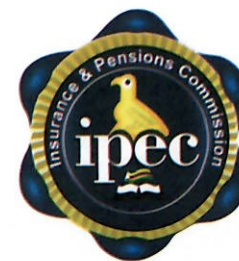


# Insurance & Pensions Commission



**Date of Issue: 23 June 2026**

**Circular No. 19 of 2026**

: Life Offices Association (LOA)

: Insurance Council of Zimbabwe (ICZ)

: Zimbabwe Association of Reinsurance (ZARO)

: Zimbabwe Association of Funeral Assurers (ZAFAs)

: Insurance Brokers Association of Zimbabwe (IBAZ)

: Zimbabwe Association of Pension Funds (ZAPF)

: Micro Insurance Association of Zimbabwe (MIAZ)

**SUBJECT: CLIENT SATISFACTION SURVEY – 29 JUNE TO 31 JULY 2026**

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1. The Insurance and Pensions Commission (IPEC) advises all regulated entities that it will conduct a Client Satisfaction Survey from 29 June 2026, as part of its continuous improvement in service delivery, stakeholder engagement, and regulatory effectiveness.
2. The survey will gather feedback on regulated entities' experiences with the Commission, identify areas for improvement, and inform initiatives to enhance regulatory services.
3. To ensure objectivity, the Commission has engaged an external consultant (GZU) to survey on its behalf. The consultant's representatives may contact regulated entities via questionnaires, interviews, focus group discussions, and other approved methods.
4. Regulated entities are requested to:
  - a) Facilitate access to relevant officers who interact with the Commission;
  - b) Provide accurate, candid feedback on their experiences;

- c) Respond to survey requests within stipulated timelines; and
  - d) Extend full cooperation to the survey team.
5. All information provided will be treated in strict confidence and used solely to assess and improve service delivery. Findings will be reported in aggregate, with no individual responses attributed to specific entities without consent.
6. The Commission encourages all stakeholders to support this exercise and contribute to strengthening the effectiveness and quality of regulatory services in the insurance and pensions sector. Further details on the survey schedule will be communicated by the consultant as needed.

Your cooperation and usual support will be greatly appreciated.

Yours sincerely

  
Grace Muradzikwa

**COMMISSIONER OF INSURANCE, PENSION AND PROVIDENT FUNDS**

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