



MONTHLY NEWSLETTER

MARCH 2025



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Introduction

Welcome to the March 2025 edition of the Insurance Institute of Zimbabwe (IIZ) Monthly Newsletter. This month, we reflect on the success of the inaugural Insurance Strategic Leadership Summit, held from March 4th to 7th at the stunning Sun City Resort in South Africa.

With over 50 participants, the summit sparked dynamic discussions on key topics shaping the insurance industry, including the impact of AI, industry regulation, and strategic alliances. Attendees gained valuable insights into navigating the ever-evolving insurance landscape, setting the stage for continued collaboration and innovation in the sector.

Inaugural Insurance Strategic Leadership Summit

From the 4th to the 7th of March 2025, the Institute proudly hosted the inaugural Insurance Strategic Leadership Summit at the beautiful Sun City Resort in South Africa. This exceptional conference attracted over 50 participants and offered a platform for engaging and thought-provoking discussions on a variety of pressing topics in the insurance industry.

Key themes included the latest trends in insurance regulation and the future direction of the industry, alongside valuable insights from the South African insurance landscape. Attendees explored the implications of the AI revolution for insurance, examined new contexts and imperatives, and delved into mergers, acquisitions, and strategic alliances within the sector. Digital innovations and software solutions aimed at enhancing operational efficiency were also highlighted, along with strategies to identify growth opportunities by leveraging current local and global changes. Delegates were enriched by the diverse perspectives of presenters, both local and international, making the conference a valuable experience for all involved. The inaugural summit not only provided valuable insights but also set the stage for future collaboration and innovation within the insurance industry.

In conclusion, the inaugural Insurance Strategic Leadership Summit was a resounding success, bringing together industry leaders and innovators to discuss critical developments shaping the future of insurance. The diverse range of topics covered and the insightful contributions from both local and international experts provided attendees with valuable knowledge and networking opportunities. As the insurance industry continues to evolve amidst technological advancements and changing market dynamics, events like this summit play a crucial role in fostering collaboration and driving progress. The insights gained during this gathering will undoubtedly influence and inspire future initiatives within the sector.





2025 Annual Graduation Ceremony

The Institute proudly hosted the 2025 Annual Graduation Ceremony on the 14th of March, 2025 at Rainbow Towers, celebrating the remarkable achievements of the Class of 2024. This year's graduation was a tremendous success, with a total of 333 graduates, reflecting a significant 67% increase from the previous year, which saw 199 graduates.

The event was honored by the presence of distinguished guests, including the Minister of Higher and Tertiary Education, Innovation, Science, and Technology Development, represented by Mr. Andrew Murungweni, the Director of Human Resources. Also in attendance were the NUST Registrar, represented by Dr. Peter Nkala, and Dr. Noble Malunguza, as well as the IPEC Commissioner, represented by Madam Sibongile Siwela.

The ceremony was a celebration not only of academic success but also of the hard work and dedication exhibited by each graduate, marking a significant milestone in their educational journey.

In conclusion, the 2025 Annual Graduation Ceremony was a remarkable celebration of academic achievement, highlighting the impressive growth in graduate numbers and the dedication of the Class of 2024. The presence of esteemed guests underscored the significance of the event and reinforced the Institute's commitment to fostering higher education. This milestone not only reflects the success of the graduates but also sets a promising precedent for future cohorts as they embark on their professional journeys.





Think Before You Follow, Wise Money Tomorrow

In collaboration with the Zimbabwe Association of Pension Funds (ZAPF), the Institute actively participated in Global Money Week from March 17 to 20, 2025, under the theme “Think Before You Follow, Wise Money Tomorrow.” The campaign focused on promoting financial literacy and awareness among students across various institutions.

Educational visits were made to Midlands State University (MSU), the National University of Science and Technology (NUST), and Bulawayo Polytechnic College, reaching over 170 students. These sessions encouraged open discussions around financial responsibility, money management, saving, and investment strategies.

By empowering the youth with practical financial knowledge, this initiative highlighted the importance of making informed decisions in an increasingly complex financial environment. It also reinforced the Institute’s commitment to fostering a financially literate generation prepared for both personal and professional success.



Mr Davison Choeni, IIZ General Manager addressing the MSU students at the Gweru Telone campus.



Madam Sandra Musevenzo, the ZAPF Director General, addressing the NUST students at the National University of Science and Technology campus.

2nd Annual Insurance Agents Conference

The Institute proudly partnered with the Life Offices Association (LOA) to participate in the vibrant Second Annual Insurance Agents Conference, held from March 27 to 28, 2025. The event brought life insurance agents together to engage in thought-provoking discussions on the evolving industry landscape. Highlights included personal branding for financial advisors, navigating uncertainty, and client-centric strategies to boost engagement and retention. Sustainability in insurance also featured prominently, with a focus on promoting environmentally responsible practices.

The conference explored digital transformation, showcasing how technology can streamline sales and enhance customer experiences. Agents also discussed innovative sales techniques, MDRT qualification, and tapping into diaspora markets. This impactful event offered a valuable platform for learning, networking, and growth, reinforcing the Institute's dedication to advancing excellence in the life insurance profession.



In conclusion, the Second Annual Insurance Agents Conference was a powerful platform for learning, innovation, and connection. The Insurance Institute of Zimbabwe is proud to have partnered with the Life Offices Association in supporting agents as they elevate their practices and drive progress in the life insurance industry.

ICZ Golf Tournament

The Institute proudly partnered with the Insurance Council of Zimbabwe (ICZ) for an exciting golf tournament held on Friday, March 28th, at the Country Club. This engaging event brought together a diverse group of delegates from both the insurance industry and beyond, fostering networking and camaraderie among participants.

Golfers enjoyed a day of friendly competition while showcasing their skills on the course, creating a vibrant atmosphere filled with enthusiasm and collaboration. In addition to the tournament, exhibitors took the opportunity to share insights and innovations, further enriching the experience for all attendees. This partnership not only highlighted the sporting spirit within the industry but also reinforced the importance of building relationships and obtaining valuable connections in a relaxed and enjoyable setting.



Principles & Practice of Agriculture Insurance Course

The Insurance Institute of Zimbabwe (IIZ) successfully hosted an insightful training session on the Principles & Practice of Agriculture Insurance. This event, aimed at equipping industry professionals with essential knowledge and strategies for navigating this vital sector, took place on March 28, 2025, at Cresta Oasis in Harare.

Facilitated by John Chirindo, the session covered key topics such as index-based and parametric insurance, risk assessment in agriculture, and emerging business opportunities in the sector. With 47 delegates in attendance, including reinsurers, insurers, brokers, farmers, agritech officers, and representatives from financial institutions, participants enhanced their expertise in agricultural risk management and insurance solutions. The training proved to be a valuable opportunity for networking and learning, contributing to the future of agriculture insurance in Zimbabwe.

The Insurance Institute of Zimbabwe extends its deepest gratitude to our incredible sponsors for their unwavering support in making the 2025 Graduation Ceremony a resounding success.

Your generosity and commitment have played a vital role in celebrating the achievements of our graduates and shaping the future of the insurance industry.

Your support has made this event truly special, and we are honored to have partnered with organizations that share our vision for excellence, education, and professional growth.

Thank you for investing in the future of our graduates and the industry at large!





GOLF DAY

Scan to Register



Media Partner

**ZIMBABWE
INDEPENDENT**
THE LEADING BUSINESS WEEKLY

Save The Date

27 June 2025

Chapman Golf Course



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WINTER SCHOOL

**THEME – THE INSURANCE ODYSSEY:
CHARTING YOUR CAREER COURSE AND UNLEASHING THE POTENTIAL.**



Save The Date
6–9 August 2025

Caribbea Bay Resort, Kariba

Scan to Register



Early Bird Reg **Deadline: 9 May**

\$1100

Normal Registration

\$1200 Members

\$1250 Non Members

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ANNUAL CONFERENCE

Save The Date

18 – 21 November 2025

Elephant Hills Resort
Victoria Falls

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The Art of Communication & Interpersonal Communication

Effective communication lies at the heart of every successful professional relationship. Join us on April 2nd for a powerful and engaging session titled "The Art of Communication and Interpersonal Communication", proudly hosted by the Insurance Institute of Zimbabwe and sponsored by CBZ Risk Advisory Services.

This free online training, facilitated by the dynamic Tendai "Sokostina" Garwe, is tailored for operational staff in the insurance sector, including agents, brokers, customer service representatives, and receptionists. Discover practical tools to enhance your communication skills, strengthen client engagement, and boost your interpersonal effectiveness in the workplace.



sponsored by



THE ART OF COMMUNICATION AND INTERPERSONAL COMMUNICATION

Target Audience:

Insurance Professionals – Operational Staff (agents, brokers, customer service representatives, receptionists.)

Objective:

To enhance communication skills, build stronger client relationships, and improve interpersonal effectiveness in the insurance industry.

APRIL 2 11:00AM - 13:00PM

Live on Teams – Scan to Register

FREE



Facilitator
Tendai
"Sokostina" Garwe



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Principles & Practice of Agency Management

The Insurance Institute of Zimbabwe (IIZ) presents an exclusive training session on the Principles and Practice of Agency Management, designed to equip industry professionals with essential skills in life assurance sales, performance management, and customer relationship strategies.

Join renowned business consultant Gilbert Madziva on April 16, 2025, at Rainbow Hotel, Bulawayo, for an insightful session tailored for sales managers, field managers, team leaders, and senior executives looking to enhance their expertise in agency management.

Don't miss this opportunity to level up your leadership and sales strategies! Secure your spot today!



PRINCIPLES AND PRACTICE OF AGENCY MANAGEMENT

COURSE OUTLINE

- Overview of Insurance in Zimbabwe
- Principles of Insurance
- Agency Management Fundamentals
- Sales Management Techniques & Strategies for Insurance
- Agency Performance & Customer Relationship Management
- Case Studies
- Key Policy Terms and Definitions in Insurance
- Effective Communication Skills for Insurance Staff

TARGET AUDIENCE

- Sales Managers
- Sales Supervisors
- Field Managers
- Area Manager
- Team Leaders
- Unit Leaders
- Senior Sales Agents and Executives

**16 APRIL
2025**
8 AM - 4 PM

**RAINBOW
HOTEL
BULAWAYO**

REGISTER NOW

Members

\$90

Non
Members

\$100



with

GILBERT MADZIVA
BUSINESS CONSULTANT

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Principles & Practice of Bancassurance Management

Join us for an insightful session on the Principles & Practice of Bancassurance Management taking place on April 16th at Cresta Oasis Hotel.

Led by experienced facilitator Joey Shumbamhini, this course is designed to equip professionals with the knowledge and skills to navigate and thrive in the evolving bancassurance landscape.

Whether you're in banking, insurance, marketing, or product development, this is your opportunity to gain practical insights, earn 6 CPD points, and stay ahead in the industry.



Principles & Practice of Bancassurance Management

Course Outline

- Definition and Evolution of Bancassurance
- Importance and Benefits of Bancassurance
- Different Models of Bancassurance
- Compliance & Risk Management in Bancassurance Operations
- Designing Insurance Products for Banking Institutions
- Effective Marketing Techniques for Bancassurance Products
- Risk Management in Bancassurance
- Understanding Credit and Operational Risks
- Digital Transformation in Banking and Insurance

Learning Outcomes

- Gain a thorough understanding of the principles of bancassurance management.
- Be able to design and market bancassurance products effectively.
- Understand the regulatory landscape and compliance requirements.
- Develop skills for risk and customer relationship management in bancassurance.

Target Audience

- Banking Professionals
- Insurance Agents
- Marketing Executives
- Product Managers,
- anyone interested in the integration of Banking & Insurance Services.



16 | **09** | **CRESTA**
APR | AM | OASIS HOTEL

[Register Now](#)

\$90 IIZ Members
\$100 Non IIZ Members

Earn 6 CPD Points



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Investment Fundamentals for Pension Trustees

The Insurance Institute of Zimbabwe, in conjunction with ZAPF, presents a must-attend training on Investment Fundamentals for Pension Trustees.

Kicking off on June 6 in Harare and touring five cities, this workshop equips pension fund professionals with essential knowledge on capital markets, asset management, and performance evaluation.

Led by expert facilitator Barbara Musariri, this course is ideal for pension trustees, administrators, finance professionals, and HR officers managing pension plans.

Investment Fee: \$150



In conjunction with:



Investment Fundamentals for Pension Trustees

06 June

Harare

12 July

Mutare

27 June

Masvingo

25 July

Bulawayo

04 July

Gweru

\$150 INVESTMENT
FEE

Barbara
Musariri



Course Outline

- Capital market structures
- Security types used in fund asset management
- Types of investors and investment managers
- Investment manager selection
- Performance evaluation

Target Audience

- Pension fund trustees
- Pension plan administrators
- Investment managers/advisors working with pension funds
- Finance professionals working in the pensions industry
- HR professionals involved in pension plan management
- Small business owners/managers who offer pension plans

Course Objectives

- Familiarize participants with capital markets and the securities traded with the capital markets
- Ensure participants awareness of different investment needs for different types of pension and provident funds
- Help participants in selecting service providers for the management of the assets of pension and provident funds
- Help participants in setting the investment and risk objectives of pension and provident funds
- Understand the critical aspects of performance evaluation for the funds investment managers.



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Fundamentals of Insurance

Join us at the Radisson Blu Hotel & Residence in Maputo, Mozambique for a comprehensive training on the Fundamentals of Insurance, scheduled for April 29 (Non-Life) and April 30 (Life), 2025.

Facilitated by Noreen Watyoka, this course is designed to provide a thorough grounding in insurance principles, products, and processes.

Whether you're a newcomer to the industry or seeking to refresh your knowledge, this is the perfect opportunity to gain critical insights into how the insurance sector operates and supports the economy.



The banner features a dark blue background with a subtle pattern of hexagons containing icons for a house, a car, a heart, and a person. On the left, the Insurance Institute of Zimbabwe logo is displayed. The title 'Fundamentals of Insurance' is prominently shown in large white letters. Below the title, the schedule and fee are listed: Non-Life on 29 April 2025 and Life on 30 April 2025, with an investment fee of \$220. The venue is the Radisson Blu Hotel & Residence in Maputo, Mozambique, starting at 09 AM. On the right, a portrait of the facilitator, Noreen Watyoka, is shown. Below her name, the word 'Facilitator' is written in a cursive script.



Fundamentals of Insurance

Non-Life 29 April 2025
Life 30 April 2025

\$220 INVESTMENT FEE

09 AM | **Radisson Blu Hotel & Residence**
MAPUTO, MOZAMBIQUE

Facilitator
Noreen Watyoka

Course Objectives

- Understand the purpose and importance of insurance in the economy.
- Define key insurance principles, terms, and concepts.
- Identify the main types of insurance (life, general, health, etc.).
- Describe how the insurance industry is structured and regulated.
- Explain the insurance process: from underwriting to claims handling.
- Recognize the roles and responsibilities of various players in the insurance value chain.
- Apply basic risk management concepts in personal or business scenarios.

Target Audience

- New employees in insurance companies
- Business, finance, or economics students
- Entrepreneurs and small business owners
- Banking, finance/ risk management professionals
- Regulatory officers engaging with insurance
- Anyone seeking a solid understanding of insurance



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2025 CALENDAR OF EVENTS

	DATE	EVENT / ACTIVITY	VENUE
MARCH	4-7	Insurance Industry C-Suite Leadership Retreat	Sun City
	14	Annual Graduation	Rainbow Towers Hotel
APRIL	7-17	1st Exam Session	
	22-26	Zimbabwe International Trade Fair (ZITF)	Bulawayo
MAY	7	Market Activation and Golf Tournament	Botswana
	16	Fellowship Luncheon	TBA
JUNE	27	Annual Golf Tournament	Chapman Golf Course
	28	Insurance Awareness Day (Career Guidance Day)	TBA
JULY	11	Regional Graduation and Golf Tournament 1	Maputo
	19	Sporting Weekend	Bulawayo
	25	Regional Graduation and Golf Tournament 1	Swaziland
AUG	7	IIZ Winter School	Caribbea Bay Resort
SEP	26	Regional Graduation and Golf Tournament 2	Lesotho
OCT	7-18	2nd Exam Session	
NOV	18-21	IIZ Annual Conference	Victoria Falls
DEC	12	Annual Dinner & Awards	Rainbow Towers Hotel

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Conclusion

As we wrap up another productive month, we look ahead with anticipation for more opportunities to engage, learn, and grow.

The events and training sessions in March have been a testament to our commitment to advancing industry knowledge and fostering professional development. We look forward to continued progress and collaboration, strengthening the insurance sector and empowering our community with the tools for success.

Thank you for your ongoing support, and stay tuned for more exciting initiatives in the coming months.



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