

---

# Appendix

---

## About the authors

---

**Janice Angove** is a qualified actuary and lecturer at the University of the Witwatersrand, South Africa. Working for the School of Statistics and Actuarial Science, she is involved in teaching in Actuarial Science and research into microinsurance and regulation for developing insurance markets. Prior to this, Janice was a manager at Quindiem Consulting, focusing on microinsurance and insurance and pension regulation in developing markets. Her main areas of interest are business case development for new microinsurance ventures and assessment of the business case for microinsurance from the perspective of commercial insurers. Janice also advises insurance and pension regulators in Southern Africa, assisting regulators in developing markets to foster stable insurance and pensions industries.

**Anjali Banthia** manages Women's World Banking's research in Asia and Africa. Through research, Anjali aims to bring the voice of women customers to the design and delivery of microfinance product and marketing strategies. Her research supports WWB's programmes in microinsurance, savings, credit, financial literacy and remittances. She is the author of *Microinsurance that works for women*, published in 2009 by Women's World Banking and Zurich Insurance Company in the ILO's Microinsurance Innovation Facility Publication Series. The publication analysed the critical gender issues involved in the provision of microinsurance.

Anjali has worked in more than ten markets in Africa Asia and Eastern Europe to recommend and launch practical, innovative financial solutions for women. Before joining WWB, Anjali worked as a Product Manager at Ujjivan Financial Services, a high-growth start-up microfinance institution in Bangalore, India, where she designed and implemented a micro-enterprise loan programme generating a loan portfolio of US\$3m and reaching over 10 000 women entrepreneurs in its first year. She began her career in consumer products brand management at the Clorox Company in Oakland, California and has also worked as a gender strategy consultant for the First Microfinance Bank and International Finance Corporation in Dushanbe, Tajikistan. She has a Master's degree in International Relations from the London School of Economics and a Bachelor's degree in Business Administration from the University of California at Berkeley's Haas School of Business.

**Michiel Berende** started his career as an underwriter and process manager for a Dutch insurer called Interpolis. He became involved in microinsurance when he visited India in 2004 as a consultant for Interpolis and the Micro Insurance Association Netherlands. In India he supported the DHAN Foundation in finding and developing the right software solution for its microinsurance programme. Working at the grass roots inspired Michiel to resign from his corporate job to live and work in India. There he worked at the Tata-Dhan Academy where he established a knowledge centre for microinsurance. In 2006 Michiel became a member of the CGAP Working Group on Microinsurance, nowadays called the Microinsurance Network. Since 2008 he has continued his work on microinsurance as a freelance consultant for the Microinsurance Network, ILO, GIZ, IADB, Eureko and others with experience in Brazil, India, Mozambique, Senegal and other countries.

Michiel is also the facilitator of the Microinsurance Network Technology Working Group. The focus areas for the Working Group include data collection, communication, management information systems and services to support microinsurance practitioners and trainers working with these organizations.

**Alex Bernhardt** founded and manages Guy Carpenter's GC Micro Risk Solutions<sup>SM</sup> group. He spearheaded Guy Carpenter's grant-writing initiative in 2008, which culminated in the receipt of funding from the ILO's Microinsurance Innovation Facility. He subsequently led the global placement team responsible for GC Micro's first micro-reinsurance transaction – a first for Guy Carpenter and the industry at large. Under Alex's direction, GC Micro has since received additional project-specific grant funding and now manages commercial accounts in Africa, Asia and Latin America covering many lines of microinsurance business, including life, health and parametric catastrophe. Alex regularly contributes content to industry publications, speaks at international events and has received several industry accolades, for example being included in the 2011 *Reactions* magazine "Rising Stars" list and the 2011 *Risk & Insurance* magazine Power Broker® list. He has obtained several AICPCU designations and is an Honours graduate of the University of Puget Sound.

**Michael R. Carter** is professor of Agricultural and Resource Economics at the University of California, Davis and directs the BASIS Collaborative Research Support Program which studies rural poverty alleviation strategies in Africa, Asia and Latin America. Carter's research focuses on small-farm development strategies, including asset transfer and financial market deepening programmes. His current projects include analysis of poverty dynamics and productive social safety nets, and feature a suite of projects that design, pilot and evaluate index insurance contracts as mechanisms to alleviate chronic poverty and deepen agricultural and rural financial markets. This latter work is being carried out under the I4 Index Insurance Innovation Initiative, a joint venture of BASIS, USAID, Oxfam, the FAO and the ILO's Microinsurance Innovation Facility. An elected fellow of the American Agricultural Economics Association, Carter is a co-editor of the leading development journal *World Development*.

**Doubell Chamberlain** is the founder and Managing Director of Cenfri and theme manager to the FinMark Trust, responsible for their work in microinsurance and retail payment systems. He is a development economist by training, specializing in financial inclusion innovation, financial sector policy and regulatory strategy for development, access to financial services and supporting governments on making markets work for the poor. Doubell has extensive experience in microinsurance, AML/CFT, distribution of financial services and regulation for market development, and has worked across the developing world including Africa (Botswana, Ethiopia, Kenya, Lesotho, Mozambique, Namibia, South Africa, Swaziland, Uganda and Zambia), Latin America (Brazil, Colombia and Mexico) and South and South-east Asia (India, Indonesia and Pakistan).

Doubell holds a Master's degree in Economics (Cum Laude), BComm with Honours in Economics (University of Stellenbosch/Free University of Amsterdam) and a Bachelor's in Mathematics (University of Stellenbosch, South Africa).

**Arup Chatterjee** is a Senior Financial Sector Specialist in the Office of Regional Economic Integration at Asian Development Bank in Manila, with responsibility for leading financial-sector development in the area of insurance and contractual savings since November 2010. In his previous role he served as Principal Administrator of the International Association of Insurance Supervisors (IAIS) at the Bank for International Settlements in Basle, Switzerland, where he was responsible for development, assessment and implementation of financial standards for six years. In the area of financial inclusion, he has specifically contributed to the creation of standards that permit access to financial markets with specific reference to microinsurance and *takaful*, and has been involved in the work of the G-20 and APEC. Prior to that, he had 18 years' experience working in India, spanning operational, regulatory, supervisory and policy aspects of financial sector operations with periods in an insurance company, the federal ministry of finance and as Joint Director of the Indian Insurance Regulatory and Development Authority. He is a member of the Advisory Committee of the Access to Insurance Initiative and sits on the Advisory Group of the ILO's Microinsurance Innovation Facility.

**Grieve Chelwa** is a Researcher at the Centre for Financial Regulation and Inclusion (Cenfri). After assisting Cenfri part time for nearly two years, Grieve joined the Cenfri team on a full-time basis in early 2011. His work has focused primarily on the delivery of microinsurance in Africa with a keen interest in developments in Southern Africa. Before joining Cenfri, Grieve worked as a Management Associate for Citi Africa based in Johannesburg, South Africa. Whilst at Citi, Grieve completed various assignments in the Democratic Republic of the Congo, Kenya, Nigeria and South Africa, covering systems integration, credit analysis and new business development. Before Citi, Grieve worked as an Operations Assistant for Standard Chartered Bank Zambia and before that interned with the Central Bank of Zambia. Grieve holds a Masters in Economics (University of Cape Town, South Africa), a BCom Honours specializing in Economics (University of Cape Town) and a BA specializing in Economics and Statistics (University of Zambia).

**Craig Churchill** has 20 years of microfinance experience, in both developed and developing countries. In his current position in the ILO's Social Finance Programme, he focuses primarily on the role of financial services that the poor can use to manage risks and reduce their vulnerability, including savings, insurance and emergency loans. He serves as Chair of the Microinsurance Network, is on the governing board of the Access to Insurance Initiative and teaches at the Boulder Microfinance Training Programme in Turin, Italy. Craig has authored and edited over 40 articles, papers, monographs and training manuals on various microfinance topics, including microinsurance, customer loyalty, organizational development, governance, lending methodologies, regulation and supervision, and financial services for the poorest of the poor. In 2008, he launched the ILO's Microinsurance Innovation Facility, with support from the Bill & Melinda Gates Foundation, to stimulate the development of insurance to help promote decent work for tens of millions of low-income people in the developing world.

**Aparna Dalal** supports the research, communication and knowledge management efforts of the ILO's Microinsurance Innovation Facility. Prior to this, she was the Director of Special Projects at the Financial Access Initiative, where she launched and led its microinsurance research projects related to consumer education, behavioural economics, and impact assessments. Aparna has broad and diverse management and technology consulting experience gained in the private and public sectors. She has a MPA in International Development from New York University and a BBA from the University of Texas.

**Yvonne Deblon** is a project manager at the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) in Eschborn. Within the Section of Social Protection, she manages projects in the field of microinsurance and basic social protection. She joined GIZ in 2009 after years of political advisory work as a research assistant in the German Parliament. She has many years' experience in development cooperation and holds a diploma in geography and development economics from Rheinische-Friedrich-Wilhelms-University in Bonn. She is facilitating the Social Protection Working Group of the Microinsurance Network.

**Stefan Dercon** is Professor of Development Economics at the University of Oxford and an adviser to the ILO's Microinsurance Innovation Facility. His research analyses the causes and consequences of poverty persistence in Africa and India, using long-term micro-level data and field experiments. Much of his work focuses on the links between risk and poverty, and the role of formal and informal insurance mechanisms to reduce vulnerability. Recently, he has been appointed Chief Economist at the UK Department for International Development (DFID).

**David Dror** is an acclaimed international expert in microinsurance. The Asia Insurance Industry named him "Personality of the Year" in 2009 for "groundbreaking research and study which has helped boost understanding of how the world's poorest communities can benefit from microinsurance". In 2011 he received the "Global Citizen Lifetime Achievement 'Karmaveer Puraskar' Award for Social Justice and Citizen Action from the Indian Confederation of NGOs. His seminal book *Social re insurance: A new approach to sustainable community health financing* (with A. Preker; published by World Bank and ILO) is considered a fundamental text on linking grass roots communities with reinsurance ("Social Re"). He has published more than 40 peer-reviewed articles, several book chapters and three books on different aspects of micro health insurance (publications: <http://ssrn.com/author=183410>).

David Dror holds a PhD (summa cum laude) and a DBA (magna cum laude), is honorary professor at Erasmus University Rotterdam (Netherlands) and was the founding Chairman of the Micro Insurance Academy ([www.microinsuranceacademy.org](http://www.microinsuranceacademy.org)) in New Delhi in 2007, and in Germany in 2011. MIA is considered the leading technical service provider in microinsurance. It received the "Educational Service Provider of the Year" Award in 2010 and again in 2011 for "the MIA's innovative training methods, customized to the needs of low-income groups".

**Iddo Dror** has more than a decade's experience in various sectors (international development, the United Nations, academia, and business) in assignments spanning five continents. His professional interests are development (particularly the role of financial services therein), international business and management, and graduate-level teaching. He holds a PhD in Economic and Social Sciences and a Master's in Business Administration from the University of Geneva, Switzerland. Iddo has been active in the microinsurance sector since 2005, when he started his doctoral work in this area, and relocated to India in 2007 to help launch the Micro Insurance Academy, the first and only institution dedicated to providing technical assistance to grass roots communities and organizations in insurance domain knowledge. He facilitated the Insurance Education working group of the Microinsurance Network from its inception until 2011, and has been teaching graduate-level courses on microinsurance since 2009. A more detailed overview of current activities and links to publications can be found at <http://in.linkedin.com/in/iddodror>

**Denis Garand** graduated from the University of Manitoba in 1981 and obtained FCIA and FSA in 1987. From 1981 to 2000, he worked for a Canadian cooperative insurance company as Group Actuary, Director of Marketing and Vice-President of group insurance as well as being an adviser to developing cooperative insurers and an active participant in industry associations. Since 2000, Denis has been an independent consultant, focusing on the Canadian group and creditor insurance industry and international microinsurance programmes.

**Eric Gerelle** is an international consultant to microfinance and microinsurance organizations, multi-national corporations, universities and UN agencies. During his career, he has worked both in academia and the private sector in development and marketing, organizing international conferences and workshops on sustainable development, knowledge management and project financing. He is currently developing mathematical models for the Millennium Development Goals and applying them to scenario planning in health, insurance, employment and education.

Eric has designed and developed ICT systems for data acquisition, workflow management, systems integration and knowledge management. Through cooperation with providers of mobile solutions, he has created solutions for microinsurance, microfinance, health, nutrition and education in developing countries. He has set up several European Community-funded projects in manufacturing, health and knowledge management. His published works include papers in the areas of industrial automation, production management and a book on computer-integrated manufacturing. Eric has a BA in Physics from Oxford University and a PhD from Kansas State University in Mathematics and was awarded the Distinguished Alumnus Award by the Mathematics Department of Kansas State University.

**Martin Herndorf** is an associate at the Endevo Institute in Berlin, a staff writer for NextBillion.net and a doctoral student at the University St.Gallen, where he studies strategy processes in companies addressing microinsurance markets. He mainly publishes on market-based solutions to poverty, with a focus on microinsurance, and has taught seminars on these topics at the University of St.Gallen (2009), the University of Cologne's Summer School (2009) and at the Uganda Insurance Association (2010). He has in-depth experience in microinsurance in various company-specific and geographical contexts, including portfolio analysis, partnership due diligence and design, and management models. His key interests include financial inclusion and digital technologies. Through his involvement in microinsurance, he has gained insight into strategy and partnership processes for market-based solutions to poverty that are relevant across sector boundaries.

**Jeanna Holtz** joined the Microinsurance Innovation Facility in 2008, when it was launched with funding from the Bill & Melinda Gates Foundation to promote the development of valuable insurance services to large numbers of low-income households. Jeanna started the Facility's innovation grants programme; she is currently responsible for the overall operations of the Facility. Jeanna's background is in health insurance and consultancy. Prior to joining the Facility, she worked for five years for the Allianz Group, based in Munich, Germany, in the International Department of Health, where she led a team to support worldwide health insurance initiatives within Allianz. Previously, Jeanna had worked for the US health insurer Aetna. She holds a Master's degree in Business Administration (MBA) from Northwestern University, Chicago.

**Christine Hougaard** is an Engagement Manager at the South African-based Centre for Financial Regulation and Inclusion (Cenfri), where she specialises in microinsurance, retail payments and, more broadly, financial inclusion. In microinsurance, she has co-authored various studies, including microinsurance diagnostic studies in Brazil, South Africa, Swaziland and Zambia. Before joining Cenfri, Christine worked as an Associate at the consulting firm Genesis Analytics, where she worked predominantly on access to finance. Christine holds a Master's in Economics from the University of Stellenbosch, South Africa.

**Susan Johnson** is a Senior Lecturer in International Development at the University of Bath, United Kingdom. She has undertaken extensive research into microfinance and local financial markets, focusing on the gender dimensions of financial access, the role of informal financial services and the impact of interventions on poverty. She has worked on a number of major impact-assessment studies for DFID and the Ford Foundation, and has undertaken research on financial access with the Financial Sector Deepening Trust in Kenya.

**Lisa Jones Christensen** is an Assistant Professor of Strategy and Entrepreneurship at the Kenan-Flagler Business School at the University of North Carolina at Chapel Hill. She researches and teaches entrepreneurship, innovation, change management, metrics and leadership. Her sub-specialties are microenterprise, development including innova-

tions in microfinance, microinsurance and microfranchising. She also directs project work on sustainable innovation and entrepreneurship in developing country contexts. Her research has been published in edited books and journals, including the *Journal of Applied Psychology*, *Journal of Business Ethics*, *Stanford Social Innovation Review* and *Academy of Management*. She is the author of several award-winning cases – primarily relating to the business strategies of sustainable enterprises in Africa. She received her PhD in organizational behaviour from UNC Kenan-Flagler, her MBA from the Marriott School and an MA in international development from the David Kennedy School, both at Brigham Young University. She received her BA from the University of California at Berkeley.

**Eamon Kelly** is an Actuarial Associate with more than 15 years' experience in the private insurance sector in Ireland and Australia. Since early 2008, he has applied this experience to the development sector, working as a programme manager and consultant in various microinsurance initiatives in South Asia and the Middle East. Eamon has extensive field and programme implementation experience, directly managing MI programmes in both India and Jordan for over three years. He has also co-authored various research papers and publications, and collaborated in capacity building for microinsurance providers. He is currently working as a consultant with the World Bank in developing a microinsurance framework and regulations in Pakistan.

**Ruth Koren** obtained her BSc. (1966), MSc. (1968) and PhD (1973) degrees from the faculty of exact sciences at the Hebrew University in Jerusalem, Israel. Following a two-year scholarship at Cornell University, and a one-year research appointment at the Fox Chase Cancer Center in Philadelphia, she returned to the Hebrew university and spent three years as a senior scientist at the Faculty of Life Sciences and an additional three years as a lecturer in the Faculty of Medicine. In 1983 she moved to Tel Aviv University, Israel. There she started as a senior scientist affiliated with the Rabin Medical Center and for the last ten years has been a professor of Medical Sciences in the Sackler Faculty of Medicine and head of a research team at the Felsenstein Medical Research Center at the University.

**Sheila Leatherman** is a Research Professor at Gillings School of Global Public Health, University of North Carolina. She conducts research into healthcare quality, health systems reform and microfinance as a strategy for improved health outcomes. She was elected to the US National Academy of Sciences in 2002. In 2007, she was awarded the honour of Commander of the British Empire (CBE) by Queen Elizabeth II for her work over a decade as an independent evaluator of the impact of government reforms on quality of care in the National Health Services. She is active in research and practice in the emerging field of integrating microfinance with health interventions, working in many countries, including Benin, Bolivia, Burkina Faso, Cambodia, India, Nigeria, Peru, Philippines, Uganda and United Republic of Tanzania. She led a two-year project to assess the global evidence of the impact of systematically integrating microfinance and health access intervention, published in 2011.

**Rodney Lester** until his retirement in 1998 was a Senior Adviser at the World Bank and the Programme Director responsible for non-bank financial institutions. He came to the World Bank after 32 years in the private sector insurance and fund management industries. He is an actuary and has an MBA from Harvard Business School. World Bank operational activities have included insurance industry reform and resolution, natural disasters funding, private pension reform, corporate governance, consumer protection policy development and microinsurance. He has participated in two awards for innovative and effective operational work since joining the World Bank and was elected Australian Actuary of the Year in 2005. Before joining the Bank he was a divisional Managing Director at AMP, Australia's largest insurer and fund manager. During this time he served as President of the Insurance Council of Australia and was President of the Harvard Club of Australia.

**Pascale Le Roy** is an economist specializing in health policy and financing. She has worked in the health microinsurance sector since 1999, designing and managing the SKY health insurance scheme in Cambodia from 1999 to 2003 for the French NGO GRET (Groupe de Recherches et d'Echanges Technologiques). She then became a consultant for the ILO's STEP programme and for GRET, performing feasibility studies for the design of health insurance schemes (Haiti, Senegal), developing technical manuals and training modules. In 2006, Pascale joined WHO to become the technical adviser for the development of the Community-based Health Insurance scheme under the responsibility of the Ministry of Health in the Lao People's Democratic Republic. Back in France, she became a consultant again for GRET, the ILO's Microinsurance Innovation Facility and the Aga Khan Microinsurance Agency (Pakistan). In May 2011, Pascale joined GRET's head office in Paris as the microinsurance programme manager ([www.gret.org](http://www.gret.org)).

**Markus Loewe** is senior economist at the German Development Institute (Deutsches Institut für Entwicklungspolitik) in Bonn, where he has been working since 1999. He studied Economics, Political Science and Arabic in Tübingen, Erlangen and Damascus, and received his PhD from the University of Heidelberg for a thesis on microinsurance schemes. His main areas of interest are social protection, poverty reduction/MDGs and investment promotion in developing countries. He has also published on demographic development, pro-poor growth, anti-corruption policies, economic governance, private sector development and the impact of the recent global financial and economic crisis. His most recent publications include "The global financial crisis and the Arab world: Impact, reactions and consequences" (2010, in: *Mediterranean Politics* 15, 1, 45–71, with Juliane Brach); *Pension schemes and pension reforms in the Middle East and North Africa* and "How favoritism affects the business climate: Empirical evidence from Jordan" (2008, in: *The Middle East Journal* 62, 2, 259–276, with Jonas Blume and Johanna Speer).

**Thomas Loster**, a geographer, was a member of the GeoRisk Research Group at Munich Reinsurance Company, Geneva, UNRISD, 2009, the world's leading reinsurance company, for 16 years. He was in charge of issues relating to weather perils, climate change and climate policy. His responsibilities also included the statistical analyses of worldwide natural catastrophes and trends. He was appointed Chairman of the Munich Re Foundation in July 2004. The Foundation addresses major global challenges including environmental and climate change as well as disaster prevention. True to its motto "From Knowledge to Action", the Foundation aims to prepare people to deal with risks and to improve their living conditions – with a special focus on developing countries. Providing knowledge in the field of

microinsurance is a key pillar of the work of the Foundation. Thomas Loster is a board member of the Munich Climate Insurance Initiative (MCII), which tries to establish insurance mechanisms for the poor as one way of coping with climate change. He is also a member of the German National Committee of the United Nations Decade of Education for Sustainable Development.

**Barbara Magnoni** is President of EA Consultants and an international development adviser with over 15 years' experience in international finance and development. Since 2000, she has been working in economic development programmes with a strong focus on Latin America. Much of her recent work has centred on understanding clients' needs and preferences and linking these into the development of products and programmes to improve access to finance, markets and social protection for low-income segments. She has designed microinsurance programmes for various institutions, networks and government agencies, including REDCAMIF (the Central American Microfinance Network), INISER (Nicaragua's largest insurer) and FOSIS (A Chilean Government social protection programme). She is currently managing the collection and analysis of lessons around understanding the value for clients of microinsurance for the Microinsurance Centre's MILK Project. She has a Master's degree in International Affairs from Columbia University and speaks Spanish, English and Italian fluently.

**Brandon Mathews** started his professional life with General Motors in Germany. In 1998, he joined the American International Group in New York to establish service operations in Asia, Europe and Latin America. He accepted P&L accountability for the resulting start-ups in Latin America in 2002 and first achieved regional sales to "emerging consumers" of more than 15 million annual policies by 2006. In 2007, he moved to Zurich Financial Services to assume global responsibility for its efforts to better serve and more sustainably expand its business in the emerging-consumer segment.

Brandon's technical insurance background is in operations and systems management and market-facing product underwriting. His present role includes sponsoring research and development to open up new markets with, for example, newer technology such as mobile phones or newer product types such as parametric insurance. Additionally, Brandon serves on the Steering Committee of the ILO's Microinsurance Innovation Facility, the Executive Committee of the Microinsurance Network and the Advisory Board of Catalyst Europe.

**Michal Matul** is in charge of the research programme of the ILO's Microinsurance Innovation Facility. For the last 12 years, his work has focused on understanding financial behaviour and improving risk management options for low-income households in developing countries. He holds an MSc in Economics and Statistics from the Warsaw School of Economics, a postgraduate certificate (DEA) from Sciences Po (Paris) in Economic Demography in Developing Countries and a PhD in Economics from the University of Warsaw.

**Michael J. McCord** has over 17 years' microinsurance experience and is a highly respected leader of, and a strong advocate for, microinsurance. He is the president and founder of the MicroInsurance Centre, LLC, a growing consulting firm specializing in research, advocacy and development of microinsurance products and processes that meet the unique needs of people on low-incomes. He is a founding member of the Microinsurance Network, where he currently sits on the Executive Committee, and has been a member of each Steering Committee for the Munich Re Foundation/Microinsurance Network Annual Microinsurance Conferences.

Michael has written extensively on microinsurance – authoring numerous microinsurance case studies, documents and manuals. He has held microinsurance training for over 1 600 people across the globe. Michael is also the Director of the MicroInsurance Centre's Microinsurance Learning and Knowledge (MILK) project, which aims to help answer questions of client value and the business case in microinsurance.

**Heidi McGowan** was an ILO Fellow with the Microinsurance Network's Impact Working Group, where she undertook projects which included designing and preparing a practical guide to microinsurance impact evaluation for practitioners without formal econometrics training. Previously, she assessed a Tanzanian microfinance provider's social impact for the International Finance Corporation, designed and fund-raised for microlending programmes at ACCION-USA's New York affiliate, and spent several years managing USAID-funded projects for the emerging markets practice of a management consulting firm. She has a Master's degree in Applied Economics from the University of Michigan.

**Katharine McKee** joined CGAP (the global microfinance resource centre) in 2006 as Senior Policy Advisor. She leads CGAP's policy analysis and advisory work on consumer protection, including policy/regulatory/supervision options for lower-access markets. She also leads CGAP work on responsible finance, including the Smart Campaign initiative to develop consensus industry standards for improved client protection, as well as an initiative to ensure integration of responsible finance considerations into investor processes. Other CGAP work has focused on savings and the role of government in financial inclusion. From 1998 to 2006 Kate directed the Microenterprise Development office at the US Agency for International Development, leading support to USAID programmes that invest over US\$200 million annually in more than 70 countries. From 1986 to 1998, she was a senior manager with Self-Help in North Carolina, the largest community development financial institution (CDFI) in the United States. She led the start-up of a government fund to invest in CDFIs and provide incentives for mainstream financial institutions to boost community development lending. She has also worked for the Ford Foundation in New York and West Africa. She is a development economist, with a Master's degree from Princeton University. She chaired the Consumer Advisory Council of the US Board of Governors of the Federal Reserve (Central Bank).

**Jonathan Morduch** has taught at New York University since 2000, where he is a Professor of Public Policy and Economics. He specializes in finance and development. He is also the Managing Director of the Financial Access Initiative, a consortium of leading development economists focused on substantially expanding access to quality financial services for low-income individuals. His co-authored 2005 book, *The economics of microfinance* (MIT Press), develops a policy-oriented research agenda, and was described by Thomas Easton of *The Economist* as "The single best book on the eco-



nomics of banking and finance, period ...” Morduch’s on-going work on social investment, financed by the Ford Foundation, applies insights from the modern theory of corporate finance to develop new understandings of the limits and possibilities of markets and philanthropy. Morduch is currently Chair of the United Nations Committee on Poverty Statistics, advises Pro Mujer, and is a member of SafeSave in Dhaka. He is a member of the Editorial Board of the *World Bank Economic Review* and of the UN Advisors Group on Inclusive Financial Sectors. His views on finance and development have been reported by the *New York Times*, *The New Yorker*, CNN, *Wall Street Journal*, *Los Angeles Times*, *Washington Post*, Associated Press and other organizations. He holds a BA from Brown and a PhD from Harvard, both in economics. In January 2009, Morduch was awarded a Doctorate Honoris Causa by the Université Libre de Bruxelles. His new co-authored book *Portfolios of the poor: How the world’s poor live on \$2 a day* is published by Princeton University Press.

**Andrew Mude**, a Kenyan national, obtained his undergraduate degree at Gettysburg College. In 1999, he graduated Summa Cum Laude with a major in economics and a minor in mathematics and French. In 2000, he joined Cornell University in pursuit of his doctoral degree in economics specializing in development economics and applied econometrics. He received his PhD in June 2006. As part of his dissertation research, he spent six months in the field studying coffee producers and their cooperatives in Murang’a district, Kenya. For this effort he won the silver medal at the 2007 Global Development Network. Upon completion of his doctoral degree in Economics from Cornell University, he joined the International Livestock Research Institute (ILRI) in August 2006 as an economist at ILRI’s Targeting and Innovations Programme. His current portfolio deals largely with researching and designing risk management and development interventions to help increase resilience and reduce vulnerability amongst poor livestock-dependent households, particularly in pastoral areas. He leads ILRI’s Index-Based Livestock Insurance programme.

**Jennifer Powers** is the Access to Finance Practice Manager for EA Consultants and has ten years’ experience in micro-finance, microinsurance, investment banking and financial sector development. She has worked on assignments in Africa, Asia, Eastern Europe and Latin America. Since joining EA, she has worked on a number of technical assistance programmes for MFIs in Africa, Eastern Europe and Latin America authored several reports for the Inter-American Development Bank and USAID on constraints on growth in women’s small businesses, the effects of the 2008 financial crisis on the microfinance sector, the domestic and international person-to-person lending market and risk management for MFIs.

She was previously an Investment Officer with Deutsche Bank Social Investments, where she conducted due diligence, made investment recommendations and managed client relationships in 15 countries. Her work in development finance has built upon her experience as an investment banker at Merrill Lynch, where she advised insurance companies and other financial institutions. She holds a Master’s degree in International Affairs and Economic Development from Columbia University’s School of International and Public Affairs and a Bachelor’s degree in Economics from Duke University.

**Ralf Radermacher** is Deputy Chairman of the Micro Insurance Academy e.V. (MIA International) and Director of Research and Training at MIA India. He was instrumental in setting up MIA both in India and Bonn, Germany and positioning it as one of the world’s leading institutions for microinsurance technical assistance and research. Before joining MIA, he worked at the University of Cologne, where he was involved in teaching and research on cooperatives. He coordinated the EU-funded project “Strengthening Micro Health Insurance Units for the Poor in India” and undertook several consultancies for development organizations. Prior to this, he worked with one of the largest German development NGOs (Welthungerhilfe) and gained insight into the work of other public (Federal Ministry of Economic Cooperation & Development) and private (GFA Umwelt) players in the development domain. He holds a postgraduate degree in Economics from the University of Cologne and spent a term abroad at Birmingham University.

**Dirk Reinhard** graduated in Industrial Engineering and Management and has more than ten years’ experience in the sustainability and finance industry sector. From 2001 to 2004, he was responsible for sustainable investment in the Environmental Management Unit of Munich Reinsurance Company and has published numerous articles on this subject.

Prior to joining Munich Re, he worked for oekom research AG as a sustainability analyst in the period from 1995 to 2000. In April 2004, Dirk Reinhard was appointed Vice-Chairman of the Munich Re Foundation. He is a member of the Executive Committee of the Microinsurance Network (2008–2013) and Chairman of the Steering Committee of the annual International Microinsurance Conference, which is jointly hosted by the Munich Re Foundation and the Microinsurance Network.

**Rupalee Ruchishmita** is the founding head of the Centre for Insurance and Risk Management (CIRM) at the Institute of Financial Management and Research, Chennai, India. CIRM’s mandate is to undertake product design and action research to facilitate the provision of formal risk management solutions to vulnerable households to protect them from economic shocks and increase their resilience. Rupalee leads the Centre’s activities via several pioneering projects (see <http://www.cirm.in/projects> for details). In her current role, she steers the Centre’s strategy, oversees implementation of current projects, develops new initiatives and manages policy partnerships.

She serves as a Steering Committee member of the ILO’s Microinsurance Innovation Facility. She graduated in 2003 with a Master’s in Social Work from the Tata Institute of Social Sciences. She has authored several papers on innovative financial solutions in the area of health and livelihoods and has been invited to present her work at various international conferences and forums, such as UN, IFC and the Munich Re International Microinsurance Conference.

**Rob Rusconi** is a Johannesburg-based actuary with working experience in insurance, investments, healthcare and pensions, working for long-term insurers, assets managers and, in London, for FT.com, the internet business of the *Financial Times* newspaper.

For five years he worked as an independent adviser mainly on issues of social security design, with a focus on savings. He has advised Southern African pension funds and the FinMark Trust, a foundation with the objective of making markets work for the poor, and has provided advice to governments in the region on their social security systems. More recently, Rob accepted the challenge of managing a young long-term insurer which meets the needs of customers through partners.

**Anupama Sharma** is a veterinary graduate with post-graduate qualification in rural management. She has worked as a consultant with the Centre for Insurance and Risk Management (CIRM) where she helped in developing risk management tools for dairy and agriculture sector. She studied livestock-related insurance products, problems and prospects in detail. She has also participated in the monitoring and evaluating of livestock insurance projects on the use of new technology and documenting the learnings from project sites in India. She initiated a project for designing innovative productivity cover for dairy cattle. She has also evaluated various models for microinsurance delivery, including community-based livestock insurance.

**Herman Smit** is a Research Associate at the Centre for Financial Regulation and Inclusion (Cenfri). His research has related primarily to the broader area of financial inclusion and more specific areas of retail payments systems, Anti-Money Laundering and Combating the Financing of Terrorism (AML/CFT) and microinsurance. His research work in Africa, East Asia and Latin America focuses on innovation in the delivery of financial services to low-income people. Before joining Cenfri, he lectured on economics at London Varsity in Cape Town, South Africa. During his studies in the Netherlands, he also interned at PricewaterhouseCoopers in Amsterdam. Herman holds a Master's degree in Economics (Tilburg University, Netherlands), specializing in Competition and Regulation, a BCom Honours in Econometrics and a Bachelor's degree in Statistics (University of Pretoria, South Africa).

**Anja Smith** is a Director at the Centre for Financial Regulation and Inclusion (Cenfri). She is a development economist by training, with experience in financial sector policy and regulatory strategy for development, access to financial services, and supporting governments in making markets work for the poor. Anja has extensive experience in the areas of consumer protection, financial literacy, regulation for market development and distribution of financial services gained from her work across Africa and Latin America. She has conducted various studies on microinsurance, most recently focusing on alternative distribution of microinsurance. Before joining Cenfri in 2008, Anja spent three years working in the access to financial services practice area of Genesis Analytics. She holds a Master's degree in Economics (Cum Laude), BA Honours in Economics (Cum Laude) and a BA in Value and Policy Studies (University of Stellenbosch, South Africa).

**Roland Steinmann** is a consultant for the MicroInsurance Centre. He holds an MSc in Environmental Sciences (ETH Zurich, 1997) and an MRes in International Economics (IEP/Sciences Po, Paris, 2007). His recent microinsurance work has taken him to Armenia, Bangladesh, Bosnia, Ghana, Jordan, Kenya, Philippines, Viet Nam and the West Bank. As an active member of the Microinsurance Network since its creation he co-steers the working group on agricultural microinsurance. He has also authored a manual for efficient process design in microinsurance. Before focusing on microinsurance, he acquired extensive insurance expertise during eight years as an underwriter with Swiss Re. In 2008 he co-founded the Fair Trade Insurance Initiative, which promotes innovative insurance solutions for smallholders in developing countries.

**Donna Swiderek** worked as an actuarial associate for a cooperative life insurer in Canada where she specialized in over-seeing reserve calculations, financial reporting and dynamic solvency testing from 1990 to 2000. She obtained her ASA in 1993. After taking a break and running a health retreat, she returned to the actuarial world as an independent consultant with Denis Garand & Associates (DGA). She has participated in numerous pricing projects and studies, mainly involving disability products.

Donna has worked internationally since 2008. She has spoken at microinsurance conferences in India and Kazakhstan and has developed numerous microinsurance workshops and training courses held in countries such as Kenya, the Netherlands and the Philippines. As a consultant for microinsurance, she has performed evaluations for organizations in South Africa, Sri Lanka and three NGOs in Bangladesh. This has included examination of pricing, business planning, marketing, management, financial and actuarial analysis and product development for micro health and life insurance.

**Nashelo Tande** began her actuarial career at Quindiem Consulting working in the short-term insurance and development finance areas, the latter of which included involvement in the microinsurance field and the development of insurance regulation for developing markets. Following the acquisition of Quindiem by Ernst & Young, Nashelo now holds an Assistant Manager role in Ernst & Young's Africa Actuarial Services division. Her role is mainly in the short-term insurance area, where she specializes in the valuation of short-term insurance liabilities.

**Clémence Tatin-Jaleran** is an independent consultant currently working with several organizations including the MicroInsurance Centre and Denis Garand & Associates. An actuary by training, she has spent ten years working in the field of general insurance, including three years on microinsurance. She has worked with microfinance institutions (MFIs), insurers, rural banks and other non-profit organizations in Bangladesh, Bolivia, Egypt, India, Indonesia, Mali, Peru, the Philippines and Viet Nam. During these assignments, she has undertaken evaluation of schemes, market research, product design (health, weather index, life), training design and delivery, pricing and financial projections for microinsurance schemes. Clémence holds a Master's degree in Financial and Actuarial Sciences from the Financial and Insurance Sciences Institute in Lyon, France. She is a Fellow of the Institute of Actuaries in France, and served as an ILO Technical Assistance Fellow for the Microinsurance Innovation Facility in India in 2009 and 2010.

**John Wipf** is a microinsurance development consultant. He worked part-time in microinsurance from 1992 and has worked full-time since 1998. He joined Denis Garand & Associates (DGA) in 2005. Before moving to the Philippines



in 1997, John worked for 12 years in Group Actuarial and Corporate Actuarial Departments in Co-operators Life Insurance Company, Ltd. in Canada. Internationally, he has worked on assignments in numerous countries, including Bangladesh, Cambodia, China, Fiji, Ghana, India, Indonesia, Kenya, Nepal, Timor-Leste and Viet Nam. As a consultant in microinsurance development he has worked on feasibility studies/business planning, market demand surveys, product design, pricing, financial and actuarial analysis, developing administration systems, developing reinsurance and actuarial software, developing microinsurance training materials, project management and in other areas. John is a member of the Microinsurance Network performance indicator working group and is co-author of several published articles and booklets on microinsurance topics.

**Mary Yang** practised as an actuary and a global retirement benefits consultant at Towers Perrin and Hewitt Associates for 12 years prior to joining the ILO's Microinsurance Innovation Facility. She is experienced in addressing international human resources issues and has carried out multi-country projects on a range of human resources topics including benefits policy, design, valuation and risk management. She is a Fellow of the Society of Actuaries in the United States and holds an MBA from INSEAD (France) as well as a BS in Actuarial Science from the University of Illinois.

**Emily Zimmerman** is a research associate at EA Consultants and the MicroInsurance Centre. She contributes to the Microinsurance Learning and Knowledge (MILK) project, an initiative to understand the value to clients of microinsurance products and the business case for microinsurance. She also performs research on various topics surrounding the development and sale of microinsurance and other financial products. Previously, she was a corporate lawyer for two large multinational firms, where her practice focused on equity and debt financing, mergers and acquisitions, and investment management.

## Bibliography

- Access to Insurance Initiative.** 2011. *Inside the Initiative: Enhancing regulatory and supervisory capacity, growing financial inclusion and advancing insurance markets* (Eschborn, Germany).
- Acharya, A.** 2011. *Do social health insurance schemes in developing country settings improve health outcomes and reduce the impoverishing effect of healthcare payments for the poorest people? A systematic review* (London School of Hygiene and Tropical Medicine).
- ACORD.** Insurance Data Standards, at: <http://www.acord.org/Pages/default.aspx>.
- Adelhardt, M.** 2009. Partners for Health. Personal communication, Aug.
- Aggarwal, A.** 2010. "Impact evaluation of India's 'Yeshasvini' community-based health insurance programme", in *Health Economics*, Vol. 19, Supplement No. 1, pp. 5–35.
- . 2011. *The viability of microinsurance*, ILO Microinsurance Innovation Facility Webinar Series 3, at: <http://www.youtube.com/watch?v=ObIJr4Vl18> [24 Nov 2011].
- Agricultural Insurance Company of India (AIC).** 2010. *Annual Report 2009–2010*, at: [http://www.aicofindia.com/AICEng/General\\_Documents/Statutory\\_Info/Stat\\_Archive/annual9-10/AR%202009-2010.pdf](http://www.aicofindia.com/AICEng/General_Documents/Statutory_Info/Stat_Archive/annual9-10/AR%202009-2010.pdf).
- Agricultural Insurance Portal,** at: [www.agroinsurance.com](http://www.agroinsurance.com).
- ; Malawi Index Linked Crop Insurance Project, at: [http://www.agroinsurance.com/en/products/weather\\_index/?pid=4755](http://www.agroinsurance.com/en/products/weather_index/?pid=4755).
- AGROASEMEX Mexico National Insurance Organization (SHCP), Mexico,** at: <http://www.agroasemex.gob.mx/index.php/en>.
- Ahmed, M. U.; Islam, S.K.; Quashem, M.D.; Ahmed, N.** 2005. *Health microinsurance: A comparative study of three examples in Bangladesh*, Consultative Group to Assist the Poorest (CGAP), Good and Bad Practices in Microinsurance, Case Study No. 13 (Geneva, ILO).
- ; **Ramm, G.** 2006. "Meeting the special needs of women and children", in C. Churchill (ed.): *Protecting the poor: A microinsurance compendium* (Geneva and Munich, ILO and Munich Re Foundation), pp. 130–144.
- Ahmed, S.; Mbaisi, J.; Moko, D.; Ngonzi, A.** 2005. "Health is wealth: How low-income people finance health care", in *Journal of International Development*, Vol. 17, No. 3, pp. 383–396.
- Ahuja, R.; Narang, A.** 2005. "Emerging trends in health insurance for low-income groups", in *Economic and Political Weekly*, Vol. 40, No. 38, pp. 4151–4157.
- Akhilandeswari, J.; Patankar, M.** 2010. *Innovative microinsurance distribution: The case of pioneer seeds in India* (CIRM, Chennai, India).
- Alemyda, G.; de Paula Jaramillo, F.** 2005. *La Equidad Seguros Colombia*, CGAP Working Group on Good and Bad Practices Case Study No. 12 (CGAP, Washington, D.C.).
- Aliber, M.** 2003. *South African microinsurance case-study*, ILO Social Finance Working Paper No. 33 (Geneva, ILO).
- Allianz Group.** 2011. "Microinsurance", at: [https://www.allianz.com/en/about\\_allianz/sustainability/microinsurance/index.html](https://www.allianz.com/en/about_allianz/sustainability/microinsurance/index.html)
- Alvarez Tinajero, S.P.** 2009. *Angola: A study of the impact of remittances from Portugal and South Africa*, IOM Migration Research Series No. 39 (Geneva, International Organization for Migration).
- Amuedo-Dorantes, C.; Sainz, T.; Pozo, S.** 2007. *Remittances and healthcare expenditure patterns of populations in origin communities: Evidence from Mexico*, Working Paper 25 (Buenos Aires, Institute for the Integration of Latin America and the Caribbean).
- Anagol, S.; Cole, S.A.; Sarkar, S.** 2011. *Bad advice: Explaining the persistence of whole life insurance*, at: <http://ssrn.com/abstract=1786624>.
- Angove, J.; Tande, N.** 2011. *A business case for microinsurance: An analysis of the profitability of microinsurance for five companies*, Microinsurance Paper Series No. 11 (Geneva, ILO).
- Arena, M.** 2006. *Does insurance market activity promote economic growth? A cross-country study for industrialized and developing countries*, World Bank Policy Research Working Paper 4098 (Washington, D.C., World Bank).
- Ariely, D.** 2009. *Predictably irrational: The hidden forces that shape our decisions* (London, HarperCollins).
- Armendáriz, B.; Morduch, J.** 2010. *Economics of micro-finance* (Cambridge, Massachusetts, MIT Press).
- ARTEMIS.** 2011. *Draft microinsurance standards and products approved in Philippines*, at: <http://www.artemis.bml/blog/2011/01/05/draft-microinsurance-standards-product-approved-in-philippines/>

- Arun, T.G.; Steiner, S.** 2008. *Microinsurance in the context of social protection*, Working Paper No. 55 (Brooks World Poverty Institute).
- Asenso-Okyere, W.K.; Osei-Akoto, I.; Anum, A.; Appiah, E.N.** 1997. "Willingness to pay for health insurance in a developing economy: A pilot study of the informal sector of Ghana using contingent valuation", in *Health Policy*, Vol. 42, No. 3, pp. 223–237.
- Asfar, R.** 2003. *Internal migration and the development nexus: The case of Bangladesh* (Dhaka, Bangladesh Institute of Development Studies).
- Asfaw, A.** 2003. *Cost of illness, demand for medical care, and the prospect of community health insurance programs in the rural areas of Ethiopia* (Frankfurt).
- ; **Von Braun, J.** 2005. "Innovations in health care financing: New evidence on the prospect of community health insurance schemes in the rural areas of Ethiopia", in *International Journal of Health Care Finance and Economics*, Vol. 5, No. 3, pp. 241–253.
- ; **Jütting, J.P.** 2007. "The role of health insurance in poverty reduction: Empirical evidence from Senegal", in *International Journal of Public Administration*, Vol. 30, No. 8, pp. 835–858.
- Asgary, A.; Willis, K.; Taghvaei, A.; Rafeian, M.** 2004. "Estimating rural house-holds' willingness to pay for health insurance", in *European Journal of Health Economics*, Vol. 5, No. 3, pp. 209–215.
- Ashraf, N.; Gons, N.; Karlan, D.; Wesley, Y.** 2003. *A review of commitment savings products in developing countries*, Economic and Research Department Working Paper No. 45 (Manila, Philippines, Asian Development Bank).
- ; **Karlan, D.; Yin, W.** 2006. "Tying Odysseus to the mast: Evidence from a commitment to savings product in the Philippines", in *Quarterly Journal of Economics*, Vol. 121, No. 2, pp. 673–697.
- ; **Aycinena, D.; Martinez, C.A.; Yang, D.** 2010. *Remittances and the problem of control: A field experiment among migrants from El Salvador*, Working Paper (Harvard Business School, Francisco Marroquin University, University of Chile, University of Michigan).
- Baidya, A.; Ruchismita, R.** 2011. *Salt case study*, draft paper (Chennai, India, CIRM).
- Balkenhol, B.** 2010. *Microfinance in crisis, and the implications for microinsurance*, Innovation Flash No. 8 (Geneva, ILO), at: <http://www.microinsurancefacility.org/sites/default/files/news8-en.pdf>
- Banerjee, A.; Deaton, A.; Duflo, E.** 2004. "Health care delivery in rural Rajasthan", in *Economic and Political Weekly*, Vol. 39, No. 9, pp. 944–949.
- Baptistini, E.** 2011. *The experience of a large insurance broker in selling and distributing mass insurance products across Brazil and Latin America*, paper presented at the 7th International Microinsurance Conference Rio de Janeiro, Brazil, 8–10 Nov.
- Bärnighausen, T.; Liu, Y.; Zhang, X.; Sauerborn, R.** 2007. "Willingness to pay for social health insurance among informal sector workers in Wuhan, China: A contingent valuation study", in *BMC Health Services Research*, Vol. 7, pp. 114–130.
- Barrett, C.; Carter, M.; Little, P.** 2006. "Understanding and reducing persistent poverty in Africa", in *Journal of Development Studies*, Vol. 42, No. 2, pp. 167–177.
- Barrientos, A.; Holmes, R.** 2007. *Social Assistance in Developing Countries Database Version 3.0* (Manchester and London, Brooks World Poverty Institute, Overseas Development Institute).
- Barros, R.** 2008. *Wealthier but not much healthier: Effects of a health insurance program for the poor in Mexico* (Palo Alto, CA, Stanford University Department of Economics).
- Basu, P.** 2006. *Improving access to finance for India's rural poor*, Directions in Development No. 36448 (Washington, D.C., The World Bank).
- Bauchet, B.; Dalal, A.; Mayasudakar, P.; Morduch, J.; Radermacher, R.** Forthcoming. *Can insurers improve healthcare quality? Evidence from a community microinsurance scheme in India* (New York, New York University, Robert F. Wagner School of Public Service).
- Bayoumi, A.** 2004. "The measurement of contingent valuation for health economics", in *Pharmacoeconomics*, Vol. 22, No. 11, pp. 691–700.
- Begg, C.B.; Mazumdar, M.** 1994. "Operating characteristics of a rank correlation test for publication bias", in *Biometrics*, Vol. 50, pp. 1088–1101.
- Begg, D.; Fischer, S.; Dornbusch, R.** 2000. *Economics* (London, The McGraw-Hill Companies).
- Bertrand, M.; Karlan, D.; Mullainathan, S.; Shafir, E.; Zinman, J.** 2010. "What's advertising content worth? Evidence from a consumer credit marketing field experiment", in *Quarterly Journal of Economics*, Vol. 125, No. 1, pp. 263–305.
- Bester, H.J.; Chamberlain, D.; Hawthorne, R.; Malherbe, S.; Walker, R.** 2003. *Making insurance markets work for the poor in South Africa, Botswana, Namibia, Lesotho and Swaziland: Scoping study* (Bellville, South Africa, FinMark Trust), at: [www.cenfri.org](http://www.cenfri.org).
- ; **Chamberlain, D.; Short, R.; Walker, R.; Smith, A.** 2006. *Brokering change in the low-income insurance market: Threats and opportunities to the intermediation of microinsurance in South Africa*, A document prepared for FinMark (Bellville, South Africa, FinMark Trust), at: [www.cenfri.org](http://www.cenfri.org).
- ; **Chamberlain, D.; Hougaard, C.** 2008a. *Making insurance markets work for the poor: Microinsurance policy, regulation and supervision. Synthesis report of the five country studies for Colombia, India, the Philippines, South Africa and Uganda* (IAIS/CGAP Joint Working Group on Microinsurance), at: [www.cenfri.org](http://www.cenfri.org).
- ; **Smith, A.; Hendrie, S.; Rukondo, M.** 2008b. *Making insurance markets work for the poor: Microinsurance policy, regulation and supervision: South Africa study* (Bellville, South Africa, FinMark Trust), at: [www.cenfri.org](http://www.cenfri.org).
- ; **Chamberlain, D.; Hougaard, C.** 2009. *Making insurance markets work for the poor: Microinsurance policy, regulation and supervision* (Bellville, South Africa, Cenfri), at: [www.cenfri.org](http://www.cenfri.org).

- ; Chamberlain, D.; Hougaard, C.; Smit, H. 2010. *Microinsurance in Brazil: Towards a strategy for market development* (Bellville, South Africa, Cenfri), at: [www.cenfri.org](http://www.cenfri.org).
- Bhatia, M. R. 2005. "From evidence to calibration for starting point bias: willingness to pay for treated mosquito nets in Gujarat, India", in *Journal of Applied Economics*, Vol. 37, No. 1, pp. 1–7.
- Binam, J.; Nkama, A.; Nkenda, R. 2004. *Estimating the willingness to pay for community health prepayment schemes in rural area: A case study of the use of contingent valuation surveys in central Cameroon* (Yaounde, Institute of Agricultural Research for Development).
- Bird, E. 2001. "Does the welfare state induce risk-taking?", in *Journal of Public Economics*, Vol. 80, pp. 357–383.
- Biswas, S.; Devi, R. 2008. "Making health insurance work", in *ICFAI Journal of Risk and Insurance*, Vol. 5, No. 1, pp. 50–59.
- Blanchard-Horan, C. 2007. "Health microinsurance in Uganda: Affecting malaria treatment seeking behavior", in *International Journal of Public Administration*, Vol. 30, No. 8, pp. 765–789.
- Bonnevay, S.; Dror, D.; Duru, G.; and Lamure, M. 2002. "A model of microinsurance and reinsurance", in D. Dror, D. and A. Preker (eds): *A new approach to sustainable community health financing* (Washington, D.C. and Geneva, World Bank and ILO), pp. 153–186.
- Boucher, S.; Carter, M.; Guirking, C. 2008. "Risk rationing and wealth effects in credit markets: Theory and implications for agricultural development", in *American Journal of Agricultural Economics* Vol. 90, No. 2, pp. 409–423.
- Brainard, L. 2008. *What is the role of insurance in economic development?*, Zürich Government and Industry Affairs Thought Leadership Series (Zürich).
- Braine, T. 2006. "Countries test new ways to finance health care", in *Bulletin of the World Health Organization*, Vol. 84, No. 11, pp. 844–845.
- Brown, W.; Churchill, C. 2000. *Insurance provision in low-income communities, Part II: Initial lessons from micro-insurance experiments for the poor*, Micro-Enterprise Best Practices Series (Bethesda, Maryland, Development Alternatives Inc.).
- Brugiavini, A.; Pace, N. 2010. *Extending health insurance: Effects of the National Health Insurance Scheme in Ghana*, Background Paper to the European Report on Development 2010, presented in Dakar, 27–30 June, 2010.
- Bureau of Meteorology (BOM), Australia, at: <http://www.bom.gov.au/>.
- Burks, R. 2009. *A harsh reality for Mongolia's herders*, at: <http://www.mercycorps.org/rogerburks/blog/16302> [8 Sept. 2009].
- Burns, C.; Caceres, A. 2010. *Product and delivery regulation in Peru*, paper presented at the International Conference on Enabling Microinsurance Markets: Overcoming the challenges for the insurance industry, regulators and supervisors, Berlin, May.
- ; Dalal, A. 2010. *Explaining insurance: Implementing consumer education in CARE-India's Insure Lives and Livelihoods Program* (New York, Financial Access Initiative Case Study).
- Caceres M.; Zuluaga, S. 2008. *Making insurance markets work for the poor: Microinsurance policy, regulation and supervision: Colombia study* (PrimAmerica).
- Cai, H.; Chen, Y.; Fang, H.; Zhou, L. 2009. *Microinsurance, trust and economic development: Evidence from a randomized natural field experiment*, Penn Institute for Economic Research (PIER) Working Paper No. 09–34 (Philadelphia, PA, University of Pennsylvania Department of Economics).
- Callan, M. 2010. *Motion for a resolution on the outcome of the Copenhagen Conference on Climate Change (COP 15)*, at: <http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//TEXT+MOTION+B7-2010-0070+0+DOC+XML+Vo//EN> [3 Feb. 2010].
- Caribbean Catastrophe Risk Insurance Facility (CCRIF), Jamaica, at: <http://www.ccrif.org/>
- Carrera, S.; Merlino, M. 2009. *Undocumented immigrants and rights in the EU: Addressing the gap between social science research and policy-making in the Stockholm Programme?* (Centre for European Policy Studies).
- Carter, M. 1997. "Environment, technology and the social articulation of risk in West African agriculture", in *Economic Development and Cultural Change*, Vol. 45, No. 2, pp. 557–590.
- ; Barrett, C.B. 2006. "The economics of poverty traps and persistent poverty: An asset-based approach", in *Journal of Development Studies*, Vol. 42, No. 2, pp. 178–199.
- ; Cheng, L.; Sarris, A. 2010. *The impact of interlinked index insurance and credit contracts on financial market deepening and small farm productivity*, Working Paper (University of Montana).
- Centre for Research on the Epidemiology of Disasters (CRED), Belgium, at: <http://cred.be/>
- Centre for Insurance and Risk Management (CIRM). 2011. *Baseline report. Smallholder access to weather securities: Demand and impact on consumption and product decision* (Chennai, India), at: <http://www.cirm.in/images/baseline-report.pdf>
- Chamberlain, D.; Ncube, S.; Chelwa, G.; Smit, H. 2011. *Insurance products standards to reach low-income consumers in South Africa: Help or hindrance? A review of the experience of Mzansi and Zimele insurance product standards* (Bellville, South Africa, Cenfri), at: [www.cenfri.org](http://www.cenfri.org).
- Chankova, S.; Sulzbach, S.; Diop, S. 2008. "Impact of mutual health organizations: Evidence from West Africa", in *Health Policy and Planning*, Vol. 23, No. 4, pp. 264–276.
- Chatterjee, M. 2005. *Microinsurance: A note on the state of the art* (SEWA, India).
- Chee, G.; Smith, K.; Kapinga, A. 2002. *Assessment of the Community Health Fund in Hanang district, Tanzania*, Partners for Health Reformplus Project (Bethesda, MD, Abt Associates, Inc.).

- Chen, T.; Comfort, A.; Bau, N.** 2008. *Implementing health insurance through micro-credit: A case study of SKS Microfinance, India* (Chennai, India, IFMR).
- Chizari, M.; Yaghoubi, A.; Lindner, J.** 2003. "Perceptions of rural livestock insurance among livestock producers and insurance specialists in Isfahan Province, Iran", in *Journal of International Agricultural and Extension Education*, Vol. 10, No. 1, pp. 37–42.
- Choi, J.; Laibson, D.; Madrian, B.** 2009. "Reducing the complexity costs of 401(k) Participation Through Quick Enrollment™", in D. A. Wise (ed.): in *Developments in the Economics of Aging*, (University of Chicago Press), pp. 57–82.
- Christensen, C.M.** 2003. *The innovator's dilemma: The revolutionary book that will change the way you do business* (Collins Business Essentials).
- Chuma, J.; Gibson, L.; Molyneux, C.** 2007. "Treatment-seeking behavior, cost burdens and coping strategies among rural and urban households in coastal Kenya: An equity analysis", in *Tropical Medicine and International Health*, Vol. 12, No. 5, pp. 673–686.
- Churchill C.; Liber, D.; McCord, M.J.; Roth, J.** 2003. *Making insurance work for microfinance institutions: A technical guide to developing and delivering microinsurance* (Geneva, ILO).
- Churchill, C.** 2006. "What is insurance for the poor?", in C. Churchill (ed.): *Protecting the poor: A microinsurance compendium* (Geneva and Munich, ILO and Munich Re Foundation), pp. 12–24.
- ; **de Grandchant, H.** Zurich Bolivia: *Partnerships for success*, at: <http://www.zurich.com/NR/rdonlyres/5EC70636-CBA9-4C3A-8161-365B1C9E86AA/o/ZurichBoliviacaase.pdf>.
- ; **Cohen, M.** 2006. "Marketing microinsurance", in C. Churchill (ed.): *Protecting the poor: A microinsurance compendium* (Geneva and Munich, ILO and Munich Re Foundation), pp. 12–24.
- ; **Leftley, R.** 2006. "Organization development in microinsurance", in C. Churchill (ed.): *Protecting the poor: A microinsurance compendium* (Geneva and Munich, ILO and Munich Re Foundation), pp. 270–287.
- . 2007. "Insuring the low-income market: Challenges and solutions for commercial insurers", in *Geneva Papers on Risk and Insurance – Issues and Practice*, Vol. 32, No. 3, pp. 401–412.
- Cichon, M.; Scholz, W.** 2009. "Social security, social impact and economic performance: A farewell to three famous myths", in P. Townsend (ed.): *Building decent societies: Rethinking the role of social security in development* (Geneva and Basingstoke, ILO and Palgrave Macmillan), pp. 80–98.
- Ciriacy-Wantrup, S.V.** 1947. "Capital returns from soil conservation practices", in *Journal of Farm Economics*, Vol. 29, No. 4, pp. 494.
- Clarke, D. J.** 2011. *A theory of rational demand for index insurance*, Economics Series Working Papers 572 (University of Oxford, Department of Economics).
- Cohen, M.; McCord, M.J.; Sebstad, J.** 2003. *Reducing vulnerability: Demand for and supply of microinsurance in East Africa* (Nairobi, Microsave).
- Cohen, M.; Sebstad, J.** 2005. "Reducing vulnerability: The demand for microinsurance", in *Journal of International Development*, Vol. 17, No. 3, pp. 397–474.
- . 2006. "The demand for microinsurance", in C. Churchill (ed.): *Protecting the poor: A microinsurance compendium* (Geneva and Munich, ILO and Munich Re Foundation), pp. 25–44.
- . 2009. *Making microinsurance work for clients*, Microinsurance Centre Briefing Note No. 3, at: [www.microinsurance.org](http://www.microinsurance.org). [13 Jul. 2009].
- Cole, S.; Gine, X.; Tobacman, J.; Topalova, P.; Townsend, R.; J. Vickery.** 2010. *Barriers to household risk management: Evidence from India*, Harvard Business School Working Paper, No. 09-116 (Harvard, MA, Harvard Business School).
- Collins, D.; Morduch, J.; Rutherford, S.; Ruthven, O.** 2009. *Portfolios of the poor: How the world's poor live on \$2 a day* (Princeton, N.J., Princeton University Press).
- Consultative Group to Assist the Poor (CGAP).** 2000. *Microfinance and risk management: A client perspective*, Focus Note No. 17 (Washington, D.C., World Bank).
- . 2010. *Andhra Pradesh 2010: Global implications of the crisis in Indian microinsurance*, Focus Note No. 67 (Washington, D.C., World Bank).
- Contreras, J.L.** 2009. *Microinsurance: Breaking the paradigm* (Munich, Munich Re Foundation).
- Corbett, J.D.** 2006. *Making climate-related insurance work in Africa: Targeting and monitoring micro-insurance programmes* (Nairobi, Kenya, Mudsprings/COP12).
- Cowley, A.; Ehrbeck, T.** 2007. "Health insurance for the poor: Leveraging India's unique strengths", in *Sustainable Health Insurance: Global perspectives for India* (McKinsey and Company), pp. 30–42.
- Coydon, M.; Molitor, V.** 2011. *Commercial insurers in microinsurance*, Microinsurance Network Study No. 1 (Luxembourg, Microinsurance Network).
- Crayen, D.; Hainz, C.; Ströh de Martinez, C.** 2010. *Remittances, banking status and the usage of insurance schemes* (University of Tuebingen, Ifo Institute for Economic Research, CESifo and WDI, Free University of Berlin).
- Criel, B.; Kegels, G.** 1997. "A health insurance scheme for hospital care in Bwamanda District, Zaire: lessons and questions after 10 years of functioning", in *Tropical Medicine and International Health*, Vol. 2, No. 7, pp. 654–672.
- . 1998. *District-based health insurance in sub-Saharan Africa (Part II: Case studies)*, Studies in Health Services Organization and Policy, No. 10 (Antwerp, Institute of Tropical Medicine).
- ; **Van der Stuyft, P.; Van Lerberghe, W.** 1999. "The Bwamanda hospital insurance scheme: Effective for whom? A study of its impact on hospital utilization patterns", in *Social Science and Medicine*, Vol. 48, No. 7, pp. 897–911.

- De Allegri, M.; Sanon, M.; Bridges, J.; Sauerborn, R. 2006. "Understanding consumers' preferences and decision to enrol in community-based health insurance in rural West Africa", in *Health Policy*, Vol. 76, No. 1, pp. 58–71.
- De Bruyn, T.; Wets, J. 2006. *Remittances in the Great Lakes Region*, IOM Migration Research Series No. 2 (Geneva, International Organization of Migration).
- de Neubourg, C. 2009. "Social protection and nation-building: an essay on why and how universalist social policy contributes to stable nation-states", in P. Townsend (ed.): *Building decent societies: Rethinking the role of social security in development* (Geneva and Basingstoke, ILO and Palgrave Macmillan), pp. 63–79.
- Dekker, M.; Wilms, A. 2009a. *Can health insurance be the magic bullet? The case of Microcare in Uganda* (Netherlands, African Studies Center Info Sheet).
- . 2009b. "Health insurance and other risk-coping strategies in Uganda: The case of Microcare insurance", in *World Development*, Vol. 38, No. 3, pp. 369–378.
- Delgado, C.; Rosegrant, M.; Steinfeld, H.; Ehui, S.; Courbois, C. 1999. "Livestock to 2020: The next food revolution", in *A 2020 Vision for Food, Agriculture, and the Environment*, No. 61.
- Department of India Post, at: <http://www.postallife-insurance.gov.in/>
- Department of Information Technology, India. 2011. <http://www.mit.gov.in/>.
- Dercon, S.; Bold, T.; De Weerd, J.; Pankhurst, A. 2004. *Extending insurance? Funeral associations in Ethiopia and Tanzania*, OECD Development Centre Working paper No. 240 (Paris, OECD).
- . Hoddinott, J.; Woldehanna, T. 2005. "Consumption and shocks in 15 Ethiopian Villages, 1999–2004", in *Journal of African Economies* Vol. 14, No. 4, pp. 559–585.
- . (ed.). 2005. *Insurance against poverty* (Oxford, Oxford University Press).
- . 2006. "Group-based funeral insurance in Ethiopia and Tanzania", in *World Development*, Vol. 34, No. 4, pp. 685–703.
- . Hoddinott J.; Krishan, P.; Woldehanna, T. 2008. *Collective action and vulnerability: Burial societies in rural Ethiopia*, CAPRI Working Paper No. 83 (International Food Policy Research Institute (IFPRI)).
- . Kirchberger, M. 2008. *Literature review on micro-insurance*, Microinsurance Paper Series No. 1 (Geneva, ILO).
- . Gilligan, D.O.; Hoddinott, J.; Woldehanna, T. 2009. "The impact of agricultural extension and roads on poverty and consumption growth in fifteen Ethiopian villages", in *American Journal of Agricultural Economics*, Vol. 91, No. 4, pp. 1007–1021.
- . 2011. *Social protection, efficiency, and growth*, CSAE Working Paper 2011–17 (Centre for the Study of African Economics, University of Oxford).
- . Gunning, J.W.; Zeitlin, A. 2011. *The demand for insurance under limited credibility: Evidence from Kenya*, at: [http://www.aae.wisc.edu/mwiedc/papers/2011/Zeitlin\\_Andrew.pdf](http://www.aae.wisc.edu/mwiedc/papers/2011/Zeitlin_Andrew.pdf)
- Derriennic, Y.; Wolf, K.; Kiwanuka-Mukiibi, P. 2005. *An assessment of community-based health financing activities in Uganda*, The Partners for Health Reformplus Project (Bethesda, MD, Abt Associates).
- Desvousges, W.; Smith, V.; Fisher, A. 1987. "Option price estimates for water quality improvements: a contingent valuation study for the Monongahela River", in *Journal of Environmental Economics and Management*, Vol. 14, No. 3, pp. 248–267.
- Devadasan, N.; MaNoharan, S.; McNON, N.; McNON, S.; Thekaekara, M.; Thekaekara, S. 2004. "ACCORD community health insurance: Increasing access to hospital care", in *Economic and Political Weekly*, Vol. 39, No. 28, pp. 3189–3914.
- . Ranson, K.; Van Damme, W.; Criel, B. 2004. "Community Health Insurance in India. An overview", in *Economic and Political Weekly*, July 10.
- . Criel, B.; Van Damme, W.; Ranson, K.; Van der Stuyft, P. 2007. *Indian community health insurance schemes provide partial protection against catastrophic health expenditure*, BMC Health Services Research, Vol. 7, No. 43, at: <http://www.biomedcentral.com/1472-6963/7/43> [25 Apr. 2011].
- Development of Human Action (DHAN) Foundation. 2009. *DHAN Foundation Annual Report*, at: [http://www.dhan.org/Downloads/annual\\_report\\_2009.pdf](http://www.dhan.org/Downloads/annual_report_2009.pdf).
- Dickersin, K. 1990. "The existence of publication bias and risk factors for its occurrence", in *Journal of the American Medical Association*, Vol. 263, No. 10, pp. 1385–1389.
- Dimitrijevs, A. 2007. *Mainstreaming gender into disaster recovery and reconstruction* (Washington, D.C., World Bank).
- Diop, F.P.; Sulzbach, S.; Chankova, S. 2006. *The impact of mutual health organizations on social inclusion, access to health care and household income protection: Evidence from Ghana, Senegal and Mali*, Partners for Health Reformplus project (Bethesda, MD, Abt Associates).
- Dodd, R.; Munck, L. 2002. *Dying for change: Poor people's experience of health and ill health* (Geneva, World Health Organization, World Bank, Voices of the Poor).
- Dong, H.; Kouyate, B.; Cairns, J.; Mugisha, F.; Sauerborn, R. 2003. "Willingness-to-pay for community-based insurance in Burkina Faso", in *Journal of Health Economics*, Vol. 12, No. 10, pp. 849–862.
- . 2004. "The feasibility of community-based health insurance in Burkina Faso", in *Health Policy*, Vol. 69, No. 1, pp. 45–53.
- . 2005. "Inequality in willingness-to-pay for community-based health insurance", in *Health Policy*, Vol. 72, No. 2, pp. 149–15.
- Drechsler, D.; Jütting, J. 2005. *Is there a role for private health insurance in developing countries?* Discussion Paper 517 (Berlin, German Institute for Economic Research).



- Dror, D.; Jacquier, C.** 1999. "Micro-insurance: Extending health insurance to the excluded", in *International Social Security Review*, Vol. 52, No. 1, pp. 71.
- . 2001. "Reinsurance of health insurance for the informal sector", in *Bulletin of the World Health Organization*, Vol. 79, No. 7, pp. 672–678.
- ; **Preker, A.** 2002. "Social reinsurance: A new approach to sustainable community health financing", in D. Dror and A. Preker (eds): *A new approach to sustainable community health financing* (World Bank and ILO, Washington, D.C., and Geneva) pp. 153–186.
- ; **Soriano, E.; Lorenzo, M.; Sarol, J.; Azcuna, R.; Koren, R.** 2005. "Field-based evidence of enhanced healthcare utilization among persons insured by micro health insurance units in the Philippines", in *Health Policy*, Vol. 73, No. 3, pp. 263–271.
- ; **Armstrong, J.** 2006. "Do micro health insurance units need capital or reinsurance? A simulated exercise to examine different alternatives", in *The Geneva Papers on Risk and Insurance – Issues and Practice*, Vol. 31, No. 4, pp. 739–761.
- ; **Koren, R.; Steinberg, D.M.** 2006. "The impact of Filipino micro health insurance units on income-related equality of access to healthcare", in *Health Policy*, Vol. 77, No. 3, pp. 304–317.
- ; **Wiechers, T.** 2006. "The role of insurers and reinsurers in supporting insurance to the poor", in C. Churchill (ed.): *Protecting the poor: A microinsurance compendium* (Geneva and Munich, ILO and Munich Re Foundation), pp. 524–544.
- . 2007. "Why 'one size fits all' health insurance products are unsuitable for low-income persons in the informal economy in India", in *Asian Economic Review*, Vol. 49, No. 1, pp. 1–11.
- ; **Radermacher, R.; Koren, R.** 2007. "Willingness to pay for health insurance among rural and poor persons: Field evidence from seven micro health insurance units in India", in *Health Policy*, Vol. 82, No. 1, pp. 12–27.
- ; **Radermacher, R.; R.; Khadilkar, S.; Schout, P.; Hay, F.; Sing, A.** 2009. "Microinsurance: Innovations in low-cost health insurance", in *Health Affairs*, Vol. 28, No. 6, pp. 1788–1798.
- Dror, I.** 2007. "Demystifying micro health insurance package design. Choosing health plans all together (CHAT)", in *Microfinance Insights*, Vol. 4, pp. 17–19.
- . 2008. "Community-based micro health insurance as an enabler of solidarity and self-help amongst poor communities", in *Microfinance Focus*, Vol. 2, No. 8.
- ; **Jenkins, K.; Motege, K.; Siltanen, J.** 2010. *A landscape study of microinsurance education* (Microinsurance Academy).
- Dufhues, T.; Lemke, U.; Fischer, I.** 2004. *Constraints and potential of livestock insurance schemes: A case study from Vietnam*, Discussion Paper No. 05 (Stuttgart, Germany, University of Hohenheim).
- Duflo, E.; Kremer, M.; Robinson, J.** 2009. *Nudging farmers to use fertilizer: Theory and experimental evidence from Kenya*, NBER Working Paper Series 15131 (National Bureau of Economic Research, Cambridge, MA).
- Duong, P.B.; Izumida, Y.** 2002. "Rural development finance in Vietnam: A microeconomic analysis of household surveys", in *World Development*, Vol. 30, No. 2, pp. 319–335.
- The Economist.** 2009. "Medical goes digital: Special report on health care and technology", 18 April, at: <http://economist.com>.
- Edenhofer, O.; Wallacher, J.; Reder, M.; Lotze-Campen, H.** 2010. *Global yet equitable: Combating climate change, enabling development* (Munich, Germany, Munich Re Foundation).
- Elbers, C.; Gunning, J.W.; Kinsey, B.** 2007. "Growth and risk: Methodology and micro evidence", in *The World Bank Economic Review*, Vol. 21, No. 1, pp. 1–20.
- Enarsson, S.; Wiren, K.** 2006. *ALMAO and Yasiru*, Consultative Group to Assist the Poorest (CGAP) Good and Bad Practices in Microinsurance Case Study No. 21 (Geneva, ILO).
- Ezemenari, K.; Chaudhury, N.; Owens, J.** 2002. *Gender and risk in the design of social protection interventions*, Social Safety Net Primers Series (Washington, D.C., World Bank).
- Fafchamps, M.; Minten, B.** 2008. "Insecurity and welfare: Evidence from county data", in *Journal of Development Studies*, Vol. 46, No. 6, pp. 831–863.
- FinMark Trust.** 2009. *FinScope South Africa 2009 survey*, Consultative Group to Assist the Poorest (CGAP), at: [www.finscope.co.za](http://www.finscope.co.za).
- . 2011. *Ghana 2011 FinScope results*, at: [www.finscope.co.za](http://www.finscope.co.za) [Sept. 2011].
- Financial Sector Deepening Kenya (FSD Kenya).** 2009. *FinAccess National Survey 2009: Dynamics of Kenya's changing financial landscape* (Nairobi, Kenya).
- Financial Services Authority (FSA) UK.** 2007. *Treating customers fairly: Measuring outcomes* (UK, Financial Services Authority).
- Fitzpatrick, A.; Magnoni, B.; Thornton, R.** 2011. *Microinsurance utilization in Nicaragua: A report on effects on children, retention and health claims*, Microinsurance Innovation Facility Research Paper No. 5 (Geneva, ILO).
- Flaming, M.; Owino, A.; McKee, K.; Jentsch, N.; di Castri, S.; Maina, B.; Ochleung, M.; Collins, D.; Ahem, B.** 2011. *Consumer protection diagnostic study: Kenya* (Consultative Group to Assist the Poorest (CGAP), FSD Kenya, and Ministry of Finance Kenya).
- Fonteneau, B.; Galland, B.** 2006. "The community-based model: Mutual health organizations in Africa", in C. Churchill (ed.): *Protecting the poor: A microinsurance compendium* (Geneva and Munich, ILO and Munich Re Foundation), pp. 378–400.
- Food and Agriculture Organization of the United Nations (FAO).** 2009. *The state of food and agriculture: Livestock in the balance* (Rome), at: <http://www.fao.org/docrep/012/i0680e/i0680e.pdf>.

- Franco, L.M.; Diop, F.P.; Burgert, C.; Kelley, A.G.; Makinen, M.; Siampara, C.H.T. 2008. "Effects of mutual health organizations on use of priority health care services in urban and rural Mali: A case-control study", in *Bulletin of the World Health Organization*, Vol. 86, No. 11, pp. 830–838.
- Frenk, J. 2006. "Bridging the divide: Global lessons from evidence-based health policy in Mexico", in *The Lancet*, Vol. 368, No. 9539, pp. 954–961.
- Fuller, M. 2011. *Utilising technology to improve customer service and efficiency in microinsurance programmes*, presented at 7th International Microinsurance Conference, 10 Nov., 2011, at: [http://www.munichre-foundation.org/NR/rdonlyres/6AE7F64A-EBE2-4DA4-B754-F4740279601E/0/S5\\_MIC2011\\_Presentation\\_Fuller\\_New.pdf](http://www.munichre-foundation.org/NR/rdonlyres/6AE7F64A-EBE2-4DA4-B754-F4740279601E/0/S5_MIC2011_Presentation_Fuller_New.pdf)
- G-20 Communiqué. 2010. "Meeting of the Finance Ministers and Central Bank Governors, Busan, Republic of Korea, June 5, 2010", at: <http://media.ft.com/cms/422d6406-7093-11df-96ab-00144feabdc0.pdf>.
- Gakidou, E.; Lozano, R.; Gonzalez-Pier, E.; Abbot-Klafter, J.; Barofsky, J. T.; Bryson-Cahn, C.; Feehan, D. M.; Lee, D. K.; Hernandez-Llamas, H.; Murray, C. J. L. 2006. "Assessing the effect of the 2001–2006 Mexican health reform: An interim report card", in *The Lancet*, Vol. 368, pp. 1920–1935.
- Galarra, O.; Sosa-Rubi, S. G.; Salinas, A.; Sesma, S. 2008. *The impact of universal health insurance on catastrophic and out-of-pocket health expenditures in Mexico: A model with an endogenous treatment variable*, Health Econometrics and Data Group Working Paper 08/12 (York, UK, University of York).
- Gallup. 2011. *Mobile phone access varies widely in Sub-Saharan Africa*. Available at <http://www.gallup.com/poll/149519/Mobile-Phone-Access-Varies-Widely-Sub-Saharan-Africa.aspx> [Nov. 2011].
- Ganzach, Y.; Karsahi, N. 1995. "Message framing and buyer behavior: A field experiment", in *Journal of Business Research*, Vol. 32, No.1, pp. 11–17.
- Garand, D.; Wipf, J. 2006. "Risk and financial management", in C. Churchill (ed.): *Protecting the poor: A micro-insurance compendium* (Geneva and Munich, ILO and Munich Re Foundation), pp. 254–269.
- Garcia, B.A.; Gruat, J.V. 2003. *Social protection: A life-cycle continuum investment for social justice, poverty reduction and sustainable development* (Geneva, ILO).
- Gaurav, S.; Cole, S.; Tobacman, J. 2011. *Marketing complex financial products in emerging markets: Evidence from rainfall insurance in India*, Microinsurance Innovation Facility Working paper 1-2011 (Geneva, ILO).
- Gehrke, E. 2009. *Sozialpolitik und Mikroversicherung: Das Fallbeispiel Ghana* (Cologne University).
- . 2011. *Can micro-insurance cover natural risks?* (Bonn, German Development Institute).
- The Geneva Association. 2009. *The insurance industry and climate change – Contribution to the global debate*, The Geneva Reports – Risk and Insurance Research No. 2 (Geneva).
- Gerelle, E.; Berende, M. 2008. *Technology for microinsurance*, Microinsurance Paper Series No. 4 (Geneva, ILO).
- Gertler, P.; Levine, D.; Moretti, E. 2009. "Do micro-finance programs help families insure consumption against illness?", in *Health Economics*, Vol. 18, No. 3, pp. 257–273.
- Gesellschaft für Technische Zusammenarbeit (GTZ). 2009. *Remittances and social protection* (Eschborn, Germany).
- Gine, X.; Townsend, R.; Vickery, J. 2008. "Patterns of rainfall participation in rural India", in *The World Bank Economic Review*, Vol. 22, No. 3, pp. 539–566.
- . 2007. *Insurance, credit and technology adoption: Field experimental evidence from Malawi*, World Bank Policy Research Working Paper No. 4425 (Washington, D.C.).
- . 2009. "Insurance, credit, and technology adoption: Field experimental evidence from Malawi", in *Journal of Development Economics*, Vol. 89, No. 1, pp. 1–11.
- GlobalAgRisk. 2009. <http://www.globalagrisk.com/>.
- Global Facility for Disasters Reduction and Recovery (GFDRR). 2011. *Enhancing crop insurance in India* (Washington, D.C., GFDRR and World Bank).
- Global Partnership for Financial Inclusion (GPFI) and CGAP. 2011. *Global standard-setting bodies and financial inclusion for the poor: Toward proportionate standards and guidance*, White Paper prepared by CGAP on behalf of the G-20's Global Partnership for Financial Inclusion (CGAP, Washington, D.C.).
- Gnawali, D. P.; Pokhrel, S.; Sic, A.; Sanon, M.; de Allegri, M.; Soares, A.; Dong, H.; Sauerborn, R. 2009. "The effect of community-based health insurance on the utilization of modern health care services: Evidence from Burkina Faso", in *Health Policy*, Vol. 90, No. 2, pp. 214–222.
- Gomez, J.C. 2007. *Microinsurance regulatory and supervisory framework – The Peruvian case*, paper presented at the 3rd International Microinsurance Conference, Mumbai, Nov. 2007.
- Goslinga, R. 2011. Syngenta Foundation. Telephone interview, 19 Sep.
- Govindarajan, V.; Trimble, C. 2005. *Ten rules for strategic innovators: From idea to execution* (Harvard Business Press).
- Grace, M.E.; Scott, H. 2009. "An optional federal charter for insurance: Rationale and design", in M.E. Grace and R.W. Klein (eds): *The future of insurance regulation in the United States* (Washington, D.C., Brookings Institution Press).
- Gradi, C.; Herrndorf, M.; Knobloch, C.; Sengupta R. 2010. *Learning to insure the poor* (Zürich, Allianz).
- Greifeneder, R. 2008. *The effect of having too much choice, unpublished dissertation* (Berlin, Germany, Humboldt University).
- Gross, P. 2011a. *New frontiers in microinsurance distribution*, ILO Microinsurance Innovation Facility Webinar Series 2, at: <http://www.youtube.com/watch?v=tgDoan5kWFI> [13 July 2011].
- . 2011b. *Reaching the poor at scale through mobile phones*, presented at the 7th Annual International Microinsurance Conference, Rio de Janeiro, Brazil, 9 Nov., 2011.

- Gruber, J.** 2007. *Public finance and public policy* (New York, Worth Publishers).
- Gumber, A.** 2001. *Hedging the health of the poor: The case for community health financing in India*, Health, Nutrition and Population Discussion Paper No. 28875 (Washington, D.C., World Bank).
- Gustafsson-Wright, E.; Asfaw, A.; van der Gaag, J.** 2009. "Willingness to pay for health insurance: An analysis of the potential market for new low-cost health insurance products in Namibia", in *Social Science & Medicine*, Vol. 69, No. 9, pp. 1351–1359.
- Güth, W.** 2007. *(Non-) Behavioural Economics – A programmatic assessment*, Jena Economic Research Paper No. 2007-099 (Max Planck Institute of Economics, Center for Economic Studies and Ifo Institute for Economic Research).
- Hadi, A.** 2001. "Promoting health knowledge through micro-credit programmes: Experience of BRAC in Bangladesh", in *Health Promotion International*, Vol. 16, No. 3, pp. 219–227.
- Haiss, P.; Sumegi, K.** 2008. "The relationship between insurance and economic growth in Europe: A theoretical and empirical analysis", in *Empirica*, Vol. 35, No. 4, pp. 405–431.
- Hamid, S.A.; Roberts, J.; Mosley, P.** 2010. *Can micro health insurance reduce poverty? Evidence from Bangladesh*, Sheffield Economic Research Paper Series 2010001 (Sheffield University).
- Hansen, J.D.; Kyser, D.A.** 1999. "Taking behavioralism seriously: The problem of market manipulation", in *New York University Law Review* Vol. 74 pp. 630–749.
- Harmeling, S.** 2010a. Zurich Bolivia-Bancosol case study, ILO Microinsurance Facility (Geneva, ILO).
- . 2010b. *Case study: Max Vijay insurance product*, International Case Method Institution (Geneva, ILO).
- Hazell, P.** 1992. "The appropriate role of agricultural insurance in developing countries", in *Journal of International Development*, Vol. 4, pp. 567–581.
- ; **Anderson, J.; Balzer, N.; Hastrup Clemmensen, A.; Hess, U.; Rispoli, F.** 2010. *The potential for scale and sustainability in weather index insurance for agriculture and rural livelihoods* (Rome, International Fund for Agricultural Development, World Food Programme).
- Heckman, J. J.; Smith, J.; Clements, N.** 1997. "Making the most out of programme evaluations and social experiments: Accounting for heterogeneity in programme impacts", in *Review of Economic Studies*, Vol. 64, No. 4, pp. 487–535.
- Heffernan, C.; Misturelli, F.; Pilling, D.** 2003. *Livestock and the poor: Findings from Kenya, India and Bolivia* (London, Animal Health Programme, Department for International Development).
- Hellmuth, M.E.; Moorhead, A.; Thomson, M.C.; Williams, J.** (eds). 2007. *Climate risk management in Africa: Learning from practice*, Climate and Society No. 1 (New York, International Research Institute for Climate and Society).
- . 2009. *Index insurance and climate risk: Prospects for development and disaster management*, Climate and Society No. 2 (New York, International Research Institute for Climate and Society).
- Herbas, J. C.** 2009. "BancoSol's Microinsurance Programs", Microfinance Network: Microinsurance Working Group Conference Call.
- Herbold, J.** 1999. *New approaches to agricultural insurance in developing economies*, Finance for food (Frankfurt am Main, KFW).
- . 2010. "Crop insurance in developing economies: The insurers' and reinsurers' perspective", in *The International Journal for Rural Development*, Vol. 4, pp. 14–18.
- . 2011. *Climate change and agriculture insurance: Industry vulnerability and implications for scaling up innovations: The (re)insurer's perspective*, presented at FARMD annual Conference, Zürich, 9–10 June, 2011.
- Hintz, M.** 2010a. "Understanding the context is understanding the impact: Evidence from a qualitative microinsurance impact survey in Indonesia", in E. Morelli et al. (eds): *Microinsurance – An innovative tool for risk and disaster management* (Davos, Global Risk Forum).
- . 2010b. *Micro-impact: Deconstructing the complex impact process of a simple microinsurance product in Indonesia* (Passau, University of Passau).
- Holzmann, R.; Jørgensen, S.** 2000. *Social risk management: A new conceptual framework for social protection and beyond* (Washington, D.C., World Bank).
- Hougaard, C.; Chamberlain, D.; Aseffa, Y.** 2009. *Towards a strategy for microinsurance development in Zambia: A market and regulatory analysis* (Bellville, South Africa, Cenfri), at: [www.cenfri.org](http://www.cenfri.org)
- ; **Chelwa, G.; Swanepoel, A.** 2011. *Swaziland micro-insurance diagnostic* (Access to Insurance Initiative and FinMark Trust).
- Impact Working Group of the Microinsurance Network.** 2011a. *The practical guide to impact assessments of microinsurance*, at: [http://microinsurancenetw.org/publication/fichier/MIN\\_Publication\\_Impact\\_Practical\\_Guide\\_V1\\_2010.pdf](http://microinsurancenetw.org/publication/fichier/MIN_Publication_Impact_Practical_Guide_V1_2010.pdf) [2 Apr. 2011].
- . 2011b. *Stocktaking initiative: Ongoing impact assessments of microinsurance*, at: <http://www.microinsurancenetw.org/workinggroup/impact/stocktaking.php> [2 Oct. 2011].
- Institute of Development Studies.** 2009. *Accounts of crisis: Poor people's experience of the food, fuel and financial crises in five countries* (Brighton, UK).
- Insurance Regulatory and Development Authority (IRDA), India.** 2008. At: <http://www.irda.gov.in/>
- Intergovernmental Panel on Climate Change (IPCC).** 2007. *Climate Change 2007: The physical science basis*, IPCC WGI Fourth Assessment Report (Geneva).
- . 2011. *Special report on managing the risks of extreme events and disasters to advance climate change adaptation* (Stanford, CA, WMO, UNEP).

- International Association of Insurance Supervisors (IAIS).** 2007. *Issues in regulation and supervision of micro-insurance* (Basel, Switzerland).
- . 2010. *Issues paper on the role, regulation and supervision of mutuals, cooperatives and other community-based organizations in increasing access to insurance markets* (unpublished) (Basel, Switzerland).
- International Fund for Agriculture Development (IFAD).** 2004. *Livestock services and the poor. A global initiative: Collecting, coordinating and sharing experiences* (Rome).
- International Labour Organization (ILO).** 2008. *Social health protection. An ILO strategy towards universal access to healthcare*, Social Security Policy Briefings, Paper 1 (Geneva).
- . 2010. *World Social Security Report 2010/11: Providing coverage in times of crisis and beyond* (Geneva).
- ILO Microinsurance Innovation Facility.** 2011. *Annual Report 2010* (Geneva, ILO), at: [http://www.ilo.org/public/english/employment/mifacility/download/annual/annualreport2010\\_en.pdf](http://www.ilo.org/public/english/employment/mifacility/download/annual/annualreport2010_en.pdf)
- International Monetary Fund (IMF).** 2010. *World Economic Outlook Database*, at: <http://www.imf.org/external/pubs/ft/weo/2010/01/weodata/weorept.aspx?pr.x=31&pr.y=11&sy=2009&ey=2009&scsm=1&ssd=1&sort=country&ds=.&br=1&c=369&cs=LP&grp=0&a=>
- Ito, S.; Kono, H.** 2010. "Why is take-up of microinsurance so low? Evidence from a health insurance scheme in India", in *The Developing Economies*, Vol. 48, No. 1, pp. 74–101.
- Iturrioz, R.** 2009. *Agricultural insurance*, Primer Series on Insurance Issue 12 (Washington, D.C., International Bank for Reconstruction and Development, World Bank).
- Iyengar, S.S.; Lepper, M.R.** 2000. "When choice is demotivating: Can one desire too much of good thing?", in *Journal of Personality and Social Psychology*, Vol. 79, No. 6, pp. 995–1006.
- Jianakoplos, N.A.; Bernasek, A.** 1998. "Are women more risk averse?", in *Economic Inquiry*, Vol. 36, pp. 620–630.
- Johnson S.** 2004. "Milking the elephant: Financial markets as real markets in Kenya", in *Development and Change*, Vol. 35, No. 2, pp. 247–274.
- Joseph, C.; Ruchishmita, R.** 2010. *Livestock case study, draft paper* (Chennai, India, CIRM).
- Jowett, M.; Deolalikar, A.; Martinsson, P.** 2004. "Health insurance and treatment seeking behavior: evidence from a low-income country", in *Health Economics*, Vol. 13, pp. 845–857.
- Jütting, J.** 2002. *Social risk management in rural areas of low-income countries: An economic analysis of community-based health insurance schemes* (Bonn, University of Bonn, Faculty of Agriculture).
- . 2004. "Do community-based health insurance schemes improve poor people's access to health care? Evidence from Rural Senegal", in *World Development*, Vol. 32, No. 2, pp. 273–288.
- Kahneman, D.; Tversky, A.** 1979. "Prospect theory: An analysis of decision under risk", in *Econometrica*, Vol. 47, No. 2, pp. 263–292.
- Karlan, D.; McConnell, M.; Mullainathan, S.; Zinman, J.** 2010. *Getting to the top of mind: How reminders increase savings*, Working Paper (Yale University, Harvard University, and Dartmouth).
- ; **Kutsoati, E.; McMillan, M.; Udry, C.** 2011. "Crop price indemnified loans for farmers: A pilot experiment in rural Ghana", in *Journal of Risk and Insurance*, Vol. 78, No. 1, p. 37–55.
- Karnani, A.** 2009. "Romanticizing the poor", in *Stanford Social Innovation Review*, Vol. 7, No. 1. at: [http://www.ssireview.org/articles/entry/romanticizing\\_the\\_poor](http://www.ssireview.org/articles/entry/romanticizing_the_poor).
- Kern, A.; Ritzen, J.** 2002. *Dying for change: Poor people's experience with health and ill health* (Geneva and Washington, D.C., World Health Organization and World Bank).
- King, G.; Kakidou, E.; Imai, K.; Lakin, J.; Moore, R. T.; Nall, C.; Ravishankar, N.; Vargas, M.; Tellez-Rojas, M. M.; Hernandez Avila, J. E.; Hernandez Avila, M.; Hernandez Llamas, H.** 2009. "Public policy for the poor? A randomized assessment of the Mexican universal health insurance programme", in *The Lancet*, Vol. 373, pp. 1447–1454.
- Kiwaru, A.** 2007. "Group premiums in micro health insurance experiences from Tanzania", in *East African Journal of Public Health*, Vol. 4, No. 1, pp. 28–32.
- Knaul, E.; Arreola-Ornelas, H.; Méndez-Carniado, O.; Bryson-Cahn, C.; Barofsky, J.; Maguire, R.; Miranda, M.; Sesma, S.** 2006. "Evidence is good for your health system: Policy reform to remedy catastrophic and impoverishing health spending in Mexico", in *The Lancet*, Vol. 368, No. 9549, pp. 1828–1841.
- Kogan, F.N.** 1990. "Remote sensing of weather impacts on vegetation in non-homogeneous areas", in *International Journal of Remote Sensing*, Vol. 11, pp. 1405–1419.
- Kotler, P.** 1994. *Marketing management: Analysis, planning, implementation, and control* (New Jersey, Simon & Schuster).
- Krishnan, S.** 2010. *ACE progress report: Beyond 'non-admitted'. A closer look at trends affecting today's multinational insurance programs* (ACE Group).
- Krishnaswamy, K.; Ruchishmita, R.** 2011. *Rashitriya Swasthya Bima Yojana – Performance trends and policy recommendations: An evaluation of a government mass health insurance scheme* (Chennai, India, IMFR CIRM).
- Kruk, M.; Goldmann, E.; Galea, S.** 2009. "Borrowing and selling to pay for health care in low- and middle-income countries", in *Health Affairs*, Vol. 28, No. 4, pp. 1056–1066.
- Kumar, S.** 2011. *Experiences and challenges in implementation of crop insurance programme in India* (India Ministry of Agriculture).
- Kundra, S.; Lagomarsino.** 2008. *Implementing health insurance: Overcoming the challenges of scaling voluntary risk pools in low income settings* (The Rockefeller Foundation, Result for Development Institute).

- Kunzemann, T.** 2010. *Microinsurance tested: Cyclone Nisha batters India*, at: [http://knowledge.allianz.com/microfinance/alternative\\_finance/?424/allianz-bajaj-care-cyclone-nisha-microinsurance](http://knowledge.allianz.com/microfinance/alternative_finance/?424/allianz-bajaj-care-cyclone-nisha-microinsurance) [27 May 2010].
- Laajaj, R.; Carter, M.** 2009. *Using satellite imagery as the basis for index insurance contracts in West Africa*, at: <http://i4.ucdavis.edu/projects/contracts/files/laajaj-using-satellite-imagery.pdf>.
- Lacey, D.** 2011. *A business case for microinsurance: Case study analysis of the profitability of microinsurance products* (Johannesburg, South Africa, Quindiem Consulting).
- Lai, I.** 2010. *As demand grows for microinsurance in Asia, Swiss Re launches first agricultural product in Vietnam*, at: <http://www3.ambest.com/ambv/bestnews/newscontent.aspx?altsrc=23&refnum=142823>
- Langenbrunner, J.; Cashin, C.; O'Dougherty, S. (eds).** 2009. *Designing and implementing health care provider payment systems*, How-to Manuals (Washington, D.C., World Bank and USAid).
- Lashley, K.** 2008. "Health-care provision meets micro-credit finance in Argentina", in *Bulletin of the World Health Organization*, Vol. 86, No.1, pp. 9–10.
- Latorue, A.** 2006. "The role of donors", in C. Churchill (ed.): *Protecting the poor: A microinsurance compendium* (Geneva and Munich, ILO and Munich Re Foundation), pp. 470–487.
- : **de Montesquious, A.; Ward, V.** 2008. "Microinsurance: What can donors do?", CGAP Working Group on Microinsurance (Washington, D.C., World Bank).
- Leach, J.** 2005. *The regulator's dilemma*, presentation to the Microinsurance Conference, Munich Re Foundation and CGAP Working Group on Microinsurance, Schloss Hohenkammer, Germany, Oct.
- : 2011. Hollard Insurance. Telephone interview, Sep. 2011.
- Leatherman, S.; Dunford, C.** 2010. "Linking health to microfinance to reach the poor", in *World Health Organization Bulletin*, Vol. 88, No. 6, pp. 401–480.
- Leftley, R.** 2009. "Microinsurance for health and agricultural risk innovations in insuring the poor", in *A 2020 Vision for Food, Agriculture, and the Environment*, Foc. 17, Br. 4.
- : 2010. *Credit Life: It's supposed to be simple*, Field Notes (MicoEnsure).
- Lei, X.; Lin, W.** 2009. "The new cooperative medical scheme in rural China: Does more coverage mean more service and better health?", in *Health Economics*, Vol. 18, No. S2, pp. 25–46.
- Lethourmy, A.** 2010. *How to implement health insurance in Sub-Saharan Africa?*, Background Paper to the European Report on Development 2010, presented in Dakar, 27–30 June 2010.
- Leventhal, H.; Singer, R.; Jones, S.** 1965. "Effects of fear and specificity of recommendation upon attitudes and behavior", in *Journal of Personality and Social Psychology*, Vol. 2, pp. 20–29.
- Levin, T.; Reinhard, D.** 2007. *Microinsurance aspects in agriculture*, Discussion Paper (Munich, Munich Re).
- Lichand, G.** 2010. *Decomposing the effects of CCTs on entrepreneurship*, World Bank Policy Research Working Paper 5457 (Washington, D.C., World Bank).
- Lim, Y.; Townsend, R.** 1998. "General equilibrium models of financial systems: Theory and measurement in village economies", in *Review of Economic Dynamics*, Vol. 1, No. 1, pp. 59–118.
- List, J.A.** 2003. "Does market experience eliminate market anomalies?", in *Quarterly Journal of Economics*, No. 188, pp. 1–47.
- Llanto, G.M.; Geron, M. P.; Almarino, J.** 2008. *Making insurance markets work for the poor: Microinsurance policy, regulation and supervision: Philippines study*, CGAP Working Group on Microinsurance (Washington, D.C., World Bank).
- Lloyd's.** 2009. *Insurance in developing countries: Exploring opportunities in microinsurance* (London, UK).
- Loewe, M.** 2001. *Improving the social protection of the urban poor and near-poor in Jordan: The potential of micro-insurance*, Reports and Working Papers 12 (Bonn, German Development Institute).
- : 2005a. "Maßnahmen zur Verbesserung der sozialen Sicherheit im informellen Sektor: Das Beispiel der arabischen Welt", in D. Messner and I. Scholz (eds): *Zukunftsfragen der Entwicklungspolitik* (Nomos, Baden-Baden).
- : 2005b. *Social security and the informal sector: the state of theoretical discussion and critical analysis of the situation in Arab countries with special emphasis on micro-insurance approach* (Heidelberg University).
- : 2006. "Downscaling, upgrading or linking? Ways to realize microinsurance", in *International Social Security Review*, Vol. 59, No. 2, pp. 37–59.
- : 2009a. *Soziale Sicherung, informeller Sektor und das Potenzial des Kleinstversicherungsansatzes* (Baden-Baden, Nomos).
- : 2009b. "The third way to social protection: promoting group-based micro-insurance", in *Journal of Insurance and Risk Management*, Vol. 4, No. 1, pp. 86f.
- Lofgren, C.; Thanh, N.X.; Chuc, N.T.; Emmelin, A.; Lindholm, L.** 2008. "People's willingness to pay for health insurance in rural Vietnam", in *Cost Effectiveness and Resource Allocation*, Vol. 6, No. 16.
- Lomas, P.** 2009. *Third party administration in the provision of in-patient health insurance: An Indian case study* (MicroEnsure), at: [http://www.microinsurancenetw.org/file/TPA\\_PAPER\\_March\\_09\\_Final.pdf](http://www.microinsurancenetw.org/file/TPA_PAPER_March_09_Final.pdf).
- Lybbert, T.J.; Galarza, F.; McPeak, J.; Barrett, C.B.; Boucher, S.; Carter, M.R.; Chantarat, S.; Fadlaoui, A.; Mude, A.** 2010. "Dynamic field experiments in development economics: Risk valuation in Morocco, Kenya and Peru", in *Agricultural and Resource Economics Review*, Vol. 39, No. 2, pp. 176–192.
- Magnoni, B.; Lovoi, A.; Brown, J.; Thornton, R.** 2010. *Risk across borders: A study of the potential of microinsurance products to help migrants cope with cross border risks* (Washington, D.C., Inter-American Development Bank).



- Magnoni, B.; Zimmerman, E.** 2011. *Do clients get value from microinsurance? A systematic review of recent and current research* (Micro Insurance Centre, MILK Project).
- Manje, L.** 2005. *Madison Insurance*, Zambia, CGAP Working Group on Microinsurance, Good and Bank Practices Case Study, No. 11 (Geneva, ILO).
- . 2007. *Microinsurance client satisfaction study: Zambia* (Microfinance Opportunities), at: [http://www.microfinanceopportunities.org/docs/Zambia\\_clientsatisfactionstudy\\_Final%20Report\\_November%202007.pdf](http://www.microfinanceopportunities.org/docs/Zambia_clientsatisfactionstudy_Final%20Report_November%202007.pdf).
- Manning, W.G.; Marquis, S.M.** 1996. "Health insurance: The trade-off between risk pooling and moral hazard", in *Journal of Health Economics* Vol. 15, No. 5, pp. 609–639.
- Mapfumo, S.** 2009. *Weather index insurance in Malawi*, presented in Kampala, Uganda, 3 March (Microensure).
- Marek, T.; Yamamoto, C.; Ruster, J.** 2003. *Private health: Policy and regulatory options for private participation*, Public Policy for the Private Sector Note Number 265 (Washington, D.C., World Bank).
- ; **O'Farrell, C.; Yamamoto, C.; Zable, I.** 2005. *Trends and opportunities in public-private partnerships to improve health service delivery in Africa*, Africa Region Human Development Working Paper 33646 (Washington, D.C., World Bank).
- Marquez, P.; Chassin, L.** 2012. *Donors in microinsurance*, Microinsurance Network Study No. 4 (Luxembourg, Microinsurance Network), unpublished.
- Mas, I.; Radcliffe, D.** 2010. *Mobile payments go viral: M-PESA in Kenya*, at <http://pymnts.com/mobile-payments-go-viral-m-pesa-in-kenya/> [Nov. 2011].
- Masud, T.I.; Farooq, N.; Ghaffar, A.** 2003. "Equity shortfalls and failure of the welfare state: Community willingness to pay for health care at government facilities in Jehlum (Pakistan)", in *Journal of Ayub Medical College Abbottabad*, Vol. 15, No. 4, pp. 43–49.
- Mathews, B.** 2008. *Microinsurance: Delivering the core value of insurance to new customers* (Zürich, Switzerland, Zurich Insurance).
- Mathiyazhagan, K.** 1998. "Willingness to pay for rural health insurance through community participation in India", in *International Journal of Health Planning and Management*, Vol. 13, No. 1, pp. 47–67.
- Matsuura, K.** 2009. "Address by Mr. Koichiro Matsuura, Director General of UNESCO, to welcome the United Nations Secretary-General, Mr. Ban Ki Moon on his first visit at UNESCO Headquarters", at: <http://unesdoc.unesco.org/images/0018/001816/181647e.pdf>
- Matul, M.; McCord, M.; Phily, C.; Harms, J.** 2010. *The landscape of microinsurance in Africa*, Microinsurance Working Paper No. 4 (Geneva, ILO).
- ; **Tatin-Jaleran, C.; Kelly, E.** 2011. *Improving client value from microinsurance: Insights from India, Kenya, and the Philippines*, Microinsurance Paper Series No. 12 (Geneva, ILO).
- Mayoux, L.** 2002. *Gender dimensions of microinsurance: Questioning the new bootstraps*, Microinsurance: Improving Risk Management for the Poor No. 7 (Luxembourg, ADA).
- McNamee, P.; Terner, L.; Gbangou, A.; Newlands, D.** 2010. "A game of two halves? Incentive incompatibility, starting point bias and the bidding game contingent valuation method", in *Health Economics*, Vol. 19, No. 1, pp. 75–87.
- McCord, M.J.** 2001. "Health care microinsurance – Case studies from Uganda, Tanzania, India and Cambodia", in *Small Enterprise Development*, Vol. 12, No. 1, pp. 25–38.
- ; **Buczkowski, G.** 2004. *CARD MBA: The Philippines*, Good and Bad Practices Case Study No. 4, CGAP Working Group on Microinsurance (Geneva, Switzerland).
- ; **Botero, F.; McCord, J.S.** 2005a. *AIG: Uganda*, Good and Bad Practices Case Study No. 9, CGAP Working Group on Microinsurance (Geneva, Switzerland).
- ; **Ram, G.; McGuinness, L.** 2005b. *Microinsurance demand and market prospects: Indonesia* (Allianz AG, UNDR, GTZ).
- ; **Osinde, S.** 2005. "Reducing vulnerability: The supply of health microinsurance in East Africa", in *Journal of International Development*, Vol. 17, No. 3, pp. 327–381.
- ; **Buczkowski, G.; Saksena, P.** 2006. "Premium collection: Minimizing transactions costs and maximizing customer service", in C. Churchill (ed.): *Protecting the poor: A microinsurance compendium* (Geneva and Munich, ILO and Munich Re Foundation), pp. 197–215.
- . 2007a. *Partnerships: Microfinance institutions and commercial insurers*, Microinsurance Note 3 (USAID).
- . 2007b. "Supplying health microinsurance: Lessons from East Africa", in *International Journal of Public Administration*, Vol. 30, No. 8, pp. 737–764.
- ; **Wiedmaier-Pfister, M.; Chatterjee A.** 2008. *Facilitating an appropriate regulatory and supervisory environment for microinsurance*, Microinsurance Note 8 (USAID).
- McPeak, J.; Chantarat, S.; Mude, A.** 2010. "Explaining index-based livestock insurance to pastoralists", in *Agricultural Finance Review*, Vol. 70, No. 3, pp. 333–352.
- Medicall Home.** 2010. Medicall Home Page, at: <http://www.medicallhome.com/Indexaspx> [29 Apr. 2010].
- Meessen, B.; Criel, B.; Kegels, G.** 2002. "Formal pooling of health risks in sub-Saharan Africa: reflections on the obstacles encountered", in *International Social Security Review*, Vol. 55, No. 2, pp. 80–84.
- Micro Insurance Academy.** 2009. *Implementing micro health insurance in Nepal: Executive summary* (New Delhi, India).
- MicroEnsure.** 2011. *M-Insurance goes live in Ghana*, at: [www.microensure.com/news](http://www.microensure.com/news) [Sept. 2011].
- Micro Insurance Map.** 2011. <http://microinsurancemap.com>
- Microinsurance Centre.** 2009. *India's report on health micro-insurance schemes: Diversity, innovations and trends* (New Delhi, ILO Subregional Office for Southeast Asia).
- . 2011. *Microinsurance Bollywood movie*, at: <http://www.microinsuranceacademy.org/content/%E2%80%99Csab-tujhse-hai%E2%80%99D-bollywood-style-movie-insurance-education-tool> [24 Apr. 2011].



**Microinsurance Innovation Facility Knowledge Centre.** 2010a. *Evolving climatic adaptation through crop insurance*, at: <http://www.microinsurancefacility.org/en/learning-journey/evolving-climatic-adaptation-through-crop-insurance> (accessed Oct. 2011).

—. 2010b. *Max Vijay case study*, at: [http://www.munichre-foundation.org/NR/rdonlyres/ACAoBEA6-2F22-43EA-9B77-8256B26DA65C/o/S8\\_MIC2010\\_MaxVijayStudy.pdf](http://www.munichre-foundation.org/NR/rdonlyres/ACAoBEA6-2F22-43EA-9B77-8256B26DA65C/o/S8_MIC2010_MaxVijayStudy.pdf) [Sept. 2011].

—. 2011a. *Cattle insurance through electronic identification chip technology*, at: <http://www.microinsurancefacility.org/learning-journey/cattle-insurance-through-electronic-identification-chip-technology> [Oct. 2011].

—. 2011b. *Care Foundation: Project summary*, at: <http://www.microinsurancefacility.org/en/learning-journey/insuring-primary-care-sustainable-financing-solution-rural-primary-health> [Oct. 2011].

**Mills, E.** 2008. "The role of U.S. insurance regulators in responding to climate change", in *Journal of Environmental Law and Policy*, Vol. 26.

**Mobaie, T.** 2002. Personal communication, Asmara, Eritrea, National Insurance Corporation of Eritrea.

**Moens, F.** 1990. "Design, implementation, and evaluation of a community financing scheme for hospital care in developing countries: A pre-paid health plan in the Bwamanda health zone, Zaïre", in *Social Science and Medicine*, Vol. 30, No. 12, pp. 131–1327.

**Mohammed, M.A.; Ortmann, G.F.** 2005. "Factors influencing adoption of livestock insurance by commercial dairy farmers in three zobatat of Eritrea", in *Agrekon*, Vol. 44, No. 2, pp. 172–186.

**Morduch, J.** 1995. "Income smoothing and consumption smoothing", in *Journal of Economic Perspectives*, Vol. 9, No. 3, pp. 103–114.

—. 1999. "Between the market and state: Can informal insurance patch the safety net?", in *World Bank Research Observer*, Vol. 14, No. 2, pp. 187–207.

—. 2006. "Microinsurance: The next revolution", in A. Banerjee, R. Bénabou and D. Moohherjee (eds): *Understanding poverty* (Oxford University Press, UK).

**Morrah, D.** 1955. *A history of industrial life assurance* (University of Michigan, Allen and Unwin).

**Morris, S.; Carletto, C.; Hoddinott, J.; Christiaensen, L.** 2000. *Validity of rapid estimates of household wealth and income for health surveys in rural Africa*, FCND Discussion Paper No. 72 (International Food Policy Research Institute).

**Morsink, K.; Geurts, P.** 2011. *Research design for measuring the client value of microinsurance*, MILK Brief No. 6 (Appleton, Wisconsin, Microinsurance Centre).

—; **Wenner, M.; et al.** 2011. *Value for farmers from meso-level index insurance?*, paper presented at the 7th International Microinsurance Conference Rio de Janeiro, Brazil, 8–10 Nov.

—; **Geurts, P.; Kooijman-van Dijk, A.** 2012. *Impact of micro insurance on vulnerability of low income households in the Philippines: The case of typhoon re-housing insurance* (Netherlands, Institute of Governance Studies (IGS) University of Twente).

**M-PESA Resource Centre.** 2011. *M-PESA customers and agent numbers*, at: [http://www.safaricom.co.ke/fileadmin/M-PESA/Documents/statistics/M-PESA\\_Statistics\\_-\\_2.pdf](http://www.safaricom.co.ke/fileadmin/M-PESA/Documents/statistics/M-PESA_Statistics_-_2.pdf) (accessed November 2011).

**Msuya, J.M.; Jütting, J.P.; Asfaw, A.** 2004. *Impacts of community health insurance programs on health care provision in rural Tanzania*, ZEF-Discussion Papers on Development Policy Number 82 (University of Bonn, Centre for Development Research (ZEF), Germany).

—. 2007. "Impact of community health funds on the access to health care: Empirical evidence from rural Tanzania", in *International Journal of Public Administration*, Vol. 30, No. 8, pp. 813–833.

**Mude, A.; Chantarat, S.; Barrett, C.; Carter, M.; Ikegami, M., and McPeak, J.** 2010. *Insurance against drought-related livestock mortality: Piloting index based livestock insurance in Northern Kenya* (International Livestock Research Institute Working Paper, Nairobi).

**Mukherjee, P.** 2011. "Budget 2011–2012: Speech of Pranab Mukherjee, Minister of Finance, Feb. 28, 2011", at: <http://india.gov.in/images/bst11-12.pdf>

**Mullainathan, S.; Krishnan, S.** 2008. *Psychology and economics: What it means for microfinance* (Financial Access Initiative, Innovations for Poverty Action), at: <http://iamfi.com/documents/psychologyandeconomics.pdf>

—; **Shafir, E.** 2009. "Savings policy and decision-making in low-income households", in M.S. Barr and R.M. Blank (eds): *Insufficient funds: Savings, assets, credit and banking among low-income households* (New York, Financial Access Initiative, New Haven, CT, Innovations for Poverty Action), pp. 121–145.

**Munich Climate Insurance Initiative, Munich**, at: <http://www.climate-insurance.org/>

**Munich Re.** 2010. *Topics Geo: Natural catastrophes in 2009: Analyses, assessments, positions* (Munich).

—. 2011. *SystemAgro – The integrated approach to help farmers feed the world through an intelligent crop insurance system*, at: [www.munichre.com/systemagro](http://www.munichre.com/systemagro)

**Munich Re Foundation.** 2007. *Munich Re Foundation 2006 Report – From knowledge to action* (Munich).

—. 2009. *Munich Re Foundation 2008 Report – From knowledge to action* (Munich).

—. 2011. *6th International Microinsurance Conference Report 2010* (Munich).

**Murray, C.J.L.; Evans, D.** 2003. *Health systems performance assessment: Debates, methods and empiricism* (Geneva, World Health Organization).

**Murray, I.** 2008. *Safe places to save* (Women's World Banking).

**Nabeth, N.; Barrau, O.** 2010. *AIC: A pioneering insurance company in microinsurance actions after the earthquake on 12 January 2010*, presentation available at: [http://www.aic.ht/pdf/AIC\\_actions\\_defis\\_post\\_seisme\\_VF2\\_eng.pdf](http://www.aic.ht/pdf/AIC_actions_defis_post_seisme_VF2_eng.pdf).

**Naemi Nezam Abadi, M.** 1999. *An investigation of effective factors in expansion and development of agricultural insurance*, unpublished master's thesis (Tehran, Iran, Tehran University).

- Narayan, D.; Patesh, P. (eds). 2000. *Voices of the poor: From many lands* (Washington, D.C., World Bank).
- National Bank for Agriculture and Rural Development (NABARD). 2011. *Annual Report*, at: [http://www.nabard.org/FileUpload/DataBank/AnnualReports/Nabard\\_AR\\_Eng\\_2011\\_\(Fianl\)\[1\].pdf](http://www.nabard.org/FileUpload/DataBank/AnnualReports/Nabard_AR_Eng_2011_(Fianl)[1].pdf)
- National Statistical Coordination Board (NSCB). 2011. *2009 official poverty statistics in the Philippines* (Manila, NSCB).
- National Treasury, Republic of South Africa. 2008. *The future of microinsurance regulation in South Africa*, Discussion Paper, at: <http://www.treasury.gov.za/public%20comments/The%20Future%20of%20Microinsurance%20Regulation%20in%20South%20Africa.pdf> [Oct. 2011].
- . 2011. *The South African Microinsurance Regulation Framework*, at: <http://www.fsb.co.za/insurance/Microinsurance/PolicyDocumentMicroInsurance.pdf> [Oct. 2011].
- Nienaber, P.M.; Preiss, J. 2006. *Funeral insurance: A perception from the office of the Ombudsman for Long-term Insurance*, at: [www.ombud.co.za/res/pdf/FuneralInsurance.pdf](http://www.ombud.co.za/res/pdf/FuneralInsurance.pdf)
- Nyman, J.A. 2001. *The demand for insurance: Expected utility theory from a gain perspective*, University of Minnesota Center for Economic Research, Department of Economics Working Paper No. 313 (University of Minnesota), at: <http://hdl.handle.net/10419/23492>.
- Onwujekwe, O.; Okereke, E.; Onoka, C.; Uzo-chukwu, B.; Kirigia, J.; Petu, A. 2010. "Willingness to pay for community-based health insurance in Nigeria: do economic status and place of residence matter?", in *Health Policy and Planning*, Vol. 25, No. 2, pp. 155–161.
- Orozco, M. 2003. *Family Remittances to Nicaragua: Opportunities to Increase the Economic Contributions of Nicaraguans Living Abroad* (Washington, D.C., USAID).
- Qureshi, Y.; Reinhard, D. (eds). 2011. *6th International Microinsurance Conference 2010: Making insurance work for the poor* (Munich Re Foundation).
- Palm, R. 1995. *Earthquake insurance: A longitudinal study of California homeowners* (UCLA, Westview Press).
- Patankar, M. 2011. *Comprehensive risk cover through remote sensing techniques*, CIRM working Paper Series (Chennai, India, CIRM), at: <http://www.cirm.in/library/publications>
- Perry, B.; Randolph, T. 2003. "The economics of foot and mouth disease, its control and its eradication", in B. Bodet and M. Vicari (eds): *Foot and mouth disease control strategies* (Paris, Elsevier).
- Peterson, T.C.; Zhang, X.; Brunet-India, M.; Vázquez-Aguirre, J.L. 2008. "Changes in North American extremes derived from daily weather data", in *Journal of Geophysical Research*, Vol. 7, No. 113, pp. 1–9.
- PhilHealth. 2010. *Extending public insurance schemes to the low income sector*, presented at the International Microinsurance Conference, Manila, Nov. 9–11, 2010.
- Pica, G.; Pica-Ciamarra, U.; Otte, J. 2008. *The livestock sector in the World Development Report 2008: Re-assessing the policy priorities*, PPLPI Research Report No. 08-07 (Rome, Pro-Poor Livestock Policy Initiative, FAO).
- Pica-Ciamarra, U. 2005. *Livestock policies for poverty alleviation: Theory and practical evidence from Africa, Asia and Latin America*, PPLPI Working Paper No. 27 (Rome, Pro-Poor Livestock Policy Initiative, FAO).
- Picard, P. 2008. "Natural disaster insurance and the equity-efficiency trade-off", in *The Journal of Risk and Insurance*, Vol. 75, No. 1.
- Plaster, G.; Alderman, J. 2006. *Beyond Six Sigma: Profitable growth through customer value creation* (New York, John Wiley & Sons).
- Polonsky, J.; D.; McPake, B.; Poletti, T.; Vyas, S.; Ghazaryan, O.; Yanni, M.K. 2009. "Equity in community health insurance schemes: Evidence and lessons from Armenia", in *Health Policy and Planning*, Vol. 24, No. 3, pp. 209–216.
- Porteous, D. 2006. *The enabling environment for mobile banking in Africa* (Boston, MA, Bankable Frontier Associates), at: <http://www.bankablefrontier.com/assets/pdfs/ee.mobil.banking.report.v3.1.pdf>.
- ; Lyman, T.R.; Pickens, M. 2008. *Regulating transformational branchless banking: Mobile phones and other technology to increase access to finance*, Focus Note 43 (Washington, D.C., World Bank).
- Prahalad, C.K. 2005. *The fortune at the bottom of the pyramid: Eradicating poverty through profits* (Upper Saddle River, NJ, Wharton School Publishing).
- Prashad, P. 2011. Technology officer, Microinsurance Innovation Facility. Telephone interview, 19 Sep., 2011.
- Pratt, J.W. 1964. "Risk aversion in the small and in the large", in *Econometrica*, Vol. 32, No. 1/2, pp. 122–136.
- Preker, A.S.; Carrin, G.; Dror, D.; Jakab, M.; Hsiao, W.; Arhin-Tenkorang, D. 2002. "Effectiveness of community health financing in meeting the cost of illness", in *Bulletin of the World Health Organization*, Vol. 80, pp. 143–150.
- Pronyk, P.M.; Hargreaves, J.R.; Morduch, J. 2007. "Microfinance programs and better health: Prospects for Sub-Saharan Africa", in *Journal of American Medical Association*, Vol. 298, No. 16, pp. 1925–1927.
- Public Health Foundation of India (PHFI). 2011. *A critical assessment of the existing health insurance models in India* (New Delhi, India).
- Radermacher, R.; Wig, N.; Van Putten-Rademacher, O.; Müller, V.; Dror, D. 2005a. *Yeshasvini Trust, Karnataka India*, CGAP Working Group on Microinsurance Good and Bad Practices Case Study No. 20 (Geneva, ILO).
- ; van Putten-Rademacher, O.; Müller, V.; Wig, N.; Dror, D. 2005b. *Karuna Trust, Karnataka*, Consultative Group to Assist the Poorest (CGAP) Good and Bad Practices in Microinsurance Case Study No. 19 (Geneva, ILO).
- ; Dror, I. 2006. "Institutional options for delivering health microinsurance", in C. Churchill (ed.): *Protecting the poor: A microinsurance compendium* (Geneva and Munich, ILO and Munich Re Foundation), pp. 401–423.
- ; Roberts; Singh, J.; Srivastava, S. 2009. "Integrated risk management in microinsurance", in *Microfinance: An innovative tool for disaster and risk reduction* (IDRC).

- ; Vanderhyden, M.; Meshack, M.; Harting, S.; Stoermer, M. 2011. *Mission report: Health financing situational analysis. Health promotion and system strengthening project in Dodoma, Tanzania* (Basel, Switzerland, Swiss Tropical and Public Health Institute).
- ; van Armanberg, K.; Chen, T. 2012. "Impact analyses of micro health insurance", in H.J. Rösner et al. (eds): *Handbook of micro health insurance in Africa, social protection in health – Challenges, needs and solutions in international health care financing, Vol. 1* (Cologne, Germany, University of Cologne).
- ; van Armanberg, K.; Chen, T. Forthcoming. *What do we know about the impact of microinsurance?* (New Delhi, Micro Insurance Academy).
- Ramm, G. 2011. *Public-private partnerships in micro-insurance* (Luxembourg, Microinsurance Network).
- Ranson, M. K. 2001. *The impact of SEWA's medical insurance fund on hospital utilization and expenditure: A household survey*, Health, Nutrition and Population Discussion Paper No. 28895 (Washington, D.C., World Bank).
- . 2002. "Reduction of catastrophic health care expenditures by a community-based health insurance scheme in Gujarat, India: Current experiences and challenges", in *Bulletin of the World Health Organization*, Vol. 80, No. 8, pp. 613–621.
- ; Sinha, T.; Chatterjee, M.; Acharya, A.; Bhavsar, A.; Morris, S.; Mills, A. 2006. "Making health insurance work for the poor: Learning from the Self-Employed Women's Association's (SEWA) community-based health insurance scheme in India", in *Social Science and Medicine*, Vol. 62, pp.707–720.
- Rao, K. D.; Waters, H.; Steinhardt, L.; Alam, S.; Hansen, P.; Naeem, A.J. 2009. "An experiment with community health funds in Afghanistan", in *Health Policy and Planning*, Vol. 24, No. 4, pp. 301–311.
- Ratha, D.; Mohapatra, S.; Silwal, A. 2010. *Outlook for remittance flows 2010–2011*, Migration and Development Brief (Washington, D.C., World Bank).
- Reed, L. 2011. *State of Microcredit Summit Campaign Report 2011* (Washington, D.C., Microcredit Summit Campaign).
- Rimansi. 2002. *Willingness to pay for life insurance: Market research study* (Manila).
- Robine, J.M.; Cheung, S.L.; Le Roy, S.; Van Oyen et F R Herrmann, F.R. 2007. *Report on excess mortality in Europe during summer 2003* (Brussels, EU Community Action Programme for Public Health).
- Robinson, J.; Yeh, E. 2009. *Transactional sex as a response to risk in Western Kenya*, Policy Research Working Paper (Washington, D.C., World Bank).
- Roth, J. 1999. *Informal micro-finance schemes: The case of funeral insurance in South Africa*, Social Finance Unit Working Paper No. 22 (Geneva, ILO).
- ; Garand, D.; Rutherford, S. 2006. "Long-term savings and insurance", in C. Churchill (ed.): *Protecting the poor: A microinsurance compendium* (Geneva and Munich, ILO and Munich Re Foundation), pp. 94–108.
- ; McCord, M.J.; Liber, D. 2007. *The landscape of microinsurance in the world's 100 poorest countries* (Micro-insurance Centre).
- Rubinstein, A. 2006. Discussion of "Behavioural Economics", in *Advances in economics and econometrics: Theory and applications, Ninth World Congress*.
- Ruchismita, R. 2011. Executive Director, IFMR, Centre for Insurance and Risk Management. Telephone interview, May 2011.
- Sabri, B. 2003. "Healthcare financing in the African countries of the Eastern Mediterranean", in *International Social Security Review*, Vol. 56, No. 3, pp. 73–85.
- Samuelson, P. 1938. "A note on the pure theory of consumers' behaviour", in *Economica*, Vol. 5, No. 17, pp. 61–71.
- Sanlman. 2006. *Annual Report*, at: <http://www.sanlam.co.za> (accessed 2 Nov. 2011).
- Sarris, A.; Karfakis P.; Christiaensen, L. 2006. *Producer demand and welfare benefits of rainfall insurance in Tanzania*, FAO Commodity and Trade Policy Research Working Paper No. 18.
- Scheibehenne, B. 2008. *An experimental test of the choice overload hypothesis using chocolate*, unpublished manuscript (Germany, University of Mannheim).
- Schneider, P.; Diop, F. 2001. *Synopsis of results on the impact of community-based health insurance on financial accessibility to health care in Rwanda*, Health, Nutrition and Population Discussion Paper No. 28903 (Washington, D.C., World Bank).
- . 2004. "Why should the poor insure? Theories of decision-making in the context of health insurance", in *Health Policy And Planning*, Vol. 19, No.6, pp. 349–355.
- ; Hanson, K. 2006. "Horizontal equity in utilization of care and fairness of health financing: a comparison of micro-health insurance and user fees in Rwanda", in *Health Economics*, Vol. 15, No. 1, pp. 19–31.
- Schumpeter, J. 1942. "Creative destruction", in *Capitalism, socialism and democracy* (New York, Harper).
- Schwarz, D. 2010. "Regulating insurance sales or selling insurance regulation? Against regulatory competition in insurance", in *Minnesota Law Review*, Vol. 94, pp. 1707.
- Sebstad, J.; Cohen, M. 2000. *Microfinance, risk management and poverty* (Washington, AIMS).
- SegurCaixa Holding. 2008. *Annual Report*, at: [www.laCaixa.es](http://www.laCaixa.es).
- Self-Employed Women's Association (SEWA). 2009. "Vimo SEWA's Insurance Products," SEWA Bank, at: <http://www.sewainurance.org/> [4 June, 2009].
- ; Ahmedabad, India, at: <http://www.sewa.org/SpecialEdition.asp>.
- Sepehri, A.; Sarma, S.; Simpson, W. 2006. "Does non-profit health insurance reduce financial burden? Evidence from the Vietnam living standards survey panel", in *Health Economics*, Vol. 15, No. 6, pp. 603–616.

- Setel, P.; Abeyasekera, S.; Ward, P.; Hemed, Y.; Whit- ing, D.; Mswia, R.; Antoninis, M.; Kitange, H. 2003. "Development, validation, and performance of a rapid consumption expenditure proxy for measuring income poverty in Tanzania: Experience from AMMP demographic surveillance sites", in *Population and Health Policies and Programs*, pp. 169–183, at: [http://www.reading.ac.uk/ssc/publications/Inc\\_PovProx.pdf](http://www.reading.ac.uk/ssc/publications/Inc_PovProx.pdf)
- Shampanier, K.; Mazar, N.; Ariely, D. 2007. "Zero as a special price: The true value of free products", in *Market- ing Science*, Vol. 26, No. 6, pp. 742–757.
- Shankar, S.; Asher, M.G. 2009. "Micropensions in India: Issues and challenges", in *International Social Security Review*, Vol. 64, No. 2, pp. 1–21.
- Sharma, A.; Gupta, A.; Mohan, J. 2009. *Integrated insurance and risk mitigation solution for dairy farmers* (Chennai, India, CIRM).
- . 2010. *Livestock insurance: Lessons from the Indian experience*, Centre for Insurance and Risk Management Working Paper (Chennai, India, CIRM).
- ; Shukla A. 2010. *An exploration – Community based livestock insurance scheme, Vizianagaram*, Working Paper (Chennai, India, CIRM).
- Shepard, D. S.; Vian, T.; Kleinau, E. F. 1996. "Performance and impact of four health insurance programs in rural and urban areas of Zaire", in R. P. Shaw; M. Ainsworth (eds): *Financing health services through user fees and insurance: Case studies from sub-Saharan Africa*, World Bank Discussion Paper No. 294 (Washington, D.C.).
- Shetty, N.K.; Veerashekharappa, D. 2009. "Institutional innovations and access to micro-health insurance for the poor: Evidence from Karnataka", in *The Icfai University Journal of Risk and Insurance*, Vol. 6, No.1, pp. 50–68.
- Sigma. 2010. *Microinsurance – Risk protection for 4 billion people* (Swiss Re).
- Simanowitz A.; Sandmark, T. 2011. *Social performance indicators for microinsurance*, Workshop Report 5–7 Oct. (Luxembourg, Microinsurance Network).
- Simba, F. 2002. *Assessing the demand for microinsurance in Kenya* (Nairobi, Microsave).
- Simkhada, N.J.; Gautam, S.; Mishra, M.; Acharya, I.; Sharma, N. 2000. *Research on risk and vulnerability of rural women in Nepal* (Nepal, Centre for Micro Finance).
- Simões, R.L.G.; Salles, O.R.; Vieira, J.L.N.; de Faria Zettel, C.; Ramos Wagner Clemenceau Rodrigues, R.O.; Conceição, A.R. 2010. "SUSEP's Microinsurance Working Group Reports Part 1", in *Microinsurance in Brazil: Research Series Volume 1* (Rio de Janeiro, Brazil).
- Sinha, S. 2007. *Agriculture insurance in India*, CIRM Working Paper Series (Chennai, India, CIRM).
- Sinha, T.; Ranson, K.; Patel, F.; Mills, A. 2007. "Why have the members gone? Explanations for dropout from a community-based insurance scheme", in *Journal of International Development*, Vol. 19, pp. 653–665.
- Skees, J.; Enkh-Amgalan, A. 2002. *Examining the feasibility of livestock insurance in Mongolia*, World Bank Policy Research Working paper 2886 (Washington, D.C., World Bank).
- . 2008. "Innovations in index insurance for the poor in lower income countries", in *Agricultural and Resource Economics Review*, Vol. 37, pp. 1–15.
- Skipper, H.D. 1997. *Foreign insurers in emerging markets: Issues and concerns* (Washington, D.C., International Insurance Foundation).
- Small Enterprise Education and Promotion Network (SEEP). 2010. *Consumer protection principles in practice: A framework for developing and implementing a pro-client approach to microfinance*, Progress Note No. 14 (Washington, D.C.).
- Smit, H.; Smith, A.; Chamberlain, D. 2009. *A global survey of passive microinsurance distribution channels* (Bellville, South Africa, Cenfri), at: [www.cenfri.org](http://www.cenfri.org).
- ; Smith, A. 2010a. *Utility and database microinsurance distribution in Brazil: The case of QBE Brazil Seguros, ACE group and Aon Affinity* (Bellville, South Africa, Cenfri), at: [www.cenfri.org](http://www.cenfri.org).
- ; Smith, A. 2010b. *Microinsurance distribution through retail stores in Brazil: Insurer Mapfre Seguros, retailer Casas Bahia and cellular provider Vivo* (Bellville, South Africa, Cenfri), at: [www.cenfri.org](http://www.cenfri.org).
- Smith, A.; Chamberlain, D.; Smit, H.; Ncube, S.; Chelwa, G. 2010a. *Kenya microinsurance landscape: Market and regulatory analysis* (Bellville, South Africa, Cenfri), at: [www.cenfri.org](http://www.cenfri.org).
- ; Matul, M.; Ncube, S.; Bester, H. 2010b. *South African Insurance Association Consumer Education Programme: 2005–2009* (Geneva, ILO, Cenfri).
- ; Smit, H. 2010a. *Case study: Hollard Insurance and Take it Eezi*, at: [www.cenfri.org](http://www.cenfri.org).
- ; —. 2010b. *Case study: Hollard Insurance and Pep*, at: [www.cenfri.org](http://www.cenfri.org).
- ; —. 2010c. *Case study: Metropolitan Cover2Go*, at: [www.cenfri.org](http://www.cenfri.org).
- ; —. 2010d. *Case study: Shoprite*, at: [www.cenfri.org](http://www.cenfri.org).
- Smith, K.; Sulzbach, S. 2008. "Community-based health insurance and access to maternal health services: Evidence from three West African countries", in *Social Science and Medicine*, Vol. 66, pp. 2460–2473.
- Smith, V.; Watts, M. 2009. *Index based agricultural insurance in developing countries: Feasibility, scalability and sustainability* (Bill & Melinda Gates Foundation).
- Solomon, S.; D. Qin, M. Manning, Z. Chen, M. Marquis, K.B. Averyt, M. Tignor and H.L. Miller. (eds). 2007. *Contribution of Working Group I to the fourth assessment report of the Intergovernmental Panel on Climate Change* (Cambridge, United Kingdom and New York, NY, USA).
- Srinivasan, N. 2010. *Microfinance India: State of sector report 2010* (New Delhi, India, Sage Publications).
- Stålhammar, N.O. 1996. "An empirical note on willingness to pay and starting-point bias", in *Medical Decision Making*, Vol. 16, No. 3, pp. 242–247.



- Sterling, R.** 2000. *Insurance and private pensions compendium for emerging economies. Book 1, Part 2 (1)b: Insurance regulation and supervision in OECD countries, Asian economies, Latin-American countries and CEEC and NIS countries* (Paris, Organisation for Economic Co-operation and Development).
- Swiss Re.** 2010a. *Natural catastrophes and man-made disasters in 2009: Catastrophes claim fewer victims, insured losses fall*, Sigma Report No. 01 (Zürich).
- . 2010b. *Microinsurance – Risk protection for 4 billion people*, Sigma Report No. 06 (Zürich).
- . 2011. *Swiss Re and partners break new ground with cholera protection for women micro-entrepreneurs in Haiti and weather insurance for farmers in Senegal*, at: [http://www.swissre.com/media/news\\_releases/nr\\_20110920\\_CGI\\_Commitments.html](http://www.swissre.com/media/news_releases/nr_20110920_CGI_Commitments.html)
- Tarazona, A.; Trivelli, C.** 2005. *Situación del financiamiento rural en Piura*, Project report (Lima, Instituto de Estudios Peruanos).
- Tendulkar, S.; Radhakrishna, R.; Sengupta, S.** 2009. *Report of the Expert Group to Review the Methodology for Estimation of Poverty* (India, Government of India Planning Commission).
- Thaler, R.H.** 1990. "Anomalies: Saving, fungibility, and mental accounts", in *Journal of Economic Perspectives*, Vol. 4, No. 1, pp. 193–205.
- ; **Sustein, C.** 2008. *Nudge: Improving decisions about health, wealth, and happiness* (New Haven, CT, Yale University Press).
- Thomas, D.; Frankenberg, E.** 2002. "The measurement and interpretation of health in social surveys", in C. Murray et al. (eds): *Measurement of the global burden of disease* (Geneva, World Health Organization), pp. 387–420.
- Thornton, R. L.** 2008. "Climate change and poverty in Africa: Mapping hotspots of vulnerability", in *Journal of Agricultural and Resource Economics*, Vol. 2, No. 1.
- ; **Hatt, L. E.; Field, E. M.; Islam, M.; Solis Diaz, F.; Azucena Gonzalez, M.** 2010. "Social security health insurance for the informal sector in Nicaragua: A randomized evaluation", in *Health Economics*, Vol. 19, pp. 181–206.
- Trommershäuser, S.; Lindenthal, R.; Krech, R.** 2006. "The promotional role of government", in C. Churchill (ed.): *Protecting the poor: A microinsurance compendium* (Geneva and Munich, ILO and Munich Re Foundation), pp. 508–523.
- Trujillo, A.; Portillo, J.; Vernon, J.** 2005. "The impact of subsidized health insurance for the poor: Evaluating the Colombian experience using propensity score matching", in *International Journal of Health Care Finance and Economics*, Vol. 5, No. 3, pp. 211–239.
- Trustco Group Holdings Limited.** 2011. *Financial Results 2011*, Windhoek, 26 May 2011, at: [http://www.tgina/downloads/Financial\\_results\\_31\\_March\\_2011.pdf](http://www.tgina/downloads/Financial_results_31_March_2011.pdf)
- Tversky, A.; Kahneman, D.** 1991. "Loss aversion in riskless choice. A reference-dependent model", in *Quarterly Journal of Economics*, Vol. 106, pp. 1039–1061.
- UNAIDS.** 2008. *2008 Report on the Global AIDS Epidemic: Executive summary* (Geneva).
- United Nations (UN).** 1998. *Kyoto Protocol to the United Nations Framework Convention on Climate Change*.
- United Nations, Department of Economic and Social Affairs (UN DESA), Population Division.** 2009. *International Migration, 2009: Wallchart*, United Nations publication Sales No. E.09.XIII.8 (United Nations).
- United Nations Development Program (UNDP).** 2008. "Fighting climate change: Human solidarity in a divided world", in *Human Development Report* (New York).
- United Nations Entity for Gender Equality and the Empowerment of Women (UNIFEM)**, at: [http://unwomen-nc.org.sg/gender\\_issues\\_datasheet\\_1.shtml](http://unwomen-nc.org.sg/gender_issues_datasheet_1.shtml)
- United Nations Framework Convention on Climate Change (UNFCCC).** 2011. *Risk management approaches to address adverse effects of climate change – Insurance*, at: [http://unfccc.int/adaptation/adverse\\_effects\\_and\\_response\\_measures\\_art\\_48/items/4971.php](http://unfccc.int/adaptation/adverse_effects_and_response_measures_art_48/items/4971.php)
- United States Agency for International Development (USAID).** 2006. *Assessment on how strengthening the insurance industry in developing countries contributes to economic growth* (Washington, D.C.).
- U.S. Climate Change Science Program.** 2008. *Our changing planet* (US Climate Change Science Program, the Subcommittee on Global Change Research).
- Valvekar, H.K.** 2007. *Innovative finance for sustainable development*, presented at UNDESA Expert Group Meeting, at: <http://www.un.org/esa/sustdev/sdissues/finance/egm2007/presentations.htm> [Oct. 2007].
- Vaughan, E.** 1989. *Fundamentals of risk and insurance* (New York, USA, John Wiley and Sons).
- Villegas, C.C.** 2010. *Microinsurance Regulation in Peru*, presented at Microinsurance – Promoting Successful Regulatory and Supervisory Approaches for Increased Access to Insurance, Basle, July 2010.
- Virani, A.** 2009. *Health microinsurance experience of Grameen Koota* (Chennai, India, CIRM).
- Vollbrecht, J.** 2000. *Insurance and private pensions compendium for emerging economies. Book 1, Part 2 (1)a: Insurance regulation and supervision in OECD countries, Asian economies, Latin-American countries and CEEC and NIS countries* (Paris, Organisation for Economic Co-operation and Development).
- Waddington, H.** 2009. *Financing better healthcare for all*, International Initiative for Impact Evaluation Brief Number No. 11 (New Delhi, India, iie).
- Wagstaff, A.; Pradhan, M.** 2005. *Health insurance impacts on health and nonmedical consumption in a developing country*, Policy Research Working Paper 3563 (Washington, D.C., World Bank).
- . 2007. *Health insurance for the poor: Initial impacts of Vietnam's health care fund for the poor*, Policy Research Working Paper Series 4134 (Washington, D.C., World Bank).

- ; Lindelow, M.; Jun, G.; Ling, X.; Juncheng, Q. 2009. "Extending health insurance to the rural population: An impact evaluation of China's New Cooperative Medical Scheme", in *Journal of Health Economics*, Vol. 28, No. 1, pp. 1–19.
- Walravenm, G. 1996. "Willingness to pay for district hospital services in rural Tanzania", in *Health Policy and Planning*, Vol. 11, No. 4, pp. 428–437.
- Walton, D.; Bathurst, J. 1998. "An exploration of the perceptions of the average driver's speed compared to perceived driver safety and driving skill", in *Accident Analysis and Prevention*, Vol. 30, No. 6, pp. 821–830.
- Wall Street Journal*. 2010. "Max New York Life's lesson in insuring a rural foothold", at: <http://online.wsj.com/article/SB127296921636786509.html> [Sep. 2011].
- Warner, D.C.; Schneider, P.G. 2004. *Cross-border health insurance: Options for Texas*, Policy Research Project on Cross-Border Health Insurance (Austin, Lydon B. Johnson School of Public Affairs, University of Texas at Austin).
- Warner, K.; Zissner, M.; Kref, S.; Höppe, P.; Bals, C.; Linnerooth-Bayer, J.; Haas, A.; Gurenko, E.; Loster, T.; Burton, I. 2010. *Solutions for vulnerable countries and people: Designing and implementing disaster risk reduction and insurance for adaptation* (Bonn, Germany, Munich Climate Insurance Initiative).
- Weigand, C.; Grosh, M. 2008. *Levels and patterns of safety net spending in developing and transition countries*, SP Discussion Paper No. 0817 (Washington D.C., World Bank).
- Weinstein, N.D. 1980. "Unrealistic optimism about future life events", in *Journal of Personality and Social Psychology*, Vol. 39, No. 5, pp. 806–870.
- Werner, W.J. 2009. "Micro-insurance in Bangladesh: Risk protection for the poor?", in *Journal of Health Population and Nutrition*, Vol. 27, No. 4, pp. 563–573.
- Wiedmaier-Pfister, M.; Chatterjee, A. 2006. "An enabling environment for microinsurance", in C. Churchill (ed.): *Protecting the poor: A microinsurance compendium* (Geneva and Munich, ILO and Munich Re Foundation), pp. 488–507.
- ; Klein, B.; Denker, H.; Wagner, J. (eds). 2009. *BMZ Concepts 176: Small premiums – high level of security. Microinsurance and the development of financial systems* (Bonn, Federal Ministry of Economic Cooperation and Development (BMZ)).
- Wiesmann, D.; Jütting, J. 2000. "The emerging movement of community-based health insurance in sub-Saharan Africa: Experiences and lessons learned", in *Afrika Spektrum*, Vol. 35, No. 2, pp. 193–210.
- Wipf, J.; Liber, D.; Churchill, C. 2006. "Product design and insurance risk management", in C. Churchill (ed.): *Protecting the poor: A microinsurance compendium* (Geneva and Munich, ILO and Munich Re Foundation), pp. 146–173.
- ; Garand, D. 2006. "Pricing microinsurance products", in C. Churchill (ed.): *Protecting the poor: A microinsurance compendium* (Geneva and Munich, ILO and Munich Re Foundation), pp. 238–253.
- . 2008. *Performance indicators for microinsurance: A handbook for microinsurance practitioners*, 1<sup>st</sup> Edition, Appui au Développement Autonome (Luxembourg).
- . 2010. *Performance indicators for microinsurance: A handbook for microinsurance practitioners*, 2<sup>nd</sup> Edition, Appui au Développement Autonome (Luxembourg).
- Women's World Banking (WWB). 2003. *WWB Savings Report with ADOPEM* (Dominican Republic).
- . 2005. *WWB Gender Report with Al Amana* (Morocco).
- . 2006a. *WWB Savings Report with PADME* (Benin).
- . 2006b. *WWB Savings Report with Mi-Bospo* (Bosnia & Herzegovina).
- . 2006c. *WWB Gender Report with MFW* (Jordan).
- . 2006d. *WWB Gender Report with ADOPEM* (Dominican Republic).
- . 2007a. *WWB Healthcare Financing Report with MFW* (Jordan).
- . 2007b. *WWB Healthcare Strategy with MFW* (Jordan).
- . 2007c. *WWB Savings Report with Kashf Foundation* (Pakistan).
- . 2008a. *WWB Healthcare System Analysis with FMMB* (Colombia).
- . 2008b. *WWB Gender Report with ADOPEM* (Dominican Republic).
- . 2008c. *WWB Gender Report with Kashf Foundation* (Pakistan).
- Woodruff, R. B. 1997. "Customer value: The next source for competitive advantage", in *Journal of the Academy of Marketing Science*, Vol. 25, No. 2, pp. 139–153.
- World Bank. 2005. *Managing agricultural production risk: Innovations in developing countries* (Washington, D.C.).
- . 2007. *Vietnam Development Report 2008: Social protection* (Hanoi, World Bank).
- . 2009. *The global financial crisis: Assessing vulnerability for women and children* (Washington, D.C.).
- . 2011a. *Country and lending groups*, at: <http://data.worldbank.org/about/country-classifications/country-and-lending-groups> (accessed at Sept. 28 2011).
- ; 2011b. *Weather index insurance for agriculture: Guidance for development practitioners* (Washington, D.C.).
- World Federation of Insurance Intermediaries (WFII). 2010. *WFII policy position paper on Microinsurance* (WFII, Washington, D.C.).
- World Health Organization (WHO). 2000. *World Health Report 2000: Health systems improving performance* (Geneva).
- World Meteorological Organization (WMO). 2010. "2010 equals record for world's warmest year", Press Release No. 906, at: [http://www.wmo.int/pages/media-centre/press\\_releases/pr\\_906\\_en.html](http://www.wmo.int/pages/media-centre/press_releases/pr_906_en.html) [20 Jan., 2010].



**Wright, G.; Mutesasira, L.** 2001. *The relative risks to the savings of poor people* (Nairobi, MicroSave).

**Xu, K.; Klavus, J.; Kawabata, K.; Evans, D.B.; Hanvoravongchai, P.; Ortiz, J.P.; Zeramdini, R.; Murray, C.J.L.** 2003. "Household health system contributions and capacity to pay: Definitional, empirical, and technical challenges", in C.J.L. Murray; D.B. Evans (eds): *Health Systems Performance Assessment: Debates, methods and empiricism* (Geneva, World Health Organization).

**Ying, X.H.; Hu, T.W.; Ren, J.; Chen, W.; Xu, K.; Huang, J.H.** 2007. "Demand for Private Health Insurance in Chinese Urban Areas", in *Journal of Health Economics*, Vol. 16, No. 10, pp. 1041–1050.

**Yip, W.; Wang, H.; Hsiao, W.** 2009. *"The impact of Rural Mutual Health Care on access to care: Evaluation of a social experiment in rural China"* (Cambridge, MA, Harvard School of Public Health Program in Health Care Financing).

**Young, P.; Mukwana, P.; Kiyaga, E.** 2006. *Microinsurance: Exploring ways to assess its impact* (Microfinance Opportunities).

**Young, S.** 2010. *CCRIF: Demonstrating the utility of risk pooling as a climate change adaptation tool*, presented at MCII side event, COP-16, Cancún, Mexico, 7 Dec. 2010.

**Zelege, T.** 2011. *Insurance for all*, presented at MFW4A conference, Addis Ababa.

**Zingales, L.** 2009. "The future of securities regulation", in *Journal of Accounting Research*, Vol. 47, No. 2, pp. 391–425.

**Zuluaga, S.** 2010. *Case studies on the use of alternative models for the distribution of microinsurance in Colombia* (Bellville, South Africa, Cenfri), at: [www.cenfri.org](http://www.cenfri.org).

**Zurich Financial Services Group.** 2010. *Insurance and technology to better serve emerging consumers: Learning to improve access and service* (Zurich).

—. 2011. *Insurance and technology to better serve emerging consumers: Learning to improve access and service* (Zurich).

**Zweifel, P.; Eisen, R.** 2000. *Versicherungsökonomie* (Springer Verlag, Berlin).

# Index

*Note: page numbers in italics denote figures or tables*

- Aadhar unique identification card 460n23  
 Aarogyasri 446, 447, 448  
 ability to pay (ATP) 468–9, 478  
*abuloy* 327  
 academics 28–9  
 access  
   to care 113–14  
   to consumer protection 569, 571  
   to healthcare 65, 73–9, 137–8, 168, 474, 481  
   to insurance 10, 293–4, 306–9, 555  
 Access to Insurance Initiative 1, 27, 426, 553, 572  
 accidental death and disability covers (AD&D)  
   AKSItext 533  
   CBHIs 451–452  
   claims ratios 499  
   claims settlements 312  
   client value 306  
   commercial insurers 401  
   composite products 443  
   Cover2go 416  
   HDFC 533  
   IFFCO-Tokio 420  
   Max Vijay 182  
   MFIs 588  
   PACS 451  
   pricing of 389  
   profitability 396  
   qualifying risks 62  
   and repatriation 350, 351, 352, 358  
   Sarve Shakti Suraksha 183  
   SegurCaixa 352  
   SINAF 234  
   standardized wording 592  
   TPD 208–9  
 accreditation 459  
 Acharya, A. 64  
 ACORD initiative 540, 541  
 acquisition costs, low 393–4  
 Activists for Social Alternatives 49  
 actuarial pricing 28, 265, 464, 466, 478, 483  
 AD&D *see* accidental death and disability covers  
 administration  
   costs 391–5, 479–80, 528, 540  
   efficiency 394  
   in-house 445  
   profitability 369, 370  
 adverse selection *see* anti-selection  
 AES Electropaulo 497  
 affinity groups' insurance 10  
 affordability 125, 128–9, 310, 468–9, 478  
 Africa  
   drought 85  
   funeral insurance 218  
   health cover 20  
   insurance statistics 12, 14–15  
   mobile phone companies 16  
   Zurich 405  
   *see also specific countries*  
 Africa, Central 136  
 Africa, East 119, 120–1  
 Africa, West 136, 199, 241, 244–6, 280  
 African Insurance Organization (AIO) 31  
 African Life 30  
 Aga Khan Agency for Microfinance (AKAM) 510–12  
 Aga Khan Development Network (AKDN) 510–11  
 agencies, outside 413  
 agents  
   bridging function 510  
   commission 568  
   conventional 504  
   licensing for 587  
   remuneration 585  
   tied 505, 583–4  
   training 387, 504  
 Aggarwal, A. 69, 70, 71, 75, 76, 77, 78, 80  
 aggregators 383, 428, 498, 504, 505, 576, 583, 588  
 agricultural credit 254, 374  
 Agriculture Bank 262, 504  
 agriculture insurance  
   area yield 435–7  
   contract design 437–9  
   data quality 440–1  
   distribution 441–2  
   index insurance 239–42  
   losses, weather-related 86  
   market development 280  
   small farms 254  
   states 107  
   take-up rates 89  
   weather-indexed 87, 437, 536  
   *see also* livestock insurance; weather-index insurance  
 Agriculture Insurance Company 16, 401  
 Ahmed, M.U. 342, 343  
 AIC (Alternative Insurance Company) 83–4, 219, 231, 233, 351, 432, 436, 441  
 AIDS 57, 127, 334, 581  
 AIG 419  
 AIG Uganda 209, 210  
 AIO (African Insurance Organization) 31  
 airtime payment 533  
 AKAM (Aga Khan Agency for Microfinance) 510–12  
 AKDN (Aga Khan Development Network) 510–11  
 AKSItext 533  
 Alante Financial 357  
 All Lanka Mutual Assurance Organization (ALMAO) 343  
 Allianz  
   disability cover 415  
   Munich Re 409  
   savings/life insurance 401

- Senegal 417
  - social/financial impact 21–2
  - spread 17, 400
  - stress test 10
- Allianz Indonesia 201, 209, 211
- Allianz SE 294
- AllLife 31
- ALMAO (All Lanka Mutual Assurance Organization) 343
- alternative distribution
  - BoP 564
  - definitions/examples 487–8, 490–1
  - innovation 461, 487
  - regulatory issues 565–6
- Alternative Insurance Company *see* AIC
- Amparar life microinsurance 343
- Andhra Pradesh 22, 72, 268, 270, 453, 454, 455
- Anmol Nivesh 185–6
- anti-poverty interventions 63
- anti-selection 48, 225, 240, 390, 465, 482
- Aon 503, 509, 517
- Aon Affinity 17, 497, 499, 500
- Aon Bolivia 517, 523
- area yield index 101, 239, 245, 246, 254, 435
- area-yield insurance 238, 241–2, 244, 247–8, 435–6, 442
- Ariely, Dan 276, 283
- arisans* (Indonesia) 220
- Armenia 74, 81
- Aseguradora Rural *see* ASR
- Asenso-Okyere, W.K. 162, 164, 168
- Asfaw, A. 163, 164
- Asgary, A. 162, 165, 168
- Ashraf, N. 177, 279, 351
- Asia 12–13, 16, 90, 405
  - see also specific countries*
- Asociación Mutul Los Andes 49
- ASR (Aseguradora Rural) 374–5
  - acquisition costs, low 393–4
  - administration, efficient 394–5
  - affordability/competitiveness of premiums 384–5
  - anti-selection risk 390
  - BANRURAL 383, 386
  - client satisfaction 388
  - death and disability cover 368
  - expense ratios 393
  - generic benefits 385–6
  - gross insurance profit 377
  - initiatives 372
  - microinsurance administration 396
  - partners 383–4
  - premium collection 421
  - premium volumes/covered lives 381, 382–3, 392
  - profitability 379–80
- asset accumulation 2, 71
- asset selling 69, 338, 339
- Association for Cooperative Operations Research and Development *see* ACORD initiative
- ATP (ability to pay) 468–9, 478
- Australia 85, 587
- automated weather stations (AWS) 441
- Aviva Life 433
- back-office systems 540
- Bajaj Allianz
  - bank partnerships 443
  - and CARE India 288, 294
  - Cyclone Nisha 83
  - group membership 193
  - premium payment 187–8
  - range of policies 191
  - Sarve Shakti Suraksha 183
  - savings/insurance 189–90
- Bancassurance 458
- Banco Compartamos 199
- BancoSol 136, 148, 341, 344, 363, 419
- Bangladesh 13, 49
- Bank Rakyat 419
- banking regulators 588
- banks
  - financial inclusion 549, 559
  - ICT 529
  - as intermediaries 434
  - loan approval 200
  - nationalized 261
  - reaching customers 184, 194, 373, 420
  - remittances 361, 362
  - rural 376, 380, 397, 435, 441, 443, 451
  - SEWA 345
- banlieues* 515
- Banorte 362–3
- BANRURAL 375, 380, 383, 386
- Bärnighausen, T. 162–3, 164, 165, 170
- Base Insurance Product (BIP) 269
- basis risk
  - agriculture 100–1
  - and contract design 239, 244–6, 560
  - IFAD 99
  - index insurance 241, 256, 436, 439, 441–2
  - livestock insurance 267
  - Malawi 72
  - NDVI 441–2
  - weather information 88, 89, 91, 92, 537, 542
- BASIX
  - agriculture loans 462
  - and ICICI Lombard 374, 419, 437
  - India 263
  - in-house technology 445
  - lac insurance 440
  - livestock insurance 263, 266
  - Malawi 73
  - rainfall index cover 88
- Bauchet, B. 76
- Bayoumi, Ahmed 159
- behavioural changes 474
- behavioural economics 274–5
  - fungibility of money 282–3
  - microinsurance 283–4, 285
  - self-control 278–9
- below-poverty-line households 9n1
- Benin 515
- Bertrand, M. 277
- Bester, H.J. 14, 218
- Bharti Axa 457
- bidding game strategy 158, 162
- Bima Kawatch Yojana 443
- Bima ya Jamii
  - acquisition costs 392
  - affordability of premiums 385
  - and CIC 26, 309, 320, 368, 371–2, 377–8, 411
  - claims costs 389
  - expense ratios 392–3
  - government scheme 26
  - risks 424
- Binam, J. 162, 168
- biometric cards 458, 531, 538, 566
- BIP (Base Insurance Product) 269
- Birla Sun Life 443, 456
- Bismarck, Otto von 45
- Bolivia
  - Aon 509, 517
  - BancoSol 341, 344, 363
  - livestock diseases 260
  - randomized field experiments 281
  - see also* Zurich Bolivia Group

- BoP *see* bottom of the pyramid strategy
- borrowers
- credit life insurance 200–1
  - group liability 215
  - medical expenses 470
  - non-borrowers 343–4
  - women 337, 339
  - see also* loans
- bottom of the pyramid (BoP) strategy
- alternative distribution 564
  - commercial insurers 400
  - education function 476
  - ethical practices 474
  - insurance associations 31
  - private sector 14, 468
  - SaaS 540
  - services expansion 2
  - social aspect 20, 22–3
- Boucher, S. 251
- BRAC 81
- Brainard, L. 3
- Braun, J. von 163, 164
- Brazil
- client information 499
  - CNSeg 291
  - cyclones 86
  - death 220
  - funeral insurance 221
  - insurance assistance 224
  - insurance associations 31
  - labour legislation 498
  - Microinsurance Bill 556
  - national microinsurance strategy 556
  - regulatory changes 574
  - SINAF 234
  - size of market 14
  - telecommunication companies 496
  - Vayon 532
  - break-even point 515, 520
- Britak 309, 310, 319, 320
- brokers 498, 504, 510, 568, 583
- bundling of policies
- agriculture insurance 103
  - benefits of 265, 577–578
  - CIC 377
  - with credit 35
  - regulations 581
  - SparxX 359
  - value-added 462
- Burkina Faso 74, 244–5, 515
- Cáceres, M. 218
- Cai, H. 71
- Californian earthquake 281
- call centres 150, 540, 583
- Cambodia
- credit life 202
  - outreach 13
  - PlaNet Guarantee 209
  - public healthcare providers 138
  - regulatory changes 574
  - TPP 136
  - VisionFund 210, 213
- Canada 357
- cancer treatment 57
- capacity building 28–9, 102–3, 286–7, 513
- capital requirements 551, 565
- capitation 140–1, 142–3, 148, 152, 154
- CARD (Centre for Agriculture and Rural Development) 306, 311, 312, 313, 325, 342
- CARD MBA 12, 20, 210
- CARE Foundation 127, 128, 281, 457, 460–1, 538
- CARE India 288, 291, 294
- care quality 75–6, 115–16, 147–53
- Caribbean 95–6, 97–8
- Caribbean Catastrophe Risk Insurance Facility (CCRIF) 97–8
- Carrefour 495, 497, 498
- Carter, M. 241, 243, 245, 247, 251, 252, 253
- Casas Bahia 419, 493, 497, 499, 501
- cash transfer schemes 47
- cashback funeral policy 496
- cash-flow management 176
- cashless as term 132–3, 312, 538
- catastrophic expenditure 68n7, 69, 70
- catastrophic insurance 98–9, 104, 121
- Catholic Church 360
- cattle-care cover 265, 416
- see also* livestock insurance
- CAURIE 417
- CBHI (community-based health insurance) 48, 136, 140, 165, 171, 268, 451–2
- CCIS (Comprehensive Crop Insurance Scheme) 435
- CCRIF (Caribbean Catastrophe Risk Insurance Facility) 97–8
- cedants *see* reinsurers
- cell captives 562
- Cenfri 28
- Centre for Agriculture and Rural Development *see* CARD
- Centre for Insurance and Risk Management *see* CIRM
- Centre for Research on the Epidemiology of Disasters (CRED) 83
- CFR (Council on Foreign Relations) 127
- CGAP (Consultative Group to Assist the Poor) xiv, 1, 32
- Chankova, S. 68, 76, 77, 78, 79
- Chartis 400
- CHAT (Choosing Healthcare All Together) 123, 292
- child allowance 53
- children 337, 342–3
- see also* education
- Chile 402
- China
- consumer protection 573
  - ICARD 280
  - microinsurance 12
  - NCMS 68, 75, 76, 78, 80
  - PICC 271
  - pilot schemes 574
  - Rural Mutual Health Care 76
  - transparency in microinsurance 579–80
- China Life 12, 16
- Chogoria Hospital 49
- choice of insurance 275, 276–7, 280, 284, 306–7
- Choosing Healthcare All Together (CHAT) 123, 292
- church groups 360, 373, 374, 384, 419, 420, 422
- Churchill, C. 3, 65, 121, 304
- CIC (Cooperative Insurance Company)
- acquisition costs, low 393
  - administration, efficient 394
  - affordability/competitiveness of premiums 385
  - claims costs 388, 389
  - composite products 319
  - cooperative model 20
  - credit life insurance 207, 368, 371, 372
  - expense ratios 391, 392–3
  - generic benefits 385–6
  - gross insurance profit 377
  - hospitalization payments 306
  - incentives to sell 387
  - iterative learning 411
  - MFIs 371, 372
  - and NHIF 411
  - organizational structure 396

- partners 383–4, 417
- premium volumes/covered lives 381, 392
- premiums growth/renewal 382
- profitability 371–2, 377–8, 396–7
- see also* Bima Ya Jamii
- CIF (Confédération des Institutions Financières) 199
- CIRM (Centre for Insurance and Risk Management)
  - 28, 438, 453
- claims
  - costs 17, 388–91
  - fraudulent 264, 390, 536
  - payment 17, 151, 535, 544, 584–5
  - profitability 369, 370
  - rejected 572
  - settlement 311, 312, 387, 571, 584, 593
  - verification 264, 362–3, 536
- claims administration 144, 152, 580
- claims distribution modelling 483
- claims management 102, 444
- claims processes 24, 311–12, 345, 346
- claims ratio 434, 499, 536, 582
- Clarke, Daniel J. 89
- client communication, gender-sensitive 344–5
- client information 495
- client interfacing technology 531–8
- client satisfaction 200, 387
- client value
  - access to insurance 306–9
  - AD&D 306
  - affordability 310
  - assessment 300–4, 305
  - business viability 330
  - CLIMBS 311–12, 325
  - continuous improvement process 314–16
  - costs lowered 309–11
  - credit services 309
  - defined 301
  - enrolment proximity 309
  - experience enhanced 311–14
  - funeral insurance 34
  - improvements 36–7, 306
  - Kenya/PACE 316–17, 321
  - one-stop shops 495, 502
  - PACE Philippines 328
  - partners 502
  - policy administration/tangibility 313–14
  - premium payments 308–9
  - profitability 369
  - technological advances 311
  - Uplift Mutuals 312, 315–16, 322, 324
  - VimoSEWA 309
- climate change 83–4
  - adaptation measures 109–10
  - education about 103
  - evidence of 84–6
  - insurable effects 86–7
  - insurance 87–93
- CLIMBS
  - client value 311–12, 325
  - cooperatives 107
  - exclusions simplified 306
  - loan linkages 104
  - PACE 327
  - Philippines 94, 212
  - as risk carrier 93–4
- CNSeg 291
- Codensa 228, 402, 496, 498, 542
- codes of conduct 589–590
- Cohen, M. 302
- collaboration 423
- collaborative contracting 139–40
- Collins, D. 2, 176, 218, 220, 222, 276, 308
- Colombia
  - Asociación Mutul Los Andes 49
  - Carrefour 495, 497
  - Codensa 542
  - ColSeguros 497
  - consumer protection 570
  - credit life 13
  - death 220
  - La Equidad 343
  - FUNDASEG 296
  - funeral insurance 218, 228
  - insurance assistance 224
  - insurance associations 31
  - microinsurance on television 27
- ColSeguros 497
- COMAT 456
- commercial insurers
  - AD&D 401
  - commitment/understanding 407–9
  - consumer education 417
  - distribution channels 25
  - financial returns 403
  - innovation 430
  - low-income households 48
  - microinsurance 400–6
  - products/profit 425
  - success in microinsurance 406
- commission 525, 568
- commitment
  - agreements 424
  - commercial insurers 407–9
  - enabling environment 426
  - government 459
  - mechanisms 279–80
- Committee on Financial Inclusion 550
- common services centres (CSCs) 456
- Community Health Fund, Tanzania 74, 77
- community-based health insurance *see* CBHI
- Compartamos 16, 199
- competition 401, 523, 552
- complaints-handling 585–6
- Comprehensive Crop Insurance Scheme (CCIS) 435
- Comprehensive Social Insurance Scheme 49
- Confédération des Institutions Financières (CIF) 199
- conferences/meetings 31, 32
- Consultative Group to Assist the Poor *see* CGAP
- consumer education
  - and awareness 592–3
  - BoP 476
  - business model 294–8
  - capacity building 102–3
  - commercial insurers 417
  - and community 387
  - delivery of 291–4
  - existing knowledge 289–90
  - household risk 17
  - key points 299
  - linked to products 293–4
  - monitoring/evaluation 297–8
  - ongoing 293
  - risk management 286–9
  - strategies 307–8
  - sustainability 294–8
  - tools for 8
  - using institutions 295–7
  - women 344–5
  - workshops 293
  - see also* insurance literacy levels
- consumer protection 37
  - access to 570–3
  - Colombia 571
  - designing and implementing 590–1

- fair treatment 582–7
- framework 581–8
- funeral insurance 228–31
  - G-20 549–50, 562
  - governments 27
  - market analysis 573
  - policy-holders 578
  - policy-making 575–6
  - regulation 569, 587–9
  - transparency 579–80
- consumer research findings, Kenya 577, 584
- Contingent Valuation 157, 158
  - see also* elicitation methods
- continuous improvement process 314–16
- contract design 437–9, 559
- contractual savings product 279
- conversational maps 290
- Cooperative Development Authority 563
- cooperative insurance 206
- Cooperative Insurance Company *see* CIC
- cooperatives 20, 49, 107, 376
- co-payment 145, 310, 311
- corporate governance regulation 563–4
- corporate social responsibility *see* CSR
- Côte d'Ivoire 220, 234, 515
- cotton yields 248
- Council on Foreign Relations (CFR) 127
- Country Bankers Life 12
- Cover2go 416, 418, 421, 496, 533
- Coydon, M. 14, 17, 20, 25
- creative destruction concept 551
- CRED (Centre for Research on the Epidemiology of Disasters) 83
- credit life insurance
  - as basic product 34
  - benefits 200–4
  - borrowers 200–1
  - characteristics of value 205
  - CIC 207, 368, 371, 372
  - Colombia 13
  - education/promotion 213–14
  - enhanced 198, 202, 208–10
  - expanded products 207–11, 215–16
  - improvements 197
  - innovation 211
  - institutional arrangements 198–9
  - insurers/intermediaries 203–4
  - Kenya 15
  - key performance indicators 204
  - lenders 202–3
  - operational aspects 211–15
  - organizational capacity 214–15
  - partnerships 423
  - period of cover 212
  - premiums 212–13
  - as profit driver 207–8
  - providers 211
  - ranked programmes 206
  - types 198
  - Uganda 202–3
  - value of 204–7
- crop yield 244–6, 247, 436, 439
  - see also* yield prediction
- crop-stage weather tickets 438
- cross border transactions 353–5
- CSCs (common service centres) 456
- CSR (corporate social responsibility) 20, 21, 22, 31, 400, 404
- cultural factors
  - consumer education 291, 293
  - funerals 215, 220, 226
  - willingness to pay 469
  - women 336
- customer care 314
- customer interface 531, 546, 559
- customer protection *see* consumer protection
- cyclones 83, 86, 440
- dairies 456
- damayan funds 219, 224
- data collection 522
  - analysis 542–3
  - credibility 480
  - national 472, 473
  - premiums 470–3
  - public sources 471–2
  - quality of 483
  - standardization 540
- data mining 542
- De Allegri, M. 171
- death 209, 220, 334
  - see also* accidental death and disability cover; funeral cover
- debt forgiveness 252
- delivery channels 24–6
  - competition 38
  - data transfer 23
  - failed 424
  - intermediaries 505–6, 524
  - locked-in 523
  - scale 448
  - see also* distribution
- Department for International Development (UK) 536
- Department of Tribal Affairs 440
- Dercon, S. 2, 3, 4, 218, 316
- Derriennic, Y. 120–1
- Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) 56, 409
- Devadesan, N. 136
- DHAN (Development for Human Action)
  - Foundation 452, 539, 542–3
- dial-a-doc benefit 537
- dichotomous choice technique 158–9, 162, 163
- Digital Equipment Corporation 407
- Diop, F.P. 74, 75, 76, 77, 78
- direct sales 457
- direct-mail marketing 277
- disability, as risk 42, 46, 48, 51, 57, 497
  - see also* TPD
- disability cover
  - Allianz 415
  - ASR 368, 375
  - CIC 371
  - as enhanced risk cover 198, 208–9
  - Guatemala 368
  - Indonesia 356
  - Malayan 380
  - partnership 500
  - pricing 389
  - see also* accidental death and disability cover; TPD
- disaster cover 34, 83, 336
- Disaster Response Product (DRP) 269
- diseases 57, 80–1, 117, 259–60, 474
- distribution channels 492
  - aggregators 498
  - CBHI 451–452
  - comparing 492–4
  - cost-effective 486–7, 576
  - costs 480
  - defined 488
  - efficiency 501
  - flexibility 566–7, 568



- funeral insurance 226–8
- government-facilitated 450–1
- innovation 402, 403–4, 486–7, 495–6, 501, 576
- intermediaries 10, 583
- market relations 415–18
- MFIs 10, 24, 453, 454
- products 192–4, 195, 496–7
- profitability 413
- push-pull 499
- sales aspect 489
- standardization 585
- strengths/weaknesses 494
- successful models 488
- trust 499–501
- weather-index insurance 441–2
- see also* alternative distribution
- distribution partners 418–19, 500, 502
- diversification of income 349
- divorce 334–5
- documentation status 355
- domestic violence 331, 333, 335
- Dong, H. 162, 165, 166
- donors 30, 104–6, 348, 409, 516, 525
- Dror, D. 121, 162, 164, 165, 168, 171, 172
- drought cover 87, 90–1, 100
- droughts 85, 87, 100, 435, 534
- DRP (Disaster Response Product) 269
- Dufhues, T. 262
- Duflo, E. 280
- earthquakes 83, 232, 281
- EcoLife 16
- Economist* 127
- Edcon Group 402, 419
- Egypt 27, 49
- Eko 457, 458
- El Salvador 351, 358, 361
- electronic transfers 151, 584
- Elektra 493
- eligibility 145–6, 306
- emergency health calls 284
- 'emerging consumers' concept 405
- Empresa Promotora de Servicios de Salud (EPSS) 357
- enablers 28–32, 426
- enrolment
  - automatic 16
  - client value 309
  - equity 77–9
  - gender differences 78–9
  - HMI 75, 114–15, 306–7
  - low levels 64
  - social insurance 48, 53, 57, 58
  - technology 531–2
  - timing of 307
  - voluntary 50, 344
- EPSS (Empresa Promotora de Servicios de Salud) 357
- La Equidad 343
- Equity Initiative plans 68, 75, 76, 77, 78
- Equity Insurance Agency 211
- Eritrea 261–2
- Ethiopia
  - death 220
  - drought 85, 87, 100
  - funerals 218, 221
  - HARITA 57–8, 92–3
  - index insurance 241
- European Union 354
- expected utility theory 156
- expense ratios 369, 391, 392, 476–7
- experiments 410–11
- eXtensible Business Reporting Language (XBRL) 540–1
- fair treatment 580–5, 592–3
- Famine Early Warning System Network (FEWS NET) 246
- farm input outlets 456
- farmers 71, 72, 107, 244–6, 266, 280
- see also* agriculture insurance; livestock insurance
- Federación Interamericana de Empresas de Seguros (FIDES) 31
- fee-for-service, retrospective 140, 146
- female-headed households *see* women
- fertilizer and seed companies 456
- FEWS NET (Famine Early Warning System Network) 246
- FGDs (focus group discussions) 469, 472
- FICCO (First Community Cooperative) 305, 308, 313, 325, 326, 327
- FIDES (Federación Interamericana de Empresas de Seguros) 31
- financial advisers 583
- Financial Advisory and Intermediary Services Act 589
- Financial Diaries* (South Africa) 220, 221, 222
- financial inclusion 3, 4, 549–50, 552, 560, 578
- Financial Information and Network Organization *see* FINO
- financial literacy 81
- financial protection 65, 67–9, 71, 72–3, 478, 552
- see also* consumer protection
- financial services 453, 549
- Financial Services Authority (FSA) 569
- FINCA 419
- FINO (Financial Information and Network Organization) 457, 458, 533, 566
- FinScope 218
- First Community Cooperative *see* FICCO
- First Microinsurance Agency *see* FMiA
- First Mutual Life 16
- first-mover advantages 419
- flooding 86, 90
- FMiA (First Microinsurance Agency) 136, 139, 144, 146, 503, 510–12
- focus group discussions (FGDs) 469, 472
- Fonkoze 95–6
- forced familiarity concept 429, 460
- Franco, L.M. 75, 76, 77, 78
- fraud
  - livestock insurance 434
  - partnerships 424
  - prevention 458
  - reduction 142, 145–6, 418, 529, 536
- free gifts 283
- free look periods 586
- Freedom from Hunger 293
- French *banlieues* 515
- FSA (Financial Services Authority) 569
- FUNDASEG 296
- funders 30–1, 119–20
- funeral costs 217, 219, 221–2, 229–30, 317
- funeral insurance
  - Africa 30, 218
  - African Life 30
  - claim settlement 231–2
  - client value 34
  - Colombia 218, 228
  - consumer vulnerabilities 228–31
  - cost-benefit mismatch 229
  - cross-country comparisons 218–19
  - delivering value 228–35
  - distribution 226–8
  - Ethiopia 218, 221
  - exclusions, limited 225
  - family cover 210, 418
  - formal/informal 219, 223

- group pricing 224
- improving 231–5
- India 469
- key characteristics 223–8
- key principles 235–6
- loss-making 379
- low-income households 217
- MicroEnsure 311–12
- mobile phone companies 227
- multiple policies 221, 229
- off-the-shelf 227
- Pep-Hollard 497
- Philippines 219, 469
- portability 231
- providers 223
- regulatory forbearance 224
- renewable term cover 224–5
- South Africa 232, 351
- tangibility of benefits 225–6
- funeral parlours 217, 230, 231, 373, 384, 394, 415, 422, 561
- funeral services 215, 220, 225–6, 229, 415
- funeral-plus products 233–5
- fungibility of money 282–3
- G-20 548, 554–5
- Garand, Denis 204, 584
- Gates Foundation 1, 30, 510, 512
- GC Micro Risk Solutions 519
- gender differences
  - enrolment 78–9
  - illiteracy 345
  - poverty 331
  - risk 332–6, 333, 347
  - schooling 337
- Gender Report Dominican Republic 337
- General Packet Radio Service *see* GPRS
- Geneva Report 106
- Gesellschaft für Internationale Zusammenarbeit (GIZ) 56, 409
- GFEP (Global Financial Education Program) 591
- Ghana
  - government support 27
  - health insurance 20, 53
  - health mutuals 26
  - Holland/UT Life 535
  - intermediaries 16
  - MiLife 545
  - mobile phones/insurance 25
  - mutual health insurance 53
  - National Health Insurance Act 54–5
  - NHIF 54–5
  - Nkoranza scheme 68, 74, 77, 78
  - product education 36
  - public-private partnership 124–5
  - regulations 14, 16
  - see also* MicroEnsure
- GIIF (Global Index Insurance Facility) 515
- Gine, X. 71, 72, 73
- GIZ (Gesellschaft für Internationale Zusammenarbeit) 56, 409
- Global Financial Education Program (GFEP) 591
- Global Index Insurance Facility (GIIF) 515
- global warming 83, 84, 86
- GlobalAgRisk 28
- Gnawali, D.P. 74
- good practice, emerging 592
- governments
  - climate change 104–6
  - commitment 459
  - consumer protection 26–7
  - distribution channels 450–1
  - health insurance 520
  - HMI 130
  - Indian microinsurance 427–8, 459–63
  - IRDA 429–30
  - MFIs 453–5
    - as providers 3
    - subsidies 431
  - support for microinsurance 16, 17, 26–7
- GPRS (General Packet Radio Service) 534, 535, 537
- Gradatim 457, 461
- Grameen Koota 445
- Grameen Shakti 184–5
- Green Bank of Caraga 279
- GRET-SKY 139, 140, 143, 145, 148–9, 150, 151, 152, 153
- Gross, P. 16, 25
- group cover 34–5, 193, 224, 316
- Groupama Viet Nam 226, 262–3
- growth drivers 15–18
- Gruber, J. 65
- Guatemala 351, 357, 368, 372, 374–5
- Guatemala-Canada Labour Migration Programme 357
- Gumber, A. 77
- Gustaffson-Wright, E. 163, 165, 166
- Guy Carpenter 519, 520
- Haiti
  - AIC 83–4, 219, 233, 351
  - death 220
  - funeral costs 221
  - index-based catastrophe programme 519
  - MiCRO 95–6, 101
- hand-held devices 461, 538
- harambees 49, 338
- HARITA 57–8, 87, 92–3
- Hariyali Kisan Bazaar 456
- Hatsun Dairy 456
- HDFC Ergo 438, 456, 458, 533
- health education 35
- health insurance, mass 446–7, 448, 449
- Health Insurance Fund 126–7
- health microinsurance (HMI)
  - affordability 125, 128–9
  - Aon 517
  - cancellations 387
  - complexity 116–17
  - data inadequacies 473
  - demand and supply challenges 116–21, 129
  - enrolment 75, 114, 306–7
  - expected claims 481–2
  - family 342
  - FMiA 511
  - free outpatient visits 283
  - funding 119–20
  - future for 128–31
  - governments 26, 520
  - healthcare services 147–53, 538
  - hospital cash products 34
  - impact 63–4, 113–16
  - India 20, 321–5, 429–30, 444–9
  - innovation 112–13, 122–8
  - integrated care and financing model 134–5
  - interactive games 579
  - interventions 122–8
  - member benefits 122–3, 128–9, 131
  - MicroEnsure 514
  - organizational model 124–5
  - package composition 170–1
  - potential 115–16
  - pricing 51–2, 112–13, 119–20, 423, 471
  - programme evaluation 130–1
  - regulatory environment 121
  - reimbursement model 135

- risk factors 120–1
- risk-pooling 130
- TPP 132, 133–5, 136, 137, 148, 151, 153–5
- Uganda 114, 117–18
- universal cover 20
- willingness to pay 156–8, 169
- women's health 340–2
- health mutuals 26, 136, 155
- health shocks 334
- healthcare
  - accessibility 65, 73–9, 137–8, 168, 472, 482
  - appropriate services 149
  - availability 167–8
  - collaborative contracting 139–40
  - cost management 138–46
  - delivery 118
  - eligibility 145–6
  - equity 77–8
  - perceived quality 168
  - quality standards 148–50
- healthcare providers 77, 142, 143, 145, 151–3, 538
- heat waves 85
- Heffernan, C. 260
- Hellmuth, M.E. 92–3, 97–8
- high-collateral environments 252, 254
- high-return economic activities 249–52, 256
- HIV/AIDS 334, 581
- HMI *see* health microinsurance
- Holland (South Africa)
  - Edcon Group 402, 419
  - education about risk 290
  - funeral insurance 14, 226, 415
  - and MicroEnsure 513, 545
  - partnerships 420
  - property insurance 537
  - success 409–10
  - Take-it-Eezi 532
  - UT Life 535, 544
- home-based business 335–6
- hospital networks 284, 385, 387, 564, 566–567
- hospital-cash feature 306, 401
- hospitalization 306, 452
- household expenses 113, 337–8
- household financial tools 176–7
- Hurricane Ivan 97
- IAIS (International Association of Insurance Supervisors) 27, 553, 562, 572, 588
- IBLI (Index-based Livestock Insurance) 268–9
- ICARD 280
- ICICI Bank 566
- ICICI Lombard
  - acquisition costs, low 393
  - administration, efficient 394
  - affordability/competitiveness of premiums 385
  - anti-selection risk 390
  - BASIX 419, 437
  - biometric cards 566
  - claims costs 388
  - expense ratios 392–3
  - generic benefits 385–6
  - gross insurance profit 377
  - hospital network 387
  - IFFCO-Tokio 440
  - in India 308, 372, 374
  - lac products 440
  - Manipal Group 368, 372, 374, 383, 385–6, 423, 566
  - MAS 368, 374, 378
  - microinsurance administration 395
  - partners 383–4, 417
  - premium volumes/covered lives 381, 392
  - premiums growth/renewal 381
  - profitability 378–9, 396–7
  - rainfall index cover 88
  - weather insurance 382, 390, 391, 401
  - World Bank 437
- ICICI Prudential 185–6, 187–8, 190, 191, 193, 294
- ICMIF (International Cooperative and Mutual Insurance Federation) 31, 107
- ICPs (insurance core principles) 553, 588
- ICRISAT (International Crop Research Institute for the Semi-Arid Tropics) 244–5, 248
- ID photo 145–6
- identification methods 266, 460, 529
- IFAD 99, 238, 242
- IFAD/WFP study 244
- IFC (International Finance Corporation) 31, 515
- IFFCO-Tokio
  - AD&D 420
  - crop insurance 401
  - fertilizer and seed companies 456
  - ICICI Lombard 440
  - livestock insurance 263, 266, 267, 536
  - personal accident cover 16
  - RFID tags 434–5
  - weather information 441
- illiteracy 345
- ILO (International Labour Organization)
  - Convention No. 102 on Social Security (Minimum Standards) 57
  - Microinsurance Innovation Facility 1, 30, 132, 136, 287, 409, 531
  - PACE 300
  - social protection 44
- impact assessment 60–1, 62–3, 66
- Impact Working Group, Microinsurance Network 36, 62n1, 63, 81–2
- index insurance 34
  - agricultural households 239–42
  - basis risk 255–6, 436, 439
  - compared with self-insurance 254–6
  - contract 241, 242–3
  - and credit 249–54
  - demand-worthiness 244
  - development impact 238–9
  - high-return economic activities 250–2, 256
  - see also* rainfall index cover; weather-index insurance
- index-based insurance schemes 57–8, 100–1, 560
  - catastrophe 519
  - livestock insurance 267, 268
  - MicroEnsure 513
  - weather 374, 378
- Index-based Livestock Insurance (IBLI) 268–9
- India
  - Activists for Social Alternatives 49
  - aggregators 504
  - agriculture/GDP 435
  - BASIX 263
  - Code of Conduct 587
  - consumer protection 570, 573
  - co-payments/premiums 310, 311
  - diseases 260
  - domestic violence 335
  - drought 435–6
  - as early mover 574
  - FINO 566
  - funeral insurance 469
  - government support 16
  - HDFC Ergo 533
  - health risks 220
  - HMI 20, 321–5, 429–30, 444–9, 520
  - ICICI Lombard 308, 372, 374
  - index insurance contract 241
  - insurance products 179, 181

- Janashree Bima Yojana 49  
 Karnataka state 70  
 legislation for microinsurance 589  
 life insurance 432–3, 443–4  
 livestock insurance 258, 261, 433–5  
 low-income households 428  
 Marsh India 517–18  
 MicroEnsure 512  
 microinsurance 12, 552  
 Micro-Insurance Regulations 460  
 micro-pension 51  
 MNAIS 101  
 PACE client value assessment tool 305, 323, 324  
 PlaNet Guarantee 515  
 private insurance companies 429  
 rain-indexed insurance 87  
 Rashtriya Swasthya Bima Yojna 9n1  
 regulation for microinsurance 586–7  
 rural banks 451  
 SEWA 342, 344  
 Small Farmers' Development Agency 434  
 subsidies 16, 430, 441–2  
 success in microinsurance 462–3  
 tea-estate workers 294  
 TPP 136  
 Vimo SEWA 74, 77, 83–4, 122–3  
 weather-index insurance 89  
*see also* IRDA; Yeshasvini scheme
- India Post 451  
 Indian National Sample Survey Organization 164  
 Indonesia 13, 220, 356  
 informal economy 40–1, 53–4  
 informal insurers 17, 25, 53–4, 316, 563  
 information and communication technology 127–8, 155, 501, 528, 529, 538  
 information management 460  
 information processing chain 538  
 infrastructure factors 80, 459, 460, 487, 567  
 innovation  
   alternative distribution 488  
   commercial insurers 430  
   distribution 402, 403–4, 486–7, 488, 495–6, 501  
   HMI 112–13, 122–8  
   livestock insurance 265–71  
   microinsurance 401  
   quota-driven 427  
   risks 553  
   stability 569  
   success 403
- Inside the Initiative (2011)* 27  
 Insurance Association of Malawi 72  
 insurance business models 490–1  
 insurance card 145–6  
 Insurance Commission, Philippines 563  
 Insurance Core Principles 553, 588  
 Insurance Education Working Group 286  
 insurance literacy levels 102–3, 307  
*see also* consumer education
- Insurance Regulatory and Development Authority  
*see* IRDA
- insurance supervisors 550, 560, 564, 583–4  
 Insure Lives and Livelihood, CARE India 288  
 insurers  
   distribution partners 500  
   government-owned 427  
   intermediaries 203–4, 354  
   reinsurers 18–23, 24–6, 38, 106  
 integrated care and financing model 134–5  
 interbank payments 567  
 Intergovernmental Panel on Climate Change (IPCC) 83
- interlinked contracts 242, 249–54, 256  
 intermediaries  
   bridging role 506  
   commission charges 524  
   competition 523  
   conventional 504–5, 508–9  
   delivery channels 505–6, 523, 524  
   distribution 10, 583  
   licensing of 593  
   market intelligence 523  
   market-making 503, 521–2, 523, 525  
   as match-makers 521, 522  
   microinsurance 508–9, 510–16  
   neutrality 521  
   portfolio administration 524  
   premiums 524–5  
   product design 29  
   regulation of 354–5  
   role of 503  
   traditional/microinsurance activities 508, 516–20  
   trust 591  
   value of 521–5
- internal dispute resolution 585  
 International Association of Insurance Supervisors  
*see* IAIS
- International Centre for Agricultural and Rural Development (ICARD) 271, 280  
 International Cooperative and Mutual Insurance Federation (ICMIF) 31, 107  
 International Covenant on Economic, Social and Cultural Rights 40n1  
 International Crop Research Institute for the Semi-Arid Tropics (ICRISAT) 244–5, 248  
 International Finance Corporation (IFC) 31, 515  
 International Food Policy Research Institute 271, 438  
 International Labour Organization *see* ILO  
 International Livestock Research Institute, Kenya 543  
 International Microinsurance Conference 31  
 International Organization for Migration (IOM)  
   Guatemala 357
- Internet-based transaction processing 538, 566  
 investors 30–1, 80  
 IOM (International Organization for Migration)  
   Guatemala 357
- Iota 211  
 IPCC (Intergovernmental Panel on Climate Change)  
   83, 84
- IRAM 49  
 Iran 262  
 IRDA (Insurance Regulatory and Development Authority) 427, 429, 434, 452, 460, 552, 587  
 iterative learning process 410, 411, 425–6
- Jacquier, C. 121  
 Jamii Bora Trust 319, 320  
 Janashree Bima Yojana 49  
 Jeevan Madhur 443  
 job creation 80  
 Joint IC-CDA-SEC Memorandum Circulars 563  
 joint ventures 26  
 Jones, S. 284  
 Jordan 57, 209, 342, 401  
*Journal of Risk and Insurance* 29  
 Jowett, M. 76, 77  
 Jütting, J. 47, 48, 77
- Kalaignar 446, 447, 448  
 Karlan, D. 89, 279, 281, 283  
 Karnani, A. 22  
 Karnataka state, India 70  
 Karuna Trust 465

- KaSAPI 12, 26  
 Kenya 14–15  
   Britak 309  
   Chogoria Hospital 49  
   CIC 20, 207, 306, 368  
   claim settlements 312  
   composite products 318–21  
   consumer protection 573  
   consumer research findings 577, 584  
   credit life 115  
   death 220  
   Equity Insurance Agency 211  
   funeral costs 221, 317  
   funeral insurance 218  
   harambees 49  
   index insurance contract 241  
   insurance assistance 224  
   insurance associations 31  
   International Livestock Research Institute 543  
   livestock diseases 260  
   livestock insurance 242, 268  
   livestock mortality predictions 248  
   MicroEnsure 512  
   mobile phone companies 362  
   M-PESA 17, 534  
   NHIF 317–18, 371  
   PACE 305, 316–17, 318, 319, 320, 321  
   sex workers 338  
   Swedish Cooperative Centre and Microfinance  
     Opportunities 288–9  
     transparency 579–80  
 Kenya Orient Insurance 401  
 Kenyan Tea Development Authority 309  
 key accounts 534  
 key performance indicators 479  
 Kilimo Salama weather-index insurance 534–5, 537  
 Kolbila village 247, 248  
 Kremer, M. 280  
 Kunzemann, T. 83  
  
 Laajaji, R. 245, 247  
 labour flexibility 67  
 labour legislation 498  
 lac collectors 440  
 Lao PDR 136, 138  
 Latin America 12, 13–14, 17, 136, 405  
   *see also specific countries*  
 LeapFrog Investments 31  
 Leftley, Richard 203  
 Lei, X. 68, 75, 76  
 lenders 202–3  
 Leventhal, H. 284  
 liaison officer 145–6, 150  
 LIC (Life Insurance Corporation) 16, 49, 443, 450, 458  
 life insurance 34, 342, 432–3, 443–4, 581  
 Life Insurance Corporation *see* LIC  
 lifecycle events 331  
 Lin, W. 68, 75, 76  
 List, J. A. 278  
 literacy levels 345, 346  
 A Little World 458  
 livestock  
   data on 468  
   diseases 259–60  
   food and water scarcity 260  
   identification methods 266  
   mortality predictions 248  
   risks 259  
   technology 267  
   vulnerabilities 258, 259  
 Livestock in Development 259  
 livestock insurance  
   bank loans 434  
   basis risk 267  
   BASIX 263, 266  
   claims ratio 434  
   claims verification 264  
   community-based model 269  
   difficulties 264–5  
   Eritrea 261–2  
   fraud 434  
   IFFCO-Tokio 536  
   index-based insurance 242, 267, 268, 536  
   India 258, 261, 433–5  
   innovations 265–71  
   Iran 262  
   Kenya 268  
   Mongolia 87  
   Mutual and Federal 401  
   pilot 416  
   production risk management 271–2  
   reasons for 258–60  
   risk-reduction services 435  
   veterinarians 472  
   Viet Nam 262–3  
 Livestock Protection Scheme 268, 270  
 livestock support services 265  
 Living Standards Survey 75  
 loans 250–2, 253, 434, 443  
   *see also borrowers*  
 Loewe, M. 43, 45, 49, 50, 57  
 Lofgren, C. 161, 165, 170–1  
 Loma Prieta earthquake 281  
 loss potential, framing 277–8  
 loss prevention techniques 416–17  
 loss ratio 582  
 low-collateral environments 253  
 low-income households 11–18, 177  
   accident risk 306  
   commercial insurers 48  
   developing market 399–400  
   distribution channels 450–8  
   financial services 549  
   funeral insurance 217  
   gender/risk 332–6  
   HMI 156–8  
   India 428  
   informal mechanisms 316  
   intermediaries 507  
   liquidity 470  
   microinsurance 373, 549  
   products 433–42  
   risk management 238–9, 288  
   risk of death 220  
   salience of insurance 280–1  
   social networks 470  
   technology 528  
 loyalty 16, 189, 193, 195, 202, 311, 402, 451, 488  
  
 macroinsurance 93, 96–9  
 Madagascar 515  
 magazine subscriptions 276  
 Magnoni, B. 351–2  
 malaria 114  
 Malawi 71, 72, 87, 90–1, 241  
 Malayan Insurance Company 372, 376  
   acquisition costs, low 393–4  
   affordability/competitiveness of premiums 385  
   disability cover 380  
   expense ratios 392–3  
   gross insurance profit 377  
   partners 383–4

- pawnshop distribution 12, 376  
 premium volumes/covered lives 381, 382–3, 388, 391, 392  
 profitability 380  
 Mali  
   awareness of microinsurance 79  
   cotton yields 248  
   enrolment 78  
   Equity Initiative plans 68, 75, 76, 77, 78  
   health insurance 20, 75  
   health mutuals 26, 74  
   livestock insurance 242  
   PlaNet Guarantee 515  
 management information system 144, 447, 479  
 managers  
   attitudes to microinsurance 408  
   partnerships 500–1  
   remuneration 408–9  
 managing general agents (MGAs) 504–5  
 Manipal Arogya Suraksha *see* MAS  
 Manipal Foundation 374  
 Manipal Group 385, 386, 387, 397, 423, 566  
 Manje, L. 200  
 Mapfre 400, 402, 495, 496, 499, 542  
 market development  
   agriculture insurance 280  
   distribution 415–18  
   interlinked index insurance/credit 253–4  
   intermediaries 522  
   liberalization 459  
   low-income households 399–400  
   MGAs 505  
   MicroEnsure 513  
   microinsurance 26–7, 38  
   obstacles to 554  
   reinsurers 519–20  
   technological advances 529–30  
   word-of-mouth 233  
 marketing costs 394, 480  
 market-making 441, 516, 521–2, 523  
 Marsh and Guy Carpenter 17, 503, 517–18  
 Marsh India 517–18, 523  
 MAS (Manipal Arogya Suraksha)  
   anti-selection risk 390  
   expense ratios 393  
   generic benefits 385  
   ICICI Lombard 368  
 Masud, T.I. 161, 164, 165  
 maternal health care 78  
 maternity benefits 340–2  
 Mathiyazhagan, K. 161, 165  
 Max New York Life (MNYL) 181, 187–8, 189, 191, 456, 457, 499  
 Max Vijay 181–3  
   distribution 194  
   policies sold 187–8  
   PoS machines 457  
   push/pull channels 194  
   savings 443, 495  
   technology 458  
   text messaging 543  
 maximum total benefits limit 144  
 Mazar, N. 283  
 MBAs (Mutual Benefit Associations) 9, 198–9, 206–7, 325, 376, 522, 563  
 McCord, M.J. 119, 220  
 MCCOs (mutuals, cooperatives and community-based organizations) 562–4  
 medical advisers 149, 151  
 medical costs 334, 337, 339, 470  
 medical management 144  
 Medical Home, Mexico 127  
 meso-level insurance 93–5  
 Metropolitan Life 416  
   *see also* Cover2go  
 Mexican migrants 351, 362–3  
 Mexico  
   Banco Compartamos 16, 199  
   catastrophic farming insurance 98–9  
   consumer protection 570  
   drought cover 87  
   market size 14  
   Medical Home 127  
   ParaLife 31  
   Zurich 402  
 MFIC (Microfinance International Corporation) 351, 357  
 MFIs (microfinance institutions) 10  
   AD&D 588  
   aggregators 588  
   CIC 371, 372  
   compulsory insurance 471  
   credit life 198, 199, 200–1, 214–15  
   delivery of microinsurance 346–7  
   distribution 10, 24, 453, 454  
   financial services 453  
   Grameen Shakti 184  
   Haiti 95–6  
   HMI 117  
   MicroEnsure 203  
   partner-agent model 506  
   products 453, 454  
   SHGs and 455  
   social insurance 49  
   TPAs 444  
   women as borrowers 342  
 MFS Africa 545  
 MGAs (managing general agents) 504–5  
 Mi Life 535, 545–6  
 MIA (Micro Insurance Academy) 28, 291, 292, 340  
 MiCRO 95–6, 101, 104  
 Micro Insurance Academy *see* MIA  
 Micro Insurance Centre 117  
 Microcare 139, 146, 151, 152  
 microcredit 549  
 MicroEnsure 512–14  
   accidental cover 306  
   client value improvements 312, 313  
   consumer education programme 307–8  
   data 522, 541  
   funeral benefit payouts 232, 311–12  
   geographic spread 512–13  
   Ghana 16, 25, 544, 545  
   HMI 514  
   as intermediary 503  
   market development 513  
   and MFIs 203  
   number of policies sold 12, 25  
   PACE 327  
   partner-agent model 325  
   Philippines 210, 213–14, 307, 522  
   product range 513–14, 516  
   SHARE 445  
 microfinance institutions *see* MFIs  
 Microfinance International Corporation (MFIC) 351, 357  
 MicroFund for Women 209, 342, 401  
 microinsurance 1, 372  
   awareness of 79  
   contextual factors 41–2  
   as coping mechanism 331  
   coverage statistics 50  
   definition 8–11, 62, 93  
   as emerging industry 524–5



- impact 36, 59–61
  - as social protection tool 49–58
- MicroInsurance Centre 28
- Microinsurance Framework, Philippines 584
- Microinsurance Innovation Facility 30, 33, 133, 287, 409, 531
- Microinsurance Network xiv–xv, 1
  - client value 36–7
  - commercial insurers study 20
  - and IAIS 553
  - Impact Working Group 36, 62n1, 63, 81–2
  - Insurance Education Working Group 286
  - International Microinsurance Conference 31
  - online database 538
  - Performance Working Group 36
  - raising awareness 32
  - recommended performance indicators 582
  - study of donors 30
  - Technology Working Group 530, 531
- Micro-Insurance Regulations, India 460
- micro-pension 51
- micro-savings 567
- migrants
  - assimilation 351
  - legal and regulatory challenges 353–5
  - microinsurance 349–50
  - remittances 351
  - as social capital 360
  - Spain 352
  - undocumented 357
- migration-linked insurance 350–2
  - claims verification 362–3
  - operational opportunities 355–63
  - opportunities/challenges 354, 364–5
  - partners 359
  - payments 361–2
  - regulation 354
- Millennium Development Goals 3
- Mils, E. 104
- Ministry of Labour, Insurance and Social Affairs (MOLISA) 55
- mis-selling 584
- MNAIS (Modified National Agricultural Insurance Scheme) 101, 436, 442
- MNO (mobile network operator) 545
- MNYL *see* Max New York Life
- mobile financial services 567
- mobile money platform 534, 535, 536, 537, 544–5
- mobile network operator (MNO) 545
- mobile payments-based insurance 544–5
- mobile phone companies 16, 25, 227, 362, 576
- mobile phone technology 543–5
  - client communication 566
  - Cover2go 418
  - enrolment 532
  - innovative distribution 529
  - microinsurance 402
  - payments 531
  - regulatory constraints 458, 462
  - Safari Bima 418
  - text messaging 127, 281, 416, 494, 543–5
- Modified National Agricultural Insurance Scheme *see* MNAIS
- (MOLISA) Ministry of Labour, Insurance and Social Affairs 55
- Molitor, V. 14, 17, 20, 25
- Money Transfer Agent (MTA) 360–2
- Mongolia 87, 268–9, 574
- moral hazard 48, 57, 142, 143, 145, 240
- Morduch, Jonathan 1, 67, 316
- Morsink, K. 69, 95
- Mozambique 49, 512–13
- M-PESA 17, 534, 535, 536, 537
- Msuya, J.M. 74, 77
- MTA (Money Transfer Agent) 360–2
- MTN Ghana 535, 544
- MTN Mobile Money 544
- Multilateral Investment Fund 31
- multinational insurers 17, 412–13, 497
- Munich Re Foundation 31, 90, 93, 106
- munno mukabis 337
- Mutual and Federal 401, 416
- Mutual Benefit Associations *see* MBAs
- mutuals 19–20, 451–2
- mutuals, cooperatives and community-based organizations (MCCOs) 562–4
- mutuelles*, Senegal 68, 74, 76, 77
- m-wallet 545, 546
- Myanmar 86
- NAIS (National Agriculture Insurance Scheme) 88, 435–6, 437
- NASFAM (National Smallholder Farmers' Association of Malawi) 90–1
- National Agriculture Insurance Scheme *see* NAIS
- National and Oriental 432
- National Collateral Management Services Limited (NCMSL) 542
- National Health Insurance Act, Ghana 54–5
- National Health Insurance Fund *see* NHIF
- national identity cards 146
- National Insurance Corporation of Eritrea (NICE) 261–2
- National Parks entry fee 157
- National Smallholder Farmers' Association of Malawi (NASFAM) 90–1
- National Social Security Fund (NSSF) 371
- natural hazards insurance 83, 86, 96, 97–8, 106–7
- NCMS (New Cooperative Medical Scheme) 68, 69, 75, 76, 78, 80
- NCMSL (National Collateral Management Services Limited) 542
- NDVI (normalized differenced vegetation index) 246–7, 248, 268, 272, 441, 543
- Nepal 338, 339, 574
- New Cooperative Medical Scheme *see* NCMS
- New India 432
- New Jubilee Insurance Group 510, 511, 512
- New York 351
- New Zealand driver study 282
- NGOs (non-governmental organizations) 2, 376, 451–2, 503
- NHIF (National Health Insurance Fund) 53, 54–5, 317–19, 371, 385, 386, 389
- NICE (National Insurance Corporation of Eritrea) 261–2
- Nigeria 126, 172, 574
- Nkoranza scheme 68, 74, 77, 78
- nomadic tribes 433
- non-governmental organizations *see* NGOs
- normalized differenced vegetation index *see* NDVI
- Nouna District Health Scheme 74
- NSSF (National Social Security Fund) 371
- OECD (Organisation for Economic Co-operation and Development) 44
- Old Mutual 14
  - acquisition costs 393–4
  - administration, efficient 394
  - affordability/competitiveness of premiums 384–5
  - anti-selection risk 390
  - claims settlements 387
  - expense ratios 392–3
  - Foundation Market 373, 379, 392, 396, 412

- gross insurance profit 377
- incentives to sell 387
- On the Money 295
- partners 384
- premium volumes/covered lives 381, 391
- premiums growth/renewal 382–3
- profitability 379, 396, 397
- sales force 394
- Shoprite 495
- social responsibility initiatives 386
- South Africa 368, 372, 373
- old-age insurance 47
- On the Money, Old Mutual 295
- one-stop shops 495, 502
- Onwujekwe, O. 162, 165, 172
- OOP (out of pocket) expenditure 68, 71
- open learning culture 409–10
- operational specialists 29
- Opportunity International 512
- Opportunity Uganda Ltd 209
- Organisation for Economic Co-operation and Development (OECD) 44
- organizational model 124–5, 395–6, 414
- out of pocket (OOP) expenditure 68, 71
- outsourcing 445
- overconfidence 281–2
- over-promising/under-delivering 424
- Oxfam-operated schemes 74
- PACC (Programa de Atención a Contingencias Climatológicas) 99
- PACE client value assessment tool 300–4, 305
  - balanced approach 314–15
  - CLIMBS 327
  - India 323, 324
  - informal risk management 318
  - Kenya 305, 316–17, 321
  - MicroEnsure 327
  - Philippines 305–6, 325–8, 329
- PACS (primary agricultural credit societies) 451
- Pakistan
  - flooding 86
  - FMiA 510–12
  - healthcare providers 138
  - microinsurance growth 13
  - National Rural Support Programme 136
  - women/risk 333
- Palmyrah Workers Development Society *see* PWDS
- ParaLife 31
- partner-agent model 325, 444, 445, 504, 505–6, 559, 576
- partnerships 418–24
  - building and managing 422
  - CIC/NHIF 386
  - client values 502
  - disability cover 500
  - fraud 424
  - Holland 420
  - infrastructure 487
  - management 500–1
  - products 423
  - profitability 383–4
  - reputation 421
  - risk 424
  - trust 417
  - value from 421
  - Zurich/SDC 409
- passporting, European Union 354
- pawnshops 12, 361n21, 376, 383
- payment card method 159
- payment systems 17
  - advantages/disadvantages 141
  - flexible 443
- migration-linked insurance 361–2
- negotiations 140–3
- per day, retrospective 140
- technology 529
- third-party 132–4
- People's Insurance Company of China *see* PICC
- Pep-Hollard, South Africa 227, 233, 497, 500
- performance metrics 582
- Performance Working Group 36
- personal accident cover 16, 533
  - see also* accidental death and disability covers (AD&D)
- Peru 13
  - as early mover 574
  - El Niño 252
  - legislation on microinsurance 588
  - livestock insurance 242
  - microinsurance 50, 557, 559
  - Protecta Seguros 31
  - randomized field experiments 281
  - regulation 586–7
- Philam Life 533
- PhilHealth 12
- Philippines 12
  - agents 504
  - CARD MBA 20
  - client value/life insurance 325–8
  - CLIMBS 94, 212
  - damayan* funds 224
  - death 220
    - as early mover 574
  - FICCO 308
  - funeral insurance 219, 469
  - Green Bank of Caraga 279
  - informal insurance 564–5
  - KaSAPI 26
  - legislation 588
  - MBAs 20, 376
  - MicroEnsure 210, 213–14, 307, 512, 522
  - Microinsurance Framework 584
  - Microinsurance Month 27
  - PACE 305–6, 325–8, 329
  - Pioneer Life 360
  - products/standards 570
  - randomized field experiments 281
  - regulation for microinsurance 587
  - SparxX 359, 360, 362
  - typhoon re-housing scheme 69
  - weather insurance 86, 93
    - see also* Malayan
- PICC (People's Insurance Company of China) 12, 16, 271
- pilot schemes 410–11, 416, 574
- Pioneer Assurance 307, 310, 319, 320
- Pioneer Life 359, 360
- Pioneer Seeds 456
- PlaNet Guarantee 514–15
  - Cambodia 209
  - data 522
  - HMI 520
  - as intermediary 199, 503
  - product range 516
  - trust 417
- point-of-care diagnostics 461
- point-of-sales device *see* PoS machines
- policy making 554–5, 573–4, 578
- Polonsky, J. 74, 81
- Porteous, D. 567
- portfolio administration 524
- portfolio covers 461–2
- PoS machines 457, 458, 461, 531, 566
- poverty
  - disease burdens 117
  - extreme 50, 259, 548

- gender differences 331
- public-private partnerships 427
- vulnerability 1, 40, 43–4
- poverty cycle 339, 550
- poverty reduction 60, 67, 258, 548
- PRADAN 440
- Pradhan, M. 71, 75
- Prahalad, C.K. 2, 22, 400
- pre-authorization for high-cost services 146
- pregnancy 334, 341
- premium payments
  - and capitation 153
  - cashless 127
  - client value 308–9
  - costs 546
  - flexibility 126, 187–8
  - m-wallet 544–5
  - subsidies 126–7
  - technology 362, 531–2
  - text message reminders 281
- premiums 381, 392
  - affordability/competitiveness 384–5
  - data collection 470–3
  - determining 475–9, 554
  - growth/renewal 382
  - minimum 188
  - non-incentive to reduce 524–5
  - pricing 403, 464
  - refining 479–80
  - regulations 385
  - rural and social sector 436
  - setting assumptions 473–4
  - simplicity 478
- pre-paid insurance cards 402, 576
- preventive healthcare 115, 306
- pricing
  - actuarial 28, 264, 466, 483
  - AD&D 389
  - community 477–8
  - data available 480–1
  - disability cover 389
  - errors 464–5
  - exercises 480–2
  - group 224
  - health product 471
  - HMI 51–2, 112–13, 119–20, 423, 471
  - premiums 464–5
  - products 464–7
  - quantitative/qualitative data 472
  - regulation 583–4
  - for scale 192
  - specialist advice 465, 467, 468, 478, 483
- pricing cycle 465–7, 480–482
- primary agricultural credit societies (PACS) 451
- product adjustment process 497
- product delivery supply chain 505
- product design 10, 178–9, 181, 194–5, 470, 580–5
- product development 32–6, 106, 496–7, 502
- production risk management 271–2
- products
  - appropriate 415–16
  - categories defined 556
  - complexity 577–8
  - composite 443, 462
  - definition 9
  - distribution 192–4, 195
  - education about 35–6
  - expansions of 207–11, 215–16, 401
  - lower risk 556
  - low-income households 433–42
  - MFIs 453, 454, 575
  - monitoring experience of 479
  - partnerships 423
  - perceived value 117
  - pricing 464, 465
  - short term 443
  - specialised 462
  - standardized 572, 575, 585
  - variety of 186–7
  - see also* product design; product development
- profit margin 477
- profitability
  - AD&D 396
  - administration costs 369, 370
  - ASR 379–80
  - CIC 371–2, 377–8, 396, 397
  - client value 369
  - cross-cutting factors 394–5
  - distribution 413
  - factors 397
  - financial analysis 376–96
  - framework for assessing 369, 370
  - Malayan 380
  - measurement of 370
  - microinsurance 23
  - monitoring 395–6
  - organizational structure 396
  - overall assessment 376–80
  - social impact 404
  - time factors 516
- profit-sharing 26
- Programa de Atención a Contingencias Climatológicas (PACC) 99
- Project Masiluleke, South Africa 127
- promoters 31–2
- property insurance 423, 537
- property investment 337
- pro-poor mass health insurance 446
- proportionality 557, 560–1, 564, 572, 584
- Protecta Cash-back 234
- Protecta Classic 234
- Protecta Five Star 234
- Protecta Plus 234
- Protecta Seguros 31
- PROVID 148
- providers
  - benefits 2–3
  - business models 576
  - capacity building 102
  - credit life insurance 211
  - definition 9
  - funeral insurance 223
  - informal 563
- prudential supervision 551
- psychology of microinsurance
  - empowerment 80
  - mental accounts 282–3
  - overconfidence 281–2
  - recommendations 285
  - salience 280–1
  - self-control 278–80
  - situational adjustments 275–84
  - small changes 274–5
- public agency donors 409
- public- and private-sector collaboration 130
- public healthcare providers 138
- public insurers 459
- public investment 427
- public-private partnerships (PPPs)
  - expertise 16
  - HMI 124–5, 446
  - increase in 11
  - poverty 427
  - government commitment 459

- RSBY 448
  - social protection 3, 4
  - Turkey 108
- PWDS (Palmyrah Workers Development Society) 311, 322, 325
- QBE 499
- quality of life 369
- Quick Enrolment mechanism 277
- radio frequency identification devices (RFIDs) 266–7, 418
- rainfall data 242, 245–6, 248, 542–3
- rainfall index cover 71, 87, 88, 241, 244, 534
- Ramm, G. 26, 342, 343
- randomized controlled trials (RCTs) 61
- randomized field experiments 281
- Ranson, M.K. 74, 77
- Rashtriya Swasthya Bima Yojna *see* RSBY
- rational choice 275
- RCTs (randomized controlled trials) 61
- reasonability checks 478
- reciprocity 338, 339
- recommended performance indicators 582
- refugees 336
- regulations 80, 427
  - alternative distribution 565–6
  - bundling 581
  - changes in insurance products 180–1
  - consumer protection 570–3, 586–7
  - development 551
  - facilitative 460
  - funeral insurance 224
  - good practice 595
  - HMI 121
  - impact of 497–8
  - non-compliance 424
  - non-insurance-specific 498
  - policy frameworks 553–63
  - pricing 581
  - products defined 557
  - proportionality 584
  - scope of 587–9
  - standardization 573
- regulators 103, 551
- reimbursement model 135, 136
- reinsurance 104, 120–1, 390–1, 401, 474
- reinsurers 23, 90, 106–7, 518–20
- remittances
  - international flow 349
  - microinsurance payments 361–2
  - migrants 351
  - operational opportunities 355–63
- repatriation and accident insurance 350, 351–2, 354n7, 358, 362–3
- reputation 404, 421, 502, 514
- Reserve Bank of India 455
- resource allocation 67, 71
- resource pooling 295–7
- retail channels 25, 26, 194, 486, 492–3, 504, 534
- Revealed Preferences method 157
- revenue account 370
- RFIDs (radio frequency identification devices) 266–7, 272, 418, 434–5, 531, 536
- rice farmers 90
- Rimansi cover 219, 327
- risk aversion 72, 156, 333, 336–7
- risk management
  - consumer education 286–7
  - coping strategies 336–40
  - ex ante 336–7
  - ex post 337–8
  - high-return economic activities 249–50
  - informal 230–1, 290
  - intra-household 333
  - low-income households 19, 37–8, 288
  - microinsurance 59
  - poverty reduction 258
  - property investment 337
  - RFIDs 418
  - savings 176–8, 336–7
  - social protection 42, 45
  - social relationships 337
  - transnational households 349, 351–2
  - women 332, 333
- Risk Management Solutions 28
- risk mitigation 82, 293–4, 349
- risk pooling schemes 18–19, 49, 90, 130, 293–4
- risk premium 475
- risk reduction 265, 435, 461
- risks
  - carrying in-house 445
  - gender differences 332–6, 347
  - innovation 553
  - job-related 335–6
  - livestock-related livelihoods 259
  - market characteristics 577–80
  - partnerships 424
  - underestimated 282, 289–90
- Robinson, J. 280
- ROSCAs (rotating savings and credit associations) 336, 339
- Roth, J. 11, 12, 34, 347
- RPLI (Rural Postal Life Insurance) 432–3, 451
- RSBY (Rashtriya Swasthya Bima Yojna)
  - commercial insurers 400
  - delivery at scale 448
  - and ICICI Lombard 372, 374
  - Marsh India 518
  - means-testing 9n1
  - numbers insured 372, 374
  - smart cards 538
  - subsidies 322, 447
  - travel allowance 310
- Ruchismita, R. 89
- rural and social sector 429, 431–2, 436
- Rural and Social Sector Obligations 460
- rural health workers 127
- Rural Internet kiosks 456
- Rural Mutual Health Care 76, 81
- Rural Postal Life Insurance (RPLI) 432–3, 451
- rural support services 480–2
- Rwanda 20, 26, 77, 78, 124–5, 512–13
- SaaS (Software as a Service) 539
- SACCOs (Savings and Credit Cooperative Organizations) 309, 371, 372
- Sa-Dhan 453
- Safari Bima 401, 418, 533
- Safaricom 362, 534, 536
- SAIA (South African Insurance Association) 293, 295–6, 541
- sales force 387, 389, 499
- sales practices
  - active/passive 489, 492–3, 498–500, 569
  - aggressive 578
  - distribution channels 492–3
  - Mapfre 499
  - QBE 499
  - trust 417
- salt-pan workers 440
- Samuelson, P. 157
- Sanasa Insurance Company, Ltd. (SICL) 214

- Sandmark, Therese 582  
 Sanlam Sky (African Life) 14, 30, 419  
 Santam 401  
 SARK Systems 456  
 Sarve Shakti Suraksha 183  
 SAS Poorna Arogya Healthcare 445  
 satellite data on vegetative cover 246–7  
   *see also* NDVI  
 satellite imaging 543  
 savings  
   emergencies 338  
   and insurance 176–80, 189, 195–6, 443  
   mechanisms for 282–3  
   persistence 191–2  
   rainy day 40, 283  
   risk management 176–8, 336–7  
 Savings and Credit Cooperative Organizations  
   *see* SACCOs  
 SBI Life Insurance  
   bancassurance 458  
   composite products 443, 462  
   Grameen Shakti 184–5  
   group membership 191, 193  
   guarantee on benefits 190  
   premium flexibility 187–8, 190, 191  
 SBS (Superintendencia de Banca) 559–60  
 scale  
   affordability 478  
   alternative distribution 487  
   business structure 412–14  
   delivery 448  
   industrialization 415–18  
   profitability 369, 370, 380–8  
   stability 552  
 Schneider, P. 75, 77, 78  
 schooling 337, 339, 343  
 Schumpeter, J. 551  
 SDAs (state designated agencies) 456  
 Sebstad, J. 2, 302  
 SECP (Securities and Exchange Commission of Pakistan) 574  
 Securities and Exchange Commission (Philippines) 563  
 SEED 279  
 SegurCaixa 351, 352, 363  
 SegurCaixa Repatriación 352  
 SegurIngreso 352  
 SEGURO 570  
 Seguros Futuro 358, 361  
 self-control 278–80  
 self-employed people 47  
 Self-Employed Women's Association *see* SEWA  
 self-help groups *see* SHGs  
 self-insurance 226, 238–9, 242–3, 254–6  
 self-regulatory approaches 590  
 Senegal  
   Allianz 417  
   enrolment 78  
   funerals 220  
   *mutuelles* 68, 74, 76, 77  
   PlaNet Guarantee 514–15  
 SEWA (Self-Employed Women's Association)  
   306, 342, 344  
 SEWA Banks 345  
 sex workers 335–6, 338  
 SFDA (Small Farmers' Development Agency) 261, 434  
 Shampanier, K. 283  
 SHARE, MicroEnsure 445  
 Shariah principles 211  
 SHEPHERD 445  
 SHG (self-help groups) 184, 428, 430, 455  
 Shoprite/Old Mutual 495, 496, 497  
 SICL (Sanasa Insurance Company, Ltd.) 214  
 Simanowitz, Anton 582  
 SINAF 221, 234  
 Sinapi Aba Trust 293  
 Singer, R. 284  
 SKDRDP (Sri Kshetra Dharmasthala Rural Development Programme) 445, 451–2  
 SKS 455  
   slum dwellers 470  
 Small Farmers' Development Agency (SFDA) 261, 434  
 Smart Campaign 590  
 smart cards 529, 531, 533, 538, 539, 546, 567  
 smart subsidies 105–6, 270–1  
 Smith, A. 14, 25  
 Smith, K. 74, 79  
 social assistance benefits 47  
 social capital 360  
 social health protection schemes 64  
 social insurance schemes 46, 48, 52–4  
 social networks 470  
 social performance indicators 36, 582  
 social protection  
   contributions 47  
   defined 44  
   developing countries 46–9  
   financial inclusion 3, 4  
   gaps in coverage 41, 42  
   governments 26  
   as human right 40  
   PPPs 11  
   programmes 9n1  
   scope and functions 42–6  
   state 45, 46  
 social relationships 337, 338, 339  
 social risk funds (SRF) 56  
 social security 44n4, 55–6, 316, 317–18  
 Social Security Software (SSS) 539, 540  
 social transfer schemes 42, 46–7, 48  
 Software as a Service (SaaS) 539, 540  
 solvency requirements 501, 561, 564  
 South Africa 14  
   AllLife 31  
   church groups 422  
   Cover2go 416  
   direct-mail marketing 277  
   Financial Advisory and Intermediary Services Act 589  
   Financial Diaries 220, 221, 222  
   Financial Sector Charter 15  
   Financial Services Charter 295  
   funeral insurance 218, 232, 351  
   Hollard Insurance Group 290  
   insurance associations 31  
   low-income households' insurance 373  
   off-the-shelf funeral insurance 227  
   Pep-Hollard 227  
   Project Masiluleke 127  
   regulations 561, 574  
   Shoprite/Old Mutual 495, 496  
   Take it Eezi 496, 500  
   Zurich 402, 407  
   *see also* Old Mutual  
 South African Insurance Association *see* SAIA  
 Spain 85, 86, 351, 352  
 SparX 359  
 spatial equality 73n10, 78  
 spaza shops 421  
 specialist advice 465, 467, 468, 473–4, 478, 483  
 sponsors 408–9, 418–19  
 SRF (social risk funds) 56  
 Sri Kshetra Dharmasthala Rural Development Programme (SKDRDP) 445, 451–2  
 Sri Lanka 13, 214  
 SSS (Social Security Software) 539

- stakeholder diversity 18–32, 104–8, 461  
 standard treatment protocols 150  
 standardization of products 570, 573, 583  
 Star Allied Insurance 448  
 start-up costs 105  
 State Bank of India 433  
 state designated agencies (SDAs) 456  
 Stated Preferences 157  
 states *see* governments  
 subsidies 16, 427, 430, 431, 441–2, 459  
 Sulzbach, S. 74, 79  
 Superintendencia de Banca (SBS) 559–60  
 Superintendencia de Seguros Privados (SUSEP) 556  
 surrender terms 188–9  
 SUSEP (Superintendencia de Seguros Privados) 556  
 sustainability 103–4, 294–8, 406, 515–16, 551  
 Swayam Shikshan Prayog 122–3  
 Swedish Cooperative Centre and Microfinance Opportunities 288–9  
 Swiss Agency for Development & Cooperation 409  
 Swiss Re 23, 83, 90, 347  
 Syngenta Foundation 534–5  
 SystemAgro, Turkey 108  
  
 TA (technical assistance) providers 28  
 Takaful credit life 211, 214  
 take it or leave it approach 159, 162, 163  
 Take-it-Eezi 496, 500, 532  
 take-up rates 73, 89, 479–80  
 Tamil Nadu 288, 311, 456  
 tangible payouts 496  
 Tanzania  
   AKAM 511–12  
   Community Health Fund 74, 77  
   FMiA 511–12  
   funeral insurance 218  
   MicroEnsure 512  
   UMASIDA 119  
 Tarazona, A. 252, 253  
 target groups 9, 10, 467–74, 482, 508  
 Tata-AIG 345, 458  
 taxation, indirect/direct 50–1  
 Taykay Sa Kauswagan, Inc. 307  
 TCF (treating customers fairly) 569  
 tea-estate workers 294  
 technical assistance providers 28  
 technological advances 311, 460, 528–31  
 technology  
   customer transactions 418  
   enrolment 531–2  
   identification methods 529  
   interlinking insurance and credit 256  
   livestock farming 267  
   microinsurance 530  
   premium payments 362  
   reinsurance 120–1  
   risk reduction 461  
   traditional 255  
   *see also* weather information  
 technology suppliers 29  
 Technology Working Group 530, 531  
 telecommunication companies 486, 492, 493  
 tetanus risks 284  
 Thailand 127  
 Thinkways 457, 461  
 third-party administrators *see* TPAs  
 third-party bill payment providers 486, 492, 493–4, 500  
 third-party payment *see* TPP  
 third-party recourse 585  
 3H models 352, 353, 354, 356–7, 358–9, 363  
 3i Infotech 456  
  
 Tigo Family Care 16, 25, 227  
 total and permanent disability (TPD) 208, 210  
 TPAs (third-party administrators) 29, 155, 444, 445, 448, 461  
 TPD (total and permanent disability) 208, 210  
 TPP (third-party payment) 132–4  
   access to healthcare services 137–8  
   advantages/disadvantages 137, 153–5  
   case studies 133  
   current practices 134–7  
   establishing/managing 137–53  
   health mutuals 136  
   HMI 134, 136, 153–5  
   payment systems negotiations 140–3  
   retrospective 151  
 tractor sales points 456  
 traditional medicine 76  
 transaction accounts 458  
 transaction costs 462, 529, 575–6  
 transaction platform 487  
 transaction processing 538–41  
 transnational households  
   marketing microinsurance 356–7  
   risk management 349, 351–2  
 transparency 579–80, 591, 592  
 treating customers fairly (TCF) 569  
 Trivelli, C. 252, 253  
 trust  
   agents 583–4  
   brands 487  
   clientele 575, 578  
   distribution channels 499–501  
   intermediaries 576, 583  
   loyalty 195  
   mutuals 20  
   partners, working with 417  
   reputation 404  
   sales process 417  
   and understanding 178  
 Trustco 16  
 TSKI 313  
 tuberculosis 127  
 Tunisia 53–4  
 Turkey 108  
 typhoons 69, 86, 90, 391  
  
 UAP 423, 534, 536  
 Uganda  
   credit life 202–3  
   HMI 114, 117–18  
   MicroEnsure 514  
   munno mukabis 337  
   savings/emergencies 338  
 UMASIDA, Tanzania 119  
 UMSGF 136, 139, 140, 148, 149  
 UNACOOPEC 234  
 UNAIDS 334  
 undertakers 226, 229, 230  
 underwriting 497, 560–1, 563–4  
 unemployment insurance 49  
 UNIFEM 331  
 United India 432, 434, 456  
 United Nations 85  
 United States of America 85, 242, 357  
 Universal Declaration of Human Rights 401  
 Uplift Health Mutual Fund  
   client value 312, 314, 322, 324  
   emergency hotline 284  
   household survey 76  
   membership growth 122–3, 452  
   preventive health care 306  
   and SHEPHERD 445



- USAID 3n1
- UT Life 535, 544
- utility companies 486, 492, 493
- utilization rates 74, 81
- value chain participants 525
- value creation 301, 302, 304–16
- value-added services 34, 35, 458, 462
- Vayon 532
- VCI (Vegetation Condition Index) 247, 248
- veterinarians 263, 264, 266, 434, 472
- VHI (Vietnam Health Insurance) 71, 75, 76
- Viet Nam
  - cooperatives/health insurance 53
  - funeral insurance 226
  - HMI enrolment 114–15
  - income/insurance use 77
  - licensing of sellers 504
  - livestock insurance 262–3
  - Ministry of Labour, Insurance and Social Affairs 56
  - rice farmers 90
  - social security/informal sector 55
  - TPP 136
- Vietnam Health Insurance *see* VHI
- village health champions 128, 538
- VimoSEWA
  - cashless claims 312
  - CBHIs 452
  - choice offered 307
  - client value 309
  - composite cover 122–3
  - customer care 314, 324
  - gender-sensitive 345
  - hospitalization 74
  - income/insurance cover 77
  - India 74, 77, 83–4, 122–3
  - natural disasters 83–4
  - in partnership 322
  - premium payments 126
- violence, domestic 331, 333, 335
- VisionFund 202, 210, 213
- Vivo telecoms 496
- Vodafone 362, 536
- voice over Internet protocol (VOIP) 540
- voluntary products 443, 481–2, 487
- voucher schemes 47
- vulnerabilities
  - livestock-related livelihoods 258, 259
  - microinsurance 11
  - poverty 1, 40, 43–4, 331–2, 334–6
  - refugees 336
  - women 331–2, 334–6
- Wagstaff, A. 68, 69, 71, 75, 77–8, 80
- waiting periods 75, 225
- Walraven, G. 161, 165
- WASP (wireless access services provider) 494, 533
- water supply 260, 334
- WBCIS (Weather Based Comprehensive Insurance Scheme) 437, 441
- weather conditions
  - catastrophes 104
  - covariant risks 57
  - crop yield 67, 439
  - cyclones 83, 85, 86, 440
  - extremes 86
  - reinsurance 390–1
  - see also* drought; rainfall data
- weather information 35, 100, 238, 441, 472
- basis risk 88–9, 91, 537, 543
- Weather Risk Management 290, 521
- Weather Risk Management Services *see* WRMS
- weather-index insurance
  - agriculture 537
  - bundled 72
  - claims settlement 586
  - covariant risks 57–8
  - data quality 440–1
  - distribution 441–2
  - drought cover 87
  - HDFC Ergo 456
  - Kilimo Salama 534–5, 537
  - non-agricultural groups 440
  - partnerships 423
  - Philippines 93
  - pilot 438
  - private sector 437
  - single/multiple peril cover 439
  - subsidies 401
  - supply/demand 238–9
  - technology 109–10
- Weavers' Health Insurance Scheme 446
- welfare groups 317
- Western Union 362
- WFI (World Federation of Insurance Intermediaries) 508–9
- WFP (World Food Programme) 238, 242
- wholesale payment systems 567
- widows 334, 337
- willingness to pay (WTP)
  - CBHI 165
  - cultural barriers 469
  - cultural factors 469
  - elicitation methods 159, 161
  - health expenditure 169
  - healthcare availability 167
  - HMI 156–8, 167
  - income level 164, 166
  - lessons learned 172–3
  - literature searches 160
  - methods 158–9
  - package composition 170–1
  - pricing 468–9, 478
  - residence location 172
  - socio-economic status 166
- Wipf, John 204, 305, 464, 582
- Wireloop 499
- wireless access services provider (WASP) 494, 533
- WMO (World Meteorological Organization) 83, 106
- women
  - borrowers 342
  - as caregivers 340, 342
  - consumer education 344–5
  - cultural restrictions 336
  - enrolment 78–9
  - HMI 340–2
  - lifecycle events 331
  - old age 334
  - own death 335
  - refugees 336
  - risk management 332, 333
  - vulnerabilities 331–2, 334–6
  - widows 334, 337
  - see also* gender differences; SEWA
- women sales agents 345
- Women's World Banking *see* WWB
- World Bank 53, 62, 268, 437
- World Federation of Insurance Intermediaries (WFI) 508–9
- World Food Programme (WFP) 238, 242
- World Meteorological Organization (WMO) 83, 106
- WRMS (Weather Risk Management Services) 290, 439, 440, 441, 461, 542

- WTP *see* willingness to pay
- WWB (Women's World Banking) 332, 333, 334, 337, 338, 342, 343, 344
- XBRL (eXtensible Business Reporting Language) 540–541
- XML messaging 541
- Yang, D. 71, 72
- Yeshasvini scheme 446, 447
  - claims 151
  - client value 325
  - impact of microinsurance 69, 70
  - income growth 71
  - maternal health 78–9, 80
  - members/healthcare use 76
  - and public services 80
  - TPP 136
  - waiting time 75
- yield prediction 247, 442
- Yin, W. 279
- Ying, X.H. 162, 164, 170
- Yip, W. 76, 81
- Young, Pamela 62n1
- Zambia
  - attitudes to death 220
  - client satisfaction study 200
  - funeral costs 221, 222
  - government support 27
- zero deductible/co-pay policies 283
- Zimbabwe 14, 16
- Zingales, Luigi 551
- Zionist Christian Church 419
- Zuluaga, S. 218, 228
- Zurich
  - Africa 405
  - Asia 405
  - and BancoSol 126, 136, 148, 341, 344, 361, 363, 419
  - Chile 402
  - emerging consumers 17
  - global emerging consumers 405
  - improving reach 400
  - Jordan 401
  - Latin America 405
  - Mexico 402
  - South Africa 402, 407
  - Swiss Agency for Development & Cooperation 409
- Zurich Bolivia Group 126, 136, 148, 402, 419, 424