

Access to Insurance Initiative Annual Report 2019

Empowering Regulators –
Developing Communities

Activities from January to December 2019



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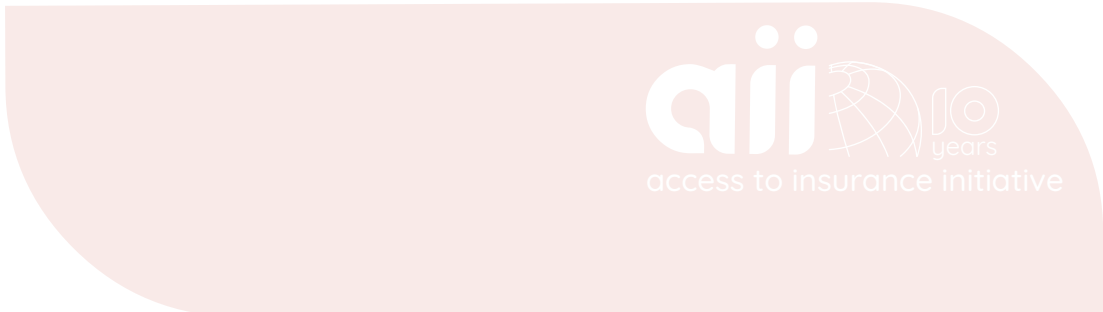
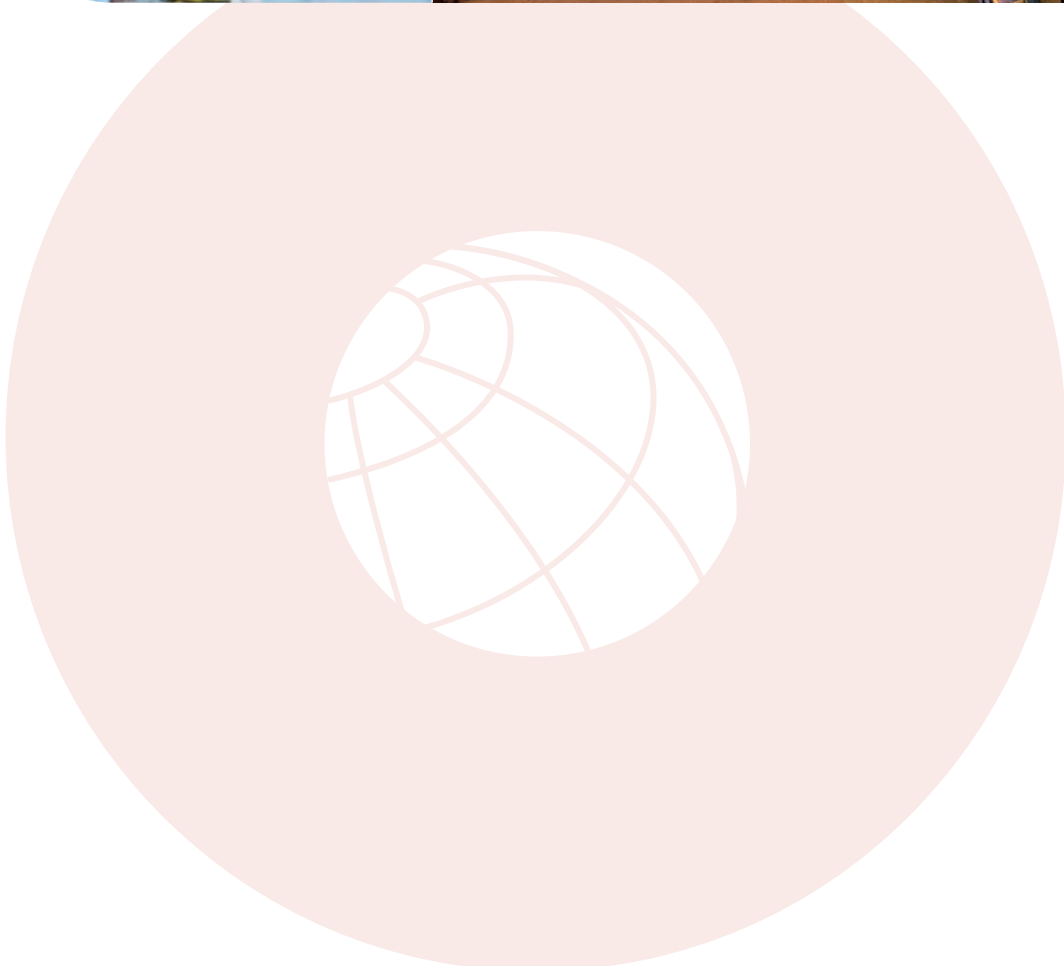
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Access to Insurance Initiative

Annual Report 2019

Empowering Regulators – Developing Communities

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List of acronyms

ACPR	Autorité de contrôle prudentiel et de résolution	FSI	Financial Stability Institute
ADB	Asian Development Bank	GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit
AFI	The Alliance for Financial Inclusion	GPII	G20 Global Partnership for Financial Inclusion
AFIR	Asian Forum of Insurance Regulators	IAA	International Actuarial Association
AI	Artificial Intelligence	IAC	Implementation and Assessment Committee
AITRI	ASEAN Insurance Training & Research Institute	IADB	Inter-American Development Bank
APS	Autoridad de Fiscalización y Control de Pensiones y Seguros	IAIS	International Association of Insurance Supervisors
ASSAL	Association of Insurance Supervisors of Latin America	ICPs	Insurance Core Principles
AUIRC	Arab Union of Insurance Regulatory Commissions	IDF	Insurance Development Forum
BaFin	Federal Financial Supervisory Authority (Germany)	IFRS	International Financial Reporting Standard
BMZ	Federal Ministry of Economic Cooperation and Development (Germany)	iii-lab	Inclusive Insurance Innovation Lab
CAIR	Caribbean Association of Insurance Regulators	ILO	International Labour Organisation
CARTAC	Caribbean Regional Technical Assistance Centre	InsurTech	Insurance Technology
CGA	Comité Général des Assurances	IRA	Insurance Regulatory Authority
CGAP	Consultative Group to Assist the Poor	IRDAI	Insurance Regulatory and Development Authority of India
COVID-19	Coronavirus disease	JWG	Joint Working Group
CRI	Climate Risk Insurance	KPIs	Key Performance Indicators
DFID	United Kingdom Department for International Development	MENA	The Middle East and North Africa
DGIS	The Netherlands Directorate-General for International Cooperation	MF4A	Making Finance Work for Africa Partnership
EIOPA	European Insurance and Occupational Pensions Authority	MIF	Multilateral Investment Fund
EMDEs	Emerging Market and Developing Economies	MIN	Microinsurance Network
ERM	Enterprise Risk Management	MSMEs	Micro, Small and Medium Enterprises
FISPLG	Financial Inclusion Strategy Peer Learning Group	NAIC	National Association of Insurance Commissioners (USA)
FMA Austria	Finanzmarktaufsichtsbehörde Austria	NIC	National Insurance Commission
FSAP	Financial Sector Assessment Program	OECD	Organisation for Economic Co-operation and Development
FSD Africa	Financial Sector Deepening Africa	ORSA	Own Risk and Solvency Assessment
		RegTech	Regulatory Technology
		SAPR	Self-Assessment and Peer Review
		SAT	Self-Assessment Tool
		SDGs	Sustainable Development Goals
		SSN	Superintendencia de Seguros de la Nación
		SUGESE	Superintendencia General de Seguros
		SupTech	Supervisory Technology
		UNCDF	United Nations Capital Development Fund

Forewords

Chair's Message



PETER BRAUMÜLLER

Chair of the A2ii
Governing Council,

FMA Austria

It was in November of 2009 that the vision of access to insurance for all took shape in the form of the Access to Insurance Initiative. Working with supervisors to create an enabling regulatory environment was at the root of this idea and its driving force. This was the first time that a global standard-setter, the IAIS, together with the development community, had come together to develop a financial inclusion agenda. At that time, I was the Chair of the IAIS Executive Committee. Today, it is my honour to introduce the Access to Insurance Initiative Annual Report 2019, which marks ten years of progress in inclusive insurance.

Since its establishment, the A2ii' activities have evolved from knowledge generation to capacity building of insurance supervisors and supporting standards implementation. At the A2ii's 10th Anniversary Conference in September, the community of dear friends and colleagues, supervisors and development partners gathered to compare notes on advances we have made in creating enabling regulatory environments for inclusive insurance and share our ideas on further progress we could look forward to.

Not long afterwards, we saw the Covid-19 pandemic break out. This came as a shock in more ways than one. On top of the immediate health impacts, people across the world saw their shops shut, incomes dwindle, and remittances sent from relatives abroad vanish. For vulnerable segments of populations

with limited access to emergency funds, such shocks are incommensurate to their ability to cope, especially where government social safety nets and insurance cover are lacking.

In these trying times, insurance supervisors face the monumental task of balancing insurer solvency while ensuring that consumers are treated fairly. At the same time, many supervisors in developing economies are themselves struggling to maintain operations following the introduction of national lockdowns and social distancing rules. Insofar that the A2ii is able to contribute, it has demonstrated its agility and commitment by quickly adapting its supervisory support tools and introducing new ones.

Covid-19 is not isolated from the other challenges confronting us and our planet today. As we forge ahead, it is not enough to simply restore the way we were; we will need to *build back better*. As the insurance community, our responsibility is to embed climate-friendly Covid-19 recovery into our future plans, and help support societies, particularly the most vulnerable, in becoming more resilient against future shocks. Global standard-setters, government agencies, central banks and insurance supervisors will need to do their parts to coordinate efforts and take a cross-cutting policy approach. Constructive dialogue with the industry and consumers will be key. Insurance supervisors are well-placed to mediate and catalyse this conversation, motivate industry action and stimulate consumer demand.

The pandemic and the ensuing economic slowdown will be a setback to the progress we have made in reducing poverty and achieving the Sustainable Development Goals. It will exacerbate the already large divide between the haves and the have-nots, and it is already clear that any positive effects

from the pandemic on the climate are largely temporary. Insurance has a vital role to play in building more resilient communities for the future. The role of the supervisors in bridging the protection gap will be more relevant than ever. To this, I am confident the A2ii will continue to remain responsive and committed.



OUR VISION

More poor and vulnerable people have access to, and use affordable insurance appropriate for their needs.

Secretariat's Message

A decade has passed since the A2ii was established, and it is with a sense of pride and gratitude that I am presenting this special Anniversary Edition Annual Report. A decade of successes can be attributed to our staff and partners' unwavering commitment, to our donors' continued support, and above all, to the insurance supervisors who have invested their time and expertise towards our shared goal of responsible and inclusive insurance for all.

In 2019, alongside our work on climate and disaster risk, digitalisation and gender, to mention a few, we celebrated our 10th anniversary.

We took this opportunity to reflect, as a community, on where we are today in the field of inclusive insurance regulations. We are grateful to have been able to convene important stakeholders from around the globe at our Anniversary Conference: High-level Forum and Expert Symposium. You can read more about our activities in the A2ii 10th Anniversary section of this report.

Our work on the topic of climate and disaster risk intensified. Recent years have seen an increase in the frequency and severity of extreme weather events and the devastating impact they have on poor and vulnerable communities. Insurance, as a part of an integrated risk-management solution, has an important role in building resilience. The complexity and scale of the problem requires open dialogue, and ultimately a collaboration between a much broader range of stakehold-

ers than insurance supervisors have traditionally interacted with. At the three Consultative Forums which took place in South Africa, Panama and Bangladesh, we facilitated dialogue and learning between policymakers, the industry and regulators on the topic of climate and disaster risk: building resilience and bridging the protection gap.

Innovation in InsurTech is creating opportunities to reach underserved consumer segments. New business models, new digital players and new and more efficient ways of digital processing are increasingly being tried. For all the benefits, new operational and consumer protection challenges are emerging, and supervisors need to grasp and respond to these. In 2019, the A2ii and the IAIS hosted a series of supervisor-only webinars, providing supervisors with a learning and exchange platform on topics including cyber risk, RegTech and SupTech, cloud computing and consumer data protection. We are grateful for the time and generosity of the insurance supervisors and experts who contributed to these webinars.

Our training on inclusive insurance supervision and regulation conducted in partnership with the Toronto Centre remained core to our activities. A new module on climate and disaster risk management was developed building off our work on this topic in 2018. Trainings were hosted by supervisory authorities in Costa Rica and Thailand.

Responding to new trends will nevertheless require a strong foundation in core technical



HANNAH GRANT

Head of Secretariat
Access to Insurance Initiative

knowledge and skills. Under our five-year supervisory capacity-building partnership with the International Actuarial Association and the IAIS, we rolled out a new training on actuarial skills. Trainings took place in Mauritius, Trinidad and Tobago, and Indonesia hosted by the supervisory authorities. In line with our updated capacity-building strategy, the trainings consisted of not only one-week in-person training but also pre-and post-webinars, as well as follow-up individual coaching. The aim is to support participants in translating classroom theory to practice upon their return to the office.

Following the successful pilot, the Inclusive Insurance Innovation lab (iii-lab) has now become part of A2ii's core capacity building activities. At the end of 2019, selections for the next iii-lab were made, and we are now work-

ing in Argentina, India, Morocco and Rwanda as insurance supervisors in these countries seek to work with in-country stakeholders to catalyse insurance market development. New business models largely inspired by technological developments are giving fresh hope to efforts to close the protection gap, and insurance supervisors increasingly recognise that collaboration and partnerships between different stakeholders are essential to achieve sustainable solutions.

The A2ii's work continues to be aligned with this principle. I would, therefore, like to close by thanking all the A2ii's partners for their support in 2019. We look forward to strengthening these relationships in 2020 as we work together to develop insurance solutions to help the most vulnerable.

Access to Insurance Initiative

Promoting access to responsible, inclusive insurance for all.

OUR MISSION

As implementation partner of the IAIS, we strengthen the capacity and understanding of supervisors to facilitate the promotion of inclusive and responsible insurance, thereby reducing vulnerability.

Inclusive Insurance Regulation

in 2009

6

IMPLEMENTED

LATIN AMERICA and THE CARIBBEAN
Mexico
Peru

ASIA
China
Chinese Taipei
India
Philippines

25

IMPLEMENTED

AFRICA
CIMA*
Egypt
Ethiopia
Ghana
Mozambique
Nigeria
Rwanda
South Africa
Tanzania
Zimbabwe

LATIN AMERICA and THE CARIBBEAN
Argentina
Brazil
Mexico
Nicaragua
Peru
Venezuela

ASIA
Cambodia
China
Chinese Taipei
India
Indonesia
Nepal
Pakistan
Philippines
Thailand

23

UNDER DEVELOPMENT

AFRICA
Kenya
Malawi
Lesotho
Namibia
Swaziland
Tunisia
Uganda
Zambia

LATIN AMERICA
Belize
Bolivia
Colombia
Costa Rica
El Salvador
Guatemala
Honduras
Jamaica
Paraguay

ASIA
Bangladesh
Mongolia
Sri Lanka
Vietnam

PACIFIC
Fiji
Papua New Guinea

in 2019

* Benin, Burkina Faso, Cameroon, Central African Republic, Chad, Congo, Equatorial Guinea, Gabon, Guinea Bissau, Ivory Coast, Mali, Niger, Senegal, Togo.

Ten years of A2ii in facts and figures

2009 – 2019

- ▶ A2ii contributed to **8 supervisory papers** of the IAIS, which provide supervisors with guidance on how to implement an inclusive regulatory and supervisory approach.
- ▶ A2ii conducted **20 country diagnostics**, from Colombia to Ethiopia to the Philippines, which have set in motion **regulatory changes in at least 15 countries**.
- ▶ Today, there are **25 countries with inclusive regulatory framework**, with **23 countries in the process of developing their frameworks**, as compared to only 6 in 2009.
- ▶ As affiliated members of the Global Partnership for Financial Inclusion A2ii has contributed to the work of the G20 on financial inclusion and raised awareness with policymakers of the need for insurance to be included in financial inclusion efforts.
- ▶ As of 2014, A2ii has been facilitating **6 thematic webinars for supervisors per year**. The webinars, conducted in English, French and Spanish, are followed up by reports in each language which are subsequently published on our website.

2019 in Numbers

17 events
with 809
participants
from 106
countries:

6

Thematic
webinars

348

supervisors

from

61

countries

2

Inclusive Insurance
Trainings

with

55

supervisors

from

14

countries

3

Consultative Forums on
Climate Disaster Risk

with

181

participants
(supervisors, policymakers,
industry)

from

56

countries

A2ii's 2019 Geographical Reach

A2ii has worked with local and global partners, insurance organisations and agencies to build the capacity of insurance supervisors and regulators. In 2019, A2ii's global, regional and national activities and projects, have reached 89 countries.

75% of the countries that the A2ii has worked with are the Official Development Assistance (ODA) recipient countries. The countries with * are the ODA recipient countries.

Algeria *

Angola *

Anguilla

Argentina *

Bahamas

Barbados

Belgium

Belize *

Bolivia *

Botswana *

Brazil *

The British Virgin Islands

Burundi *

Cameroon *

Canada

Cayman Islands

Chad *

Chile *

Chinese Taipei

Colombia *

Congo (Kinshasa) *

Costa Rica *

Côte d'Ivoire *

Dominican Republic *

Ecuador *

Egypt *

El Salvador *

Eswatini *

Ethiopia *

Lao People's Democratic Republic *

Lesotho *

Madagascar *

Malawi *

Malaysia *

Mauritius *

Mexico *

Mongolia *

Morocco *

Mozambique *



Namibia *
 Nepal *
 Nigeria *
 North Macedonia *
Panama *
 Papua New Guinea *
 Paraguay *
 Peru *
 Philippines *
Russian Federation
 Rwanda *

Senegal *
 Seychelles
 Slovenia
 South Africa *
 Sri Lanka *
 St Kitts and Nevis
 St Lucia *
 St Vincent and the Grenadines *
 Suriname *
 Switzerland

Thailand *
 Timor-Leste *
 Trinidad and Tobago *
 Tunisia *
 Turks and Caicos Islands
Uganda *
 United Kingdom
 USA
Vanuatu *
Zambia *
 Zimbabwe *

Also, through CIMA (Conférence Interafricaine des Marchés d'Assurances) A2ii's work has reached 15 countries in Francophone Africa : Benin, Burkina Faso, Cameroon, Central African Republic, Chad, Comoros, Congo, Côte d'Ivoire, Equatorial Guinea, Gabon, Guinea Bissau Mali, Niger, Senegal and Togo.



Over 70 insurance supervisors, development partners, practitioners and leading experts in inclusive insurance gathered at the A2ii Anniversary Conference to jointly reflect on the current state and impact of inclusive insurance regulation and the opportunities and challenges that lie ahead.

A2ii Today

Founded in 2009, the A2ii now has an annual budget of approximately 2.5 million Euro, with 12 full-time members of staff worldwide covering Asia Pacific, Caribbean, Central Europe and Transcaucasia, Middle East and North Africa (MENA), Latin America and

Sub-Saharan Africa regions, working with insurance supervisors to promote inclusive and responsible insurance. In 2019, the topic of climate and disaster risk and the role of insurance supervisors was in the focus of A2ii's dialogue events and studies.

We start by listening.



Our Global Supervisory Support

- Supervisory Capacity Building: from raising awareness to behavioural change

A2iis has been increasingly focusing on skill-building activities and those that result in behavioural change amongst supervisors to ensure that its activities result in tangible impacts on the ground. Following the learning curve concept and informed by continuous assessment of supervisors' needs, the A2ii has, throughout 2019, integrated new activities into its core offering (e.g. Inclusive Insurance Innovation Lab)

and added additional components to its in-person trainings to help supervisors apply learnings from the training upon return to the office.

In addition, improvements to our digital formats such as our supervisor-only webinar series are being sequentially introduced on an on-going basis. And as we move into 2020, we are continuously exploring new and optimising existing training formats to create effective and engaging training content.

Supervisory Capacity Building

Behaviour

Skills

Knowledge

Awareness

TARGET GROUPS:

Policymakers, Executive supervisors (Commissioners and their deputies) and Senior and mid-level supervisors

- Knowledge generation

We regularly consult with supervisors on their topics of interest by carrying out surveys, participating in IAIS discussions and working groups, as well as informal exchanges and feedback.

In addition, our regional offices in Latin America and Sub-Saharan Africa have been critical in relationship-building and engaging with supervisors.

We also engage with inclusive insurance communities of practice to proactively identify new learning topics. The combined results of these are then used to calibrate our work plan and knowledge products.

Our digital Knowledge Hub is regularly updated with thematic reports, monthly newsletters and news on inclusive insurance developments worldwide.

- Creating supportive policy-making frameworks for inclusive insurance

As the IAIS' implementing partner for financial inclusion, the A2ii incorporates knowledge acquired on the ground into the development of IAIS supervisory standards and guidance by contributing to the work of IAIS committees, forums, working groups and drafting groups.

We also advocate for inclusive insurance as a development tool in national and international processes and for the need to include insurance in national financial inclusion strategies, towards the joint mission of achieving the Sustainable Development Goals. Our affiliated membership in the G20 Global Partnership for Financial Inclusion (GPII) is an important partnership to support this work.

To keep IAIS members informed of our activities, A2ii has an on-going feature in the IAIS' monthly newsletter.



The collaboration between the IAIS and development organisations and shared vision of access to inclusive insurance for all led to the establishment of the A2ii in 2009.

A2ii 10th Anniversary

The year 2019 marked 10 years of the A2ii's founding, but the origins of the initiative go back to 2006, to the formation of the IAIS-CGAP-Microinsurance Network Joint Working Group (JWG). The JWG was created to exchange knowledge on regulation and supervision in microinsurance market development. This collaboration between the IAIS and development organisations and shared vision of access to inclusive insurance for all led to the establishment of the A2ii in 2009. The founding partners of the A2ii were the IAIS, Federal Ministry of Economic Cooperation and Development (BMZ), Consultative Group to Assist the Poor (CGAP), the International Labour Organisation (ILO) and FinMark Trust.

To capture A2ii's history from its inception to this day, we have launched the [🔗 | A2ii Historical Timeline](#) – an interactive presentation of A2ii's milestones in the context of global developments in inclusive insurance regulation and supervision. The timeline features some of the key figures from A2ii's past who have kindly lent their voices, through a series of interviews, to depict the role of A2ii within the growth of inclusive insurance.

The A2ii anniversary publication, [🔗 | A2ii: 10 Years On](#), provides a more in-depth reflection on the past ten years of progress in inclusive insurance. In examining these changes, the publication sets the scene by addressing the underlying socio-economic and technological developments to understand how they have shaped Emerging Market and Developing Economies' (EMDEs') economic growth, insurance business models and supervisors' priorities. The impact of these forces

on inclusive insurance and, in particular, supervisory practices is then explored. The publication then finally, looks ahead into how the sector, as well as A2ii's role, might evolve in the coming years.

The [🔗 | A2ii Anniversary Conference: High-level Forum and Expert Symposium](#) took place on 2 and 3 September in Frankfurt, Germany. Sixty-six insurance supervisors, development partners, practitioners and leading experts in inclusive insurance gathered to jointly reflect on the current state and impact of inclusive insurance regulation and the opportunities and challenges that lie ahead. To capture key messages deriving from a series of panels, discussions and breakout groups that took place over the two days, the A2ii published the [🔗 | Anniversary Conference Report](#). The report offers food for thought for supervisors and will help guide the work of the A2ii moving forward.

All materials from the A2ii 10th Anniversary campaign are available on our [🔗 | website](#). The full recording of the Anniversary Conference is available on the [🔗 | A2ii YouTube channel](#).

The A2ii would like to thank everyone who contributed to our anniversary activities by means of your time, experience and input. A special thank you is extended to the core funders of the A2ii: the German Federal Ministry for Economic Cooperation and Development and the Netherlands' Ministry of Foreign Affairs for supporting the work of the A2ii during all these years.



The A2ii anniversary publication, *A2ii: 10 Years On*, sets the scene by addressing the underlying socio-economic and technological developments to understand how they have shaped Emerging Market and Developing Economies' (EMDEs') economic growth, insurance business models and supervisors' priorities.

Impact and achievements 2019

Advocacy and Outreach

Throughout 2019, the A2ii participated in the activities of the GPFI under the Japanese G20 Presidency in its role as an affiliated partner. The A2ii supported the development of new GPFI policy papers always with the overarching goal of ensuring that important role of insurance (and insurance supervisors) in achieving greater financial inclusion is not overlooked. The main focus of the Japanese G20 Presidency was on financial inclusion of the ageing population.

Contribution to IAIS work

The A2ii incorporates the inclusive insurance perspective and knowledge acquired on the ground into the development of new IAIS supervisory materials. This is done by contributing to IAIS committees and working groups. On this note, the A2ii is a member of the Implementation and Assessment Committee, the Financial Inclusion Working Group, the Market Conduct Working Group, the Supervisory Material Review Taskforce and the Fin-Tech Forum.

Within the framework of this cooperation, the A2ii and the IAIS Secretariats jointly launched the Insurance Core Principle (ICP) self-assessment tool in November 2019. The online tool is intended for supervisors to assess their observance of the ICPs through a series of questionnaires, based on the analytic tool developed by expert teams of supervisors for the IAIS's Peer Review Process. This tool forms part of the IAIS's three-pronged approach to supporting its membership in the assessment of the ICPs. The other two tools are the Members Assessment Process (whereby individual jurisdictions are subject to a detailed assessment including an on-site and off-site review), and the Peer Review Process (where, following the release of a questionnaire, supervisors check their compliance against individual ICPs which is then reviewed by an expert team made up of IAIS members). The IAIS's increased emphasis on Assessment Activities is in line with the increased strategic focus on it in its 2020–2024 Strategic Plan.

Regional and National Activities

Regional Activities

More detail relating to the A2ii's different regional activities is included under the respective themes later in the report.

Asia Pacific

As inclusive insurance and broader financial inclusion are gaining traction, digital transformation is on the rise in the region. With the highest number of regulatory sandboxes to nurture innovation, InsurTech advancements are creating new opportunities in the region for the industry and consumers alike.

During the Asian Forum of Insurance Regulators Annual Conference in Macau in May, the A2ii gave a keynote speech on the protection gap. The A2ii also moderated the opening panel on financial inclusion with presentations from the supervisors from Chinese Taipei, Malaysia and Thailand on progress in inclusive insurance in their jurisdictions.

Consultative Forum
in Bangladesh

In addition, a regional supervisors-only training on inclusive insurance was organised by the A2ii in Thailand, and on actuarial skills in Indonesia. A multi-stakeholder dialogue event (Consultative Forum) on climate and disaster resilience was also organised in Bangladesh alongside the 15th International Conference on Inclusive Insurance.

Caribbean

Prone to climate-related disasters, the focus of the region is on climate and disaster risk. The Caribbean is in the early stages of moving into risk-based supervision, and inclusive insurance is largely discussed in the context of helping the most vulnerable cope with impact of climatic events.

The A2ii organised a panel on climate and disaster risk insurance during the annual meeting of the Caribbean Association of Insurance Regulators, and a regional supervisors-only training on actuarial skills was hosted by the Central Bank of Trinidad and Tobago.



The Middle East and North Africa

Overall, the MENA region has seen an increased interest in inclusive insurance, along with development of specific regulatory frameworks to support its growth. Along the traditional agent model, the region is exploring new distribution channels including mobile and digital platforms.

The A2ii organised a workshop on inclusive insurance alongside the Arab Union of Insurance Regulatory Commission's (AUIRC) annual meeting in Morocco in December. The A2ii also presented on a panel discussion on financial education and consumer protection during the main AUIRC conference.

South Africa Consultative Forum



Sub-Saharan Africa

Together with thirteen supervisory authorities across Sub-Saharan Africa, the A2ii and the IAIS took stock of the capacity-building achievements in the region as well as set the agenda for 2019 at a meeting hosted by the South African Reserve Bank in February.

InsurTech and the current state of insurance market growth in Sub-Saharan Africa were of most interest to the forum as supervisors shared experiences on recent developments, supervisory priorities and challenges they were encountering in their countries. Data collection and analysis, particularly with respect to market conduct, inclusive insurance and risk-based supervision were identified as areas where supervisors would like to receive more support.

As a result, it was requested that a data collection project, supported by a steering group of supervisors from the region, would be launched. The aim of the project being to identify key performance indicators that supervisors could then implement in their jurisdictions.

Consultative Forum was organised on climate and disaster risk alongside the African Insurance Organisation's annual conference in South Africa, and a regional supervisors-only training on actuarial skills hosted by the Mauritius Financial Services Commission.

Latin America

The A2ii organised a meeting for supervisors from Argentina, Chile, Peru and Costa Rica to discuss the draft Regional Implementation Plan it had developed. The Plan uses various IAIS survey's and bilateral discussions with supervisors as an input and is intended to identify needs-based regional capacity-building activities for 2020. Following positive feedback, the Plan was next shared with other supervisors in the region for input.

For the first time, the A2ii in partnership with the Toronto Centre delivered its Inclusive Insurance Training Programme for Latin American Supervisors in San José, Costa Rica in the Spanish language.

In addition, for supervisors in the region, a training on inclusive insurance was organised in Costa Rica. Two multistakeholder events took place as well: a Consultative Forum on the topic of climate and disaster risk, alongside the ASSAL annual training seminar in Costa Rica, and a Roundtable on Insurance for Women: Specific Needs and Inclusion, organised in Argentina by the Superintendencia de Seguros de la Nación (SSN) and the A2ii, with the support of IAIS.

Roundtable on
Insurance
for Women
in Argentina



National Activities

Inclusive Insurance Innovation Lab


The Inclusive Insurance Innovation Lab is an international capacity-building programme where teams from selected countries work on innovative solutions to advance the development of their insurance markets.

The overarching question addressed was: How can we increase uptake of good-quality insurance by vulnerable people and businesses?

The Inclusive Insurance Innovation Lab (iii-lab) brought together supervisory authorities from Albania, Ghana, Kenya and Mongolia who subsequently formed country teams made of a wide range of stakeholders of the inclusive insurance sector from their countries. In a year-long project, participants engaged in dialogue and mutual learning, and developed innovative solutions towards increasing the uptake of insurance. All country teams identified a range of barriers to access to insurance in their countries and focused their efforts on those they planned to find innovative solutions to. Following what should have been the official closing of the iii-lab in mid-2019, a third international dialogue was organised at the initiative of the iii-lab participants and was kindly hosted by the Insurance Regulatory Authority of Kenya. The event focused on moving the implementation of the teams' innovation ideas forward, and participants provided each other with peer support.

Some of these innovations included:

- ▶ the development of insurance products for the agricultural sector (Albania),
- ▶ establishment of business clinics for Micro, Small and Medium Enterprises (MSMEs) to provide them with advice whilst also gaining a better understanding of their risks so tailored insurance products can be developed in the future (Ghana)
- ▶ modelling of a 'seamless customer journey' in microinsurance to generate lessons which can then be used to improve the consumer experience (Ghana)
- ▶ drafting of an inclusive insurance roadmap linked to the country's National Financial Inclusion Strategy (Mongolia) and
- ▶ development of a regulatory sandbox (Kenya).

Following the iii-lab's close, the A2ii published a final report which details the stakeholders, the processes and all the innovations that have taken place along with the recommendations for future iii-labs. The report is available on the  [A2ii website](#).

Inclusive Insurance Innovation Lab 2020/2021

Following the success of the 2018/2019 lab, it was decided to integrate the iii-lab into the A2ii's core capacity building offering for insurance supervisors. Selection for the supervisory authorities to be involved in the next lab was completed towards the end of 2019. Following a very competitive selection process, Argentina, India, Morocco and Rwanda were selected for the iii-lab 2020/2021.

Proportionate Regulation and Supervision

In partnership with the IAIS, the Toronto Centre and local partners, the A2ii has developed a week-long training on inclusive insurance regulation and supervision for supervisors. This longstanding training series, the Inclusive Insurance Training Programme, is based on the A2ii – IAIS module on 'Regulation and Supervision Supporting Inclusive Insurance Markets' and employs interactive tools and case studies to strengthen insurance supervisors' capacities to support inclusive insurance market development.

Throughout the week, participants work on developing action plans to tackle specific challenges in supporting inclusive insurance markets in their home jurisdictions. These action plans are an essential component of the training and are designed to ensure that lessons learned during the training are put into practice when the supervisors return home.

Inclusive Insurance Training Programme for Supervisors in Bangkok, Thailand, 7–10 May 2019



Thirty-one supervisors from the Asian region took part in this training. Two case studies were presented, one on the Philippines' approach to inclusive insurance supervision which covered the key success factors and the impact of proportionate regulations and the other, on climate and disaster risk

insurance in the Philippines including the policy and regulatory approaches supportive of Climate Risk Insurance (CRI) and the development of CRI products.

Inclusive Insurance Training Programme for Latin American Supervisors in San José, Costa Rica, 18 – 22 November 2019



During the training, 24 insurance supervisors - from Bolivia, Costa Rica, El Salvador, Guatemala, Paraguay, Peru and Puerto Rico, worked on their action plans and exchanged experiences and information with their peers and experts. The topics discussed included promoting financial inclusion, the adoption of proportionate approaches consistent with greater financial innovation, maintaining a balance of prudential, stability, integrity and conduct objectives to adequately respond to innovative solutions, the importance of innovation and new technologies and the use of Key Performance Indicators (KPIs).

This was the first time that the A2ii's joint training with the Toronto Centre was fully delivered in Spanish with no English translation.

Monitoring Inclusive Insurance

Key Performance Indicators are a powerful tool for supervisors to regularly evaluate the development, soundness and appropriateness of the inclusive insurance sector. ICP 9 on Supervisory Review and Reporting sets out that risk-based supervision should use both off-site monitoring and on-site inspection, and supervisors should collect the necessary information to conduct effective supervision and evaluate the insurance market. Collecting financial and non-financial data, both quantitative and qualitative, enables supervisors to continuously monitor the condition, conduct and risk profiles of insurers, thereby being a critical resource for supporting risk-based supervision. The right KPIs to use depends on the market context and a supervisor's objectives. With this in mind, the A2ii conducted some research on the use of KPI's in inclusive insurance supervision and published a study with its findings.




During a 2-day conference in Zanzibar on strategies for enabling access to low-income market segments in Africa the A2ii organised a panel discussion on inclusive insurance regulation in which the Insurance Commissioner from Tanzania, along with representatives from the Ugandan and South African Insurance Regulatory Authorities and a representative from Munich RE Africa participated.




During the International Labour Organisations Impact Insurance Academy, the A2ii hosted an elective on *Regulatory and supervisory approaches*

to inclusive insurance: supporting the development of responsible initiatives. The session explored how insurance supervisors can strike a balance between protecting consumers and encouraging innovation.


 In cooperation with the Moroccan supervisory authority (ACAPS) A2ii organised a half-day workshop on inclusive insurance for members of the Arab Union of Insurance Regulatory Commissions (AUIRC). Supervisors from Morocco, Tunisia and Egypt all presented case studies on inclusive insurance regulation in their jurisdictions. The Ghanaian insurance supervisor presented their approach to supervising mobile insurance. This workshop was held alongside the AUIRC annual conference.

 The A2ii presented on the latest developments in financial inclusion at a conference on building financial inclusion through microinsurance in Taipei. The event was organised by the Taiwanese Insurance Institute and supported by the Taiwanese Financial Services Commission. Following the A2ii's global overview, inclusive insurance experiences across the region were presented by a mix of industry and supervisory representatives coming from Indonesia, Philippines, Thailand, Malaysia and Chinese Taipei.

 During the Asian Forum of Insurance Regulators Annual Conference in Macau in May, the A2ii gave a keynote

speech on the protection gap. The A2ii also moderated the opening panel on financial inclusion with presentations from the supervisors from Chinese Taipei, Malaysia and Thailand on progress in inclusive insurance in their jurisdiction.

A2ii 2019 Publications on the Topic

 **Using Key Performance Indicators (KPIs) in Inclusive Insurance Supervision**



Climate and Disaster Risk

In recent years, we have seen an increased frequency and severity of extreme weather events like droughts, floods and cyclones and the effects on populations are devastating. Insurance, as a part of an integrated solution, can help. However, the risk is too big for any one party to manage alone and the need for public-private solutions and a better understanding of the role of different stakeholders is evident.

To stimulate the dialogue, three Consultative Forums took place in 2019, jointly organised by the A2ii, IAIS MiN and InsuResilience, supported by local partners. Insurance regulators and supervisors, policymakers, insurers, reinsurers, brokers, climate change experts and international development professionals from around the globe put their heads together to address two key questions: what are the roles and responsibilities of each stakeholder in reducing the protection gap in climate risk insurance? And what are the urgent steps they must adopt?



Consultative Forums on Inclusive Insurance: Climate and Disaster Risk: building resilience, bridging the protection gap in Africa, Asia and Latin America | 7 May, Panama City, Panama, 12 and 13 June, Johannesburg, South Africa and 4 November, Dhaka, Bangladesh

Key takeaways:

1. The industry or the government cannot address climate risk alone; broader collaboration and partnerships are crucial, and

a joint approach between different countries is needed. The industry can contribute by developing products that are easily accessible, affordable and understandable for smallholder farmers. At the same time, insurance supervisors can help by making sure regulations enable the growth of insurance to cover climate-related risks and do not create any unnecessary barriers.

2. A comprehensive risk management strategy is needed to better deal with risk related to climate change and disasters. The strategy must include measures for risk reduction, prevention and mitigation. Insurance is only one piece of the puzzle, but a fundamental one.
3. Technology can help. The complexity of the problem requires all stakeholders (supervisors, insurers and the government) to develop innovative solutions for risk reduction and resilience-building jointly.
4. To do that, investment in capacity-building through training is key.

Consultative Forums are a dynamic platform for discussion and exchange between policymakers, supervisors and the industry. Their purpose is to foster knowledge and understanding around topics related to the development of the inclusive insurance market. Three events are organised a year in Africa, Latin America and Asia respectively, all covering one same selected topic of the year. Consultative Forums are jointly organised by the A2ii, IAIS Microinsurance Network (MiN) and local partners.

Denis Garand on #HurricaneMaria: "Devastating effect on Dominica – 80% of population impacted; total cost was around 224% of the country's GDP – hard to recover from. #Inclusiveinsurance is part of the solution! #15thCF #DRR #NatCat #ClimateRisk @a2ii_org"

"Efforts to boost disaster resilience in a country should not be developed in silos, but in a way that is mutually reinforcing without leaving gaps in coverage."



ASTRID ZWICK

Head of InsuResilience Secretariat

Plenary on the topic of The Role of Policy, Regulation and Supervision in Enabling Climate Risk Solutions at the 15th International Conference on Inclusive Insurance | 6 November, Dhaka, Bangladesh

The panel, moderated by the A2ii, highlighted the essential role supervisors can play in enabling climate risk insurance solutions. Besides adopting proportionate regulatory and supervisory approaches to stimulate supply and demand of climate risk solutions, supervisors are also well-placed to engage in national strategies on disaster risk management and ensure the incorporation of responsible insurance solutions.

From the industry side, restrictions in the use of alternative distribution channels, and product approval timelines were brought to the fore as major constraints.

The A2ii also participated in a number of other partner events on this topic.

To further boost inclusive insurance and climate risk insurance and to accelerate product approval processes, the Insurance Regulatory and Development Authority of India (IRDAI) engages in the development of standard products. Efforts are made in increasing take-up of climate risk insurance products, as well. IRDAI conducts initiatives on insurance awareness in schools and universities and has made

insurance mandatory for agricultural loan takers.

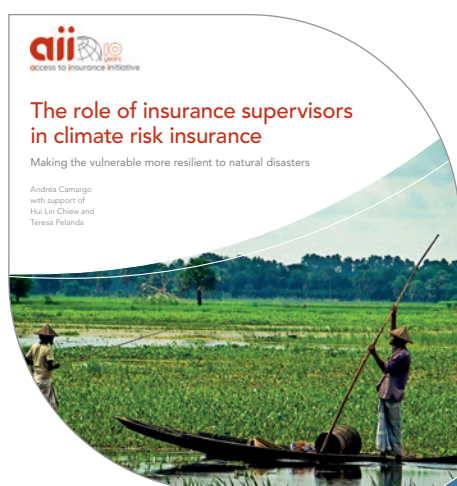
Also, the A2ii hosted a session on climate risk insurance at the Alliance for Financial Inclusion (AFI) 14th Financial Inclusion Strategy Peer Learning Group (FISPLG) Working Group Meeting in Livingston Zambia.





At the Caribbean Regional Technical Assistance Centre (CARTAC) and the Caribbean Association of Insurance Regulators (CAIR) Annual Conference and Workshop held in Georgetown, Guyana, the A2ii organised a workshop on the topic of climate risk and Nat Cat insurance.

At the third InsuResilience Global Partnership Forum on Strengthening Adaptation and Resilience in the Caribbean, Latin and Central America held in Madrid, Spain, the A2ii contributed with a breakout session on An Enabling Regulatory Environment.

A2ii 2019 Publications on the Topic

 | **The role of insurance supervisors in climate risk insurance | making the vulnerable more resilient to natural disasters** available in  | English,  | Spanish and  | French



 | **Climate change risks to the insurance sector – A2ii-IAIS webinar report** available in  | English,  | Spanish and  | French.




Digitalisation

The surge of the digital economy is increasingly driving innovation in the insurance sector, bringing with it exciting new opportunities for expanding access but also new risks. Insurance supervisors are still trying to understand the implications of the different emerging technologies and innovation on responsible regulation and supervision and consumer protection. Recognising the importance of supervisory capacity building and peer-sharing of experiences among different jurisdictions, the A2ii helped supervisors deep-dive into  | **InsurTech** through a series of webinars. Input presentations were given by a range of external experts and partners as well as supervisory authorities from both developed and developing jurisdictions.

InsurTech – the A2ii topic of the year

The A2ii topic of 2018 was InsurTech, with its exciting opportunities but also the consumer risks and regulatory challenges.

In 2019, the A2ii and the IAIS hosted a series of supervisors-only webinars intended as learning and peer-to-peer exchange platforms. The webinars were organised in the follow-up of  | **the A2ii study exploring consumer data protection risks arising from technological developments** and as a response to supervisors' continued interest in exploring this topic further.

Regulating InsurTech:
Role of the Regulator in Managing
Data Risks and Protecting Consumers
(A2ii-IAIS webinar, 24 January 2019)



With the emergence of new technologies, the use of Big Data and Artificial Intelligence, it is becoming vital for regulators to protect consumers, and at the same time explore the key risks and benefits presented by the use of data.

This webinar was based on the thematic A2ii report on [Regulating for Responsible Data Innovation](#), which also explored the role that insurance supervisors play in dealing with consumer data protection and risks.

(IRA, Kenya) and the National Association of Insurance Commissioners (NAIC, USA) shared [their approaches to address consumer data protection and privacy concerns](#) and the Federal Financial Supervisory Authority (BaFin, Germany) gave an overview of their study ["Big Data Meets Artificial Intelligence"](#).

RegTech and SupTech:
Implications for Supervision
(A2ii-IAIS webinar, 21 March 2019)



This webinar explored the implications of automated systems and processes involving the current use of Regulatory Technology (RegTech) and Supervisory

Cyber attacks are attempts, successful or not, to obtain unauthorised access to information or information systems, in order to steal or alter information or block information systems.

Cyber risk is the combination of the probability of a cyber attack occurring, with the damages that a cyber attack may have caused.

Cybersecurity, on the other hand, "refers to strategies, policies, and standards encompassing the full range of threat reduction, vulnerability reduction, deterrence, international engagement, incident response, resilience and recovery activities, and policies regarding the security of an insurer's operations."

Technology (SupTech). The experts covered key definitions of RegTech (technology deployed by insurers to support their regulatory compliance) and SupTech (technology deployed by regulators to support supervisory activities). Examples of uses of SupTech and RegTech and areas where it can be deployed were given, as well as their benefits and challenges.

Cyber Risk in the Insurance Sector (A2ii-IAIS webinar, 26 September 2019)



| On this webinar, experts defined what cyber risks and cyber-attacks are and gave examples of the types, costs and implications of cyber threats and attacks on the insurance and financial sectors. The call also explored regulation and supervision aspects, as well as how insurers can respond to cybersecurity issues. The IAIS Application Paper and Issues Paper published on the same theme were drawn upon to discuss how supervisors can develop and or strengthen their approaches to cybersecurity in the insurance sector.

Cloud Computing: Regulatory and Supervisory Approaches (A2ii-IAIS webinar, 28 November 2019)



How are advancements in digital technologies transforming various areas of the insurance value chain and how does cloud computing act as an enabler of innovation in the insurance sector?

Cloud computing offers insurance companies and their third-party service providers the possibility of using computing resources, capable of processing large amounts of data in real-time under a network that interconnects various sources of information.


In a series of **| expert presentations**, supervisors learned about the characteristics of cloud, its different deployment models and service models as well as the global distribution of the leading cloud service providers, potential benefits and risks. Emerging regulatory approaches implemented by various authorities and the supervisory practices that may be required for cloud computing were presented, as well.


Expert-presenters on this webinar drew upon the Financial Stability Institute (FSI) Insights paper on **| Regulating and Supervising the Clouds: Emerging Prudential Approaches for Insurance Companies**.

A2ii presented on panels at various partner events:

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-  At Africa 3.0 – Using Tech to Seal the Insurance Gap, InsurTech conference organised by Market Minds, which drew together participants from tech startups, inclusive insurance practitioners, regulators and development organisations in Nairobi, Kenya, the A2ii spoke on a panel on How Can Regulators Work More Creatively with the InsurTech Ecosystem.


The A2ii, Cenfri and Financial Sector Deepening Africa also co-hosted a breakout session discussing regulatory barriers to innovation. Among others, a key question that emerged was on how regulators and innovators can communicate more effectively: for innovators to better navigate regulations and regulatory processes, and for regulators to better understand their business models.

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-  At the event Insurance 3.0: InsurTech in Africa organised by the UK Department for International Trade in London, UK and aimed at facilitating and encouraging InsurTech startups to do business in Africa, the A2ii spoke on a panel about how supervisors were increasingly taking ownership for driving innovation and market development in their countries.




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-  At the AITRI-IAIS-FSI regional seminar on digitalisation held in Singapore on InsurTech: Challenges of Supervising

Insurance in a Digital Era, the A2ii facilitated a session on inclusive insurance and conduct of business issues in a digital context.




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-  At the IAIS's Annual Conference in Abu Dhabi the A2ii participated in a panel on Digital Financial Inclusion – Innovation Beyond Imagination. The panel was moderated by the Financial Stability Institute, and also included the Hong Kong Insurance Authority, the National Insurance Commission (NIC) of Ghana, Etherisc and Neurotrack. A2ii introduced inclusive insurance consumers and regulations, and also spoke about InsurTech developments in inclusive insurance.

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-  The A2ii also presented in a workshop on Fintech and Financial Inclusion – the Experience So Far co-organised by the Bank of International Settlements and the World Bank, in cooperation with the International Monetary Fund and global financial standard-setting bodies. On a panel hosted by the IAIS on consumer protection, A2ii highlighted the insurance perspective and examined market conduct challenges with regard to inclusive insurance consumers arising from digitalisation in insurance models.


A2ii 2019 Publications on the Topic

Cyber Risk in the Insurance Sector
A2ii-IAIS webinar report available in
 | English,  | Spanish and  | French






RegTech and SupTech: Implications for Su-
pervision – A2ii-IAIS webinar report available
in  | English,  | Spanish and  | French



 | InsurTech – Rising to the Regulatory
Challenge – a summary report of the
IAIS-A2ii-MIN Consultative Forums
2018 for Asia, Africa and Latin America



Regulating InsurTech: Role of the Reg-
ulator in Managing Data Risks and
Protecting Consumers – A2ii-IAIS we-
binar report available in  | English,
 | Spanish and  | French



Actuarial skills capacity-building

Capacity-Building for Insurance Supervisors– Leveraging Actuarial Skills

Actuarial capacity is vital for effective regulation. This has been brought to the fore with the move towards risk-based approaches to supervision and the upcoming implementation of IFRS 17 yet limited tools are available to supervisors.

To remedy the skills gap, the A2ii entered into a 5-year capacity-building partnership with the International Actuarial Association (IAA) and the IAIS at the end of 2017. New training on supervisory actuarial skills was developed over the course of 2018 and funding secured from the UK Department for International Development (DFID). In 2019 the training was piloted in Africa, Asia and the Caribbean. Following each training, changes were made to reflect lessons learnt and to improve the content and format for future trainings.

The objective of the training is to strengthen the understanding and application of actuarial concepts and tools needed to support effective insurance supervision and regulation. The key focus is on effective risk-based supervision, and the transition to such, from simple solvency regimes. The syllabus is broken into four components:

- ▶ Enterprise Risk Management (ERM) and Insurer Failure
- ▶ Valuation and Actuarial Reports
- ▶ Risk-Based Capital
- ▶ Reinsurance and Contextual Issues

Over the week-long training, participants also spend time thinking through the challenges they face in their working context and developing steps to address them. Peer exchange is facilitated and encouraged throughout with some supervisors invited to present case studies of their journey towards risk-based capital to their peers. The training is also supported by highly experienced volunteer trainers provided by the IAA and the Prudential Regulation Authority (PRA) at the Bank of England.


Mauritius, Sub-Saharan Africa, February 2019



This Actuarial Skills Training hosted by the Mauritius Financial Services Commission was the first pilot training conducted under the partnership where 29 supervisors from 15 countries in Sub-Saharan Africa participated.



Trinidad and Tobago, Caribbean, April 2019

 Hosted by the Central Bank of Trinidad and Tobago, the 5-day training was the second to take place under the A2ii, IAIS and International Actuarial Association's partnership. Thirty-one insurance supervisors from 16 jurisdictions in the Caribbean region participated.

Jakarta, Indonesia, August 2019


 Thirty insurance supervisors from 12 Asian jurisdictions gathered in Jakarta to attend this training hosted by Otoritas Jasa Keuangan (Financial Services Authority) of Indonesia and organised in partnership with the ASEAN Insurance Training & Research Institute (AITRI).

Gender

Integrating gender perspectives in regulation and supervision is key to increasing financial inclusion. Compared to men, women form a significant part of the underinsured segment of the population, especially in developing countries. Socio-cultural barriers and low levels of financial literacy are often cited as some of the main factors behind this. Besides, given the role that women play in managing household risks, it is of broader benefit to households if insurance products are designed that fit their needs. Insurance supervisors can play an important role in enhancing women's access to inclusive insurance by incorporating gender perspectives in relevant areas of regulation and supervision. To try and increase insurance supervisors' awareness of the gender protection gap and start the discussion on how supervisors can play an important role in addressing this the A2ii organised a Webinar and also a multi-stakeholder roundtable on the topic.

Bridging the Gender Gap: The Role of the Insurance Supervisor (A2ii-IAIS webinar, 23 May 2019)



 | On this webinar, we explored key issues regarding barriers to access, mainstreaming gender and targeting women and the insurance supervisor's role in bridging the gender gap.



Training on supervisory actuarial skills in Trinidad and Tobago

“Recent estimates issued by IFC, AXA and Accenture, suggest that women represent a market opportunity for insurance premiums of between US\$1.45 and US\$1.7 trillion by 2030. These Data also highlights that women can offer a great contribution to ensure sustainable economic development.”



Victoria Saporta,
Executive Director
of Prudential Policy,
Bank of England
and IAIS Executive
Committee Chair

SN-A2ii-IAIS Roundtable on Insurance for Women: Specific Needs and Inclusion, 12 June 2019, Buenos Aires, Argentina



The Roundtable organised by the Superintendencia de Seguros de la Nación (SSN) and the A2ii, with the support of IAIS brought together key policymakers to the table. Among the thirty participants were representatives of insurance supervisory authorities, local industry and policymakers.



The A2ii presented on the role of regulators, supervisors and policymakers, as well as industry, to help close the gender gap.

Other topics discussed at the forum included the barriers limiting women's access to financial services and insurance, the importance of promoting inclusive insurance for women and the role of the stakeholders, the value of women clients in insurance, and training and awareness-raising programs as a means of reducing the financial capacity gap. Also, case studies were shared by the Moroccan and South African insurance supervisors of efforts to close the gender protection gap in their jurisdictions through tailored financial education campaigns and product offerings, respectively.





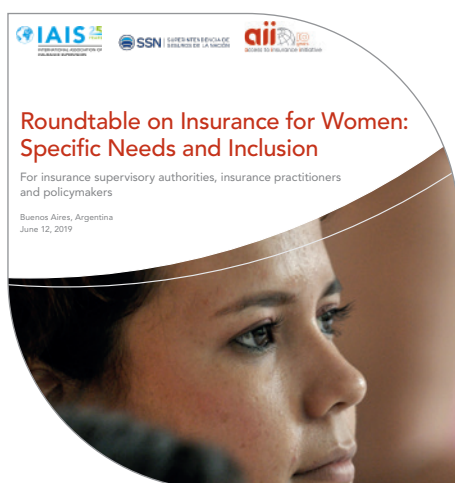
In order to move ahead and improve gender equity, the Argentine Government drew up the Equality of Opportunities and Rights Plan (PIOD) 2018/2020 as a State policy, encompassing civic organisations, the private sector, trade unions, business associations, the academic world and international organisations. Based on this Plan, the Superintendencia de Seguros de la Nación (SSN) engaged in coordinating a joint project between the public sector and the insurance market. The aim of the initiative is to expand the insurance market for women, generate insurance awareness and develop appropriate channels for these products and services.




SSN-A2ii-IAIS Roundtable on Insurance for Women in Buenos Aires



A2ii 2019 Publications on the Topic

Roundtable on Insurance for Women: Specific Needs and Inclusion, available in  | English and  | Spanish



Bridging the Gender Gap: the Role of Insurance Supervisor A2ii-IAIS webinar report available in  | English,  | Spanish and  | French



Consumer Education

Lack of demand is one of the biggest obstacles to the development of responsible, inclusive insurance markets. In managing risk, the unserved and underserved population are not always aware of which risk management tools – such as insurance – exist, and they do not trust the insurance sector. This has an impact on the willingness to buy and renew insurance products. Although the first-hand experience with insurance products is the most effective tool to increase insurance awareness, risk management and insurance awareness programmes also play an important role to confront the demand challenge. In many jurisdictions, insurance supervisors play an important role in coordinating and leading public awareness campaigns. To share learnings from different jurisdictions on this topic, the A2ii organised a webinar on the supervisor's role in building insurance awareness.

Stimulating Demand: the Supervisor's Role in Building Insurance Awareness (A2ii-IAIS webinar, 18 July 2019)



In this supervisors-only  | webinar, critical issues around the supervisor's role in building insurance awareness and stimulating demand as well as the factors that hinder the take-up of insurance as a risk management tool, especially among the unserved and underserved population were explored. Jointly with expert presenters, the supervisors on the call discussed important aspects of financial education and the cases of their spillover into the

marketing realm. Concrete recommendations and examples were presented on

- › how to promote insurance awareness by engaging with other entities such as government ministries, aggregators that have the potential to unlock the demand and collaborating with stakeholders in the public and private sector,
- › key success factors of insurance awareness programmes in specific countries,
- › collaboration models with the industry to promote insurance awareness and ensure consumer protection and,
- › ensuring that public-private sector collaboration is effective, and that the tools that provide for consumer awareness are clear and simple.

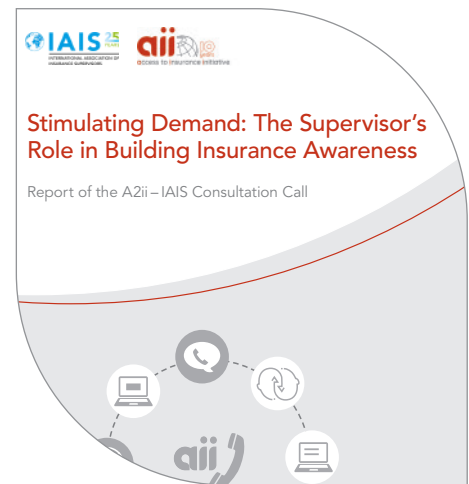


The A2ii also presented on insurance education and policyholder protection on a panel at the Arab Union of Insurance Regulatory Commissions (AU-IRC) annual conference in Morocco. The A2ii shared global insights on the topic alongside representatives from supervisory authorities from Palestine, Morocco and the UAE.



A2ii 2019 Publications on the Topic

Stimulating Demand: The Supervisor's Role in Building Insurance Awareness – A2ii-IAIS webinar available in [English](#), [French](#) and [Spanish](#)



Looking forward

As we are putting this publication together, the Covid-19 pandemic is in full swing and those worst affected are those most vulnerable among us. With countries in lockdown busy with mitigating the immediate health crisis, the question arises: what might the 'new normal' look like post-Covid-19 and are we ready for it?

Possible impact scenarios on global poverty in short to medium term are being widely discussed. The United Nations University World Institute for Development Economics Research estimate that we could see a reversal of a decade of progress in global poverty reduction. Guided by the same question and outlook, the A2ii will be exploring the impact on supervisory priorities and tailor its work plan to help supervisors cope with emerging challenges.

The importance of robust risk-based regulatory and supervisory frameworks has been brought to the fore. Also, new challenges resulting from fast-forwarded adoption of technology, because of temporary business closures and the need for social distancing. This brings new risks and requires supervisors to keep up and adopt skills that transgress the borders of supervision. In addition, to climate and disaster risk, our central theme for 2020, we will also now focus a large part of our agenda on providing supervisors with the support they need to respond to the impact of Covid-19 on their insurance markets.

Addressing the capacity-building needs of supervisors requires long-term investment and multiple complementary engagements. In recognition of this, the A2ii's sustainability

strategy explores new avenues for a continued strong funding base that should enable the A2ii to deliver on its long-term mission and vision. Based on our capacity-building strategy, we will continue to work closely with partners in rolling out needs and demand-based capacity building for insurance supervisors. This will include a training on inclusive insurance supervision with a focus on climate in the Caribbean, and a training in partnership with the Toronto Centre on inclusive insurance supervision for the Asian region. And of course, we will continue our bi-monthly supervisory only thematic webinar series.

As circumstances change, and as the role of technology becomes even more embedded in daily life, the A2ii is readily adapting its formats and operations. We will be exploring platforms that facilitate remote collaboration and eLearning. Our Inclusive Insurance Innovation Lab kicked off days before the outbreak of the pandemic. Initially planned as a series of live meetings, the lab format was swiftly reconstructed and adapted for virtual space using new on-line tools to recreate the same interactive and participatory experience. We are also looking at giving our Inclusive Insurance Training Programme organised jointly with the Toronto Centre a digital platform.

Looking forward, efforts made to close the protection gap will continue to be powered by innovative approaches. The A2ii is well placed to continue to provide supervisors with the resources and skills they need to help them rise to supervisory and regulatory challenges associated with these innovations.

Governance Structure

Our founding partners

The A2ii was created as a partnership between the following organisations:

- ▶ International Association of Insurance Supervisors (IAIS)
- ▶ German Federal Ministry for Economic Cooperation and Development (BMZ)
- ▶ Consultative Group to Assist the Poor (CGAP)
- ▶ FinMark Trust
- ▶ International Labour Organisation (ILO)
- ▶ United Nations Capital Development Fund (UNCDF)

Other partners provided core funding or supported country and regional activities through cash or in-kind contributions:

Asian Development Bank (ADB), FIRST Initiative, Making Finance Work for Africa Partnership (MFW4A), Inter-American Development Bank through its Multilateral Investment Fund (IADB/MIF)

Current funders

The A2ii has received core funding from BMZ and DGIS with additional in-kind contributions from the IAIS, and FSD Africa. In addition, the actuarial skills training being developed under the A2ii-IAA-IAIS partnership was funded by UK Aid for a 12-month period.

Partnerships remain key to the A2ii's work with many of our events, publications and activities organised in collaboration with other organisations.

The A2ii Secretariat is hosted by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ).

The A2ii's Governance Structure

1. **Governing Council:** the highest decision-making body of the A2ii, which approves the Initiative's strategy and provides high-level oversight of all its activities; it can accommodate a broad range of stakeholders. An IAIS representative chairs the Governing Council.
2. **Executive Committee:** provides oversight and guidance for the activities of the A2ii and advises the Governing Council on strategic decisions. An IAIS representative chairs the Executive Committee.
3. **Secretariat:** handles day-to-day management of the Initiative.

Members of the Governing Council



Representatives designated by IAIS

(left to right)

Peter Braumüller, FMA, Austria (Chair)

Sujay Banarji, IRDA India

Ibrahim Kaddunabbi Lubega, IRA, Uganda

Tomas Soley, SUGESE Costa Rica

Gita Timmerman, NAIC, USA

Representatives designated by each of the charter sponsors

(left to right)

Anouk Aarts, DGIS

Natascha Beinker, BMZ

Craig Churchill, ILO

Timothy Lyman, CGAP



Representative of the host

Wolfgang Bucker, GIZ



Non-voting members

(left to right)

Conor Donaldson, IAIS Secretariat

Hannah Grant, Head of the A2ii Secretariat

Members of the Executive Committee



Representatives designated by the IAIS
Peter Braumüller, FMA, Austria (Chair)



Representatives designated by other members of the Governing Council
(left to right)
Natascha Beinker, BMZ
Timothy Lyman, CGAP

Members of the Secretariat



(left to right)

Hannah Grant, Head of Secretariat

Janice Angove, Regional Coordinator for Sub-Saharan Africa (left end of February 2019)

Hui Lin Chiew, Advisor, lead on digitalisation and Asia regional activities

Anke Green, Advisor, lead on G20, capacity building strategy and Inclusive Insurance Innovation Lab

Teresa Pelanda, Advisor, Lead on monitoring and evaluation, the Caribbean region and climate risk

Mariella Regh, Advisor, lead on the Inclusive Insurance Innovation Lab

Regina Simoes, Regional Coordinator for Latin America

Janina Voss, Advisor, lead on capacity building strategy, Asia regional activities and Actuarial Skills Training for Supervisors





Non-voting members

(left to right)

Conor Donaldson, IAIS Secretariat

Hannah Grant, Head of the A2ii Secretariat



Carolyn Barsulai, Junior Advisor, lead on Consultation Calls

Edwin Mulenga, Supervisory Secondee, Malawi

Abdul Rashid Rahaman, Supervisory Secondee, Ghana

Dunja Latinovic, Communications Advisor

Rachelle Jung, Intern

Maria Döll, Office Manager

Dorothee Ohl, Financial Manager





Looking forward, efforts made to close the protection gap will continue to be powered by innovative approaches. The A2ii is well placed to continue to provide supervisors with the resources and skills they need to help them rise to supervisory and regulatory challenges associated with these innovations.

Events Calendar

Over the course of the last 12 months, the A2ii presented at 35 events, some virtual with others spread across Western and Central Europe, Sub Saharan Africa, Middle East and North Africa, Latin America, the Caribbean and Asia. This list includes the A2ii and partner events where A2ii contributed.

A2ii events

Regulating InsurTech: Role of the Regulator in Managing data risks and protecting consumers A2ii-IAIS webinar	24 January
February Capacity-Building for Insurance Supervisors – Leveraging Actuarial Skills Mauritius, Sub-Saharan Africa	11–16 February
RegTech and SupTech: Implications for Supervision A2ii-IAIS webinar	21 March
Capacity-Building for Insurance Supervisors – Leveraging Actuarial Skills Trinidad and Tobago, Caribbean	1– 6 April
Consultative Forums on Inclusive Insurance: Climate and disaster risk: building resilience, bridging the protection gap in Latin America	7 May Panama City, Panama
Inclusive Insurance Training Programme for Supervisors	7 – 10 May Bangkok, Thailand
Bridging the Gender Gap: The Role of the Insurance Supervisor A2ii-IAIS webinar	23 May
SSN-A2ii-IAIS Roundtable on Insurance for Women: Specific Needs and Inclusion,	12 June Buenos Aires, Argentina
Consultative Forums on Inclusive Insurance: Climate and disaster risk: building resilience, bridging the protection gap in Africa	12 and 13 June Johannesburg, South Africa
Stimulating Demand: the Supervisor’s Role in Building Insurance Awareness A2ii-IAIS webinar	18 July
Capacity-Building for Insurance Supervisors – Leveraging Actuarial Skills	5–10 August Jakarta, Indonesia

2–3 September Frankfurt, Germany	A2ii 10 th Anniversary Conference High Level Forum and Expert Symposium
26 September	Cyber Risk in the Insurance Sector A2ii-IAIS webinar
4 November Dhaka, Bangladesh	Consultative Forums on Inclusive Insurance: Climate and disaster risk: building resilience, bridging the protection gap in Asia
18–22 November San José, Costa Rica	Inclusive Insurance Training Programme for Latin American Supervisors
28 November	Cloud Computing: Regulatory and Supervisory Approaches A2ii-IAIS webinar
<hr/> Contribution to partner events <hr/>	
17–18 January London, UK	Insurance Development Forum, Operational Committee Meeting
28–29 March Paris, France	G20 Global Partnership for Financial Inclusion (GPII) Plenary Meeting
12–15 March Tunis, Tunisia	Regional seminar for insurance supervisors from francophone Africa and MENA region – Implementation of risk-based supervision: Experiences and lessons learnt organised by Autorité de contrôle prudentiel et de résolution (ACPR) – Comité Général des Assurances (CGA) – IAIS
1–4 April Livingstone, Zambia	The Alliance for Financial Inclusion (AFI) 14th Financial Inclusion Strategy Peer Learning Group (FISPLG) Working Group Meeting
2–4 April Santa Cruz de la Sierra, Bolivia	The IAIS-ASSAL Annual Conference and ASSAL Annual Assembly
14–15 May Abidjan, Côte d'Ivoire	Policy Dialogue “Accelerating Insurance Market Development in West and Central Africa”

The Asian Forum of Insurance Regulators (AFIR) 14th Annual Meeting & Conference “Promoting Broader and Sustainable Insurance Market with Effective Supervisory Practices”	22 – 24 May Macao
The Caribbean Regional Technical Assistance Centre (CARTAC) and the Caribbean Association of Insurance Regulators (CAIR) Annual Conference and Workshop	19–21 June Georgetown, Guyana
Microinsurance Network Member Meeting (JMM)	8–10 July Luxembourg
ILO Impact Insurance Academy	8–12 July Turin, Italy
Africa 3.0 – Using Tech to Seal the Insurance Gap	15–16 July Nairobi, Kenya
5 th Eastern and Southern Africa Regional Microinsurance Conference	13–15 August Zanzibar
Insurance 3.0 InsurTech in Africa	3 October London, UK
IAIS FinTech Forum and FSB-IAIS InsurTech Workshop	21 – 22 October London, UK
Taiwanese Insurance Institute Conference on Building Financial Inclusion for Microinsurance – Driver of Growth	31 October Taipei, Chinese Taipei
26 th IAIS Annual Conference	14–15 November Abu Dhabi, UAE
AITRI-IAIS-FSI regional seminar on digitalisation	3 – 5 December Singapore
4 th Conference of the Arab Union of Insurance Regulatory Commissions (AUIRC)	4–5 December Marrakech, Morocco
The third InsuResilience Global Partnership Forum on ‘Strengthening Adaptation and Resilience in the Caribbean, Latin and Central America’	9 December Madrid, Spain

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