

AI & DIGITAL TRANSFORMATION

Turn handwritten field reports into searchable data

Insurance group • Harare



Turn handwritten claims and inspection forms into structured data that staff can search.

POSTED BY	Insurance group • Harare	PILOT BUDGET	US\$10,000
LOCATION	Harare (remote work possible)	APPLICATIONS CLOSE	31 Jan 2027
SUB-THEME	AI & Digital Transformation	TEAM SIZE	2–6 people

1 The problem

Background

The insurer's assessors fill in paper inspection and claims forms in the field, mostly by hand and often in a mix of English, Shona and Ndebele. The forms are scanned and filed as images.

What's going wrong

Finding a past claim, or spotting a pattern such as repeat claims on the same vehicle, means someone reading scanned images one by one. Claims take weeks longer to process than they should.

2 What we need

A strong solution will:

- ✓ Extract key fields (policy number, dates, amounts, vehicle details, assessor notes) from scanned forms.
- ✓ Handle handwriting and notes that mix languages.
- ✓ Flag low-confidence fields for a person to check.
- ✓ Make past claims searchable.

Constraints

- Customer data cannot leave the insurer's approved cloud region.
- Final decisions stay with human assessors.
- Must connect to the insurer's document system by export or API.

3 Deliverables

By forum week, matched teams are expected to bring:

- 01** A working extraction pipeline tested on the sample forms.
- 02** Accuracy results for each field.
- 03** A simple search screen for claims staff.
- 04** A seven-minute pitch for forum week.

4 How teams are evaluated

Applications and final pitches are scored by the challenge owner and the ZBIF secretariat.

CRITERION	WHAT WE LOOK AT	WEIGHT
Fit to the problem	Does it solve the problem as the challenge owner describes it?	30%
Technical feasibility	Can the team build and run it with the resources available?	25%
Cost and scalability	Is it affordable to pilot, and to roll out if the pilot works?	20%
Team capability	Does the team have the skills and time to deliver?	15%
Local impact	Jobs, skills or value it keeps in Zimbabwe.	10%

Who can apply

- ✓ A registered ZBIF innovator account: innovators, consultancies, technologists, university teams or freelancers.
- ✓ At least one team member based in Zimbabwe.
- ✓ Able to attend forum week in Bulawayo on 27–28 April 2027 if shortlisted.
- ✓ IP ownership and pilot terms are agreed between your team and the challenge owner in the Deal Room.

5 Timeline

5 Oct 2026	Challenge posted
31 Jan 2027	Applications close
Within 3 weeks	Matching results sent to teams and the challenge owner
Until mid-April 2027	Build phase, with mentor and challenge-owner check-ins
27–28 Apr 2027	Live pitch and Deal Rooms at forum week, Bulawayo

6 Data and resources

Shared with matched teams after signing a simple data-use agreement.

2,000 scanned forms with typed transcriptions	Anonymised test set
Claims operations lead as point of contact	Fortnightly check-in

7 How to apply

- 01 Create a free innovator account at **zbif.bulconsultancy.com**, or sign in.
- 02 Open this challenge (ref ZB-105) and press **Apply**.
- 03 Tell us your team name, size and how you would solve the problem. Applications close on **31 Jan 2027**.

Questions about the brief can be asked from the challenge page. Answers are shared with every applicant.