



# COMPANY PROFILE



# Table of Contents

Directors Note	3
About Us	4
Products & Services	5
Mission, Vision & Values	5
Underwriting Philosophy	6
Re-Insurance	6
Management Team	8
Contact Details	10

# Welcome Note



On behalf of the Board of Directors, Management, and the entire team at ADELVIS, it's our pleasure to introduce you to our range of innovative insurance products and services. At ADELVIS, we are driven by a commitment to customer satisfaction and a culture of continuous improvement, adapting to a rapidly transforming world to become a leader in the global insurance market.

For over a decade, ADELVIS has built a foundation of sustained growth rooted in core values that guide every aspect of our business:

- Integrity: We believe in doing the right thing—even when no one is watching
- People-Centric Focus: We value and prioritize our people, from our clients to our team members.
- Professionalism: With expertise and efficiency, we execute every task with precision and care.
- Respect: We hold our customers in high regard, honoring their trust and confidence in us.

We trust this profile will meet your business expectations and provide valuable insight into our world-class services and offerings. Thank you for considering ADELVIS as your trusted insurance partner.

Warm regards,  
Elvis Tembo  
Executive Director

## QUOTE

Leaders must exemplify integrity and earn the trust of their teams through their everyday actions. When you do this, you set high standards for everyone at your company. And when you do so with positive energy and enthusiasm for shared goals and purpose, you can deeply connect with your team and customers.

*Marilyn Hewson*

# About Us

Adelvis General Insurance Limited is a wholly Zambian-owned, non-life insurance company, licensed by the Pensions and Insurance Authority (PIA) and a proud member of the Insurance Association of Zambia. From our headquarters on Paseli Road, Plot 44, Northmead, Lusaka, Adelvis offers a comprehensive range of short and long-term insurance solutions, serving individuals, commercial clients, and corporate customers across Zambia and the broader region.

Since our founding, Adelvis has focused on establishing itself as Zambia's preferred insurance provider. Our dedication to excellence is strengthened by the technical expertise of our team and the strong leadership of our Board of Directors, enabling us to consistently deliver innovative and high-quality insurance services across multiple distribution channels.

At Adelvis, we're committed not only to providing exceptional insurance services but also to fostering sustainable growth and social responsibility. We actively contribute to Zambia's socioeconomic development, focusing on initiatives that encourage economic growth and uplift our communities.



# Our Products and Services

At Adelvis General Insurance Limited, we offer a diverse portfolio of insurance solutions tailored to meet the evolving needs of our clients. As a customer-focused and broker-friendly provider, we are committed to efficiency, leveraging the latest technology to enhance our operations. Our approach prioritizes high ethical standards and transparency, delivering innovative, value-added services that benefit both clients and shareholders. With a steadfast commitment to growth, profitability, and satisfactory returns, Adelvis is your trusted partner in insurance. Our Insurance Solutions Include:

- ◆ Engineering Insurance
- ◆ Fire Insurance
- ◆ Motor Insurance (All Types)
- ◆ Business Interruption Insurance
- ◆ Money Insurance
- ◆ Fidelity Guarantee
- ◆ Marine and Goods in Transit Insurance
- ◆ Plant All Risks Insurance
- ◆ Employer Liability Insurance
- ◆ Surety Bonds
- ◆ Contractors All Risk Insurance
- ◆ Public Liability Insurance

## Our Mission

To build enduring partnerships with our customers by meeting their core insurance needs through exceptional and intelligent risk solutions for all stakeholders.

## Our Vision

To be the most admired and trusted insurer, valued by our customers, employees, and shareholders alike.



## Our Values

**Accountability:** We take ownership of our actions and uphold our commitments to clients, employees, and partners.

**Commitment:** We are dedicated to delivering quality, reliability, and excellence in every service we provide.

**Integrity:** Honesty and transparency define our approach, building trust with those we serve.

**Respect:** We hold each client and team member in the highest regard, valuing diverse perspectives and needs.

**People-Centricity:** We place people at the heart of our work, ensuring customer satisfaction, employee well-being, and community support are central to all we do.

# Underwriting Philosophy

At Adelvis General Insurance Limited, our underwriting philosophy centers on partnering with well-managed, risk-conscious clients who share our commitment to effective risk control. Our strategic focus is not solely on market share, but on achieving sustainable profitability through quality underwriting and fostering long-term, mutually beneficial relationships.

Guiding our business approach are the following core principles:

**Profit-Driven Underwriting:** We prioritize quality and long-term relationships over volume, focusing on underwriting that delivers sustained profitability.

**Diversified Portfolio Development:** We build a well-rounded book of business through diversification in:

- Risk Types
- Coverage Classes
- Insurance Products
- Geographical Region

**Technical Underwriting Expertise:** Our approach to underwriting is highly technical, marked by:

- Selective and calculated risk-taking
- Transparent, adequate, and fair pricing structures

**Cycle-Resilient Pricing and Underwriting:** We actively manage cycles with consistency and resilience, ensuring:

- Stability in pricing throughout varying market conditions
- A "gross for net" underwriting approach that aligns closely with client needs

**Solution-Oriented Approach:** We are committed to providing value-added, tailored solutions that address the unique needs of each client.

# Re-Insurance Security

Adelvis General Insurance Limited maintains robust reinsurance arrangements to protect our clients' assets across a range of risk sizes and exposures. Our reinsurance program is supported by a panel of reputable reinsurers, ensuring comprehensive coverage and security. In addition to our primary panel, we have access to global reinsurance leaders for additional capacity as needed, working closely with our treaty leader and reinsurance broker, Guardian Reinsurance Brokers Ltd. Our Reinsurance Partners Include Africa Re, Prima Re, East Africa Re, Kenya Re and ZEP Re. When required, we also collaborate with industry-leading reinsurers such as Munich Re, Swiss Re, Lloyd's, and GIG-Re to further enhance our clients' protection.



A professional black man wearing glasses and a blue suit jacket over a plaid shirt is seated at a desk, looking down at a laptop screen. He is holding a brown paper cup in his right hand. The background shows a window with a brick wall outside.

# Management Team

# Board of Directors



DIRECTOR

**Frank Tembo**

DIRECTOR

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DIRECTOR

**Elvis Tembo**

DIRECTOR | VICE CHAIRMAN

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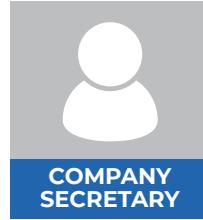


DIRECTOR

**Elizabeth Nyirenda**

DIRECTOR

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COMPANY  
SECRETARY

**Emmanuel Nyemba**

COMPANY SECRETARY | CFO

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DIRECTOR

**Prince Nkhata**

DIRECTOR | CEO

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DIRECTOR

**Lazarous Kamanga**

DIRECTOR

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# Top Management



**Prince Nkhata**

CEO



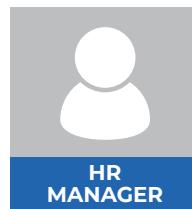
**Emmanuel Nyemba**

CFO



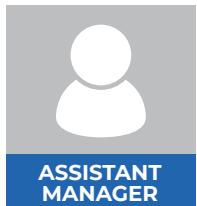
**Aliangel Gomani**

OPERATIONS MANAGER



**Tionenji Sakala**

HR MANAGER



**Cynthia Mulenga**

ASSISTANT MANAGER



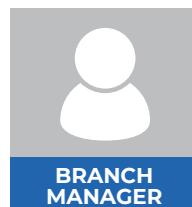
**Kelvin Mutale**

RM NORTHWEST



**Chiwala Mulenga**

RM COPPERBELT



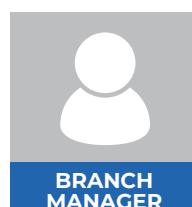
**Chunga Muyembe**

BM SOLWEZI



**Lwiwa Sikombe**

BM CHIPATA



**Mubita Masinda**

BM LIVINGSTONE

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# **FEEL FREE TO GET IN TOUCH WITH US**



**Plot 44, Paseli Road, Northmead,  
Lusaka**



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