



MGen  
Insurance

*The Insurer of preferred choice*

Profile

## INTRODUCTION

MGen Tanzania Insurance Company Limited (MGen) is a general (short term) insurer and is a part of the LSA Group of Companies of Zambia which has interests in the financial services, tourism, property development and the hospitality industry. MGen started operating in Tanzania in 2007 and has been posting successful growth ever since.

## OUR PRODUCTS

MGen underwrites all classes in respect of general business which include Motor, Property, Marine, Miscellaneous, Accident and Pecuniary types of insurance. We also offer foreign travel insurance with the support of world leaders in the provision of travel insurance products and services. MGen has embarked on agriculture insurance among many other new and exciting insurances. At MGen we offer tailor made products giving our customers the ability to customize their policy in order to obtain the right cover for their needs.



MOTOR  
INSURANCE



MISCELLANEOUS  
& ACCIDENT  
INSURANCE



TRAVEL  
INSURANCE



PROPERTY  
INSURANCE



AGRICULTURE  
INSURANCE



MARINE  
INSURANCE



## CODE OF ETHICS

For a first class company it is a matter of principle that transparency and candour should be ethically desirable in treating customers and the general public with the respect that is due to them.

Accordingly management and staff at MGen Tanzania Insurance Company conduct themselves on the basis of a code of ethical conduct that requires employees to maintain the highest possible ethical standards and our clients should demand no less a standard.

## MANAGEMENT

**Charles Sumbwe BA Ed, ACII**  
**CHIEF EXECUTIVE OFFICER**

Charles Sumbwe started his career with the Zambia State Insurance Corporation in 1985. In 1992 he joined Madison Insurance Company and was later appointed as Executive Director at Lawrence Sikutwa and Associates. In 2006 he started MGen Tanzania. He holds a Bachelor of Arts Degree with Education from the University of Zambia. He is also the holder of an Advanced Diploma in Insurance from the Chartered Insurance Institute (UK) and is a Chartered Insurer.

**Ernest Kilumbi BA (Econ) ACII**  
**CHIEF OPERATIONS OFFICER**

Ernest Kilumbi started his career in 2001 as a Surveyor with Crystal Clear Loss Adjuster (T) Limited . He later joined Reliance Insurance Company and then Heritage Tanzania Insurance Company before joining MGen Tanzania Insurance Company from its inception. He holds a Bachelors Degree in Economics from the University of Dar es Salaam. He is also the holder of an Advanced Diploma in Insurance from the Chartered Insurance Institute (UK) and is a Chartered Insurer.

**Hope Kaiza B COMM MSc Finance**  
**CHIEF FINANCIAL OFFICER**

Hope Kaiza started his career in 1995 and has vast experience working with Pepsi SBC Plc and Deloitte and Touche in the same profession. He holds a Certificate of the CII (Cert CII), Diploma in Purchasing and Materials Management, Bachelors Degree in Management and Accountancy from the University of Dar es Salaam, M.Sc in Finance from the University of Strathclyde (Glasgow UK) and is an Associate Certified Public Accountant.

## MISSION STATEMENT

The mission of the company is:

- To be Tanzania's leading general insurer in provision of service, profitability and innovation with integrity.
- To respond to the challenges of tomorrow, today through innovation and integrity and to perform through a team of enthusiastic, motivated and appreciated people.
- To adopt and uphold world-class standards in the provision of general insurance services and to adopt and uphold the highest standard of corporate social responsibility with particular emphasis on environmental awareness and responsible contribution to worthy causes.

## COMPANY VISION

- To be the general insurer of preferred choice;
- To be a model for excellence in the Tanzania insurance market, providing products and services that meet and exceed customer expectations.
- To provide quality employment to deserving people.
- To attain world class insurance company status.
- To make deliberate efforts to contribute to the improvement of standards of living within our community.

In all our undertakings with all stakeholders  
we shall be committed to uphold  
our ethic of integrity



## CORE VALUES

- **CUSTOMER FIRST**  
In recognition of the importance of our customers to our business, MGen shall in all instances place the interest of the customer first and ensure that customers are dealt with speedily and fairly in all their dealings with the company.
- **INTEGRITY**  
In all our undertakings with all stakeholders we shall be committed to uphold our ethic of integrity. All staff shall be expected to treat everyone honestly and fairly; and anything short of total integrity shall not be acceptable by shareholders, board of directors, management and peers alike.
- **COST CONSCIOUSNESS AND ACCOUNTABILITY.**  
The protection of stakeholder's interest is a paramount value of MGen. All staff shall at all times bear in mind that any form of wastage is strongly detested. All shall further be aware that accountability refers to personal and corporate responsibility for all our actions including but not limited to our particular job, our treatment of others and our treatment of the environment.
- **COMMITMENT TO TEAMWORK AND EMPLOYEE GROWTH.**  
The company is committed to building a strong synergistic team that stands up for each other at all times. At the same time the company views its employees as part of a family and takes pride in employee's personal development; be it in education or other areas of their lives.

## QUALITY STATEMENT

It is the philosophy of MGen Tanzania Insurance Company Limited to identify, anticipate and satisfy client expectations with a view to maintaining lasting customer value support through.

- **QUALITY**  
Achieve and maintain the highest standard of quality in all aspects of our operations and to continually satisfy and exceed the expectations our clients in respect of all the products and services offered.
- **SPEED**  
Offer high quality products and services in a timely and prompt manner and exceeding client expectations.
- **DEPENDABILITY**  
Provide products and services that are consistent, transparent and reliable and that meet the expectations of our clients.
- **FLEXIBILITY**  
Embrace change and in a timely manner respond appropriately in a way that creates and strengthens partnerships with all our stakeholders.
- **COST**  
Offer high quality, cost effective products and services whilst maintaining and exceeding expected returns for all stakeholders  
  
It is of value to MGen Tanzania that we ensure that resources are put to optimum use and that our activities do not harm the environment in any way.

## SECURITY

### SECURITY

MGen's reinsurance treaty programme is based on prudent insurance company management principles and only business supported by its financial base in respect of both single events and accumulations is retained for its own account.

Catastrophe events are protected by catastrophe treaties and business outside the treaty programme is placed on facultative basis. The Management team is widely connected in the international insurance and reinsurance markets and has no difficulty in securing technical assistance in underwriting any unusual business or business outside the Company's immediate technical capabilities and underwriting capacity.

## OPERATING PHILOSOPHY

### Underwriting

MGen has an excellent management and underwriting team that is well respected in the local insurance market. Our combined skills in general management and insurance underwriting, coupled with the Company's high standard of service have given the Company a prominent place in the Tanzanian insurance market.

It is MGen's policy to be prudent and conservative in underwriting all risks presented bearing in mind the need to observe professional standards, good insurance practice and our clients' needs.

In order to personalize service each account is assigned to a business unit manager.



### Claims

Claim services are the heartbeat of an insurance company. At MGen we purpose to deliver a seamless and stress free service. Claims services are undertaken through the clients' appointed insurance broker or directly where there is no intermediary involved.

MGen maintains adequate liquidity within its investment programme to meet day-to-day claim settlements and the claims service is constantly being reviewed to achieve policyholder satisfaction.

Motor vehicle repair work is undertaken by a selected group of motor vehicle repairers.

For non-motor claims both local and foreign based professional loss adjustors may be appointed and the company employs an in-house motor assessor for efficient handling of motor claims. An adjustor appointed by the reinsurers will assess more complicated claims both in size and nature.

Claims will be paid in the shortest possible time after receipt of all the required documentation.

## **CONTACTS**

Our addresses are as follows:

### **HEAD OFFICE**

77, HAILE SELASSIE ROAD, MASAKI  
P. O. Box 8318, Dar es Salaam, Tanzania.  
Tel: +255 22 260 0921-5, Fax : +255 22 260 0907  
Email: info@mgentanzania.com  
HOTLINE: +255 754 666 115

### **SERVICE CENTRE**

3rd Floor, NSSF Waterfront House  
P. O. Box 8318, Dar es Salaam, Tanzania.

### **ARUSHA BRANCH**

1st Floor, Shanti House, Sokoine Road  
P. O. Box 10891, Arusha. Tanzania.

### **MBEYA BRANCH**

2nd Floor, NBC Building, Karume Avenue  
P. O. Box 2150, Mbeya. Tanzania.

### **MWANZA BRANCH**

4th Floor, NSSF Building, Kenyatta Road  
P. O. Box 1838. Mwanza. Tanzania.

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