UN Capital Development Fund

Myanmar WEE Country Assessment Exhibit

Prepared by Dalberg Global Development Advisors

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UNCDF
Unlocking Public and Private Finance for the Poor

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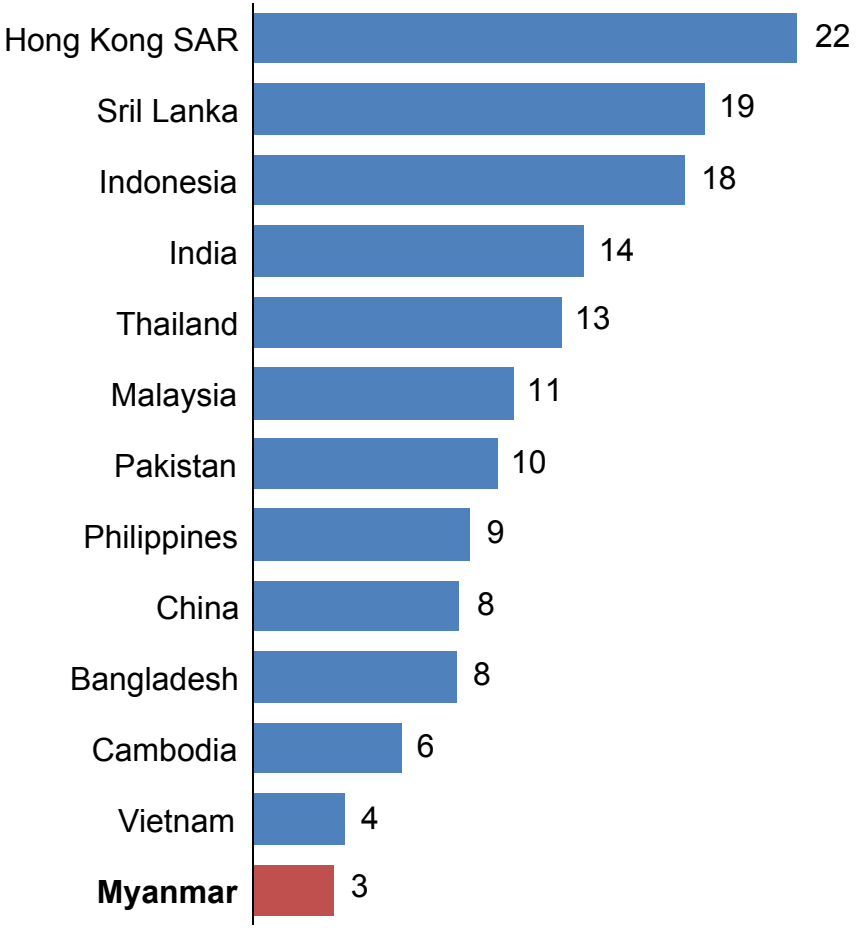
Myanmar's financial sector is in the early stages of development; financial exclusion is at 39%

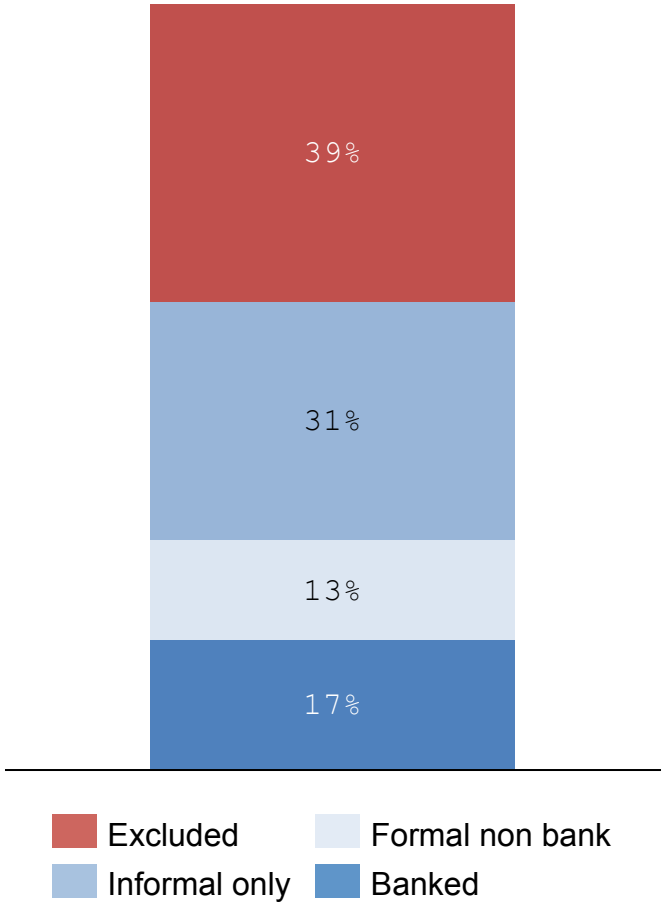
Financial sector snapshot: bank access[1]

Commercial bank branches per 100,000 people



Financial inclusion snapshot: adult population[2]

Form of financial access and use

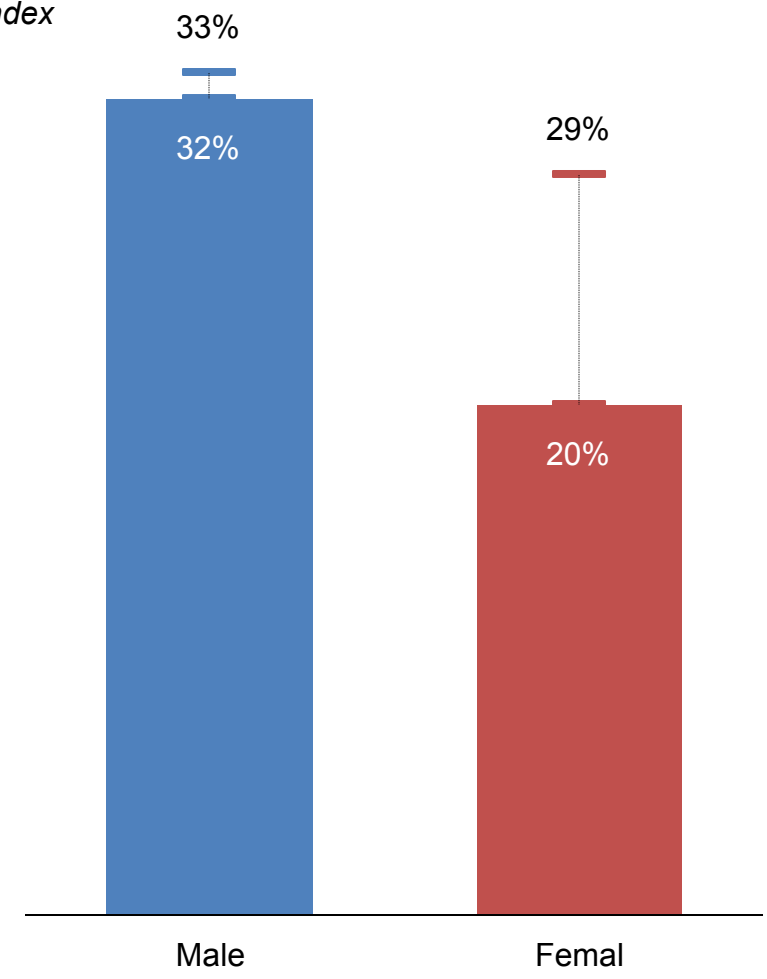


Source: [1] IMF and World Bank GDP estimates, 2016, 2016 [2] UNCDF and Finmark Trust, 2013

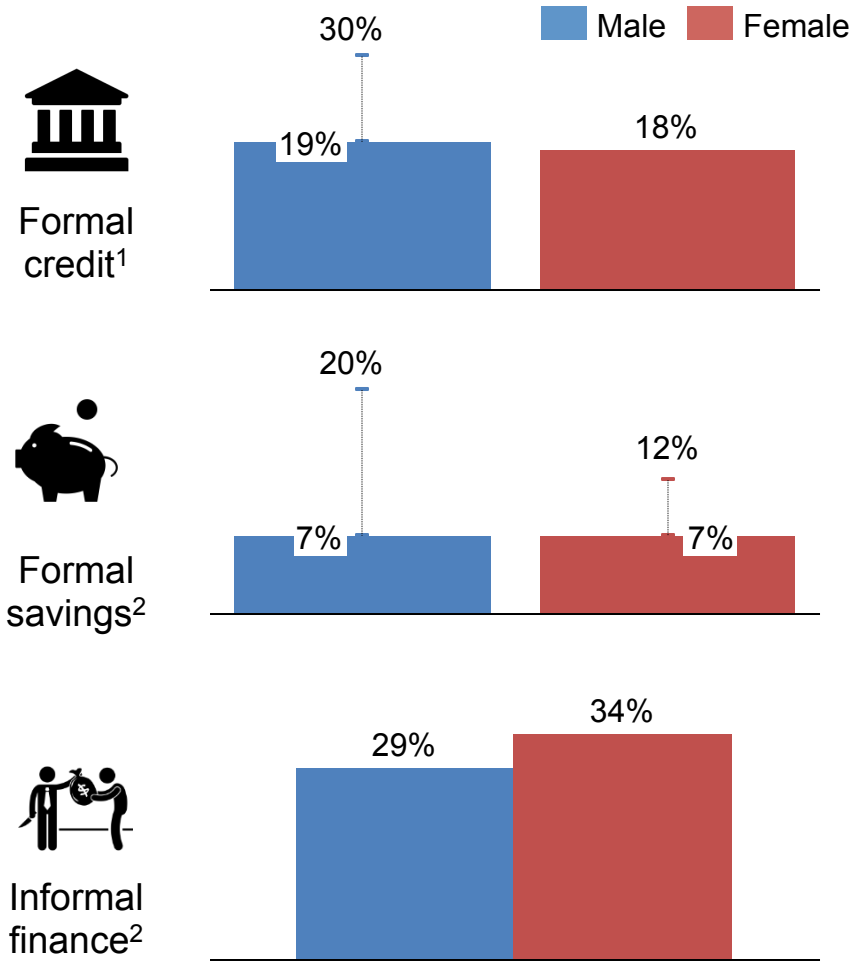
The gender gap in formal financial inclusion is as high as 12%; women are more likely to use informal finance

Formal account ownership by gender (% of adults)[1,2]

Approximate range estimated through use of Finscope & Findex



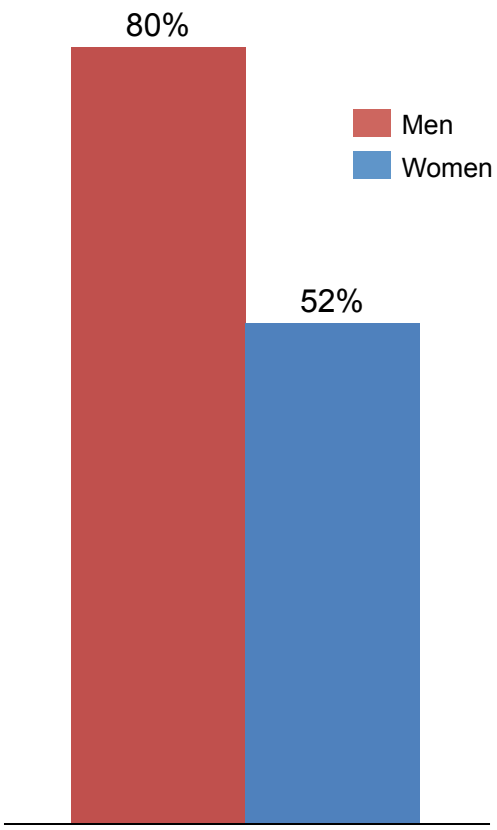
Type of financial product used (% of adults)



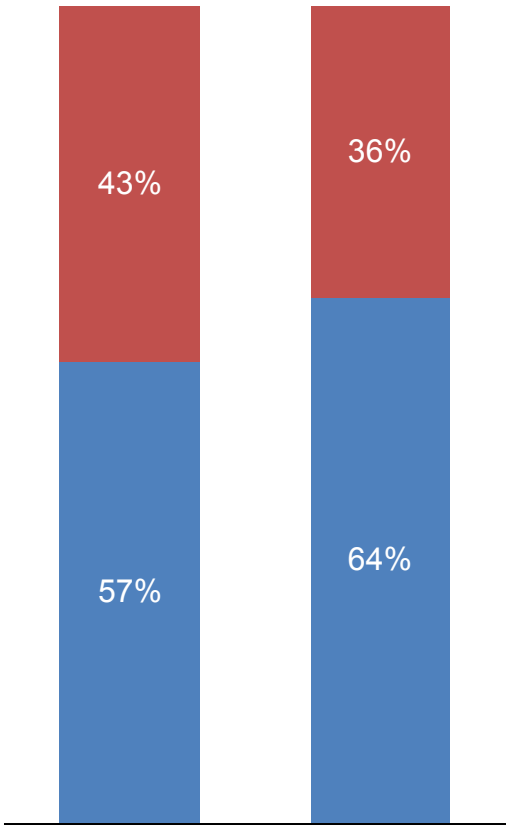
Source: (1) UNCDF and Finmark Trust, (2015) (2) Findex (2014) Note: Two sources have been used to estimate an approximate range of access

The country context suggests that women and girls could be a growing market for FSPs

Labor force participation by gender (2015)[1]



Graduate and post-graduate profile by gender (2014)[2]



Life expectancy by gender (2014)[2]

[1] ILO, 2015 [2] Myanmar Census, 2014 [3] ADB, 2015

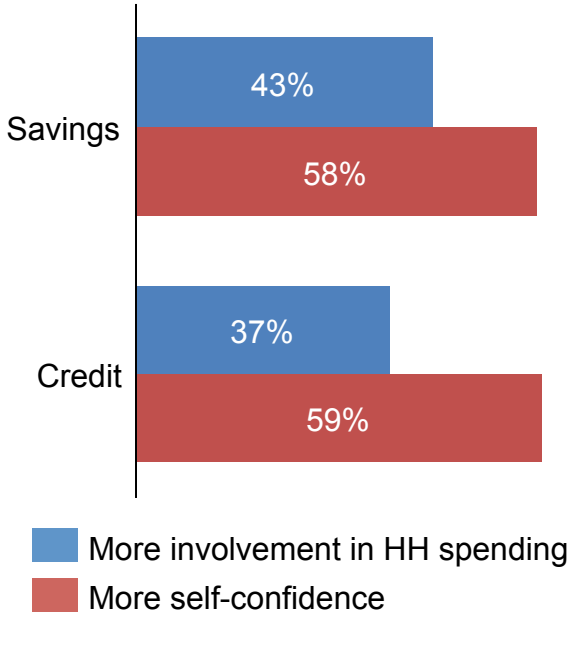
Current financial usage among surveyed women does not appear to be an effective path to economic empowerment

Impact of Financial Inclusion on 3 components of women's economic empowerment: Agency, Resources, Economic Opportunity*

Agency

How has use of financial products affected household spending? Affected self-confidence?[1]

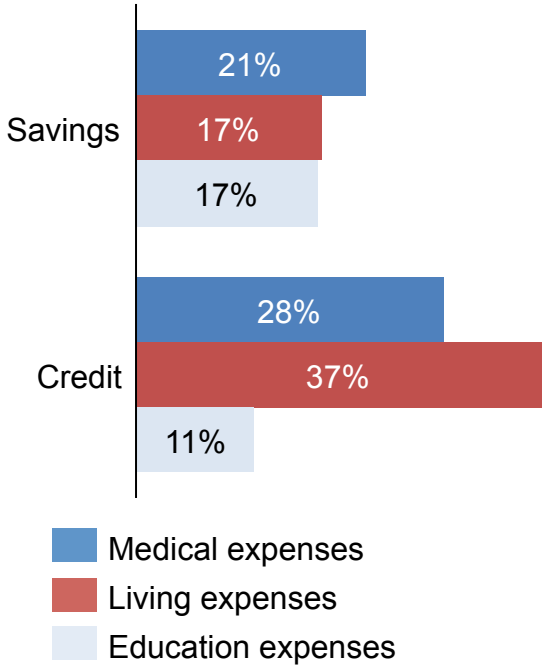
%, N=115 (savings), 185 (credit) 2017



Resources

What do you save or borrow for?[1]

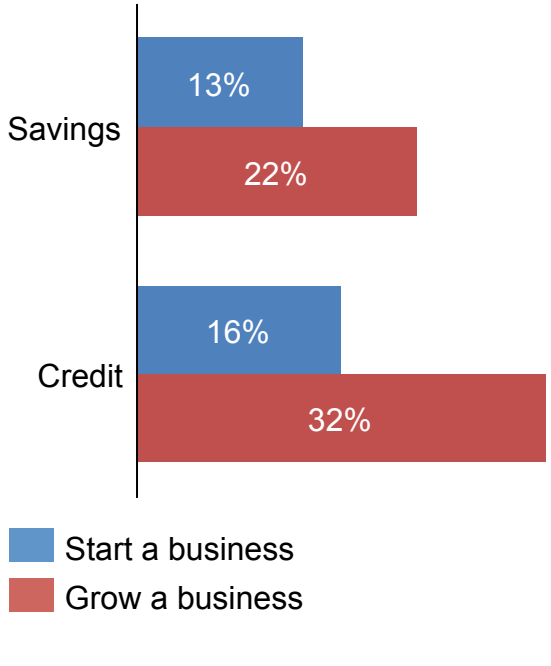
%, N=115 (savings), 185 (credit), 2017



Economic opportunities

What have you been able to do as a result of savings/credit?[1]

%, N=115 (savings), 185 (credit), 2017



* Women's economic empowerment as defined in the PoWER analytical framework Source: [1] UNCDF/Dalberg Country Assessment Survey Data 2017, n=400

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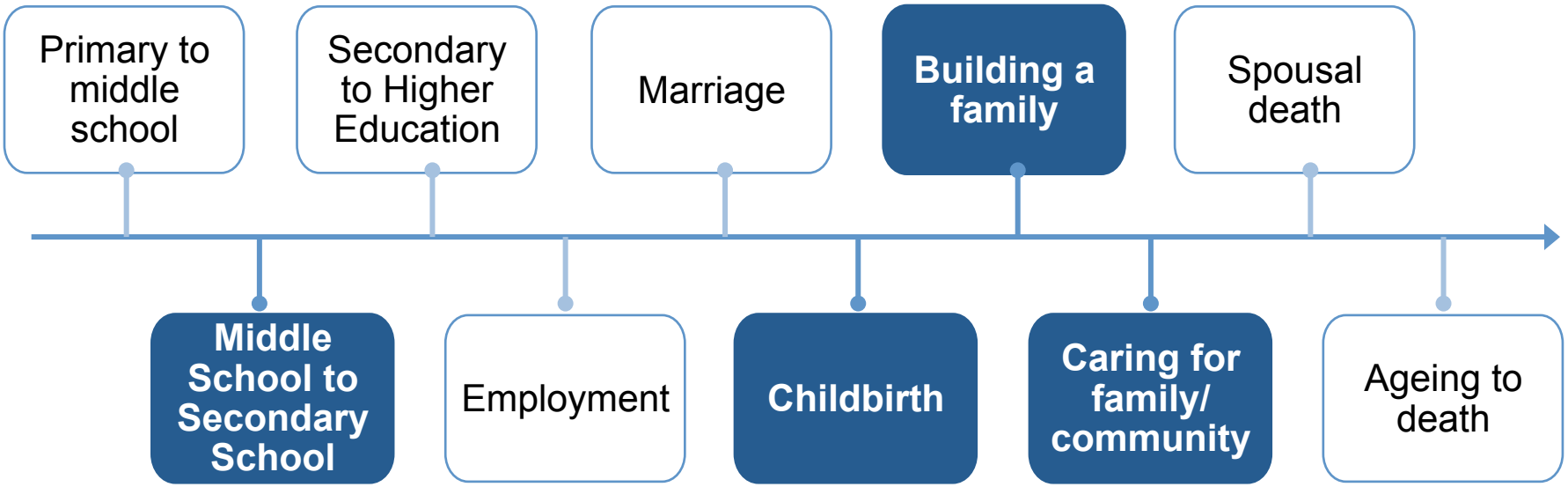
Women face financial challenges at school, childbirth and building and caring for their family

Typical lifecycle stages and financial challenges for women



Women's economic roles also expose them to distinct financial needs and challenges

In-school girls

Out-of-school girls

Employees

MSME entrepreneurs

Farmers

Each segment can be characterized by persona highlights of their financial hardships[1]

In-school girls	Out of school girls	Formal sector employees	MSME entrepreneurs	Rural farmers
				
"My family could not afford to educate both me and my brother. My brother found work and left school"	*"My family asked me to drop out of school so that my younger sibling could get an education"*	*"I take care of my parents . I will get married only once I am confident they can take care of themselves"*	*"I don't know if I will be able to repay the loan. I don't know what will happen to my property"*	*"Moneylenders do not treat us well. It is very difficult to repay them, and they send you to jail if you do not repay"*

These women segments need to meet recurring expenses & cope with financial shocks with limited formal means

	In-School Girls	Out-of-School Girls	Garment factory employees	MSME entrepreneurs	Rural farmers
Usage of financial products/ coping mechanisms	• Saving money gifted by relatives in a piggy bank • Investing savings in livestock e.g. pigs	• Saving money gifted by relatives in a piggy bank • Taking up informal jobs in times of crisis, such as family medical illnesses	• Moneylenders/pawn shops for monthly expenditure • Compulsory welfare salary deductions • ATM for salaries and digitised remittances	• MFI credit • Moneylenders • Pawn shops • Borrowing from family and friends	• Formal agricultural credit • Moneylenders • Pawn shops
Key Financial Needs	• Educational costs (books, uniform etc.) • Family medical expenses • Financial shocks such as medical emergencies	• School fees of younger siblings • Family medical expenses • Financial shocks such as medical emergencies	• Insurance products • Literacy on financial tools available • Financial shocks such as medical emergencies	• Expenses for children's education • Funds for business expansion and working capital • Financial shocks such as medical emergencies	• Crop input costs • Living expenses • Financial shocks such as medical emergencies and crop failures
Unmet needs/ product gaps	• Low interest education loans • Commitment savings products to meet education expenses • Insurance products for parents –that help mitigate risk of drop out	• Training, guidance and capital for starting small businesses • Short vocational skills training for skilled, technical employment	• Access to low cost credit and attractive savings products • Access to formal financial institutions outside of traditional working hours • Digitization of wages beyond ATM cards e.g. wallet/account	• Literacy on financial tools available • Access to higher value MFI loans • Access to formal fixed asset and working capital loans • Business skills training	• Flexible agricultural loans • Access to agricultural information (input and crop prices) • Adapted agricultural risk mechanisms through insurance

Source: UNCDF Dalberg Focus Group Discussions, 2017

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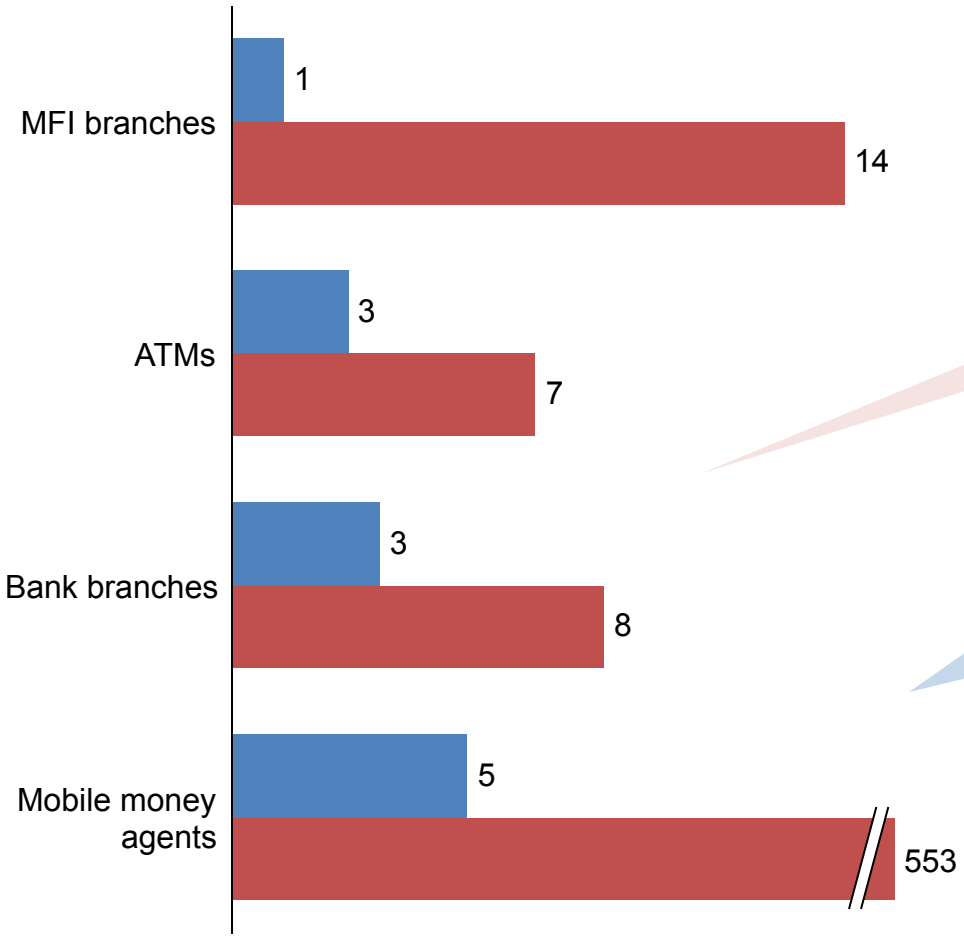
Formal financial access points are <40% of Bangladesh; low mobility further constrains access for women

Financial touch points per 100,000 adults[1]



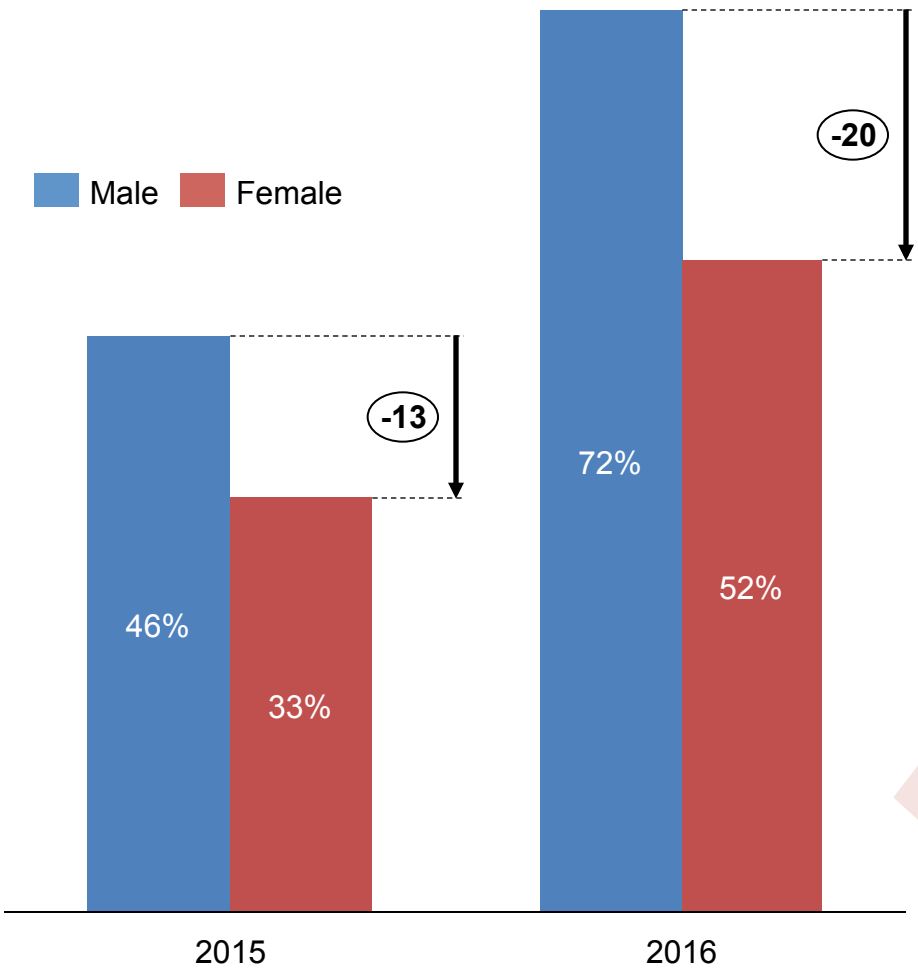
Only **28%** of the population has a bank branch **less than 30 minutes away**[3]

Agent banking: We estimate that there are only **10 agents per 100,000**. Peer countries generally have **~50**[2]

Source: (1) IMF Financial access surveys, 2016 (2) UNCDF/ Dalber PoWER KIIs, 2017 [3] UNCDF and Finmark trust – 2013

Mobile money could address these constraints, but the gender gap in phone ownership has increased

Individual mobile ownership by gender[1] (n=7,500)



Of those who own phones, 78% own smartphones, both men and women [1]

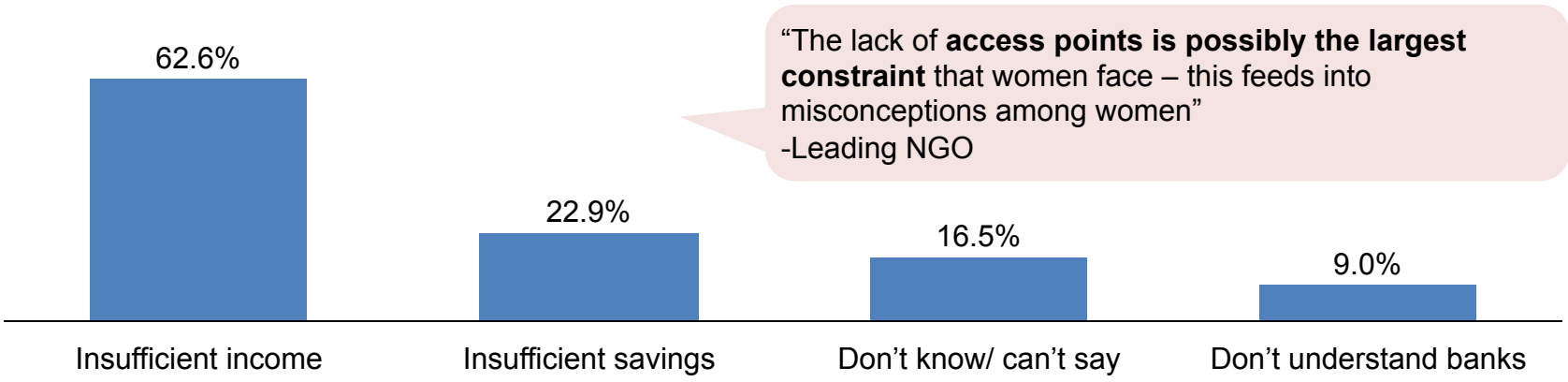
Wave Money estimates that their mobile money agent network will grow by 180% to 20,000 in the next 2 years.

"Girls aren't given a mobile phone as easily as boys. My brothers have one, but I don't. My parents are worried that strange men will try and contact me" - FGD Participant – Out of School Girl

Source: (1) Lirne Asia – 2015,2016 (2) UNCDF/Dalberg Country Assessment Survey Data 2017, n=400

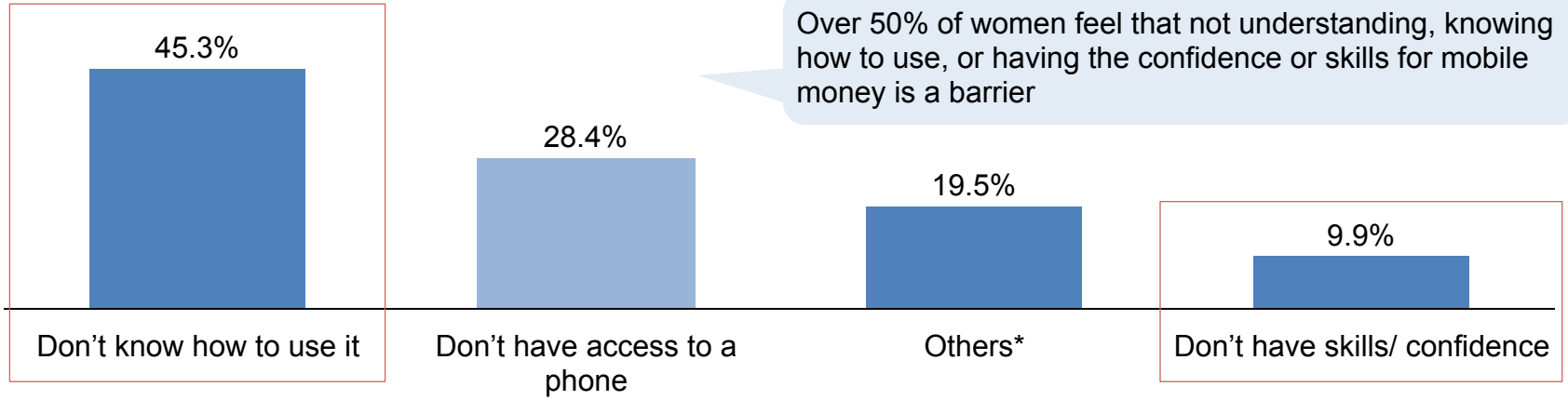
Limited access points compounds low awareness, misperceptions and perceived need on requirements

Top barriers to access: bank account[1] (n=2,889)



"The lack of **access points is possibly the largest constraint** that women face – this feeds into misconceptions among women"
-Leading NGO

Top barriers to access: mobile money[2] (n=400)



Over 50% of women feel that not understanding, knowing how to use, or having the confidence or skills for mobile money is a barrier

Source: (1) Finscope 2013, only women respondents (2) UNCDF/Dalberg Country Assessment Survey Data 2017, n=400 (NOTE: 'Others' for mobile money includes 7% who don't understand mobile money)

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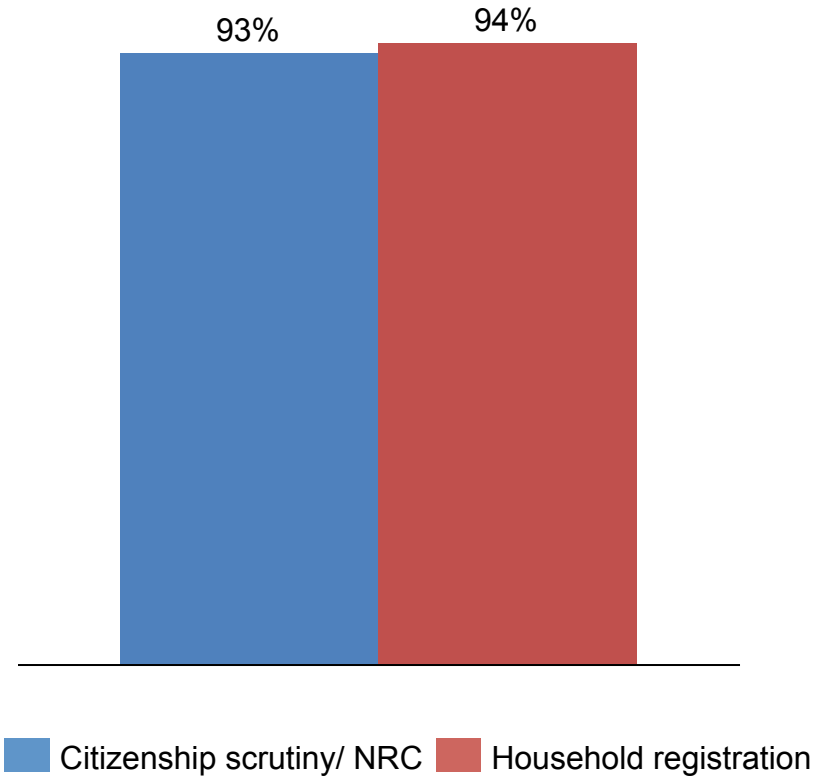
For the majority of women, account opening requirements do not present major constraints

Demand

% of surveyed women who own ID[2] (n=3,011)
(In non-conflict states)



While data suggests widespread availability of identification, there are indications that **some segments of women do have difficulties accessing it**.

- Those **living in remote regions** have to bear the travel costs of reaching an application office – male children are given preference in these cases.
- **Descendants of migrants** are also often denied identification, along with certain ethnic communities. Those living in **conflict regions** also cannot easily access identification.[1,2]
- **Recommendation letters** are also required by the ID issuing authority in the absence of suitable alternatives such as a birth certificate, which necessitates an **administration fee** to be paid to the recommending authority.[1]

Sources: (1) UNCDF Dalberg interview with KIIs, 2017 (4) UNCDF and Finmark Trust, 2013 (Note – survey excludes individuals in conflict states - % with NRC is likely overestimated) (2) DFAT - 2017

Banks require >200% collateral in land & buildings; women's property ownership is lower than men's

Enabling Environment

- **Married individuals must get permission from their spouse** (both husbands and wives) before receiving approval of the bank loan
- Insurance protecting banks from delinquent SME loans introduced which should allow banks to limit collateral to the loan amount
- There is no credit bureau – but the Central Bank reports being in advanced stages of launch

Supply

- In the absence of credit bureau data, banks maintain strict collateral requirements – it can be **upwards of 200% of the loan value for land and buildings, and 120% of the loan value for gold**[1]
- Credit guarantee insurance for SMEs has seen limited uptake by banks – reportedly due to (i) limited scope of entrepreneurs to deliver the required documents, and (ii) risk aversion on behalf of the insurer[1]
- MFI loans are restricted to women with a pre-existing business – a constraint to new entrepreneurs

Demand

- Until recently, the farmland registration process **included space for only one name – generally the head of the household**[2]
- However, **76% of household heads are male**[3], except primarily for single women's households. This gives a **natural advantage to men** to have **land titles under their name**.
- 84% of land registration certificates registered by Namati, a land rights organisation, were for men. **The 16% of women were disproportionately single, widows, or divorced**[2]
- A lack of collateral appears to disproportionately affect women than men at a gender gap of 4% points. More females (22%) than males (18%) could not provide security/ collateral and this was a reason for loan refusal[4]
- **78% of surveyed women** that claim ownership of assets in their name state they **do not have the relevant paperwork** – **68%** of whom give the reason that the paperwork is **in the name of their parents or husband**[5]
- Spousal permission requirements for loans are likely to constrain women more than men

"I had applied for a loan two years ago; the process was extremely long and difficult. They asked for an agreement from my husband, even though I was giving my land as collateral, and I was borrowing for my business"
-Leading woman entrepreneur

Source: Unless mentioned otherwise – Dalberg/ UNCDF KIIs, 2017 (1) Myanmar Times (2) Namati and Landesa, 2015 [3] Census, 2014 [4] UNCDF and Finmark Trust, 2013 [5] UNCDF/Dalberg Country Assessment Survey Data 2017, n=400

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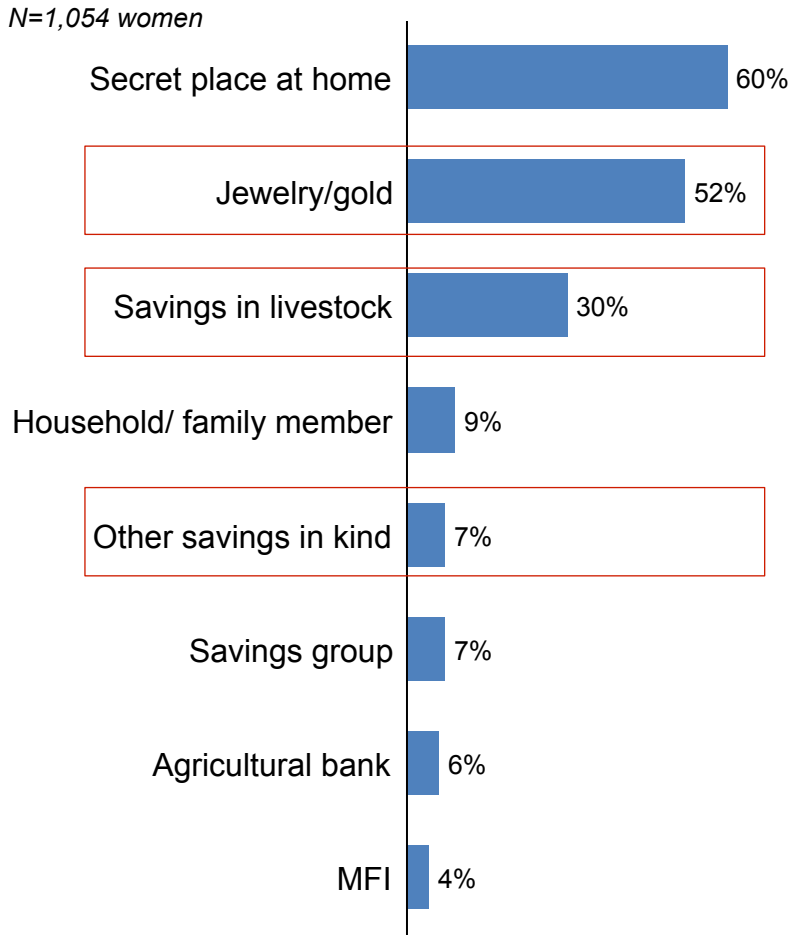
A lack of safe and liquid formal savings options leads women to rely on pawnable assets for savings

Past and current savings methods of women[1]



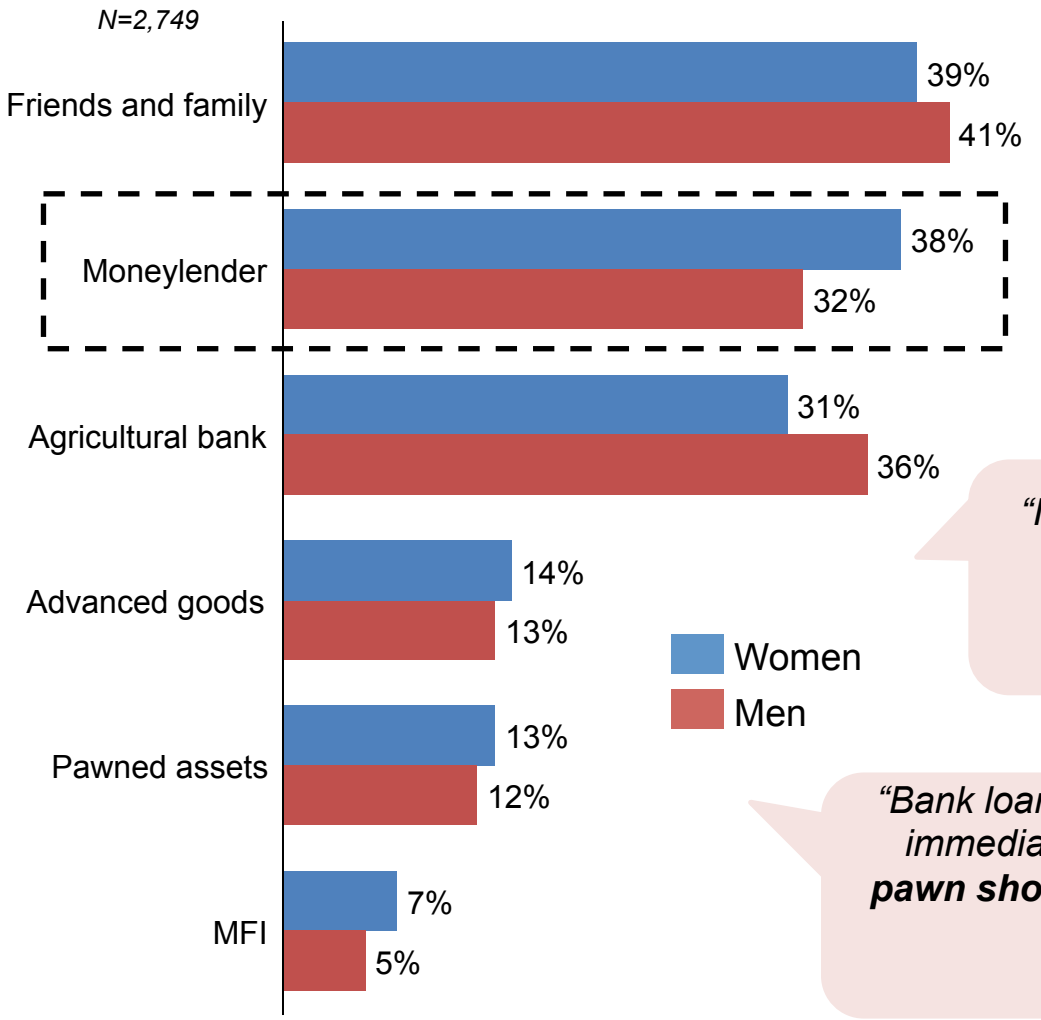
Women have **high liquidity** needs in their roles as household managers - living, education and medical expenses are the most commonly surveyed savings purposes[2]

Although MFI portfolios in Myanmar are female dominated (85%),[3] **women do are not able to save with many MFI,s** because the MFIs themselves cannot meet requirements (min 2 yrs profitability) to be able to offer savings or do not find it profitable to do so given the high interest rate they are required to offer on savings

Source: [1] UNCDF and FinMark Trust, Finscope, 2013; [2] UNCDF/Dalberg Country Assessment Survey, May 2017 [3] ADB, 2015

Most women borrow informally to meet household expenses; monthly interest >10% leads to debt traps

Past and current borrowing sources of women[1]



*"I earn 130,000 kyats per month, but after taking out rent and food expenses and repaying my loan from last month as well as my mother's medical expenses, I do not have enough remaining, so **every month, I borrow and pay back, borrow and pay back…**" - Garment worker*

*"I took out a loan from a private money lender for the same purpose as my MFI loan: for my business. **The MFI loan was not enough**." - MSME entrepreneur*

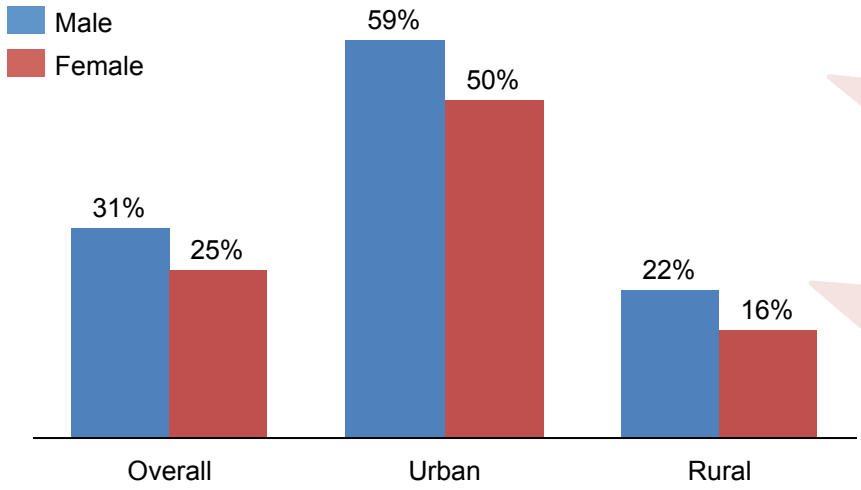
*"Bank loans are relatively low interest but pawn shops are immediate sources. **We would prefer bank loans but pawn shops are more convenient** when we have jewelry to pawn."*

- MSME entrepreneur

Source: [1] World Bank, Global Findex, 2014;

Lack of awareness inhibits usage yet insurance could significantly help address emergency financial needs

Awareness of insurance by gender and rural/urban[1]



Given **insurance penetration is only 2% nationwide**[1]

*"I know my home savings won't be enough in the event of a severe emergency but **that is what money lenders are for.** I have not heard of insurance."* - *Rural farmer*[2]

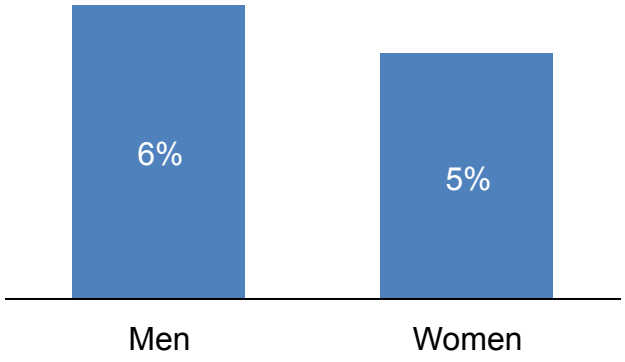
*"I understand the concept of insurance but I do not have any. **There are no funeral clubs in my area, but there is a strong village tradition of helping other families in times of need**."*
- Rural woman with snack selling business[2]

***"We deduct an additional amount from the loan, and in case a borrower dies, we write off the loan and pay the family 50,000 kyat (USD 35) for funeral expenses.** Our borrowers appreciate this greatly, as dying with debt is a great worry to many of them."*
- Microfinance provider[3]

[1] UNCDF and FinMark Trust, Finscope, 2013 [2] Unlike previous quotes, these are taken from case studies in MFO, 'Financial Diaries, 2016; [3] UNCDF/Dalberg FGD discussions, 2017

There is an opportunity to generate large volumes of transactions by bringing women on board mobile money

Current utilization of mobile money[1]



"I don't use money transfers. ***My parents come to the city to collect money. I am afraid the money will not reach them if I use a money transfer service."***

- Garment sector worker

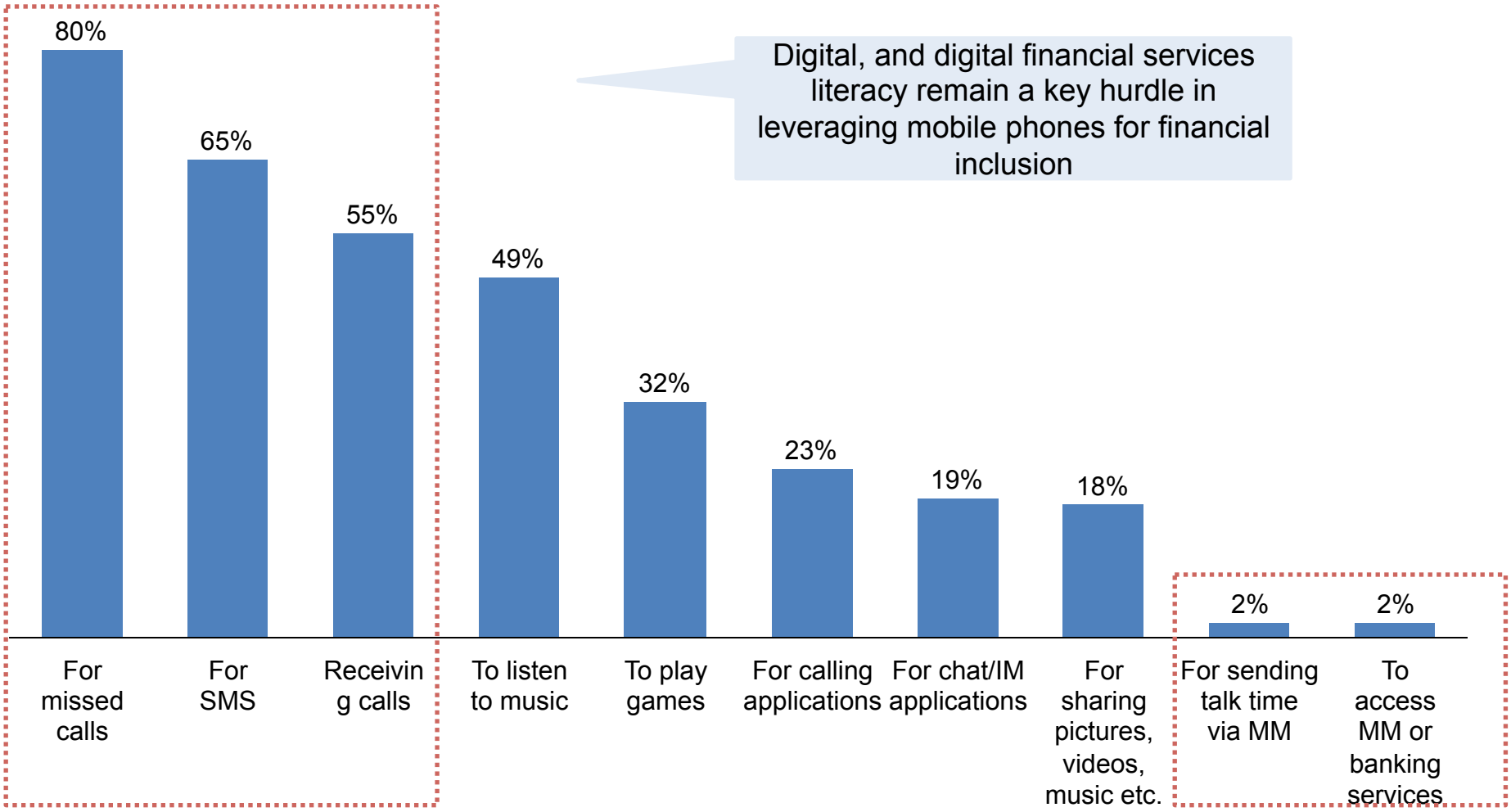
- 45% of surveyed women **lack awareness of mobile money**, whilst 28% cite **not accessing/owning a phone as a barrier to mobile money** usage[2]
- **Only 22% of surveyed women had received wages in the last year**;[2] women factory workers who do get salaries are typically **paid in cash**, and also **use cash for most of their transactions**, including remittances[3]
- Mobile based domestic remittance products stand out as an opportunity given current costs incurred by receiver to collect – including travel costs and time [3].

In addition to mobile money, there also exists a market opportunity for formal remittance products tailored to women's needs - Recent interviews in Myanmar have found **customers prefer informal remittance service providers** (RSPs) over products offered by banks and other formal providers, due to **convenience**, **easy access**, **trustworthy agents** and **good customer service**, especially for **low value remittances**[4]

[1] GSMA, Mobile phones in Myanmar, 2015 [2] UNCDF/Dalberg Country Assessment Survey, May 2017 [3] UNCDF Dalberg FGD discussion [4] UNCDF, 'Remittances as a driver of women's financial inclusion, 2017

However, women's primary uses of phones are for calls and SMS; smartphone literacy is key constraint

Most and least common uses of mobile phones (% of female phone owners)[1]



[1] GSMA, Mobile Phones, Internet and Gender in Myanmar, 2015; Note: not all uses have been cited in the chart. [2] Lirne Asia, 2016

Products are ill adapted because of a weak culture of using sex-disaggregated data to inform product design

Enabling environment	
Sex-disaggregated data collection requested by regulator	
	Account ownership
	Credit
	Savings
☑	Micro finance
	Mobile financial services
	Payments
	Microinsurance

Supply-side[2]

"We have all the data, but it is all in the branch offices in paper form. We don't have the capacity to digitize this at the moment."

- Retail bank

"There is a strong need for gender based research on our existing data. No one has looked at it yet, and I am certain that there is a lot of information that can be uncovered. Everyone is only concerned with opening more branches"

- Retail bank

"We do not ask those who open an account with us for their gender. We've estimated women users based on likes of our FB page"

- Mobile Financial Services Provider

[1] Financial Regulatory Department [2] Quotes taken from UNCDF Dalberg key informant interviews, May 2017

There is good practice emerging for facilitating women's access, ability to meet requirements, and usage

Agent expansion

Proximity design, a microfinance and innovative farming equipment company, has developed an agent network that incorporates village associations, private agents and private dealers and distributors to increase the accessibility of its products in rural areas.

Key learnings:

Understanding and building off of existing community networks is a high potential strategy to and to extend formal financial access points, especially in the case of hard-to-reach communities.

Hand-holding to meet requirements

BRAC tasks its field staff to approach women micro-entrepreneurs, and develop an understanding of their clientele. Field officers are trained specifically to develop a customer centric mindset, and BRAC maintains the responsibility of educating and walking potential borrowers through the investment and entrepreneurship requirements for receiving a loan

Key learnings:

Building a relationship with potential clients and investing in educating on the requirements for credit can help build a long term model of sustainability

Innovative delivery of digital/financial literacy

The UNDP has launched a smartphone application called the iWoman App, which provides women a mobile platform to share experiences, play educational games, post written and audio content, and access information on training and leadership opportunities. However, there have only been between 500-1000 downloads (from the app store) thus far, providing opportunities for targeted marketing.

Key learnings:

Leveraging digital channels via smartphones - which have a high penetration in Myanmar - is a strategy to rapidly spread awareness material to communities that are physically inaccessible.

LIFT (Livelihoods and Food Security Trust Fund – a multi donor trust fund working for the rural poor in Myanmar) has developed a brochure that uses an engaging, pictorial format to promote formal financial awareness amongst consumers. While not explicitly focused towards women, equal representation of men and women within its material works to adjust perceptions that formal financial services are for women too.

Key learnings:

Using non-traditional techniques such as pictorial illustrations is a strategy to simplify complicated and often overwhelming processes such as the formal financial system.

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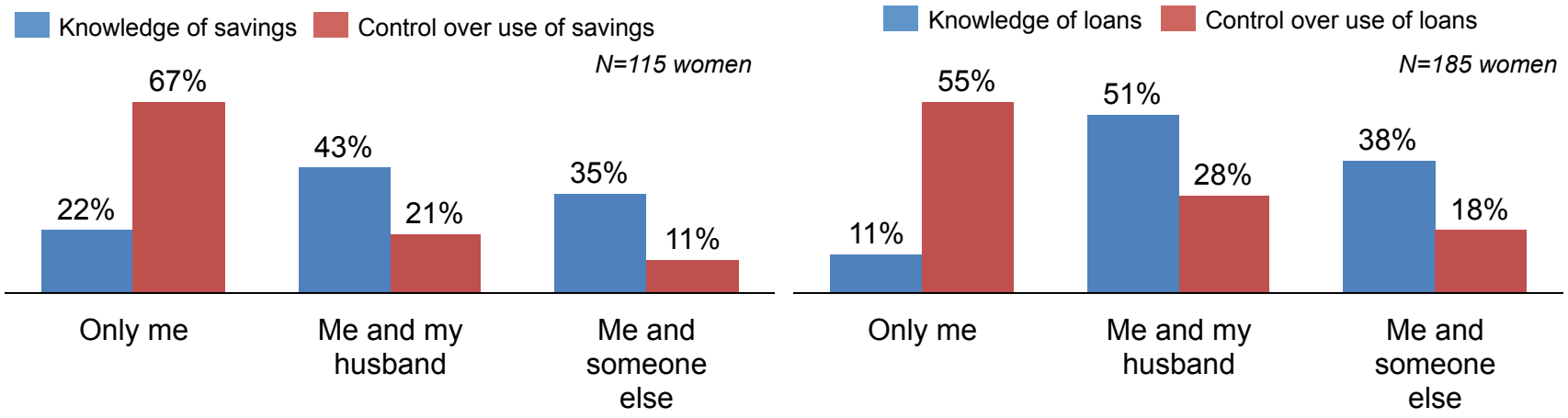
Beyond usage, not all women retain control of financial tools

Sharing of knowledge, and control over usage of savings and loans among surveyed women[1]



- **Additionally, ~65% of married women share knowledge** on savings and borrowing with their husbands **– reflecting social norms whereby husbands have tacit control over financial usage**.
- Additionally, **~35% of married women share control over use of savings and loans**, **with their husbands,** with independent control **likely to be for smaller, predictable expenses**.[1]
- This is reflected in focus group discussions with women farmers and married micro-entrepreneurs who showed reluctance in **borrowing money without first having discussed with their husbands**[2]
- FGD participants also describe a degree of independence in **spending up-to a certain amount.** Irregular, large household expenses are joint decisions with smaller, household expenses the responsibility of the wife[2]

Source: [1] UNCDF Dalberg Country Assessment Survey, May 2017 [2] UNCDF Dalberg FGD insights

Constraint scorecards and further constraints analysis

Across spheres, constraints can be prioritized based on country-level detail to produce scorecards

In the slides that follow, scorecards are constructed following country-level analysis of categories of constraints across enabling environment, supply and demand, listed below. Constraints are prioritized for severity based on a qualitative assessment of insights from the Dalberg/UNCDF Country Assessment Toolkit.

Weak gov't commit-ment	There are no Government financial inclusion targets, or no **financial inclusion strategy**
	There is no **gender strategy** or the gender strategy does not mention financial inclusion
	Female representation in the central bank or policy-making bodies is weak
Weak financial regs	The central bank does not incentivize nor publish the collection of **sex disaggregated data**
	Consumer protection regulations are underdeveloped
	Product/ delivery regulation constrains private sector innovation e.g. agent banking, mobile financial services, collateral requirements
	KYC regulations place a heavy burden on opening and managing an account for women and girls
	Financial infrastructure such as payment systems, credit bureaus and collateral registries do not exist or function effectively
Discrim-inatory laws	**Laws hinder (married) women's ability** to: travel outside the home, obtain a national ID card, sign a contract open a bank account or control marital property
Limited sex-disaggreg ated data available	FSPs **are not aware or do not see the value** in collecting or analysing sex-and age-disaggregated data
	Even when they are aware, they may not have the **capacity or resources** to effectively collect and analyse
Products ill adapted to women's needs and realities	FSPs lack awareness of the 'women's market' which can feed into **biased/ prejudiced attitudes** of FSP staff
	FSPs may not know how to develop **adapted products**
	Products not delivered in tandem with **non-financial services**
Inappro-priate delivery mechan-isms	**Marketing** is not targeted to women and girls
	Physical **financial service access points** and agent network are limited/ inappropriate and do not cater to time and mobility constraints
Ill-adapted require-ments to open and manage accounts	**Credit scoring processes** are not adapted to women and girls' limited credit histories
	KYC regimes are not adapted to women and girls' identification documents
	Independent management of accounts may be limited by age or requirement for husband approval
Limited member-ship of VSLAs	There is a lack of coordinated effort to scale **VSLA and SHG networks** effectively
Limited financial capa-bilities, awarenes s and confi-dence	**Financial and digital literacy** are limited
	Business management skills (including pitching skills) are limited
	Access to market information and **vertical social networks** are limited
	Lack of confidence/risk aversion can inhibit use of financial products
Limited documen-tation, owner-ship and control over assets and income	Paid work is often **poorly paid and precarious**
	Household work is **unpaid**
	Land ownership, and control/usage of land is limited even in societies that have matrilineal systems
	Mobile phone ownership in own name is limited
	ID ownership to meet account opening requirements is limited
Limited time and mobility	**Mobility** is restricted to the home or to a limited geography
	Family responsibilities and lack of affordable childcare solutions contribute to **time poverty**

Prioritizing constraints: Enabling environment constraints scorecard (1/2)

	Constraint	Detail on constraints in Myanmar	Constraint severity
Weak gov't commit-ment	There are no Government financial inclusion targets, or no **financial inclusion strategy**	Myanmar is not a signatory to AFI's Maya Declaration, but has identified a roadmap for financial inclusion till 2020 with the goals of increasing financial inclusion to 40% by 2020, from 30% in 2014[1], by strengthening the financial sector in its capacity to support financial inclusion, and prioritizing agricultural, MSME and low income household segments, along with recognizing a need for policy level focus on intra-household financial inclusion for women.	
	There is no **gender strategy** or the gender strategy does not mention financial inclusion	The National Strategic Plan for the Advancement of Women (NSPAW) identifies twelve priority areas to improve the situation of women and girls in the country, and is aligned to the CEDAW (Convention on the Elimination of All forms of Discrimination against Women), an international treaty. Priority areas include women and the economy, decision making, institutional mechanisms, and education. However, there is a limited coverage of women's financial inclusion in the strategy.[2]	
	Female representation in the central bank or policy-making bodies is weak	While there is limited data available in WEFs Global Gender Gap Index ranking, only 10% of the legislators elected in the 2015 elections were women[3]. Additionally, women hold only 1.5% of the most senior civil service positions such as director-general or managing director.[3]	
Weak financial regs	The central bank does not incentivize nor publish the collection of **sex disaggregated data**	The Central Bank, which regulates banks, does not collect nor publish sex disaggregated data, but the FRD, which regulates MFIs in Myanmar, does collect sex disaggregated data from MFIs. However, there is limited indication that this data is published.[4]	
	Consumer protection regulations are underdeveloped	Comprehensive consumer protection regulations for financial services (with the exception of Mobile financial services) do not appear to exist, beyond controls on interest rates payable to consumers. Furthermore, there is limited evidence of strong complaint redressal mechanisms on banks – there is no evidence of the equivalent of a banking ombudsman scheme similar to that followed in India.[5]	
	Product/ delivery regulation constrains private sector innovation e.g. agent banking, mobile financial services, collateral requirements	MFS regulation mandates interoperable services with other MFS providers at the agent, customer, or mobile platform level. Additionally, practicing agent exclusivity is prohibited by MFS regulations. In terms of collateral, per the Financial Institutions Law, collateral can include not just land and buildings, but agricultural products/commodities, as well as gold and cash deposits. Whilst it is a positive that some movable collateral just as gold (which is a common saving form for women) is allowed, one key issue is the conservative 50% maximum loan-to-value ratio that is imposed.[6]	

Source: [1] Making Access Possible, 2014 [2] NSPAW, 2013 [3] Inter parliamentary union, 2017 [4] UNCDF/Dalberg KIIs, May 2017 [5] Financial Institution Law, 2016 [6] CGAP, 'Microfinance in Myanmar Sector Assessment', 2013

Prioritizing constraints: Enabling environment constraints scorecard (2/2)

	Constraints	Detail on constraints in Myanmar	Constraint severity
Weak financial regs	**KYC regulations** place a heavy burden on opening and managing an account for women and girls	Bank accounts can be opened with one ID card, the National Registration Card, and a tiered KYC process is available for mobile money accounts, based on quantum of usage.[1]	
	Financial infrastructure such as payment systems, credit bureaus and collateral registries do not exist or function effectively	A collateral registry does not currently exist in Myanmar. The Central Bank is in the process of launching a Credit Bureau, and expects to do so officially by the end of 2017[2]. Four foreign payment firms (Visa, MasterCard, JCB and Union Pay) were given permission to operate domestically in early 2017[3].	
Discrim-inatory laws	**Laws hinder (married) women's ability** to: travel outside the home, obtain a national ID card, sign a contract open a bank account or control marital property	There is no evidence of laws directly discriminating against women in financial services, however, spousal consent required for obtaining bank loans is likely to affect women more than men given lower levels of agency among women than men. Space for only one name on land ownership documents lead to men, as the head of the household often being designated as landowners.[4]	

Source: [1] Central Bank, 2015-2016 [2] UNCDF Dalberg KII's, May 2017, [3] Myanmar Times, 2017 [4] UNCDF Dalberg KIIs [5] Landessa and Namati, 2015

Prioritizing constraints: Supply-side constraints scorecard (1/2)

	Constraints	Detail on constraints in Myanmar	Constraint severity
Limited sex-disaggregated data available	Financial Service Providers **are not aware or do not see the value** in collecting or analysing sex-and age-disaggregated data	FSPs do not actively collect nor analyse sex-disaggregated data. There is limited evidence of perceived value in collecting and analysing sex disaggregated data.[1]	
	Even when they are aware, they may not have the **capacity or resources** to effectively collect and analyse	The capacity and resources to effectively collect and analyse sex-disaggregated data is minimal, given that most of the data is in paper form, and there is limited human resource availability to digitize data. Furthermore, there is limited capacity to effectively analyse digital data.[1]	
Products ill adapted to women's needs and realities	FSPs lack awareness of the 'women's market' which can feed into **biased/prejudiced attitudes** of FSP staff	Traditionally excluded women have a perception that banks are not for them, and feel intimidated at the prospect of visiting banks. Evidence from FGDs suggests that this is due to the attitude of bank staff, who can be rude, inconsiderate, and unhelpful.[2]	
	FSPs may not know how to develop **adapted products**	FSPs do not have either the financial or human resources, and lack an incentive to invest in designing tailored products.[1]	
	Products not delivered in tandem with **non-financial services**	Bundling of products with non-FS for women and girls is not widespread[1]. This is a particularly an issue with digital products where weak digital literacy in a further barrier to access/usage.	
Inappropriate delivery mecha-nisms	**Marketing** is not targeted to women and girls	There is no evidence of financial service providers targeting women and girls specifically with their marketing activities, asides from MFIs, who at a limited level, task agents with approaching women specifically.	
	Physical **financial service access points** and agent network are limited/inappropriate and do not cater to time and mobility constraints	Access points across delivery channels are extremely limited in Myanmar. Myanmar has less than half the number of bank branches as Bangladesh, and 10 times as few microfinance branches. Agent banking and mobile money agents are nascent, with less than 10 times fewer banking agents and 500 times fewer mobile agents per 100,000 people than Bangladesh.[3]	

Source: [1] UNCDF/Dalberg KIIs, May 2017 [2] UNCDF/Dalberg FGDs, May 2017 [3] IMF Financial Access surveys

Prioritizing constraints: Supply-side constraints scorecard (2/2)

	Constraints	Detail on constraints in Myanmar	Constraint Severity
Ill-adapted requirements to open and manage accounts	**Credit scoring processes** are not adapted to women and girls' limited credit histories	There is no coordinated credit scoring process among FSPs, compounded by the lack of a credit bureau. Alternative credit scoring models are rarely used, leading banks to have conservative collateral requirements that are over 200% of the loan value.[1]	
	KYC regimes are not adapted to women and girls' identification documents	KYC norms are not perceived as constrictive given the minimal ID requirements.[1]	
	Independent management of accounts may be limited by age or requirement for husband approval	Independent management of accounts is restricted to ages above 18. Spousal approval required for loans involving collateral, regardless of collateral ownership.[2]	
Limited member-ship of VSLAs	There is a lack of coordinated effort to scale **VSLA and SHG networks** effectively	Evidence from KIIs suggests minimal interventions at this stage[1]	

Source: [1] UNCDF Dalberg KIIs, May 2017 [2] Central Bank, 2015

Prioritizing constraints: Demand-side constraints scorecard (1/2)

	Constraints	Detail on constraints in Myanmar	Constraint severity
Limited financial capab-ilities, awareness and confidence	**Financial and digital literacy** are limited	Financial literacy of women is low, specifically when required to submit financial statements for MFI loans.[1] Digital literacy is a challenge for women with many women unaware on processes required for downloading and using new applications on smart phones.[2]	
	Business management skills (including pitching skills) are limited	Business skills are limited, with businesses opened often being replicas of each other (grocery stores)[1]	
	Access to market information and **vertical social networks** are limited	Evidence of limited mobility for women, especially in rural areas. Women rarely have opportunities or platforms to express and collectively discuss and their financial hardships and ways to solve them.[1,2]	
	Lack of confidence/risk aversion can inhibit use of financial products	Low confidence to deal with staff of formal institutions and government workers exists, primarily due fears of being ill-treated by staff. [2]	
Limited document-tation, ownership and control over assets and income	Paid work is often **poorly paid and precarious**	The minimum wage in Myanmar is only 3,600 kyats (USD 2.64) per day.[3] Additionally, evidence from FGDs suggest that labour employed at informal organisations is often lower than the minimum wage.[2]	
	Household work is **unpaid**	Women and girls tend to purchase groceries, cook meals, and maintain the household, and take care of elderly and infirm family members, with little opportunity for income earning potential.[2]	
	Land ownership, and control/usage of land is limited in society	Until recently, land use certificates for agricultural land did not allow for more than one name, which gave men, as the household head, a natural advantage in land ownership. According to a land rights organisation, only 16% of land registrations were done by women, a majority of whom were single, widowed or divorced.[4] Evidence from KIIs and FGDs suggests that government officials at land registration offices often refuse to sign off on land certificates held by women.[1,2]	
	Mobile phone ownership in own name is limited	There is a gender gap of 20% points in mobile phone ownership. Shared mobile ownership is common, and women are nearly twice as likely as men to have used a common phone or that of another household member.[5]	
	ID ownership to meet account opening requirements is limited	Per Finscope, 93% of respondents own an NRC, which is the Identification required to open an account at a financial institution.[6] However, evidence from UNCDF/Dalberg KIIs and FGDs suggests that some segments of women have disproportionate difficulties in obtaining an NRC – specifically those in border regions, or of certain ethnicities.[1,2]	

Source: [1] UNCDF/Dalberg KIIs, May 2017 [2] UNCDF Dalberg FGDs, May 2017 [3] Minimum Wage Law, 2015 [4] Landessa and Namati, 2015 [5] Lirne Asia, 2016 [6] UNCDF and Finmark Trust, 2013

Prioritizing constraints: Demand-side constraints scorecard (2/2)

	Constraints	Detail on constraints in Myanmar	Constraint severity
Limited time and mobility	**Mobility** is restricted to the home or to a limited geography	Especially in rural areas, women's mobility is often restricted. CSOs involved in training describe poor women participation when conducting training outside the village. MFIs report poor women attendance at branch opening ceremonies - even when invites are sent to women, their husbands participate.[1]FGD respondents report being frequently uncomfortable travelling long distances unaccompanied due to cost and safety concerns.[2]	
	Family responsibilities and lack of affordable childcare solutions contribute to **time poverty**	Women are tasked with managing the household. Families where men contribute to household tasks are looked down upon by neighbours, with the men being considered incapable of finding work, and the woman being considered incapable of handling the household. [1,2]	

Source: [1] UNCDF Dalberg KIIs, May 2017 [2] UNCDF Dalberg FGDs, May 2017