



CENTRAL BANK OF NIGERIA

# FINANCIAL INCLUSION NEWSLETTER

A Quarterly Publication of the Financial Inclusion Secretariat

MAY 2017, VOLUME 2, ISSUE 2

## Federal Government launches Nigerian Economic Recovery & Growth Plan, highlights key strategies to drive inclusive growth

### Inside this issue:

Governance	2-3
Spotlight: Key Findings—EFInA 2016 A2F	4-5
Digital Financial Inclusion	6
Microfinance	7
Special Interventions	8
Financial Literacy	9
Photorama	10
Strategic Engagements	11-13
Data Management Activities	14
International Financial Inclusion News	15-16
Nigerian Financial Inclusion News	17-18
Article: Delivering Formal Financial Services to Savings Groups: A handbook for Financial Services Providers	19
Contact details	20



L-R: Minister of Budget & National Planning, Senator Udoma Udo Udoma; Vice-President, Yemi Osinbajo; President Muhammadu Buhari; Senate President, Bukola Saraki; Speaker House of the Representative, Yakubu Dogara at the Launch of Nigerian Economic Recovery & Growth Plan at the Presidential Villa in Abuja.

Download full plan: <http://www.nationalplanning.gov.ng/images/docs/ERGP%20%20CLEAN%20COPY.pdf>

President Muhammadu Buhari launched the Economic Recovery & Growth Plan (ERGP) for the Nation in April, 2017.

The ERGP is a medium-term plan (2017-2020) to revive the Nigerian economy from the current recession.

The plan has three main objectives to drive inclusive and sustainable growth;

Firstly, the ERGP aims to **restore growth** through achieving macroeconomic stability and economic diversification with more focus on agriculture, energy and MSME led growth

in industry, manufacturing and key services by leveraging science and technology.

Secondly, the Plan aims to **invest in the Nigerian people** by increasing social inclusion for the poor and vulnerable citizens, reducing unemployment and underemployment with greater focus on youth and investing in health and education.

Finally, the ERGP aims to **build a globally competitive economy** by increasing investment in infrastructure (Power, Rails, and Roads amongst others), stimulating favorable business environment to attract investors and promoting digital-led industry growth.

The **plan recognizes the need to deepen the financial services sector as one of its key strategies** to drive inclusive growth.

It further highlights the key activities towards financial deepening as follows:

- \* Strengthen the regulatory & supervisory frameworks.
- \* Develop a structured affordable financing plan for the real sector.
- \* Develop policies engendering financial deepening and financial product diversification.
- \* **Stimulate financial Inclusion initiatives to serve the bottom-of-the pyramid.**

Successful implementation of the ERGP anticipated to result in:

Increased real GDP growth from -1.54% to 7%.

Reduced Inflation rate from 18.55% to 9.90%

Reduced Unemployment rate from 14.20% to 11.23%



## National Financial Inclusion Governing Committee meets to drive Strategy Implementation

### 9th National Financial Inclusion Technical Committee Meeting

The 9th meeting of the National Financial Inclusion Technical Committee held on Tuesday, April 4th, 2017. The meeting was chaired by the Head, Research & Corporate Strategy Department of the National Pension Commission (PENCOM), Dr. Farouk Aminu. In attendance at the meeting were Directors and representatives from member institutions.

Key highlights of the meeting included updates on the progress of Financial Inclusion Working Groups presented by the Chairpersons of each group (See details on page 3).

The Head, Financial Inclusion Secretariat (FIS) Mrs. Temitope Akin-Fadeyi provided an update on the key strategic engagements and activities of the Secretariat as highlighted;

1. **National Financial Inclusion Stakeholders Retreat:** The maiden retreat held in January, 2017. The activities involved presentations on strategic initiatives, discussions on the challenges with implementation of National Financial Inclusion Strategy and also the development of the work plan for 2017.

2. **A Train the Trainer workshop on Financial Literacy curriculum** was conducted by the Consumer Protection Department of the Central Bank of Nigeria (CBN) in collaboration with the Federal Ministry of Youth & Sports.

3. **Data Management Activities**—were reported as follows:

◆ **Online Geospatial Database on Financial Services**—The upgrading and updating of the existing geospatial maps of financial access points in collaboration with the Nigeria Inter-Bank Settlement System (NIBSS) and the Gates Foundation had commenced.

◆ **Financial Inclusion Supply-Side Online Survey**: The Secretariat had drafted the questionnaire that would be administered to Financial Service providers with the aim of getting feedback on the level of their awareness, commitment to financial inclusion and key implementation issues.

◆ **Financial Inclusion Data Workshop with Mobile Money Operators**— The Secretariat in collaboration with Banking and Payments System of the CBN organized

a workshop for Mobile Money Operators to improve financial inclusion related data and increase compliance with quality of data return rendition.

The Secretary, Mrs. Temitope Akin-Fadeyi (Head, Financial Inclusion Strategy) also presented the Key findings on the EFINA Access to Financial Services 2016 Survey (See further details on page 4)

Some of the Key deliverables agreed at the meeting included;

- \* Publication of the approved Bancassurance Implementation Guideline by the National Insurance Commission (NAICOM).
- \* Approval of risk-based, three-tiered Know Your Customer (KYC) framework for the Capital Market.
- \* Investigation & Resolution of Challenges encountered with Bank Verification Number
- \* Review of the National Financial Inclusion Strategy by end of 2017.
- \* National Cash Transfer Office (NCTO) as a member of the Working Group.

At the end of the meeting, the Head, FIS presented some key issues for members to consider regarding the 2016 EFINA Survey:

#### Exclusion Rates

Exclusion rate lowest in SW=18% **“Surpassed target. What worked?”**

Exclusion rate highest in NW=70%. **“What went wrong?”**

Exclusion rate reduced in the NE=62%. **“What can we learn?”**

#### Access Strands

Consistent growth in the Banked population=38%. **“What worked?”**

Decline in Formal Other=10.3% and Informal=9.8%. **“What went wrong?”**

Increase in Excluded population=41.6%. **“What can we learn?”**

#### Segments

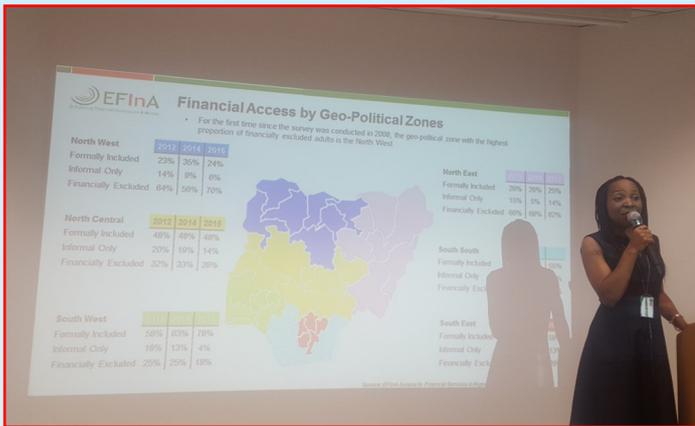
Gender Dimension  
Women=55.1% Excluded. **What Innovation to target them?**

Age Dimension  
Exclusion highest among Ages 18-25years and above 56 years. **What Innovation to target them?**

Location Dimension  
Rural Exclusion=77.7%. **What Innovation to target them?**



## 9th Financial Inclusion Working Group Meetings



CEO, EFINA - Mrs. Chidinma Lamanson presenting the Key Findings of the 2016 Access to Financial Services in Nigeria Survey at the 9th Working Group meeting



Financial Inclusion Fellow, Mr. Johannes Prochazka presenting the Gap Analysis on the Work Plan for FICWG at the meeting

The Financial Inclusion Working Groups held their 9th meeting at the International Training Institute, Abuja on 3rd April, 2017. The major highlights of the meetings included an update on strategic engagements to promote financial inclusion in Nigeria and initiatives by various institutions on assigned roles and responsibilities. Other highlights from the meetings included:

### Financial Inclusion Products Working Group (FIPWG)

- Update on implementation of Bancassurance Framework:** The Revised Guidelines on Bancassurance Referral Model had been published by the CBN. NAICOM expected to also publish its Guidelines for the insurance sector.
- Draft Micro pension guideline:** Draft guidelines still awaiting the approval of National Pension Commission Board.
- Harmonization of Data Capturing for National ID:** Ongoing collaboration with international Donor Agencies to accelerate issuance of a unique identifier for specific vulnerable persons.
- Enlightenment campaign on financial inclusion:** The NDIC commenced sensitization in the FCT for the informal sector.
- Update on Financial Inclusion Strategy for Capital Markets :** The document had been exposed to Capital Market Operators for final input.

### Financial Inclusion Channels Working Group (FICWG)

- Implementation of the Shared Agent Network:** NCC had hired a consultant to conduct a study on the cost of Unstructured Supplementary Service Data (USSD) to address the challenge of high charges.
- Distribution channels for the Capital Market:** The Securities and Exchange Commission (was yet to approve the proposed structure of capital market distribution fees and the risk-based three-tiered KYC for the capital market products.
- Internet connectivity in rural areas:** Network Provider for North Central and Lagos had commenced laying Fiber-Optic Technology in identified under- and unserved areas
- Roll-Out of Cashless Policy:** The CBN had reintroduced Cash Deposits withdrawals charges. However, the Policy was subsequently suspended.
- Disbursement of conditional Cash Transfer** of N5,000 to the Extreme poor had commenced at the pilot states, anchored by the National Cash Transfer Office (NCTO). The NCTO was an Observer at the meeting.

### Financial Literacy Working Group (FLWG)

- Curriculum Development:** The stand-alone curriculum for financial education for Nigerian schools had been developed. The second phase - development of Teacher's Guide expected to be concluded by September, 2017.
- Mass Sensitization & Awareness:** The Nigerian Stock Exchange organized a Financial literacy programme "Investor Clinic3" targeting the youth - It entails visits and tour to the organization. Almost 3,000 Youth engaged so far.
- Financial Literacy Stakeholders Conference:** The conference earlier scheduled to hold in May 2017 had been postponed.
- Global Money Week:** Members shared their initiatives around commemorating the Week. The Nigerian Stock Exchange engaged 2,433 participants while Union Bank mentored 3,105 Students.

### Financial Inclusion Special Interventions Working Group (FISIWG)

- Government Enterprise and Empowerment Programme (GEEP):** More than 21,000 Women had been registered to participate in the Concessionary loan of N10,000 to N50,000 mapped out for disbursement.
- Scaling up of Disbursement of Micro, Small and Medium Enterprises Development Fund (MSMEDF) to People With Disabilities (PWD):** 150 potential beneficiaries per state of the Federation were identified, analyzed and authenticated by the CBN . Pre-disbursement trainings held in April, 2017 across 12 pilot states (2 per geo-political zone).



**SPOTLIGHT: Key Findings - EFINA Access to Financial Services 2016 Survey**

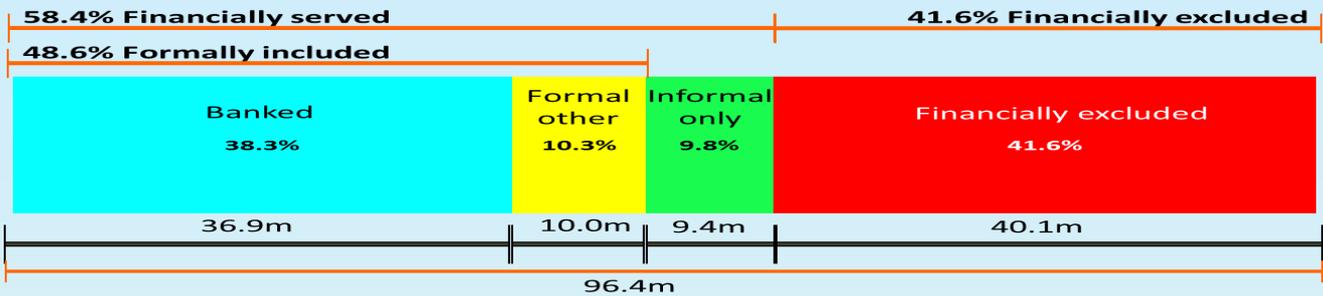


Figure 1: Financial Access Strands in Nigeria, 2016

In March, 2017, Enhancing Financial Innovation and Access (EFInA) released the findings from its survey on Access to Financial Services (A2F) in Nigeria 2016 - a biennial survey which constitutes an important tool to measure financial inclusion landscape and provides stakeholders with trend analysis of access and usage of financial services in Nigeria.

The survey was conducted in collaboration with the Nigerian Bureau of Statistics (NBS) and about 23,000 adults were enumerated. It measured financial access strands by products across demographic and socio-economic segments in the country.

The survey revealed the profile of the adult population as follows:

- The total adult population (18 years and above) of Nigeria put at 96.4 million.
- 59.6m (61.9%) are based in rural areas.
- 56.2m adults (58.3%) are under 35 years.

- 18.4m adults (19.1%) get their main source of income from subsistence/commercial farming.
- 18.9m adults (19.6%) get their main source of income from own business (non-farming).
- 7.9m adults (4.2%) get their main source of income from the formal sector.
- 21.8m adults (22.6%) have no formal education.

The **key highlight of the survey was the financial exclusion rate which slowed over a 2 (two) year period from 39.5% in 2014 to**

**41.6% in 2016 (See figure 1).**

According to the report, the key factor responsible for the increase in exclusion rate (from 39.5% to 41.6%) was the challenging economic environment in 2015-2016 which had a direct negative effect – low employment rate, lower disposable income and Increasing inflation rate with greater impact felt by the bottom-of-the-pyramid.

The key concern from the survey was the financial exclusion trend across varying regions in the country. The North West witnessed the highest increase in financial exclusion rate from 56% in

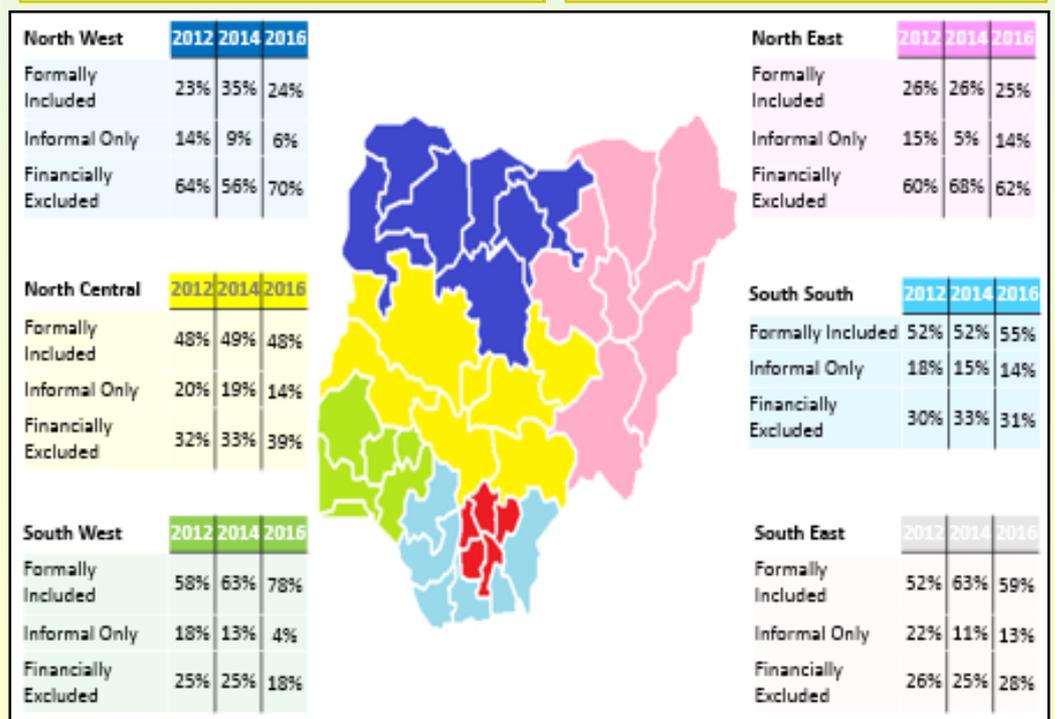


Figure 2: Financial Access by Geo-Political Zones



### SPOTLIGHT: Key Findings—EFInA Access to Financial Services 2016 Survey

2014 to 70% in 2016, financial exclusion in the North Central increased from 33% in 2014 to 39% in 2016, the exclusion rates in the South East also increased from 25% to 28%.

By contrast, improved performance was reported for the South-West which witnessed financial exclusion rate decrease from 25% in 2014 to 18% in 2016, **resulting in the region surpassing the target for 20% exclusion rate by 2020.**

Significant progress was also recorded in the North-East with financial exclusion rate decreasing from 68% in 2014 to 62% in 2016 while the South-South also improved from 33% to 31% (See Figure 2).

The survey also revealed the progress on National targets as set in the National Financial Inclusion Strategy as follows;

- Access to payment channels increased from 24% in 2014 to 38% in 2016.
- Access to savings products increased from 32% in 2014 to 36% in 2016.
- Access to credit remained at 3% between 2014 and 2016.
- Access to pension also remained at 5% between 2014 and 2016.

- Access to Insurance increased marginally from 1% in 2014 to 2% in 2016.

The EFInA Survey provides a huge opportunity for both sectors to deep dive and proffer solutions for improved access to critical financial services. Other identified opportunities from the Survey also include:

- Large numbers of unbanked people, not just at the base of the pyramid which could be targeted with financial services.
- A broad range of relevant products and services (micro-insurance, micro-pensions, etc.) that can be provided through digital and non-digital channels could be deployed
- Focus on the MSMEs, agricultural producers, households and individuals, especially those in the informal sector
- Focus on women and youth (under-served groups), to reverse loss of productivity to the economy.

The Survey also revealed the emergence of “lapsed users” (previous users of financial services that chose to self-exclude) either due to tough economic situation, lack of trust in the financial system or distance to financial access points. The report provides

recommendation for financial services providers towards improving technology platforms, new product streams (non-interest finance), increased visibility of existing branches and enhanced customer service.

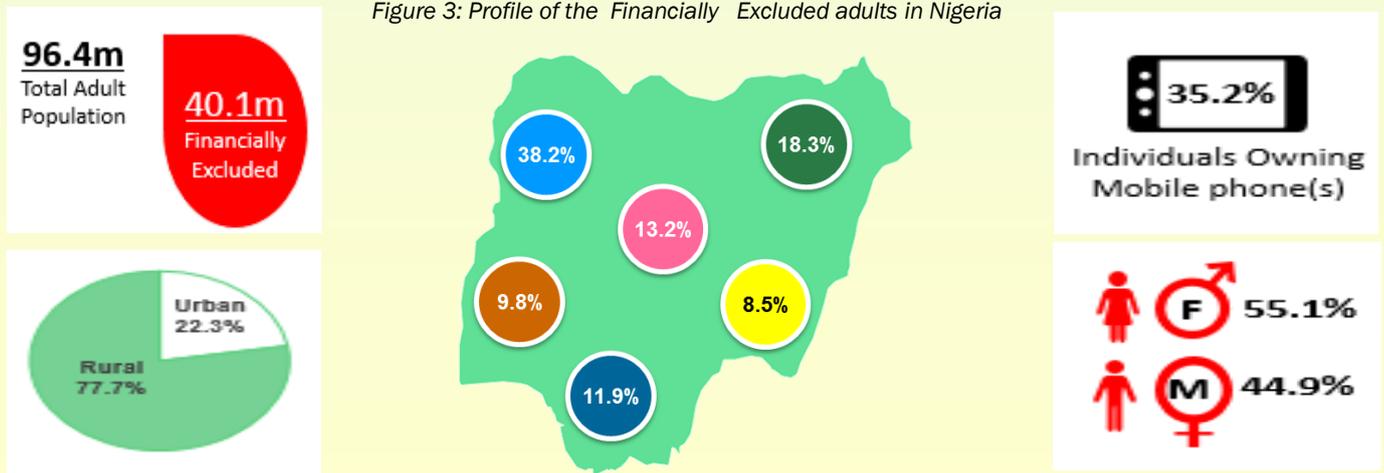
In summary, the report is a call to action for Financial Services Providers to **develop targeted outreach and innovations, leveraging on digital platforms to reach the excluded population.**

It is important for all stakeholders to ensure that replicable lessons are learnt from regions with improved access to financial services.

The Federal Government also has a huge role to play in terms of provision of necessary infrastructure and social interventions to ultimately alleviate people out of poverty.

It is pertinent to note that the Federal Government has critical roles to play in supporting the economic citizenship of its adult population. This will go a long way in bridging the gaps on “economic inclusion” of the poor by way of employment and income generation as a basis for sustainable financial inclusion in the country.

Figure 3: Profile of the Financially Excluded adults in Nigeria





## DIGITAL FINANCIAL INCLUSION

### FinTechStage Inclusion Forum advocates innovations in Regulatory Supervision

A FinTechStage Inclusion Forum was organized by the Bill & Melinda Gates Foundation at the Balai Sidang Convention Center, Jakarta – Indonesia from March 22nd – 24th, 2017.

The forum was aimed at accelerating international collaborations between innovators and regulators in ways that deepen financial inclusion.

The Forum focused on Regulatory Technology (also known as RegTech) i.e. the application of innovative technology to address regulatory challenges in the financial sector; and provide a platform for RegTech companies, financial institutions and regulators to learn from each other, update on current trends and identify/project new areas of application.

Delegates from Nigeria were drawn from the Central Bank of Nigeria, Nigeria Inter-bank Settlement System, Lagos Business School, MTN Nigeria (Mobile Financial Services Department), Venture Garden Group (Consultants to the Federal Govern-



Nigerian delegates at the FinTechStage Inclusion forum.

ment's Conditional Cash Transfer Programmes) and Qrios Networks (Independent Consultants to the Bill & Melinda Gates Foundation in Nigeria).

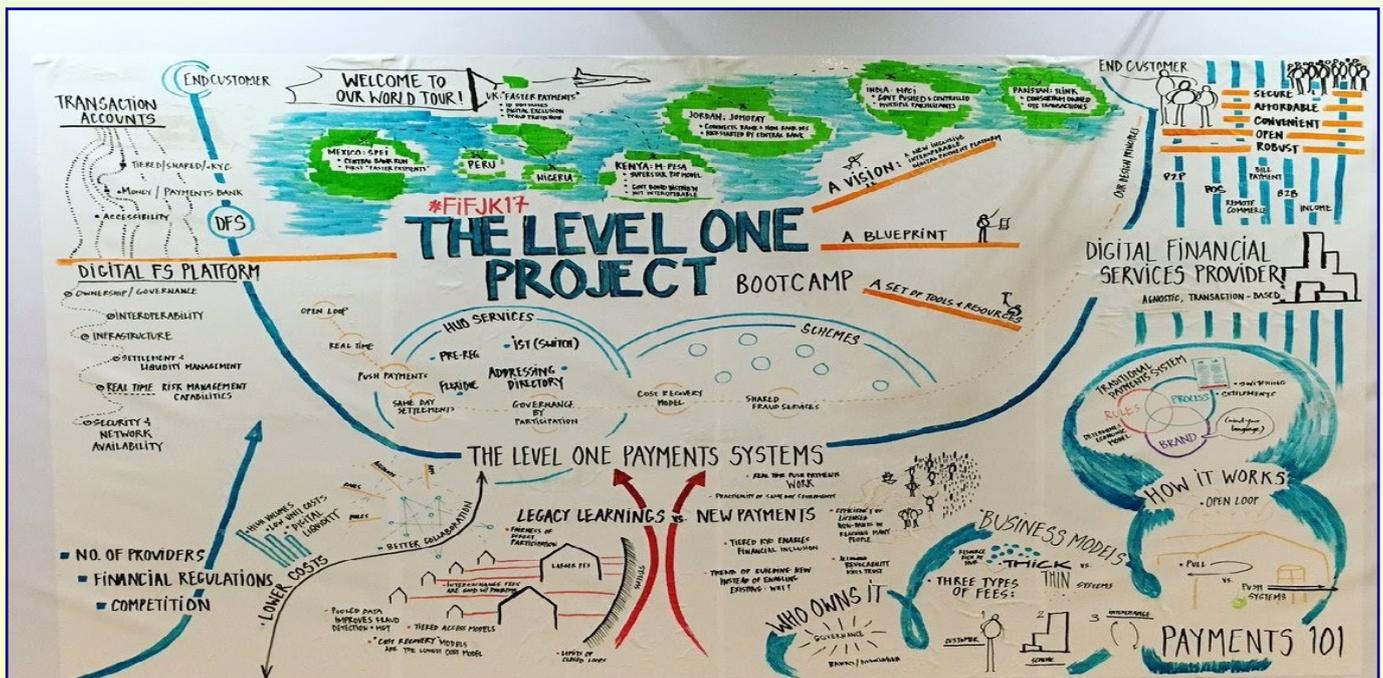
#### Key highlights of the Forum included:

- **The Level One Project** - Design principles and system components for the delivery of low cost, high volume, digital liquidity and financial services that work for the poor around the world.
- **FinTech Global Show Case** – Panel sessions on Digital Financial Services and Case

Studies on various financial inclusion innovations around the world.

- **Regulator-Innovator Dialogue** – Work sessions for regulatory bodies and innovators to discuss challenges for regulating the dynamic Fintech space and foster global collaboration between stakeholders.
- **RegTech for Regulator Accelerator (R2A) program:** Expert session to explore how Regulators could leverage technology advancements to improve supervision and policy making.

In summary, opportunities exist for strengthening Nigeria's payment systems to further deliver low cost, high volume, financial services that work for the bottom of the pyramid. At the end of the forum, participants were enjoined to explore the development of RegTech Sandbox for expanding innovation around access and usage of digital financial services, particularly in remote and underserved areas.



Visual Representation of the Level One Project



## MICROFINANCE

### *MoneyTrust Microfinance Bank commences operations, targets 50% of the country's unbanked population*



*Chief Executive Officer of MoneyTrust MFB, Mr. Chike Memeh (middle)*

MoneyTrust Microfinance Bank (MFB) a multi-purpose MFB was recently licensed by the Central Bank of Nigeria (CBN) to carry out key responsibilities pertaining to serving the low income, bottom of the pyramid Nigerians thereby pro-

moting Financial Inclusion in the country.

Mr. Chike Memeh, Chief Executive Officer of the Bank stated that MoneyTrust MFB was going to focus specifically on the 'Mom-Preneur' (MP) targeting women empowerment, the 'Youth-Preneur', targeting innovation and 'enterprise' relating to pool funds management and a cooperative partnership plan.

The CEO of the bank also laid out his plans to focus on a micro-health scheme while catering to various cadres in the public, he went on to add during his remarks that the bank's operations would be largely driven by innovation.

Mr. Memeh also harped on the banks plan to incorporate good governance with a solution centric approach in reaching about 50% of Nigeria's unbanked populations

In addition to regular products offered by financial institutions, MoneyTrust MFB will offer unique products targeted at kids, youth, parents, small business owners, associations, religious bodies and others.

Source: <https://guardian.ng/business-services/moneytrust-mfb-targets-50-per-cent-under-bank-population/>

### *FINCA Microfinance Bank wins Best Agency Banking provider for 2017*

At the Cashless Africa award and expo organized by Mobile Money Africa in March, 2017, FINCA Microfinance Bank was provided with the 'Best Agency Banking Provider' award.

The award which is organized for individuals and businesses operating in the Agent Banking space in Nigeria is dedicated to acknowledging creativity, commitment and excellence in the digital financial services across Africa

Receiving the award, the Chief Executive Officer, represented by the Product/Channel Development & Research Manager,



*FINCA Nigeria Representative receiving the Agency Banking Award*

Mr. Azeez Ibraheem thanked the organizers for the award, stating that the institution aimed to use unconventional methods to focus on the unbanked, bottom of the pyramid Nigerians.

He also stated that the launch of FINCA's agency banking model for its clients will provide them with

unlimited access to all the services offered by the Bank especially unlimited, secured, reliable and convenient product and services. He noted that in the near future, these services will also extend to non-FINCA clients as well.

Lastly, he noted that FINCA would continue to offer simple but innovative financial solutions including savings, term deposits, loan products and Digital Financial Services to help clients effectively manage their money, develop a savings culture to save for the future and grow their businesses.

Source: <http://nigeria.finca.org/news/finca-microfinance-bank-wins-best-agency-banking-provider-2017/>



### SPECIAL INTERVENTIONS

## MSMEDF: CBN Conducts Pre-disbursement Workshops in 12 States

The Central Bank of Nigeria (CBN) conducted workshops for the Persons With Disabilities (PWDs) in 12 states of the federation preparatory to the disbursement of the 2% of the Micro, Small and Medium Enterprise Development Fund (MSMEDF), earmarked for them.

The pre-disbursement workshop was conducted in Cross River, Akwa Ibom, Ebonyi, Anambra, Benue, Nasarawa, Kano, Jigawa, Taraba, Gombe, Oyo and Ondo, with an average of 150 PWDs per State in attendance.

It was jointly facilitated by the CBN branches across the country; state offices of the

Small and Medium Enterprise Development Agency of Nigeria (SMEDAN); state chapters of the Joint National Association of People with Disabilities (JONAPWD); and branch offices of participating financial institutions (PFIs)

Highlights of the workshop across the 12 states includes the identification and authentication of participating PWDs, as well as presentations by the CBN and SMEDAN.

The PFI' branches also marketed their products preparatory to enabling the PWDs take informed decisions on appropriate institutions to partner with in applying for the loans.

At the end of the training, participants were assisted to open accounts with the PFIs of their choice with a view to commencing the processes for loan application and disbursement.



Senior Special Assistant to the President on Disability Matters, Dr. Victor Ankele (middle) with participants at the pre-disbursement training in Nassarawa State

## FG pledges N1.6bn for Women Empowerment—International Women’s Day

As part of the 2017 International Women's Day celebrations which took place on the 8th March, 2017, the Acting President Prof. Yemi Osinbajo reaffirmed the commitment of the Federal Government to Women Empowerment.

He did this while delivering a message to Nigerian women recognizing and appreciating the very valuable work done, and role played by women over the years.

The Acting President stated that women in our society continued to contribute to national development while working within and outside the home as well as in public life. Reiterating that in some cases even, women had become the sole providers for their families.

He went on to state that the federal government led by

President, Muhammadu Buhari intended to personally ensure that **the sum of N1.6B was set aside for the National Women’s Empowerment Fund** which would be called the **‘Jarin Mata fund’**.

Other key messages contained in the Acting president’s message to women included;

“While we have made some progress over the years connecting women and girls with opportunities, there is still so much more to do. We must strive to use our laws, cultural and religious institutions as well as our resources to empower women, give them opportunity, and protect their rights to a safe, healthy, stable life in our country.

“We are determined that Nigerian women will live to fulfill their aspirations in a peaceful and prosperous country.

## Banks Urged to Set Up Sign Language Desks



CBN team with participants at the Customer Forum in Kwara State

The President, Nigerian National Association for the Deaf (NNAD), Alhaji Dagbo Suleiman Saka, has made a case for sign language desks to be set up in banking halls across the country.

He made the call at the just-concluded CBN customer forum in Ilorin, Kwara State, saying that such a move would attend to the needs of deaf and dumb customers.

According to him, people with disabilities (PWD) in Nigeria were faced with challenges, which continued to alienate them from the society, adding that even the skilled among them found it hard to integrate into their respective societies. He therefore urged the CBN to direct Deposit Money Banks (DMB) in the country to set up sign language desks in some of their major branches across the country.



## FINANCIAL LITERACY

### *Financial Literacy Training of Trainers Workshop in preparation for the NYSC Peer Educator programme for Financial Inclusion*

A Financial Literacy training of trainers (TOT) workshop was organized by the Consumer Protection Department of the Central Bank of Nigeria in February, 2017 as part of efforts to prepare for the NYSC Peer educator programme scheduled for the 2nd Quarter of the year.

The 5 (five) day workshop featured participatory sessions during which participants were trained on efficient methods to deliver presentations, capture the target audience and pass on key messages relating to financial literacy and capability. Participants at the session included staff from the Federal Ministry of Youth and Sports, Nigerian Deposit Insurance Corporation, National Pensions Commission, Association of non-Bank Microfinance Institutions in Nigeria, Consumer



*Participants at the Training of Trainer Workshop*

Protection Department, CBN and the Financial Inclusion Secretariat

The participants were grouped and assigned topics to facilitate over the course of the week in other to gain hands on experience for providing consumer education to Nigerian Youth corps members who would in turn provide financial literacy to peers in their community. Some of

the topics which were facilitated along with key learning activities were as follows;

- Needs and Wants
- Record Keeping and Cash management
- Household financial management
- Financial Environment
- Financial Consumer rights and responsibilities
- Frauds and Scams
- Me and my business

At the end of the training session, participants were able to learn about various concepts within the financial services sector and gain hands-on experience on training low income Nigerians/people at the bottom of the pyramid on the benefits of being financially capable.

### *Stakeholders participate in 2017 Global Money Week (GMW) activities to promote Financial literacy in Nigeria*

The annual Global Money Week themed 'Learn. Earn. Save' took place from the 27th March to 2nd April, 2017. This year, several institutions participated in the week's activities by sending delegations to schools across the country in commemoration of the GMW.

As part of the weeks activities, a financial literacy day was set aside and Deposit Money Banks were mandated to adopt 30 schools across the 6 (six) geopolitical zones in the country. The Banks provided the students in each school with key information on the financial sector in order to enable them make informed decisions.

The Nigerian Stock Exchange also played a major role in this year's Global Money Week by partnering



*Commemoration of the 2017 Global Money Week at NSE*



*Financial Literacy day organized by Fidelity Bank Plc.*

with Access Bank Plc and AIESEC Nigeria to properly engage the youth on the basics of the financial sector specifically investing, saving and entrepreneurship.

The NSE held a closing Gong ceremony which was attended by students who were on an excursion to the exchange. The students were also provided with the opportunity to interact with the executive management of the Exchange.

The Junior Achievement of Nigeria (JAN) supported the Global Money Week activities by the development of a curriculum on financial literacy for students which was used nationwide.



# Photorama



*CBN Financial Inclusion delegation with the Executive Governor of Kwara State, His Excellency, Mr. Abduljatab Ahmed and the Deputy Governor, Elder Peter Sara Kisira*



*Strategic meeting with the Permanent Secretary, Federal Ministry of Youth and Sports Development to discuss the NYSC Peer educator Programme for Financial Inclusion*



*Signing of the Memorandum of Understanding between ANMFIN and NICON Insurance towards participation in the Government Enterprise and Empowerment Programme (GEEP)*



*Financial Inclusion Secretariat receives Award for 'Best Supporting Partner in promoting Financial Inclusion' at the 2017 Annual General Meeting of the Association of Non-Bank Microfinance Institutions of Nigeria (ANMFIN)*



*CBN Financial Inclusion delegation with the Executive Governor of Enugu State, His Excellency—Rt. Hon. Ifeanyi Ugwuanyi*



*Participants at the Financial Inclusion Workshop in Kogi State*



*Participants at the Financial Inclusion Workshop in Enugu State*



*Diamond Bank partners Bank of Industry (BOI) on GEEP disbursement*



## STRATEGIC ENGAGEMENTS

### *Netherland's Ambassador to Nigeria reaffirms Queen Maxima's support for Financial Inclusion in the Country.*

The Ambassador of the Kingdom of the Netherlands to Nigeria, Mr. John Groffen has reaffirmed the support of her Excellency, Queen Maxima of the Netherlands to improving Financial Inclusion in Nigeria.

The Ambassador did this during a courtesy call made by the Financial inclusion secretariat (FIS) to the Embassy on the 3rd March, 2017.

During the visit, the Head of the Strategy Coordination Office (FIS), Mr. Joseph Attah presented the current state of financial inclusion in Nigeria, including initiatives deployed to successfully implement the National Financial inclusion Strategy launched in 2012.

Mr. Attah stated that the visit was necessary since Her Majesty, Queen Maxima of Netherlands, the UN Secretary-General's Special Advocate for Inclusive Finance for Development (UNSGSA) supported the launch of the Strategy in 2012.

The Ambassador thanked the team for the visit and mentioned that it was pertinent for Nigeria to further leverage Mobile Money Services to reach the rural unbanked in the country. He also stated that while cultural barriers may play a role in low financial inclusion in some areas, and urged the Secretariat to look into deploying solutions to bridge the cultural barriers.



*The Financial Inclusion Secretariat delegation led by Mr. Joseph Attah (Head, Strategy Coordination Office) presenting the National Financial inclusion Strategy to Ambassador John Groffen.*

Lastly, the Ambassador stated that Nigeria had a lot to learn from the Netherlands which had achieved 99% inclusion and Nigeria to follow up on the implementation of the Strategy due to her passion and commitment to Financial Inclusion in Nigeria.

At the end of the visit, Mr. Attah



*Mr. Garzali Mohammed - Strategy Coordination Officer (FIS) presenting to the Students*

### *Financial Inclusion Ambassadors of the Bayero University, Kano strive to raise awareness in Kano state.*

The Financial Inclusion Ambassadors of the Bayero University, Kano (BUK) came on a Study visit to the Central Bank of Nigeria (CBN) in February, 2017 to acquaint themselves with the National Financial Inclusion Strategy.

The visiting team comprising 12 students from various Departments of Bayero University Kano were led by Dr. Musa Abdullahi Bayero of Department of Management Sciences of the University.

During the 2 (two) day visit, presentations were made by several departments providing insights into the operations of the Central Bank of Nigeria including the Strategy Management Department, Development Finance Department, Banking and Payment Systems Department, Consumer Protection Department and the Shared Services Office.

The Financial Inclusion Secretariat also delivered a presentation to the team highlighting the fact that a target to

achieve 80% inclusion rate for adult Nigerians for 2020 was set in the National Financial Inclusion Strategy and that several initiatives and interventions had been deployed to achieve the target set.

At the end of the session, the Ambassadors delivered a presentation of their own highlighting their vision and mission to improve awareness on financial inclusion in Kano State and across the country.

Following the visit, the Ambassadors invited the Financial Inclusion Secretariat to participate in the Global Money Week celebrations in March, 2017.

A paper presentation was delivered on the financial inclusion journey so far in which major barriers to financial inclusion and the interventions to address them, particularly in Kano State were provided.



*Participants at the 2017 Global Money Week session organized by the Financial Inclusion Ambassadors, BUK*



## STRATEGIC ENGAGEMENTS

### Monitoring visits to follow-up on National Financial Inclusion Strategy implementation at State Level

#### Osun and Ogun States



Participants during the Stakeholder Engagement

The Financial Inclusion Secretariat (FIS) undertook engagement/follow up visits to Osun and Ogun states from 6th February, 2017 to 10th February, 2017. The visits were aimed at monitoring financial inclusion strategy implementation activities of stakeholders and discussing ways to improve financial inclusion rates in the states. There were meetings with the following stakeholders: CBN Branch Staff and Financial Service Providers in Osun and Ogun States.

The visits in each state featured a paper presentation by the Financial inclusion Secretariat (FIS) on the National Financial Inclusion Strategy (NFIS) implementation process highlighting that financial exclusion rates in Osun and Ogun States which were 25.6% and 31.0% respectively.

The FIS team iterated that these exclusion figures led to the approval of the Bankers Commit-

tee for the breakdown of national targets for each Deposit Money Bank stating that targets for all other sectors would be broken down appropriately subsequently.

Some of the key recommendations for each stakeholder group in each state were identified as follows;

#### 1. State Government:

- The need for state governments to collaborate with CBN, other regulators and service providers to develop and implement State-specific FI initiatives.
- The need for government to make Financial Inclusion an important subject in a Unit under the Governor's Office.
- The need for the State Government to Identify existing initiatives which have potential to enhance financial inclusion and support them e.g. State MFB License and capacity building for existing ones.

#### 2. Financial Services providers;

To mobilize savings and increase customer base, FSPs should:

- Perform analysis of financial needs of the financially excluded and customize services that meet the needs e.g. MSMEs

- Define specific measures on how to achieve set FI targets (e.g. number of ATMs, number of agents, and number of new customers

- Ensure consumers of financial services are adequately protected.

At the end of the visits and based on interactions with the stakeholders at the state level, some of the following key actions were recommended by participants for improved access to finance in the state;

- In tackling inflation in the Country, the participants were of the opinion that the CBN should consider the populace who are at the receiving end of the policies by taking actions that could make interest rates plummet. Exchange rate policies, they said should also be stabilized for them to make informed economic decisions.
- The financial service providers in the rural areas should leverage on renewable energy to support their functions.
- The DMBs should ensure they attend Bankers Committee meetings at state level so that they can leverage on the opportunities available to reach the unbanked.

#### Kogi and Kwara States

### Governor of Kwara calls on CBN to strengthen Microfinance Banks



Kwara State Governor during the Financial Inclusion Engagements in Kwara State

At the Financial Inclusion state engagement to promote financial inclusion in Kwara State, the State Governor Alhaji Abdulfatah Ahmed urged the Central Bank of Nigeria to improve the compliance level of Microfinance Banks in the country.

He made this statement as he disclosed the commitment of the state government to promote digital financial inclu-

sion by ensuring that all internally generated revenue collection processes are digitized.

During the meeting, the Governor also explained that his government was working to broaden people's inclusion by imbibing a culture of banking through the web.

During the state visits to both Kogi and Kwara States, technical papers



## STRATEGIC ENGAGEMENTS

*Continued from Page 12*

featuring the National Financial Inclusion Strategy (NFIS) implementation process and the impacts at national was presented to the identified stakeholders.

The paper stressed that exclusion rates in Kogi and Kwara States which were 31.8% and 26.0%, respectively called for concerted action if the 2020 targets would be reached. To this end, it was unanimously agreed that there was a need for stronger push, particularly in the Formal other sector comprising Microfinance, Insurance, Pension and Non-interest insurance, Mobile Money, among others. The critical role of State Governments in advancing the economic potentials of their citizens was therefore stressed as central to financial inclusion within the states.



*Mrs. Temitope Akin-Fadeyi (Head, Financial inclusion Secretariat) presenting a paper to the State Executive Council in Kwara State*

### *Ebonyi and Enugu States*



*CBN Financial Inclusion delegation with the Executive Governor of Ebonyi State, His Excellency— Mr. Dave Umahi*

The Financial Inclusion Secretariat (FIS) undertook engagement visits to Ebonyi and Enugu States from 8th May, 2017 to 12th May, 2017.

The objective of the engagements was to sensitize and update the stakeholders in each state on the Implementation of the National Financial Inclusion Strategy (NFIS).

The state visits included engagements with Financial Service Providers and State Government in which technical papers were presented by

the Secretariat on the exclusion rate in each state followed by interactive sessions on the best way to move financial inclusion forward in each state.

In Ebonyi State, the state governor agreed that all Stakeholders need to exact more effort towards achieving 80% financial Inclusion. He however urged the Federal Government and the Central Bank of Nigeria to pay more attention to Ebonyi State.

He also highlighted that Ebonyi has low IGR because of its farming-based rural population and beckoned on the CBN to disburse MSMEDF to farmers in the State, especially through the Anchor Borrowers project.

The Governor also expressed concern over the lack of adequate security at bank branches stating that the Nigerian Police needed to do more. He suggested that the CBN and the Commercial Banks use technology such as CCTV to link and monitor major locations where banks are sited.

In Enugu State, the State Governor stated that the Government was already giving unconditional cash transfers to selected citizens in the State to boost the trading activities.

He highlighted that the state government specifically deployed Soldiers to crime prone locations to allow Banks carry out their businesses.

At the end of the visit, stakeholders in both states agreed to embark on initiatives that would promote financial inclusion in the region and in Enugu and Ebonyi states specifically.



## DATA MANAGEMENT ACTIVITIES

### *Financial Inclusion Secretariat meets with Deposit Money Banks to review progress on the approved Targets for National Financial Inclusion Strategy Implementation*



*Financial Inclusion Secretariat with Sterling Bank implementation team*



*Financial Inclusion Secretariat with Fidelity Bank implementation team*

In furtherance of the mandate by the Nigerian Bankers' Committee to delineate the National Financial Inclusion Targets for Deposit Money Banks, each institution was expected to submit an implementation plan to achieve the targets set.

In order to sustain the shared commitment towards the approved targets, the Financial Inclusion Secretariat reviewed the Implementation Plans submitted and held review meetings with 9 (nine) Deposit Money Banks in the first quarter of 2017.

Basically, the review session aimed to achieve the following objectives:

- To ensure the implementation plan submitted by DMBs align with the goal of the 5-year target;
- To review what was achieved in 2016 and the prospect for 2017.

The Banks were represented by their Financial Inclusion Leads, Heads of Corporate Strategy and Chief Compliance Officers. The following issues were featured:

- Presentations by the Financial Inclusion Secretariat on overall implementation status across sectors
- Progress update by the DMB's on their 2016 implementation efforts and key initiatives earmarked for 2017.
- Interactive discussions on imple-

mentation actions, key issues and way forward.

During the technical paper presentation by the Financial Inclusion Secretariat, the global view of the financially excluded population where over 2 billion adults are estimated to be financially excluded was provided. Further drilling down to sub-Saharan Africa, it was revealed that Nigeria ranked top on the list of Countries having the highest exclusion rates among peer countries.

Highlighting several interventions deployed by several stakeholders to improve the financial exclusion situation in the country, the session concluded with a call to action to the Deposit money Banks by imploring the banks to fully implement the action-plans already submitted.

The Banks presented their updates on the implementation of the 2016 financial inclusion plans and the prospects for 2017 plans. They also provided reports showing progress made under Branch and ATM expansion, Agent banking, Savings and Credit. The Banks have deployed innovative approach towards reaching the unbanked and under-served population.

Specific initiatives by the Banks to implement their work plans included the following;

- Some Banks have applied to CBN for branch expansion while others are in the process of conducting

field surveys to ascertain the feasibility of the proposed sites.

- Majority of the Banks have deployed Agents in order to reach the mass market. Similarly, mass market retail products have been designed to suit the needs of the customers.
- Banks have deployed Mobile Application solutions to ease access to and usage of formal financial services (Bank on mobile phones).

At the end of the sessions, each bank provided the Secretariat with information on some of the challenges they were facing, charging the Secretariat to escalate where required to the necessary stakeholder agencies on resolution.

The review exercise was a follow up to the 5-year Target setting exercise to drive the implementation of the National Financial Inclusion Strategy which was undertaken with the banking sector in 2016. Specific targets for all Deposit Money Banks (DMBs) were subsequently approved at the meeting of the Bankers' Committee held on June 9, 2016. Sequel to this, all DMBs submitted implementation plans on how their approved institutional targets would be achieved between 2016 and 2020.



## International Financial Inclusion News

### The 9th Annual G-24/AFI Policy Makers Round table on Financial Inclusion



*A Cross-Section of Participants at the 9th Annual G24-AFI Policy Makers Roundtable*

On the 19th April, 2017 the Alliance for Financial Inclusion (AFI) - hosted the 9th Annual Policy Makers Roundtable meeting in Washington D.C.

The Annual Policymakers roundtable is a forum for discussing issues relevant to Financial Inclusion particularly in the developing countries, the forum is attended by members of Inter-governmental Group of Twenty (G24).

The G24 is a 24 country member group from across the world including Nigeria that coordinates the position of developing countries on monetary and development issues—In attendance at the meeting were high-level members of Alliance for Financial Inclusion, International Monetary Fund (IMF), Financial Stability Board (FSB) and The Bill & Melinda Gates Foundation (BMGF) amongst others

The focus for this year's roundtable discussion was **"De-risking, Fintech & Gender"**

The meeting was opened by the Director of the G-24 Secretariat, Ms. Marilou Uy, followed by a keynote address from the AFI chairperson and Governor of the Bank of Tanzania, Benno Ndulu.

In his key note address, Governor Ndulu noted the persistent challenges of de-risking and asked what actions could be taken to address these issues.

The first session of the roundtable focused on the challenges of de-risking and the importance of new technology including rapid developing fields of FinTech and RegTech. Some of the highlights discussed and recommendations includes:

- \* How de-risking impacts remittances through continuous decline in the number of Mobile Transfer Operators (MTOs) resulting in higher costs and limited choices for consumers leading to their fall back in the informal sector
- \* A call to donor support to build a regulatory infrastructure needed to meet the challenges of de-risking.
- \* The transformative impact of the Mpesa in its 10<sup>th</sup> Anniversary as the breakthrough achievements of technology.
- \* The need to shift efforts from financial access to more emphasis on usage and quality

- \* The ongoing work to balance Fintech innovation and Financial Stability by the Financial Stability Board (FSB).

The second session focused on financial inclusion 'gender gap' issues and recommendations from this session were as follows:

- \* A commitment by the Gender and Women's Financial Inclusion committee to halve the gender gap by 2021.
- \* The need for better financial literacy and education programs targeted to address the needs of women.
- \* A call to participants to prioritize gender disaggregated data to holistically understand the reasons and proffer solutions to gender gap issues

As Nigeria is advocating for the adoption of digital financial services to drive inclusion, the deliberations at the meeting provides insight into deeper understanding on the importance of balancing Fintech and regulation to engender innovation.



## International Financial Inclusion News

### AFI Financial Inclusion Data and Strategy Peer Learning Group Members meet in Tajikistan

The 15th Financial Inclusion Data and 10<sup>th</sup> Peer Learning Working Group meeting held from 24<sup>th</sup> -28<sup>th</sup> April, 2017 in Tajikistan. In attendance were working group members from 47 countries including Nigeria.

The chairman of the National Bank of Tajikistan, Mr. Jamsed Nurmahamadzoda opened the meeting by welcoming participants and highlighting the progress made by Tajikistan in achieving the Maya Declaration commitment target of 30% access to financial services by the population of Tajikistan.

The AFI Deputy Executive Director, Mr. Norbert Mumba, emphasized the importance of the joint meeting by stating that the Financial Inclusion Strategy and data are mutually dependent in order to achieve respective goals.

Highlights from the meeting include:

- \* Sharing of the implementation plan for positioning of working groups for policy leadership

alliance with the participants

- \* Group Members learnt how to align Sustainable Development Goals (SDGs) with their national strategies.
- \* Identification of policy topics that would be developed jointly by both working groups such as: Monitoring and Evaluation (M&E) Guidance Notes for National Financial Inclusion Strategy (NFIS),

Framework for measuring the impact of financial transaction costs on Financial Inclusion Policies on targeted segments and, Financial Inclusion policies on the informal sector.

At the end of the engagements, members suggested a standard definition for green finance and the conduct of a case study on socially responsible finance.



Financial Inclusion Data and Strategy Peer Learning Group Members

Source: <http://www.afi-global.org/news/2017/04/afi-fid-working-group-and-fis-peer-learning-group-develop-joint-knowledge-products>

### Indonesia holds National Financial Inclusion Strategy Workshop



Panelists (L-R): Mr. K. Srinivasan (Deputy General Manager, Reserve Bank of India), Mrs. Temitope Akin-Fadeyi (Head, Financial Inclusion Secretariat) and I Gede Putra Arsana (Financial Sector Specialist, World Bank - Jakarta)

In April, 2017 The Financial Inclusion Secretariat facilitated at the workshop organized by World Bank and the Coordinating Ministry for Economic Affairs, Indonesia on the National Financial Inclusion Strategy, delivering a technical paper on **“Establishing Key Indicators for measuring Financial Inclusion – Knowledge Sharing from Nigeria”**.

In attendance at the workshop were members of the National Council for Financial Inclusion, the Financial Inclusion Secretariat and Working Groups. Key Highlights at the workshop included; international experience sharing on implementing the national strategy for financial inclusion, operational structure, coordination and evaluation mechanism, roles of the Secretariat as well as Working Groups

The National Council for Financial Inclusion in Indonesia is chaired by the President, assisted by the Vice-President while the Coordinating Minister of Economic Affairs (CMEA) serves as the Executive Chairman.

The **Presidential Regulation No. 82 (2016) on the National Strategy for Financial Inclusion (NSFI)** was issued on September 1st, 2016 and the revised Strategy formally launched on November 18th, 2016. The National Strategy for Financial Inclusion Strategy (NSFI) targets to achieve a financial inclusion index of 75% by 2019 and 90% by the end of 2023.

Source: World Bank – Jakarta



## *Nigerian Financial Inclusion News*

### Diamond Bank and Bank of Industry Partnership

Bank of Industry (BOI) is implementing a ₦140billion Government Enterprise and Empowerment Program (GEEP) Fund, which is part of the N500billion social intervention package from the Federal Government of Nigeria. Under GEEP, BOI would be responsible for identifying and disbursing soft loans to 1.6 million beneficiaries nationwide, comprising market women, youth, artisans and farmers. Diamond Bank is collaborating with BOI using BETA saving account as platform for the disbursement of loans to its beneficiaries.



Source : <http://www.vanguardngr.com/2017/03/boi-diamond-bank-set-disbursement-n140bn-geep-fund/>



### Cellulant offers \$100m micro loans to 600,000 farmers

The mobile commerce company, Cellulant is working on an arrangement with a consortium of financial sector institutions to provide farmers with a \$100m micro loan facility between June 2017 to July 2018. This was made public through a report launched by cellulant highlighting the impact of technology in transforming agriculture across Africa, particularly with the Growth Enhancement Support Scheme (GES) Dry Season, 2016.

The project aims to target **1,736,445** farmers over the one year period providing food security and financial inclusion for farmers across 30 states.

For more information visit: <https://guardian.ng/features/cellulant-offers-100m-micro-loans-to-600000-farmers/>

### Empowering Retail Investors through Savings Bonds

In March 2017, the Debt Management Office began offering the Federal Government of Nigeria Savings Bond as part of its interventions to promote a savings culture among low income earners with the added benefit of earning more interest in comparison to savings account with banks.

The first savings bond opened for subscription on March 13, 2017 and ran for 5 days with a minimum subscription of N5,000 and a maximum of N50 million. The total amount raised at the end of the offer was N2.068 billion from 2,575 investors.

In a statement made by the Director General of DMO, Dr. Abraham Nwankwo, Investors are able to subscribe through the over 100 stockbroking firms trading on the floor of the Nigerian Stock Exchange (NSE) and accredited by the DMO to act as distribution agents.



For more information visit: <https://www.thisdaylive.com/index.php/2017/04/19/empowering-retail-investors-through-savings-bonds/>



### CBN Unveils Guidelines on Non-interest MFBS

The Central Bank of Nigeria has released guidelines on the regulation and supervision of non-interest (Islamic) microfinance banks in Nigeria. The guidelines issued to support the interests of micro clients not covered by conventional MFBS is expected to level the playing field between conventional MFBS and non-interest MFBS (NIMFB) ultimately contributing to the improvement of financial inclusion in the country.

Some of the prescriptions in the guidelines include the following;

- A NIMFB shall be required to maintain not less than five per cent of deposit liabilities in liquidity management instruments compliant with the principles underpinning this model and as approved by the CBN
- Capital Adequacy Ratio (CAR) of a NIMFB shall be measured as a percentage of shareholders' funds unimpaired by losses to its risk weighted assets
- The maximum amount which a NIMFB can invest in fixed assets is 20 per cent of its shareholders' funds unimpaired by losses

For more information visit: <https://www.thisdaylive.com/index.php/2017/04/17/cbn-unveils-guidelines-on-non-interest-mfbs/>



## *Nigerian Financial Inclusion News*

### **Stanbic IBTC launches MYSAs to encourage Savings**

The launch of a Max Yield Savings account (MYSAs) was designed to incentivize its customers to adopt the culture of savings towards a specific project.

The new product will help customers reach their savings target faster by offering an increased interest return on savings balances of N100,000 and above compared to the regular savings.

According to the Head Personal Banking Stanbic IBTC, Nkolika Okoli the bank will continue to explore ways to develop financial solutions relevant to the financial and economic aspirations of Nigerians in line



with the National Financial Inclusion Strategy and the retail banking drive of the Stanbic IBTC Group.

The MYSAs are targeted at individuals across all segments including artisans, students and salary account holders among others.

Source : <https://www.thisdaylive.com/index.php/2017/06/16/stanbic-ibtc-bank-supports-drive-for-savings-culture/>



### **Osinbajo signs into law two bills to ease access to loans**

The acting president, Yemi Osinbajo has signed into law two bills that will ease the challenges faced by Nigerians to access affordable credit and promote a favorable business environment.

The new bills passed by the National assembly are the Collateral Registry Act, 2017 and Credit Reporting Act, 2017.

The Collateral Registry Act, 2017 seeks to address the major obstacle of accessing Micro Small Medium Enterprises by allowing the citizens to register their movable assets in the National Collateral Registry and use the same as collateral for loan acquisition.

While the Credit Reporting Act, 2017 provides the platform for credit information sharing between Credit Bureaus and lenders, enabling the lenders to make viable decisions on whether or not to extend credit to individuals.

Together, these two Acts will drive growth of the private sector development by facilitating the achievement of the goals of Presidential Enabling Business Environment Council (PEBEC).

Source : <http://www.vanguardngr.com/2017/05/osinbajo-signs-laws-ease-access-credit-facilities-msmes/>



### **The Association of Non-Bank Microfinance Institutions in Nigeria (ANMFIN) holds its 3rd Annual General Meeting.**

The National President ANMFIN, Mr. Hamid Afolabi during its 3rd AGM in May, 2017 stated that the Association with membership of over 4,000 microfinance institutions positioned the association to be one of the best institutions to promote rural and agricultural finance in Africa.

The president also highlighted that the association had developed technology platform for all non-bank microfinance institutions to accelerate access to finance using a technology driven platform called ANMFIN cloud. The software is expected to transform MFIs to do business and connect with other financial institutions through the association's payment gateways.

During the AGM, awards were presented to various institutions among which the Financial Inclusion Secretariat was provided with the award for the 'best partner'.

Source: Financial Inclusion Secretariat report on ANMFIN AGM



## ARTICLES



### Delivering Formal Financial Services to Savings Groups: A handbook for Financial Service Providers

## ARTICLES



For decades, Savings groups (SGs) – A group of selected members from within a community who meet regularly to save, have thrived in cushioning the immediate needs of their members; they offer short term-loans to participants in need to repay with an agreed interest.

SGs are organized and trained in the basics of saving and borrowing, however they are fraught with limitations in serving their members from limited range of products to short tenors of loans and majorly the security of the contributors funds are not guaranteed as funds are locked in boxes.

This handbook – a collaborative effort between the SEEP network, MasterCard Foundation, CARE and other stakeholders – **is a toolkit for financial service providers to leverage the resources and processes of established savings group to deliver formal financial services.**

It seeks to highlight the untapped business opportunities for Financial Service providers within the underserved market segment as an *estimated 14million people are*

*members of Saving Groups across 75 countries<sup>1</sup> with a total assets between \$430million and \$1.2 billion\**. Therefore Savings group are pathways for delivering formal financial services in new and underserved markets.



Members of a Savings Group

The first section focuses on understanding the Savings Group market segment, its strengths and limitations and identifying the value that can be added by FSP to meet the consumers need. it also highlights the potential benefits of access to formal financial services for both Savings group and FSPs;

The second section provides insights into the three (3) key barriers that impede FSPs participation in the underserved market as;

- \* Last Mile Delivery of services due to the remote location of customer base
- \* Understanding the consumer needs and,
- \* determining the business value for investors

It also highlights the solutions to overcome these challenges – technological advances, mobile penetration and partnership development respectively.

The third section in the handbook provides a holistic approach in the design and delivery of financial products to SGs as highlighted below;

- \* Conducting Market Assessment & Targeting
- \* Designing consumer-centric products
- \* Choosing Delivery Channel for financial products
- \* Collaborative partnership with stakeholders to deliver Financial Education and Consumer Protection
- \* Defining Success Factors – Active accounts, high average balances and low operating cost

The final section calls for deeper investigations and innovations in designing consumer –centric products, engendering cross-sectoral partnerships and understanding SGs demand for credit

Download full handbook: [http://reliefweb.int/sites/reliefweb.int/files/resources/Delivering-Formal-Financial-Services-to-SGs\\_A-Handbook-for-FSPs\\_2017.pdf](http://reliefweb.int/sites/reliefweb.int/files/resources/Delivering-Formal-Financial-Services-to-SGs_A-Handbook-for-FSPs_2017.pdf)

\* Estimated total assets based on conservative estimate of 10-15 million active SGs, with average assets between \$860 and \$1,500



*The Financial inclusion Secretariat is the coordinating body for the implementation of the National Financial Inclusion Strategy in Nigeria.*

*The Secretariat is a liaison for all stakeholders in the Financial Inclusion space and is responsible for engaging, coordinating and evaluating initiatives geared towards the achievement of the Strategy targets.*

*This newsletter is a quarterly publication by the Financial Inclusion Secretariat and features industry news on financial inclusion as well as periodic updates on the progress of the implementation of the Strategy.*

---

*For further enquires and submission of articles for publication, please contact:*

**Head, Financial Inclusion Secretariat  
Central Bank of Nigeria  
Plot 33, Abubakar Tafawa Balewa Way  
Central Business District,  
Cadastral Zone, Abuja,  
Federal Capital Territory**

**Telephone: 0946237625**

**Email: FIS@cbn.gov.ng**

**EDITORIAL TEAM:**

**Akin-Fadeyi, Temitope**

**Attah, Joseph A. A**

**Ogudu, George**

**Abu, Sophia**

**Umar, Zainab**