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Circular 14 of 2020

**Insurance & Pensions
Commission**



Date: 17 August 2020

TO: All Insurers (Insurance Companies, Reinsurers, Mutual Societies)

All Insurance Brokers

All Pension Funds and Administrators

CC: Zimbabwe Association of Pension Funds (ZAPF)

Life Offices Association of Zimbabwe (LOA)

Insurance Council of Zimbabwe (ICZ)

Insurance Brokers Association of Zimbabwe (IBAZ)

Reinsurance Brokers Association of Zimbabwe

Zimbabwe Association of Reinsurers' Organisations (ZARO)

Actuarial Society of Zimbabwe (ASZ)

Insurance Institute of Zimbabwe (IIZ)

Notification of the IPEC Client Service Charter

This circular serves to notify the insurance and pensions industry that the Commission has developed a Client Service Charter, which clearly spells out the service standards that our stakeholders and clients, should expect when dealing with us, and what we expect from them in return.

Given that one of the Commission's values is regulatory excellence, we endeavour to live up to the standards set out in the attached Client Service Charter. Where there are breaches to the provisions of the Charter by any of our staff members, do not hesitate to bring this to the attention of the Commission so that corrective measures can be take timeously.

Please be guided accordingly.

Grace Muradzikwa

COMMISSIONER OF INSURANCE, PENSION AND PROVIDENT FUNDS