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
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, FinProbit 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**
  - Register and pay by February 28, 2024
  - ZMW 5,400

- **Conference fee**
  - From March 1, 2024
  - 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**
  - Register and pay by February 28, 2024
  - ZMW 7,000

- **Conference fee**
  - From March 1, 2024
  - 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**
  - Register and pay by February 28, 2024
  - USD 300

- **Conference fee**
  - From March 1, 2024
  - USD 350

- **Pre-conference workshop**
  - USD 100

- **CEO Retreat**
  - USD 100

- **Networking Cruise**
  - USD 100
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
CEO & Senior Executives’ Retreat
Top line and Bottom line strategies for Inclusive Insurance

Facilitated by FinProbity 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
FinProbity Solutions
Rwanda/Zambia
Session 1: Opening and Landscape

Opening Remarks
Shipango Muteto
President
TAG Association
Zambia

Namakau Ntini
Registrar
Pensions and Insurance Authority
Zambia

Keynote Speech
Dick Reinhard
Vice Chairman
Munich Re Foundation
Germany

Lemmy Manje
CEO & Founder
FinProbity Solutions
Rwanda/Zambia

Tea and Coffee
3:30 - 4:00 pm CAT

Session 2: Trends and Innovations in Inclusive Insurance

Tea and Coffee
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

Dirk Reinhard
TAG Strategy & Journey
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 Nkalola
Independent Inclusive Insurance Expert
Moderator

Tea and Coffee break

10:30-11:00 am CAT

Session 4: Making inclusive digital insurance viable and profitable

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

11:00 am -12:30 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 Perez
ILO Social Finance Fellow
Cambodia, India & Myanmar

Agnes Uwanyiligira
Chief Programs Officer
Access to Finance Rwanda
Rwanda

Aisha Baishir
National Commission of Insurance
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

Tag Gala Dinner
7:30-10:30 pm CAT

Barbara Chesire
AB Entheos
Kenya
Moderator

Microinsurance Technical Advisory Group