



MONTHLY NEWSLETTER

APRIL 2025



Visit us at www.iizim.co.zw



Introduction

As the seasons shift and we move further into the year, April brings with it fresh energy, renewed focus, and exciting developments across the insurance and pensions landscape. In this edition, we highlight key industry events, celebrate outstanding achievements, and share insights that continue to shape the future of our profession.

Whether you're looking for updates, inspiration, or opportunities to grow, this month's newsletter has something for everyone. Let's dive in!

2025 Insurance and Pension Commission Media Awards

The Institute proudly partnered with the Insurance and Pensions Commission (IPEC) at the 2025 Insurance and Pension Media Awards on the 4th of April, celebrating the outstanding contributions of the insurance media community! It was an exhilarating evening where talented members were recognized for their exceptional efforts in promoting the insurance bulletin.

Among the nominees were notable publications like Zimbabwe Independence and Fingaz, showcasing the vibrant landscape of insurance journalism. The awards highlighted the dedication and passion of these media professionals, making it a night to remember!



From left to right, Davison Choeni, Odiline Kava, Dr. Grace Muradzikwa and Ranga Mberi

In conclusion, the 2025 Insurance and Pension Media Awards served as a powerful reminder of the vital role media plays in shaping public understanding and trust in the insurance and pensions sector. The Institute is honoured to have partnered with IPEC in recognising these champions of information and storytelling. As we look ahead, we remain committed to supporting initiatives that elevate industry dialogue and celebrate excellence across all platforms.

2025 Zimbabwe International Trade Fair (ZITF)

The Institute proudly partnered with the Insurance and Pensions Commission (IPEC), the Insurance Council of Zimbabwe (ICZ), and the Life Offices Association (LOA) to create an impressive Insurance Village at the 2025 Zimbabwe International Trade Fair (ZITF) from the 21st to the 26th of April. This vibrant showcase drew significant attention and was awarded the title of Second Best Zimbabwean Financial Services Exhibit at the ZITF!

This achievement reflects the hard work and dedication of our members and stakeholders, whose unwavering support drives the Institute's mission forward. We extend our heartfelt appreciation to everyone who contributed to this remarkable success, making the Insurance Village a standout highlight of the event!



The Art of Communication and Interpersonal Communication Webinar

April was an exhilarating month filled with inspiring events! On April 2nd, the institute proudly hosted a dynamic webinar on the art of communication, sponsored by CBZ Risk Advisory Services. We were thrilled to welcome over 300 delegates from across the region, including participants from Mozambique and Lesotho.

The fabulous Tendai Garwe facilitated the session, bringing exceptional energy and insights that made the event truly enriching and memorable!



 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

 Call to find out more
+263 77 952 8910

 Your Email Registration
pr@iizim.co.zw

Visit our website
www.iizim.co.zw 

Principles and Practice of Agency Management Course

In pursuit of continuous professional development, the institute proudly hosted a captivating short course on April 16th in Bulawayo, titled "Principles and Practice of Agency Management." We are grateful for the incredible support from the Bulawayo market, which helped us welcome over 42 enthusiastic delegates!

The course was expertly facilitated by the talented Gilbert Madziva, whose insights made the experience truly impactful. A heartfelt thank you to all our stakeholders for their ongoing support in making this event a success!



On behalf of the Insurance Institute of Zimbabwe (IIZ), we extend our heartfelt gratitude to the following organizations for participating in our recent training on Principles and Practice of Agency Management:



Principles and Practice of Bancassurance Management Course

In April, the institute also proudly hosted another engaging short course in Harare on April 16th, titled "Principles and Practice of Bancassurance." Held at the Cresta Oasis Hotel, the course attracted over 20 eager students ready to deepen their knowledge.

We were fortunate to have the insightful Mr. Joey Shumbamhini as the facilitator, whose expertise brought the subject to life and enriched the learning experience for all attendees!





GOLF DAY

27 June 2025

Chapman Golf Course

Scan to Register



Individual

\$75

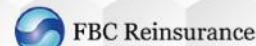
Four Ball

\$250

Meet Our Sponsors



Our Teams



GET IN TOUCH

41 Caithness Road, Eastlea, Harare, Zimbabwe
pr@iizim.co.zw • www.iizim.co.zw



Call Us For Information
+263 77 952 8910



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**

Normal Registration

\$1100

\$1200 Members

\$1250 Non Members

GET IN TOUCH

41 Caithness Road, Eastlea, Harare, Zimbabwe
Chiedza: czanza@iizim.co.zw • Chipso: cchivasa@iizim.co.zw
Maria: mdangirwa@iizim.co.zw



Call Us For Information
+263 77 952 8910



Scan to Register

brings you

ANNUAL CONFERENCE

Save The Date

18 – 21 November 2025

Elephant Hills Resort
Victoria Falls

GET IN TOUCH

41 Caithness Road, Eastlea, Harare, Zimbabwe
pr@iizim.co.zw • www.iizim.co.zw



Call Us For Information
+263 77 952 8910

Principles & Practice of Agency Management

The Insurance Institute of Zimbabwe invites you to an essential training on Principles & Practice of Reinsurance Management, taking place on 15 May at Cresta Oasis Hotel, Harare. Led by expert facilitator Isaac Gunda, this course is tailored to equip professionals with a deeper understanding of reinsurance principles, pricing strategies, regulatory frameworks, and performance evaluation. Perfect for underwriters, risk managers, claims adjusters, and senior executives—this is your chance to earn 6 CPD points and stay ahead in a critical area of the insurance landscape.



0900HRS
15MAY
CRESTA OASIS HOTEL

INVESTMENT

\$90 IIZ Members
\$100 Non IIZ Members

Principles & Practice of **REINSURANCE MANAGEMENT**

Course Objectives

- Comprehend Reinsurance Principles
- Risk Identification and Assessment
- Analyze Reinsurance Structures:
- Master Pricing Strategies:
- Navigate Regulatory Frameworks:
- Enhance Claims Management
- Evaluate Performance Metrics

Target Audience

- Underwriters
- Risk Managers
- Actuaries
- Senior Management
- Insurance Consultants
- Risk Management Executives
- Claims Adjusters
- Financial Analysts
- Compliance Officers
- Compliance Specialists
- Risk Assessment Consultants
- Business Development Managers



Facilitator
Isaac Gunda

Earn 6 CPD Points



Call to find out more
+263 77 952 8910



Your Email Registration
pr@iizim.co.zw

Visit our website
www.iizim.co.zw



Insurance Customer Experience Management Course

Join us for an engaging and practical training session on Insurance Customer Experience Management—happening on 16 May at Holiday Inn, Bulawayo. Designed for sales, service, and support professionals, this course is your opportunity to master key skills in personal branding, communication, CRM, and more.

Facilitated by the dynamic Patience Phiri, participants will gain insights and tools to elevate service delivery and build lasting client relationships.

Earn 6 CPD points and take your customer experience strategy to the next level!



Insurance Customer Experience Management

 **16 May**
9AM-4PM

 **Holiday Inn**
Minerton Dr, Bulawayo

\$90 **\$100**
MEMBER INVESTMENT NON MEMBERS

Earn 6 CPD Points

Patience Phiri
FACILITATOR

Course Objectives

- **Personal Branding** | Explore how building a personal brand strengthens the corporate brand and enhances service excellence.
- **Grooming and Etiquette** | Unpack the role of grooming and etiquette in creating lasting customer impressions.
- **Total Quality Management (TQM)** | Introduce TQM principles and tools for integrating service quality into every aspect of work.
- **Communication** | Highlight the importance of effective communication in building strong business relationships with customers.
- **Customer Relationship Management (CRM)** | Showcase the value of CRM in customer retention and loyalty.

Course Content

- Personal Branding
- Grooming and Etiquette
- Total Quality Management (TQM).
- Communication
- Customer Relationship Management

Target Audience

- **Sales Teams** | staff that sell products and services to potential and existing clients
- **Customer Service Teams** | staff who interact with and provide regular services to clients
- **Customer Support Teams** | Admin, Management, Leadership, Office staff etc



Contact us for more information
pr@iizim.co.zw | +263 77 952 8910
41 Caithness Rd, Eastlea

REGISTER TODAY

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.



Register Today



Call to find out more
+263 77 952 8910



Your Email Registration
pr@iizim.co.zw

Visit our website
www.iizim.co.zw





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

GET IN TOUCH

41 Caithness Road, Eastlea, Harare, Zimbabwe
www.iizim.co.zw | pr@iizim.co.zw | tel: 08677103085 / 0242788010



Call Us For Information
+263 77 952 8910

Conclusion

As we wrap up our April edition, we reflect on a month filled with impactful engagements, professional milestones, and continued progress in the insurance and pensions sector.

From empowering training sessions to strategic collaborations, each step has brought us closer to our mission of knowledge, excellence, and industry growth.

Thank you for staying connected with us—let's carry this momentum forward into the coming months with renewed purpose and passion.



GET IN TOUCH



mdangirwa@iizim.co.zw
www.iizim.co.zw



+263 77 952 8910
+263 86 771 03 085



41 Caithness Road, Eastlea
Harare, Zimbabwe

