



# NOTICE: COVID-19 RESPONSE

## To our valued clients and stakeholders

Pursuant to the control measures announced by the President of the Republic of Zimbabwe, His Excellency Emmerson Dambudzo Mnangagwa and recommendations by the World Health Organisation as well as the Ministry of Health and Child Care, we would like to advise of the following precautionary measures we are implementing to protect our staff, clients and stakeholders:

- Maintaining skeletal staff at our head office and town office while others work from home;
- Providing staff with appropriate Personal Protective Equipment (PPE);
- Availing hand sanitizers at all strategic places including at the entry gates, reception and offices;
- Suspended internal and external group physical meetings; and
- Maintaining a distance of at least one metre between individuals as part of social distancing.

## How to access our services

Given the above measures particularly the fact that we are maintaining skeletal staff at our offices, we encourage our clients and stakeholders to use the following facilities to access our services:

- Email or telephone;
- The website to file applications or returns;
- Video conferencing for meetings; and
- Our official social media platforms for enquiries or to lodge complaints.

## Rights of policyholders and pension scheme members

In order to protect the rights, interests and benefits of policyholders and pension scheme members as well as beneficiaries, the Commission has requested the insurance and pensions industry to advise it, no later than 31 March 2020, on the measures that each regulated entity has put in place, in response to the call by His Excellency to contribute in the effort to minimise the risk to exposure and spread of the COVID-19 virus.

## Each regulated entity is expected to provide but not limited to the following information, on how it will:

- Remain accessible to policyholders and pension scheme members to ensure payment of benefits/claims as they fall due, receive and resolve policyholders and pension scheme members' queries and enquires;
- Ensure business continuity, to avoid disruptions and delays in the processing and payment of claims and benefits to policyholders and fund members; and
- Ensure that policyholders and fund members continue to receive updated information on their policies and benefits.

**These measures will be reviewed from time to time or as the need arises.**

**Meanwhile, the Insurance and Pensions Commission would like to urge everyone to take all the precautionary measures as advised by the authorities in order to combat the spread of this deadly virus.**

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**Grace Muradzikwa**  
**Commissioner of Insurance, Pension and Provident Funds**

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**Protecting the Interests of Insurance and Pension Consumers**