

Financial Inclusion Week

Tuesday, Oct 13

12:01 AM - 01:00 AM

How Bank De-risking Policies Create Financial Exclusion in Developing Countries?

Webinar

Hamid Adan

Chief Tech & Innovation, Daryeel Bank

Mohamed Ibrahim

Director, Yeel Pacific

Many developed countries' banks introduced de-risking policies that stop remittance companies send money to many countries in Africa. This has caused a major problem for African diaspora in the US, Europe, Australia and NZ. This is a discriminatory policy that targets only small remittance companies (although they are licensed and regulated by government authorities) but not Western Union and major remittance companies. This webinar will provide information about this and how it creates financial exclusion in developing countries.

Tuesday, Oct 13

08:00 AM - 09:00 AM

Women in Financial Inclusion

Women's Financial Inclusion Webinar

Bunmi Lawson

MD/CEO, EdFin Microfinance Bank

Lola Okanlawon

Mrs, NNEW Women Microfinance Bank

Nwanna Joel-Ezeugo

MD/CEO, HASAL MICROFINANCE BANK LIMITED

Ronke Kuye

Uche Uzoebo

A Webinar to discuss pertinent issues on Women and Financial Inclusion in Nigeria.

Tuesday, Oct 13

11:00 AM - 12:00 PM

Serving Low-Income Households Impacted by Climate Change

Demand and Supply Side Factors, and the Importance of Policy

Climate Risk and Resilience

Webinar

Calum Scott

Global Impact Director, Opportunity International Australia

Dileimy Orozco

Eric Noggle

Senior Director of Research, Center for Financial Inclusion

Michael Hamp

Lead Technical Specialist for Rural Finance, Markets and Enterprises for the Asia and Pacific

This session will be a conversation with experts and practitioners focused on demand, supply, and policy issues as they relate to climate change and low-income households. The demand side speaker will focus on what we've learned about enviro-economics to-date and what are some of the major research questions we should be paying attention to. On the supply side, a financial service provider will discuss what it means to build climate-informed products and share stories about the funding environment. The policy expert will share what governments are doing to address this issue. A moderated conversation will follow during which we will ...

Tuesday, Oct 13

03:00 PM - 04:00 PM

Challenging the Myths around Women's Financial Inclusion

Women's Financial Inclusion

Webinar

Catherine Highet

Technology Lead, CGAP

Jaclyn Berfond

Shelley Spencer

During this webinar, we will look at some of the most common myths around women's digital financial inclusion and the often-changing reality behind them. The webinar is designed to test assumptions, highlight the enormous contextual difference and nuance that exists across half of the world's population, and consider the perils of stereotyping or painting this population with a broad-brush when it comes to access and use of financial services. We will also discuss existing tools and experiences to minimize myth and maximize data. Facilitated discussion: Jaclyn Berfond, Women's World Banking Shelley Spencer, Strategic Impact Advisors Catherine Highet, FinEquity

Tuesday, Oct 13

08:00 PM - 09:00 PM

Move 78 & Financial Resilience Australia – A Partnership for Financial Wellness Endeavors

Webinar

Anna Shaw

Client Insights Manager, RFI Group

Mariko Braswell

Co-Founder, CEO, Move 78 Pte Ltd

Pushpa Wood

Sutapa Banerjee

Board Director| Harvard Fellow| Behavioural Insights Advisor, Independent Consultant

Vinita Godinho

Chief Executive Officer, Financial Resilience Australia

Singapore-based Move 78 and Financial Resilience Australia (FRA) are very pleased to announce their new partnership to collaborate on Asia Pacific-based projects with an emphasis on Financial Wellness. According to The World Bank, in South Asia and the Pacific, “24 million fewer people are estimated to escape poverty” than would have without the pandemic in 2020. With COVID-19, this fragility in everyone’s finances has been exposed and exacerbated, and these financial shocks are taking an undeniable toll on our collective physical, mental and emotional health. This multi-faceted stress is having a devastating ripple effect on our communities and economies throughout the Asia ...

Tuesday, Oct 13

The Challenge: Climate Change and its Impact on Emerging Markets

Climate Risk and Resilience

Podcast

Eric Noggle

Senior Director of Research, Center for Financial Inclusion

Sarah Gammage

Latin American Region Director of Public Policy and Government Relations, The Nature Conservancy

To kick-off CFI’s sessions on climate risk and financial inclusion, we will discuss the climate challenge facing low-income communities in emerging markets. Eric Noggle, Senior Director of Research at CFI, will interview a leading expert on climate change to discuss climate change trends, their disproportionate impact on emerging markets, and how these impacts are manifesting themselves. Additionally, this interview will include a conversation of systems change—what it is, why it is important, and what it means for how we should think about mitigation in low-income communities.

Tuesday, Oct 13

Reflecting on the Past and Charting a New Direction

Video

For CFI, the pandemic has reenergized our purpose. Financial services are critical to reducing low-income populations’ vulnerability and helping them to recover from this and other recurring crises in their lives. The video above and a new blog by CFI’s Managing Director, Mayada El-Zoghbi, lay out CFI’s new strategic plan, which will guide CFI’s work through 2024. We will focus on four thematic areas, all of which have either been exacerbated by the pandemic or have been revealed by this crisis as urgent and under-attended priorities. The common thread among the themes is that progress in these areas is essential ...

Tuesday, Oct 13

Raise Your Voice: Day 1

Livelihood Adaption

Daily Poll

The Aspen Institute with CFI is hosting a daily poll series "Raise your voice" to hear your view on inclusive financial systems. Tune in to the "Road to 2030" session on Friday when expert panelists weigh in and respond to your daily responses. Today's poll focuses on why inclusive financial systems are important.

Tuesday, Oct 13

Exploring the Impacts of Climate Change and the Need for Green Finance

Climate Risk and Resilience

Climate change is poised to negatively impact economic growth. Experts agree the best way to avoid its worst impact is to change our systems of production to be more environmentally sustainable. This is no small task—it will require significant investment, major behavior changes, and the adaptation of livelihoods across the globe. In this set of resources, CFI shares interactive tools so users can explore this pathway for themselves. Through these resources, you can see how the climate is changing over time, the real world impacts that can have, and your role as an individual or business in contributing to those ...

Wednesday, Oct 14

06:30 AM - 08:00 AM

COVID-19 and Migrant Remittances

Emerging Trends and Strategies to Build Resilience

COVID-19 and Future of Financial Inclusion

Webinar

Fabrizio Valenti

Head - Financial Inclusion, LEAD at Krea University

Sona Mitra

Principal Economist, IWWAGE – an initiative of LEAD at Krea University

Sucharita Mukherjee

Co-founder, Kaleidofin

V Easwaran

MD & CEO (Interim) and COO, India Post Payments Bank

Varun Aggarwal

Founder, India Migration Now

As part of the Inclusive Finance India Webinar Series, ACCESS ASSIST in partnership with LEAD at KREA University, is organizing the webinar on "COVID-19 and Migrant Remittances: Emerging Trends and Strategies to Build Resilience" on October 14, 2020 between 4.00 and 5.30 PM IST. Nationwide lockdown has resulted in complete disruption of economic activities and fall of aggregate demand. It has disproportionately affected the most vulnerable section of the society – informal workers, blue-collar migrants in the informal sector who account for more than 80% of non-agricultural employment. Loss of livelihoods, income irregularity and uncertainty and falling wages, has ...

Wednesday, Oct 14

06:30 AM - 08:00 AM

Saving the Next Billion from Old Age Poverty

Women's Financial Inclusion

Webinar

Eric Rwigamba

Director General, Financial Sector Development, Ministry of Finance and Economic Planning, Rwanda

Parul Seth Khanna

Co-Founder and Director, PinBox Solutions Pte Ltd

Shameran Abed

Senior Director, BRAC

Sriraman Jagannathan

Country Head - India, Women's World Banking

Sundeeep Raichura

Group CEO, Zamara

William Price

CEO, D3P Global Pension Consulting

Yumiko MURAKAMI

Head of Tokyo Centre, OECD

Barely 11% of the paid workforce across Asia, Africa and Latin America are in salaried employment and are therefore eligible for formal pension arrangements. Over 1.2 billion low-income, self-employed non-salaried individuals, including farmers, street vendors, domestic help, taxi drivers, fishermen, daily wage earners, micro-entrepreneurs and small shopkeepers are excluded from these formal pension programs. Due to rising life expectancy, modest incomes, negligible lifetime savings, a breakdown of the joint family system and pension exclusion, the 1.2 billion excluded workers will face nearly 2 decades of extreme poverty when they are too old to work. Women are especially vulnerable to old-age ...

Wednesday, Oct 14

07:00 AM - 08:00 AM

Beyond One Billion: Exploring the State of Mobile Money in Africa

Webinar

Kennedy Kipkemboi

Simon Andersson-Manjang

Data manager, GSMA

Tapiwa Jakachira

Mobile money has become the mainstay of financial inclusion in Africa, from closing the financial inclusion gender gap to unlocking access to essential utility services. With the pandemic threatening to push millions of people into poverty, sustainability of mobile money services and continuation of consequent financial inclusion and socioeconomic gains is more paramount than ever. We invite you to join us in this webinar to deep dive into Africa's core mobile money trends over the past year where we will explore the main drivers fuelling Africa's growth; key regulatory trends and industry best practices for the region; and COVID-19 regulatory ...

Wednesday, Oct 14

08:00 AM - 09:00 AM

Advancing Women's Financial Inclusion

Women's Financial Inclusion

Twitter Chat

Emily Romano

Policy Manager, Abdul Latif Jameel Poverty Action Lab (J-PAL)

Marisa McKasson

Program Associate, Agriculture and Financial Inclusion, Center for Effective Global Action (CEGA), UC Berkeley

Mikaela Rabb

Financial inclusion is on the rise, but women around the world are still 7 percentage points less likely than men to own a formal bank account. How can we overcome this gender gap to advance financial inclusion? How do gender norms prevent financial products from advancing women's economic empowerment? What role can digital finance play in advancing women's financial inclusion? Is there a role for financial training? Join J-PAL's Finance Sector and CEGA's Digital Credit Observatory for a Twitter chat on women's financial inclusion. We'll be online from 8:00am to 9:00am on October 14 to answer your questions with evidence ...

Wednesday, Oct 14

09:00 AM - 10:30 AM

But How Do You Change Behavior?

Design Principles and Entry Points To Enabling Women's Financial Capability

Women's Financial Inclusion

Webinar

Ella Moffat

HERfinance Manager, BSR

Julia Arnold

Senior Director, Gender and Financial Inclusion, Center for Financial Inclusion

Nisha Singh

Social Norms Lead, FinEquity

Wendy Chamberlin

Global Program Director, The BOMA Project

Women are not a single market segment – they are heterogenous and approach financial products and services with diverse skills sets and needs. This panel will discuss enabling women's financial capability through different entry points, optimal approaches to different livelihood segments, and behavior change strategies that may work differently for women and men.

Wednesday, Oct 14

09:00 AM - 10:00 AM

Social norms - how they affect women's financial inclusion

Women's Financial Inclusion

Live Conversation

Anabela Mabota

Knowledge, Monitoring and Learning Manager, FSDMocambique

The Objective of these session is to talk about the existing social norms and how they affect the financial inclusion of women and the existence of the gender gap (what they are, what are their dynamics / prevalence) and ideas of what can be done to circumvent them (without disrespecting culture) in order to improve women's involvement in formal financial services. Please join live here: <https://www.facebook.com/fsdmoz/>

Wednesday, Oct 14

10:00 AM - 11:00 AM

Pathways to Women's Economic Empowerment through Digital Finance

Women's Financial Inclusion

Webinar

Munshi Sulaiman

BRAC International

Rachel Heath

University of Washington

Wahedur Rahman

BRAC Institute of Governance and Development

The use of digital technology in the financial sector and the rapid expansion of digital financial services (DFS) brings new opportunities to help build an inclusive economic infrastructure that offers new opportunities to marginalized communities, especially women. The economic empowerment of women is a crucial development issue, which DFS has a strong potential to advance. During this session, the speakers will discuss the development of a conceptual framework to explore the pathways linking women's economic empowerment (WEE) and DFS. The speakers will also highlight the priority questions to be addressed by the newly launched WEE-DiFine initiative, a research initiative aimed ...

Wednesday, Oct 14

10:30 AM - 11:30 AM

Digital Gender-Smart Solutions Paving Pathways for Deeper Financial Inclusion for Women

Women's Financial Inclusion

Webinar

Anna Kanze

Managing Director, Grassroots Capital Management PBC

Robert Mboya

Sana Kapadia

Gender Lead- Programs & Advisory, Roots of Impact

Selina Haeny

Gender Advisor, SDC

This session traverses how far financial inclusion has come for women and the role that digital financial services are playing in enhancing access. We explore how gender-smart digital financial products and solutions are being designed, implemented and delivered for greater gender-transformative impact, enabling women to experience outcomes of enhanced economic opportunity and resilience. We dig into the role of types of capital and spotlight emerging and innovative models bridging both gender and funding gaps that are enabling inclusive Fintech solutions to better support income and revenue generating activities of women users and women-led businesses. Please register for the webinar here and ...

Wednesday, Oct 14

What do gender roles have to do with interest rates?

A discussion on gender norms and the future of financial inclusion

Women's Financial Inclusion

Podcast

Jemimah Njuki, PhD.

Senior Program Specialist , International Development Research Center (IDRC)

Julia Arnold

Senior Director, Gender and Financial Inclusion, Center for Financial Inclusion

Leora Klapper, PhD.

Lead Economist, World Bank

Supriya Garikipati, PhD.

Associate Professor of Development Economics, University of Liverpool

Women's financial inclusion is only as meaningful as her ability to access, use, and benefit from financial products and services. With a persistent global gender gap in bank account and mobile phone ownership, it is clear that traditional financial services still do not seem to reach low-income women well. One reason lies in the unspoken rules and expectations that govern men and women's behaviors. Understanding and accounting for social and gender norms may lead us to bridge this gap and better serve women worldwide. Julia Arnold, CFI's Senior Director of Gender and Financial Inclusion, sits down with three experts to ...

Wednesday, Oct 14

African youth: Researchers converse with Nigerian young person, compare his case with just-completed research

Women's Financial Inclusion

Podcast

This just-released video from Scale2Save captures a deep dive into the lives of young people and their livelihoods made through self-employment, especially during the Covid-19 pandemic. The 30-minute conversation by financial inclusion experts on recently conducted research around young people and youth in Africa features a case-study exchange with a university student and budding music producer from Benin City, Nigeria. Experts pose questions to 20-year-old Destiny on different aspects of his day to life, including use of digital banking services for personal and professional use. The subject tells researchers during the webinar how he starts and finances his music business (04:23). His insights highlight just how much digital ...

Thursday, Oct 15

09:00 AM - 10:30 AM

Responsible Algorithms for Inclusive Finance

Data Opportunities and Risks

Webinar

Alexandra Rizzi

Senior Director of Research, Center for Financial Inclusion

Dillon Gardner

Head of Data Science, Apollo Agriculture

Louis Graham

Director, Busara Center for Behavioral Economics

Malavika Raghavan

Head, Future of Finance Initiative, Dvara Research

Thea Anderson

Director, The Omidyar Network

As algorithms increasingly help financial service providers segment customers, automate underwriting, detect fraud and provide recourse, concerns about the fairness of these systems has grown. This webinar will focus on algorithmic bias, how it can happen in financial inclusion, the trade-offs faced by providers, and emerging industry and regulatory approaches for accountability. Alexandra Rizzi of CFI will kick-off the session with a short presentation, followed by a panel discussion that will include provider, regulatory and consumer perspectives. Facilitated Conversation: Thea Anderson, Director, Omidyar Network (moderator) Dillon Gardner, Head of Data Science at Apollo Agriculture Malavika Raghavan, Dvara Research Louis Graham, ...

Thursday, Oct 15

11:00 AM - 12:00 PM

Beyond Consent: Choose (or consent to) your own webinar adventure

Data Opportunities and Risks

Interactive Session

Alexandra Rizzi

Senior Director of Research, Center for Financial Inclusion

David Medine

Consultant, Medine Consulting

The model of individual consent for data usage increasingly appears ill-suited to the digital age. Some have even concluded that the consumer consent model is broken. In this session, hosted by Alex Rizzi of CFI, David Medine, Senior Financial Specialist at CGAP, will discuss emerging approaches to data privacy and protection that go beyond consent. Participants will be able to choose (or consent to) which approaches and case studies they want to dig deeper into through an interactive, choose-your-own-adventure format.

Thursday, Oct 15

12:00 PM - 01:00 PM

What DFS features might matter more to women than men?

Women's Financial Inclusion

Interactive Session

Helene Smertnik

Senior Researcher, Caribou Digital

Savita Bailur

Research Director, Caribou Digital

Do DFS features impact women differently to men? Helene Smertnik and Savita Bailur share findings from research conducted in Cote d'Ivoire and Kenya on the Level One Principles of DFS for Gates Foundation's Financial Services for the Poor team and how financial payment design features impact women differently to men. They focus on five key findings 1) interoperability is a concern and needs to be improved 2) pattern recognition in USSD matters for women in sending or reading DFS messages 3) fees are not always clearly explained to women 4) privacy is key and 5) irrevocability is especially important for ...

Thursday, Oct 15

01:00 PM - 02:00 PM

Articulating the Value Proposition for Alternative Data

Data Opportunities and Risks

Webinar

Chris Czerwonka

Founder & CEO, Mosabi

Madeleine Gleave

Chief Data Scientist, Nithio

Mark Degenhart

Manager, Accenture Development Partnerships

Michele Tucci

Chief Product Officer, CredoLab - Alternative credit scoring

Join us as we sit down with three innovative social enterprises pioneering the use of alternative data to drive effective and responsible credit decisioning. We will explore the value proposition in positioning alternative data with financial service providers, as well as look to bust a few myths about the implementation of alternative data. As we enter into a new world with mountains of data emerging every day, how can FSPs leverage alternative data to "say yes" more often, but do so responsibly?

Thursday, Oct 15

Driving Capital to Inclusive Fintech Solutions

Q&A with CFI's Data for Inclusive Fintech Team

Data Opportunities and Risks

Podcast

Alex Kessler

Research Manager, Center for Financial Inclusion

Chrissy Martin

Consultant, Fintech Data Solutions, Center for Financial Inclusion

Marie Valdez

Director, Inclusive Fintech 50, Center for Financial Inclusion

Mapping the inclusive fintech landscape is challenging, with new companies emerging around the world and introducing products with the potential to transform the lives of underserved populations. Investors need data and benchmarks to understand this space and make informed comparisons of performance and inclusivity across emerging fintech players. CFI sits down with our team focusing on data for inclusive fintech, Marie Valdez (Inclusive Fintech 50 Director) and Chrissy Martin (Fintech Data Solutions Lead), for a Q&A on the data practices they are observing among fintechs and how our data initiatives are driving capital to those fintechs best placed to expand access to meaningful financial ...

Thursday, Oct 15

Building Resilience and Sustainable Banking Models through Savings

Data Opportunities and Risks

Podcast

A presentation by Catherine Stevens and a Scale2Save-Commissioned researcher from FinMark Trust, they share new research on financial inclusion efforts by banks in Africa. Joined by two African financial industry executives, the recorded presentation occurred at the SEEP conference in August. Focusing on the needs of customers remains a challenge in Africa, according to the recent Savings and Retail Banking in Africa report published by the Scale2Save Programme this February. A partnership between the World Savings and Retail Banking Institute (WSBI) and Mastercard Foundation, Scale2Save finds that WSBI member banks offer a variety of accounts as part of their drive to attract and ...

Thursday, Oct 15

Raise Your Voice: Day 3

Data

Data Opportunities and Risks

Daily Poll

The Aspen Institute with CFI is hosting a daily poll series "Raise your voice" to hear your view on inclusive financial systems. Tune in to the "Road to 2030" session on Friday when expert panelists weigh in and respond to your daily responses. Today's poll focuses on "what inclusive financial systems need to be successful."

Thursday, Oct 15

Data Management and Analytics Capabilities Toolkit

Unleashing the power of data to transform your business

Data Opportunities and Risks

Webinar

Andrew Nkolola

Chief Executive Officer, aYo Insurance Brokers Zambia Limited

Orlean Cole

Friday, Oct 16

01:00 AM - 02:00 AM

Remittances in Asia and COVID-19 – How can we do better?

Webinar

Badri Narayanan

Gerald Ferguson

Senior Advisor, Move 78

Mikko Perez

Ross Buckley

“ADB economists estimate that the region faces remittance losses ranging from USD 31.4 billion to USD 54.3 billion. To reduce the economic and social impacts, policy responses are proposed in areas such as social protection, immigration, labour, and health.” With one third of the world’s migrant worker population located in Asia, what can be done to alleviate current hardships in vulnerable populations that are dependent on cross-border remittances, and do so sustainably? Join us as we discuss the major pain-points faced by those relying on remittances, the additional challenges highlighted by COVID-19 lockdowns, and explore innovative approaches adopted by ...

Friday, Oct 16

04:30 AM - 05:30 AM

Consumer Protection

Consumer Protection

Live Conversation

The objective of the session is to talk about consumer protection in general and specific in Mozambique, and specially in these new times of the COVID-19 pandemic. Digital channels are helping a lot in these times and more and more people are starting to use these platforms, some for the 1st time and how we addressing consumer protection and what are the consumer protection risks. Invited speakers: Salomão David - National Communications Institute of Mozambique Titos Melchior Munhequet - Co-founder of Izyshop Dr. Francisco Nhavoto – Mozambique central Bank Moderator: Denise Cortês-Keyser - Entrepreneur, Motivational Speaker, Financial and Investment Consultant Join this ...

Friday, Oct 16

07:00 AM - 08:00 AM

The Future of Financial Inclusion: The impact of COVID-19 on the sustainable banking sector

COVID-19 and Future of Financial Inclusion

Webinar

Frank Streppel

Head of Global Investments, Triodos Investment Management

Justina Alders-Shreya

Martin Rohner

Executive Director, Global Alliance for Banking on Values

This webinar is a part of Financial Inclusion Week 2020. In this webinar the lead sustainable finance experts will explore trends, developments, challenges, evolution in sustainable banking and financial inclusion sector as a result of COVID-19. Martin Rohner from Global Alliance for Banking on Values (GABV) will present the outcomes of the survey which was conducted among CEOs of GABV member banks with regards to COVID-19 impact. Frank Streppel and Justina Alders-Sheya from Triodos Investment Management (Triodos IM) will share how Triodos IM is managing its portfolio in times of pandemic. They will present measures taken to protect investee companies ...

Friday, Oct 16

07:10 AM - 08:10 AM

Credit Lines for Micro-retailers in Sub-Saharan Africa

Fireside Chat

Abraham Ojes

Co-founder/ CEO , Saya

Joseph Aito

More than 70% of micro-retailers in Africa are unable to access formal, short term working capital because they lack the proper because their transactions tend to be small and untraced, and because most of them are either unbanked or underbanked. Micro-retailers often have limited cash available to pay distributors, which leads them to buy limited inventory, thereby reducing potential sales and requiring smaller and more frequent orders which increases operations. In this event, we will discuss digital solutions for financial inclusion for these segments of SMEs who contribute immensely to the GDP of nations but remain excluded and marginalized. You can ...

Friday, Oct 16

08:00 AM - 08:30 AM

COVID-19 and Emerging Consumer Protection Risks

Consumer Protection

Webinar

Denise Dias

Independent Consultant

Paul Tregidgo

Advisory Council Chair, Center for Financial Inclusion

Tanwi Kumari

Research Manager, Center for Financial Inclusion

One of the most pressing consumer protection issues arising in light of COVID-19 is the rapid digitization of cash transfer payments. While payments of all kinds have been shifting to digital channels over the past 10+ years, the rapid pace and scale of recent digitization efforts is unprecedented. Social distancing has required that we rethink distribution models that require in-person contact, and even without a pandemic, extending payments to beneficiaries in rural and difficult to reach areas can be costly and time consuming. Digital channels help overcome these and other obstacles to cash transfer payments, but also come with their own set of consumer protection risks, particularly for first-time users of digital financial products. This session will review findings ...

Friday, Oct 16

08:30 AM - 09:30 AM

SupTech for Market Conduct Supervision

Reimagining the relationship between supervisors and customers

Consumer Protection

Webinar

Charina De Vera-Yap

Director, Consumer Empowerment Group, Bangko Sentral ng Pilipinas (BSP)

Eric Duflos

Senior Financial Sector Specialist, CGAP

Mariana Escobar Uribe

Head of Sustainable Finance, Superintendencia Financiera de Colombia

Simone Di Castri

CFI Consultant and Managing Director, RegTech for Regulators Accelerator (R2A), Center for Financial Inclusion

The increasing use of technology to facilitate the collection and analysis of intelligence related to market conduct supervision and consumer protection is transforming the relationship between financial customers and regulators and supervisors. This relationship until now has mostly been "mediated" by the financial service providers, but we can start to imagine scenarios characterized by more direct dialogue. Can this changing paradigm improve the quality of the customer experience and "democratize" the financial sector by bringing the users' voice into the development of the policies that shape the financial sector? This session will discuss new Supervisory Technology (SupTech) applications to enhance market conduct supervision, which has become even more urgent during COVID-19.

Friday, Oct 16

09:30 AM - 10:30 AM

Past, Present, Future: What Previous Crises Can Teach Us About the Road Ahead

A discussion of how MFIs have navigated previous crises to draw out lessons for the ongoing crisis resulting from COVID-19

COVID-19 and Future of Financial Inclusion Webinar

Alaa Sisalem

General Manager, Vitas Palestine

Daniel Rozas

Sr. Microfinance Expert, e-MFP

Deborah Drake

Vice President, Investing in Inclusive Finance, Center for Financial Inclusion

Narasimhan Srinivasan

Development Finance expert, author, researcher

This session will feature lessons from a series of case studies jointly published by CFI and e-MFP. These cases studies examine the experience of MFIs following previous crises, and steps taken by investors, board members, and leadership to set them on the path to recovery and future success. The session will provide lessons and recommendations for stakeholders navigating their way through the current pandemic, to similarly steer organizations toward future success as they emerge from the crisis. Summary of Cases: <http://bit.ly/Case-Study-Summary>

Friday, Oct 16

10:00 AM - 11:00 AM

Consumer protection in the global South: How to make financial inclusion safer for the world's most vulnerable people?

Consumer Protection Webinar

Keyzom Ngodup Massally

Asia Pacific Regional Lead, Better Than Cash Alliance

Major General Sheikh Md Moniru Islam

Chief External and Corporate Affairs Officer and CAMLCO, bKash Limited

Moonmoon Shehrin

Digital Cluster Manager, Microfinance, BRAC

Rafe Mazer

Project Director, Consumer Protection, Innovations for Poverty Action

Raiya Kishwar Ashraf

Manager, Innovation Ecosystem & Partnerships, Social Innovation Lab, BRAC

Snigdha Ali

Bangladesh Program Officer, Financial Services for the Poor, Bill and Melinda Gates Foundation

Tohurul Hasan

Program Manager, Digital Financial Service Lab, Aspire to Innovate (a2i)

In response to the COVID-19 pandemic, digital payments have scaled at unprecedented rates to low-tech, low-literacy communities becoming the primary means of transfer for emergency cash payments, remittances, government safety nets, loan disbursement and repayments, insurance payments and other essential services. In the global South, service providers and community organisations scrambled to open accounts, train users and relay essential information often remotely. However, the growth of the digital payments ecosystem has been mirrored by the emergence of new threats to people's safety and security. Poor communities are now more vulnerable to misuse of data, frauds and scams. Tackling this

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Friday, Oct 16

10:30 AM - 11:30 AM

Coping with COVID-19: Recent evidence from inclusive fintech startups and their users

COVID-19 and Future of Financial Inclusion

Webinar

Andrew Mutua

Maha Khan

Senior Director of Strategic Initiatives, Center for Financial Inclusion

Malika Anand

Head of Learning and Insights, Catalyst Fund, BFA Global

Meghan McCormick

Sitara Merchant

CEO, Swiss Capacity Building Facility

Though the economic impacts of COVID-19 continue to evolve, recent evidence suggests inclusive fintech startups are adapting via new channels and cash-saving measures while meeting users' changing needs. Unfortunately, this data also indicates that users may not be faring as well since incomes have fallen significantly and savings levels are low. Join the Swiss Capacity Building Facility, Catalyst Fund, and the Center for Financial Inclusion to explore recent data on the impacts of the global pandemic on fintechs and fintech users, and how startups, investors, and ecosystem actors can help both overcome related challenges.

Friday, Oct 16

10:30 AM - 11:30 AM

The Road to 2030: an Action Agenda for Inclusive Financial Systems

COVID-19 and Future of Financial Inclusion

Fireside Chat

Ida Rademacher

Vice President, Aspen Institute

Klaus Prochaska

Head, Financial Sector Development, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)

Mackenzie Wallace

Senior Policy Advisor, Aspen Institute

Maha Bahou

CEO, Jordan Payments & Clearing Company (JoPACC)

Robert Annibale

Senior Fellow, University of London/SOAS

Salah Goss

Senior Vice President, Global Markets, Humanitarian & Development, Mastercard

Global experts come together to reflect on Financial Inclusion Week's daily participant poll responses and discuss what's next to build inclusive financial systems globally over the next decade. Please register for this event here: https://aspeninst.zoom.us/webinar/register/WN_jUml7uHjRomYtF-G6Q4Aeg

Friday, Oct 16

11:30 AM - 12:00 PM

Microfinance Impact from Bangladeshi Villages to Urban New Jersey

What the latest findings from the US can add to what we know about making small loans to low-income families

Live Conversation

Webinar

Jonathan Morduch

Professor of Public Policy and Economics, New York University

Timothy Ogden

Managing Director, Financial Access Initiative

In the last 10 years researchers have generated a large handful of new microfinance impact evaluations—mainly from countries in the southern hemisphere and mainly using RCT methods. In this 30-minute live video chat, Jonathan Morduch and Tim Ogden of the New York University Financial Access Initiative will discuss connections between the studies, including the latest findings from the U.S.—a randomized evaluation of the Grameen America microcredit program in New Jersey. What can we learn from these findings? How do they shape expectations for new programs? And what do we learn for the role of microcredit in the financial lives of ...

Friday, Oct 16

Raise Your Voice: Day 4

Consumer protection and the future of finance

Consumer Protection

Daily Poll

The Aspen Institute with CFI is hosting a daily poll series "Raise your voice" to hear your view on inclusive financial systems. Tune in to the "Road to 2030" session on Friday when expert panelists weigh in and respond to your daily responses. Today's poll focuses on the future of inclusive financial systems.