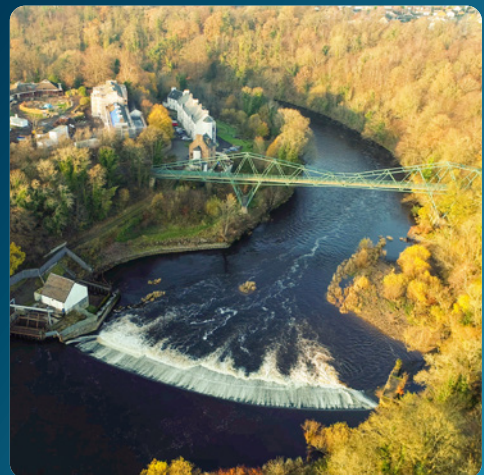




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# CELEBRATING PROFESSIONALISM IN AFRICA

EDITION #N02



*'Embedding 'professionalism' as a core value'*

By **Donbell Mandala** BAcc, ACII, MBA

Chief Executive Officer

NICO General Insurance

*'Celebrating professionalism in Africa'* is a pioneering series of case studies, published by the Chartered Insurance Institute, to showcase professional practice and innovation in insurance

# EMBEDDING 'PROFESSIONALISM' AS A CORE VALUE



By **Donbell Mandala** BAcc, ACII, MBA  
Chief Executive Officer  
NICO General Insurance

**As the leading general insurer in Malawi, NICO General's success has been maintained by our longstanding commitment to building a technically competent, qualified workforce. Indeed, 'professionalism' is rated as one of our five core values – the others being collaboration, care, safety and health, and innovation.**

This commitment is exhibited in many practical ways. For example, we require anyone applying for a role as an executive supervisor to hold a CII diploma qualification, and anyone applying to be an executive manager must hold a CII advanced diploma. If customers are going to entrust us to look after their financial wellbeing — we insure about 5,000 homes and 20,000 cars in Malawi — then it's incumbent upon us to ensure we're recruiting, training and retaining the best people we can find. Insurance is playing an important role in Malawi's economic development.

During the past decade, sectors (such as mining and manufacturing) that have substantial insurable assets have been expanding; insurance is also an important financial tool for anyone involved in commercial exporting, for example of cotton, peanuts, or apparel. About 70% of NICO General's GWP arises from commercial clients, and we're pleased to play a role as these businesses invest, grow and create employment.

At NICO, we do not believe in a 'one size fits all' approach to insurance. On the contrary, we pride ourselves on arranging insurance that's tailored to the needs of our clients — whether its workers compensation, marine, goods-in-transit, fire, engineering or many other types. Tailoring solutions in this way places a premium on the professionalism and expertise of our people, because they need to be able to use their independent judgement, experience and knowledge to devise the most relevant coverage.



Representatives from NICO General, NICO Life and major client ESCOM address the media during the hosting of the Southern African Power Pool in Malawi, March 2020





*I foresee that the need to equip our people for the modern world will become more important than ever*



NICO General client seminar

That's why, as we have stated elsewhere, our aspiration is to "attract clients and intermediaries who are prepared to nurture long-term partnership with the company, to ensure long-lasting security and peace of mind".

The high calibre of our workforce is also a vital factor that enables us to make our 'Fast Track Claims' promise of ensuring qualifying claims are settled within 24 hours — both motor and non-motor.

Looking ahead, I foresee that the need to equip our people for the modern world will, if anything, become more important than ever. In addition to the excellent knowledge base they acquire from their CII qualifications, I am an advocate of proven capability in fields such as digital transformation, marketing and project management.

The blend of technical insurance competence with sound business skills is a powerful combination — underpinning our ability to continue providing innovative and quality general insurance services while adding value to all stakeholders. ■



NICO chief executive Donbell Mandala addresses guests at the annual Chartered Dinner, February 2020



**Overview:** NICO General is the leading short-term insurer in Malawi, with a mission to provide innovative and quality general insurance products and services while adding value to all stakeholders

**Date established**  
**1970** (as composite)  
**2001** (as NICO)

**Staff**  
 90 Total  
 60 With a CII qualification

**Key financials**  
**MWK19.99bn** GWP  
**MWK29.76bn** total assets

**Vision:**  
 To deliver world-class general insurance products and services

**Key locations**  
 Malawi:  
 • Blantyre  
 • Lilongwe  
 • Mzuzu

**Sector focus**

General insurance	Life and protection insurance	Financial planning
●	○	○

**For more information:** [www.nicogeneral.com](http://www.nicogeneral.com)

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CII qualifications  
guide

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