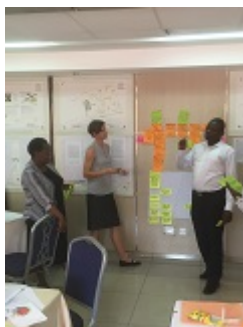




HIGHLIGHT OF THE MONTH

QUICK LINKS



Save the date: Webinar on putting client insights into practice

Join us on May 10 at 3:30pm (CEST)! Though most insurers are collecting information about and from clients, they often struggle to put it into practice consistently in a way that makes sense for their business. This webinar will share the results of a study into the structures, processes and tricks of the trade that help companies like AXA, Bima and Britam to do so. The webinar will bring together speakers from several companies to explain how they put client insights into practice.

[Social Finance and Impact Insurance on LinkedIn](#)



KNOWLEDGE UPDATE

A step towards better agricultural index insurance

The Facility and the Feed the Future Innovation Lab for Assets and Market Access at UC Davis

The new 3-D client value assessment tool, created by the ILO's Impact Insurance Facility and the Feed the Future Innovation Lab for Assets and Market Access at UC Davis, provides a multi-dimensional approach to measure the client value of index agricultural insurance products.

Design thinking for public sector health schemes

The Facility

Imagine you need to redesign the renewal process for an insurance programme with 19 million members. Can you redesign the process, make it digital, and test the prototype within 6 days? The National Health Insurance Authority in Ghana did just this using the design sprint methodology.

New posts on our Impact Insurance blog

The Facility

Check out the latest on our Impact Insurance blog! Check out the latest post in our series on change management and read about how a Kenyan insurer is learning to better segment potential clients.

The Dawn of Insurtech

AXA

AXA has released a compelling report on how new technologies and their application are bringing better answers to customers' new and emerging needs and how these hold the promise to truly transform the way insurance is delivered.

What people want: Investigating inclusive insurance demand in Ethiopia

MicroInsurance Centre at Milliman

One important barrier to an inclusive insurance market is the necessity to better understand the needs of low-income and other underserved populations. This study provides data and information on critical inputs to microinsurance product development in Ethiopia.

Start following us now!

[Pay-as-You-Drink](#)



[Digital finance and smart water service](#)

[13th Consultative Forum](#)



[Mobile Insurance and InsurTech](#)

More information

NEWS FLASH

Upcoming training in Kenya: Claims management

If you are in Kenya in June, we have a training for you. The claims management course, conducted in partnership with the College of Insurance, AfricaRe, the French Development Agency and the Association of Kenya Insurers, takes place on June 11 and 12 and provides tools and knowledge on how to improve the claims functions of your insurance programme.

2018 Boulder Microfinance Training programs in July and August

The International Training Centre of the ILO is hosting the 2018 Boulder Microfinance Training, from July 23 to August 3. The program brings together financial inclusion professionals from around the world. It offers a range of elective courses delivered by world-renowned experts on financial inclusion. Find out more [here](#).

West Africa Regional Workshops

The Microinsurance Network, together with the ILO, Appui au Développement Autonome and PlaNet Guarantee, is hosting regional workshops in Dakar on May 14 and in Ouagadougou on May 16. The workshops are intended to build on the ongoing work of insurance providers in Senegal and Burkina Faso respectively.

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Housed at the International Labour Organization, the Impact Insurance Facility enables the insurance industry, governments, and their partners to realise the potential of insurance for social and economic development. The Facility was launched in 2008 with generous support from the Bill & Melinda Gates Foundation, and has received subsequent funding from several donors.

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