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The Landscape of Microinsurance

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The quantitative information presented in this paper does not represent an absolute number of products, clients, or other data. Rather, this paper reports what the team was able to identify as microinsurance. Although the data for this study is not an absolute measure of microinsurance in the three regions studied, the data set is large enough to represent the “landscape” of microinsurance and provide, for the most part, an accurate picture of these markets and their components.

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Glossary



Accident insurance (commonly referred to as 'Personal Accident'): Insurance that provides compensation for injury, disability, or death caused by an event that is unforeseen, unexpected, and unintended.

Actuary: A technical expert in insurance and applied mathematics, who applies theories of probability, economics, and finance to the business of insurance and is responsible for the calculation of premiums, reserves, and other valuations.

Agent: An insurance company representative who solicits, negotiates, or effects contracts of insurance, and provides service to the policyholder for the insurer, usually for a commission on the premium payments.

Aggregators: For the purposes of this study, aggregators refer to institutions which bring together groups of potential microinsurance customers, such as employee groups, community or professional associations, utility providers, syndicates, and so on.

Agriculture insurance: For the purpose of this study, agriculture insurance refers to any insurance products covering risks to crops, livestock, fishing or aquaculture.

Agricultural and trade cooperatives: Organisations run on cooperative principals which bring together farmers or other groups involved in a common trade or activity.

Broker: An intermediary between insurers and distribution channels, a broker's functions can range from those of an agent, to designing products and pre-processing claims. Unlike an agent, the broker is licenced in some countries to deal with several insurers and is permitted to take on all or a portion of the administration.

Bundled insurance: A product that is either sold in combination with another insurance product or in combination with any other non-insurance product or service.

Business interruption insurance: Insurance that covers lost income for a business should the business be unable to operate as a result of a covered event.

Cell captive: An insurance or reinsurance captive which is sponsored and operated by one entity, usually an insurance company, but can be used by another entity.

Claim: Following a loss due to occurrence of an insured event, a claim is a request for compensation by an insured party or beneficiary.

Claims acceptance rate: The proportion of filed claims which are accepted and paid by an insurance provider.

Claim turnaround time (also referred to as 'Turnaround time' or 'TAT'): The average number of days between an insured incident occurring and the pay-out being received by the beneficiary. Note that a common alternative measure is the average days from the submission of an insurance claim to payment of that claim. (See 'Internal turnaround time' and 'External turnaround time')

Claims ratio: Claims paid as a percentage of the written premium. For the purposes of this study, we calculated a "crude" claims ratio (claims paid/premiums received).

Claims value: The total amount of money paid out by the insurer for accepted claims submitted by the insured.

Coverage: The scope of protection provided under a contract of insurance, and any of several risks covered by a policy.

Credit life insurance: Insurance coverage designed to extinguish the outstanding indebtedness of a borrower that dies while indebted.

Crop insurance: An insurance product which insures farmers against the loss of their crop due to natural events such as drought, flooding, hail, and others.

Digital platform: A virtual space that allows for direct interactions between consumers and providers of goods and services. Examples include ride-hailing platforms, delivery platforms, e-commerce, and freelancer platforms, among others.

Direct debit and standing orders: Payments made automatically on a regular basis from the customer's account to a company.

Distribution channel (also referred to as an 'intermediary'): A person or company that aids the insurer in distributing the product.

Environmental, Social and Governance (ESG): Factors used for assessing businesses from a sustainability and ethical standpoint and to identify risks and opportunities.

External turnaround time: The time period between the occurrence of a claim event and the customer submitting the claim to the insurance provider.

Financial institutions: Formal, regulated institutions offering financial services, such as banking, loans and insurance, to the public.

Funeral insurance: An insurance product designed to cover the costs associated with the insured's funeral.

Group insurance: A policy offered to people belonging to a certain group, such as employees of a company or members of an organisation. Usually, coverage ceases once the insured is no longer a member of the group.

Health insurance: Coverage that provides benefits as a result of sickness or injury. Policies may include insurance for losses from accidents, medical expenses, disability, or accidental death and dismemberment.

Hospital cash insurance: Insurance that provides a pre-defined payment to an insured person who is hospitalised, without regard to the actual cost of hospitalisation.

Inclusive insurance: See 'Microinsurance' below.

Index insurance: An insurance scheme that pays out claims based on a predetermined index (e.g., rainfall level) rather than individual claims assessment.

Individual insurance: A policy purchased directly by the insured person, as distinct from group insurance.

Insurtech: A provider of technology innovations in the insurance industry.

Internal turnaround time: The time taken for an insurance provider to process and pay out a claim once it has been submitted by the customer.

Investment and savings insurance: Life insurance connected to savings or investments. Premiums typically include an insurance component as well as a savings component which is returned to the customer.

Legal insurance: An insurance product designed to cover legal advice and legal expenses under certain circumstances.

Life insurance: Provides for payment of a specified amount on the insured's death, either to the deceased's estate or to a designated beneficiary.

Livestock insurance: Covers losses as a result of the death of livestock.

Low-income population: For the purposes of this study, low-income means individuals earning between Int. \$2 and Int. \$20 per day per day on a purchasing power parity basis.

Mandatory insurance (also referred to as 'Compulsory insurance'): Insurance that one is required to purchase, either because of government mandate (for example, third-party liability auto insurance) or as a condition for accessing another service (for example, credit life insurance that is required when one takes out a loan). Mandatory cover can reduce adverse selection and significantly reduce administrative costs.

Microfinance institutions (MFIs): Financial institutions serving individuals and small businesses who lack access to conventional banking and financial services.

Microinsurance (also referred to as 'inclusive insurance'): Microinsurance products have modest premium levels based on the risks insured and are developed specifically to serve the needs of the low-income population. The insurer is the risk carrier and the product must be working towards profitability or at least sustainability and be managed on the basis of insurance principles. For the purposes of this study, the term microinsurance covers all products that fit within this definition and may therefore include products that are not considered as microinsurance by a national insurance supervisor, given that such definitions vary from one country to another.

Mobile money: A service which allows customers to make deposits and withdrawals, to transfer money, and to access financial services through a mobile phone.

Mobile network operator (MNO): An organisation offering telecommunications services, including wireless voice and data communication, for mobile users subscribed to their service.

Motor insurance: Insurance protection for a car or motorcycle or other vehicle, which may cover theft or damage to the vehicle as well as damage caused to the public or another vehicle in an accident.

Non-governmental organisation (NGO): A non-profit organisation operating independently of any government body, typically to address a social or environmental cause.



People covered (also referred to as 'Lives covered'): The number of people covered includes the policyholder as well as others insured under the policy. For example, a life or health insurance policy may cover family members. In the case of livestock and crop insurance, people covered refers to the number of farmers or livestock owners who have taken out the insurance.

Policy: The specific contractual agreement underlying the terms between the insurer and the insured.

Policyholder: The person or group who enters into an agreement with an insurance provider and is named as the owner of the insurance policy.

Premium: One or more payments required to activate insurance coverage and keep it in force.

Premiums collected: The total amount of money collected from the policyholders by the insurer.

Property insurance: Provides financial protection against the loss of, or damage to, real and personal property caused by such perils as fire, theft, windstorm, hail, vandalism, etc.

Protection gap: The lack of insurance coverage experienced by certain sectors of the population, such as low-income individuals, women, rural populations and migrants, in comparison to those with higher levels of protection.

Regtech: Technology used by regulated financial institutions to support their compliance with regulatory and reporting requirements

Regulation of insurance: Government-defined requirements for an insurer, such as minimum capital requirements and necessary expertise; also provides consumer protection through the oversight of insurers, including pricing policies, form design and appropriate sales practices.

Regulatory sandbox: A framework that allows companies to conduct live experiments in insurance innovations under the regulator's supervision.

Reinsurance: An agreement by which an insurance company passes on part of its own insurance liability to another insurance company (known as the reinsurer) in order to protect itself from the impact of major claims events and better manage its risks.

Retailer: A relatively small-scale vendor of goods for individual consumption rather than resale.

Risk-based supervision: An approach to supervision whereby certain rules, such as capital requirements, are set based on the level of risk posed by the business. In practice, this generally allows for lower capital requirements for microinsurance business since the level of risk is lower.

Savings and credit cooperative: A cooperative organisation which facilitates savings and loans for members.

Social performance indicators: Social performance is the ability of an organization to translate its social mission into practice. Social performance indicators are metrics that an organization or company uses to measure its progress in doing so.

Subsidy: A sum of money provided by the government or a public body to businesses so that a product or service can be offered at a low or competitive price point or, in some cases, without cost to the end customer.

Sum insured: The maximum sum that an insurer agrees to pay in the event of an insured event occurring.

Suptech: Technology used by supervisors to support the implementation of supervisory activities.

Sustainable Development Goals: (also referred to as 'Global Goals'): These consist of 17 interlinked global goals established in 2015 by the United Nations General Assembly to be achieved by 2030. They are intended as "a shared blueprint for peace and prosperity for people and the planet, now and into the future".¹

Telemedicine: Remote delivery of healthcare services through telecommunications infrastructure, such as online or telephone-based doctors' consultations.

Travel agency: A company or organisation which sells tickets for journeys, including short-duration, intercity, interprovince and international travel, as well as related services.

Travel insurance: Covers the costs and losses associated with unexpected events during a journey or while travelling, such as medical expenses, trip cancellation, or an accident. This includes short trips on public transport or commuter travel, as well as longer journeys.

Voluntary cover: Allows consumers to choose the amount, term, and type of insurance that they want; contrasted with mandatory insurance.

¹ United Nations. Sustainable Development Goals website



Executive Summary

In a world of rising risks, microinsurance is a vital tool to build financial resilience as it helps individuals, small businesses and farmers manage the financial impacts of unexpected events, such as an illness, death, loss of income or natural hazards. The 2023 edition of The Landscape of Microinsurance has collected a record participation of 294 insurance providers in 36 countries, finding that up to 330 million people were covered by microinsurance products in 2022. This represents up to 11.5% of the population that could benefit from microinsurance in the countries covered in this study, what the report terms the “microinsurance target population.” In terms of microinsurance outreach and penetration, the results of the study point to a significant market opportunity for insurers, alongside a pressing need for governments to consider the need to close this substantial protection gap as a key enabler to meet wider development agendas.

The Landscape of Microinsurance 2023 estimates that a total of USD 5.8 billion in premiums were collected, representing only 15% of the USD 41.4 billion estimated market size across the 36 countries covered by the study. This offers a growth opportunity for insurance providers who understand the needs of people in low-income communities and can offer relevant and affordable insurance products to them. By helping to close the protection gap, they will also seize this untapped business opportunity.

Although 85% of the potential market is not currently benefiting from insurance, the positive news is that the market is expanding beyond pre-COVID levels, with providers reporting growth in their microinsurance portfolios in 2022. When assessing specific products that have been reported to the Microinsurance Landscape every year since 2019, a clear pattern of continuous growth post-pandemic emerges. The total number of people covered decreased by 46% in 2020, at the height of the COVID-19 pandemic, followed by a notable recovery in 2021, when 21% more clients were reached than pre-pandemic levels. This positive momentum has continued, with 28% further growth of people covered from 2021 to 2022. In terms of premiums collected, there was a 12% growth

during the same period.

While many interviewees agreed with this post-COVID recovery, many reported that wider macroeconomic trends such as inflation, increased food prices and political uncertainty have added new challenges to their operating environments. In some cases, this has led to reduced bandwidth among insurance providers for driving inclusive product development and distribution initiatives. Nonetheless, insurance providers reported a higher awareness of the risks associated with the insurance protection gap among stakeholders, including government figures. This is partly attributed to the COVID-19 pandemic and partly a result of concerns related to escalating disasters and climate change.

In terms of access, the interviews conducted with experts around the globe suggest that access is still a bottleneck for microinsurance development. While microfinance and financial institutions, as well as agents and brokers, continue to dominate microinsurance distribution, those interviewed for this study emphasised the importance of insurers aligning incentives with a broader range of alternative distribution channels.

The 2023 study has analysed social performance indicators, including

1) claims ratios as an indicator of client value and 2) sex-disaggregated data to monitor the gender gap, for each product type. In terms of claims, a median claims ratio of 21.7% was reported in 2022 for all products and all regions, remaining stable in comparison with previous years. Claims ratios vary between product lines, from credit life insurance at a median of 31% to business interruption at a median of 11%. They also vary according to maturity, with products launched before 2017 at a median ratio of 32%, compared to 13% for those launched in the following years. With regards to gender, disaggregated data collection continues to be a challenge across the board. No information was provided on the gender of policyholders by half of respondents participating in this study, reflecting the fact that, in many cases, this data is not available. Where data is provided however, the median proportion of female policyholders is 47%. Policies that incentivise the generation of gender-disaggregated data are needed to help build a more accurate picture of the size of the gender protection gap and inform efforts to design affordable and accessible insurance products that meet the needs of women in low-income communities.

The 2023 report documents ongoing efforts by insurance supervisors to define and regulate microinsurance around the world. As the value of insurance is increasingly understood within the broader context of climate change and gender equity, insurance supervisors need to respond to these national policy agendas and engage with a wider range of stakeholders. The extensive data and case studies gathered in The Landscape can be used by inclusive insurance stakeholders to make evidence-based decisions. For example, the Landscape data on Peru was used by the Peruvian Insurance Association in its submission to the regulator during the consultation period for the microinsurance regulation review.

As in the 2022 report, life and accident microinsurance were the most popular microinsurance products - reaching 171 million in the 36 countries covered. The second largest microinsurance product category was health, with 72 million people covered; followed by agriculture, aquaculture or livestock insurance products which collectively protected 33.6 million people.

Health microinsurance, in most regions, continues to be simple health products with low benefit coverage, such as hospital cash insurance. Two case studies of large-scale hospital cash schemes, one from Protective Islami Life Insurance Company Ltd. in partnership with Milvik in Bangladesh and the other from Econet Life in Zimbabwe, are highlighted in this study.

An agriculture microinsurance case study on the government-subsidised agriculture scheme, Pradhan Mantri Fasal Bima Yojana (PMFBY) in India which covers almost 28 million people, highlights the importance of public-private collaboration on these types of risks, including government subsidies. In another case study, ACRE Africa, provides a powerful example of reaching scale without always requiring subsidies, partly by reducing costs using technology.

Almost 13 million people received protection for property or loss-of-income risks through a microinsurance product, the vast majority of whom

(9.3 million people) were in Asia and the Pacific. The relatively low numbers compared to other risk types highlight that property or loss of income products are still in their infancy in the microinsurance market. Interviews conducted for this study suggest that innovations in product design are emerging, in part driven by the pandemic building greater awareness of these types of risks.

Understanding the inter-dependencies between microinsurance and the overall financial inclusion ecosystem is critical to identifying potential systemic enablers. While direct debit and standing orders were the primary payment method for 35% of the products reported in the study, cash was still a significant payment method (primary method for 29% of products reported), especially in Asia and the Pacific. As premium collection remains an important challenge for insurance companies, the further advancement of banking penetration, digitisation of value chain finance - especially for smallholder farmers, and increased adoption and usage of mobile financial services, should also result in facilitating microinsurance uptake.

The Landscape of Microinsurance brings together the most extensive microinsurance data to date, providing critical market knowledge to enable informed decision making among insurance providers, policymakers, and development actors. The relevance and impact of this study is increased each year by the growing numbers of participating insurance companies and intermediaries. Governments are called on for their support, as the countries where insurance supervisors and associations promote The Landscape Study during the data collection period observe higher participation rates which leads to greater market intelligence.

With the sobering knowledge that only approximately 1 in 10 people have any insurance in a world of rising risks, innovative product design and distribution will be instrumental to the sector's growth along with more efficient and scalable processes like claims payment. Collaboration and progress on these critical next



“Microinsurance is a vital tool to build financial resilience, but 88.5% of low-income populations in the-scope of this study lack insurance of any kind”

steps will enable the microinsurance sector to grow and create urgently needed pathways for communities and governments to financially manage their multiplying risks.



BOX 1

People Covered

Insurers were asked to provide the number of people covered by each insurance product reported. This includes the policyholder as well as others insured under the policy. For example, a life or health insurance policy may cover additional family members. In the case of livestock and crop insurance, people covered refers to the number of farmers or livestock owners who have taken out the insurance.

Since a given client may have more than one insurance product, the total number of people covered in a country or region is presented as a maximum.

Overview

Market size

People covered and premiums collected

In 2022, up to 330 million people were recorded as covered by a microinsurance product in the 36 countries covered by this year's Landscape study.² This represents up to 11.5% of the microinsurance target population in the countries studied.³

Responses to the Landscape survey increased for this study, with 294 insurance providers reporting on 1,040 products in 36 countries (Table 1), compared to 935 products reported by 253 insurance providers across 34 countries in the previous study.⁴ All products that fit the Landscape's definition of microinsurance (see

Glossary) were considered, including national and government-led schemes that met these criteria, but not all insurers or national schemes provided responses. The methodology used is described in Appendix A and more information on the response rates can be found in Appendix B and Appendix C.

A total of USD 5.8 billion in premiums was collected in 2022. The microinsurance market across the 36 countries in this study is estimated at USD 41.4 billion⁵ in premiums and it is estimated that 15% of the market value is currently captured by insurers who participated in the Landscape study. The estimated share of the target population covered and the estimated value of the microinsurance market captured for each region are provided in Table 2. These figures vary across the three regions studied, with the highest proportion of the estimated market value captured (21%) in Asia and the Pacific.

Given the importance of certain public-private microinsurance schemes, some of which cover millions of people, the Landscape study is gradually including publicly-available information on the most-important public-private schemes. This year, more complete information has been included on the government-subsidised agriculture scheme Pradhan Mantri Fasal Bima Yojana (PMFBY) in India. This crop insurance scheme, which was launched in 2016, covers almost 27.8 million people and represents USD 3.66 billion in gross premiums (including both the farmers' contribution to the premium and the government subsidy).

TABLE 1
FOCUS COUNTRIES FOR THIS YEAR'S LANDSCAPE REPORT⁵

AFRICA	ASIA AND THE PACIFIC	LATIN AMERICA & THE CARIBBEAN
Burkina Faso	Bangladesh	Argentina
Cote d'Ivoire	Cambodia	Bolivia
Egypt	Fiji*	Brazil
Ghana	India	Colombia
Kenya	Indonesia	Ecuador
Morocco	Nepal	El Salvador
Nigeria	Pakistan	Guatemala
Rwanda	Philippines	Honduras*
Senegal	Sri Lanka	Mexico
South Africa	Thailand	Peru
Tanzania		Uruguay*
Togo*		
Uganda		
Zambia		
Zimbabwe		

* Countries included in the Landscape study for the first time this year

² The terms microinsurance and inclusive insurance are used interchangeably for the purposes of this report. Definitions of these and other terms can be found in the Glossary.
³ For the purposes of this study, the microinsurance target population is calculated as the number of people earning between Int. \$2 and Int. \$20 per day on a purchasing power parity (PPP) basis. The underlying income distribution data is sourced from Pew Research Center and adjusted for contemporary population estimates. Pew Research Center provides a more detailed breakdown, defining low-income as Int. \$2 to Int. \$10 and middle-income as Int. \$10 to Int. \$20 per day (PPP).
⁴ This increase in providers responding to the study reflects both an increase in participation of providers within existing countries, as well as the inclusion of providers from new countries.
⁵ Costa Rica and Jamaica, which were included in last year's study, were not included this year as no data was received from insurance providers in either country.
⁶ This figure is based on the entire target population being covered by one insurance product and is calculated by multiplying the number of people in the target market by the median premium per person covered in each country. This is a conservative estimate which does not include the possibility of people taking out multiple covers or increasing coverage as households become more affluent.

TABLE 2
ESTIMATED PROPORTION OF THE POPULATION AND MARKET CAPTURED IN THE COUNTRIES STUDIED IN EACH REGION

REGION	Number of people reached by microinsurance	Share of the target population covered	Weighted average premium per person covered	Estimated value of the microinsurance market in target countries (USD)	Proportion of the estimated microinsurance market value captured
Focus countries in Africa	Up to 44.1 million	Up to 9.4%	28	6.9 billion	6%
Focus countries in Asia and the Pacific	Up to 238 million	Up to 11.9%	13	25.1 billion	21%
Focus countries in Latin America and the Caribbean	Up to 48.4 million	Up to 11.9%	25	9.3 billion	8%
Focus countries in all regions	Up to 330 million	Up to 11.5%	17	41.4 billion	15%

Evolution in the microinsurance market from 2019 to 2022

Although the addition of several very large public-private schemes has played a big role in the increases observed in people covered and premiums collected this year, there also appears to be underlying growth in other microinsurance products.

To illustrate how the market has evolved in recent years without changes in the sample, Figure 1 provides the maximum number of people reached from 2019 to 2022 only for those products which reported data in all four years. A pronounced decrease in

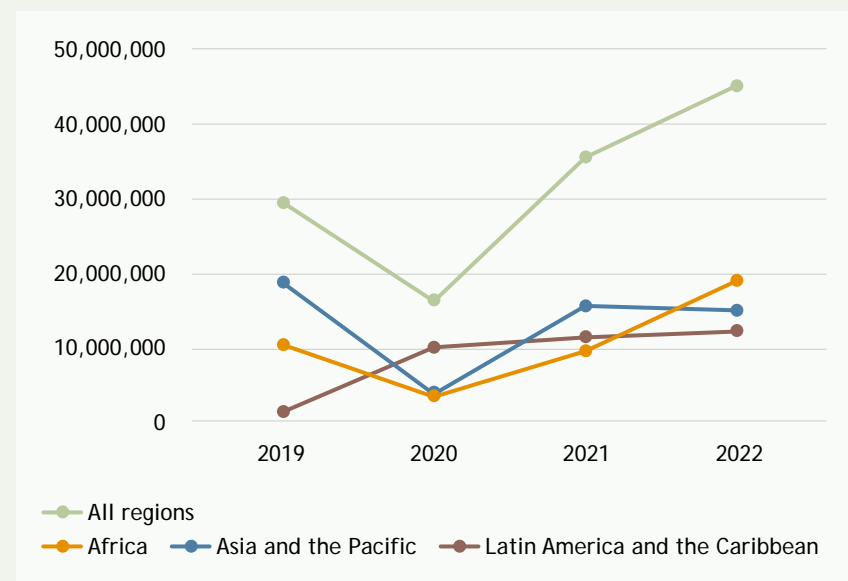
the total number of people covered in 2020 to 15.9 million is seen at the height of the COVID-19 pandemic, representing a 46% decline compared to 2019. However, a notable recovery is observed in 2021, when the number of clients returned to 21% above pre-pandemic levels, at 35.4 million people covered.

This positive momentum continued in 2022, with further growth of 28% to 45.2 million clients. The regional trends are seen in Figure 1, with Africa and Asia and the Pacific following a

similar pattern. Latin America and the Caribbean, on the other hand, does not show the same drop during the COVID-19 pandemic. However, the sample size for the region is particularly low, with just nine products reporting consistently across all four years (compared to 100 products in Africa and 31 in Asia and the Pacific). This information may not therefore be reliable.

Considering the same data set, premiums collected also increased from 2021 to 2022 (by 12%).

FIGURE 1
EVOLUTION IN CLIENT NUMBERS FROM 2019 TO 2022 FOR PRODUCTS REPORTING IN FOCUS COUNTRIES IN ALL FOUR YEARS



Most of those interviewed for this study agreed that by 2022, the short-term effects of COVID-19 on insurance markets had largely been overcome. Yet, with wider macroeconomic challenges, such as inflation and increases in food prices alongside political uncertainty, insurance leaders in many countries interviewed reported that they continue to operate in challenging environments. This has, in some cases, led to reduced bandwidth among some companies for driving inclusive insurance initiatives. Nonetheless, many reported a higher awareness among stakeholders, including government figures, of the risks associated with the protection gap in insurance, partly as a result of the pandemic and partly as a result of concerns related to natural disasters and climate change.

Product lines

As was the case last year, the most important product line in terms of people covered in 2022 was life insurance, with 80.7 million people covered (Figure 2), followed by credit life insurance. This reflects the central role of credit-linked life insurance in the development of microinsurance and its continued importance in the sector.

With the inclusion in this year's data of the PMFBY public-private crop insurance scheme in India, covering almost 27.8 million people, agriculture microinsurance became the third largest product line in terms of people reached, in contrast to seventh position in the previous year. It also became the line of business with the highest recorded premiums (Figure 3), followed by life, and credit life. It is important to note that agriculture insurance schemes frequently benefit

from government subsidies which contribute to those premium levels. A total of 11% of the agriculture schemes recorded in this study were fully subsidised, the highest proportion of any product line by far. More likely benefit from partial subsidies, though this information is not currently collected.

In Africa, the insurance line reaching the highest number of people covered is funeral insurance, at 15.6 million, followed by life (11.2 million) and health (6.2 million) insurance. In Asia and the Pacific, the insurance line with the largest number of people covered is life (47.4 million) followed by agriculture (28.9 million) and credit life (27.4 million). In Latin America and the Caribbean, the insurance line with the largest number of people covered is life (21.9 million), followed by personal accident (8.2 million) and credit life (5.5 million).

FIGURE 2
PEOPLE COVERED BY PRODUCT LINE (MILLIONS)

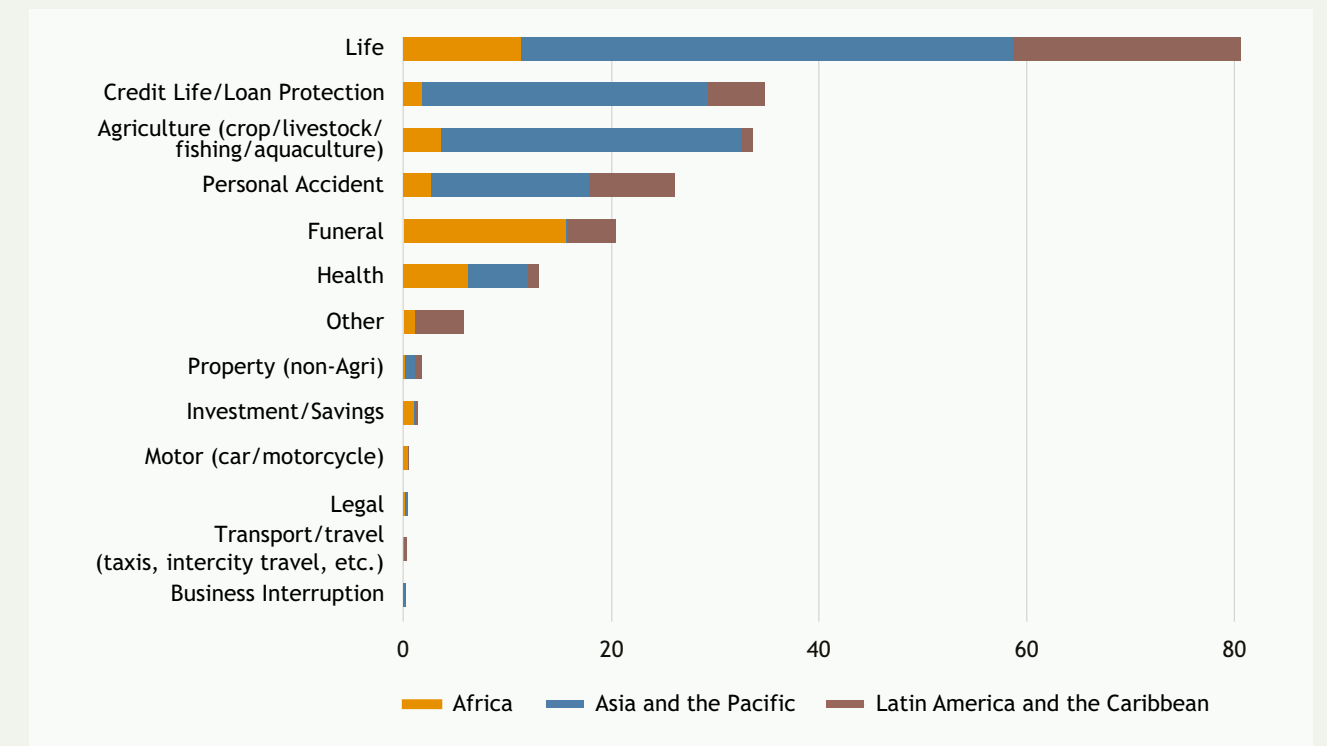
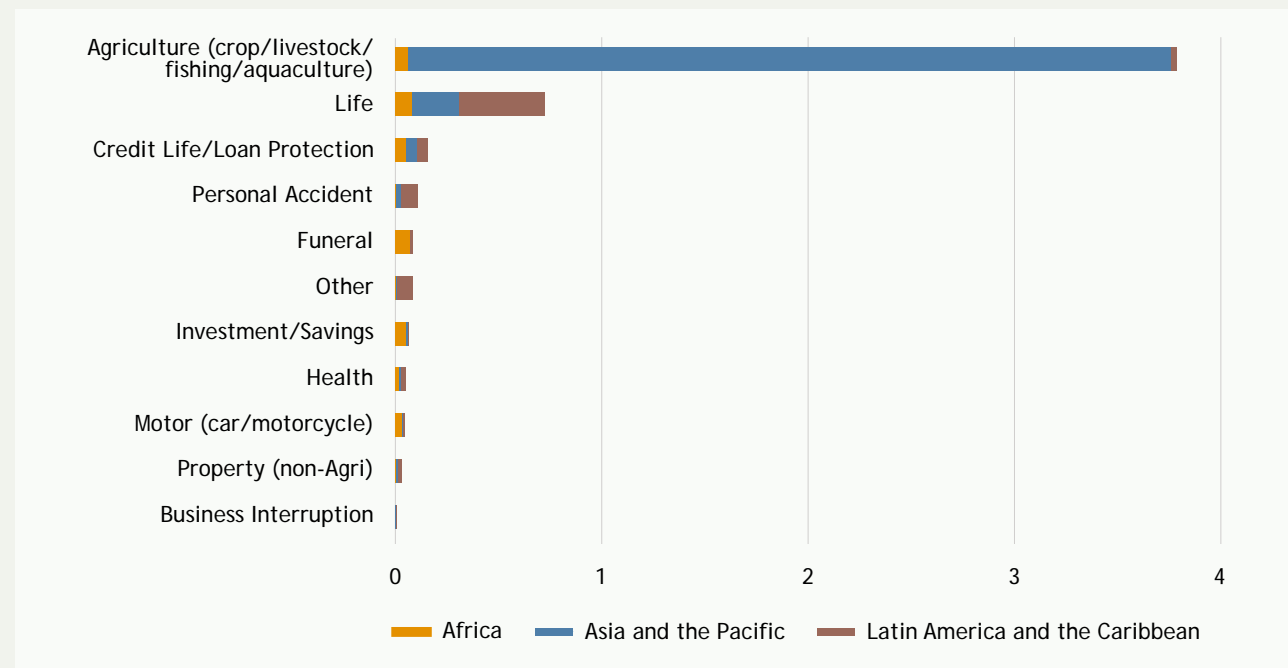


FIGURE 3
TOTAL PREMIUMS COLLECTED BY PRODUCT LINE (BILLIONS USD)^{7 8}



In addition, important differences in premiums per person are seen between product types (Figure 4),⁹ with motor products at particularly high premium levels per person covered (USD 73.5). This likely reflects the higher claims costs associated with motor insurance, as well as the higher spending power of emerging clients with assets like cars and motorbikes. Personal products like life, funeral, health, personal accident, credit life and business interruption insurance, on the other hand, are offered at relatively low rates per person covered.

FIGURE 4
MEDIAN PREMIUM PER PERSON COVERED (USD) BY PRODUCT LINE

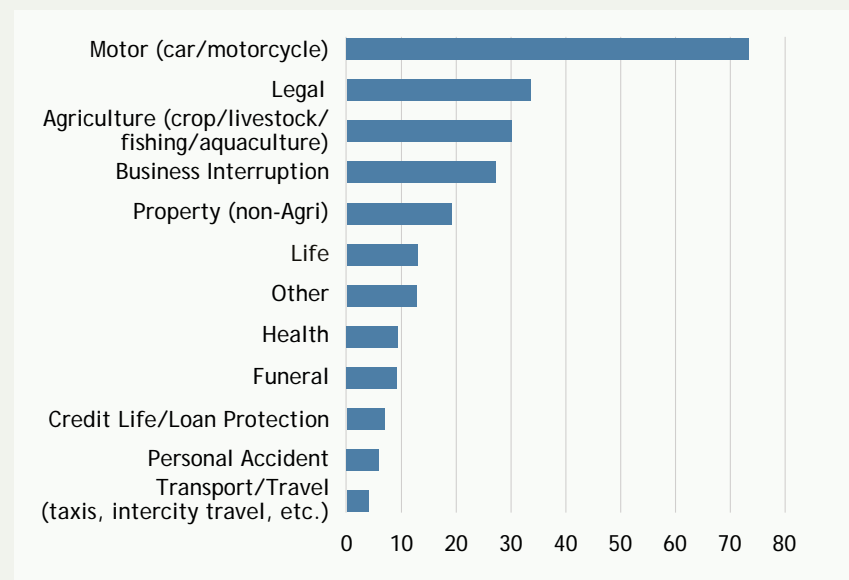
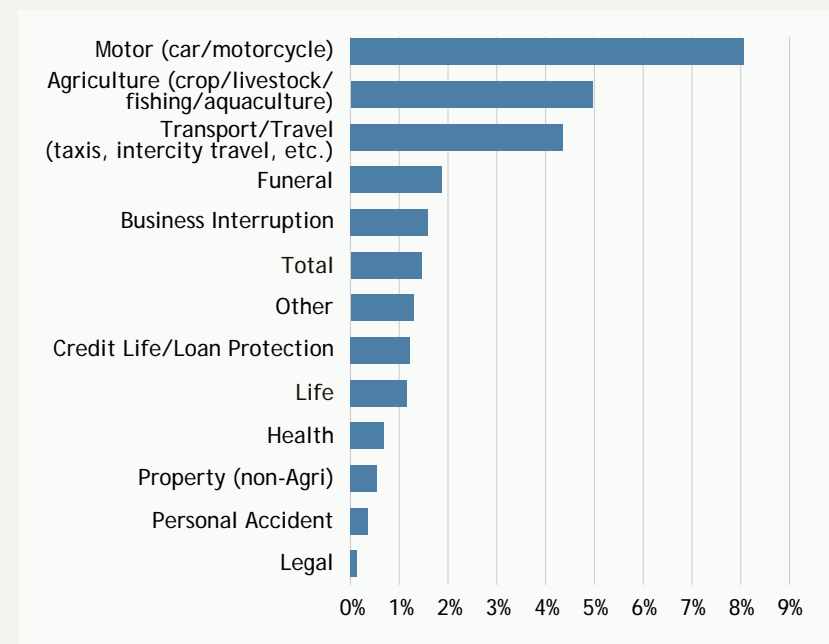


FIGURE 5
MEDIAN RATIO OF PREMIUM TO SUM INSURED BY PRODUCT LINE



Across all product lines, the premium cost is a median of 1.5% of the total sum insured (4% in Africa, 0.7% in Asia and the Pacific, and 0.9% in Latin America and the Caribbean). This ratio is highest for motor insurance products, at 8%, followed by agriculture at 5%. Lower rates are seen for legal insurance (0.13%), personal accident products (0.35%), and property (0.5%).

⁷ Some schemes may also be funded through premium subsidies or other subsidy types in addition to direct premium income from customers.

⁸ Premiums collected for investment and savings products are not directly comparable to other product lines as providers do not always separate the savings contributions and premium.

⁹ Investment and savings products are not included in calculations of premiums per person covered, premiums as a proportion of sum insured, or claims ratios because of the characteristics of this product line. Premiums reported include an insurance component and a savings component that is returned to the customer, meaning that the premium figures are not entirely comparable to those in other product lines.

Scale

Each microinsurance product reached a median of approximately 11,400 people. The scale reached by microinsurance products varies considerably by product type (Figure 6). On average, funeral insurance products reach the highest number of people (62,413) followed by credit life insurance products (46,619). The lowest number of clients on average were reached by property

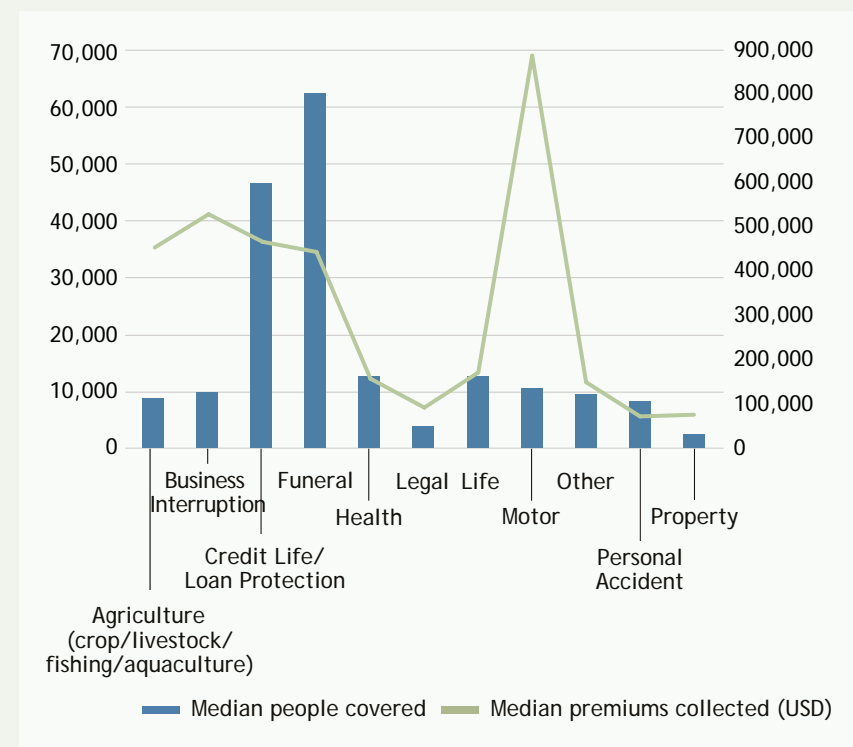
products, at 2,351 people per product. Property products tend to be less well-established in the low-income market.

It is notable that motor insurance reached a comparatively high level of premiums collected, at USD 793,278. This is due to the relatively higher cost of these products, which are marketed toward emerging and lower-middle-class customers who are more likely to own

a car or motorcycle. This is reflected in the median premium per life covered for these products explored previously (Figure 4), with motor products reporting the highest median cost (USD 73.5 per life covered).



FIGURE 6
MEDIAN NUMBER OF PEOPLE COVERED AND MEDIAN PREMIUM COLLECTED PER PRODUCT BY PRODUCT LINE¹⁰



“ On average, funeral insurance products reach the highest number of people (62,413) followed by credit life insurance products (46,619) ”

¹⁰ The category “other” includes a range of products, the majority of which offer combined covers. A relatively small number of products were recorded under this category, and the results for this category should therefore be interpreted with caution.

Regulation

There continues to be a continued emphasis on defining and regulating microinsurance insurance. In Latin America, for example, there have been efforts led by the Interamerican Federation of Insurance Companies (FIDES) to guide industry stakeholders in creating clearer and more unified definitions of inclusive insurance.

The Microinsurance Network (MIN), alongside others like the Access to Insurance Initiative (A2ii), has supported regulators in the region, such as the Junta de Política y Regulación Financiera (Financial Policy and Regulation Board) of Ecuador, which is expected to release the country’s first microinsurance regulation. All countries which currently have specific inclusive insurance regulation can be seen in the map in Figure 7.

In Peru and India – markets that have had microinsurance regulations for many years – regulators are implementing changes and updates. In Peru, for example, the Superintendencia de Banca, Seguros y AFP (SBS), is currently amending its microinsurance regulation. Information on Peru from the Landscape of Microinsurance was one of the information sources used by the Peruvian insurance association in its submission to the regulator regarding the regulation. In India, an amendment to the insurance act is currently being considered which would allow microinsurance companies to be formed with lower capital requirements than standard insurance companies, facilitating the establishment of many new microinsurance players in the country.

Efforts to promote microinsurance typically form part of a broader mandate to promote insurance market development, enable innovation and close protection gaps.

Insurance supervisors are particularly concerned about natural catastrophe protection gaps as reflected, for example, in the International Association of Insurance Supervisor’s (IAIS) study and call to action on the topic.¹¹ The study recognises five major areas of action among supervisors to address the natural catastrophe protection gap, ranging from incentivising risk reduction to advising industry and governments on insurance and public-private schemes.

The Insurance and Pensions Commission of Zimbabwe is an example of a supervisor which has taken a proactive market development approach, particularly in relation to climate, and which has a strong commitment to supporting climate resilience and adaptation in the country. It participated in the A2ii inclusive insurance innovation lab focused on climate insurance,¹² developing a product to help smallholder farmers manage climate risk alongside a group of national stakeholders. At the same time, with the support of the International Finance Corporation (IFC), the Commission is developing an agriculture index insurance framework and providing industry training on the topic.^{13 14}

Alongside climate, gender is a topic which is moving up supervisors’ agendas. This interest has been seen, for example, among the four supervisors which collaborated with the A2ii to pilot a tool for collecting sex-disaggregated data.¹⁵ In Argentina, this work was



taken a step further when the national insurance superintendency, Superintendencia de Seguros de la Nación (SSN), collaborated with the A2ii and the Ministry of Women, Gender, and Diversity to conduct the country’s first Gender Equity Survey of the insurance market in 2022.¹⁶ The results are being used by the supervisor to design initiatives to address women’s inclusion in insurance and it is hoped that the initiative will be a powerful example for other countries.

Finally, experts interviewed for this study highlighted the evolving role of insurance supervisors. As insurance is increasingly valued within the broader context of topics like climate and gender equity, supervisors need to respond to these policy agendas and interact with a wider range of stakeholders.

¹¹ IAIS. 2023. A call to action: the role of insurance supervisors in addressing natural catastrophe protection gaps.

¹² A2ii. 2022. Third Inclusive Insurance Innovation Lab (2021-2022)

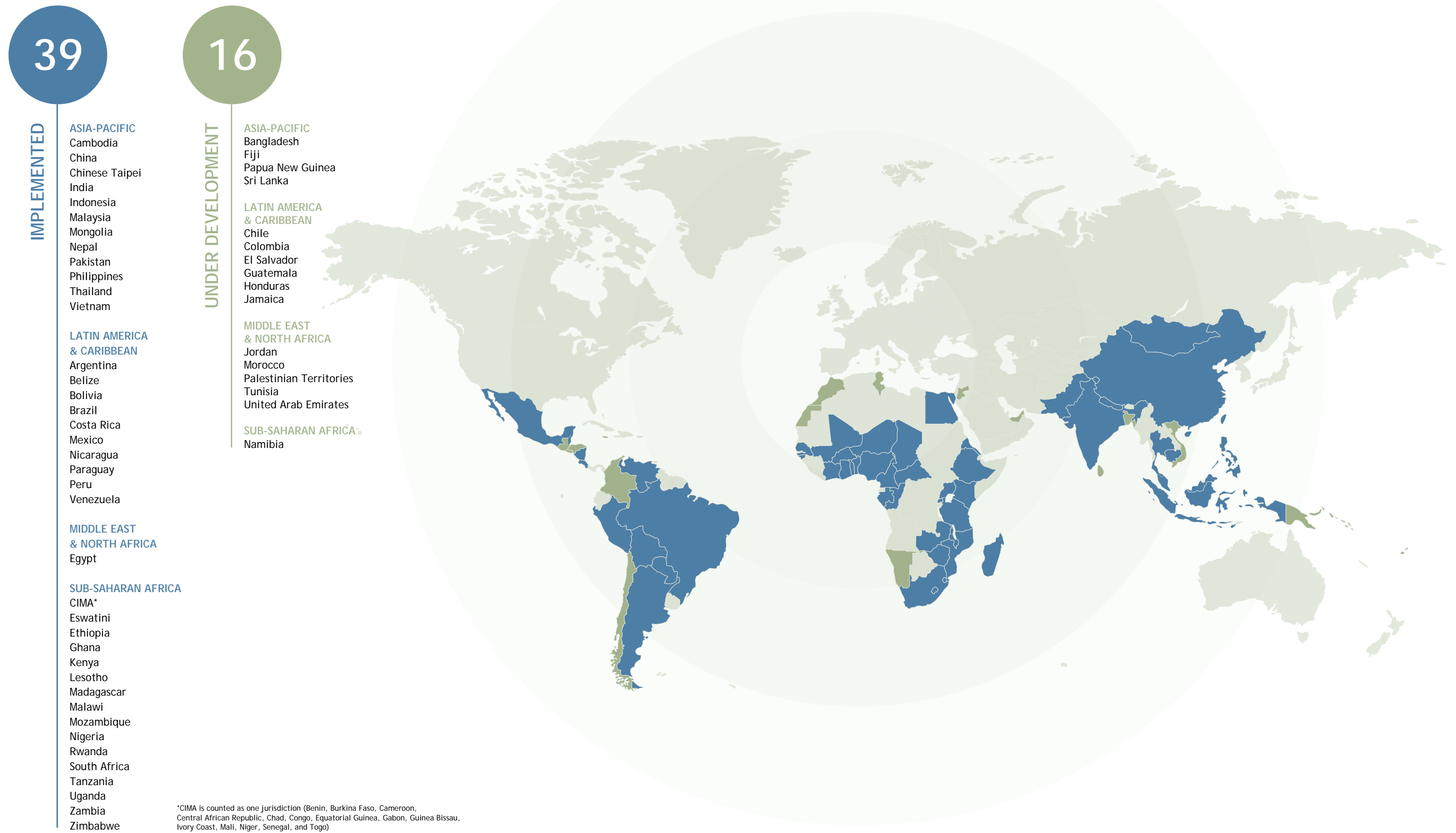
¹³ Insurance and Pensions Commission, Zimbabwe. 2023. Global Initiatives – Awareness & Education. Presentation at the 18th Consultative Forum “The Interconnectivity of Climate Change and Natural Catastrophes: How insurance is responding to build resilience and bridge the protection gap”, 23 October 2023

¹⁴ IPEC. 2023. IPEC and IFC launch Agricultural Index Insurance Project.

¹⁵ A2ii. 2023. FeMa-Meter

¹⁶ A2ii and SSN. 2023. Gender Equity Survey of the Argentinian Insurance Market

FIGURE 7
WORLD MAP OF INCLUSIVE INSURANCE REGULATION IN 2023 FROM THE A2ii¹⁷



¹⁷ An interactive and searchable version of the map can be found on the A2ii website. While the A2ii uses reasonable efforts to include accurate and up-to-date information in this map, it makes no warranties as to the completeness of content, errors, or omissions. In mapping the inclusive insurance developments worldwide, the A2ii welcomes insurance supervisors' inputs.



Distribution and payments

In 2022, the most important distribution channel globally, in terms of the number of people reached (Figure 8), was microfinance institutions (72 million people), followed by financial institutions (43 million people) and agents and brokers (37 million people). Africa stands out from other regions with agents and brokers as the most important distribution channel reported.

FIGURE 8
PEOPLE COVERED BY PRIMARY DISTRIBUTION CHANNELS BY REGION

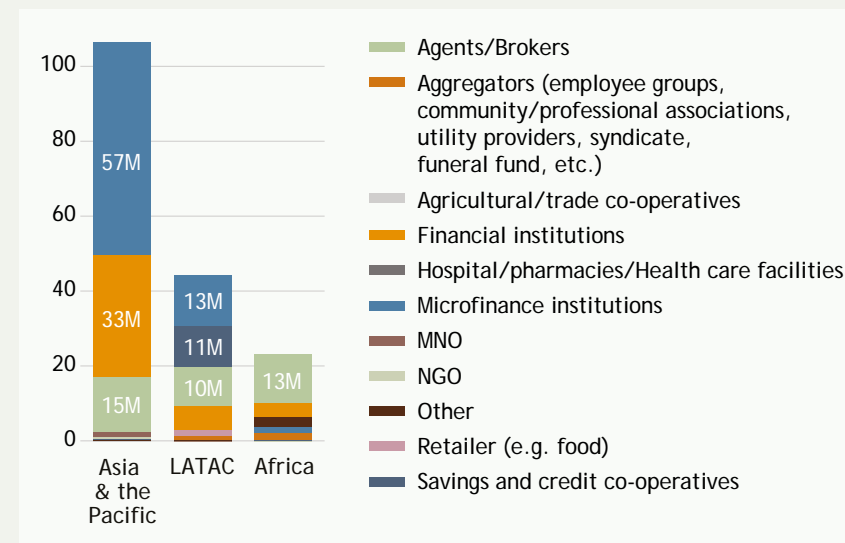
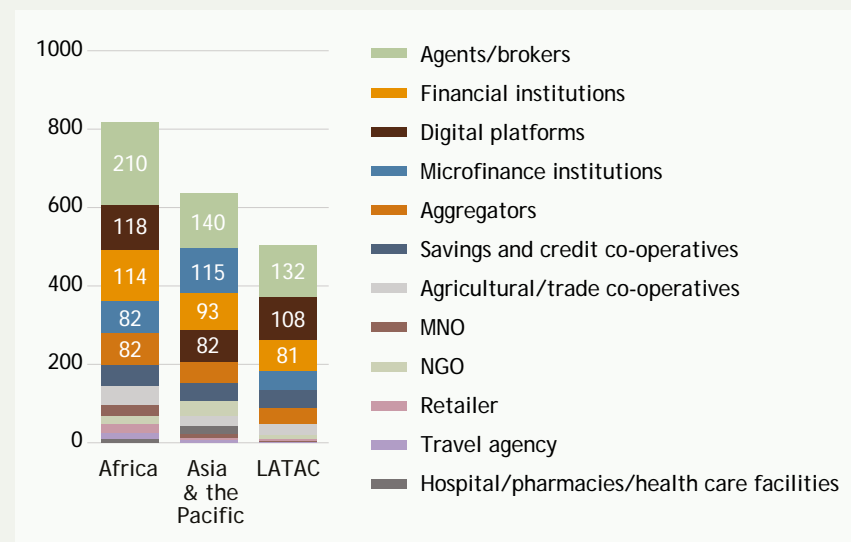


FIGURE 9
PROPORTION OF PRODUCTS IN ALL THREE REGIONS WHICH MAKE USE OF EACH DISTRIBUTION CHANNEL TYPE



In addition to the primary distribution channel used for each product, providers also gave information on the full range of channels through which their product was made available. Figure 9 shows information on all the distribution channels used by each product, regardless of the proportion of sales that channel might represent. This figure demonstrates that agents and brokers, although not the primary distribution channel for most products, play a role in the distribution of 24% of all products that reported information on distribution channels. In addition, Figure 9 shows that, while a limited set of channel types dominate outreach, a much more diverse range of channels is offered to customers. Additional channels, such as digital platforms, aggregators and saving and credit co-operatives are frequently used by insurers, even where they are not the primary distribution channel. Interviews for this study confirmed that, although distribution through digital tools has seen significant development, distribution through purely digital channels so far remains limited.

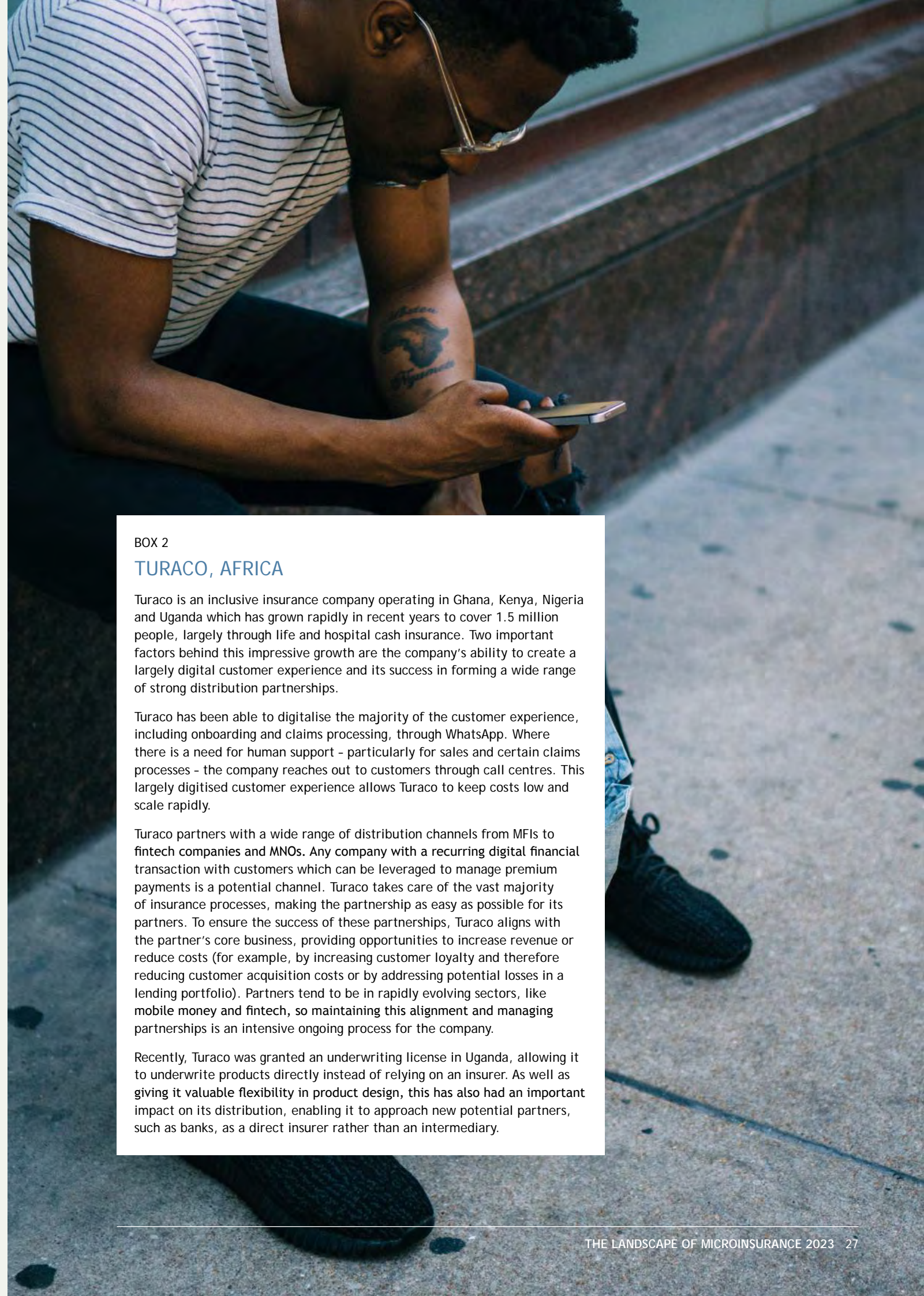
The interviews conducted with experts across the three regions suggest that distribution is still felt to be a particular bottle neck for microinsurance development in Latin America and the Caribbean. In particular, interviewees stressed difficulties finding partners and aligning interests, as well as high commissions charged by distributors in many countries. Although distribution in most countries in Africa and Asia and the Pacific is still dominated by fairly traditional microinsurance channels, such as microfinance and other financial institutions, alternative distribution channels are growing. In Asia and the Pacific, in particular, experts highlighted the growing role of insurtech firms in growing the microinsurance market. The insurtech sector in India has surged, with investment in insurtech doubling in 2022 compared to 2020.¹⁸

Where alternative distribution channels are proving successful, according to interviewees, this has been down to models that better align incentives. For example, joint ventures between mobile network operators (MNOs)

and insurance companies have been established ensuring that the MNOs are directly invested in the success of the insurance they sell. Another example of aligning incentives has been seen in insurers increasingly working with value chain partners who are looking for ways to boost farmers' resilience and productivity. Turaco's impressive growth in African markets, explored in Box 2, has stemmed partly from its capacity to align incentives with varied partners.

“ Direct debits and standing orders were the most important payment channel in 2022, with 35% of products using these as their primary payment method, an increase of 7 percentage points compared to the previous year ”

¹⁸ BCG and India Insurtech Association. 2023. India Insurtech Landscape and Trends.



BOX 2

TURACO, AFRICA

Turaco is an inclusive insurance company operating in Ghana, Kenya, Nigeria and Uganda which has grown rapidly in recent years to cover 1.5 million people, largely through life and hospital cash insurance. Two important factors behind this impressive growth are the company's ability to create a largely digital customer experience and its success in forming a wide range of strong distribution partnerships.

Turaco has been able to digitalise the majority of the customer experience, including onboarding and claims processing, through WhatsApp. Where there is a need for human support - particularly for sales and certain claims processes - the company reaches out to customers through call centres. This largely digitised customer experience allows Turaco to keep costs low and scale rapidly.

Turaco partners with a wide range of distribution channels from MFIs to fintech companies and MNOs. Any company with a recurring digital financial transaction with customers which can be leveraged to manage premium payments is a potential channel. Turaco takes care of the vast majority of insurance processes, making the partnership as easy as possible for its partners. To ensure the success of these partnerships, Turaco aligns with the partner's core business, providing opportunities to increase revenue or reduce costs (for example, by increasing customer loyalty and therefore reducing customer acquisition costs or by addressing potential losses in a lending portfolio). Partners tend to be in rapidly evolving sectors, like mobile money and fintech, so maintaining this alignment and managing partnerships is an intensive ongoing process for the company.

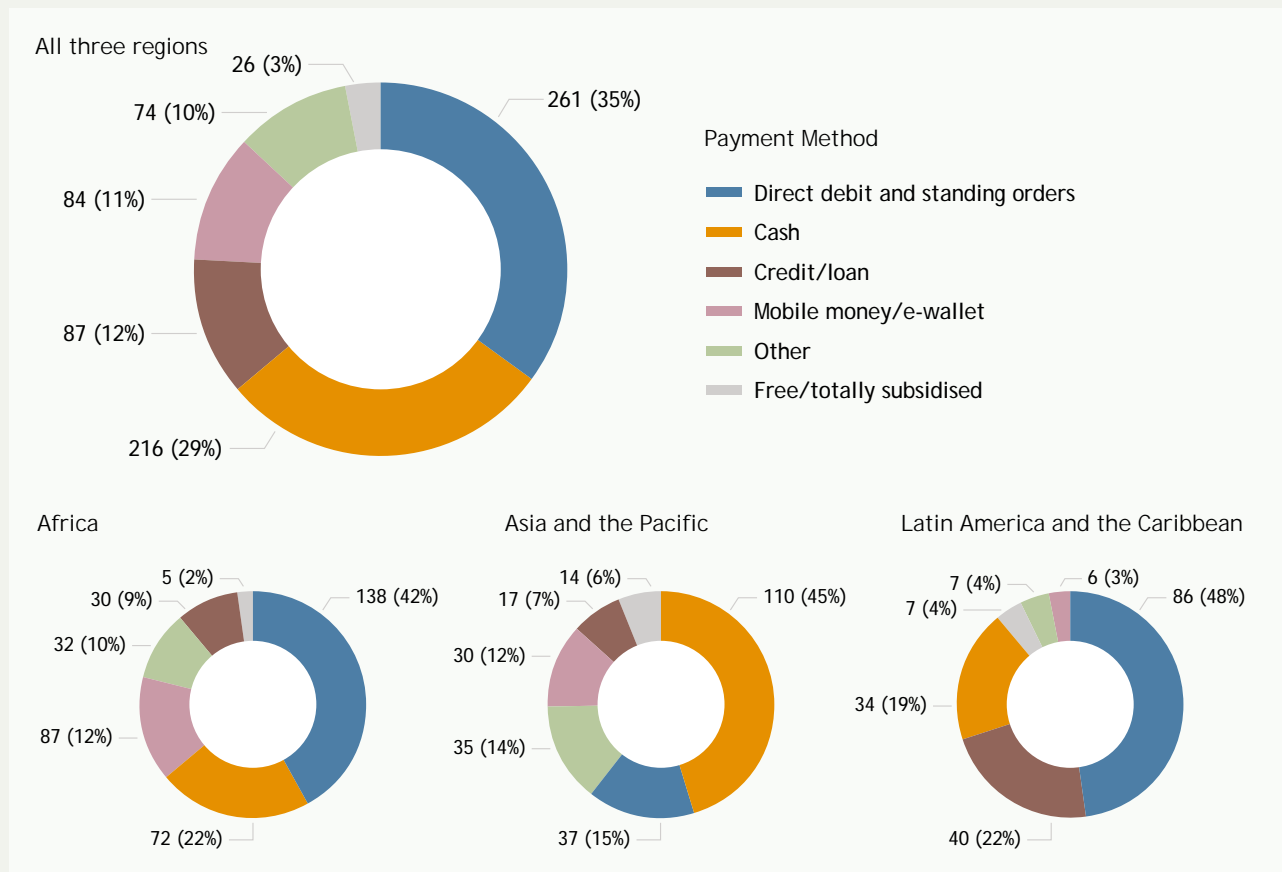
Recently, Turaco was granted an underwriting license in Uganda, allowing it to underwrite products directly instead of relying on an insurer. As well as giving it valuable flexibility in product design, this has also had an important impact on its distribution, enabling it to approach new potential partners, such as banks, as a direct insurer rather than an intermediary.



Direct debits and standing orders were the most important payment channel in 2022, with 35% of products using these as their primary payment method, an increase of 7 percentage points compared to the previous year. This was followed by cash, which is used as the payment method for 29% of products; credits and loans, at 12%; and mobile money, at 11%. A small proportion of products (3%) are offered free or completely subsidised, meaning that no payment channel is used by the end client.

Cash is most widespread in Asia and the Pacific, where it is the primary payment channel for 45% of products, followed by direct debit, which is the payment method in 15% of cases. In Africa, direct debit is the most used payment method (42% of products), followed by cash (22%), and mobile money (15%). Latin America and the Caribbean is the region where cash is least prevalent (used for 19% of products). In this region, the most common payment method is direct debit (48%), followed by credit and loans (22%).

FIGURE 10
PROPORTION OF PRODUCTS WHICH MAKE USE OF EACH PAYMENT CHANNEL¹⁹



¹⁹ Percentages may not add up to 100% due to rounding.

Social performance indicators²⁰

For 2022, a median claims ratio of 21.7% was reported for all products across all regions with a median claims acceptance ratio of 98%.²¹ These figures are close to those reported in the previous year and continue to be slightly above those reported in 2020 (17.3%) and 2019 (19.9%) which, as explored in previous reports, appear to have dropped during COVID-19 due to the restrictions that were imposed.

Latin America and the Caribbean had the lowest median claims ratio of the three regions at 13.9%. The highest median claims ratio was found in Asia and the Pacific, at 29.8%, followed by Africa at 22.9%. Asia and the Pacific, as in the previous year, maintains the highest median claims acceptance rate among the regions analysed at close to 100% compared to 97.2% in Africa, and 91.3% in Latin America and the Caribbean.

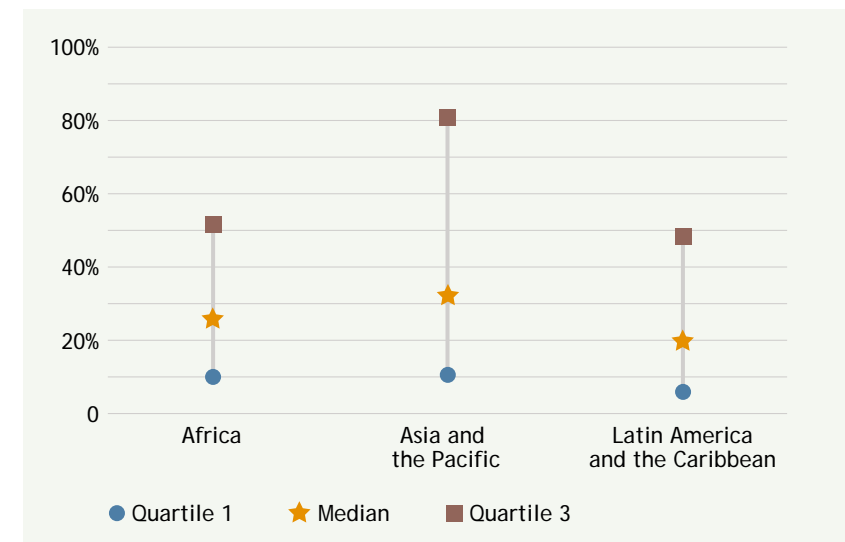
Some of the difference between regions relates to variations in the product make-up of each region. In Latin America and the Caribbean, for example, personal accident products play an important role, reaching the second highest number of people.

This insurance line has one of the lowest median claims ratios of all product lines, at 15.7%. The median claims ratio for most product lines (Figure 12) was less than 25%, with the exceptions of credit life (31%), funeral (29.3%) and agriculture (27%). Funeral insurance continues to have relatively high claims ratios in comparison to other product types. At 29.4% it is the second highest of all product types. However, this represents a reduction of almost 6 percentage points compared to 2021.

It is important to stress, nonetheless, that there is considerable variation in claims ratios within regions and several factors appear to play a role. Figure 11 shows the median and quartile values

for microinsurance products in each region. The interquartile range (which excludes the highest 25% and lowest 25% of results) spans from around 6% in Latin America and the Caribbean and 10% in Africa, to around 50% in both regions. In Asia and the Pacific, values are shifted higher with the interquartile range running from almost 11% to close to 80%. Within those ranges, more mature microinsurance products tend to have higher claims ratios. Products launched before 2017, for example, have a median ratio of 32% compared to 13% for those launched in the following years.

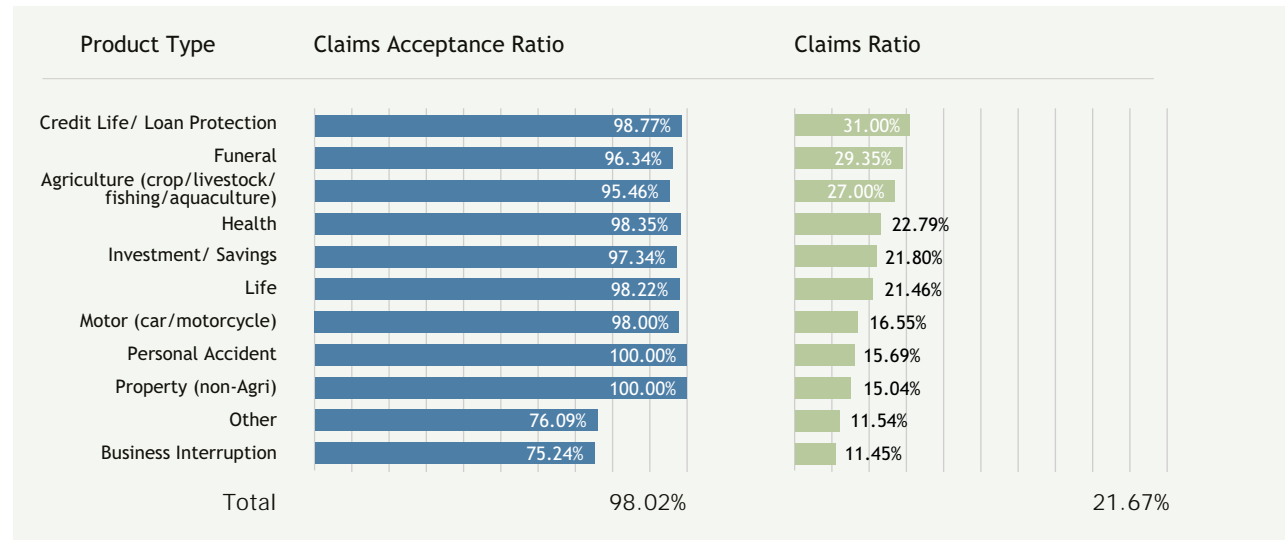
FIGURE 11
CLAIMS RATIOS BY REGION (FIRST QUARTILE, MEDIAN AND THIRD QUARTILE)



²⁰ Social performance is the ability of an organisation to translate its social mission into practice. Social performance indicators are metrics that an organisation or company uses to measure its progress in doing so. For insurance, the claims ratio is one key metric which provides an insight into the value provided by insurance to customers.

²¹ Information on claims ratios was provided for 60% of the reported products (62% in Asia and the Pacific, 54% in Latin America and the Caribbean, and 67% in Africa), and information on claims acceptance ratios was provided for 46% of the reported products (53% in Asia and the Pacific, 29% in Latin America and the Caribbean, and 61% in Africa).

FIGURE 12
MEDIAN CLAIMS RATIO AND ACCEPTANCE RATIO BY PRODUCT TYPE

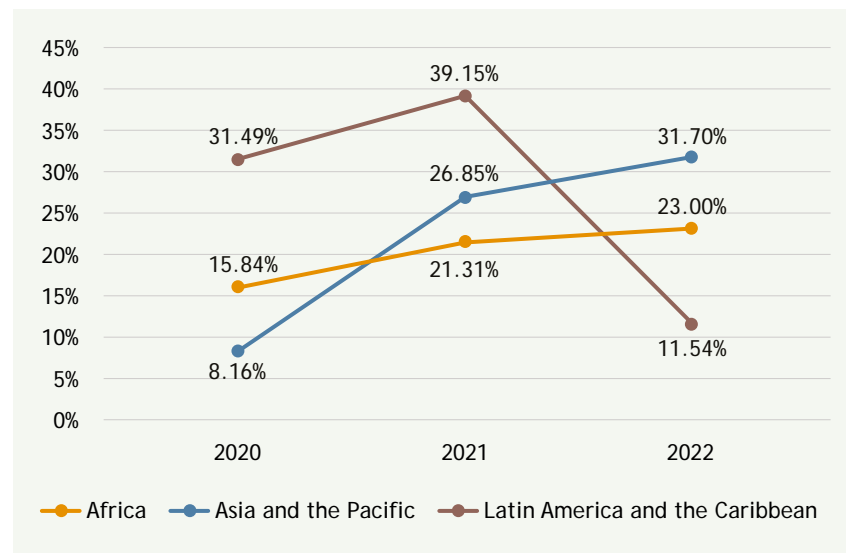


Given differences in the sample of products studied each year, and in order to better understand the development of claims ratios over time, Figure 13 presents only those products which were reported on in all three years between 2020 and 2022. In general, claims have risen in the post-pandemic years, recovering from reductions in claims ratios likely

brought about by lockdowns and other pandemic-related restrictions. In Latin America and the Caribbean, however, claims ratios have dropped from a median of 39.2% in 2020 to 11.5% in 2022. This may be related to the high concentration of life insurance products in Latin America in the Caribbean. These products generally experienced increased claims ratios during the

pandemic and have since reduced, compared to other product lines which experienced suppressed claims during the pandemic (due to reductions in claims events as a result of social distancing restrictions, reductions and delays in use of normal health services, and difficulties or delays in submitting claims). These returned to higher levels after the pandemic.

FIGURE 13
MEDIAN CLAIMS RATIO FOR PRODUCTS REPORTING IN ALL YEARS 2020-2022



The overall claims acceptance ratio is 98% (almost 100% in Asia and the Pacific, 97.2% in Africa and 91.4% in Latin America and the Caribbean). For six lines of insurance the claims acceptance ratio is greater than 98%: personal accident (100%), property (100%), credit life and loan protection (98.7%), health (98.3%), life (98%) and motor (98%).

Two figures are provided for claims turnaround time (TAT): the total TAT, that is the total time from a claim event occurring to the claim payment being made, and internal TAT, the time taken internally to pay a claim once a company has received notification of a claim.²² Across the three regions, the median total TAT recorded is 15 days. This represents a reduction of four days in comparison to 2021.

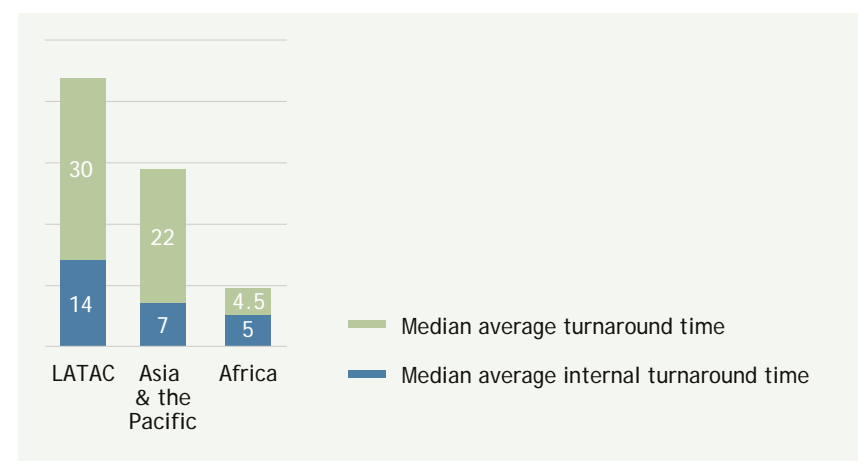
There is important variation between regions (Figure 14). The longest TATs are reported in Latin America and the Caribbean, where the median total TAT recorded was 30 days, with a median internal TAT of 14 days. Asia and the Pacific had a lower TAT of 22 days, with a 7 day median internal TAT. The shortest period recorded was recorded in Africa, at 4.5 days total TAT, with a median of 5 days of internal TAT (the apparent mismatch of a longer median internal than total turnaround time is caused by a far smaller number of companies reporting on internal than total TAT in the region, resulting in medians based on different data sets).

The longest overall turnaround times are recorded for property (30 days), and personal accident products (24 days).²³ These likely reflect the

longer times for customers to collect documents and submit claims in these product lines. The shortest overall turnaround times are recorded for funeral, investment and health insurance products.

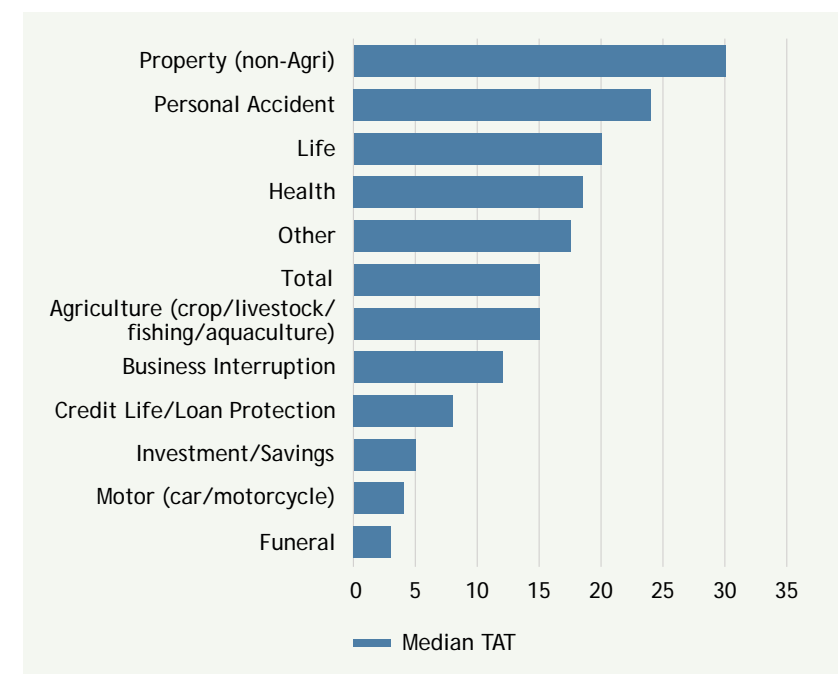
There are also interesting variations in TAT by distribution channel (Figure 16), with saving and credit cooperatives having the lowest TAT (8 days), followed by agricultural and trade co-operatives and agents and brokers (14 days). The most used distribution channel in both Asia and the Pacific and Latin America and the Caribbean, microfinance institutions, has the second longest TAT at 32 days.

FIGURE 14
MEDIAN TURNAROUND TIME



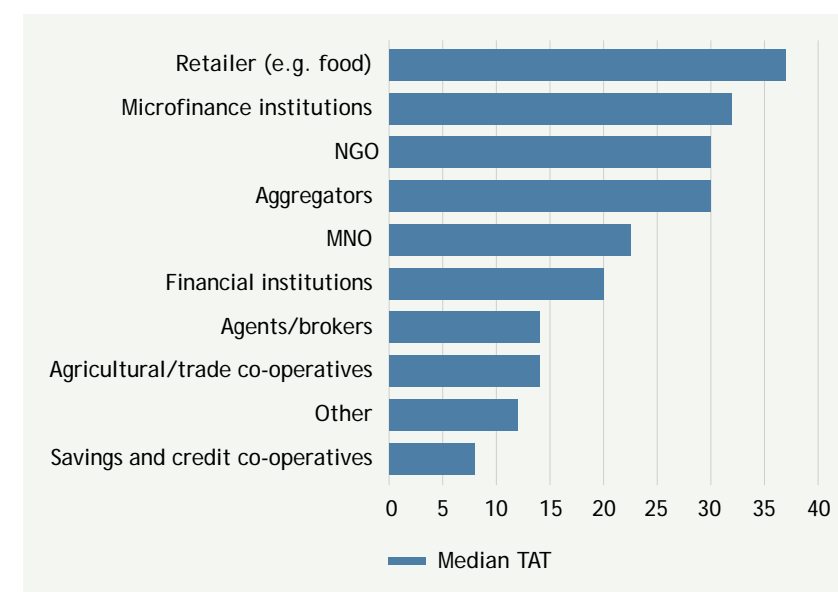
“ In 2022, a median claims ratio of 21.7% was reported for all products across all regions with a median claims acceptance ratio of 98% ”

FIGURE 15
MEDIAN CLAIMS TURNAROUND TIMES ACROSS PRODUCT LINES



Interesting developments are being seen in the use of technology for claims. Insurers are exploring automated processes for claims payments, allowing for rapid claims payouts. This can be facilitated through technologies like blockchain, smart platforms and artificial intelligence (AI). In particular, several experts interviewed for this study described increased use of AI to assess elements of the claims process, such as claims calls, documentation or photographs of damaged goods, in order to make them quicker and more efficient. An example of this in agriculture insurance is shared in the agriculture chapter through the case of ACRE Africa.

FIGURE 16
MEDIAN CLAIMS TURNAROUND TIMES ACROSS PRIMARY DISTRIBUTION CHANNEL



²² Many insurance providers do not systematically track the time taken between a claim event occurring and the claim being submitted, and it is possible that information on internal claims turnaround times might be more reliable than that on full claims turnaround times. Information was provided on total claims turnaround time for 45% of reported products (48% in Asia and the Pacific, 31% in Latin America and the Caribbean, and 60% in Africa) and on internal claims turnaround time for 47% of the products reported (65% in Asia and the Pacific, 34% in Latin America and the Caribbean, and 49% in Africa).

²³ Only median total turnaround times are provided by product line, since the lower response rate for internal turnaround times means that reasonable same sizes are not available for internal turnaround times for many product lines.



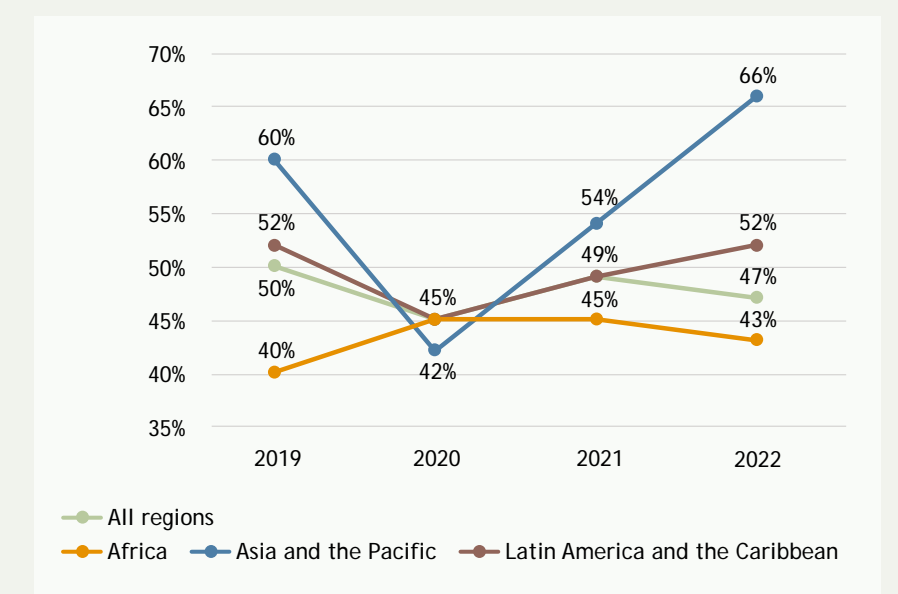
Women's access to insurance

The collection of data on women's access to insurance is an essential step to better understand the industry's progress in addressing women's needs. However, as in previous years, limited data regarding gender was provided for this study.

Around 50% of insurers did not provide information on the gender of the policyholder. This reflects the fact that, in many cases, providers are not collecting information on the gender split of customers. One tool that has been developed to address this is the FeMa-Meter tool. The A2ii designed the tool to help insurance companies, regulators and supervisors to disaggregate 13 key insurance metrics by sex (female and male), including metrics related to access, usage, and organisational diversity.²⁴

In 2019, the initial year of gathering data on female policyholders for the Landscape study, women constituted an average of 50% of policyholders. A decline was observed in 2020, at the peak of the pandemic, with the rate dropping to 45%.

FIGURE 17
THE MEDIAN PERCENTAGE OF FEMALE POLICYHOLDERS 2019-2022



²⁴ A2ii. 2023. FeMa-Meter



However, in 2021, there was an improvement in the percentage of women among microinsurance policyholders, rebounding from 45% to 49% (see Figure 17). In 2022, this improvement continued in Latin America and the Caribbean, where the proportion of female policyholders increased 3 percentage points to 52%, and in Asia and the Pacific, where it increased 12 percentage points to 66%. In Africa, however, a drop of two percentage points from 45% to 43% was experienced.

Aside from gathering information about female policyholders, data was also compiled regarding the proportion of female lives covered. This acknowledges the fact that insurance policies frequently extend coverage to family members as well as the primary policyholder. Both indicators are relevant as women benefit from coverage taken out by family members which includes them, but a focus on insuring women directly as policyholders is important as it speaks to women's decision-making power in selecting and managing their insurance protection. In 2022, while women made up a median of 47% of microinsurance product policyholders, a median of 48% of people covered by microinsurance products were women (similar to the 49% recorded the previous year).

The rates of female policyholders and women covered vary across regions, as shown in Figure 18, with the highest proportions covered in Asia and the Pacific, where women represent 66% of policyholders and 56% of people covered. The lowest rates are in Africa, where women represent 43% of policyholders and 44% of people covered.

The highest proportion of female policyholders is found in business interruption products (at 70%), but it is important to note that this information was provided for just 20% of these products. As in previous years, agriculture products serve a relatively low proportion of women (41% of policyholders, on average, are women), alongside motor insurance (44%), funeral (43%), and transport (35%). In the case of agricultural and motor insurance, inequality in formal land and car ownership between genders could contribute to these disparities.

Information on gender of policyholders was most often provided for investment and savings products (73% of products), followed by funeral (69%), and health (52%). By 2022, a total of 436 products reported information on policyholder gender. This is a slight reduction from the previous year, in which 465 products reported this information.

FIGURE 18
THE MEDIAN PERCENTAGE OF FEMALE POLICYHOLDERS AND FEMALE LIVES COVERED BY REGION

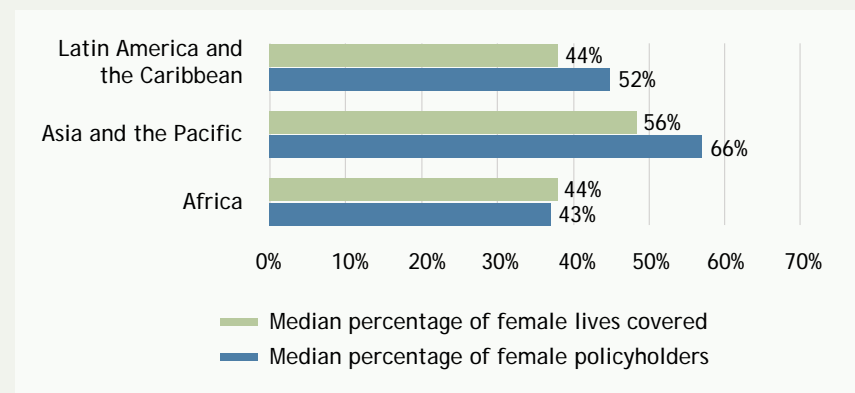
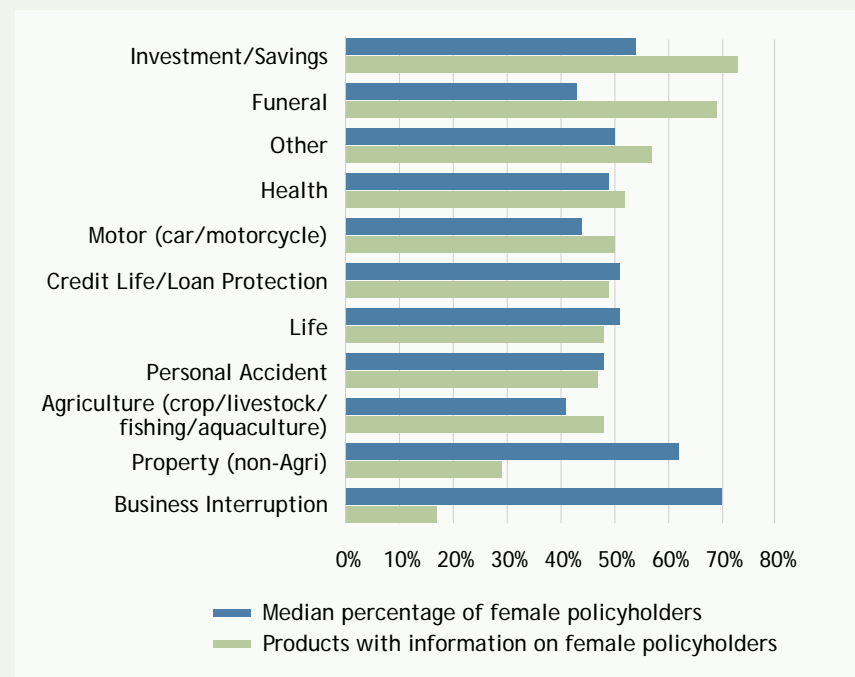


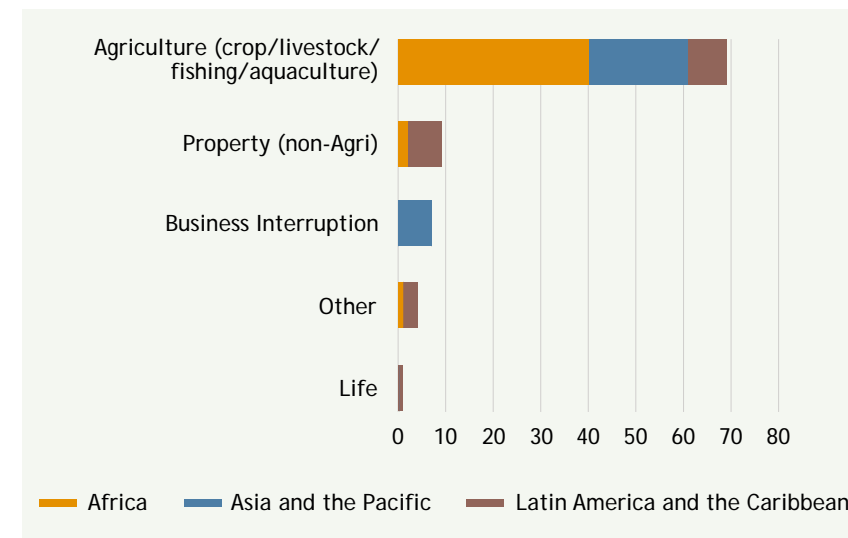
FIGURE 19
THE MEDIAN PERCENTAGE OF FEMALE POLICYHOLDERS AND PRODUCTS WITH INFORMATION ON FEMALE POLICYHOLDERS



Climate risk

In 2022, 116 million people were covered through 89 products which included cover for climate risks. Although the majority (68) were agriculture products, climate covers were also included in property, business interruption and life products (Figure 20).

FIGURE 20
PRODUCTS INCLUDING CLIMATE COVERS



Climate risk is closely interlinked with other risk types, from health to agriculture, and these links are addressed in each chapter. Those interviewed for this study agreed that there has been an increased interest in climate-linked insurance across all regions. This is related to increasing recognition, particularly on the part of governments, of the vital role of insurance in climate adaptation.

The insurance industry, governments and other stakeholders have become better organised around expanding climate cover through bodies like the Insurance Development Forum (IDF), which was first announced at the UN

Conference of the Parties (COP21) Paris Climate summit in 2015 and was officially launched by leaders of the UN, the World Bank and the insurance industry in 2016. At the UN Secretary General's Climate Action Summit in 2019, a Tripartite Agreement also brought together the UNDP, the German government and the IDF, along with 15 of the world's largest insurance and reinsurance companies, to build the financial resilience of climate vulnerable countries through risk finance solutions. Another key example is the Global Shield Against Climate Risks, launched by the Vulnerable Twenty (V20) Group of Ministers of Finance and the G7 in

2022 at the COP27 climate conference. The Global Shield is intended to provide more coherent, sustained, and better-coordinated financial protection against climate risks. A central part of this is the Global Shield-Solutions Platform, a multi-donor grant facility which provides technical assistance and financial support to partner countries, with the objective of increasing the resilience of vulnerable people of the Global South against climate risks.²⁵ Such collaboration is important as climate risk is too large a problem for insurers - or any actor - to tackle alone, and requires multi-stakeholder collaboration.

²⁵ <https://global-shield-solutions.org>

BOX 3

DEVELOPING THE MICROINSURANCE MARKET IN FIJI

This year, Fiji was included in the Microinsurance Landscape for the first time. Fiji is a Small Island Developing State (SIDS) in the Pacific, with a population of around 900,000 people.²⁶ The country's central bank, the Reserve Bank of Fiji, has been active in promoting inclusive insurance in the country as part of its efforts to drive financial inclusion. Although there is no microinsurance regulation, inclusive insurance products have been introduced in the country through Fiji's fintech regulatory sandbox. UNCDF has also been supporting the development of inclusive insurance in Fiji since 2008 as part of its work to support financial inclusion in the Pacific.

These efforts have seen results, with growth in broader financial inclusion, particularly in adoption of digital financial services and mobile money, and in inclusive insurance services. Microinsurance products, including term life, funeral, fire and personal accident insurance, have been available since 2017. Jointly, these have reached around 130,000 households, representing around 12% of the country's population.

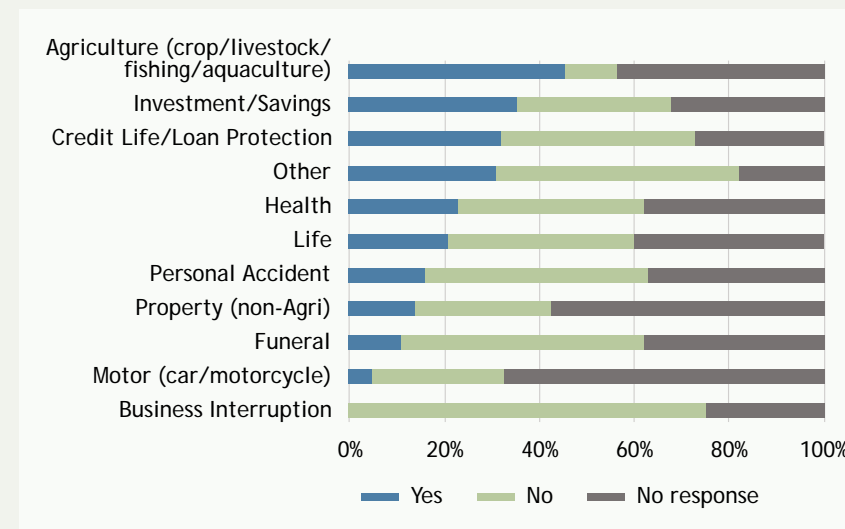
In addition, in 2021, index insurance was introduced in Fiji through local insurers and with the support of UNCDF's Pacific Insurance and Climate Adaptation Programme. The Pacific Islands are highly vulnerable to climate change and extreme weather events, and SIDS make up seven of the ten countries facing the highest risk of internal displacement from extreme weather events.²⁷ The index insurance products introduced in Fiji and three other Pacific SIDS (Tonga, Vanuatu and Samoa) cover tropical cyclones. A particularly innovative variant of this product has recently been introduced only in Fiji that pays out up to 20% of the sum insured 48 hours before a cyclone hits, allowing clients to take preventative actions to protect crops and property or to evacuate to safer locations.



Reinsurance

The use of reinsurance is reported for 19.4% of microinsurance products (a decrease of 7 percentage points compared to the previous year), with the figure varying at a regional level between 26% in Africa, 24% in Asia and the Pacific, and 11% in Latin America and the Caribbean. Reinsurance is most common for agriculture insurance products, followed by investment and savings products, and credit life products (Figure 21).

FIGURE 21
PROPORTION OF PRODUCTS WHICH ARE REINSURED



²⁶ United Nations Population Division. 2022. World Population Prospects: 2022 Revision

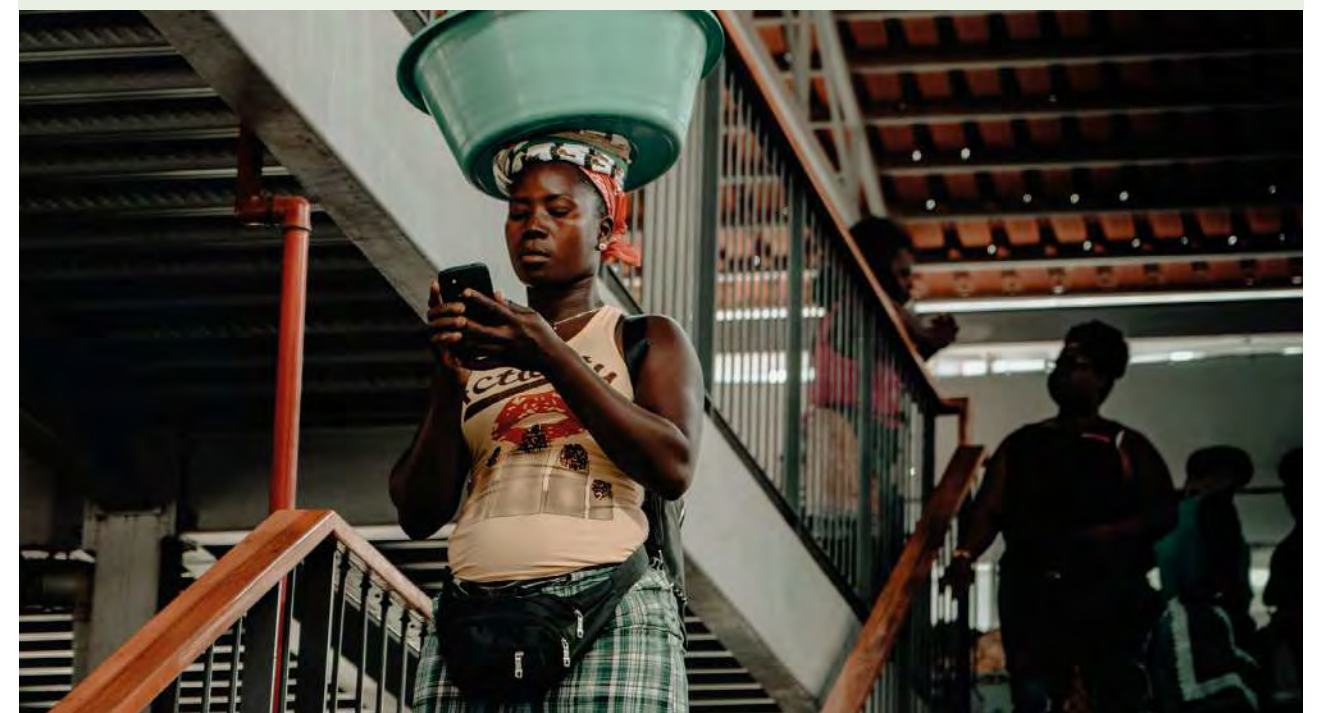
²⁷ Oxfam. 2019. Forced from Home: Climate-fuelled displacement



Health

Key takeaways

- In the 36 countries covered in this study, 72 million people received protection against health risks through a microinsurance product, representing 22% of people covered through microinsurance.
- The number of people receiving health coverage through products registered in the Landscape represents 2.5% of the total microinsurance target population.
- The estimated value of the health microinsurance market is USD 19 billion, and the current penetration of this market by products recorded in this study is 0.3%.
- On average, health products reached larger scale in 2022 compared to 2021. Each health product reached a median of 12,504 people, up 60% from 7,798 in 2021. This may reflect the ability of some insurers to grow their health portfolios, building on increased demand as a result of the COVID-19 pandemic.
- The primary distribution channel used for health microinsurance varies across the three regions studied. In Africa, agents and brokers are the most important channel by a very significant margin, reaching almost 5 million people. In both Asia and the Pacific, and Latin America and the Caribbean, financial institutions are the most important channel.
- Direct debit is the most used payment method for health microinsurance, used in 32% of cases.
- The median claims ratio for health insurance products is 23%, up 8 percentage points from 15% in 2021, continuing the increase seen from 8% in 2020. The continuing prevalence in most regions of relatively simple products, like hospital cash insurance, with low coverage is reflected in the relatively low median claims paid out for health insurance at USD 92. These are particularly low in Asia and the Pacific, with a median of USD 64.
- Where insurers provided data on the gender of their customers, women represented 49% of policyholders and 51% of people covered for health microinsurance. However, in many cases this information was not provided with no information on the gender of policyholders for 48% of products and no information provided on the gender of people covered for 54% of products.



Market size and evolution

People covered

A total of 82 health microinsurance products were reported on for this study, jointly reaching 13 million people (with 25 products covering 6.2 million people in Africa, 39 products covering 5.7 million people in Asia and the Pacific, and 18 products covering 1.1 million people in Latin America and the Caribbean). National and government schemes are included, where they meet the definition of microinsurance used for the Landscape study (see the Glossary), however we are aware that there are schemes that would meet the criteria which did not provide data to the study.

This represents a decrease on the 28 million people reported in 2021, largely as a result of a decrease in the products reported, from 103 to 82 health microinsurance products in this study, including some large schemes in Asia and the Pacific which did not provide data this year.

In addition, health benefits are increasingly provided as secondary covers on other product types. In total, 59 million people received some health protection through other product lines (6 million in Africa, 41 million in Asia and the Pacific, and 12 million in Latin America and the Caribbean). As a result, a total of 72 million people received health protection from a microinsurance product (12.4 million in Africa, 46.7 million in Asia and the Pacific, and 13.1 million in Latin America and the Caribbean). This represents 22% all people covered by microinsurance products registered in this study.

BOX 4

HEALTH MICROINSURANCE FOR SUSTAINABLE DEVELOPMENT

Health microinsurance contributes to the achievement of the SDGs, particularly to SDGs 1, 3 and 5:



SDG 1 - No poverty: Health shocks can have a devastating impact on households' finances, both in terms of direct healthcare costs and lost income during times of illness. In some cases, the costs associated with healthcare events can push families into poverty. Health microinsurance reduces the financial burdens associated with such events, helping to protect families from falling into poverty as a result.



SDG 3 - Good health and well-being: Where people do not have access to national health schemes, health microinsurance has a vital role to play in facilitating access to healthcare. Where national health schemes are available, health microinsurance can play an important complementary role in providing access to additional services or support to manage the financial costs associated with health events, including lost income.



SDG 5 - Gender equality: Women around the world face severe health risks and often do not have access to the healthcare they need, including good quality maternal healthcare and care for specific diseases more common among women, such as breast cancer. Health microinsurance, where it is designed to meet women's needs, can support women in accessing healthcare and promote better health outcomes for women.

Premiums collected

A total of USD 48 million was collected in premiums for health products in 2022 (USD 18.9 million in Africa, USD 7 million in Asia and the Pacific and USD 22.2 million in Latin America and the Caribbean), less than the figure of USD 57 million collected in premiums in 2021. This is due to the fact that fewer health microinsurance products reported this year. Additionally, there was a decrease in premiums collected per person with health insurance from USD 11.20 in 2021 to USD 9.30 in 2022, despite a small increase in median premium per person covered for all microinsurance lines. Premiums in health insurance represent a median of 1.21% of the total sum insured in 2022, more than double that reported the previous year (0.5%).

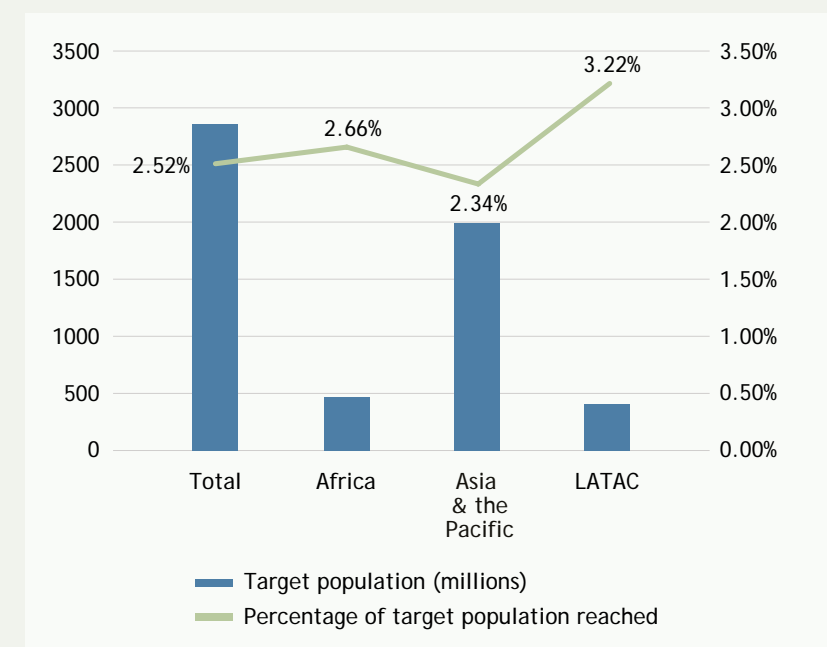
Market share

The number of people registered as covered by health microinsurance products in 2022 represents 0.45% of the target population for microinsurance (1.3% in Africa, 0.29% in Asia and the Pacific and 0.27% in Latin America and the Caribbean). The number of people receiving health coverage from any microinsurance product, regardless of the product type, represents 2.5% of the target population (2.7% in Africa, 2.3% in Asia and the Pacific and 3.2% in Latin America and the Caribbean).

The estimated value of the health microinsurance market (calculated as the median premium for health microinsurance products in each region multiplied by the target population for each focus country) is USD 19 billion

(USD 3.35 billion in Africa, USD 8.25 billion in Asia and the Pacific, and USD 7.41 billion in Latin America and the Caribbean). On this basis, the penetration of the potential health microinsurance market by products recorded in this study is 0.3% (0.78% in Africa, 0.15% in Asia and the Pacific and 0.24% in Latin America and the Caribbean).

FIGURE 22
MARKET PENETRATION FOR HEALTH RISKS (TARGET POPULATION AND PERCENTAGE OF TARGET POPULATION REACHED)





Scale

Despite the overall lower number of insured people and collected premiums reported in this study compared to the previous year, insurers responding to the survey reported that individual products reached greater scale on average. Health products reached a median of 12,504 people, up 60% from 7,798 in 2021, and collected a median figure of USD 136,598 in premiums in 2022, up 78% from USD 76,723 in 2021.

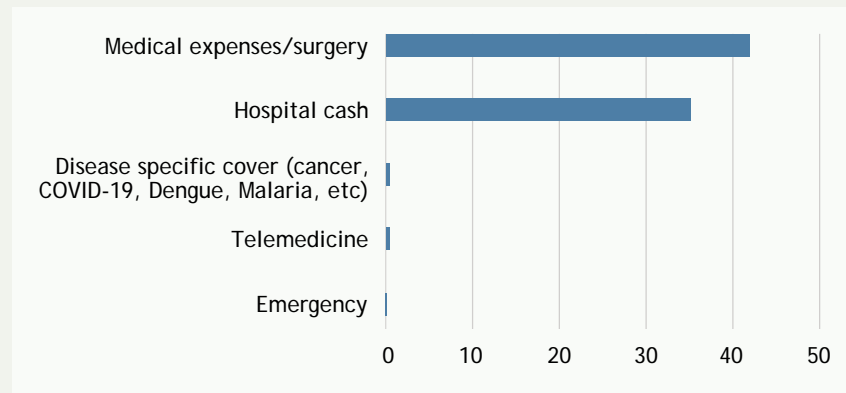
Interviews with experts suggest that some insurers have seen growth in their health microinsurance portfolios

following the COVID-19 pandemic. According to the experiences of those interviewed, where insurers were able to demonstrate value to customers during the pandemic, for example actively ensuring that those with COVID-19 were covered and offering digital alternatives where in-person services were not accessible, they have in many cases been able to maintain momentum, learn from those experiences, and grow their health microinsurance business beyond the pandemic.

Types of health coverage

Various types of health coverage are offered by microinsurance products and are often combined. According to data reported for this year's study, medical expenses and surgery, and hospital cash are the health risks most commonly covered by microinsurance products, covering 42 million and 35 million people respectively (Figure 23).

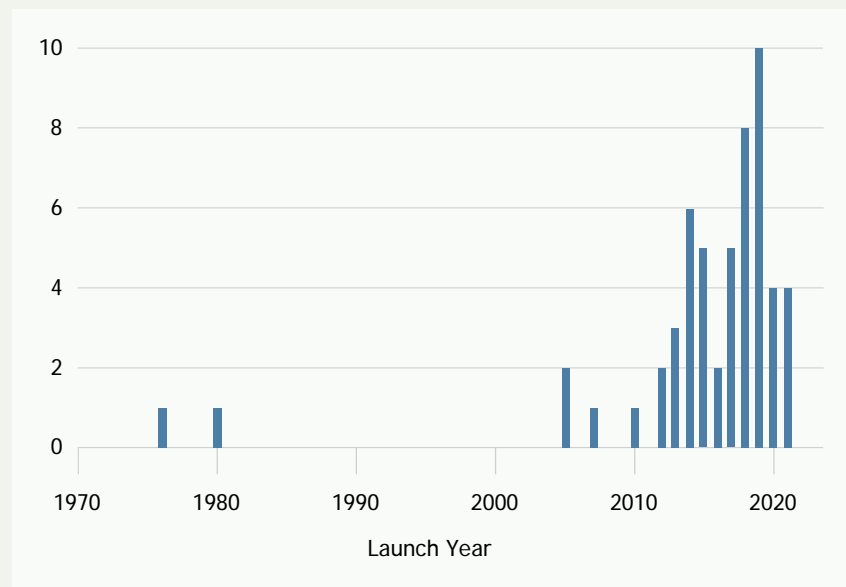
FIGURE 23
PEOPLE COVERED BY TYPE OF HEALTH RISK (MILLIONS)



Products launched

Of those products reported in this study, a third were launched between 2018 and 2019 (see Figure 24). Between 2016 and 2019 there was an increase in product launches, which was interrupted in 2020 with the arrival of the pandemic. A total of 7% of the products reported in 2022 were launched in either 2020 or 2021.

FIGURE 24
THE LAUNCH YEAR OF HEALTH PRODUCTS



BOX 5

LARGE-SCALE HOSPITAL CASH PROGRAMMES WITH PROTECTIVE ISLAMI LIFE INSURANCE COMPANY LTD. IN BANGLADESH AND ECONET LIFE IN ZIMBABWE

Hospital cash models are reaching impressive scale, with five hospital cash products reported in the Landscape study reaching at least 1 million clients each. One of these schemes is provided by Protective Islami Life Insurance Company Ltd., in partnership with Milvik in Bangladesh. The product has increased more than four-fold in two years in terms of the number of people reached, with 1.9 million clients in 2022. The product is designed to be simple and affordable for middle- and low-income customers who remain otherwise largely unserved by health insurance in Bangladesh. Customers can select from three levels of coverage, providing different levels of pay-outs per night in hospital.

The product is sold through agents and distribution partners, and it is also possible for customers to self-subscribe after learning about the product through advertising. Several factors are behind the product's rapid expansion. The product is affordable and simple and meets a clear customer need. The company has been able to deploy a considerable sales force with financial incentives to meet insurance sales targets, and positive customer experiences have also led to sign-ups through referrals from friends and family. In addition, advertising carried out with former Bangladesh cricket captain Tamim Iqbal has contributed to the product's visibility.

Payments are carried out in partnership with b-Kash, the leading mobile money player in Bangladesh. Premiums are collected directly from customers' mobile wallets and the same method is used to quickly pay out claims.

In Zimbabwe, a large-scale hospital cash product is bundled with funeral insurance, reaching 340,000 people in 2022. Econet Life realised the potential of funeral microinsurance in Southern Africa a decade ago and has developed successful schemes in several countries. However, the need for additional protection for its customers during their lifetimes was clear and health risks are particularly pressing in many countries in which Econet Life operates, including Zimbabwe. The company therefore developed Ecosure Hospital Cash Back, providing both hospital cash insurance of USD 100 per night in hospital and funeral insurance.

A large number of hospital cash customers are enrolled through agents or call centres. Others receive the product as part of data bundles purchased from Econet Wireless, the MNO which forms part of the same group as Econet Life. A smaller proportion sign up to the product independently through a simple Unstructured Supplementary Service Data (USSD) process on their mobile phone. All sales are supported by Econet Life's marketing campaigns, which include radio promotions and roadshows.

A total of 53% policyholders are women, a group that Econet Life deliberately targets in its advertising by featuring women in greater numbers. In the company's experience, women tend to be more interested in products which are oriented towards looking after the family. They are also more consistent in paying their premiums, making them more attractive customers for the company.



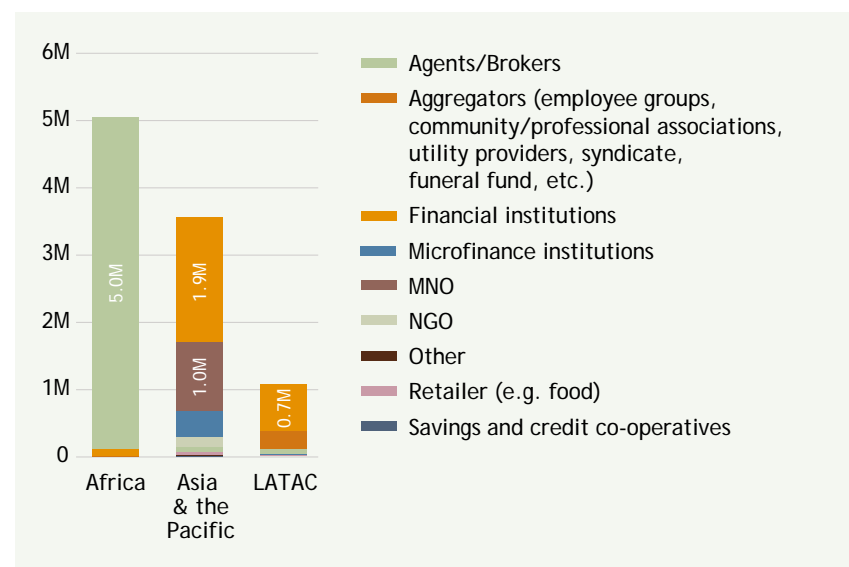


Distribution and payments

The primary distribution channel used for health microinsurance varies across the three regions studied. In Africa, agents and brokers are the most important channel by a very significant margin, reaching almost five million people. The second most important channel, financial institutions, trails behind at only 110,243 people reached.

In Asia and the Pacific, financial institutions are the most important channel for health products, surpassing MNOs, which had been the most important channel the previous year. Financial institutions are also the most important channel in Latin America and the Caribbean.

FIGURE 25
THE NUMBER OF PEOPLE COVERED FOR HEALTH PRODUCTS BY PRIMARY DISTRIBUTION CHANNEL



In addition to the main distribution channel used for each product, suppliers also provided details about all channels through which their products are available. Figure 26 illustrates that conventional microinsurance channels such as agents, brokers, financial institutions and microfinance institutions continue to play the largest role in the distribution of health microinsurance. However, non-traditional channels like digital platforms are being used by several products. In Latin America and the Caribbean, in particular, digital platforms are used as at least one component of the distribution strategy for 8 out of a total of 18 products reported in the region

Direct debit is the most common payment method, used for 32% of products (Figure 27). In Africa and in Latin America and the Caribbean it is the payment method used for more than half of products (54% and 58% respectively), whereas in Asia and the Pacific, the most used payment method is mobile money (30% of products), followed by cash (24% of products).

FIGURE 26
THE NUMBER OF HEALTH MICROINSURANCE PRODUCTS MAKING USE OF EACH DISTRIBUTION CHANNEL.

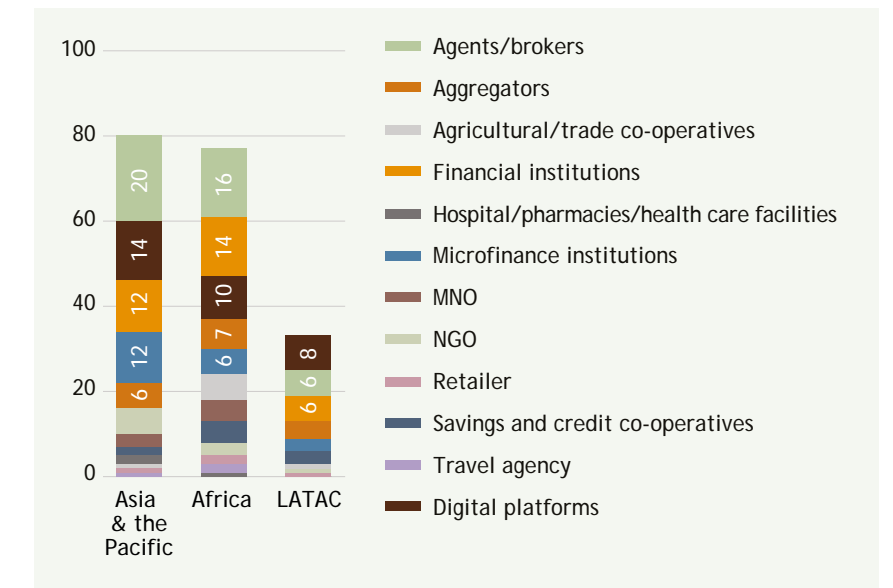
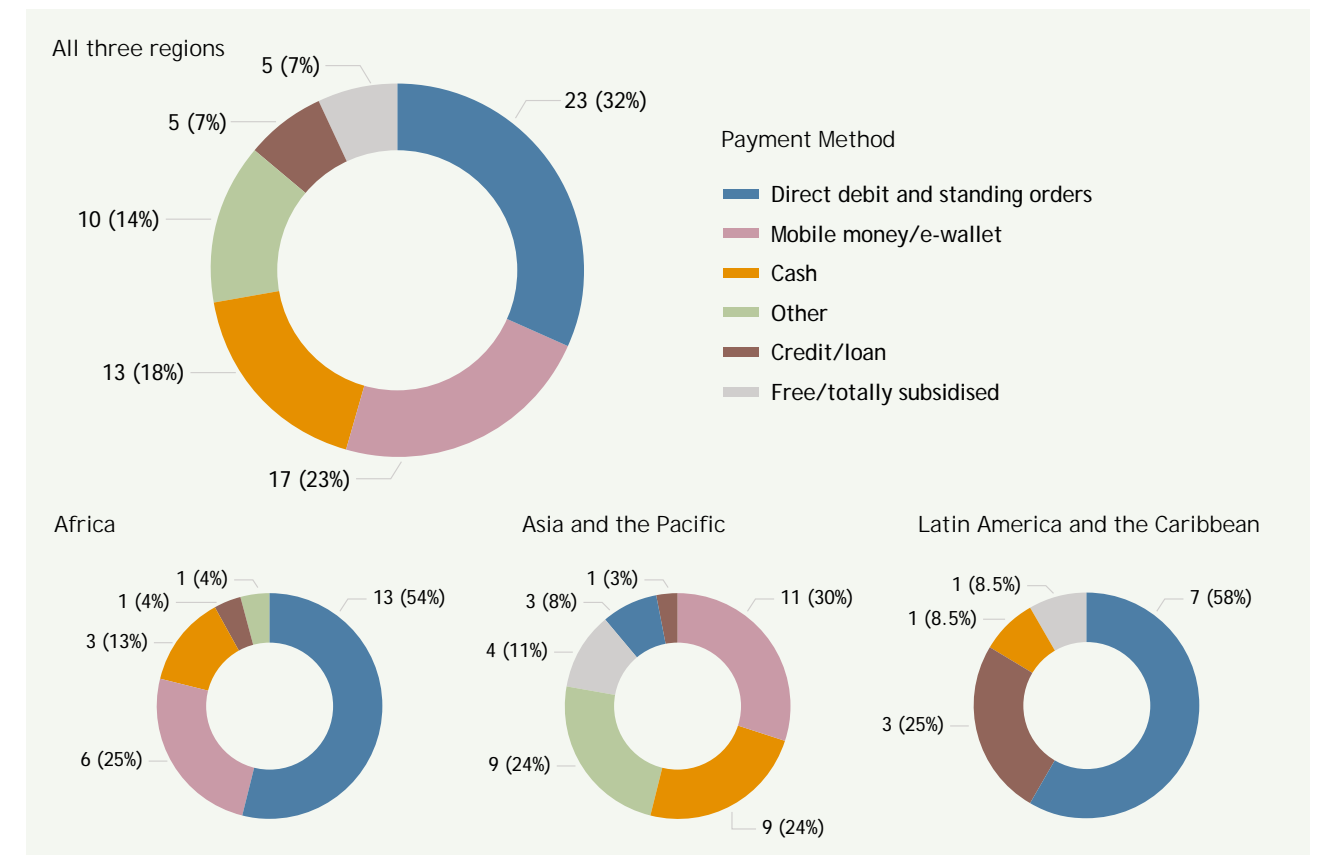


FIGURE 27
THE NUMBER OF PRODUCTS MAKING USE OF EACH PAYMENT METHOD FOR HEALTH INSURANCE



Social performance indicators

The median claims ratio for health insurance products is 23%, up 8 percentage points from 15% in 2021, (which in turn represented an increase of 7 percentage points from 8% in 2020). The highest median claims ratio is in Asia and the Pacific at 43%, compared to Africa at 31% and Latin America and the Caribbean at 6% (Figure 28).

There is significant diversity in claims ratios, and various factors play a role. Figure 29 shows the median and quartile values for health insurance products in each region. The interquartile range (which excludes the highest and lowest 25% of results) spans from claims ratios in the single digits to ratios between 54% and 59% in Asia and the Pacific and Africa. Asia and the Pacific has a median claim ratio of 43%, and Africa 32%. On the other hand, Latin America and the Caribbean has an interquartile range that goes from 3% to just 22%, less than half of the upper limit of the interquartile range for Africa or Asia and the Pacific. Products launched before 2017 have a claim ratio of 32%, compared to 10% for products launched later, suggesting generally higher claims ratios among more mature health insurance products.



FIGURE 28
MEDIAN CLAIMS RATIOS AND CLAIMS ACCEPTANCE RATIOS FOR HEALTH PRODUCTS²⁸

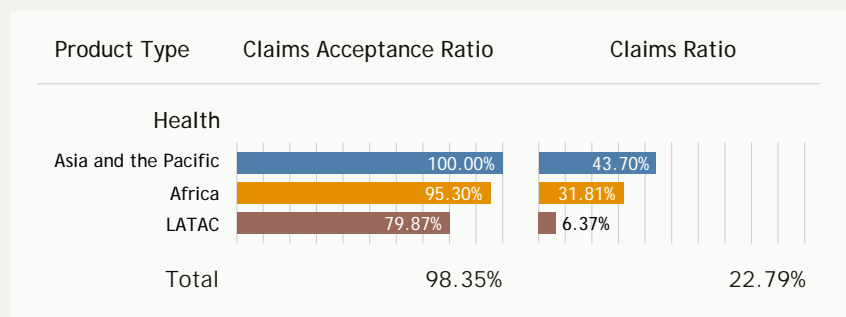
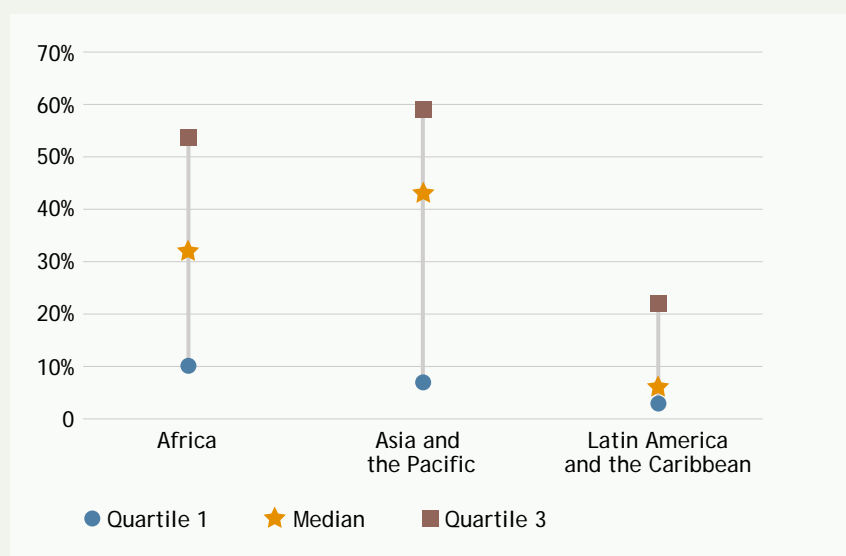


FIGURE 29
CLAIMS RATIOS BY REGION (FIRST QUARTILE, MEDIAN AND THIRD QUARTILE)



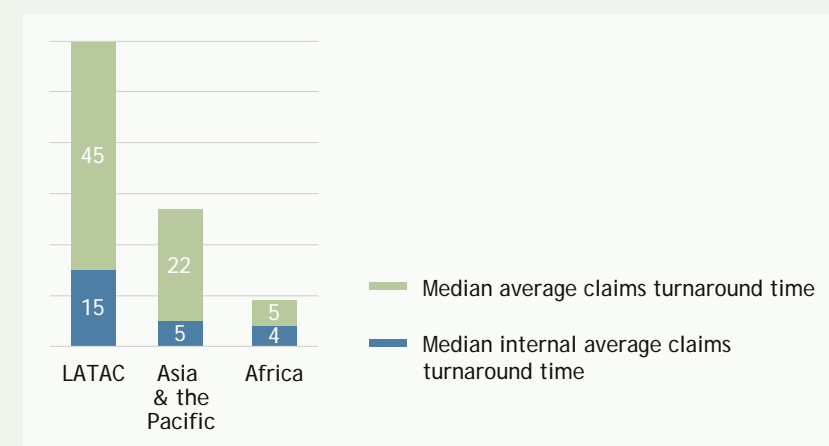
In 2022, total claims turnaround time was an average of 19 days (four more than in 2021), with insurers taking an average of five days from the date of the claim event to receive all necessary information from the customer and file the claim, and a further ten days to process a claim internally. As in previous years, these time periods were highest in Latin

America and the Caribbean, where total TAT was an average of 45 days for health (15 days less than in 2021), including an internal TAT of 15 days (the same as that reported the previous year).

The median claims acceptance rate for health insurance was high at almost 100% (up four percentage points from 96% in 2021).

The continuing prevalence in most regions of relatively simple products, like hospital cash insurance, with low coverages is reflected in the relatively low median claims paid out for health insurance, at a median of USD 92. These are particularly low in Asia and the Pacific, with a median of USD 64.

FIGURE 30
MEDIAN TOTAL CLAIMS TURNAROUND TIMES AND INTERNAL TURNAROUND TIMES FOR HEALTH PRODUCTS



“ In 2022, the average total claims turnaround time for health insurance was 19 days, an increase from 15 days in 2021. ”

²⁸ In Asia and the Pacific, although the median claims acceptance ratio is 100%, the mean claims acceptance ratio is 98% (this compares to 95% in Africa and 75% in Latin America and the Caribbean).

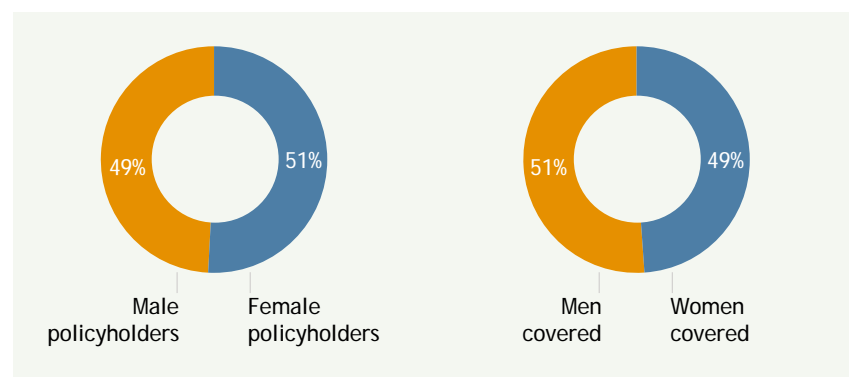


Women's access to health microinsurance

Where insurers provided data on the gender of their customers, women represented 49% of policyholders and 51% of people covered for health microinsurance. However, in many cases this information was not provided. Addressing the absence of gender-specific data for health insurance products is crucial given the importance of bridging the gap in women's health protection.

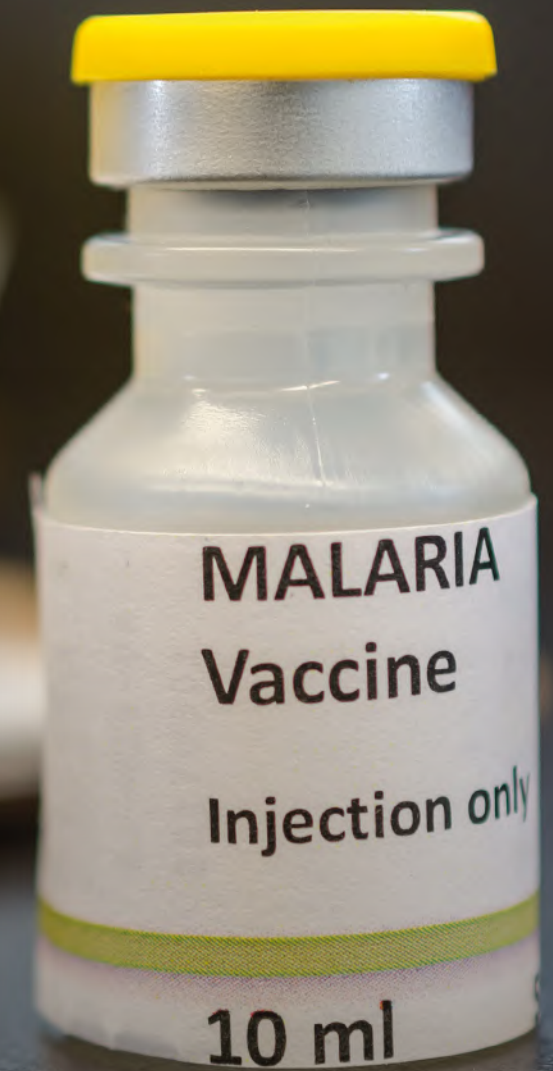
There is no information provided on the gender of policyholders for 48% of products and no information provided on the gender of people covered for 54% of products. However, it should be noted that this is a reduction of 11 and 4 percentage points, respectively, compared to the previous year. Should this continue, it would represent an important trend towards better information on women's health protection.

FIGURE 31
PROPORTION OF FEMALE POLICYHOLDERS AND WOMEN COVERED FOR HEALTH MICROINSURANCE



Climate risk and health

Climate change is recognised as a principal threat to public health, and climate and health risks are closely linked. Interviews for this study suggest that insurers and other stakeholders are increasingly recognising the need to address these interlinked risks, and microinsurance products are emerging as a result. These include products targeting climate-exacerbated health risks, such as spikes in the spread of malaria, as well as products which package health covers with agriculture or property insurance against disasters.



Reinsurance

The use of reinsurance is reported for 23% of health microinsurance products (an increase of 3 percentage points compared to the previous year), with the figure varying at a regional level between 20% in Africa, 23% in Asia and the Pacific, and 28% in Latin America and the Caribbean.



Life and Accident

Key takeaways

- In the 36 countries covered, 171 million people received protection for life or accident risks through a microinsurance product, representing 52% of people covered through microinsurance.
- The number of people receiving life and accident coverage through products registered in the Landscape represents 5.9% of the microinsurance target market.
- Products in the life and accident category (life, funeral, credit life or loan protection, personal accident and investment or savings insurance) represent some of the largest product lines in microinsurance. Jointly, these product lines account for two-thirds of all products reported and almost half the people covered through microinsurance.
- The estimated value of the market for life and accident microinsurance in focus countries is USD 29.6 billion and current penetration is 3.9%.
- The median premium per life covered in 2022 for life and accident products is USD 10.30, a slight increase on the value of USD 10.19 recorded the previous year.
- As in the previous year, microfinance institutions are the most important distribution channels for life and accident microinsurance in Asia and the Pacific, and Latin America and the Caribbean whereas, in Africa, agents and brokers dominate.
- The median claims ratio for life and accident products in 2022 is 22%, consistent with the rate reported the previous year, and the acceptance rate is over 98%. More mature life and accident products tend to have higher claims ratios. Products launched before 2017, for example, have a median ratio of 33%, compared to 11% for those launched in the following years.
- According to the reported data, women represent 48% of policyholders in life and accident microinsurance products, and 49% of the lives covered. The highest rates of women policyholders are seen in investments and savings products (54% women policyholders).



Market size and evolution

People covered

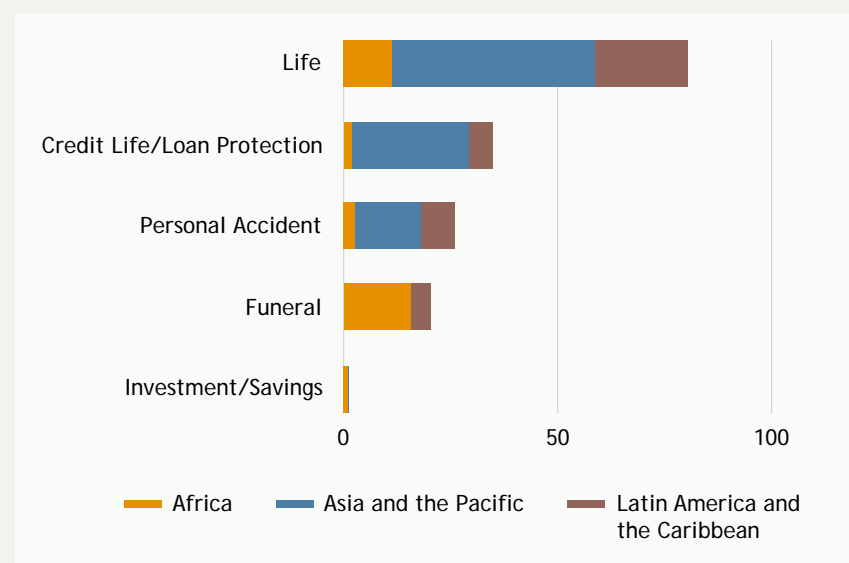
For the purpose of this study, five product types are included in the category of life and accident insurance: life, funeral, credit life or loan protection, personal accident and investment or savings insurance.²⁹ Overall, 544 products were reported in this category (267 for life insurance, 71 for funeral insurance, 63 for credit life/loan protection insurance, 106 for personal accidents and 37 for investment/savings insurance), jointly covering 163.4 million people. This is a modest 1% increase on the 161.4 million people covered through these products in the previous year.



As in previous years, the highest number of people covered under these products is in Asia and the Pacific, where 90.7 million people are covered through 175 products, compared to 40.6 million people covered through 166 products in Latin America and the Caribbean, and 32.1 million covered through 203 products in Africa.

Life and accident products represent the largest category of all microinsurance products recorded, jointly responsible for 49% of people covered. Life insurance is particularly prominent, covering 80.7 million people alone, followed by credit life at 34.9 million people covered (Figure 32). In Africa, funeral insurance is far more prominent than in other regions, covering 15.6 million people, over a third of all those covered in the region (35%).

FIGURE 32
THE NUMBER OF PEOPLE COVERED BY LIFE AND ACCIDENT PRODUCTS (MILLIONS)



In addition to products in this category, life and accident were covered as secondary risks by 58 products in other product lines, including, most commonly, health insurance, followed by agriculture, property and motor insurance. Almost 7.6 million people received protection against life or accident risks under these products (including 2.8 million in Africa, 1.6 million in Asia and the Pacific and 3.2 million in Latin America and the Caribbean).

As a result, a total of 171 million people received some protection against life or accident risks through a microinsurance product (34.9 million in Africa, 92.3 million in Asia and the Pacific, and 43.8 million in Latin America and the Caribbean). This represents 52% of all people covered by microinsurance products registered in this study.

²⁹ Investment and savings products are not included in calculations of premiums per person covered, premiums as a proportion of sum insured, or claims ratios because of the characteristics of this product line. Premiums reported include an insurance component and a savings component that is returned to the customer, meaning that the premium figures are not entirely comparable to those in other product lines.



BOX 6

LIFE AND ACCIDENT MICROINSURANCE FOR SUSTAINABLE DEVELOPMENT

Life and accident microinsurance contribute to the achievement of the SDGs, particularly to SDGs 1, 3 and 8:



SDG 1 - No poverty: The death of a family member or an accident which prevents them working, and the resulting loss of income, represents a huge financial shock for families and risks them falling into poverty. Funeral expenses alone can strain families' finances. Life and accident microinsurance can support families to cope financially during such times.



SDG 3 - Good health and well-being: Accident insurance provides financial support to people who have experienced an accident, helping them to afford time away from work to recover and potentially to cover healthcare costs, assisting in their recovery and well-being.



SDG 8 - Decent work and economic growth: Life and accident microinsurance provides an alternative for those who do not benefit from such protection as part of employment or social security benefits. In addition, credit life and loan-linked insurance promotes access to credit for MSME owners, allowing them to invest in and grow their businesses.

Premiums collected

For life and accident products, a total of USD 1.14 billion was collected in 2022, down 25% from the USD 1.80 billion collected in 2021, but still above the 2020 total of USD 0.8 billion. A total of USD 250 million was collected in life and accident premiums in Africa, USD 312 million in Asia and the Pacific, and USD 581 million in Latin America and the Caribbean.

The highest premiums were collected for life insurance (USD 726 million), followed by credit life (USD 159 million) (Figure 33).

The median premium per life covered is USD 10.30, a slight increase on the value of USD 10.19 recorded the previous year. This value is highest for life insurance at USD 12.93, followed by funeral insurance at USD 9.18, credit life at USD 6.86 and personal accident at USD 5.88.

The median ratio of premiums to sum insured for life and accident products is 1.5% (2.5% for funeral products, 1.6% for life insurance, 1.2% for credit life and 0.4% for personal accident insurance).

Market share

The number of people registered as covered by life and accident microinsurance products in 2022 represents 5.7% of the microinsurance target population in focus countries (6.9% in Africa, 4.5% in Asia and the Pacific, and 10.0% in Latin America and the Caribbean). The number of people covered against life and accident risks regardless of product type represents 5.9% of the target population (7.5% in Africa, 4.6% in Asia and the Pacific and 10.8% in Latin America and the Caribbean) (Figure 34).

The estimated value of the market for life and accident microinsurance in the Landscape study focus countries (calculated as the median premium for life and accident products multiplied by the target population for each region) is USD 29.6 billion (USD 4.3 billion in Africa, USD 9.2 billion in Asia and the Pacific, and USD 7.1 billion in

FIGURE 33
TOTAL PREMIUMS COLLECTED FOR LIFE AND ACCIDENT PRODUCTS (USD BILLIONS)

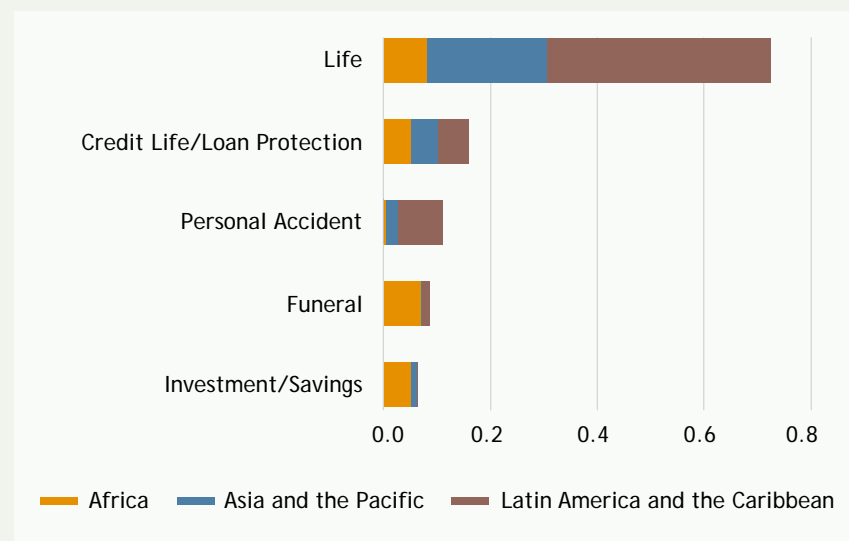
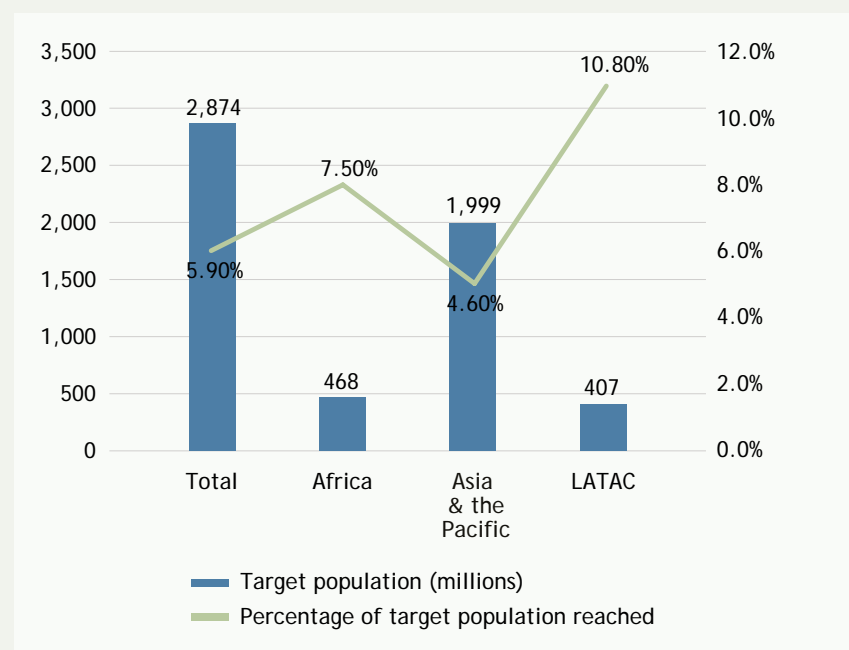


FIGURE 34
MARKET PENETRATION OF PRODUCTS COVERING LIFE AND ACCIDENT RISKS



Latin America and the Caribbean). The penetration of the life and accident microinsurance market in target countries for the year 2022 is therefore 3.9% (5.8% in Africa, 3.4% in Asia and the Pacific, and 8.2% in Latin America and the Caribbean).



Scale

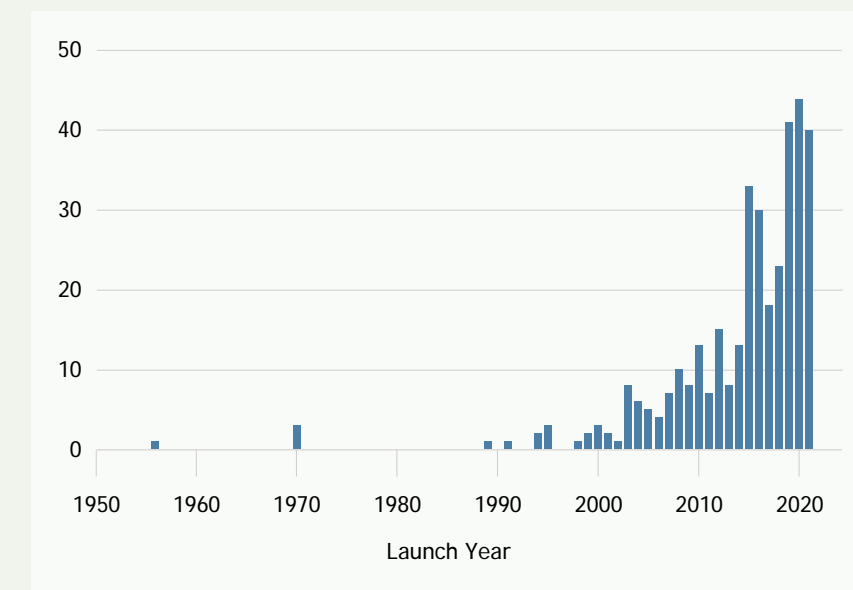
The scale reached by individual life and accident products experienced an increase, with each product reaching a median of 14,482 people on average, up 75% from 8,246 people in 2021. The product lines with the greatest reach per product are funeral insurance (62,412) and credit life (46,619). Credit life insurance and life insurance had shown a decrease in the scale reached by products between 2020 and 2021, but increased significantly in 2022. Credit life insurance presents an increase of 38%, and life insurance an increase of 167%. The median premium collected by life and accident products increased by around 2% from USD 177,358 in 2021 to USD 181,315 in 2022.

“ Individual life and accident microinsurance products significantly increased their reach, averaging 14,482 people per product in 2022, a 75% rise from 2021. ”

Products launched

Of the 544 products in this category, 23% (125 products) have launched since 2019.

FIGURE 35
LIFE AND ACCIDENT PRODUCTS LAUNCHED



Distribution and payments

As in the previous year, microfinance institutions are the most important distribution channels for life and accident microinsurance in Asia and the Pacific and Latin America and the Caribbean, whereas in Africa, agents and brokers dominate as the primary distribution channel for products, reaching 6.7 million people.



Agents and brokers are important in all regions, as the second most important channel in Asia and the Pacific and third most important in Latin America and the Caribbean. Savings and credit cooperatives are prominent in life and accident insurance in Latin America and the Caribbean, as the second most important channel for this product type in the region, but less so in other regions.

In addition to the primary distribution channel used for each product, providers also gave information on the full range of channels through which their product was made available (Figure 37). It is notable that digital platforms are frequently used as at least one distribution channel for around one third of life and accident products (178 products). The case of one insurer in Bangladesh working with an alternative channel - in this case, MNOs - is shared in Box 7.

FIGURE 36
THE NUMBER OF PEOPLE COVERED BY PRIMARY DISTRIBUTION CHANNEL IN LIFE AND ACCIDENT PRODUCTS

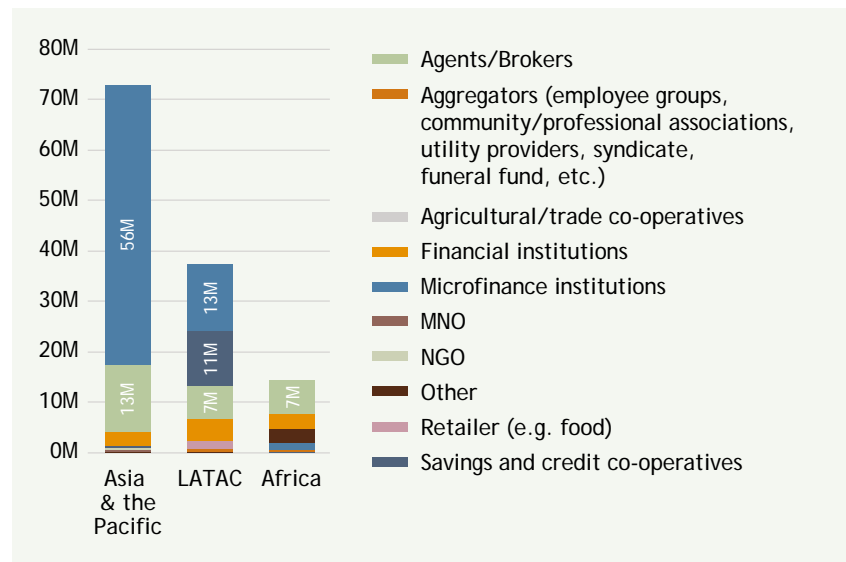
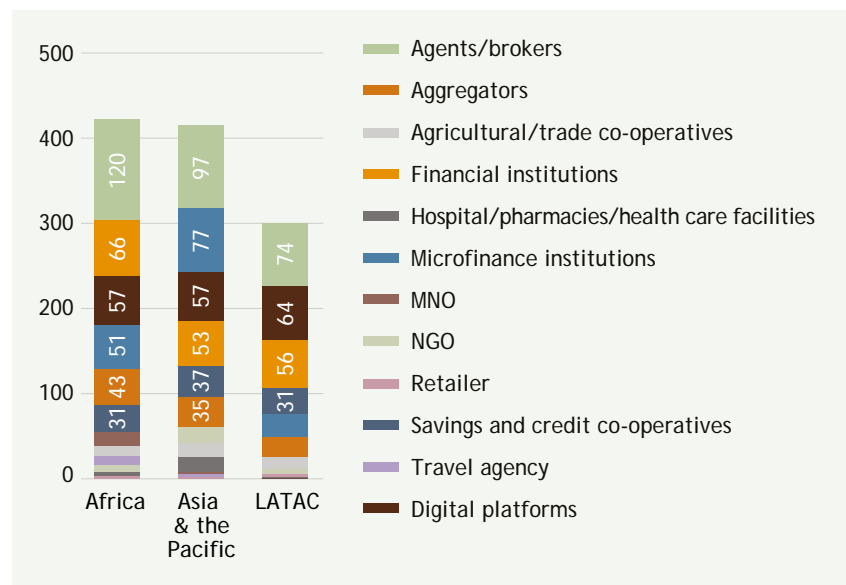


FIGURE 37
TOTAL LIFE AND ACCIDENT PRODUCTS BY DISTRIBUTION CHANNEL



BOX 7

PRAGATI LIFE INSURANCE, BANGLADESH

In Bangladesh, Pragati Life Insurance provides life and health coverage to subscribers of the mobile operator Robi Axiata, contingent upon their talk-time usage. The product has witnessed substantial growth in its coverage, surging from approximately 139,000 individuals in 2020 to 582,000 in 2022.

Customers enroll in the product through the Robi mobile network, enhancing accessibility for low-income populations. The insurance benefits are linked to customers' talk time usage, activating once users surpass a specified minute threshold and persisting as long as they consistently meet this criterion. This approach not only encourages subscribers to utilise Robi's mobile services but also allows them to select insurance packages tailored to their usage patterns and needs, including services such as life insurance, hospital cash insurance, and telemedicine consultations.

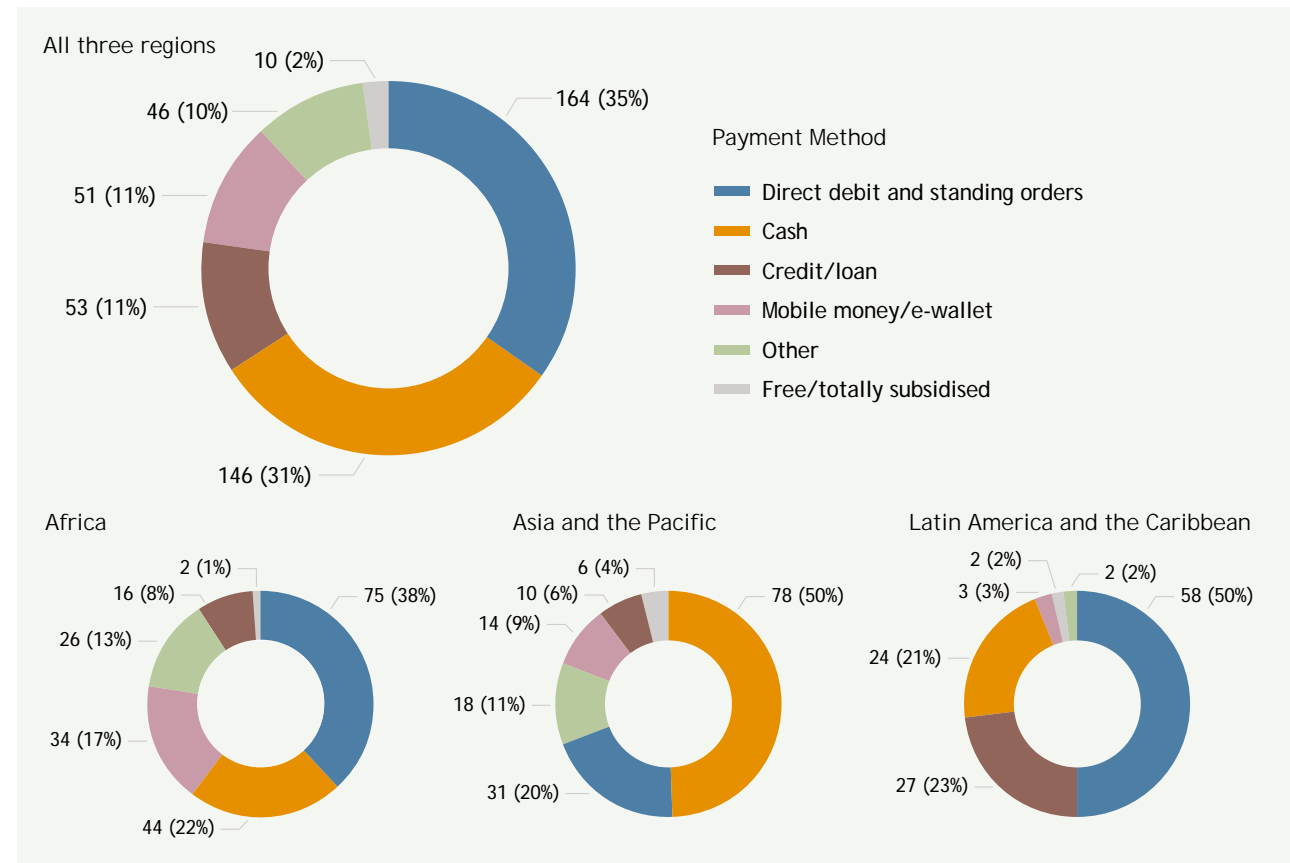
Commencing as a pilot project in 2014 in collaboration with Grameenphone, the product's success led to its expansion to cover all subscribers of the mobile operator. In 2019, Robi expressed interest in launching a similar product, resulting in the creation of various plans and packages for Robi subscribers.

Despite its notable achievements, the development and implementation of this insurance product encountered significant challenges. Limited access to smartphones in certain areas posed a hurdle to fully leveraging the mobile-based model, while issues such as low literacy rates and a lack of health prevention culture proved important obstacles. Furthermore, verifying claims in rural and remote regions presented difficulties. Nevertheless, Pragati Life Insurance's collaboration with MNOs in Bangladesh stands as a success story, showcasing remarkable growth within a few years. This accomplishment underscores the importance of strategic partnerships and a deep understanding of customer needs in the insurance industry.

Direct debit and cash are the most prominent payment methods for life and accident products, used by 35% and 31% of products respectively (Figure 38). Loans and mobile money are used by a smaller proportion, at 11% each. A similar pattern is seen in each region, with the exception of mobile money, which is much more widespread in Africa (used for 17% of products), than in Asia and the Pacific (9%) or Latin America and the Caribbean (3%).



FIGURE 38
PAYMENT METHODS FOR LIFE AND ACCIDENT PRODUCTS



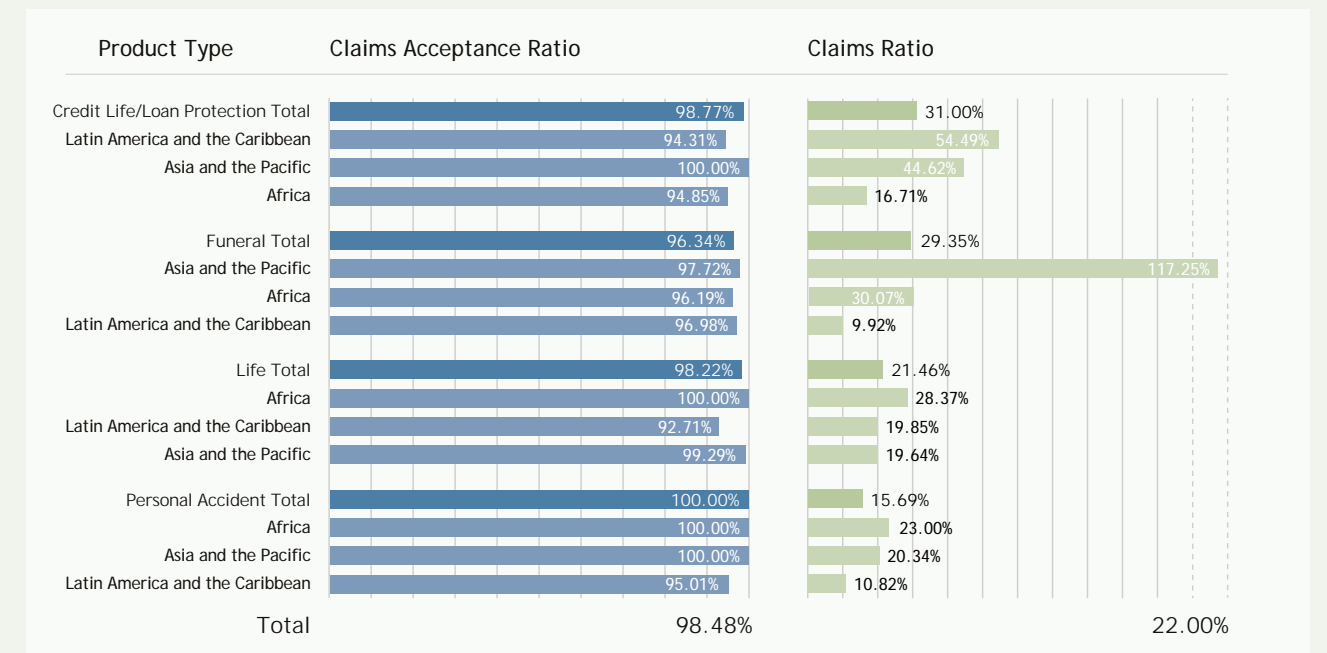
Social performance indicators

The median claims ratio for life and accident products in 2022 is 22%, consistent with the rate reported the previous year, and the acceptance rate is over 98%. The ratio varies between regions, with a median of 25% in Africa, 22% in Asia and the Pacific, and 17% in Latin America and the Caribbean. It also varies between product lines, with credit life products showing the highest median claim ratio at 31% (Figure 39).

It is important to stress, nonetheless, that there is considerable variation in claims ratios and several factors appear to play a role. Figure 40 shows the median, mean and quartile values for life and accident insurance products in each region. The interquartile range (which excludes the highest and lowest 25% of results) spans from claims ratios in single digits to around 50% in both Africa and Latin America and the

Caribbean. In Asia and the Pacific values are shifted higher, with the interquartile range running from 11 to 76%. Within those ranges, more mature life and accident products tend to have higher claims ratios. Products launched before 2017, for example, have a median ratio of 33%, compared to 11% for those launched in the following years.

FIGURE 39
MEDIAN CLAIMS RATIOS AND CLAIMS ACCEPTANCE RATIOS FOR LIFE AND ACCIDENT PRODUCTS





The median turnaround time for life and accident products across the three regions is 18 days, with relatively low TATs in Africa (at a total of 4 days) compared to Asia and the Pacific at 22 days and the highest median TAT in Latin America and the Caribbean at 25 days (Figure 41), figures that are very close to the overall regional averages.

FIGURE 40 CLAIMS RATIOS BY REGION (FIRST QUARTILE, MEDIAN AND THIRD QUARTILE)

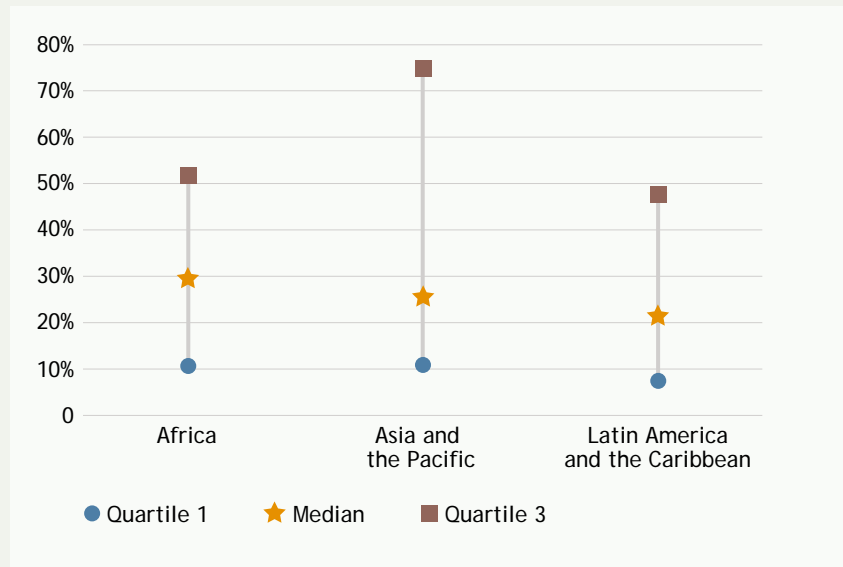
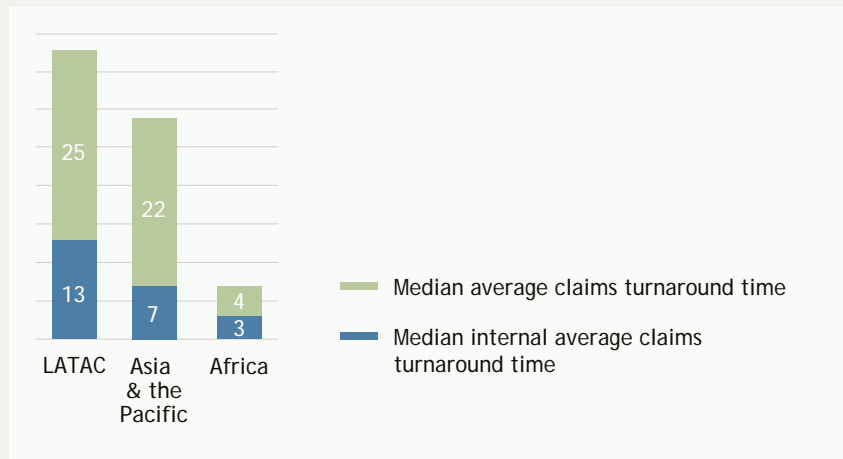


FIGURE 41 MEDIAN TOTAL CLAIMS TURNAROUND TIMES AND INTERNAL TURNAROUND TIMES FOR LIFE AND ACCIDENT PRODUCTS³⁰



³⁰ Many insurance providers do not systematically track the time taken between a claim event occurring and the claim being submitted, and the Landscape survey received fewer responses on external turnaround times in comparison to internal turnaround times. It is therefore important to take into account that information on internal turnaround times is likely to be more reliable than that for external turnaround times and to interpret overall turnaround times with some caution.

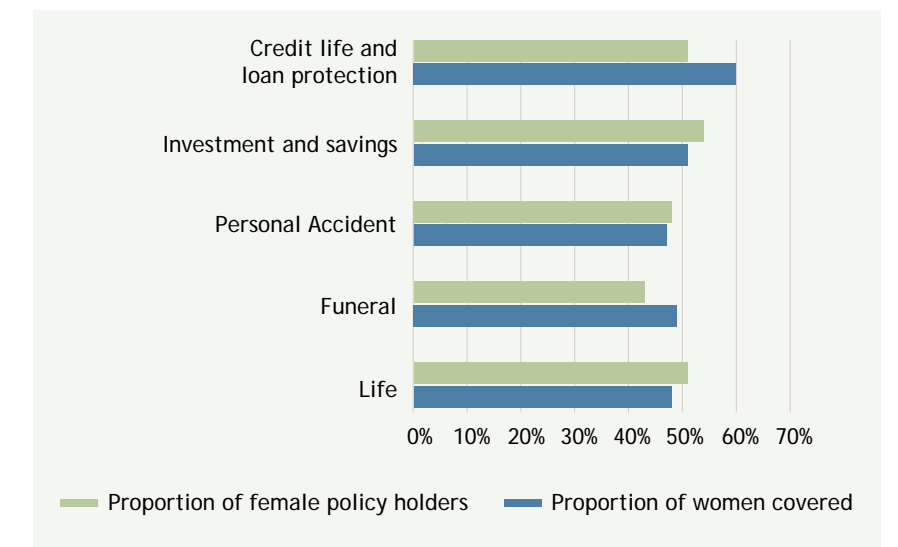


Women's access to life and accident insurance

According to the reported data, women represent 48% of policyholders in life and accident microinsurance products, and 49% of the lives covered. The highest rates of women policyholders are seen in investments and savings products (54% women policyholders), followed by credit life and life products (both at 51%).

However, limited gender data is available on many of these products, with information on the gender of the policyholder available in less than half of cases for life insurance, credit life and personal accident insurance. Insurers provided better gender information for investment and savings products, for which the gender of policyholders was provided for 73% of products, and for funeral products at 69%.

FIGURE 42 THE PERCENTAGE OF WOMEN COVERED AND POLICYHOLDERS FOR LIFE AND ACCIDENT PRODUCTS





Climate risk

Climate risks are closely related to life and accident risks, and the physical and transition risks associated with climate change create long-term uncertainty in life and accident insurance for both insurers and reinsurers.

On the one hand, climate change may increase mortality due to increases in vector-borne diseases, respiratory diseases, cardiovascular diseases, zoonotic diseases (transmitted to humans through contact with animals when, as a result of temperature risks, they need to migrate to areas with animal populations) and other factors.³¹ In addition, climate disasters and deteriorated environments can increase the prevalence of accidents. On the other hand, it is possible that there may be a reduction in deaths in some segments of the population, due to the transition to low-carbon economies which will reduce exposure to air pollution.³²

Interviews carried out for this Landscape report suggest that perceptions of climate risk among insurance providers and stakeholders have changed to recognise its links beyond agriculture and property damage, including increasing recognition of links to human life, health, and well-being. As a result, products that offer coverage for both life and climate-related events in one are starting to appear in the Landscape survey.



Reinsurance

The use of reinsurance is reported for 21% of life and accident microinsurance products, with the figure varying at a regional level between 21% in Africa, 28% in Asia and the Pacific and 14% in Latin America and the Caribbean. These figures are in keeping with those reported overall for microinsurance.

³¹ Golnaraghi. 2021. Climate Change Risk Assessment for the Insurance Industry. The Geneva Association.

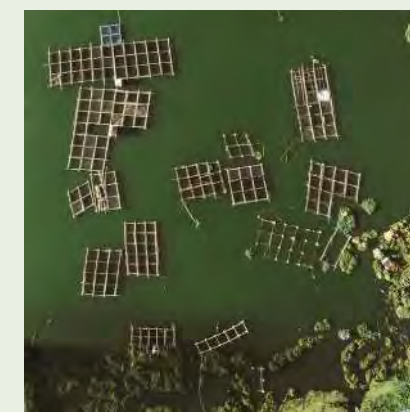
³² Campbell-Lendrum, Manfa, Bagayoko & Sommerfeld. 2015. Climate Change and Vector Borne Diseases. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4342958/>



Agriculture, aquaculture, and livestock

Key takeaways

- Across the 36 countries covered, 33.6 million people were insured through an agriculture, aquaculture or livestock insurance product, representing 10% of people covered through microinsurance.
- The agriculture, aquaculture and livestock products registered in the Landscape reach approximately 1.2% of the total microinsurance target population.
- Subsidies play a key role in agriculture insurance. A total of 11% of the agriculture schemes recorded in this study were fully subsidised, the highest proportion of any product line by far. The number varies considerably by region from just 2% in Africa to 16% in Asia and the Pacific, and 50% in Latin America and the Caribbean. More schemes certainly benefit from partial subsidies, though this information is not currently collected.
- As topics around climate resilience and food security take centre stage, both among governments and multilateral players, experts interviewed for this study agree that insurance is gaining increased visibility among these actors as a mechanism to support smallholder farmer resilience and agriculture value chains.
- Agriculture products reached on average a larger client base in 2022 in comparison to the previous year, at a median of 8,024 people covered in 2022, up 20% from 6,648 people covered in 2021.
- Climate risk is the one most frequently addressed by agricultural microinsurance products, with 79% of the reported products directly addressing this as the main risk.
- Over half of agriculture products are now index-based (a reduction on the two-thirds reported the previous year).
- Financial institutions are the most important distribution channel for agriculture products in Asia and the Pacific, and microfinance institutions in Latin America and the Caribbean, while in Africa agriculture microinsurance is most often distributed through aggregators (including employee groups, community or professional associations, utility providers, syndicate and funeral funds).
- The median claims ratio for agriculture products in 2022 was 27% (more than 5 percentage points higher than the overall median claims ratio for all microinsurance lines).
- Despite their undeniable importance in agricultural production, women represented a relatively low proportion of policyholders (41%, the same as the previous year) and just 33% of people covered by agriculture insurance (a slight decrease of 3 percentage points compared to the previous year). However, in many cases gender-disaggregated data was not provided. No information was provided on the gender of policyholders for 52% of products, and no information was shared on the gender of people covered for over 67% of products.



“ In 36 countries, 33.6 million people are covered by agricultural insurance, representing 10% of people covered, with a focus on climate resilience and notable regional differences in distribution and subsidies. ”

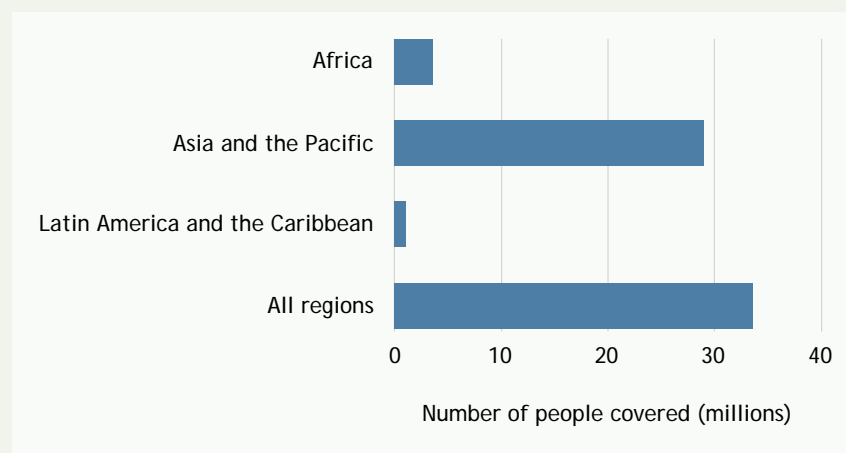
Market size and evolution

People covered

A total of 85 agriculture microinsurance products (including aquaculture and livestock microinsurance) provided information for the year 2022, jointly reaching 33.6 million people (with 50 products covering 3.6 million people in Africa, 27 products covering 29 million people in Asia and the Pacific, and 8 products covering 1 million people in Latin America and the Caribbean) (Figure 43). This represents 10% of all people covered by microinsurance products registered in this study.



FIGURE 43
THE NUMBER OF PEOPLE COVERED IN 2022 BY AGRICULTURE, AQUACULTURE,
AND LIVESTOCK PRODUCTS



This year, the study was able to collect information on a greater number of agriculture insurance products, up from 71 products in the previous year to 85 this year. In particular, more complete information is included on the government-subsidised agriculture scheme Pradhan Mantri Fasal Bima Yojana (PMFBY) in India. This crop insurance scheme, launched in 2016, covered almost 27.8 million people in 2022 and collected USD 3.66 billion in gross premiums (including both the farmers' contribution to the premium and the government subsidy).

Experts interviewed for this study agreed that there is a renewed interest in agriculture microinsurance, particularly through the lens of climate. As topics around climate resilience and food security take centre stage both among governments and multilateral players, insurance is gaining increased visibility among these actors as a mechanism to support smallholder farmer resilience and agriculture value chains.

Most interviewees continued to stress the important role of governments in supporting and subsidising agriculture insurance. A total of 11% of the

agriculture schemes recorded in this study were fully subsidised, the highest proportion of any product line by far. The number varies considerably by region from just 2% in Africa to 16% in Asia and the Pacific, and 50% in Latin America and the Caribbean. More schemes certainly benefit from partial subsidies, though this information is not currently collected.

ACRE Africa is a powerful example of reaching scale without always using subsidies, partly by reducing costs through technology (see Box 8, right).

BOX 8

ACRE AFRICA

Agriculture and Climate Risk Enterprise (ACRE Africa) was established in 2014 as an insurance intermediary serving smallholder farmers in multiple countries across Africa. The company has experienced considerable growth, covering 300,000 farmers in 2022. The company's success is rooted in its commitment to leveraging technology, particularly index insurance, AI and blockchain, to lower the costs of insurance for smallholder farmers.

The company's claims process is supported by AI. Using smartphones, farmers take photos of their farms throughout the season, from planting to harvesting. Using a mobile application, the farmers send these photos to ACRE Africa. The company's AI algorithms then analyse these images to assess damage and send personalised advice to the farmers, as well as to analyse and trigger claims in the event a farmer suffers a loss. The data obtained from the AI analysis of the photos is compared with satellite data to strengthen the index insurance product, allowing the company to address gaps related to basic risk. This process eliminates the need for on-site inspections, which are prohibitively costly in the context of insurance for smallholder farmers.

In Kenya, where ACRE Africa has a license to pay claims directly, the company has set up the process through blockchain in partnership with Etherisk. Certain weather parameters trigger automatic payouts to farmers, without the need for approval by ACRE Africa or an insurance company. This ensures immediate payouts to farmers and reduces administration costs for the company.

ACRE's use of technology to improve the customer experience and reduce costs has seen results, with cost reductions ranging from 30-60% in comparison to alternative products. In addition, ACRE's remote monitoring and advice service, along with the extensive agricultural data the company has available on farmers, has increased banks' willingness to provide loans to smallholder farmers.





BOX 9

AGRICULTURE MICROINSURANCE FOR SUSTAINABLE DEVELOPMENT

Agriculture microinsurance contributes to the achievement of the SDGs, particularly to SDGs 1, 8 and 13:



SDG 1 - No poverty: Approximately 2.6 billion people globally depend on agriculture for their livelihood,³³ and these numbers are concentrated in developing countries. Agriculture microinsurance helps protect the livelihoods of these producers, providing them with a safety net.



SDG 2 - Zero hunger: Agriculture microinsurance helps farmers to become more resilient and to gain access to credit, helping them to grow and sustain food production worldwide, which is vital to achieving food security.



SDG 13 - Climate action: Climate change directly affects agricultural production and the food security of communities. Agriculture microinsurance solutions provide necessary protection to farmers, whose livelihoods and food security is particularly exposed to climate change.

“Agriculture became the line of business with the highest recorded premiums in the study”

Premiums collected

A total of USD 3.78 billion was collected in premiums for agriculture insurance products (USD 59.2 million in Africa, USD 3.69 billion in Asia and the Pacific, and USD 25 million in Latin America and the Caribbean). This year's numbers include the government-subsidised agriculture scheme PMFBY in India, with USD 3.66 billion in gross premiums (including both the farmers' contribution to the premium and the government subsidy). With the addition of this and other schemes, agriculture became the line of business with the highest recorded premiums in the study. It is important to note that agriculture insurance schemes frequently benefit from government subsidies, as in the case of PMFBY, which contribute to those premium levels.

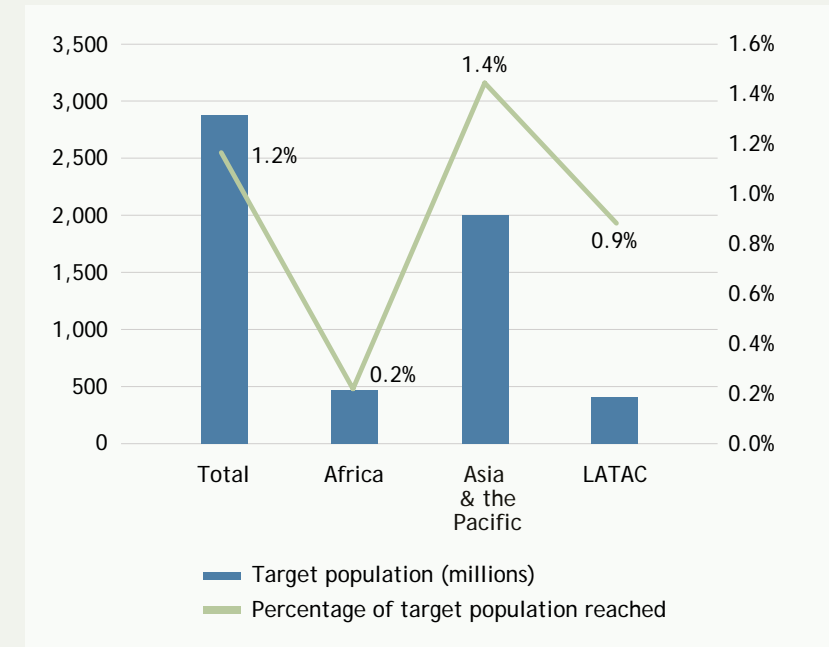
The median premium per person covered by agriculture microinsurance is USD 29.8 (USD 32.39 in Africa, USD 9.57 in Asia and the Pacific, and USD 69.75 in Latin America and the Caribbean) and the median premium cost as a ratio of sum insured is 4.9%. It is important to note that a significant part of the premium costs for agriculture insurance is covered through subsidies.

Market share

In 2022, the number of people covered by agriculture microinsurance products reported to the Landscape study represents 1.2% of the microinsurance target population for focus countries (0.2% in Africa, 1.4% in Asia and the Pacific and 0.9% in Latin America and the Caribbean).

The estimated value of the market for agriculture microinsurance in focus countries (calculated as the median premium for agriculture products in each region multiplied by the microinsurance target population in each region) is USD 85.6 billion (USD 15 billion in Africa, USD 19 billion in Asia and the Pacific, and USD 28 billion in Latin America and the Caribbean). The penetration of the agriculture microinsurance market in target countries for the year 2022 is therefore 4.4% (0.4% in Africa, 19.4% in Asia and the Pacific, and 0.1% in Latin America and the Caribbean).

FIGURE 44
MARKET PENETRATION OF PRODUCTS COVERING AGRICULTURE RISKS
(TARGET POPULATION AND PERCENTAGE OF TARGET POPULATION REACHED)



Scale

Agriculture products reached on average a larger client base in 2022 in comparison to the previous year. Each agriculture product reached a median of 8,024 people covered in 2022, up 20% from 6,648 people covered in 2021. However, there is important regional variation. In Africa, each product reached a median of 8,410 people, up 13% from 7,356 people covered in 2021. In Latin America and the Caribbean, and Asia and the Pacific the median decreased in 2022, by 23% to 12,775 and by 56% to 1,524 in each region respectively.

These relatively small median numbers of people reached, especially in Asia and the Pacific, likely reflect the prevalence of a large number of pilots and small agriculture insurance

schemes that have not reached scale. However, this median value does not reflect the full sector. There are a number of agriculture products that have been successful, reaching huge numbers often with government support. This is reflected in a number of products registered in the Landscape study with over half a million customers, reaching tens of millions in certain cases.

The median premium collected for each product is USD 365,033 (an increase of 82% compared to 2021), with important regional variations. In Latin America and the Caribbean, the median premium collected for each product is USD 1.48 million, while in Africa it is USD 0.6 million, and in Asia and the Pacific it is USD 24,240.

³³ FAO. 2022. State of the World's Forests 2022.



Products launched

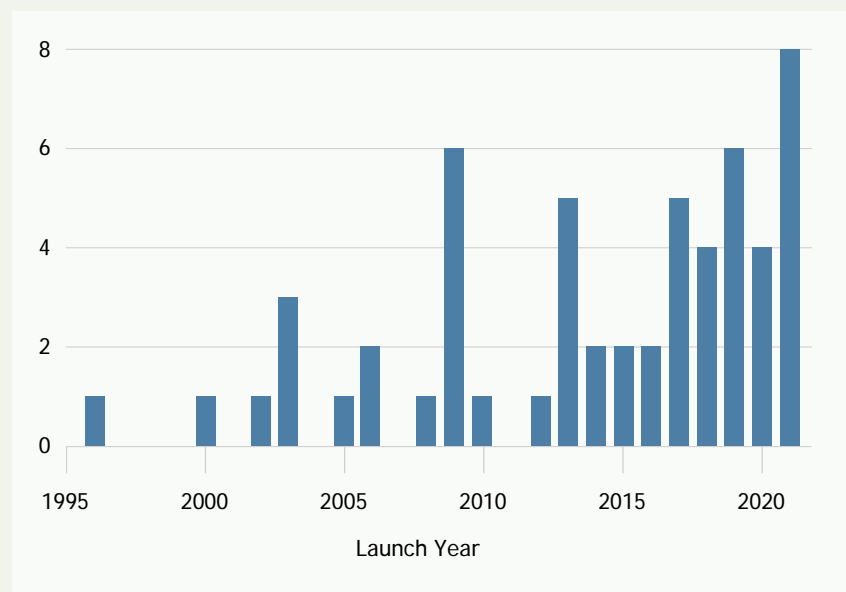
Among the products reported for 2022, the highest number (eight) were launched in 2021. A small decrease in product launches was observed in 2020 with the pandemic, followed by a significant recovery in 2021 (Figure 45).

Product models and risks covered

Most agriculture products are linked directly with climate, natural perils and disasters, with 79% of agriculture products recording this as the main risk covered. Other products cover risks like death of livestock (8%), and damage, loss, or theft of property (8%) as the main risk. Some agriculture covers are bundled with additional, secondary risks, including income protection, medical expenses or third party liability.

Of those products reported, 40 (over half) were index-based compared to 37 using indemnity models. This is a slight decrease on the proportion which were index-based in the previous year (two thirds, equating to 39 out of 59 products).

FIGURE 45
AGRICULTURE INSURANCE PRODUCTS LAUNCHED



Distribution and payments

As in previous years, financial institutions are a key distribution channel, covering almost 28 million people. In Asia and the Pacific financial institutions are particularly dominant, reaching more than 27 million people, followed by microfinance institutions, reaching 390,424 people.

In the case of Africa, aggregators (including employee groups, community or professional associations, utility providers, syndicate and funeral funds) are the most prevalent channel, with more than 1 million people covered, closely followed by agents and brokers, which report 702,155 people reached. In Latin America and the Caribbean, microfinance institutions predominate, reporting 33,298 people covered.

It is nevertheless important to note that information on primary distribution channel was not provided for all agricultural products and information on the distribution of agricultural products was particularly limited in Latin America and the Caribbean.

In addition to the primary distribution channel used for each product, providers also gave information on the full range of channels through which their product was made available, as shown in Figure 47. In the case of Africa, the most frequently reported channel was agents and brokers (used as part of the distribution of 23% of products), followed by digital platforms (16%) and agricultural or trade co-operatives (15%). In Asia and the Pacific, financial and microfinance institutions are the most frequently reported channel (used for 20% of products in both cases). In Latin America and the Caribbean, although the information available is limited, microfinance institutions, agents and brokers are the most frequently reported distribution channel.

FIGURE 46
THE NUMBER OF PEOPLE COVERED BY PRIMARY DISTRIBUTION CHANNEL

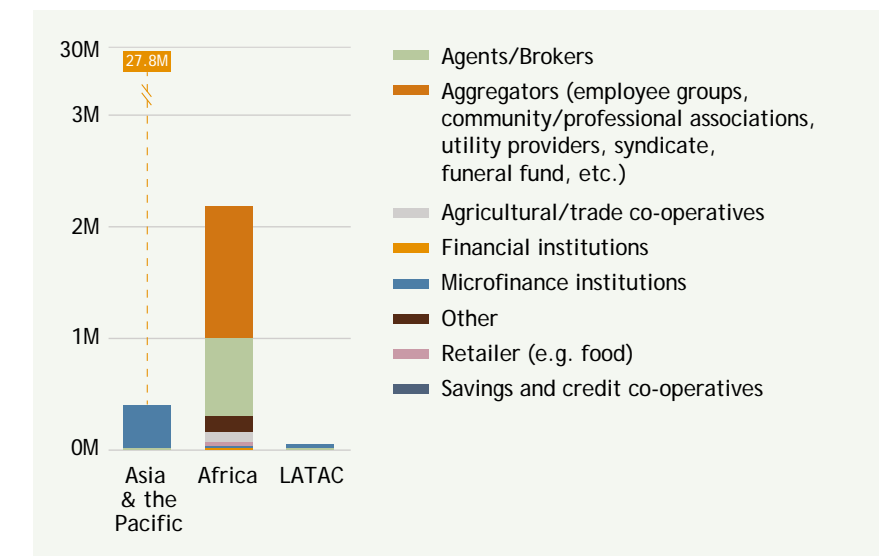
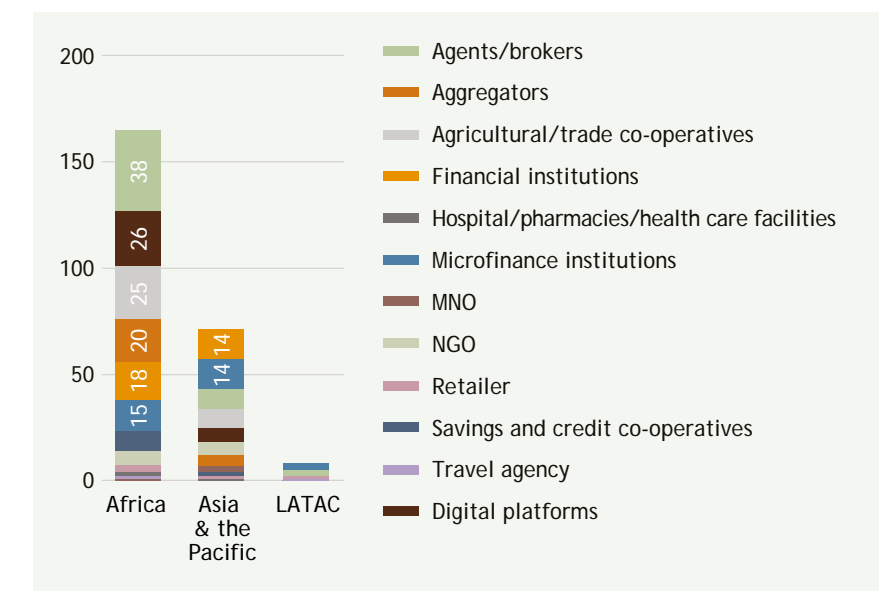


FIGURE 47
THE NUMBER OF PRODUCTS THAT MAKE USE OF EACH DISTRIBUTION CHANNEL

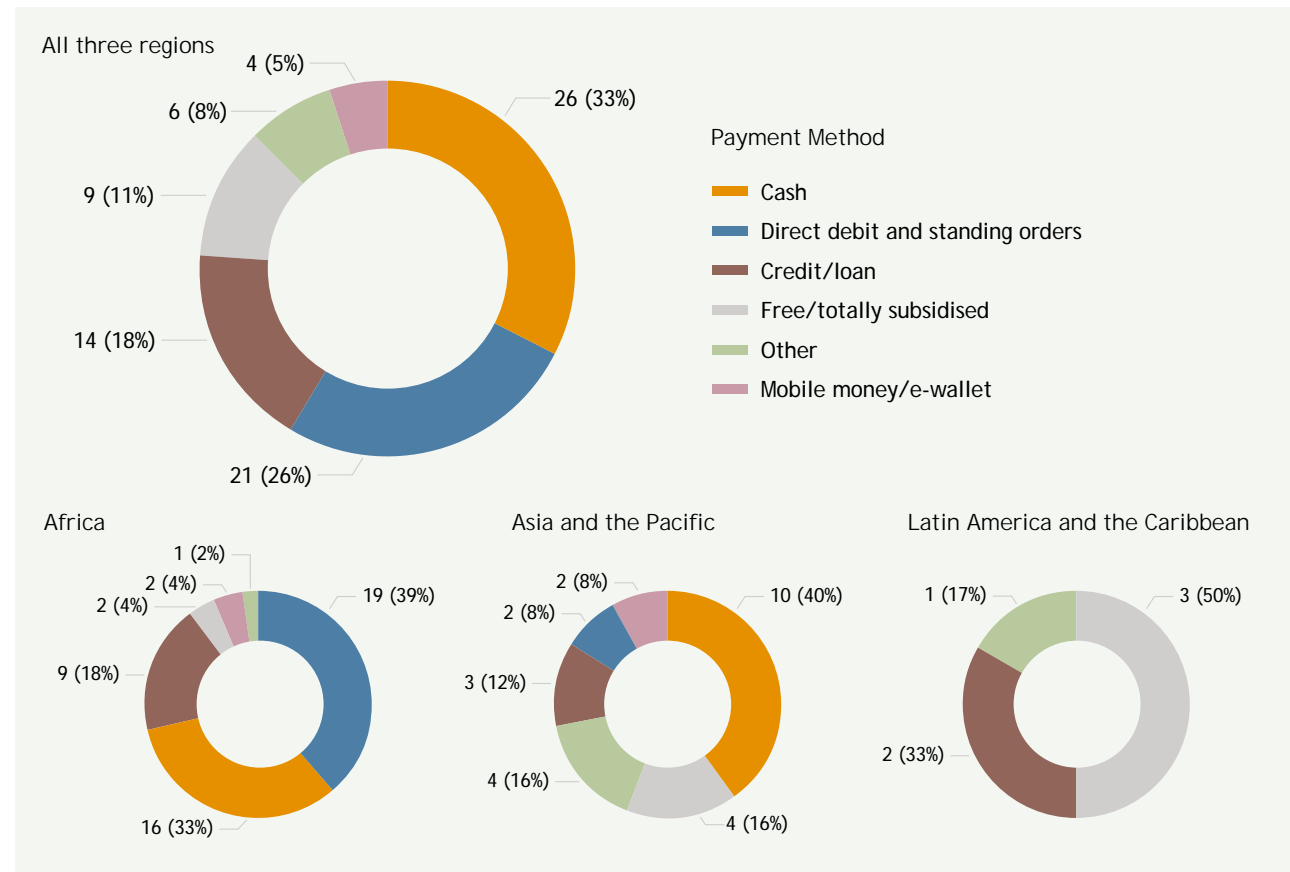




The most used payment method for agricultural products continues to be cash, which is used in 33% of cases (Figure 48). Second is direct debit and standing orders, used in 26% of cases. The use of cash is particularly dominant in agriculture microinsurance in Asia and the Pacific, where it is used in 40% of cases. In this region it is also notable that 16% of products are free or fully subsidised. In Africa, cash is also

relevant (used for 33% of products), but the most important means of payment is direct debit, used for 39% of products. In Latin America and the Caribbean, on the other hand, 50% of products were reported as free or subsidised. It is important to note the small number of agriculture products reported in Latin America and the Caribbean (eight), of which only six gave information on payment methods.

FIGURE 48
PROPORTION OF PRODUCTS MAKING USE OF EACH PAYMENT METHOD



Social performance indicators

The median claims ratio for agriculture products in 2022 was 27% (more than 5 percentage points higher than the overall median claims ratio for all microinsurance lines). As in previous years, the median claims ratio for agriculture microinsurance is highest in Asia and the Pacific, at 79%, compared to a median ratio in Latin America and the Caribbean of 34%, and the lowest median ratio in Africa, at 23%.

The median claims acceptance ratio was 95.5% (Figure 49). It is important to note the claims volatility of agriculture insurance, which tends to cover catastrophic risks and can therefore experience low claims ratios for many years combined with occasional years of high losses.

Figure 50 shows the median and quartile values for agriculture insurance products in each region. The interquartile range (which excludes the highest and lowest 25% of results) in Asia and the Pacific is much wider, and with a much higher upper limit, than in the other regions, including claims ratio values of 13% to 139% (with a median of 79%). On the other hand, the interquartile range in Africa is between 13% and 51% (with a much lower median of 24%). In Latin America and the Caribbean, the interquartile range is between 12% and 67% (with a median of 34%).

The median turnaround time for agriculture products across the three regions is 15 days, with relatively low TATs in Africa (9 days) compared to Asia and the Pacific at 30 days and the highest median TAT in Latin America and the Caribbean at 45 days.

FIGURE 49
CLAIMS RATIO AND ACCEPTANCE RATIO FOR AGRICULTURE PRODUCTS³⁴

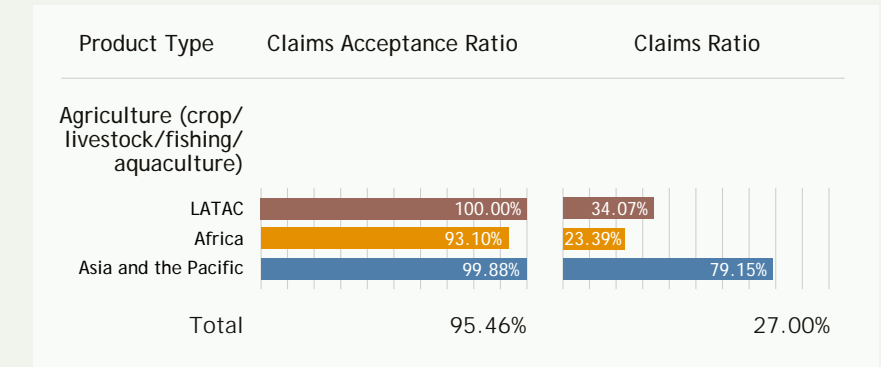
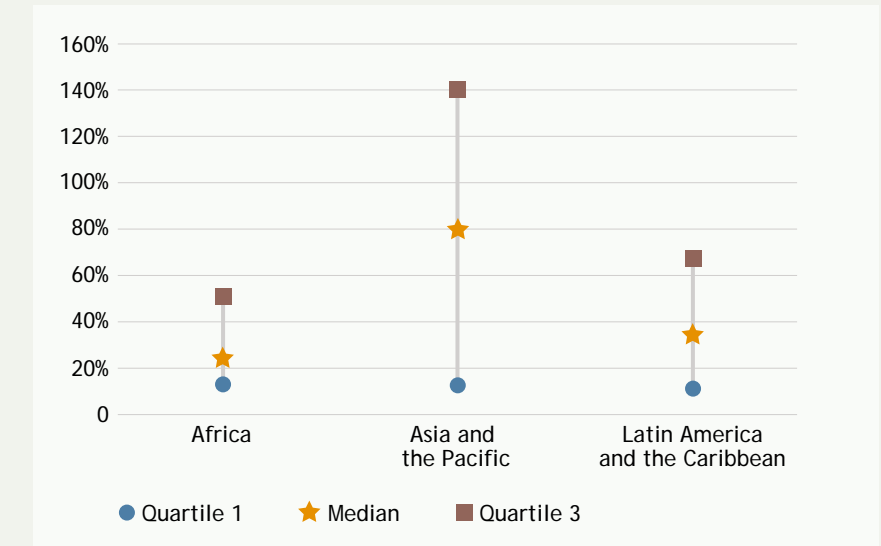


FIGURE 50
CLAIMS RATIOS BY REGION (FIRST QUARTILE, MEDIAN AND THIRD QUARTILE)



³⁴ In Latin America and the Caribbean, although the median claims acceptance ratio is 100%, the mean claims acceptance ratio is 88.9% (compared to a mean of 84.8% in Asia and the Pacific and 86.8% in Africa).



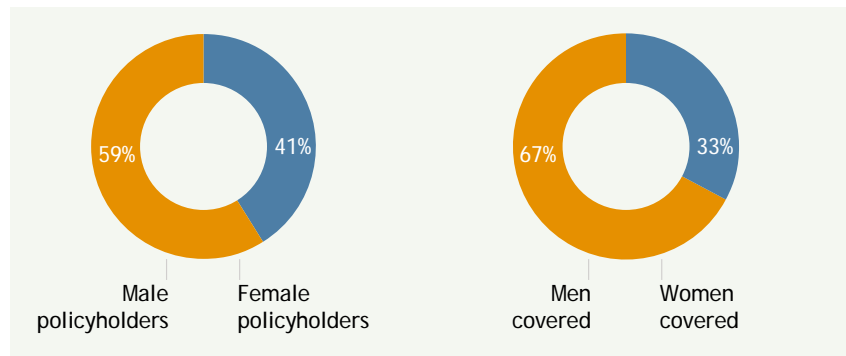
Women's access to agriculture microinsurance

Where insurers provided data on the gender of their customers, women represented 41% of policyholders (the same as the previous year) and 33% of people covered for agriculture insurance (a slight decrease of 3 percentage points compared to the previous year).

However, in many cases this information was not provided, with no information provided on the gender of policyholders for 52% of products, and no information on the gender of people covered for over 67% of products.

Challenges in access to agriculture insurance relate to formal land ownership, which is more likely to be in the name of male family members, as well as the choice of crops insured which may not prioritise crops farmed by women, among other factors.

FIGURE 51
THE PROPORTION OF FEMALE POLICYHOLDERS AND WOMEN COVERED FOR AGRICULTURE MICROINSURANCE



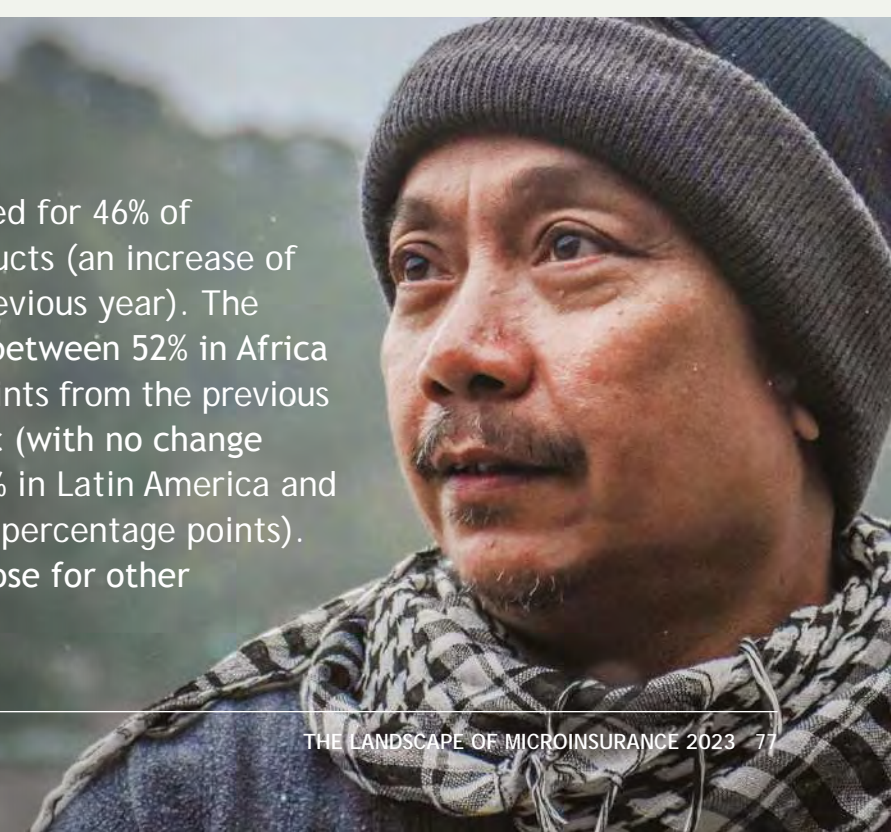
Climate risk

Agricultural insurance is the product line that is most directly related to climate risk. As previously mentioned, climate risk is the one most frequently addressed by agricultural microinsurance products, with 79% of the reported products directly addressing this as the main risk. Additionally, other policies cover risks such as livestock death, which is also linked to the impacts of climate risk.

Agriculture insurance largely covers smallholder farmers who subsist on their production. Therefore, agriculture insurance not only compensates farmers for lost production, but is also an important tool for supporting broader food security and resilience.

Reinsurance

The use of reinsurance is reported for 46% of agriculture microinsurance products (an increase of 5 percentage points from the previous year). The figure varies at a regional level between 52% in Africa (an increase of 14 percentage points from the previous year), 33% in Asia and the Pacific (with no change from the previous year), and 50% in Latin America and the Caribbean (a decrease of 33 percentage points). These figures are higher than those for other lines of microinsurance.





Property and income

Key takeaways

- In the 36 countries covered, almost 13 million people received protection for property or income risks through a microinsurance product. This figure is relatively low compared to other risk types, representing just 4% of all people covered by a microinsurance product registered in this study.
- This reflects that these products are still in their infancy in the microinsurance market and less well-established in comparison to personal products like life and health insurance. They are most developed in Asia and the Pacific, where 9.3 million people are covered.
- The property and income replacement microinsurance market in target countries is estimated at a value of USD 96 billion and current penetration is just 0.08%.
- Property and income products reached a median of 3,970 people per product, lower than the median for all microinsurance products (11,400 people reached), and property products (with a median of 2,350) are not scaling widely.
- Interviews conducted for this study suggest that innovations in product design are emerging in property and income products. In part, this has been driven by the pandemic, with an increased demand for business interruption insurance as a result of a greater awareness of the potential business interruption risks. However, further innovation is needed, for example in protection against cyber risks.
- Agents and brokers were the most important distribution channel for property and income products in all regions in 2022, covering over half of those reached through this product type (where information was given on distribution).
- Direct debit or standing orders are the most popular payment channel, as in previous years, used for 43% of products.
- The median claims ratio for property and income products in 2022 is 14.28%. The ratio varies between regions, at 13.9% in Africa, 12% in Asia and the Pacific and 18.4% in Latin America and the Caribbean, as well as by product line.
- For those property and income products which reported gender data, women represented a median of 44% of people covered and 47% of policyholders. The highest proportion of female policyholders and female lives covered is for business interruption insurance, at 70% and 56% respectively.
- Whereas the microinsurance sector's focus with regard to climate risks was initially on agriculture, coverage is increasingly being offered to individuals and micro, small and medium enterprises (MSMEs), frequently in the form of property or income replacement insurance. Of the products that reported to this study, ten property and income products include cover for climate risks, jointly covering 44,825 people.



Market size and evolution

People covered

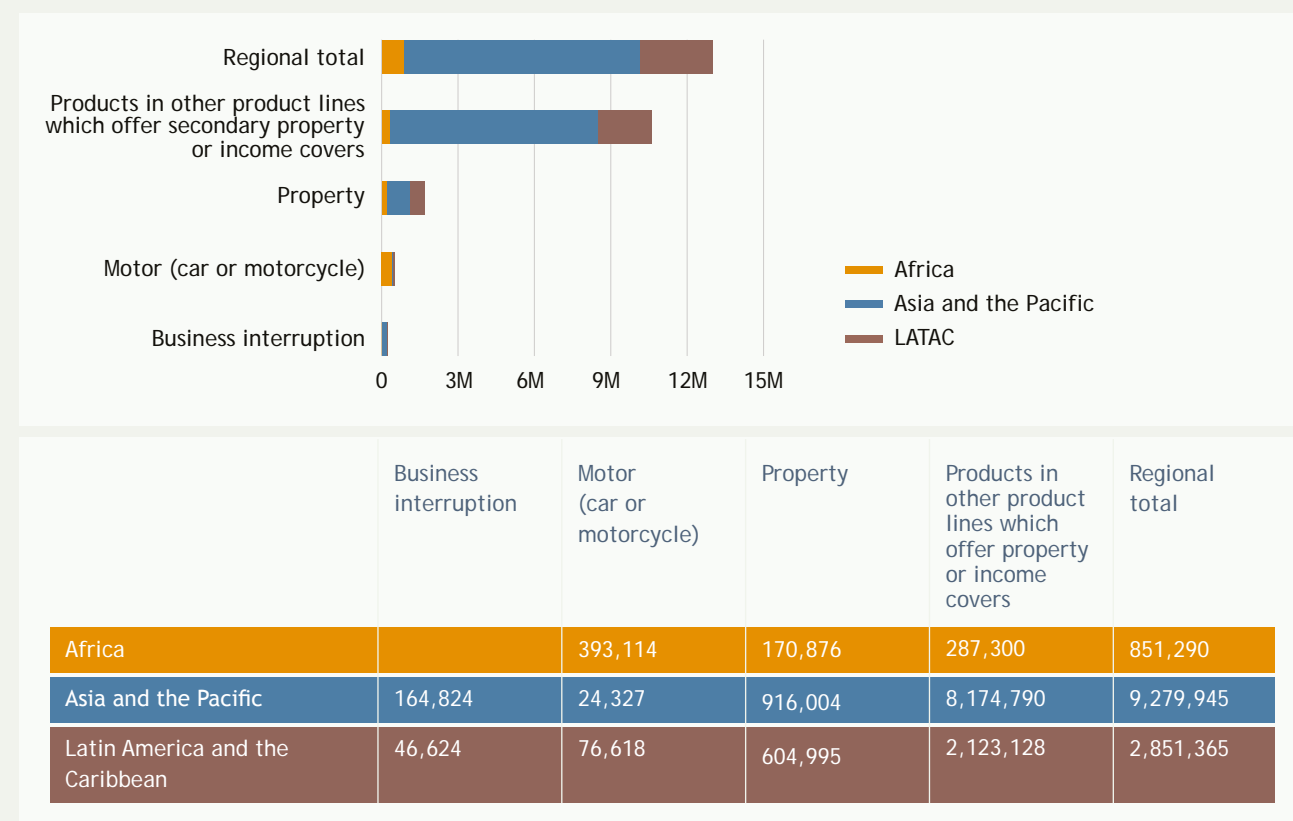
For the purpose of this study, three product types are included under the category of property and income replacement insurance: business interruption insurance, car or motorcycle insurance, and property insurance. Overall, 111 products were reported in this category: 12 business interruption, 40 car and motorcycle, and 59 property. This is an increase compared to the 75 products registered the previous year for these insurance lines.

Approximately 2.4 million people are reached through these products. The majority of people reached through property and income products were in Asia and the Pacific, where 24 products covered 1.1 million people, compared to 728,000 people covered by 52 products in Latin America and the Caribbean, and 564,000 people covered by 36 products in Africa. Overall, property insurance products represent a relatively small proportion (0.5%) of all those recorded as covered through a microinsurance product for 2022.

In addition to the products in this category, various property risks (including damage to goods and vehicles; loss of income; damage or theft of home, contents or electronic gadgets; and risks faced by MSMEs) were covered under other product lines. A total of approximately 10.6 million people were covered under these products (0.3 million in Africa, 8.2 million in Asia and the Pacific and 2.1 million in Latin America and the Caribbean). As a result, a total of almost 13 million people (Figure 52) received some

protection against property or income risks through a microinsurance product (0.9 million in Africa, 9.3 million in Asia and the Pacific, and 2.8 million in Latin America and the Caribbean). This represents 4% of all people covered by microinsurance products registered in this study.

FIGURE 52
THE NUMBER OF PEOPLE COVERED FOR PROPERTY RISKS (2022)



BOX 10

PROPERTY AND INCOME REPLACEMENT MICROINSURANCE FOR SUSTAINABLE DEVELOPMENT

Property and income replacement microinsurance contributes to the achievement of the SDGs, particularly to SDGs 1, 5 and 8:



SDG 1 - No poverty: Loss or damage to business premises, important assets or business stock affects individuals and businesses' capacity to generate income, putting entrepreneurs, employees and their families at risk of poverty. In addition, the loss of a family's home can force them into inadequate housing. Finally, lost income for any reason puts families at severe risk of poverty and may force them to resort to desperate coping mechanisms such as reducing food intake or taking children out of school.



SDG 5 - Gender equality: Women-led MSMEs are often particularly exposed to risk and have access to fewer risk management mechanisms, including insurance. A survey of MSMEs in 13 African countries by IFC found that a quarter of businesses were forced to close during the COVID-19 pandemic and that the impact was more severely felt by women-led businesses.³⁵ Microinsurance designed for MSMEs has an important role to play in bridging the gender protection gap.



SDG 8 - Decent work and economic growth: MSMEs are drivers of economic growth and employment around the world, responsible for around 50% of global employment and contributing up to 40% of national income in emerging markets (in the case of formal small and medium enterprises alone).³⁶ These businesses are highly vulnerable to shocks and microinsurance can support them to withstand these, as well as gain access to credit to support growth. Income replacement insurance also provides greater security to workers, contributing to decent work.

³⁵ IFC. 2021. COVID-19 and Women-led MSMEs in Sub-Saharan Africa: Examining the Impact, Responses, and Solutions.

³⁶ World Bank. 2022. Small and Medium Enterprises (SMEs) Finance.

Premiums collected

A total of USD 83 million in premiums were collected for property and income products in 2022 (USD 35.3 million in Africa, USD 13.4 million in Asia and the Pacific and USD 34.7 million in Latin America and the Caribbean). Premiums per person covered vary between product types: USD 73.53 for car and motorcycle insurance products, USD 27.13 for business interruption insurance products and USD 19.14 for property insurance products. The overall median premium for property and income replacement insurance products is USD 34.36 (USD 14 above the general average for microinsurance products).



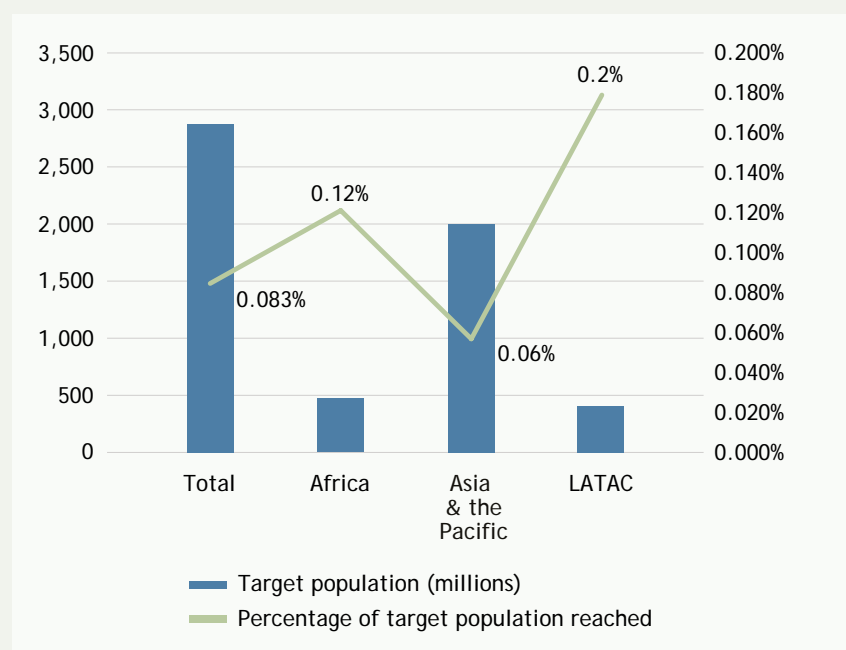
Market share

The number of people recorded as covered by property and income replacement microinsurance in 2022 represents 0.08% of the estimated microinsurance target population in focus countries (0.12% in Africa, 0.06% in Asia and the Pacific, and 0.2% in Latin America and the Caribbean; see Figure 53). The number of people covered against property and income risks, regardless of product type, represents 0.4% of the target population (0.2% in Africa, 0.4% in Asia and the Pacific and 0.6% in Latin America and the Caribbean).

The estimated value of the market for property and income replacement

microinsurance in the Landscape study focus countries (calculated as the median premium for property and income products in each region multiplied by the target population of focus countries in each region) is USD 96 billion (USD 33 billion in Africa, USD 29 billion in Asia and the Pacific, and USD 13 billion in Latin America and the Caribbean). The penetration of the property and income replacement microinsurance market for focus countries in 2022 is therefore 0.09% (0.11% in Africa, 0.05% in Asia and the Pacific, and 0.27% in Latin America and the Caribbean).

FIGURE 53
MARKET PENETRATION OF PRODUCTS COVERING PROPERTY AND INCOME RISKS
(TARGET POPULATION AND PERCENTAGE OF TARGET POPULATION REACHED)

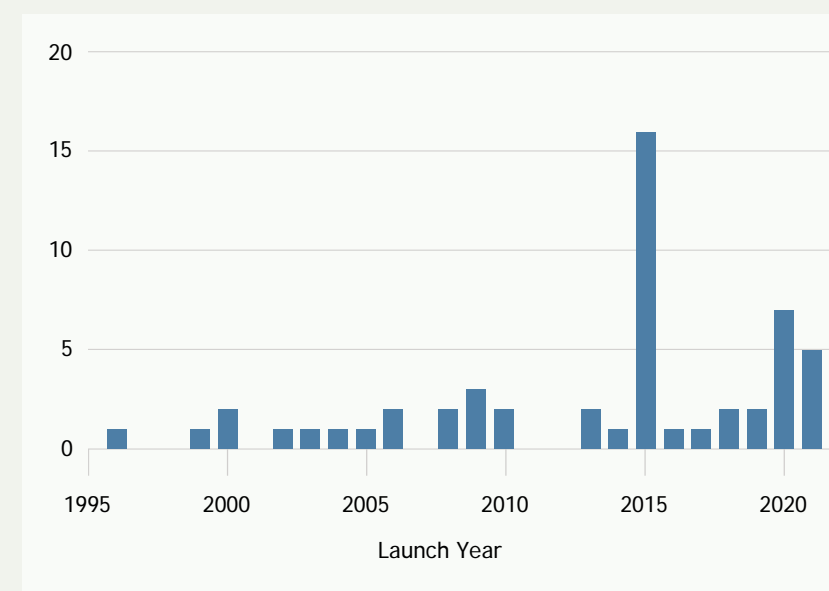


Scale

Property and income products reached a median of 3,970 people per product. The scale reached varies between product lines, with a median of 2,350 people covered for property insurance, 10,480 for motor insurance and 9,700 for business interruption insurance. All of these three product lines present values lower than the median for all microinsurance products (11,400 people reached), and property products (with a median of 2,350) are not scaling widely.

The median gross premium collected per product was USD 181,400, with the highest values collected for motor insurance products, at a median of USD 793,300, compared to USD 470,900 for business interruption, and USD 63,300 for property. Median premiums collected for both motor and business interruption products are considerably above the median of USD 185,900 for all product lines.

FIGURE 54
THE YEAR OF PRODUCT LAUNCH FOR PROPERTY AND INCOME PRODUCTS



Products launched

Numerous products have been launched each year in the property and income category, with a peak in 2015, when 16 of the products recorded in this study were launched. Unlike for other product types, a relatively high number of new products (seven) were launched in 2020, at the height of the pandemic. The majority of these products were property insurance.

“Innovations in product design are emerging in property and income products.”



Innovation in product design

Although property and income lines remain relatively small in terms of people reached in comparison to other microinsurance lines, interviews conducted for this study suggest that innovations in product design are emerging in property and income products. In part, this has been driven by the pandemic, with an increased demand for business interruption insurance as a result of a greater awareness of potential business interruption risks. Both long standing insurers and insurtechs have been moving to design income-replacement solutions for small businesses and daily wage earners, as well as more solutions for property such as bicycles and tricycles, as well as for mobile money agents against theft.

Stakeholders interviewed for this study also highlighted the urgent need for insurance for cybersecurity and identity theft risks. Although insurance for these risks has been developing, to date it has largely been for large and medium companies. But, with small and micro enterprises frequently targeted, there is a need to develop insurance and other solutions to increase their cybersecurity.

BOX 11

SEGUROS BOLIVAR, COLOMBIA³⁷

Seguros Bolivar, a Colombian insurance company, launched “Tranquilidad Pymes” (“Tranquility for SMEs”) in 2018, a flexible insurance product tailored to businesses in Colombia. This multi-risk product covers damage to assets, loss of profit, theft, and damage to third parties.

Recognising the importance of MSMEs to the Colombian economy, Seguros Bolivar identified a business opportunity to address their vulnerabilities. Despite their economic significance, half of MSMEs in the country faced bankruptcy within their second year of business, with only a fifth surviving three years. Seguros Bolivar attributed this to the highly vulnerable nature of their income streams and low levels of financial education.

“Tranquilidad Pymes” was developed with insights from MSMEs. Key features include a simplified contract designed to be transparent and easily understood by business owners. The contract doesn’t include depreciation of insured assets unlike traditional property insurance contracts. Furthermore, it has just a single deductible for all coverages, and loss of profit coverage equivalent to 5% of the sum insured. Digitising the sales process enabled Seguros Bolivar to offer quick consultations and product packages, reducing the operational burden on sales agents. The “extra easy indemnity” feature - a hotline for quick claims response - streamlined the claims resolution process and addressed the needs of MSMEs to receive claim payouts urgently in order to keep their businesses running smoothly.

The COVID-19 pandemic prompted adaptations to the product, including coverage for off-premises equipment and movement of goods without collateral requirements.



³⁷ Sara Orozco and Nicolas Morales. 2023. Social Finance Brief: Seguros Bolivar

Distribution and payments

Agents and brokers were the most important distribution channel for property and income products in all regions in 2022, covering over half (1.3 million) of the 2.2 million people reached with these products for whom we have information on the distribution channel. This channel was particularly dominant in Asia and the Pacific (reaching 820,000 people) and in Africa (at 312,000; see Figure 55).

In Asia and the Pacific, microfinance institutions are an important distributor of property and income products, reporting 260,000 people covered, making it the second most important channel in this region. In Latin America and the Caribbean, aggregators are the second most important channel, with 205,000 people covered, followed by saving and credit co-operatives and financial institutions. In Africa, financial institutions occupy second place, at 143,000 people covered.

In addition to the primary distribution channel used for each product, providers also gave information on the full range of channels through which their product was made available (Figure 56). This demonstrates that other channels, including digital platforms and microfinance institutions, also play a role in distribution of income and property products, even though they are not typically the primary channel.

FIGURE 55 THE NUMBER OF PEOPLE COVERED BY PRIMARY DISTRIBUTION CHANNEL

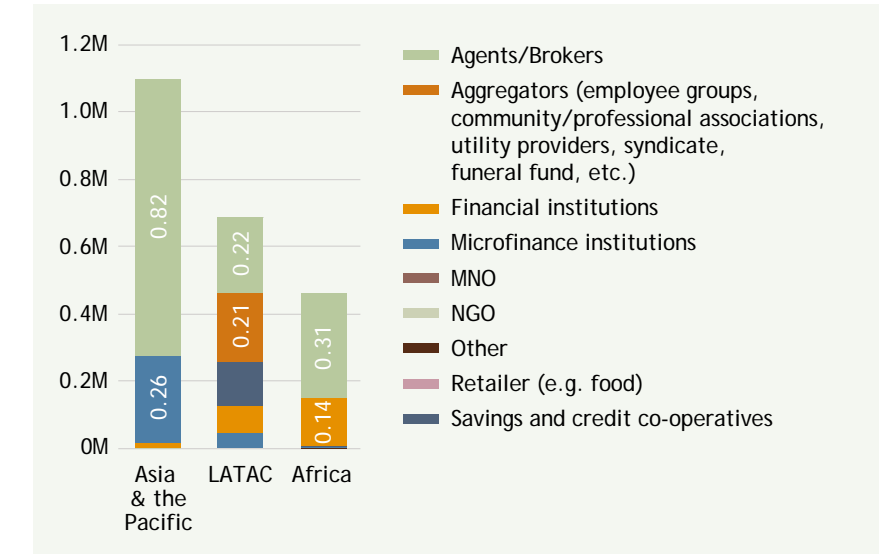
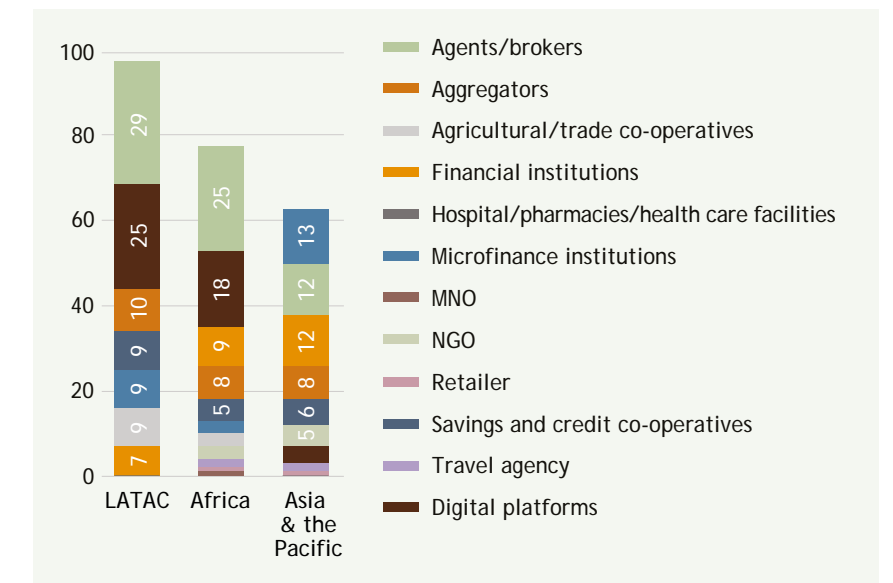


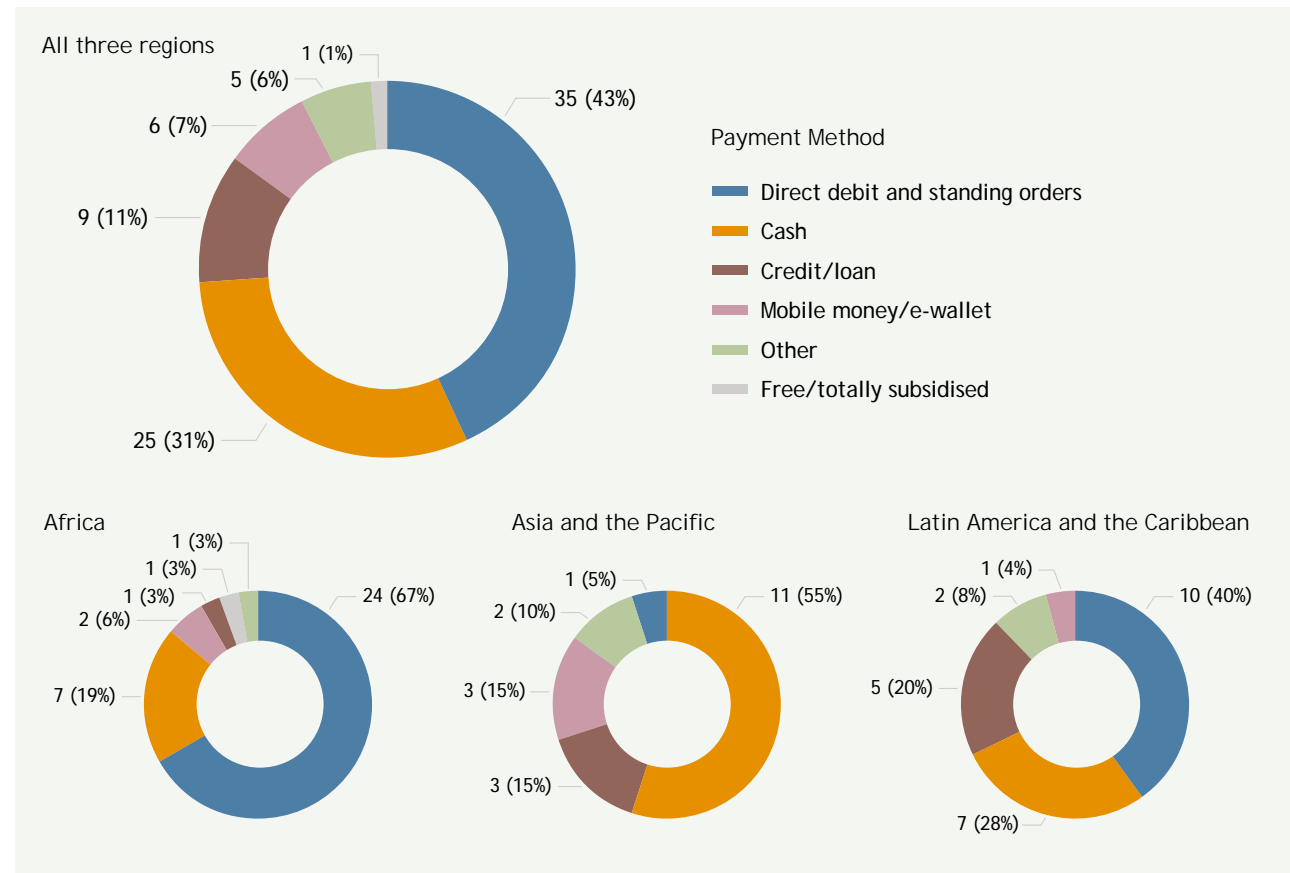
FIGURE 56 THE NUMBER OF PRODUCTS THAT MAKE USE OF EACH DISTRIBUTION CHANNEL





A range of payment channels are used for property and income products (Figure 57), with direct debit or standing orders the most popular, as in previous years, used for 43% of products. Cash remains an important payment method, used for 31% of products. As in other types of microinsurance, cash is particularly relevant in Asia and the Pacific, where it is used in 55% of cases.

FIGURE 57
THE NUMBER OF PRODUCTS MAKING USE OF EACH PAYMENT METHOD FOR PROPERTY AND INCOME PRODUCTS



“ Agents and brokers played a crucial role in 2022, reaching over half of the 2.2 million individuals covered by property and income products. Their prominence as the primary distribution channel highlights their impact on microinsurance distribution globally ”

Social performance indicators

The median claims ratio for property and income products in 2022 is 14.3%. The ratio varies between regions, at 13.9% in Africa, 12% in Asia and the Pacific and 18.4% in Latin America and the Caribbean, as well as by product line.

Higher claims ratios were seen in cars and motorcycles covers, with a median ratio of 16.5% (with a particularly high median ratio of 49.6% in Latin America and the Caribbean). The median claims ratio for property is 15% and the lowest median is for business interruption at 11.4% (although this is substantially higher in Latin America and the Caribbean, at 40%).

Figure 59 shows the median and quartile values for property insurance products in each region. The interquartile range (which excludes the highest and lowest 25% of results) in Latin America and the Caribbean presents comparatively higher values at its upper limit, including values between 5% and 66%. In contrast, the interquartile range for Africa includes values between 7% and 33%, and the same range for Asia and the Pacific includes values between 2% and 34%. The median claim ratio is also higher in Latin America and the Caribbean, at 21%, compared to Africa's median of 17%, and the median of 12% in Asia and the Pacific. Products launched before 2017 have a higher claim ratio (median of 25%), compared to those launched in subsequent years (11%).

The median turnaround time for property and income replacement insurance across the three regions is 12 days, with a median of 10 days internal TAT. The highest times occur in Latin America and the Caribbean, with a 41 days median TAT. In Asia and the Pacific, on the other hand, the median TAT is 22 days. Africa is the region with the shortest response times, with a median of 4 days of TAT.

FIGURE 58
CLAIMS RATIOS AND ACCEPTANCE RATIOS FOR PROPERTY AND INCOME PRODUCT TYPES

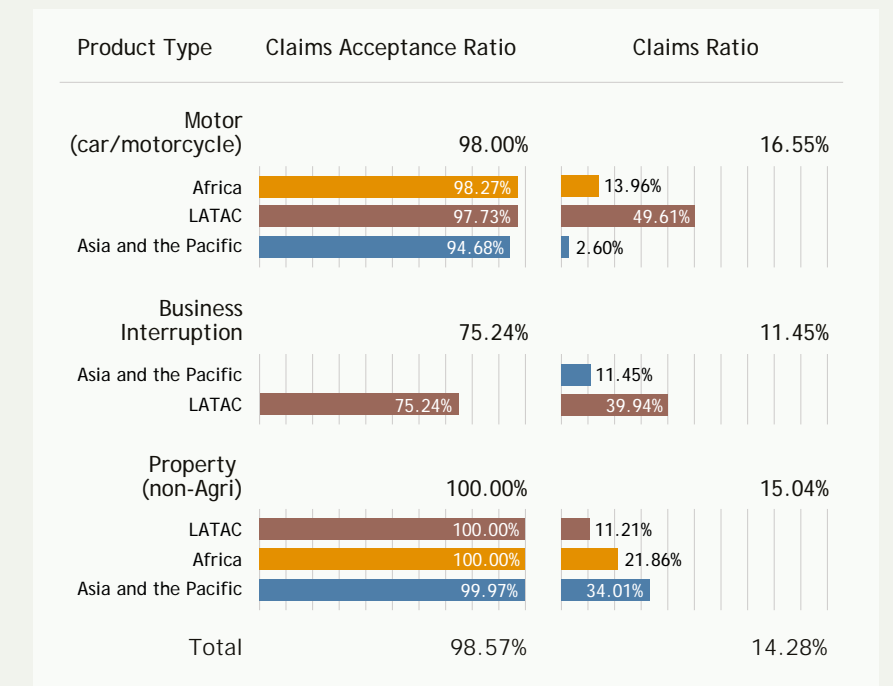
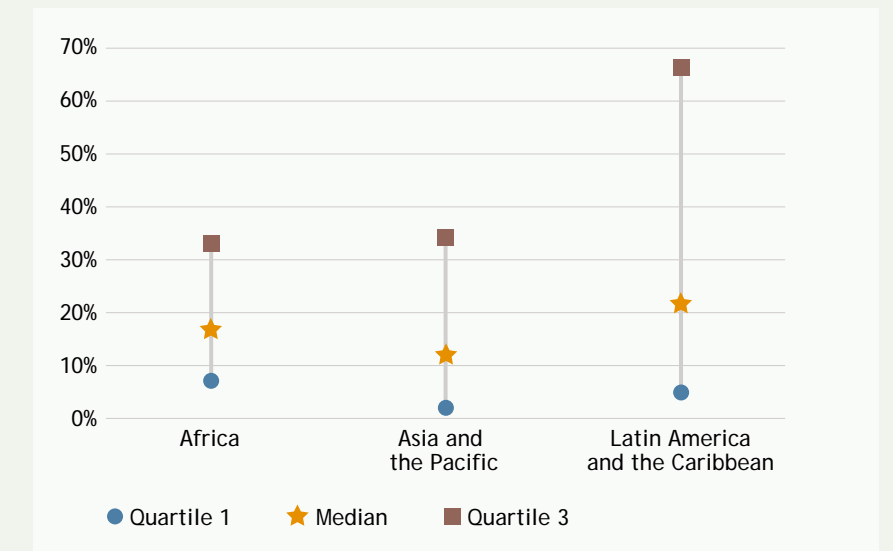


FIGURE 59
CLAIMS RATIOS BY REGION (FIRST QUARTILE, MEDIAN AND THIRD QUARTILE)



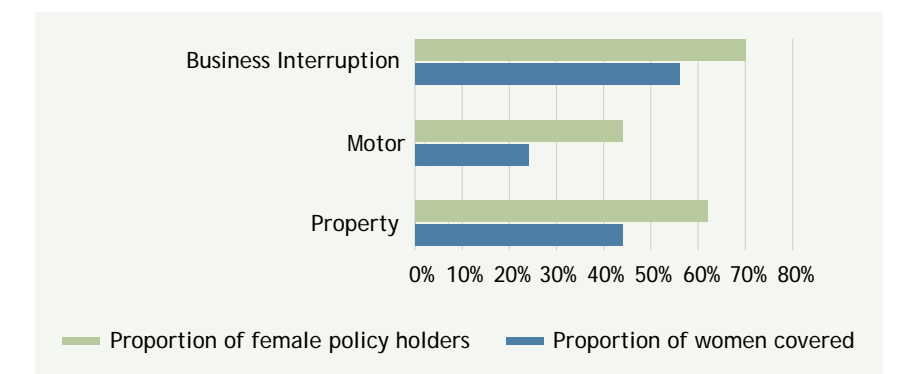


Women’s access to property and income replacement microinsurance

For those property and income products which reported gender data, women represented a median of 44% of people covered and 47% of policyholders. The highest proportion of female policyholders and female lives covered is for business interruption insurance, at 70% and 56% respectively (Figure 60). A notable example of a collaborative initiative to address gender inclusion in Argentina, including for property insurance, is outlined below in Box 12.

Gender data was not provided in many cases. For property products, gender information on policyholders was provided in 29% of cases, and gender information on lives covered in 66% of cases. For motor protection products, gender information on policyholders is provided in 50% of cases, and gender information on lives covered in just 20% of cases. In the case of business interruption, gender information on policyholders is provided in 17% of cases, and gender information on lives covered in 25% of cases. For the three product lines falling under the category of property and income, gender data about policyholders was provided in 35% of cases, and information about the proportion of women covered was provided in 45% of cases.

FIGURE 60
THE PERCENTAGE OF WOMEN COVERED AND POLICYHOLDERS FOR PROPERTY PRODUCTS



RÍO URUGUAY SEGUROS, ARGENTINA

Río Uruguay Seguros (RUS), a cooperative insurance company in Argentina, has been implementing multiple initiatives to address the inclusion of women and transgender individuals in insurance.

Its work on women's inclusion is part of a unique and historic collaboration in Argentina between several insurance companies and the SSN, which was established through the A2ii Inclusive Insurance Innovation Lab. The partners developed an insurance package known as "superadores" ("overcomers") aimed at women entrepreneurs. The package is made up of five products, each offered by one of the participating insurance companies, and customers can choose to purchase one or more products. The package is promoted through a joint social media insurance awareness campaign. Those who are interested can select the product that they would like to know more about, and the relevant company then follows up through its call centre. The partners established a set of common practices to ensure that customers had a high-quality experience no matter which company they interacted with.

RUS was responsible for the home insurance offered as part of the package. The product covers typical property risks but also computers and mobile phones, which are highly valued assets for women entrepreneurs. The company also added a range of household assistance services, such as plumbing, to make the product tangible and increase value for its customers.

Outside of this collaboration, the company has also developed tailored health insurance packages for women and is currently working on health insurance specifically designed for rural women.

In addition, RUS has been implementing initiatives to improve the inclusion of transgender people in insurance in Argentina. It conducted focus groups with transgender individuals to understand their experiences with insurance and the most important risks they face. Health was highlighted as a particular concern during these discussions, with many individuals struggling to access public healthcare due to discrimination. RUS therefore launched a unique health insurance product specifically designed to meet health needs of the transgender community.

At the same time, RUS addressed employment inclusion of transgender individuals, creating scholarships for those interested to become insurance advisors in the company.³⁸ As a result of these initiatives, the company has employed the first graduate from the scholarship as an insurance advisor, and other participants from the initial focus groups have also been employed in the company.



Climate risk

Property and climate risks are closely linked, with property such as homes and business premises, as well as possessions and business stock, being vulnerable to damage as a result of natural disasters. In addition, both businesses' and workers' income can be impacted when businesses are unable to function, for example a market being closed due to heavy rains.

Whereas the microinsurance sector initially focused on the impacts of climate risks on agriculture, coverage is increasingly being offered to individuals and MSMEs, frequently in the form of property or income replacement insurance.

Of the products that reported to this study, ten property and income products include cover for climate risks, jointly covering 44,825 people.



Reinsurance

Around 9% of property and income products report using reinsurance, with the highest levels of reinsurance use in Africa, at 17%, compared to 6% in Asia and the Pacific and 4% in Latin America and the Caribbean. The figure is highest for property microinsurance, for which reinsurance was reported for 11% of products. It is important to highlight that a large portion of the products (57%) did not provide information on reinsurance use.

³⁸ Informe Operadores de Mercado. 2022. Se graduó la primera PAS del Programa de Becas de RUS y FAPASA

Conclusions

In 2022, the microinsurance market consolidated its recovery from the COVID-19 crisis. Assessing only those products that reported to the Microinsurance Landscape study every year since 2019, an increase of 28% in the number of people covered by microinsurance products was recorded from 2021 to 2022, alongside a 12% increase in premiums collected.

Furthermore, global recognition of the importance of microinsurance grew, particularly in relation to climate and food security. As a result, the insurance industry, governments and other stakeholders have become better organised around expanding climate cover through bodies like the IDF and funding mechanisms like the Global Shield Against Climate Risks. In 2022, 89 products registered in the study - jointly reaching 116 million people - included cover for climate risks, as part of agriculture microinsurance products, but also property, business interruption and life products.

Growth in the penetration of microinsurance contributes to the financial resilience of populations, and the achievement of several Sustainable Development Goals, including SDG 1 - No poverty; SDG 2 - Zero hunger; SDG 3 - Good health and well-being; SDG 5 - Gender equality; SDG 8 - Decent work and economic growth; and SDG 13 - Climate action.

Despite important progress in expanding microinsurance, a great deal remains to be done. The microinsurance market across the 36 countries included in this study is estimated at a value of USD 41.4 billion. Currently, only 15% of that market is captured by the insurance providers reporting to the Landscape study. In expanding their microinsurance offerings, insurance providers face difficulties, including

a challenging macroeconomic environment, with inflation and increases in food prices. In some cases, insurance providers report that such challenges have led to reduced bandwidth for driving inclusive insurance initiatives internally.

Nonetheless, innovation continues to emerge. For example, property and income microinsurance, though still a relatively small product category covering 13 million people, has witnessed innovations in product design. This is partly as a result of a higher awareness of business interruption risks due to businesses' experiences during the pandemic. Insurers are also exploring automated processes for claims payments facilitated through technologies like blockchain, smart platforms and AI.

With continued innovation and collaboration, the inclusive insurance sector can continue to grow, providing much-needed financial protection. The Microinsurance Landscape 2023 provides critical market knowledge to support this process. This year the scope of the study has again increased, incorporating information from a greater number of insurance providers, as well as new countries, including Togo, Fiji, Honduras, and Uruguay. This information helps all stakeholders to reflect on the sector's joint progress to date and can guide future developments.



The figures provided in the Landscape, as well as those provided by the MiN in country briefing notes, can act as a benchmark, helping insurance providers, distributors, supervisors and broader microinsurance stakeholders make informed comparisons and decisions. The Landscape data also provides stakeholders with information on industry trends and can be used to help identify areas of opportunity. The strength of the Landscape lies in the participation of insurance providers. This has continued to grow year-on-year, and it is hoped that even more providers will take part in this vital study next year.



Appendix A: Methodology

The Landscape of Microinsurance 2023 presents information on microinsurance markets in three regions: Africa, Asia and the Pacific, and Latin America and the Caribbean. Since 2018, the Landscape study has adopted a methodology which focuses on selected countries across these three regions, with annual follow-up in the same countries, as far as possible, to support market development. For this study, Togo, Fiji, Honduras and Uruguay were added to the list of focus countries.

In each region, efforts were made to collect primary data on the microinsurance products available in each target country. All proxaducts that fit the study's definition of microinsurance (see Glossary) were

considered, including national and government-led schemes that met these criteria. Not all insurers or national schemes provided responses.

In some cases, despite best efforts, it proved impossible to obtain responses from a representative number of insurers (see Appendix B for response rates in each target country). In particular, no insurance providers responded in Costa Rica, Jamaica or Vietnam, and in Uganda a response was only received from only 1 of the 27 insurers targeted in the study. In some countries, including Colombia and India, the information was supplemented through publicly available data on total people covered and premiums.



TABLE 1A
FOCUS COUNTRIES FOR THIS LANDSCAPE REPORT³⁹

AFRICA	ASIA AND THE PACIFIC	LATIN AMERICA & THE CARIBBEAN
Burkina Faso	Bangladesh	Argentina
Cote d' Ivoire	Cambodia	Bolivia
Egypt	Fiji*	Brazil
Ghana	India	Colombia
Kenya	Indonesia	Ecuador
Morocco	Nepal	El Salvador
Nigeria	Pakistan	Guatemala
Rwanda	Philippines	Honduras*
Senegal	Sri Lanka	Mexico
South Africa	Thailand	Peru
Tanzania		Uruguay*
Togo*		
Uganda		
Zambia		
Zimbabwe		

* Countries included in the Landscape study for the first time this year

“ The study, ongoing since 2018, includes selected countries with a focus on market development. Despite challenges in obtaining responses from some insurers, the study covers a diverse range of microinsurance products, including national and government-led schemes. ”

In total, 294 insurance providers submitted self-reported product-level data on 1,040 microinsurance products. Data covered a 12-month period: either the calendar year 2022, or a 12-month period of the insurer's choice between 2022 and 2023, where the company's standard reporting periods made it easier for data to be provided in that way. Primary researchers based in each country or region engaged with insurers to encourage and support their participation, and to ensure as much consistency as possible in the interpretation of the questions and of the data inputs.

The data collected is limited to products provided by formal insurance providers – insurance companies and other providers regulated by the insurance regulator. In some countries,

further microinsurance may be provided semi-formally or informally by other providers like funeral parlours and savings groups. These products are not included in this study due to the additional difficulties involved in collecting data from these organisations.

It should be noted that although data on investment and savings products was collected, this product line is not included in calculations of premiums per person covered, premiums as a proportion of sum insured, or claims ratios, because of the characteristics of this product line. Premiums reported include an insurance component and a savings component that is returned to the customer, meaning that the premium figures are not entirely comparable to those in other product lines.

To validate the trends observed in the data and provide context and further information, interviews were carried out with 13 experts across Africa, Asia and the Pacific, and Latin America and the Caribbean. These interviews provide a broader picture of emerging trends in the microinsurance markets in each region. In addition, interviews were conducted with eight insurance providers to prepare the case studies featured throughout this report.

Finally, a Best Practice Group of MiN members provided guidance throughout the process, including on the questionnaire design, data collection and analysis, and feedback on the final report.



³⁹ Costa Rica and Jamaica, which were included in last year's study, were not included this year as no data was received from insurance providers in either country.

Appendix B: Targeted insurers and response rates

In each country, all licensed insurers were identified. Out of these, targeted insurers known to be active in microinsurance (as defined by the study) were selected based on desk research as well as feedback from MiN members and country researchers. The following table shows the response rate in each focus country.

TABLE B1
THE RESPONSE RATE OF INSURANCE PROVIDERS IN EACH COUNTRY

Region	Country	Number of insurers targeted	Number of insurers who responded	Response rate
Latin America and the Caribbean	Argentina	21	14	67%
Asia and the Pacific	Bangladesh	16	16	100%
Latin America and the Caribbean	Bolivia	11	3	27%
Latin America and the Caribbean	Brazil	16	4	25%
Africa	Burkina Faso	7	2	29%
Asia and the Pacific	Cambodia	5	5	100%
Latin America and the Caribbean	Colombia	21	21	100%
Africa	Côte d'Ivoire	11	3	27%
Latin America and the Caribbean	Ecuador	6	3	50%
Africa	Egypt	11	6	55%
Latin America and the Caribbean	El Salvador	11	6	55%
Asia and the Pacific	Fiji	1	1	100%
Africa	Ghana	18	13	72%
Latin America and the Caribbean	Guatemala	14	9	64%
Latin America and the Caribbean	Honduras	12	3	25%
Asia and the Pacific	India	20	20	100%
Asia and the Pacific	Indonesia	15	10	67%
Africa	Kenya	14	6	43%
Latin America and the Caribbean	Mexico	9	3	33%
Africa	Morocco	8	3	38%
Asia and the Pacific	Nepal	20	4	20%
Africa	Nigeria	23	15	65%
Asia and the Pacific	Pakistan	12	8	67%
Latin America and the Caribbean	Peru	9	6	67%
Asia and the Pacific	Philippines	22	12	55%
Africa	Rwanda	7	7	100%
Africa	Senegal	10	4	40%
Africa	South Africa	13	3	23%
Asia and the Pacific	Sri Lanka	10	5	50%
Africa	Tanzania	15	12	80%
Asia and the Pacific	Thailand	19	1	5%
Africa	Togo	4	3	75%
Africa	Uganda	27	1	4%
Latin America and the Caribbean	Uruguay	12	10	83%
Africa	Zambia	12	11	92%
Africa	Zimbabwe	41	41	100%

Appendix C: Response rate per indicator and per region

TABLE C1
PROPORTION OF PRODUCTS PROVIDING USABLE DATA FOR EACH INDICATOR

Indicator	Asia and the Pacific	Latin America and the Caribbean	Africa	All regions
People covered	86%	65%	91%	79%
Gross premium	82%	63%	89%	77%
Average premium per life	74%	61%	85%	73%
Launch year	79%	39%	71%	61%
Primary distribution channel	69%	61%	64%	64%
Information provided on at least one distribution channel used	86%	64%	95%	80%
Payment method	85%	44%	93%	72%
Claims ratio	62%	54%	67%	60%
Claims acceptance ratio	53%	29%	61%	46%
Average total claims turnaround time	48%	31%	60%	45%
Internal claims turnaround time	65%	34%	49%	47%
Female lives covered	48%	37%	39%	41%
Women as a percentage of policyholders	44%	23%	65%	43%
Reinsurance usage	67%	41%	51%	51%

Appendix D: Participating insurance providers

Of the 294 insurance providers who participated in the study, 137 providers agreed for their participation to be publicly recognised. Those who agreed to do so are listed below:

ACSA (El Salvador)
 ADAMJEE LIFE ASSURANCE CO LTD (Pakistan)
 AKIJ TAKAFUL LIFE INSURANCE PLC (Bangladesh)
 ALLIANZ (Global)
 ALPHA ISLAMI LIFE INSURANCE LIMITED (Bangladesh)
 AMANA TAKAFUL LIFE PLC (Sri Lanka)
 ANTARTIDA COMPAÑÍA ARGENTINA DE SEGUROS S.A (Argentina)
 ASEGURADORA ABANK, S.A SEGUROS DE PERSONAS (El Salvador)
 ASEGURADORA CONFÍO (Guatemala)
 ASEGURADORA DE EL CRÉDITO HIPOTECARIO NACIONAL DE GUATEMALA
 ASEGURADORA LA CEIBA, S.A. (Guatemala)
 ASEGURADORA RURAL SOCIEDAD ANONIMA (Guatemala)
 ASIA INSURANCE COMPANY LIMITED (Pakistan)
 ASIAN LIFE INSURANCE CO.LTD (Nepal)
 ASSEMBLE INSURANCE TANZANIA LIMITED (Tanzania)
 AXA (Global)
 AYO INTERMEDIARIES GHANA LIMITED (Ghana)
 AYO ZAMBIA (Zambia)
 BIMA (Cambodia, Ghana)
 BISA SEGUROS Y REASEGUROS S.A. (Bolivia)
 BK GENERAL INSURANCE COMPANY LIMITED (Rwanda)
 BRADESCO AUTO/RE COMPANHIA DE SEGUROS (Brazil)
 BRITAM (Kenya, Tanzania)
 CAIXA SEGURADORA S.A. (Brazil)
 CAMBODIA LIFE MICRO INSURANCE “CAMLIFE” PLC. (Cambodia)
 CARD PIONEER MICROINSURANCE INC. (Philippines)
 CHARTERED LIFE INSURANCE COMPANY LIMITED (Bangladesh)
 CIC (Kenya)
 CIF-VIE (Togo)
 CNP SEGUROS (Argentina)
 COLUMNNA, COMPAÑÍA DE SEGUROS, S. A. (Guatemala)

COMPAGNIE NATIONALE D’ASSURANCE AGRICOLE DU SÉNÉGAL (Senegal)
 COOPERATIVE ALLIANCE FOR RESPONSIVE ENDEAVOR MUTUAL BENEFIT ASSOCIATION (CARE MBA), INC. (Philippines)
 COOPERATIVE INSURANCE COMPANY PLC (Sri Lanka)
 COOPLIFE INSURANCE LTD (Sri Lanka)
 CORNERSTONE INSURANCE PLC (Nigeria)
 CRECER SEGUROS (Peru)
 CREDITSTAR MICROINSURANCE COMPANY LIMITED (Nigeria)
 DAVIVIENDA SEGUROS (El Salvador)
 DELTA LIFE INSURANCE COMPANY LIMITED (Bangladesh)
 EFU LIFE ASSURANCE (Pakistan)
 EGYPTIAN TAKAFUL CO. (Egypt)
 FONCAP S.A (Argentina)
 FORTE INSURANCE (CAMBODIA) PLC
 GALICIA SEGUROS (Argentina)
 GIGLT (Egypt)
 GLICO LIFE INSURANCE COMPANY LIMITED (Ghana)
 GOXI MICROINSURANCE COMPANY LIMITED (Nigeria)
 GUA LIFE ASSURANCE (Ghana)
 GUARDIAN LIFE INSURANCE LIMITED (Bangladesh)
 HDI SEGUROS S.A. (Uruguay)
 HEIRS LIFE ASSURANCE LIMITED (Nigeria)
 HILAL TAKAFUL NIGERIA LIMITED (Nigeria)
 HOLLARD INSURANCE ZAMBIA LIMITED (Zambia)
 HOLLARD LIFE ASSURANCE (Zambia)
 INCLUSIVE GUARANTEE (Burkina Faso, Côte d’Ivoire, Senegal)
 INMEDICAL (Ecuador)
 JAIZ TAKAFUL INSURANCE LTD (Nigeria)
 KASAGANA-KA MUTUAL BENEFIT ASSOCIATION, INC. (Philippines)
 KAZAMA GRAMEEN KGI MUTUAL BENEFIT ASSOCIATION (KGI-MBA) INC (Philippines)
 KCCDFI MUTUAL BENEFIT ASSOCIATION, INC. (Philippines)
 LA CITOYENNE VIE (Togo)

LA MAROCAINE VIE (Morocco)
 LA PERSEVERANCIA SEGUROS S.A. (Argentina)
 LA POSITIVA (Peru)
 LA SEGUNDA SEGUROS (Argentina)
 LASACO ASSURANCE PLC (Nigeria)
 LIBERTY (South Africa)
 LIBERTY AFRICA INSURANCE (Zambia)
 LIC BANGLADESH LTD (Bangladesh)
 LIFE INSURANCE CORPORATION NEPAL (Nepal)
 LIFE SEGUROS (Argentina)
 LORICA ASSURANCE (Togo)
 MADISON GENERAL INSURANCE COMPANY LIMITED (Kenya, Zambia)
 MAPFRE (Ecuador, Honduras, Mexico)
 METICULOUS GNERAL INSURANCE CO. LTD (Tanzania)
 METLIFE (Nepal, Uruguay)
 METRO TANZANIA LIFE ASSURANCE COMPANY LIMITED (Tanzania)
 MGEN TANZANIA (Tanzania)
 MISR LIFE INSURANCE COMPANY (Egypt)
 MO ASSURANCE COMPANY LIMITED (Tanzania)
 NACIONAL SEGUROS VIDA Y SALUD SA (Bolivia)
 NSIA INSURANCE LIMITED (Nigeria)
 OLD MUTUAL INSURANCE RWANDA PLC (Rwanda)
 PACÍFICO SEGUROS (Peru)
 PAGLAUM MULTI PURPOSE COOPERATIVE (Philippines)
 PIONEER INSURANCE SURETY CORP (Philippines)
 PIONEER LIFE INC (Philippines)
 PORTO SEGURO (Uruguay)
 PRAGATI INSURANCE LIMITED (Bangladesh)
 PRAGATI LIFE INSURANCE LTD. (Bangladesh)
 PREVINCA SEGUROS S.A. (Argentina)
 PREVOIR KAMPUCHEA MICROINSURANCE PLC. (Cambodia)
 PRIME INSURANCE LTD (Rwanda)
 PRIME ISLAMI LIFE INSURANCE LIMITED (Bangladesh)
 PRIME LIFE INSURANCE LTD. (Rwanda)
 PROTECTA SECURITY (Peru)
 PROTECTIVE ISLAMI LIFE INSURANCE COMPANY LTD. (Bangladesh)
 PROVINCIA SEGUROS (Argentina)

PROVINCIA SEGUROS DE VIDA S.A. (Argentina)
 PRUDENT CHOICE MICROINSURANCE LTD (Nigeria)
 PRUDENTIAL LIFE ASSUARANCE ZAMBIA (Zambia)
 PRUDENTIAL LIFE GHANA (Ghana)
 PRUDENTIAL SEGUROS (Argentina)
 PT ASURANSI CENTRAL ASIA (Indonesia)
 PT ASURANSI JASARAHARJA PUTERA (Indonesia)
 PT. ASURANSI BINAGRIYA UPAKARA (Indonesia)
 PT. ASURANSI SINAR MAS (Indonesia)
 QUALITY LIFE ASSURANCE COMPANY LTD (Ghana)
 RADIANT YACU LTD (Rwanda)
 RELIANCE INSURANCE COMPANY (T) LIMITED (Tanzania)
 RELIANCE INSURANCE LTD. (Bangladesh)
 RIMAC SEGUROS (Peru)
 SADHARAN BIMA CORPORATION (Bangladesh)
 SANASA LIFE INSURANCE COMPANY PLC (Sri Lanka)
 SANLAM GENERAL INSURANCE (Tanzania)
 SANLAM VIE PLC (Rwanda)
 SBI SEGUROS URUGUAY S.A. (Uruguay)
 SEGUROS AGROMERCANTIL, S.A. (Guatemala)
 SEGUROS DEL PICHINCHA (Ecuador)
 SEGUROS EQUIDAD (Honduras)
 SEGUROS SURA, S.A., SEGURO DE PERSONAS (El Salvador)
 SEGUROS UNIVERSALES (Guatemala)
 SENA KALYAN INSURANCE COMPANY LTD (Bangladesh)
 SERVIAMUS MUTUAL BENEFIT ASSOCIATION, INC. (Philippines)
 SISA (El Salvador)
 SONARWA GENERAL INSURANCE COMPANY LTD (Rwanda)
 STAR MICRO (Ghana)
 STRATEGIS INSURANCE TANZANIA LIMITED (Tanzania)
 SUNLIFE INSURANCE COMPANY LIMITED (Bangladesh)
 TULUNGAN MUTUAL BENEFIT ASSOCIATION INC. (Philippines)
 WAFA ASSURANCE (Morocco)
 YELEN ASSURANCE(Burkina Faso)
 ZENITH ISLAMI LIFE INSURANCE LTD. (Bangladesh)
 ZSIC GENERAL INSURANCE (Zambia)
 ZSIC LIFE PLC (Zambia)
 ZURICH SANTANDER (Uruguay)

About the Microinsurance Network

The Microinsurance Network is the global multi-stakeholder platform for professionals and organisations that are committed to making insurance inclusive. Membership-based, we bring together diverse stakeholders from across the value chain who share our vision of a world where people of all income levels are more resilient and less vulnerable to daily and catastrophic risks. We encourage peer-to-peer exchange and learning, facilitate the generation of knowledge and research, and act as advocates, promoting the role that effective risk management tools, including insurance, play in supporting the broader development agenda.

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