



CLIENT SERVICE CHARTER

AUGUST 2020

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Commissioner's Foreword

It is my pleasure to present to you this Client Service Charter, which signifies our commitment to provide high level service standards to all our stakeholders.

The Charter sets out the standards of service that our stakeholders and clients, should expect when dealing with us, and what we expect from them in return.

As the regulator for the insurance and pensions industry, the Commission is committed to ensuring that everyone who deals with us, is actively engaged and have timeous access to the information that he/she needs.

We are alive to the fact that for us to achieve our objectives, there is need for collaboration with our stakeholders and clients, in our processes and approaches.

Therefore, your support as stakeholders, will be greatly appreciated.

The Charter will enhance your understanding of: -

- Who we are;
- What you should expect when dealing with us and our expectations;
- Our service standards;
- Communication with us; and
- How you can help us, serve you better.

Your feedback on our performance against the standards we have set for ourselves, is of paramount importance. Therefore, I urge you to give us feedback so that we can continue to improve our systems and processes to your satisfaction. You can utilise available channels at the end of this Charter, to give us feedback.



Grace Muradzikwa

COMMISSIONER OF INSURANCE, PENSION AND PROVIDENT FUNDS

Preamble

This service charter provides information on: -

- Who we are;
- What you should expect when dealing with us;
- Our service standards;
- Communication with us; and
- How you can help us serve you better.

About IPEC

The Insurance and Pensions Commission (IPEC) is a statutory body established in terms of the Insurance and Pensions Commission Act [*Chapter 24:21*], to regulate the insurance and pensions industry for the protection of policyholders and pension scheme members.

The Commission reports to the Ministry of Finance and Economic Development.

Purpose of the Insurance and Pensions Commission

- Protection of the interests of policyholders, pension scheme members and beneficiaries;
- Stability of the insurance and pension industry and the financial sector as a whole; and
- Development of the insurance and pension industry.

Our Key Functions as per the Insurance and Pensions Commission Act

Our primary functions are to regulate the insurance and pensions industry by:

- registering insurers, mutual insurance societies and insurance brokers in terms of the Insurance Act [*Chapter 24:07*] and, subject to that Act, to regulate and monitor their business; and
- registering pension and provident funds in terms of the Pension and Provident Funds Act [*Chapter 24:09*] and, subject to that Act, to regulate and monitor their management and administration; and

- monitoring the activities of insurers, mutual insurance societies, insurance brokers and pension and provident funds to ensure that they maintain set standards and ensure compliance with the Insurance Act [Chapter 24:07] and the Pension and Provident Funds Act [Chapter 24:09], as the case may be; and
- providing information to the public on matters relating to insurance and pension and provident funds and to encourage and promote insurance and investment in such funds; and
- advising the Minister on matters relating to insurance and pension and provident funds; and
- performing any other function that may be conferred or imposed on the Commission in terms of the Insurance and Pensions Commission Act [Chapter 24:07] or any other enactment.

Our Vision

A safe, vibrant and sustainable insurance and pensions industry by 2022.

Our Mission

To regulate, supervise and strengthen the insurance and pensions industry for the protection of policyholders and pension scheme members through regulatory excellence.

Our Core Values

Our business processes and delivery systems are designed around the following core values, which the Commission endeavours to achieve: -

- **Fairness** – We shall develop and apply rules, regulations and procedures equitably among all clients and stakeholders.
- **Integrity** - We are ethical and honest in our dealings with all our clients and stakeholders.
- **Excellence** – we adhere to highest quality standards.

What to Expect when Dealing with IPEC

Quality service to our stakeholders is of paramount importance to us. We aim to provide you with the highest level of assistance, whether you engage us as a policyholder, pension scheme member, beneficiary, licensee or any other stakeholder. IPEC staff are expected to uphold organisational core values, which guide the way we work.

We strive to always treat our stakeholders courteously, fairly and honestly.

We have set the following service standards so that members, clients, licensees and all other stakeholders know what to expect when dealing with IPEC.

IPEC is committed to: -

- being accessible to you either through walk in, email, telephone, social media or any other means;
- acknowledging and responding to your enquiries that fall under the purview of IPEC, timeously;
- assisting by referring you to the appropriate organisation, if known to the Commission, for enquiries that fall outside IPEC's jurisdiction;
- attending to your applications in a timely manner and without prejudice;
- informing you, if we are unable to meet the agreed timelines for whatever reason and advise of expected timelines;
- informing you of your rights and responsibilities;
- handling complaints lodged with the Commission in a fair and transparent manner;
- improving our processes and procedures;
- delivering clear, accurate and timely information;
- providing quality service to all our stakeholders;
- keeping your information confidential where necessary; and
- taking your feedback seriously, as it helps us to measure and continuously improve our performance.

Stakeholder Rights

As a stakeholder, you have the right to: -

- be treated fairly, honestly, impartially, courteously, and respectfully, in accordance with your licence agreement as may be applicable;
- receive feedback from us when you lodge a query or enquiry;
- access information about our licensing criteria or licence categories, including the terms and conditions applying to them; and the way we collect licence fees/levies from you as may be applicable; and
- to approach the courts if you are aggrieved by our decision.

Stakeholders' Responsibilities

As a valued stakeholder, it is your responsibility to: -

- provide us with accurate information and not misleading information timeously;
- treat our staff with courtesy and respect;
- abide by any responsibilities set out under our policies and procedures, any licence agreements and applicable laws and regulations, including IPEC circulars and directives;
- check whether the information you need is not on our website before contacting us;
- check whether the matter you want to enquire or report about falls under our purview before contacting us;
- report corrupt activities, misconduct and unethical behaviour by IPEC staff; and
- provide feedback on the quality of our services.

Communication with Stakeholders

Communicating with our stakeholders is of significant importance to us. We endeavour to communicate with all our stakeholders using various channels, which are accessible to them.

Response Time Frames

Below are the target response times for all queries and enquiries that we receive from our stakeholders. It must be noted that some cases may take less or longer time periods depending on the complexity of the matter:-=

Activity	Action	Timeframe
General enquiries	Acknowledge receipt	1 business day
	Full response to non-complex enquiries	Within 3 working days
	Full response to enquiries that require research	Within 7 working days (to advise the enquirer, if more time is required)
Respond to incoming telephone calls	Pick calls	Within 3 rings
Visitors at the reception	Attend to visitors	Within 5 minutes
Media enquiries	Acknowledge receipt	1 business day
	Process	1 working day, if not complex and 3 working days, if it requires research (to advise the enquirer, if more time is required)
Licensing application after submitting all requirements	Acknowledge receipt	Within 1 business day
	Process	14 working days
Other applications, e.g. product approvals, distribution, terminations, fund liquidation & paid up status	Acknowledge Receipt	1 business day
	Process	Within 14 working days
Monitoring of regulated entities	Onsite Inspections	Draft Report- 2 weeks
		Final Report- 2 months
	Investigations	3 months
Publication of quarterly reports	Publication of reports	2 months after the end of each quarter
Publication of annual reports	Publication of reports	30 September
Complaints Handling process	Acknowledge receipt	1 working day
	Process	7 working days for non-complex complaints.
		30 days for complex complaints (to advise the complainant, if more time is required)

General Enquiries

You can contact us by phone, email, postal mail or through our social media platforms. You can also make an appointment to meet with one of our officers, if you need to.

Feedback – Compliments, Complaints and Suggestions

We value your compliments, complaints and suggestions. We use your feedback as an indicator of our performance against our service standards, which helps us to improve on service delivery.

Please send your feedback through email to: feedback@ipec.co.zw.

The Commission takes reports made by the stakeholders seriously. Should you be aware of suspicious activity or illegal activities or transactions/dealings by IPEC staff or its regulated entities, we would like to hear from you.

Our contact details

Head Office

160 Rhodesville Avenue, Greendale, Harare
Landline: (0242) 443358/61/22 or 0772 154 281-4
WhatsApp: 0772 154 281
Email: enquiry@ipec.co.zw
Facebook: Insurance and Pensions Commission
Twitter: @IPECZW
Website: www.ipec.co.zw

Complaints Handling Office (Harare)

Kingstons House, Cnr L Takawira/K Nkrumah Ave, Harare

OFFICE WORKING HOURS	
Monday-Friday	8:00am-4:30pm
OFFICES ARE CLOSED DURING WEEKENDS AND PUBLIC HOLIDAYS	