

## Workshop

### Financial inclusion: Trends, developments and policy tools

# Agenda

Mauritius time ([Time Zone Converter](#))

27 June 2023: 13:00 – 15:30 hrs

28 June 2023: 13:00 – 16.00 hrs

Regional Centre of Excellence,

7<sup>th</sup> floor, Nex Tower

Rue du Savoir, Ebene, Mauritius

## ■ About the Regional Centre of Excellence

The [Regional Centre of Excellence](#) ("RCE") was inaugurated on 15 March 2019. The launch of the RCE in collaboration with the OECD is a première in the region and will enhance the reputation of Mauritius at the international level. This initiative is a result of the Memorandum of Understanding (MOU) that was signed by the Government of Mauritius and the OECD in September 2018. This MOU laid down the foundations for collaboration between the OECD and Mauritius to strengthen and support effective regulation, sound corporate governance and good conduct in the Southern and Eastern African regions.

## ■ About the Organisation for Economic Cooperation and Development (OECD)

The [OECD](#) is a forum in which governments compare and exchange policy experiences, identify good practices in light of emerging challenges, and promote decisions and recommendations to produce better policies for better lives. The OECD's mission is to promote policies that improve the economic and social well-being of people around the world.

## ■ About the workshop

As increasing numbers of people across Africa become included in the formal financial system, often for the first time, it is important that there is an appropriate framework of financial consumer protection in place, as well as programmes and initiatives designed to improve financial literacy. Such measures help ensure that consumers are able to take advantage of the opportunities offered by greater financial inclusion in order to improve their financial well-being.

The workshop will build on three components:

- Knowledge-sharing sessions on **financial literacy**, with the contribution of experts from the OECD and country representatives that are part of the OECD International Network on Financial Education.
- Knowledge-sharing sessions on **financial consumer protection**, with the contribution of experts from the OECD and country representatives from the G20/OECD Task Force on Financial Consumer Protection and FinCoNet.
- Roundtable discussion in which workshop participants will have the opportunity to discuss challenges and policy tools and developments to advance financial literacy, financial consumer protection and financial inclusion in the Southern and Eastern African region.

## ■ Physical participation

Link for **physical registrations**: [To register](#)

First come, first served basis

Parking facilities will be available

Venue : Nex tower, Rue du Savoir, Cybercity, Ebene, Mauritius

## ■ Virtual participation

Link for **virtual registrations**: [To register](#)

Event Login Code: **2728**

## ■ Contact

More information on the workshop can be obtained at [www.fscmauritius.org](http://www.fscmauritius.org) or [www.rcemauritius.org](http://www.rcemauritius.org).

For any queries, you may contact us on 403 7000 (Ext 7367)/404 5652 or drop us an email on

[rce@fscmauritius.org](mailto:rce@fscmauritius.org).

## DAY 1

**Tuesday, 27<sup>th</sup> June – 1:00 pm to 3:30pm (Mauritius Time)**

**Host of the event:** **Kheertee Ramsohok Heerasing**. Head of the Regional Centre of Excellence

**12:30                      Networking break and Registration for physical participants**

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**1:00 – 1:20            Opening remarks**

- **Dhanesswurnath Thakoor**, Chief Executive, Financial Services Commission, Mauritius
  - **Miles Larbey**, Head of the Financial Consumer Protection, Education and Inclusion Unit, OECD
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**1:20 – 2:00            Latest trends and developments in financial inclusion and financial literacy, with a specific focus on digitalisation**

This session will present the latest trends and developments in financial inclusion and financial literacy, with a specific focus on digitalisation. It will cover the latest research and policy instruments developed by the OECD and its International Network on Financial Education (OECD/INFE) on digital financial literacy. It will focus on measuring digital financial literacy and supporting the design and delivery of digital financial education initiatives, and how such initiatives can support digital financial inclusion. The presentation will be followed by questions from participants.

- **Andrea Grifoni**, Policy Analyst, Financial Consumer Protection, Education and Inclusion Unit, OECD
  - **Saniya Ansar**, Economist, Finance and Private Sector Development, World Bank
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**2:00 – 3.30            Country case studies: financial literacy**

Country representatives from the region and the OECD/ INFE will be invited to present their experiences in the design and implementation of financial literacy policies and initiatives that address the digitalisation of retail financial services and/or that are delivered through innovative digital means. They will focus on how these support financial inclusion objectives in their jurisdictions. The presentations will be followed by questions from participants.

Moderator: **Mariam Rajabally**, Partner of Grant Thornton, Mauritius and FSC Board member

- **Fatima-Zahra Aziz**, Director, Moroccan Foundation for Financial Education
  - **Chinyere Nwobilor**, Acting Director, Consumer Protection Department
  - **Ronaldo Silva**, Deputy Head, Department for Financial Citizenship Promotion, Central Bank of Brazil
  - **Nangi Massawe**, Head of the Financial Inclusion Department, Bank of Tanzania
  - **Amit Kumar Ramjeet**, Manager Financial Services Fund, Financial Services Commission
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## DAY 2

Wednesday, 28<sup>th</sup> June – 1:00 pm to 4:00pm

12:30      **Networking break and Registration for physical participants**

1:00 – 1:05      **Opening of Day 2**

- **Miles Larbey**, OECD
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1:05 – 1:50      **The updated G20/OECD High-Level Principles on Financial Consumer Protection**

This session will present the recently updated G20/OECD High-Level Principles on Financial Consumer Protection. It will explain how their implementation can support a safe participation of consumers in financial markets, and specifically how this can support financial inclusion. The presentation will be followed by questions from participants.

- **Miles Larbey**, OECD
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1:50 – 2:30      **Country case studies: financial consumer protection**

Country representatives from members of the G20/OECD Task Force on Financial Consumer Protection and FinCoNet will be invited to present latest developments and approaches relating to financial consumer protection, including the implementation of the updated G20/OECD High-Level Principles on Financial Consumer Protection.

Moderator: **Miles Larbey**, OECD

- **Feycal Caunhye**, Chief Communications Officer, Bank of Mauritius
  - **Christopher Green**, Chair of FinCoNet and Group Senior Manager - Credit, Australian Securities and Investments Commission
  - **Kershia Singh**, Head of the Market, Customer and Inclusion Research Department, Financial Sector Conduct Authority, South Africa
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2:30 – 3:55      **Roundtable on supporting financial inclusion through financial literacy and financial consumer protection approaches**

Workshop participants will be invited to participate in a roundtable to share information and discuss how financial literacy and financial consumer protection can support financial inclusion objectives in the Southern and Eastern African region. Participants will include representatives from the jurisdictions below.

Moderator: **Andrea Grifoni**, OECD

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| • Bank of Botswana                                 | • Bank of Mozambique                               |
| • Central Bank of Egypt                            | • National Bank of Rwanda                          |
| • Eswatini Financial Services Regulatory Authority | • Financial Sector Conduct Authority, South Africa |
| • Moroccan Foundation for Financial Education      | • Bank of Tanzania                                 |
|  | • Bank of Zambia                                   |
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3:55      **Closing remarks**

- **Dhanesswurnath Thakoor**, Chief Executive, Financial Services Commission, Mauritius
  - **Miles Larbey**, OECD
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