

Last mile access to financial services

FfD Forum Side Event
Financial Inclusion to Financial Stability
25 April 2018



UNCDF

- First and foremost, LDCs
- Inclusive Finance
 - Women and Youth
 - Forcibly Displaced
 - Digital innovations
- Local Development Finance
- Blended Finance



MicroLead Programme Lessons Learned

- Challenges to reach the Last Mile with Savings Products
 - ✓ Access: Cost, Business case
 - ✓ Usage: Dormant accounts
 - ✓ Quality: Transparency, Financial literacy, Digital literacy
 - ✓ Data: Availability and Use
- Breakthroughs
 - ✓ ADCs—agent networks→ female agents
 - ✓ DFS—mobile money, digital wallets
 - ✓ Savings groups—reach numbers, reach women, WEE
 - ✓ Human-centered Design and Behavioral Economics
 - ✓ App and SMS-based fin-lit/dig-lit



Our Work in Tanzania:

Testing Digital and Financial Literacy in Nyarugusu Refugee Camp

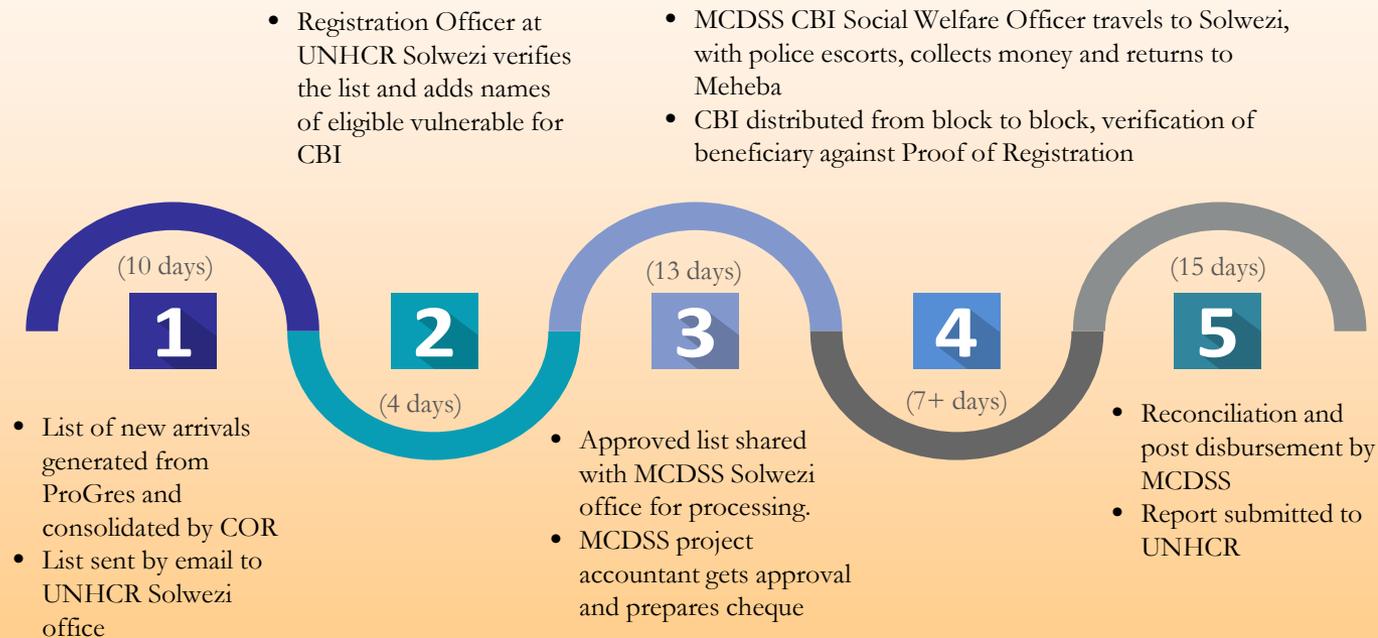
**Currently in pilot phase at Nyarugusu Camp, to be scaled to 2 more camps and host community in May/June 2018*

| Tablet-Based Digital and Financial Literacy | Interactive SMS | Face-to-Face Supplementary Financial Education for SGs |
|---|---|---|
| <p>1. All About Mobile Money: Interacting with an agent safely and securely</p> <p>2. Mobile Money Simulator: Practicing sending money, buying airtime, keeping a password safe, and cashing out</p> <p>3.-5. Saving, Budgeting, and the Gamified Content (under development)</p> | <ol style="list-style-type: none">1. Saving2. Form or join a savings group (how to)3. How to grow your shares4. How to use M-Pesa5. How to use M-Pawa6. Tell your friends! | <p>Currently piloting face-to-face savings group supplementary modules on saving, mobile services, and consumer protection</p> <p>Objective: to fill gaps in current manual for training savings groups</p> |



Our Work in Zambia:

Cash-based Intervention Disbursal: Existing Process



Total time from identification to reconciliation takes over 51 days

After digitization, total time from identification to reconciliation will decrease to 29 days





THANK YOU

Pamela Eser

pamela.eser@uncdf.org