

INSURANCE AND PENSIONS COMMISSION

CLIENT SERVICE CHARTER



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.

Purpose of the Insurance and Pensions Commission

- ~ Regulate, supervise and monitor the activities of insurance entities and pension funds
- ~ 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 Vision

A trusted, inclusive and sustainable insurance and pensions industry by 2030



Our Mission

To regulate, supervise and develop the insurance and pensions business 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: -

Professional

Reliable in setting our own high standards

Accountability

We are answerable in terms of ethics and governance

Fairness

We shall develop and apply rules, regulations and procedures equitably among all clients and stakeholders.

Integrity

We apply agreed policies equally to all, maintain the highest of personal, professional and ethical conduct.

Collaboration

We promote teamwork, partnership, and open communication, recognising that collective effort strengthens our impact and effectiveness.

Excellence

We strive to exceed expectations by upholding the utmost quality standards and provide assurance on decision making.

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
- ~ 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;
- ~ 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

Response Time Frames

Activity	Action	Timeframe
General enquiries	Acknowledge receipt	1 working day
	Full response to noncomplex 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 working 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 3 working days
	Process	45 working days
Other applications, e.g. product approvals, distribution, terminations, fund liquidation & paid up status	Acknowledge receipt	3 working days
	Process	Within 30 working days
Monitoring of regulated entities	Onsite Inspections	Draft Report- 30 working days
	Investigations	Final Report- 2 months
Publication of quarterly reports	Publication of reports	3 months
Publication of annual reports	Publication of reports	2 months after the end of each quarter
Complaints Handling process	Publication of reports	30 September
	Acknowledge receipt	1 working day
	Process	7 working days for non-complex complaints.
		30 working days for complex complaints (to advise the complainant, if more time is required)

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 service delivery.

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

Operating Hours

OFFICE WORKING HOURS

Monday-Friday

8:00am-4:30pm

OFFICES ARE CLOSED DURING WEEKENDS AND PUBLIC HOLIDAYS

Our contact details

Head Office

160 Rhodesville Avenue, Greendale, Harare
Telephone: (0242) 443358/61/22 or 0772 154 281-4
WhatsApp: 0772 154 281
Email: enquiry@ipec.co.zw
Website: www.ipec.co.zw

New Offices

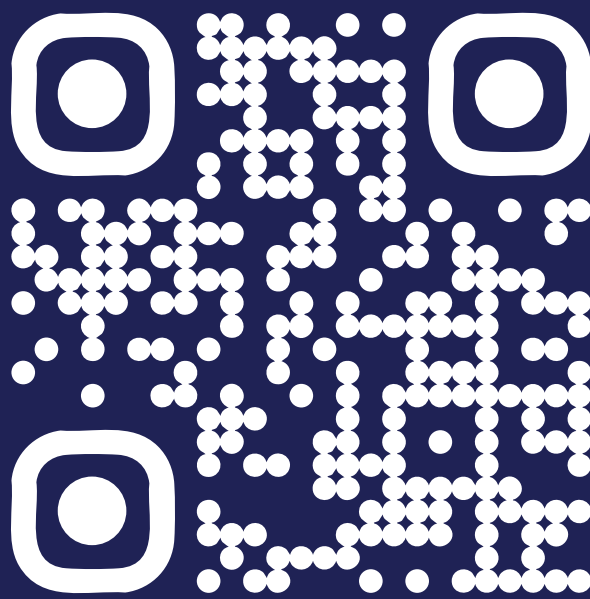
90 Speke Avenue
Harare
Telephone: (0242) 749491

Complaints Handling Office (Harare)

Kingstons House, Cnr L Takawira/Kwame
Nkrumah Ave, Harare
Telephone: (0242) 443358/61/22

Complaints Handling Office (Bulawayo)

Office No 18, Bulawayo Centre, Cnr 9th Avenue/Joshua
Nkomo St, Bulawayo
Telephone: (0292) 261822



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