

INSURANCE



**NICOZDIAMOND
INSURANCE LIMITED**

You never know what will happen

a member of FIRST MUTUAL HOLDINGS LIMITED



**Choosing an
Insurance Company**

Being Fire-Smart

**Great New Year's Resolutions
for Homeowners**

Our dear customers and strategic partners, we hope we find you well as we settle into the new year. We take this opportunity to thank you for choosing NicozDiamond for your insurance cover and commit to go beyond as we serve you. In this 1st issue of the year, we take the liberty to share nuggets on new year's resolutions for home owners and frequently asked questions (FAQs) amongst other topics of interest related to insurance. Happy reading!



5 Great New Year's Resolutions for Homeowners

1. Create an Inventory List for Your Home

If something happens to your home, you'll need a list of your belongings to provide to your insurer. So, it's wise to create an itemised inventory list of everything you own, from the valuable to the sentimental and taking pictures is recommended. This allows you to provide concrete proof of ownership and enables you to create this list in real time rather than relying on your memory alone.

2. Perform Routine Maintenance on Your Home

Routine maintenance just comes with being a homeowner. Clean your gutters, check your pipes, maintain your lawn and everything else that will keep your home in check. This is an achievable resolution that also helps you stay on top of things around the house.

3. Minimise Your Belongings

Minimising, organising, and decluttering your home has countless benefits. It can reduce stress, save you money, get rid of allergens, and could even give you a better night's sleep.

Don't let all that clutter and stress follow you into the new year. Make this a 2023 New Year's resolution and take back your home.

4. Reduce Your Energy Consumption

The cost of electricity is high, so it might be time to think about reducing your energy consumption. Whether you want to switch to solar power, or simply use less energy, there are many ways to reduce your consumption and lower your electricity bill.

5. Get Your Home Insurance from an A+ rated Insurer.

Homeowners insurance provides protection for what is the biggest investment many of us will make in our lives and can help pay the costs of damage from fire, theft or a severe storm making choosing the right insurance company and homeowners policy critically important. Call us today and get the most suitable insurance policy for your valuable assets. 0242-704911-4



**NICOZDIAMOND
INSURANCE LIMITED**

You never know what will happen

a member of FIRST MUTUAL HOLDINGS LIMITED

An A+ future needs A+ learning

With a market leading partner, your
future is highly rated and fully
covered.



With you, for you

NICOZDIAMOND INSURANCE

Ground Floor, Insurance Centre, 30 Samora Machel Avenue, Harare, Zimbabwe.

P O Box 1256, Harare | Tel: +263 (242) 704911-4 | Fax: +263 (242) 704134, 08677020326

E-mail: info@nicozdiamond.co.zw | Website: www.nicozdiamond.co.zw



Choosing an Insurance Company

Have you recently purchased new assets? Perhaps a new car or home or both and are now considering protecting your new assets by purchasing some insurance. You are probably not sure which type of insurance policy to purchase or which insurance company to select. There are many insurance companies in Zimbabwe today, and it is very important that you understand what factors to consider when selecting an insurance company that meets your needs.

Factors to Consider When Selecting an Insurance Company

Some of the factors you should consider before choosing an insurance company are the company's reputation, financial stability, customer service, price, and the ability to pay claims.

1. The company's reputation is very important, and the experiences of other customers are valuable to determine how the company treats its customers. You can perform a quick online search that includes various insurance companies' reviews by other customers.

NicozDiamond is a reputable and major player in the short-term insurance industry, and the insurer of choice for many Zimbabweans countrywide. The Superbrand has established the good reputation in the short term insurance market and offers customers significant advantages over its competitors.



2. The financial stability of an insurance company is important because clients need to know if the company can make timely and accurate payments of various claims. An easy way to check on an insurance company's financial strength is to find out how they are rated by credit rating experts. Such ratings also give consumers better knowledge of the competency, standard and performance of a company, so they can make a more informed decision over whether to choose a specific company as their insurer.


NicozDiamond has consistently enjoyed an A+ rating for financial strength (formerly claims paying ability), which was awarded and recently reaffirmed by the Global Credit Rating Company (GCR).

GCR is a leading credit rating services provider, which rates the full spectrum of security classes and accords both international scale and national scale ratings, and together with its international affiliates, rates almost 3000 organisations and debt issues spanning four continents.

3. You should be concerned about the customer service of an insurance company. You need to find out if the company responds promptly to the needs of customers and determine how well the company resolves problems for customers. Call or email their customer service lines a couple of times before making a commitment. When it comes to insurance, customer service is critical.

NicozDiamond is driven by the desire to exceed customer expectations all the time, and understands very well that every business and individual is unique and that the risks faced by different businesses and individuals also differ. You can rely on its in-depth expertise to help protect your various assets.

Call us on 0242 704911- 4 or email info@nicozdiamond.co.zw today and experience "a cut above the best" service.

A hand is holding a red toy car with black wheels and a black stripe. The car is positioned over two stacks of gold coins. The background is a solid blue color.

4. Claims paying ability is another factor to consider before selecting an insurance company. You need to know how well the company pays claims. If the company gives its customers a hard time before paying claims, you may not want to select that particular company

With an 'A+' Global Credit Rating for financial strength and over a century of combined knowledge and experience in risk management, NicozDiamond has seen it all and created a balance sheet to meet its claims obligations, no matter the magnitude.

5. Price is another factor to consider when selecting an insurance company. You may be a new homeowner, and although you have a job, you probably want to be careful not to incur too many expenses. You can compare the prices of each policy from each company to determine which company will provide the most value at the most reasonable cost. Remember, it's not only about cost, you also want a policy that provides the most value for your risk

NicozDiamond regards its clients as partners in business by creating valuable and enduring relationships based on integrity and professionalism.

Being Fire-Smart

Few things are more devastating to a farmer's livelihood than a veld fire. Although deliberate ignitions can lead to wildfires, it is important to understand weather conditions in tandem with other elements can often cause unexpectedly large blazes.

Advice about how farmers can be more prepared to deal with fires, include:

- Learning to recognise the weather conditions associated with high fire danger: this includes the temperature, wind speed/direction and humidity.
- Owners of thatched houses must take all necessary precautions such as installing drenchers, using fire blankets, and having fire extinguishers at hand.
- Using technology: satellite-based fire information tools that provide real-time fire information.
- Farmers can invest in their own well-maintained fire-fighting equipment (such as a petrol/diesel-powered water pump)
- Farmers can create a veld fire plan, covering the eventualities of both staying and defending their property or leaving it ahead of the veld fire.
- Restricting the use of farm machinery on days when the fire danger is high.
- Being extra careful when using welding, cutting and grinding equipment.
- Establishing firebreaks between their land and roads or railways.
- Farmers can also train their staff in fire-fighting techniques and safety standards for smoking, burning rubbish, etc.



**NICOZDIAMOND
INSURANCE LIMITED**

You never know what will happen

a member of FIRST MUTUAL HOLDINGS LIMITED

Travel Insurance



With you, for you

NICOZDIAMOND INSURANCE

Ground Floor, Insurance Centre, 30 Samora Machel Avenue, Harare, Zimbabwe.

P O Box 1256, Harare | Tel: +263 (242) 704911-4 | Fax: +263 (242) 704134, 08677020326

E-mail: info@nicozdiamond.co.zw | Website: www.nicozdiamond.co.zw



Frequently Asked Questions

What is an insurance excess?

An insurance excess is the first part of each and every claim that you are required to pay. Your excess may vary depending on the type of claim, the insured vehicle, the driver, or if your policy carries a voluntary excess in addition to any compulsory excess.

You're my insurer, why should I go to the other person's insurance company to claim?

Any claim you wish to make through your own insurance policy will be subject to your excess and may affect your loss ratio. By going directly to the third party's insurance you can avoid negative policy adjustments upon renewal therefore not affecting your loss ratio .

I have had a motor incident that was my fault, what happens if the other driver makes a claim?

If the third party submits a claim to us and it has conclusive documentation to support that you are at fault , the normal claim processes are followed, and the third party reimbursed for the damages caused on his vehicle.

Do I need to take my car to one of your approved repairers in the event of a claim?

NicozDiamond recommends you use our network of approved repairers. However, if you decide on engaging other repairers, we will not guarantee good workmanship.

Does car insurance cover personal belongings kept in my car?

Personal belongings such as cellphones , laptops , jewelry should be insured separately under a complementary policy, for instance a comprehensive home policy .

Highlights from the 2022 Stakeholder Engagement Cocktail.



