

# 2017 CGAP Financial Inclusion Funder Survey

Guidance



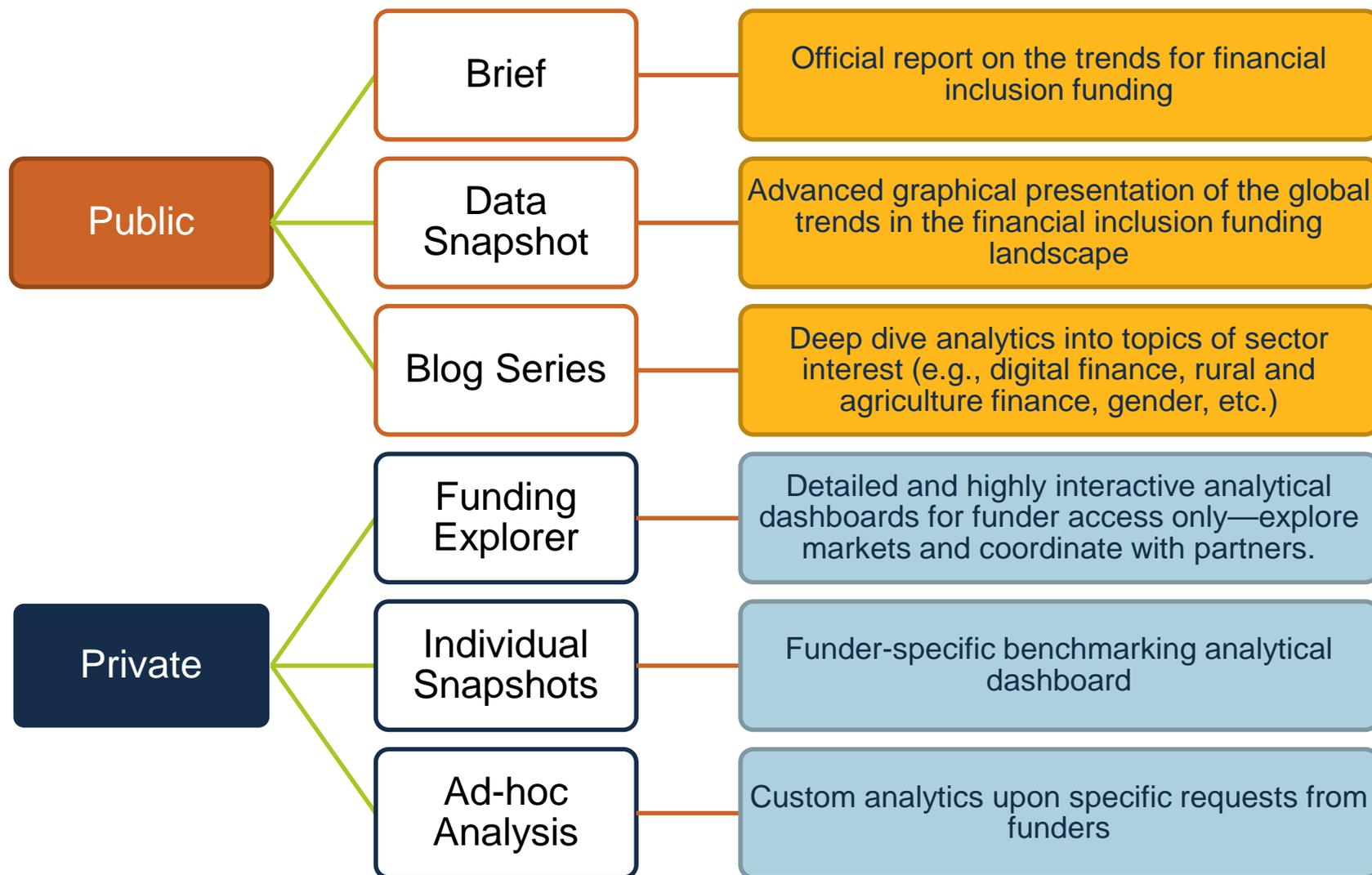
# Goals of the survey

**Analyze trends** in funding for financial inclusion to anticipate changes and help funders adapt their strategy

**Improve coordination** among funders by identifying who is doing what and where, gaps, and areas of concentration

**Improve accountability** by collecting and disseminating data on funders' portfolios to help funders report on their financial inclusion operations

# Funder Survey products



# Structure of the reporting template

## Welcome

- General instructions

## General

- Includes **qualitative questions** about the funders' financial inclusion portfolio and about specific issues in financial inclusion today.
- Includes **disclosure requests** for the funders' portfolio information in the scope of enhanced analytics development.

## Portfolio

- Provides **detailed information per investment/project as of December 2017.**
- **Prefilled** with data submitted the prior year, which need to be updated with new projects and changes to existing ones.

## Glossary

- Includes **definitions of key terms** used in the survey.

# Financial inclusion focus

- The survey covers funding commitments at the end of each year for projects aimed at advancing financial inclusion either directly or indirectly, as part of broader development projects, including micro and small enterprises, digital finance, women, and youth (among many others).
- Funders are asked to report the commitments that are explicitly focused on financial inclusion.

# Granular information on project/recipient typology

## Themes

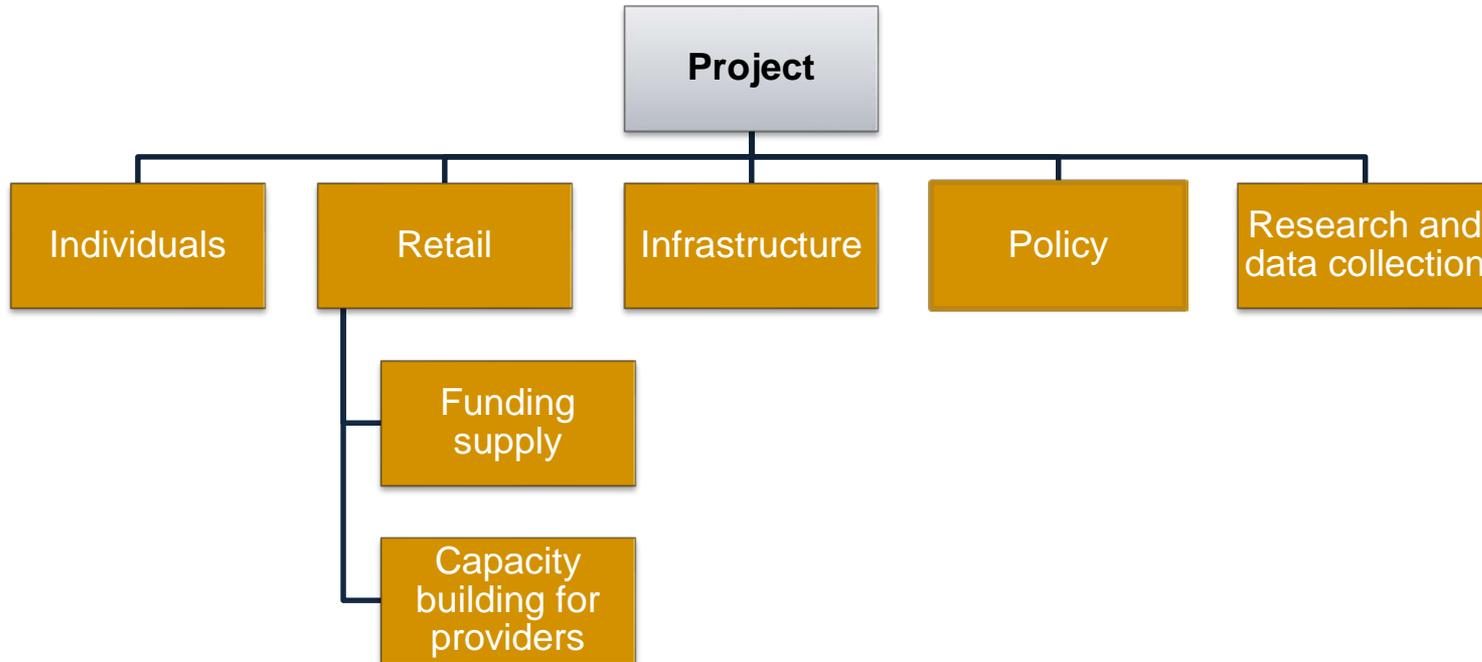
- Micro and small enterprises
- Digital finance
- Rural and agricultural finance
- Women
- Housing
- Islamic finance
- Refugees and displaced people
- Informal finance
- Green finance
- Poor
- Youth
- Migrants
- Household level finance
- Essential services (water, sanitation, and health)
- Other (Please specify in the comments tab)
- None (Please specify in the comments tab)

## Recipient Types

- Government: Central Bank
- Government: Other
- Development agency
- Intermediary: Microfinance investment vehicle/intermediary
- Intermediary: Apex
- Infrastructure: Credit bureau, registry, or reporting system
- Infrastructure: Payment/digital platform
- Foundation/NGO
- Network/Association
- FSP: Bank
- FSP: DFS provider (e.g., payments/transfers, mobile money, e-money)
- FSP: Nonbank financial institution (registered, e.g., MFI, financial cooperative, etc.)
- FSP: Informal provider (not registered, e.g., SHG, ROSCA, etc.)
- Mobile network operator
- Research/university/academic
- Contractor
- Market facilitator
- Development program
- Other (specify in the comments column)

# Zoom in on portfolio tab and reporting by funding purpose

- Funders report commitments at the level of the financial system:



# Individuals

Knowledge, skills, and behavior

- **Overall purpose:** build the knowledge, understanding, skills, attitudes, and behaviors that clients need to manage personal, household, or enterprise finances.
- Include individuals, households, micro and small enterprises
- Examples of funders' support include:
  - Financial education
  - Business training linked to credit
  - Strengthen self-managed organizations
  - Other

# Retail

## Financing and building the provider ecosystem

- **Overall purpose:** promote a wide range of strong financial services providers that provide responsible and appropriate products and services to customers.
- Retail institutions include:
  - Bank
  - Digital financial services (DFS) provider (e.g., payments/transfers, mobile money, e-money)
  - Nonbank financial institution (registered, e.g., microfinance Institutions (MFI), financial cooperative, etc.)
  - Informal provider (not registered, e.g., Self-Help Groups (SHG), Rotating Credit and Savings Associations (ROSCA), etc.)
- At the retail level, funders' support can be classified into **two categories**:
  1. **Financing:** to provide retail providers with the capital base to finance their operations and growth. Funders can finance retail institutions directly or indirectly by channeling funds through intermediaries or wholesale institutions, such as apexes, investment funds, and holdings
  2. **Capacity building:** efforts to strengthen retail providers to become more sustainable and deliver better and more responsible products such as
    - Management and governance
    - IT systems
    - Operations
    - Responsible finance
    - Product development \* (see details on the next slide)
    - Delivery channels
    - Other
- Capacity building efforts can be provided directly to the retail institutions, or indirectly through networks or holdings.

# \*Product development purpose

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Payments and remittances

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Insurance

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Savings

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Leasing

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Credit

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Account

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Investment

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E-money

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Other

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# Infrastructure

Infrastructure that explicitly supports and develops financial access

- **Overall purpose:** strengthen market infrastructure to make financial markets inclusive in an efficient and responsible way.
- Several fundamental functions can benefit from funders' support:
  - Payment infrastructure: strengthen operational networks that link bank accounts and/or provide the functionality for monetary exchange. Examples of payment systems are real-time gross settlement (RTGS), automated clearing house (ACH), interoperability, Society for Worldwide Interbank Financial Telecommunication (SWIFT), switches, ATM networks
  - Providers of capacity building services: strengthen organizations that provide technical support services to retail providers such as training institutes, technical assistance (TA) providers, universities
  - Information infrastructure: provide reliable and timely information through the support of MIS provider, auditing, rating, benchmarking, credit bureaus, public good data and research (e.g., FinScope, geospatial mapping of retail providers)
  - Delivery channels: support the development and functioning of branchless banking, agent networks, internet banking, mobile banking, etc.

# Policy

Create an enabling, innovating, and protective environment

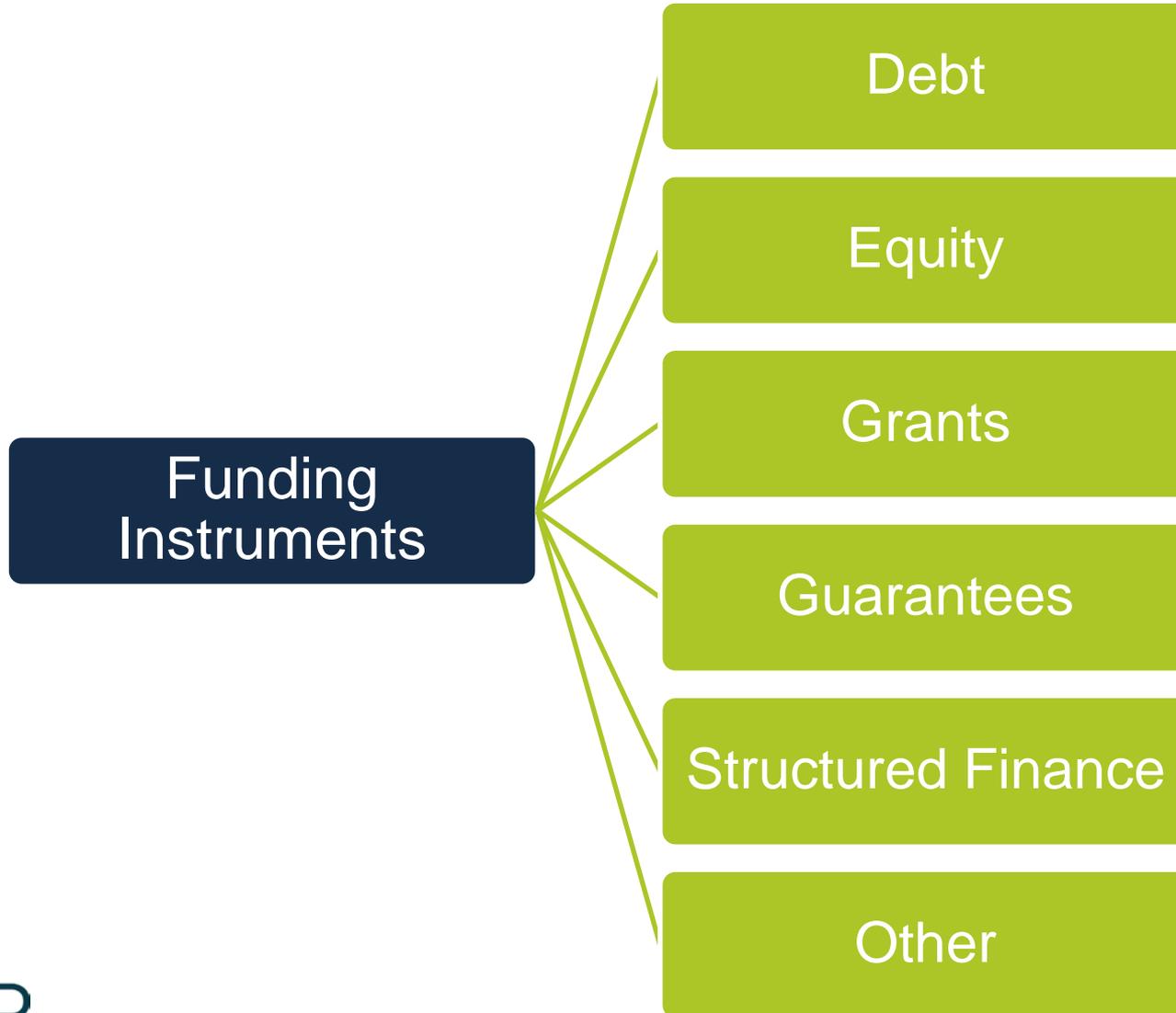
- Overall purpose: foster a conducive policy environment for financial inclusion that will enable innovation (while not undermining stability) and protect customers.
- Funders can provide support to governments, regulators, standard-setting bodies, and legislators to:
  - Regulation and supervision of financial services providers (FSP)
  - Digital financial services (DFS) policy
  - Consumer protection
  - Anti-money laundering/combating the financing of terrorism (AML/CFT)
  - Advocacy
  - Other
- This support can be provided in the form of technical assistance, training, study tours, advocacy, research, etc.

# Research and data collection

Promote global learning and improve the knowledge base for the sector

- Funders can provide support to governments, regulators, standard-setting bodies, and legislators to:
  - Collect data
  - Conduct market research/analytics
  - Assess and evaluate impact
  - Promote global learning
  - Other

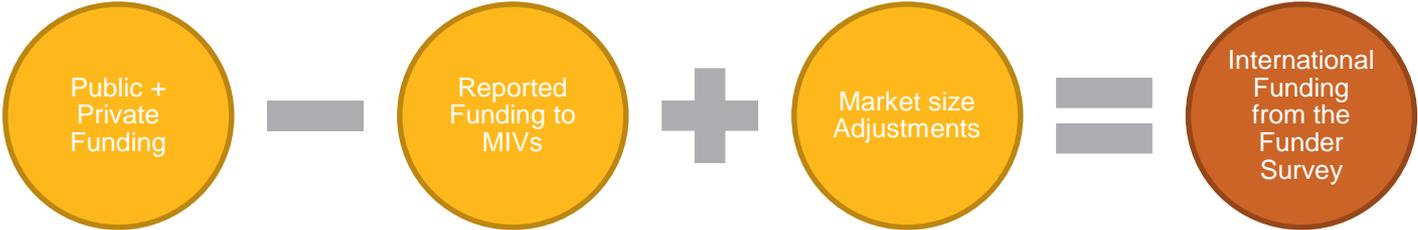
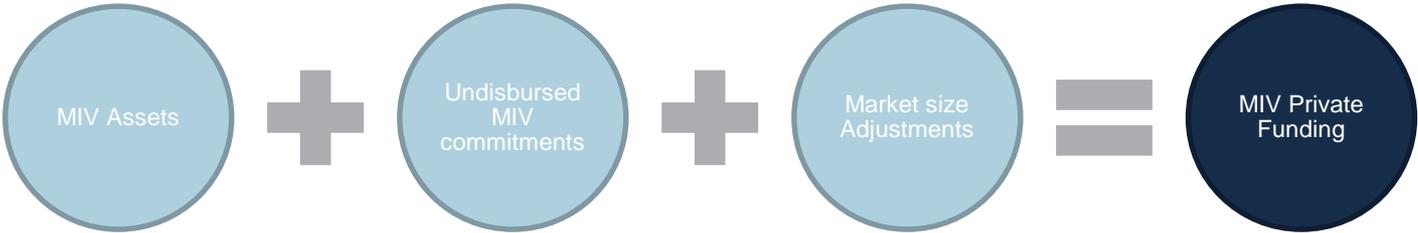
# Funding Instruments



# Funder Survey Participants 2017

Bilateral	AusAID CIDA DANIDA DFID Finland MoFA GIZ Italy MoFA JICA Lux Dev MCC Netherlands MoFA NORAD SDC SIDA USAID
DFI	AECID AFD Proparco BIO CAF CDC DCA USAID EBRD EIB FinnFund FMO ICDF IFC IFU IIC KfW MIF IADB Norfund Obviam OPIC
Foundation	Citi Foundation Doen Foundation Ford Foundation Gates Foundation Grameen Foundation Grameen Jameel MetLife MSDF Rabobank Foundation Stromme The MasterCard Foundation Whole Planet
Multilateral	AFDB AsDB EC IFAD ILO IsDB UNCDF World Bank
Other Donor	Cordaid Hivos ICCO Omidyar Network Oxfam Novib Silatech
Other Investor	ABP ING PGGM TIAA Cref

# Global Estimate



# Publishing portfolio data

Improve transparency and coordination in the sector

- Funder specific or project specific information is not disclosed on the public domain.
- If you have any additional questions, do not hesitate to contact:
  - Eda Dokle, MIX: [edokle@themix.org](mailto:edokle@themix.org)
  - Olga Tomilova, CGAP: [olgatomilova@yahoo.com](mailto:olgatomilova@yahoo.com)

