



CHAMPIONS INSURANCE COMPANY (PRIVATE) LIMITED



CORPORATE PROFILE



BE INSURED BY THE CHAMPIONS OF INSURANCE



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OUR INNOVATIVE SOLUTIONS AND MILESTONES

Launching BlueFin Risk Solutions, a distribution channel underwriting management agent that controls over 200 sites in Zimbabwe, offering convenience to our customers.

Introducing SMART KURIMA, our satellite crop and climate monitoring system, designed to help farmers make precise and informed decisions about their farms..

Introducing Chamu, our Chatbot – just say "Hi" to **Chamu on +263 716 351 374** and experience a world of convenience. You can purchase any insurance product through Chamu, with an optional delivery service for vehicle licenses.

Launching the SME Coupon Policy, designed to protect and support growing businesses by de-risking their operations, helping them scale into successful enterprises.

Introducing Secure Credit Insurance, designed to de-risk lending by covering loan default risks. This product is specifically targeted at contractors in agricultural value chains, seed houses, and other off-takers who provide funding to support productivity growth.

Introducing Vehicle Breakdown Insurance, covering what comprehensive insurance does not. Many mishaps occur on our roads, but with our breakdown insurance, you won't be alone Champions Insurance will provide all the support you need.



ABOUT US

Champions Insurance is a short-term insurance company which has been operating since 2003. It has therefore stood the test of time. During this rich history, the company has gained valuable experience operating in some of the toughest economic environments including the hyperinflation era, dollarization era, and lately the multi-currency era. Valuable lessons have been acquired which have been institutionalized to make the business resilient. The most notable impact of these environmental changes have been on our continued adaptation and risk solution responses as we insulated our policyholders against the vagaries of inflation and macroeconomic instabilities. We take what the environment throws at us as the weather, and we seek to thrive in whatever weather conditions we find ourselves in.

Our Distinctiveness

Champions Insurance has set out to be a leader in short term insurance in Zimbabwe, by demystifying insurance and risk management through innovations aimed at promoting risk-based thinking and practice in all spheres of life. We are the Champions of Insurance, and to this end, we have taken the following bold steps to make sure we de-risk communities and business enterprise:

- We command the most extensive brick and mortar distribution network in Zimbabwe which brings convenience to our clients. With this massive distribution network, you can get any of our services including claims document submissions.
- All our risk solutions are backed by the strongest reinsurance securities to ensure optimal risk spread and efficient recoveries in the event of losses.
- We have gone digital and are proud to offer end-to-end selfcare portals for all our consumer line products. Just say "Hi" to Chamu at +263 716 351 374, and he will be there to assist you.

Our Strengths

We are the champions of insurance in the sense that we have created a true insurance ecosystem by putting risk at the core of everything we do and therefore, endeavour to tame risk with every initiative, process, system, or activity we undertake. Risk management and insurance are conjoint constructs, and one does not flourish without the other. At Champions Insurance, we have perfected the art of insurance and risk management and the following are our pillars of strength:

- Highly trained, specialized, and motivated staff
- Fast claims settlements
- Tailormade insurance and risk management solutions
- Flexible payment plans built around monthly, termly and annual payments
- All our products are available on CHAMU. Just say "Hi" to Chamu at +263 716 351 374, and we will serve you however you want, anytime, every time, and anywhere.





ABOUT US

Shareholding Structure

Champions Insurance is a wholly owned Zimbabwean company with the following Shareholders:

Champions Holdings	60%
Government of Zimbabwe	40%

License

Champions Insurance is licenced by the Insurance and Pensions Commission under licence number 11, and is also a member of the Insurance Council of Zimbabwe.

Regulatory Enquiries

The Commissioner.

Insurance & Pensions Commission
160 Rhodesville Avenue
Greendale
Harare
Telephone: 0242-443358/443261/443422
Email: enquiry@ipec.co.zw

For any queries or enquiry about our licensing, please contact the Regulator on the above details.



VISION | MISSION | VALUES | QUALITY POLICY STATEMENT

Vision

To be the insurer of first choice for every household and business in Zimbabwe.

Mission

We deliver great insurance and risk management solutions to our stakeholders as they want it, any time, every time, and anywhere.

Values

Commitment
Respect
Integrity
Pioneering
Personal
Teamwork

Quality Policy Statement

Champions insurance is a short-term insurance company determined to be the first-choice insurer in Zimbabwe. We are committed to giving our clients the best service, creating a great workplace for employees, contributing positively to the society and delivering consistent returns to our shareholders. Our clients are the most important stakeholder group hence, the need to anticipate their needs and provide risk financing solutions by being ISO 9001:2015 compliant.

Our Quality Policy is premised on the following objectives:

- > Innovate by coming up with affordable tailor-made risk management solutions to suit our customer needs
- > Communicate with customers and foster mutually beneficial partnerships
- > Comply with statutory and other relevant regulatory requirements
- > Continuously improve Quality Management Systems
- > Promote corporate image through active social responsibility programs

These Quality Objectives and the Quality Policy Statement shall be regularly reviewed and communicated to all stakeholders for business process improvements.



WHERE TO FIND US

Head Office

Champions Insurance Company

1 Mold Crescent Kensington,
Harare,
Zimbabwe

Tel: 0242 255626

Cell: 0712 161 174

VoIP: 08677004068

Telefax: 0242 700948

Email: info@championsinsurance.co.zw

Web: www.championsinsurance.co.zw

Sub Branches

Bulawayo Office

No. 24 J M Nkomo and 2nd avenue
Bulawayo

Masvingo Office

56 Hellet Street,
Masvingo
Tel: +263 392261936

PHYSICAL DISTRIBUTION CHANNELS





OUR REINSURANCE PROTECTION TOOLS

Our Reinsurance Protection Tools

Firstly, we developed our reinsurance facilities to address 3 imperatives namely:

- Enhancing capacity to underwrite any size risk while achieving efficient risk spread by ensuring that no one reinsurer carries too large a share to cripple them in the event of a catastrophe. Accordingly, no reinsurer carries more than 30% of any risk that we place.
- Achieving quick cash calls and claims settlements, by signing service level agreements with the reinsurance partners with cut-through clauses such that recovery can be done and paid directly to the client from the reinsurers.
- Capping the size of any single loss that is paid from the Champions Insurance Bank account through Excess of Loss reinsurance tools.

*Reinsurance Cover
On Accepted Risks*





THE REINSURERS

Champions Insurance uses credit-rated reinsurance companies to achieve an efficient risk transfer mechanism



FBC Reinsurance limited



MAPFRE

International Travel Insurance



REINSURANCE DISCLOSURES -THE CUT THROUGH CLAUSE

At Champions Insurance we believe in transparency and also acknowledge that risk must be spread as much as possible for the risk transfer mechanism to work optimally. Accordingly we include a **cut-through clause** in all our major corporate risk insurance packages which enable our clients to receive insurance claim proceeds directly from the reinsurance partners.

This clause is excellent in that it protects the client and enable them to see a schedule of all reinsurers sharing the insured risk and their proportions of the risk and enable the client to sue every partner who received a share of their premiums collectively through the insurance company or severally, each for its share of the risk unlike the conventional contracts which do not disclose the full list of the risk carriers.



SPECIAL PARTNERSHIPS AND TECHNICAL COLLABORATIONS

Burial Assistance



Insurance, ZBC & Zinara



Accident Emergency Evacuation Services



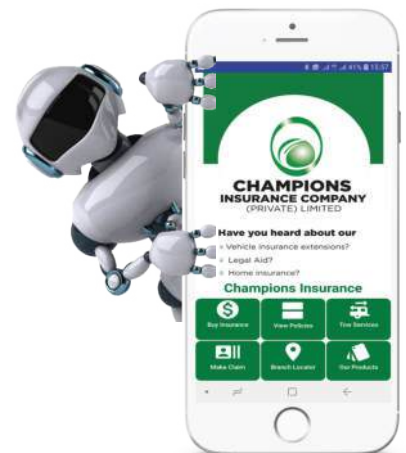
DIGITAL CHANNELS

USSD
***128#**



www.championsinsurance.co.zw

Chatbot & Mobile App on the Go



@championsinsurance.zimbabwe



@Champions Insurance Company (Private) Limited



@ChampionsZim



+263 712 161 174



TOP CORPORATE CLIENTS





OUR DISTINGUISHED PEOPLE

What makes us champions, are our resilient, and customer focused people. Our people are the best. We are here to serve our customers.

OUR MANAGING DIRECTOR



Sibongile Tsapo - Managing Director and Principal Officer

Sibongile holds a Bachelor of Commerce Honors degree in Insurance and Risk Management, as well as a distinction in the Certificate of Proficiency in short-term insurance from the Insurance Institute of Zimbabwe (IIZ). She holds, an Executive Master's Degree in Business Administration at Midlands State University. With over 10 years of experience in the insurance industry, Sibongile has showcased her expertise and knowledge in short-term insurance and management. Her professional journey began at Momentum Insurance Brokers, where she served as an Account Executive. She earned a promotion to Operations Manager, a position she held for 5 years. Subsequently, she transitioned to CBZ Risk Advisory Services, undertaking the role of Acting Relationship Manager for Employee Benefits. Sibongile later joined Champions Holdings as the Principal Officer & Managing Director for BlueFin Risk Solutions before assuming the position of Principal Officer and Managing Director at Champions Insurance.

CORE MANAGEMENT TEAM



Rutendo Mushonga
Finance Director



Maureen Mhembere
Operations Director



Ruvimbo Mukwazhi
Operations Manager



Kelvin Chaipa
Masvingo Branch
Manager



Chikomborero Muhlana
Bulawayo Branch
Superintendent



Tazviona Mutapati
Finance Manager

SHARED SERVICES



Dr. Nathan Chikono
Group Chief Executive
Officer



Maria Changata
Group Head: Administration
&
Talent Management



Kuzivaishe Chibiso
Group Data
Scientist & Strategy
Analyst



OUR BOARD OF DIRECTORS



Mr. Mutsa Mujaji - Board Chairman

Mr. Mutsa Mujaji is a tenacious and professional individual with a master's degree and remarkable experience at the executive level in renowned and well-respected listed corporates and large corporations within the mining, manufacturing/processing, service, and other industrial sectors. Currently serving as group CEO of a company that provides essential tools and knowledge to major mining companies like Impala Mine. A high achiever who has continually developed and executed innovations to increase profitability and boost the bottom line throughout his career.



Mr. Blessing Chitiyo - Non Executive Director

Blessing is an ICT Executive with over 10 years of insurance industry experience. He holds an Honours Degree in Computer Science from the University of Zimbabwe, a Master of Commerce in Information Systems Management from Midlands State University, and is a certified Android developer. Starting as a software developer at Smart Solutions, he progressed to roles at First Funeral Assurance and Champions Insurance, rising to Senior Systems Developer. Blessing now serves as ICT Executive at BlueFin Risk Solutions.



Mr. Abbas Kantharia - Non Executive Director

Mr. Abbas Kantharia is a seasoned Chartered Insurance Practitioner (ACII) with over 40 years of experience in the insurance industry. He began as a trainee underwriter at Royal Insurance and rose to key roles, including Fire and Accident Superintendent for Zimbabwe and General Manager for Pearl General Insurance in Malawi. Abbas later established Kantharia Insurance Brokers and transitioned to Independent Insurance Consultancy. Renowned for strategic planning and risk management, he serves on various boards, offering invaluable expertise.



Dr. Noah Maringe - Non Executive Director

Dr. Noah Maringe is a distinguished legal professional with over 15 years of experience as a registered legal practitioner specializing in Commercial, Criminal, and Labour Law. He is the Senior Partner at Maringe and Kwaramba Legal Practitioners and Dean of the Faculty of Law, Business Intelligence, and Economics at Zimbabwe Ezekiel Guti University. Holding a Doctor of Laws degree, he has lectured extensively at leading universities and served as an external examiner. Dr. Maringe brings exceptional leadership, academic insight, and legal expertise to any board.



Ms. Blessing Gurajena - Non Executive Director

Blessing is a seasoned Finance expert, qualified Chartered Accountant and Entrepreneur with 18 years of comprehensive experience in business strategy formulation and implementation, organizational transformation and Leadership. She currently serves as the Managing Director of Ravenshield Security Services and is an Independent Non-Executive Director for a number of companies. She has a proven record of dedication in transforming organisations supported by management positions held across various industries including advisory, construction, financial services, non-profit, security sectors and has developed expertise in business management mostly on strategic business implementation in managing both small start-ups and large companies. Blessing's commitment to giving back to the community is truly inspiring. She empowers women and girls through mentorship and financial skills training.



OUR FLAGSHIP PRODUCTS

The following are our major product classes. We always seek ways of adding value to our clients by thoroughly understanding their needs and crafting tailor-made solutions that address their pain points.



Vehicle Breakdown Insurance

At Champions Insurance we understand the frustrations and the inconveniences that comes with unexpected motor vehicle breakdowns. Keeping in line with our customer first approach tradition, we have designed a comprehensive maintenance plan to keep you on the move with confidence.



Small & Medium Enterprises Coupon Policy

Our insurance policy offers essential coverage for small to medium enterprises. It includes hospital cash benefits, medical aid, fire policy, funeral cover, personal accident benefits, RTA insurance for one vehicle, and legal aid coverage.



Secure Credit

At Champions Insurance Company Private Limited, we understand that, every business faces the inherent risk of non-payment, where customers may become insolvent, declare bankruptcy, or default on payments. Such occurrences can wreak havoc on your cash flow, profitability, and overall stability.



Business Protection

A scalable package where the business selects its most significant exposures such as Fire, Burglary, Goods in Transit, etc and buys the covers as stand-alone sections or as a packaged policy.



Assets All Risk

This policy covers large businesses with sizeable asset bases against perils of: fire including storm, burst pipes, floods, impact (by any road vehicles, horses or cattle), explosion, earthquake, aircraft, non political riot and malicious damage



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Bonds & Guarantees

Our bonds offer niche security products in the form of contract Bonds (Performance, Advanced Payment, Bid Bonds) and trade Bonds (Customs and exercise, Warehouse and Utility Bonds).



Motor Fleet Insurance

Motor fleet insurance covers multiple vehicles under one policy, offering protection against accidents, theft, fire, and liability. It simplifies management, reduces costs, and provides customizable coverage for businesses with fleets.



Bullion Insurance

Bullion insurance protects gold, silver, platinum, and other precious metals against risks like theft, loss, damage, or transit accidents. It's essential for investors, jewelers, and businesses handling precious metals.



Crop Insurance

We have you covered so that your farming business does not suffer losses, whether at the hands of nature or unnatural disasters.

Crop insurance provides cover for:

Fire, Explosion, Lightning, Hail, Frost, Windstorm.



Marine Insurance

Marine Hull & Machinery Insurance provides physical loss or damage insurance for not only the hull (shell) of a ship/boat but also her propulsion machinery and any equipment used for activities such as cargo handling.



CONVENTIONAL INSURANCE PRODUCTS HIGHLIGHTS

Products

Motor Comprehensive with Telemetry

A US dollar (USD) comprehensive insurance product where the cost of vehicle tracking is bundled with insurance.

Third Party Insurance with Road User Personal Accident Cover and Hospital Cash Plan Extension

Third Party Insurance with Road User Personal Accident augmented with hospital cash and funeral cash plan from Nyaradzo Funeral Services.

Hospital Cash plan

Under the terms of this policy, a specified amount is paid to the insured and/or adult beneficiary for each day spent in the hospital. This valuable benefit takes effect starting from the fourth consecutive day of hospitalization.

Legal Aid

Let the champion in legal insurance ease your worry when you sign up for the civil cover, labour cover or comprehensive cover. We ensure your peace of mind in any legal storm that may brew.

Personal Property Coverage

Personal property coverage can pay you for the personal items in your home that may be damaged or destroyed by a covered cause of loss, which could include: Your furniture, Clothes, Sporting Goods, Electronics

Homeowners: Building Coverage

Building coverage can help pay to repair or rebuild your house if it's damaged by a covered cause of loss.

Travel Insurance

Travel protection is coverage that can help protect you from losses and unexpected events that occur when you're traveling.

Assets All Risk Insurance

Covers all assets within Zimbabwe excluding motor vehicles

Loss of profits insurance

Covers loss of revenue following a fire on property insured as above

Machinery breakdown insurance

Covers all risks of machinery breakdown for commissioned machinery

Machinery Loss of profits

Covers loss of profits following machinery breakdown

Mine rescue insurance

Covers costs for rescuing trapped underground workers

Environmental Pollution Legal Liability

Covers environmental clean-up costs as well as legal defence costs

Motor Insurance

Covers damage to the insured car, death and bodily injury to third parties

Professional Indemnity

Covers claims for professional negligence by various specified professional staff

Livestock Insurance

Covers all risks of mortality to livestock including theft

Plantation re-establishment Cost Insurance

Covers costs of re-establishing damaged forest usually from fires

Public Liability

Covers legal liabilities from members of the public

Personal Accident

Covers death, body injury as well as medical expenses for specified categories of people

Direct & Officers Liability

Covers senior officers against professional negligence claims by stockholders arising in their capacity as directors and offices of firms

Electronic Equipment

Covers accidental loss or damage to electronic equipment



NO CLAIMS BONUS AND LONG TERM AGREEMENT BENEFITS

No Claims Bonus

We offer No Claim Bonus Discounts at the end of each insurance period as a reward for clients who implement effective loss reducing risk management initiatives. Discounts vary depending on the policy type and they are 10% flat for non-motor insurance and on motor we follow a sliding scale up to 50% discount over a 5 year claim free period. The Claim free period earned at another insurance company is recognised and rewarded at Champions by obtaining written confirmation from the previous insurer, of a claim free experience.

For Motor insurance No Claim Bonus applies for vehicles insured for comprehensive benefits only. We indicate on each quotation the discounts applicable.

Long Term Agreement Discounts

At Champions Insurance we also recognise long term relationships by allowing renewal discounts as follows:

3 years continuous insurance 5%

5 years continuous insurance 7.5%

10 years continuous insurance 10%

ISO 9001:2015 Quality Management Standard Certification

Quality is at the centre of everything we do. We know our customers and partners deserve the best, hence we subscribe to a voluntary quality management certification scheme as assurance that we are the best at what we do and are always consistent in our performance

ISO 27001 information Security Management System

Digital Operations are at the heart of our business. We believe in automation of everything to improve our service delivery and to offer our customers transaction freedom. Ensuring the security of data and transaction is our number one priority hence we have embarked on the ISO27001 certification journey.



PAYMENT CONVENIENCE

Champions Insurance Company has negotiated for your convenience, various payment options which include:

- Annual payments
- Quarterly payments
- Monthly payments (By Bank Stop Order and Payroll Deduction)
- Zimswitch
- Ecocash
- One Money
- Telecash
- Visa
- SSB-payroll deduction for civil servants
- Master card
- For online payments please visit our website www.championsinsurance.co.zw



CHAMPIONS INSURANCE COMPANY (PRIVATE) LIMITED



www.championsinsurance.co.zw

find us on



follow us on



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