



Digital Financial Services: Opportunities for MFIs



This event is hosted by Financial Inclusion 2020 (FI2020) initiative - a global multi-stakeholder movement initiated by the Center for Financial Inclusion at Accion, and whose aim is to achieve full financial inclusion by the year 2020. During the FI2020 Week, stakeholders across the globe are participating in conversations exploring the most important steps to achieving full financial inclusion.

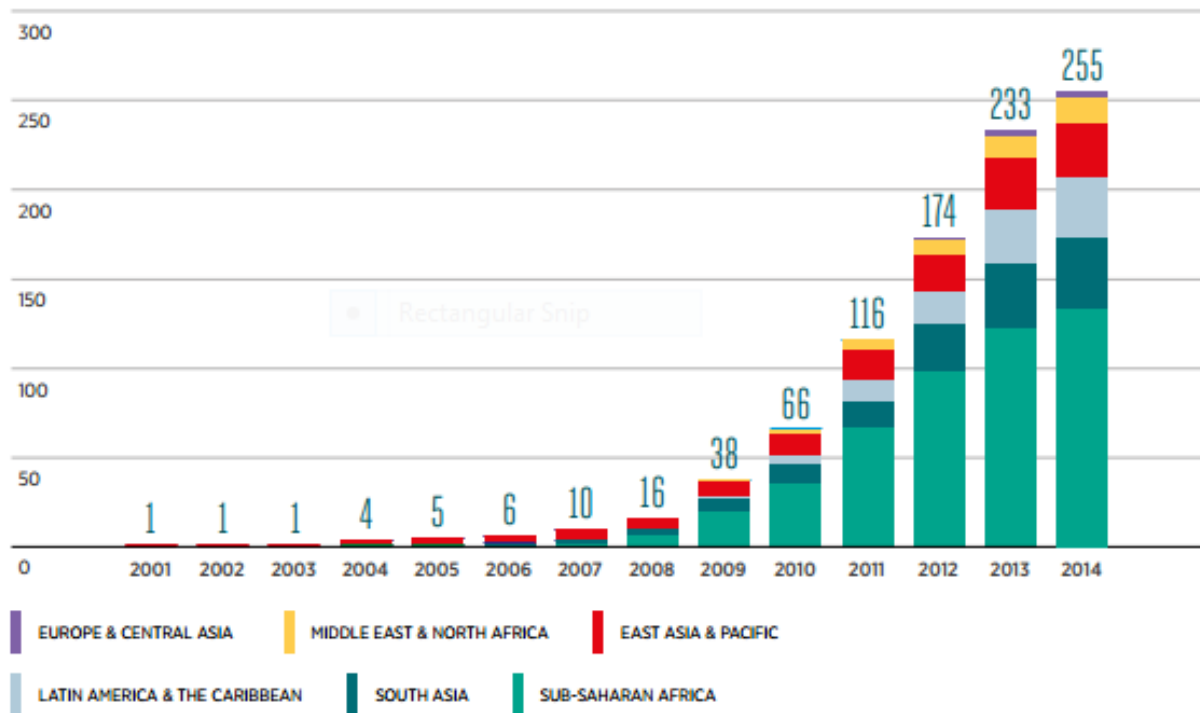
This event is one of the FI2020 Week events happening in globally this week. The goal of these conversations is to create calls for action on the pressing issues related to financial inclusion. In addition, FI2020 hopes to create leadership opportunities among diverse stakeholders, to create dialogue within the community, and to ensure that FI2020 is owned and shaped by the actors who can make financial inclusion possible.

Financial Inclusion:

*A state in which everyone who can use them has **access to a range of quality financial services** at affordable prices, with convenience, dignity, and consumer protection, delivered by a range of providers in a stable, competitive market to financially capable clients.*

Digital Financial Services in Numbers

NUMBER OF LIVE MOBILE MONEY SERVICES BY REGION
(2001-2014; YEAR-END)



255 deployments across the world

21 deployments with more than 1 million active clients

89 countries across the world have at least one deployment

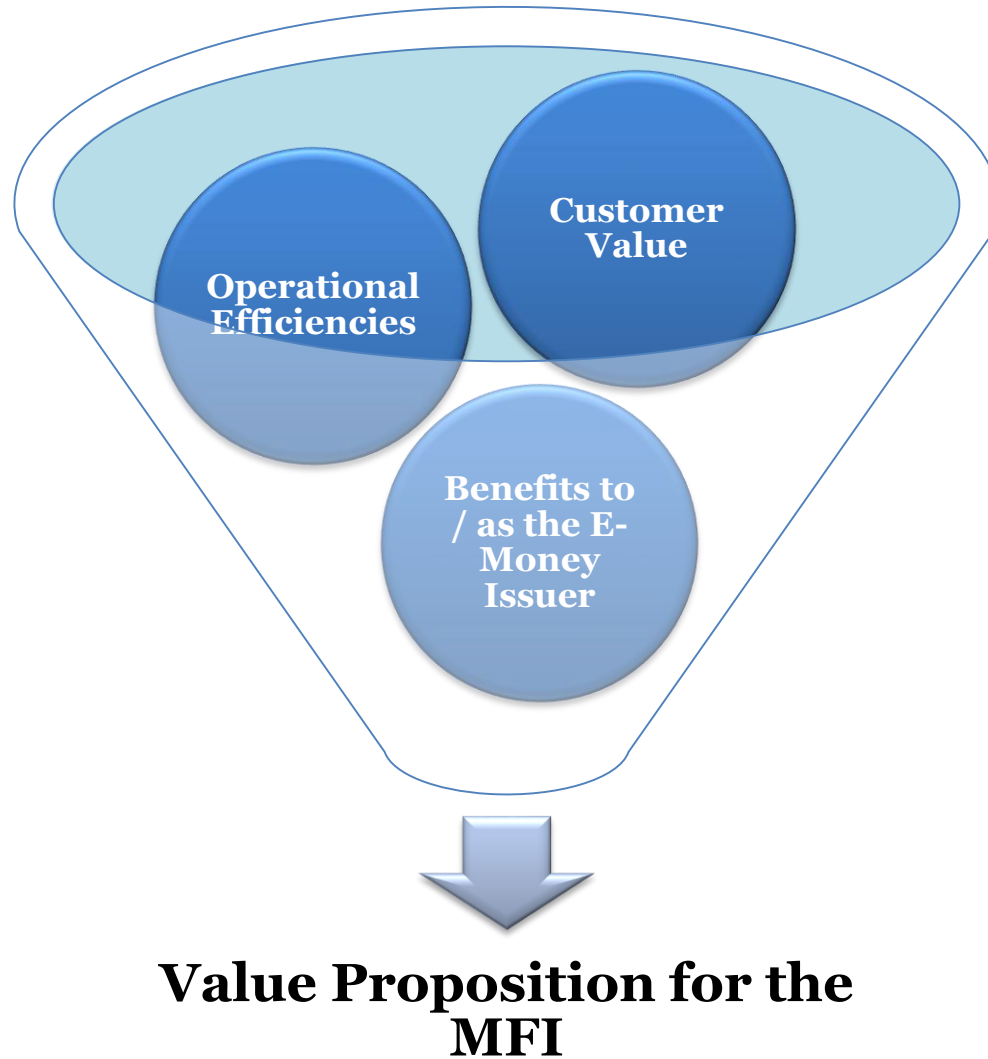
38 countries have three or more deployments

At least **16 countries** had more mobile money accounts than bank accounts

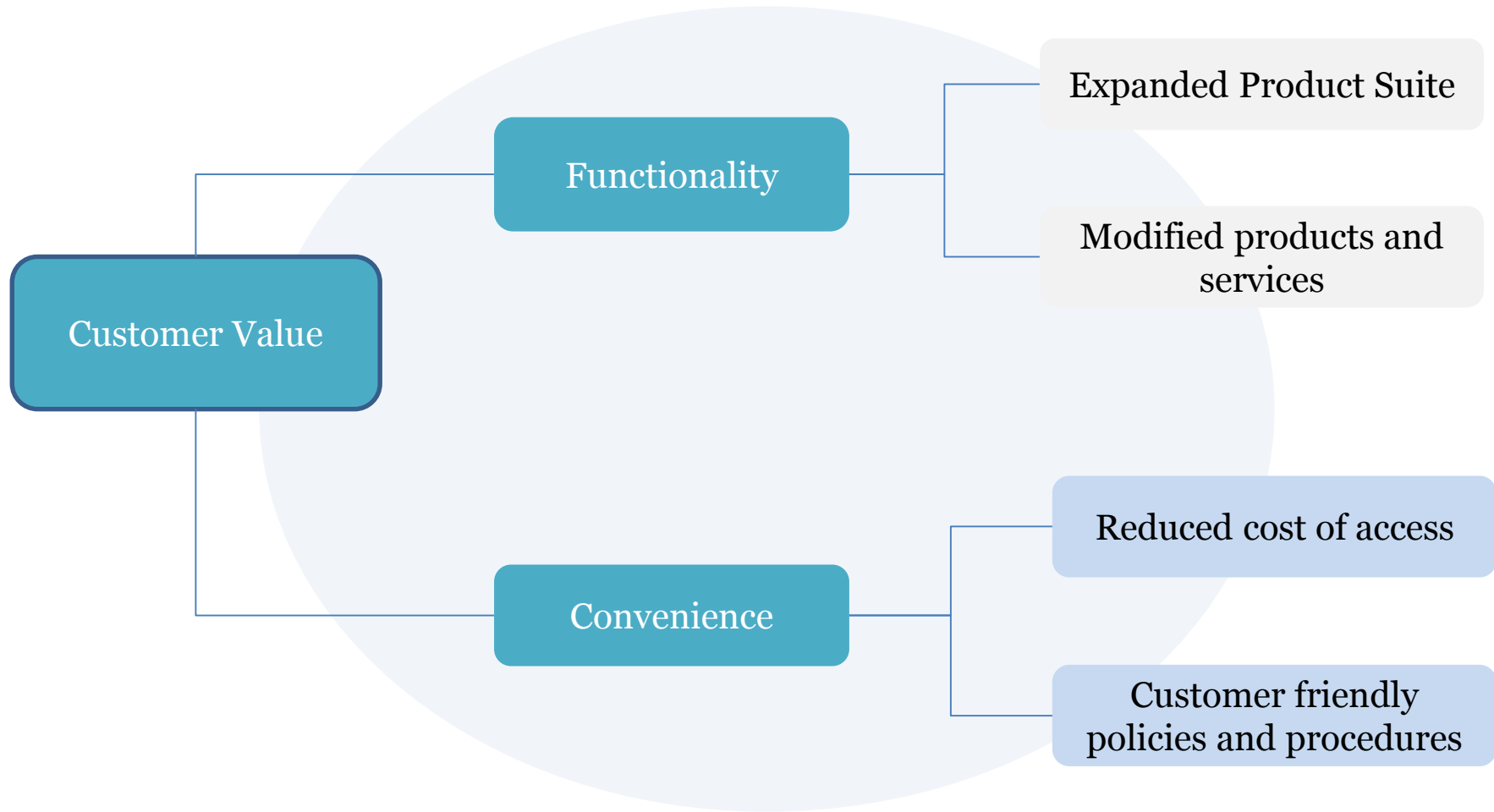
300 Mn registered accounts
103 Mn active customers
2.3 Mn transaction agents

Source: State of the Sector Report, GSMA, 2014

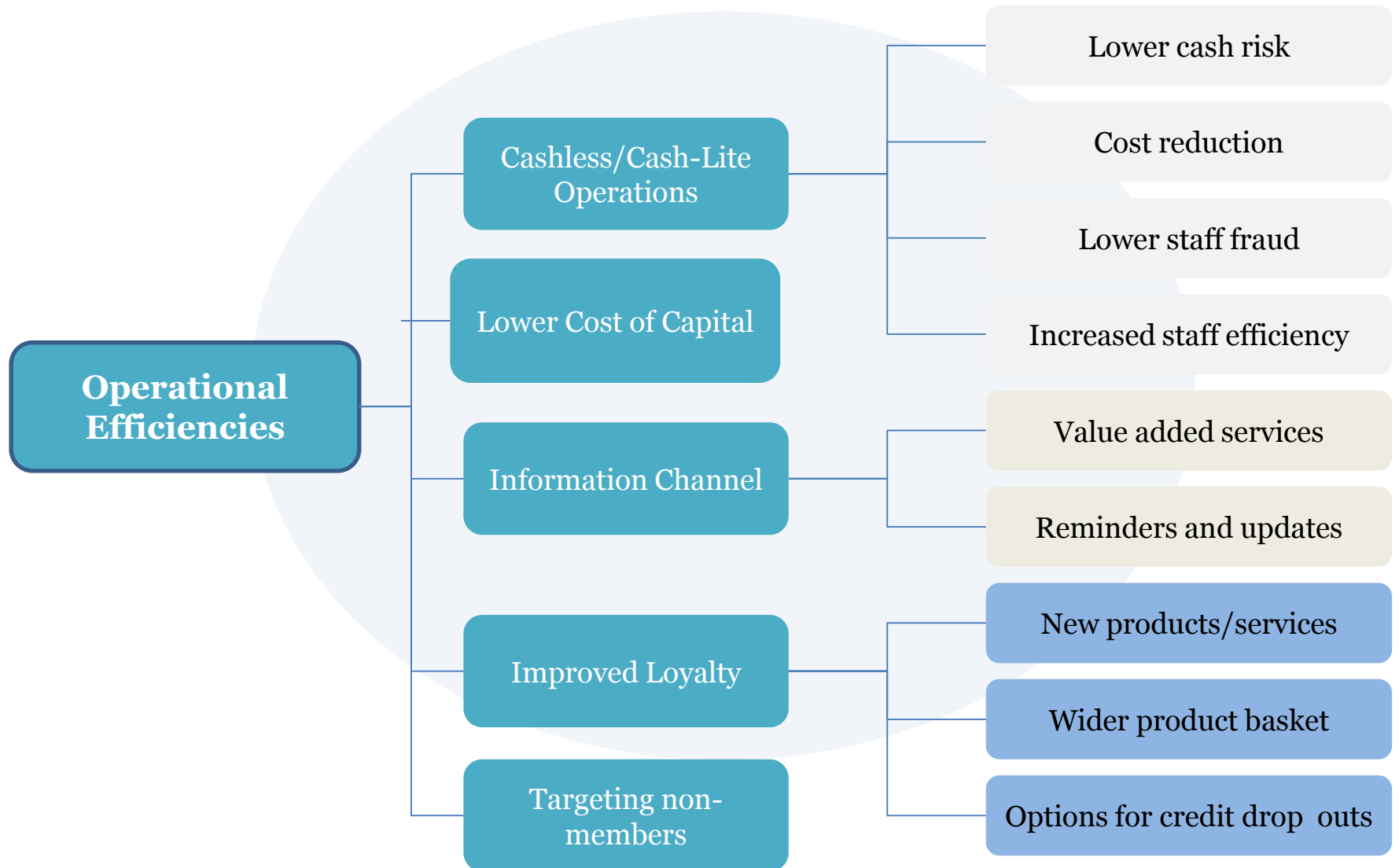
The Value Proposition for MFIs in DFS



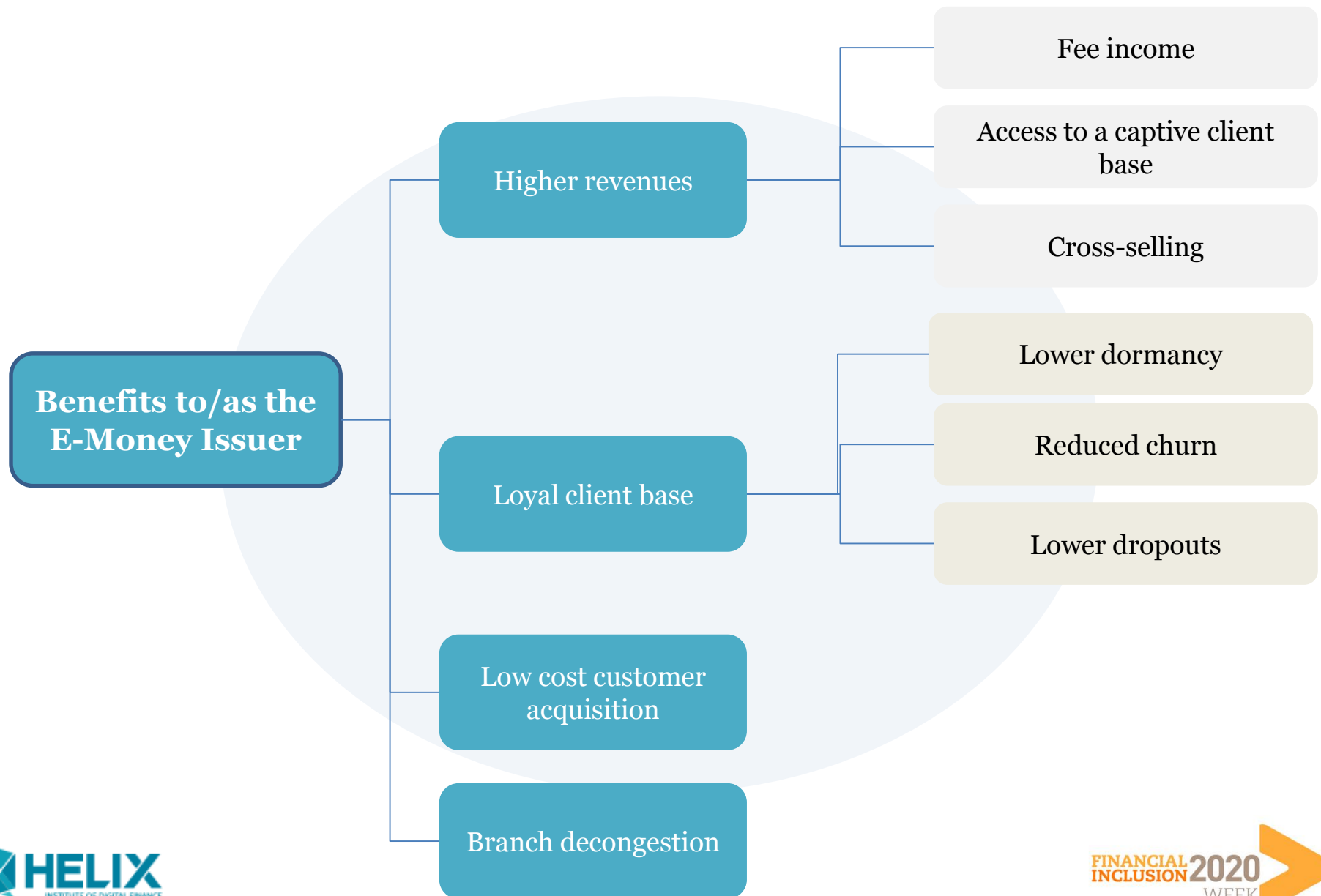
Customer Value



Operational Efficiency



Benefits to / as the E-Money Issuer



Strategic Options for MFIs*

- 1 Use M-Phones for non-cash purposes e.g. customer registrations, loan applications, updates



- 3 Act as Agent for DFS Deployments



- 5 New business models offering integrated services



- 6 Wait and Watch!

- 2 Build own system



- 4 Leverage existing deployments to facilitate transactions e.g. loan disbursements, repayments, savings mobilisation

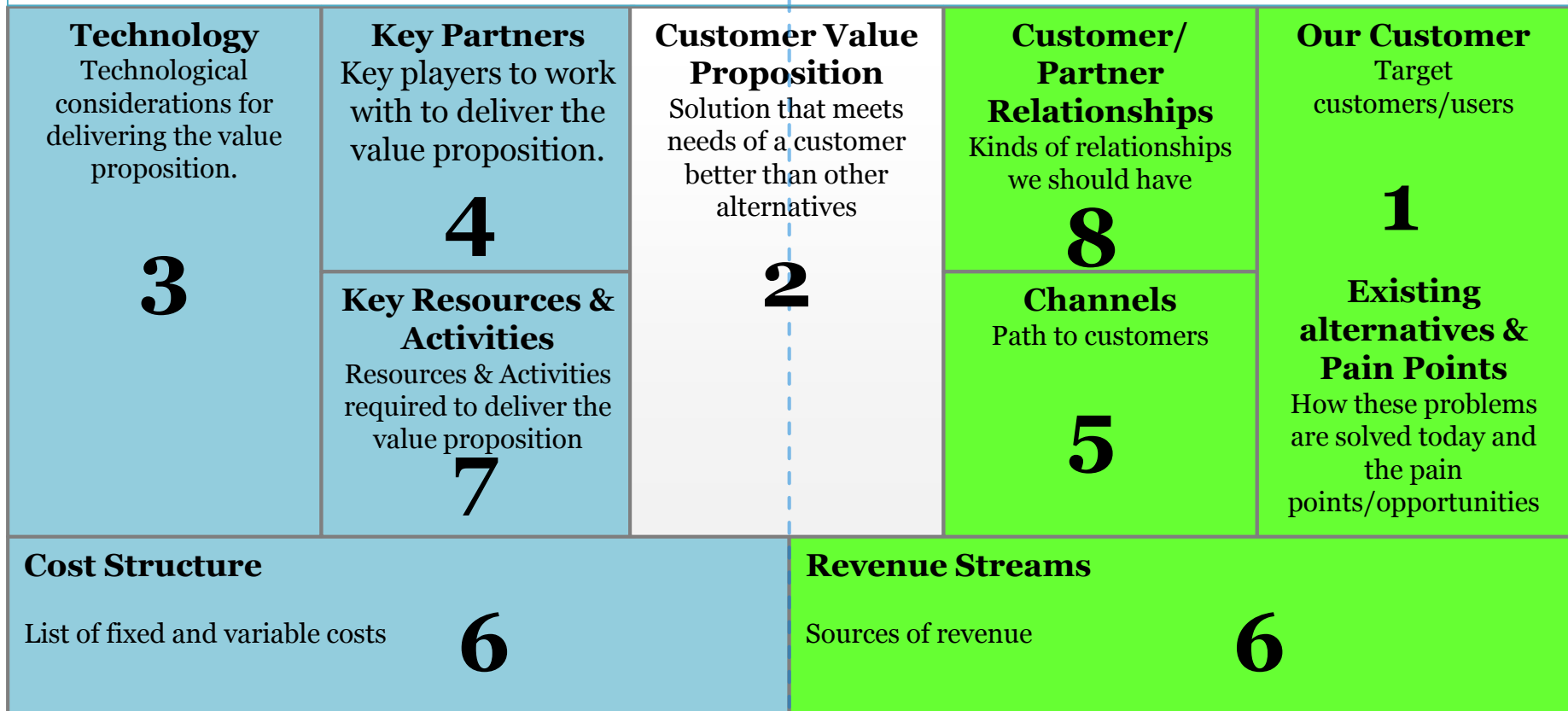


Implementation: Strategy & Business Model

Strategy
Situational Analysis
Strategic Objectives



Business Model Design



Implementation: Pilot & Launch

Pilot Planning

- Pilot Objectives
- Building/engaging agent network
- Technology Implementation
- Staff Training
- Process (Re) Design
- Consumer Education & Marketing Communications Planning

Pilot Implementation & Monitoring

Pilot Review

Rollout Planning & Launch

For more details look out for the DFS Course for MFIs to be launched in March 2016 at the Helix Institute of Digital Finance

We encourage you to follow this week's events online at

www.fi2020week.org

and to tweet about your experience using

[#FI2020Week](https://twitter.com/FI2020Week)