

## INSURANCE PENSIONS COMMISSION (IPEC)

### Can I claim the insurance and pension of my missing relative?

Yes, but please note that for insurance policies, payments are made before cover hence majority lapse after 3 months of non-payment of premiums.

Therefore, most insurance policies for missing persons would have expired. Pension remains available since it is a saving that can still be paid even after discontinuance of regular contributions.

### Pension is claimable if conditions are met:

- The claimant must be registered as a beneficiary or capable of being recognised as a beneficiary in terms of the law.
- Claimant must have an order for presumption of death, or a missing persons order issued by the courts.
- Insurers and pension fund administrators are wary of fraud when dealing with claims, so they undertake due diligence when processing claims. The process may frustrate beneficiaries, but it is necessary to ensure that a claim is paid to the correct beneficiary. Ultimately, if documents are in order, the claims will be paid.
- To know the status of the missing person's pension, prospective claimants are advised to search through the IPEC-managed SMS or website platforms.
- For SMS, families can SMS the word "pensions" to mobile number +263787821846 and follow the steps.
- The IPEC website, families are advised to visit [www.ipec.co.zw](http://www.ipec.co.zw) and click the unclaimed benefits window then search the Missing Person's name. If one finds the name of the missing person, he/she can then approach the pension fund administrator to claim the benefits.

### Contact details

Insurance and Pensions Commission  
160 Rhodesville Ave, Greendale, Harare  
T: +263 242 443358  
E: [enquiry@ipec.co.zw](mailto:enquiry@ipec.co.zw)  
Monday to Friday: 0800-1630 hours (except on public holidays)

## DEPARTMENT OF SOCIAL DEVELOPMENT

### How can the department of Social Development assist my family?

- The department assists vulnerable families under various programs (Reintegration assistance, Education and Health assistance, Food, Cash transfers and repatriation and reunification).
- Voluntary returns are facilitated for migrants who wish to return home.
- Families of missing persons are eligible for assistance if they are deemed vulnerable.
- To register for assistance, families are required to approach the social services offices in their district. Registration requires a National ID Card for adults and birth certificate for minors. However, the department can still assist if families do not have any documentation.
- The department provides social protection to stranded migrants, unaccompanied minors, victims of human trafficking and vulnerable groups.
- All the services are provided after an assessment.

### Contact details

Department of Social Development  
9th Floor, Kaguvi Building  
Corner S.V. Muzenda St. & Central Ave, Harare, Zimbabwe  
T: +263 (242) 764126 / +263 (242) 705040 / +263 (242) 735694  
All 65 districts: Monday to Friday, 0800-1630 hours



Thinking about migrating?

## Rely on trusted information



Download the [RedSafe app](#) or visit [www.icrc.org/redsafe](http://www.icrc.org/redsafe)

ICRC offers free usage of RedSafe with a few mobile operators in Zimbabwe and South Africa.



Ministry of Foreign Affairs  
Civil Registry Department  
Department of immigration  
Department of Social Development



Zimbabwe Republic Police



Insurance and Pensions Commission

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twitter.com/icrc\_safrica

instagram.com/icrc

International Committee of the Red Cross

Pretoria Regional Delegation  
202 East Avenue, Arcadia  
Pretoria, South Africa  
T: +27 12 430 7335 / 6/ 7  
F: +27 12 430 4471  
Email: [pretoria@icrc.org](mailto:pretoria@icrc.org)  
[www.icrc.org/za](http://www.icrc.org/za)

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IN BRIEF



# ZIMBABWE

## ADMINISTRATIVE AND LEGAL INFORMATION FOR FAMILIES OF MISSING PERSONS



ICRC

## ZIMBABWE REPUBLIC POLICE

### **Can I report to Zimbabwe Republic Police if my relative went missing outside of the country?**

Yes, the Zimbabwe Republic Police have systems in place to search even if the person went missing outside of the country.

### **How do I report?**

- Any family member of the missing person can make a missing person's report at their nearest police station.
- Reporting is done at no cost. Families are requested to provide the information they have on the missing person (MP) in order to fill in a Missing Person Report form (form 28). The police will attach a photograph if available. National ID of the MP, suspected country of disappearance, fingerprints, and DNA samples are helpful.

### **How will the Police search if my relative was last known to be outside of the country?**

- For international cases, search efforts are made through INTERPOL. The INTERPOL department liaises with Police departments in other countries.
- Families can make direct follow ups at the Police Station where the case was reported after 30 days.
- If the ZRP locates the missing person, notification to the nearest relative is done upon consent of the missing person. In case of mentally challenged persons or minors, the notification is done without seeking consent.

### **Will the police give me proof to show that I have made a report?**

Yes, the Police will register the case and provide a police report reference number.

### **Contact details**

Visit any nearest police station.

## MINISTRY OF JUSTICE, LEGAL AND PARLIAMENTARY AFFAIRS

### **How can I manage the estate/properties of my missing relative?**

In Zimbabwe, there is a Missing Person Act in place. The Act provides for the presumption of death of a person who is missing, or for the care and administration of the estate of such a person.

### **What does the application process entail?**

- Any person who wishes to apply for an order in respect of a missing person shall lodge it with the clerk of court of the province in which that person was ordinarily resident immediately before disappearance.
- The report is made free of charge.
- Where the applicant for an order is not a person who is the nearest relative of the missing person, the clerk of the court shall cause such relative to be notified of the application.
- After the application has been made an enquiry will be held to consider all the evidence presented on application with regards to the circumstances of the disappearance.
- The court can also direct that witnesses give testimony under oath as to the circumstances of the disappearance.
- If at the conclusion of the inquiry the magistrate is satisfied that the person concerned was ordinarily resident in the area under the jurisdiction of the court; the magistrate may, make an order presuming the person to have died or missing. If needed, the magistrate shall make an order declaring that the person is missing and authorize the appointment of an administrator for the care and administration of the estate.

### **Contact details**

Every Magistrate court in Zimbabwe is a civil court. Open every weekday except public holidays. Stations are in all 65 districts in the country.

## MINISTRY OF FOREIGN AFFAIRS AND INTERNATIONAL TRADE

### **How can the Ministry of Foreign Affairs and the Embassy of Zimbabwe in Pretoria assist Zimbabweans in South Africa?**

- The Embassy in South Africa provides consular services to all Zimbabweans in South Africa (regular and irregular migrants). The office does not seek to deport or report any irregular Zimbabwean migrants. Its aim is to assist Zimbabweans with information on some administrative processes.
- The department liaises with the Zimbabwe Republic Police and other stakeholders to assist families to locate missing persons. Enquiries can be made directly at the consulate for specific information i.e checking if the missing person is in the detention places.

### **How do I process repatriation of human remains of my deceased relative?**

- Families can repatriate bodies of relatives for burial in Zimbabwe, whether documented or undocumented. The consulate assists with border clearance, but it does not interface directly with the relatives of deceased nationals. Families are advised to engage private funeral parlors for the processing of the repatriation documents. The cost of repatriation varies depending on the service providers and the cost is borne by the families of the deceased.

### **Contact details**

#### **Ministry of Foreign Affairs (Zimbabwe Office)**

The Ministry of Foreign Affairs  
P.O. Box 4240 Munhumutapa Building  
Samora Machel Avenue/Sam Nujoma Street, Harare, Zimbabwe.  
T: +263 242 794681/6 | +263 242 706114/5 | +263 242 793372/5  
E: mfa@zimfa.gov.zw  
Monday–Friday 0800–1600hrs

#### **Zimbabwe Embassy and International Trade in South Africa**

798 Merton Avenue, Arcadia, Pretoria  
T: +27 12 342 5125  
13A Boeing Road WEST, Bedfordview  
P.O.Box 61736, Marshalltown, 2007, Johannesburg  
T: +27 11 615 5879 /+27 11 037 3400  
E: admin@zimbabweconsulate.co.za  
Please make an appointment via the website before visiting.

## DEPARTMENT OF CIVIL REGISTRY (FORMERLY THE REGISTRAR GENERAL'S OFFICE)

### **How do we obtain birth certificates for children whose parent (s) are missing?**

The requirements for birth registration when one parent is missing are as follows:

- **If the mother is missing:** The father of the child and the maternal relative of the mother can register the child.
- **If the father is missing:** The mother can register the child in the father's name if a civil marriage was entered into before the child was born.
- **If the father is missing and there is no marriage certificate:** The mother cannot register in the father's name. Option is to register the child in the mother's maiden name.

Children who stay with grandparents or other close relatives as guardians:

- **A grandmother/guardian from the maternal side:** can register the child in the mother's name.
- **A grandmother/guardian from the paternal side:** cannot register children but is advised to approach the department of Social development for assistance with support documentation.

### **How do I obtain a death certificate if my relative died outside of the country?**

- Death registrations of people who die outside of the country are issued in the country of death. Civil Registrations Department only updates the demise/death of the Zimbabwean national in the system.
- A foreign issued death certificate is legally recognized in the country.

### **Contact details**

Registrar General  
Cnr Herbert Chitepo and Leopold Takawira Street, Harare  
T: +263 242 702295/9  
www.rg.gov.zw  
All 10 Provinces: Monday–Friday, 0800–1630hrs

## IMMIGRATION DEPARTMENT

### **How do I cross the border with my niece/nephew when we do not have the required affidavit from parents?**

Crossing the border with a child requires documentation from both parents (if alive). In case of one parent missing, families can provide the following documents to the immigration department at the border:

- The child's passport
- A fully ZRP – commissioned affidavit written by a close relative of the missing parent or
- A missing persons order / presumption of death of the missing parent
- A copy of the child's birth certificate

### **How can my relative return home if he does not have a passport?**

Zimbabweans without a passport can return home. They are not turned back but in some situations the Immigration Department will need to undertake an assessment to determine authenticity of the persons origins. The exercise is done with support from the Civil Registrations Department, who visits the returnee's village for confirmation of details. These joint interviews are done whilst the returnee is in detention. The exercise is done at no cost to the returnee.

### **How does the Immigration Department assist in the search of my relative?**

The department supports ZRP by sharing travel history of the missing person with the Police (date of exit, border used, travelling trends). This information is provided upon request by the Police. The details are not shared directly with the public or families of the missing person.

### **Contact details**

Department of Immigration  
Chingaira Makoni Building  
Cnr Herbert Chitepo Avenue/L.Takawira Street  
Harare, Zimbabwe  
T: +263 242 791913–9  
www.zimimmigration.gov.zw