



Inter-American  
**Social Protection** Dialogues

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

Wednesday, April 23<sup>rd</sup>, 2014

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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?

# QUESTION

**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

Tuesday, April 29, 2014 - Wednesday, April 30, 2014

<http://socialprotectionet.org/events/partnerships-financial-inclusion-catalyst-inclusive-growth>

# Visit the IASPN thematic collection on Financial Inclusion

<http://socialprotection.org/topics/financial-inclusion>

The screenshot displays the IASPN website interface. At the top, the logo for the Inter-American Social Protection Network is visible, along with the tagline "Exchanging Experiences, Expanding Opportunities". A navigation menu includes links for Home, About, Topics, Resources, IASPN Blog, News, Events, Portfolio, Members, Groups, and a Help icon. The main content area is titled "Financial Inclusion" and includes a brief description: "Visit our topic pages to access a thematic collection of resources from across the site. Check back often as our site grows from member contributions!". Below this, there are instructions on how to use filters to refine document selections, such as by country. A reminder for members is provided: "\*\*\*Reminder for Members! When uploading resources on the IASPN Knowledge Portal, use the tags to display content on these topic pages and enable easy access for other members when using the filters." A filter section contains dropdown menus for "Type of Content" and "Country", and input fields for "Sectors", "Topics", and "Keywords", with an "Apply" button. A table lists several documents with columns for "Title", "Post date", and "Authored by". The table contains six entries, including "Banishing poverty through banking", "For financial inclusion, give licences to telcos partnering with banks", "Call for proposals: Non-Contributory Pensions, Social Assistance Programs and Household Savings in Latin America and the Caribbean", "Tenth Inter-American Social Protection Dialogue: 'Challenges and Lessons Learned about Financial Inclusion in Latin America and the Caribbean'", and "Savers Deserve More Attention and Protection". On the right side, a "Recommended Resources" section lists additional documents, such as "Social service delivery and access to financial innovation: The impact of Oportunidades' electronic payment system in Mexico" and "NYC Department of Consumer Affairs Office of Financial Empowerment: A Progress Report on the First Three Years, 2006-2009".

Inter-American Social Protection Network  
Exchanging Experiences, Expanding Opportunities

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## Financial Inclusion

Visit our topic pages to access a thematic collection of resources from across the site. Check back often as our site grows from member contributions!

Use the filters below to refine the selection of documents available. For example, you can filter by country to see all documents related to this topic that are also tagged with a specific country.

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Type of Content: - Any -  
Country: - Any -

Sectors:

Topics:

Keywords:  Apply

Title	Post date	Authored by
Banishing poverty through banking	Apr 21, 2014	
For financial inclusion, give licences to telcos partnering with banks	Apr 21, 2014	
Call for proposals: Non-Contributory Pensions, Social Assistance Programs and Household Savings in Latin America and the Caribbean	Apr 21, 2014	
Tenth Inter-American Social Protection Dialogue: "Challenges and Lessons Learned about Financial Inclusion in Latin America and the Caribbean"	Apr 21, 2014	
Savers Deserve More Attention and Protection	Apr 14, 2014	

### Recommended Resources

Recommended resources on this topic.

- Social service delivery and access to financial innovation: The impact of Oportunidades' electronic payment system in Mexico  
Post date: Feb 25, 2014  
Authored by
- NYC Department of Consumer Affairs Office of Financial Empowerment: A Progress Report on the First Three Years, 2006-2009  
Post date: Jun 25, 2013  
Authored by
- Financial Empowerment as a Supervitamin for Public Programs - Strategy #2  
Post date: Jun 25, 2013  
Authored by
- Financial Empowerment as a Supervitamin for Public Programs - Strategy #1  
Post date: Jun 25, 2013  
Authored by
- RESEARCH BRIEF - Immigrant Financial Services Study  
Post date: Jun 25, 2013  
Authored by
- The Global Financial Inclusion (Global Findex) Database  
Post date: Mar 20, 2013  
Authored by
- The Foundations of Financial Inclusion: Understanding



**Thank you for your participation!**