

Why Insurance Discourse 2023?



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Insurance is not merely a benefit but a fundamental protection. Unfortunately, despite more than five decades of the insurance business in Nepal, there remains a widespread misconception among the general public. Many still compare the amount insured with the amount deposited in a bank.

The past devastating earthquakes in Nepal inflicted over seven billion in physical damages, a significant financial burden that could have been alleviated through proper insurance coverage. Similarly, the COVID-19 pandemic not only wreaked on people's health but also caused irreparable financial damage and disrupted livelihoods. But the individuals and businesses invested in insurance on time, the impact would have been far less severe.

Nepal faces various challenges within its insurance sector. Some insurance companies in the country engage in opaque practices, occasionally settling claims based on documentation rather than genuine needs. Additionally, a shortage of skilled manpower and agents contributes to the difficulties in promoting insurance awareness and coverage. Furthermore, Nepal heavily relies on foreign insurance companies for reinsurance, resulting in substantial capital outflows every year. In contrast, in many other countries, insurance is not just a requirement but a vital component of the economy. To enhance the quality of life for its citizens, Nepal must embrace health insurance and micro-insurance at the local level. This necessitates a comprehensive understanding of these insurance types across all government levels and agencies. Therefore, to help to raise awareness in these issues, it is imperative to engage in meaningful discussions regarding the importance, role, challenges and opportunities within the Nepalese insurance sector. By dispelling misconceptions, improving transparency, and expanding insurance coverage, the country can better protect its citizens and boost its economic resilience.

Event Inauguration





The event officially kicked off after its been inaugurated by Honorable Chairman of Nepal Insurance Authority Mr. Surya Prasad Silwal in presence of Respected Governor of Nepal Rastra Bank, Mr. Ramesh Kumar Hamal Chairman of Securities Board of Nepal, along with Honourable Finance Minister Dr. Prakash Sharan Mahat and the Chairman of Bankingsamachar.com Mr. Raju Dhungel on event Special, "Special Duologue" via virtual platform.



Event Openers











Event Moderators



MR. DIL BHUSAN PATHAK

MEDIA PERSONALITY

Session I



MS. SAMA THAPA

MEDIA PERSONALITY

Session II



MR. MANOJ KUMAR GYAWALI

CA, BANKER, INFLUENCER

Session III



MR. SANJOG KOIRALA

MEDIA PERSONALITY

Session IV

We had Mr. Dilbhusan Pathak, Ms. Sama Thapa, Mr. Manoj Kumar Gyawali & Mr. Sanjog Koirala as the moderator who played a great role to keep the audience engaged and float the concerns of the sessions through their thought provoking queries and intermittent humors. Each sessions marked a meticulous execution



Host MS. MALVIKA SUBBA MEDIA PERSONALITY

Ms. Malvika Subba has played the role of Master of the Ceremony (MC), Her graceful presence has added the extra flare to make the event a happening one.



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---- SUPPORTED BY ---





















































TOPIC: Collaboration between Federal Government & Local Bodies in Insurance Inclusiveness

MODERATOR



MR. DIL BHUSAN ΡΔΤΗΔΚ MEDIA PERSONALITY

SPEAKERS



MR. SURENDRA PRASAD PANDEY FORMER FINANCE MINISTER OF NEPAL



MR. SURYA PRASAD SILWAL CHAIRMAN, NEPAL INSURANCE AUTHORITY



MR. KAMLESH KUMAR AGRAWAL DIRECTOR, NEPAL LIFE INSURANCE



MR. GAJENDRA MAHARJAN MAYOR, GODAWARI MUNICIPALITY

BACKGROUND

In Nepal, there is a three-tier federal system, and the relationship between these three tiers is guided by the principles of the "Three C's" -Cooperation, Coordination, and Coexistence - as enshrined in the constitution. The federalism model in Nepal can also be likened to Cooperative Federalism. However, this cooperative federalism, as applied to the insurance sector, is not fully realized. Local governments have the authority and potential to engage in various insurance-related activities, such as insuring public assets like temples, monasteries, schools, colleges, public buildings, and providing free health insurance to vulnerable elderly citizens, enforcing compulsory insurance for daughters after birth, coordinating with social security programs for accident insurance, and integrating insurance into developmental projects. Nepal Insurance Authority has consistently suggested these collaborative initiatives between local governments and insurance companies.

Government's dream project, concerning health insurance remains largely unimplemented. This indicates that there are ample opportunities for local governments to take ownership of health insurance initiatives. Therefore, the local governments recognizing health insurance as a means to secure the lives of their citizens, making it mandatory for all local levels to take insurance, and the local governments' active role in coordinating health insurance are all essential steps. This implies that health insurance should be embraced at all levels, with cooperation and collaboration between the federal government, local governments, and insurance companies being a necessity.

SESSION 01: KEY FINDINGS

- 1. **Focus on Underprivileged Communities:** Implementation of diverse insurance policies to benefit underprivileged communities and establish local insurance programs through licensed companies dedicated to their coverage.
- 2. **Positive Trend in Claim Payments:** Collaboration between the Nepal Authority and insurance companies has led to a positive trend in claim payments and minimized complaints.
- 3. **Coordination Challenges:** Address coordination issues between the Federal and local governments, including resource allocation and revenue distribution, which have hindered the prioritization of the insurance industry.
- 4. **Negligence in Disaster Response:** Nepali insurance companies have shown negligence in responding to disasters, such as the 2015 earthquake, highlighting the need for improvement.
- 5. **Subsidies for Premiums:** Consider offering subsidies in the National Insurance Policy to assist low-income communities in paying insurance premiums promptly, promoting industry growth.
- 6. **Lack of Coordination Among Government Levels:** The three levels of government—federal, provincial, and local—have not effectively coordinated in relation to the local level, impacting policy implementation.
- 7. **Insurance Awareness:** Increase awareness about insurance benefits and drawbacks, particularly in remote towns where knowledge is lacking.
- 8. **Digitization and System Upgrade:** Promote digitization in the insurance industry and update insurance policies to address changing needs, including the rising frequency of chronic diseases. Encourage local level creativity to solve hindrances effectively.
- 9. **Advance Funding for Collaboration:** Advocate for advance funding to promote effective collaboration between federal and local bodies in insurance endeavors.
- 10. **Awareness Programs:** Promote frequent awareness programs highlighting the significance and nuances of insurance for Nepali citizens.



TOPIC: Collaboration between Federal Government & Local Bodies in Insurance Inclusiveness

MODERATOR



MS. SAMA
THAPA
MEDIA PERSONALITY

SPEAKERS



MR. SUSHIL DEV SUBEDI DIRECTOR, NEPAL INSURANCE AUTHORITY



MR. CHANKEE
CHHETRY
PRESIDENT OF NEPAL
INSURERS' ASSOCIATION



MR. SUDYUMNA
PRASAD UPADHYAYA
CEO, SANIMA GIC
INSURANCE LTD



MR. GAJENDRA KUMAR JHA ENGINEER/VALUATOR /SURVEYOR

BACKGROUND

The formal history of Nepal's insurance industry spans over 60 years. There is still work to be done at the institutional level in terms of policy-driven governance. Coordination with international regulatory bodies to establish strong relationships remains a significant task. It is imperative for Nepal's insurance business to align itself internationally. Positive thinking, discipline, honesty, dedication, transparency, and continuous practice are essential for this. One of the biggest challenges in this field is the lack of fair competition among insurance companies. Other issues include a lack of transparency, delays in insurance claims, over claiming compared to actual losses, and a failure to update insurance laws and regulations in a timely manner. Service expansion in rural areas, lack of public awareness, a shortage of skilled human resources, and inadequate growth of regulatory bodies are also major problems in the insurance market.

Nepalese insurance needs to develop according to international standards, expand life insurance to provide economic loss management, establish life insurance as a form of savings and investment, and implement the concept of insurance for all correctly. These are the challenges facing today's insurance market in Nepal. Ensuring the rights and protection of the insured is essential in making the insurance business in Nepal clean, competitive, and trustworthy. To achieve this, the government faces the challenge of directing its activities towards the long-term development of the national economy through insurance as a medium.

SESSION 02: KEY FINDINGS

- 1. **Government Policy Impacting Vehicle Insurance:** Weak government policies have led to a low rate of vehicle insurance among the population.
- 2. **Advocate Insurance Importance to Government:** Educating the government about the significance of insurance, its advantages, and the benefits of expanding insurance accessibility is crucial.
- 3. **Lack of Understanding Among the Public:** Many individuals lack a clear understanding of insurance premiums and associated risks, emphasizing the need for insurance companies to prioritize service over profit.
- 4. **Low Vehicle Insurance Rates:** Despite around 4 million vehicles in Nepal, only 30 percent of them are insured due to government policy weaknesses.
- Insurance Industry in Transition: The insurance market, regulatory body, and insurance companies are undergoing a significant transformation, with efforts to shorten this transition period through policy changes.
- 6. **Surveyor Collaboration:** Insurance companies can assist surveyors in creating a more comfortable working environment, but surveyors must also invest in enhancing their own capabilities.
- 7. **Surveyor Licensing Responsibility:** The Nepal Insurance Authority is responsible for surveyor orientation and training, including licensing examinations. A conducive work environment and skill development for surveyors are essential.
- 8. **Preservation of National Heritage Sites:** None of Nepal's national heritage sites are insured, highlighting the need for better protection of cultural treasures through insurance.
- 9. **Benefits of Automated National Property Protection:** Developing an automated mechanism for safeguarding national property could free up resources for developmental projects by reducing the need for compensation in the event of natural disasters and human peril losses.
- 10. **Subsidy Issues in Agriculture Insurance:** Farmers have complained about inadequate government subsidies for agriculture and livestock insurance, creating challenges in providing effective coverage. Suggestions have been made to target subsidies towards small farmers rather than large ones to ensure the sustainability of insurance programs.
- 11. **Customer Expectations for International Standards:** Nepali customers increasingly expect insurance policies that match international standards, which puts pressure on insurance companies to upgrade their offerings.
- 12. **Marginalized Customer Segments:** The insurance industry must cater to the unique needs of marginalized segments within the Nepalese society, making insurance accessible to all.



TOPIC: Uncharted Impacts of Life Insurance Companies in Nepalese Society & its Economy

MODERATOR



MR. MANOJ KUMAR GYAWALI CA, BANKER, INFLUENCER

SPEAKERS



MRS. PUJAN DHUNGEL ADHIKARI DIRECTOR, NEPAL INSURANCE AUTHORITY



PAUDEL
PRESIDENT, LIFE INSURANCE
ASSOCIATION, CEO, CITIZEN
LIFE INSURANCE

MR. POSHAK RAJ



MR. PRAVIN RAMAN
PARAJULI
CEO, NEPAL LIFE INSURANCE



PROF. DR. FATTA BAHADUR KC INSURANCE EXPERT

BACKGROUND

Life insurance has been in existence in Nepal for a long time, but its positive impact on the general population has taken time to materialize. In recent years, there has been a growing awareness of life insurance, and people are becoming increasingly interested in it. Despite the challenges in the past, there is now a sense of optimism regarding the expansion of the insurance sector in Nepal. While Nepal has faced economic difficulties in the past, the insurance sector has the potential to contribute significantly to the country's economic development. Insurance is crucial for mitigating risks in all sectors and minimizing economic and physical losses from accidents and disasters. However, this importance of insurance must be understood by the general public. The growth and expansion of the insurance sector in Nepal largely depend on raising public awareness. If life insurance is to be promoted for long-term benefits, the structure of the funds should follow a similar pattern. Therefore, prior investments in sectors like infrastructure development and hydropower can serve as suitable instruments for insurance companies. This not only benefits the investors and the insured but also the employees and the government.

For this reason, regulatory bodies and the Insurance Board play a vital role in overseeing and facilitating the development of the insurance sector. Insurance companies should be encouraged to invest not only in government bonds, banks, and financial institutions but also in infrastructure and hydropower projects. If insurance companies participate in such ventures, it can lead to a positive transformation in people's perception of insurance and contribute to the growth of the insurance sector in Nepal.

SESSION 03: KEY FINDINGS

- 1. **Dominance of Agent Sales:** Over 90% of life insurance sales in Nepal are channeled through agents, underscoring their pivotal role in the industry's distribution and growth.
- 2. **Agent Training Imperative:** To foster insurance literacy and facilitate well-informed insurance decisions among the public, comprehensive training programs for agents are imperative. These programs can empower agents to effectively convey the nuances of insurance products to potential policyholders.
- 3. **Agent Qualification Requirement:** Emphasizing the significance of agent training, the Insurance Act stipulates that individuals must pass a test to become agents. This regulatory requirement underscores the importance of adequately preparing agents to serve the needs of policyholders.
- 4. **Insurance Mergers for Efficiency:** Recognizing the need to enhance efficiency and align with risk-based capital requirements, the industry is advocating for insurance company mergers. These mergers aim to consolidate resources and improve the quality of services.
- 5. **Need for Skilled Professionals:** To drive positive change in the insurance sector, there is a critical need to cultivate confident and skilled professionals who can navigate the complexities of the industry and serve the diverse needs of policyholders effectively.
- 6. **Nationwide Awareness Drive:** Raising awareness about insurance throughout the nation is paramount to expanding the industry's reach and impact. Nationwide campaigns can help bridge the gap in understanding and access to insurance services.
- 7. **Marginalized Communities:** Insurance holds particular significance for marginalized communities in Nepal, acting as a vital tool for safeguarding and fostering prosperity among these groups.
- 8. **Economic Factors Affect Surrender Rates:** High policy surrender rates can be attributed to economic weaknesses, declining purchasing power among citizens, reduced business ticket sizes, and the blacklisting of many business entrepreneurs.
- 9. **Policy Revival Campaigns:** In response to high surrender rates, the insurance industry is implementing policy revival campaigns, with a special focus on customers facing economic hardships. These efforts aim to retain policyholders during challenging times.
- 10. **Subsidies and Fee Waivers:** To support policyholders who have suffered financial setbacks, the industry may offer subsidies or fee waivers. These measures facilitate prompt premium payments and help policyholders maintain their coverage.
- 11. **Identifying Underserved Areas:** Local governments and insurance companies should collaborate to identify underserved and unserved areas, facilitating the expansion of insurance services to reach those in need.
- 12. **Need for Research and Development:** The research and development sector within the insurance industry requires greater investment. This includes product innovation, particularly through need-based programs, to ensure that insurance offerings align with evolving customer needs.



TOPIC: Digitalization of Insurance Companies in Nepal

MODERATOR



MR. SANJOG
KOIRALA
MEDIA PERSONALITY

SPEAKERS



MR. PRAKASH BIKRAM KHATRI CEO, SURYA JYOTI LIFE INSURANCE



MR. NIRMAL KAJEE SHRESTHA VP & GENERAL MANAGER, METLIFE INSURANCE, NEPAL



MR. BIRENDRA BAHADUR
BAIDAWAR CHHETRY
CEO, SIDDHARTHA
PREMIER INSURANCE LTD.



MR. KISHOR
DAHAL
MD. ARHANT
SOLUTIONS PVT.LTD.

BACKGROUND

In Nepal, insurance works differently than in some other places. The government controls what insurance companies can offer and how they can sell it. They also decide how much money can be spent on advertising and commissions. This means that all insurance companies in Nepal sell the same products at the same prices. They can't come up with new and different insurance plans. Because of this, it's important for insurance companies in Nepal to make it easy for customers to buy insurance policies. They should use digital channels like websites and apps so that people can quickly and easily get insurance schemes. This not only helps customers but also allows insurance companies to grow their business. Insurance is all about protecting against future risks, and if it's hard to get, people might not bother with it. But having insurance can make a big difference in someone's life by providing financial security.

The problem is that people today are used to getting things fast. They can shop for and buy things online in just a few minutes. This is where automation comes in. In Nepal, the insurance industry is not as advanced as in some other countries. But not enough research has been done to understand how well digital technology is being used in the insurance industry in Nepal and what might be stopping it from growing.

SESSION 04: KEY FINDINGS

- 1. **Comprehensive Digitalization:** Nepal's insurance sector is primed for comprehensive digitalization, encompassing customer onboarding, agent recruitment, policy processing, and claims handling, focusing on simplicity for effectiveness.
- 2. **Hybrid Digital Policies:** The industry is shifting towards hybrid digital policies that combine digital lead generation with agent or distribution channel involvement.
- 3. **Digital Ecosystem:** Building a robust digital ecosystem with well-equipped service providers and databases is crucial for the insurance industry's success.
- 4. **Agent Empowerment:** Agents should be trained as experts and consultants to understand customers' needs and backgrounds better, enhancing customer service.
- 5. **Regulatory Compliance and IT Infrastructure:** Adhering to multiple regulators' instructions requires substantial investments in IT infrastructure and regulatory compliance.
- 6. **Generational Preferences:** Recognizing the preferences of Generation Y and Z is essential for innovation and growth through digitalization.
- 7. **Post-Sales Digitalization:** Prioritizing post-sales digitalization can enhance customer experience, offering timely solutions for payments, claims, and maturity.
- 8. **Risk Management and Security:** Investment in robust risk management systems is crucial, and concerns over IT capabilities and data security need to be addressed.
- 9. **Foreign Employee Protection:** Mandatory digital term insurance for foreign employees presents an opportunity to safeguard citizens working abroad.
- 10. **Aggregator Implementation and Budget Allocation:** Enforcing aggregators for policy comparison and increasing budget allocation for IT departments can drive industry growth and data security.

SPECIAL DUOL@GUE

with Chief Guest Hon'ble Finance Minister



DR. PRAKASH SHARAN MAHAT HONOURABLE FINANCE MINISTER



MR. RAJU DHUNGEL SESSION MODERATOR

KEY FINDINGS

- 1. **Digitalization of Insurance companies:** The insurance sector in Nepal stands poised for a comprehensive digital transformation, encompassing various facets such as customer onboarding, agent recruitment, policy processing, and claims handling. This transformation should prioritize simplicity to ensure effective implementation.
- 2. **Need for Research and Development:** The research and development sector within the insurance industry require increased investment. This includes product innovation, particularly through need-based programs, to ensure that insurance offerings remain aligned with evolving customer needs.
- 3. **Subsidy Challenges in Agriculture Insurance:** Farmers have voiced concerns regarding insufficient government subsidies for agriculture and livestock insurance, posing challenges in delivering effective coverage. A pragmatic approach could involve targeting subsidies towards small-scale farmers, ensuring the sustainability of insurance programs.
- 4 Effectiveness of government health insurance services: The acceptability of health insurance within a community or population is a significant factor. People need to trust the insurance system, understand how it works, and believe that it will provide them with the necessary financial protection when they need healthcare services. For the successful implementation of health insurance coverage, it was found necessary to understand the basic dynamics of consumer preferences, service providers, acceptability, and pricing of health insurance products.
- 5. **Efforts to solve the problem of insurance claim payment:** In an effort to address the issue of delayed insurance claim payments, the government has issued instructions to insurance companies, mandating that the payment of coronavirus-related insurance claims be disbursed to policyholders within a three-day timeframe. However, despite the completion of claim payment details and submission of all required documents for Corona insurance, there have been instances where policyholders have not received their payments as expected.
- 6. **Rising Insurance Awareness:** The cultivation of an insurance culture, coupled with effective risk management and the alleviation of financial burdens through insurance, plays a pivotal role in ensuring the comprehensive financial security of individuals, families, communities, organizations, and the state. This imperative underscores the critical importance of the insurance sector in Nepal, not only for the present but also for the qualitative growth and expansion of the nation's insurance market, which is a pressing need in today's evolving landscape.

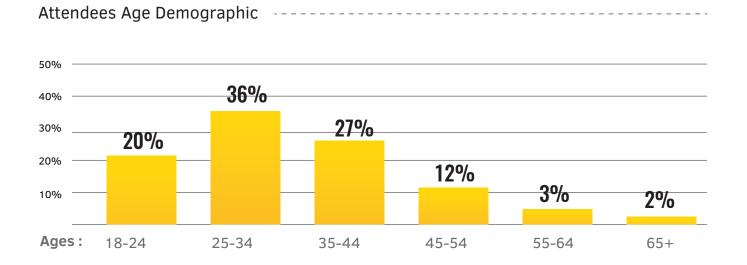
EventInsights





GUESTS REPRESENTING

INSURANCE INDUSTRY, FINANCIAL REGULATORS, TECHNOLOGY PROVIDERS & POLICY MAKERS

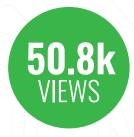


Event Promo Data



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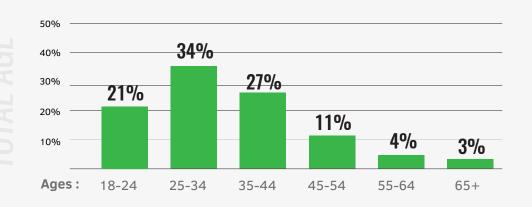
Total Impression: **53,124**





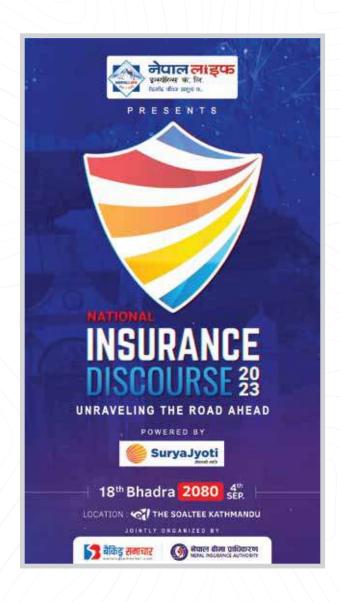


Ages :	18-24	25-34	35-44	45-54	55-64	65+
Male:	5567	11139	8779	3799	1290	773
Female:	4669	5713	4247	1604	616	501





Main Promo Data

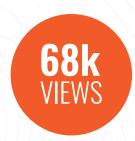


Total Reach:

34,640

Total Impression:

56,292



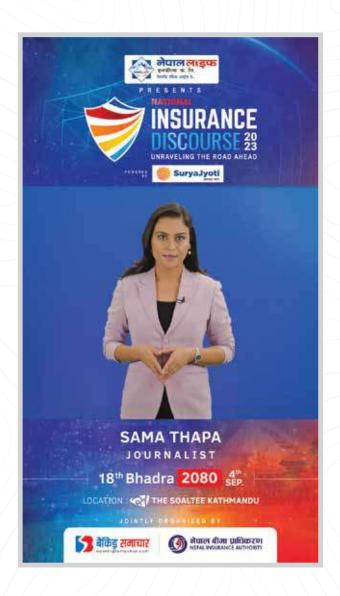




Ages :	18-24	25-34	35-44	45-54	55-64	65+
Total:	16%	34%	29%	13%	4%	3%
Male:	5003	12102	10432	4610	1739	1028
Female:	3836	6092	4843	2174	786	611



Influencer Promo



MODERATOR

SAMA THAPA

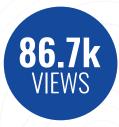
MEDIA PERSONALITY

Total Reach:

82,417

Total Impression:

108,136





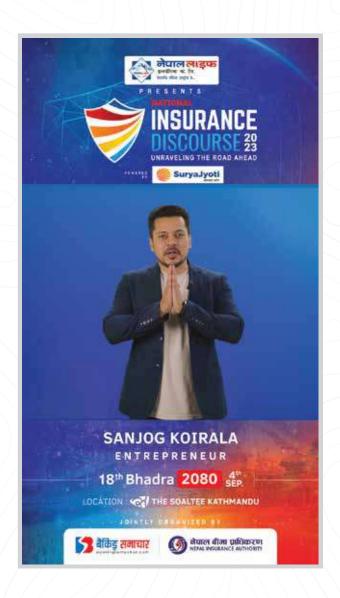
Male 65%



Ages :	18-24	25-34	35-44	45-54	55-64	65+
Total:	12%	23%	19%	14%	15%	16%
Male:	2440	5437	4708	3274	3420	3915
Female:	1819	2753	2270	1858	1890	1924



Influencer Promo



MODERATOR

SANJOG KOIRALA

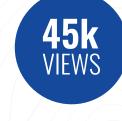
MEDIA PERSONALITY

Total Reach:

27,136

Total Impression:

39,435





Male 65%

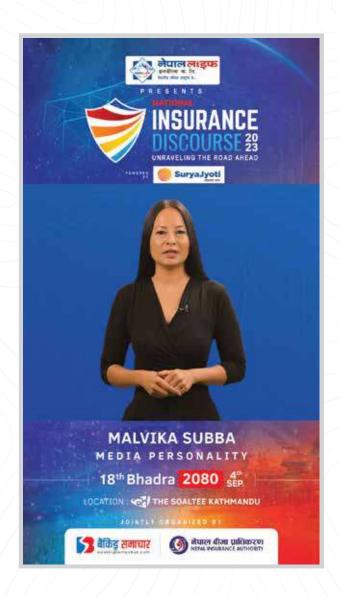


Ages :	18-24	25-34	35-44	45-54	55-64	65+
Total:	16%	28%	23%	13%	9%	9%
Male:	6985	14330	11911	6334	4593	4532
Female:	4869	6936	4843	3086	2371	2265





Influencer Promo



HOST

MALVIKA SUBBA

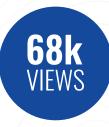
MEDIA PERSONALITY

Total Reach:

34,640

Total Impression:

56,292





Male 66%



Ages :	18-24	25-34	35-44	45-54	55-64	65+
Total:	16%	33%	28%	13%	6%	5%
Male:	3410	7966	6823	3139	1408	987
Female:	2598	3943	3112	1603	877	645





Event Day News Coverage (Digital)











Event Day News Coverage (Print)



Event Day News Coverage (Print)



Newpaper Print: 400cc

Preliminary Discussion News Coverage











Preliminary Discussion News Coverage









About the Event

First of its kind!



With lack of prioritization of sector like Insurance its harder for any economy to flourish. We live in one of the most naturally beautiful places in the earth and equally in place where we witness large scale natural calamities like avalanche, flood, landslide, earthquake, and wildfires every year. Our stature of Insurance gap value of assets at risk not covered fully by the insurance policies as well as cavity between Insured and uninsured household is an evergreen threat for a vulnerable economy like ours.

In this backdrop bankingsamachar.com is organizing a national discourse to bring concerned government authorities, regulatory bodies, insurance companies and all other stakeholder into a comprehensive conversation to afloat the deeper issues of the insurance industry. This discourse will explore the strength as well as shortcomings of our Insurance Industry, Insurance Policies, Regulatory Roles, Products, Service Frameworks and the Opportunity of Technological Advancement.

We believe this discourse will recognize the importance of fostering meaningful discussions and resolving issues together by promoting knowledge sharing among key stakeholders and resolve issues together by determining our priorities and commitment to a common goal.

16+
SPEAKERS

500+
INVITES

04 SESSIONS

Event Venue





The event was Held in the Soaltee Hotel Limited (SHL), a 12-acre five-star deluxe hotel which is a pioneer in Nepal's hospitality sector





Live Event Telecast

Event was Live Broadcast on



Live on **F**: **BankingSamachar**



Moments of Events

































































































THANK YOU.











