**PEMBA ZONE PRESENTATION DURING THE 2025 ANNUAL INSURANCE DAY**

**Presentation overview**

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2. Insurance Services Providers operating in Pemba Zone
3. Key concerns raised by insurance consumers against insurance registrants
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8. **Introduction**

Pemba Zonal office was established in 2024 as one among TIRA’s Strategic objectives to bring the services closer to the public.

The office is located in the commercial City of Chake Chake at ZSTC building known as Karafuu house along Madungu street

Pemba Zonal Office manages insurance activities in two regions of Pemba Island; these are North and South Region.

1. **Insurance Services providers operating in Pemba Zone**

|  |  |  |
| --- | --- | --- |
| **S/N** | **Services Provider** | **Total** |
| 1 | Insurer | 1 |
| 2 | Agent | 7 |
| 3 | Bancassurance | 4 |
| 4 | Broker | 0 |
| 5 | Loss Assessor | 0 |
| **Total** |  | 12 |

1. **Key Insurance concerns raised by consumers against insurance registrants in Pemba Island**
2. Insurance registrants do not provide insurance education to the public. That is why insurance consumers do not understand the benefits of insurance, especially third-party insurance.
3. Delay in settling claims
4. They say that, Premium rates are higher for commercial and Public Services Vehicles, so that they are requesting for premium rate reduction, in the sense that, the said vehicles operate on shifts, so that during a policy period of one year, they operate for six months only.
5. **The Zone’s value proposition including available platforms, fora or initiatives that support insurance registrants in onboarding potential clients.**

Establishment of Government’s strategic projects, like

1. Development of Pemba Airport into an International Airport.
2. Construction of Sea Port at Shumba in Micheweni District.
3. Establishment of Micheweni Special Economic Zone
4. **Future outlook and Strategic plans for the Pemba Zone, especially in relation to enhancing insurance outreach and innovation:**
5. To provide insurance education to various social groups, like traders, farmers, students, government employees, Private and Government Institutions, etc. to use insurance services.
6. To conduct inspection for compulsory insurance and insurance registrants in order to check compliance.
7. To educate and sensitize public to open office of insurance agencies in order to bring insurance services closer to the public.
8. **Unique features of Pemba Zone that may be interest to insurance registrants and broader industry:**

The main economic activities of Pemba Zone are Trade, fishing and agriculture, especially cloves and seaweed. So, insurance registrants can use these opportunities to insure farmers and fishermen against risks and uncertainties associated with agriculture and fishing. In that view, agriculture insurance consortium can be used in this area to protect famers and clove pickers against unexpected loss.

1. **Conclusion**

I would like to welcome you to open office at Pemba Zone and we assure you to give maximum cooperation in achieving your objectives.

**THANK YOU FOR LISTENING**