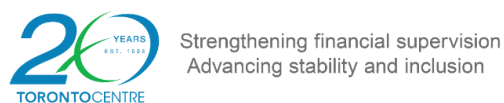


AGENDA

INCLUSIVE INSURANCE (MICROINSURANCE) REGIONAL TRAINING PROGRAM FOR INSURANCE SUPERVISORS

NOVEMBER 12TH -16TH, 2018
VILNIUS, LITHUANIA



Program Funded By:



Global Affairs
Canada

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Canada



INCLUSIVE INSURANCE (MICROINSURANCE) REGIONAL TRAINING PROGRAM FOR INSURANCE SUPERVISORS

Objectives: This 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 and reinforcing 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
- The importance of promoting inclusive insurance for women
- 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

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 to enable participants to develop their own action plans to implement in their home agencies when they return.

Target Audience: The regional training program targets middle-to-senior level officials from regulatory and supervisory agencies involved in the regulation and supervision of microinsurance. If space permits, government officials and representatives from other relevant supervisory authorities (e.g. banking, telecom) working on the development of the microinsurance market are also invited to participate.

The course will be conducted in English.

**INCLUSIVE INSURANCE (MICROINSURANCE)
REGIONAL TRAINING PROGRAM FOR INSURANCE SUPERVISORS
November 12th-16th, 2018, VILNIUS, LITHUANIA**

MONDAY 12

08:30 **Registration**

08:45 **Welcome and Opening Remarks**

Representative from the Bank of Lithuania - BoL

Janice Angove/Teresa Pelanda, Access to Insurance Initiative - A2ii

Shelina Visram, Toronto Centre - TC

09:15 **SESSION 1**

Brief overview of the work of Access to Insurance Initiative

Teresa Pelanda

09:45 **SESSION 2**

Group Discussion

Shelina Visram

Participants discuss and present what are their key challenges in their countries in building more effective inclusive insurance supervision.

10:30 *Break*

Group Photograph

11:00 **SESSION 3**

Introduction - Regulation and Supervision Supporting Inclusive Insurance Markets

Janice Angove

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

13:00 **LUNCH**

14:00 **SESSION 4**

Brief overview of financial inclusion in the CEET region

Representative from the Polish Financial Supervision Authority (KNF)

Lithuania approach to developing an inclusive insurance market:

Lessons Learned and Challenges Ahead

Representative from BoL

15:30 *Break*

15:45 **SESSION 5**

Action Planning – Defining the Problem Statement

Shelina Visram

- 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.
- Participants work in groups, identifying their country / thematic challenges and gaps

17:30 **END OF DAY**

18:00 **SOCIAL EVENT**

TUESDAY 13

8:45 Ideas I will use

9:00 **SESSION 6**

Understanding the Market and Policy Environment

Janice Angove

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

10:30 *Break*

10:45 **SESSION 7**

Role of the Insurance Supervisor – Part I

Michael Kofi Andoh

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

12:30 **LUNCH**

13:30 **SESSION 8**

Action Planning – Defining a SMART Goal and Action Steps

Shelina Visram

Participants work in groups, defining the goal, and outlining the sequence of action steps and resources.

15:00 Break

15:15 **SESSION 9**

Regulating for Responsible Innovation: Approaches and Tools

Janice Angove/Teresa Pelanda

The regulating for innovation session will consider the regulatory tools and approaches that are available to regulators to encourage responsible innovation within their financial markets.

- Tools and approaches available
- Benefits and drawbacks of these
- When to use them
- Country examples

17:00 **END OF DAY**

WEDNESDAY 14

08:30 Ideas I will Use

08:45 **SESSION 10**

Prudential Issues

Janice Angove

- Licensing
- Operations
- Solvency regime
- Supervision

10:30 Break

10:45 **SESSION 11**

Role of the Insurance Supervisor – Part II

Michael Kofi Andoh

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

11:30 **SESSION 12**
Ghana's Approach to Developing an Inclusive Insurance Market - A Case Study
Michael Kofi Andoh

12:30 **LUNCH**

13:30 **SESSION 12 (continued)**
Ghana's Approach to Developing an Inclusive Insurance Market - A Case Study

15:00 *Break*

15:15 **SESSION 13**
Stakeholder Management and Communication
Shelina Visram

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

17:00 **END OF DAY**

THURSDAY 15

08:45 Ideas I will use

09:00 **SESSION 14**
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

10:30 *Break*

10:45 **SESSION 15**
Agricultural and index insurance – brief introduction & examples from the region
Janice Angove & examples from the region presented by participants

12:30 **LUNCH**

13:30 **SESSION 16**

Ghana's Approach to Developing and Supervising Mobile Insurance

Michael Kofi Andoh

15:30 *Break*

15:45 **Action Plan Group Discussion**

Participants work in groups, finalizing their presentations and defining the stakeholder communication strategy. Participants will receive guidance from experts.

17:00 **END OF DAY**

FRIDAY 16

08:45 Ideas I will use

09:00 **SESSION 17**

Action Plan Presentation by Participants

Participants will present their Action Plans and receive feedback from program leaders

10:45 Break

Action Plan Presentation by Participants (continued)

11:30 **SESSION 18**

Group Discussion: Key Areas for Improvement in your Country

- *Group Presentations*
- *Plenary Discussion*

12:30 **Closing Remarks**

Certificates Presentation

End of Program

Speakers

Janice Angove is the project coordinator for Sub-Saharan Africa for the Access to Insurance Initiative (A2ii) and is responsible for coordinating A2ii's regional implementation work in Sub-Saharan Africa, strengthening cooperation and supporting capacity building for supervisors in the region. She has worked in the areas of microinsurance and capacity building for insurance supervisors in Africa for more than 8 years. Janice has been involved in several capacity building projects for insurance regulators in Namibia, Zambia, Botswana, Rwanda and Kosovo. Her experience includes developing manuals and conducting training workshops for regulators using the principles of risk-based supervision. Janice has wide experience in the review and redrafting of legislation, regulations and prudential standards for long-term and general insurance and microinsurance. She has assisted Zambia, Swaziland and Lesotho with developing microinsurance regulations.

Janice has been involved in a variety of microinsurance research projects, including landscape studies and competitor analysis of the South African insurance and funeral insurance markets, a landscaping study of formal and informal microinsurance in Lesotho, and research into the profitability of microinsurance initiatives for the ILO Impact Insurance Facility. Janice also is a qualified actuary and lectures actuarial science part-time at Wits University.

Teresa Pelanda is an advisor at the Access to Insurance Initiative (A2ii). She joined the A2ii in 2014 and supports A2ii's implementation activities and cooperation with supervisors and regional associations with a focus on the Caribbean region and Latin America. She is furthermore the A2ii's Monitoring & Evaluation specialist and has recently taken on the role as lead on the topic of climate change and disaster resilience. In 2016, she was seconded to the Insurance Supervisory Authority of Peru (SBS) where she supported the modification of the current microinsurance regulation. Prior to A2ii, Teresa worked as a consultant on inclusive insurance topics in Germany and Peru. She holds a Master of Science in Regional Studies of Latin America from the University of Cologne with a focus on economics and cooperative studies. Teresa speaks German, English and Spanish.

Michael Kofi Andoh is the Head of the Supervision Department of the National Insurance Commission (NIC), the insurance regulatory authority in Ghana. He has worked with the NIC since the year 2000. Prior to joining the NIC, he worked for three years with KPMG.

Michael has been involved in a number of projects to develop the insurance market and improve access to insurance in Ghana. He has been actively involved in the design and implementation of a Risk Based Supervisory framework for the Ghanaian insurance industry. He has also played a leading role in the design and implementation of Ghana's microinsurance regime.

Michael Kofi Andoh holds a BSc in Business Administration from the University of Ghana Business School, and an MBA from the University of Leicester in the United Kingdom. He is also a Fellow of the Certified Chartered Accountants, (FCCA) and an Associate of the Chartered Insurance Institute (ACII) in the United Kingdom.

Shelina Visram is a Toronto Centre program director since 2017. Prior to joining, Shelina worked for nine years at the Office of the Superintendent of Financial Institutions (OSFI) where her primary responsibilities were leading risk assessment and supervisory activities of life insurance companies. She has an in-depth understanding of and has worked with the OSFI risk-based supervision methodology and its application. During her career at OSFI, Shelina worked with international regulatory authorities to supervise an internationally active insurance group, including organizing Supervisory Colleges, and led the team responsible for implementing changes to OSFI's supervisory framework.

Prior to OSFI, Shelina worked for several life insurers in a range of actuarial roles including valuation, product development and sales force training.

She is an Associate of both the Canadian Institute of Actuaries and the Society of Actuaries.