

INCLUSIVE INSURANCE Business Models for Africa

Regional Learning Sessions

Marriot Kigali, Rwanda

August 29-30, 2017



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The 4th Eastern and Southern Africa regional conference takes place in Kigali from August 29-30, 2017.

The event is a combination of high quality training and plenary sessions aimed at sharing insights on inclusive insurance business models that are making access to low-income market segments in Africa possible. The event is organized and hosted by Access to Finance Rwanda, Munich Re Foundation and Rwanda Insurers Association (ASSAR) with support from ILO's Impact Insurance Facility, Centre for Financial Regulation and Inclusion (Cenfri) and Financial Sector Deepening Africa (FSDA), Microinsurance Network and Access to Insurance Initiative (A2ii).

Around 100 international and regional participants and experts will exchange experiences and discuss a number of key themes and topics on inclusive insurance business. They include representatives from insurance and reinsurance companies, brokers, distribution channels, international organisations, NGOs, development-aid agencies, policymakers, regulators and supervisors in Africa. The sessions also complements the 13th International Microinsurance Conference taking place from 7-9 November 2017 in Peru.

Health microinsurance

Health microinsurance is important for the low-income households and individuals because health risks are often identified and prioritized as the greatest and costliest risks that confront them. Indeed, health problems do not only impact on the expenditure of the low-income households, but also affect their productivity and livelihoods. In response to this, both private and public sector actors and stakeholders have been investing in developing health insurance solutions. However, providing low-cost health insurance is complex; finding appropriate models that provide both client value and viability is not easy. This session shares outcomes and experiences of both private led and public-private sector led health microinsurance schemes: key discussion questions include:

- Is it possible to provide affordable and accessible health financing mechanisms?
- Are health microinsurance schemes providing client value and commercial viability to providers?

Agricultural microinsurance

National agricultural insurance schemes and weather index insurance pilots are among attempts at making agricultural insurance accessible to smallholder farmers. Demand studies show that agricultural risks are among the most prioritized risks by rural households and farmers. Providing agricultural insurance to meet both scale and client value is not easy. The session explores business strategies and models for both private led and public-private sector led agricultural microinsurance schemes:

- Can insurers meet both commercial and client value objectives in serving smallholder farmers with insurance solutions?
- What are some of the emerging insights and lessons from national agricultural insurance schemes?
- What are the key drivers of success in agricultural insurance?

Data: Insights to products, client value and viability

Providing insurance to the low-income market segments has commercial and client value perspectives. Increasingly insurers are increasingly seeking ways of arriving at the right business models based on consumer insights. This inevitably requires investments in data analytics and engagement with existing and potential clients with a view to clearly understanding risk management needs as well as identify business processes that will not only reduce administration costs but also effectively serve the clients.

- How can insurers and distribution channels use data to improve their better client offerings?
- How can insurers identify innovation touch points to develop models that can provide an optimal balance between business case and client value?

Regulation and inclusive insurance market development

Creating a favourable regulatory environment remains critical for the development inclusive insurance markets. Specific regulations on microinsurance can be critical for opening up the distribution space and stimulating innovations in microinsurance product development. This dedicated session on regulation and inclusive insurance market development explores different regulatory approaches. This session will also discuss key barriers and challenges as well as strategies being employed by regulators and market facilitators to address them. The session also shares insights on the link between inclusive insurance markets, growth and poverty reduction.

- What are critical regulatory considerations in supporting inclusive insurance market development?
- What are some of the emerging drivers of inclusive insurance market development?

Mobile Microinsurance and Technology Applications

Finding efficient distribution channels is a key success factor in achieving scale and viability of microinsurance. Technology is now being implemented into the insurance value chain to address distribution and product servicing challenges. This session presents technology innovations that are being used to improve access to insurance for the low-income consumers possible. While mobile network platforms have proved to be a good scale driver, this session looks beyond mobile microinsurance and explores emerging successes in solving distribution and product administration challenges through technology. Key presentations include:

- Fintech applications to insurance: what are the emerging models?
- Mobile microinsurance; what have we learned?

Consumer education and marketing microinsurance

In most developing microinsurance markets in Africa, low-income households either have a poor understanding of insurance or no experience at all; this inevitably signals the need to build knowledge on the benefits of insurance to low-income households while allowing them to experience insurance. The session discusses collective industry strategies and action for consumer education as well as innovative marketing strategies that can be employed by insurance providers to enhance the appreciation of insurance. Key presentations include:

- Working models on effective ways of providing insurance consumer education about insurance or promoting microinsurance products.
- The role of associations of insurance companies in insurance consumer education.

AGENDA

AUGUST 28, 2017

Training workshop: 08:30 - 17:00 hours

Theme: Providing Insurance Responsibly

Host: ILO Impact Insurance Facility

Delivery language: English

Venue: Marriot Kigali

Content: Low income households often struggle to understand how insurance products work and how they can benefit from it. In some cases, this is compounded by mis-selling. To serve the market well, insurance providers need to develop a more responsible approach to insurance provision. This one-day pre-conference training programme will explore standards, guidelines and strategies for providing insurance responsibly so that clients derive optimum value while providers also enhance the long-term viability of their operations. This training will be delivered by ILO's Impact Insurance Facility and is designed for insurers, distribution channels and aggregators that provide or are planning to provide insurance to the low-income market and want to make sure they offer their products in a responsible manner to mitigate reputational risk while creating better value for customers. This is a full day training programme.

Workshop registration fee: Regional and international participants: **US\$ 60**

Workshop registration fee: Local participants: **US \$ 35**

Conference registration: 16:00 -18:30 hours

Welcome Meet and Greet: 18:30 - 20:00 hours

Hosted and sponsored by Access to Finance Rwanda

AUGUST 29, 2017 – CONFERENCE DAY 1

Conference registration: 08:00-09:00 hours

Delivery language: English

09:00	Opening session <i>Kilimanjaro Ballroom</i> Conference objectives: Lemmy Manje , Conference Coordinator, Zambia Welcome remarks: Waringa Kibe , Country Director, Access to Finance Rwanda Welcome remarks: Gaudens Kanamugire , Chair, ASSAR, Rwanda Keynote speech: Business case for inclusive insurance: Opportunities for African insurers , Michael McCord , Microinsurance Centre, USA Opening speech: Government Official , National Bank of Rwanda	
10:30	Tea/Coffee [Group Photo]	
11:00	Plenary 1 – The Landscape of Microinsurance <i>Kilimanjaro Ballroom</i> <ul style="list-style-type: none"> • The Landscape of Microinsurance in Africa: Introduction - Dirk Reinhard, Munich Re Foundation, Germany • The Landscape of Microinsurance in Africa: Regulations – Janice Angove, A2ii • The Landscape of Microinsurance in Rwanda: Jean Bosco Iyacu, Access to Finance Rwanda Moderator: Lemmy Manje , Consultant, Zambia	
12:30	Lunch	
13:30	Plenary 2 – Strategy and Business Modelling <i>Kilimanjaro Ballroom</i> <ul style="list-style-type: none"> • Lorenzo Chan, President/CEO, Pioneer Life Inc. Philippines • Mark Robertson, Strategy Manager, Hollard, South Africa • Jeremy Leach, Inclusivity Solutions, South Africa Moderator: Michael McCord , Microinsurance Centre, USA	
15:00	Tea/Coffee	
15:30	Parallel session 1 - Health insurance <i>Rubavu Ballroom</i> <ul style="list-style-type: none"> • Dr. Solange Hakiba, Rwanda Social Security Board (RSSB), Rwanda • Millicent Olulo, PharmAccess, Kenya • Nicole Simpson, Clientele, South Africa Moderator: Miguel Solana , ILO's Impact Insurance Facility, Switzerland	Parallel session 2 -Agricultural insurance <i>Muhazi Ballroom</i> <ul style="list-style-type: none"> • Agrotosh Mookerjee, Risk Shield Consultants, Zambia • Ayandev Saha, K M Dastur Reinsurance Brokers Pvt. Ltd, India • Rahab Karanja Kariuki, ACRE, Kenya Moderator: Dirk Reinhard , Munich Re Foundation, Germany
17:30	End of conference day 1	

Special dinner event: 19:00-21:00 hours

AUGUST 30, 2017 – CONFERENCE DAY 2

Delivery language: English

08:30	Plenary 3 – Data: Consumer insights to client value and business viability <i>Kilimanjaro Ballroom</i>	
	<ul style="list-style-type: none">• Miguel Solana, ILO's Impact Insurance Facility, Switzerland• Krista Nordin, insight2impact, South Africa• Anne Kamau, AB Consultants, Kenya	
	Moderator: Barbara Chabbaga , AB Consultants, Kenya	
10:00	Tea/coffee	
10:30	Parallel session 3: Distribution and Technology <i>Rubavu Ballroom</i>	Parallel session 4: Consumer education <i>Muhazi Ballroom</i>
	<ul style="list-style-type: none">• Jeremy Leach, Inclusivity Solutions, South Africa• Jack Kionga, CIC, Kenya• Prudential Life Assurance Zambia Limited, Zambia [TBC]	<ul style="list-style-type: none">• Lethabo Mokgale, Hollard, South Africa• Christabel Banda, Insurers Association of Zambia, Zambia• Miguel Solana, ILO's Impact Insurance Facility, Switzerland
	Moderator: Mia Thom , Cenfri, South Africa	Moderator: Lemmy Manje , Consultant, Zambia
12:00	Climate Insurance Fund and Agricultural insurance, Madgalena Zatorska , BlueOrchard, Switzerland	
13:00	Lunch	
14:00	Plenary 4: Regulation and inclusive insurance <i>Kilimanjaro Ballroom</i>	
	<ul style="list-style-type: none">• Israel Muchena, Africa Re, Mauritius• Joseph Owuor, Insurance Regulatory Authority, Kenya• Pupurai Togarepi, Insurance and Pensions Commission of Zimbabwe	
	Moderator: Janice Angove A2ii, South Africa	
15:30	Tea/coffee	
16:00	Plenary 5: Developing inclusive insurance markets; Growth opportunities for Africa <i>Kilimanjaro Ballroom</i>	
	Mia Thom , Cenfri, South Africa Kemibaro Omuteku , Financial Sector Deepening Trust, Tanzania Mauwa Lungu , Financial Sector Deepening Zambia Jean Bosco Iyacu , Access to Finance Rwanda Miguel Solana , ILO's Impact Insurance Facility, Switzerland	
	Moderator: Lemmy Manje , Consultant, Zambia	
17:30	Closing session: AFR, ASSAR & Munich Re Foundation	
18:00	End of conference	

CONFERENCE REGISTRATION

Early registration by: August 4, 2017

Conference registration fee: International and regional participants: **US\$ 150**

Conference registration fee: National participants: **US\$ 70**

Late registration from: August 5, 2017

Conference registration fee: International and regional participants: **US\$ 195**

Conference registration fee: National participants: **US\$ 105**

To register, kindly use the registration portal link provided in the conference invitation.

You will receive an invoice with payment instructions.

CONFERENCE ACCOMODATION

The venue for this conference is Marriot Kigali.

The Marriott hotel is offering a special group rate for **US\$ 140** per night - **US\$ 113** excl. taxes.

To book at this special group rate, kindly use the link provided in the conference invitation.

The last day to book accommodation at the special group rate is **August 4, 2017**.

The special offer is for the accommodation booking for the following dates:

Start date: August 27, 2017

End date: August 31, 2017

For other accommodation options, please send an email to events@ afr.rw

SPEAKER PROFILES

This regional conference brings together renowned international and regional microinsurance experts, drawn from microinsurance providers and international organisations. The profiles of the key speakers and moderators include:



Dirk Reinhard is currently the Vice President of Munich Re Foundation. Dirk Reinhard graduated in Industrial Engineering and Management and has more than ten years experience in the sustainability and finance industry sector. From 2001 to 2004, he was responsible for sustainable investment in the Environmental Management Unit of Munich Reinsurance Company, a global leader in the reinsurance field, and has published numerous articles on this subject. Prior to joining Munich Re, he worked for oekom research AG as a sustainability analyst in the period from 1995 to 2000. In April 2004, Dirk Reinhard was appointed Vice-Chairman of the Munich Re Foundation. He is responsible for the foundation's finances as well as the microinsurance programme including the publications "Protecting the Poor – A microinsurance compendium Vol I and II" edited by Craig Churchill. He was furthermore involved in the recently published study "The Landscape of Microinsurance in Africa". From 2008 to 2013, Dirk Reinhard was elected as a member of the board of the Microinsurance Network. Since the first International Microinsurance Conference (IMC) in 2005 Dirk Reinhard chairs the Conference Steering Committee. The event is largest meeting of microinsurance experts worldwide. In 2011, the IMC introduced additional local satellite conferences called "Learning Sessions".



Michael J. McCord combines experience as controller of a US commercial bank, CEO of a MFI in Uganda, Regional Director for microfinance programs in Africa with FINCA International, and since 2000, Founder and President of the Microinsurance Centre, to provide a depth of knowledge on developing and managing microinsurance products. He is a highly respected microinsurance leader and a strong advocate for microinsurance, specializing in research, advocacy and development of microinsurance products and processes that meet the unique needs of low income clients. He is also a founding member of the Microinsurance Network, where he served as Chairman of the Board for 2015 and 2016, and has participated in several sub-groups including Health, Consumer Protection, Distribution, and Technology. He is also a member of the Steering Committee for the Munich Re Foundation / Microinsurance Network Annual Microinsurance Conference. In 2015, Michael also served as head of the Microinsurance Working Group for APFF. Michael specializes in institutional development for microinsurance, development of new products and analysis of microinsurance programs. Our clients at the Microinsurance Centre include commercial insurers, foundations, bi-and multi-lateral development agencies, regulators, NGOs and others. He has written extensively on microinsurance, being the author of numerous microinsurance case studies, documents and manuals, and has provided microinsurance training to thousands of people across the globe.



Lemmy Manje is an independent international consultant and has been specialising in financial inclusion. He is a Microinsurance Expert currently specializing in the design and coordination of microinsurance development strategies and processes in Africa. He has over 15 years professional experience in research, training and project management for microinsurance with various international organisations. He has published numerous work on microfinance, microinsurance and small enterprise development. Lemmy holds a Masters degree (MA) in International Development from University of Manchester in United Kingdom and a BA in Economics and Demography from University of Zambia. Since 2014, Lemmy has been coordinating the microinsurance regional conferences for Southern and Eastern Africa



Mia Thom is a technical director at Cenfri and has been part of the team since 2012. Since joining, Mia has focused on exploring business models used to deliver financial services to the low-income market, as well as developing and supporting market development strategies to improve financial inclusion. Before joining Cenfri, she worked as a senior manager at Deloitte (Cape Town) – Financial Services Group, where she gained extensive experience in the legislative and institutional aspects of a range of financial services. Whilst at Deloitte, Mia also participated in industry groups involving SAICA (South African Institute of Chartered Accountants), FSB (Financial Services Board) and ASISA (Association for Savings and Investments SA). Mia is a qualified chartered accountant (CA) and has passed level three of the chartered financial analyst (CFA) exams. She also holds honours degrees in both accounting and economics from the University of Stellenbosch and a master's degree (cum laude) in development finance from Stellenbosch Business School.



Lorenzo Chan is President/CEO of Pioneer Life Inc and Retail Organization Head of the Pioneer Group in the Philippines. He drove the concept of bite-sized or sachet insurance for the retail and mass market with an insurance & savings card, and an award-winning comic book that teaches money smarts. Lorenzo was instrumental in creating a Microinsurance team dedicated to the development & marketing of products & services for the most marginalized sectors of society. With the creation of various affordable, accessible, easy-to-enroll, and simple-to-claim products, Pioneer's program has partnered with numerous rural banks, retail outlets and Microfinance institutions, including several of the country's largest. Enrollments grew from 28,760 in 2008 to over 20 million by the end of 2016.



Dr. Hakiba Solange is the Deputy Director General in charge of Social Security Benefits in the Rwanda Social Security Board. As such, she strategically manages 5 schemes among which the Old-age pension scheme and two health insurance schemes respectively designed for the formal sector (enrolling both public and private sectors) and the informal sector (community-based health insurance). Prior to this, Dr Hakiba served as the Permanent Secretary in the Ministry of Health and Chief Budget Manager for the national health sector. Her experience spans from policy and strategy development to government support by development partners and working with Civil Society organizations operating in health and women and girls empowerment.



Miguel Solana has worked in the ILO's Impact Insurance Facility for the past nine years. He has lead insurance innovation work in Latin America and West Africa. Furthermore, he works on market development initiatives where he deals with consumer protection, financial education. He supports the Facility by providing technical expertise on insurance for climate change and alternative distribution models. He has extensive experience in a wide set of financial services. He has worked in capital markets at Deutsche Bank in Mexico City and Dresdner Kleinwort in Frankfurt and has also worked for Symbiotics SA in Geneva finding solutions for investors in the microfinance industry. He holds an MBA from the WHU - Otto Beisheim School of Management in Koblenz, Germany and a Certificate of Advanced Studies in Development and Cooperation from the Swiss Federal Institute of Technology Zurich (ETH).



Mark Robertson is a Strategy Manager at Hollard. His work focuses on Hollard's mass and emerging consumer markets, and he is involved in financial inclusion and related activities at a group level. He has a consulting background and has been at Hollard for a little over two years.



Jeremy Leach is recognised as a global expert in emerging consumer insurance specialising in digital models and has been involved in advising, researching and implementing innovative insurance initiatives across the world. Jeremy has played executive roles in the public and private sector and is currently founder of a company, Inclusivity Solutions, that will specialise in creating inclusive digital insurance markets. Most recently he was a Director at BFA, a global consultancy with a focus on digital financial inclusion.



Christabel M Banda is the Executive Director of the Insurers Association of Zambia, a member organization for all Insurance and Reinsurance companies in Zambia, having set up the Association Secretariat in July 2013. She has been coordinating the various industry interventions in improving insurance penetration levels in the country; through championing of a favorable regulatory framework for Insurers and in stimulating the demand for insurance through industry led consumer education initiatives. Christabel is a holder of a Masters in Business Administration, is a Chartered Accountant and a Fellow of the Zambia Institute of Chartered Accountants She has 18 years work experience, in corporate finance and strategy formulation and implementation. She has been in the Insurance industry for 10 years.



Jean Bosco Iyacu is the Director of Programs at Access to Finance Rwanda (AFR) since March 2014 with an essential role of supporting the Country Director in identifying and designing investments projects and managing them in order to achieve AFR's overall goal of promoting a deeper and more inclusive financial sector that supports the livelihoods and well-being of low income people in Rwanda. He takes on a parallel function of implementing some of the projects focusing on long term savings and inclusive insurance markets development as a risk mitigation strategy for the rural poor. He has previously worked with KCB Bank in Rwanda as the Head of Retail and SME Banking. Prior to the banking experience, Jean Bosco was a Lecturer at Kigali Independent University where he taught Management and Monetary Economics. He holds a Master's Degree in Economics from the University of Witwatersrand in South Africa.



Barbara Chabbaga is an actuary by training and has gained extensive local and international exposure in applying actuarial techniques to microinsurance with over 6 years' experience in microinsurance in Kenya. She has worked closely with international development partners to develop and market microinsurance products. She has hands on experience in the market in developing, piloting and scaling up microinsurance products with several lessons learned. As Lead Consultant at AB Consultants, she builds microinsurance capacity through market research, actuarial consulting, strategy development, pricing and product development. She has led projects in health financing, pricing and strategy development, with special focus on the informal sector.



Janice Angove is responsible for coordinating A2i'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. Her experience covers the development of microinsurance regulations for several Southern African countries, capacity building for insurance supervisors in Africa and research into the business case for microinsurance. Janice is a qualified actuary and currently part-time lecturer at University of Witwatersrand in South Africa.



Lethabo Mokgale is currently the Head of Program Management at Hollard which includes design and management of consumer education programmes. One of greatest achievements has been the increasing of the consumer education impact from 2500 to 6500 policy holders per month in the recent past. Lethabo has extensive experience in the Business Supply Chain & Manufacturing Operations. He has over 10 years experience in various capacities including warehouse manager, sales manager, distribution controller, production manager, manufacturing development manager and, supply chain manager.



Krista Nordin is a research associate at insight2impact (i2i). She leads the i2i data facility's research on how data can be used to expand microinsurance. At a broader level, her key research predominately focuses on innovative uses of big data and its potential applications for expanding financial inclusion. Before joining i2i, Krista was a Product Manager at Oracle for the Oracle Database 12c. She has a thirst for knowledge and enjoys big-picture thinking and tinkering with complex problems. Krista holds a Bachelor of Science in Engineering from the Massachusetts Institute of Technology



J. Kemibaro Omuteku is the Head of Insurance at the Financial Sector Deepening Trust (FSDT) in Dar es Salaam, Tanzania. In this role she oversees the market facilitation initiatives to drive the penetration of Insurance in Tanzania to be accessible to more women, children and enterprises in line with the overall financial inclusion agenda for the country. One of her key areas of interest is exploring ways to introduce the use of technology and formation of strategic partnerships to promote innovative inclusive insurance.



Nicole Simpson has a Bachelor degree in Optometry and a Masters degree in Business Administration. She has 11 years professional experience which includes 2 years in Nigeria as Head of Operations, most recently as Senior Manager for Clientele Ltd – with the following 4 areas reporting to her: Product Development, Research, Sustainability and Retentions.



Israel Muchena is the Assistant Director for Technical Operations in the Mauritius Regional Office of the African Reinsurance Corporation where he is responsible for the underwriting of reinsurance business for insurance and microinsurance business from Portuguese-speaking markets in Africa as well as from Brazil. He holds a Master of Arts Degree in Development Studies from the Nelson Mandela Metropolitan University of South Africa. Israel also holds a Microinsurance Expert Certificate of the Frankfurt School of Finance & Management, Germany. Israel also contributes as a Professional Specialist Commentator for Cover, the South African insurance publication. He is currently a member of the Editorial Committee and the Education Committee of the Insurance Institute of Mauritius. He is also a published author of the book Development of Insurance in Mozambique (2016), which was recently awarded the winner of the 2017 African Insurance Book of the Year by the African Insurance Organisation.



Millicent Olulo is the County Director of PharmAccess Kenya where she is leading the in-country initiatives including standards for quality improvement (SafeCare), loans for healthcare providers (Medical Credit Fund), healthcare financing (M-TIBA), impact research and advocacy. She has served as the Program Director of SafeCare in Kenya since its entry into the country in 2011, overseeing the acceptance and growth towards local institutionalization. To date, over 780 facilities have benefited from both the quality and financing support of PharmAccess and approximately 1 million consumers are registered on the health platform M-TIBA and over 400 healthcare facilities are now accepting M-TIBA payments. She participates in policy discussions; she chairs the health regulations, quality and standards committee at the Kenya HealthCare Federation, an umbrella body representing the voice of the private sector. She has over twenty years of work experience in both behavioral and clinical research studies, implementing health related projects, health insurance and improved service delivery. She has a clinical background, with a master's degree in Health and Development studies.



Mauwa Yondela Lungu, is currently the Project Manager for Inclusive insurance at Financial Sector Deepening Zambia (FSDZ). She designs, implements and manages interventions aimed at increasing access to insurance for low income individuals. She has nine years of professional insurance experience and has a long record of accomplishment of running insurance projects and establishing new markets and distribution channels for the insurance industry. Mauwa has a record of designing, pricing and evaluating insurance products and was involved in the establishment of one of the earliest microinsurance divisions and products in the industry. Mauwa has tutored Students at the University of Zambia in Demography and Social Statistics and was a facilitator in the establishment of the Planning, Monitoring and Evaluation program at the University of Zambia. Mauwa holds a Master's Degree (MSc) in Economics and Finance from the University of Lusaka and has a bachelor's degree in Demography and Economics from the University of Zambia.



Pupurai Togarepi is the Head of Insurance and Micro Insurance at the Insurance and Pensions Commission of Zimbabwe. He has held several senior positions in the insurance industry that include being General Manager of a Life Insurance Company in Zimbabwe before moving to his current position in the Regulatory Authority. He holds an Executive Diploma in Business Leadership (EDBL), MBA and several Insurance Related Diplomas. He is currently studying towards a DPhil whose title is 'Perceptions and Practices surrounding Insurance as a Risk Management System in the low income sectors, Case of Small Scale Agriculture insurance in Zimbabwe.'



Rahab Kariuki is a Principal Officer and Head Sales and Marketing at Agriculture and Climate Risk Enterprise Ltd. With experience in insurance sales and project management, Rahab brings considerable skill in product design in Agriculture risk surveying. She is a holder of a Bachelor's degree in Agriculture Education & Extension from Nairobi University, a Fellow of the Insurance Institute of Kenya, a 2012 GSBI fellow and currently pursuing an MBA. She has over eight years' experience in insurance five of which are in Agricultural Insurance. Over the last five years Rahab has obtained hands on experience in development and implementation of weather insurance products with Kilimo Salama Syngenta Foundation and UAP Insurance project. She has previous experience in teaching and life insurance sales. Currently her passion for teaching is realised through training teams and coaching



Annie Kamau is a qualified insurer with over 8 years experience in microinsurance. She has extensive local and international training and experience in the microinsurance and financial sectors, which have helped build her skills as a respected microinsurance expert. She has collaborated with organizations and experts in the international development of microinsurance and risk education as a tool to mitigate risks among low income households and the working poor. She has experience in product development, distribution, consumer awareness as well as training for insurance, risk management and financial literacy among low income households. She is also well versed with both qualitative and quantitative market research techniques, and has completed a thesis study of the challenges facing the distribution of microinsurance in Kenya. As lead consultant at AB Consultants she has led several projects in health financing mechanisms, strategy



Agrotosh Mookerjee is a qualified Actuary and Fellow of the Institute of Actuaries, UK. He specializes in micro-insurance, particularly in the development and implementation of agriculture insurance schemes. His areas of expertise include weather index insurance, healthcare, livestock, life, credit-linked, mobile-based and other mass market products. He also specializes in feasibility studies, capacity building, regulatory guidelines etc. Over 2012-2015, he has implemented agriculture insurance projects in multiple countries in sub-Saharan Africa, Asia, Central America and , insuring approximately 200,000 small-scale farmers from weather related risks, such as droughts, typhoons, hurricanes and floods. He currently works as a consulting actuary on various projects and consults for the Global Index Insurance Facility of the World Bank Group. His previous roles include Principal Actuary for MicroEnsure, a Micro-insurance Fellow with the International Labour Organisation (ILO) in Bangladesh, as an actuary with Inter-Hannover and Aviva in the UK and as a consultant. He is a regular speaker at various micro-insurance conferences and at universities.



Magdalena Zatorska is an Associate Vice President at BlueOrchard in charge of Africa. She is part of Private Equity Team at BlueOrchard, based in Zurich. She is responsible for evaluating and execution of potential investment opportunities in the African insurance market. Prior to joining BlueOrchard, Magdalena spent 4 years with SwissRe, where she gained her expertise in re/insurance market in emerging markets.



Jack Kionga is currently the General Manager with CIC Life Assurance Ltd. CIC Insurance Group is the largest co-operative insurer in Africa with its headquarters in Kenya and subsidiaries in South Sudan, Uganda and Malawi. Jack is responsible for overseeing operations of the Life subsidiary. In addition, he plays a key role in initiatives around innovation, product development, on-line and mobile platforms for business solutions to aid business acquisition, distribution and customer service. Jack has over 20 years experience in the insurance industry in technical, operations and senior management spheres of work.



Ayandeve Saha is currently associated with K M Dastur Reinsurance Brokers (KMD) at Mumbai, India. KMD is one of the leading insurance and reinsurance brokers in India having presence in 12 other countries. In his current role, he is responsible for creating, managing and partnering on the rural and microinsurance platforms as a social responsibility which KMD pursues apart from its business interest. Prior to this, he has worked extensively in the areas of microinsurance product development, relationship management and facilitating tie-ups with partners and donors to provide insurance solutions to the poor segment of the society. Has considerable experience in framing insurance policies, regulations and strategies for building mass markets. He is a firm believer in the power of inclusive finance as an effective tool for poverty alleviation.



Joseph Owuor is a Senior Supervision Officer working in the Technical Department of the Insurance Regulatory Authority in Kenya. Joseph holds a Bachelor of Commerce Degree from the University of Nairobi and is an Associate of the Chartered Insurance Institute of London. Prior to joining the Authority, Joseph worked in the insurance industry in Kenya for 8 years. Joseph has been involved in a number of projects at the Authority aimed at developing the insurance market in Kenya including coming up with policy paper and regulations on Microinsurance, Index Based Insurance Oil and Gas insurance and reinsurance. Joseph is currently a member of the IAIS Index-Based Insurance Working Group.

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