



Programme

13th Consultative Forum on microinsurance regulation
for insurance supervisory authorities, insurance practitioners and policymakers

“Mobile Insurance and InsurTech: rising to the regulatory challenge”

scheduled for the **afternoon of 9th and morning of 10th May 2018**
Labadi Beach Hotel, Accra, Ghana

Day 1 | 9 May 2018 | 14:00 – 17:50

Time	Topic
14:00 - 14:15	Welcome remarks <ul style="list-style-type: none"> - Incoming AIO President - International Association of Insurance Supervisors (IAIS) (tbd) - Katharine Pulvermacher, Microinsurance Network
14:15- 14:30	Introductory presentation “Overview of technological innovations in insurance” Craig Thorburn, World Bank
14:30 - 14:45	Introductory presentation “Insights from the 12 th Consultative Forum in Sri Lanka”
14:45 - 16:00	Panel 1: “Using technological innovation in a customer-centric way in inclusive insurance” <u>Moderator:</u> Craig Thorburn, The World Bank <ul style="list-style-type: none"> - Mia Thom, Cenfri - Elias Omondi, Insurance Regulatory Authority (IRA) Kenya - Tang Loac, TongJuBao
16:00 - 16:30	Coffee break
16:30 - 17:40	Plenary ‘fishbowl’ activity: “Using technological innovation in insurance to meet consumer needs of– going deeper” This plenary discussion will focus on the topic of using technological innovation to meet the needs of consumers, through the use of an interactive ‘fishbowl’ format. Participants will explore: <ul style="list-style-type: none"> • Good practices and lessons learned around using technological innovation in insurance to meet the needs of customers • Leveraging opportunities and addressing risks introduced by InsurTech innovations • Creating a supervisory approach that supports InsurTech innovations <u>Facilitator:</u> Miguel Solana, Impact Insurance Facility, ILO
17:40 - 17.50	Closing remarks – end of day 1

Please share your insights during the conference via **Twitter** by following the hashtag **#13thCF** and conference partner handles **@aii_org** and **@NetworkFlash**

Other hashtags: #IAIS #mobileinsurance #insuretech #microinsurance #inclusiveinsurance



Day 2 | 10 May 2018 | 09.00 – 13:00

Time	Topic
09:00 - 09:10	Opening day 2
09:10 - 09:25	<p>Introductory presentation</p> <p>“Overview of the IAIS application paper on the use of digital technology in Inclusive Insurance”</p> <p>Luc Noubissi, CIMA</p>
09:25 - 10:30	<p>Panel 2: “Treating customers fairly in practice for InsurTech”</p> <p>Opportunities created by mobile insurance and other digital technologies to better meet the needs of customers also introduce new consumer protection concerns. This session will explore the question of whether customers are treated fairly from the perspective of regulators and the industry, and what actions can be taken to ensure customers receive fair treatment.</p> <p><u>Moderator:</u> Miguel Solana, Innovation Facility</p> <p><u>Panel of experts:</u></p> <ul style="list-style-type: none"> - Insights from consumer protection research: Craig Thorburn, The World Bank - Communicating with consumers: Leona Abban, Microensure - Consumer risks arising from increased collection of consumer data: Stefanie Zinsmeyer, A2ii - Monitoring fair treatment of customers for inclusive insurance business: Kofi Andoh, National Insurance Commission (NIC) Ghana
10:30 - 11:00	Coffee break
11:00 - 12:30	<p>Regulating for innovation workshop</p> <p>Participants will explore the framework conditions that need to be in place to support the implementation of technological innovation in insurance initiatives. They will explore what framework conditions are needed to enable innovation to happen and will discuss the various supervisory approaches available to regulators to promote InsurTech innovation.</p> <p>The industry and regulators will share their own insights and experience through practice-oriented exercises</p> <p><u>Facilitators:</u> Stefanie Zinsmeyer, A2ii Mia Thom, Cenfri</p> <p>Additional resource person: Katharine Pulvermacher, Microinsurance Network</p>
12.30 - 13.00	<p>Closing remarks</p> <ul style="list-style-type: none"> - Janice Angove, A2ii - Prisca Soares Secretary General, AIO