



# Quarter 1

## Onelife Assurance Quarterly Newsletter A WRAP UP!



As we close the first quarter of 2025, I want to take a moment to thank you for walking this journey with us. Your trust and continued partnership fuel our mission to improve life rather than just insure it.

At OneLife Assurance, we remain deeply committed to making insurance simple, relatable, and accessible to every Zambian. We understand that insurance isn't just a product; it's a promise of protection, peace of mind, and support through life's most significant moments. Our purpose is to socialise insurance and weave it into the everyday fabric of people's lives in a way that truly makes a difference.

This quarter, we've continued to build on our values of Leadership, Innovation, Fairness, and Excellence, ensuring they are not just words, but actions that define how we serve you. From enhancing claims experiences, to improving digital access and customer support, every step we take is aimed at creating value and delivering meaningful impact. Looking ahead, we are excited about what the rest of the year holds. With your continued support, we will keep breaking barriers and setting new standards in the industry.

**Thank you for believing in us and for allowing us to be a part of your life's journey.**

**ONELIFE ASSURANCE  
Q1 2025 HIGHLIGHTS**





# OneLife by the Numbers: Your Trust, Our Commitment



At OneLife, we don't just promise—we deliver. Here's a snapshot of how we've stood by our clients when they needed us most in this quarter:

30,000+  
Healthcare  
Provider  
Visits

105,000+  
Claims  
Processed

40Million+  
Million Paid  
in Health  
Claims

2.8Million+  
Million Paid  
in Life  
Claims

Every visit. Every claim. Every kwacha paid is a reflection of our mission—to improve life, not just insure it. Thank you for trusting us to walk with you through life's most important moments.

#OwnEveryMoment

## Looking Ahead into Q2 2025 with Confidence!

After a strong start to 2025, we're excited about the momentum we're building. Quarter 2 promises even more, including the launch of new products designed to give you greater peace of mind. Stay tuned — something great is coming your way!



**ONELIFE ASSURANCE**  
**Q1 2025 HIGHLIGHTS**







## Financial Literacy Week 2025: "Think Before You Follow, Safeguard Your Money"

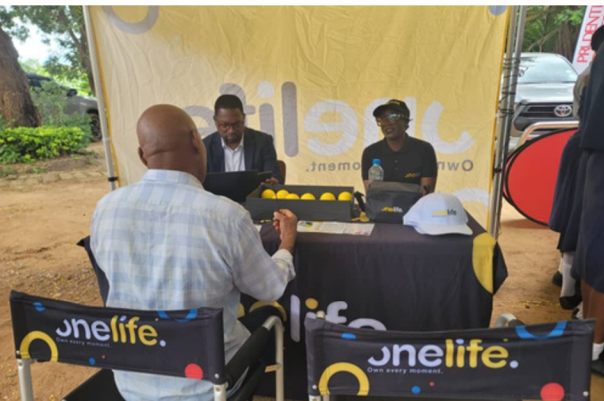
From March 17th to 23rd, Zambia celebrated Financial Literacy Week under the theme "Think Before You Follow, Safeguard Your Money." The week aimed to empower individuals to make informed financial decisions and secure their financial future.

The event kicked off with the motto "Learn. Earn. Save. Protect." emphasizing key concepts like budgeting, saving, and protecting your money. Bank of Zambia Governor, Dr. Denny H. Kalyalya, highlighted the importance of engaging only with licensed financial service providers to safeguard personal finances.

A major highlight was the Financial Literacy Debate, held in partnership with the Zambia College of Pensions & Insurance Trust (ZCPIT). The debate featured David Kaunda Technical School and Kaunda Square Secondary School discussing the motion "Is lack of financial literacy the main cause of poverty in Zambia?"

One Life Assurance proudly participated in promoting financial education and encourages everyone to stay informed and protect their financial assets. Financial security starts with knowledge!

**#SecureYourFuture #FinancialLiteracyWeek**



**ONELIFE ASSURANCE  
Q1 2025 HIGHLIGHTS**





## Socializing Insurance: Changing the Conversation Around Funerals

Funeral insurance is one of the most important ways to ease the emotional and financial burden on loved ones during a difficult time. It ensures that final expenses are taken care of with dignity, allowing families to focus on healing rather than costs. At Onelife, we're committed to demystifying funeral insurance and will be rolling out exciting initiatives this year to educate, engage, and encourage open conversations about planning for life's inevitable moments.



## Bringing Healthcare Closer: Onelife and Teledoctor's Telehealth Partnership

Onelife Assurance, in partnership with Teledoctor, is committed to making healthcare more accessible through telehealth services. Through an ongoing Service Level Agreement, Onelife clients can access medical consultations from the comfort of their homes using the Teledoctor app. The partnership also includes public sensitization through media and outreach, promoting the benefits of digital healthcare.