

Impact Insurance Academy 2026 – Programme

Monday 20/04/26	Tuesday 21/04/26	Wednesday 22/04/26	Thursday 23/04/26	Friday 24/04/26
PLENARY SESSIONS				
9:00 – 10:30 Opening: What is Impact Insurance? <i>Craig Churchill</i> Icebreaker <i>Margarita Lalayan</i>	Double bottom line: Achieving social and commercial objectives <i>Craig Churchill</i>	Leveraging technology for inclusive insurance <i>Pranav Prashad, Indira Gopalakrishna, Maria Mateo</i>	Managing the financial risks of ill health <i>Lisa Morgan, Théo Dervaux, Sosthenes Konutsey</i>	Impact insurance for climate change adaptation <i>Dirk Reinhard, Saurabh Sharma</i>
10:30 – 11:00 <i>Coffee break</i>				
MORNING ELECTIVES				
11:00 – 13:00 Agriculture insurance and PPPs <i>Pranav Prashad, Cholpon Kukumova</i>	Unlocking demand: Delivering what your client see as value <i>Lisa Morgan</i>			The women's market: An opportunity for insurers <i>Lisa Morgan</i>
13:00 – 14:30 <i>Lunch break</i>				Bringing it all together <i>Craig Churchill, Margarita Lalayan</i>
AFTERNOON ELECTIVES				
14:30 – 17:00 Ensuring customer-centric partnerships and distribution in inclusive insurance <i>Craig Churchill, Indira Gopalakrishna</i>	Insurance for MSMEs <i>Aparna Dalal</i>			
COACHING SESSION				
17:30 – 18:30 Peer coaching	GROUP DINNER			

Plenaries

- **What is Impact Insurance?, led by Craig Churchill (ILO's Impact Insurance Facility)**

This session introduces the concept of impact insurance and explains how it differs from traditional insurance approaches. Participants will explore how impact insurance intentionally contributes to the Sustainable Development Goals while remaining commercially viable for insurers.

- **Icebreaker, led by Margarita Lalayan (ITC ILO)**

This session provides participants with an opportunity to get to know each other and begin building connections in an informal and engaging setting. Through guided activities, participants will share backgrounds, expectations and perspectives, helping to establish a collaborative learning environment. These initial connections will form the basis for peer exchange and collaboration throughout the week.

- **Double bottom line: Achieving social and commercial objectives, moderated by Craig Churchill (ILO's Impact Insurance Facility), speakers to be confirmed**

This session explores how insurers can successfully pursue a double bottom line by delivering measurable social impact while achieving strong commercial performance. Through insights from industry speakers, participants will hear real-world examples of how insurance providers have balanced outreach and profitability, navigated trade-offs, and embedded impact objectives into their business strategies. The session will highlight practical approaches to aligning products, operations and partnerships with both market growth and development outcomes.

- **Leveraging technology for inclusive insurance, moderated by Pranav Prashad (ILO's Impact Insurance Facility), featuring Indira Gopalakrishna (Inclusivity Solutions) and Maria Mateo (IBISA)**

This session explores how technology can be leveraged not only to expand access and improve efficiency, but also to strengthen the design of inclusive insurance solutions, drawing on the experience of insurtechs. Participants will gain practical insights into how technology can help insurers better respond to client needs, reduce costs and scale inclusive insurance sustainably.

- **Managing the financial risks of ill health, moderated by Lisa Morgan (ILO's Impact Insurance Facility), featuring Théo Dervaux (Vision Fund) and Sosthenes Konutsey (Bima/Milvik)**

Health shocks are a major source of financial vulnerability for households and can push families into poverty or debt. This session explores how insurance can help manage the financial risks associated with ill health by protecting incomes, reducing out-of-pocket expenditures and supporting financial resilience. Drawing on practical experience from insurers and practitioners, the discussion will highlight different approaches to designing and delivering insurance solutions that respond to clients' needs while remaining sustainable.

- **Impact insurance for climate change adaptation, moderated by Dirk Reinhard (Munich Re Foundation), featuring Saurabh Sharma (UNDP's Insurance and Risk Finance Facility)**

This session examines how impact insurance can support climate change adaptation by helping households, farmers, businesses and governments better prepare for and manage climate-related risks. Through practical examples and expert insights, participants will explore how insurance solutions can be designed to address increasing climate variability while remaining financially sustainable. The discussion will also highlight how partnerships and innovative approaches can strengthen resilience and contribute to broader climate adaptation strategies.

- **The women's market: An opportunity for insurers, moderated by Lisa Morgan (ILO's Impact Insurance Facility), speakers to be confirmed**

Women face distinct risks and protection gaps, yet they remain underserved by insurance markets and are often not the intended focus of product design and delivery. This session explores the women's market as both a development priority and a commercial opportunity for insurers. Through insights from industry and practitioners, participants will examine why existing insurance solutions frequently fail to meet women's needs and how more intentional product design, distribution and engagement can better serve women while opening new market opportunities.

- **Bringing it all together, led by Craig Churchill (ILO's Impact Insurance Facility) and Margarita Lalayan (ITC ILO)**

This closing session gives participants the opportunity to reflect on and consolidate the key concepts, tools and insights gained throughout the week. Through facilitated discussion, participants will connect lessons across sessions, share practical takeaways and reflect on how the learning can be applied in their own organizations and markets. The session also creates space for participants to learn from each other's experiences and perspectives, reinforcing key messages and highlighting common themes that emerged during the Academy.

Electives

- **Agriculture insurance and PPPs, led by Pranav Prashad (ILO's Impact Insurance Facility) and Cholpon Kokumova (ILO's Impact Insurance Facility)**

Agriculture insurance helps farmers and enterprises manage risks related to weather, climate shocks, pests and market volatility, yet many markets struggle with low uptake and limited scale. This session introduces the main types of agriculture insurance products, including indemnity-based and index-based, and discusses their respective strengths and limitations. Participants will also explore successful distribution models, such as partnerships with agribusinesses, cooperatives, financial institutions and digital platforms.

Building on this foundation, the session examines how public-private partnerships can address key market constraints by sharing risks, improving data and infrastructure, and supporting affordability and scale. Drawing on practical experience from several countries, participants will learn how to design and implement effective PPPs for inclusive agriculture insurance using a structured framework and real-world examples.

By the end of this session, participants will be able to:

- Identify key agriculture insurance product types and their applications.
- Describe effective distribution models for agriculture insurance.
- Assess common challenges in agriculture insurance markets.

- Explain the role of public–private partnerships in inclusive agriculture insurance.
- Apply a structured framework to design agriculture insurance PPPs.
- Extract practical lessons from existing PPP experiences.

○ **Unlocking demand: Delivering what your client see as value, led by Lisa Morgan (ILO's Impact Insurance Facility)**

This session focuses on how inclusive insurance providers can strengthen demand by improving the value they deliver to clients. Participants will be introduced to the PACE tool, a practical framework that has been tested with inclusive insurance providers around the world. PACE examines customer value across four pillars – Product, Access, Cost, and Experience – and helps providers assess how their offerings compare to competing products and alternative risk-coping mechanisms. Through hands-on exercises, participants will learn how to use PACE to refine their value propositions, better reflect clients' perspectives, and ultimately increase uptake and customer loyalty.

By the end of this session, participants will be able to:

- Define the key elements of a client value proposition in inclusive insurance.
- Compare and assess different value propositions from the client's perspective.
- Explain how small adjustments in product design can significantly improve client value.
- Apply the PACE framework to conduct a structured value assessment.
- Identify opportunities to better integrate clients' perspectives into operations and decision-making.
- Develop an action plan to implement a PACE review within their own organization.

○ **Ensuring customer-centric partnerships and distribution in inclusive insurance, led by Craig Churchill (ILO's Impact Insurance Facility)**

Inclusive insurance depends heavily on strong partnerships and effective distribution channels that truly respond to client needs. This session explores the role of partnerships across the insurance value chain, introducing the partnership lifecycle as a practical framework to design, manage and strengthen collaborations. Participants will also examine distribution strategies in inclusive insurance, including how to assess potential channels and build strong value propositions for distribution partners. A practical simulation will allow participants to apply key tools and evaluate distribution channel performance in real-world conditions.

By the end of this session, participants will be able to:

- Apply the partnership lifecycle to structure and manage effective insurance partnerships.
- Identify key success factors and common pitfalls in inclusive insurance partnerships.
- Assess distribution channels based on strengths, weaknesses, and suitability for target markets.
- Develop a compelling value proposition for distribution partners.
- Describe how insurers can support distribution channels across the insurance value chain.
- Recognize technological innovations that can improve inclusive insurance distribution.

○ **Insurance for MSMEs, led by Aparna Dalal (ILO's Impact Insurance Facility)**

Micro, small, and medium enterprises are critical drivers of employment and economic growth, yet they often face high levels of risk and have limited ability to recover from shocks. Despite this, SMEs remain widely underinsured across global markets. This session explores how insurers can better understand SME needs and develop insurance solutions that are both relevant to clients and viable for providers. Using global examples and practical design methods, participants will progressively build an SME insurance product prototype and distribution strategy over the course of the training. By the end, participants will be equipped to pitch a complete concept for serving the SME market, including how digital tools can strengthen product delivery and outreach.

By the end of this session, participants will be able to:

- Assess the risk profiles and insurance needs of different types of SMEs.
- Identify relevant insurance products and global trends in SME insurance provision.
- Design inclusive insurance products tailored to SME needs and constraints.
- Develop effective distribution strategies to reach and serve SMEs.
- Explain how digital tools can expand opportunities for SME insurance and improve delivery.

Trainers and speakers¹

○ Aparna Dalal



Aparna is a Senior Research Officer at the ILO's Impact Insurance Facility, where she provides technical and research expertise on insurance and broader risk management solutions across the public and private sectors. She manages and supports a diverse portfolio of projects focused on integrated risk management, resilience building, enterprise formalization and public-private partnerships, while also contributing to the Facility's knowledge management and capacity-building programmes. She currently manages the Social Finance Fellow Programme.

With over two decades of professional experience, Aparna has worked at the intersection of public, private and non-profit sectors. In addition to her research and project leadership roles, Aparna is a certified life and leadership coach, supporting individuals to gain clarity, navigate change, achieve goals and address complex personal and professional challenges.

She holds a Master's degree in Public Administration from New York University and a Bachelor's degree in Business Administration from the University of Texas. Her areas of specialization include research, microfinance, inclusive insurance, economic development, social impact, consumer education, project management and technology and information systems integration.

¹ This section will continue to be updated as the programme evolves and new speakers get confirmed.

- Cholpon Kukumova



Cholpon Kukumova is a finance and development expert with over 30 years of experience across Central Asia and Europe. She specializes in corporate finance, microfinance, agrifinance and climate finance, advising financial institutions and businesses on strategic planning, governance, risk management and inclusive finance. She has led institutional development projects for the International Finance Corporation (IFC) and contributed to advancing financial systems through regional and sectoral reform initiatives.

An ILO Social Finance Fellow, Cholpon is recognized for promoting responsible finance models, including Islamic lending and energy-efficiency finance. She holds an MBA from the University of Exeter (UK) and is fluent in English, Russian and Kyrgyz, with working knowledge of Kazakh, Uzbek and French.

- Craig Churchill



Craig is the Chief of the ILO's Social Finance Programme and Team Leader of the ILO's Impact Insurance Facility. He has more than two decades of microfinance experience in both developed and developing countries. In his current position, he focuses on the potential of financial services and policies to achieve social objectives. He serves on the governing board of the Access to Insurance Initiative and was the founding Chair of the Microinsurance Network. He has authored and edited over 40 articles, papers, monographs and training manuals on various microfinance topics including microinsurance, customer loyalty, organizational development, governance, lending methodologies, regulation and supervision, and financial services for the poorest of the poor.

- Dirk Reinhard



Dirk graduated in Industrial Engineering and Management and has more than twenty years experience in the sustainability and finance industry sector. From 2001 to 2004, he was responsible for sustainable investment in the Environmental Management Unit of Munich Reinsurance Company, a global leader in the reinsurance field, and has published numerous articles on this subject.

In April 2004, Dirk Reinhard was appointed Vice-Chairman of the Munich Re Foundation. He is responsible for the foundation's finances as well as the inclusive insurance programme including the publications "Protecting the Poor – A microinsurance compendium Vol I and II" edited by Craig Churchill. He was furthermore involved in the publication series "The Landscape of Microinsurance". From 2008-2014, Dirk Reinhard was elected as a member of the board of the Microinsurance Network.

Since the first International Conference on Inclusive Insurance (ICII) in 2005, Dirk chairs the Conference Steering Committee. The event is largest meeting of insurance and development experts worldwide. In 2011, the ICII introduced additional local satellite conferences called "Learning Sessions".

- [Indira Gopalakrishna](#)



Indira joined Inclusivity Solutions in August 2021. Her interests lie in building innovative business models that improve access to risk management solutions. After spending over a decade with multinational insurers in India and Singapore, she was bitten by the social impact bug which led to a two-year fellowship in Kenya with the International Labour Organization's Impact Insurance Facility. There, she helped Equity Bank's insurance agency digitalize their sales and operations. Subsequently, Indira was a Senior Consultant with the Microinsurance Centre @ Milliman, where she consulted and implemented microinsurance projects in emerging markets across the world.

Her expertise in innovation and product management has been gained through stints as Director of Innovation at the MetLife Innovation Centre and Director of Product Management & Development at Manulife, both in Singapore. Prior to that, she was at ICICI Prudential Life Insurance in India in a number of different capacities, including Associate Vice President of Products. She has successfully led multi-functional teams to set up new channels and managed strategic partnerships. She also has extensive experience in designing insurance products and propositions in diverse business, economic and regulatory environments.

Indira holds an MBA in Marketing and Strategy from XLRI and a B.E in Computer Science from RVCE Bangalore, India.

- [Lisa Morgan](#)



Lisa is a qualified UK health actuary and supports the Facility by providing technical expertise on health insurance in the public and private sectors, offering insights into m-Health, actuarial analysis and strategy development. She has more than 15 years of experience in actuarial consultancy in Europe, Africa and Asia. Her experience includes pricing, reserving, benchmarking and budgeting for private and national health insurance schemes as well as advising on inclusive insurance.

Lisa is a qualified health actuary and Fellow of the Institute and Faculty of Actuaries in the UK. She has a Diploma in Actuarial Management from Cass Business School, London and a BSc in Actuarial Science from the University of the Witwatersrand, South Africa.

- [Margarita Lalayan](#)



Margarita serves as the Senior Programme officer at the International Training Center of the ILO, where she is in charge of capacity building and the ILO Making Microfinance Work and social finance training programmes. Margarita has 19 years of experience in microfinance and development. She worked with a number of training and research projects focused on organizational development and strategic planning, product development, market research and other aspects of microfinance, and is currently managing training projects and activities in Africa, Asia, Europe and Latin America. She started her social finance career in a grass-roots MFI in Armenia where she served as a COO.

Margarita holds a degree in Economics from the Armenian State University of Economics.

- o Maria Mateo



Maria, leveraging her expertise in the space and satellite industry since 2005 and her early involvement in blockchain technology in 2015, has now anchored herself in the climate insurance industry. Equipped with a background in Telecommunication Engineering and an Executive MBA, Maria's journey is a unique convergence of technology and impactful business solution creation. Her agricultural roots and personal experiences with climate risks drove her to co-found IBISA in 2019, an insurtech startup delivering customized parametric insurance for climate-related challenges. Maria's curiosity and creativity propel her towards harnessing technology for lasting, positive societal change.

- o Pranav Prashad



Pranav is a technical lead on agriculture insurance, alternative distribution and mobile services at the ILO's Impact Insurance Facility. He is also the Facility's focal point for market development in Asia. Pranav has more than two decades of experience in insurance and business management. He has initiated and taken to scale agriculture and health insurance projects amongst low income households in India, utilizing a diverse set of distribution channels and enabling the projects with technology.

Pranav holds an MBA from the Faculty of Management Studies and a bachelor's honours degree in Economics, both from Delhi University, India.

- o Saurabh Sharma



Saurabh is the Nature and Inclusive Insurance Lead at the United Nations Development Programme (UNDP). He is passionate about leveraging insurance as a strategic tool to address global development challenges, particularly those linked to climate risk, biodiversity loss and financial resilience.

With over 12 years of experience, Saurabh has led the design and implementation of insurance programmes that have extended protection to more than 5 million people across the globe. At UNDP, he provides technical leadership and programme coordination across 39 countries, advancing solutions in nature resilience and inclusive insurance

Prior to joining UNDP, Saurabh served as Director of Emerging Customers at Britam Group, where he scaled the company's microinsurance portfolio across Eastern and Southern Africa. Under his leadership, Britam became Kenya's largest microinsurance provider. Earlier in his career, he was an Impact Insurance Fellow with the International Labour Organization (ILO).

- o Solène Favre



Solène is the Global Director of Inclusive Insurance for VisionFund International (VFI) since February 2019. With her team, she supports MFIs in setting up insurance operations for their borrowers and their families. More recently, VFI's insurance team has expanded its technical assistance for WV Field Offices and some other partners to protect more families and more children.

Before joining VisionFund International, Solène set up and led the Cambodian subsidiary of the French insurance group, Prévoir, the first microinsurance company in Cambodia for over 6 years, reaching 300,000 insurance policies with a team of 147 people. She also worked on a pilot project to set up the Cambodia's National Social Security before it was handed over and launched officially by the Ministry of Labor in 2012. In addition, she ran a micro-insurance program in India for 2 years providing a health and life community-based insurance for slum dwellers in Maharashtra for UpLift Mutual Association with the French NGO Inter Aide. She started her career in France working for a mutual insurance company for 10 years.

Solène holds a postgraduate degree in Public Health from EHESP (Ecole des Hautes Etudes en Santé Publique).

- o Théo Dervaux



Théo has been working with the Insurance Team at VisionFund International for the past five years. With his team, they focus on growing and improving inclusive insurance operations for Microfinance Institutions and their clients as well as Non-Profit Organizations and their beneficiaries. He monitors more than 50 insurance operations in 24 countries.

Over the past decade, Théo has focused on developing products and services that strengthen the resilience of young entrepreneurs, rural groups, and vulnerable families. In 2015, he started as a project manager in a social business incubator operating across several Southeast Asian countries. He quickly specialized in inclusive insurance and joined the Prévoir Group, a French insurance company operating in Europe and Asia, where he developed and implemented insurance solutions for the Cambodian and French markets.

Théo holds two master's degrees: one in Management and Social Sciences from Lille University and another in Social and Solidarity Economy from Lyon University.