



PROUDLY HOSTED BY:



8TH

Eastern & Southern Africa Regional Conference on Inclusive Insurance

THEME: Driving the Inclusive Insurance Agenda:
Closing the Protection Gap



24 - 26
APRIL 2023



College of
Insurance
The Edge Convention Centre



Nairobi,
Kenya

PROGRAMME

CO-HOSTED BY:



SUPPORTED BY:



8TH Eastern & Southern Africa Regional Conference on Inclusive Insurance

ABOUT THE CONFERENCE

The 2023 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 8th regional conference will be hosted by the Insurance Regulatory Authority of Kenya (IRA) and Munich Re Foundation in Nairobi from April 24–26, 2023. The conference is supported by the FSD Africa, Association of Kenya Insurers, APA insurance, AB Consultants, FinProbit Solutions and the Microinsurance Network.

This 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 Kenya** Insights from Kenya inclusive insurance landscape up-to-date portrait of the state of the inclusive insurance market in Kenya covering various themes including innovation, products, regulation and impact.
- **How to enable inclusive insurance market:** Sharing lessons and experiences on strategies employed to catalyse the development of insurance sectors for inclusivity and innovation. This includes lessons from insurance regulators on how to balance market development and supervisory roles.
- **Climate risk and Agricultural insurance:** Sharing experiences and lessons learned from various inclusive agricultural insurance schemes; taking stock of emerging and promising models.
- **Health insurance:** Exploration on client value and viability dimensions of national health insurance schemes in Africa.
- **MSME Insurance:** Emerging as a key growth area for inclusivity of insurance in a number of countries; an exploration of emerging and promising models for extending insurance to micro, small and medium sized enterprises.
- **Inclusive digital insurance models:** Exploratory insights and lessons from trends and business models on inclusive digital insurance solutions; taking stock of what has worked and what has not worked in digital inclusive insurance solutions and business models.

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ABOUT THE PRE-CONFERENCE WORKSHOP

Inclusive Insurance remains a blue ocean for insurance companies in many developing financial markets. Over the years, there has been steady growth recorded in some markets. This pre-conference workshop presents insights on strategies and business models from successful inclusive insurance providers. This interactive work retreat is designed for CEOs or senior executives in insurance companies who are interested in increasing their investments and footprint in inclusive insurance business. The sessions aim to demonstrate how inclusive insurance providers can make inclusive insurance viable and profitable while providing superior client value for their customers.

Facilitated by FinProbit Solutions and AB Consultants, the workshop features international and regional inclusive insurance leaders. The workshop 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 and work-style is ideal?
- How can shareholders support senior management in pushing inclusive insurance in insurance companies?

This workshop brings together international, regional and national CEOs to share strategies that can be used to make inclusive insurance work in Africa.

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24TH
APRIL 2023

DAY 1

9:00 – 10:30	PRE CONFERENCE WORKSHOP - SESSION 1 Speakers: Dr. Nelson Kuria , Board Chair, CIC Group, Kenya Geric Laude , (Virtual) Head of Retail Insurance, Pioneer Insurance Philippines Andrew Nkolola , CEO, aYo Zambia, Zambia Hadil Abdel Kader , (Virtual) Head of Emerging Consumers and Public Affairs, AXA Egypt Facilitators: Lemmy Manje , CEO, FinProbit Solutions, Rwanda/Zambia Anne Kamau , Director, AB Consultants, Kenya
10:30 – 11:00	Coffee break
11:00 – 12:30	PRE CONFERENCE WORKSHOP – SESSION 2 Speakers: Israel Muchena , Head of Life and Agriculture insurance, Hollard, Mozambique Saurabh Sharma , General Manager – Microinsurance, Britam, Kenya Zufan Abebe , CEO, Nib Insurance, Ethiopia Charlotte Rønje , CEO, Jamii.one, Denmark Ashok Shah , Group CEO, APA Apollo Group, Kenya Facilitators: Lemmy Manje , CEO, FinProbit Solutions, Rwanda/Zambia Anne Kamau , Director, AB Consultants, Kenya
12:30 – 14:00	Lunch
MAIN CONFERENCE	
14:00 – 15:00	Opening Speakers Tom Gichuhi , Executive Director, Association of Kenya Insurers (AKI), Kenya Dirk Reinhard , Vice Chair, Munich Re Foundation, Germany Godfrey K. Kiptum , Commissioner of Insurance, Insurance Regulatory Authority of Kenya Hon. Mwambu Mabongah , Chairman, Board of Directors, Insurance Regulatory Authority, Kenya Prof. Njuguna Ndung'u , Cabinet Secretary, National Treasury and Economic Planning, Kenya – Official Opening/Keynote remarks Facilitator: Noella Mutanda , Manager – Corporate Communication, Insurance Regulatory Authority of Kenya, Kenya
15:00 – 15:30	Coffee Break /Photoshoot
15:30 – 17:00	SESSION 1: THE LANDSCAPE OF INCLUSIVE INSURANCE IN SOUTHERN AND EASTERN AFRICA <i>In this session, current figures on the Landscape of Inclusive Insurance in Southern and Eastern Africa as well as in Kenya will be presented. It will provide the basis for further discussions during the conference.</i> Speakers: Katharine Pulvermacher , Executive Director, Microinsurance Network, Luxembourg Anne Kamau , Director, AB Consultants, Kenya Facilitator: Robert Kuloba , Director – Research, Innovation, Policy & Strategy, IRA, Kenya
18:00	Welcome Cocktail

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DAY 2

9:00 – 10:30	SESSION 2: HOW TO ENABLE INCLUSIVE INSURANCE MARKET DEVELOPMENT <p>Reducing this insurance gap is not the exclusive responsibility of the insurance sector. It is also a responsibility of governments and states through their public policies and developing an enabling regulatory environment. It is a task that must be carried out in a framework of public-private collaboration. Due to the low existing coverage of climatic and catastrophic risks, states must spend more and more to cover losses to the population, losses that should be insured. That is why the definition and proposals of national strategies and policies for insurance inclusion are needed. Policies and action plans defined at the highest level of government are required. It is important to give a greater priority and level of importance to the dialogue between the insurance sector and government authorities. The session will discuss how to design a national inclusive insurance strategy and explore how insurance supervisors can create environments that enable scale and innovation while at the same time protecting consumers, and that look at what lessons can be learnt from around the world.</p> <p>Speakers: Mary Nkoimu, Senior Manager, Prudential Supervision, Insurance Regulatory Authority of Kenya, Kenya Jean Bosco Iyacu, CEO, Access to Finance Rwanda, Rwanda Dr. Tarek Seif, Secretary General, Insurance Federation of Egypt, Egypt Pedro Pinheiro, Coordinator, Insurance Development Forum's (IDF) working group on inclusive insurance, Microinsurance Network, Luxembourg Japheth O. Ogalloh, Managing Director, Old Mutual General Insurance Kenya</p> <p>Facilitators: Lemmy Manje, CEO, FinProbit Solutions, Rwanda/Zambia</p>
10:30 – 11:00	Coffee break
11:00 – 12:30	SESSION 3: CLIMATE RISK AND AGRICULTURAL INSURANCE <p>Households, farmers, entrepreneurs and enterprises need to prepare for various risks and safeguard their economic activities. Insurance generally provides the most cost-effective cover against severe events, while risk retention, contingent credit or shock-responsive loans or reserve funds are usually well suited to cover less severe events with higher frequencies. The affordability of climate risk insurance solutions remains a key issue. Developing effective climate and disaster risk finance solutions requires 'risk layering'. The combination of macro-, meso- and micro-level climate and disaster risk finance and insurance plays a vital role in strengthening the resilience of the vulnerable and poor. The session will discuss the current development of insurance schemes, including parametric (index-based) products aimed at protecting low-income clients/farmers/MSMEs against natural disasters in the region and beyond.</p> <p>Speakers: Isaac Magina, Manager, Agriculture, Underwriting & Marketing, Africa Re, West Africa, Nigeria Sylvia Mwangi, Project Lead, DRIVE project, Kenya Ashok Shah, Group CEO, Apollo Group, Kenya Khalai Duncan, Regional Advisor, Climate Risk Transfer, East and Central Africa Region, World Food Programme, Kenya</p> <p>Facilitators: Dirk Reinhard, Vice Chair, Munich Re Foundation, Germany</p>
12:30 – 14:00	Lunch
14:00 – 15:30	SESSION 4: HEALTH INSURANCE <p>Ensuring health insurance coverage for all members of society is a viable way to achieve Universal Health Coverage (UHC). The rise of (mobile technology) offers the prospect to transform health insurance by increasing coverage, building transparency, and reducing costs. The session will feature examples how mobile technology and digital solutions are increasing health insurance enrolment and improving access to quality healthcare. Panellists will also discuss current challenges, and the opportunities for scaling digital health tools to improve financing and delivery of care.</p> <p>Speakers Sosthenes Konutsey, Head, Corporate and Partnerships & Board Director, BIMA, Ghana Saurabh Sharma, Director, Emerging Consumers, Britam, Kenya Dana Ellis, Senior Operations Manager, Swiss Capacity Building Facility, Switzerland NHIF, (National Hospital Insurance Fund) Kenya</p> <p>Facilitator: Elias Omondi, Senior Manager, Risk and Regulations, FSD Africa</p>
15:30 – 16:00	Coffee Break

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16:00 – 17:30	SESSION 5: MSME INSURANCE
	<p>MSMEs are the backbone of many developing economies that represent large shares of global business and employment. Businesses need to prepare for climate change impacts and safeguard their business continuity. Appropriate risk management, including access to insurance, is key to catalysing business growth. This session will consider the insurer business model constraints when serving MSMEs and discuss how insurance providers can meet different MSMEs' risk management needs. While microbusinesses, which often blur the lines between business and personal needs, are usually the prime target market for inclusive insurance, the distinct risk management needs of larger, aspirational but still small enterprises go largely unmet.</p> <p>Speakers: Vera Neugebauer, (Virtual) Research Associate, Cenfri, South Africa Hon. Simon Kiprono Chelugui, EGH – Cabinet Secretary – Ministry of Cooperatives and MSME, Kenya Tamara Cook, FSD Kenya, Kenya</p> <p>Facilitator: Barbara Chesire, MD, AB Consultants, Kenya</p>
18:00	Gala Dinner – Hosted by Britam

 **26TH
APRIL 2023**

DAY 3

9:00 – 10:30	SESSION 6: INCLUSIVE DIGITAL INSURANCE MODELS
	<p>Inclusive insurance represents a gigantic business opportunity. However, entry barriers are high and inclusive insurance programmes must be self-sustainable and profitable. Technology is a key enabler for innovation and hence plays a particular role in developing sustainable business models. Digital platforms and new data aggregators are broadening the potential for digital finance services to reach clients who were previously excluded. At the same time, a digital service frequently requires offline backup, and technical applications have various limitations. The session will discuss the benefits and challenges of using the technology.</p> <p>Speakers: Andrew Nkolola, CEO, aYo Zambia, Zambia, Siani Malama, Director, Emerging Markets, Democrance, Kenya Elias Omondi, Senior Manager, Risk and Regulations, FSD Africa Jihan Abbas, CEO, Griffin Insurance, Kenya</p> <p>Facilitators: Jeremiah Siage, CoverApp, Kenya</p>
10:30 – 11:00	Coffee break
11:00 – 12:30	CLOSING, OUTLOOK AND NEXT STEPS
	<p>Speakers: Dirk Reinhard, Vice Chair, Munich Re Foundation, Germany Pedro Pinheiro, Coordinator, Insurance Development Forum's (IDF) working group on inclusive insurance, Microinsurance Network, Luxembourg</p> <p>Panelists: Kalai Musee, Senior Manager, Supervision, Licensing & Enforcement, Insurance Regulatory Authority of Kenya, Kenya Tom Gichuhi, Executive Director, Association of Kenya Insurers (AKI), Kenya Israel Muchena, Head of Life and Agriculture insurance, Hollard, Mozambique Jean Bosco Iyacu, CEO, Access to Finance Rwanda, Rwanda</p> <p>Closing remarks: Godfrey K. Kiptum, Commissioner of Insurance, Insurance Regulatory Authority of Kenya, Kenya</p> <p>Facilitator: Noella Mutanda, Manager – Corporate Communication, Insurance Regulatory Authority of Kenya, Kenya</p>
12:30 – 13:30	Lunch
14:00 – 17:00	FIELD IMMERSION
	<p>Hosted by: APA Insurance and BRITAM, Kenya</p>

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