

INSURANCE RELOADED



HEAD OFFICE

Plot No 119 Kudu Road Kabulonga LUSAKA - ZAMBIA

2024

email: insure@innovate-grp.com

ABOUT US

Innovate General Insurance (IGI) Limited is a nonlife Insurance Company which underwrites shortterm insurance risk covering construction, motor, marine, engineering and commercial lines of business.

OUR HISTORY

It was incorporated in February 2015, Lusaka, Zambia.

IGI is part of Innovate Holdings that includes Innovate Capital Solutions Limited (SME lending) and Venture Capital Partners Limited (venture capital which finances Innovate General Insurance (IGI).

OUR STRATEGIC FOCUS

IGI's value proposition focuses on convenience and value by:

Providing a great customer experience with effective after-sales risk cover renewal processes. This is supported via useful communication from IGI to the customer during the ownership phase, engendering a service culture that ensures that the customer's experience of interacting with IGI is top class. Segmenting the customer base and deeply understanding the particular needs of each segment. This allows IGI to manage risks and maintain customer retention program in a positive manner.

An integrated approach in meeting the needs of our customers. We have a deliberate strategy to have other value additions that go beyond what a customer would normally pay for. For instance, for corporate clients, we provide services such as obtaining road tax and fitness for them as an addition to motor insurance secured with IGI.

Our customer base consists of corporate, private and institutional customers. This segmentation presents a business opportunity for many services that require a diverse range of comprehensive insurance solutions.



VISION

To be the preferred provider of insurance services for many in our chosen markets

MISSION

To be a provider of innovative customer centric products that create value for our stakeholders which shall be supported by quality customer care and motivate staff

PROMISE

Recognizing the competitive nature of the insurance industry compounded with a 3% penetration rate within the Zambian market, IGI focuses on consistent, customer-centric service as an absolute necessity in its conduct with clients. Innovation is a key component of our strategy, with lots of value placed on innovative products that are first in the market. This is our thrust in gaining significant market share with sustained momentum.

OUR CORE VALUES

We believe a simple, robust, but most ethical value system guides good principles of conducting business. What is truly important to us as an organization are not values that change from time to time, situation to situation or person to person, but rather values that underpin our very corporate culture.

Coverage: To provide innovative insurance access to existing and previously financially excluded clients

Accessibility: To leverage technology and market partner collaborations to enhance

access to services

Timeliness: To provide a lean, efficient process, devoid of onerous documentation to

provide benefits for the insured.

Pricing and Affordability To minimize administrative overheads, providing low-cost customer

services

Insurance Education: Partnering with regulators, insurers, educationalists to improve financial

services literacy levels amongst the poor and SME sectors

CUSTOMER SERVICE

Our clients can take comfort in the fact that IGI offers an integrated underwriting, risk management and claims management process. IGI's approach is designed to mitigate exposure, reduce losses and save our clients costs. We endeavor to work with experts, specialists and experienced consultants in the field. Clients have access to a whole range of risk management information and data on many issues relating to potential risks and exposures.

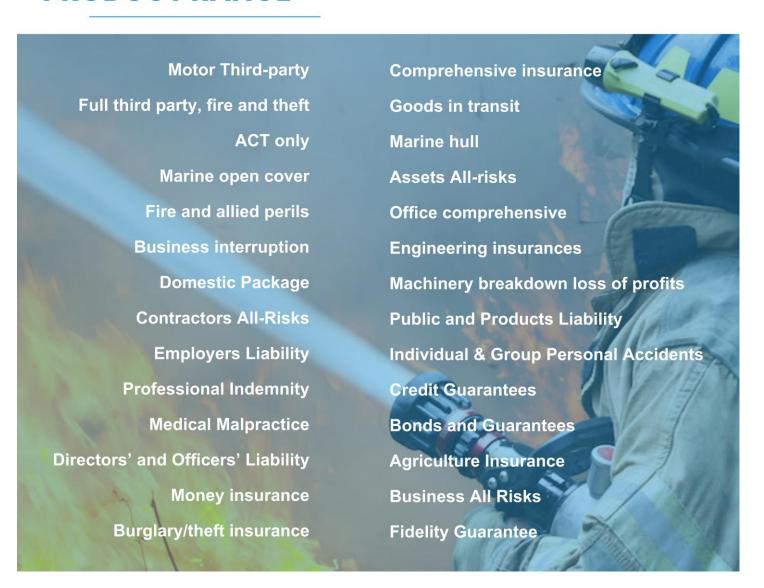




SERVICES

- Product Development
- Policy Administration and Underwriting
- Claims Management
- Fronting
- Corporate Risk Assessment & Formulation of Risk Portfolio
- Insurance Training
- Risk Management

PRODUCT RANGE



REGISTERED OFFICE



PLOT NO 119 KUDU ROAD KABULONGA



REINSURER'S



OAKTREE
INTERMEDIAREIES (PTY)
LIMITED





ORIGO REINSURANCE BROKERS

AUDITORS



HLB RELIANCE 2ND FLOOR SATURNIA HOUSE PLOT 6392 DUNDZA CHISIDZA ROAD LONGACRES LUSAKA - ZAMBIA TEL: +260 211294441



JNMA CHARTERED
ACCOUNTS
Suite 702, 7th Floor Lottie
House
Cairo Road- Lusaka

LAWYERS





REAGAN BLANKFEIN GATES LEGAL PRACTITIONERS
56 KWACHA ROAD, OLYMPIA PARK, LUSAKA, ZAMBIA LUSAKA ZM,
10101



NDEMANGA MWALULA & ASSOCIATES

2 ND FLOOR OSIDIAN HOUSE, CORNER OF CHURCH AND, BWINJIMFUMU RD, LUSAKA

BANKERS









CLIENTELE









PROFESSIONAL EXPERIENCE & ACHIEVEMENTS:

- Semi Senior, Audit Senior, Audit Supervisor (Serving articles) at KPMG.
- Finance Manager at Otterbea International (Pty) Limited (Subsidiary of Anglovaal), Zambia
- · Financial Manager at Geoflux (Pty) Limited, Gaborone Botswana
- Senior Financial Manager at Exel/Tibbet and Britten Pty Limited (now part of DHL group)
- Chief Executive and Regional Managing Director Southern Africa at Liberty Life Africa
- Divisional Director Business Development and Transformation at Liberty Africa
- Chief Financial officer Vice president, Citigroup South Africa Operations at Citigroup
- · Divisional Director Strategic Initiatives at Liberty Life
- Chief Operating Officer at Liberty Africa
- Executive Asset Management Africa at Stanlib
- Managing Executive (WIMI) at Barclays Africa Group Limited (ABSA Financial Services Africa)
- Group CEO and Executive Chairman (Entrepreneur/Founder) at First Africa Group Holding (Currently)

MEET THE TEAM

Tuta Limande
Acting Chief Executive Officer

Tresford Mutale
Head of Corperate Sales



Miriam M. Kaka Head Retail & Sales



Wankumbu Simukonda





MEET THE BOARD OF DIRECTORS



Richard Phiri

Educational Background

- Master of Business administration (MBA), Oxford Brookes University UK
- Chartered Accountant (Association of chartered certificate accountants (ACCA) - UK
- Association of Accounting Technicians (AAT) UK

Professional Membership

- Fellow of the Association of Chatered certified Accountants.
- Fellow of the Zambia Institute of Chartered Accountants
- Fellow (Hon) of the Zambia Institutes of Banking and Financial Services



Yokoniya Ngoma

Educational Background

Bachelor of Economics (Upper Second) - University of Namibia

Training

- Credit skills assessment Barclays Bank Zambia PLC (ABSA)
- Cash Management and Trade Finance Barclays Bank UK
- International Executive Development Program BANSETA & Duke Corporate Education
- Middle Management Development Program FNB South Africa



Luwa Luwambelwa

Qualifications

Degree, Bachelor of Science - Production Management (CopperBelt University Zambia)

OUR STATUTORY DOCUMENTS

Licence No. 2023/GI/14



The Insurance Act, 2021

(Act No. 38 of 2021)

The Insurance (General) Regulations, 2022

INSURANCE LICENCE

The Pensions and Insurance Authority pursuant to its authority under Section 12 of the Insurance Act, 2021 hereby grants this licence to:

Company Name : INNOVATE GENERAL INSURANCE LIMITED

Address : LUSAKA

Category of Licence : GENERAL INSURANCE

Date of Issue : 20TH DECEMBER, 2023

This licence is subject to the provisions of the Insurance Act, 2021, the Regulations thereunder and the Conditions hereby given and shall remain valid from the date of issue unless varied, suspended or revoked.

Classes of insurance business:

- 1. Property Insurance
- 2. Transport Insurance
- 3. Motor Insurance
- 4. Liability Insurance

- 5. Engineering Insurance
- 6. Accident Insurance
- 7. Guarantee Insurance
- 8. Other General Insurance*

20 DEC 2023

REGISTRAR

List of approved other classes of general insurance



Republic Of Zambia

REPLACEMENT CERTIFICATE OF INCORPORATION FOR CHANGE OF NAME OF A PRIVATE COMPANY LIMITED BY SHARES

(Section 40)

This is to certify that INNOVATE GENERAL INSURANCE LIMITED is

a private company limited by shares and was incorporated on the 17th day of February, 2014 having been known before the 6th day of February, 2015 by the name: PRAIMUS GENERAL

INSURANCE LIMITED.

Given under my hand and seal in Lusaka, Zambia, this 6th day of February, 2015.



W. Banda

Assistant Registrar Of Companies

(Note: This certificate is not valid unless the official seal of the Registrar of Companies has been affixed)



GET IN TOUCH WITH US

CLAIMS: +260773507025

FINANCE: +260773507928

SALES & ADMIN: +260773507928

insure@innovate

EMAIL: insure@innovate-grp.com



INNOVATIVE INTEGRITY ENDURANCE

