



الجامعة المغربية لشركات التأمين و إعادة التأمين

FEDERATION MAROCAINE DES SOCIETES
D'ASSURANCES ET DE REASSURANCE

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Insurance Letter

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EDITO

FMSAR views 2022 as a year where serenity is needed if its projects are to succeed.

The Royal Vision for a modern and inclusive Morocco has over the last few years bringing life to major structuring projects that require an effort from all and at all levels. Investment, infrastructure, health, training, connectivity, or promotion of the private sector ... no aspect has been ignored in transforming Morocco into a regional locomotive. **The insurance sector provides dynamic support to this transformation, leading to the emergence of new risks and new protection needs.**

The Moroccan Federation of Insurance and Reinsurance Companies (FMSAR = Fédération Marocaine des Sociétés d'Assurances et de Réassurance) continues to guide the sector in the establishment of **a regulatory and legal framework** to unlock energies and develop efficient solutions guaranteeing, to citizens and companies, a support to achieve their ambitions and an effective protection against hazards.

This is also happening as our industry is undergoing structural modernization and digitalization as it transforms itself to support policyholders and benefit recipients who are increasingly becoming connected.

To accelerate this movement, FMSAR and its members are working with the Insurance and Social Security Supervisory Authority (ACAPS = Autorité de Contrôle des Assurances et de la Prévoyance Sociale) to **identify all the levers that would accelerate the digital transformation of the Moroccan insurance sector**. We can cite three major actions in this regard:

The first one is supported by the International Finance Corporation (IFC) and aims at **defining the strategic orientations and the roadmap for digitizing insurance**, through a structured approach based on analyzing the regulatory and legal environment and on state-of-the-art digitization.

The second, just completed, is based on a joint study between ACAPS and FMSAR on **product distribution in the digital era**. It consists in setting up the regulatory prerequisites and the appropriate conditions for harmonious development of sales by this channel. Among its various objectives are protecting the insured, improving the client relationship and the quality of the services offered as well as expanding coverage to accompany the National Strategy of Financial Inclusion.






The third action consists of putting in place **the necessary prerequisites for a digital car insurance certificate** in the medium term.

Another important industry news is the «**Takaful**» insurance. The regulatory framework on which its deployment depends has been completed by the **publication of the order of the Ministry of Economy and Finance in Official Bulletin No. 7029 of October 11, 2021, and the ACAPS circular published in Official Bulletin No. 7033 of October 25, 2021**. These are the regulations texts related to the implementation rules of the Moroccan Insurance Code provisions for «Takaful».

In parallel to all these actions, our sector, with its wealth of experience in **health insurance**, is ready to **support expanding coverage to 22 million of our fellow citizens**, specifically by strengthening supplementary and «high risk» coverage.

This extremely important subject motivated the Federation to make it at the center theme of the **8th annual Casablanca Insurance Rendez-vous to be held on March 23 and 24, 2022**. Over the years, this annual event has established itself as the forum for insurance professionals from all over the world to exchange and share ideas and information.

A close-up, slightly blurred photograph of a person's hands working on a desk. One hand is using a calculator, while the other is holding a pen over a document that features a bar chart and a line graph. The scene is dimly lit with a warm, reddish-pink hue.

As at previous events, important national and international stakeholders will be participating in the 2022 event. They will **discuss environmental, social and governance issues** in insurance underwriting and investment. Discussions will also focus on **the role of private insurers in the expansion of universal health coverage, particularly in the light of other international experiences.**

2021 will have been the year of recovery, while 2020 was one of resilience. We remain very confident and convinced **that 2022 will be the year of serenity, needed to succeed the projects initiated by FMSAR and all its members on varied subjects**, whose purpose is to support the economic and social development of our Kingdom.

FMSAR NEWS

FMSAR: Call to expand distribution channels

The insurance sector is being asked to expand its distribution channels, via digital or other physical networks, such as telecom operators, payment organizations or bank branches, said the President of the Moroccan Federation of Insurance and Reinsurance Companies (FMSAR), Mohamed Hassan Bensalah.

“A multi-channel strategy is not a threat to agents and brokers, but is a support mechanism for attracting new clients, especially among the most vulnerable, on products little or no marketed,” said Bensalah who spoke at the opening of the 5th annual meeting of Moroccan insurance agents and brokers, held Wednesday in Casablanca.

“Clients have become more demanding and they are more connected. As such, we will have no choice but to expand our distribution channels to reach out to them,» said Bensalah, noting that the pandemic has exposed the fragility of certain models and forced individuals and organizations to reinvent themselves.

According to him, the insurance intermediary must also think about its digital transformation, adding that the advice and after-sales service still promise good days for the traditional network.



In addition, Mr. Bensalah emphasized the major challenges facing the sector, including the collection and payment of premiums and competitive pressure that pulls prices down and the generalization of health insurance.

« A true reign project, the generalization of health insurance requires us to refocus our role in complementary health insurance. This is a major shift for our sector, which must be managed intelligently to protect the interests of companies and intermediaries,” he noted.

The theme of the 5th annual meeting of Moroccan insurance agents and brokers was «a new impetus for intermediation after the crisis». This annual meeting is an opportunity for the FNACAM to discuss digitalization issues as a performance lever and the relationship between intermediaries and companies, as well as other industry issues.

Speakers, both national and international, shared their experiences and discussed their ideas on constructive and relevant ways of thinking about the challenges facing the sector.

The main themes addressed are all challenges for the sector, requiring all stakeholders to be involved.

Source: Translation (French / English) of an article published by MAP Business



INDUSTRY NEWS

ACAPS: Towards an overhaul of the Moroccan Insurance Code

The Insurance and Social Security Supervisory Authority (ACAPS) intends to engage very soon in discussions with the sector to overhaul the Moroccan Insurance Code, said its acting chairman, Othman Khalil El Alamy on Wednesday in Casablanca.

«Among the objectives of this reform is the establishment of a modernized legal and regulatory framework in anticipation of future developments on the entire value chain from underwriting to claims management, encouraging innovation and making it possible to take full advantage of the dynamics generated by the digital revolution,” said Mr. El Alamy, at the opening session of the 5th annual meeting of agents and insurance brokers.

And he also noted that the amendment to Book IV of the Moroccan Insurance Code related to the presentation of insurance operations is also among the major projects which the Authority will have to undertake in the near future.

«This revision should put in place a more adapted regulatory framework to evolving distribution of insurance products, and the advent of new technologies, but should also correct a number of weaknesses that have emerged over the years with the effective implementation of the [Moroccan] Insurance Code,” said El Alamy.



The Acting President of ACAPS noted that the relationship between insurance intermediaries and insurance companies is often impaired by the receivables issues on intermediaries.

«This problem, which has persisted for several years, is very time-consuming and effort-consuming on both sides, thus hindering the smooth development of their activities,» he noted.

Sensitive to this issue, the Authority intends to conduct two projects in collaboration with stakeholders, said Mr. El Alamy, noting that the first project is related to the settlement of debts owed on intermediaries and the second project will aim to find solutions to avoid this debt problem, or at least reduce its magnitude for the future.

As for the impact of the pandemic on the insurance sector, Mr. El Alamy was pleased to note that the sector has weathered the crisis quite well. Indeed, this sector has recorded an appreciable growth of 1.9% with a volume of premiums of MAD 45.7 billion at the end of 2020, said the official, noting that «it is true that this increase marks the end of a cycle of strong growth of several years (+8.4% in 2019).

Source: Translation (French / English) of an article published by MAP Express

INSURANCE & REINSURANCE IN FIGURES FOR 1st SEMESTER 2021

1. STRUCTURE OF ISSUED PREMIUMS

Life insurance and capitalization represent 45% of premiums issued for the 1st semester 2021, followed by motor insurance with more than 25%.

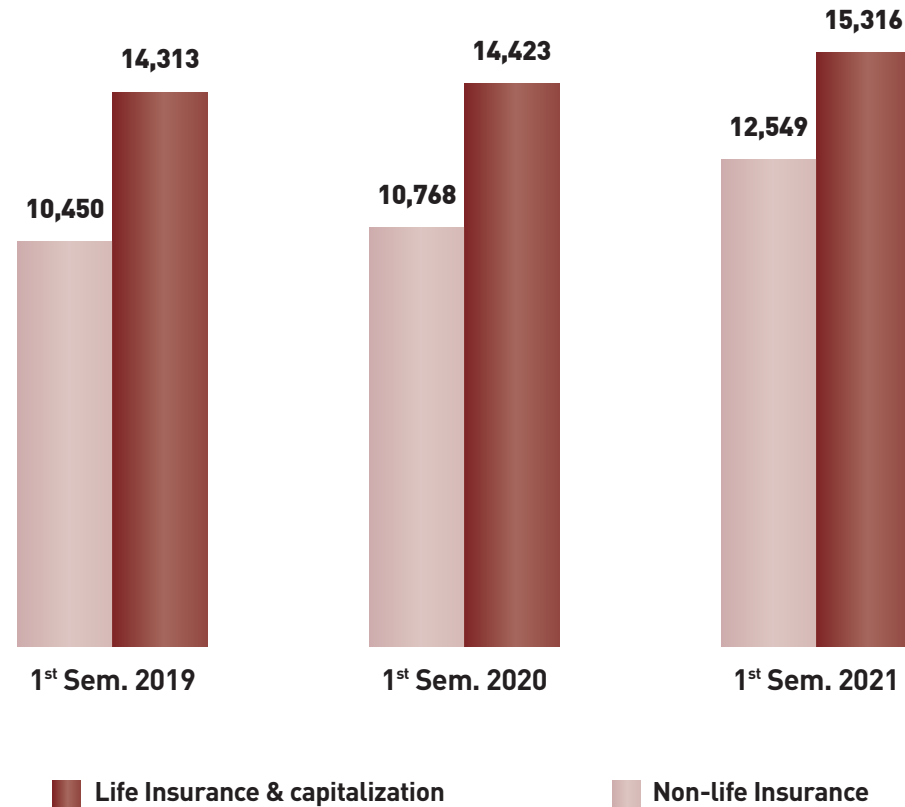
Primes	Chiffre d'Affaires	Contribution
Life Insurance and Capitalization	12.548,6	45,0%
Car	7.056,5	25,3%
Personal Accident	2.445,5	8,8%
Worker's Compensation	1.550,2	5,6%
Fire	1.531,5	5,5%
Assistance	870,2	3,1%
Credit - Guarantee	410,6	1,5%
General Third-Party Liability	388,0	1,4%
Transport	362,3	1,3%
Technical Risks	303,7	0,5%
Other Non-Life Policies	145,2	1,1%
GCCE (*)	130,5	0,5%
Reinsurance Acceptance	122,2	0,4%
Total (In millions of dirhams)	27.865,0	100%

(*) Guarantee against the Consequences of Catastrophic Events



2. FIGURES OF THE FIRST SEMESTER OF 2019, 2020 AND 2021.

Life Insurance & capitalization and non-life Insurance





3. LIFE AND NON-LIFE INSURANCE PREMIUMS ISSUED BY INSURANCE COMPANY

The top 6 companies have a market share of 79.20% in both life and non-life insurance.

Compagnie	1er Sem. 2019	1er Sem. 2020	1er Sem. 2021	Evolution S2020/S12021	Part marché
Wafa Assurance	4.658,4	4.696,8	5.256,1	11,9%	18,9%
RMA	3.613,4	3.282,0	4.109,0	25,2%	14,7%
Mutuelle Taamine Chaabi	2.925,2	3.408,2	3.591,8	5,4%	12,9%
Saham Assurance	3.073,1	2.869,9	3.109,4	8,3%	11,2%
AtlantaSanad	2.741,5	2.887,5	3.020,5	4,6%	10,8%
Axa Assurance Maroc	2.672,9	2.818,7	2.983,6	5,8%	10,7%
MCMA	974,3	1.236,2	1.323,0	7,0%	4,7%
Marocaine Vie	1.144,2	1.049,3	1.310,4	24,9%	4,7%
Allianz	812,0	787,0	837,5	6,4%	3,0%
MAMDA	463,8	473,1	501,5	6,0%	1,8%
Maroc Assistance Internationale	479,7	480,7	493,3	2,6%	1,8%
CAT	347,1	326,0	416,4	27,7%	1,5%
MATU	178,2	270,4	318,8	17,9%	1,1%
Saham Assistance	266,5	204,4	180,6	-11,6%	0,6%
Wafa Ima Assitance	167,9	166,1	167,9	1,1%	0,6%
RMA Assistance	82,6	79,8	86,6	8,5%	0,3%
Euler Hermes ACMAR	82,8	59,7	77,6	30%	0,3%
Coface Maroc	52,9	60,1	39,8	-33,7%	0,1%
Axa Assistance Maroc	26,9	23,9	25,1	4,6%	0,1%
Smaex	NS	11,2	16,0	NS	0,1%
Total (in millions of dirhams)	24.763,5	25.191,1	27.865,0	10,6%	100,0%





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