



AGENDA

**Inclusive Insurance Training Program for Insurance Supervisors in
CARTAC member countries**

**Advancing Financial Inclusion and Dealing with Climate
Risks: Innovation and Proportionality in Insurance**

Onboarding Session: September 23

Virtual Program: September 28 – October 8, 2020



Program funded by:

Supported by:



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

September 28 – October 8, 2020

Virtual Program – All times are EDT

Objectives

Upon completion of the two-week 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 member countries of the Caribbean Regional Technical Assistance Centre (CARTAC) 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.

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

(All times are EDT)

September 23, 2020

09:00 – 10:00 **Mandatory technical onboarding session and key preparation reminders**
Toronto Centre, A2ii and CARTAC

September 28- October 8, 2020

Virtual delivery

MONDAY 28 – Day 1

08:30 **Welcome and Opening Remarks**

Ralph Lewars, CARTAC

Conor Donaldson, Head of Implementation, IAIS

Babak Abbaszadeh, CEO, Toronto Centre

The Access to Insurance Initiative (A2ii) and the Region

Teresa Pelanda, A2ii

Program Overview and Objectives

Salvador Chang, TC

Introductions by participants

10:00 *Coffee Break*

10:10 Session 1

Inclusive insurance, Resilience and Climate Risks

Michael Hafeman

- The development of insurance and resilience to climate events
- Group discussion

11:15

Session 2

Developing Insurance: Inclusion and Resilience - Panel Discussion

Moderator: *Ralph Lewars, CARTAC*

Panelists: *Andrea Camargo, Michael Hafeman, Craig Thorburn*

12:15

Evaluations

End of day

TUESDAY 29 – Day 2

09:00 **Ideas I will use**

09:10 Session 3

Inclusive Insurance: Importance and obstacles

Andrea Camargo

- Conceptual framework - microinsurance and inclusive insurance
- The consumer of inclusive insurance: particularities and needs
- Obstacles to the development of inclusive insurance markets
- International Association of Insurance Supervisors (IAIS) Guidelines

10:20 Coffee break

10:30 Session 3 (Cont.)

Inclusive Insurance: Importance and obstacles

11:00 Session 4

Action Plan

Salvador Chang

- Action Plan Methodology – Overview
- Definition of the problem: understanding the situation and the precise definition of the problem and identifying challenges.
- At the end of the session participant will review and post a draft of their Action Plans
Problem definitions based on their original pre-program submissions

12:15 *Evaluations*

End of day

WEDNESDAY 30 – Day 3

09:00 **Ideas I will use**

09:10 Session 5

Understanding the Market and the Environment

Andrea Camargo

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

- 10:20 Coffee Break
- 10:30 Session 6
The Role of the Inclusive Insurance Supervisor
Michael Hafeman
- Monitoring targets
 - The importance of having a regulated and supervised market
 - Proportionality and innovation
 - The relationship with market players and other authorities
- 11:45 Session 7
Action Plan
Participants continue working on their action plans
Individual meetings between PLs and participants on their Action Plan Problem Drafts
- 12:15 *Evaluations*
End of day

THURSDAY 1 – Day 4

- 09:00 **Ideas I will use**
- 09:10 Session 8
Prudential Aspects in Inclusive Insurance Supervision
Michael Hafeman
- The licensing and solvency system - The difference with conventional insurance
 - Operational risks
- 10:20 Coffee Break
- 10:30 Session 9
Climate-related and Other Environmental Risks
Michael Hafeman
- 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
 - Insurance and building resilience through financial inclusion
- 11:45 Session 10
Action Plan
Salvador Chang
Participants will begin to apply the Action Plan methodology with the help of program leaders.

- Definition of the goal
- Participants will continue working on their Action Plans

12:15 *Evaluations*
End of day

FRIDAY 2 – DAY 5

09:00 **Ideas I will use**

09:15 Session 11
Connecting Macro and Micro to build Resilience - Discussion
Mary Boyer and Craig Thorburn

10:00 Session 12
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.

10:20 Coffee Break

10:30 Session 12 (Cont.)
Case Study

11:45 Session 13
Action Plan

Participants continue working on their action plans
Individual meetings between PLs and participants on their Action Plans

12:15 *Evaluations*
End of day

MONDAY 5 – DAY 6

09:00 **Ideas I will use**

09:10 Session 14

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

10:20 Coffee Break

10:30 Session 14 (Cont.)

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

11:15 Session 15

Action Plan

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

11:45 Session 16

Action Plan

Action Plan Key Deliverables

Participants continue working on their action plans

12:15 *Evaluations*

End of day

TUESDAY 6 – DAY 7

9:00 Ideas I will use

9:10 Session 17

Financial Consumer Protection and Inclusive Insurance Market Conduct

Andrea Camargo

- The need for a specific approach to inclusive insurance
- SMART principles for customer protection

10:20 Break

10:30 Session 17 (Cont.)

Financial Consumer Protection and Inclusive Insurance Market Conduct

- Market conduct throughout the inclusive insurance lifecycle

11:15 Session 18

Action Plan

Participants continue working on their action plans
Individual meetings between PLs and participants on their Action Plans

12:15 *Evaluations*
End of day

WEDNESDAY 7 – DAY 8

9:00 Ideas I will use

9:00 Session 19

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

10:20 *Lunch*

10:30 Session 20

Climate Risks, Technology, Inclusion and Resilience: Connecting the dots – Wrap Up Discussion

Michael Hafeman

11:00 Session 21

Action Plan

Participants continue working on their action plans
Individual meetings between PLs and participants on their Action Plans

12:15 *Evaluations*
End of day

THURSDAY 8 – Day 9

09:00 **Ideas I will use**

09:10 Session 22

Presentation of action plans by participants

Participants will present their action plans and receive advice and recommendations from program leaders.

10:20 Break

10:30 Session 22 (Cont.)
Presentation of action plans by participants

11:45 **Concluding Remarks**
Evaluations
End of program