## **Distribution Channels, Partners & Touchpoints for CoverConnect**

Channel Type	Description	Possible Partners (Nigeria & Africa)	Customer Touchpoint(s)
Digital Banks & Neobanks	Embed insurance within mobile-first banking apps for seamless purchase & claims.	Kuda, Carbon, FairMoney, Opay, PalmPay, Chipper Cash, Moniepoint, TymeBank (SA), Wave (Francophone Africa).	Mobile App, Web
Traditional Banks (Bancassurance)	Banks cross-sell insurance products to their customers, both digitally and via branches.	Access Bank, GTCO, Zenith, UBA, First Bank, Ecobank, Stanbic IBTC, Absa, Equity Bank.	Mobile App, Web, Branch/Kiosk, USSD
Telcos & Mobile Money Operators	Telcos bundle microinsurance, health, or life insurance with airtime/data or mobile money services.	MTN MoMo, Airtel, Glo, 9Mobile, Orange Money, Safaricom M-Pesa, Vodacom, Airtel Africa.	USSD, Mobile App, SIM Toolkit (STK), Agent (POS)
E-commerce & Marketplaces	Insurance add-ons during checkout or seller protection programs.	Jumia, Konga, TradeDepot, Wasoko, Copia, Takealot (SA).	Web, Mobile App
Ride-hailing & Logistics Platforms	Embedded insurance for drivers, riders, and goods in transit.	Uber, Bolt, GIG Logistics, Kobo360, MAX.ng, Gokada, Sendy, Lori Systems.	Mobile App
Retail & FMCG Distribution	Insurance distributed via retail stores, supermarkets, and informal kiosks.	Shoprite, Spar, BUA, Dangote distributors, Unilever, Coca-Cola distributors, informal kiosks.	Physical Kiosk, POS
POS & Agent Banking Networks	Agents sell microinsurance alongside financial services in rural/underserved areas.	Paga, Moniepoint Agents, FirstMonie Agents, OPay Agents, Interswitch Paypoint.	POS, Kiosk, USSD
Microfinance Institutions & Cooperatives	MFIs and savings groups bundle insurance with credit, savings, and loans.	LAPO Microfinance, AB Microfinance, Grooming Centre, cooperatives & susu groups.	Branch/Kiosk, USSD, POS
Healthtech & Telemedicine Platforms	Insurance integrated into healthcare and telemedicine services.	Reliance Health, mPharma, Helium Health, LifeBank, Doctoora, Zipline.	Mobile App, Web
Edtech & Student Platforms	Student accident, health, or tuition insurance embedded in digital learning platforms.	uLesson, Edukoya, AltSchool Africa, universities' student portals.	Mobile App, Web
Agritech Platforms	Crop, livestock, and climate risk insurance via farmer networks & platforms.	Thrive Agric, FarmCrowdy, Babban Gona, Twiga Foods (Kenya), Apollo Agriculture.	USSD, Agent POS, Mobile App
SME Platforms & Business Hubs	Insurance for SMEs (fire, theft, employee health) via digital SME platforms.	Paystack, Flutterwave Store, SME.ng, Sabi, Trade associations (e.g., Alaba, Ariaria Market unions).	Web, Mobile App, POS
Government & Public Sector Programs	Distributed via social intervention schemes or ID-linked programs.	NHIS, NIMC, Lagos State Health Insurance Scheme, State Microinsurance schemes.	USSD, Kiosk, POS, Mobile App
Religious & Community Organizations	Churches, mosques, and associations as distribution points for microinsurance.	RCCG, Winners Chapel, NASFAT, mosque unions, cooperative societies.	POS, Kiosk, Web, USSD
Broker & Agent Networks	Digital brokers and traditional agents offering tailored insurance.	AIICO brokers, Leadway Assurance agents, ARM Life brokers, Cornerstone Insurance brokers.	Web, Mobile App, Physical Agent
Embedded Insurance in Fintech Apps	Insurance bundled into lending, savings, and investments.	PiggyVest, Cowrywise, Bamboo, Risevest, Chaka, Renmoney, FairMoney.	Mobile App, Web
Travel & Hospitality Platforms	Travel & health insurance embedded in booking and ticketing.	Wakanow, Travelstart, Air Peace, Arik Air, Ethiopian Airlines, GIGM bus services.	Web, Mobile App

Automotive Ecosystem	Motor insurance sold through dealerships, financing platforms, and maintenance centers.	Cars45, Autochek, Coscharis Motors, CFAO, Toyota Nigeria.	POS, Web, Mobile App
Social Media & Messaging Platforms	Insurance sold via conversational commerce and social selling.	WhatsApp Business APIs, Facebook Shops, Instagram Shops, TikTok shops, Telegram communities.	Mobile App (Social), Web
Insurance-as-a-Service APIs	API-driven insurance embedded into third-party platforms.	Curacel, Turaco, mTek (Kenya), Naked Insurance (SA), Cassava Smartech (Zimbabwe).	API → White-label in Mobile App/Web of partners

## 1. API vs SDK for Customer Touchpoints

- API (Application Programming Interface):
  - Exposes CoverConnect's insurance services (quotes, policies, claims, payments) in a standardized way.
  - Partners (banks, telcos, fintechs, etc.) can pull data and integrate into their own systems (apps, web, POS, USSD gateways).
  - Works well for flexible, multi-tenant, cross-partner integrations.
- SDK (Software Development Kit):
  - Prebuilt components (UI kits, plugins, drop-in modules) that partners can plug directly into their apps/websites.
  - Reduces integration complexity for partners with smaller tech teams.
  - Works well for mobile apps/web integrations but less for POS, USSD, kiosks.

#### **▼** Recommended approach for CoverConnect:

- Build APIs as the core backbone (since CoverConnect is API-first).
- Offer SDKs/plug-ins as optional accelerators for faster integration by smaller fintechs, agents, healthtechs, edtechs, etc.
- Example: Stripe, Flutterwave, Paystack are API-first, but they also ship SDKs, plugins, and widgets for easy adoption.

# 2. Who should approach distribution channel partners — Codebyte or Insurers?

### Option A: Insurers approach partners individually

- Each insurer tries to partner with telcos, fintechs, banks, etc.
- Problem: Fragmented, slow, and each insurer has to negotiate separately.
- Many partners (e.g., Kuda, MTN, Jumia) don't want to manage multiple one-off insurer integrations.

#### Option B: Codebyte (CoverConnect) approaches partners

• CoverConnect signs platform-level integrations with telcos, fintechs, POS networks, e-commerce players, etc.

- Insurers then onboard into CoverConnect and automatically gain access to those channels.
- Distribution partners benefit from "one integration, many insurers" (plug once, get a marketplace of insurers).
- Codebyte controls standardization, speed, and scalability.

#### **V** Recommended model: Codebyte should own the distribution channel partnerships.

- CoverConnect becomes the insurance distribution hub.
- Insurers focus on products, pricing, and risk management, while CoverConnect handles reach and integration.

#### 3. Why Codebyte-led distribution model is better

- 1. Scalability: One API integration with CoverConnect unlocks multiple insurers for a channel partner.
- 2. **Speed to Market**: A fintech or telco integrates once → instantly offers products from different insurers.
- 3. **Stronger Negotiation Power**: Codebyte negotiates at ecosystem level (telcos, banks, big fintechs) instead of insurers competing individually.
- 4. **Standardization**: CoverConnect enforces standard API contracts, ensuring uniform onboarding, claims, and policy issuance.
- 5. **Insurers Prefer It**: Insurers don't have to chase multiple distribution partners; they just connect to CoverConnect and expand.
- 6. **Network Effects**: The more insurers onboard, the more attractive CoverConnect is for channel partners, and vice versa.

#### **Analogy**

- Think Paystack/Flutterwave model: Merchants (distribution channels) integrate with Paystack once → they don't integrate with GTBank, Zenith, or UBA directly.
- Codebyte (CoverConnect) should be that payment gateway equivalent, but for insurance distribution.

#### 

- Codebyte should build APIs as the backbone, with SDKs as optional accelerators.
- Codebyte should lead distribution partner acquisition → insurers plug into CoverConnect and instantly gain access.
- This positions Codebyte as the trusted orchestrator of Africa's insurance distribution ecosystem.

## **Use Cases for Agency Banking & POS Networks**

#### Use Case 1: Micro-Health Insurance via POS Agent

- · Scenario:
  - A customer walks up to a POS agent (like Moniepoint, FirstMonie, OPay agent).
  - Alongside cash withdrawal or deposit, the agent offers a N500/month micro-health insurance policy.
  - Covers basic hospital visits, drugs, or limited in-patient care.

- Policy Type:
  - Micro-Health Insurance / Community Health Cover.
  - Premium: N500 N1,000 per month.
  - Beneficiaries: low-income customers, traders, rural households.
- Customer Touchpoint:
  - POS Device (Agent-assisted transaction).
  - Printed receipt or SMS confirmation of insurance purchase.

#### Use Case 2: Motor Insurance (Third Party) Renewal via POS Agent

- Scenario:
  - A commercial driver comes to a POS agent for a cash deposit.
  - The agent offers third-party vehicle insurance renewal on the spot.
  - Customer pays premium via POS → instantly gets an e-policy and SMS confirmation.
- Policy Type:
  - Motor Third-Party Liability Insurance.
  - Premium: N5,000 annually (as per Nigerian regulation).
  - Beneficiaries: taxi drivers, bus owners, tricycle riders, bike riders.
- Customer Touchpoint:
  - POS Device (Agent-assisted, printed receipt).
  - Optional: USSD code for drivers to verify policy status.

## **How APIs/SDK Work for POS Channel**

#### Flow Architecture

- 1. Distribution Partner (POS provider) integrates with CoverConnect API once.
- 2. CoverConnect API exposes insurers' products (micro-health, motor insurance, etc.).
- 3. When a customer buys via POS, transaction data flows:
  - POS App  $\rightarrow$  CoverConnect API  $\rightarrow$  Selected Insurer API  $\rightarrow$  Policy Issued  $\rightarrow$  Confirmation back to POS.

#### **Example API Endpoints**

#### 1. List Available Policies

```
GET /api/v1/policies?channel=pos&location=NG
Authorization: Bearer <POS-Partner-Token>
Response:
```

```
"premium": 500,
    "duration": "monthly",
    "coverage": "Basic hospital visits and drugs"
  },
    "policy id": "MOTOR-003",
    "name": "Third Party Motor Insurance",
    "premium": 5000,
    "duration": "annually",
    "coverage": "Third-party liability cover as per NAICOM"
]
2. Purchase a Policy
POST /api/v1/purchase
Authorization: Bearer <POS-Partner-Token>
Content-Type: application/json
  "policy id": "MOTOR-003",
  "customer": {
   "name": "John Doe",
    "phone": "+2348012345678",
    "id type": "DriverLicense",
    "id number": "DL-12345678"
  "payment": {
    "method": "pos",
    "amount": 5000,
    "transaction id": "TXN7891011"
}
Response:
 "status": "success",
  "policy_number": "POL-998877",
  "insurer": "Leadway Assurance",
  "coverage start": "2025-09-04",
  "coverage end": "2026-09-03",
  "confirmation": {
    "sms": "Policy POL-998877 has been issued to John Doe",
    "receipt url": "https://coverconnect.io/receipt/POL-998877"
  }
SDK for POS Provider (Simplified Example in JavaScript/Python)
from coverconnect import CoverConnectPOS
# Initialize SDK
cover = CoverConnectPOS(api key="POS PARTNER KEY")
# List available policies
policies = cover.list policies(channel="pos")
```

# Sell a policy to a customer

```
purchase = cover.purchase_policy(
    policy_id="MOTOR-003",
    customer={
        "name": "John Doe",
        "phone": "+2348012345678",
        "id_type": "DriverLicense",
        "id_number": "DL-12345678"
    },
    payment={
        "method": "pos",
        "amount": 5000,
        "transaction_id": "TXN7891011"
    }
)
```

print(purchase["policy\_number"])

## **How Insurers Plug Into This**

- Insurers expose their APIs to CoverConnect (or use CoverConnect's standardized API if they don't have digital infra).
- $\bullet \qquad \text{CoverConnect normalizes insurer APIs} \rightarrow \text{so POS providers don't integrate with multiple insurers, just CoverConnect.} \\$
- Insurers get:
  - Customer & policy purchase data.
  - · Premium settlement via CoverConnect.
  - · Claims notifications routed back through the same API.

#### **✓** Summary:

- Through POS/agency banking, insurers can sell micro-health and motor third-party insurance (among others).
- Codebyte should provide APIs as the backbone + optional SDKs for POS system providers.
- Insurers plug into CoverConnect once → instantly available across all POS networks.

# **Use Cases for Government & Public Sector Programs**

## Use Case 1: State Health Insurance Scheme (SHIS) via USSD & POS

- Scenario:
  - A state government (e.g., Lagos State Health Management Agency LASHMA) runs a **subsidized health insurance program** for low-income households.
  - Citizens can enroll, pay premiums, and renew via USSD or POS agents in markets, motor parks, and rural areas.
  - Government partly subsidizes premiums (e.g., ₹3,000/year, citizen pays ₹1,500).
- Policy Type:
  - Basic Health Insurance (outpatient, maternity, drugs, emergency care).

- Duration: Annual.
- Customer Touchpoints:
  - USSD: \*123\*Insurance# → citizen selects "Enroll" → inputs name, NIN, dependents.
  - POS/Kiosk: Citizen visits agent → agent enrolls them via POS terminal, prints enrollment slip.
  - **SMS Confirmation:** Policy number + coverage details sent instantly.

## Use Case 2: Farmer Crop Insurance via National Agriculture Program (Web & Kiosk)

- Scenario:
  - Federal Government partners with insurers to provide **crop insurance** for farmers under a program like Anchor Borrowers Scheme or NIRSAL.
  - When farmers register for fertilizer or seed subsidy, they are auto-enrolled into a weather-indexed crop insurance policy.
  - Claims are triggered by rainfall/flood/drought data from satellites or meteorological stations.
- Policy Type:
  - Crop & Weather-Indexed Insurance.
  - Premium: Subsidized by government (e.g., 70% subsidy, 30% farmer contribution).
  - Coverage: Loss of yield due to drought, flood, pests.
- Customer Touchpoints:
  - Web Portal: Farmers register during subsidy application → auto-linked to insurance.
  - · Local Government Kiosks: Extension officers capture farmer details via kiosks in rural areas.
  - Mobile App: Optional access for educated farmers to track coverage & claims.
  - USSD: Farmers dial code to check enrollment or claims status.

## **How CoverConnect Enables These Programs**

- 1. Government Program API → CoverConnect → Insurers
- Government program integrates with CoverConnect once.
- CoverConnect distributes policies to multiple insurers who underwrite different risks.
- 2. Customer Interaction via Touchpoints:
  - USSD: For mass-market, low-literacy adoption.
  - POS/Kiosk: For rural inclusion via agents & LGAs.
  - Web/Mobile App: For tech-savvy users, NGOs, and administrators.

## Sample API for Government Program Integration

#### 1. Enroll Beneficiary

```
Content-Type: application/json
  "program id": "SHIS-2025",
  "customer": {
    "name": "Amina Yusuf",
    "phone": "+2348098765432",
    "nin": "12345678901",
    "location": "Kaduna State",
    "dependents": 3
  "payment": {
    "method": "ussd",
    "amount": 1500,
    "subsidy": 1500
}
Response:
  "status": "success",
  "policy number": "SHIS-2025-00988",
  "insurer": "AIICO Insurance",
  "coverage start": "2025-09-04",
  "coverage end": "2026-09-03",
  "confirmation": {
    "sms": "Dear Amina, your SHIS policy has been activated. Policy No:
SHIS-2025-00988.",
    "receipt url": "https://coverconnect.io/receipt/SHIS-2025-00988"
```

## Summary

- ▼ Use Case 1: State Health Insurance (via USSD & POS) for mass-market inclusion.
- ▼ Use Case 2: Crop Insurance (via Web, Kiosk, USSD) embedded in agriculture subsidy programs.
- Customer Touchpoints: Mobile App, Web, USSD, POS, Kiosk.
- CoverConnect Role: Single API bridge between government programs and multiple insurers, ensuring scale and efficiency.

## **Use Cases for SME Platforms & Business Hubs**

## Use Case 1: Fire & Burglary Insurance for Market Traders (via POS & Kiosk)

- Scenario:
  - Traders in large business hubs (e.g., Alaba International Market, Ariaria Market, Balogun Market) face high risks of fire, theft, and burglary.
  - Market associations partner with an insurer through CoverConnect to provide affordable group fire/burglary insurance
  - Traders can enroll via POS agents inside the market or kiosks set up by the association.
- Policy Type:

- Fire & Burglary Insurance (shop contents, goods, equipment).
- Premium:  $\aleph 2,500 \aleph 5,000/\text{month per shop}$ .
- Coverage: Up to ₹2m (depending on premium band).
- Customer Touchpoints:
  - POS Agent in Market: Trader pays cash or card.
  - Association Kiosk: Officials help bulk-enroll multiple traders.
  - SMS Confirmation: Trader receives instant proof of cover.

## Use Case 2: Employee Health & Group Life Insurance for SMEs (via Web & Mobile App)

- Scenario:
  - SMEs on platforms like **SME.ng**, **Sabi**, **Flutterwave Store**, **Paystack merchants** want affordable cover for employees.
  - · CoverConnect offers embedded SME health & group life packages directly inside SME platforms.
  - SMEs can onboard via web dashboard or mobile app, add staff, and pay monthly premiums.
- Policy Type:
  - Group Health Insurance: Outpatient, hospital cover, maternity, etc.
  - Group Life Insurance: Life cover for employees (as required under Nigeria's Pension Act).
  - Premium:  $\frac{1}{8}5,000 \frac{1}{8}10,000$  per employee monthly.
  - Coverage: N500,000 N1m per employee.
- Customer Touchpoints:
  - Web Portal: SME owner logs in, adds employees, and pays premiums.
  - Mobile App: SME can manage policies and claims.
  - POS (Optional): For small traders who don't use web/app, enrollment via SME business hubs.

### **How APIs/SDKs Enable These Use Cases**

#### API Flow Example - Fire & Burglary Insurance via POS Agent

```
POST /api/v1/sme/enroll
Authorization: Bearer <Market-Association-Token>
Content-Type: application/json

{
    "policy_id": "FIRE-TRADER-001",
    "customer": {
        "name": "Ngozi Obi",
        "phone": "+2348012345678",
        "business_type": "Electronics Trader",
        "market": "Alaba International"
    },
    "payment": {
        "method": "pos",
```

```
"amount": 5000,
    "transaction id": "TXN112233"
}
Response:
  "status": "success",
 "policy number": "FIRE-2025-0091",
 "insurer": "Cornerstone Insurance",
  "coverage": "N2m Fire & Burglary Cover",
  "confirmation": {
    "sms": "Ngozi, your Fire Insurance Policy No FIRE-2025-0091 is
active.",
    "receipt url": "https://coverconnect.io/receipt/FIRE-2025-0091"
}
API Flow Example – Employee Health Insurance via SME Platform
POST /api/v1/sme/group policy
Authorization: Bearer <SME-Platform-Token>
Content-Type: application/json
  "policy id": "HEALTH-SME-002",
  "sme": {
    "company_name": "BrightFuture Tech Ltd",
    "industry": "ICT",
    "employees": [
```

## { "name": "James Ade", "phone": "+2348011122233", "dob": "1992-01-20" }, { "name": "Mary John", "phone": "+234809887766", "dob": "1994-03-15" } ] }, "payment": { "method": "web", "amount": 20000, "transaction id": "TXN556677" } Response: "status": "success", "group\_policy\_number": "GP-HEALTH-2025-010", "employees\_covered": 2, "insurer": "AIICO Insurance", "coverage": "N1m Health Cover", "confirmation": { "dashboard url": "https://coverconnect.io/dashboard/GP-HEALTH-2025-"sms": "BrightFuture Tech: Group Policy GP-HEALTH-2025-010 is now active for 2 employees." }

## **Summary**

- ▼ Use Case 1 (SME Market Traders): Fire & burglary insurance sold via POS agents & kiosks in markets.
- ▼ Use Case 2 (Formal SMEs): Group health & life insurance embedded into SME digital platforms (web/mobile apps).
- **CoverConnect Role:** API backbone that allows SME platforms & associations to plug in once → multiple insurers, multiple products.
- ▼ Customer Touchpoints: POS, Kiosk (for informal SMEs/traders) + Web/Mobile (for formal SMEs).

# 1. How Codebytes Should Approach Channel Partners

#### **Step 1: Identify Strategic Partners**

- Focus on high-distribution partners first:
  - Telcos & Mobile Money (MTN, Airtel, Safaricom) → reach tens of millions.
  - POS/Agency Banking Networks (Moniepoint, OPay, Paga, FirstMonie) → serve the mass market.
  - Banks & Fintechs (GTBank, Kuda, FairMoney, PalmPay).
  - SME Hubs/Market Associations (Alaba, Ariaria, SME.ng, Sabi).

#### **Step 2: Value Proposition for Partners**

Don't sell "insurance integration." Sell business growth:

- New Revenue Stream: Commission or revenue-share on every policy sold.
- Customer Stickiness: Insurance makes their platform a "one-stop shop," reducing churn.
- Regulatory Goodwill: Governments & regulators like financial inclusion initiatives.
- Low Risk: They don't underwrite insurers do; CoverConnect handles the plumbing.

#### **Step 3: Offer Flexible Integration**

- API-first core → for big partners with tech teams (banks, telcos, fintechs).
- SDKs/Plugins → for smaller SME hubs or POS providers with limited dev resources.
- White-label Portal → for partners who don't want to build UI but still want to offer insurance.

#### Step 4: Pilot First, Scale Later

- Instead of pushing for **full platform integration** upfront, start with a **pilot program**:
  - Example: Micro-health insurance on Moniepoint POS in Lagos for 3 months.
  - Measure uptake, revenue, and customer satisfaction.
  - Use results to push for nationwide rollout.

# 2. Will Partners Agree to Integrate? (Partner Psychology)

#### Why They Will Say Yes

- **▼** They need new revenue streams → POS margins are thin, fintechs want to upsell, telcos want to diversify.
- ✓ Insurance is "sticky" → Makes customers stay longer and transact more.
- **☑ Risk is outsourced** → They don't carry claims risk; they just distribute.
- ▼ CSR / Inclusion value → Insurance for low-income citizens aligns with ESG, government pressure, and CBN/NAICOM inclusion goals.

#### Why They May Hesitate

- ▲ Integration Cost & Effort → Large players (MTN, GTBank) need clear ROI before allocating dev resources.
- **⚠ Regulatory** Clarity → Some partners may fear insurance licensing restrictions (but Codebytes handles that by working with licensed insurers).
- A Cannibalization Risk → Banks with their own insurance subsidiaries may hesitate (e.g., Stanbic IBTC Insurance).
- That's why your pitch must focus on "easy integration + quick revenue + zero regulatory headache."

## 3. Recommended Engagement Model

#### **Option A: Direct Channel Partnership (Codebytes leads)**

- Codebytes signs **distribution MOUs** with telcos, banks, fintechs, SME hubs.
- CoverConnect integrates once → opens access to multiple insurers.
- Insurers onboard to CoverConnect → instantly distributed via partner channels.
- Best model (like Paystack/Flutterwave did for payments).

#### **Option B: Insurer-Led Partnership**

- Insurers themselves approach telcos/SMEs to push their own products.
- Each partner integrates separately with each insurer.
- **▼** Recommended Model: Codebytes leads channel partnerships.
  - Partners integrate once with CoverConnect → get access to many insurers/products.
  - Insurers integrate once with CoverConnect → instantly access multiple channels.

This makes Codebytes the neutral orchestrator, not competing with insurers but unlocking distribution.

## 4. Tactics to Get Them Onboard

• Start with revenue-sharing proposals: e.g., POS agent earns ₹200 on every micro-health policy sold.

- Use case pilots: Show them how fast policies can move through POS/USSD.
- Bring insurers to the table: Partners trust it more if insurers are already committed.
- Offer white-label solutions: Let them brand the insurance in their name ("MTN Protect", "Moniepoint Health").

#### ☆ In short:

- Yes, they will agree to integrate if the value prop is clear.
- Codebytes should **own the distribution partnerships** (like Paystack did with payments).
- Focus on **ROI** + **ease of integration** + **regulatory cover**.