



الجامعة المغربية للتأمين
Fédération Marocaine de l'Assurance

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The Moroccan insurance industry is charting a path toward a more digital, inclusive, and forward-looking model.



EDITORIAL

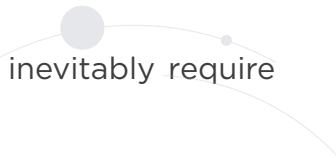
As the global economy navigates ongoing turbulence, the Moroccan insurance sector enters the second half of 2025 carried by robust national momentum and a renewed sense of purpose.

Amidst rising expectations from policyholders and increasingly intricate economic and social challenges, our industry continues its transformation, resolutely focused on meeting the evolving protection needs of individuals and businesses alike.

Digital transformation stands as the cornerstone of this evolution, illustrated by the imminent rollout of digital automobile insurance certificates. This flagship initiative, jointly led by the Moroccan Federation of Insurance (FMA) and The Supervisory Authority of Insurance and Social Welfare (ACAPS), is complemented by a sweeping reform of premium payment systems, leveraging an innovative multichannel platform. The objective is clear: to deliver a seamless, secure customer experience while enhancing operational efficiency for all stakeholders.

In parallel, two major regulatory shifts are poised to reshape the sector and call for greater agility :

- The first concerns the revision of the automobile insurance compensation scale, spearheaded by the Ministry of Justice. Four decades after the promulgation of the Dahir of October 2, 1984, a legislative amendment is now underway. It proposes significant updates, including



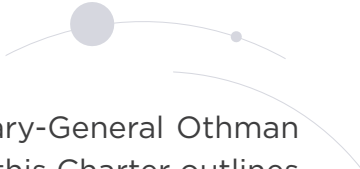
a gradual increase in compensation thresholds—an evolution that will inevitably require adjustments to civil liability insurance premiums.

- The second pertains to health insurance, with the imminent transfer of beneficiaries under Article 114 to the National Social Security Fund (CNSS), marking a pivotal reconfiguration of the landscape. In this new paradigm, insurers are expected to elevate their positioning by developing innovative complementary solutions. The digitalization of data exchanges with the CNSS will enable a true «single-window» system, streamlining the insured’s journey.

In the realm of construction, the enforcement of mandatory All-Risks Construction and Decennial Civil Liability (TRC-RCD) insurance strengthens investment security. This development is part of a broader strategy to enhance asset protection—soon to be expanded through forthcoming mandates on home insurance. The joint ACAPS-FMA study on sectoral growth drivers has laid the groundwork for this initiative, aiming to elevate safeguards for both people and property.

Prudential regulation is likewise advancing, with the finalization of the Risk-Based Solvency circular. Scheduled for publication by year-end and enforcement in 2026, this framework aligns Morocco with the highest international standards, reinforcing the financial robustness of our insurance industry.

Inclusion and diversity are also emerging as pillars of modern sectoral governance. A defining moment came during the 11th Casablanca Insurance Rendezvous, with the signing of the Gender Charter, co-developed by ACAPS and the FMA.



Signed by FMA President Mohamed Hassan Bensalah and ACAPS Secretary-General Othman Khalil EL ALAMY in the presence of the Minister of Economy and Finance, this Charter outlines the sector's commitment to integrating gender equity into insurance product design and delivery. It calls on all insurance and reinsurance firms (EAR) to adopt inclusive practices, tailor their offerings to women's specific needs, and play an active role in reducing inequalities in access to financial services.

This multifaceted transformation is anchored by a broader, more accessible distribution network that extends across the national territory. The Professional Examination for insurance intermediaries will further consolidate the multichannel strategies now adopted across the market.

In sum, the Moroccan insurance industry is charting a path toward a more digital, inclusive, and forward-looking model. Driven by a collective commitment from all ecosystem stakeholders, this modernization strengthens the sector's contribution to Morocco's economic and societal progress. In an environment marked by continuous change, our capacity to adapt and innovate remains our most vital asset in shaping an insurance landscape that supports societal evolution and meets the ever-changing needs of our citizens.

FMA and NARSA Join Forces to Enhance Road Safety for Two-and Three-Wheel Drivers

On the sidelines of the 4th Global Ministerial Conference on Road Safety held in Marrakech from February 18 to 20, Mohamed Hassan BENSALAH, President of the Moroccan Insurance Federation (FMA), and Benacer BOULAAJOU, Director of NARSA, signed a partnership agreement aimed at improving safety for drivers of two- and three-wheeled vehicles.

As part of this agreement, the FMA has funded the acquisition of 20,000 helmets for distribution to riders in the Marrakech region, an area known for its high accident rates involving this category of road users. NARSA oversaw the distribution based on road safety priorities.

This initiative forms is part of a broader prevention strategy, with the goal of protecting vulnerable road users and reducing the number of road accidents across Morocco.



49th FANAF General Assembly Held in Marrakech

Morocco hosted the 49th General Assembly of the Federation of African National Insurance Companies (FANAF) from February 22 to 26, 2025, in Marrakech. Organized in partnership with the Moroccan Insurance Federation (FMA), this pan-African event, held under the theme **'What Levers for an Inclusive and Sustainable Development of Insurance in Africa?'**, brought together over 1,500 professionals from 56 countries across Africa and beyond.



Throughout the week, discussions focused on the sector's key challenges and opportunities, ranging from technological innovation and digitalization to financial inclusion and the social responsibility of insurers. Several panels and workshops fostered dialogue on strategies to expand insurance coverage and promote inclusive access to financial protection across the continent.

Highlights of the program included the presentation of a dedicated study on the role of women in industry

development, a joint FANAF-FIAC roundtable, and the symbolic Health Walk, reflecting the sector's strong commitment to civic engagement.

The event was widely praised for the richness of its content, the quality of discussions, and the vibrancy of B2B interactions. It concluded with a set of actionable recommendations aimed at accelerating sector transformation, spanning digitalization, microinsurance, customized product offerings, and the reinforcement of mandatory coverages.

The General Arab Insurance Federation Holds Its 115th Council Meeting in Casablanca

The 115th Council of the General Arab Insurance Federation (GAIF) was held on 15 April 2025 in Casablanca, on the sidelines of the 11th edition of the Casablanca Insurance Rendezvous.

This high-level gathering provided an opportunity to review the Federation's statutory activities, strengthen inter-Arab cooperation, and prepare for GAIF's upcoming initiatives and events.

The meeting also reaffirmed the active commitment of the Moroccan insurance market to advancing the regional development of the insurance sector.



AI at the Heart of the 11th Casablanca Insurance Rendezvous



Under the High Patronage of His Majesty King Mohammed VI, the Moroccan Insurance Federation (FMA) organized the 11th edition of the Casablanca Insurance Rendezvous on April 16-17 at the Hyatt Regency Casablanca.

Held under the theme **“New Technologies and AI: What Opportunities for Insurance?”**, this edition brought together over 1,000 participants from more than 40 countries. Ghana, the guest of honor, exemplified a shared ambition to anchor innovation within a strengthened African cooperation framework, in pursuit of a common development agenda for the insurance sector.

Discussions focused on the transformative impact of artificial intelligence and digitalization on product development, risk management, and customer experience enhancement.

On the sidelines of the conferences, two landmark agreements were signed :

- A cooperation agreement between the FMA and the Ghana Insurers Association to promote innovation and digitalization within a pan-African framework;
- A joint FMA-ACAPS Gender Charter aimed at integrating gender equality into the design and distribution of insurance products, aligned with the national financial inclusion strategy.

Through forward-looking dialogue and tangible commitments, the Casablanca Insurance Rendezvous continues to position itself as a strategic platform for shaping a more innovative, inclusive, and future-ready insurance sector.

The event was distinguished by a strong international presence, including major global insurance federations, making it arguably the most globally representative gathering in the industry.



Marine Insurance: A Strategic Side-Event Held Alongside the Casablanca Insurance Rendezvous



On the margins of the 11th edition of the Casablanca Insurance Rendezvous, the Moroccan Marine Insurers Committee held a dedicated side-event on April 15, 2025, focused entirely on key issues in marine insurance. The event brought together member companies around three core themes : war risk coverage, underwriting for fishing vessels, and claims management for cargo and hull.

The event featured prominent speakers, including a keynote contribution from Mr. Frédéric Denèfle, President of the International Union of Marine Insurance (IUMI) and CEO of GAREX.

This side-event served as a privileged platform for knowledge exchange among sector professionals, at a time when maritime risk coverage, supply chain security, and product adaptation are becoming increasingly critical for insurers operating in this strategic segment.



Agricultural Insurance : Morocco's Model Praised at the SMART Forum

Invited to speak at the SMART Forum organized by “France Assureurs”, Mr. Bachir BADDOU, Executive Vice-President of the Moroccan Insurance Federation (FMA), and Mr. Mahmoud OUDRHIRI, Deputy General Manager of MAMDA-MCMA, presented Morocco's agricultural insurance strategy, recognized by the World Bank as a true “success story.”

The session highlighted the strength of the Moroccan coverage model, which provides effective protection to farmers against climate-related risks — particularly in the face of recurring droughts.

The speakers emphasized the importance of continuously adapting the system to evolving weather conditions to strengthen the resilience of rural communities and safeguard the economic balance of a sector that is vital to the Kingdom. They also underlined the crucial role of public-private partnerships in ensuring the success of such a program.



FMA at the Heart of AMRAE Risk Management Meetings in Deauville

At the 32nd Risk Management Meetings organized by AMRAE in Deauville, Mr. Bachir BADDOU, Executive Vice-President of the Moroccan Insurance Federation (FMA), spoke in the plenary session during the roundtable discussion titled: ***“New Financing Models and Natural Disaster Prevention: What Impact for Businesses and Local Authorities in the Context of Ecological Transition?”***

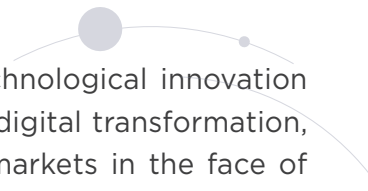
His intervention provided an opportunity for the FMA to share Morocco’s experience in natural disaster risk coverage and to highlight the importance of an integrated approach – combining prevention, financial innovation, and public-private cooperation – to strengthen the resilience of both local communities and the economic fabric.



Insurance and Innovation at the Heart of the FSA Regional Seminar in Oman

The city of Muscat hosted the annual seminar of the Financial Services Authority (FSA) of the Sultanate of Oman in April 2025, organized this year in partnership with the Supervisory Authority of Insurance and Social Welfare (ACAPS). Held under the theme **“Expanding Insurance in the Middle East and North Africa (MENA): Key Challenges and Market Development Opportunities,”** the event brought together leading regulatory authorities, insurance companies, and institutional representatives from across the MENA region.





The seminar featured several key sessions, including a panel dedicated to technological innovation and its role in driving sector growth. Discussions focused on the challenges of digital transformation, the modernization of regulatory frameworks, and the resilience of insurance markets in the face of economic and climate shifts.

High-level speakers shared their insights on the levers of inclusive and sustainable development for the region's insurance sector. Among them were representatives from ACAPS, the Central Bank of Oman, the Arab Monetary Fund, and various professional federations from the Gulf and Maghreb, including the Moroccan Insurance Federation (FMA), represented by its Executive Vice-President, Mr. Bachir BADDUO.

This seminar forms part of a broader interregional cooperation effort aimed at fostering synergies between regulators and market players, encouraging collective reflection on future reforms and the innovation models to be adopted across Arab countries.

Forum IUMI MENA 2025 : Marine Insurance at the Heart of Discussions in Cairo

The Insurance Federation of Egypt, in collaboration with the International Union of Marine Insurance (IUMI), co-hosted the IUMI Middle East and North Africa Forum 2025, held on May 28 in Cairo.

The event brought together international delegations representing insurance and reinsurance companies to engage in discussions around two central themes : the outlook for marine insurance in Africa, and the opportunities for integrating sustainability principles within the sector.

AIO Debates Africa's Sovereign Debt : The FMA Represents Morocco's Insurance Market in Addis Ababa

The Moroccan Insurance Federation (FMA) took part in the 51st Conference and General Assembly of the African Insurance Organisation (AIO), held from May 24 to 28, 2025, in Addis Ababa.

Held under the theme **“Balancing the Books: Africa's Debt Problem – Why Should Sovereign Debt Matter to Insurers?”**, the event brought together insurance professionals from across the continent and beyond to explore the links between fiscal sustainability and insurance sector development.

Representing the Moroccan market, Mr. Salaheddine Aji, General Manager of FMA, spoke during the Life Insurance Seminar on the topic: **“Innovate to Make an Impact: Life Insurance Products that Support Long-Term Financial Sustainability.”** He emphasized the key role of life insurance in social protection, savings, and economic financing, while advocating for more inclusive, needs-based product innovation tailored to the realities of African populations.



Multichannel payment of motor insurance premiums : Project Implementation Gains Momentum



As part of the industry-wide initiative to modernise payment methods for motor insurance premiums, the Moroccan Insurance Federation (FMA), in partnership with the “Centre Monétique Interbancaire” (CMI), held a workshop on April 24, 2025 at the “Hôtel Le Palace d’Anfa” in Casablanca.

The workshop was designed for IT and business unit managers from insurance companies and provided a detailed presentation of the functional architecture of the multichannel solution, including the planned transaction channels (POS terminals, Electronic Payment Points [PEL], Fatourati platform, and cash/check payments with or without guarantees), as well as the reconciliation procedures with insurers’ information systems.

The project implementation roadmap was also presented, outlining key milestones, deployment timelines, and involved stakeholders.

This workshop marked a crucial milestone in the implementation of this strategic initiative for the sector.

KEY FIGURES

The Moroccan insurance sector - Fiscal year 2024

The Moroccan insurance sector maintained its growth momentum in 2024, with total premium of **MAD 59.7 billion**, representing a **+5.2%** increase compared to 2023. This performance reflects a balanced dynamic between the market's two main segments.

The Life and Capitalization branch grew by **+5.1%**, reaching **MAD 27.2 billion**, while Non-Life Insurance recorded a **+5.3%** increase, amounting to **MAD 32.5 billion**.



59 712

Millions of dirhams

GLOBAL TURNOVER



32 483

Millions of dirhams

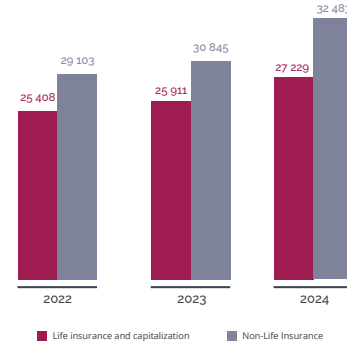
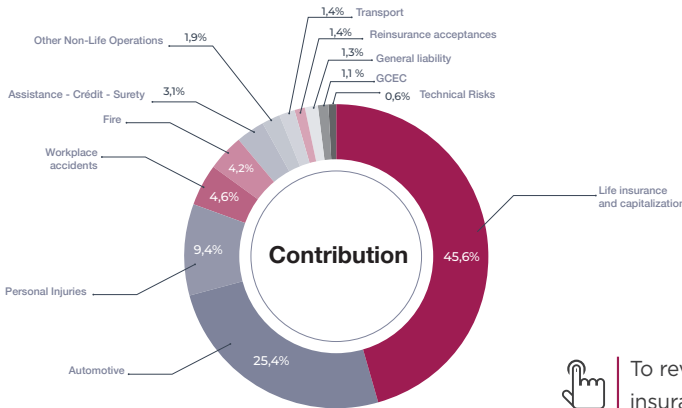
NON-LIFE INSURANCE



27 229

Millions of dirhams

LIFE INSURANCE AND CAPITALIZATION



To review the preliminary status of the Moroccan insurance for 2024.

[Click here](#)

INSURANCE PROFESSIONS

Spotlight on the Profession of Claims or Benefits Specialist

A key player in the insurance value chain, the Claims or Benefits Specialist is responsible for managing one of **most critical phase of the contract** : when the insurer must fulfil its commitments following the occurrence of a claim. This professional is responsible for analysing claim reports, coordinating technical assessments, and determining the appropriate compensation in line with contractual coverage and applicable regulations.

Within insurance companies, this role varies depending on the insurance line of business: **motor, property, health, life, personal accident, transport, and more.**

Beyond technical expertise, the Claims Specialist plays a crucial role in maintaining a high-quality client relationship, particularly during situations that are often emotionally or financially sensitive for policyholders.

Training

The profession is generally accessible with a **2-3-year degree (equivalent to an associate or bachelor's degree) in insurance, law, economics, or business administration.** While not strictly required, a specialization in insurance or claims management is a definite asset. Some companies also offer **internal training** programs for new hires.

With experience, a Claims or Benefits Specialist may progress to roles such as **technical advisor, claims team leader,** or transition to cross-functional areas like audit, quality control, risk management, or compliance.

Key Responsibilities



Analyse claim reports and process cases by verifying the scope and validity of subscribed guarantees.



Coordinate technical assessments and oversee damage evaluations.



Estimate the financial loss suffered by the insured and initiate the compensation process.



Support policyholders and their representatives (agents or brokers) throughout the claims process, with a focus on transparency and service quality.

AGENDA

■ IUMI ANNUAL CONFERENCE

Singapore will host the 2025 Annual **Conference of the International Union of Marine Insurance (IUMI)** from **September 7 to 10**, organized by the **General Insurance Association of Singapore (GIA)**.

As the world's largest gathering dedicated to marine insurance, the IUMI Conference brings together industry experts, international insurers, specialized brokers, and maritime service providers each year. The 2025 edition will focus on innovation, connectivity, and the emerging challenges of global maritime trade.

A strategic hub for maritime transit, Singapore is home to more than 5,000 maritime-related companies, including 140 international shipping groups, making this edition a key opportunity for dialogue between insurers and logistics and shipping professionals.



September 7-10, 2025

■ GITEX GLOBAL

Celebrating its 45th edition, GITEX GLOBAL remains one of the world's most influential tech exhibitions. This year, the event expands across two iconic venues: Dubai World Trade Centre and Dubai Harbour.

With more than 40 exhibition halls, GITEX will showcase leading tech giants and disruptive startups across sectors like AI, cybersecurity, mobility, green tech, and more.

Over five dynamic days, the event will feature strategic conferences, live interactive workshops, tailored networking sessions, and partnership opportunities. It is a must-attend platform to explore the breakthrough innovations shaping the future of the global digital economy.



October 13-17, 2025

AGENDA

GULF INSURANCE FORUM

Held under the theme “Navigating Change: Shaping the Future of Reinsurance in a Dynamic Global Landscape”, the 20th **Gulf Insurance Forum** will take place at the Millennium Plaza Downtown Hotel in Dubai.

This regional forum will gather insurance and reinsurance professionals from across the Arab world and beyond, to support the growth of the regional insurance ecosystem and reinforce its strategic role in the economy. Several technical panels will explore key challenges related to reinsurance, emerging risks, and the evolution of coverage models in a fast-changing global environment.



October 28-29, 2025

■ SHARM EL SHEIKH RENDEZVOUS

The 7th edition of the Sharm El Sheikh Rendezvous, organized by the Insurance Federation of Egypt (IFE), will be held from November 15 to 17, 2025, at the Rixos Premium Seagate in Sharm El Sheikh, Egypt.



November 15-17, 2025



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