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Beyond Emotional Intelligence: The New Quotients Shaping Claims Leadership

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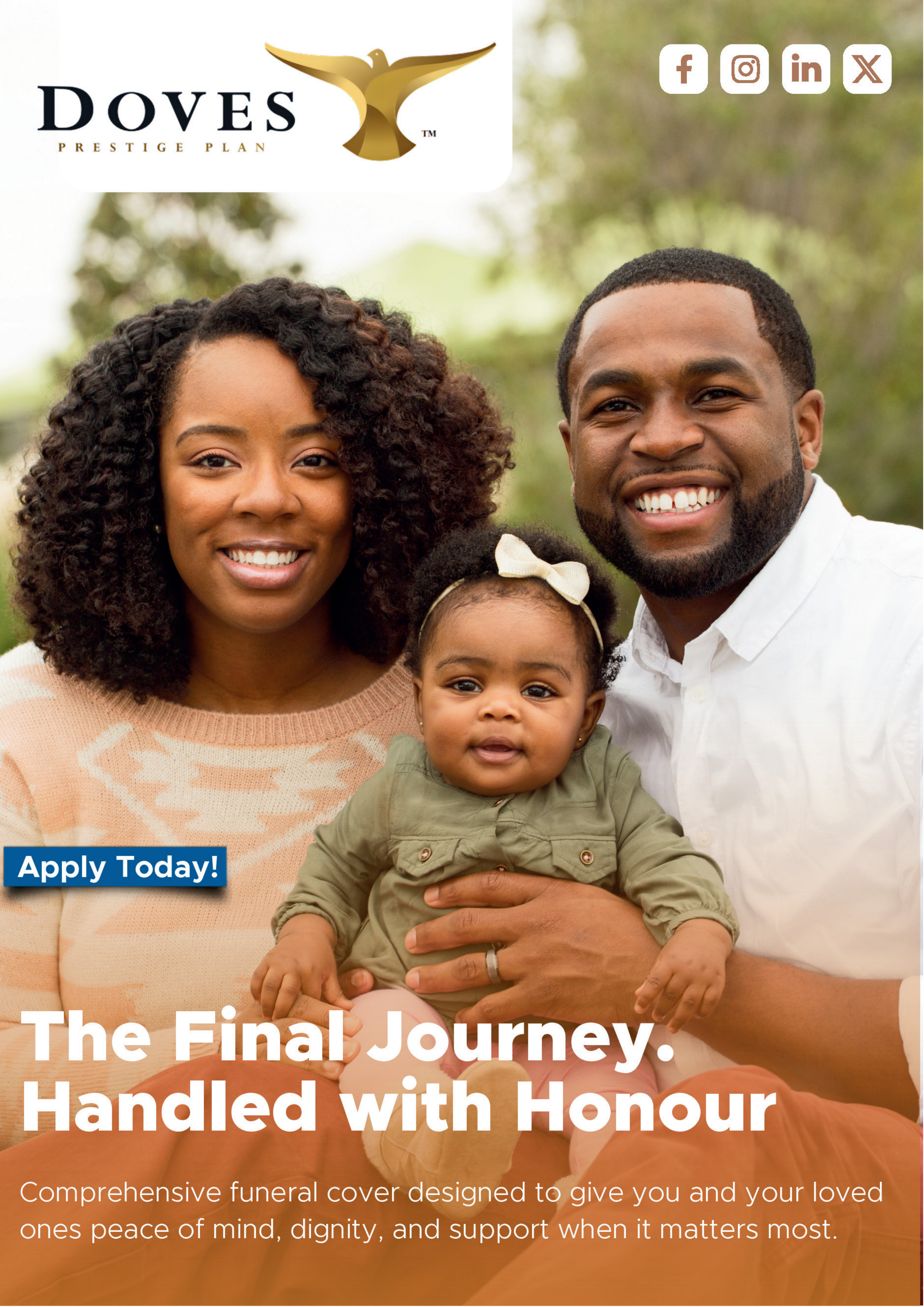
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Editor's Note

Insurance is a catalyst for building economic resilience, societal transformation and human flourishing.

As we close the 2025 chapter, it's clear that the African insurance industry has demonstrated remarkable resilience and adaptability in the face of challenges. From navigating complex regulatory landscapes to innovating in the face of emerging risks, insurers across the continent have shown their ability to evolve and thrive.

This 4th quarter editorial shares, unpack and highlights the stories and insights that matter most to the AIM community of readers. We've also shone a spotlight on the industry's leaders and innovators, celebrating their achievements and sharing their visions for the future.

We participated at the Southern Africa Insurance Indaba hosted by the Insurance Institute of Zimbabwe (IIZ). The Indaba was themed; Reimagining Insurance: Unlocking Economic Potential and Building Resilience in Africa; underscoring the transformative role of insurance towards sustainable development of Africa. In this editorial, we give you the highlights of the Indaba and key insights.

As we look ahead to 2026, we remain committed to providing our readers with the insights and analysis they need to navigate this rapidly changing landscape. We're proud to be part of the African insurance community, and we look forward to continuing to tell the stories that shape our industry.

Until next time! Happy festive season!

Andrew Chinoperekwei
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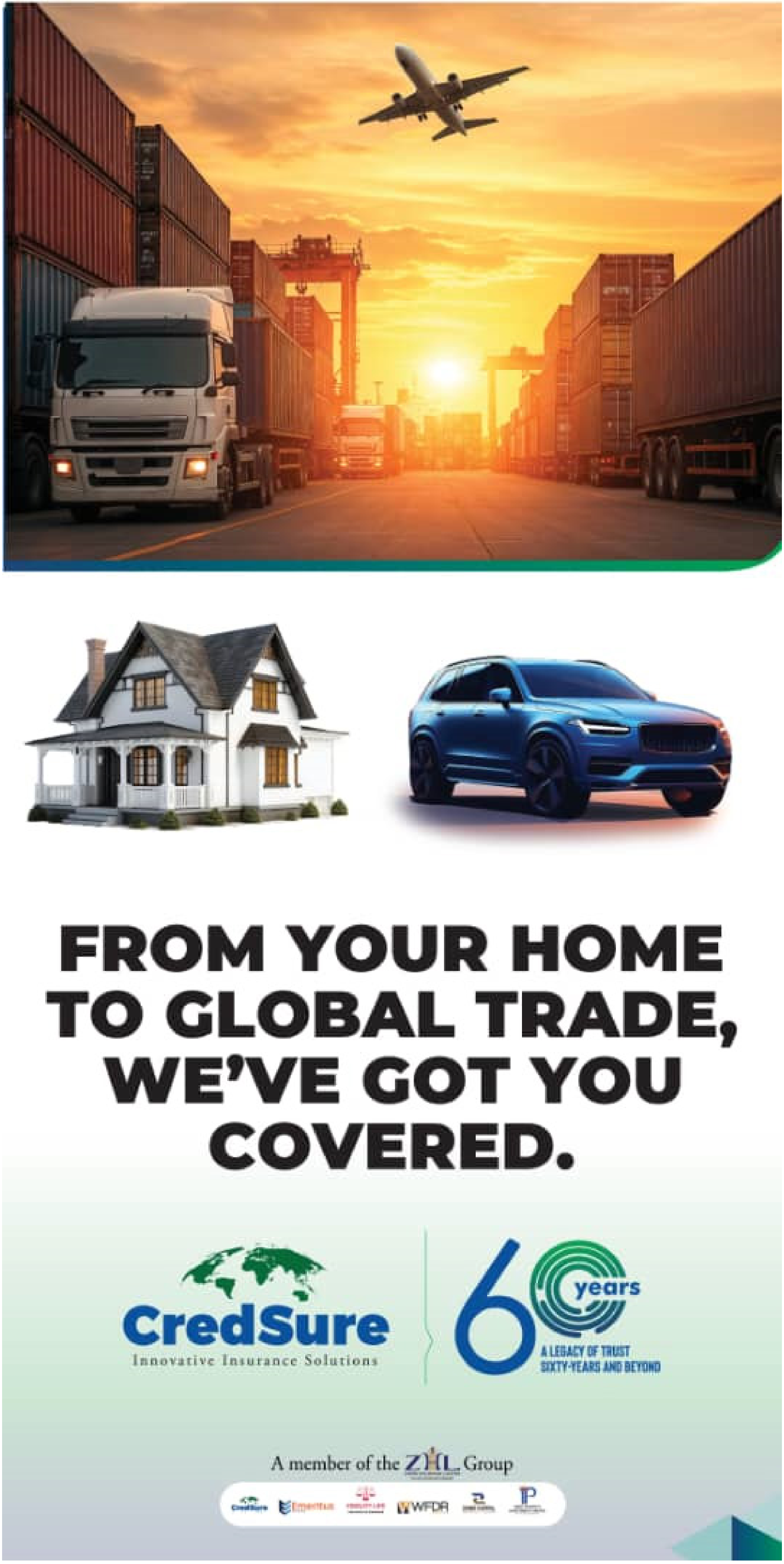
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6 Decades of Credsure Insurance: Purpose Driven, Customer Centric & Pioneering Spirit

The insurance community and stakeholders in Zimbabwe gathered on the 14th of November 2025; to pause and reflect, not just on milestones, but on meaning and the transformative journey of Credsure Insurance Limited. Celebrating a diamond jubilee is one such moment, marking resilience and offering a rare lens into what makes a business endure the evolutions and market disruptions.

For Credsure Insurance Limited, these six decades are rooted in innovation, solid purpose and helping business thrive while uplifting communities and flourishing humanity. In his remarks during the Credsure at 60 anniversary celebrations, Maxwell Nderere, the Managing Director highlighted the company's commitment to excellence and customer centricity, stating that Credsure has adapted, thrived and built a strong reputation over the past six decades with the help of dedicated team.

"A human centered approach and forward looking strategy has been the bedrock for the growth of Credsure," said Nderere. He further emphasized that, the success of Credsure is a result of teamwork and its ability to provide innovative risk management solutions.

While reflecting on the journey of Credsure Insurance, the Group Chief Executive Officer, Stanley Kudenga showed a deep appreciation of the journey and how the organization has thrived by remaining committed to its solid purpose – supporting resilience and uplifting communities. He further commended the company's role in enabling Zimbabwean products to compete globally and its contribution

to economic stability and growth.

Founded by a consortium of banks in partnership with the Industry Development Corporation, Credsure has proved that partnerships and collaborations are foundations of leading transformation. Now part of the ZIMRE Holdings Group, it is worth noting that Credsure pioneered export credit insurance and has since been the market leader in bonds and guarantees.

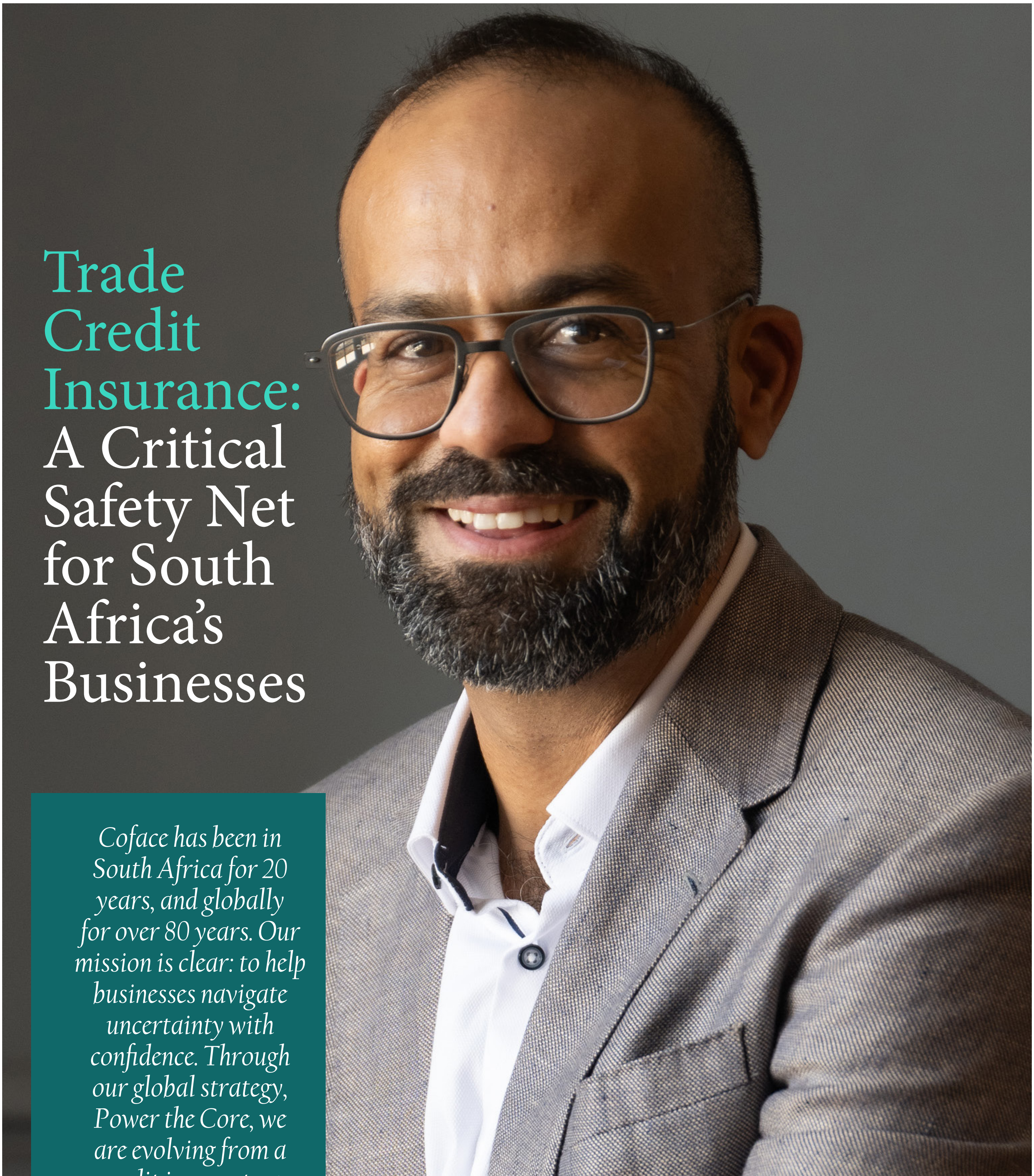
The Insurance & Pension Commission of Zimbabwe (IPEC) Commissioner, Dr. Grace Muradzikwa represented by the Manager for Market Conduct, Elliot Tsuro acknowledged Credsure' role in underwriting Zimbabwe' projects, infrastructure, stating that Credsure' solutions accelerate growth, resilience and economic stability. The Commissioner also praised Credsure' commitment to

specializing in guarantees and bonds.
Looking to the future

As Credsure embarks on its next chapter, the Managing Director, Maxwell Nderere expressed excitement about the opportunities ahead. "The next chapter is a defining moment for us at Credsure Insurance and we are excited about the opportunities ahead and we remain grounded on providing highest standard innovative services, empowering clients to navigate the evolving business landscape," he said.

With a strong reputation and commitment to excellence, Credsure is poised to continue driving innovation and growth in the insurance industry. In his closing remarks, Nderere highlighted that, the Credsure at 60 anniversary celebrations, testify its enduring legacy and role as a trusted partner to businesses and communities.

Trade Credit Insurance: A Critical Safety Net for South Africa's Businesses



Coface has been in South Africa for 20 years, and globally for over 80 years. Our mission is clear: to help businesses navigate uncertainty with confidence. Through our global strategy, Power the Core, we are evolving from a credit insurer to a credit management partner – combining risk protection with business intelligence, data-driven insights, and collections solutions.

Abdul Vally, Chief Executive Officer, Coface, South Africa

When South Africa went into lockdown in 2020, few could predict the full economic fallout. Businesses shuttered, supply chains froze, and cash flow dried up. Yet, amid the turbulence, one industry quietly kept companies afloat: trade credit insurance.

Across the market, insurers paid out between R1.5 billion and R2 billion in claims, ensuring that businesses had the cash flow to survive. Many of the companies supported during that time are still around today because credit insurers stood by them. In an economy without government-backed reinsurance schemes like those in Europe, that safety net was vital.

As we go through another period of economic strain – with slow growth and rising business rescues dominating the headlines – trade credit insurance is once again proving its relevance. For South African businesses, particularly small to medium enterprises (SMEs), protecting cash flow has never been more important.

Why trade credit insurance matters now

Trade credit insurance is one of the least understood financial tools in South Africa. It protects businesses against the risk of non-payment by customers – a risk that is rising as margins tighten and companies burn through reserves.

This protection is not just for large corporates. In fact, SMEs are often the most exposed to late payments and defaults, yet they rarely have the buffers to recover from them. Credit insurance gives them the confidence to extend terms, grow into new markets, and invest in expansion, knowing their cash flow is protected.

The problem? Few graduates or business leaders even know the industry exists. As an industry, we must do better at raising awareness – not just to attract talent, but to ensure that businesses of all sizes understand the value of this tool in managing risk.

Building resilience through infrastructure and SME support

The broader question, however, is: what will it take to turn South Africa's economy around?

The answer lies in infrastructure spending. Meaningful investment in energy, logistics, and transport would create jobs, drive demand, and restore business confidence. Once confidence returns, companies will begin investing again rather than sitting on cash reserves. Foreign direct investment will follow.

Equally important is making it easier to start and grow businesses. In other countries, registering a business can take less than a day. In South Africa, it often drags on for months. Add restrictive labour laws and complex compliance burdens, and it's no surprise that entrepreneurs hesitate. Yet, SMEs are the lifeblood of our economy — and if they succeed, so does South Africa.

Coface's role in shaping the future

Coface has been in South Africa for 20 years, and globally for over 80 years. Our mission is clear: to help businesses navigate uncertainty with confidence. Through our global strategy, Power the Core, we are evolving from a credit insurer to a credit management partner – combining risk protection with business intelligence, data-driven insights, and collections solutions.

For South Africa, the opportunity is to innovate for local SMEs. If we can build tailored products that meet their unique challenges, these solutions can be replicated across other emerging markets, from Turkey to Chile. In this way, South Africa can lead innovation within the Coface group, not just follow it.

Technology and artificial intelligence will also transform risk management, but AI is only as effective as the data it receives. That's why building and maintaining robust local databases of businesses is a priority for us. The better our information, the stronger the protection we can offer.

A long-term vision for South Africa

At Coface, our vision is to be the best in the market – the most trusted partner for businesses navigating credit risk. What sets us apart is consistency: our strategy does not change with leadership. Instead, we build steadily, combining global systems and expertise with local innovation and insight.

For businesses in South Africa, trade credit insurance should not be seen as a last resort. It should be recognised as an essential part of building resilience, protecting jobs, and enabling growth. The lessons of 2020 proved this beyond doubt. Now is the time to ensure more businesses – especially SMEs – understand the power of this tool.

About Coface For Trade
As a global leading player in trade credit risk management for more than 75 years, Coface helps companies grow and navigate in an uncertain and volatile environment. Whatever their size, location or sector, Coface provides 100,000 clients across some 200 markets with a full range of solutions: Trade Credit Insurance, Business Information, Debt Collection, Single Risk Insurance, Surety Bonds, Factoring. Every day, Coface leverages its unique expertise and cutting-edge technology to make trade happen, in both domestic and export markets. In 2024, Coface employed 5 236 people and recorded a turnover of €1.84 billion.

Strategic Leadership for Resilient Insurance in Africa

Lindah Mariwande

General Manager, Old Mutual Life Assurance Company Zimbabwe

""""

Organizational resilience requires more than crisis management – it is about building systems, cultures and strategies that ensure survival and success across cycles.

Africa's insurance sector stands a pivotal moment, influenced by several factors including; economic pressures, climate change, technological disruption, and regulatory shifts are reshaping the practice and profession of insurance across the continent.

In the midst of this turning point, strategic leadership serves as the foundation for building resilient insurers capable of unlocking the continent's vast economic potential.

But the question remains, what are the key leadership pillars required to drive resilience in African insurance markets?

This article explores this critical question referencing the insights shared by Lindah Mariwande in her presentation at the Southern Africa Insurance Indaba hosted by the Insurance Institute of Zimbabwe (IIZ).

Insurance penetration in Africa is below 3%, yet the continent holds one of the fastest growing populations and emerging markets. So what is the missing link? "With trends such as climate risks, economic instability, digital disruption and economic volatility impacting the sector, strategic leadership is urgently needed to lead transformation and be part of the insurance revolution," said Mariwande.

- *A new leadership paradigm: building organizational resilience*
- *As the African insurance sector evolves, every organization in thriving to be resilient. In her presentation, Lindah called for strategic leaders who:*
- *| shift from control to adaptive, visionary leadership,*
- *| harness tech-enabled data driven decision making,*
- *| balance short term pressure and long term transformation,*
- *| lobby for adaptive governance and policies,*
- *| build sustainable partnerships & ecosystems.*

Lindah emphasized the need to adopt a new leadership model that goes beyond traditional approaches of engagement. "Organizational resilience requires more than crisis management – it is about building systems, cultures and strategies that ensure survival and success across cycles," she said.

Lindah highlighted that, although African insurers face competing pressures; inflationary environments, currency depreciation, capital shortages, and rising climate risks, a dual track leadership approach is fundamental.

The dual track approach is both defensive (short-term); tighten liquidity, preserve capital, simplify product exposures, protect solvency and offensive (long term); invest in platforms, talent, climate resilient underwriting, build partnerships for systemic risk sharing.

Collaboration as a resilience multiplier

Collaboration amplifies resilience and reach. With the rise of systemic risks such as climate change, pandemics, cyber threats and regional instability, collaboration across borders, sectors, institutions and technologies is emerging as a defining necessity.

Lindah noted that, collaboration is strategic leadership tool and she urged cross sector coalitions where insurers convene agritech, telco, fintech, and development partner to co-design embedded covers and blended finance solutions.

The future strategic leader

As the African insurance industry experience the shift of a century; Lindah strongly believes that, leaders who will lead transformation in the next decade should be:

- *| purpose driven and impact focused,*
- *| digitally fluent and innovation oriented,*
- *| skilled in multi-stakeholder ecosystems,*
- *| strong ESG integration capability, holistic risk and resilience approach.*

Beyond Emotional Intelligence: The New Quotients Shaping Claims Leadership

Gary Ferguson, Chief Claims Officer, Alpha Insure, South Africa

In claims management, technical expertise, compliance, and efficiency are non-negotiable. But as experience has shown, it's emotional intelligence and not process that defines the true quality of a claims experience.

Every claim represents a moment of vulnerability for the customer. Behind the policy number is a person dealing with disruption, loss, or uncertainty. As leaders, we have a responsibility to ensure our teams approach those moments with empathy, clarity, and composure.

The fundamentals of emotional intelligence, self-awareness, self-regulation, motivation, empathy, and social skills remain as critical in claims as any procedural guideline. Self-awareness allows us to recognise how emotions and biases may influence decisions. Self-regulation ensures professionalism and fairness under pressure. Motivation fuels resilience and commitment to positive outcomes. Empathy connects us meaningfully with claimants and colleagues, while social skills enable collaboration, effective communication, and calm leadership in complex moments.

When these principles are embedded into claims culture, outcomes change. Customers feel understood, not processed. Teams handle stress with balance. Leaders foster an environment where compassion and accountability coexist.

As the industry evolves, emotional intelligence now forms part of a broader human capability framework that includes both the Social Quotient (SQ) and the Learning Quotient (LQ). Together, these dimensions of intelligence enable claims professionals to operate with empathy, adaptability, and purpose. The Social Quotient represents our ability to navigate human relationships and social dynamics effectively.

In claims, this means understanding tone, emotion, and trust not only between the insurer and the insured, but across the entire claim's ecosystem. High-SQ professionals manage conflict with grace, build credibility through fairness, and create lasting trust. They understand that every interaction is a reflection of the brand's integrity.

Problem-solving sits at the center of these human skills. The best claims outcomes are achieved when logic and empathy meet. Emotional balance enables claims professionals to assess situations objectively, communicate clearly, and make decisions that are not only correct, but fair and compassionate. Technical skill may close the file, but emotional intelligence resolves the experience.

The Learning Quotient which is the ability to learn, unlearn, and relearn has become just as important. In a world where automation, AI, and customer expectations evolve rapidly, adaptability is no longer optional. Claims professionals with high LQ remain open to change, challenge outdated habits, and approach new technologies with curiosity. They are continuous learners, guided by emotional maturity and professional curiosity.

Emotional, social, and learning intelligence do not exist in isolation. Together, they form the foundation of a modern, human-centered claims culture. Emotional intelligence fosters self-awareness and empathy. Social intelligence transforms that understanding into meaningful relationships. Learning intelligence ensures that both remain relevant and agile in an industry defined by change.

In claims management, every interaction is a test of trust. Every decision touches a person's life and sense of security. By leading with empathy, adaptability, and emotional clarity, we honor not just the technical promise of insurance but the human one too.

At Alpha, we view these evolving quotients as pillars of modern leadership. They remind us that while systems settle the claim, it is people who uphold the promise.

Executive Exclusive

Mashora Madiro

Managing Director, Tropical Reinsurance, Zimbabwe

“My Leadership philosophy is anchored on clarity, accountability, and collaboration.”

The editor of AIM caught up with Mashora Madiro, the Managing Director at Tropical Reinsurance Zimbabwe to appreciate his leadership philosophy and approach of engagement.

The conversation dived deep into his perspectives on the power of strategic collaboration in driving resilience within the African reinsurance industry and an insight repositioning the insurance industry for the future. Professional journey: leadership philosophy, and engagement approach

“I began my career in actuarial consultancy covering various aspects of insurance and transitioned into reinsurance to broaden my impact on risk management higher up the value chain. Over the years, I’ve worked on risk modelling, pricing, reserving, structuring reinsurance programs and building sustainable partnerships.

My leadership philosophy is anchored on clarity, accountability, and collaboration. I believe in engaging teams through open dialogue and empowering them to make decisions that drive value for clients and stakeholders.”

Power of strategic collaboration in driving collective growth

“Collaboration is the backbone of resilience in African reinsurance. No single market can absorb all shocks or seize every opportunity alone. Strategic partnerships allow us to pool capacity, share expertise, and innovate faster especially in this dynamic environment.

By aligning on common goals such as improving insurance penetration and digital adoption, we create ecosystems that strengthen the entire industry rather than isolated players.” Reimagining insurance for a future-ready Africa

Future readiness requires three priorities:

- **Digital Transformation:** Invest in technology for underwriting, claims, and distribution to improve efficiency and customer experience.
- **Talent Development:** Build skills in analytics, risk modelling, and emerging risks like cyber and climate.
- **Regulatory Alignment:** Work with regulators to create frameworks that support innovation while safeguarding stability.

Organizations that embrace these pillars will remain competitive and relevant in a rapidly evolving risk landscape.”

Parting shot...

“Africa’s insurance story is still being written. Our success depends on collaboration, innovation, and trust. If we commit to these principles, we will not only grow but also redefine the role of insurance in driving economic development.”

IPEC 2026-2030 Strategy: Beyond Compliance: Regulation for Sustainability

Sibongile Siwela, Director Insurance, IPEC, Zimbabwe

As the regulatory landscape continue to evolve and markets experiencing significant growth and developments, the Insurance & Pensions Commission of Zimbabwe (IPEC), is reimagining insurance regulation and committing to be a strategic partner to the industry.

During the 2025 Southern Africa Insurance Indaba, the IPEC Director of Insurance, Sibongile Siwela unpacked the commission's strategic evolution which is centered on regulating for sustainability and resilience rather than compliance.

In her presentation, the IPEC Director of Insurance noted that, the commission is shifting its perspective in regards to regulation, moving from being:

1. Compliance Police: catching violations after they happen,
2. Rules Bases: ticking boxes, following rigid processes,
3. Reactive: responding to problems, not preventing them,
4. Us vs. Them: adversarial relationship with industry,
5. Short-term Focus: meeting today's requirements only.

It is worth noting that, the commission is adopting a collaborative forward looking strategy, centered on:

1. Partnerships: working together to protect members & build resilience,
2. Risk Based: focusing on what matters most,
3. Proactive: early warning systems, anticipate challenges, and design enabling solutions,
4. Long-term Focused: no more fire-fighting, last minute execution,
5. Sustainability Focused: protecting future generations,
6. Restore: restore pension legacy,
7. Collaboration: working with the industry for shared success.

Siwela noted that, the roadmap of the commission will be central to four key pillars which are; consumer protection, regulatory modernization, market development and integration of climate and sustainability principles to build a more climate resilient insurance sector.

"As the regulator paves the way for sustainable industry growth, it is crucial for industry players to prioritize; cross border cooperation, growing the insurance market for global relevance and harness the transformative power of collaboration to build resilient African insurance markets," said Siwela.

Why Strong Risk Management Is Now a Survival Imperative for Zimbabwean Insurers; And How R2ST from Starz Risk Solutions Can Help

Prof. Stanley Mutenga, Managing Director, Starz Risk Solutions, Zimbabwe

Zimbabwe's insurance sector is facing a watershed moment. The latest 2024 Annual Financial Stability Report, jointly issued by the Ministry of Finance, Economic Development & Investment Promotion, the Reserve Bank of Zimbabwe, the Insurance & Pension Commission of Zimbabwe, Security Exchange Commission of Zimbabwe and the Deposit Protection Corporation of Zimbabwe, paints a stark picture: liquidity distress so severe that multiple insurers have resorted to paying claims in instalments.

With 10 out of 19 short-term insurers and two reinsurers failing basic working-capital and current-ratio tests, the message is clear: the sector has reached a breaking point.

Behind this crisis lies a structural problem; weak, outdated, and reactive risk management practices that cannot withstand today's volatility.

Why RM2 (Risk Management 2.0) is needed now

Traditional risk management focuses on compliance and reporting. RM2 (Risk Management 2.0) elevates the discipline into a strategic, predictive, and real-time capability. RM2 is built around five pillars urgently needed in

To survive 2025 and beyond, insurers need to move from traditional compliance-driven risk management to RM2: intelligent, integrated, and real-time. R2ST, powered by Starz Risk Solutions, gives insurers the tools to anticipate risk, protect capital, and rebuild trust in the market.

Zimbabwe's market:

Real-time Liquidity Monitoring: Insurers need continuous oversight of cashflows, claim bursts, premium arrears, and reinsurance recoverables, long before cash dries up.

Forward-looking Capital and Solvency Stress Testing: Static solvency snapshots are no longer enough. RM2 embeds dynamic ORSA-style simulations, forecasting solvency under shocks such as inflation spikes, cyber-events, exchange-rate shifts, or catastrophe losses.

Strong Underwriting and Pricing Discipline: Many distressed insurers have weak product governance, poor pricing models, and inadequate reinsurance structures. RM2 integrates underwriting analytics, loss-ratio tracking, and portfolio monitoring to restore technical profitability.

Automated Early-warning Indicators (EWIs): Red flags; like rising IBNR, increased lapses, or deteriorating loss ratios must trigger escalation automatically, not months later during audits.

Integration with Strategic Decision-making: RM2 treats risk as a strategy tool, helping executives understand which business lines destroy capital, where to cut exposure, and where growth is viable. Without RM2, insurers will continue to react late and liquidity crises will keep recurring.

How R2ST helps insurers strengthen risk management

R2ST, developed by Starz Risk Solutions, is Zimbabwe's first fully integrated, Africa-built enterprise risk and capital management system for insurers and reinsurers. It operationalises the RM2 philosophy through:

Real-time Dashboards: Liquidity, capital, underwriting, reinsurance and operational risk dashboards offer instant visibility of emerging threats. Automated ORSA and Solvency Projections: R2ST generates forward-looking solvency scenarios aligned with ZiCARP, including market, underwriting, credit, operational and catastrophe stresses.

Embedded Risk Appetite and Early-warning Triggers: Threshold breaches automatically escalate to management – no delays, no blind spots.

Underwriting and Claims Risk Engines: Loss ratios, pricing drift, case-reserve deterioration and reinsurance recoveries are monitored continuously.

Conduct, Compliance and Governance Modules: Supports TCF, board reporting, internal audit, and compliance workflows.

Full Integration with Finance, Actuarial and Claims Systems: Creates a single view of risk, capital and performance.

R2ST isn't just a system, it is a supervisory grade platform built to the standards of Insurance and Pension Commission of Zimbabwe, Tanzania Insurance Regulatory Authority, Pension and Insurance Authority and international frameworks such as Solvency II, IAIS ICPs and IFRS 17/9. How Starz Risk Solutions supports the insurance sector

Alongside the system, Starz provides:

1. RM2 framework development for insurers and reinsurers.
2. ORSA reports, risk appetite statements, and capital models.
3. Underwriting and pricing reviews.
4. Liquidity and ALM frameworks.
5. Board-level training and capability-building.
6. Implementation support for R2ST across Africa.

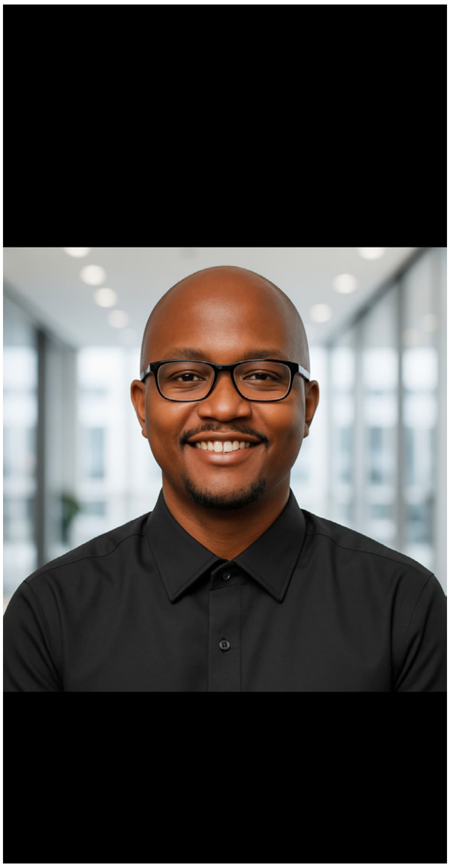
With over 20+ active projects across Zimbabwe, Zambia, Tanzania and Mozambique, Starz has become one of the most trusted partners for regulators and insurers navigating modern risk and capital challenges.

The bottom line

The sector is at a critical juncture. Paying claims in instalments is a symptom of deeper weaknesses; weak liquidity management, fragile underwriting discipline, and absence of predictive risk tools.

To survive 2025 and beyond, insurers need to move from traditional compliance-driven risk management to RM2: intelligent, integrated, and real-time. R2ST, powered by Starz Risk Solutions, gives insurers the tools to anticipate risk, protect capital, and rebuild trust in the market.

Without RM2, the sector will survive by luck. With RM2, it can survive by design.



Telematics: Redefining Risk & Claims in Insurance

John Nhauranwa, Business Development Executive, Cartrack Zimbabwe

In a world where data is king, telematics; the blend of telecommunications and informatics; is fast becoming the crown jewel for insurers. No longer reliant on broad demographic categories or historical proxies, insurance companies can now peer directly into driving behavior, shifting risk assessment and claims processing into a new, more precise era.

From guesswork to granular risk profiling

Traditionally, insurers judged risk based on factors like age, car model, or where a vehicle is parked overnight. But these are blunt tools. Telematics changes the game by tapping into how people drive: speed, acceleration, braking, cornering, and even time of day.

By collecting this real-time data, insurers can underwrite more accurately. Instead of crafting one-size-fits-all policies, they can offer usage-based insurance (UBI), adjusting premiums based on actual driving habits. Safe drivers are rewarded; riskier ones are identified early.

Encouraging safer driving through feedback

One of telematics' most powerful impacts is behavioral. When drivers know they're being monitored, consciously or not, they change their driving habits. This "halo effect" can reduce crash frequency.

Insurers often provide policyholders with feedback via mobile apps, showing them data like how often they brake hard or accelerate aggressively. Over time, these nudges encourage more cautious driving; lowering risk and potentially reducing claims.

Faster, smarter claims processing

When an accident happens, telematics doesn't just watch – it acts. Devices can detect crash events, capture location, speed, and impact severity, and immediately notify insurers. This data gives adjusters a clear, objective picture of what happened; reducing guesswork, speeding up assessments, and improving reserving accuracy.

In some cases, insurers can coordinate quicker response: alert tow services, send the vehicle to the right repair shop, or even provide emergency help, cutting costs and improving customer experience.

Fraud detection and transparency

One of the most valuable telematics contributions is fraud mitigation. With detailed driving data, insurers can cross-check reported accidents against telematics-detected events. If someone claims a crash but there's no corresponding data (or the data doesn't match), red flags are raised.
Moreover, reliable data is crucial. Insurers must ensure the telematics data they rely on is accurate and tamper-proof – because misleading data can lead to mispricing, unjust claims, or even fraud.

Proactive risk management & prevention

Beyond underwriting and claims, telematics enables proactive risk management. For example, when fleet insurers use telematics, they can monitor driving patterns, identify risky routes, and intervene before accidents happen.
Preventive maintenance is another angle: real-time diagnostics from telematics can flag mechanical issues early, reducing the risk of failure or breakdowns.

Better pricing equity & customer retention

Telematics shifts the pricing

paradigm toward fairness. Drivers who consistently demonstrate safe habits are rewarded with lower premiums; not because of where they live or how old they are, but how they drive.

This personalization builds trust and loyalty. Insurers offering telematics-based policies can retain these safer drivers and strengthen customer relationships.

Challenges & ethical considerations

1. Data Privacy: Collecting real-time driving data raises legitimate privacy concerns. Insurers must be transparent about what data they collect and how it's used.
2. Data Accuracy: If telematics data is noisy, inaccurate, or manipulated, it undermines underwriting and claims decisions.
3. Adoption Barriers: Not all drivers are comfortable with being tracked. Some may reject telematics, limiting its reach.
4. Regulatory/Compliance Risks: As the use of telematics grows, regulatory scrutiny around data collection and usage is intensifying.

The Future: Telematics + AI + IoT

The future looks even more promising. Telematics is converging with IoT (Internet of Things); think car sensors, wearable devices, and connected home systems; giving insurers a richer tapestry of behavioral data.

Meanwhile, predictive analytics and machine learning are enabling insurers to anticipate not just crashes, but "near misses," using patterns from ADAS (Advanced Driver-Assistance Systems) data to predict risks before they materialize.

Telematics isn't just a technological upgrade for insurers; it's a paradigm shift. By exposing the hidden patterns of driver behavior, it empowers underwriters and claims teams to manage risk with precision, reduce fraud, and deliver faster, fairer claims service. For policyholders, it offers a more transparent and equitable insurance experience.

As with any powerful tool, though, the potential for misuse or overreach is real. The balance will lie in leveraging telematics to drive down risk and cost – while respecting customer privacy and ensuring data integrity.

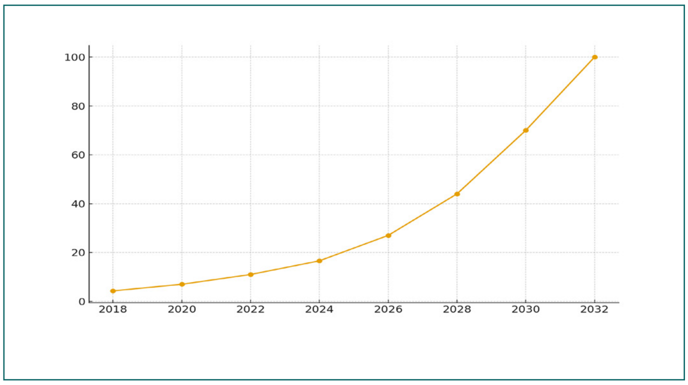
Cyber Insurance Market Opportunity: Global Cyber Insurance Market Projection

Alexander S. Ioryue, P&C Undewriting Expert, Sanlam Alliance, Nigeria

Across the globe, cyber risk has emerged as one of the most critical operational threats facing businesses of all sizes. As organizations become increasingly reliant on digital systems, the potential for cyberattacks ranging from data breaches and ransomware to system outages, has grown exponentially. Reflecting this trend, the global cyber insurance market has experienced rapid expansion, valued at over USD 16.6 billion in 2024 and projected to reach between USD 70 billion and USD 90 billion by 2032.

This surge is being fuelled by several key factors: the pervasive digital transformation of businesses, the rising frequency and sophistication of ransomware attacks, and the escalating financial consequences of business interruptions caused by cyber incidents.

As a result, organizations are recognizing that traditional risk management strategies are no longer sufficient, driving a growing demand for tailored cyber insurance solutions that not only provide financial protection but also support resilience against emerging digital threats.

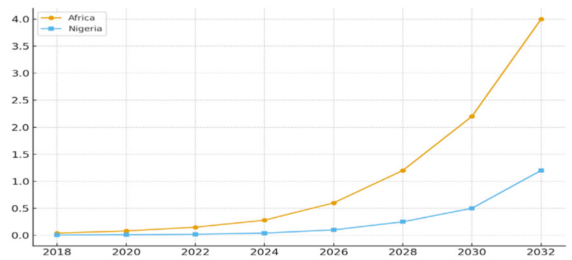


Global Cyber Insurance Market Projection

Africa vs. Nigeria cyber market growth

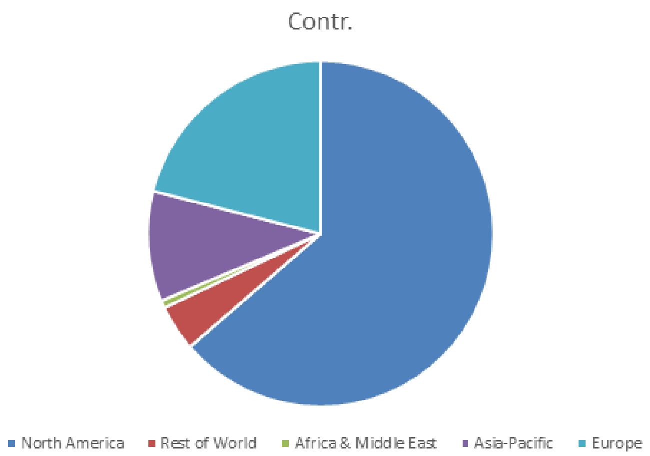
In Africa, digital transformation is advancing at an unprecedented pace, driven by increasing cloud adoption, the rapid growth of fintech, and a surge in mobile-first financial transactions. Despite this digital momentum, insurance penetration across the continent remains relatively low, leaving many businesses exposed to operational and cyber risks.

Nigeria, as one of Africa's most digitally advanced economies, is poised to become a significant growth hub for cyber insurance. Its large, tech-savvy population, expanding e-commerce sector, and rising reliance on digital infrastructure create both opportunities and vulnerabilities. However, the cyber insurance market in Nigeria is still in its infancy, characterized by limited product offerings, narrow coverage scopes, and low awareness among businesses of the potential financial impact of cyber threats. This gap highlights a critical need for tailored cyber risk solutions and education to help organizations safeguard their operations while capitalizing on the country's growing digital economy.



Africa vs. Nigeria Cyber Market Growth

Regional Share of Global Premiums (2024)



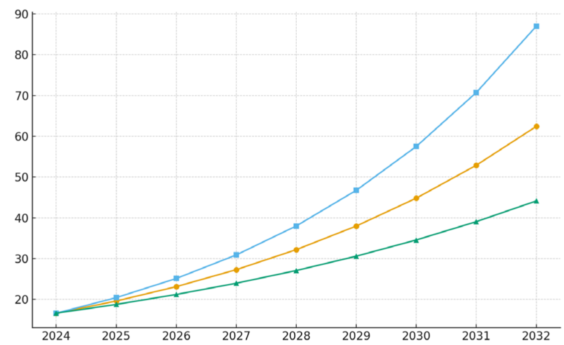
Globally, cyber insurance penetration is heavily concentrated in advanced digital economies such as North America and Europe, where mature cybersecurity frameworks, higher digital adoption, and stronger regulatory pressures have driven widespread uptake of cyber policies.

In contrast, Africa accounts for less than 1% of global cyber insurance premiums, reflecting the continent's relatively early stage of market development and limited awareness of cyber risk mitigation tools.

This disparity, however, signals more than a coverage gap, it presents a significant strategic opportunity for insurers operating on the continent. As African economies continue to digitize, insurers have a unique window to innovate, design context-specific cyber products, build market awareness, and establish leadership positions well ahead of future demand surges.

By proactively shaping the cyber insurance landscape now, African insurers can position themselves as pioneers in one of the industry's fastest-growing global segments.

Global Scenario Forecast (2024–2032)

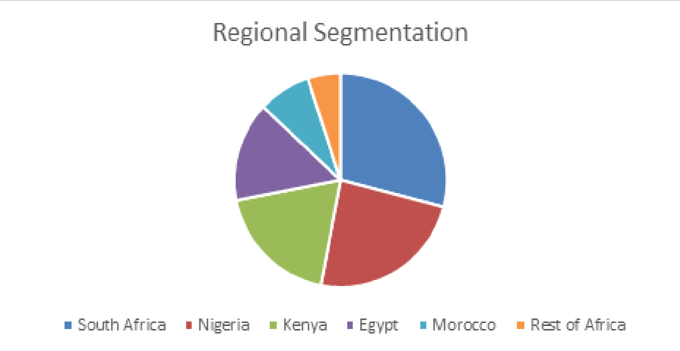


Two distinct growth trajectories are emerging for cyber insurance in developing markets. The first is a proactive path, driven by increasing cyber readiness, stronger regulatory frameworks, and the adoption of cybersecurity standards that encourage businesses to seek formal risk-transfer solutions.

The second is a reactive path, where demand accelerates only after significant cyber incidents, such as large-scale ransomware attacks, data breaches, or business-disrupting system failures, force organizations to recognize the financial realities of cyber exposure.

Whichever path ultimately shapes the market, one factor remains certain: the demand for cyber insurance will continue to rise. As organizations operate more deeply in a digital-first environment, they will increasingly view cyber coverage as an essential tool for resilience, complementing their cybersecurity investments and safeguarding continuity in a landscape where digital risks are constantly evolving.

Africa Regional Cyber Premium Distribution (2024)

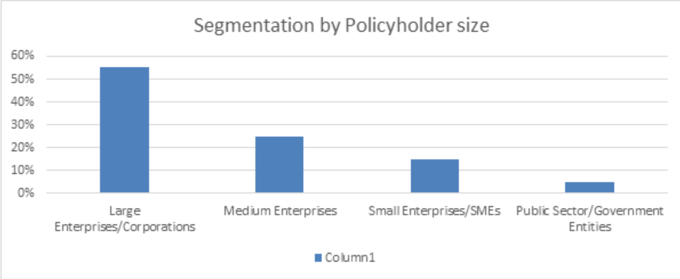


Across Africa, markets such as South Africa, Nigeria, Kenya, Egypt and Morocco are emerging as early leaders in cyber insurance adoption, driven largely by sectors with high digital exposure, particularly banking, telecommunications, and energy. These industries handle large volumes of sensitive data and operate mission-critical infrastructure, making them prime targets for ransomware, system intrusions, and operational disruption. As cyberattacks increasingly threaten national payment systems, telecom networks, and energy grids, the need for structured cyber risk transfer has become more urgent.

To keep pace with this evolving threat landscape, local insurers must strengthen their technical capacity to underwrite cyber risk safely and sustainably. This includes investing in specialized cyber risk expertise, partnering with cybersecurity firms, adopting advanced actuarial models, and enhancing incident-response readiness. Building such capabilities will be essential for developing robust cyber insurance products that protect African businesses while ensuring the long-term stability of insurers' portfolios.

Nigeria Market Segmentation (2024)

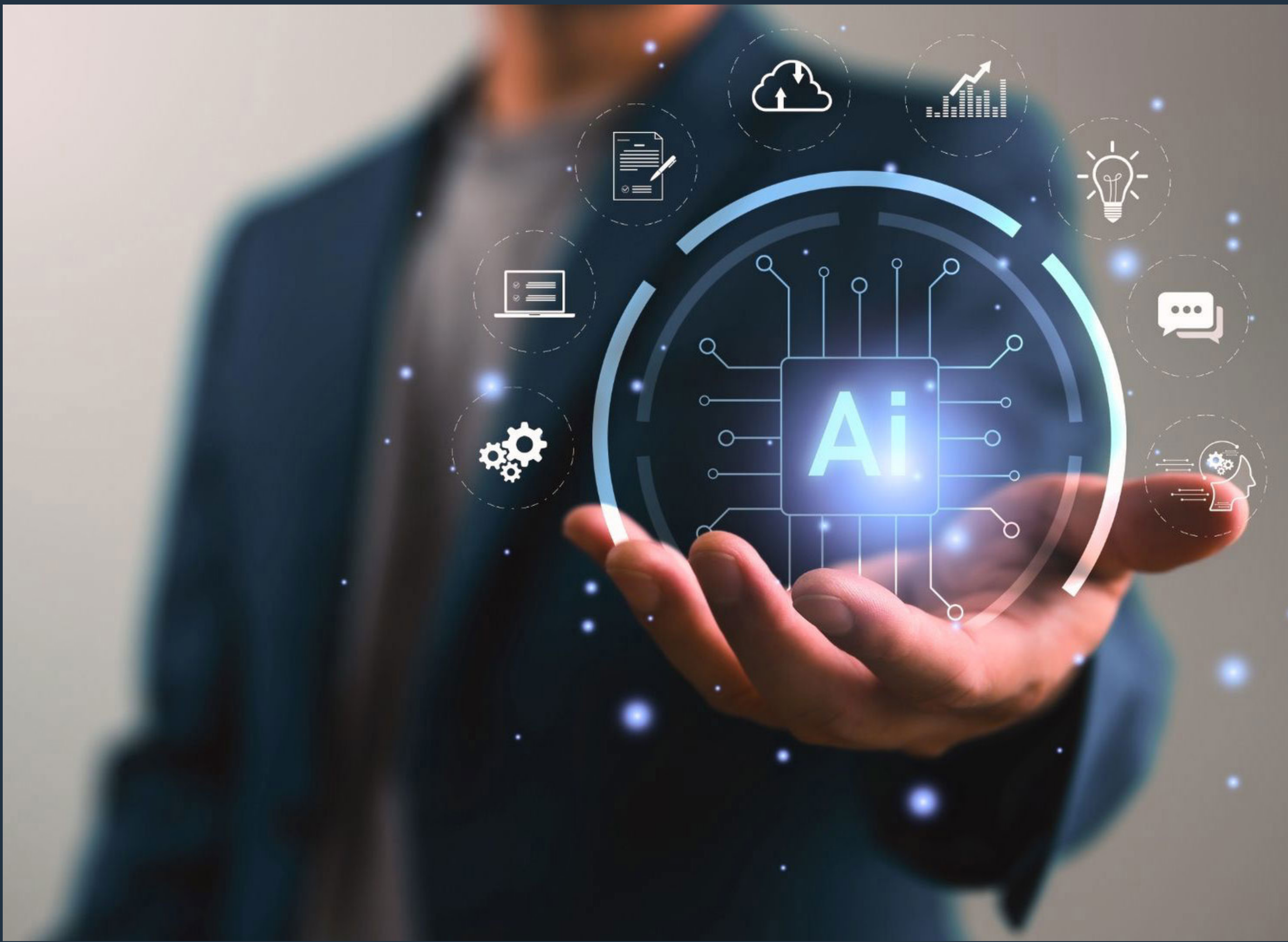
Estimated total market: USD 30 million



Cyber insurance represents one of the most promising growth frontiers for Nigeria's insurance industry, offering far more than an opportunity to expand premium income. It has the potential to play a strategic role in strengthening organizational resilience, safeguarding critical digital infrastructure, and supporting the nation's broader digital-transformation agenda.

As Nigeria aspires toward a one-trillion-dollar economic growth vision, a secure and trusted digital ecosystem will be essential, and cyber insurance can serve as a key enabler by helping businesses absorb shocks, maintain continuity, and recover quickly from cyber incidents.

For insurers, this is a defining moment. Building capability now, through technical expertise, product innovation, partnerships with cybersecurity providers, and robust risk-management frameworks, will determine which players emerge as leaders in this rapidly expanding market. The opportunity is clear, and the timing is critical: Nigeria must invest in cyber insurance capacity today to secure the digital economy of tomorrow.



Post-AI Imposter Syndrome Pandemic: The 21st Century Underwriter's Dilemma

Mulenga Kashiwa, Senior Manager, Technical Underwriting, Hollard International, South Africa

In Switzerland, underwriters are less threatened due to proactive industry-academic collaborations. AI-driven insurance training programs are already being offered to students and professionals through restructured learning and development initiatives.

Mulenga Kashiwa, Senior Manager, Technical Underwriting, Hollard International, South Africa

A new wave of disruption

The advent of Artificial Intelligence (AI), Big Data, and other emerging technologies has sparked widespread speculation across industries. Much like the internet in the 1990s and smartphones in the early 2000s, AI is following the trajectory predicted by innovation diffusion models such as Everett Rogers'. However, unlike previous tech booms, this one poses a direct challenge to human capital in the insurance sector.

The rise of imposter syndrome in insurance

This disruption has triggered a wave of imposter syndrome among insurance professionals, particularly underwriters. The existential question looms: Will AI render some insurance roles redundant? The answer depends on context. For instance:

1. In Switzerland, underwriters are less threatened due to proactive industry-academic collaborations. AI-driven insurance training programs are already being offered to students and professionals through restructured learning and development initiatives.
2. In Africa, however, the risk is higher. Without the ability to use AI tools for data analysis, predictive risk assessment, or geospatial modeling, current skills may soon become obsolete.

The African context: A skills gap emerging

Africa faces a critical challenge: delayed integration of AI into insurance training programs. This delay risks widening the skills gap between African professionals and their counterparts in developed markets.

Key questions arise:

1. What impact will this delay have on our human capital?
2. What dangers lie in the leapfrog gap created by developed markets?
3. How can we learn from global best practices to build local capacity?

Lessons from global collaborations

Countries like Switzerland have shown that grassroots AI integration – through partnerships between insurers and universities – can future-proof the workforce. These collaborations offer:

1. AI labs for insurance innovation,
2. Joint academic-industry training programs,
3. Upskilling initiatives for existing professionals.

Africa must explore similar models to remain competitive.

A call to action for African insurance bodies

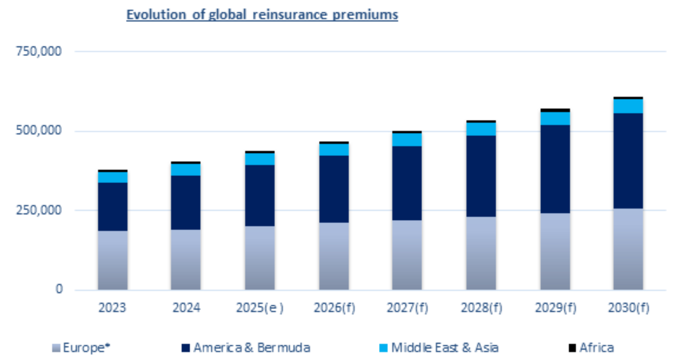
Professional bodies, institutes, and associations across Africa must take the lead in:

1. Advocating for AI integration in insurance education,
2. Facilitating partnerships with academic institutions,
3. Creating platforms for knowledge sharing and innovation.
4. This campaign is as critical as the push for a triple bottom-line agenda – especially the "People" factor.

The Reinsurance Drain: Africa's Risk Premiums Persistently Flowing Outward

Yvonne Tendai Masiku, Sector Head: Insurance Ratings, GCR Ratings, South Africa

Including Lloyd's. (e): expected; (f): Africa Risk & Management forecasts.
Source: Atlas Magazine & Africa Risk & Management Adjustments.



The global reinsurance market is poised to reach US$610 billion by 2030, growing at a five-year compound annual growth rate (CAGR) of 7%. Growth in the global reinsurance market has largely been supported by the rising frequency and severity of natural catastrophes, such as hurricanes, wildfires and floods, driving demand for reinsurance coverage, as well as the adoption of technologies such as Artificial Intelligence (AI), data analytics, and blockchain enhancing risk assessment, pricing and operational efficiencies. Growing concerns about climate-related risks, as well as rising emergent risks are likely to sustain reinsurance growth rates above 5% over the medium-term.

Africa, which is home to 55 reinsurers, accounts for less than 2% of the global reinsurance market, with its reinsurance premiums largely flowing outward. This trend is likely to persist in the absence of a deep understanding of the challenges and/or limitations faced by the African reinsurers.

African reinsurance market by country		
Country	**US$ millions**	**(%)**
South Africa	6 683,3	37.4
Morocco	2 391,2	13.4
Egypt	1 203,8	6.7
Kenya	997,6	5.6
Nigeria	462,3	2.6
Top 5 sub-total	**11 738,1**	**65.7**
*Others**	*6 126,2*	*34.3*
Grand total	**17 864,3**	**100.0**

Includes the other 49 countries across the continent.

Despite the sizeable reinsurance market, African focused reinsurers accounted for less than 40% of these premiums, underwriting US$6.8 billion (2023: US$6.6 billion). Africa Re is the market leader, with premiums amounting to US$1.2 billion in 2024 (2023: US$1.1 billion), representing about 18% of the total African reinsurers' gross premiums. Munich Re of Africa is the second largest player, with a share of about 13% of total African reinsurers' gross premiums. Compagnie Centrale de Reassurance is the third largest player, with premiums amounting to about US$369 million in 2024 (2023: US$348 million), which represents about 6% of the total African reinsurers' gross premiums.

In 2024, Africa's total reinsurance market size, as measured by the premiums ceded, was estimated at about US$18 billion (2023: US$17.5 billion; 2022: US$17.0 billion). South Africa remained the largest market, with an estimated share of about 37% of total reinsurance premiums. Morocco was the second largest, representing about 13% of the total African reinsurance market. The top five (5) markets combined dominate the African reinsurance market, with a combined share of about 66%. The balance is spread amongst the remaining 49 countries, which translates into an average reinsurance market size of about US$125 million.

	Gross premiums in US$ millions						2025	2024
Company	2025(f)	2024 (e)	2023	2022	2021	5-year CAGR	Est. share (%)	Share (%)
Africa Re	1 290,0	1 214,0	1 106,5	951,8	845,3	9,9%	18,3%	18,0%
Munich Re Co. of Africa	895,0	875,3	902,8	1 060,0	825,6	-1,8%	12,7%	13,0%
Compagnie Centrale de Réassurance	400,0	369,0	348,0	297,0	285,5	10,6%	5,7%	5,5%
Swiss Re Africa	398,0	361,9	445,0	430,0	424,0	-1,1%	5,7%	5,4%
Atlantic Re (ex. SCR Re)	393,0	383,7	376,0	329,7	281,8	5,9%	5,6%	5,7%
Top 5 sub-total	**3 376,0**	**3 203,9**	**3 178,3**	**3 068,5**	**2 662,2**	**4,2%**	**48,0%**	**47,5%**
Others	*3 655,0*	*3 546,1*	*3 383,7*	*3 246,5*	*2 431,6*	*11,3%*	*52,0%*	*52,5%*
Grand total	**7 031,0**	**6 750,0**	**6 562,0**	**6 315,0**	**5 093,9**	**7,6%**	**100,0%**	**100,0%**

(e): Expected; (f): Africa Risk & Management forecast.

The top five (5) reinsurers combined account for about 48% of the total, with the balance spread amongst the remaining 50 players. This translates into an average share of about 1%, which amounts to about US$70 million per player.

The limited size of domestic reinsurers relative to global players raises crucial questions for stakeholders:

1. What drives the externalization of reinsurance premiums across Africa?
2. How can African reinsurers increase their market share and retain more premiums in the continent?
3. What role can data and innovation play in addressing Africa's unique risk challenges?
4. What opportunities exist for regional expansion and collaboration among African reinsurers to increase capacity and exchange technical knowledge?

As the risks continue to evolve across the continent, all key stakeholders across the insurance ecosystem need to begin to explore various ways to unlock and retain the continent's potential.

Reimagining Insurance: A Call to Action for Emerging Practitioners

Godwishes Chiheya, Business Development Manager, Fidelity Life Assurance of Zimbabwe

The 2025 Insurance Emerging Practitioners Mentorship Summit hosted by the Africa Insurance Magazine and the Centre for Organization Leadership & Development from the 11th to the 12th of November, 2025 at Golden Conifer concluded with a powerful closing keynote address from Godwishes Chiheya, the business development manager at Fidelity Life Assurance of Zimbabwe. His remarks inked lasting impact on the young professionals who attended the event – laying a strong foundation to reimagine insurance and lead regenerative change.

While addressing the emerging practitioners, Chiheya emphasized the urgent need for emerging insurance practitioners to drive innovation, create meaningful value for clients, and shape the future of the industry – together.

With the insurance penetration rate of 2-3% in Zimbabwe, the business development manager at Fidelity Life Assurance expressed concern that many practitioners are not consuming the very products they distribute. "If we are serious about becoming the true architects of a regenerative future, then we must believe in and personally embrace the solutions we offer," said Chiheya.

e address were:

1. Create solutions, not just products: He reminded attendees that, products expire, but solutions remain relevant and ahead of emerging risks, calling on industry practitioners to design client centered solutions.
2. Harness the power of technology, data, and human insight: Chiheya urged emerging practitioners to leverage digital tools to create innovative solutions, services, and business models that meet the evolving needs of the economies and societies we serve.
3. Break down silos and foster collaboration: This calls for working together to tackle complex challenges facing the industry and the Zimbabwean communities.
4. Start with the one thing in front of you: Make incremental changes that add up to create significant impact.

In his concluding remarks, Chiheya encouraged emerging insurance practitioners to seek mentorship from industry leaders and focus on leading the transformation towards a regenerative insurance future that is more inclusive, sustainable, and resilient.

He further called on industry practitioners to act on the insights and recommendations shared during the summit. "As the industry looks to the future, one thing is clear: ACTION on what you have learned is needed now," said Chiheya.

Transformation Skills for Regenerative Insurance

The Africa Insurance Magazine and the Centre for Organization Leadership Development co-hosted the inaugural Insurance Emerging Practitioners Mentorship Summit under the theme; Transformational Skills for Regenerative Insurance.

As the African insurance sector is at a pivotal turning point; navigating rapid technological shifts, evolving climate risks, and persistent gaps in trust and access.

The summit was organized with an understanding that, the future of the industry does not merely require practitioners; it demands regenerative leaders - those who possess an entrepreneurial mindset and can build resilient, sustainable systems that create enduring value for all stakeholders, from Fortune 500 clients to the "Missing Middle" in the informal economy.

The mentorship summit was designed to equip the next generation with the foresight and inner capabilities necessary to drive this profound transformation, restoring public confidence and unlocking the industry's full potential as a societal change agent.

The conversations and discussion marked the summit as a collaborative retreat with a strong focus on cultivating the mindset and skills needed for sustainable and regenerative insurance.

The summit had thought leader facilitators and presenters including Lindah Mariwande, Gilbert Mwanza, Tafadzwa Chiduza, Godwishes Chiheya, Paul Nyausaru and Caroline Mbofana who urged emerging insurance practitioners to be architects of a regenerative insurance future; one that is inclusive, sustainable and future-ready.

We are excited to announce that, the 2026 mentorship summit we be happening in May at Golden Conifer in Harare, Zimbabwe. Please reach out to andrew@irmic.co.zw, for partnership options.

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Managing Tobacco Under Fluctuating Weather Conditions in Zimbabwe: The Importance of Crop Insurance

Kennedy Mabehla, Senior Underwriter Agriculture and Special Projects, AFC Insurance, Zimbabwe

In Zimbabwe, tobacco farmers face the dual challenges of drought and excessive rainfall due to their reliance on rain-fed agriculture. To combat drought, they employ strategies like tied ridges for water harvesting, minimizing soil disturbance by avoiding re-ridging, and selecting drought-resistant tobacco varieties.

Zimbabwe's tobacco industry, a vital part of its economy, is facing significant challenges due to unpredictable weather patterns. In the 2023/2024 season, tobacco production dropped by 21% from 296 million kgs to 232 million kgs compared to the previous season, leading to a 12% decrease in foreign currency earnings.

This decline is largely attributed to the El Niño weather phenomenon, which led to prolonged dry spells interspersed with heavy rains, making it difficult for tobacco farmers to maintain consistent yields.

This situation highlights the urgent need for effective strategies to manage tobacco crops under these volatile conditions. This article explores strategies for managing tobacco crops under these fluctuating conditions and highlights the crucial role of crop insurance in mitigating potential losses.

In Zimbabwe, tobacco farmers face the dual challenges of drought and excessive rainfall due to their reliance on rain-fed agriculture. To combat drought, they employ strategies like tied ridges for water harvesting, minimizing soil disturbance by avoiding re-ridging, and selecting drought-resistant tobacco varieties.

The Tobacco Research Board has bred varieties such as T78, T79, T80, and T81 which are climate-smart varieties with drought hardiness, fast topping speed, medium to fast ripening, multi-disease resistance, and high yield potential. Maintaining soil health through conservation agriculture and adding organic matter enhances water retention. Early planting, when feasible, is also a beneficial strategy under rain-fed conditions.

Conversely, during periods of heavy rainfall, adequate drainage systems are crucial to prevent waterlogging and disease outbreaks. Regular monitoring and timely application of bactericides and fungicides are essential for disease management. To prevent nutrient loss from heavy rainfall, strategic fertilizer application is necessary. Finally, prompt harvesting and proper curing methods are vital to maintain the quality of the tobacco leaves.

Even with best practices, unpredictable weather can devastate tobacco crops, making crop insurance crucial, though its adoption is currently low in Zimbabwe. Crop insurance can provide financial security and enable farmers to recover from crop damage or failure, ensuring the long-term sustainability of tobacco farming in Zimbabwe.

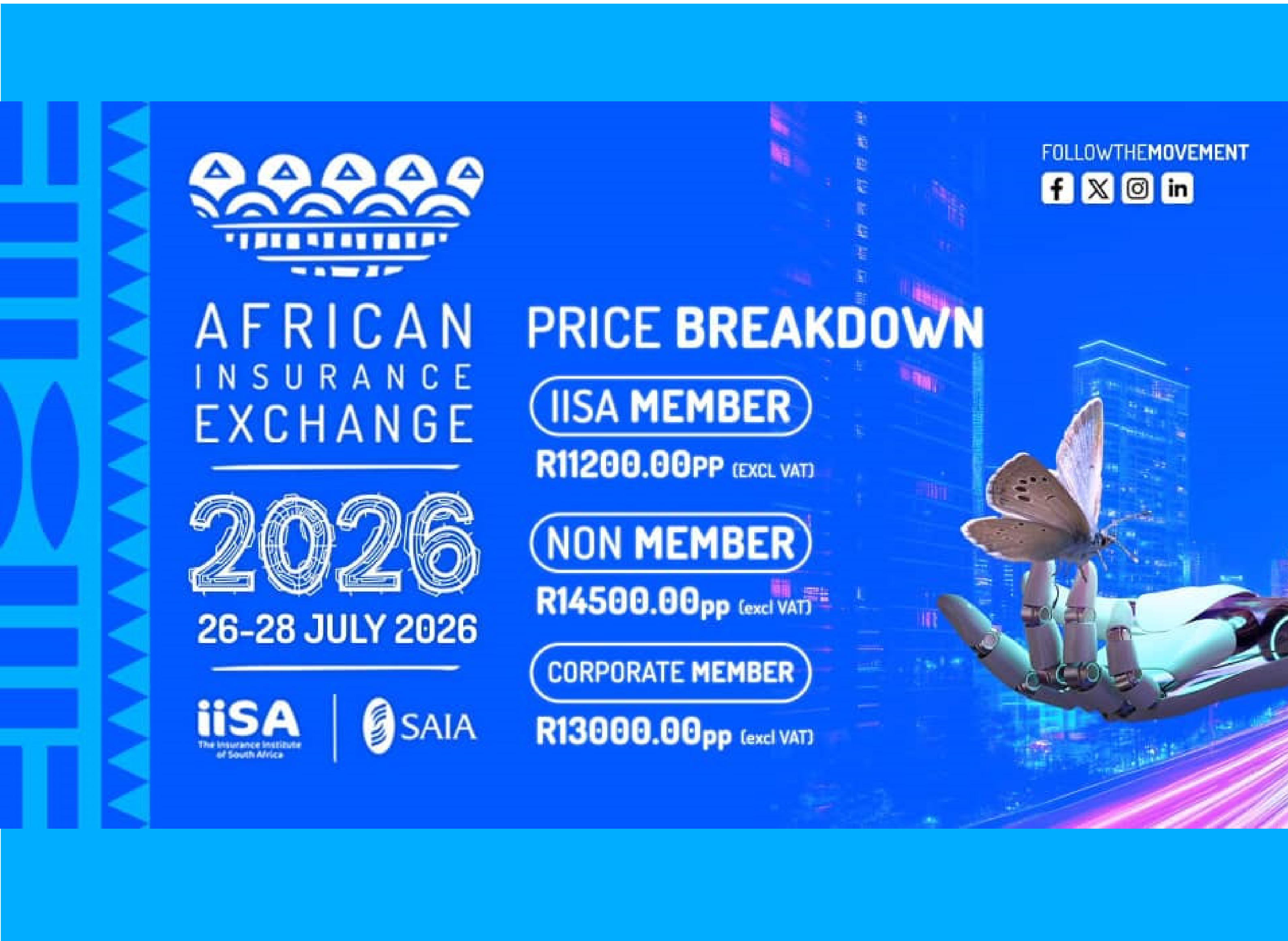
A robust tobacco crop insurance policy offers financial security against various risks: Excessive rainfall, including flooding and waterlogging, and the associated diseases, are covered. Hailstorms, a frequent threat in some regions, can severely damage leaves, impacting quality and market value, and are also covered.

Widespread pest and disease outbreaks, which can be particularly devastating, are included in coverage. Finally, fire, a major risk, especially during the dry season, to barns and crops, is also covered by insurance. This financial safety net empowers farmers to invest confidently and improves their access to credit, as lenders prefer insured clients.

Managing tobacco under fluctuating weather conditions in Zimbabwe requires a proactive approach, combining sound agronomic practices with risk management strategies.

By implementing water conservation measures, maintaining soil health, selecting appropriate varieties recommended by the TRB, and managing diseases and pests effectively, tobacco farmers can minimize the impact of adverse weather.

However, crop insurance remains an essential tool for mitigating potential losses and ensuring the long-term sustainability of tobacco farming in the face of increasing climate variability. Promoting wider access to affordable and appropriate crop insurance products is crucial for the future of tobacco farming in Zimbabwe



Reimagining Insurance: Southern Africa Insurance Indaba 2025

The Insurance Institute of Zimbabwe (IIZ) successfully hosted the Southern Africa Insurance Indaba (SAII) at the magnificent Elephant Hills in Victoria Falls from November 18 to 21, 2025. The Indaba was themed; Reimaging Insurance: Unlocking Economic Potential and Building Resilience in Africa; underscoring the transformative role of insurance towards sustainable development of Africa.

The Insurance Institute of Zimbabwe strategically rebranded its annual conference to Southern Africa Insurance Indaba; showcasing a deep commitment to fostering growth and professional excellence beyond the borders of Zimbabwe. The rebranding of the Indaba highlights the strategic evolution of our strategic gathering,”

said Davison Choeni, the General Manager at IIZ.

Echoing his submissions, the President of the institute, Clementine Chinyuku said, "this re-imagination of our collective gathering mission positions the Indaba as a premium hub for industry wide conversations across Africa."

The Indaba was officially launched by the Deputy Minister of Finance, Economic Development, & Investment Promotion, Honorable David Kudakwashe Mnangagwa. In his address, the honorable deputy minister emphasized that at its core; "insurance is a catalyst for nation building and achieving sustainable development goals."

Insurance is an enabler for growth, resilience and sustainability and this calls for "co-creation and designing of homegrown solutions to solve local challenges," said Hon. David Mnangagwa.

The Deputy Minister urged the insurance industry to Lead with Purpose and measure success and contribution to transformation by lives and communities impacted. He also commended the institute for rebranding the Indaba and expanding its mandate to the continent.

The Director of Insurance at the Insurance & Pensions Commission of Zimbabwe (IPEC), Sibongile Siwela highlighted major regulatory

developments within the Zimbabwe insurance industry which includes; introduction of the road accident fund, amendment of insurance bill to incorporate marine insurance and index insurance, the regulatory sandbox, development of index insurance regulations, minimum reinsurance standards and mandatory marine insurance and mandatory insurance for artisanal miners and insurance of public assets.

These developments are crucial towards attainment of the five-year strategic plan of IPEC which is rooted in "Beyond Compliance: Regulation for Sustainability," said Siwela. However, this strategic evolution of IPEC to be "a partner of industry growth calls for cross border cooperation and regulatory convergence, collaboration to build a resilient African insurance industry," she added.

The Indaba has representation from over 8 countries across the African continent. Notably, distinguished leaders from different sectors graced the indaba as speakers; Lindah Mariwande, Prof. Arthur Mutambara, Dr. Carren Pindiriri, Francis Munuve Nzwili, Dr. Monday Untomwen and Tafadzwa Chinamo.

Indeed, the Indaba lived up to its core mandate and the window for partnership and collaboration for the SAII 2026 is now open. In an industry where so many gatherings are happening every now and then, the SAII is the only platform where insurance players and stakeholders engage in meaningful dialogues that transform and reshape the future of the industry.

Annual Dinner and Awards

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Chinyuku Reelected as IIZ 2026 President: A Renewed Call to Professional Service

The Insurance Institute of Zimbabwe (IIZ) re-elected its existing president, Clementine Chinyuku (Manager Life & Health at WAICA Reinsurance) to serve for the year 2025/26. The official announcement was made after the Annual General Meeting held during the Southern Africa Insurance Indaba. In her acceptance speech, Clementine reflected on the impact made in 2025 and outlined her commitments and aspirations for the year ahead.

Reflections of 2024/25: A Year of Transformation and Progress

Reflecting on her first presidential year, Clementine expressed gratitude to the industry for supporting and partnering with the institute to aid its mission; providing world class insurance professionals through a credible examination system meeting international standards. She also highlighted major achievements by IIZ during her initial term:

1. Rebranding the annual conference and launching the first ever Southern Africa Insurance Indaba (SAII).
2. Introducing the insurance industry awards, recognizing outstanding contributions to the industry.
3. Hosting a c-suite event in South Africa. A platform for industry executives to share and exchange insights.
4. The annual graduation ceremony was successfully hosted with over 300 professionals graduating.
5. Partnering with the Insurance Institute of Botswana to host a training program with over 40 delegates.
6. The annual winter school was successfully hosted; providing relevant training and development opportunities for industry practitioners.
7. Successfully introduced new programs and courses in partnership with National University of Science & Technology (NUST).

A Renewed Call to Service & Upholding Professional Excellence in 2026

During the inauguration ceremony, Clementine expressed her exciting noting that the re-election is a renewed call to professional service, transformation and upholding of professional excellence within the Zimbabwean insurance industry.

In her acceptance speech, she highlighted notable aspirations and strategic intents for the period 2025/26:

1. Strengthening industry programs and adding new courses to the institute's offerings.
2. Upholding the excellence of the profession and increasing regional growth through partnerships with sister institutions including Insurance Institute of South Africa.
3. Launching a mentorship program to support the development of young professionals.
4. Spearheading the launch of an annual research competition, recognizing the importance of research in driving insurance innovation and industry growth within our great country Zimbabwe.
5. Introducing the insurance podcast and publishing a book documenting the journey and evolution of the Zimbabwean insurance industry.

Shaping the Future of Insurance in Zimbabwe – together

In her concluding remarks, Clementine urged the industry to continue supporting the IIZ mandate and collectively partner with the institute in reimaging the profession of insurance, reshaping the future of the industry and partake on the shared vision of driving professional excellence and innovation. "With a renewed sense of purpose and energy, IIZ is poised to continue its journey of transformation and growth, driven by its commitment to professional excellence and service to the Zimbabwean insurance industry," said Clementine.

Cross-Border Insurance as a Catalyst for Africa's Economic Integration: Unlocking Trade, Mobility and Resilience under the African Continental Free Trade Area (AfCFTA)

Left to right: Prudence Muganiwah, PR Officer, Nyaradzo Group; Francis Nzwili, MD, Continental Re Botswana and Lindah Mariwande, General Mananger, Old Mutual Life Assurance Company Zimbabwe

1. *Harmonize Markets: with fragmented regulatory frameworks, harmonizing African markets in crucial in allowing AfCFTA to be an enabler of growth and resilience.*
2. *Data: Africa should invest in creating reliable data sources.*
3. *Harness Technology: as technology evolves, it is imperative to leverage it to design customized insurance solutions that serves African markets; both fortune 500 clients and the missing middle – emerging informal markets.*

As cross sector and cross border collaboration becomes critical components for driving economic integration across Africa, a panel of industry leaders during the Southern Africa Insurance Indaba unpacked practical actionable ideas on; Cross-Border Insurance as a Catalyst for Africa's Economic Integration: Unlocking Trade, Mobility and Resilience under the African Continental Free Trade Area (AfCFTA).

The session moderator Prudence Muganiwah opened the discussion by emphasizing the vital role of cross border insurance in facilitating trade and mobility while accelerating sectoral and economic growth.

Role of cross border insurance

The first segment of panel discussion focused on the role of cross border insurance in facilitating trade and mobility across Africa. Francis Nwzili, the managing director at Continental Reinsurance Botswana mentioned that, “African markets are fragmented and this offers an opportunity to collaborate in bridging gaps.”

Although the markets are different and capacity for insurance is limited, an immense opportunity to collectively build a resilient future exist. Francis further called for building of resilience pools to rebuild African fragmented markets and this should be anchored on better frameworks.

“By leveraging cross border insurance, insurers can aid continental infrastructure development and build investor confidence,” Francis, Nzwili.

“By leveraging cross border insurance, insurers can aid continental infrastructure development and build investor confidence,” Francis, Nzwili.

Gaps in the African insurance industry

Francis also emphasized that, regardless of the immense potential for cross border insurance, several challenges hinder its effectiveness:

Fragmented Regulations:

Different regulatory frameworks create complexities for insurers to offer seamless coverage,

Limited Industry Collaboration:

Lack of collaboration between insurers, reinsurers, regulators and credit rating agencies hinders the development of standardized products and assessments tools,

Data Gaps

Limited reliable data affects insurers in accuracy risk assessments.

He further called on the urgent need to harmonize African markets. Because there is so much commonality in many African markets, insurers can collaborate to build market capacity, harness data for seamless regulation and trade, said Francis.

Role of technology in accelerating cross border insurance

Lindah Mariwande, the General Manager at Old Mutual Life Assurance Company Zimbabwe boldly emphasized the crucial role of technology in ensuring that sustainable cross border collaboration exists within African markets. Because of innovation and technology, African markets have experienced increase in financial inclusion, said Mariwande.

She further encouraged industry players to design products digitally with the customer in mind as this ensures relevance in product designing. Mentioning the transformative impact of innovate products such as Impesa, and O’mari, Lindah highlighted that product customization is also crucial in accelerating cross border insurance through tech-enabled solutions.

“The African markets require simple, relatable and accessible digital solutions,” Lindah Mariwande.

“The African markets require simple, relatable and accessible digital solutions,” Lindah Mariwande.

AI in Insurance: Unlocking Potential & Building Resilience

Professor Arthur Mutambara

"AI is now the economy. The economy is now AI," Arthur Mutambara.

The African insurance sector is undergoing a significant transformation, driven by the adoption of artificial intelligence (AI). This technology is revolutionizing the insurance industry by improving processes, operational activities and enhancing customer experience.

This short article highlights the risks associated with AI and its key drivers in the African insurance industry. The insights of this short article were extracted from a presentation made by Arthur Mutambara during his presentation at the 2025 Southern Africa Insurance Indaba.

AI risks in the African insurance industry

Mutambara warned industry players, indicating that, although the advent of AI is poised to bring transformative results, it is crucial to note that risks are emerging as a result of AI and key AI risks include:

1. **Bias:** algorithms can perpetuate existing biases in data, exacerbating existing inequalities,
2. **Data Security:** inadequate data protection increases the risk of data breaches and compromised customer trust,
3. **Ethical Misuse:** with lack of oversight, AI creates opportunities for unethical practices,
4. **Job Displacement:** jobs could be displaced by AI, hence the need to embrace it,
5. **Techno-feudalism:** concentration of AI power and data ownership among few tech giants poses great risks.

Drivers of the AI revolution:

In his presentation, Mutambara posed a critical question: What is driving this economic impact of AI in the African insurance sector? His submissions proved that, insurers who leverage AI benefits from improved operations, enhanced customer experience and development of innovative products.

1. **Productivity:** AI powered automation helps insurers overcome challenges related to infrastructure and resources. Mutambara indicated that, AI improves productivity by automating processes such as claims processing and policy administration.
2. **Efficiency:** AI drives efficiency by managing complex risks, thereby streamlining business processes, reduce costs and improve resource allocation.
3. **Innovation:** AI driven innovation plays a crucial role in helping African insurance markets to design relevant products thereby driving inclusion and economic growth.

A call to action

His concluding insights urged insurance industry players to leverage AI and design homegrown AI solutions and models that embed our Africa values, philosophies and Ubuntu. Industry leaders were challenged to always ask themselves; how can we use AI to amplify our corporate mandates?

"Let's make AI insurance education mandatory because by embracing AI we will unlock potential and build resilience," said Mutambara.

Empowering Women, Strengthening the Insurance Institute of South Africa (IISA)

The Insurance Institute of South Africa (IISA) stands as a beacon of transformation, excellence, and inclusivity within the financial services sector. At the helm of its leadership sits a dynamic team of women whose collective vision continues to shape the institute's strategic direction and redefine leadership across the insurance profession.

Under the stewardship of Ms. Zimkhitha Saungweme, Chairperson and President of the IISA Board, the institute champions governance excellence, diversity, and empowerment in an industry traditionally led by men. She is joined by an accomplished group of female leaders: Ms. Nicolene Bruwer, Chairperson of the Social and Ethics Committee; Ms. Veliswa Rozani, Chairperson of the Audit, Risk, Investment, and Governance Committee; Ms. Jessica Lorathu, member of both the Audit, Risk, Investment, and Governance Committee and the Social and Ethics Committee; and Dr. Musi Dowelani, a distinguished member of the Professional Standards Committee.

Together, these women represent a formidable force, one that blends experience, innovation, and ethical leadership. Their collective impact strengthens IISA's governance framework, ensuring the institute remains an influential leader in advancing professional standards, education, and transformation across the insurance landscape.

The power of representation

Representation matters, especially in an industry built on trust, ethics, and long-term sustainability. The presence of strong female leadership within IISA's board and committees sends a powerful message: gender inclusion is not a gesture; it is a strategic advantage.

Each of these women brings depth and perspective shaped by years of professional experience and personal resilience. Their leadership styles, marked by empathy, collaboration, and accountability, help shape an inclusive and progressive culture at IISA. Notably, the diverse committee roles these women occupy underscore their influence across the institute's most critical governance areas. From financial oversight and ethics to professional standards and risk management, their contributions ensure balanced decision-making and robust governance. Dr. Musi Dowelani, in her capacity on the Professional Standards Committee, plays a pivotal role in upholding the integrity and ethical foundation of the insurance profession. Her expertise reinforces IISA's mission to maintain the highest standards of professionalism and continuous learning across the industry.

Investing in women leadership: a strategic imperative

IISA's continued investment in developing women leaders reflects its understanding that transformation is sustainable only when it is inclusive. Through mentorship, professional development, and empowerment initiatives, the institute ensures that women in the insurance sector are equipped to lead with competence and confidence.

This investment extends beyond leadership representation. Initiatives such as the Youth Accelerator Programme have been instrumental in nurturing young female professionals, bridging the gender gap, and fostering future leaders. These programmes create a pipeline of talent capable of driving innovation, ethics, and growth in the sector. By creating an ecosystem that supports women at all career stages, IISA is not just advancing gender equity, it is future-proofing the industry.

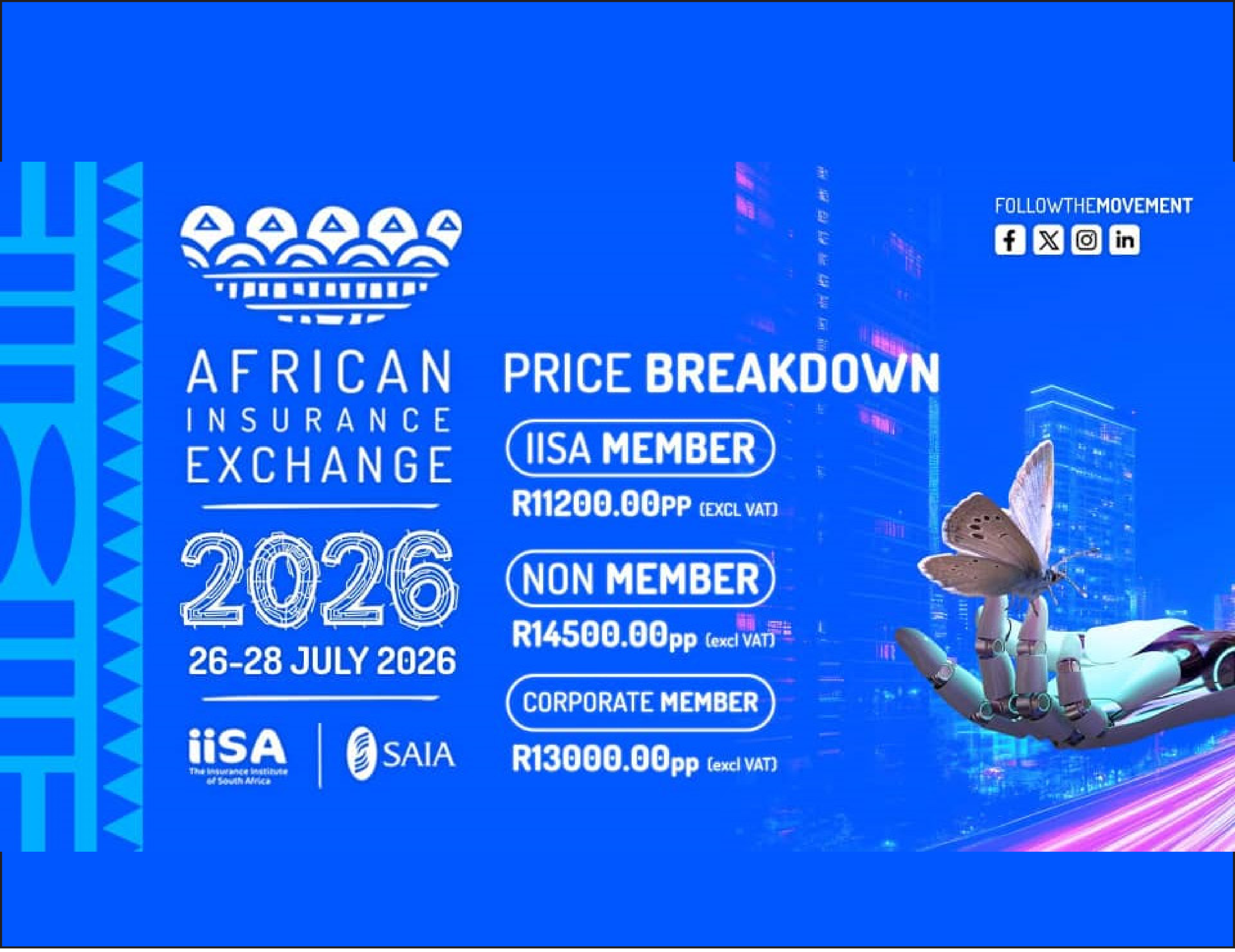
Impact on the industry

The growing influence of women at IISA has a ripple effect across the insurance sector. Their leadership sets a precedent for what effective, ethical, and inclusive governance looks like. It demonstrates how diversity of thought leads to better oversight, stronger ethical culture, and innovative strategic direction.

Through the example set by these leaders, the insurance industry is witnessing the tangible benefits of empowered women leadership where there is more transparent decision-making, higher professional standards, and an elevated focus on social impact. These women are not only leading within IISA, they are redefining leadership across the industry. Their example challenges organisations to build environments that recognise and nurture the leadership potential of women at every level.

The IISA's investment in women leadership represents more than progress, it signifies purpose. Through the leadership of Zimkhitha Saungweme, Nicolene Bruwer, Veliswa Rozani, Jessica Lorathu, and Dr. Musi Dowelani, IISA continues to model the transformative power of inclusion and excellence.

Their leadership reaffirms that the future of the insurance industry is transformative, diverse, ethical, and visionary. As IISA continues to grow under their guidance, the institute stands as a living example of what is possible when women are not just part of the conversation, but leading it.



The Vision for AIE2026

In 2025 we gathered under the Baobab to honour our roots. Now we gather in the spirit of Renaissance to dream and create boldly. We are moving from a grounded wisdom to visionary futures. Just as the Renaissance period symbolised a flourishing of ideas, culture, and transformation, the insurance sector stands at the threshold of a new age, one defined by innovation, creativity, and reimagined purpose.

The theme signals a new era for the insurance industry, one where the sector transforms beyond traditional risk management to become a driver of innovation, sustainability, and societal impact.

The Renaissance marks a rebirth of ideas, culture, and creativity, the insurance renaissance reflects an industry reinventing itself in response to global disruption, African realities, and the urgent need for relevance in a rapidly evolving world.

This theme challenges the insurance industry to think beyond traditional boundaries and embrace reinvention. Insurance is not only about mitigating risk, it is about creating opportunities, enabling growth, and reshaping societies for a sustainable future.

Rebirth, Reinvent, Redesign

1. Rebirth – The industry is re-emerging with renewed purpose. Innovative products, technologies, and partnerships are reshaping how risk is understood and managed. Insurance is not only a safety net, but as an enabler of progress. Symbolises a

renaissance of relevance in a rapidly evolving global landscape.

2. **Reinvent** – A call to innovate and break away from legacy models. Embrace new technologies, product designs, and business models. Signals a shift from "business as usual" to bold experimentation that meets modern needs. Reinvention empowers the industry to extend its reach to underserved populations and new economic frontiers.
3. **Redefine** – Positions insurance as a partner in prosperity, resilience, and sustainability. Challenges the sector to redefine its social contract with individuals, communities, and economies. Aligns the industry with the future of work, digital ecosystems, and inclusive financial services.

This is a call to transform the very meaning of insurance in a digital, interconnected, and uncertain world. It challenges insurers to redefine their role: from transactional providers to trusted partners in resilience, growth, and sustainability.

AIE 2026 will showcase insurance as an industry in renaissance: reborn with purpose, reinventing its models, and redefining its role in shaping a better future. This is not just about responding to change; it is about leading it.

Directors & Officers: Legal, Insurance and Restructuring Experts Warn Directors: "Act Early or Risk Everything"

Press Release, Cox Yeats, South Africa

1. Directors Warned: Delaying action during financial distress may trigger personal liability for reckless trading prohibited and reckless trading and other statutory accountability.
2. Insurance Gap Exposed: Business rescue practitioners often excluded from D&O cover. Experts call for urgent policy reform.
3. Liquidation Reframed: When rescue fails, winding-up offers a forensic path to recover value and protect creditors and accountability: When rescue fails, winding-up provides a forensic framework to recover value, investigate conduct, and protect creditors.

As insolvency levels surge, South Africa's legal, insurance, and restructuring leaders convened in Parktown for a high-impact session titled "When D&O and Distressed Organizations Collide (D&O²)", hosted by leading firm of attorneys, Cox Yeats and the Insurance Institute of Gauteng (IIG). The event unpacked the legal, financial, and claims complexities facing directors and officers (D&Os) in distressed companies highlighting the growing risk of personal liability, regulatory scrutiny, and insurance gaps with a focus on early intervention, directors' statutory duties, potential personal exposure in distress, and insurance gaps affecting Business Rescue Practitioners (BRPs) and boards.

Wilmine Prinsloo, President of the IIG and Manager: Partner Operations at King Price opened the session and reaffirmed the Institute's commitment to professional development and ethical leadership. "We're proud to convene these conversations," Prinsloo said. "The insurance industry must lead with integrity, insight, and accountability especially in times of distress."

Mongezi Mpahlwa, Partner, Business Rescue, Restructuring, Insolvency and Insurance at Cox Yeats and moderator of the session, introduced the theme: "D&O liability is no longer theoretical. It's real, rising, and reshaping how boards must respond to financial distress. Today's session is about equipping leaders with the tools to act responsibly, decisively, and transparently."

Informal workouts: a lifeline or a liability?

The first segment explored informal workouts and corporate governance, often the first line of defence when companies face distress. While informal restructuring offers speed and flexibility, experts warned that it can quickly become a legal trap if not managed with diligence. Jo Mitchel-Marais, Partner at Africa Restructuring, Turnaround & Performance Improvement Leader at Deloitte, emphasised the protective power of governance: "Corporate governance is not just a compliance exercise, it's a shield. Directors who document decisions, follow sound processes, and act transparently are far better positioned to defend against liability."

Gareth Cremen, Partner, Business Rescue, Restructuring, Insolvency and Insurance at Cox Yeats, cautioned against delay: "Informal workouts are not a free pass. If directors pursue them for too long as insolvency deepens, they risk being held personally liable for reckless trading. Commercially sensible conduct is not optional; it's the legal standard. Directors must continuously assess solvency and liquidity, act in the best interests of the company, and take appropriate steps without delay where rescue is viable, or pivot responsibly when it is not."

Business rescue and D&O: who is covered? who is exposed?

The second segment tackled the intersection of business rescue and insurance coverage, particularly the gaps between Directors & Officers (D&O) liability and Professional Indemnity (PI) insurance. Cremen explained: "Business rescue is a powerful tool, but it's not a magic wand. Directors must act early, support the practitioner, and ensure that D&O and PI coverages are aligned to protect all parties."

Mukondeleli Masiza, Complex Claims Handler at Allianz Commercial clarified: "BRPs operate as independent statutory officers with a mandate that extends beyond internal corporate governance. Given this professional, rather than managerial, scope of work, PI insurance remains the most appropriate form of cover ensuring BRPs are protected without compromising the intent of D&O policies."

Cremen added: "BRPs face similar risks to directors: negligence, mismanagement, breach of duty. However, most D&O policies narrowly define 'insured persons,' leaving BRPs exposed. Hybrid coverages and broader definitions are essential."

When rescue is no longer possible, are directors off the hook?

The final segment addressed the reality that not every company can be saved and when business rescue fails, directors and BRPs must pivot quickly and responsibly. The final segment recognised that not every company can be saved. When it becomes apparent that business rescue will not achieve its objectives, directors and practitioners must pivot swiftly and lawfully to protect stakeholders and preserve value.

Zeenath Kajee, Specialist Liquidator and Insolvency Practitioner at GCW Administrators, addresses the options available to a liquidator to investigate directors' conduct and the statutory tools available to hold them accountable. "In seeking to maximise a recovery for creditors, a liquidator can hold directors financially accountable for any missteps that contributed to the failure of the company."

In practice, this includes the liquidator's ability to convene statutory enquiries, interrogate transactions, and pursue claims to unwind or recover value from voidable or impeachable dispositions and from those responsible for misconduct or breaches of duty.

Cremen reinforced the value of liquidation: "Liquidation is not a punishment. It is a forensic tool. It stabilises the estate, enables claw backs, and protects creditors. Used correctly, it is often the most equitable path forward."

Cremen emphasised accountability alongside value recovery: "Liquidation is not a punishment. Properly used, it stabilises the estate, enables forensic investigation and claw backs, and holds wrongdoers to account, often delivering the most equitable path for creditors when rescue is no longer achievable."

The bigger picture: rising insolvency and the need for reform

1. With global insolvency expected to rise by 11% in 2025, the session served as a wake-up call for boards, insurers, and regulators across Africa. The speakers called for:
2. Broader D&O definitions to include statutory officers.
3. Hybrid policies that bridge PI and D&O gaps.
4. Stronger governance frameworks and earlier interventions
5. Greater coordination between insurers, regulators, and restructuring professionals.

About Cox Yeats
With offices in Sandton, Cape Town, and Durban, South Africa, Cox Yeats is a leading firm of attorneys which offers a wide range of commercial and personal legal services. The firm knows that to best serve its clients, it first needs to align their goals and then deal with their legal affairs with this bigger picture in mind. The firm's focus is not simply to give the right technical advice, but also to help clients better understand their legal needs as a whole. In doing so, the firm aims to provide practical and insightful solutions and to present what can often clearly be complex topics. The firm and several of its professionals have been recognised in national, continental, and international legal directories such as Legal 500, PMR Africa, Chambers Global, the African Legal Awards and Best Lawyers®. This includes being named the 2023 Insurance Law Firm of the Year by Best Lawyers®. Cox Yeats is a proud member of TAG Alliances, a global network of leading professional firms. This affiliation extends our international reach, enabling us to connect clients with trusted expertise in over 100 countries. For more about Cox Yeats visit www.coxyeats.co.za or www.linkedin.com/company/cox-yeats.

Top South African Lawyers Honoured in the 17th Edition of Best Lawyers

Press Release: Cox Yeats, South Africa

On the 13th of November 2025 in Johannesburg, South Africa, the leading South African law firm, Cox Yeats was honoured in the 17th edition of the Best Lawyers in South Africa, with lawyers from across its national offices recognised for their outstanding expertise.

This achievement highlights the firm's depth of specialist expertise and its ongoing commitment to delivering high calibre legal counsel across key practice areas. It also underscores the professional regard Cox Yeats' lawyers command within the legal community and the consistent excellence they bring to clients across diverse industries.

The following Cox Yeats partners and consultants were acknowledged for their professional excellence:

Andrew Clark, Managing Partner: Insurance Law; Maritime & Shipping Law. Andrew is dual-qualified in Insurance Law and Maritime & Shipping Law. He handles complex insurance matters, shipping litigation, logistics claims and marine risk. His cross-disciplinary expertise enables clients to benefit from a holistic view of transport, insurance and risk management.

Aideen Ross, Partner: Insurance Law. Aideen is newly listed this year in Insurance Law. Her recognition reflects her growing reputation in the insurance space and her ability to provide value-added advice to insurers and insureds alike.

Alastair Hay, Consultant: Construction Law; Corporate Law. Alastair brings dual specialisms in Construction Law and Corporate Law. He supports clients on construction-related corporate transactions and governance issues in the built-environment space, connecting the technical world of construction with the corporate imperative.

Christine Seger, Partner: Corporate Law; Insurance Law; Litigation. Christine has over 25 years of litigation experience. She has successfully represented insurers, listed companies, and major corporates in complex commercial disputes, arbitrations, and mediations, with a focus on insurance, insolvency, and property-related matters.

David Vlek, Partner: Construction Law. David focuses on Construction Law. He represents clients in major construction projects, claims and disputes. His in-depth knowledge of construction contracts and risk profiles positions him as a trusted adviser in the built-environment sector.

Emili Souris, Partner: Real Estate Law. Emili specialises in Real Estate Law. She advises on property acquisitions, developments, leasing structures and property investment strategies. Her client-facing experience and practical legal skills support clients in the dynamic property market.

Gareth Cremen, Partner: Insolvency & Re-organisation Law; Insurance Law. Gareth has extensive experience in restructuring, insolvency, and debt recovery, advising corporates, banks, and creditors on business rescue, restructurings, and commercial disputes. With broad cross-sector insight, he helps clients manage financial distress and insurance-related challenges through strategic, pragmatic solutions that protect business continuity.

Gary Pritchard, Partner: Arbitration & Mediation; Construction Law. Gary has dual specialism, enabling him to guide clients through alternative-dispute-resolution pathways as well as construction-industry challenges, delivering flexible outcomes.

Laura Kelly, Partner: Insurance Law. Laura focuses on Energy and Natural Resources, with expertise in oil and gas, renewables, concession and power purchase agreements, construction, and regulatory matters. She advises major organisations, including listed entities, in South Africa and abroad.

Michael Jackson, Partner: Empowerment & Transformation Law; Mergers & Acquisitions Law; Private Equity Law. Michael advises on empowerment and transformation initiatives, M&A transactions, and private-equity structures. His expertise spans equity stakes, shareholder agreements, and transformation compliance, making him a go-to for clients engaging in strategic transactions with empowerment overlays.

Mongezi Mpahlwa, Partner: Litigation. Mongezi has over a decade of experience in corporate and commercial dispute resolution, insolvency, and public finance law. He advises clients in sectors such as banking, mining, infrastructure, and telecommunications on complex litigation, arbitrations, and regulatory matters.

Peter Barnard, Partner: Construction Law. Peter advises on major infrastructure and building projects, construction disputes, contract drafting and risk allocation in the construction sector. His extensive experience in advising both principals and contractors positions him as a leader in this field.

Randhir Naicker, Partner: Litigation. Randhir has been newly listed this year in Litigation. He is noted for his robust advocacy, critical analysis of disputes and strategic litigation handling on behalf of major clients. His recognition reflects the strength of our litigation offering.

Richard Hoal, Partner: Construction Law. Richard is recognised as a leader in construction and engineering law, with extensive experience advising employers, contractors, and professionals on contract negotiation, risk management, and dispute resolution across South Africa and internationally.

Robin Westley, Partner: Real Estate Law. Robin advises on large-scale property portfolios, commercial leases, developments and real-estate transactions. His pragmatic legal advice helps clients navigate property complexities with confidence.

Roger Green, Consultant: Real Estate Law. Roger has longstanding experience in property development, commercial leasing, acquisitions and disposals, and provides trusted advice in the real estate sector for investors, developers and landlords.

Thys Scheepers, Partner: Insolvency & Reorganisation Law. Thys advises both distressed entities and creditors, guiding restructurings, business rescue processes and formal insolvency proceedings. His practical, solutions-driven approach helps clients through challenging financial and operational transitions.

This recognition reaffirms Cox Yeats' position as one of South Africa's leading law firms, known for its sector-focused expertise, professional excellence and consistent delivery of strategic, value-driven legal advice to its clients.

Pictured: Zeenath Kajee, Specialist Liquidator and Insolvency Practitioner at GWC Administrators; Mukondeleli Masiza, Complex Claims Handler at Allianz Commercial; Gareth Cremen, Partner | Business Rescue, Restructuring, Insolvency and Insurance at Cox Yeats; Jo Mitchel-Marais, Partner | Africa Restructuring, Turnaround & Performance Improvement Leader at Deloitte, and Mongezi Mpahlwa, Partner | Business Rescue, Restructuring, Insolvency and Insurance at Cox Yeats.

Coface Celebrates 20 Years of Empowering South African Businesses During Heritage Month

Key highlights of Coface's 20-year impact in South Africa:

1. Expanded access to finance for SMEs through credit insurance, building lender confidence.
2. Provided stability during economic uncertainty, enabling businesses to continue trading.
3. Supported South Africa's export competitiveness by enabling safe international trade.
4. Contributed to job security by protecting businesses and employees against credit risks.

with Heritage Month, a time when the nation reflected on its history, diversity, and collective resilience.

Since entering the South African market in 2005, Coface has become a trusted partner for businesses navigating both local and international trade. Over the past two decades, the company has helped businesses manage credit risk, access reliable business information, and recover outstanding debts, strengthening resilience during times of economic uncertainty.

Heritage of resilience and growth

Much like South Africa's own story of resilience and transformation, Coface's journey reflects adaptation and innovation. From supporting clients during the 2008 global financial crisis to providing stability during the COVID-19 pandemic, Coface has consistently stood by its partners, ensuring access to finance, trade security, and confidence in growth.

A timeline of innovation and progress

Coface's journey in South Africa began with the acquisition of Credit Underwriting Agency Limited (CUAL) in 2005, introducing products like Global Protector and Standard Protector. Over the years, Coface has expanded its offerings, launching Coface Global Solutions and TradeLiner (2012), EasyLiner (2014), and later Business Information Services (2017).

The company has consistently invested in digital platforms such as CofaNet Essentials, Broker Portal, iCON (2023), and Urba 360 (2024), equipping clients with unrivalled access to global trade and risk intelligence.

Its commitment to transformation and inclusion was recognized in 2019 with four Gender Mainstreaming Awards, including Overall Gender Mainstreaming Champion. Coface also achieved Level 2 BBBEE Contributor status in 2021, reflecting its dedication to empowerment and inclusive growth.

A strategic hub in a global network

With a presence in over 100 countries, Coface's international footprint enables it to offer South African clients unparalleled access to global trade intelligence. The country plays a strategic role in Coface's network, serving as both a gateway to the African continent and a dynamic market with immense growth potential.

Looking ahead with confidence

As Coface celebrates this 20-year milestone, CEO Abdul Vally reflects on the journey and the road ahead:

"Twenty years in South Africa is more than a milestone, it's a testament to our resilience, relevance, and the relationships we've built. Coface is deeply rooted in the trade credit insurance market, and we're expanding with purpose into business information and third-party debt collections.

We're not just part of the industry; we're shaping its future. Our commitment is clear: we're here to stay, and we're building the way forward with confidence, integrity, and ambition."

With two decades of experience, a strong local presence, and the backing of a global network, Coface remains a trusted partner for South African businesses, today and into the future.

About Coface
With over 75 years of global expertise and a presence in 100 countries, Coface is a worldwide leader in trade credit insurance, risk management, and business information services. In South Africa, Coface has been operating since 2005, supporting clients across industries with solutions that protect against payment risks, facilitate safe trade, and strengthen access to finance.

Coface South Africa is a proud Level 2 BBBEE contributor, committed to transformation, empowerment, and inclusive growth.
For more information, visit: www.coface.co.za.