

TAG INAUGURAL Inclusive Insurance Conference

9th Eastern & Southern Africa
Regional Conference on Inclusive
Insurance

Theme: Accelerating growth of the
insurance sector through
inclusivity, client centricity &
technology



April 16-18
2024



Radisson Blu
Livingstone
ZAMBIA



Hosted by:



Supported by:





About the Conference

This conference is the inaugural annual learning and network event on Inclusive Insurance hosted annually by the TAG. The conference is co-hosted with the Pensions and Insurance Authority (PIA) and supported by Munich Re Foundation, FinProbity Solutions and various industry players and stakeholders. The conference also serves that the 9th Eastern and Southern Africa Regional Conference on Inclusive Insurance and brings together international, regional and local professionals who will exchange experiences and discuss a number of key themes and topics on inclusive insurance business.

This conference is a combination of high-quality training and plenary sessions aimed at sharing insights on how to make inclusive insurance profitable and viable. The conference package inclusive pre-conference workshops, networking cruise, conference panel sessions and a Gala-awards dinner.



The Landscape and Strategy for Inclusive Insurance in Zambia: Insights from Zambia's journey, led by the TAG, towards inclusive insurance market and an up-to-date portrait of the state of the inclusive insurance market in Zambia. Presentation of the outlook of the TAG's new five-year strategy.

- **Digital insurance:** 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.
- **Viability and Profitability of Inclusive insurance:** Insights on how to make investments in inclusive insurance pay off. Experiences and lessons learned on how to make inclusive insurance profitable and viable.
- **Trends and innovations in inclusive insurance:** Exploratory insights and lessons from trends in innovations generating game changers in inclusive insurance.
- **Agriculture insurance:** Sharing experiences and lessons learned from various inclusive agricultural insurance schemes; taking stock of emerging and promising models.
- **Visions of the future of inclusive insurance:** What is the future outlook of inclusive insurance? What will drive profitability and sustainability of inclusive insurance.



Registration Fees

National (TAG Members)

Early Bird conference fee <i>Register and pay by February 28, 2024</i>	ZMW 5,400
Conference fee <i>From March 1, 2024</i>	ZMW 6,000
Pre-conference workshop	ZMW 1,000
CEO Retreat	ZMW 1,000
Networking Cruise	ZMW 1,500

National (Non-TAG Members)

Early Bird conference fee <i>Register and pay by February 28, 2024</i>	ZMW 7,000
Conference fee <i>From March 1, 2024</i>	ZMW 8,000
Pre-conference workshops	ZMW 1,500
CEO Retreat	ZMW 1,500
Networking Cruise	ZMW 1,500

Regional Participants

Early Bird conference fee <i>Register and pay by February 28, 2024</i>	USD 300
Conference fee <i>From March 1, 2024</i>	USD 350
Pre-conference workshop	USD 100
CEO Retreat	USD 100
Networking Cruise	USD 100



DAY 1



Tuesday, April 16, 2024

08:30am-12:30pm

Pre-conference Workshop

**Making Agriculture insurance
viable & sustainable**

Facilitated by:

K.M. Dastur & Company Limited

Facilitator: Erastus Ochieng



04:00-6:00pm

**Welcome and Networking
Cruise**

Zambezi River



Wednesday, April 17, 2024

08:30am - 12:30pm

CEO & Senior Executives' Retreat Top line and Bottom line strategies for Inclusive Insurance

Facilitated by FinProbit Solutions

Guest Speakers



Liza Maru
Head of Emerging
Customer
Innovation
Britam
Kenya



Israel Muchena
Managing Director –
Life & Agricultural
Insurance
Hollard
Mozambique



Melinda Grace Labao
Vice President
CARD Pioneer
Philippines



Helen Osore
Head of
Microinsurance
APA Insurance
Kenya



Moses Siame
Managing Director
Professional Insurance
Cooperation Zambia (PICZ)
Zambia

Moderator



Lemmy Manje
FinProbit Solutions
Rwanda/Zambia



Wednesday, April 17, 2024

Session 1: Opening and Landscape



2:00-3:30 pm CAT

Opening Remarks

Official opening

Keynote Speech

TAG Strategy & Journey



Shipango Muteto
President
TAG Association
Zambia



Namakau Ntini
Registrar
Pensions and Insurance
Authority
Zambia



Dirk Reinhard
Vice Chairman
Munich Re Foundation
Germany



Lemmy Manje
CEO & Founder
FinProbit Solutions
Rwanda/Zambia



Tea and Coffee



3:30 - 4:00 pm CAT

Session 2: Trends and Innovations in Inclusive Insurance



4:00-5:30 pm CAT



Melinda Grace
Labao
Vice President
CARD Pioneer,
Philippines



Michal Mutal
Senior Advisor
AXA Emerging
Consumers
France



Bert Opdebeeck
Founder
Microinsurance Master
Belgium



Agrotosh Mookerjee
Managing Director
Risk Shield
Zambia



Rishi Raithatha
Director
Vark Consulting
United Kingdom

Moderator



9:00-10:30 am CAT

Session 3: Making inclusive insurance viable and profitable



Helen Osore
Head of
Microinsurance
APA Insurance
Kenya



Liza Maru
Head of Emerging
Customer Innovation
Britam
Kenya



Agnes Chakonta
Managing Director
Madison Life
Zambia



Afua Boahemaa
Owusu
Founder/Executive
Director
Assure Advisors
Ghana



Andrew Nkolola
Independent Inclusive
Insurance Expert

Moderator



Tea and Coffee break



10:30-11:00 am CAT

Session 4: Making inclusive digital insurance viable and profitable



11:00 am -12:30 pm CAT



Collins Hamusonde
Managing Director
ABSA Life, Zambia



Mwangala Mwiya
Co-Founder, Hobbiton
Technologies Limited
Zambia



Mahmed Mansour
Amanleek
Egypt



Elias Omondi
FSD Africa
Kenya
Moderator



Lunch break



12:30 - 2:00 pm CAT

Session 5: Regulating for inclusivity, innovation and growth of insurance sectors in Africa



2:00 - 3:30 pm CAT



Yizaso Musonda
Manager – Market Development
Pensions and Insurance Authority
Zambia



Ali Tareque Parez
ILO Social Finance Fellow
Cambodia, India & Myanmar



Agnes Uwanyiligira
Chief Programs Officer
Access to Finance Rwanda
Rwanda



Aisha Baishir
National Commission of Insurance Nigeria
Nigeria



Israel Muchena
Managing Director – Life & Agricultural Insurance, Hollard
Mozambique

Moderator



Tea and Coffee break



3:00-3:30 PM CAT

Closing Session: Summary of Conference Insights and Recommendations



4:00-5:30 PM CAT



Brenda Mwanza
TAG Board Member
Zambia

Conference Summary & Recommendations



Dr. Brian Manchishi
Deputy Registrar - Insurance
Pensions and Insurance Authority
Zambia



Agnes Chakonta
Managing Director
Madison Life
Zambia



Dirk Reinhard
Vice Chairman
Munich Re Foundation
Germany



Elias Omondi
FSD Africa
Kenya



Barbara Chesire
AB Entheos
Kenya

Moderator



TAG GALA DINNER
7:30- 10:30 pm CAT



Microinsurance
Technical Advisory
Group