

Benchmark 2019 Consumer protection financial inclusion and education



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 (11-15 March 2019, Paris)

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

INTRODUCTION

Involvement of the central bank in consumer protection, financial education and inclusion



The central bank has a legal mission of financial services consumers' protection



The central bank has a role in the financial education of the public



The central bank has a role in the financial inclusion

FINANCIAL INCLUSION AND EDUCATION

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



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



Difficulties related to the identification of individuals/customers



The small number of bank branches



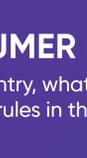
Poverty and low income



Financial illiteracy

FINANCIAL INCLUSION AND EDUCATION

Managing financial inclusion



Does there exist a «right to obtain the opening of a banking account» ?



Does microcredit through mobile phones was developed in your country ?



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



Does there exist databases making the census of individual credits?

CONSUMER 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



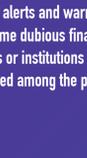
Complaints handling



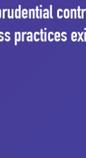
Closing the contract

CONSUMER PROTECTION

Legal protection and information of consumers



Do consumers know fees and conditions for banking operations well ?



Does the consumer enjoy a legal reflection time before underwriting definitely a credit contract ?

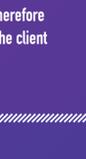
CENTRAL BANK/PRUDENTIAL CONTROLLER ACTION



Specimens of credit or insurance contracts are proposed for consultation to the public



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



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



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



Does a prudential control of business practices exist?

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

DIGITAL FINANCE

What are the risks for low-income clients ?



A more important risk to have an overdraft



Risks related to the viability of some new business models

DIGITAL FINANCE

What are the barriers for developing digital finance ?

Traditional banks can slow down the development of digital finance until they absorb Fintechs

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