

Continuing Professional Development Certificate

Inclusive insurance: how working with low income families can help insurers improve products, practice and the financial health of communities

Date: Thursday 21 June 2018

Time: 1.15pm - 2.00pm

Speaker: Jim Minton, Chief Executive, Toynbee Hall

In this IIL lecture Jim talked about the challenges faced by lower income families and communities, and how the insurance industry can use its commitment to inclusion to ensure its products and practices help those communities meet those challenges.

By the end of this lecture members would have gained an insight into:

- The 'poverty premium' – and how poorer people end up paying more for essentials like insurance
- The opportunities to co-develop products and services with those of lived experience of financial and other challenges
- The benefits to the insurance industry and to communities of a partnership approach



This lecture or podcast can be included as part of your CPD requirement should you consider it relevant to your professional development needs. It is recommended that you keep any evidence of the CPD activity you have completed and upload copies to the recording tool as the CII may ask to see this if your record is selected for review.