

IIM

2021

LAKE
CONFERENCE
AIDE MEMOIRE



THE INSURANCE INSTITUTE
OF MALAWI

ADAPTING BOLDLY

Dear delegate,

Welcome to this year's Insurance Institute of Malawi (IIM) 2021 Annual Lake Conference. This is the first post-COVID-19 conference. Traditionally, the event is hosted in August. However, around that time this year, the country experienced soaring cases in the third wave of COVID 19. In exercise of diligence and care, the event was shifted to October, and here we are! As good citizens let's continue observing

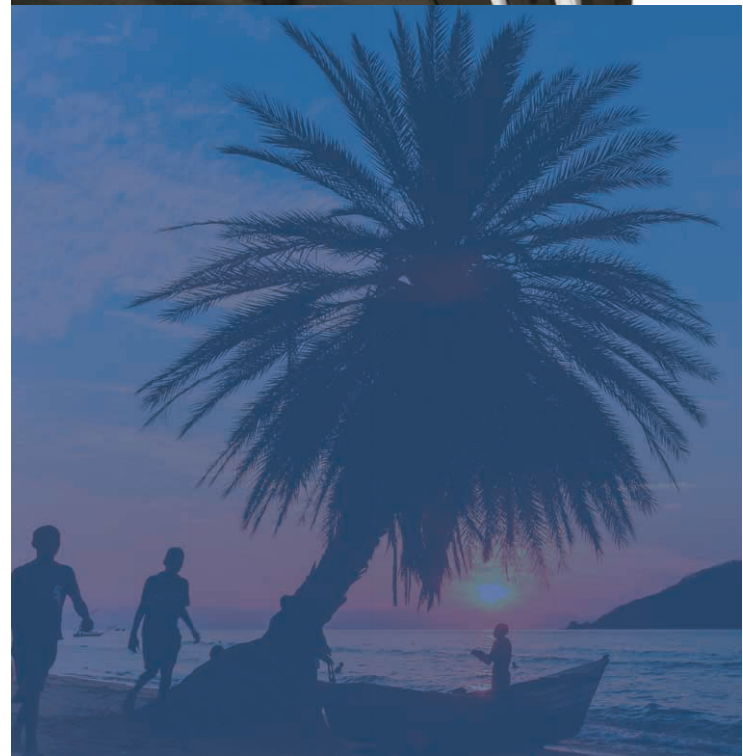
all COVID 19 prevention measures as provided by the Malawi Government.

As an industry, we have been hit by covid-19 in different ways; we have lost industry colleagues and loved ones (May their souls rest in peace) and performance of companies has been affected. This is compounded by existing challenges facing the industry, such as Climate change and risks brought by digitization.

Despite the doom and gloom brought by covid-19, it is pleasing to note that as an industry we have been resilient and managed to adapt to the new normal. As we meet this year, no company in the insurance industry has closed shop. This gives us hope for the future. This gathering, therefore, gives us an opportunity to review the past year, assess our present situation as an industry and devise strategies on facing the future with boldness.

This year's theme could not come at a better time. The COVID 19 pandemic has brought in a lot of challenges that we need to mitigate, but it has also brought in opportunities for us to exploit. It has pushed everyone to the edge, it has challenged our century old traditions and made us review and rethink our modus operandi as individual companies and as an industry. Let's Adapt Boldly in the face of Global Challenges.

Organizing Committee Chairperson
Golden Jamu





ABOUT

SUNBIRD NKOPOLA LODGE/MANGOCHI

BEAUTIFUL LAKE

Lake Malawi stretches along the length of the country, and hosts over 1000 species of colourful cichlid fish offering a dreamlike experience of beaches and clear waters.

SCENERY

Set amidst tropical vegetation, Baobab trees in its own beach-lined bay, Sunbird Nkopola Lakeshore has some of the most spectacular sunrises and views in Africa. Its beach is a beautiful long stretch that has beautiful sands perfect for chilling and relaxing



WEATHER

THURSDAY 28TH

Sunshine and clouds mixed during the daytime with a few clouds from time to time at night.

FRIDAY 29TH

Partly cloudy skies during the daytime with clear to partly cloudy night.

SATURDAY 30TH

Mostly sunny skies during the daytime with clear at night

CONTACT PERSON

Golden Jamu – +265 886 074 4776





THE INSURANCE INSTITUTE
OF MALAWI



Our Theme

**ADAPTING BOLDLY IN THE
DISCOMFORT OF GLOBAL CHALLENGES**

IIM
20
21
LAKE
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THE INSURANCE INSTITUTE
OF MALAWI



Our Speakers



THE INSURANCE INSTITUTE
OF MALAWI



DR. THOMAS CHATAGHALALA MUNTHALI

Dr. Thomas Chataghalala Munthali assumed the position of the first Director General of the Malawi National Planning Commission from March 2019. Prior to this, he was the Director of Knowledge and Learning at the African Capacity Building Foundation (ACBF), a specialized agency of the African Union on capacity development based in Harare, where he coordinated capacity development efforts across the African Union member countries aimed at meeting the continent's socio-economic transformation agenda goals.

He is a renowned capacity development expert and holds a Masters and PhD in Economics from University of Leeds, England. Prior to joining ACBF, Dr. Munthali was the Malawi Country Director for Innovations for Poverty Action (IPA) providing support to Zambia too.

As a seasoned Economist with extensive international experience, he has worked with Malawi's Ministry of Economic Planning where he was part of the team that coordinated the development of the Malawi Economic Growth Strategy; the World Bank where he coordinated research around exchange rates and infrastructure systems as part of the 2009 country economic memorandum; and UNFPA where he provided leadership in strategies for harnessing demographic dividend for development. While at ACBF, he coordinated publication of the continental flagships, Africa Capacity Report and the African Financial Governance Outlook (published jointly by ACBF and African Development Bank).

He has also written a number of journal and

workshop/conference papers as well as coordinated production of tens of publications on capacity development, corporate governance, exchange rates, economic development, financial development, insurance and economic growth, population and development, climate change, inter alia.

Munthali has also served as advisor to the chair of the African Union when Malawi was chair in 2020/11. He is a former President of the Economics Association of Malawi (ECAMA) who has sat on boards of various corporates and NGOs, and is also a renowned Personal Finance columnist in Weekend Nation, Malawi's award-winning national Newspaper

TOPIC

REPOSITIONING THE ROLE OF INSURANCE IN SHAPING THE NATIONAL AGENDA: MALAWI 2063



JIMMY K LIPUNGA. FCCA; CA; PPP SPEC. CERT.

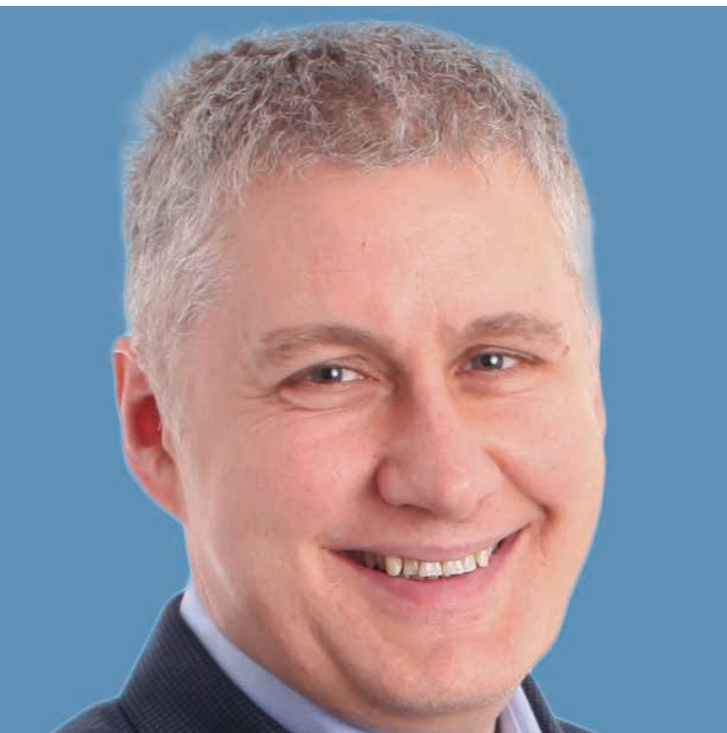
Mr Jimmy K. Lipunga, is a Chief Consulting Officer of La Vita NUOVA Ltd, a Business Consultant firm specializing in Business Advisory Services and Executive Leadership Development. He is an immediate former Chief Executive Officer of the PPP Commission. He has over 30 years post qualification experience covering public and private sectors.

He has been a member of high profile Boards including Old Mutual Malawi Plc; MRA, Reserve Bank of Malawi, Sunbird Tourism

Limited, Lafarge Malawi Limited, Malawi Airlines Plc. He presently sits on Illovo Sugar Malawi, Power Market Limited and NBM Capital Markets Limited. He is a past President of the Institute of Chartered Accountants in Malawi and a former Chairman of the Malawi Accountants Board.

TOPIC

MANNERS MAKETH MAN: HABITS OF A SUCCESSFUL INSURER



MR. LAURENCE SMITH

Regional Director for Africa at the Chartered Insurance Institute, where his previous roles have included the leadership of the transformation programme. He has extensive international experience and has held senior positions in strategy consulting and financial services. He is the editor of the CII's ground-breaking publications 'A World Of Risk', 'A World Of Promise' and 'Africa: A Continent of Promise', and he is the author of a number of books on strategy and related matters. He graduated from Cambridge University and Warwick Business School (MBA programme).

TOPIC

INSURANCE PROFESSIONALISM: A KEY TO INDUSTRY GROWTH



DR. RACHEL SIBANDE

Rachel is Senior Director in charge of Country Outreach at the Digital Impact Alliance (DIAL), a unit of the United Nations Foundation. Her expertise and research interests are in Big Data, Artificial Intelligence and Machine Learning. Rachel has led development projects in over 16 countries at the intersection of Technology and; Agriculture, Public Health, Disaster management and Election's monitoring. In 2014, she established Malawi's first technology and Innovation hub, mHub.

The hub champions the development of technology solutions, provides digital skills training, financing and investment readiness support for emerging entrepreneurs. Rachel is a Google Scholar and a recipient of Google's Anita Borg Award for outstanding computer science students from around the world.

In 2018, she won the Next Einstein Forum's pan African invention challenge after designing a thermal chemical process for producing heat, gas and electricity from maize cobs to power rural mini grids in Malawi. Rachel has been listed twice by Forbes as one of Africa's 30 under 30 entrepreneurs in 2016 and as a new wealth creator in 2019. She holds a PhD in computer Science from Rhodes University in South Africa. Rachel read Cryptography and Coding Theory for her Master's degree from the Mzuzu University and holds a Bachelor's of Science degree majoring in Computer Science and Statistics from the University of Malawi.

TOPIC

EMERGING RISKS: FRAUD IN THE DIGITAL ERA



ZANDILE PHANGAPHANGA

INTRODUCTION

My role as an HR practitioner is to implement HR best practices in the areas of career development, learning and development, succession planning, talent management, performance management, workforce planning, recruitment and selection, employee engagement, health and safety, labour relations, leadership and culture, diversity and inclusion, and employee wellness. I am currently the Head of People & Culture at Standard Bank Plc Malawi.

EXPERIENCE

I have 14 years' experience in human capital management: -

Telekom Networks Malawi (TNM) Training and Industrial Relations Officer

Castel (previously known as Carlsberg Malawi) Human Resources Manager

Standard Bank Plc Malawi) Head People & Culture

QUALIFICATION

I have the following qualifications: -

Master's degree in Business Administration (MBA) from Eastern Southern Africa Management Institution (ESAMI),

Bachelor of Arts Degree in Human Resource Management from the University of Malawi.

I have a notable certificate in leadership development from China Europe International Business School (CEIBS).

I am currently studying for a Doctor of Business Administration (DBA) with Swiss

School of Management.

TOPIC

PANEL DISCUSSION: THE IMPACT OF COVID-19 ON THE INSURANCE INDUSTRY



GRANT MWENECHANYA

First Malawian CEO for Britam Insurance Company Malawi Ltd since 2013. He started his insurance career with National Insurance Company, then moved on to UGI before assuming the CEO position at Britam, gathering over 20 years of general insurance experience along the way. He is a Chancellor College graduate with Bachelor of Social Science degree with credit, he is also a Chartered Insurer with the Insurance Institute of London.

TOPIC

PANEL DISCUSSION: THE IMPACT OF COVID-19 ON THE INSURANCE INDUSTRY



ROY PUNUNGWE

Roy Punungwe, a seasoned business leader, is the General Manager of Old Mutual Life Assurance Company, a leading Life Insurance company in Malawi. Prior to this role, he held the positions of COO and CEO of Old Mutual Botswana.

With proven achievements in the financial services industry, Roy has over 15 years in various roles for AIG, ING, Manulife, MetLife and Old Mutual Africa across different geographies covering general management, budgeting, business growth, strategic partnerships, risk and operations management within the industry.

Roy is a Fellow of the Society of Actuaries, Fellow of Conference of Consulting Actuaries, a member of American Academy of Actuaries and a Financial Risk Manager. He holds an MBA from the Middle Tennessee State University as well as a Bachelor of Science in Actuarial Sciences – Honours from the University of Waterloo, Canada. He has also attended Leadership and Management programs at MIT, Oxford, IMD, INSEAD and Harvard business schools.

TOPIC

PANEL DISCUSSION: THE IMPACT OF COVID-19 ON THE INSURANCE INDUSTRY



PROF SOSTEN CHIOTHA

Prof Sosten Chiotha is a specialist in environmental sustainability, public health and climate change; areas which have been a focus of his research, policy and community development interventions and publications. He is a graduate of the University of Malawi (B.Ed.), London School of Hygiene and Tropical Medicine (MSc Medical Parasitology) and University of Maryland, USA (PhD in Marine, Estuarine and Environmental Science).

He is currently Regional Director of LEAD (Leadership for Environment and Development). Prior to joining LEAD, he served in various portfolios in the University of Malawi including lecturing in the Biology Department (Chancellor College) and serving as Research Coordinator for 6 years at entire University of Malawi level. He was the founding chair of the Malawi National Commission for Science and Technology. Currently, he is a board member of the African Institute for Policy Development (AFIDEP) and Chair for the Malawi National Herbarium and Botanic Gardens.

He was the Chief Editor of the 2018 Book on "Socio-Ecological Resilience to Climate Change in a Fragile Ecosystem; The Case of Lake Chilwa Basin. His latest publication is a chapter in a book on "Increasing Risk of Floods and Tornadoes in Southern Africa" published in August 2021.

TOPIC

PANEL DISCUSSION: THE IMPACT OF COVID-19 ON THE INSURANCE INDUSTRY



NOEL CHALAMANDA

Noel is a co-founding Partner who brings years of quality experience as a commercial legal practitioner, arbitration practitioner, financial transactional business, and diversified legal experience. Has a Masters Degree in International Human Rights Law from the University of Strathclyde (UK) and a Bachelor of Laws from the University of Malawi.

Has managed litigation in a variety of cases for corporate clients related to commercial, employment, insurance, banking matters and debt collection as well as human rights. Represents clients in conducting international and domestic commercial arbitration and mediation. Adroit in negotiating settlements in commercial and insurance claims.

Has been involved in advising and drafting, evaluating and vetting security, contractual and other security documents based for big international lending institutions. Has expertise in FIDIC contracts.

AFFILIATIONS

He is a member of the Chartered Institute of Arbitration London, the London Court of International Arbitration, the International Council for Commercial Arbitration, the African Association of Arbitration, the Botswana Institute of Arbitrators, the International Arbitration Court in Ganjiang New District (China) and NextLaw Referral Network.

Sits on a number of Boards for companies and NGOs, Former Vice President of the Malawi Law Society for two terms, Former Mayor for the City of Blantyre.

TOPIC

PANEL DISCUSSION: THE IMPACT OF COVID-19 ON THE INSURANCE INDUSTRY



BYWELL BLAIR CHIWONI

-MBA, FCII, CHARTERED INSURER, FICM-MCN

PROFILE SUMMARY

Chartered Insurer, fellow of Chartered Insurance Institute (CII) of London, UK and MBA professional, Offering 20 years of rich domestic & international experience across Insurance sector

Built relationship across other Advanced Insurance Markets and reputable players such as Lloyds' Market in London UK, Wills Ltd. (UK), RFIB (UK), Locton (USA), Reinsurance Solutions International Limited (Mauritius), Alexander Forbes (RSA)

Gained Short-term Insurance & Life Assurance industry knowledge: Investment Portfolio Management, Financial Management, Life Assurance Products, Bancassurance, Credit management and Stakeholders Engagement

An ambassador of change with the merit of successful business process re-structuring, implementation of business solutions in organizations through thought leadership and technical expertise

Possess excellent negotiation & influencing skills and experience in working in any kind of environment & under high pressure

WORK EXPERIENCE:

2016 to date – (UGI) CEO

2013–2015 – (UGI) GM- Operations

2011–2013 – (REAL INSURANCE now BRITAM) – Chief Operations Officer, Regional Manager

(C & N)

2008-2011 – (Alexander Forbes Tanzania Limited) – Head of Business Unit

2002-2008 –(UGI) Asst SBU Manager, Snr Claims Officer, Underwriter and Trainee Underwriter

1999-2001- (ABC Associates Insurance Brokers)– Underwriting & Marketing Officer/ Officer in Charge

FACILITATED AS;

Member of the Mediation and Conciliation Network, an Alternative Dispute Resolution Approach initiative of Federation of Integrated Conflict Management (India)

President at Insurance Association of Malawi (IAM)–2020-2022

Vice President at Insurance Association of Malawi (IAM)–2018-2020

EX- Director-Chairman of Audit & Risk Board Sub-committee of Diamond General Insurance (Zambia)

Vice President at The Gideon's International-Blantyre Camp, Malawi-2013-2014

Vice President at Insurance Institute of Malawi-2013-2014

Vice Treasurer at Insurance Institute of Malawi-2003-2005

Insurance Lecturer at Insurance Institute of Malawi-2008-2015



Programme

WEDNESDAY, 27TH OCTOBER 2021

09:30 - 12:00	Room Allocation	Organizing Team
14:00 - 16:00	IIM Corporate Social Responsibility	IIM Executive & Organising Team

THURSDAY, 28TH OCTOBER 2021

TIME	ACTIVITY	RESPONSIBLE PERSON
10:00 - 11:00	Registration at Sunbird Nkopola	Conference Committee
11:00 - 13:00	Lunch at Sunbird Nkopola	All
13:15 - 13:25	All delegates seated	All
13:30 - 13:40	Welcome Remarks: EmeritusRE	MC
13:40 - 14:25	Presentation: The Impact of Climate Change on the Insurance Industry	Sosten Chiotha
14:25 - 14:35	Sponsor Presentation: Vanguard Life Assurance Company	
14:35 - 15:20	Presentation: Insurance Professionalism: a Key to Industry Growth	Laurence Smith
15:20 - 15:30	Sponsor Presentation: Prime Insurance Company	
15:30 - 15:40	Closing Remarks for the First Day and a Brief for Day 2	MC
15:40 - 16:10	Refreshments and Networking	All
16:30 - 17:30	Aerobics	All
18:30 - 20:00	Dinner at Sunbird Nkopola	All

FRIDAY, 29TH OCTOBER 2021

TIME	ACTIVITY	RESPONSIBLE PERSON
7:45	All delegates seated	All
08:00 - 08:05	Welcome Remarks	Team Leader Organising- Golden Jamu
08:05 - 08:15	Opening Remarks	Masautso Malaicha- President- Insurance Institute of Malawi
08:15 - 09:00	Keynote Speech: Embracing Change in the Wake of Global Challenges	Dr George Patridge
09:00 - 09:30	Group Photo	All

MORNING REFRESHMENTS

10:00 - 10:10	Sponsor presentation: Britam Insurance Company Limited	
10:10 - 10:55	Presentation: Emerging Risks: Fraud in the Digital Era	Dr Rachel Sibande
10:55 - 11:05	Sponsor Presentation: United General Insurance Company	
11:05 - 12:05	Presentation: Manners Maketh Man: Habits of a successful Insurer.	Jimmy Lipunga
11:50 - 12:00	Sponsor presentation: Nico Life Insurance Company	

LUNCH & NETWORKING		
13:30 - 13:40	Sponsor Presentation: Old Mutual	
13:40 - 14:00	Regulation Corner	Chitani Chigumula
14:00 - 14:10	Sponsor presentation: Nico General	
14:10 - 14:55	Presentation: Repositioning the Role of Insurance in Shaping the National Agenda: Malawi 2063	Dr Thomas Munthali
14:55 - 15:00	Sponsor Presentation: Standard Bank Malawi	
AFTERNOON REFRESHMENTS		
15:00 - 16:15	The Impact of Covid-19 to the Insurance Industry: General Insurance	Grant Mwenechanya
	The Impact of Covid-19 to the Insurance Industry: Life Insurance	Roy Punungwe, Zandile Phangaphanga
	Panel Discussion - The Impact of Covid-19 on Insurance Business: Challenges and Wayforward	Noel Chalamanda
16:15 - 16:25	Sponsor Presentation	
16:15 - 16:30	Closing Remarks and Vote of Thanks	Bywell Chiwoni- President Insurance Association of Malawi & CEO for UGI
16:30	End of programme	
18:30 - 20:00	Dinner at Sunbird Nkopola	All
21:00- 00:00	Band Performance at Sunbird Nkopola	All
30 TH OCTOBER 2021		
7:00	Golf Tournament	Golfers
8:30	Other Sporting Activities	Delegates
12:00	Golf Prize Presentation Ceremony and Lunch	All
13:00	Departure	All

End Of
Programme

Our Sponsors

P L A T I N U M



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Standard Bank



Emeritus



Africa Re

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G O L D



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INSURANCE COMPANY LIMITED

D I A M O N D



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EVENT *Organisers*



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