



Organisation of Eastern &
Southern Africa Insurers



PROGRAM

**23RD - 27TH
AUGUST
2025**

**SPEKE RESORT CONVENTION CENTRE,
MUNYONYO, UGANDA**

Supported by:





THE 47TH ANNUAL OESAI CONFERENCE 2025

Introduction

The Organisation of Eastern and Southern Africa (OESAI) was formed in 1973 as a result of the initiative of eight insurance companies in the East and Southern Africa region. The eight founding insurance companies include: Kenya National Reinsurance Corporation, Kenya; Zambia State Insurance Corporation Ltd, Zambia; Kenya National Insurance Company, Kenya; Jubilee Insurance Company Ltd; National Insurance Corporation of Tanzania Ltd, Tanzania; National Insurance Corporation of Uganda Ltd, Uganda; Pan African Insurance Company Ltd, Kenya; Reinsurance Company of Mauritius, Mauritius. From the founding membership of eight companies from five countries, OESAI has grown and currently has 135 member companies from countries in and out of the region.

The 47th OESAI Conference

The conference will be a four day event scheduled to take place from the 23rd to the 27th August. The objective is to create a platform for practitioners and experts from the insurance industry, business fraternity, government, local and regional community to interact and share experiences on the opportunities and challenges in the business ecosphere. The conference is expected to attract over 500 delegates.

The theme of the conference is **“The Future of Customer Experience in Insurance”**

Focusing on the theme, the conference will provide a platform for different stakeholders to interrogate the developments in the customer service spectrum and their impact on doing insurance business in our region other topical issues such as regulations, technology, ESG, leadership to mention but a few will feature in the deliberations.

This residential conference will be held in the beautiful city of seven hills, Kampala; capital of the Pearl of Africa, Uganda!

Objectives of the conference

- Evaluate the customer service agenda in the insurance industry, where we are, want to be and should be?
- Interrogate the technology advancements and impact on customer experience.
- Appreciation of emerging concerns like ESG, Climate change and regulations.

Expected outcomes from the Conference

- Resolution/s on priorities to drive the customer service evolution in the insurance industry.
- Benchmarking exercise among the diverse participants on their different lived experiences.
- Explore the beauty of the pearl of Africa Uganda through tourism.



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DATE	TIME (CAT)	EVENT
SATURDAY 23 rd Aug 2025	Arrivals	
	10:00am – 12:00 noon	OESAI Golf
	2:30pm – 5:00pm	<ul style="list-style-type: none"> • Registrations • Handover of CSR Project at Missions of the poor- Busega
SUNDAY 24 th Aug 2025	10.00am -12.00pm	OESAI Board Meeting (Board Members Only) Dress Code: Smart Casual
	10:00am – 4:00pm	Registration
	6:00pm – 8:00pm	Welcome Cocktail Dress Code: Denim & White
MONDAY 25 th Aug 2025	Dress Code: Formal Wear	
	8:30am – 9:00am	Arrival of Guests
	9:00am – 9:15am	MC Welcome Remarks, Safety Moment, Traditional Dancers and Anthems
	9:15am-9:20am	LOC Chairperson Opening Remarks: Ronald Musoke CEO/Principal officer, Uganda Reinsurance Company Limited
	9:20am -9:30am	OESAI Board Chairperson Welcome Remarks, Dr. Nyamemba Patrick Tumbo , GCEO, Sanlam Kenya Plc
	9:30am-9:40am	Dr. Alhaj Kaddunabbi Ibrahim Lubega Remarks, CEO, Insurance Regulatory Authority of Uganda
	9:40am-9:55am	Guest of Honour Remarks: Thomas Tayebwa - Deputy Speaker, Parliament of the Republic of Uganda
	9:55 am-10:20am	Key Note Address: Grace Muliisa , Managing Director, Ecobank Uganda Ltd The Future of Customer Experience in Insurance
	10:20am -10.30am	Photography
	10:30 am-11:00am	Tea Break
	11:00am- 11:30am	The Role of The Regulator In The Insurance Industry Customer Experience Agenda Speaker: Dr. Alhaj Kaddunabbi Ibrahim Lubega , CEO, Insurance Regulatory Authority of Uganda
	11:30am -12:30pm	Panel Discussion; The New Customer; The Who, The Why, The How and The How Not Panelists <ol style="list-style-type: none"> 1. Patience Marwiro - MD, Emeritus International 2. Joseph Nsubuga - CEO, Mirai General Insurance 3. Dr Dorothy Kyeyune - CEO, Mwoyo Experience 4. Mugove Nyimo - Regional Executive, Southern Africa, SanlamAllianz Moderator: Jonan Kisakye - CEO, Uganda Insurers' Association (UIA)

MONDAY 25 th Aug 2025	12:30pm – 1:00pm	Enabling Cross-Border Payments In Africa Through The Pan African Payment and Settlement System Presenter: Mike Ogbalu III - CEO, Pan-African Payment and Settlement System, PAPSS
	1:00pm - 2:30pm	Lunch
	2:30pm - 3.30pm	Redefining Trust: How Sustainable Insurance Can Shape The Future of Customer Experience (Hosted by Nairobi Declaration on Sustainable Insurance)
	5.30pm	Dinner Transport Pick up
	6:30pm - 9:00pm	Cultural Dinner - Sponsored by Uganda Insurers Association (UIA) Dress Code - Cultural Wear
TUESDAY 26 th Aug 2025	Dress Code: Smart	
	9:00am – 9:30am	TBA
	9.30am – 10.30am	Panel Discussion: Case Studies From Countries; How Is Regulation Shaping Insurance Business? Panelists 1. Dr. Webster Twaambo - CEO, Finsbury Re 2. Tope Smart - Group Chairman, Nem Insurance Plc 3. Jenifer Bamuturaki - CEO, Uganda Airlines 4. Dr Phocas Nyandwi - Regional Director, Nairobi Regional Office, Africa Re Moderator: Ritah Mutesi Kabayiza - Executive Director, WTW
	10.30am -11:00am	Tea Break
	11:00am- 11:30am	OESAI Regional Quiz Powered by Ghana Re Awards
	11:30am -12.30 pm	Panel discussion: The Insurance Intermediaries Role In Shaping The Future of Customer Experience Panelists 1. Simba Mukonzo - CEO, Mukfin 2. Agripah Marangwanda - MD, Afro Asian Reinsurance Brokers (Tanzania & Zimbabwe) 3. Régine Akayezu - Regional Director, SCG Re, Rwanda Office Moderator: Irene Owiti - COO Kenindia
	12.30pm – 2.00pm	Lunch GIRLs Lunch
	Free Afternoon and Evening	

WEDNESDAY 27 th Aug 2025	Dress Code: Sponsored conference shirts issued	
	9.00am – 9:30am	Sustainability In Insurance; Where Are We As An Industry? Presenter: Mirriam Mueni - ESG Manager, ZEP Re
	9:30am - 10:30 am	Panel Discussion- From Data To Delight; Using Analytics To Elevate Customer Experience. Panelists: 1. Prdnya Bhadlikar - Pan-African Reinsurance Specialist , Protection Reinsurance Brokers 2. Dr Monday Utomwen - Assistant Director, Group Head of ERM and Compliance, WAICA Reinsurance 3. Arthur Ronald Arinaitwe - Founder & CEO, Task Managers and The Corporate Trainer platforms 4. Patrick Kimathi - MD, Old Mutual Life Assurance, Uganda Moderator: Rose Wanda - Secretary General / CEO, OESAI
	10:30am -11:00am	Topic: Wellness & I Presenter: Dr. Precious Mlingo - Founder, Utano Health Solutions
	11:00am -11:30am	Tea Break
	11:30am-1:00pm	AGM (Members only)
	1.00pm -2.00pm	Lunch
	Free Afternoon	
	6:15pm	Gala Transport Pick up
	7.00pm - 9.30pm	Closing Gala Dinner Sponsored by Mirai Insurance Uganda & W-Safe Re Dress Code: Elegant
THURSDAY 28 th Aug 2025	Departure/ Self- sponsored excursions	

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