“Challenges and Lessons Learned about Financial Inclusion in Latin America and the Caribbean”

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INTRODUCTION

• 3 out of 4 poor adults in the world do not access to financial services.

• Paradox: The poorer a person is, he or she needs more financial services, but the access is lesser.
SUPPLY ISSUES

• Service channels distant from the low-income population, not only physically but above all culturally. (Poor customer service)

• Absence of appropriate savings products

• Lack of interest
DEMAND FACTORS

• Distrust towards the financial system
• Lack of knowledge
• Psychological factors
• Self-exclusion resulting from a lack of self-confidence or because people feel fear.
REGULATORY BARRIERS THAT IMPEDE ACCESS TO THE FINANCIAL SYSTEM:

• Strong regulations for opening attention points (points of service)

• Request of multiple documents for opening savings accounts

• Difficulties for using channels closer to low-income population (including mobile or e-banking tools).
QUESTION

• What is the “Village Savings and Loan” model about?

• Based on VSLA’s experience in Latin America, but also in Africa and Asia, what are the main advantages and challenges that VSLA’s has encountered with savings groups?
QUESTION

• What does the work of CFE with low and moderate income households consists of?

• What are the main advantages and challenges that CFE has faced in terms of financial inclusion, education and financial stability of the vulnerable families in the United States?
What can be done in order to deepen access and offer financial stability to the vulnerable families that we work with? What are the lessons learned?
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Partnerships for Financial Inclusion:
A Catalyst for Inclusive Growth

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