

# AGENDA

## INCLUSIVE INSURANCE (MICROINSURANCE) TRAINING PROGRAM FOR SUPERVISORS IN THE MENA AND SSA REGIONS

3 - 7 APRIL, 2016  
CAIRO, EGYPT



**Objectives:** This regional training program is designed to help participants examine topics on:

- The importance of taking a proportionate approach to regulation and supervision to improve access to insurance services and ensure low-income consumers are adequately protected.
- Recent practices and ideas from selected jurisdictions that have advanced the field of microinsurance.

**Expected Outcomes:** The Toronto Centre uses a highly interactive approach to teaching to reinforce learning on both the technical issues as well as leadership skills. Through the use of case studies, lectures and exercises, participants will be equipped to better understand:

- The importance of promoting financial inclusion in their home jurisdictions
- How sound supervisory principles can be applied in a manner that encourages the development of an inclusive insurance market
- The importance of innovation for inclusive insurance markets
- How to promote financial inclusion by encouraging supervisors to be adaptable in their roles to properly respond to innovative solutions
- Prudential and market conduct issues in overseeing inclusive insurance markets
- The practice of micro-takaful, i.e. Sharia-compliant inclusive insurance.

Moreover, throughout the week and with the guidance of Toronto Centre's program leaders, participants will put into practice Toronto Centre's action planning for dealing with challenges faced at the workplace as well as stakeholder management communication concepts. This is aimed at enabling participants to develop their own action plans related to the promotion of inclusive insurance markets, which they can implement in their home agencies when they return.

**Medium of Instruction:** The course will be conducted in English with simultaneous translation to the Arabic and French languages.

**Target Audience:** The course is targeted at middle-to-senior level officials from regulatory and supervisory agencies involved in the regulation and supervision of microinsurance in the Middle East and North Africa (MENA) and sub-Saharan Africa (SSA) regions.

## SATURDAY, APRIL 2

19:00 **Dinner Reception hosted by the Egyptian Financial Supervisory Authority (EFSA) and Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)**

## SUNDAY, APRIL 3

8:30 **Registration**

8:45 **Welcome and Opening Remarks**

EFSA  
A2ii  
GIZ Egypt  
Toronto Centre

Group Photograph

9:30 **Session 1**  
**Brief overview of the work of the Access to Insurance Initiative (A2ii)**  
*Anke Green, A2ii*

10:00 **BREAK**

10:15 **Session 2**  
**Roundtable of Participants**  
*Michael Hafeman, Chair, Toronto Centre Insurance and Pensions Advisory Board, and former Assistant Superintendent of the Office of the Superintendent of Financial Institutions Canada*  
Participants present what they hope to gain from the program and the key priorities of their agencies in building more effective inclusive insurance supervision.

11:15 **Session 3**  
**Regulation and Supervision Supporting Inclusive Insurance Markets**  
*Michael Hafeman*

### A. Introduction

- *Importance of financial inclusion*
- *Barriers to inclusive insurance markets*
- *Challenges in removing the barriers*
- *How this module can help*
- *Commonly used terms*

13:15 **LUNCH**

- 14:15 **Session 4**  
**Stakeholder Communication**  
*Geraldine Joseph, Program Director, Toronto Centre*  
An approach for persuading stakeholders to support your Action Plan options:
- Analyze stakeholders – who they are, what they like and dislike about your proposal, and what is needed to get their support and overcome resistance
  - Four box model for effective persuasion and communication
  - How to build a ‘burning platform’ for change
- 15:15 **BREAK**
- 15:30 **Session 5**  
**Action Planning**  
*Geraldine Joseph*  
Participants will learn about a framework for tackling challenges faced at work:
- Assess the challenge confronting you
  - Develop options to consider
  - Outline an action plan
  - Analyze the stakeholders who are essential to project implementation
- 16:30 **Work on Action Plans**  
Participants will start applying the action planning methodology with the assistance of program leaders. Focus is on understanding the situation and the development of a precise definition of the problem/challenge identified.
- 17:30 **END OF DAY**

## MONDAY, APRIL 4

8:45 Ideas I will use

9:00 **Session 6**  
**Regulation and Supervision Supporting Inclusive Insurance Markets**

### B. Market and Policy Environment

*Michael Kofi Andoh, Head of Supervision, National Insurance Commission of Ghana*

- Analyzing the environment
- Demand for insurance
- Products and services
- Channels for delivery
- Insurers
- Policy environment

### C. Role of the Insurance Supervisor

*Michael Hafeman*

- Supervisory objectives
- Importance of having a supervised market
- Providing scope for innovation
- Proportionality
- Definition of microinsurance in regulation

10:30 **BREAK**

10:45 **Session 6 (continued)**  
**Regulation and Supervision Supporting Inclusive Insurance Markets**

12:30 **LUNCH**

13:30 **Session 7**  
**Regional Microinsurance Developments in the MENA region**  
**- Perspectives of a Regulator**  
*Azeddine Benali, Chief of Personal Insurance Division, Insurance and Social Welfare Supervisory Authority, Morocco*

15:00 **BREAK**

15:15 **Session 7 (continued)**  
**Regional Microinsurance Developments in the MENA region**  
**- Perspectives of a Regulator**

16:00 **Work on Action Plans**  
Participants continue to work on their Action Plans. Focus is on setting the goal and the outline of the plan.

17:00 **END OF DAY**

## TUESDAY, APRIL 5

8:45 Ideas I will Use

9:00 **Session 8**  
**Regulation and Supervision Supporting Inclusive Insurance Markets**  
*Michael Hafeman*

C. Role of the Insurance Supervisor (continued)

- Dealing with diverse market participants
- Dealing with diverse authorities
- Resource implications

D. Prudential Issues

- Licensing
- Operations
- Solvency regime
- Supervision

10:30 **BREAK**

10:45 **Session 8 (continued)**  
**Regulation and Supervision Supporting Inclusive Insurance Markets**

12:30 **LUNCH**

13:30 **Session 9**  
**Malaysia's approach to developing Sharia-compliant inclusive insurance**  
*Stephenii Selvah, Analyst, Islamic Banking and Takaful Department,  
Bank Negara Malaysia*

15:00 **BREAK**

15:15 **Session 9 (continued)**  
**Malaysia's approach to developing Sharia-compliant inclusive insurance**

16:00 **Work on Action Plans**  
Participants continue to work on their Action Plans. Focus is to complete details of the plan to address the challenge and/or problem identified, analyze stakeholders and define the communication strategy to gain support.

17:00 **END OF DAY**

## WEDNESDAY, APRIL 6

- 8:45 Ideas I will use
- 9:00 **Session 10: Regulation and Supervision Supporting Inclusive Insurance Markets**
- E. MARKET CONDUCT ISSUES  
*Michael Kofi Andoh*
- Context for market conduct supervision
  - SMART Client Protection Principles
  - Channels for delivery
  - Conduct of business
  - Disclosure to the market
  - Fraud and AML-CFT
  - Supervision
- FINAL DISCUSSION ON THE MODULE  
*Michael Hafeman*
- Review of key points
  - Opportunity to ask questions and raise new ideas
- 10:30 **BREAK**
- 10:45 **Session 10 (continued)**  
**Regulation and Supervision Supporting Inclusive Insurance Markets**
- 12:30 **LUNCH**
- 13:30 **Session 11: Regional Microinsurance Developments in the SSA region and Ghana's approach to developing an inclusive insurance market**  
**A case study**  
*Michael Kofi Andoh*
- 15:00 **BREAK**
- 15:15 **Session 11 (continued)**  
**Regional Microinsurance Developments in the SSA region and Ghana's approach to developing an inclusive insurance market**  
**A case study**
- 16:00 **Work on Action Plans**  
Participants finalize their Action Plans for presentation on Thursday.
- 17:00 **END OF DAY**

## THURSDAY, APRIL 7

- 08:45 Ideas I will use
- 09:00 **Action Plan Presentation by Participants**  
Participants will present their Action Plans and receive feedback from program leaders.
- 10:45 **BREAK**
- 11:00 **Panel Discussion: Open Q & A**  
The program leaders will respond to participants' questions and comments.
- 12:00 **What we have learned**
- Financial Inclusion Module
  - Case Studies
  - Action Planning
- 12:30 **Participants complete Evaluation Forms**
- 12:45 – **Closing Ceremony**  
13:15
- Closing Remarks
  - Presentation of Certificates