

Benchmark 2020

# Enhancing Consumer Protection, Financial Inclusion and Education in a changing world



## 20 Participating countries



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Financial stability  
and banking  
supervision

This short benchmark is based on the participants' answers to a questionnaire for the IBFI-Banque de France's seminar

### Consumer Protection, Financial Inclusion and Education (3-7 February 2020, Paris)

Data and statistics contained in this document are calculated from participants' responses to a questionnaire circulated prior to the seminar

## Key trends for 2020

- Consumer Protection and Financial Inclusion are much more focused on specific populations particularly exposed or playing a key role – youth, elderly people, disabled, women, small entrepreneurs ..."
- Financial regulation controls and supports at the same time digital finance which presents equally risks and opportunities for Consumer Protection and Financial Inclusion "

## MANAGING FINANCIAL INCLUSION

### What are the main obstacles to access to basic banking services in your country ?



Difficulties related to the identification of individuals/customers



The small number of bank branches



Financial illiteracy



Poverty and low income

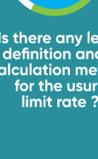


The absence of any obligation for banks to open a bank account to a natural person

### Managing financial inclusion



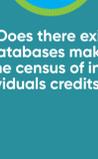
Does there exist a "right to obtain the opening of a bank account" ?



Is there any legal definition and a calculation method for the usury limit rate ?



Does microcredit through mobile phones was developed in your country ?



Does there exist databases making the census of individuals credits ?

## CONSUMERS PROTECTION

### In your country, what is the scope of the consumer protection rules in the business cycle ?



Sale process (advertising, pre-contractual information, business practices, advice)



Entering into a contract



Contract performance



Complaints handling



Closing the contract



Does the consumer enjoy a legal reflexion delay before underwriting definitely a credit contract ?



Are fees and conditions for banking operations well known by the consumers ?

### The central bank or prudential controller action



Has the central bank (or your authority) a legal mission of financial services consumers protection ?



Has the central bank (or your authority) a role in the financial education of the public ?



Has the central bank (or your authority) a role in the financial inclusion ?



Does a prudential control of business practices exist ?



May your Authority receive complains and claims from the consumers against the credit institutions ?



Periodical warnings alerts and warnings against some dubious financial products or institutions are they broadcasted among the general public ?



Are specimens of credit or insurance contracts proposed for consultation by the general public ?



Did the central bank open a "Consumers protection" directory on its website ?

## DIGITAL FINANCE

### What are the opportunities for low-income clients ?



Better access to funding in particular in remote areas



Potential reduction of the cost of infrastructure and therefore to reduce the final cost for the client

### What are the risks for low-income clients?



More important risk to have an overdraft



Risks related to the viability of some new business models

### What are the barriers for developing digital finance ?



The regulation is not well adapted to the development of digital finance

