

SWAN
—INSURANCE—

for life

Company Profile



Background

Swan General Insurance Company Zambia Limited, formerly Diamond General Insurance (DGIL) is a privately-owned short-term insurance company which was incorporated in the Republic of Zambia on 25th October 2001. It is registered under the Companies Act and is licensed by the Pensions and Insurance Authority of Zambia to underwrite Non-Life or Short-term Insurance Business. Its main business objective is to create a world class insurance company with excellent claims payment and risk management services.

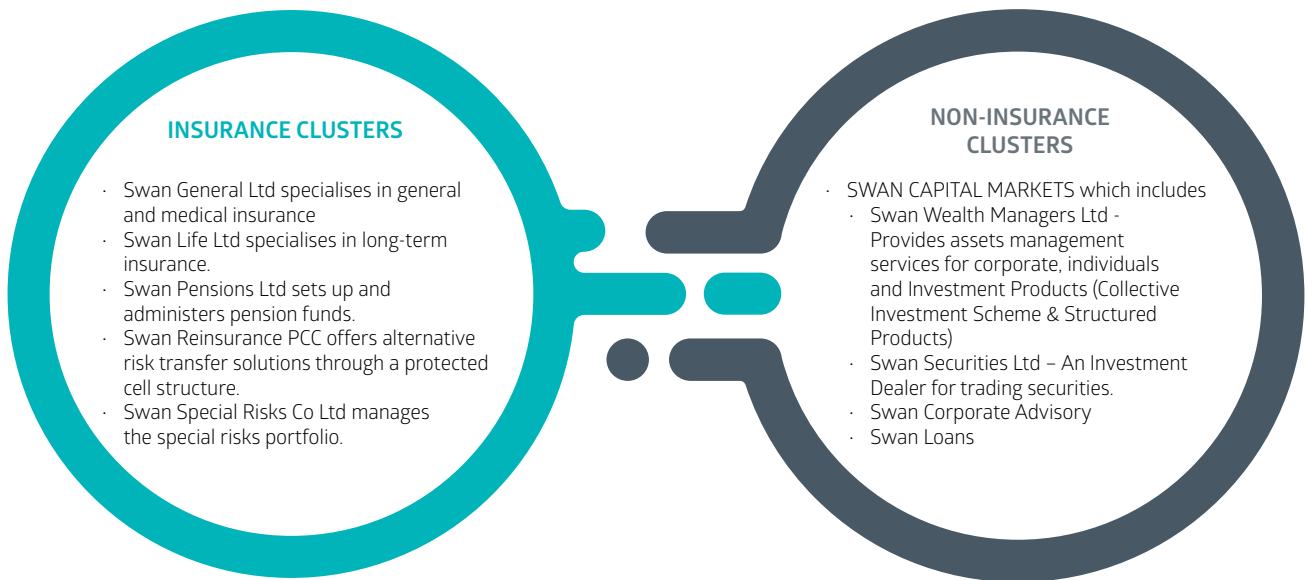
The company's continued growth reflects team spirit and the ability to successfully harness key values which drive business forward. The unrelenting pursuit of this goal enables Swan General Insurance Company Zambia Limited to attract a high quality of intellectual capital, thereby establishing and retaining long-term relationships with clients. Swan General Insurance Company Zambia Limited has grown rapidly, achieving in excess of 40% compound growth per annum over the last five years. Furthermore, it is a dynamic, high energy and empowering company that delivers an unparalleled service to clients. As the company evolves to face exciting challenges ahead, Swan General Insurance Company Zambia Limited will continue to listen, observe, think and innovate.

About SWAN

Established in 1855, SWAN is the leading financial solutions provider in Mauritius. We provide a large portfolio of non-banking financial solutions, from general insurance, medical insurance and assistance, life assurance, pension & actuarial services, pension administration, investment advisory, to wealth management and securities trading for corporate clients and individual customers.

SWAN comprises two main divisions and each has a particular mandate.

Together, these specialities provide cradle-to-grave financial solutions for corporate and individual customers.



**Swan Group
Gross Written
Premium**



USD
362m

**Asset Under
Management**



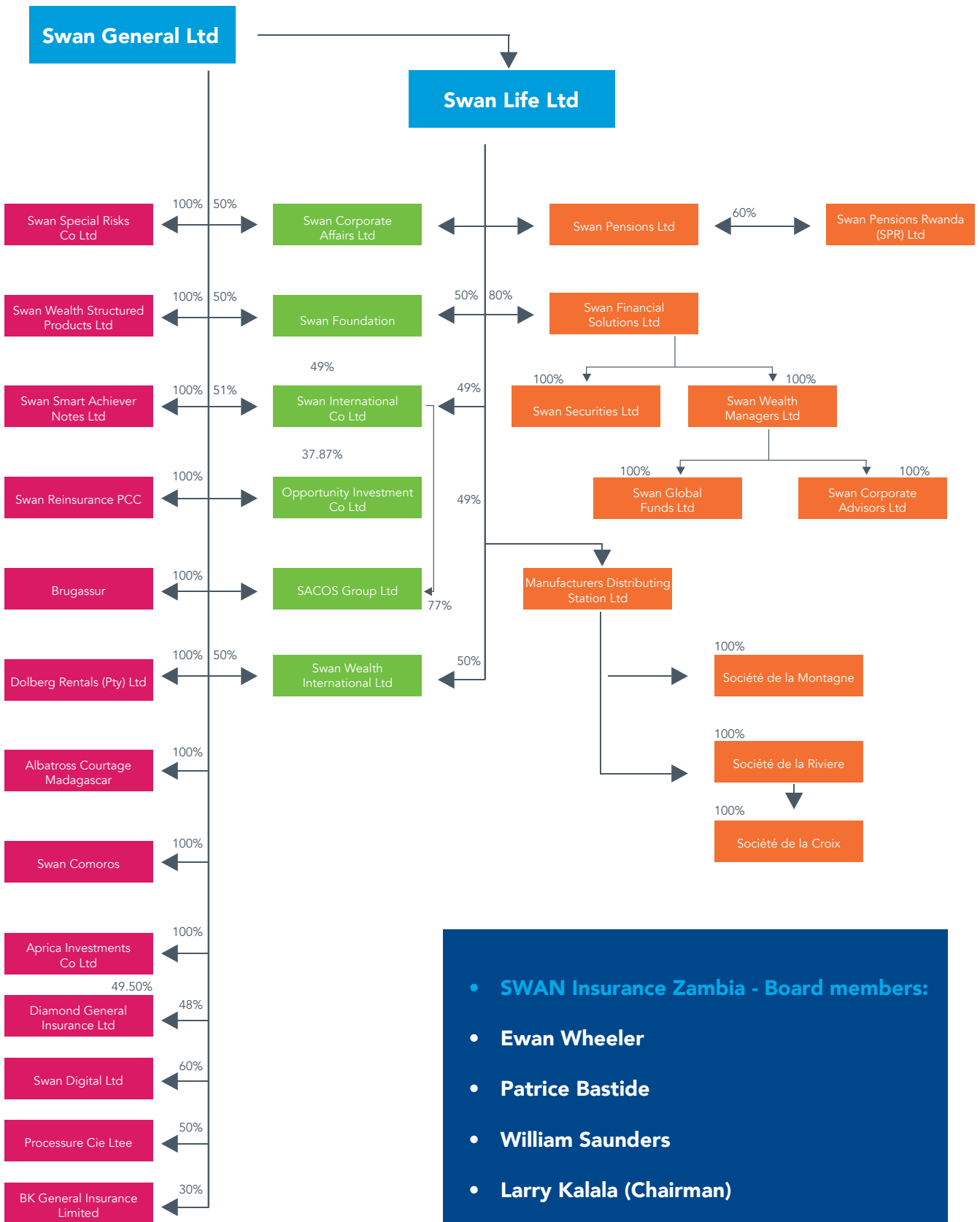
USD
1,200m

Total staff



900

- SWAN's expansion in the Indian ocean : Mauritius, Comoros, Rwanda, Seychelles, Madagascar and South Africa.
- SWAN's values : Passion, People, Performance



- **SWAN Insurance Zambia - Board members:**
- **Ewan Wheeler**
- **Patrice Bastide**
- **William Saunders**
- **Larry Kalala (Chairman)**

Shareholders

The Company's shareholder is Swan General Mauritius who have

and Lava Consortium of Zambia with the remaining

97.3%

2.7%

Corporate Governance Strength

Our board consists of five reputable non-executive directors who meet quarterly to provide strategic direction to the company. The board has three sub-committees namely:

- **Audit and Risk Management Committee**
- **Manpower Committee**
- **Investments Committee**

Strategic Focus



Our vision is to be your preferred financial solutions partner for life.

Our mission is to partner with you to secure a better future.

Our values are
Passion, People and Performance.



Board of Directors

Larry Kalala Chairman

Larry Feston Kalala is currently serving as Chairman on Swan General Insurance Company Zambia Limited, Chips Consortium Ltd, TATA Zambia Ltd, Taj Pamodzi Hotel Plc, Zamko Management Ltd, Ikulileni Plc boards. Larry has acquired the necessary skills to carry the responsibilities of operating on so many boards thanks to his 45 years of work experience in various fields of the financial sectors. Larry has shown irreproachable business decorum and acumen in his undertakings and has proven himself to be highly competent in his interpersonal people skills and business development strategies.

Larry has a Henley Advanced Diploma in Management from South Africa and a Pitmans Certificate in Principles of Accounts, as well as years of additional training in various courses covering leadership, business development among other financial courses.



Patrice Bastide, Non-Executive Director

Patrice is the General Manager of International Business Development for SWAN. His role is presently largely focused on the Indian Ocean region and cross-border activities in French speaking Africa.

Patrice has continually held senior level positions in leading Mauritian insurers for the past 13 years. Patrice has extensive experience in strategic development and management focused on product distribution, product development and sales & customer relationship management.

Patrice has also been able to build an extensive applied knowledge in business planning and performance techniques & management for financial services with emphasis on insurance.



Ewan Wheeler, Non-Executive Director

Ewan spent the last 6 years working in Africa with the African Development Bank (AfDB). The last 4 of these based in Nairobi where he was responsible for the Bank's investments in the East Africa region. At the AfDB, Ewan focused on investments in financial institutions and, in particular, insurance investments. He has completed investments across the financial sector including several proprietary equity investments in the insurance sector within Africa. This included involvement in and management of all stages of the deal process from origination through to execution and then in the management of assets including participating in several board level committees and other shareholder forums and ultimately working on exits.

Ewan also has a deep understanding of the principal investment sector in Africa and sat on the Advisory Committee of several significant African private equity funds. Prior to the AfDB, Ewan spent time with both Merrill Lynch and the Economist Intelligence Unit.



Mr. William P Saunders, Non-Executive Director

Mr. William R Saunders is a British born national and a fellow of the Institute of Chartered Accountants in England and Wales and is an established resident of Zambia. Mr. Saunders established WP Saunders chartered accountants in 1992 and is currently a senior partner for BDO Spencer Stewart Zambia.

Mr Saunders has served on the following boards among others

- Agriculture and Commercial Show Society of Zambia – President 2005/2007
- Zambia Institute of Chartered Accountants
- Zega Limited board Chairman
- Farmers house Plc
- Zambia Export growers Association
- EAS Zambia Ltd



Management Team



Mr. Jean-Francois Cateaux



Mr. Bervin Momba



Ms. Judy Lungu



Ms. Gladys Nkonde



Ms. Esther M Thornicroft



Mr. Chinyama Loloji



Ms. Smita Jugurnauth



Mr. Chishala Chimenge

Head Office

Mr. Jean-Francois Cateaux

Chief Executive Officer

Mr. Bervin Momba

Senior Manager re-insurance and Operations

Ms. Judy Lungu

Human Resource and Administration Manager

Ms. Gladys Nkonde

Commercial Manager

Ms. Esther M Thornicroft

Underwriting Manager

Mr. Chinyama Loloji

Claims Manager

Ms. Smita Jugurnauth

Actuarial and Statistical Manager

Mr. Chishala Chimenge

Head of Accounts

Branches

Kitwe Branch & Chingola Branch

Mr. Monde Maswana

Head of Commercial Northern Region

Livingstone

Mr. Alphas Kapya

Commercial Officer

Our people

People are the epicenter of Swan General Insurance Company Zambia Limited. People are the company's greatest assets and their dedication fuels every aspect of the company's 'can do' approach to client service. Swan General Insurance Company Zambia Limited believes the process of creating solutions to risk requires expertise, innovation, and energy. The company's focus and passion is on positive value takes pride in the ability of staff to listen, understand and fully respond to clients' actual needs. The long-term relationship that Swan General Insurance Company Zambia Limited enjoys with both the clients and brokers exemplify the success of this approach. This is not governed by short-term or price driven views, but a desire to ensure that Swan General Insurance Company Zambia Limited's clients have the most appropriate and current mechanism for the management and transfer of risk. Integral to this process of creating risk solutions is a value system that has established Swan General Insurance Company Zambia Limited as one of the most highly respected participants in the Zambian Insurance market. This value system is characterized by trust, honesty and integrity and is of paramount importance to the company.

Chief Executive Officer

Jean Francois Cateaux is the CEO of Swan General Insurance Company Zambia Limited, since February 2019. Jean Francois has over 10 years of experience in the Non-life and Life insurance field in Mauritius and various regions of Africa.

He has proven himself to be an essential part of the numerous companies he has performed at, including Swan General Insurance Company Zambia Limited where he is currently CEO.

Jean Francois displays excellent people management skills, organisation structure, product design and system innovation in the Insurance field. Jean Francois holds a BSc & Masters in MORSE (Maths, Operational Research, Statistics & Economics) from the University of Warwick. He is also an Associate of the Institute & Faculty of Actuaries and a members of the Institute of Chartered Accountants England & Wales (ICAEW).



Senior Manager Reinsurance and Operations

Bervin Momba is an associate chartered insurance practitioner with over ten years' experience in major aspects of Underwriting Management, Claims Management, Marketing and Reinsurance and Specialized Risks. Bervin Holds an Advance Diploma in Insurance (ACII) from the Chartered Insurance Institutes of UK, Bachelor's Degree in Business Administration and a National Diploma in Insurance studies.

He has worked as an Assistant Underwriter and has held various other management positions at Swan such as Assistant Claims Manager, Branch Manager and Head of Business Strategy Unit. He is described as an all-rounder in risk management services.



Company Products

Products & Services - Insurance Risk Solutions

Swan General Insurance Company Zambia Limited brings technical and operational expertise, exceptional market contacts and extensive knowledge of the Zambian insurance market. The quality of our people and their unrivalled academic backgrounds uniquely qualify us to provide the best insurance solutions.

Property Risks

- Fire & Allied Perils
- Fire Loss of Profits
- Office Comprehensive
- Asset All Risks/Business Multi-Peril
- Domestic Package - House owners & Householders
- Contractors All Risks
- Erection All Risks
- Construction Bonds

Liability/Casualty

- All risks
- Burglary
- Employers Liability
- Public & Products Liability
- Group/Personal Accident

Construction & Engineering Risks

- Machinery Breakdown
- Machinery Loss of Profit
- Plant All Risks
- Boiler
- Deterioration of Stock
- Computer/Electronic All Risks

Marine Risks

- Goods in Transit
- Marine Cargo
- Marine Hull

Professional Risks

- Bankers Blanket Bond
- Professional Indemnity
- Directors & Officers Liability
- Pension Fund Trustees Liability

Motor & Liability Risks

- Motor Traders External & Internal
- Road Traffic Act Only
- Full Third Party Liability
- Fire & Theft Only
- Comprehensive

Office Locations

Head Office

Swan General Insurance Company Zambia Limited

Stand No: 35184

Insurance Park, Alick Nkhata Road, PO Box 37041, Lusaka, Zambia

T (260) 0211 253739 | C (260) 0957 673070

Email: swanforlife.co.zm

Regional & Branch Offices

Kitwe

Ground Floor, Soho Park Unit No.2, Plot No.205, Kanyanta Avenue, Parklands, Kitwe. | T (260) 0212 220069

Chingola

Plot 515, Shop No 2 , Kabundi road, Chingola, Zambia | T (260) 0212 310133

Livingstone

214/217 area, Mosi O Tunya road, Livingstone, Zambia | C (260) 9557 86629

