



DRAFT AGENDA

Inclusive Insurance Training Program for Insurance Supervisors in the Caribbean region

Advancing Financial Inclusion and Dealing with Climate Risks: Innovation and Proportionality

April 20-24, 2020

Hosted by the Financial Services Regulatory Authority (FSRA) of Saint Lucia



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Advancing Financial Inclusion and Dealing with Climate Risks: Innovation and Proportionality

April 20-24, 2020

Financial Services Regulatory Authority, Saint Lucia

Objectives

Upon completion of the five-day program, participants will better understand:

- The importance of promoting financial inclusion.
- How to apply robust supervisory principles and effective monitoring tools to foster the development of an inclusive insurance market.
- How to promote financial inclusion, encouraging regulators and supervisors to adopt proportional approaches that enable advances in financial innovation, while maintaining an adequate balance with the prudential objectives of stability, integrity and market conduct.
- The nature of climate-related and other environmental risks, their effects on insurers, economies, and consumers, and how to enhance supervisory risk assessments and response capabilities for dealing with climate-related and other environmental risks. The importance of innovation and new technologies in the development of new insurance products and alternative distribution channels that enable the inclusion of typically marginalized segments of the population and efficient coverage of emerging risks, such as climate change.

The training is based on a highly interactive teaching approach to strengthen learning, both in technical topics and in leadership skills. By combining presentations, case studies, the use of real examples in the region, exercises and group discussions, participants will be better equipped to understand and implement lessons learned.

In addition, throughout the week participants will develop their own action plans to deal with country-specific issues in these areas. After the program, Toronto Centre and Access to Insurance Initiative will follow up with countries to provide additional guidance and support for their action plan implementation efforts.

Target audience: This training is aimed at middle-to-senior level supervisors from Regulatory Authorities across the region who are either currently involved in or may have future oversight of the regulation and supervision of inclusive insurance (microinsurance) products.

All sessions and materials will be delivered in English.

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April 20-24, 2020
Saint Lucia

MONDAY 20

08:45 **Welcome and Opening Remarks**

John Calixte Leon, Executive Director, Financial Services Regulatory Authority
Ralph Lewars, CARTAC

The Access to Insurance Initiative (A2ii) and the region

Pascale Lamb, A2ii

Toronto Centre's Mission

Program Overview and Objectives for the week

Salvador Chang, Toronto Centre

Climate Risks and Inclusive Insurance - Connecting the dots

Financial Services Regulatory Authority, Saint Lucia

10:45 Break and Group Photo

11:00 Session 1

Developing Insurance: Inclusion and Resilience

Panel Discussion

Moderator: *Ralph Lewars, CARTAC*

Panelists: *Andrea Camargo, Carl Hiralal, Craig Thorburn*

12:30 *Lunch*

13:30 Session 2

Group Activity discussion

Challenges for the Development and Supervision of Inclusive Insurance in the Region

Salvador Chang

Participants discuss and present key challenges in their countries to develop and supervise inclusive insurance

14:30

Session 3

Understanding the Market and the Environment

Andrea Camargo

- Environment analysis
- Demand analysis of insurance, products and services
- Distribution channels and new technologies

15:30

Break

15:45

Session 4

Action Plan

Salvador Chang

- Action Plan Methodology: from the definition of the problem to the SMART goals,
- Participants will begin to apply the Action Plan methodology with the help of program leaders. Emphasis is placed on understanding the situation and the precise definition of the problem and identified challenges.

17:00

End of day

TUESDAY 21

08:45

Ideas I will use

09:00 *Session 5.*

Introduction - Regulation and Supervision in support of Inclusive Insurance Markets

Andrea Camargo

- The conceptual framework - microinsurance and inclusive insurance
- Obstacles to the development of inclusive insurance markets
- International Association of Insurance Supervisors (IAIS) Guidelines

10:30

Coffee break

10:45

Session 6

The Role of the Inclusive Insurance Supervisor

Carl Hiralal

- Monitoring targets
- The importance of having a regulated and supervised market
- Proportionality and innovation
- The relationship with market players and other authorities

12:30

Lunch

13:30

Action Plan

Participants will begin to apply the Action Plan methodology with the help of program leaders.

- 14:30 Session 7
Management and Communication to Stakeholders
Salvador Chang
- Discuss stakeholders: who they are, what they like and don't like about their proposal, and what it takes to get their support and overcome resistance
 - Four-box model for effective persuasion and communication
- 15:15 *Coffee Break*
- 15:30 Session 8
Prudential Aspects in Inclusive Insurance Supervision
Carl Hiralal
- The licensing and solvency system - The difference with conventional insurance
 - Operational risks
- 17:00 **End of day**

WEDNESDAY 22

- 08:45 **Ideas I will use**
- 09:00 Session 9
Financial Consumer Protection and Inclusive Insurance Market Conduct
Andrea Camargo
- The need for a specific approach to inclusive insurance
 - SMART principles for customer protection
- 10:30 *Break*
- 10:45 Session 9 (Cont.)
Financial Consumer Protection and Inclusive Insurance Market Conduct
- Market conduct throughout the inclusive insurance lifecycle
- 12:30 *Lunch*
- 13:30 **Action Plan**
Participants will work on their plans with the guidance of program leaders.
- 15:15 *Break*

15:30

Session 10

Uses of Technology in Inclusive Insurance – Risks and Opportunities

Craig Thorburn

- Impact of technology on consumers
- Impact of technology on business models, value chain and industry landscape
- Regulatory and supervisory issues: internal supervisory capabilities and tools (Regtech-Suptech), consumer outcomes, data privacy, regulatory arbitrage

17:00

End of day

THURSDAY 23

08:45

Ideas I will use

09:00

Session 11

Climate-related and Other Environmental Risks

Carl Hiralal

- Explore the nature of climate-related and other environmental risks with special attention to the Caribbean Region
- Discuss the ways in which consumers can be impacted
- Discuss the relevance of these risks to financial regulators and supervisors
- Discuss the expectations on financial institutions for responding to climate-related risks
- Building resilience through financial inclusion

10:15

Break

10:30

Session 12

Index-Based Insurance – Opportunities and Risks for the Development of Inclusive Insurance

Andrea Camargo

- Basic definitions
- Index-based insurance and resilience to climate risks
- Prudential and behavioral benefits and risks
- Regulatory and supervisory approaches

12:30

Lunch

13:30

Session 13

Case Study

Craig Thorburn

Supervisors will learn how to respond to a range of issues arising at micro, meso and macro levels when an innovative index-based approach is introduced. They will deal with regulatory and supervisory challenges, and requests for policy input, and will consider new risks arising

when product performance, risk profiles, and basis risk all become issues needing a response to build resilience to climate-related events.

15:30 Break

15:45 **Action Plan**
Participants will complete the work on their Action Plans with the help of program leaders.

17:00 **End of day**

FRIDAY 24

08:45 **Ideas I will use**

09:00 Session 14
Presentation of action plans by participants
Participants will present their action plans and receive advice and recommendations from program leaders.

10:30 Break

10:45 Session 14 (Cont.)

12:30 **Concluding Remarks**

- **Follow-up Activities**

13:00 **End of program**