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Insurance & Pensions Commission



Circular No. 32 of 2025

18 November 2025

To

- Life Offices Association (LOA)
- Insurance Council of Zimbabwe (ICZ)
- Zimbabwe Association of Reinsurers (ZARO)
- Zimbabwe Association of Funeral Assurers (ZAFA)
- Insurance Brokers Association of Zimbabwe (IBAZ)
- Zimbabwe Association of Pension Funds (ZAPF)
- Actuarial Society of Zimbabwe (ASZ)

Subject: Client Satisfaction Survey: 21 November – 10 December 2025

The Insurance and Pensions Commission (IPEC) wishes to inform all regulated entities and stakeholders that the Commission has engaged **Consumer Feedback Consultancy company**, an independent research firm, to conduct a Client Satisfaction Survey on behalf of IPEC.

The survey will be carried out from 21 November to 10 December 2025 and will target stakeholders across the insurance and pensions value chain, including insurers, reinsurers, brokers, pension funds, administrators, and other relevant institutions.

The key objectives of the survey are to:

Non-Executive Directors:

Mr. A.J. Nduna (Board Chairperson), Mrs. J. Rusike (Vice Chairperson), Mr. G. Nyengedza, Mr. D. Mureriwa, Mr. C. Muzondo, and Dr. G. Muradzikwa (Ex-Officio and Commissioner)

- Assess stakeholder perceptions of IPEC's regulatory and supervisory processes.
- Evaluate satisfaction with IPEC's communication, engagement and service delivery mechanisms; and
- Identify opportunities for improving IPEC's effectiveness, efficiency and stakeholder experience.

We kindly request your full cooperation with Consumer Feedback Consultancy during this period. This may involve completing questionnaires, attending interviews, or providing additional information as required.

Please note:

- The survey is solely for research and service-improvement purposes.
- All responses will be handled with strict confidentiality by the consultant; and
- Results will be analysed and presented in aggregate form, without attribution to individual entities.

Your participation is essential in supporting IPEC's efforts to enhance regulatory quality and strengthen the insurance and pensions sector.

For any enquiries related to this exercise, please contact the Research and Innovation Unit at: research@ipec.co.zw

We appreciate your cooperation and continued support.

Yours Sincerely



Grace Maradzikwa

COMMISSIONER OF INSURANCE AND PENSIONS FUND AND PROVIDENT FUNDS