Swiss Capacity Building Facility

Innovating Inclusive Finance

Knowledge & Insight Series

PANEL DISCUSSION

Inclusive Health Insurance in Low-Income and Fragile Countries: Building Resilience in a Changing World

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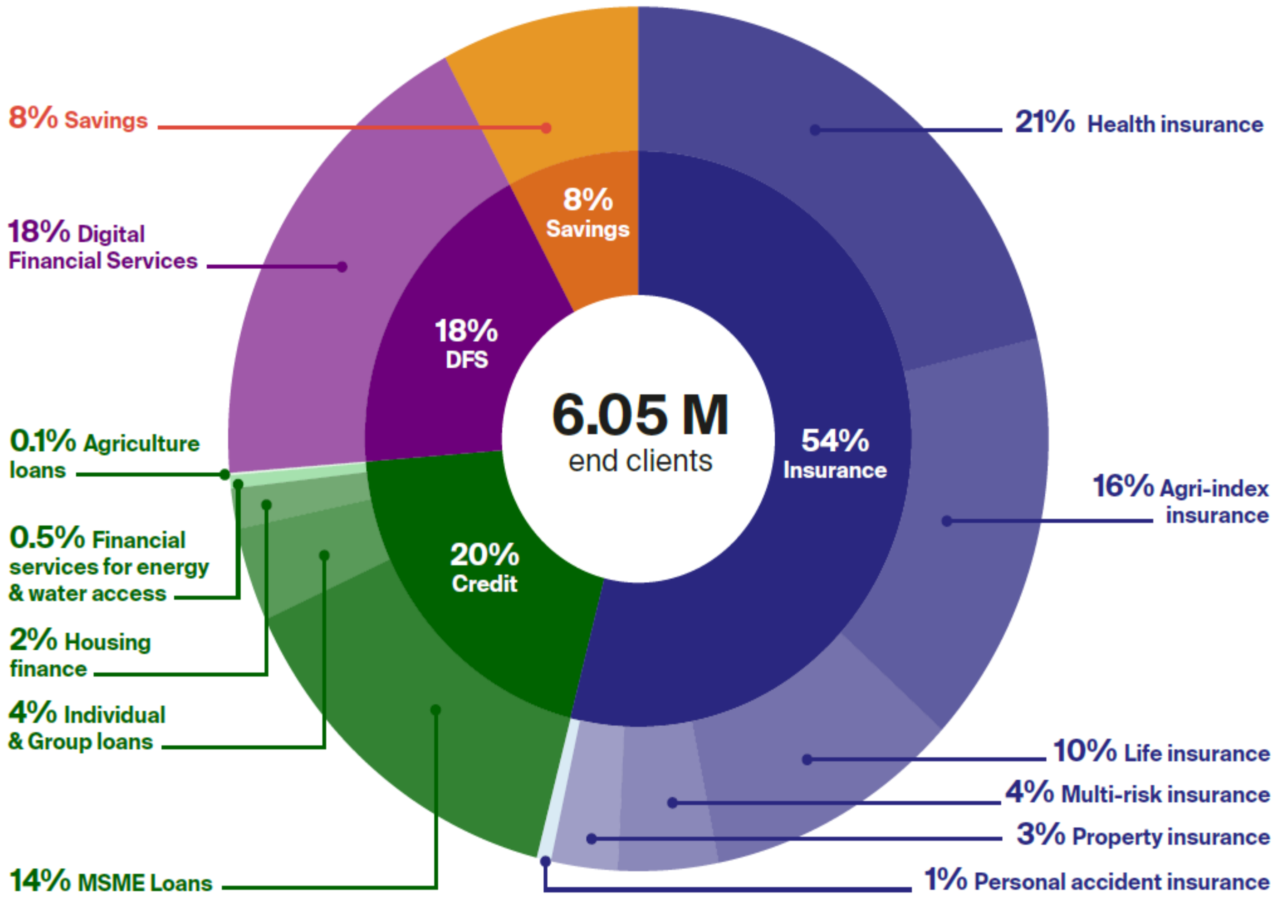
6 M low-income people accessing a new financial solution

Outreach

6.05M	*Clients reached*[1]	
57%	*Female clients*	
62%	*Rural clients*	
54%	*Clients reached with insurance products*	
4.6M	*Total lives covered with insurance*	
4M	*Clients with improved financial literacy*	

Financial solutions provided to end-clients funded by SCBF...



[1] Includes clients reached during two-year project engagement phase, and three years of post-project measurements.


And I currently reside in Huye district

Inclusive Health Insurance in Low-Income and Fragile Countries: Building Resilience in a Changing World

INSURANCE FOR FAST

VisionFund Rwanda

GRACE DUSHIMIMANA

VisionFund | World Vision

BACKGROUND CONTEXT

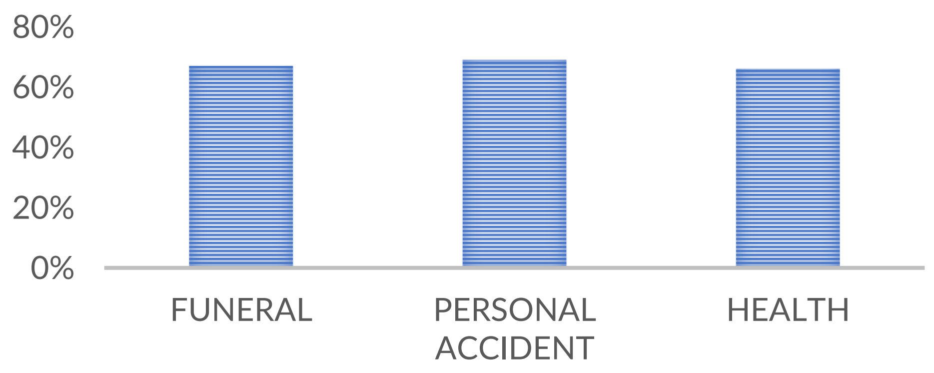
CONTEXT – BEFORE AUG 23

- VFR started insurance operations in 2017 by providing loan protection to all borrowers except clients in saving groups
- Before August 2023, VFR had nearly 27,000 clients and 84% are FAST clients
- While other clients were covered for funeral, there was no insurance solutions in place for FAST clients

NEEDS EXPRESSED IN TERMS OF INSURANCE (field survey in 2021)

98% of respondents say they benefit from the National Care System

BUT, 83% reply that there are several costs they would like to be better covered such as medical treatment, medicine, accommodation, loss of income due to hospitalization



IMPLEMENTATION OF HOSPICASH PRODUCT

- **Term life product** launched in August 2023 in 3 branches
- Mandatory for all members for groups taking a loan of more than $400
- Product covers only the policyholder
- Coverage is active during the loan period

Premium
$ 0.16 per month of coverage per person (paid upfront)
Benefit:
$120 in case of death and disability (natural and accidental)

Through two pilots supported by the Swiss Capacity Building Facility (SCBF) in Ghana and Malawi, VisionFund has successfully developed a "Savings linked" insurance model focusing on the provision of death, accident, sickness and health coverage for members of World Vision Savings Groups.

Key learnings:

❖ Mandatory distribution promotes adoption
❖ Focus on family product especially children
❖ Staff and client training is key

- Worked with Sanlam and VFI insurance team to revamp the product in order to respond to clients needs
- **Jan 2024 Hospicash launched**
  - covering family members
- Product was piloted to three branches with FAST clients.
  - Pilot branches:- Muhanga, Huye and Musanze.
- The two products merged into one product - **HUMURA**
- Invest in staff education

BENEFITS

- Up to $7.5=10,000frw per day in case of hospitalization
- $112=150,000frw in case of **death**
- $112=150,000frw in case of disability

PREMIUM

- Individual policy: 300frw ($0.225) per month → 3,600frw ($2.7) per year
- Family policy (*spouse and 4 children*) : 450frw ($0.3375) per month →5,400frw ($4.05) per year

RESULTS

- 2,079 Groups enrolled
- 135,519 people covered
- Premium collected $88,922 (128,802,150 Rwf)
- Income generated to VFR $29,095 (42,143,251 Rwf)

- Scale up to new partners (NGOs)
- Scale up to non-FAST and non-borrowers
- Secure funding for scale up

THANK YOU

Commercial Insurance & Vision Fund in Lebanon

Coralie Zaccar

Swiss Capacity Building Facility

Commercial Insurance, VisionFund & World Vision – Health Management Program

Challenges

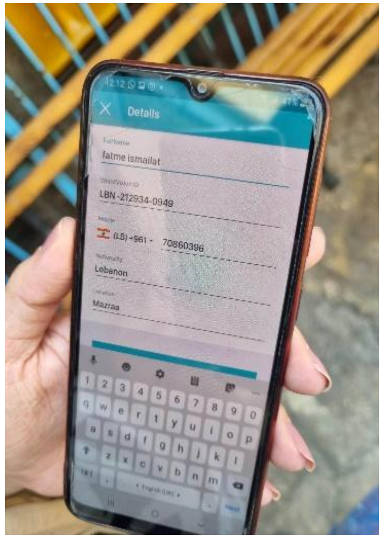
- Total economic and healthcare collapse
- Rising healthcare costs place an immense burden on vulnerable populations, particularly for secondary and tertiary services
- Traditional insurance models often fail to address the unique needs of low-income communities, leading to exclusion

Objectives

- A proactive rather than reactive
- Inclusive rather than exclusive population health management framework
- Reducing the reliance on costly interventions
- Community-based outreach programs leverage existing relationships to reconnect families with vital primary healthcare services

Commercial Insurance, VisionFund & World Vision – Health Management Program

Health Day (In-person, On-site)	Education Session (In-Person)	Follow-Up Teleconsultations	Hotline	Personal Accident Cover	Death
Initial Health Assessment (Nurse + Physician) for kids + Dental check-up + Vision check-up	- Education Session (Virtual) - Awareness Campaign	Teleconsultation by Nurse (+ MD when needed) for follow-up on initial assessment; results, advice, action, goals, etc.	Kids/Families triggered conversations (program, health questions, medical emergencies, etc.)	Cover for emergencies caused by personal accidents; ER fees	Any cause (risk prevention tool to mitigate against regression in poverty and loans) Passive War



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Key Outcomes

Some Statistics & Challenges

- 4,781 enrolled of which 50% Female
- Digitalization
  - Enrolment
  - Virtual Awareness
  - E-policy
- Interest from family members / community to join
- Need for additional benefits
- Worsening economic situation
- War
- Reinsurance support

Movie

- https://youtube.com/watch?v=_H4rNmG4HyE&feature=shared

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Commercial Insurance, Vision Fund & Al Majmoua– Personal Accident

Win-Win

✓**Affinity Group**:
1. Support member in times of accident / shock
2. Advertise their social responsibility

✓**Insured:**
1. Provided with access to hospital
2. Covered for unexpected accidents
3. Prevent sales of economic assets, take shark loans, remove children from school etc. to cover for related fees
4. Increased revenue / incentives for MFI

Coverage

In case of accident, insured is covered; insurance company will cover for his medical fees and appropriate indemnity in case of death or disability

Administration

- Insurance is paid with Loan subscription fees
- Total number of subscribers and amount insured is communicated to insurance company by the MFI

Commercial Insurance, Vision Fund & Al Majmoua– Personal Accident

Administration

- As of 31/8/25 : 22,295 insured

- Only one declaration is required weekly
  - No individual form filling
  - No prior approval from insurance company
  - No waiting period
  - No exclusions
  - All hospitals & laboratories in Lebanon

- Group Policy
- Mandatory to avoid anti-selection
- Direct billing in case of claim

The main success factors revolve around client education and simplicity

- In-depth technical consultancy (Vision Fund support was indispensable)
- Based on need – flexible to meet demand
- Client Education
- Simple products
- Simple and quick claims procedures
- Minimal administration to reduce complexity and cost
- Group Premiums (avoid anti-selection & stable results)
- Trust
- Transparency
- Partnership

Thank You

Protecting millions with minimal investment, multiplying resilience

VisionFund INTERNATIONAL

MFIs	Savings groups	WV Sponsored Children	MFIs outside VF network	Back to savings! But nano-savings for insurance
2.3m clients	Starting Jan 22 As of July 25: >150K	Starting June 23 As of July 25 : >30K	Starting Sept 24 As of July 25 : >17K	Objective 2026: provide nano savings product to 20k+ clients

Stronger financial resilience

Breaking poverty cycle

Affordable insurance clients

Our unique TA

- Impact deeper, broader
- Build sustainable business model
- Optimize revenues through insurance
- Support MFIs and NGOs
- Hands-on expertise
- Toolkit to help on the implementation

"Building a sustainable microinsurance product was a long journey for us, with many challenges along the way. Through our collaboration with VFI and Commercial Insurance, we were able to design and launch a product in a very short time that truly meets the needs of our clients. Over the past year, our outreach has grown significantly, allowing thousands of vulnerable families, including victims of passive war, to benefit from protection against unexpected shocks. This has not only strengthened our portfolio but also enhanced the resilience and confidence of our clients."

Abed Moukadem from Al Majmoua, Lebanon

Project ExtraCover

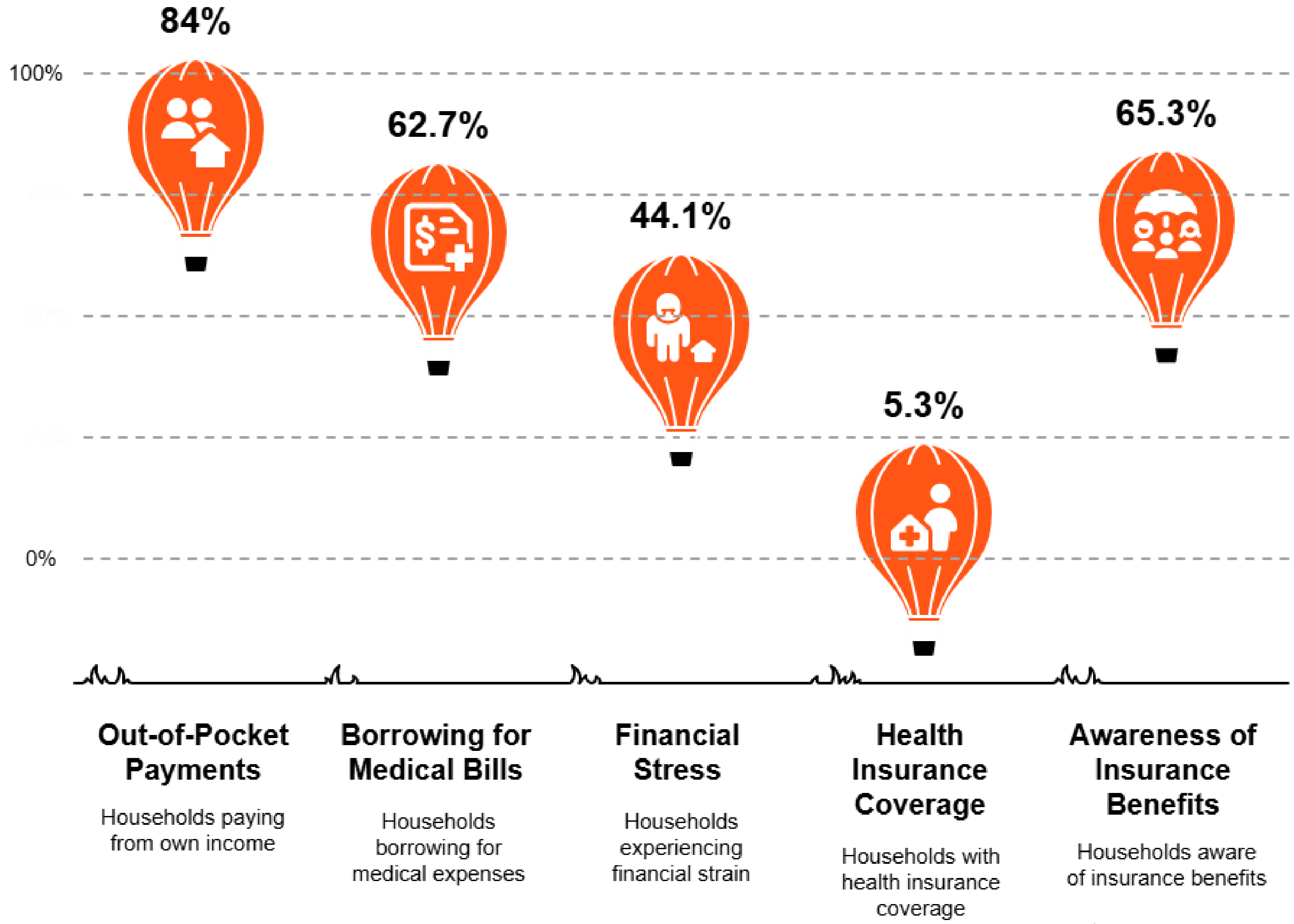
Health Insurance for Vulnerable Families in Bangladesh

A partnership between WVB, VisionFund, and WVA to build resilience and reduce medical financial shock

Why Health Insurance?

- High OOP health costs push families into debt
- Low insurance awareness and penetration
- Opportunity to drive protection and dignity through innovative insurance
- Build the health and financial resilience of Most Vulnerable families

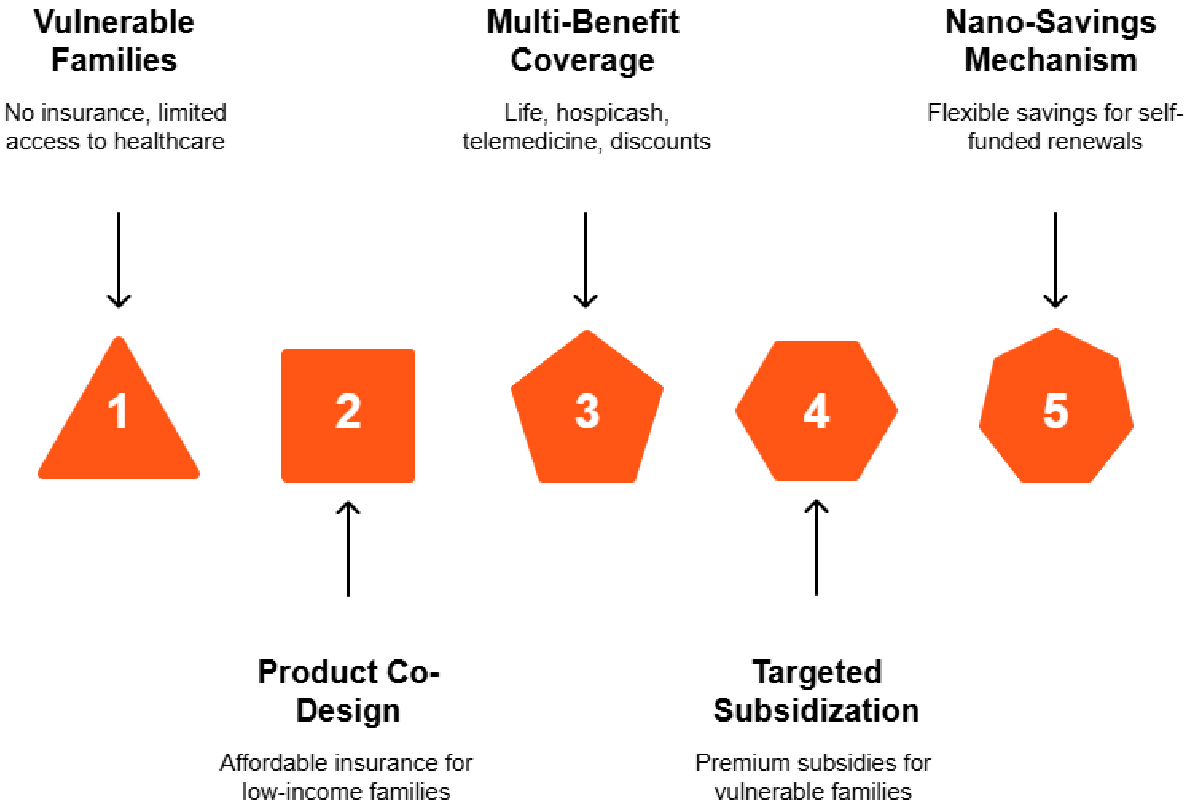
Financial Impact of Healthcare in Bangladesh



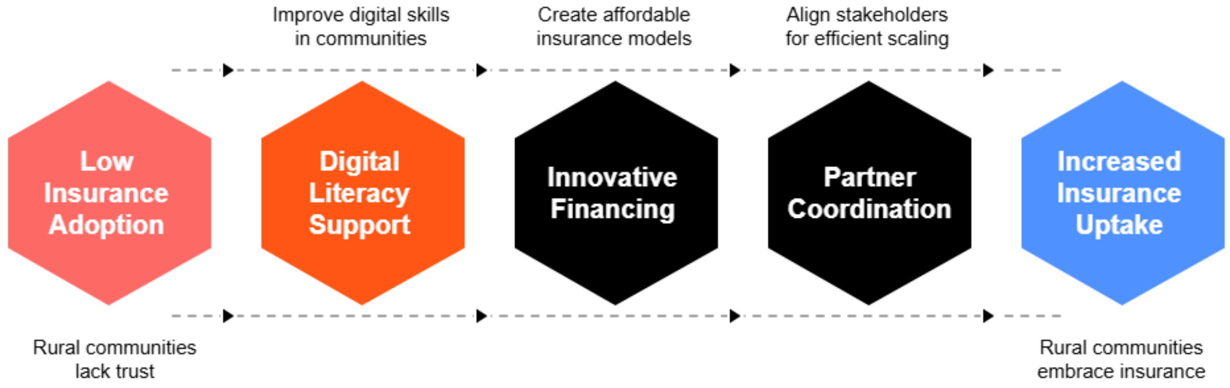
Co-Creating Inclusive Insurance Solutions for Low-Income Families

What We've Achieved (With Technical Support from VFI & SCBF)

Building Financial Resilience



Overcoming Insurance Adoption Barriers



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World Vision

Nano-Savings to Health Insurance

No Insurance
Families lack health insurance coverage

Community Mobilization
Raise awareness and build trust

Open Nano-Savings Account
Families open digital savings accounts

Regular Micro-Deposits
Families make small deposits regularly

Pay Annual Premium
Savings automatically pay insurance premium

Health Insurance Coverage
Families gain access to telemedicine

World Vision®

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THANK FOR JOINING US

For more details on the

"MICROINSURANCE TOOLKIT"

or for any other queries please reach out to us at:

info@scbf.ch