

Use cases of e-applications in the Pacific and implementation mechanisms

Iris Kissiti– Financial inclusion coordinator (UNCDF-PFIP)

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PFIP is a Pacific-wide programme helping low-income households gain access to financial services and financial education

- Phase 1 (2008-2014) & Phase 2 (2014-2020)
- Jointly administered by UNCDF & UNDP
- Operates in Fiji, PNG, Solomon Islands, Tonga, Samoa & Vanuatu
- Funded by the Australian & NZ Governments & the EU



Financial Innovation: PFIP Current Partners

Fiji



PNG



SAMOA



SOI



Regional



PFIP: How we operate

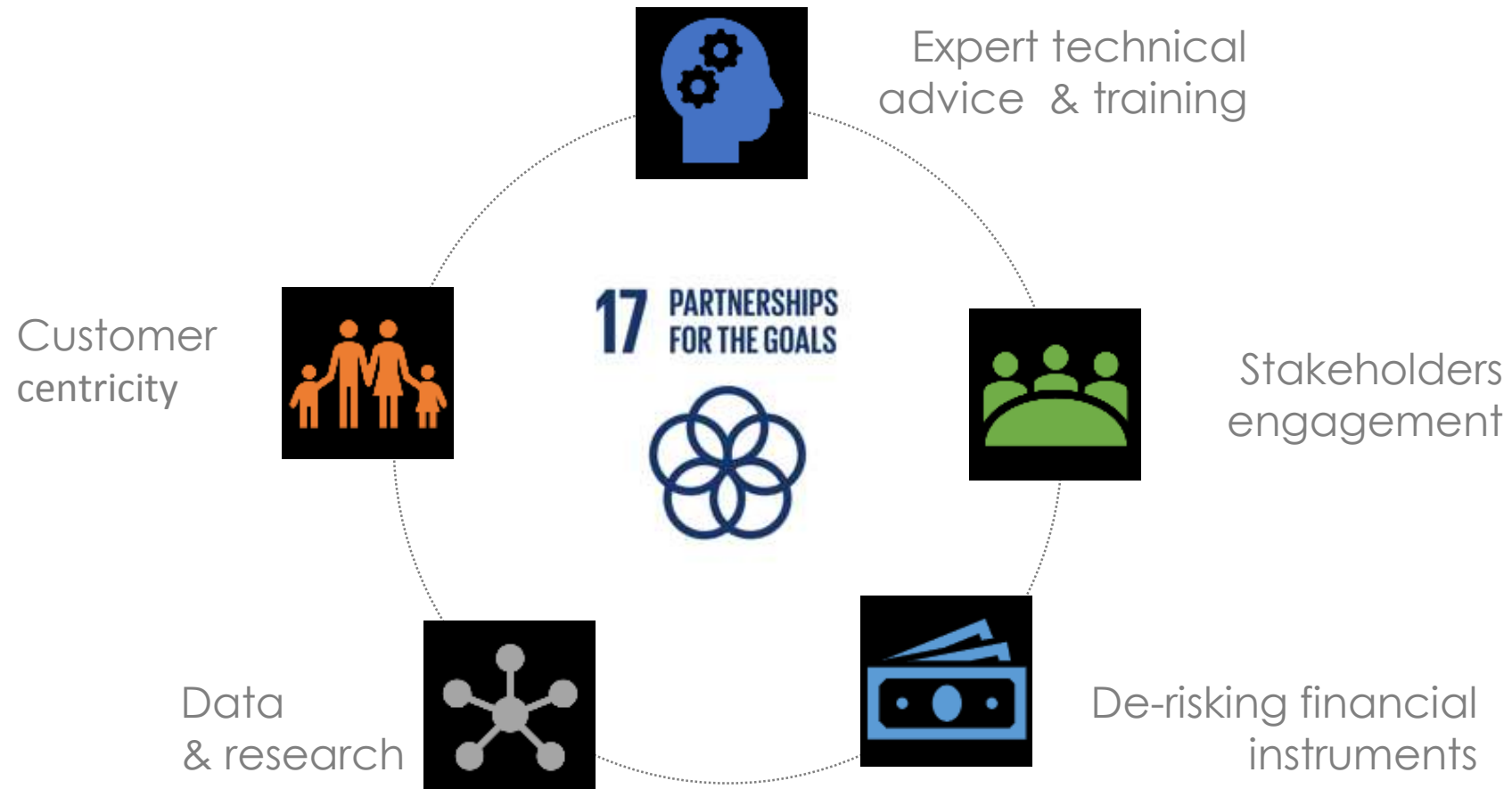


We support incubation of innovative, scalable financial services that will drive adoption and usage to reach “the last mile”



Our Approach

And the instruments we use with our partners for implementation



E-applications in the Pacific





MOBILE OPERATOR



BIMA



INSURANCE PROVIDER

PRODUCT DEVELOPMENT

Bespoke product design driven by operator KPIs

Simple, affordable, high value products

DISTRIBUTION

Fully managed agent sales force

High quality registration & consumer education

TECHNOLOGY

Proprietary Mobile Insurance Platform for a fully automated process

Plug & play solution with 24/7 technical support

CLAIMS

Dedicated claims teams & customer service hotline

Fair, transparent processing & fast payment

7 YEARS

14 MARKETS

24 M
SUBSCRIBERS

3,500 FIELD
AND CALL
CENTRE
AGENTS



LATIN AMERICA

- Honduras
- Paraguay
- Haiti

AFRICA

- Ghana
- Tanzania
- Senegal

ASIA

- Bangladesh
- Sri Lanka
- Indonesia
- Philippines
- Cambodia
- Papua New Guinea
- Pakistan
- Fiji

UPCOMING MARKETS

- El Salvador
- Egypt

UNDER EXPLORATION

- Kenya
- Ivory Coast
- Cameroon
- Mali



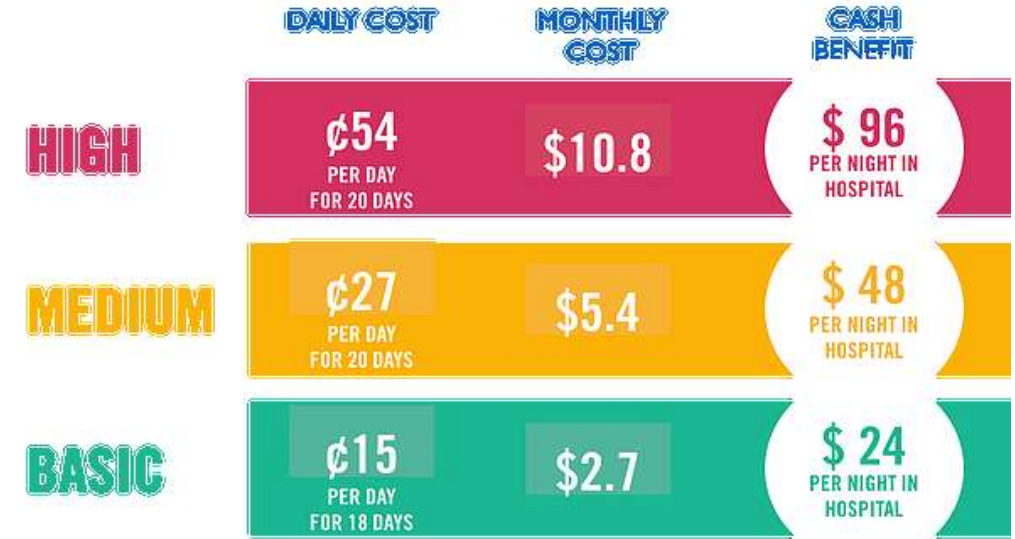
Inclusive Insurance – BIMA (PNG and Fiji)

- Offers 2 insurance products (life & hospitalisation) that is available over a mobile phone.

Life Insurance (FJD):



Hospitalisation Insurance (FJD):



Current Outreach :

PNG - **172,879** unique clients and 448,146 policies (life/health)

Fiji - **28,873** unique clients and 57,193 policies (health/life)

- **Around 48% of Fiji BIMA clients are women.**
- First mobile microinsurance product introduced to the Pacific; premiums paid through mobile recharge (top-up)
- Done away with tradition insurance hassles – paperwork, identification and uses community referees to help process claims





ANZ Go – Money (SOI)

- Expansion of ANZ's goMoney™ network into rural areas of the Solomon Islands, with a focus on agricultural value chains.

Milestones:

- Visiting a bank used to cost rural Solomon Islanders 1 days pay and would take them on average 8 hours to travel to the nearest bank – teachers attendance at school affected by them traveling to collect pay
- Through ANZ's agent network management partner, PGCL, ANZ continues to register customers for goMoney - as of July **20,863** customers were enrolled with an 21% activity rate. **54%** of these customers are women.



Agent optimization:

- Following the successful creation of three model agents in 2017, PGCL and ANZ have now created **26 agents** based on the model - 18 added in the last six months.
- New agents were retrained, rebranded, and their surrounding customer support system was strengthened.





ANZ Go – Money (SOI)

Milestones (cont.):

Coconut value chain digitization:

- First digital transactions for coconut value chain in Malaita – September 2017
- Currently three active Direct Micro Expellers (DME)s and almost **70 coconut farmers** receiving payments through their goMoney accounts – almost double that of last period.
- ANZ is in dialog to scale-up digital payments along the coconut value chain.



Digital School Fees:

- New billing channel for school fees and voluntary superannuation – incremental payments allowed
- **Three schools** are now on boarded with over **120 parents making tuition payments through goMoney** – more than doubling since December.
- Major players in the education sector are taking notice, and action. Based on outreach and interest, a scale up is planned for Q3 2018.





Iris.Kissiti@uncdf.com

