

Ad Hoc Expert Meeting on Financial Consumer Protection

Palais des Nations, Geneva

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Fair Digital Finance

Presentation

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FAIR DIGITAL FINANCE

PREPARED FOR UNCTAD

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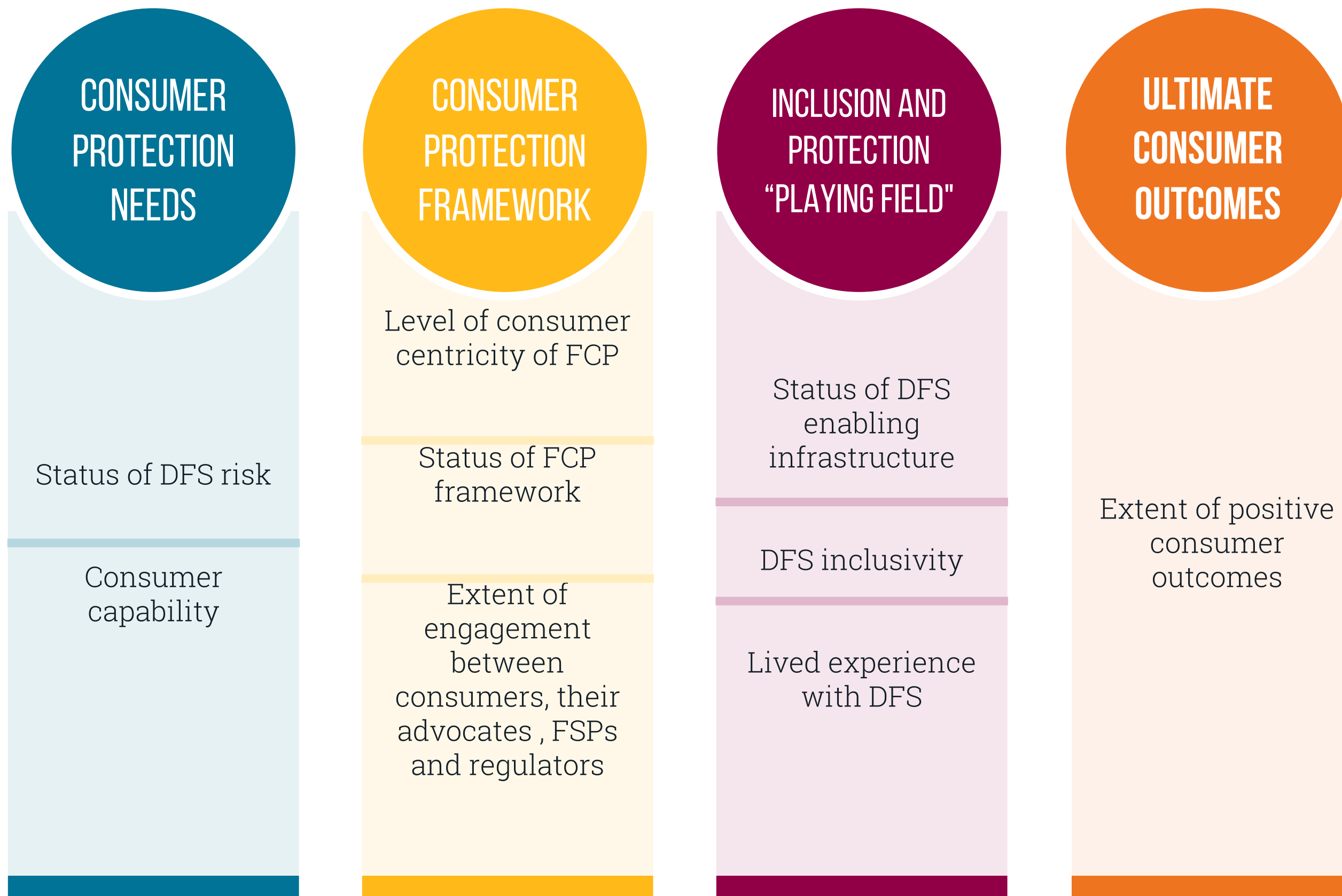


**CONSUMERS
INTERNATIONAL**

FAIR DIGITAL FINANCE ACCELERATOR

- Launched 2022
- **Community of Practice:** 65 consumer associations in Low- and Middle-Income Countries (LMIC) in Africa, Asia, Europe, Latin America and the Middle East.
- **Platform for capacity building:** Training modules for over 500 consumer advocates, hotline, grants, case studies
- **Collaborative impact:**
 - 48 initiatives across the network e.g., 10,000+ youth trained through in-country sessions in Nigeria, India, Uganda, Zimbabwe and Fiji.
 - 20+ consumer organisations have been invited, for the first time, to connect with policymakers to engage in digital finance policy
 - Acknowledgements by regulators e.g., in Bangladesh, Ivory Coast, India, Uganda, Rwanda, and Brazil,
 - Commitments to change on safer consumer business practices
- **Consumer oriented insight:** “The Consumer Experience of Digital Finance” launched during the World Economic Forum’s Annual Meeting 2023.

WHAT DRIVES FAIR DIGITAL FINANCE?



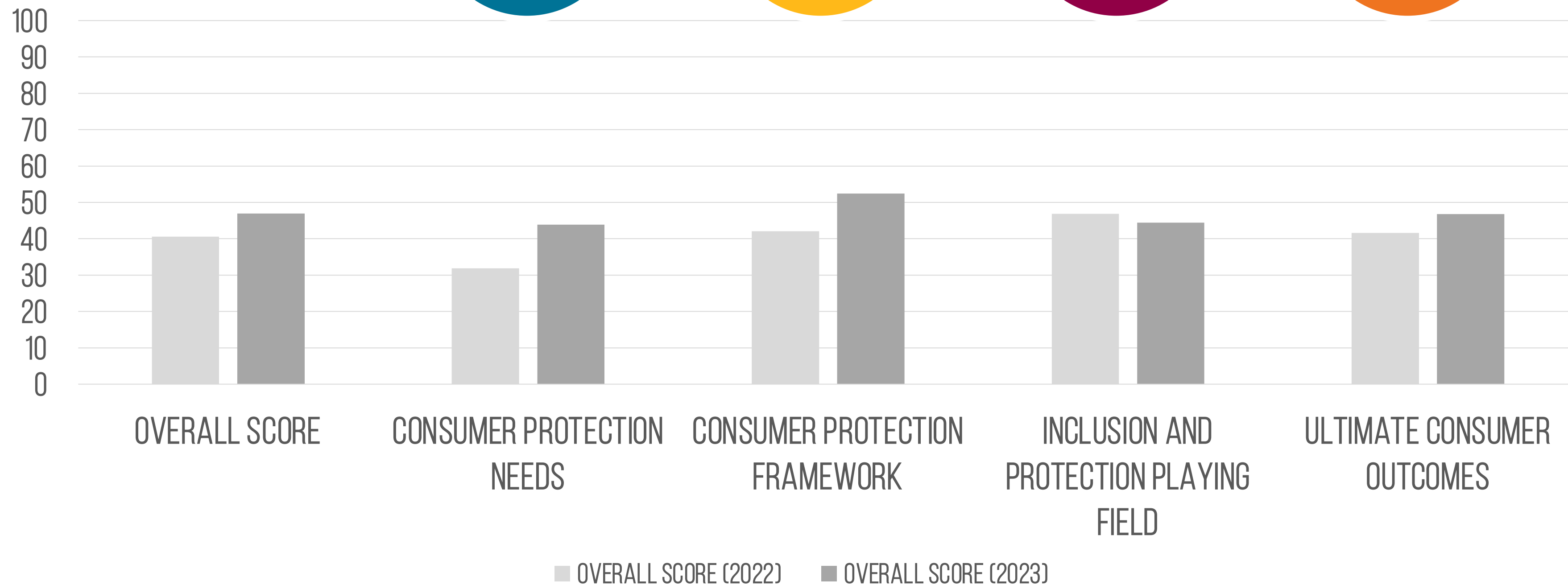
STATE OF FAIR DIGITAL FINANCE

CONSUMER
PROTECTION
NEEDS

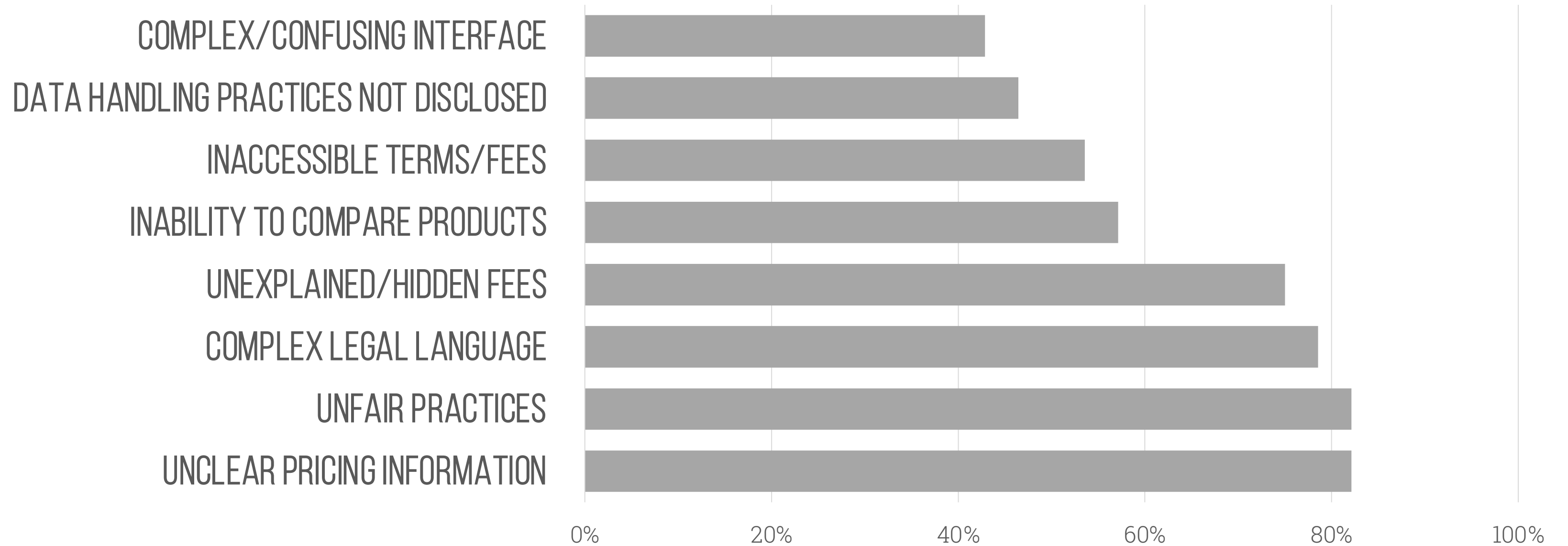
CONSUMER
PROTECTION
FRAMEWORK

INCLUSION AND
PROTECTION
"PLAYING FIELD"

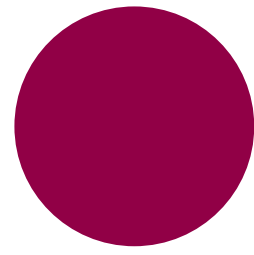
ULTIMATE
CONSUMER
OUTCOMES



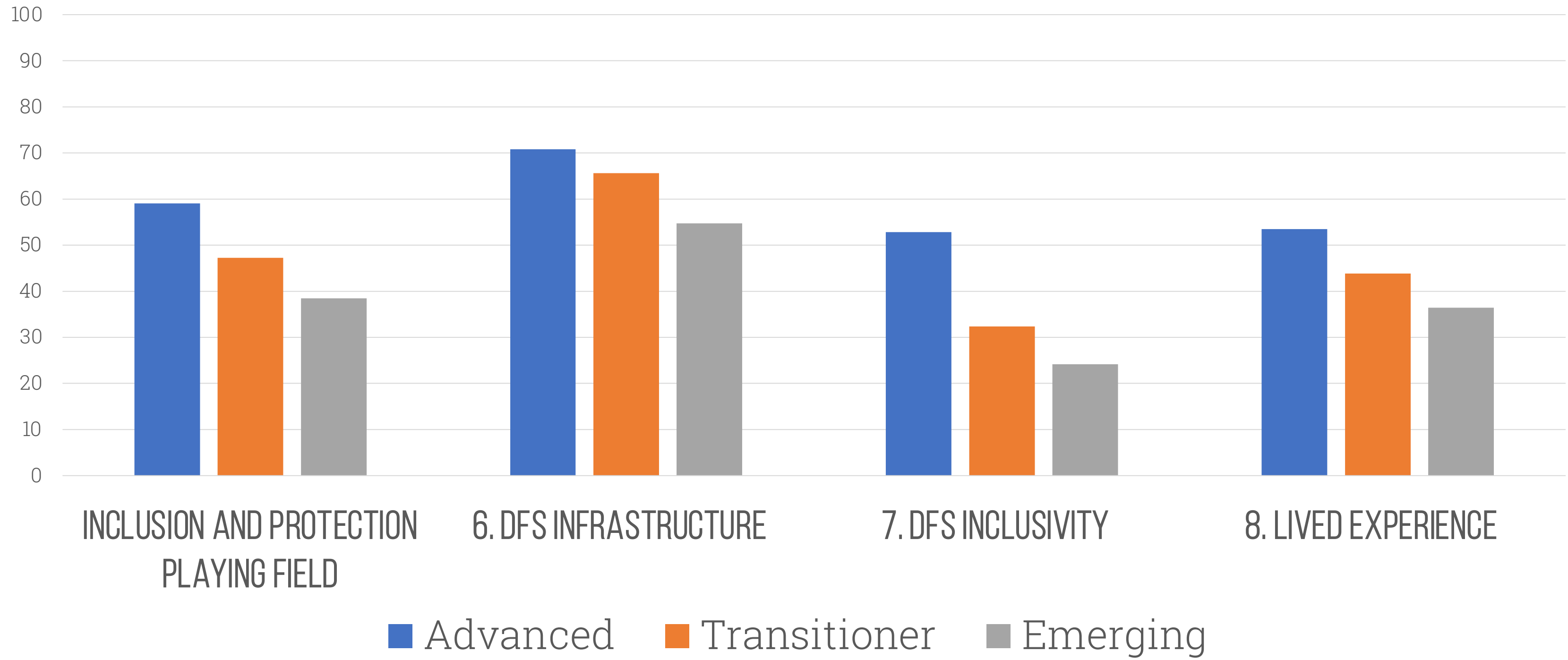
KEY CONSUMER CONCERNS WITH DIGITAL FINANCE PROVIDERS



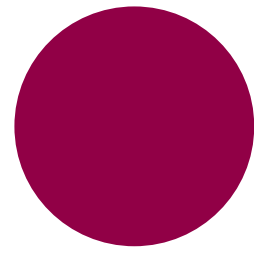
Source: Consumers International FDFA Member survey (2023)



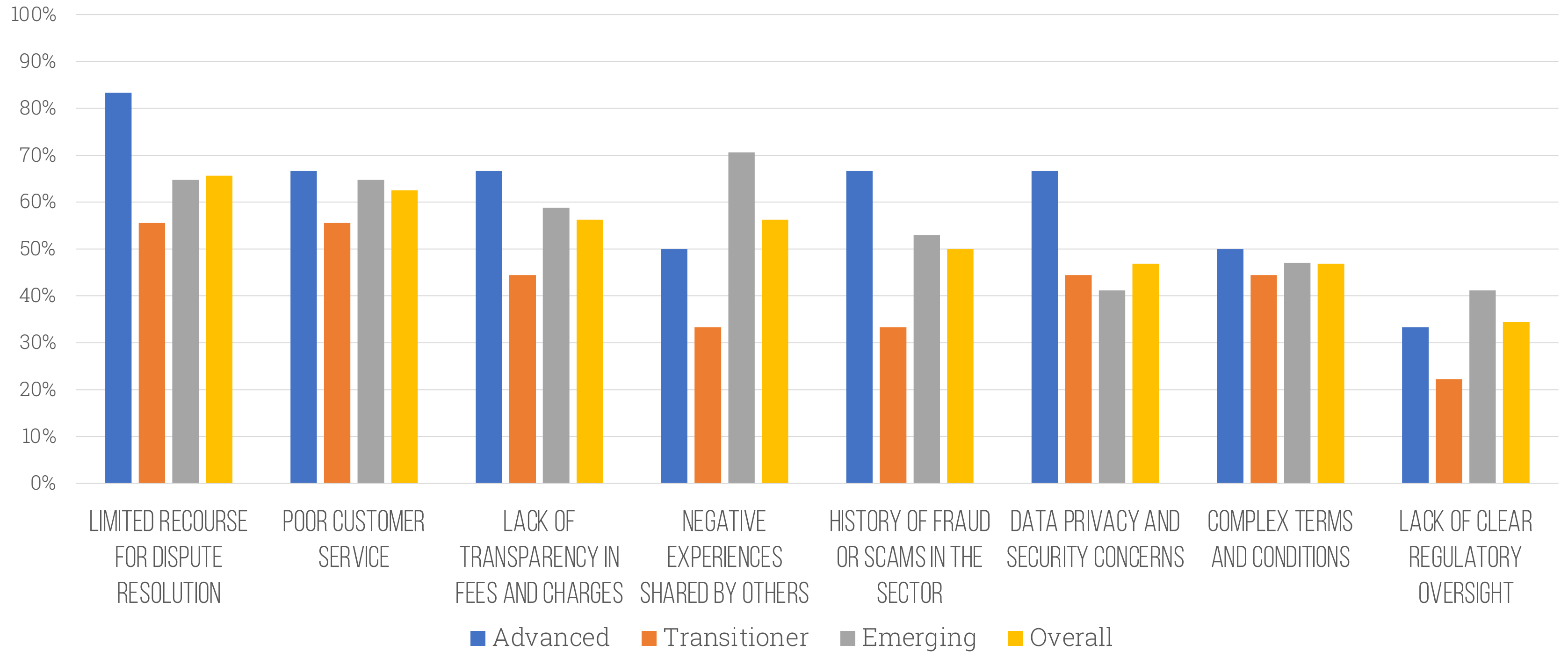
INCLUSION AND LIVED EXPERIENCE BY CLUSTER



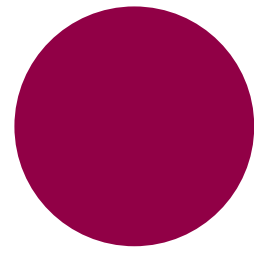
Source: Consumers International FDFA Member survey (2023)



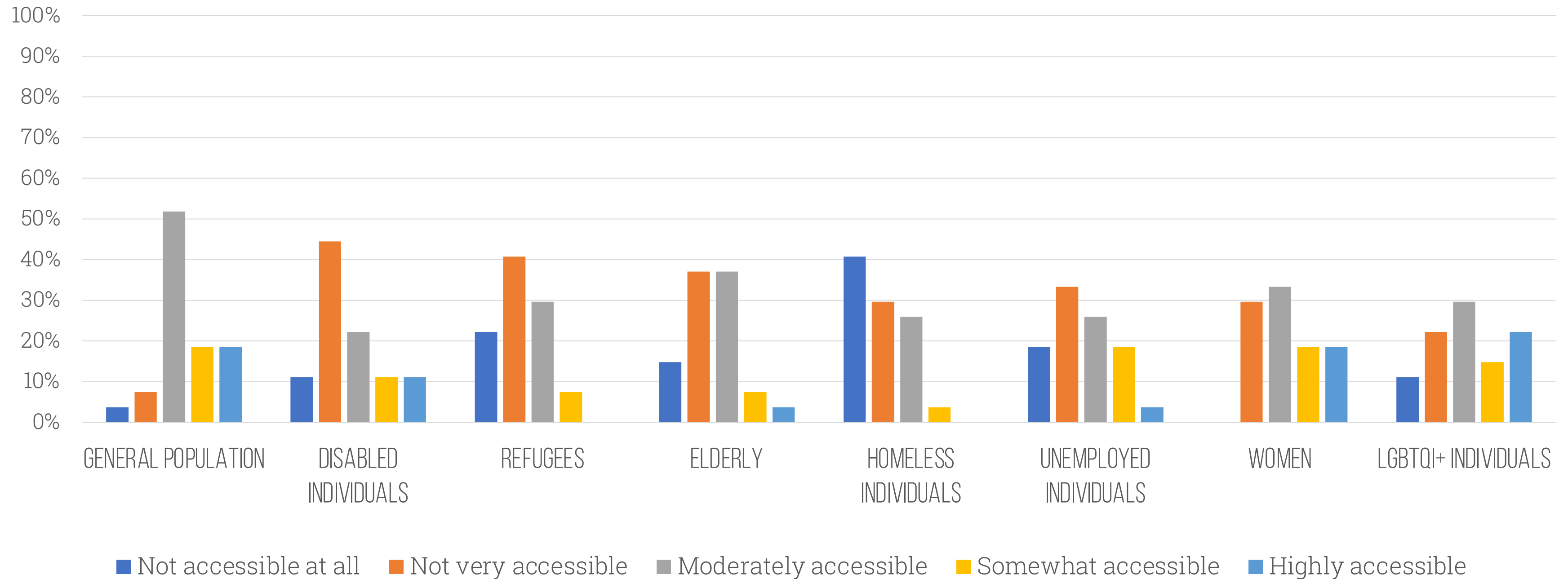
WHAT IMPACTS TRUST?



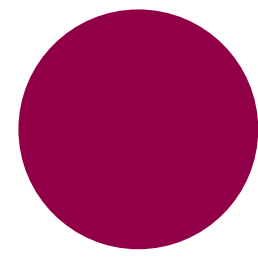
Source: Consumers International FDFA Member survey (2023)



ACCESSIBILITY BY CONSUMER TYPE



Source: Consumers International FDFA Member survey (2023)



LIMITED INITIATIVES TO BUILD RESILIENCE IN FACE CLIMATE CRISIS



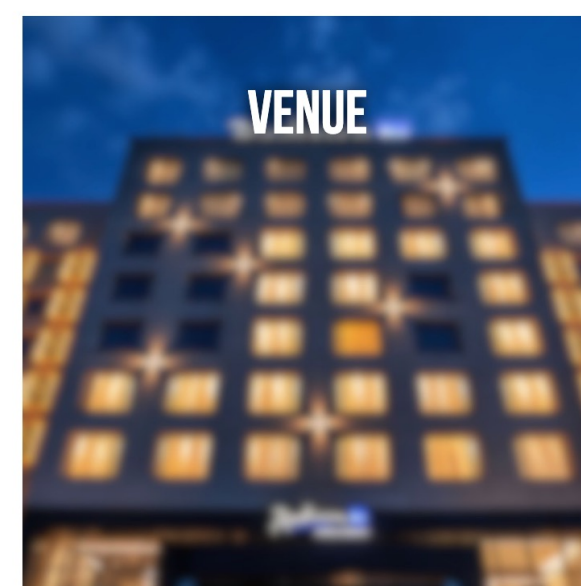
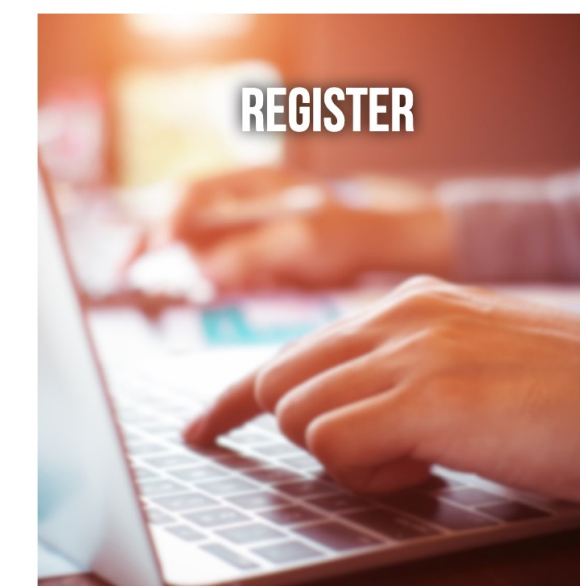
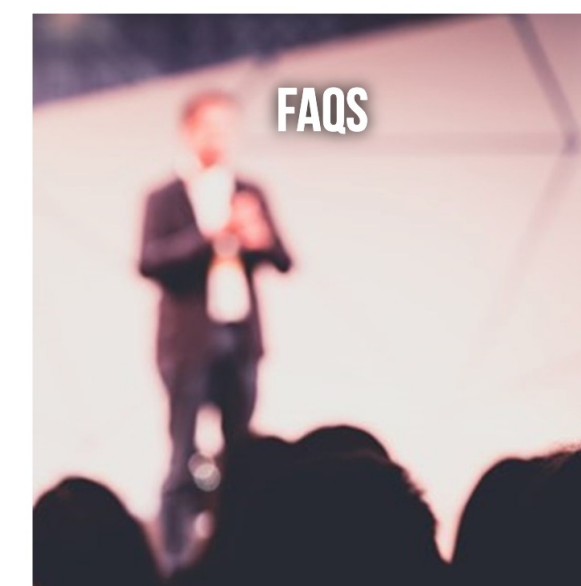
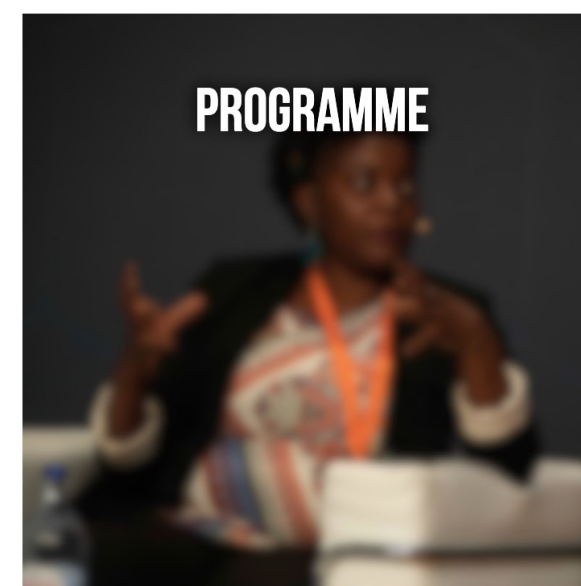
The majority of the respondents in the survey answered “No” to the question of whether there are digital finance initiatives in place to help consumers vulnerable to climate change.

Some examples from FDFA member countries are encouraging:

- In Pakistan, the Benazir Income Support Program increases resilience.
- In India, the government constantly encourages farmers and the population living in the rural areas to use DFS, particularly post COVID where the government transferred medical, farming, and other funds directly to their accounts
- In Fiji, vulnerable people have access to parametric insurance registration and payouts.

CONSUMERS INTERNATIONAL GLOBAL CONGRESS

- Once every 4 years...
- 6-8 December
- In person with over 100 speakers and 300 participants in Nairobi
- Online at www.consumersinternational.org



THANK YOU!

