

AGENDA

INCLUSIVE INSURANCE (MICROINSURANCE) TRAINING PROGRAM FOR SUPERVISORS IN ASIA

14 - 18 MARCH, 2016
BANGKOK, THAILAND



Objectives: This regional 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.

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.

Medium of Instruction: The course will be conducted in English.

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 Asia.

8:30 **Registration**

8:45 **Welcome and Opening Remarks**

A2ii
AITRI
GIZ RFPI
OIC Thailand
Toronto Centre

Group Photograph

9:30 **Session 1**
Brief overview of the work of Access to Insurance Initiative
Janina Voss, 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

Introduction

- *Importance of financial inclusion*
- *Barriers to inclusive insurance markets*
- *Challenges in removing the barriers*

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:
- Analyse 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
 - Analyse 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**
- 18:30 **WELCOME DINNER**

TUESDAY, MARCH 15

8:45 Ideas I will use

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

Market and Policy Environment

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

- Demand for insurance
- Products and services
- Channels for delivery
- Insurers
- Policy Environment

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**
Perspectives on Regional Microinsurance Developments in Asia
V. Jayanth Kumar, Joint Director (Life Insurance), Insurance Regulatory and Development Authority of India

15:00 **BREAK**

15:15 **Session 7** (*continued*)
Perspectives on Regional Microinsurance Developments in Asia

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**

WEDNESDAY, MARCH 16

8:45 Ideas I will Use

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

Role of the Insurance Supervisor (continued)

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

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**
Ghana's approach to developing an inclusive insurance market
A case study
Michael Kofi Andoh

15:00 **BREAK**

- 15:15 **Session 9** (continued)
Ghana's approach to developing an inclusive insurance market
A case study
- 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**

THURSDAY, MARCH 17

- 8:45 Ideas I will use
- 9:00 **Session 10: Regulation and Supervision Supporting Inclusive Insurance Markets**
- MARKET CONDUCT ISSUES
Michael Kofi Andoh
- Channels for delivery
 - Conduct of business
 - Disclosure to the market
 - Fraud and AML-CFT
 - Supervision
- FINAL DISCUSSIONS 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: Philippines' approach to developing an inclusive insurance market**
A case study
Shayne Rose R. Bulos, Supervising Insurance Specialist, Microinsurance Division, Insurance Commission Philippines and Dante Portula, GIZ RFPI

- 15:00 **BREAK**
- 15:15 **Session 11** (*continued*)
Philippines' approach to developing an inclusive insurance market
- 16:00 **Individual Action Plans**
Participants finalize their Action Plans for presentation on Friday.
- 17:00 **END OF DAY**

FRIDAY, MARCH 18

- 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 –
13:15 **Closing Ceremony**
 - Closing Remarks
 - Presentation of Certificates