

Digital solutions for inclusive insurance

6th Eastern and Southern Africa Regional
Conference on Inclusive Insurance | March 2021



Welcome!

**While we wait, please put your
name and organisation name in
the chat.**



Meeting: Housekeeping

A few housekeeping measures to ensure the session runs smoothly:



Mute audio: the hosts will control your audio and will unmute this only if you would like to contribute.



Video: Disabled to allow for a better flow of communication and less interruption in calls dropping.



Raise hand feature: Allows attendees to raise their hand to indicate that they need something from the host or panellists.

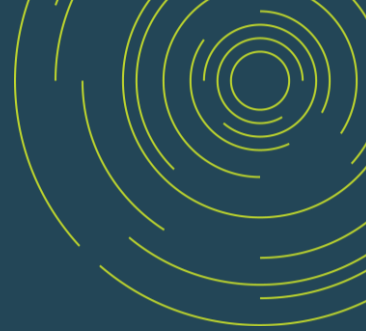


Q&A: Please put your questions for the panelists in the chat function. The host will select questions for the Q&A session.



Interactive chat is available: Please use this platform for discussions and private communications.

Panelists



Moderator

Kate Rinehart-Smit,
Senior Associate,
Cenfri (South Africa)



Panelist

Rishi Raithatha,
Senior Advocacy Manager,
GSMA (UK)



Panelist

Valerie Labi,
Country Manager,
BIMA (Ghana)



Panelist

Tauanda Chare,
CEO,
Tabech Fintech
(Mozambique)



Panelist

Salomao David,
Head of Research and
Development,
National Communications
Institute of Mozambique
(Mozambique)

Agenda

The agenda of this conference session will be as follows:

- Introduction – Kate [10 minutes]
- Digital insurance distribution models in East & Southern Africa – Rishi [10 mins]
- Successes and failures of digital insurance in developing countries – Valerie [10 mins]
- Running a digital insurance business in Mozambique – Taunda [10 mins]
- Supporting infrastructure and regulation for digitalisation in Mozambique – Salomao [10 mins]
- Panel discussion & facilitated Q&A [30 minutes]
- Wrap-up [10 minutes]



Digital insurance distribution models in East & Southern Africa

6th Eastern and Southern Africa Regional Conference on Inclusive Insurance

Types of distributions models



Mobile network operators / Mobile money providers

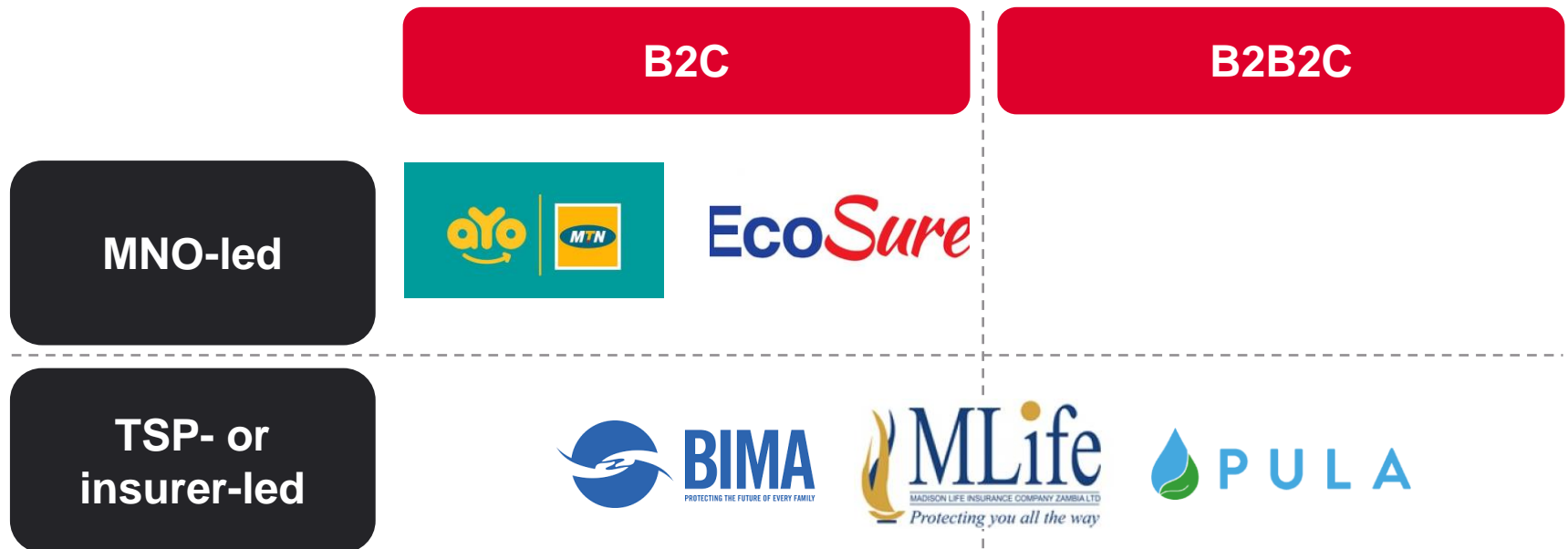


Digital platforms



International remittance providers

Examples of mobile-based distribution models



More info

www.gsma.com/mobilefordevelopment





DIGITAL SOLUTIONS FOR INCLUSIVE INSURANCE



BIMA

PROTECTING THE FUTURE OF EVERY FAMILY

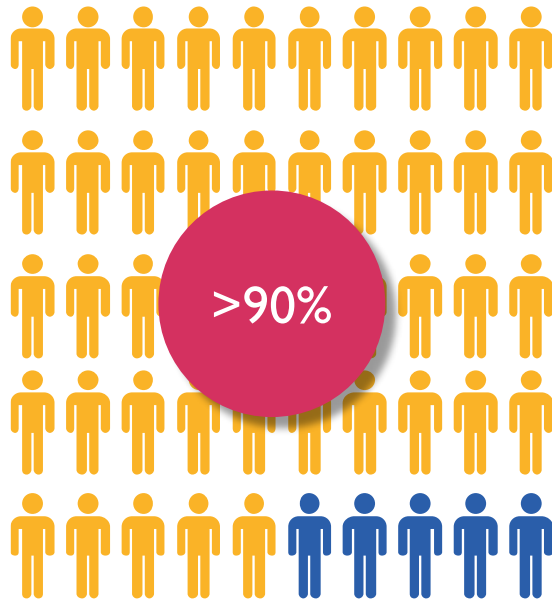


BIMA

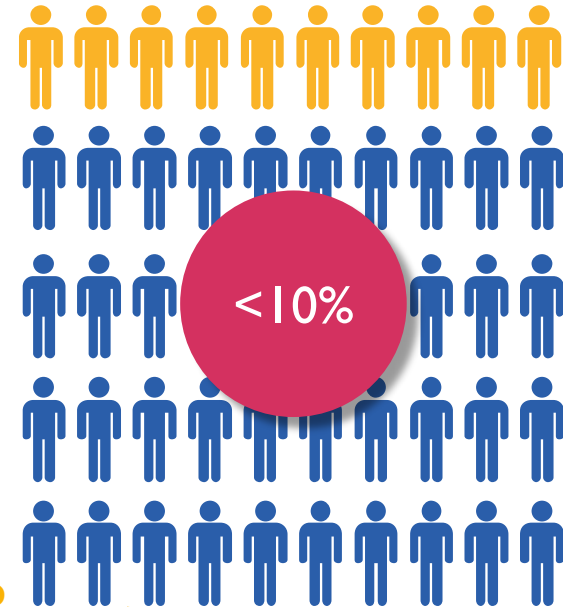


ABOUT BIMA

MOBILE PENETRATION



INSURANCE PENETRATION



Mobile
technology can
help to address
the insurance
distribution gap



BIMA DESIGNS PRODUCTS THAT ARE AFFORDABLE, VALUABLE AND ACCESSIBLE FOR OUR TARGET CONSUMER



DISRUPTIVE
New but needed services



TECH-ENABLED
Leverage the power of mobile



SCALEABLE
Affordable for mass-market



CLIENT CENTRIC
Built for real families



SIMPLE
User-friendly at every stage



HIGH QUALITY
Value, choice and service

INNOVATIVE PRODUCTS THAT ARE AFFORDABLE & ACCESSIBLE



LIFE



ACCIDENT



HOSP. CASH



mHEALTH

HOW DO WE USE DIGITAL CHANNELS?



**PAPERLESS
REGISTRATION IN
< 2 MINUTES**



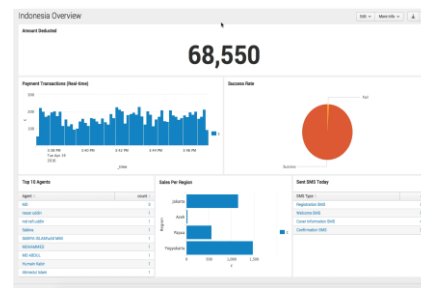
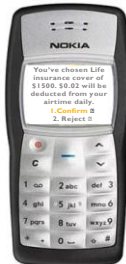
**PHONE NUMBER AS
DIGITAL SIGNATURE**



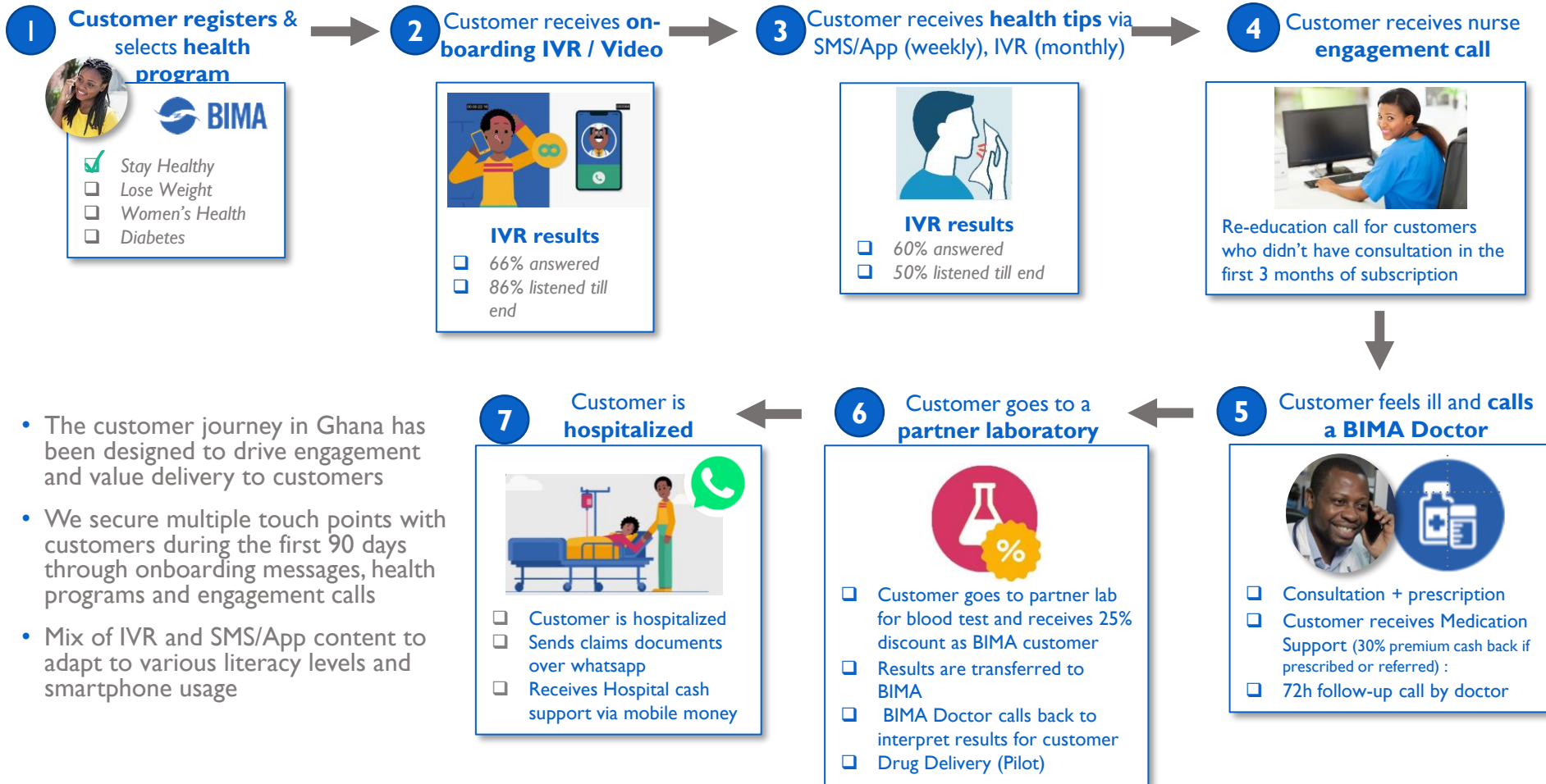
**MANAGEMENT OF MILLIONS OF
MICRO-PAYMENTS EACH DAY**



**CLAIMS PAID WITHIN 3
DAYS via MOBILE MONEY**



Name	OTP	Membership Card Number	Claim ID	Status	Submitted Date	Action
DNIS DUNDA	03918140370000	00001010	CLM_1440260107007	Approved and Closed	10 Apr 2016	View
Gunung M6	03918140370000	00001010	CLM_1440260107007	Approved and Closed	10 Apr 2016	View
Gunung M6	03918140370000	00001010	CLM_1440260107007	Approved and Closed	10 Apr 2016	View
Gunung M6	03918140370000	00001010	CLM_1440260107007	Approved and Closed	10 Apr 2016	View
Gunung M6	03918140370000	00001010	CLM_1440260107007	Approved and Closed	10 Apr 2016	View
Gunung M6	03918140370000	00001010	CLM_1440260107007	Approved and Closed	10 Apr 2016	View



CONSIDERATIONS AND OPPORTUNITIES



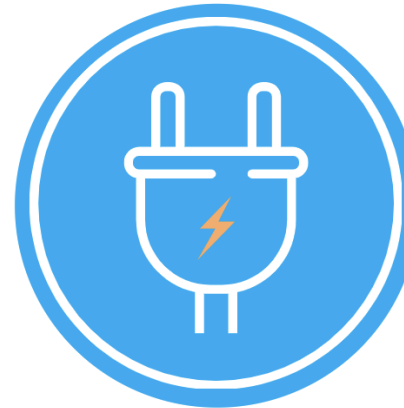
LIKEABILITY

- TRUST
- USEFULNESS
- FREQUENCY



USERBILITY

- ACCESS
- LANGUAGE
- PROCESS



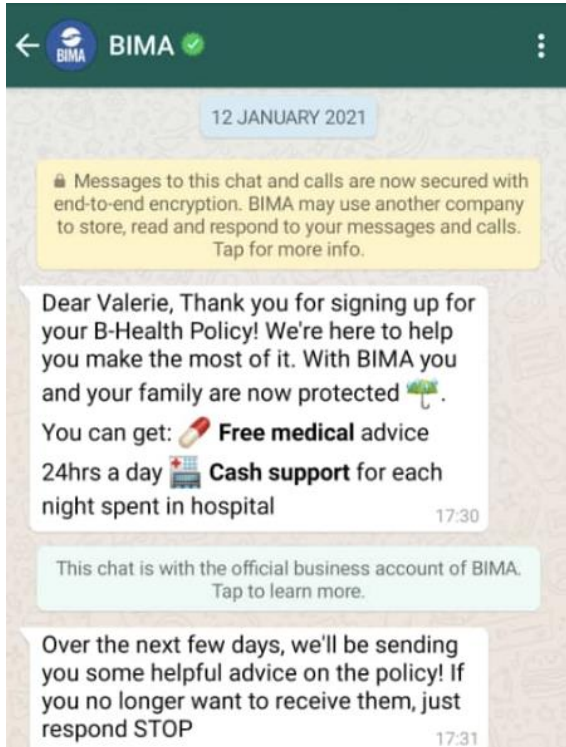
STABILITY

- PARTNER INTEGRATIONS
- SYSTEMS REDUNDANCY



SCALABILITY

- CHANGE OVER TIME
- COST TO SCALE





THANK YOU



BIMA
PROTECTING THE FUTURE OF EVERY FAMILY



Tele-Surance

Inclusive digital Insurance for low income families



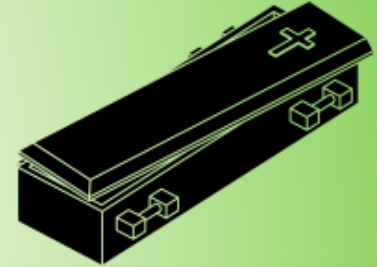
**FUNERAL+ FOOD
INSURANCE**

No internet, Unbanked, no/irregular income on your phone

Prolonged illnesses



Prolonged sickness causes hardships and deaths



DEBTS



END-OF-LIFE-
SOLUTIONS

POVERTY & HOMELESSNESS





Sickness and
Hospitalization



Medication



Travel and Accident

Practical Stories Matter for
Digitalisation

18+ million
families

Face **Risks** with health, food, funeral
and whilst travel



Common Characteristics to foster digital insurance



86% of the women are not insured for any from of insurance

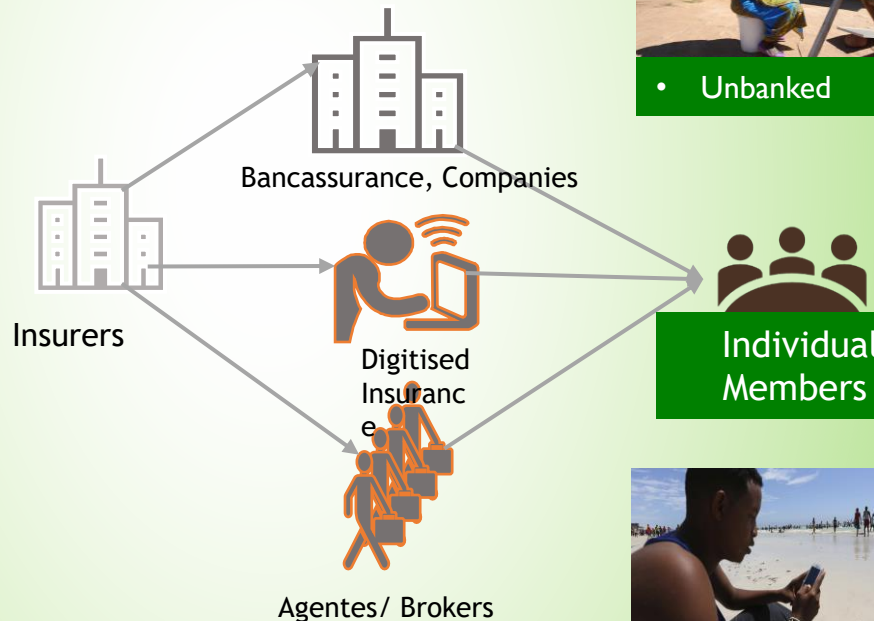


+62% of the population have a device



+6 million use mobile money

Finscope 2019.



- Unbanked



- Women/Informal sector



- Rural Areas

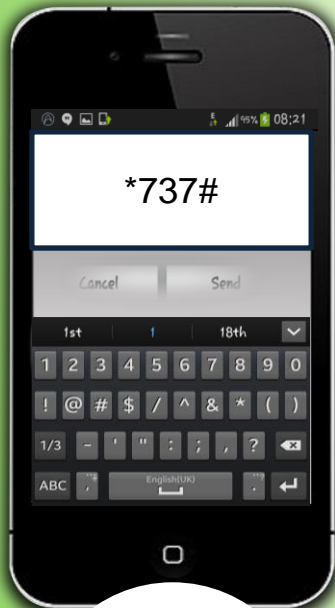


- Irregular internet users



- Mobile Money users

Make insurance easy, affordable and closer



USSD entry to MóvelCare :

Client Dials
*737#

Simple to Remember

Confirma que leu todos os termos e condicoes em www.movelcare.co.mz antes do registo:
1. Confirma
2. Cancelar

CANCEL SEND

Confirm terms & continue

1. Regista
2. Mudar idioma
3. Informacao
4. Ajuda

CANCEL SEND

Auto-register in 2minutes & that's it

The cover and premium at client's will

Tabela de benefícios MóvelCare

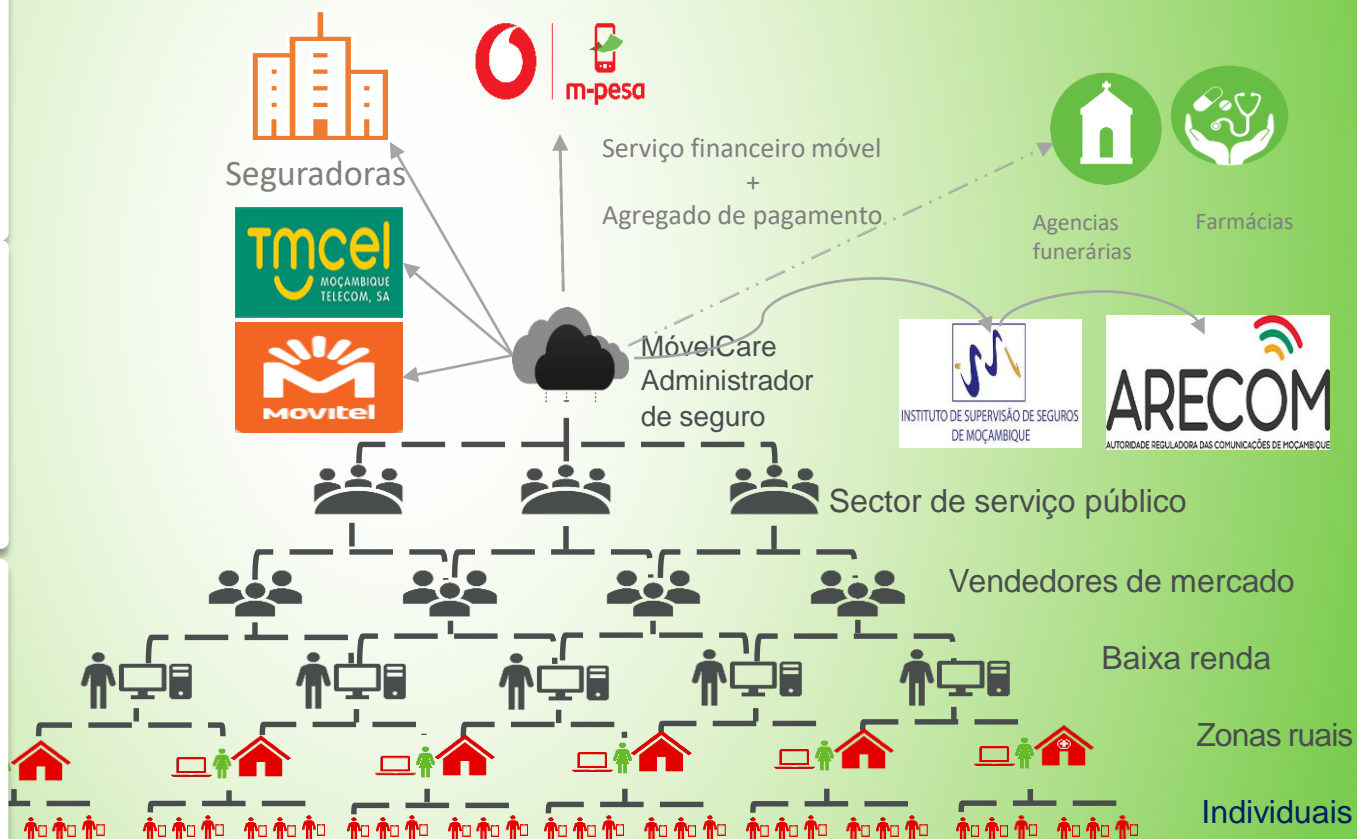
Plano	Prémio	COBERTURA / BENEFÍCIOS			Valor de Subsídio Pós Fúnebral
		Tomador de seguro	Cônjuge (até 65 anos)	Menores (até 5 dependentes abaixo de 21 anos)	
Básico	80Mzn	10.000.00	10.000.00	5.000.00	-
LITE	150	30.000.00	30.000.00	10.000.00	-
Plus	280	40.000.00	40.000.00	20.000.00	40.000.00
Pro	520	100.000.00	100.000.00	25.000.00	100.000.00

PACOTES DISPONÍVEIS

Todos pacotes tem periodo de carência de tres (3) meses



Our technology for inclusivity



For totally inclusion
in Mozambique we
propose

Regulation that fosters
literacy in any insurance
setup and Regulators who
work multi-departmental



Underwriters/Reinsurers
willing to go the long-run
not seek short-term
results based on market
comparisons



Communications/Media
that is linked to the
National Financial
Inclusion Agenda



Autonomous launchpads
or platforms/support
funding





Subscrito por:



A platform for
the inevitable

OBRIGADO



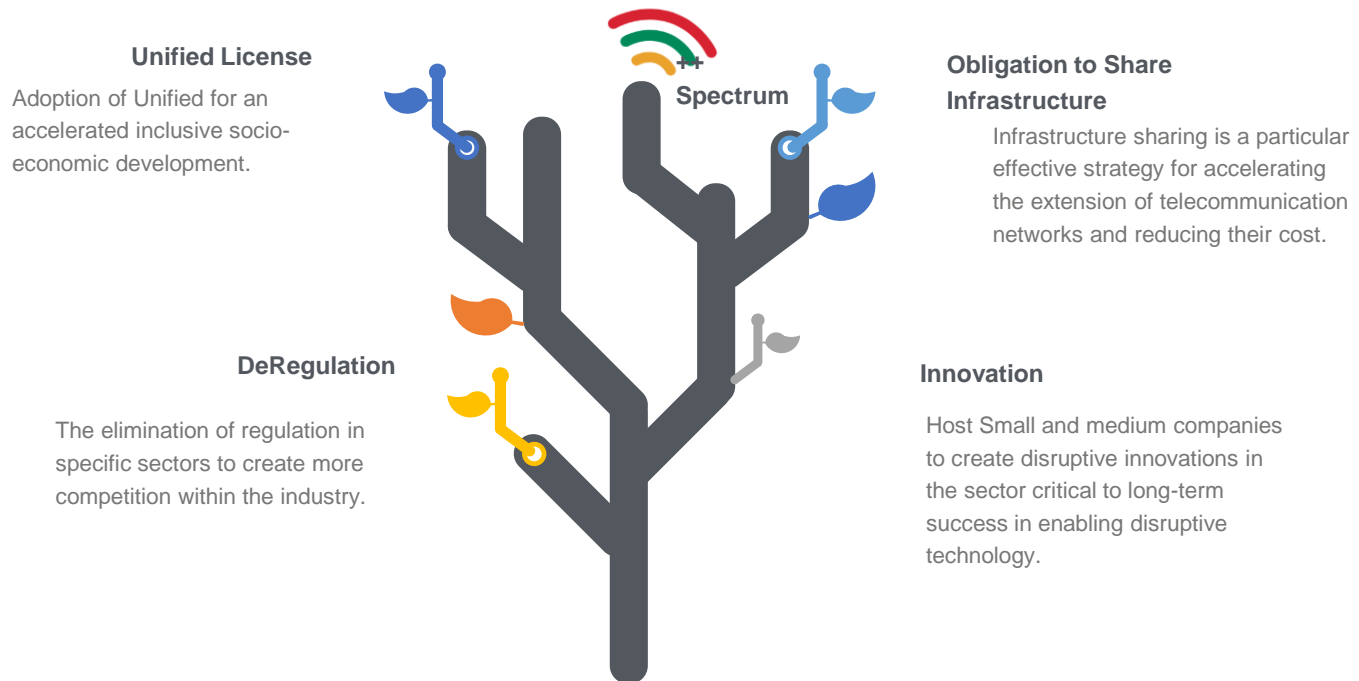
www.moveicare.co.mz

Communications 4 inclusive insurance

Salomão David

The Communications Regulator

One for All



Big Data

Mobility , Health and environment



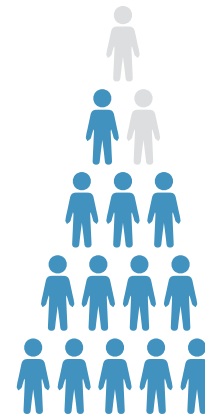
Mobility

Improve transportation, and understand the mobility ecosystem by adopting Big Data



Migration

Big Data presents an enormous opportunity to complement traditional sources of migration data.



Weather

Pin point the timing and severity of storms, and other weather events. With the ability to notify those who will be affected



Roads and Infrastructure

Paths of travellers and communities allow us to identify where are roads required.



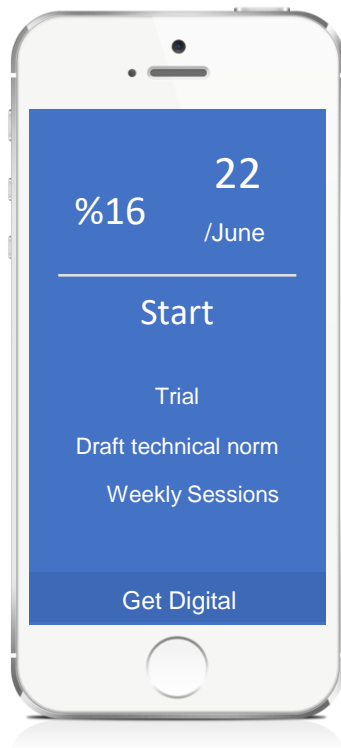
Communications Data

KYC 4 KYA



Digital Services

Where are we?



Support access to Digital Services

Create a single point of access to telecommunication data to all regulators, communication operators and other sectors.
Establish ground rules for KYC (under trial) and approve the norm for sharing information under the LAW.



Designing



Task force



Extra Guard-
secure



Capacity
Upgrade

Obrigado

Thank you

Kate Rinehart-Smit

kate@cenfri.org

About Cenfri

Cenfri is a global think-tank and non-profit enterprise that bridges the gap between insights and impact in the financial sector. Cenfri's people are driven by a vision of a world where all people live their financial lives optimally to enhance welfare and grow the economy. Its core focus is on generating insights that can inform policymakers, market players and donors who seek to unlock development outcomes through inclusive financial services and the financial sector more broadly.

About FSD Africa

FSD Africa is a non-profit company that aims to increase prosperity, create jobs and reduce poverty by bringing about a transformation in financial markets in sub-Saharan Africa (SSA) and in the economies they serve. It provides know-how and capital to champions of change whose ideas, influence and actions will make finance more useful to African businesses and households. It is funded by the UK aid from the UK Government. FSD Africa also provides technical and operational support to a family of 10 financial market development agencies or "FSDs" across SSA called the FSD Network.

