

Digital Inclusive Insurance Solutions Seminar

Session 1: Context and trends

Keynote presentation on the state of digital insurance | 18 May 2021

Lucia Schlemmer

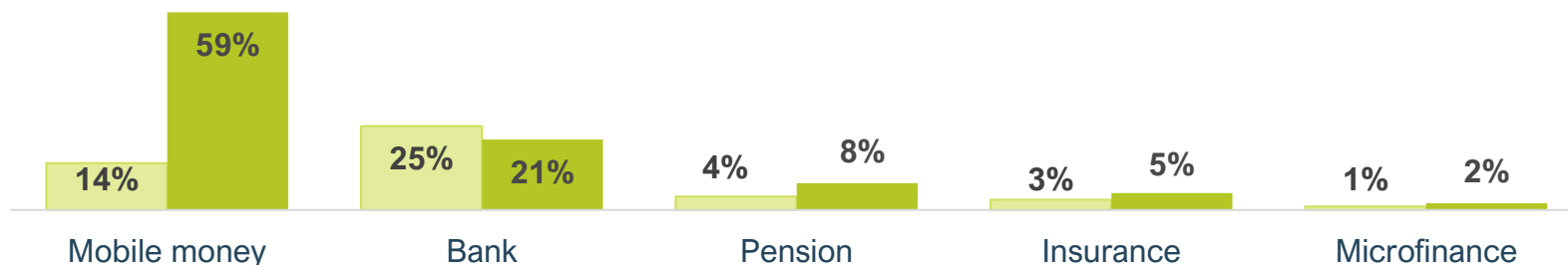


Zambian financial inclusion landscape

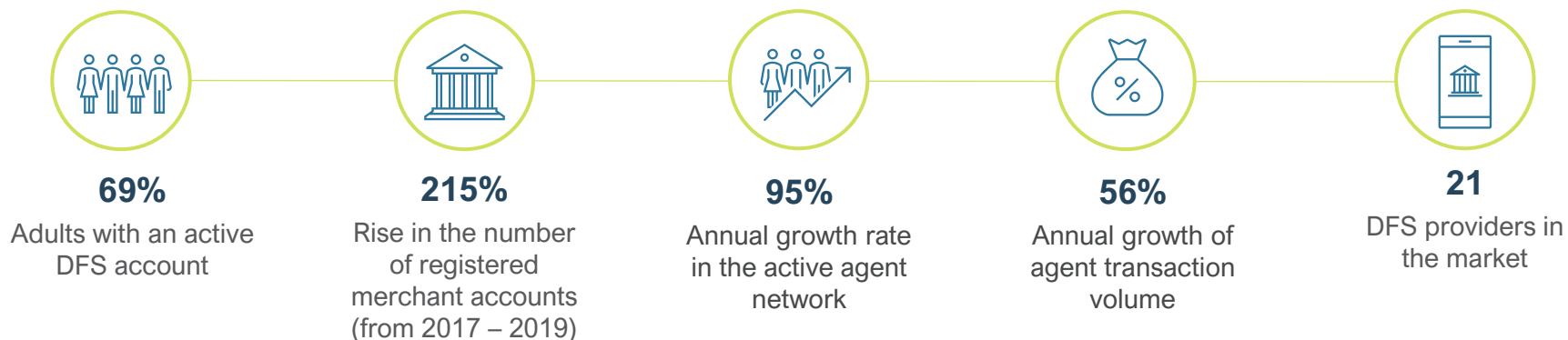
Financial inclusion in Zambia has historically been low. However, expansion of digital financial services (DFS) has, and will continue to promote inclusion.

Formal financial product uptake
(% of adults)

2015 2020



State of DFS in Zambia (2019)



Digitalisation of insurance

Early examples of how technology has built platforms for collaboration:



**Mobile services
and payments**

Hollard.



Digital platforms



simply



**Cross-border
payments**



**WESTERN
UNION WU**



Value chains

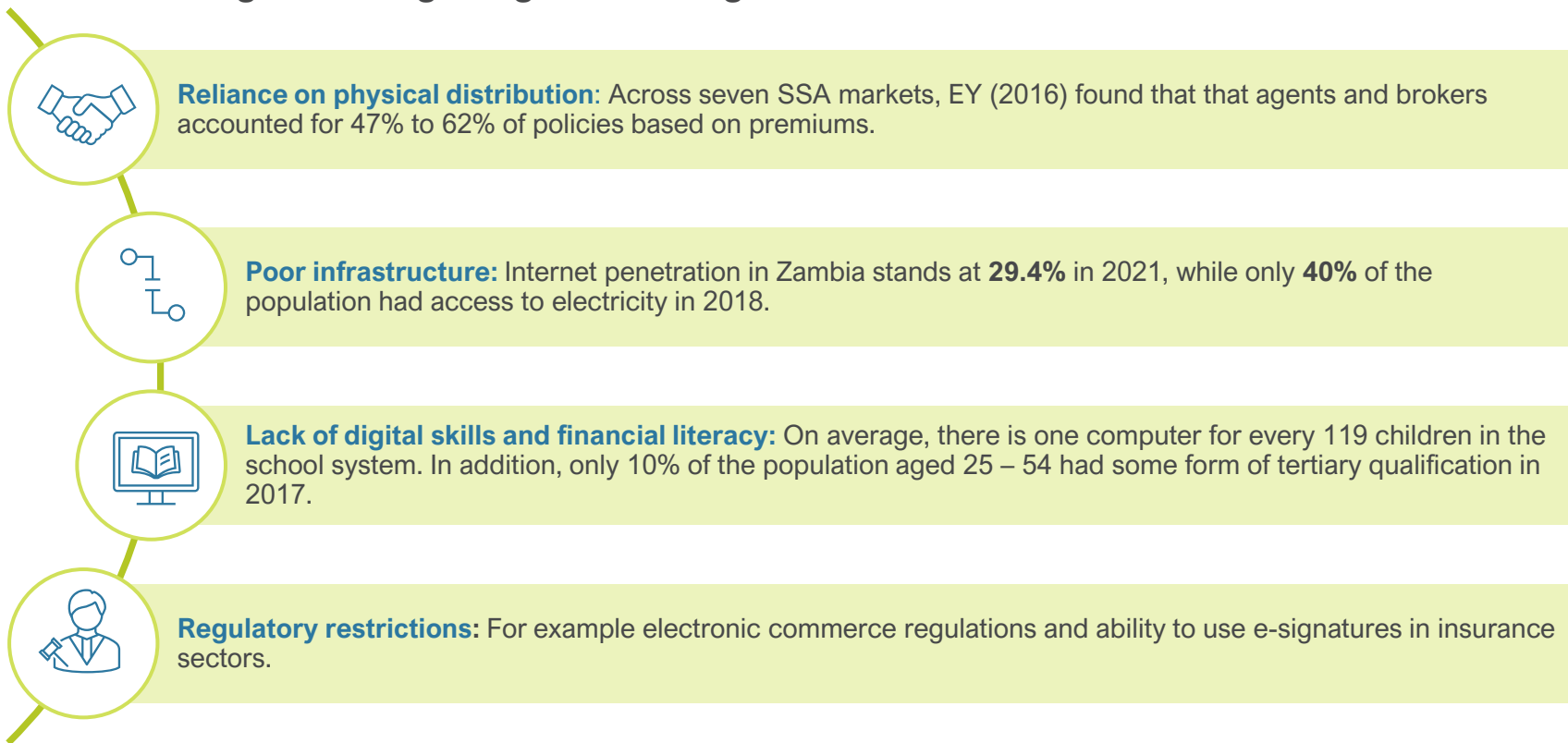


Barriers to insurance digitalisation

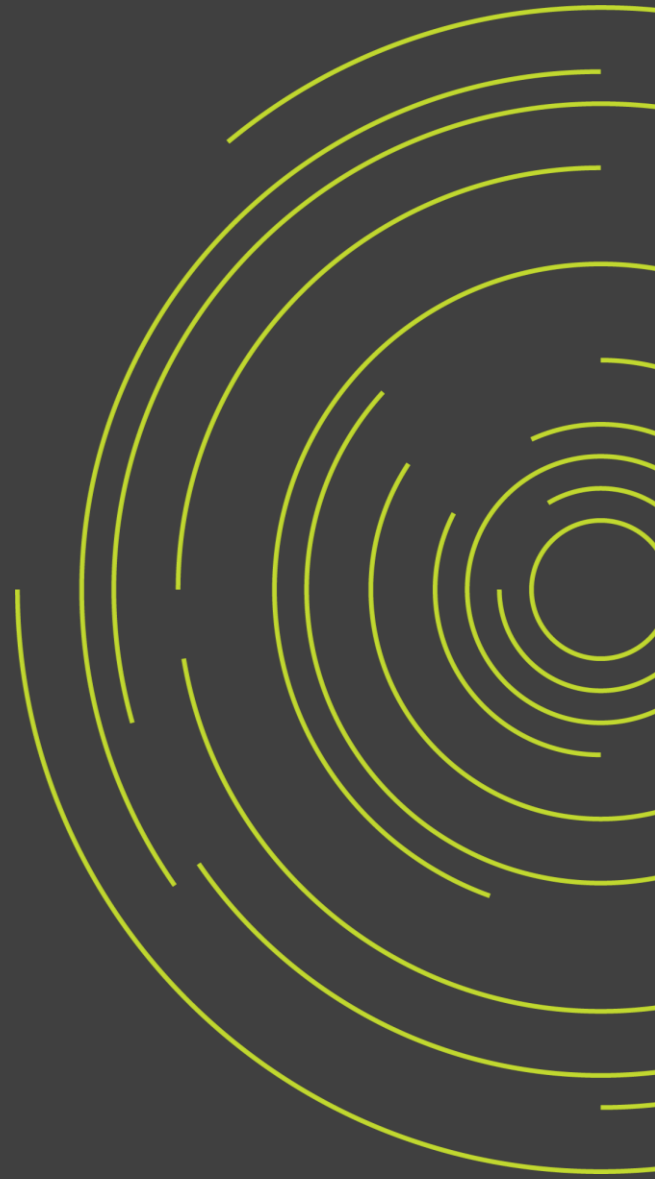
Significant barriers need to be addressed if the industry is to survive.

Digital insurance made up **less than 1%** of DFS value and 0.3% of DFS volume in Zambia in 2019.

Common challenges limiting the growth of digital insurance solutions



Digitalisation amid COVID-19

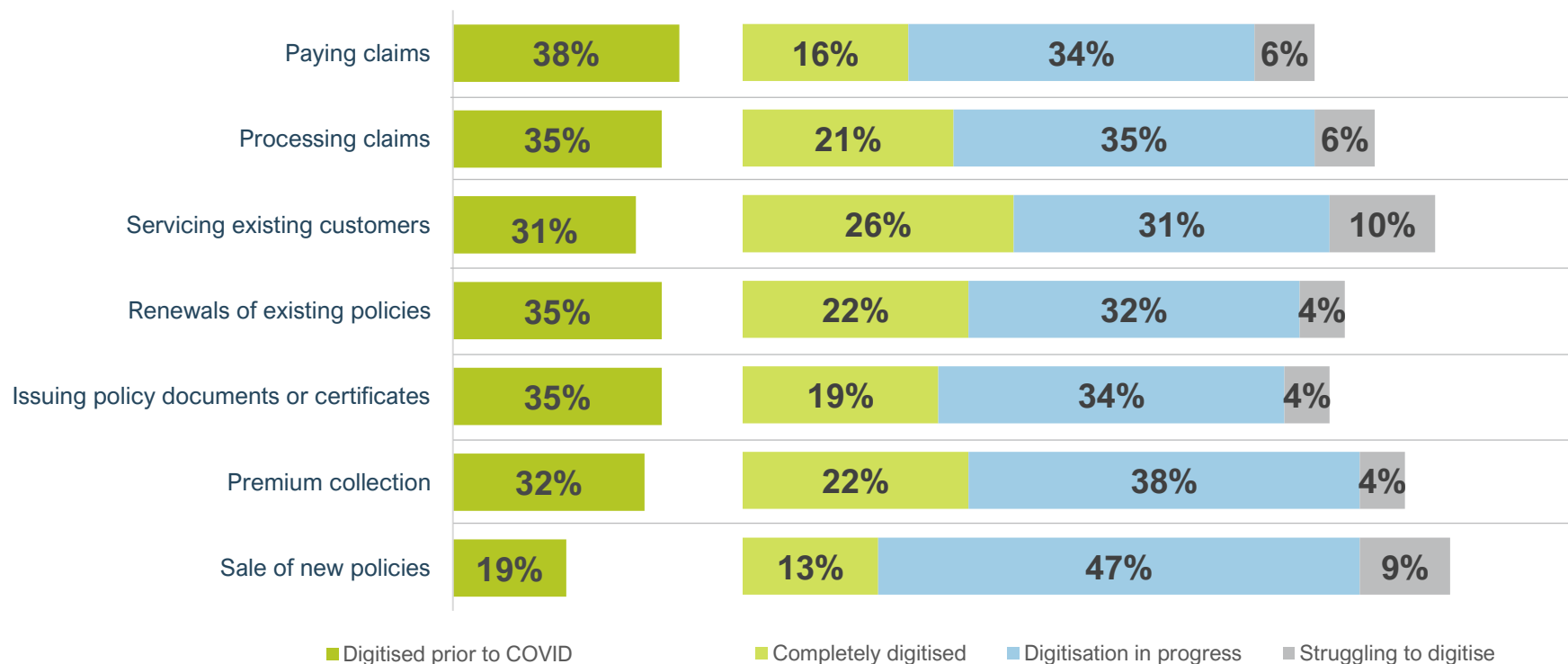


Wave of digitalisation amid COVID-19



~66% of respondents digitalised, or were in the process of digitalising, their operations as a result of COVID-19 across sub-Saharan Africa.

Extent of digitalisation across SSA



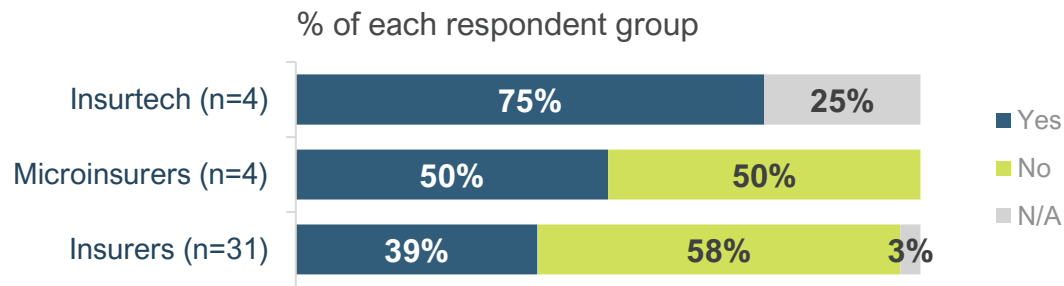
% of all respondents (insurers, insurtechs, microinsurers, associations and reinsurers)

N=68

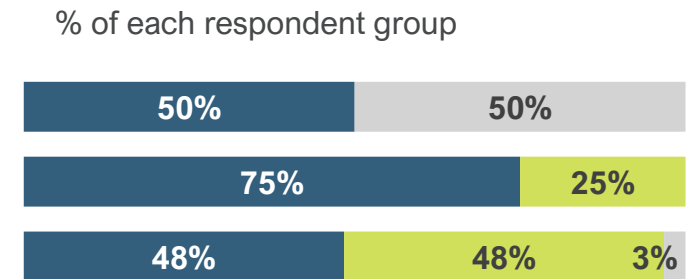
Extent of digital contracting and remote onboarding

Variations in underwriters' ability to continue selling.

Do you currently use e-signatures to conclude sale of insurance?



Do you currently use remote KYC onboarding?



N=18

56%

My business does not have the internal systems in place

67%

No appropriate private/public identification databases

22%

Uncertain as to whether regulation allows for this

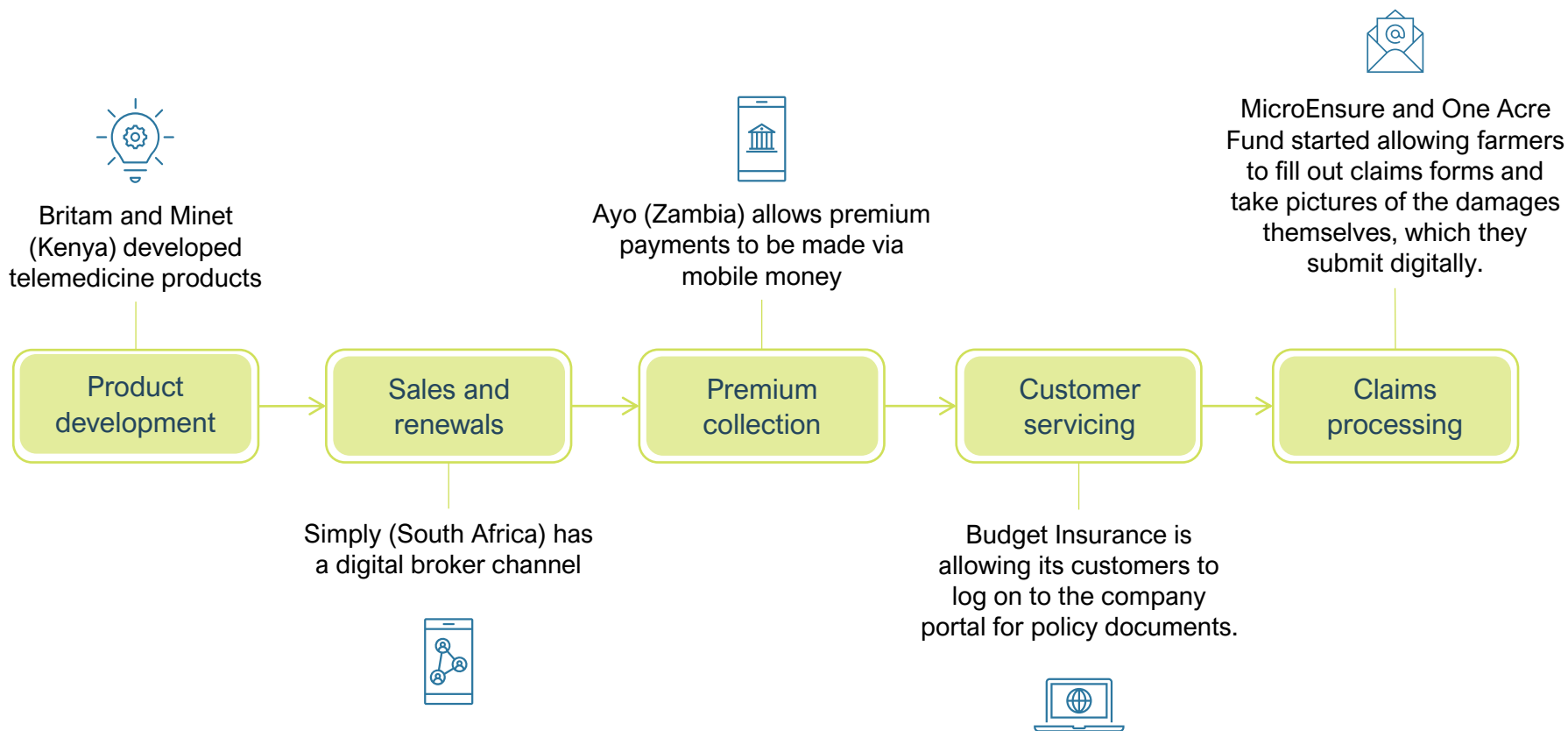
N=15

33%

27%

27%

Examples of digitalisation across the insurance value chain



Thank you

Lucia Schlemmer

lucia@cenfri.org

About Cenfri

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

