CONSUMER EDUCATION
Newsletter

A PUBLICATION OF THE INSURANCE & PENSIONS COMMISSION | 5th EDITION

Pension contribution arrears: Stiffer penalties for CEOs, Finance Directors

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About IPEC

The Insurance and Pensions Commission (IPEC) is a statutory body established in terms of the Insurance and Pensions Commission Act [Chapter 24:21], to regulate the insurance and pensions industry with the objective of developing the industry and protection of insurance policyholders and pension fund members' interests.

IPEC's key role is to promote the general stability of the insurance and pensions industry.

The Commission is accountable to the Ministry of Finance and Economic Development.

Vision

A safe, vibrant and sustainable insurance and pensions industry by 2022

Our Mission

To regulate, supervise and strengthen the insurance and pension industry for the protection of policyholders and pension scheme members through regulatory excellence

Our Core Values

Fairness.
We shall develop and apply rules, regulations and procedures equitably among all clients and stakeholders.

Integrity
We are ethical and honest in our dealings with all our clients and stakeholders.

Excellence
We are exemplary in the way we do our business. We strive to exceed expectations by upholding the utmost quality standards in carrying out our work.

IPEC Functions

(a) To register insurers, mutual insurance societies and insurance brokers in terms of the Insurance Act [Chapter 24:07] and, subject to that Act, to regulate and monitor their business;

(b) To register pension and provident funds in terms of the Pension and Provident Funds Act [Chapter 24:09] and, subject to that Act, to regulate and monitor their management and administration;

(c) To monitor the activities of insurers, mutual insurance societies, insurance brokers and pension and provident funds to ensure that they maintain set standards and ensure compliance with the Insurance Act [Chapter 24:07] and the Pension and Provident Funds Act [Chapter 24:09], as the case may be;

(d) To provide information to the public on matters relating to insurance and pension and provident funds and to encourage and promote insurance and investment in such funds;

(e) To advise the Minister on matters relating to insurance and pension and provident funds; and

(f) To perform any other function that may be conferred or imposed on the Commission in terms of this Act or any other enactment.

Message from the Commissioner

Grace Muradzikwa
Commissioner of Insurance, Pension and Provident Funds

There is no doubt that the year 2020 ranks as one of the most challenging years of our time as the world and our own country battled with the Covid-19 pandemic.

That notwithstanding, and despite the lockdown restrictions, much has been achieved.

Since the first Covid-19 case was reported in Zimbabwe on 20 March 2020 and the subsequent lockdown measures introduced by the Government, uncertainty and anxiety has gripped the nation.

Being aware of our mandate, which is to protect the interests of policyholders and pension scheme members, the Commission quickly embraced the new normal by taking key measures. These included directing insurance companies and pension funds to submit business continuity plans as insurers were able to use various innovative technological platforms to ensure that customer experience was delivered seamlessly despite limited physical interactions.

As the regulator, we have also continued to enforce compliance with the Revaluation Guideline for the Insurance and Pensions Industry on Adjusting Insurance and Pension Values in Response to Currency Reforms, which we issued in March this year.

Preliminary indications from the submitted data indicate that there are significant increases to members' benefits.

We are optimistic that once full compliance with the Guideline is achieved, there will be improved benefits for policyholders and pension scheme members who had lost value owing to currency reforms and the subsequent inflation. In this edition, we publish an article that has more details on this.

One of the major causes of the loss of value for policyholders and pension scheme members during previous currency conversions has been the lack of separation between policyholders' and shareholders' funds.

To close this gap, we have enforced the separation of assets and engaged a consultant to assist with reviewing the separation of assets done by insurers. By doing this, we will be able to validate if it was done correctly. There is also more on this in the newsletter.

Meanwhile, as a regulator, we understand that we have a national mandate. We appreciate the fact that we have been centralised in Harare for far too long, which has made us unreachable to some of our stakeholders. To this end, we have good news for Bulawayo and surrounding areas. We will be opening a Complaints Handling Office at the Bulawayo Centre in November. If anyone has an enquiry or complaint against insurance companies and pension funds that fall under us, they are free to pay us a visit.

Plans are underway for us to open other satellite offices throughout the country in the next few years. We are doing this to make our services more accessible to more people.

Looking ahead, the operating environment will continue to pose some difficulties, but we are seeing opportunities in the industry as the financial services will be further shaped by digitalisation and innovation. As a Commission, we stand ready to ensure enhanced consumer protection. We shall also be aligning our strategy with the National Development Strategy 1 (2021 - 2025) to ensure our strategies are sound, consistent, and focused on the growth and stability of the insurance and pensions industry for the protection of policyholders and pension scheme members.

Enjoy the reading!

From the Editor's Desk

Lloyd Gumbo
Public Relations Manager

Greetings and welcome to the 5th edition of our Consumer Education Newsletter. I trust you are all keeping safe in the face of the Covid-19 pandemic. Let us continue to be vigilant by observing all public health guidelines to curb the spread of the coronavirus.

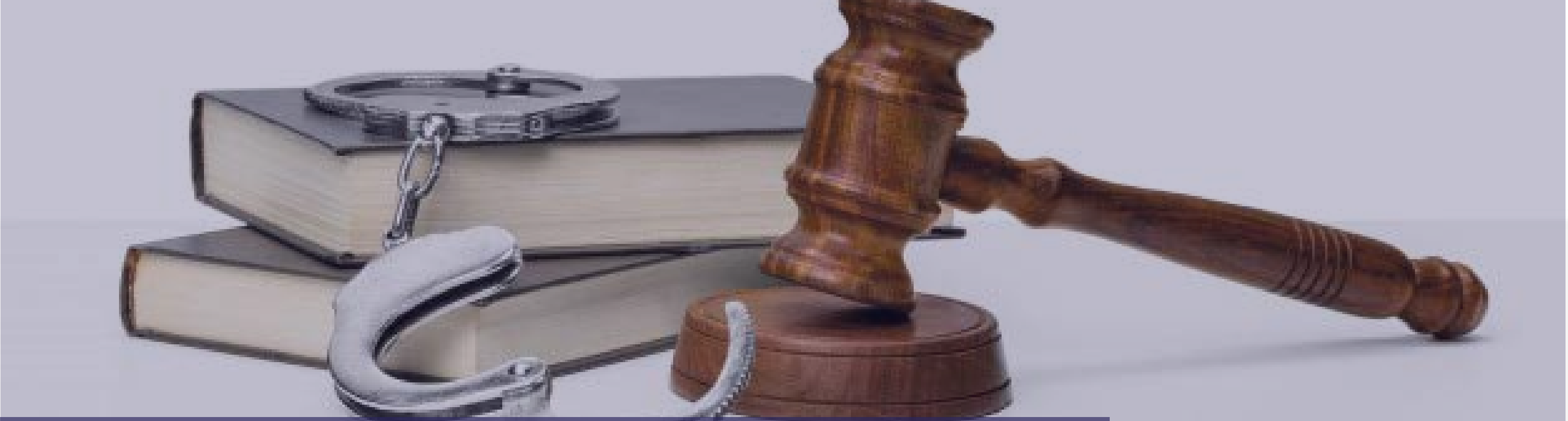
One of the major challenges affecting the pension sector at the moment is non-remittance of pension contributions by sponsoring employers. This exposes employees to post-retirement poverty as in some cases, there would be no benefits for them in their twilight years.

In this edition, we tell you about how the Pension and Provident Funds Bill that is currently before Parliament seeks to penalise those responsible.

This edition also has an interview with the IPEC Commissioner, Dr Grace Muradzikwa, about the 2019 currency reforms and what IPEC is doing to limit the impact of inflation on policyholders and pension scheme members.

There are many more articles, which I believe you will find informative. So, go ahead and read.

Your feedback is more than welcome. You can send your thoughts to pr@ipec.co.zw.



Pension contribution arrears:
Stiffer penalties for CEOs, Finance Directors

Chief executive officers and finance directors who deduct pension contributions but do not remit the same to pension funds will face civil and criminal penalties in their personal capacities if the proposed Pension and Provident Funds is passed into law.

Pension contribution arrears is one of the biggest challenges facing the pension sector with about $890 million in unremitted contributions recorded as at 30 June 2020.

When sponsoring employers deduct pension contributions, they are required to remit the same to pension funds. But when they do not remit the contributions, it affects members as they sometimes end up receiving reduced benefits or no benefits at all when they retire.

Currently, penalties for non-remittance of pension contributions are provided for in the pension regulations. However, they are not deterrent enough since they are limited to a level six fine or imprisonment for one year, or both such fine and such imprisonment.

To address this gap, the Insurance and Pensions Commission has proposed strengthening the Pension and Provident Funds Bill to force sponsoring employers to remit contributions.

The Bill, whose objectives include protection of fund members' and beneficiaries' interests, is currently before Parliament.

Clause 17 of the Bill states that sponsoring employers shall be required to remit pension contributions within 14 days after the end of the month in respect of which the contributions were payable.

For example, pension contributions for August, should have been remitted to the pension fund by 14 September.

Sponsoring employers who fail to remit contributions within the specified period shall be guilty of an offence and liable to a stiffer category 1 civil penalty.

The pension fund's principal officer shall be required to report to IPEC within seven days after the end of the 14 days. A principal officer who fails to report this to IPEC shall be guilty of an offence and liable to a category 1 civil penalty.

Clause 17 (8) states that: "Without derogation from section 385 of the Criminal Procedure and Evidence Act [Chapter 9:07], where a participating employer contravenes this section, the following persons shall be personally liable for the contravention—

"(a) every director or executive officer who is regularly involved in the management of the participating employer's overall financial affairs;

(b) every person in accordance with whose directions or instructions the governing body or structure of the participating employer acts or who controls or who is regularly involved in the management of the participating employer's overall financial affairs." This will only not apply if it is proved that he or she took no part in the commission of the offence.

Pension contributions arrears date back to the 1990s. Some of these contributions were written-off in 2009 when the country adopted the multicurrency system.
There are some sponsoring employers who have also not remitted contributions to their respective pension funds since 2009. This has condemned their former employees to poverty post-retirement. Those workers would have retired confident that they had secured their future, only to find out that they have no income.

What you need to know about how **Cost of Living Adjustments** affect you

Retirement income is mainly a product of the past. A pensioner's earnings at retirement are dependent upon job and earnings history and on the pension rules in place at the time entitlements accrued.
Most pension rules provide that pension contributions are based on basic salary. Each member of a pension fund contributes at a specified contribution rate, of say 5% of the basic salary and the employer also contributes a specified percentage towards the pension of each employee. These contributions are put into a pension fund during the period of employment of the employee to constitute part of his/her pension at retirement plus investment returns.

During inflationary periods, employers have established ways of cushioning their employees from impoverishment. Some of the mechanisms put in place include non-pensionable benefits such as fuel coupons, groceries and temporary allowances in foreign currency such as the Covid-19 allowance. In essence, one may end up with benefits worth $100 000 per month yet his/her pensionable salary is $15 000.

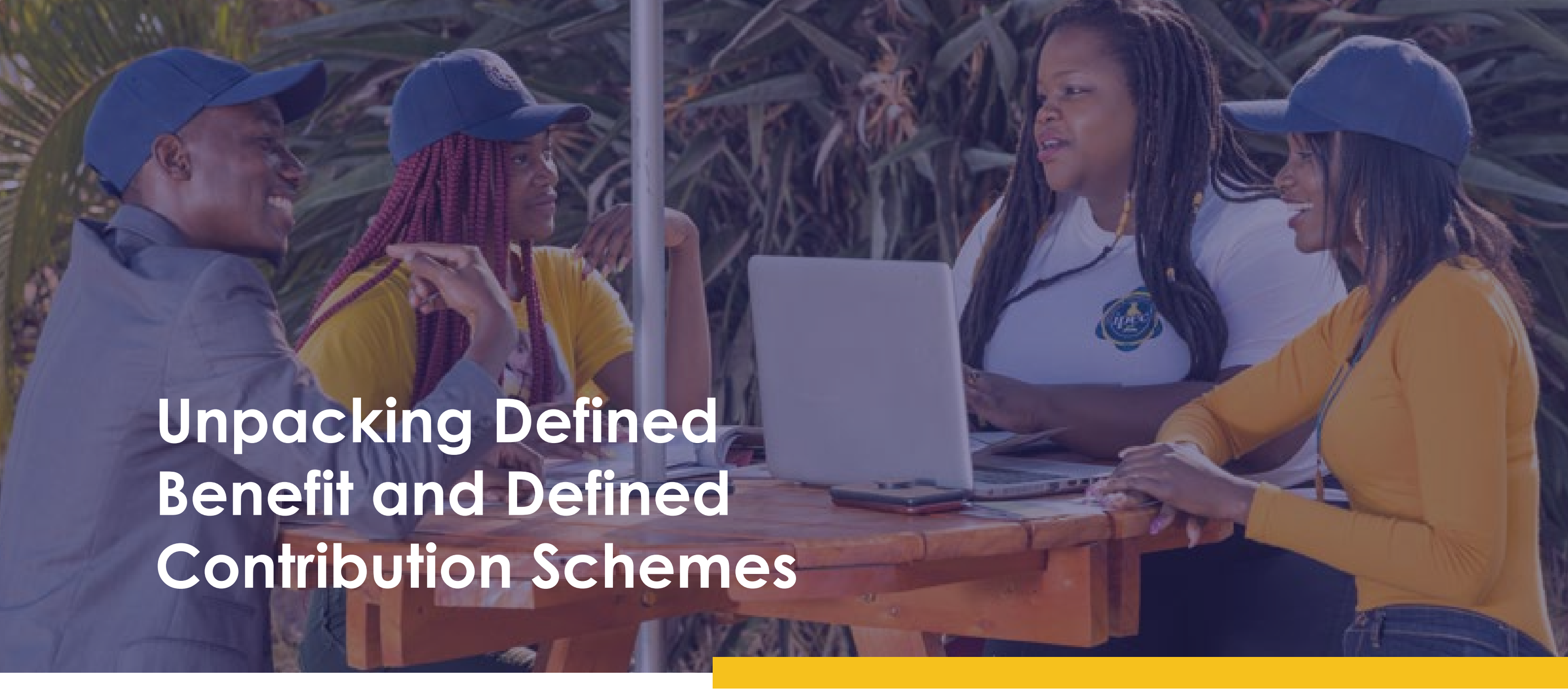
What it means is that the employee is only having a small portion of their monthly income going towards their pension.When the employee retires, their benefits will be way lower than what was their monthly income, which may not meet the member's lifestyle standard.

For instance, for someone who was receiving employment benefits worth about $100 000 monthly to receive pension benefits which are about $5000 per month would be like a drop in the ocean.

As such, the pensioner ends up not capable of maintaining a decent standard of living, which they enjoyed during the period of their employment.
For defined benefit pension schemes, the benefits are linked to the final salary and the member is cushioned against inflationary pressures, if the employer was awarding cost of living adjustments on basic salary tracking inflation. However, if the employer was awarding non-pensionable allowances, these will not be considered in calculating the pension benefits at retirement.

Therefore, for both a defined benefit pension scheme and a defined contribution scheme, non–pensionable allowances do not contribute towards pension growth.

To address this problem, employers must consider awarding cost of living adjustments on total salary – including basic salary - that have an impact on pension growth to ensure that employees earn adequate pension benefits when they retire.



Unpacking Defined Benefit and Defined Contribution Schemes

Occupational pension schemes are generally set up by the employer to provide income to employees after retirement. The schemes can be either Defined Benefit (DB) or Defined Contribution (DC). In some cases, there is a Hybrid scheme, which combines elements of both DB and DC.
Sometimes there is confusion on the difference between a DB scheme and a DC scheme. This article explains the difference between the two schemes and what each scheme design means to you as a member. The article also answers the question on whether employers have a right to change the design of the scheme from DB to DC or vice versa.

Defined Benefit Scheme

A DB scheme is a retirement plan that promises an employee a defined pension upon retirement based on a formula that factors in one's final salary, the number of years in service and an accrual rate. Under this scheme, an employee can calculate in advance, how much he/she will receive as a pension upon retirement using the above formula. In other words, the benefit is defined in advance of retirement.

Defined Contribution Scheme

A DC scheme is a retirement plan under which, an employee's retirement benefits depend on the amount of money saved in the pension pot and investment performance of the fund minus administrative costs. Under this scheme, a member is unable to calculate his/her retirement benefits in advance as these are dependent on the above factors. What is defined in advance is the contribution towards pension and not the expected benefit upon retirement.

Differences between DB and DCs schemes

The major difference between a DB scheme and a DC scheme is that the former guarantees specific pension benefits after retirement based on the formular cited above while under the latter, pension benefits depend on the money contributed and investment returns.

Under the DB scheme, the employee is less worried about the investment performance of the pension fund since the employer promises to pay the difference in the event that the fund is unable to provide the promised benefits in full. In essence, under the DB scheme, the employer is the one who carries the investment risk if the pension fund fails to perform. For instance, if the employee's retirement benefits are calculated and it is established that $1 million is due to him/her but the pension fund is only able to pay $600 000, the employer adds $400 000 to meet the promised benefits.

On the other hand, under a DC scheme, the employee's benefits depend on the total contributions from either both the employee and the employer; or the employee; or employer alone – depending on the contribution arrangements - and the investment returns of the fund. Under this scheme, the employee is the one who carries the investment risk. For instance, if the pension fund fails to perform through poor investments, it is the employee who suffers as his/her benefits are affected. But if the pension fund performs well, the employee benefits.

Hybrid Scheme

This is mainly a DC scheme, with some characteristics of a DB scheme. While employees carry the investment risk, the employer chooses to supplement the employees' retirement to a specific level if the employee's contributions and investment returns are not adequate to meet a specific level. The employer may say while the employee's retirement benefits depend on the contributions and investment returns, such benefits should at least meet a specific figure. For instance, the employer may say former employees should get at least $5 000 as pension benefits per month. Under the circumstances, if the pension fund can only afford $3500, the employer chips in with the difference of $1500.

Do employers have a right to change the scheme design from DB to DC or vice versa?

Private occupational pension schemes whether DB or DC, are voluntary by nature. The employer sets up a pension scheme with the intention of securing employees' retirement. As explained above, under a DB scheme, it is the employer who carries the investment risk of the fund by committing to pay the shortfall in the event that the pension fund fails to yield adequate money to pay the promised benefits. Therefore, if the employer feels that he/she cannot afford to guarantee that promise, he/she has a right to change the scheme from DB to DC.

However, this should be done through a consultative process with the employees.

On the other hand, an employer has a right to change from a DC scheme to DB scheme maybe as a staff retention strategy or as a way of rewarding former employees for the service to the company. Employers can also change either DB or DC schemes to the Hybrid scheme.

Step-by-Step pension planning

Retirement is a certainty. At some point in our lives, we will need to retire because we will no longer be able to work as we used to do. In some cases, we retire to our rural homes while for some, the lifestyle standard drops drastically because they would not have saved for retirement.

The process of saving for retirement

Retirement finance planning is the process of setting aside a percentage of one's earnings on a monthly, quarterly or even yearly basis. The money is invested in a fund that can buy one a pension on retirement.

Meet Baba Shupi

To demonstrate the concept of retirement planning, let us take the example of 'Baba Shupi', a 55-year-old plumber who earns ZW$6000 per month.

The law allows normal retirement age for any fund to be set at a common age between 55 and 75 years. Once the normal retirement age for the fund has been set, retiring earlier (but not before age 55 unless on grounds of ill health), would be early retirement and later than the normal retirement age, would be late retirement. At age 55, Baba Shupi can consider retirement.

Planning for retirement today

On retirement, if Baba Shupi has put aside enough in his retirement [savings] kit, he will receive a pension that will adequately look after him for the remainder of his life.

If, however, Baba Shupi's retirement kit is empty, he has no choice other than to rely on children, friends and family for his survival — a very difficult life adjustment to make at any age. We can avoid this sort of soul-destroying destitution simply by 'planning for retirement today'.

In Zimbabwe, Baba Shupi can plan for retirement through the following four options:

i. Join an employer-run pension fund

Baba Shupi puts aside a certain amount of his monthly earnings while his employer sets aside an equivalent amount (or more) towards his retirement. These savings are then invested in a pension fund that will buy Baba Shupi a pension upon retirement. The earlier Baba Shupi starts saving for his retirement, the bigger his retirement kit will be on retirement. Such employer-assisted pension schemes are normally run by Life Insurance companies and pension funds.

ii. Purchase a retirement annuity

Buying a retirement annuity from a Life Insurance company will guarantee Baba Shupi a pension on retirement. Baba Shupi simply sets aside a percentage of his earnings every month, quarter or year, for buying a stream of retirement income. Baba Shupi cannot withdraw cash from the retirement annuity until he gets to the retirement age.

Some Life offices also allow lump-sum deposits in a retirement annuity. To illustrate this, we look at several of
Baba Shupi's friends, who grow tobacco and earn large sums of money at the end of each season. Such farmers are
encouraged to put aside a percentage of their earnings (lump sum) and buy a retirement annuity for their retirement.

iii. Receive an NSSA income

Baba Shupi can also expect to get an income from NSSA, as long as his employer pays his NSSA contributions during his employment. NSSA has rules and regulations that guide its pension scheme and Baba Shupi must meet these to qualify for a NSSA pension.

iv. Invest in something

Lastly, Baba Shupi could consider investing the little that remains from his salary. He could consider investing on the Stock Exchange, property, bonds, and even get into business. However, Baba Shupi realises that he cannot expertly make investment decisions.
He does not understand the stock market, let alone invest in it.

Understand your limitations

Baba Shupi owns a three-bedroomed house that is still under construction, but it would be asking too much from him to invest in property. Baba Shupi understands his limitations.

Running a business is not one of his strengths. He, therefore, cannot consider running a business as a substitute for retirement planning.

Baba Shupi has also consulted a financial advisor (agent). Given his current retirement savings, says his advisor, he is likely to get a total monthly income of only ZW$1000 from the three possible sources of retirement income.

This implies that when Baba Shupi retires in December, his monthly income the following month will drop from ZW$6000 to $1000. Even though Baba Shupi has been saving for retirement, his efforts might still fall far short of his needs.

This article was written by the Life Offices Association, which is an association of Life insurance companies and edited by IPEC.

The country was on lockdown as part of measures introduced by the Government to curb the spread of the novel coronavirus. But for the Insurance and Pensions Commission (IPEC), its mandate of protecting the interests of policyholders and pension scheme members was more critical than ever. We caught up with the IPEC Commissioner, Dr Grace Muradzikwa to talk about some of the actions that the Commission has taken to protect the interests of policyholders and pension scheme members. Below are excerpts from the interview.

One-On-One with the Commissioner

Question: The 2019 currency reforms triggered inflation to an extent and stakeholders in the insurance and pensions industry feel this has resulted in the second loss of value for policyholders and pension scheme members in a decade. What is your take?

Dr Muradzikwa: In our context, the 2019 currency reforms have resulted in industry assets gaining more value at a much faster rate than the liabilities. This, however, was addressed through the Guidance Paper on Adjusting Insurance and Pension values following the currency reforms. The Guidance Paper establishes the key principles that need to be adhered to by insurance companies and pension funds to minimise the "loss" of value. In particular, the Guidance Paper minimises the possibility of transfer of value between policyholders or members of pension funds from different generations.

As a Commission, we have taken all measures necessary to ensure that all insurance companies and pension funds comply with the Guidance Paper. To date, we have noted that through the application of the Guidance Paper, bonuses being awarded to active members of scheme members and pension increases being awarded to pensioners are fair and equitable between different categories of policyholders and scheme members.

Question: The Commission of Inquiry that investigated the Loss of Value after dollarisation in 2009 accused IPEC of not having protected policyholders and pension scheme members. What has the Commission done now to reduce the impact of the loss of value after the 2019 currency reforms?

Dr Muradzikwa: The 2009 experience gave us a lot of lessons about how to deal with currency reforms, particularly for our sector. We have been very proactive in terms of our response in guiding the industry on how to respond to the 2019 currency reforms and their impact on the insurance and pension industry. Most importantly, the Commission gave proper guidance around the determination and distribution of any Revaluation Gains that arose because of the currency reforms and the subsequent impact of inflation. Though the Commission was leading in terms of the development of this guidance, the process itself was very consultative and feedback from our key stakeholders was taken into account. We are also grateful to World Bank for the support they gave us in this exercise.

In addition, the Commission has also enhanced its collaboration with the Reserve Bank of Zimbabwe and our parent ministry, the Ministry of Finance to ensure that fiscal and monetary policy pronouncements do not have unintended adverse effects on policyholders and pension scheme members.

The Commission has also increased its skills to enhance oversight on the operations of insurance companies and pension funds especially in light of the obtaining macro-economic environment.

Question: What should policyholders and pension scheme members expect from implementation of the Guidance Paper?

Dr Muradzikwa: A fair and equitable share of the revaluation gains that arose as a result of the 2019 currency reforms i.e. a fair share of the assets backing their liabilities. This entails greater transparency and timely communication by their insurers and pension funds regarding their adjusted benefits in line with the Guidance Paper.

Question: Will this also result in those who lost value in 2009 being compensated?

Dr Muradzikwa: The Guidance Paper addresses adjustment of insurance and pension benefits following the 2019 currency reforms, and hence do not provide guidance on the 2009 compensation. The Guidance for the 2009 compensation is already provided for in the Commission of Inquiry Report. The Commission is working with other stakeholders to implement the findings of the Commission of Inquiry. The Commission is also conducting an asset separation process to identify assets that may have been misappropriated from policyholders to shareholders of life insurance companies for distribution to their rightful owners.

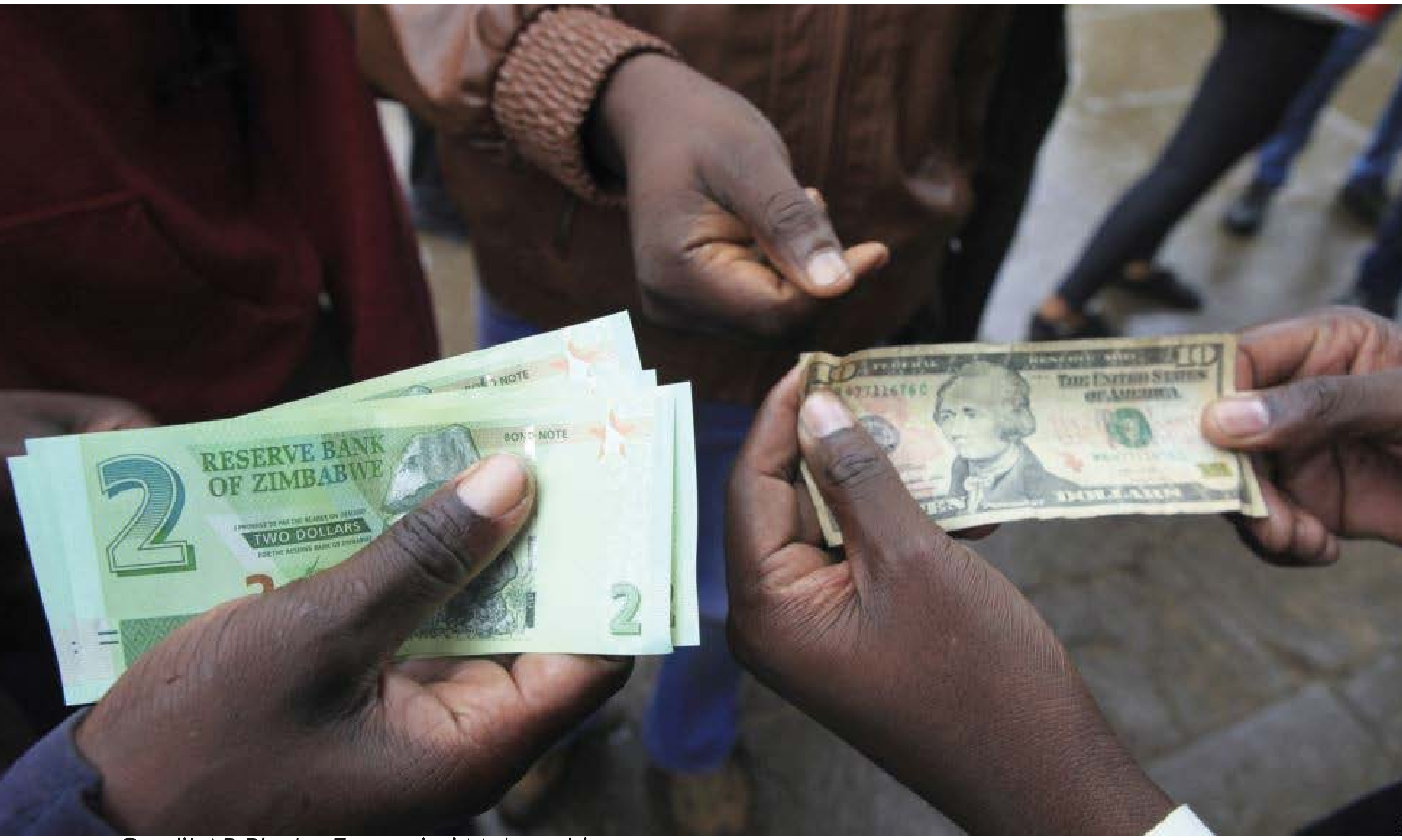
Question: What is the Commission doing about regulated entities that are reluctant to comply with the Guidance Paper?

Dr Muradzikwa: While there are some who were reluctant to comply with the Guidance Paper initially, I am glad to say all entities are now cooperating following enforcement of different regulatory compliance tools. To date, preliminary significant increases to pension scheme members' benefits have been registered.

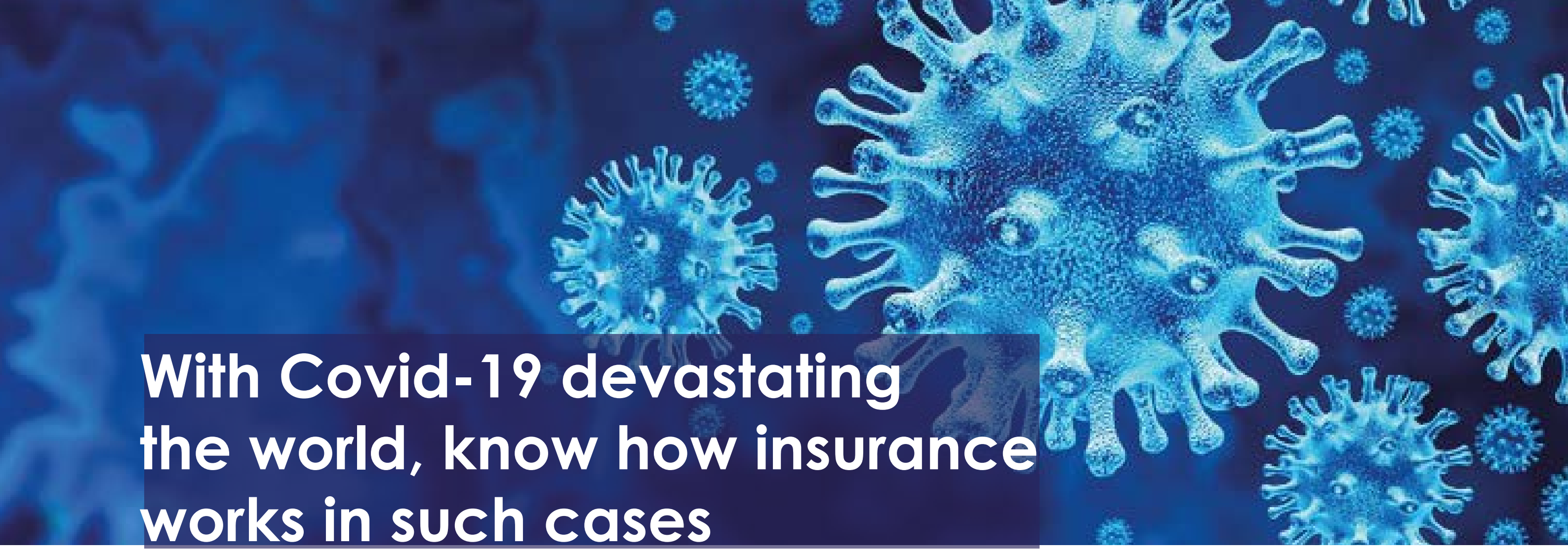
Question: The Commission is also implementing an asset separation exercise. May you take us through the exercise and what it seeks to achieve?

Dr Muradzikwa: For a very long time, the industry has not been fully complying with particularly section 29 of the Insurance Act and section 16 of the Pension and Provident Funds Act, which require insurance companies to separate policyholders and shareholders assets. As such, assets belonging to policyholders were pooled together with those belonging to shareholders making it difficult to objectively attribute returns on those assets between shareholders and policyholders. This issue was also flagged out in the Commission of Inquiry Report and as IPEC, we have been mandated to ensure that this non-compliance is rectified.

This exercise therefore, seeks to ensure full compliance with the provisions of the law requiring that the assets belonging to policyholders are uniquely and distinctly identified from those belonging to shareholders. This will reduce incidences where assets belonging to policyholders are unjustifiably used for the benefit of shareholders. Assets that may have been misappropriated will be re-distributed to their rightful owners.



Credit AP Photo- Tsvangirai Mukwazhi



With Covid-19 devastating the world, know how insurance works in such cases

The Covid-19 pandemic and the measures taken to limit the spread of the virus have significantly disrupted economic activity across the globe resulting in significant business interruption losses. Resultantly, some businesses have significantly lost income, forcing some to lay off workers.

Business interruption insurance, also known as consequential loss or loss of profits, protects a business' income stream when its operations are shut down by a covered peril. The major purpose of this form of insurance is to indemnify the insured for the loss of turnover and continued costs as a result of business interruption following an insured peril. The policy typically covers, during the period of interruption, costs related to loss of profits, wages for employees that the insured would need to keep, rentals and bond payments. The principle is to return the policyholder (business) to the financial position it would have occupied if the covered peril had not occurred.

Typically, business interruption insurance is purchased as part of an "All Risk" property insurance policy. All risk property policies are the widest and broadest form of property insurance available because they cover all losses the policyholder suffers, unless the peril causing the loss is a specifically excluded. Key to the business interruption insurance is that, it often covers earnings or profits lost and extra business expenses incurred due to an interruption or interference with the insured's business, caused by direct physical loss of or damage to other insured property (e.g. buildings).

However, some policies may cover losses or expenses resulting only from a business interruption, not an interference. In most cases, under this kind of policy, there may be no coverage unless the business has entirely suspended all operations.

Under a commercial insurance policy, there may also be 'civil authority' coverage, which may overlap with business interruption insurance coverage. There is also the Contingent Bill, which usually protects earnings or profits lost because of direct physical loss or damage to property owned by one of the insured's neighbours, suppliers or clients. There are various Bill policies depending on the needs of the policyholder.

Despite some variations from insurer to insurer, the policy wording in business interruption policies, like other lines of insurance, is drafted by insurers and then sold on a take-it-or-leave-it basis to the policyholders. The policy wording in business interruption insurance policies can vary from insurer to insurer. The Commission therefore, urges the customers to understand the risks that are being covered by the policy before buying it.

What you need to know about the Motor Insurance Pool

Victims of road traffic accidents involving foreign registered vehicles have been accessing compensation under the Motor Insurance Pool (MIP) upon lodging their claims. Unfortunately, some claims have gone unpaid due to non-fulfilment of requirements.

Some policyholders or victims have not been lodging claims due to inadequate knowledge of the processes involved whist for some there is no attempt to lodge claims at all. In such instances, victims have been left burdened with medical bills from treatment of injuries sustained in the accidents or are unable to repair or replace damaged property. Following this realisation, the Insurance Council of Zimbabwe ICZ), administrators of the MIP, has embarked on an awareness campaign to make the public and policyholders aware of the existence and purpose of the insurance cover provided for under the pool.
Below are questions and answers providing information on MIP:

Question: What is the Motor Insurance Pool?

Answer: The Motor Insurance Pool commonly known as MIP is an insurance pool administered by ICZ and regulated by the Road Traffic Act.

Question: What insurance cover is provided under MIP?

Answer: This insurance pool provides Third Party Motor Insurance Cover to every foreign registered vehicle that enters Zimbabwe. This insurance cover is obtained from the Zimbabwe Revenue Authority (ZIMRA) at every border post.
This means that every foreign registered vehicle on Zimbabwe roads, be it a bus, cargo truck or small private car, has Third Party Motor insurance cover.
Question: Who is covered by this insurance in the event of an accident with a foreign registered vehicle?

Answer: This insurance covers:

- A local Third Party whose property has been damaged by a foreign-registered vehicle; and
- A local Third Party who has been injured and or killed by a foreign-registered vehicle.

Question: Who is referred to as third party?

Answer: A third party is a victim other than the policyholder whose property that includes a vehicle that has been damaged or a person who has been injured or killed in an accident involving a foreign-registered vehicle.

Question: What should someone do in the event of an accident?

Answer: The driver of the foreign registered vehicle must report the accident to the police. Both the driver and the third party should work together to collect all documents required to submit a claim for compensation.

Question: What documents are required for submission of a claim?

Answer: The following documents are required:
- Copy of MIP Insurance Certificate;
- Police Report;
- Copy or copies of drivers' licences of vehicles involved in the accident;
- Completed claim form by either party;
- Three quotations for repairing or replacing the damaged property;
- Medical expense receipts or quotations for treatment if injured; and
- Death certificate provided by beneficiaries in the unfortunate event of death.

Question: Where should these documents be submitted?

Answer: All claim documents should be submitted to Insurance Council of Zimbabwe offices, physically or by email.
ICZ is located at No 4 Josiah Tongogara Ave in Harare. Claim documents can also be submitted via email on: icz@icz.co.zw
Policyholders and victims are encouraged to submit all requested documents timeously and at once. Non-submission or partial submission of required information will result in non-payment or delay in processing of the claim.

Question: Is it possible for a victim to lodge a claim now for property damage or an injury that occurred in the past?

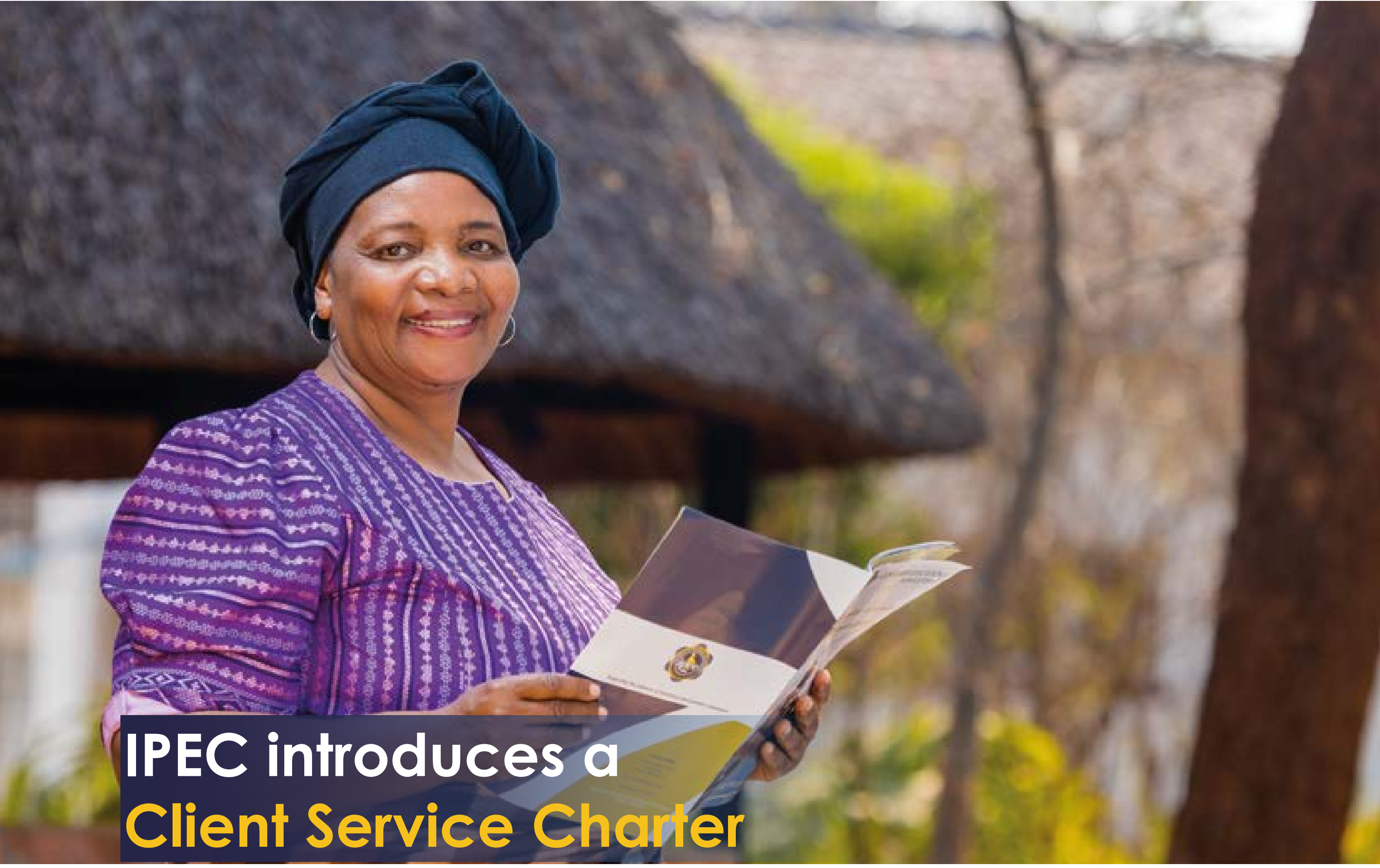
Answer: Yes a victim or a policyholder may lodge a claim on the following conditions:
- That the claim is less than 3 years; and
- That the victim or the policyholders is able to submit the required documentation.

Question: Who should people with enquires or needing assistance contact?

Answer: Contact ICZ, as the administrator of the pool on +2638677007101 or send an email to: icz@icz.co.zw.

Follow the Insurance Council of Zimbabwe on Twitter and Facebook for more information.

This article was written by the Insurance Council of Zimbabwe (ICZ) and edited by IPEC.



IPEC introduces a Client Service Charter

The Insurance and Pensions Commission (IPEC) has come up with a Client Service Charter, which sets out the service standards that stakeholders should expect when dealing with the regulator.

The Charter, which aims at improving efficiency and transparency within the insurance and pensions regulator also sets out what the Commission expects from its stakeholders in return.

In her foreword in the Charter, IPEC Commissioner Dr Grace Muradzikwa said the Client Service Charter, signified the Commission's commitment to provide high level service standards to all its stakeholders.

"As the regulator for the insurance and pensions industry, the Commission is committed to ensuring that everyone who deals with us, is actively engaged and have timeous access to the information that he/she needs," she said.

"We are alive to the fact that for us to achieve our objectives, there is need for collaboration with our stakeholders and clients, in our processes and approaches. Therefore, your support as stakeholders, will be greatly appreciated."

Response Time Frames

Below are the target response times for all queries and enquiries that the Commission receives from its stakeholders. It must be noted that some cases may take less or longer time periods depending on the complexity of the matter:-

Activity	Action	Timeframe
General enquiries	Acknowledge receipt	1 business day
	Full response to non-complex enquiries	Within 3 working days
	Full response to enquiries that require research	Within 7 working days (to advise the enquirer, if more time is required)
Respond to incoming telephone calls	Pick calls	Within 3 rings
Visitors at the reception	Attend to visitors	Within 5 minutes
Media enquiries	Acknowledge receipt	1 business day
	Process	1 working day, if not complex and 3 working days, if it requires research (to advise the enquirer, if more time is required)
Licensing application after submitting all requirements	Acknowledge receipt	Within 1 business day
	Process	14 working days
Other applications, e.g. product approvals, distribution, terminations, fund liquidation & paid up status	Acknowledge Receipt	1 business day
	Process	Within 14 working days
Monitoring of regulated entities	Onsite Inspections	Draft Report- 2 weeks
		Final Report- 2 months
	Investigations	3 months
Publication of quarterly reports	Publication of reports	2 months after the end of each quarter
Publication of annual reports	Publication of reports	30 September
Complaints Handling process	Acknowledge receipt	1 working day
	Process	7 working days for non-complex complaints.
		30 days for complex complaints (to advise the complainant, if more time is required)

INSURANCE AND PENSIONS COMMISSION

PROTECTING THE INTERESTS OF INSURANCE AND PENSION CONSUMERS

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