

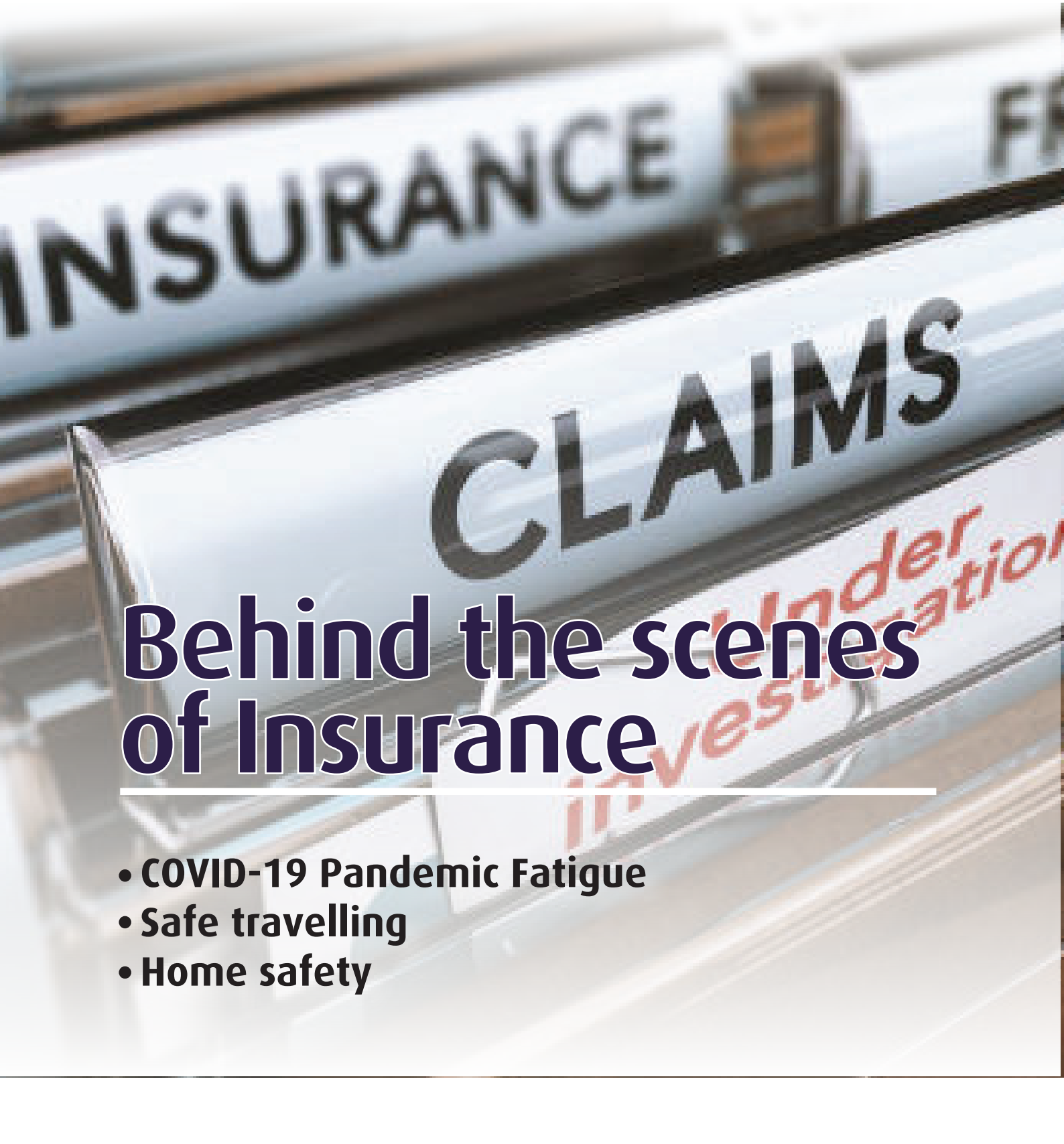
March 2021

# Insura re

NICOZDIAMOND  
INSURANCE LIMITED

You never know what will happen

a member of FIRST MUTUAL HOLDINGS LIMITED



## Behind the scenes of Insurance

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- COVID-19 Pandemic Fatigue
- Safe travelling
- Home safety

# Discover roles in Insurance



The old adage which says, "It's funny how time flies" is very true. We are already at the end of Q1 2021 and we trust that by now you have renewed all your insurance policies to make sure you have peace of mind should an eventuality occur. In this edition of the NicozDiamond Insurance letter, because we care and believe in transparency, we unpack the different roles you can expect to find within the insurance industry and what some of the tasks they may involve.

## **Insurance Underwriter**

An underwriter is an individual who assesses risks that policyholders want to insure and decides the premiums, and the terms and conditions under which they can be accepted by the insurer. In summary, when a person applies for a policy, it is an underwriter who determines whether that person is worth the risk of insuring. Underwriters also prepare policy documents which form the basis of the insurance contract, they deal with insurance brokers and customers and they are also responsible for placing and negotiating for reinsurance.

## **Actuary**

Actuaries are involved in quantifying the risks involved in insuring an individual or company's property. They are responsible for setting insurance premiums and reserving for future claims. They also regularly check whether insurance companies will be able to meet their obligations to the policyholders. In technical terms they are concerned with ensuring that a company remains solvent for the foreseeable future.

## **Risk Managers**

Risk managers identify, analyse and manage potential areas of risk to a company's earning capacity and business continuity. Risk managers, in conjunction with actuaries, may make use of complex mathematical and statistical models to analyse risks affecting insurance companies.

## **Claims Processor**

Insurance Claims Processors' main role is making decisions on whether to pay claims. In order to make this decision they have

to assess whether insurance coverage was available following a loss and ensure all relevant premiums had been paid before settling the claim. Additionally, Claims Processors provide customer service for claimants needing guidance on how to report claims as well as negotiate claims settlement.

## **Claim Assessors and Loss Adjustors**

The Loss Adjustor is a specialist claims inspector usually involved in ascertaining the fair insurance pay-out under the various insurance claims. Loss adjustors can also double as fraud investigators and detectives. Since in Zimbabwe most claims are related to motor insurance, most assessors are trained car mechanics. Their job involves information gathering, interviewing customers and people involved in the events surrounding the claims and producing detailed factual reports.

## **Insurance Intermediaries**

Insurance Intermediaries can be individual agents or corporate agents including banks and brokers. The main role of insurance intermediaries is to intermediate between the customer and the insurance company. Based on the requirements of clients, they determine the risks being faced by clients and obtain appropriate insurance covers. They are also responsible for collecting insurance premiums and assisting clients with claims notification. They need to have detailed knowledge of the benefits and limitations of insurance policies. Additionally, they need to be very good at marketing, communicating and more importantly building enduring relationships with clients. Intermediaries are paid through commissions directly proportional to the volume of business they bring to the insurer.

So there you have it!! At NicozDiamond Insurance we have a capable team of resources mentioned above to look after your insurance policy from the time of submission right to the point of making a claim.

For more information, please contact [info@nicozdiamond.co.zw](mailto:info@nicozdiamond.co.zw) or toll free 08004244

# Safe Travelling

## Peace of Mind Travel with NicozDiamond Insurance

International travel has been increasing gradually after the complete lockdown due to the COVID-19 pandemic. However given the health risks and increased healthcare costs involved in light of the pandemic, it is very important to have good travel insurance which covers COVID-19 related illness.

In the event that you absolutely need to travel outside the country, NicozDiamond offers a comprehensive package to cover everything that can go wrong during your international travel. Our product is designed to provide emergency medical expense benefits arising from either illness or accident as well as emergency travel related expenses cover for all resident Zimbabweans travelling abroad.

Cover includes medical evacuation, medical repatriation, medical assistance services and the return of mortal remains in the event of the insured passing on whilst abroad. Emergency travel related expenses cover includes benefits for lost baggage, lost travel documents and emergency expenses arising from cancelled or delayed flights among others.

The most common risks that are covered by the policy are:

- Medical emergency (accident or sickness)
- Emergency evacuation
- Repatriation of remains
- Return of a minor
- Trip cancellation
- Trip interruption
- Accidental death, injury or disablement benefit
- Overseas funeral expenses
- Lost, stolen or damaged baggage, personal effects or travel documents
- Delayed baggage (and emergency replacement of essential items)
- Flight connection was missed due to

airline schedule

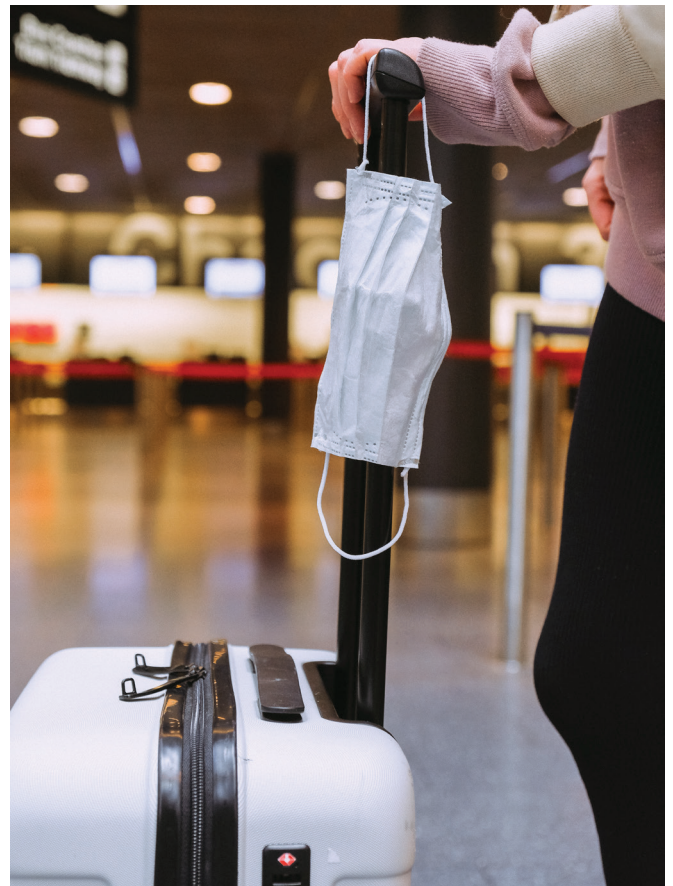
- Travel delays due to weather

For more information about NicozDiamond travel insurance please contact:

Tel: 263-0242 -704911-4

Toll free 08004244, Email: [info@nicozdiamond.co.zw](mailto:info@nicozdiamond.co.zw)

Website: [www.firstmutual.co.zw](http://www.firstmutual.co.zw)



# A Cut Above The Best COVID-19 related Travel Insurance Cover.

Your NICOZDiamond Travel Insurance Policy fully covers you for emergency medical and related expenses, should the traveller contract the Coronavirus while on an international journey. Cover includes medical transportation, medical repatriation, repatriation of children and/or travelling companion.



Motor | Business | Home | Farming | Engineering | Marine | Liabilities | Travel | Golfers

## NICOZDIAMOND INSURANCE LIMITED

Insurance Centre,  
30 Samora Machel Avenue,  
Harare, Zimbabwe

**Tel:** 0242 704911-4, 0242 251008, 0242 251015

**Email:** [info@nicozdiamond.co.zw](mailto:info@nicozdiamond.co.zw)

**Website:** [www.nicozdiamond.co.zw](http://www.nicozdiamond.co.zw)



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# Home Safety



## Reducing Risk Inside & Around the Home

### In the kitchen

- Keep a distance between flammable objects (papers, curtains, plastics, etc.) and fire sources (oven, stove top, portable heater, etc.)
- Use harmful products (cleaning solutions, lighters) with caution (follow instructions!) and keep them out of reach of children and pets.
- Never leave sharp objects (knives) or other such tools and utensils misplaced or unattended. Ensure electrical cords aren't draped across other appliances or the counter or stove top.
- Leave space around appliances for proper ventilation.

### In the bathroom

- Keep electrical appliances wrapped and away from water.
- Use non-slip strips or floor mats
- Always keep the room clean and as dry as possible.

### In the bedroom

- Never smoke.
- As always, ensure that everything else is a safe distance away from a source of fire or heat.
- Opt for mattresses with open flame-resistant protection.
- You're most vulnerable when you sleep.

Even in bed, keep a phone, light, within reach.

### In the garage

This is probably where you store most of your tools and equipment. Take precautions with flammable liquids, chemicals, and anything producing fumes.

Keep poisonous substances (paint thinner, anti-freeze, rat poison, etc.) locked up and out of reach of children and pets.

Keep your space clean and organised, especially as many of your tools are sharp, heavy, or otherwise dangerous.

**Guard against fire** with these home safety tips:

- Avoid overloading outlets and extension cords.
- Keep fire extinguishers handy and know how to use them.
- Establish a safety exit, ensure all family members know and understand it, practice with drills, and ensure it's never blocked.
- Never block or pile things on heaters or near heat-exuding appliances; give these plenty of breathing room, and make sure they don't get overheated.
- Ensure that all materials are fire-resistant if you're renovating or doing minor alterations around the

house.

- Never leave any type of fire or hot appliance unattended.
- Remove dry vegetation around your home, especially during the dry seasons as they pose a fire hazard.
- Cover the fireplace with a stable and large metal fire frame when in use to prevent embers flicking on to carpet which may catch flame.

**Have easy access to important phone numbers**, the police, the fire department, and trusted family, friends, and neighbours, in case of an emergency.

**Clearly mark your street number** on the mailbox, fence, gate, or wall so you can easily be located in case of an emergency. *Source: atlantictraining.com*

# A Cut Above The Best Vehicle Insurance

We preserve your economic dignity in the event of the unthinkable happening to your ride.



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# COVID-19 Pandemic Fatigue



Are you growing tired of wearing a mask and social distancing? As the pandemic continues, it can be difficult to maintain safe habits that feel somewhat confining. Understandably, it's not easy, but we have to find it within ourselves to make sure that we do not become lax in adhering to COVID-19 safety measures.

Although the number of COVID-19 positive cases and deaths in Zimbabwe continue to steadily decrease, it is in our best interests to remain on guard and maintain the positive momentum gained to date since the most recent lockdown.

## Keep You and Your Loved Ones Safe

The lockdown restrictions in Zimbabwe have been lifted and the economy is beginning to open up, however, it does not mean the virus has been eliminated. Since the pandemic started we have learnt a lot about exposure to the virus and how to reduce the risk of spreading the virus. You are encouraged to continue abiding by the World Health Organisation (WHO) guidelines of maintaining social distance, washing your hands with soap over running water, sanitising, and wearing of masks.

## Corona Virus Vaccines

Wearing a mask, social distancing and good hand hygiene will be an important part of daily life until there's an effective treatment. Regardless of the fact that we have seen a massive roll out of vaccines, with different countries manufacturing, procuring and donating them for their citizens, this is not the

time to let our guard down. Zimbabwe has recently received vaccines from China and immunisation is currently underway. Again, this is not the time to relax. Vaccination is not a shield against infection but it helps reduce the severity of the disease and cuts fatalities. Vaccinated persons are likely to experience only mild symptoms and will recover quickly without the need for hospitalisation should they become infected with the virus. Therefore, just because you have been vaccinated does not mean you should not practice safety protocols.

## Reduce The Risk: Mask Up! For Yourself and Others

You may have heard that many people infected with COVID-19 might not have had any symptoms, or only had mild symptoms which means everyone is a potential carrier of the virus. It is therefore important to remain vigilant about wearing a mask and remember:

- Wear masks made with two or more layers.
- Wear the mask properly: over your nose and mouth and secure it under your chin.
- Masks should NOT be worn by children younger than two years of age, people who have trouble breathing, or people who cannot remove the mask without assistance.
- Follow precautions for mask disposal and for keeping re-usable masks clean.

## In Addition

- Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.
- Maintain at least 2 metres distance

between yourself and others. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person has the disease.

- Avoid going to crowded places to avoid coming into contact with people who may be infected and where it is difficult to maintain social distancing.
- Avoid touching eyes, nose and mouth. Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and infect you.
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Thereafter dispose of the used tissue immediately and wash your hands because droplets spread virus.
- Stay home and self-isolate even with minor symptoms such as cough, headache, mild fever, until you recover. If you need to leave your house, wear a mask to avoid infecting others as this will protect them and yourself from possible COVID-19 and other viruses.

Now is the time to redouble our efforts and do everything we can to keep ourselves, our loved ones and everyone we interact with as safe as possible. We must remember that our actions now will protect us down the road until we eventually get to the end of this very long tunnel.

# Experience safe service during the lockdown

Due to the national COVID-19 lockdown protocols, please take note that all our branches will be working remotely. To ensure continued service, you are encouraged to use our digital platforms and the following contact details for any of your insurance needs.

We will communicate with you as circumstances change.  
**Stay home. Stay safe**



## Underwriting Queries

### HARARE

**Councillia Zivanayi** - 0772 415 402  
czivanayi@firstmutual.co.zw  
**Faith Mariwi** - 0773 298 145  
fmariwi@firstmutual.co.zw  
**Osborne Nyereyemhuka** - 0773 465 120  
onyereyemhuka@firstmutual.co.zw  
**Tinashe Masvaya** - 0773 273 241  
tmasvaya@nicozdiamond.co.zw  
**Luwiza Gezani** - 0772 186 379  
lgezani@nicozdiamond.co.zw



## Branch Queries

### BULAWAYO

**Innocent Tinarwo** - 0772 132 780  
itinarwo@nicozdiamond.co.zw  
**Masvingo**  
**Benedict Betera** - 0774 172 059  
bbetera@firstmutual.co.zw  
**Mutare**  
**Witness Chimboza** - 0733 843 053  
wchimboza@nicozdiamond.co.zw  
**Gweru**  
**Justice Madaka** - 0773 203 931  
jmadaka@nicozdiamond.co.zw



## Claims Queries

**Grace Ntuli Chibaya** - 0772 132 778  
gntuli@nicozdiamond.co.zw  
**Lloyd Gurira** - 0772 421 317  
lgurira@nicozdiamond.co.zw  
**Marvellous Majoni** - 0772 186 378  
mmajoni@nicozdiamond.co.zw  
**Alice Findi** - 0772 916 807, 0734 109 337  
afindi@nicozdiamond.co.zw



## General Enquiries

**Godwishes Chiheya** - 0772 284 423  
gcheya@nicozdiamond.co.zw  
**Patricia Mutumha** - 0772 384 427  
pmutumha@nicozdiamond.co.zw  
**Champion Gwaza** - 0773 464 302  
cgwaza@nicozdiamond.co.zw



## PAYMENTS

### STANBIC BANK

Account name: NICOZDIAMOND INSURANCE LIMITED  
Branch: Nelson Mandela  
Account No.: 9140002682027 (RTGS & BOND)  
9140001012435 (NOSTRO FCA)  
9140000972206 (NOSTRO FCA/TTS)

### CBZ BANK

Account name: NICOZDIAMOND INSURANCE LIMITED  
Branch: Sapphire Branch  
Account No.: 22526370015

### ECOCASH SHORT CODE

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