

8th Eastern and Southern Africa Regional Conference on Inclusive Insurance Summary

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Quotes



Quotes

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Nelson Kuria, CIC, Kenya: “It is about fighting dehumanizing conditions. I want to leave something behind that made a difference in people's lives”.

Geric Laude, Pioneer Insurance, Philippines: “MI has become the business that contributes most to the income of the company. Is there a business case for MI? Yes! ”

Andrew Nkolola, aYo, Zambia: “Partnerships are crucial for success. We are not trying to reinvent the wheel of a car. We just put fresh air in it.”

Elias Omondia, FSDAfrica: “Innovation is something where we may not see the results immediately.”

Quotes cont.

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Godfrey Kiptum, IRA, Kenya: “Efficiency is key to microinsurance. It is about the right product, right price and settled as soon as possible (within 24 hours)”

Mwambu Mabonga, IRA Kenya: “Insurance means securing the life of your loved ones. There is a need to sensitise people...from a young age and develop a culture of savings and insurance to improve penetration.”

Prof. Njuguna Ndung’u, National Treasury, Kenya: “The case for inclusive insurance and microinsurance is one that we need to deliberately pursue if we intend to increase the safety nets and financial cushions...”

Takeaways from the sessions



Regional and local focus

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- Only eight per cent of emerging consumers in the 34 countries surveyed had insurance; in East and Southern Africa, this figure is 10 per cent
- The product mix in the region varies significant: Health in Kenya, funeral in South Africa, Zambia and Zimbabwe, and agriculture in Uganda
- In 2021, 24 per cent of Kenyans had some form of insurance – 18 per cent of whom were covered by the National Health Insurance Fund
- The industry collected premiums of KES 275 bn – microinsurance contributed only 0.8 per cent to this (KES 2.1 bn)

Leadership and ownership

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- Key for corporate leaders to understand microinsurance and customer needs
 - talk to customers in the field
- Multiple types of ownership is needed:
locally, insurers' can complement partners' efforts; executive ownership can improve capability
- Ownership can be improved by having a leader who is passionate about microinsurance, and through respectful stakeholder collaboration

Product design

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- Microinsurance often targets informal workers – products and premiums should be bite-sized to attract irregular income earners
- Feasibility studies should consider local risks that farmers face, beyond for example drought and floods
- Think from the end
- Donor support can catalyse product development, which itself should begin in the value chain to understand its impact on other partners

Regulation and the role of governments

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- Regulation is an important enabler: in Kenya, the 2020 regulations were designed to support and grow microinsurance as a separate line
- In Egypt, the lack of legislation has meant a penetration rate of 0.7 per cent; a new law is imminent, which will authorise mobile-based distribution
- Government leadership in insurance initiatives is important, as is setting out roles for public-private partnership (PPP) ventures

Technology

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- Digital tools can be used to expand MSME insurance in Kenya: 61% use a smartphone, while 45% use mobile money daily
- Technology has driven the adoption of health insurance in Ghana (Bima) and Kenya (Britam)
- Technological advancement in data, monitoring, product design and ground-truthing has improved climate insurance product quality and efficiency
- Mobile-based technology can be used to digitalise community-based resilience mechanisms

What comes next?



International Conference on Inclusive Insurance 2023

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Accra, Ghana

#ICII2023

Call for proposals

www.inclusiveinsurance.org



Thank you!

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