



HIGHLIGHTS OF THE MONTH

QUICK LINKS



[New course for policy makers and practitioners: Financial education programme design and implementation](#)

The International Training Centre of the ILO has launched a brand new course on financial education programme design and implementation. The course will focus on designing a financial education strategy – national strategy, institutional intervention or a local project – and its implementation. [Click here](#) to find out more about this unique opportunity to learn from fifteen years of experience and innovations in financial education.

[Fellowship Programme](#)



KNOWLEDGE UPDATE

[The art and science of being responsible](#)

Responsible insurance provision requires the delivery of appropriate products in an accessible, transparent, fair, responsive and respectful way to informed consumers who can use those products effectively. To become responsible insurance providers, insurers need to apply a structured process with the right organizational architecture as explained in [this Emerging Insight](#).

[Webinar recording: The journey towards digital insurance](#)

Digital technology and insurtech solutions facilitate access to low-income and emerging customers in various ways. This includes using digital channels, reducing operational costs through automation and using alternative information on customers for risk assessment and pricing. For an insurance provider, a digital journey involves transforming processes and, more fundamentally, changing how a business operates. [Watch this webinar recording](#) to learn about the digital journeys of two organisations in Kenya and South Africa.

[Making change happen](#)

To effectively serve the low-income and emerging market segments, insurance providers often need to go through a systematic change process to become more client-centric, more efficient, and more innovative. In our [latest paper](#), we outlined a process for insurance providers undergoing change. If you're pressed for time, and can't read the whole report, then [check out](#) this Emerging Insight and infographic of the six-step change process.

[Examining customer journeys at financial institutions in Cambodia](#)

UNCDF SHIFT and UN Pulse Lab Jakarta have published a new report "Examining customer journeys at financial institutions in Cambodia". The study demonstrates the potential of big data analytics to generate granular gender- and youth-disaggregated information on the use of financial services, and to apply insights to inform product development and policy making.

[New posts on our Medium blog](#)

Never miss a new post on [our blog](#) and start following us now! Last month we released new posts – [managing change \(part of a series\)](#), how an insurance company in Kenya [translated market segmentation into product design](#) and what a simple, but fair and effective [sales incentive scheme](#) looks like!

NEWS FLASH

[A decade of impact insurance: Watch the winner of our video contest!](#)

As part of our ten-year anniversary, we invited current and former partners of the Facility to share their journeys over the last decade as part of a video

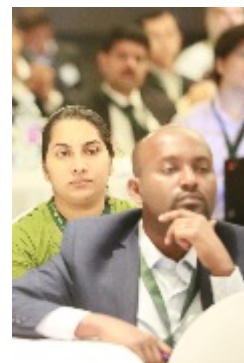
[Opportunity in Mozambique](#)

[Digitalization of insurance sector in Ghana](#)



[The Facility featured in news article](#)

[Impact Insurance Forum 2018](#)



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contest. Partners were asked to showcase the changes they made and how they improve value for customers. We received many fantastic videos and are excited to share the [winning video](#) with you! You can also view all the submissions [here](#).

[International Microinsurance Conference 2018: Registration now open](#)

The registration for the 14th International Microinsurance Conference has officially kicked off! Join more than 400 experts from around the world to discuss and identify ways of accelerating growth and economic viability in inclusive insurance for emerging markets. And while you're at it, don't forget to sign up for the [Impact Insurance Forum 2018](#), one of the events during the conference.

More information

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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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