# INCLUSIVE INSURANCE Business Models for Africa

6<sup>th</sup> Eastern and Southern Africa Regional Conference on Inclusive Insurance

March 23-25, 2021 | Digital Edition Organised and hosted by:

Supported by:



Munich Re Foundation From Knowledge to Action INSTITUTO DE SUPERVISÃO DE SEGUROS DE MOÇAMBIQUE





### About the Conference

The 2021 Eastern and Southern Africa Regional Conference on Inclusive Insurance is part of the series of regional learning sessions aimed at contributing to the development of inclusive insurance markets in Africa. The 6th regional conference will be conducted virtually and is hosted by Association of Insurers of Mozambique (AMS), Instituto de Supervisão de Seguros de Moçambique (ISSM), Financial Sector Deepening Mozambique (FSDMoc) and Munich Re Foundation and supported by FinProbity Solutions.

This digital edition of the regional conference is a combination of high-quality training and plenary sessions aimed at sharing insights on inclusive insurance business models that are making access to low-income market segments in Africa possible. The organisation and implementation of this conference is based on the strong belief of the power of learning and sharing; the conference therefore brings international, regional and local professionals who will exchange experiences and discuss a number of key themes and topics on inclusive insurance business. They include representatives from insurance and reinsurance companies, brokers, distribution channels, international organisations, NGOs, development-aid agencies, policymakers, regulators and supervisors in Africa. The sub themes for this conference are:

- The Landscape of Inclusive Insurance in Mozambique: An up-to-date portrait of the state of the inclusive insurance market in Mozambique.
- **Disaster risk financing and agricultural insurance:** Exploratory insights and lessons on macro, meso and micro risk management solutions that can be applicable to countries with low insurance penetration and sovereign protection in the light of the impact of climate change. Taking stock of insights and lessons learned from private and public private partnerships models for agricultural insurance solutions for smallholder farmers.
- Inclusive health insurance solutions: How can private insurance complement national health insurance schemes? Addressing questions on the viability and feasibility of inclusive health insurance solutions, this session draws on lessons from other national health insurance schemes in Africa.
- Digital solutions for inclusive insurance: Taking stock of what has and has not worked with digital inclusive insurance solutions and business models.
- Inclusive insurance market development and consumer education: Sharing experiences and lessons about inclusive insurance market development interventions and consumer education initiatives.

### Conference Agenda Conference Day 1: Tuesday March 23, 2021 Session 1: The Landscape of Inclusive Insurance in Mozambique

Like many developing insurance markets in Africa, insurance penetration in Mozambique is very low. Further, uptake and usage are skewed towards the higher income market segments. Commissioned by FSDMoc and supported by Association of Insurers of Mozambique (AMS), Instituto de Supervisão de Seguros de Moçambique (ISSM), the Landscape of Inclusive Insurance provides an updated portrait of the state of the inclusive insurance sector in Mozambique. This session will address the following key questions:

- What is the current state of the inclusive insurance sector in Mozambique?
- What are some of the key market and regulatory barriers inhibiting growth of inclusive insurance in Mozambique?
- What is the current performance of microinsurance schemes in Mozambique?
- What are the perspectives and views on potential drivers of inclusive insurance in Mozambique?

09:00-10:30 AM	Speakers
	Welcome remarks/ Conference objectives – Curratilaine Remane, AMS, Mozambique
	Remarks – Dirk Reinhard, Munich Re Foundation, Germany
	Keynote speech – Otília Santos, ISSM, Mozambique
	Landscape Study Presentation – Esselina Macome, FSDMoç, Mozambique
	Moderator: Denise Alves

### Session 2: Disaster Risk Financing and Agricultural Insurance

Majority of people in Eastern and Southern Africa are highly dependent on agriculture as a source of income. At the same time, natural disasters like floods and droughts are threatening economic development beyond the agricultural sector. Climate change will make the situation worse. This session aims to identify possible approaches that could offer protection against natural disasters as well as barriers that hinder market development. The role of technology will focus on non-financial solutions which are enhancing the functionality of inclusive insurance value chains. This session will address the following key questions:

- What are some of the existing agricultural/disaster related schemes within the region and other continents?
- What are the main barriers for the development of agricultural insurance and disaster risk finance schemes in the region/Mozambique?
- What were the main challenges of managing these schemes? What are some of strategies to overcome the barriers?
- What kind of support can be obtained from national or international support facilities such as InsuResilience Investment Fund?
- What is the role of the government? What is the role of (premium) subsidies?
- What kind of support can be obtained from donor organizations to help improve access to agricultural insurance to smallholder farmers?
- What role does technology play?

11:00-12:30 AM	Speakers	
	Ayandev Saha, FinProbity Solutions, Rwanda	
	Mauwa Lungu, FSD Zambia,	
	Israel Muchena, Hollard Mozambigue	
	Pietro Magnoni, World Food Programme	
	Moderator: Dirk Reinhard, Munich Re Foundation, Germany	

### Session 3: Bottomline and topline strategies for inclusive insurance business

This two-hour virtual seminar presents insights on strategies and business models from successful inclusive insurance providers. This interactive session aims to demonstrate how inclusive insurance providers can make inclusive insurance viable and profitable while providing superior client value for their customers. Hosted by FinProbity Solutions and Microinsurance Master, the session features Pioneer Insurance in Philippines, one of the leading microinsurance service providers in the world currently providing inclusive insurance services to over 20 million Filippines. The session will address the following:

- What business strategies can be employed by market players to achieve better results in inclusive insurance business?
- What organizational structure is ideal for pushing inclusive insurance in a company?
- What sort of institutional culture is ideal?
- How can shareholders support senior management in pushing inclusive insurance in company?
- How can regulators support the development of inclusive and innovative business strategies and models?

14:00-16:00 PM	Speakers   Lorenzo Chan, Pioneer, Philippines   Chair, Microinsurance Network   Geric Laude, Pioneer, Philippines
	Moderator: Lemmy Manje, FinProbity Solutions, Rwanda Facilitator: Bert Opdebeeck, Microinsurance Master, Belgium

## Conference Agenda Conference Day 2 : Wednesday March 24, 2021 Session 4: Inclusive Health Insurance Solutions

Vulnerability to illness is usually one of the prioritised risks by low-income people. Unfortunately, lack of appropriate health financing solutions often leaves low-income people with little or no access to good quality health care. National health insurance schemes are a response to this need and often require joint efforts between public and private sector to be viable and sustainable. The session aims to explore possible models that can enhance access and usage of affordable and high-client value health insurance for the low-income population segments. This session will address the following key questions:

- What are some of the existing national health insurance schemes in different countries.
- What are the main barriers for the development of a national health insurance scheme in the region/Mozambique?
- What were the main challenges of managing these schemes? What are some of strategies to overcome the barriers?
- What is the role of the government in introducing national health insurance schemes? Is there a prospect for public private partnerships?
- What kind of support can be obtained from donor organisations to help improve access to affordable health insurance to low-income people?
- What emerging inclusive health insurance solutions are addressing pandemics like Covid-19?
- What role does technology play?

09:00-10:30 AM	Speakers   Lisa Morgan, ILO's Impact Insurance Facility, Switzerland   Simao Chipanga, Hollard Mozambique   Anne-Sophie Triboulet , Women's World Banking, Uganda
	Moderator: João Gouveia, Fidelidade, AMS, Mozambique

### **Session 5: Digital Solutions for Inclusive Insurance**

The emergence of InsurTechs and increased participation of Mobile Network Operators in insurance value chains serves as evidence of the role that digital solutions can play in insurance distribution. However, digital insurance models have experienced successes and failures. This session presents strategies and experiences on digital insurance models. The session also explores appropriate regulatory and infrastructure requirements for the success of these models and will address the following key questions:

- What are some of the most viable and working digital insurance models within the region and Mozambique?
- What challenges are experienced in managing digital inclusive insurance business?
- How can regulators support the development of digital inclusive insurance solutions on infrastructure, pricing models and collaboration between regulators.?

11:00-12:30 AM	Speakers • Tauanda Chare, TABECH Fintech, MovelCare, Mozambique • Valerie Labi, BIMA Ghana • Rishi Raithath, GSMA • Salomão David , INCM , Mozambique
	Moderator: Kate Rinehart-Smit, Cenfri, South Africa

### **Conference Agenda**

## Conference Day 3 : Thursday March 25, 2021

### Session 6: Inclusive insurance market development and consumer education

Most insurance markets do not naturally become inclusive. To achieve inclusivity of insurance services, different industry stakeholders can contribute by addressing market and regulatory barriers. This entails educating the general public on insurance and creating awareness of available inclusive insurance products. The session also explores the effectiveness of insurance consumer education initiatives. The session will address the following questions:

- What are some of the most effective initiatives or tools for increasing awareness of the value of insurance?
- Do investments in consumer education translate into increased uptake of insurance services? What else should be done to complement these investments?
- How can regulators and associations stimulate the demand for insurance through investments in consumer education?
- What kind of support can be obtained from donor organisations to help improve insurance literacy and awareness?

09:00-10:30 AM	Speakers
	Wilson Tei, Insurance Awareness Coordinators Group (IACG), Ghana
	Viviene Pearson, South Africa Insurance Association (SAIA), South Africa
	Agnelio Jossias, ISSM, Mozambique
	Ruben Chivale, Companhia de Seguros Índico, SA, Mozambique
	Moderator: Mark Robertson, Microinsurance Network, South Africa

### Session 7: Towards an inclusive insurance sector in Mozambique

Drawing on lessons learned during the conference, the closing session will explore initiatives that can be implemented in Mozambique to accelerate the development of an inclusive insurance sector. This session will address the following key questions:

- What has been inhibiting the development and growth of an inclusive insurance in Mozambique?
- What are some of potential drivers of inclusive insurance in Mozambique?
- What are the key opportunities and quick wins?
- What can be done by the regulators and other key stakeholders to support the development of an inclusive insurance sector in Mozambique?

11:00-12:30 AM	Conference summary presentation: Dirk Reinhard
	Speakers: Silvio Chiau, FSDMoç, Mozambique Benedito Manhiça, EMOSE, Mozambique Mércio Sitoe, ISSM, Mozambique
	Moderator: Lemmy Manje, FinProbity Solutions, Rwanda
	Closing remarks: Mércio Sitoe, ISSM, Mozambique



#### **Opening session:** Landscape of Inclusive Insurance in Mozambique



#### Maria Otilia Monjane Santos Insurance Supervision Institute of Mozambique

Maria Otilia Monjane Santos is currently the Chair of Insurance Supervision Institute of Mozambigue

Maria Otilia Monjane Santos has been a State employee since 1984. She was appointed to the position of Chairman of the Board of Directors of the Institute of Insurance Supervision of Mozambique, Instituto Público, in July 2013, a position she was reappointed in. March 2019. Previously, she held the positions of General Director of Taxes at the Tax Authority of Mozambique and Deputy Director of the Treasury at the Ministry of Economy and Finance. She chaired the Privatization Commissions of the two State banks in Mozambique (BCM and BPD). At the same time, she served as a non-Executive Director in several State and private institutions in which the State has interests.

Maria will be speaking in the opening session.



#### Esselina Macome FSDMoç. Mozambique

Esselina Macome is currently the Chief Executive Officer (CEO) of FSDMoç. Esselina joined FSDMoc. after a 10-year career at the Central Bank of Mozambique where she was an Executive Director, Payments Systems, and Board Member. She led the drafting of the National financial inclusion strategy. Esselina is a Associate Professor at the Eduardo Mondlane University. She has extensive experience in information and communication technology -ICT, payments systems, financial inclusion and currency management. She holds a Doctoral Degree (PhD), in Information Technologies by University of Pretoria, in South Africa in 2003; she also has a master's degree (MSc) in Analysis, Design and Management of Information System by London School of Economics and Political Science of the University of London.

Esselina will be presenting the findings from Landscape of inclusive insurance study for Mozambique







#### Dirk Reinhard Munich Re Foundation, Germany

Dirk Reinhard is currently the Vice Chairman of Munich Re Foundation. He is responsible for the foundation's finances as well as the inclusive insurance programme. He was furthermore involved in the "Landscape of Microinsurance" program of the Microinsurance Network. From 2008-2014, Dirk Reinhard was elected as a member of the board of the Microinsurance Network. Since the first International Conference on Inclusive Insurance (ICII) in 2005 Dirk Reinhard chairs the Conference Steering Committee. The event is largest meeting of insurance and development experts worldwide. In 2011, the ICII introduced additional local satellite conferences called "Learning Sessions". Dirk Reinhard graduated in Industrial Engineering and Management and has more than 20 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, a global leader in the reinsurance field, 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.

Dirk will be speaking in the opening session, moderating the session on disaster risk financing and agricultural insurance and providing conference summary.

#### Curratilaine Remane Association of Insurers of Mozambique (AMS)

Curratilaine Remane is currently the President of the Mozambican Insurance Association (AMS) and Executive Board Member at Seguradora Internacional de Moçambique, S.A. (IMPAR). He has 45 years in the insurance market and was the Financial Director for EMOSE from 1982 to 1989

Curratilaine will be speaking in the opening session

#### Denise De Fatima Alves FSDMoç, Mozambique

Denise, before joining FSDMoç, worked as an Outreach and Communication Specialist at nongovernmental organizations (NGOs) Jhpiego – MCHIP/MCSP, Save the Children International, Chemonics International (Resilim Project), Elizabeth Glaser Pediatric AIDS Foundation (EGPAF), Teledata de Moçambique, Lda and Lurdes Mutola Foundation. Denise has 10 years' experience in communication and outreach area. Denise has a Degree in communication sciences from A Politecnica University in Mozambique.

Denise will be moderating the opening session on the Landscape of Inclusive Insurance in Mozambique

#### Session 2: Disaster Risk Financing and Agricultural Insurance



#### Israel Muchena Hollard Mozambique

Israel Muchena is the Managing Director of Life & Agricultural Insurance at Hollard Moçambique Companhia de Seguros. He holds a Master of Arts Degree in Development Studies from the Nelson Mandela Metropolitan University of South Africa. He also has a Microinsurance Expert Certificate of the Frankfurt School of Finance & Management, Germany. Israel has also worked in insurance and reinsurance in the following markets: Angola, Botswana, Mauritius, Mozambique, Nigeria and South Africa. Among his notable achievements, Israel is a published author of the following two award-winning books:

- Development of Insurance in Angola, 2019 AIO African Insurance Book of the Year.
- Development of Insurance in Mozambique, 2017 AIO African Insurance Book of the Year

Israel will be speaking on Hollard's experience in agricultural insurance for smallholder farmers in Mozambique.



#### Mauwa Lungu FSD Zambia

Mauwa is a Certified Financial Inclusion Policy Expert with the Frankfurt University and has a dynamic 12-year career record of hard work and diligence in the financial sector and development world. Mauwa is currently the Director of Financial Services Supply. Her role at FSD Zambia is to provide oversight, coordination and management of the conceptualisation, programming and implementation of all interventions and projects under the Financial Services Supply Unit. She provides oversight to technical thematic areas namely, Informal Finance, Inclusive Insurance, Rural and Agricultural Finance and Inclusive Enterprise Finance. She has a commitment to and a passion for financial inclusion with a particular interest in expanding both formal and informal financial services to rural and remote areas. She holds a Master of Science Degree in Economics and Finance and a Bachelor's degree in Demography and Economics from the University of Zambia.

Mauwa will be presenting agricultural insurance experiences in Zambia



#### Ayandev Saha Inclusive Insurance Expert, Rwanda

Ayandev is working with the Ministry of Finance & Economic Planning, Government of Rwanda as "Strategic Adviser – Financial Sector Development Directorate". In this capacity, he oversees all financial sector (viz. banks. MFI. SACCOs. insurance, pension and capital markets), implementation of policies, strategies and other reforms required to deepen, widen, strengthen the financial sector in order to support real economy sectors to achieve desired economic growth and enhanced well-being of Rwandans. Ayandev has over a decade of design and implementation experience in pension, life, health and agriculture insurance scheme(s) across Afro - Asia region, viz. in India, Afghanistan, Bangladesh Myanmar, Nepal, Sri Lanka, Ethiopia, Kenya, Namibia, Rwanda, Zambia and Zimbabwe. He has led several World Bank, ADB and donor funded (e.g., USAID, UKAID, IFAD) projects and advised governments, regulators, associations and insurers on social security schemes, regulations and strategies for building mass markets. He has worked extensively in the areas of product development, relationship management and facilitating tie-ups with partners and donors to provide insurance and pension solutions to the low-income households. He holds an MBA in Insurance & Risk Management and Masters in Economics.

Ayandev will be speaking on inclusive agricultural insurance schemes in India.

#### Pietro Magnoni World Food Programme, Mozambique

Pietro is currently the Risk Finance specialist at WFP Mozambique, supporting WFPs implementation on microinsurance and disaster risk financing solution. He has been in Mozambique since late 2018, working on behalf of the ILO's Impact Insurance Facility within Mozambique's first micro-insurance company, with the intention of strengthening their distribution channels and product offerings. Previously, he worked across Latin America for a financial inclusion consultancy, being involved, among other projects, in devising index-based coverage for a local MFIs. Pietro is a native Italian speaker, while also being fluent in English, Spanish and Portuguese

Pietro will be presenting on disaster risk financing.

Dirk Reinhard Munich Re Foundation, Germany

Dirk will be moderating the session on disaster risk financing and agricultural insurance.

#### Session 3: Bottomline and topline strategies for inclusive insurance business



#### Lorenzo Chan Pioneer Insurance, Philippines Chair, Microinsurance Network

Lorenzo Chan is President/CEO of Pioneer Life Inc and Retail Organization Head of the Pioneer Group in the Philippines. He drove the concept of bite-sized or sachet insurance for the retail and mass market with an insurance & savings card, and an award-winning comic book that teaches money smarts. Lorenzo was instrumental in creating a Microinsurance team dedicated to the development & marketing of products & services for the most marginalized sectors of society. With the creation of various affordable, accessible, easy-to-enroll, and simple-to-claim products, Pioneer's program has partnered with numerous rural banks, retail outlets and Microfinance institutions, including several of the country's largest. Enrollments grew from 28,760 in 2008 to over 20 million by the end of 2018.

Lorenzo Chan will be speaking strategies employed by Pioneer in making inclusive insurance viable, profitable and yet providing client value.



Lemmy Manje FinProbity Solutions, Rwanda

Lemmy is an inclusive finance expert and has 20 years of professional experience in research, training and project management of financial inclusion projects with various international organisations. Lemmy provides technical assistance and management services to various international developmental organizations, insurance companies and other financial service providers. He has published numerous works on microfinance. microinsurance and small enterprise development. He is an alumna of the Harvard Kennedy School program, Rethinking Financial Inclusion: Innovation for Policy and Practice. His professional experience for long and shortterm assignments has mainly been in North, South, Central and East Africa as well as Asia and Europe. He has a Master's Degree (MA) in International Development from University of Manchester, United Kingdom and Bachelor's degree (BA) in Economics and Demography from the University of Zambia.

Lemmy will be moderating this session.



#### Geric Laude Pioneer Insurance, Philippines

Geric Laude is currently the Head of Non-Life Retail at Pioneer Insurance in the Philippines. Geric was Pioneer's first Microinsurance Champion and he grew Pioneer's microinsurance activities from 250,000 to 18 million enrolments in 5 years. He also introduced customer- centricity as a business model.

Geric will be speaking on Pioneer Microinsurance iourney.



Bert Opdebeeck Microinsurance Master , Belgium

Bert is the founder of Microinsurance Master, the sector's first accelerator programme. Microinsurance Masters strengthens and inspires microinsurance leaders to make a difference in the business of reducing the risks of low-income communities. The 10-week accelerator has a solid track record in guiding champions to thrive in microinsurance through customer-centric insights and the startup way of working.

Bert will be facilitating the discussions with Pioneer.

#### Session 4: Inclusive Health Insurance Solutions



#### Lisa Morgan

ILO Impact Insurance Facility, Switzerland

Lisa is currently based in Switzerland, where she works for the International Labour Organization (the ILO), a specialized agency of the United Nations. As a health actuary, she provides expertise on health insurance in the public and private sectors. Lisa has over 20 years of experience in actuarial and related work in Europe, Africa and Asia. Before joining the ILO, Lisa worked in Milliman's London Health Practice and at PricewaterhouseCoopers. Lisa is a Fellow of the Institute and Faculty of Actuaries. She is on the board of the International Actuarial Association Health Section (IAAHS) and is an active member of the Microinsurance Network, currently coordinating the Best Practice Group on Health and Financial Inclusion.

Lisa will be speaking on inclusive health insurance solutions from a recent study by the Impact Insurance Facility.



#### Anne-Sophie Triboulet Women's World Banking, Uganda

Anne-Sophie Triboulet is a Regional microinsurance project manager at Women's World Banking. Based in Kampala, she supports partner institutions to develop insurance solutions in East Africa. Prior to joining Women's World Banking, Anne-Sophie worked as a project manager for development and humanitarian affairs at the French Embassy in Kenya. Anne-Sophie holds a dual master degree in development economics and project management from the University of Auvergne.

Anne-Sophie will be presenting on inclusive health insurance solution supported by Women's World Banking including considerations for Covid 19.



#### João Gouveia, Fidelidade, Mozambique

João Gouveia started his career in a health insurance management company in 2002, where he had the opportunity to acquire knowledge in various areas associated with the management of this product. As part of this experience, he learned about several health solutions and services available on the market. In 2015, he accepted the challenge to integrate the Angolan operation, being subsequently seconded to participate in a new health insurance project in Mozambique. In 2017 he became part of Fidelidade Mozambique team, where he is currently responsible for the Health Management Department, which responds to more than 10,000 customers.

João will be moderating the session on inclusive health solutions.



#### Simão Chipanga, Hollard, Mozambique

Simão Chipanga is currently the Business Development Manager at Hollard Mozambique. He has been working with Hollard Mozambique since 2002 and held several positions including underwriting and claims management. Simão is passionate about inclusive insurance solutions has been investing in market research to understand client needs and design appropriate inclusive insurance products for the underserved and unserved market segments in Mozambique.

Simão will be presenting of Hollard's on hospital cash products for the low-income clients.

#### Session 5: Digital Solutions for inclusive insurance



#### Tauanda Benjamim Chare Movel Care

Tauanda Benjamim Chare is the founder of TABECH Fintech. and MóvelCare Tele-Insurance, an insurance technology company that develops highly customer-oriented solutions for insurance distribution in the lusophone market. The company is the first to bring a shared business model approach in the Mozambique insurance sector by uniting various stakeholders such as MNOs, Departmental stores, Service providers and the insurers to start distributing retail insurance products since 2015. MovelCare is a digital insurance platform accessible using any mobile device developed by TABECH giving insurance to over 18 million Mozambicans without depending on bank accounts or internet for the rural and other marginalised populations.

Taunda will speaking on MovelCare's experience in pushing digital inclusive insurance solutions in Mozambique.



#### Valerie Labi BIMA Ghana

Valerie Labi can be described as a social innovator, with a proven track record for nurturing growth strategies, and delivering shared value in emerging markets. She is making a significant contribution to SDGs. She is currently Country Manager for BIMA in Ghana, which is the leading provider of mobile-delivered insurance and health services in emerging markets. BIMA has operations in 9 countries throughout Africa and Asia - changing the way the emerging world experience insurance and tele-health services. In 2014 Valerie was honoured by President Obama, being awarded the Mandela Washington Fellowship for Young African Leaders and further in 2019 when she was invited to become a member of the 12th class of the Harambean Entrepreneurial Alliance. Valerie's alma mater is that of Wolfson College, University of Cambridge, UK, where she studied an Mst in Sustainability Leadership. Since graduating she continues to contribute to thought leadership and has published a number of working papers, ensuring the representation of African scholars in academia.

Valerie irá apresentar a experiência do Gana em torno das soluções do seguro inclusivo, através do uso de plataformas digitais



#### Kate Rinehart-Smit Centre for Financial Regulation and Inclusion, South Africa

Kate Rinehart-Smit is a Senior Associate for Cenfri's Risk portfolio that works with regulators, development partners and industry to advance insurance sector development in sub-Saharan Africa. Kate is particularly interested in how insurance can play a broader role in economic development, the application of behavioural science to encourage the uptake and sustained usage of financial products, how to create innovative business models and the role of the financial sector in climate risk adaptation.

Kate will be moderating the session on digital solutions for inclusive insurance.



#### Rishi Raithath GSMA

Rishi is a Senior Advocacy Manager for the GSMA's Mobile Money programme. He is responsible for developing evidence-based research and policy positions to advance the use and growth of mobile money services – particularly in achieving development goals. Prior to joining the GSMA, Rishi worked at Finalta by McKinsey, Willis Towers Watson and the Foreign, Commonwealth and Development Office. Rishi holds an MA in International Relations and International Organisation from the University of Groningen and a BA in Economics and Politics from SOAS, University of London.

Rishi will be presenting on insights on digital solutions for inclusive insurance supported by GSMA



Salomão David ARECOM, Mozambique

Dr. Salomão David is currently the Head of the Market Research and Development Office at Communications Regulatory Authority of Mozambique (ARECOM).

Dr. Salomão David will be speaking regulations and infrastructure aspects for digital solutions for inclusive insurance.

#### Session 6: Inclusive insurance market development and consumer education



#### Viviene Pearson South Africa Insurance Association (SAIA), South Africa

Viviene has been with the South African Insurance Association (SAIA) for more than a decade. In her career at SAIA she has played various roles including Image and Reputation Manager, Motor Manager, and General Manager for Projects and Insurance Risks. In these roles, she has acquired experience and extensive knowledge in micro-insurance and financial inclusion, consumer education and motor insurance, as well as other insurance related topics. She was appointed as the CEO of SAIA from January 2016.

Viviene will be speaking on SAIA's experience on various consumer education initiatives and the role associations can play in demand and uptake of insurance services through investments in consumer education.



### Agnélio Jossias

Insurance Supervision Institute of Mozambique

Agnélio is responsible for Communication and Image of the Insurance Supervision Institute of Insurance Supervision Institute of Mozambigue (ISSM). With a degree in Journalism from Universidade Eduardo Mondlane, he has been responsible for Communication and Image at the Insurance Supervision Institute of Mozambique, since 2012. Before joining the ISSM, IP staff, activity regulator insurance company in the country, taught the subject of Marketing Notions at the Pedagogical University of Beira and was a consultant at the John Hopkins University / Center for Communication Programs JHU / CCF (Maputo). While at ISSM, IP, he coordinated the institution's internal and external communication and image, relationship with the press and consumers, elaboration of the "Financial Education Strategy in Insurance" and the project "Bet on Insurance" and also coordinates the relationship with the Institute National Development of Education in the scope of the inclusion of subjects on insurance in school curricula. He is currently coordinator of Working Group 3 on Consumer Protection and Education within the scope of the National Strategy for Financial Inclusion (ENIF), whose Working Subgroup is working on the preparation of the National Plan for Financial Education.

Agnélio will be speaking on ISSM's experience on various consumer education initiatives implemented by ISSM in Mozambique.



#### Wilson Tei,

Insurance Awareness Coordinators Group (IACG), Ghana

Wilson Tei, an experienced insurance personality was the former Managing Director of Provident Life Assurance Company Ltd. He studied in the areas of insurance, finance, and leadership. A member of the Chartered Insurance Institute (CII - London); the Chartered Institute of Directors; and served on many industry boards. He played key roles in the preparation of Life Administration documentation, Management Control Manuals and setting up procedures for the Liberian National Insurance Corporation-Life division. He was the Past president of the Ghana Insurers Association and a nonexecutive director of National Insurance Commission, Ghana Reinsurance Company Ltd and Ghana Education Trust Fund. He was also a member of the 16-man team that worked on the Financial Sector Strategic Plan for Ghana (FINSIP 1). Currently, he is a non-executive director for Provident Insurance Company Ltd and serves as the chairman of the Insurance Awareness Coordinators Group (IACG); formed to spearhead Insurance

awareness in Ghana.

Wilson Tei will be presenting on experiences, lessons learned and insights on consumer education based on various initiatives implemented in Ghana with support from GIZ.

#### Mark Robertson Microinsurance Network, South Africa

Mark has experience in development consulting across Africa and emerging/ mass market customer insurance. He joined the Network in 2021 to work primarily with MIN's African members and country workshops, and the global Landscape Study execution and analysis.

Mark will be moderating the session on inclusive insurance market development and consumer education.



Wrap up session: Towards an inclusive insurance sector in Mozambique



#### Mercio Sitoe Insurance Supervision Institute of Mozambique

Executive Director of the Insurance Supervision Institute of Mozambique, since October 2020, with a career of more than 12 years in the financial market. He was Director of Banking and Insurance at Banco ABC and Director of Business Development and Marketing at Phoenix Companhia de Seguros de Moçambique. In his vast experience he worked at Banco Comercial e de Investimentos and Hollard Moçambique Companhia de Seguros. With a degree in Business Management, certification in leadership at the United Graduate Collage and Seminary (USA), Risk Management in Harare, and several certificates in finance, insurance and commerce, he is currently pursuing a master's degree in International Business.

Mercio will be speaking on the future of inclusive insurance in Mozambique and provide closing remarks.



#### Sílvio Chiau FSDMoç

Sílvio is a Management, Information Technology and Audit professional combining a strong academic background with 13+ years of experience in corporate environments. Have led highly skilled and experienced teams in market systems development, internal audit, project management, revenue assurance and risk assessment. Natural leader and self-learner.

Silvio will be speaking on the role of development agencies like FSDMoc in supporting inclusive insurance market development



Dirk Reinhard Munich Re Foundation, Germany

Dirk will be providing the conference summary.



Lemmy Manje FinProbity Solutions, Rwanda

Lemmy will be moderating the wrap-up session.

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