



Chartered  
Insurance  
Institute  
Standards. Professionalism. Trust.

JULY 2021



# CELEBRATING PROFESSIONALISM IN AFRICA

EDITION #R02

**OLEA CUZO**  
INSURANCE SOLUTIONS BEYOND BORDERS

*'Spotlight on Rwanda'*

By **Derrick Kananura**

Technical Director,  
OLEA-CUZO Insurance Brokers, Kigali, Rwanda

*'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

# SPOTLIGHT ON RWANDA



By **Derrick Kananura**  
*Technical Director,  
OLEA-CUZO Insurance Brokers,  
Kigali, Rwanda*

**The insurance industry in Rwanda has seen tremendous growth in the past decade. During this period, we have had major changes in regulation of the insurance profession, from a time when regulation had been relatively light. The capacity of the national bank to regulate the market has significantly expanded. Initiatives have included:**

On 20 March 2017, the National Bank of Rwanda (BNR) issued a regulation that aimed to establish administrative and pecuniary sanctions applicable to insurers for violations of the law governing the organisation of insurance business and the implementation of regulations, directives and decisions of the BNR.

As of June 2016, the financial sector of Rwanda was well capitalized, with its assets growth increasing from 53.8% in June 2015 to 55.0% in June 2016.

There have been many measures in the broader economy with implications for the insurance sector. In 2016, the Rwanda Revenue Authority implemented a new tax policy, raising the tax rate to discourage used car imports and support cuts in carbon emissions. The policy mainly targets vehicles that are more than one year old. In the same spirit of trying to phase out the importation of old vehicles that negatively impact the environment, the insurance association came together and prohibited the provision of comprehensive (material damage) insurance to vehicles older than 15 years. This in turn discouraged the banks from financing such purchases.

Today, Rwanda is home to 494 microfinance institutions, 88 foreign exchange bureaux, 63 pension schemes and 17 banks. Turning to the insurance sector, we find it comprises 12 insurance providers, of which seven are non-life insurers, three are life insurance providers and two are public medical insurers.

Insurance penetration in Rwanda currently stands at 3% but is projected to grow immensely, considering the efforts by government and other stakeholders to expand insurance uptake. A major force in this programme is the Ministry of Agriculture, which is helping farmers to purchase insurance for their crops at a subsidised rate. Access to Finance Rwanda has also played a vital role in promoting insurance uptake by driving forward the innovation of microinsurance products that better serve the needs of all small and medium-sized enterprises and the low-income population.

This widespread programme, led by the government, to build a professional insurance sector has attracted new insurers into the market. Mayfair insurance company opened its office in 2016 and Sanlam has acquired and merged two insurers to build its presence.

This growth also extends to brokerage firms, which are keen to play their role in offering valued and effective insurance solutions to customers. Recently, OLEA Insurance Solutions acquired Cuzo Insurance Brokers with the vision of bringing a more vibrant, dynamic and innovative approach to meeting client expectations. For OLEA, market relevance and insight is essential to success – the company proclaims: “Our in-depth knowledge of the insurance market and all of its players in Africa is the driving force behind our pan-African deployment strategy.”

Due to the growth of Rwanda's economy and its opening up to the world, there has been an increasing need for insurance services and this has seen a surge in initiatives to professionalise the market in the cause of better services and customer focus.







For historic reasons, Rwanda has lagged behind certain neighbouring countries in identifying and nurturing insurance talent. However, in the past five years, the country has benefited from an upward surge in the number of insurance professionals who are keen to gain technical knowledge and operate to international standards. Since 2019, we have seen more than 20 colleagues become CII qualification holders, with more on the way.

With the introduction of specifically tailored packages for the African market by the CII, I am confident we will see a further increase in the uptake of professional programmes, resulting in an ever more vibrant insurance market.

With Rwanda becoming a major business hub in the African continent, the insurance industry faces the opportunity to be at the helm of providing essential risk management services as the economy thrives. ○

“

**A widespread programme, led by the government, to build a professional insurance sector has attracted new insurers into the market**

Rwanda had been due to host the Commonwealth Heads Of Government meeting in June 2021. This is the biennial summit of leaders from all Commonwealth nations. In May 2021, His Excellency Paul Kagame, President of Rwanda, and Commonwealth Secretary-General, The Rt. Hon. Patricia Scotland QC, announced the postponement of CHOGM 2021 as a result of the continuing impact of the Covid-19 pandemic. Kigali looks forward to hosting the 2022 Commonwealth Heads Of Government meeting as soon as a suitable date has been identified.

## FURTHER READING



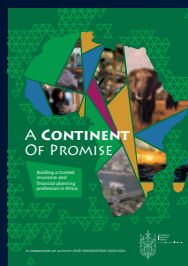
See the report ›

A Commonwealth Insured



See the review ›

Six Months In Review  
(Jan '21 - June '21)



See the report ›

A Continent Of Promise:  
Celebrating the African insurance profession



See the review ›

CII in Africa:  
Year In Review 2020



See the guide ›

CII membership guide



See the guide ›

CII qualifications guide

This case study is one of a series which is published by the CII. To download other case studies, please visit [www.cii.co.uk/africa/casestudies](http://www.cii.co.uk/africa/casestudies). This webpage also includes an important legal notice regarding the case study series.

### FOR INFORMATION:

[www.cii.co.uk/africa](http://www.cii.co.uk/africa)

E: [africa@cii.co.uk](mailto:africa@cii.co.uk)

### PUBLISHED BY:

**Chartered Insurance Institute**

3rd Floor | 20 Fenchurch Street | London | EC3M 3BY

Tel: +44 (0)20 8989 8464

Email: [customer.serv@cii.co.uk](mailto:customer.serv@cii.co.uk)

[www.cii.co.uk](http://www.cii.co.uk)



Chartered  
Insurance  
Institute

Standards. Professionalism. Trust.