

INSURANCE FOR DEVELOPMENT

Timetable 19 September – 21 October 2022

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| Week 1 | Course opening: What is Impact Insurance? Course overview |
| | Webinar, September 20, 2pm to 3:30pm (CEST): Double bottom line: Achieving social and commercial objectives |
| | Pre-course test |
| Week 1 19 – 25 Sep. | Module 1 ACCESSING NEW MARKETS THROUGH ALTERNATIVE DISTRIBUTION CHANNELS |
| Unit 1.1 | Alternative distribution channels |
| Unit 1.2 | Analyzing distribution channels |
| | Webinar, September 22, 2pm to 3:30pm (CEST): Distribution: Challenges and lessons learned |
| | Forum discussion: Experiences with distribution channels |
| | Module assignment: Analysis of a distribution channel |
| | Module quiz |
| Week 2 26 Sep. – 2 Oct. | Module 2 MARKET RESEARCH: TRANSLATING CUSTOMER INSIGHTS INTO IMPROVED RESULTS |
| Unit 2.1 | Factors influencing demand |
| Unit 2.2 | Quantitative and qualitative research methods |
| Unit 2.3 | PACE tool |
| | Webinar, September 27, 2pm to 3:15pm (CEST): Sponsor's corner: Insuresilience Investment Fund |
| | Webinar, September 29, 2pm to 3:30pm (CEST): Market research: Insights from the women's market |
| | Forum discussion: Experiences with market research |
| | Module assignment: Designing a research plan |
| | Module quiz |
| Week 3 3 – 9 Oct. | Module 3 PRODUCT DEVELOPMENT |
| Unit 3.1 | Product design as your next step |
| Unit 3.2 | Pricing |

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| Unit 3.3 | Good practices in product design |
| | Webinar, October 4, <i>2pm to 3:30pm (CEST)</i> : Product development: Health inclusive insurance |
| | Webinar, October 6, <i>2pm to 3:30pm (CEST)</i> : Product development: Agriculture insurance |
| | Forum discussion: Experiences with impact insurance products |
| | Module assignment: Designing an insurance product |
| | Module quiz |
| Week 4 10 – 16 Oct. | Module 4 CLAIMS MANAGEMENT: THE MOMENT OF TRUTH |
| Unit 4.1 | Claim management: Introduction and guiding principles |
| Unit 4.2 | Claim procedures and workflow |
| Unit 4.3 | Case study: Britam's experience |
| | Webinar, October 11, <i>2pm to 3:30pm (CEST)</i> : Claims management: Experience from the field |
| | Forum discussion: Pain points in the claim management |
| | Module assignment: Rethinking product design from a claims perspective |
| | Module quiz |
| Week 5 17 – 23 Oct. | Module 5 RESPONSIBLE INSURANCE AND BUSINESS VIABILITY |
| Unit 5.1 | The business case for responsible insurance |
| Unit 5.2 | Standards and guidelines for building a value chain for responsible insurance |
| | Webinar, October 18, <i>2pm to 3:45pm (CEST)</i> : Promoting responsible insurance |
| | Forum discussion: State of responsible insurance in your country |
| Closure | Course closure activities (last submissions, evaluation and certificates) |