

SDC's Savings and Credit Forum

Empowering People through Digital Financial Services:

Thursday, September 14th, 2023

14:00 **Welcome and Introduction**
Patrick Egli, Head of Section Economy and Education, Swiss Development Cooperation (SDC)

14:15 **Opening Remarks**
Sophie Sirtaine, Chief Executive Officer, Consultative Group to Assist the Poor (CGAP)

Financial inclusion is an enabler of development goals, but more can be done to ensure that financial services meet the needs of poor people. The opening remarks will highlight why financial inclusion matters, what is the progress to date and the future of financial inclusion.

14:40 **Panel-Discussion: The Digital Evolution of Financial Services and its Impact on Financial Inclusion**

New digital business models including fintechs, platforms, and digital banks have significant potential to advance financial inclusion. They also pose risks to financial services markets and consumers.

During this session, financial services providers will discuss the work they do to better serve poor people, the emerging insights on what impact they are having on financial inclusion and the value they bring to people's lives. They will also reflect on their challenges to achieve scale and impact. The session will highlight the perspective of a regulator to discuss the opportunities and risks these models offer and share what actions regulators can take to stimulate innovation and prevent risks.

- **Sucharita Mukherjee**, Co-founder & CEO, Kaleidofin (India)
- **Carmia Lureman-Norton**, Head Customer Success, Jumo (East and West Africa)
- **Rachel Freeman**, Chief Growth Officer, Tyme (South Africa & Philippines)
- **Char Sopheap**, SVP & Head of Product Development, ACLEDA (Cambodia)
- **Vatsala Shreeti**, Economist in the Innovation and the Digital Economy team, Bank for International Settlement (BIS)

Moderated by Ignacio Mas, Digital Financial Expert and non-executive Director of Gojo Company

Q&A: Discussion with the Audience

15.25 **Break**

15:35 **Panel-Discussion: Building Responsible Digital Finance Ecosystems**

The nature and scale of financial consumer risks with digital financial services are evolving and growing. To address consumer risks, responsible digital finance ecosystems need to be in place to identify consumer risks and develop customer-centric solutions, policies and services that result in financial services that generate good customer outcomes.

This session will provide an overview of key consumer risks poor people are facing. Different market actors – regulator, investor, provider, and consumer association, will provide concrete examples of what actions they are taking to mitigate and prevent these risks and discuss potential solutions to make digital finance ecosystems more responsible.

- **Frank Kajungu**, Manager Financial Sector Conduct and Consumer Protection, National Bank of Rwanda
- **Samuel Otim**, Product Manager, Ensibuuko (Uganda)
- **Amelia Greenberg**, Deputy Director of the Social Performance Task Force (SPTF)
- **Sheila Senfuma**, Head of Programme- Digital Finance, Consumers International
- **Vatsala Shreeti**, Economist in the Innovation and the Digital Economy team, BIS

Moderated by Juan Carlos Izaguirre, Senior Financial Sector Specialist, CGAP

Q&A: Discussion with the Audience

16:20 **Closing Remarks**

Philippe Sas, Senior Policy Advisor Financial Sector Development, SDC

Overall facilitation of the event: Rob van Hout, Senior Advisor Private Sector Development at Helvetas Swiss Intercooperation