insurance education to the personnel of the insurance industry as well as to the supervisory service." It quickly provided the nucleus of insurance professionals through its flagship programme, the one-year Diploma Course for Middle-Level Managers.

The tables below give a picture of the number of graduates produced within the period and the consequent growth in companies with the available trained manpower.

Holders of the WAI Diploma and Insurance Foundation Certificate by Country from 1978 to 2019

Country	One-Year Diploma in Insurance for prospective middle level managers	Insurance Foundation Certificate Course
Nigeria	602	271
Ghana	397	21
Sierra Leone	136	137
Liberia	106	55
The Gambia	179	418
Cameroon	8	13
Kenya	2	-
Uganda	2	-



WAI campus



Diploma graduates



Members of the Governing Council and Academic Board

Insurance landscape 2020

Country	Insurance companies	Brokers	Reinsurance companies	Loss adjusters	Actuaries
Nigeria	56	525	2	56	16
Ghana	53	101	3	3	37
Sierra Leone	12	14	1	-	-
Liberia	14	2	-	-	-
The Gambia	11	9	-	-	-

As evidence of its contributions to the development of the insurance markets in the sub-region, WAI has received a number of awards from institutions across the globe. Some of these awards are:

- 1982: Received the AIO's first-class award certificate and gold medal for its modest contribution to the development of the African insurance market
- 1982: CICA Re Medal for excellent performance
- 1985: WAI was admitted as associate member of the Federation of Afro Asian Insurers and Reinsurers (FAIR)
- 1996: WAI became an affiliate of the Chartered Insurance Institute (CII)
- 1997: AIO Certificate of Appreciation
- 1997: WAI became a member of the Institute for Global Insurance Education for Insurance professionals.

WAI has progressed tremendously from the monolithic institution offering the one-year Diploma program to a more diversified structure providing a wider range of services and training programmes. Training programmes on enterprise risk management, corporate and sectoral governance, financial governance, and actuarial studies are offered at the institute.

WAI is also broadening its strategic network with partnerships with CII London, CII Nigeria, College of Insurance in Ghana, The Institutes in the US and many others.

We are leveraging information and communications technology (ICT) opportunities, strengthening our online platform to roll out distance learning programmes and achieve a wider reach in the sub-region and beyond. We strive to remain relevant in the delivery of insurance training opportunities in Africa and beyond. □



## West African Insurance Institute – at a glance

### Mission and vision

**Mission:** WAI will continue to provide innovative professional training and contribute to the development of Anglophone west Africa and beyond

**Vision:** To actively facilitate learning through the preservation, research and discovery, consultancy, synthesis and dissemination of knowledge

### People

#### Governing Council

**Chairman:** Hon. Mambury Njie, Minister of Finance and Economic Affairs, The Gambia  
**Vice Chairman:** Dr Fatai K. Lawal, CEO, Sterling Insurance Co. Ltd, Lagos, Nigeria  
Members are drawn from the member countries and include their respective commissioners of insurance.

#### Academic Board

**Chairman:** George Yaw-Mensah, CEO, Ghana Reinsurance Company Ltd, Accra, Ghana  
Members are drawn from the various member countries.

#### Society of Fellows

**President:** Sam O. Mintah, CEO, Insurance Company of Africa, Monrovia, Liberia

### 2020-2021 activities

One-year Diploma in Insurance | Insurance Foundation Certificate Course | One-week course in underwriting management | One-week course in claims management | Training on business interruption underwriting and bond underwriting

Role	Professional membership body	Provider of educational services	Qualification awarding body
	○	●	○
Sector focus	General insurance	Life and protection insurance	Financial planning
	●	●	○

**81** Elected Fellows

**Status** Not-for-profit organisation

# Building a trusted profession in Zimbabwe



By **George Chikava**  
General Manager  
Insurance Institute of Zimbabwe



and **Ruvimbo Vambe**  
Marketing and PR Officer  
Insurance Institute of Zimbabwe

**The insurance profession in Zimbabwe continues to be an integral part of the Zimbabwean economy as it cuts across all sectors. While insurance has inevitably been affected by the economic challenges facing the country, it has soldiered on, and managed to realise an annual premium income of ZWD2.4bn (\$138m) in 2019. Despite all the challenges faced, Zimbabwe still commands a strong demand for insurance products including motor, property, health, funeral and others.**

The insurance sector is regulated by the Insurance and Pensions Commission (IPEC). As of December 2019 there were 85 registered insurance entities; consisting of 12 life assurers, eight funeral assurers, 16 short-term insurers, two composite insurers, one microinsurer, eight reinsurers, seven reinsurance brokers and 31 insurance brokers. There were 2,150 insurance agents.

Pension and retirement schemes fall under the regulatory authority of IPEC. As of December 2019, registered occupational pension funds stood at 1,067 with a total membership of 809,176. Of the 1,067 pension funds, only 760 were active, constituting 71.2% of the total pension funds. The government's policy of insuring the uninsured has progressively pushed the insurance penetration in Zimbabwe and the proliferation of insurance schemes.

Economic growth, rising government spending, technological innovations and increased consumer awareness about insurance products are key market drivers in Zimbabwe. These developments prompt insurance companies throughout the country to work with different distribution channels, enabling them to provide a wide variety of products with varying levels of complexity that are designed for different groups of businesses, individuals and other organisations.

The Insurance Institute of Zimbabwe (IIZ) is a professional training and independent examining body serving the insurance industry. IIZ also aims to promote efficiency and improvement in business practice among its members and the delegates it trains. The institute was officially launched in August 1982 as the Insurance Training and Education Board of Zimbabwe (ITEB). Since then, thousands of students have passed through its doors, to become insurance practitioners and experts.

In pursuit of its vision and mission, IIZ advocates its values at the highest levels and this has opened doors for partnership with other reputable institutions of higher learning in Zimbabwe such as the National University of Science and Technology in Bulawayo.

IIZ started administering examinations in 1984, and since then, 80 examination sittings have been held and an estimated 20,000 students have sat for the institute exams. There are 59 companies registered with the institute as corporate members in Zimbabwe. IIZ is proud of the cohort of insurance professionals it has supported, not only for the Zimbabwean market but also for the region in countries like Botswana, Lesotho, Angola, Swaziland and Mozambique where its exams have been undertaken. Professionals who are awarded with the IIZ qualifications are respected and recognised by affiliate institutes such as the Insurance Institute of South Africa (IISA) and the Chartered Insurance Institute (CII), giving them greater global relevance.

In 2019, IIZ launched a research-based Fellowship qualification, with the first class due to complete in May 2021. The outbreak of the Covid-19 pandemic, slightly disturbed the introduction of a new curriculum, which was due to start in 2021, and is now scheduled to start in 2022.

Besides being an examining body, the institute facilitates short courses, workshops, seminars, and conferences as part of continuing professional development (CPD) to the sector and business in general. Each year, the institute conducts events that provide an educational, networking and social platform for the delegates. The highlight of these events is the IIZ Annual Conference, in which senior executives from across Africa participate. The theme of the 2020 conference (9-10 November) is 'Creativity and Innovation: Your Keys to a Sustainable Insurance Industry in a Pandemic'. This theme seeks to unpack the opportunities available to the insurance profession during the Covid-19 pandemic, and during its aftermath. ■



## Insurance Institute of Zimbabwe – at a glance

### Mission and vision

**Mission:** To provide world-class insurance professionals through a credible examinations system and continuing professional development

**Vision:** To be a world-class provider of insurance professionals. The professional qualifications we offer are accredited by the Ministry of Higher Education, and certified in conjunction with the National University of Science and Technology in Bulawayo

**People**  
**Mapiye Chigorondondo**  
President

**George Chikava**  
General Manager

### 2020-2021 activities

Exam sessions | Annual golf tournament | Graduation ceremony | Winter school | Short courses | Workshops | Seminars | Conferences | Annual conference | Annual dinner and awards

Role	Professional membership body	Provider of educational services	Qualification awarding body
	●	●	●
Sector focus	General insurance	Life and protection insurance	Financial planning
	●	●	●

59 Members

16,000+ Examinations sat since 1984 – IIZ

**Status** Not-for-profit organisation

*IIZ advocates its values at the highest levels and this has opened doors for partnerships*



IIZ winter school 2019



IIZ annual graduation ceremony 2019

## SECTION 6 GOODWILL AMBASSADORS

The role of the CII's goodwill ambassadors in Africa is to advocate the Chartered Insurance Institute vision of a more trusted international profession, guide learners towards the support they need, raise awareness of the CII's learning tools and qualifications, and provide feedback to the CII to ensure its services are as relevant as possible in Africa. The ambassadors are listed in alphabetical order of surname (reading across the page).



### ASANTE MARFO-AHENKORA

**Location:** Ghana

**Contact details:** +233 208 134 331; amarfoahenkora@yahoo.co.uk

**Education:** **University of Ghana:** BSc Admin (Insurance); **University of Ghana:** MBA (Project Management); **Chartered Insurance Institute UK & Ghana:** FCII/ACII

**Career highlights:** **Ghana Union Assurance:** Underwriting and Claims Marine and Liability; **Tri-Star Insurance Services Ltd:** General Manager and later Managing Director; **Insurance Brokers Association of Ghana:** Past President; **Chartered Insurance Institute of Ghana:** Current President.

**What attracted you to being a CII goodwill ambassador?** The knowledge and expertise garnered over my learning life in insurance has been principally the work of the CII. When I became President of the Ghana Insurance Institute, I looked for ways to strengthen and promote professionalism through learning and the CII was the citadel for that. When the CII suggested this role, I thought it would be a great opportunity for me to promote the best global practices that the CII represents and improve local professionalism and learning.

**What is your proudest achievement within the insurance profession?** Leading the insurance

broking fraternity from a loose group of reluctant participants to very vibrant, attractive and united group – spearheading the expansion of the frontiers of insurance broking in Ghana and replicating this with the Chartered Insurance Institute of Ghana. Currently the Ghana insurance professional has a lot of training lectures, conferences and retreats, which keep them professionally on the cutting edge of knowledge and professional practice.

**How do you expect the insurance profession in Ghana to change during the next decade?** Covid-19 has led to most professionals looking for the right way to meet the exigencies of our time in the most effective and efficient way through technology. The coming years will definitely see significant ICT uses in our service delivery and operations. Our learning must therefore be relevant to capture these trends to be relevant and helpful to professionals.

**Favourite country to visit:** UK

**Other interests:** Pastoring the church, music, mentoring, travelling.



### MAYA NUNDLOLL-ANDRÉ ACII, FCII, LLM (INSURANCE LAW)

**Location:** Mauritius

**Contact details:** +230 52564891; maya.n.andre@hotmail.com

**Education:** **University of London:** Masters in Insurance Law

**Career highlights:** **Swan Insurance:** Non-Life Underwriter; **City Brokers Ltd:** Corporate Business; **Munich Re:** Casualty Specialist (Treaty and Facultative); **Reinsurance Solutions:** Group Technical Director (present).

**What attracted you to being a CII goodwill ambassador?** Completed my FCII at the time the CII was showing more interest and presence in Africa. I was immediately convinced that the role of an ambassador for CII would help me share my experience and knowledge with my fellow Mauritians, and encourage them to join the profession.

**What is your proudest achievement within the insurance profession?** My contribution to Munich Re's International Personal Accident Topic Network as the first member representing Africa. This allowed me to showcase the continent's potential in the insurance sector.

**How do you expect the insurance profession in Mauritius to change during the next decade?** The demand for more specialised products will increase and will prompt the need for more professionals in specific fields from varied backgrounds. I also expect tighter industry regulations and more standardised processes in future.

**Favourite country to visit:** New Zealand

**Other interests:** Yoga, swimming, travelling, cooking.



### MACLONEX MWASE ACII

**Location:** Blantyre, Malawi

**Contact details:** +265 (0) 999 346 604; mmwase@britam.com

**Education:** Chartered insurer

**Career highlights:** **Insurance Services Limited (Insurance Agency):** Claims and Underwriting Officer. **NICO General Insurance Company:** Underwriter, Underwriting Supervisor, Assistant Underwriting Manager. **Britam Insurance Company:** Broking Manager, Sales Manager and Country Sales Manager (Current role).

**What attracted you to being a CII goodwill ambassador?** I am passionate about growing and developing insurance in Malawi, having served in various roles for the Insurance Institute of Malawi (President, Vice President, Education Secretary). I am also a part-time lecturer and quiz coordinator for the institute.

**What is your proudest achievement within the insurance profession?** As IIM Education Secretary, I introduced an internship programme for the students who had completed their diploma to help prepare them for employment, leading to an upturn in the numbers permanently employed. As IIM President, my priority was to raise the level of insurance literacy

in the country, as this would surely benefit insurance penetration and financial resilience. In TV appearances, I explained the benefits of insurance, and career options available through registering with our college. Finally, I have mentored many students, motivating them to study with the CII and progress to Chartered status.

**How do you expect the insurance profession in Malawi to change during the next decade?** More students will pursue insurance as a career, aware of the internships offered and employment opportunities available after completing a Diploma. There will be increasing awareness of the benefits of Insurance, leading to greater demand for insurance products and also an increase in the insurance penetration rate.

**Favourite country to visit:** UK – always including a visit to the Chartered Insurance Institute's London offices for an update on educational functions.

**Other interests:** Swimming, networking and travelling.



### DR TONIA SMART ACII, FCIIN, FCIP

**Location:** Lagos, Nigeria

**Contact details:** tonia4smart@yahoo.co.uk

**Education:** **University of Lagos:** B.Sc & M.Sc Chemistry. **University of Nigeria:** MBA. **Evangel University,** Monroe, USA: PhD

**Career highlights:** **Hogg Robinson Insurance Brokers** – the leading insurance broker in Nigeria: early career. **Capital Express Life Insurance Co:** pioneer/management team. **NLPC Pension Fund Administrators:** pioneer/management team. **Lagos State Pension Commission:** pioneer/management team. **YorkCity Consult Ltd:** CEO (current role).

**What attracted you to being a CII goodwill ambassador?** I was responsible for re-establishing the relationship between the CII and CIIN, which had been moribund for nearly 10 years. I was inspired to take this role when I witnessed first-hand the new ideas and processes at the CII.

**What is your proudest achievement within the insurance profession?** I have held various

pioneering roles in three early-stage companies, which grew successfully. I am a member of the CIIN Fellowship Assessment Committee, a Chief Examiner and team member for the domestication of its books. I am a Past President of PILA and a pioneer of PILA Africa.

**How do you expect the insurance profession in Nigeria to change during the next decade?** There will be more awareness of the benefits of insurance; building public trust. The insurance companies will modify their products and improve coverage to deepen insurance penetration.

**Favourite country to visit:** Ghana – where I have built a good network of friends. UK – for my quiet time.

**Other interests:** Travelling, cooking, agribusiness and networking.

SECTION 7  
EXAM CENTRES IN AFRICA



By **Richard White**  
Business Operations Coordinator – International Exams  
Chartered Insurance Institute

**At the heart of the CII's values is providing innovative services and seeking excellence when providing the best possible exam experience for candidates, ensuring a calm and professional test environment. It is equally important that the CII can offer a wide range of opportunities for candidates globally seeking to book an exam sitting for their insurance and financial planning qualifications.**

In the past, exam options with the CII have been somewhat restricted, with sittings twice a year – in April and October – although some overseas locations were able to run exams online via our previous assessment solutions provider. The recent lockdown restrictions in many countries allowed a period of reflection and were the catalyst for wide-ranging modernisation.

To meet strategic objectives of improving the learner experience using cutting-edge technology within the UK and internationally, the CII has entered into partnership with a leading third-party assessment solutions provider. This agreement will see the CII using the third-party's cloud-based test platform, to provide a multi-channel approach that will combine both live online proctored exams and online delivery via its worldwide network of test centres.

Our partner, a global leader in workforce solutions, has more than 70 years' experience, delivers more than 15 million successful assessments annually and in more than 160 countries (often in local languages), helping people achieve success in their academic, personal and work lives. They have a rigorous 'onboarding' process to ensure that the venues and testing areas meet robust criteria, to ensure candidates health and safety while offering a smooth, secure and even enjoyable exam experience.

What does this mean for Africa? Change. With the third-party assessment platform and extensive network of testing locations, for the first time candidates throughout the continent will have the opportunity to immerse themselves into the fast-paced world of online testing, allowing for frequent exam sittings, and immediate access to results, anywhere and anytime.

For example, whereas the CII previously used just 15 paper-based testing locations, our partnership gives candidates potential access to more than 70 testing centres, in more than 40 cities across Africa. In addition, there is now capability for remote invigilation, enabling candidates to book exams at home or at their place of work, removing the need to travel to a physical testing centre.

Another benefit of this partnering is that the exam booking experience for candidates becomes more streamlined – with the potential for a comprehensive self-service using the 'MyCII' profile/dashboard.

Once a candidate has purchased an exam package via the CII website, they will have an 'exam voucher' added to their CII dashboard. The candidate will be able to access this and select whether they want to sit the exam at an online testing centre or by remote invigilation. The candidate should then proceed with the prompts to complete the booking, whereupon a confirmation will be displayed on their CII dashboard. Going forward, admission permits (as our candidates know them today) will cease to exist. Once an exam is booked through PSI, candidates will receive an email confirming their booking along with centre detail or information on launching a remote invigilated exam – depending on the candidate's choice of exam delivery.

Importantly, the changes to the booking process also allow candidates to amend their existing booking up to 48 hours before the initial sitting, without incurring an administration fee – so long as it's occurred during the enrolment period. Candidates will also be able to cancel an exam up to 48 hours before a sitting, whereupon the exam voucher will be reissued for a candidate to book another exam (again, the exam must be booked within the enrolment period).

Extensive video information has been made available to support candidates in making the most of these opportunities. This covers booking your test centre, booking remote invigilation and amending details. Please refer to [www.cii.co.uk/learning/qualifications/assessment-information/before-the-exam/exam-booking-guidance](http://www.cii.co.uk/learning/qualifications/assessment-information/before-the-exam/exam-booking-guidance)

The CII's vision for the next decade is a bright one: all candidates will have the opportunity to sit examinations more frequently, and become qualified more quickly – benefiting both their employers and the wider African economies.

It is with thanks to the business operations, learning solutions, awarding body, professional standards, legal and information services/development teams within the CII that have made this transition possible and happen so quickly. The CII will be working with our partner to complete the full transition process by the end of 2021. □

**Checklist of testing locations in Africa**  
As at 31 July 2020

Country	City
Benin	Cotonou
Botswana	Gaborone
Cameroon	Douala Yaounde
Cote d'Ivoire	Abidjan
Democratic Republic of the Congo	Kinshasa
Ethiopia	Addis Ababa
Gabon	Libreville
Ghana	Accra
Kenya	Mombasa Nakuru Nairobi
Mali	Bamako
Mozambique	Maputo
Namibia	Windhoek
Nigeria	Abuja Enugu Ibadan-Oya Kaduna Lagos
Rwanda	Kigali
South Africa	Berea Bloemfontein Boksburg Cape Town Durban Gauteng Johannesburg Nelspruit Polokwane Port Elizabeth Potchefstroom Pretoria Randburg Stellenbosch
Tanzania	Dar es Salaam
Zambia	Lusaka
Zimbabwe	Harare

Table shows public exam centres only; does not include in-house company centres



## SECTION 8 DIRECTORY

A guide to regulatory, training and professional organisations across Africa that are leading the drive to raise standards.

Note: At present, the list is limited to those countries where the CII has an affiliated institute or other strategic relationships. It will be expanded in future editions.



### EGYPT

#### Institute

##### Insurance Institute of Egypt

28 Talaat Harb St, Cairo, Egypt, PO Box 149  
Mohamed Farid, Cairo, Egypt  
Tel: +202 257 57 316  
customer.serv@iiegypt.com | www.iiegypt.com

#### Regulator

##### Financial Regulatory Authority Alexandria Desert

Road Kilo, 28 Giza, Egypt  
Tel: +202 353 45 350  
www.fra.gov.eg

#### Association

##### Insurance Federation of Egypt

10 Iran Street, Dokki, Giza, PO Box 527, Al-Orman,  
Egypt  
Tel: +202 333 88 471  
www.ifegypt.org



### ERITREA

#### Regulator

##### Insurance Regulatory Authority

Bank of Eritrea  
Nakfa Avenue No. 175  
P.O. Box 849, Asmara, Eritrea  
Tel: +291 1123 033



### ETHIOPIA

#### Regulator

##### National Bank of Ethiopia

Sudan Avenue, P O Box 5550, Addis Ababa, Ethiopia  
Tel: +251 115 517 430  
nbeinfo@nbe.gov.et

#### Association

##### Association of Ethiopian Insurers

7th Floor, EIC Southern Addis District Building,  
Kirkos Sub City  
Tel: + 251 11 550 3985  
aei@ethionet.et



### GHANA

#### Institute

##### Chartered Insurance Institute of Ghana

67 Independence Avenue, Cantonments,  
Accra, Ghana  
Tel: +233 303 970 295  
info@ciig.edu.gh | www.ciig.edu.gh

#### Regulator

##### National Insurance Commission

Appiah Ampofo House, 67 Independence Ave,  
PO Box: CT 3456, Cantonments, Accra, Ghana  
Tel: +233 30 223 8301  
www.nicgh.org

#### Association

##### Ghana Insurers Association

No. 248/9 Sunyani Avenue, Kanda, Accra, Ghana  
Tel: +233 30 225 1092  
www.ghanainsurers.org.gh

#### Insurance Brokers Association of Ghana

Room F07/09, 1st floor, Appiah Ampofo House,  
67 Independence Avenue, Accra, Ghana  
Tel: +233 30 3967 268  
www.ibag.org.gh



### KENYA

#### Institute

##### Insurance Institute of Kenya

PO Box 1200 00200, Nairobi, Kenya  
Tel: + 254 735 350 450, +254 020- 23330255/77  
info@iik.or.ke | www.iik.or.ke

#### Regulator

##### Insurance Regulatory Authority

Zep-Re Place Longonot Road Upper Hill, Nairobi,  
Kenya  
Tel: +254 020-4996000  
www.ira.go.ke

#### Association

##### Association of Kenya Insurers

AKI Centre, Mimosa Road, Muchai Drive, Off Ngong  
Road, Nairobi, Kenya  
Tel: +254 709 640000



### MALAWI

#### Institute

##### Insurance Institute of Malawi

MPICO House, Ground floor, Sir Glyn Jones Road,  
BOX 2040, Blantyre, Malawi  
Tel: +265 183 5169  
insuranceinstitutemw@sdp.org.mw  
www.iim.org.mw

#### Regulator

##### Reserve Bank of Malawi

Reserve Bank of Malawi, PO Box 565, Blantyre,  
Malawi  
Tel: +265 1821751  
reserve-bank@rbm.mw | www.rbm.mw

#### Association

##### Insurance Association of Malawi

PO Box 1021, Blantyre, Malawi  
Tel: +265 1835169  
insurancesecretariat@sdp.org.mw



### MAURITIUS

#### Institute

##### Insurance Institute of Mauritius

5th floor, Medine Mews, 4 Chaussee Street,  
Port Louis, Mauritius  
Tel: +230 206 0014  
admin@iim.mu | www.iim.mu

#### Regulator

##### Financial Services Commission

FSC House, 54 Cybercity, Ebene, Mauritius  
Tel: +230 403 7000

#### Association

##### Insurers' Association of Mauritius

5th floor, Medine Mews, 4 Chaussee Street, Port  
Louis, Mauritius  
Tel: + 230 2060012/2060013

#### Insurance Brokers' Association

Suite 704, 7th floor, St James Court, St Denis Street,  
Port Louis, Mauritius  
Tel: +230 212 7310



### NAMIBIA

#### Institute

##### Insurance Institute of Namibia

PO Box 208, Windhoek, 10005, Namibia  
Tel: +264 61 238174  
iin@iway.na | www.iinnamibia.com

#### Regulator

##### Namibia Financial Institutions Supervisory Authority

PO Box 21250, Windhoek, 10005, Namibia  
info@namfisa.com.na | www.namfisa.com.na

#### Association

##### Namibia Insurance Association (short-term insurers)

PO Box 208, Windhoek, 10005, Namibia



### NIGERIA

#### Institute

##### Chartered Insurance Institute of Nigeria

27 Lagos Street, Ebutte-Meta, Lagos, Nigeria  
Tel: +234 817 204 0922  
info@ciinigeria.com | www.ciinigeria.com

#### Regulator

##### National Insurance Commission

Plot 1239, Ladoke Akintola Boulevard, Garki II,  
Abuja, Nigeria  
www.naicom.gov.ng

#### Association

##### Nigerian Insurers Association

264 Ikorodu Road, Savoil Bus Stop, Ilupeju, Lagos,  
Nigeria.  
Tel: +234 8170 784 444; +234 8029 908 531  
www.nigeriainsurers.org



### SOUTH AFRICA

#### Institute

##### Insurance Institute of South Africa

Ground floor, Block B I, nvestment Place, 10th  
Road off 2nd Road, Hyde Park, 2196, South Africa  
Tel: + 27 11 341 9480  
communications@iisa.co.za | www.iisa.co.za

#### Regulator

##### Financial Sector Conduct Authority

41 Matroosberg Rd, Ashlea Gardens, Pretoria, 0002,  
South Africa  
Tel: +27 12 428 8000  
www.fsca.co.za | info@fsca.co.za



### Institute

#### Insurance Institute of Tanzania

3rd floor, Maktaba Complex Building,  
Along Bibi Titi Mohammed Road, PO Box 4977,  
Dar es Salaam, Tanzania  
Tel: +255 22 215 0702  
info@iit.co.tz | ceo@iit.co.tz | www.iit.co.tz

### Regulator

#### Commissioner of Insurance

Dr Baghayo A. Saqware Tira House, Block 33, Plot  
No. 85/2115, Mtendeni Street, PO Box 9892, Dar es  
Salaam, Tanzania  
Tel: +255 22 2132537/2116120/ 2116131  
coi@tira.go.tz | www.tira.go.tz

### Association

#### Association of Tanzania Insurers

NIC Investment House, 14th floor, Samora Avenue,  
PO Box 63230, Dar es Salaam, Tanzania  
athanas@ati.co.tz



### Institute

#### Insurance Training College

Plot 6-9, Okot Close, Block A, Victoria Office  
Park, PO Box 4148 Kampala, Uganda  
Tel: +256 417 333 500  
info@itc.ac.ug | www.itc.ac.ug

### Regulator

#### Insurance Regulatory Authority of Uganda

Plot 5, Kyadondo Road, Nakasero. Legacy Towers,  
Block B, 2nd floor. Kampala 22855, Uganda  
Tel: +256 417-425500, +256 312-266364  
ira@ira.go.ug | www.ira.go.ug

### Association

#### Uganda Insurers Association

Plot 24 John Babiha (Acacia) Ave, Kampala, Uganda  
Tel: +256 414 230 469, +256 414 500 945/6  
info@uia.co.ug | www.uia.co.ug

#### Insurance Brokers Association of Uganda

IBAU Block, UMA Show ground, Lugogo - Jinja Road,  
Uganda  
Tel: +256 414 252 685  
info@ibau.ug

## WEST AFRICA

### Institute

#### West African Insurance Institute

Kololi Highway, Kotu South, PMB 470, Serrekunda,  
Banjul, The Gambia  
Tel: +220 3707110, +220 3579994, +220 7063149,  
+220 3904620, +220 44060319, +220 4460690  
info@waufis.org | www.waufis.org

### Association

#### West African Insurance Companies Association

c/o National Insurance Commission, Insurance  
Place, 67 Independence Avenue, Accra, Ghana  
Tel: +233 245 521 018  
info@waica.net



### Institute

#### Zambia College of Pensions and Insurance Trust

PO Box 30353, Lusaka, Zambia  
Tel: +260 979 446 457 / 0954 848 128  
registration@zcpit.ac.zm  
marketing@zcpit.ac.zm | www.zcpit.ac.zm

### Authority

#### Pensions and Insurance Authority

Stand No 4618, Lubwa Road Off Church Road,  
Rhodespark, Lusaka, Zambia  
Tel: +260 211 251401 / 251405 / 251489



### Institute

#### Insurance Institute Of Zimbabwe

41 Caithness Road, Eastlea, Harare, Zimbabwe  
Tel: +263 242 776636/788010  
www.iizim.co.zw

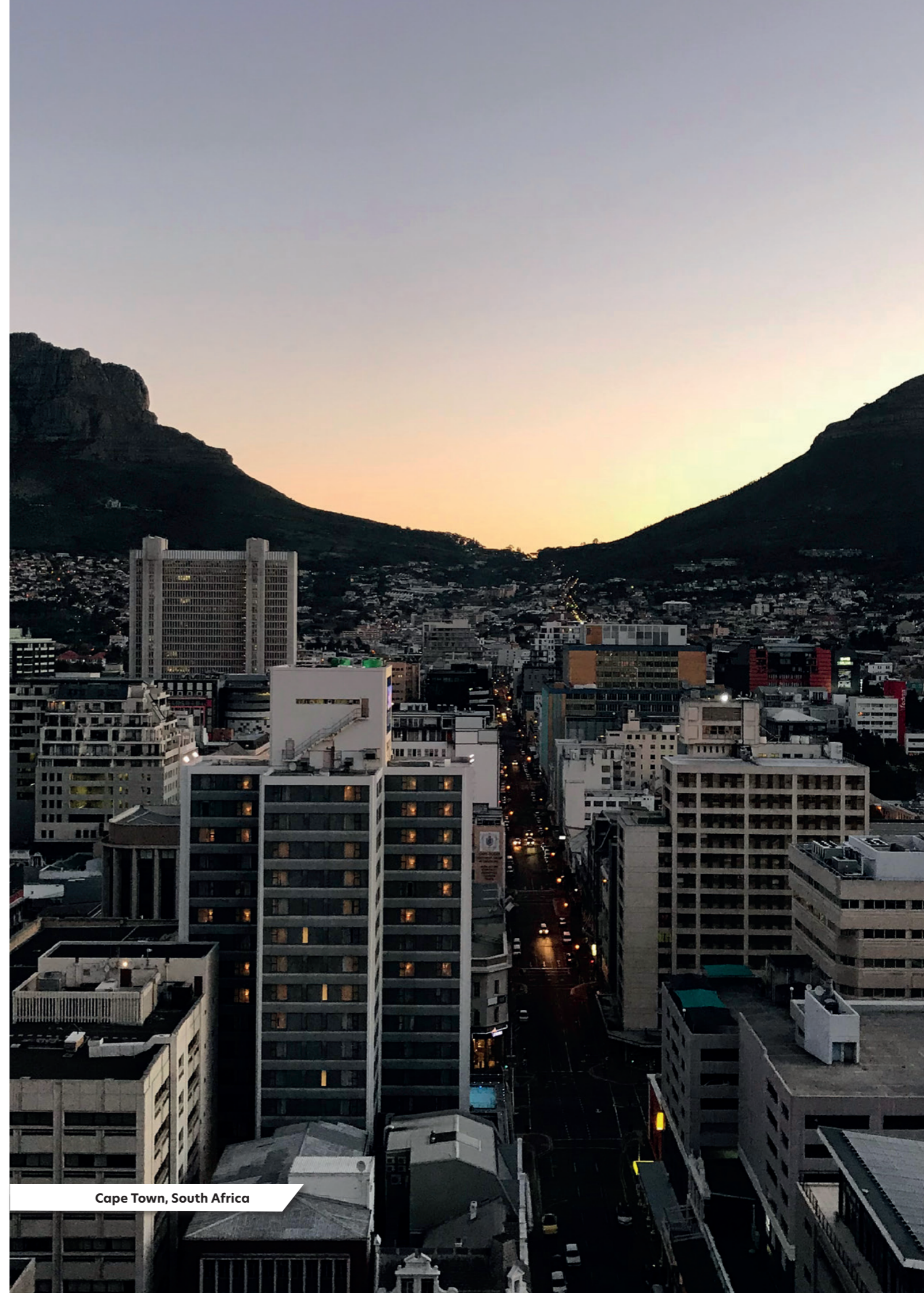
### Regulator

#### Insurance and Pensions Commission

160 Rhodesville Rd, Greendale, Harare, Zimbabwe  
Tel: +263 242 443358/462  
www.ipec.co.zw

### Other key bodies

- Insurance Council of Zimbabwe
- Insurance Institute of Bulawayo
- Insurance Institute of Harare
- Life Offices Association of Zimbabwe
- Society of Fellows
- Zimbabwe Association of Funeral Assurers
- Zimbabwe Association of Reinsurance Organisations
- Zimbabwe Insurance Brokers Association



Cape Town, South Africa

# The CII in Africa

The CII offers a wide range of services to the insurance profession in Africa.

## MEMBERSHIP



### Key points

Internationally recognised professional designations that demonstrate alignment, foster knowledge and new skills, enable networking and sharing good practice, and maintain awareness of latest sector developments:

- CertCII – For holders of the CII Certificate level qualification
- DipCII – For holders of the CII Diploma in Insurance
- ACII – For holders of the CII Advanced Diploma in Insurance
- FCII – For holders of the CII Fellowship, the CII's highest membership level
- Chartered – For holders of the CII Advanced Diploma or Fellowship with at least five years' sector experience (not necessarily post-qualification).



### Benefits

- Code of ethics
- Continuing professional development (CPD)
- Knowledge and thought leadership
- Designations
- E-mentoring
- Member discounts
- *The Journal*
- Affinity benefits.



For more information, please download CII Membership Guide 2020, available at [www.cii.co.uk/media/10124170/cii-membership-guide.pdf](http://www.cii.co.uk/media/10124170/cii-membership-guide.pdf)

## QUALIFICATIONS



### Key points

#### Insurance qualifications

- 16 qualifications – grouped according to academic level, up to (approx.) postgraduate level

#### Personal finance qualifications

- 20+ qualifications – grouped according to academic level, up to (approx.) degree level

#### Assessment methods vary depending on the level and subject matter, including:

- Multiple choice exams
- Written exams
- Mixed assessment
- Coursework assignments
- Dissertation.



For more information, please download CII Qualifications Guide 2020, available at [www.cii.co.uk/media/10120651/cii-qualifications-brochure.pdf](http://www.cii.co.uk/media/10120651/cii-qualifications-brochure.pdf)



### Benefits

- **Internationally recognised:** CII qualifications are recognised around the world for their rigour and relevance
- **Progress at your own pace:** The qualifications framework allows individuals to plan a learning pathway that's tailored to their current role and career aspirations
- **Personalised pathways:** Learners can use a personalised learning statement that provides a record of units and credits held, and how these can be used towards further qualifications
- **Recognition not repetition:** Many qualifications from other professional bodies and institutes, including universities, count towards a CII qualification – reducing the cost of qualification.

## ONLINE PROFESSIONAL DEVELOPMENT & CPD



### Key points

#### Courses – More than 600 online courses including:

- Foundations of general insurance
- Governance, risk and compliance
- Health and protection
- Personal lines
- Commercial lines
- Specialisms – cyber, marine, aviation, space, environmental, energy, bloodstock, political risks, fine art
- Business skills.

#### Learning management system (LMS)

- Easy online access
- Customisation and personalisation
- Easy admin
- Manager controls
- Setup.



### Benefits

- **Learning Management System (LMS):** Complete control over training and development, with features to help employers manage training, schedule activities and monitor staff development
- **Content:** Hundreds of courses and thousands of assessment questions covering everything from basic principles to highly technical and specialist fields
- **Analytics/CPD reporting:** Automatic recording of activity to evidence training and competency activities across the business. Detailed reports delivered direct to your desktop, tablet or mobile to support training and competency requirements
- **Governance and compliance:** All the training needed to maintain compliance.

For more information, please visit [www.insuranceassess.cii.co.uk/go/assess/about/](http://www.insuranceassess.cii.co.uk/go/assess/about/)

## TRAINING



### Key points

#### In-house delivery

- Course content tailored to your specific needs
- Delivery at your own premises or other preferred locations, saving on travel expenses and reducing the time staff spend away from the office
- Live online tutor-led training where required.

#### Course licensing and train your trainer

- Courses licensed to run on your own premises, or other required location, delivered by your own staff.
- 'Train the trainer' services with additional support to ensure effective delivery.

#### Bespoke course creation

- A training solution tailored to the needs of your business, whether it's adapting an existing course or creating a completely new course
- A systematic approach covering scoping, creation and delivery, through to evaluation.



### Benefits

- Employers and training companies that recognise the value of F2F training as part of a blended learning programme.



Image taken from a recent CII bespoke training event for visitors from the southern hemisphere  
For more information, please visit: [www.cii.co.uk/learning/training/](http://www.cii.co.uk/learning/training/)



Victoria Island, Lagos, Nigeria

ALSO AVAILABLE

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