

# CIIAfrica 2021 A YEAR IN REVIEW

It is increasingly impossible to discuss matters of global importance without considering Africa, home to 17.5% of the world's population. In the past few months, Africa's voice has been strongly represented in discussions about the climate emergency at the Cop26 summit in Glasgow, and about the rollout of coronavirus vaccinations using existing and new public health infrastructure channels.

As these high profile initiatives continue, the insurance professional is steadily enhancing its role in underpinning economic development and social advances. For me, one of the most fascinating insights of the year came when the CII assembled a series of inspiring case studies to celebrate the incredible work of insurers throughout the continent to promote professional standards and serve the public interest. I am thrilled at the breadth and dept of

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A Commonwealth Insured Published

Case study series: 'Celebrating Professionalism in Africa'

CII Africa website

contributions received for our series, and thank all contributors – we look forward to many more in 2022.

The CII strongly believes that professionalism is not just about doing the right thing, but also contributes to business success. This theme has been explored in a number of conferences in Africa during 2021, including the Malawi Lake Conference, the Insurance Institute of Kenya's 36th annual conference, the 3th Sharm Rendezvous & Federation of African Insurers and Reinsurers, and many other similar events. The CII would like to thank all the conference organisers who have made such impressive efforts, especially in the aftermath of the pandemic, to bring together insurance professionals in circumstances where they can debate and explore these issues.

Of course, we can all do better, which is why the CII has recently launched a wide-ranging consultation – see page 2

for further details. If anyone has not yet had the opportunity to provide feedback, I encourage you to do so before the 17 December deadline. The process is straightforward and your comments will be invaluable – in particular, we are keen to ensure a strong international representation among the respondents.

On a personal note, I would like to mention I will be leaving my role as Regional Director for Africa at the end of the year. My responsibilities will be handed over to my wonderful colleague Isaac Olibutan who will, I'm confident, be a strong advocate of professionalism in Africa in the months ahead.

It simply remains for me to thank all members for your support and send very best wishes for a prosperous and successful 2022.

**Laurence Smith**  
*Regional Director, Africa*



For more information: [www.ciigroup.org/africa](http://www.ciigroup.org/africa)  
or email: [africa@cii.co.uk](mailto:africa@cii.co.uk)

For copies of previous editions of this newsletter, please visit:  
2020: A Year in Review  
2021 Jan-June: 6 Months In Review

# CII GRADUATION CEREMONY



On 27 July, CII Africa celebrated the remarkable achievements of 175 students who, during the past year, were awarded either a CII Advanced Diploma in Insurance or a CII Diploma in Insurance.

The virtual event – the CII’s first ever graduation ceremony for African students – was a huge success with over 100 people joining online, and many more watching the recording after the event had concluded.

We are grateful to Charles Washoma, CII vice president, for his wonderful role congratulating each of the graduates. CII chief executive Sian Fisher, CII chief customer officer Gill White, and CII Africa director Laurence Smith, all offered their remarks and congratulations.

The event was recorded and can be viewed online at:  
**[www.cii.co.uk/africa](http://www.cii.co.uk/africa)**.

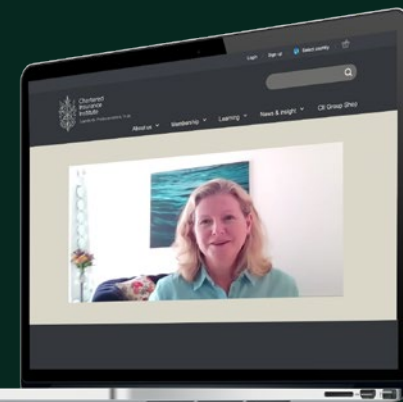


For more information: **[www.ciigroup.org/africa](http://www.ciigroup.org/africa)**

# CII CONSULTATION

Shaping The Future Together:  
*Strengthening trust in our profession*

The Chartered Insurance Institute's member consultation is now in full swing, and all CII members and partners in Africa are invited to have their say.



The CII has developed a vision for how professionalism can help to address the challenges of a changing environment for our sector.

This vision includes proposals for modernising our learning and enriching our membership experience.



## Your views are vital and will

- Future proof our learning and membership services to support learners and members throughout their career
- Ensure a robust governance structure delivers for all our stakeholders

Strengthen the public's trust in our profession.

On 8 December, CII representatives Laurence Smith, Jeremy Mullen and Tony Ward joined colleagues from the Insurance Institute of Kenya to speak about professional journeys in insurance to the staff at First Assurance. Penina Chebuche, First Assurance's splendid People and Culture Officer, introduced the speakers and hosted the session.

The CII applauds First Assurance's commitments to professionalism, set out in its five core values of service, integrity, quality service, professionalism and corporate responsibility



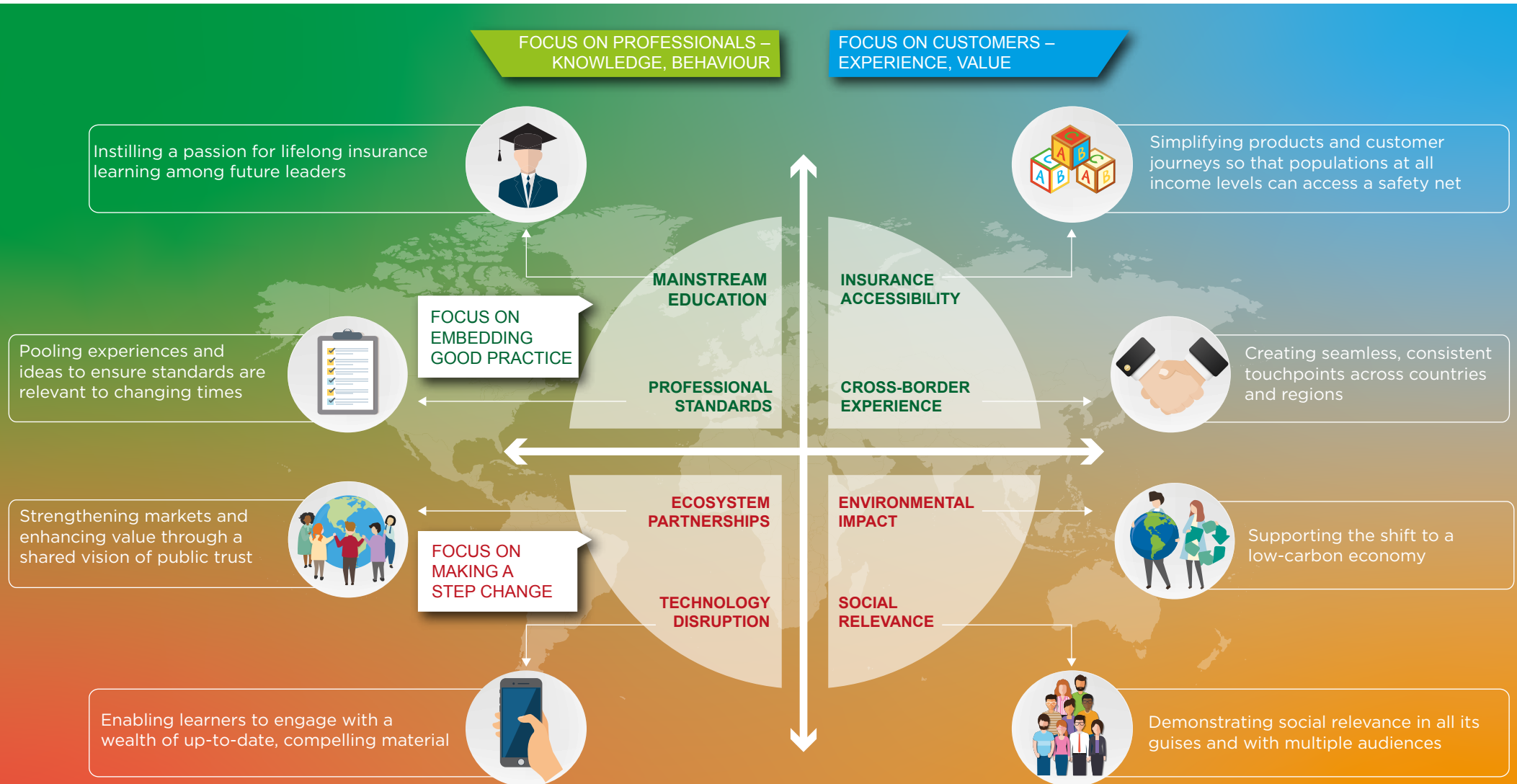
More information about the Shaping The Future Together consultation, including the consultation documents and explainer videos, as well as the online consultation questionnaire, can be found at:



**<https://www.ciigroup.org/en/shaping-the-future/>**

# A CIRCLE OF TRUST

The CII thanks insurance practitioners throughout Africa for contributing to the development of The Circle Of Trust. This highlights eight priorities being pursued by insurance professionals across the globe, as originally identified in *A World Of Risk* and *A World Of Promise*. It is comprised of two axes: one represents the 'people' focus (professional knowledge and behaviour vs customer experience and value). The other represents the nature of the 'initiative' (embedding good practice vs making a step change). These eight priorities will help expand insurance penetration and take-up, to the benefit of individuals, families and businesses throughout Africa.





# INSURANCEASSESS LAUNCHES IN AFRICA

In October, the CII was proud to announce the launch in Africa of InsuranceAssess, the must-have training, testing and compliance system, which has proven hugely popular amongst leading UK Insurers. To celebrate the launch, the CII hosted an exclusive webinar for companies throughout Africa, and many took the opportunity to participate.



**ONLINE TRAINING**  
**600**  
Courses



**ONLINE TESTING**  
**8,000**  
Assessment questions



**ANALYTICS**  
**24/7**  
Availability of competency development insight

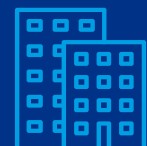


## WHAT IS IT?

**InsuranceAssess** is an online training and competency solution, designed to enhance the technical knowledge of insurance professionals in a cost-effective, high impact and enjoyable manner.

## WHO IS IT FOR?

**Insurance firms** that aspire to attract, develop, motivate and retain the highest calibre of professionals in their marketplace.



## WHAT'S IN IT?

In a word: Lots! **600 courses** which cover:

- personal and commercial
- broking, claims, underwriting and business skills

## HOW DOES THE 'ASSESS' PART WORK?

Very flexibly, to meet your personal and business needs. The options include:

### Micro assessments

Exploring defined areas of technical competency in a single sitting

### Standard assessments

Choose the course, the number of questions and the pass mark – and an assessment is automated created that meets your criteria

### Recruitment assessments

Testing the knowledge of candidates for a role

### Gap analysis

Measuring a user's knowledge against the competencies required for the role

## WHAT MAKES IT SPECIAL?

- Pre-built learning pathways
- Inbuilt CPD tool
- Dashboard reporting
- Accessible from a PC, tablet or mobile device
- No installation required
- Simple admin
- And much more!

To find out more, please contact  
[gary.grain@cii.co.uk](mailto:gary.grain@cii.co.uk)  
or email [assess.config@cii.co.uk](mailto:assess.config@cii.co.uk)



**Gary Drain**  
Assess Technical Support  
Co-ordinator

# PARTNERSHIP UPDATES - INCLUDING NEW PARTNER ANNOUNCEMENTS

## COLLEGE OF INSURANCE, NAIROBI



**In October, the CII announced an expanded partnership with the College of Insurance in Nairobi. The CII works closely with a number of distribution partners throughout Africa on a non-exclusive basis.**

These distribution partners collaborate with the CII to support learners on their journey to professional qualifications and the recognition that comes with it. The College of Insurance's vision is "To be a global centre of excellence in the provision of education and training", with a mission "To advance knowledge, research, skills and nurture talent in a multicultural learning environment to produce first class professionals who contribute effectively and ethically to the global economy".

The College of Insurance was formed following consultations with Insurance industry players and the Government.

Dr Ben Kajwang, the Director/CEO of the College of Insurance, expressed the excitement and enthusiasm on behalf of the whole insurance fraternity about this partnership which, he said, will go a long way in enhancing the skills and competencies of professionals in the insurance industry in Kenya.

## INSURANCE INSTITUTE OF BOTSWANA



**In July, the CII announced that the Insurance Institute of Botswana (IIB) has been approved as a CII affiliated institute.** Based in Gaborone, the IIB has a vision to encourage the advancement of insurance education and knowledge and to promote any scheme which will raise the standard of the insurance profession in the Republic of Botswana.

Registered as a not-for-profit association in 2016, the IIB has strong relationships with many leading insurers and brokers in Botswana, including AON (now rebranded to Minet), Botswana Insurance Company, Continental Re, Hollard and many others.

Tapologo Kwapa, IIB Head of Secretariat, said: "Pursuant to becoming a premier provider of insurance training in Botswana and the region, the Insurance Institute of Botswana is delighted to be an affiliate of the CII which is a milestone in our endeavour to strengthen strategic relations with like-minded institutions both in the region and globally."

IIB is the CII's 14th affiliated institute in Africa and joins our growing list of affiliates across many continents.

## MILPARK INSURANCE NERD DAY

M.I.N.D.  
Milpark  
Insurance  
Nerd  
Day  
16 July 2021



**16 July 2021 was the occasion of the first ever MIND event – Milpark Insurance Nerd Day.**

A large number of insurance nerds (or simply people with aspirations to nerd status) joined a lively and boisterous 75-minute webinar event in which they had an opportunity to show off their expertise in response to a series of devilishly tricky questions posed by question master extraordinaire Marisa Grundling.

Laurence Smith, CII Regional Director for Africa, fulfilled the role of Master of Ceremonies, with a superstar panel that included:

- Marisa Grundling, Lecturer and Programme Coordinator, Milpark Education
- Thokozile Mahlangu, Chief Executive Officer, Insurance Institute of South Africa
- Dr Madhu Acharyya, Senior Lecturer in Risk and Finance, from the Glasgow Caledonian University.

The quiz covered a broad area of insurance topics and offered an engaging way for practitioners to display their knowledge. At the conclusion of the event, the winners were acknowledged and congratulated, and Marisa and Laurence both thanked all the participants for their fulsome support.

A recording of the event is available on Milpark's YouTube channels, and can be accessed **here**.



# INVOLVEMENT IN AFRICA EVENTS

CII Africa is honoured to speak at events throughout the region, wherever there is an opportunity to build trust and share experiences. Recent events have included:

## MALAWI LAKE CONFERENCE 28 October 2021



The theme of the conference was 'Adapting Boldly'. Organising Committee Chair Golden Jamu said, in his introductory remarks to the Conference 2021 booklet, that "Despite the doom and gloom brought by Covid-19, it is pleasing to note that as a profession we have been resilient and managed to adapt to the new normal. This gives us hope for the future."

In his remarks, the CII's Regional Director (Africa) spoke about the way in which technology innovation is helping to create complete professionals in insurance – people who have a combination of technical knowledge, the ethical basis, and the customer relationship skills to be able to provide the best service to their clients and wider society. It is through behaving as complete professionals that insurance will achieve parity of esteem with other recognised professions.

The event was also addressed by Professor Sosten Chiotha (who spoke about the role of insurers in combating climate change), Dr George Patridge, Dr Rachel Sibande, Jimmy Lipunga, Dr Thomas Munthell, Grant Mwenechanya, Roy Punungwe, Nowl Chalamanda, and Bywell Chiwoni – who all contributed towards a successful, valuable and enjoyable occasion for delegates.



## INSURANCE INSTITUTE OF KENYA 36TH ANNUAL CONFERENCE 14-15 October 2021



The IIK conference theme was 'Leadership in a fast changing environment to spur growth and sustainability of the insurance industry.'

The CII Regional Director (Africa) addressed the meeting on the second day, on the subject of how complete insurance professionals, with technical skills as well as strong ethical and behavioural capacity, can drive outstanding customer satisfaction and therefore greater market penetration and growth.

Mr Smith's remarks were introduced by Mr Githua Ngaruiya, MD of Madison Life Assurance, who also facilitated the Q&A session.

Other speakers include:

Mr Moses Kiptoon, - *Insurance Regulatory Authority*, Ms Tazmin Alibhai - *Emotional Intelligence at the Workplace*, Mr Michael Murungi - *Leveraging on Technology and Innovation*, Dr Yazan Hijazi - *Building Sustainable Culture of Innovation*, and many others

The conference was a huge success with considerable positive feedback.



## 3RD SHARM RENDEZVOUS & FEDERATION OF AFRICAN INSURERS AND REINSURERS 27TH GENERAL CONFERENCE 20-22 September 2021



The Insurance Federation of Egypt twinned its annual Sharm Rendezvous with the Federation of African Insurers and Reinsurers for its 27th General Conference in Sharm El-Sheikh, Egypt.

The CII Regional Director (Africa) addressed the meeting on the second day, on the subject of how Insurtech is helping to create a trusted insurance and personal finance profession in Africa, and described a future in which learners can access the content they need, in the format they prefer, using the device of their choice, at any time, regardless of where they live.

The panel section was moderated by Mr. Fassi Fihri, President of the Federation of Afro Asian Insurers and Reinsurers.

The other speakers included:  
Mr. Adham El-Muezzin - *Managing Director, Hannover Re Takaful and Hannover Re, Bahrain Branch*. Mostafa Medhat - *Chairman of IT Fusion*, Mr. Andreas Ruepp - *Head of Project Promotion of Access to Financial Services for SMEs in Egypt (PAFSME)*, GIZ, Dr. Ahmed Adel Mansour, *Executive Secretary General, Egypt Post, FinTech & Blockchain Expert*, and Mr. Bruce Sahd - *Chief Operating Officer, QUEST Insurance Innovators*





# GOODWILL AMBASSADOR WEBINAR: IN FOCUS

CII Goodwill Ambassador, Maya Nundloll André, delivered a major live webinar on 25 November 2021, entitled 'Macrotrends in Insurance'.

**It was a fascinating session, and we were thrilled that many members throughout Africa and the world had the opportunity to register and listen to Maya's remarks.**

Maya said, "For years, the insurance profession has done a commendable job to protect individuals, families, businesses, and society at large against the most serious threats. In today's world, the rapid changes in the economic, technological, competitive, demographic, and societal environment – plus risks like climate change and the recent COVID-19 pandemic – mean that the purpose of insurance, in all its forms, is more relevant and important than ever".

In the 90 minute live webinar, Maya explored trends in the insurance sector and discussed what the future holds:

- The effect of COVID on Insurance
- Emerging risks in Insurance
- Climate Change - Cop26
- Insurance in a gender equal world
- Current economic, social, and regulatory trends in insurance.

## Speaker biography



Maya Nundloll André  
Group Technical Director | Reinsurance  
Solutions Mauritius  
FCII, LLM (Insurance Law) | CII Goodwill  
Ambassador

Maya started her career at Swan Insurance as underwriter, handling individual and SME businesses. After 10 years in non-life underwriting, she moved into direct insurance broking for corporate business at City Brokers before joining Munich Re, where she spent 10 years.

At Reinsurance Solutions since 2016, Maya leads a team of placing brokers for reinsurance placements across the world. She also oversees training sessions and seminars, both internally and for clients. Maya is a Fellow and Associate of the Chartered Insurance Institute (CII). She is a Chartered Insurance Broker and holds a Masters in Insurance Law from the University of London. She is currently the CII's Goodwill Ambassador for Mauritius.

# CII GOODWILL AMBASSADORS IN AFRICA

Our team is working hard to promote insurance innovation and standards. Please don't hesitate to contact any of our goodwill ambassadors if you need on-the-ground support for insurance professionalism activities.

## GHANA



**Rev. Asante Marfo-Ahenkora** FCII  
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## KENYA



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## MALAWI



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**Chartered Insurer**  
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## MAURITIUS



**Maya Nundloll André** FCII, LLM  
**Chartered Insurance Broker**  
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## NIGERIA



**Dr Tonia Smart** FCIIN  
tonia4smart@yahoo.co.uk

## UGANDA



**Hajjat Aphwa Kawaase Sebyala** ACII  
**Chartered Insurer**  
**Goodwill ambassador for women in insurance in Africa**  
hajjataksebyala@gmail.com

## ALSO...



**Charles Washoma**  
**Vice President for Affiliated Institutes**  
charles@charleswashoma.com



For more information: [www.ciigroup.org/goodwill-ambassadors](http://www.ciigroup.org/goodwill-ambassadors)

# A COMMONWEALTH INSURED PUBLISHED

*A Commonwealth Insured* represents the fourth report in our ground-breaking series that celebrates the emergence of an international insurance and personal finance profession.

Last year the CII was accepted as a member of the Commonwealth family when we became a Commonwealth accredited organisation. In light of this development, *A Commonwealth Insured* focuses on the vital ways in which the insurance and personal finance profession contributes to the Commonwealth's priorities. These include:

- Supporting recovery from the pandemic
- Establishing international robust standards of professionalism
- Growing insurance accessibility through digitisation and microinsurance

- Increasing financial resilience through life and health insurance
- Developing solutions for natural/ climate catastrophes
- Promoting inclusion: insurance professionals, customer relationships
- Embedding principles for sustainable insurance.

As in previous reports, *A Commonwealth Insured* contains a wealth of insightful material:

- Exclusive articles by insurance leaders throughout the Commonwealth
- Data on the size and segmentation of the Commonwealth insurance market
- Profiles of the insurance market and its prospects in Commonwealth countries
- Reflections from CII executives about the challenges and opportunities ahead.

Africa was strongly represented in the contributions to *A Commonwealth Insured*. Some of the fascinating articles from Africa-based authors include:



## THE POSITIVE SOCIAL IMPACT OF REINSURANCE

**Maya Nundloll-Andre**  
Group Technical Director  
Reinsurance Solutions, Mauritius



## IMPROVING ACCESS THROUGH EMBRACING TECHNOLOGY

**Chabala Lumbwe**  
Chief Executive Officer  
Madison General Insurance, Zambia



## HOW GHANA'S LIFE INSURERS ARE BUILDING PUBLIC TRUST

**Eunice Ntow Gyasi**  
Head, Underwriting and Reinsurance  
StarLife Assurance, Ghana



**Franklin Ohene Arthur**  
Head, Strategy and Performance Monitoring  
StarLife Assurance, Ghana



## HOW INSURANCE HELPS LOCK IN SUSTAINABLE DEVELOPMENT GOALS

**Lesley Ndlovu**  
Chief Executive Officer  
African Risk Capacity Insurance



## UPSCALING PROFESSIONALISM AND OVERCOMING MISCONCEPTIONS

**Enitan Solarin**  
Managing Director  
YOA Insurance Brokers



## THE AFRICAN INSURANCE PROFESSION EXTENDS AN OPEN ARM TO AMBITIOUS YOUNG WOMEN

**Hajjat Aphwa Kawaase Sebyala**  
ACII, Chartered Insurer, Goodwill  
Ambassador



## SPOTLIGHT ON RWANDA

**Derrick Kanunara**  
Technical Director  
OLEA-CUZO, Rwanda



To download a copy of the report: [www.ciigroup.org/aworldof](http://www.ciigroup.org/aworldof)



# CASE STUDY SERIES

## ‘CELEBRATING PROFESSIONALISM IN AFRICA’

*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. We are grateful to all the authors who kindly took the time to describe their activities and vision.



### ARIS

‘The power of collective energy’

### BRITAM

‘Nurturing insurance professionalism’

### CRDB

‘The importance of professional development’

### ETHIOPIA MARKET

‘How insurance companies in Ethiopia are establishing a vibrant market’

### INSURANCE INSTITUTE OF EGYPT

‘Building a trusted profession in Egypt’

### CHARTERED INSURANCE INSTITUTE OF GHANA

‘Building a trusted profession in Ghana’

### CHARTERED INSURANCE INSTITUTE OF GHANA

‘Spotlight on Ghana’

### GHANA INSURANCE COLLEGE

‘Training professionals in Ghana’

### ICEA LION

‘Using learning to stay ahead’

### KINGFISHER

‘Three pillars of learning: qualifications, people and experience’

### INSURANCE INSTITUTE OF KENYA

‘Building a trusted profession in Kenya’

### MINET ZAMBIA INSURANCE BROKERS

‘Meeting the uncertainties of tomorrow’

### INSURANCE INSTITUTE OF MALAWI

‘Building a trusted profession in Malawi’

### INSURANCE INSTITUTE OF MAURITIUS

‘Building a trusted profession in Mauritius’

### MICROENSURE

‘Insurance accessibility in emerging markets’

### NATIONAL INSURANCE CORPORATION OF ERITREA

‘The role of insurance in a developing society’

### NICO GENERAL

‘Embedding “professionalism” as a core value’

### INSURANCE INSTITUTE OF NAMIBIA

‘Building a trusted profession in Namibia’

### CHARTERED INSURANCE INSTITUTE OF NIGERIA

‘Building a trusted profession in Nigeria’

### NIGERIAN INSURERS ASSOCIATION

‘Spotlight on Nigeria’

### PERSONAL FINANCE PROFESSION

‘A profile of the personal finance profession in Nigeria’

### STAR ASSURANCE

‘Professionalism builds loyalty and enables a transformative agenda’

### SWAN

‘The pyramid of prosperity: a better future for customers, professionals and public’

### INSURANCE INSTITUTE OF SOUTH AFRICA

‘Building a trusted profession in South Africa’

### TANRE

‘The pyramid of prosperity’

### INSURANCE INSTITUTE OF TANZANIA

‘Building a trusted profession in Tanzania’

### UAP OLD MUTUAL

‘Nurturing insurance professionalism’

### INSURANCE INSTITUTE OF UGANDA

‘Building a trusted profession in Uganda’

### INSURANCE INSTITUTE OF WEST AFRICA

‘Building a trusted profession in West Africa’

### INSURANCE INSTITUTE OF ZIMBABWE

‘Building a trusted profession in Zimbabwe’



For more information: [www.ciigroup.org/africa-case-studies](http://www.ciigroup.org/africa-case-studies)

# CII AFRICA WEBSITE

The CII Africa website continues to add exclusive and insightful content. Please visit it regularly for the latest updates and news.

## Qualification units for Africa

Option to download a summary of all the qualification units which are available to Africa students



### Shop

If you are an individual wishing to make a purchase, please visit our shop.



### Special promotion

For individuals wishing to purchase our Ignition bundle.



### Corporates

Do you have a corporate account?  
If yes, please email [Internationalpartners@cii.co.uk](mailto:Internationalpartners@cii.co.uk).  
If not, please email [africa@cii.co.uk](mailto:africa@cii.co.uk).

## How to purchase

Links to sites where CII products and services can be purchased

## Case studies

Option to visit a page which hosts over 30 case studies celebrating insurance professionalism and innovation in Africa

## CII Africa newsletters

Option to download previous newsletters

## A Continent of Promise

Option to download our major publication celebrating the African insurance profession, packed with data and articles

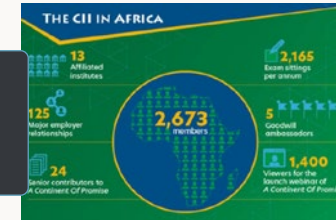


## Latest news

Link to over 25 news articles about the CII in Africa from the past 12 months

## CII in Africa

Infographic containing key statistics about the CII in Africa



## Goodwill ambassadors

Find out more about our wonderful goodwill ambassadors in Africa

## Africa affiliated institutes

Find out more about our network of outstanding affiliated institutes in Africa



## Africa webinars

Click to view any of our recent Africa webinars including our 2021 virtual graduation ceremony



For more information: [www.ciigroup.org.africa](http://www.ciigroup.org.africa)

## FURTHER READING



[See the report ›](#)

A Commonwealth Insured



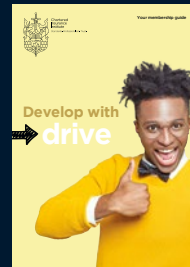
[See the report ›](#)

A World Of Risk



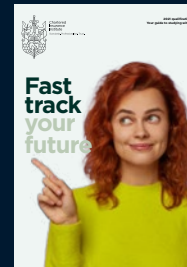
[See the report ›](#)

A World Of Promise



[See the guide ›](#)

CII membership guide



[See the guide ›](#)

CII qualifications guide

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