Evidence and Innovation for Scaling Inclusive Digital Finance

7-9 September 2015
Antalya, Turkey
Responsible Finance Forum VI Gala Dinner

The Gala Dinner will provide an opportunity to continue Forum conversations in an informal atmosphere and allow you to become better acquainted with fellow participants.

**Date:** Monday 7 September 2015  
**Venue:** Cornelia Diamond Golf Club

Approximate timings are as follows:  
- **7:15pm** Welcome Reception  
- **8:00pm** Gala Dinner  
- **10:00pm** End of Dinner

Transport to the Cornelia Diamond Golf Club will depart from the Titanic Deluxe Hotel at 7:00pm. Members of the Financial Times team will inform you of further information on arrival to the Forum.

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**Internet**  
*Wifi network:* G20  
*Password:* turkey2015

**Social Media**  
Please follow and contribute to the conversation on twitter using the Forum hashtag #2015RFF

**Website**  
For further reading materials please visit the Forum website  
www.responsiblefinanceforum.org

**Security**  
For security reasons please wear your accreditation badge at all times during the Forum

**Dress Code**  
The dress code for the Forum and Gala Dinner is business attire

**Dietary Restrictions or Food Allergies**  
Please alert the registration team to any dietary restrictions or food allergies you may have so that we can accommodate your needs at the Forum
Dear Guest,

It is our great pleasure to welcome you to the Sixth Annual Responsible Finance Forum (RFF VI) on Evidence and Innovation for Scaling Inclusive Digital Finance, prior to the GPFI Workshops on Agrifinance and SME Finance on September 9th – 10th and the G20 Forum and Plenary on September 11th – 12th.

This Sixth Annual Responsible Finance Forum (RFF VI) brings together policymakers, financial service providers, and researchers for an evidence-based, interactive discussion on advancing inclusive and responsible financial services, financial capability programs, private sector initiatives, and proportionate consumer protection measures in a digital world.

The advent of digital finance has brought with it the opportunity to include those without full access to formal financial services. However, increased access to and use of digital financial services, for all its benefits, does not come without risks, which are crucial to address if financial services are to enhance consumer well-being.

Responsible finance is core to the goals of Universal Financial Access by 2020 and contributes to the United Nations’ Sustainable Development Goals. Collaboration between the private sector and government to promote digital innovation can help foster inclusive financial systems that protect consumers and equip them with the tools necessary to meet their financial needs.

We are honored to have you join us for this significant event and we hope you find the discussions thought-provoking and worthwhile. Indeed, we encourage you to share and follow comments, questions, and reflections throughout the Forum via #2015RFF on Twitter.

Sincerely,

The RFF VI Organizers
<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
<th>Description</th>
<th>Participants</th>
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</thead>
<tbody>
<tr>
<td>08:15 am</td>
<td>Registration</td>
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<tr>
<td>09:00 am</td>
<td>Opening Remarks and Forum Kick Off</td>
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<td>Open your remarks:</td>
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<td>Annie Duflo, Executive Director, Innovations for Poverty Action</td>
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<td>Kate McKee, Senior Advisor, CGAP and Forum Co-Chairperson</td>
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<td>09:30 am</td>
<td>Financial Well-Being in a Digital World</td>
<td>As digital financial services reach more consumers around the world, it will be important not to lose sight of the ultimate goal: ensuring the financial well-being of all consumers. This session will introduce three key components for ensuring financial well-being — consumer protection, financial education, and product design — that will be explored in subsequent forum sessions. Experts will discuss the evolving, interdependent roles of regulators and industry in ensuring consumer well-being; consider how evidence on the impacts of traditional financial services can inform the design and implementation of financial information, education, and products in a digital world; and examine the implications of digitization, from the opportunity of rapid innovation and scale to the challenge of mitigating consumer risk.</td>
<td>Tavneet Suri, Associate Professor, MIT Sloan School of Management; Research Affiliate, Innovations for Poverty Action</td>
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<td>Chen Long, Chief Strategy Officer, Ant Financial Services Group</td>
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<td>11:00 am</td>
<td>Informing Consumers</td>
<td>Consumers need information on what products and services are available and how to use them to their benefit. In this session, researchers will present evidence on how the type and delivery of information impacts the choices of low-income consumers in developing countries. Panelists will discuss the implications of the evidence for designing disclosures and marketing material when delivered via traditional or digital channels, and examine the roles of financial service providers and regulators in ensuring access to effective and clear information.</td>
<td>Jason Lamb, Deputy Director, Financial Services for the Poor, Bill &amp; Melinda Gates Foundation</td>
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<td>Şule Alan, Professor, University of Essex</td>
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<td>Settor Amediku, Deputy Director, Banking Services &amp; Payment Systems Oversight, Bank of Ghana</td>
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<td>Anna Zelentsova, Head of Financial Literacy, Russian Ministry of Finance; Co-Chair, Financial Literacy and Financial Consumer Protection (FLFCP) sub-group, G20 – GPFI</td>
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<td>Peace Osangir, Financial Risk Manager, Commercial Bank of Africa</td>
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<td>12:30 pm</td>
<td>Lunch</td>
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<td>1:30 pm</td>
<td>Building Effective Recourse Mechanisms</td>
<td>Recourse mechanisms can help build trust and confidence in financial institutions by providing consumers with a channel for complaint resolution when things go wrong. Experts will highlight the challenges of setting up effective recourse mechanisms in developing countries, discuss the role of governments and service providers in ensuring that they are effectively designed, and examine how consumer behavioral biases might be overcome to make recourse mechanisms more usable.</td>
<td>Camille Busette, Lead Financial Sector Specialist, CGAP</td>
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</tbody>
</table>
PANELISTS:
Stefan Hunt
Head of Behavioural Economics and Data Science, Financial Conduct Authority, UK

Ivo Jenik

Richard Leftley
Chief Executive Officer, MicroEnsure

Jonathan Dixon
Deputy Executive Officer for Insurance, Financial Services Board, South Africa

FINANCIAL EDUCATION

2:30pm  A Global Snapshot of Financial Knowledge

Knowledge of key financial concepts and basic numeracy may contribute to helping consumers make informed financial decisions. This session will present preliminary insights drawn from a recent global financial literacy survey conducted in over 147 countries. The discussion will focus on the implications of the results for responsible finance policy and practice around the world.

MODERATOR:
Rosamund Grady
Senior Financial Sector Specialist, Finance and Markets Global Practice, The World Bank Group

PANELISTS:
Peter van Oudheusden

Gail Hillebrand
Associate Director, Consumer Education and Engagement, Consumer Financial Protection Bureau, USA

3:00 pm  Improving And Scaling Financial Education

While it is established that financial education is important to both inform and protect consumers, adult financial education programs thus far have had mixed impacts on consumer behavior, suggesting the necessity of improving program design and delivery. In this session, panelists will discuss examples of effectively designed and delivered adult financial education programs, including those that simplify content, leverage non-traditional delivery channels, and carefully target participants to intensify impacts not only on financial literacy but on consumer financial capability overall. Panelists will consider how lessons from successful programs can be generally applied, with an emphasis on digital solutions as a path to rapid innovation and scale.

MODERATOR:
Anna Gincherman
Chief Product Development Officer, Women’s World Banking

PANELISTS:
Dean Karlan
Professor, Yale University; President, Innovations for Poverty Action

Norbert Mumba
Deputy Executive Director, Alliance for Financial Inclusion

Manoj Sharma
Group Managing Director, MicroSave

James Onyutta
Chief Executive Officer, Musoni Kenya
AGENDA

DAY ONE
MONDAY 7 SEPTEMBER 2015

5:45 pm  Forum chairperson’s summary, facilitated session, and closing remarks

7:15 pm  Reception and Dinner

Robert Annibale
Global Director, Citi Community Development and Citi Inclusive Finance

Nguguna Ndung’u
Former Governor, Central Bank of Kenya; Governor and Former Steering Committee Chairperson, Alliance for Financial Inclusion (AFI)

Buses will depart the Titanic Deluxe Hotel at 7:00 pm

DAY TWO
TUESDAY 8 SEPTEMBER 2015

8:00 am  Registration

8:30 am  Opening Remarks

Beth Porter
Policy Advisor, Financial Inclusion, UNCDF and Better Than Cash Alliance

PRODUCT DESIGN

8:45 am  Data-Driven Innovation: Opportunities and Risks

This session will examine the opportunities and risks of data-driven innovation in digital financial services. Flash talks will showcase examples of embedding experimentation with data in daily marketing and product design processes. In a coffee chat, experts will discuss the potential of using data to develop responsible digital products by exploring current risks for consumers regarding data privacy and security and implications for tackling risks while enabling innovation.

FLASH TALKS:
Kamal Bhattacharya
Vice President, IBM Research - Africa

Rohit Acharya
Chief Data Scientist, First Access

Karen Gifford
Special Advisor for Global Regulatory Affairs, Ripple Labs

MODERATOR:
Pedro Xavier Faz de Los Santos
Technical Advisor, Digital Finance Frontiers; Regional Manager Latin America and the Caribbean, CGAP

PANELISTS:
Jonathan Dixon
Deputy Executive Officer for Insurance, Financial Services Board, South Africa

Arjuna Costa
Investment Partner, Omidyar Network

Keith Davies
Head of Finance, Data Analytics and Risk, Zoona

Kamal Bhattacharya
Vice President, IBM Research - Africa

10:00 am  Break to pick up coffee and move to breakout rooms

10:15 am  Deep Dives: Innovating Digital Products Responsibly

4 PARALLEL BREAKOUT SESSIONS:

In each of these break-out sessions, panelists will engage in a participatory discussion with the audience on how digital financial services can be designed and delivered in the most understandable, affordable, and accessible ways to low-income consumers in developing countries. The discussion will center on the implications of existing evidence for digital product design and delivery; opportunities and challenges of using digital platforms to improve product offerings, take-up, and usage; consumer risks associated with digital design and delivery; and the role of government in encouraging innovation while mitigating risks.

SAVINGS

MODERATOR:
Tillman Bruett
Advisor and Programme Manager, UNCDF

PANELISTS:
Jessica Goldberg
Assistant Professor, University of Maryland

Alex Kayaayo
Executive Director, Credit & Business Growth, PostBank Uganda

Ruan Swanepoel
Head of Mobile Financial Services, Tigo Pesa Millicom

Anna Gincherman
Chief Product Development Officer, Women’s World Banking

George Sije
Senior Legal Counsel, Bank of Tanzania

PAYMENTS

MODERATOR:
Jamie Zimmerman
Senior Consultant, CGAP/Bankable Frontier Associates

PANELISTS:
William Jack
Professor, Georgetown University
DAY TWO
TUESDAY 8 SEPTEMBER 2015

Cheryl Harrison
Head of Innovations, World Food Programme, Kenya

Mercy Buku
Independent Consultant

Mete Guney
General Manager - South East Europe, MasterCard

Settor Amideku
Deputy Director, Banking Services & Payment Systems Oversight, Bank of Ghana

CREDIT
MONTSERAT

MODERATOR:
Alexandra Fiorillo
Principal, GRID Impact

PANELISTS:
Tavneet Suri
Associate Professor, MIT Sloan School of Management; Research Affiliate, Innovations for Poverty Action

Emmanuel Mung’ong’o
Manager, Financial Stability, Bank of Tanzania

Ian Estrada
Head of Consumer Lending, BPI Globe BanKO

James Onyutta
Chief Executive Officer, Musoni Kenya

Han Qiu
Chief Executive Officer, Qian Hai Credit Bureau, Ping An Group

INSURANCE

MODERATOR:
Véronique Faber
Executive Director, MicroInsurance Network

PANELISTS:
Xavier Giné

Marike Brady
Independent Consultant

Richard Leftley
Chief Executive Officer, MicroEnsure

Argwings Koyoson
General Manager, Legal, Risk and Compliance Resolution Group, Airtel Money Africa

12:00 pm Report Back Plenary and Facilitated Discussion

12:30 pm Lunch

1:30 pm Responsible Digital Finance Cross-Fire: A Debate Between and Among Industry and Regulators

Industry and regulators often face different roles, responsibilities, and incentives to mitigate consumer risks and achieve consumers' financial well-being. In a digital world with increasingly complex products, delivery channels, and value chains, new questions, opportunities, and challenges for industry and policy action and collaboration are quickly evolving. In this fast-paced session, providers and regulators will debate the responsibilities and priorities within and across the two sectors.

MODERATOR:
Jason Lamb
Deputy Director, Financial Services for the Poor, Bill & Melinda Gates Foundation

PANELISTS:
Argwings Koyoson
General Manager, Legal, Risk and Compliance Resolution Group, Airtel Money Africa

John Staley
Chief Officer, Finance, Innovation and Technology, Equity Bank

Mark Pickens
Senior Director, Visa

Francis Kariuki Wang’ombe
Director General, Competition Authority of Kenya

Tumubweinee Twinemanzi
Head of Competition and Consumer Affairs, Uganda Communications Commission

Settor Amideku
Deputy Director, Banking Services and Payment Systems Oversight, Bank of Ghana

3:00 pm Working Groups

INDUSTRY

Advancing Responsible Digital Finance via Standards and Codes of Conduct

Codes of conduct, standards, and principles abound in the financial services industry, yet none so far cover the entirety of digital financial services providers and the issues they face. This working group will focus on discussing the effectiveness of current standards, principles, and codes of conduct and their implications for responsible digital finance; analyze gaps that need to be filled; and chart the way forward.
DAY TWO  
TUESDAY 8 SEPTEMBER 2015

MODERATOR:  
Beth Porter  
Policy Advisor, Financial Inclusion, UNCDF and BTCA

PANELISTS:  
Isabelle Barrès  
Director, Smart Campaign

Sonia Arenaza, Digital Finance Specialist, Better Than Cash Alliance  
Karen Gifford  
Special Advisor for Global Regulatory Affairs, Ripple Labs  
Elinami Mangesho  
Head of Compliance, Airtel Tanzania  
Mikhail Mamuta  
Head, Microfinance, Central Bank of Russia  
Leon Perlman  
Consultant, Digital Financial Services, International Telecommunication Union

REGULATION

Allowing for Innovation while Ensuring Consumer Protection: Creating a Conducive Regulatory Framework
This working group will discuss the latest trends and challenges in regulation and supervision toward responsible digital finance. Participants will exchange experiences in designing and implementing an appropriate regulatory framework for digital financial services in different financial services sectors with regards to consumer protection; explore opportunities, challenges, and issues on the horizon reflecting on new evidence from previous sessions; and outline priority issues and approaches moving forward.

MODERATOR:  
Norbert Mumba  
Deputy Executive Director, Alliance for Financial Inclusion

PANELISTS:  
Maha Bahou  
Executive Manager, Domestic Payments & Banking Operations, Central Bank of Jordan  
Josephat Mutepf  
Deputy Director, Financial Markets, Head of National Payment Systems, Reserve Bank of Zimbabwe  
Rosamund Grady  
Senior Financial Sector Specialist, Finance and Markets Global Practice, The World Bank Group  
Francis Kariuki Wang’ombe  
Director General, Competition Authority of Kenya  
John Owens  
Chief of Party, E-Peso Philippines

5:00pm  
Report Back Plenary and Facilitated Discussion

5:45 pm  
Closing Remarks

6:00 pm  
Cocktail Reception

Lory Camba Opem  
Global Lead, Responsible Finance, Financial Institutions Group, International Finance Corporation  
Beniamino Savonitto, Program Director, Financial Inclusion, Innovations for Poverty Action

DAY THREE  
WEDNESDAY 9 SEPTEMBER 2015

AN ACTION AGENDA TOWARD RESPONSIBLE DIGITAL FINANCE INNOVATION

8:00 am  
Registration

8:30 am  
Opening Remarks

Beth Porter  
Policy Advisor, Financial Inclusion, UNCDF and BTCA and Forum Co-Chairperson

9:00 am  
What are RDF Issues on our Horizon? Implications for Innovation and Action

Experts from each pillar will explore the issues that will shape inclusive and responsible digital finance in the future, and what priority issues will prompt a need for individual and collective action. This lively discussion will provide a thought-provoking basis for action-oriented breakouts to follow.

MODERATOR:  
Greta Bull  
Chief Executive Officer, CGAP

PANELISTS:  
Ginger Baker  
Head of Payments Partnerships, Square  
Mikhail Mamuta  
Head, Microfinance, Central Bank of Russia  
Peace Osangir  
Financial Risk Manager, Commercial Bank of Africa  
Caitlin Sanford  
Director, Consumer Insights, Bankable Frontier Associates

4:30 pm  
Break
**DAY THREE**  
**WEDNESDAY 9 SEPTEMBER 2015**

**10:00 am** Break

**10:30 am** **Breakouts by Pillar – Actionable Agendas and Next Steps**

In these well-facilitated, interactive sessions, participants from each of the four pillars of responsible finance will engage in action-oriented discussions aimed at identifying both broad and specific priority actions and next steps necessary for their pillar to promote and achieve responsible digital finance. This highly participatory session will kick off with reflections and suggestions from key pillar representatives on the themes, ideas, questions and priorities emerging from the first two days of the forum, and then extend into a participatory conversation to find consensus around emerging priorities and potential ideas for action. Pillar spokespersons will report out their pillars priorities in the final closing plenary and facilitated discussion.

**INDUSTRY**

**FACILITATOR:**  
Xavier Reille  
Manager, EMENA Financial Institutions Group, Consulting Practice, IFC

**SPEAKERS:**  
Weselina Angelow  
Senior Programme Manager, World Savings and Retail Banking Institute (WSBI)

Andrew Lake  
Principal Operations Officer, Digital Financial Services Practice, International Finance Corporation

Elinami Mangesho  
Head of Compliance, Airtel Tanzania

Michael Schlein  
President and Chief Executive Officer, Accion International, and Member, Microfinance CEO Working Group

John Staley  
Chief Officer, Finance, Innovation and Technology, Equity Bank

**POLICY/REGULATION**

**FACILITATOR:**  
Ahmed Dermish  
Director, Regulation and Ecosystems, Bankable Frontier Associates

**SPEAKERS:**  
George Sije  
Senior Legal Counsel, Bank of Tanzania

Tim Lyman  
Senior Policy Adviser, CGAP

Gail Hillebrand  
Associate Director, Consumer Education & Engagement, Consumer Financial Protection Bureau

Jimmy Izu  
Head of Regulation Department, Superintendence of Banking Insurance and AFP, Peru

**DONORS/DEVELOPMENT PARTNERS**

**FACILITATOR:**  
Matt Homer  
Senior Policy Advisor, USAID

**SPEAKERS:**  
Sambou Coly  
Program Manager, The MasterCard Foundation

Susanne Dorasil  
Head of Economic Policy, Financial Sector, German Federal Ministry for Economic Cooperation and Development (BMZ)

Cheryl Harrison  
Head of Innovations, World Food Programme, Kenya

Dorothy Stuehmke  
Program Officer, Citi Foundation

**CONSUMERS**

**FACILITATOR:**  
Antonique Koning  
Financial Sector Specialist, CGAP

**SPEAKERS:**  
Celine Awuor  
Project Officer, Consumers International, Kenya

Khadija Ali  
Social Associate, Pakistan Microfinance Network

Tamara Lordkipanidze  
Director, Merani Consulting

Manoj Sharma  
Group Managing Director, MicroSave

**12:00 pm** Report Back, Facilitated Session, and Next Steps

**12:50 pm** Closing Remarks and Looking Forward

Peer Stein  
Director, Finance and Markets, The World Bank Group

Susanne Dorasil  
Head of Economic Policy, Financial Sector, German Federal Ministry for Economic Cooperation and Development (BMZ)

**1:15 pm** Networking Lunch
Sonia Arenaza is a Digital Finance Specialist with the Better Than Cash Alliance (BTCA). Sonia supports the development of inclusive technology-led business models and the shift to digital payments in order to drive inclusive growth. She also designs, implements, and monitors on digital payment services to the BTCA’s worldwide country members. Sonia has experience working in more than thirty five countries across Africa, Asia, and Latin America. She has worked as a Global Director of Channels and Technology with Accion International where she provided advisory services in digital financial services and due diligence to Acción’s partners engaged in micro and small enterprise financial activities, Accion’s global entrepreneurial investment fund, and companies that drive innovation in emerging technologies. Sonia also has worked as a telecom and regulator advisor for the United Nations International Telecommunications Union where she analyzed regulatory and policy issues on the intersection of telecommunications and development; facilitated collaboration among stakeholders on internet policy; and researched on the use of technologies to deliver financial services. Before, she worked as a Strategic Planning Manager at the General Secretariat of the Andean Community. She began her career working for five years for a private management-consulting firm in Peru. Sonia has a bachelor’s degree in computer science from National Engineering University of Peru and master’s degree in international relations, business, and public administration from Syracuse University. She also holds Project Management Professional (PMP) and Technology Services Management (ITIL) certifications. Sonia is fluent in English and Spanish and has professional working proficiency in French and Portuguese.

Sule Alan is a full time faculty member at the University of Essex in the UK. Her field of expertise falls in areas of microeconomics and household finance. She has published articles on consumption and saving decisions, subprime credit markets and household portfolio allocation in top international journals. Her research to date has been supported by SSHRC (Canada), TUBITAK (Turkey), ESRC (UK) and British Academy (UK). She is currently working on policy-relevant issues surrounding financial decision-making and education. Prof Alan received a doctoral degree from McMaster University, Canada in 2002. She completed postdoctoral study at the University of Copenhagen before joining York University in Toronto. In 2006, she joined the Faculty of Economics at the University of Cambridge as an Assistant Professor. In 2011 she moved to Koc University Turkey. She moved back to the UK in 2013. During her tenure in Cambridge, Prof Alan founded and led the household finance sector at the Center for Financial Analysis and Policy (CFAP).

Khadija Ali oversees the social responsibility portfolio at Pakistan Microfinance Network, including the Social Performance, Client Protection and Financial Education Initiatives. She works on strategy development for these initiatives and also manages day-to-day activities. As part of her work as a Social Responsibility Analyst, Ms Ali has undertaken projects to promote stronger monitoring of microfinance providers against international client protection benchmarks. She has also provided financial literacy support to microfinance and other sectors. She has experience in microfinance research, publishing as part of various research and design teams on topics such as financial inclusion and education via G2P payment programs, issues around female microfinance clients, social policy mapping, and outreach mapping and analysis. Ms Ali holds a Master’s in Development Studies from the School of Oriental and African Studies (SOAS), University of London.
Settor Amediku
Deputy Director, Banking Services & Payment Systems Oversight
Bank of Ghana

Settor Amediku has vast experience as a banking regulator and supervisor, having worked at the Bank of Ghana since 1996. He graduated from the University of Glasgow, UK, and has written extensively on financial services issues.

Weselina Angelow
Programme Manager
World Savings and Retail Banking Institute (WSBI)

Weselina Angelow is the World Savings and Retail Banking Institute (WSBI)'s Programme Manager for its global program on how to make small-scale savings work for poor people. In recent years, her focus has been on understanding how and why the poor and unbanked use accounts when these are offered through a variety of network channels set up by WSBI member banks. Ms Angelow holds a diploma in Economics from Bonn University and an Executive Master's in Responsible Banking from IEB, LSE and WSBI.

Robert Annibale
Global Director
Citi Community Development and Citi Inclusive Finance

Bob Annibale leads Citi’s partnerships with global, national and local organizations to support inclusive finance and community development through economic empowerment, focusing on responsible and accessible finance; financial coaching and asset building; neighborhood preservation and revitalization; access to college education; and small business and microenterprise development. He also leads Citi’s commercial relationships with microfinance financial institutions, corporations, investors and municipalities, working across Citi’s businesses and geographies to expand access to financial services in underserved communities. Since joining Citi in 1982, Mr Annibale has held a number of senior regional and global treasury, risk and corporate positions in Athens, Bahrain, Nairobi, London and New York City. He is a member of the Policy Committee of the Centre for the Study of African Economies at the University of Oxford and represents Citi on the boards of the Microfinance Information Exchange, the Center for Financial Services Innovation, the US FDIC Advisory Committee on Economic Inclusion, and the Citi Foundation. In 2014, Mr Annibale was honored as a White House Champion of Change for his work leading Citi’s programs promoting immigrant integration and citizenship in the US. Also in 2014, he was named by the Financial Times as one of the OUTStanding Top 100 LGBT Business Leaders. Mr Annibale holds a BA in History and Political Science from Vassar College, New York, and an MA in African Studies (History) from the University of London’s School of Oriental and African Studies.

Celine Awuor
Project Officer
Consumers International, Kenya

Celine Awuor has been a Project Officer at Consumer Information Network (CIN) since 2009, working on consumer protection in financial services, education and sustainable consumption. CIN is a national consumers’ organisation registered in Kenya in 1994 with the aim of protecting consumer rights and promoting consumer responsibility through policy lobbying and advocacy on consumer issues as well as consumer education and awareness. CIN is a member of Consumers International (CI); the world federation of consumer rights groups. Ms Awuor also participates as an expert in an ISO Working Group developing international standards on mobile payments. These standards promote consumer protection mechanisms such as fair contract terms, quality of services, transparency of charges, clarification of liability, complaints mechanisms and dispute resolution, across the whole area of mobile payments, including P2P, P2B, mobile apps, and other products and services.

Maha Bahou
Executive Manager, Domestic Payments & Banking Operations
Central Bank of Jordan

Maha Bahou is Executive Manager of Payment Systems and Domestic Banking Operations at the Central Bank of Jordan. She has worked at the Central Bank in various roles for 27 years, with most of her experience in the Treasury Department. Before assuming her current position in 2011, she spent a year as a Senior Consultant for Philadelphia Consulting in Libya. She has also provided training in cooperation with Philadelphia Consulting, the Institute of Banking Studies, the Central Bank of Jordan, and Injaz, an NGO. Ms Bahou has also lectured at the University of Jordan.
Ginger Baker  
Head of Payments Partnerships  
Square  

Ginger Baker has a decade of experience designing financial products and solutions for mass market consumers and micro businesses worldwide. She joined Square in 2014 and leads the development and management of payment industry partnerships. Her team works with industry partners on the iteration and enablement of products that make commerce easy. Before joining Square, Ms Baker was Managing Director of Visa’s business in Rwanda, based in Kigali. There her team led the first implementation of mVISA, an interoperable mobile branchless banking solution, and the negotiation and management of Visa’s first public-private partnership with a national government. She has also held positions with Visa in the USA, including roles in emerging market solutions, mobile payments, product development and client solutions. Ms Baker has worked for the Millennium Cities Initiative in Ghana and TechnoServe in Tanzania. She holds a Master’s in International Affairs from Columbia University and a Bsc from Vanderbilt University.

Isabelle Barrès  
Director  
Smart Campaign  

In her current role as Director of the Smart Campaign, Isabelle Barrès leads global efforts to keep clients first in microfinance. She is a member of the Center for Financial Inclusion’s management committee and comes to the Smart Campaign with more than 20 years’ experience in microfinance and the formal banking sector. From 2007 to 2010, she managed Kiva’s microfinance operations and developed its global strategy to maximize social impact. She helped create the Microfinance Information Exchange (MIX) in 2002, and led its strategic initiatives until 2007. Ms Barrès has been a key contributor to best practice publications on standards and financial performance monitoring, and is a founding member of Women Advancing Microfinance, the only organization for female professionals in microfinance. She holds a Bachelor’s degree in Economics from the University of Montréal in Canada, an MBA from McGill University in Canada, and a postgraduate degree in Development Economics from La Sorbonne University in France.

Kamal Bhattacharya  
Vice President  
IBM Research - Africa  

Kamal Bhattacharya is an IBM Distinguished Engineer and Vice President of IBM Research - Africa, IBM’s research presence in Africa located in Nairobi and Johannesburg. Researchers at the lab address key challenges of the African continent through commercially viable innovation that impacts people’s lives. The lab is focused on solutions for financial inclusion, education, water, energy, digital urban renewal, healthcare and other topics. Since joining IBM in 1999 Dr Bhattacharya has been working on innovations in the services industry. He has held various technical and management leadership position with a focus on business transformation and IBM’s global outsourcing business. Previously he was the Senior Manager at IBM Research - India and before that he led a team at IBM Watson Research in New York, exploring new ideas in the area of IT Optimization with a focus on data center consolidation and application migration. He started his career at IBM Research working on model-driven business transformation, having previously joined the company as an IT architect at IBM Global Services in Germany. Dr Bhattacharya has received three IBM Outstanding Technical Achievement awards and several IBM Research Division awards for his work. He is an elected member of the IBM Academy of Technology. He holds a PhD in Theoretical Physics from Goettingen University, Germany.

Marike Brady  
Independent Consultant  

Marike Komen Brady is an independent consultant with over 10 years’ experience in insurance, focusing on financial inclusion. She strives to motivate the insurance industry to serve the unserved and underserved, as well as support institutions and jurisdictions on the design and implementation of regulatory frameworks that enhance inclusion. Until recently, Ms Brady was Executive Director of the Access to Insurance Initiative (A2ii), assisting insurance supervisors with the implementation of global standards and strategies enhancing broader access to insurance products for the poor. She gained five years of insurance industry experience at the American Council of Life Insurance (ACLJ) in Washington DC, as a senior director assisting global companies with international trade and regulatory issues. Ms Brady started her career at the Netherlands Central Bank (DNB), as a policy advisor for pensions and insurance, focusing on international and cross-sectoral topics. She also served as Deputy Head of Public Diplomacy and Press at the Netherlands Embassy in Washington DC, where she was responsible for activities related to managing the reputation of the Netherlands in the US. Ms Brady is a lawyer by training, specialized in European public law and international human rights.
Tillman Bruett
Advisor and Programme Manager
UNCDF

Tillman Bruett has 20 years of experience in commercial banking, microfinance, and financial inclusion. He is currently the Programme Manager of UNCDF’s Mobile Money for the Poor, an initiative to make mobile and branchless financial services available to low income and rural households in less developed countries. He joined UNCDF in 2008 to start the Pacific Financial Inclusion Programme. Mr Bruett co-founded Alternative Credit Technologies in 2000, a consulting company specializing in building inclusive financial systems. He also facilitated SEEP’s financial services working group for four years, taught regularly at Georgetown University and was an adjunct professor at Johns Hopkins SAIS. Earlier in his career Mr Bruett was a banker, working as a credit analyst and client manager with Chemical Bank’s international division in New York in the 1990s. In 1996 he joined FINCA International where he helped to start, monitor and assess FINCA’s microfinance institutions. While he was there he also managed a global credit and guarantee facility.

Mercy Buku
Independent Consultant

Mercy Buku is currently practising as an AML/CFT (anti-money laundering/combating the financing of terrorism) Legal Consultant in the mobile payments and banking sector, and is also a Consultant with CGAP in Digital Financial Services. Ms Buku has over 25 years’ experience as a legal and compliance practitioner in the financial services sector. She has previously worked as Head of Legal and Compliance in various banks in Kenya, and more recently as Senior Manager, Money Laundering Reporting Office at Safaricom Ltd, the leading mobile telephone network and mobile money service provider, where she was responsible for overseeing the Anti-Money Laundering Function for M-pesa and related financial services. Ms Buku has extensive experience as a trainer and consultant in Compliance and Anti-Money Laundering in the mobile payments and banking sector. She has contributed articles to the University of Washington Law Journal and the the Association of Certified Anti-Money Laundering Specialists magazine. She has also undertaken consultancy work in financial inclusion projects for CGAP, Financial Services Volunteer Corps (FSVC), and the GSMA. Ms Buku is an Advocate of the High Court of Kenya, and Commissioner for Oaths and Notary Public, admitted to the Kenyan Bar in 1989. In addition to being a Certified Anti-Money Laundering Specialist, she is also an Associate of the Chartered Institute of Bankers (UK) and is currently pursuing a Master’s degree in Financial Law at the University of London.

Greta Bull
Chief Executive Officer
CGAP

Greta Bull is Chief Executive Officer of CGAP and a Director at the World Bank Group. Before joining CGAP, Ms Bull worked at IFC, where she oversaw a large digital financial services program in Sub-Saharan Africa. The program was aimed at expanding the reach of traditional and non-traditional financial service providers. Ms Bull holds a Master’s in Public Policy from Harvard University’s John F. Kennedy School of Government and an undergraduate degree in International Affairs from the University of Washington.

Camille Busette
Lead Financial Sector Specialist
CGAP

Camille Busette joined CGAP in August 2014 as Lead Financial Sector Specialist. Previously, she worked with the Consumer Financial Protection Bureau (CFPB), a US Government financial services regulator, where she served as the agency’s inaugural head of the Office of Financial Education. Prior to her tenure at the CFPB, Ms Busette held executive positions in the private and NGO sector. She served as a Senior Economics Policy Fellow at the Center for American Progress, a Washington DC-based think tank, where she focused on financial opportunities for low-income populations. Prior to that, she was Vice President of EARN, a leading provider of micro savings services to low-income families in the US. Ms Busette has also advised the Bank of Jamaica on inclusive mobile banking regulation. Her private sector experience includes roles as the Deputy Director of Government Relations for PayPal, where she managed PayPal’s regulatory advocacy globally; the Head of the Consumer Data Privacy function at Intuit; and the Director of the Consumer and Market Research division at NextCard. Ms Busette is a former Ford Foundation Postdoctoral Research Fellow, and holds a PhD in Political Science from the University of Chicago.
**BIOGRAPHIES**

**Lory Camba Opem**  
Global Lead, Responsible Finance, Financial Institutions Group, IFC  
*International Finance Corporation*

Lory Camba Opem leads responsible finance initiatives at IFC’s Financial Institutions Group. She launched the Responsible Finance Forum online platform, to foster collaborative solutions among private and public sectors committed to scaling financial inclusion and responsible digital finance. Ms Camba Opem has over 18 years of private and financial sector expertise, covering operations, strategy, portfolio management and results measurement. Advisory and investment projects include microfinance green-fields in Afghanistan, Tajikistan, Africa Region; SME banking projects in China and Africa; and responsible finance assessments in Asia, Africa and LAC. Prior to joining IFC, she was at PwC management consulting’s International Privatization Group for East Asia & Pacific. At the Economic Policy Institute, she conducted research and data analytics to develop US policies in poverty, education, labor, trade and employment issues. She holds dual Bachelor’s degrees in Economics and Political Science (International Trade and Employment), with Honors, and a Master’s degree in International Affairs, with Honors, and a Master’s degree in International Development and Finance.

**Sambou Coly**  
Program Manager  
*The MasterCard Foundation*

Sambou Coly has over 20 years of experience in the fields of microfinance and banking. He has funded several microfinance institutions and led investments in greenfield commercial microfinance in West Africa. He also participated in the investment of a high-growth SME investment fund along with growth-related projects with smallholder farmers. Prior to joining the Foundation, Mr Coly was the Country Manager for Oikocredit in Senegal and was on the board of several Microfinance Institutions. He holds an MBA from the Université du Québec à Montréal, a Diploma from HEC Montreal and a Bachelor’s degree in Economics from the Université de Montréal.

**Arjuna Costa**  
Investment Partner  
*Omidyar Network*

Arjuna Costa is an Investment Partner at Omidyar Network, where he focuses on the firm’s investments in emerging markets financial services. He leads Omidyar Network’s investments (and has a board role) in a number of innovative financial services companies, including Cignifi, Lenddo, MicroEnsure, Pagatech, RUMA, Segovia Technology and Zoona. He also leads its engagement with several policy and research initiatives, such as AFI Global, GSMA’s Mobile Money for the Unbanked program, and the Better Than Cash Alliance. Before joining Omidyar Network, Mr Costa consulted with Bankable Frontier Associates to the Gates Foundation, analyzing the economics of delivering savings products. Prior to that role, he was a member of the special situations investment practice at The Rohatyn Group, a multi-billion dollar emerging markets investment firm. In 2003, Mr Costa co-founded Africa International Financial Holdings LLC, a US$115-million private equity fund focused on the turnaround of distressed commercial banks. The fund grew out of advising African governments on the restructuring and privatization of their banking sectors. Mr Costa began his career at Lehman Brothers, where he spent five years in the power and transportation groups. He earned an MBA from Harvard Business School and a BA in Computer Science from Columbia University.

**Keith Davies**  
Head of Finance, Data Analytics and Risk  
*Zoono*

Keith Davies is Chief Financial Officer and a partner at Zoono, a mobile payments business focused on Africa. He currently manages the Finance, Risk, Legal, Compliance and Data Analytics functions at the company. With almost 10 years’ experience in Corporate and Investment Banking and Enterprise System development prior to joining Zoono, his skill-set and network combine well with the technology-finance niche the business has created. He holds a strong passion for building data-driven business solutions. Mr Davies holds an MBA from Oxford University.

**Ahmed Dermish**  
Director, Regulation and Ecosystems  
*Bankable Frontier Associates*

Ahmed Dermish focuses on the development of an enabling policy and regulatory environment to support the emergence of greater financial inclusion. His varied project work requires legal expertise, knowledge of policy and regulatory environments, and broad exposure to the various challenges facing the policymakers globally. Prior to joining Bankable Frontier Associates (BFA), Mr Dermish was a bank supervisor and policy advisor at the Financial Services Authority (FSA) in the UK. As a supervisor, he was responsible for the oversight of medium-sized banks and building societies during the liquidity crisis in the UK in 2007-2008, monitoring institutions struggling to navigate the liquidity landscape in difficult market conditions. Prior to his role as a supervisor, Mr Dermish was a policy advisor in Operational Risk, providing policy advice regarding electronic money regulations in the UK and EU. While at the FSA, he was seconded to CGAP at the World Bank to assist in the development of regulatory policy for mobile banking and supervision of electronic money institutions.
Jonathan Dixon
Deputy Executive Officer for Insurance
Financial Services Board, South Africa

Jonathan Dixon is Deputy Executive Officer for Insurance at the Financial Services Board (FSB), South Africa. He was appointed to this position by the Minister of Finance in 2008. Prior to joining the FSB, he was Chief Director: Financial Sector Policy at the National Treasury of South Africa. Mr Dixon is an Executive Committee member of the International Association of Insurance Supervisors (IAIS) and the IAIS Regional Co-ordinator for the Sub-Saharan Africa region. He is Chairman of the IAIS Implementation Committee. He also serves as Chairman of the Governing Body of the Access to Insurance Initiative (A2II), a joint initiative of the IAIS and the Microinsurance Network aimed at strengthening insurance supervision in emerging and developing markets. Mr Dixon is a Chartered Financial Analyst (CFA). He holds an MSc in Economics from the London School of Economics and a BBusSci, Economics Honours, from the University of Cape Town.

Susanne Dorasil
Head of Economic Policy, Financial Sector Division
German Federal Ministry for Economic Cooperation and Development (BMZ)

Susanne Dorasil is Head of the Economic Policy, Financial Sector Division at the German Federal Ministry for Economic Cooperation and Development (BMZ). She is currently serving as German co-facilitator of the G20 Global Partnership for Financial Inclusion (GPFI) and is a member of the G20 Inclusive Business Steering Committee. Ms Dorasil was formerly Deputy Head of the Central Africa, West Africa II, Madagascar Division at the BMZ; Senior Advisor to the German Executive Director at the World Bank Group; Private Secretary to the Permanent State Secretary of the BMZ; and Deputy Head of the Legal Division. She studied Law at the Free University of Berlin and holds a Master of Laws degree from King’s College London. She passed her bar examination in Berlin.

Annie Duflo
Executive Director
Innovations for Poverty Action

Annie Duflo is responsible for overseeing day-to-day operations and the implementation of Innovations for Poverty Action (IPA)’s strategic plan. Previously, she served as IPA’s Research Director where she managed IPA’s research network, staff capacity-building, and new project development. She also played a key role in the scaling up of successful programs, with a particular focus on education. Ms Duflo has a wealth of experience implementing and managing randomized experiments in the field. Prior to joining IPA, she was Executive Director of the Centre for Microfinance (CMF) at the Institute for Financial Management and Research (IFMR) in Chennai, India, which she joined at its creation. She has also served as a Consultant for the World Bank and the Government of India on the role of NGOs and MFIs in implementing a new health insurance scheme for poor households. Ms Duflo holds a Master of Public Administration and International Development degree from Harvard University’s Kennedy School of Government, a Diplôme d’études approfondies (Master) in Social Sciences from EHESS (Ecole des Hautes Etudes en Sciences Sociales)/ ENS (Ecole Normale Supérieure) in Paris, as well two BA degrees, one in German Studies and one in Philosophy from University Paris X.

Ian Estrada
Head of Consumer Lending
BPI Globe BanKO

Ian Estrada provides vision and leadership to BPI Globe BanKO’s Consumer Lending Business. He and his team are responsible for building a profitable, financially inclusive consumer loan portfolio at scale over the next five years. His work involves over US$9 million in capital expenditure, four new business units, the transformation of customer experience across all major units over the next three years, and executive decisions that support management’s aggressive five-year growth roadmap. He believes that the combination of telecommunications (mobile, broadband, network, distribution, etc), data science and advanced analytics, technology, and a strong partner ecosystem provides an advantage to solving the digital credit puzzle. Previously, Mr Estrada was a senior member of Globe Telecom’s corporate strategy team.

Véronique Faber
Executive Director
Microinsurance Network

Véronique Faber is Executive Director of the Microinsurance Network, the only global platform for microinsurance experts and from related fields; Vice President of the Inclusive Finance Network Luxembourg (InFiNe.lu); and member of the Board of Cercle.lu, a platform for non-profits and NGOs in Luxembourg. Before being appointed as Executive Director of the Microinsurance Network, Ms Faber worked as Programme Manager at Luxembourg-based NGO ADA. During her nine years at ADA, she coordinated the Microinsurance Network for four years while ADA held the secretariat, and also coordinated partnerships and set up the activities of the Microfact Performance Management initiative. Ms Faber has a MPhi. in Social Anthropology and African Studies and worked for many years as a manager in the software industry.
**Pedro Xavier Faz de Los Santos**  
Technical Advisor, Digital Finance Frontiers; Regional Manager Latin America and the Caribbean

Pedro Xavier Faz de Los Santos leads CGAP's Digital Finance Frontiers initiative, a global effort seeking to expand the application of leading edge technologies in financial services to serve lower-income segments. Mr Faz has contributed to CGAP’s work on technology and business model innovation and led some of the organization’s early exploratory investments in this field. He also manages CGAP’s regional agenda in Latin America and the Caribbean. Previous to CGAP, Mr Faz was Vice President of Strategic Planning for a development bank in Mexico, leading the development of technology infrastructure for the microfinance sector and the broader retail payments industry. He also worked with McKinsey & Company, a global consulting firm, advising private sector organizations on technology, business strategy and innovation. Mr Faz holds a Master’s degree in Computer Science from Stanford University and an Engineering degree from the Instituto Tecnológico de Monterrey, Mexico.

**Alexandra Fiorillo**  
Principal  
GRID Impact

Alexandra Fiorillo is a financial inclusion specialist who uses behavioral science and human-centered design approaches to conduct research and design, develop and market products and services for the Base of the Pyramid. She currently consults for CGAP on a range of consumer protection and client centric initiatives and is also Founder and CEO of GRID Impact, a collective of independent consultants committed to social innovation and impact in the international development space. Ms Fiorillo has spent her career working with social enterprises, financial institutions, policymakers and governments in emerging markets to improve access and quality of services for low-income populations. Prior to GRID Impact, she served as Vice President at ideas42, leading behavioral design and economic development projects for nonprofit, social enterprise and public sector clients globally, and as the COO of MicroFinance Transparency. She was a Fulbright Scholar in Ecuador and co-founder of Pockets of Change, a nonprofit focused on literacy and library services in East Africa. Ms Fiorillo earned her Master’s in Development Economics from Columbia University and holds a Bachelor’s in Economics and Latin American studies from Connecticut College.

**Greg Fischer**  
Lecturer, London School of Economics;  
Director, Innovations for Poverty Action

Greg Fischer is a Lecturer at the London School of Economics and co-director for the Firms Programme at the International Growth Centre, with a focus on entrepreneurship. Much of his research is coordinated through Innovations for Poverty Action, the Abdul Latif Jameel Poverty Action Lab, or the International Growth Centre, three organizations working to reduce poverty and encourage growth by ensuring that policy is based on scientific evidence. Dr Fischer’s research focuses on combining economic theory, field experiments, and more traditional empirical analysis to understand how economic development works and how it can work better. Most of his work is in less developed countries and centers on entrepreneurship, access to finance and how firms function.

**Gigi Gatti**  
Director for Asia and Country Director (Philippines)  
Grameen Foundation USA

Gigi Gatti is Grameen Foundation USA's Director for Asia and concurrently the Country Director for the Philippines. She leads Digital Financial Services initiatives in Asia, facilitates strategic partnerships for program implementation and provides oversight on program deliverables. Ms Gatti has over 20 years experience in the IT, banking, insurance and microfinance industries. Previous positions include Vice President at BPI Globe BankKO, Technical Program Officer at Grameen Foundation USA, National Officer at the Asian Development Bank, and Professor at the Graduate School of Business of De La Salle University in Manila. She holds an MBA and a BS in Computer Science from the De La Salle University, and a Certified Microfinance Expert certificate from the Frankfurt School of Finance and Management, Germany. She is also a Certified Information Systems Auditor with ISACA, Illinois, USA.

**Karen Gifford**  
Special Advisor for Global Regulatory Affairs  
Ripple Labs

Karen Gifford is Special Advisor for Global Regulatory Affairs at Ripple Labs. Previously, Ms Gifford worked as an attorney in the private sector and at the Federal Reserve Bank of New York, where she was Counsel and Officer in the Litigation and Enforcement Group. Her work at the New York Fed included the successful defense of a claim by the Central Bank of Iran arising out of the hostage crisis for over US$1 billion, and co-heading an investigation into misconduct in the sales and trading of complex leveraged derivatives at Bankers Trust. Later, she was
a Senior Director at Promontory Financial Group, where she advised global banks and financial companies on regulatory issues and conducted investigations. She holds a JD from Yale Law School and an AB from Vassar College.

Anna Gincherman
Chief Product Development Officer
Women’s World Banking

Anna Gincherman is responsible for the identification and roll-out of innovative microfinance products tailored to the needs of low income women. She leads Women’s World Banking’s thought leadership on the delivery of gender-sensitive financial products and has extensive experience in individual and rural lending; adult and youth savings; health insurance; and financial education. Before this Ms Gincherman led the institution’s formalization practice. She has in-depth knowledge of key issues in microfinance and banking regulation in countries across the world. Additionally, she led the organization’s expansion in the Middle East and North Africa, and Eastern Europe, and served as the Relationship Manager for these regions. Prior to joining Women’s World Banking, Ms Gincherman worked for the Council on Economic Priorities and the United Nations, focusing on defense conversion programs in Eastern Europe. She holds a Bachelor’s degree in International Politics and Economics from Middlebury College in the US, and a Master’s in Public Affairs from the University of Pennsylvania.

Xavier Giné
Lead Economist, Finance and Private Sector Development
The World Bank Group

Xavier Giné is a Lead Economist in the Finance and Private Sector Development Team of the Development Research Group at the World Bank. Since joining the World Bank, his research has focused on access to financial services and rural financial markets. In recent papers he investigated the impact of microfinance services such as business training and financial literacy; microinsurance; microsavings; and the impact of financial disclosure regulation. Prior to joining the World Bank, Mr Gine was a postdoctoral fellow and lecturer at the Economic Growth Center at Yale University. He holds a BA in Economics from Universitat Pompeu Fabra in Spain, and an MA and PhD in Economics from the University of Chicago.

Rosamund Grady
Senior Financial Sector Specialist, Finance and Markets Global Practice
The World Bank Group

Rosamund Grady is a Senior Financial Specialist in the World Bank’s Responsible Financial Access team, part of the Finance & Markets Global Practice. She has over 30 years of deep private and public sector experience in international financial sector legal and regulatory systems and related product design and policy reform initiatives, with a particular focus on financial consumer protection issues and financial inclusion strategies and programs. She has led projects in a diverse range of emerging and developing economies including Indonesia, Rwanda, Vietnam, Mozambique, Zimbabwe and South Africa. Ms Grady’s professional experience has been gained as a banking and finance regulatory partner and a member of the senior management team at the global law firm King & Wood Mallesons, as a commercial law policy specialist with the Australian Government, as an independent senior legal consultant in developing countries, and as the Conjoint Professor and CEO of the Centre for International Finance and Regulation. She has also held the position of Adjunct Professor of Law at Sydney University. Ms Grady has qualifications in Law and Economics as well as a Master of Public Administration degree from Harvard University.

Jessica Goldberg
Assistant Professor
University of Maryland

Jessica Goldberg is an Assistant Professor of Economics at the University of Maryland. Her research focuses on the ways that people in developing countries earn, spend, and save money. She is particularly interested in how financial market imperfections, behavioural factors, and other obstacles to borrowing and saving may distort decisions about working and consuming. Currently, she is working on field experiments about labour supply, time preferences, and savings decisions in Malawi; the effect of social pressure on consumption and savings in Malawi and Uganda; and the role of incentives in outreach to treat communicable disease in India. Dr Goldberg holds a PhD in Economics and Public Policy from the University of Michigan, an MPA from Princeton University, and a BA in Economics and Political Science from Stanford University.
Mete Guney
General Manager - South East Europe
MasterCard

Mete Guney is General Manager for South Eastern Europe at MasterCard. Before this he was an account manager and contributed to the growth of MasterCard across the region. He joined MasterCard in 2005 as a product sales specialist, supporting customers in Southern Europe to develop new consumer credit products and improve performance of existing portfolios. Prior to MasterCard, Mr Guney worked as a management consultant in various parts of the world and accumulated six years of experience in strategic planning and customer relations in a wide range of industries covering financial services, pharmaceuticals and telecommunication. Mr Guney holds a double major degree in Industrial and Civil Engineering from BoDaziçi University. He continued his education at INSEAD, France to study for a MBA where his focus was on marketing, particularly marketing of pharmaceutical products.

Cheryl Harrison
Head of Innovations
World Food Programme, Kenya

Cheryl Harrison has been the Head of the Innovations team since its inception in World Food Program (WFP) Kenya in 2010. The Innovations team has introduced key cost-effectiveness initiatives in Kenya, such as biometric ID checks during food distribution in the refugee camps, cash for assets, emergency cash transfers, cash transfers to schools, and a centralized beneficiary helpline to improve accountability to affected populations. The team’s 2015 work plan includes cash vouchers in the refugee camps, and strategic alignment of WFP’s programmes with the national safety net system. Ms Harrison came to Kenya to launch WFP’s market access program for smallholder farmers in 2008. Prior to that, she worked in the Results Based Management Division and the Gender Service in WFP’s headquarters in Rome. Before joining WFP in 2010, Ms Harrison was a lecturer in Women’s Studies at the University of Victoria.

Gail Hillebrand
Associate Director, Consumer Education and Engagement
Consumer Financial Protection Bureau

Gail Hillebrand serves as the Associate Director for Consumer Education and Engagement at the US Government’s Consumer Financial Protection Bureau. The CFPB’s mission is to help consumer financial markets work by making rules more effective, by consistently and fairly enforcing those rules, and by empowering consumers to take more control over their economic lives. The Division of Consumer Education and Engagement is comprised of six offices, which address Financial Education, Consumer Engagement, Servicemember Affairs, the Financial Protection of Older Americans, Financial Empowerment, and Students, including the Student Loan Ombudsman. Ms Hillebrand previously served as the Financial Services Campaign Manager and a Senior Attorney at the West Coast Office of Consumers Union, nonprofit publisher of Consumer Reports magazine. She clerked for the Honorable Robert Boochever of the Ninth Circuit of US Court of Appeals and practiced law with the San Francisco office of McCutchen, Doyle, Brown & Enersen. Ms Hillebrand holds a BA in Economics from the University of California at San Diego, and a JD from the Boalt Hall School of Law, University of California at Berkeley.

Matt Homer
Senior Policy Advisor
USAID

Matt Homer leads USAID’s Digital Finance team’s policy and partnerships activities as well as its financial inclusion investments in India. He was previously a member of the US Federal Deposit Insurance Corporation (FDIC)’s consumer protection policy staff where he focused on mobile financial services, emerging payments technology, and financial inclusion. Prior to that, he worked for Deloitte Consulting, where he engaged regulators and financial institutions on matters related to financial regulatory reform. He received his Master of Public Policy degree with an emphasis on International Global Affairs from the Harvard Kennedy School.

Stefan Hunt
Head of Behavioural Economics and Data Science
Financial Conduct Authority, UK

Stefan Hunt is the Head of Behavioural Economics and Data Science, a unit he founded, at the UK’s Financial Conduct Authority (FCA). The team supports the policy, competition, supervisory and enforcement functions and is responsible for the FCA’s pioneering behavioral work. Previously Mr Hunt was a strategy consultant for retail financial services in the UK and throughout Asia. He has co-authored numerous publications, including a framework for applying behavioral insights, the results of randomized controlled trials to test policy (including a trial on redress), and cutting-edge econometric analysis of large data sets. He recently designed and implemented price regulation for payday loans, the first time a usury law has been set through rigorous empirical assessment. Mr Hunt has a PhD from Harvard University and a Master’s from London School of Economics, both in Economics, and Bachelor’s from Cambridge University in Mathematics and Experimental Psychology.
Jimmy Izu
Head of Regulation Department, Superintendence of Banking Insurance and AFP, Peru

Jimmy Izu has worked at the Banking, Insurance Administration and Private Pension Fund of Peru (SBS) since 1998. Since 2012, he has been the Head of the Regulatory Department, responsible for coordinating the design of the regulatory framework applicable to companies supervised by the SBS (banking, microfinance, insurance, pension funds), which includes issues of prudential regulation, such as financial inclusion. He has been involved in projects related to the implementation of international standards (Basel), capital requirements, risk management, market exit, microcredit, electronic money, banking agents and consumer protection. Mr Izu has a degree in Economics and a Master’s in International Economic Law from the Pontificia Universidad Catolica del Peru, a Master’s in Public Administration from Columbia University, USA, and a Master’s in Finance from the University of the Pacific (Peru). In addition, he has served as a consultant for the World Bank on financial inclusion and has taught university courses in Peru on Economics, Finance and Financial Regulation.

William Jack
Professor
Georgetown University

William Jack is a Professor of Economics at Georgetown University, and Co-Founder and Co-Director of gui2de, the Georgetown University Initiative on Innovation, Development and Evaluation, which conducts empirical field-based research to assess the impact and effectiveness of development interventions. Previously he held positions on the Joint Committee on Taxation of the US Congress, the International Monetary Fund (IMF), the Australian National University, and the University of Sydney. Prof Jack holds a BSc in Mathematics and Physics from the University of Western Australia, and an MPhil and DPhil in Economics from Oxford University, where he was a Rhodes Scholar.

Ivo Jenik
Consultant, Responsible Financial Access, Finance & Markets
The World Bank Group

Ivo Jenik is a Financial Consumer Protection Expert at the World Bank focused on the design of legal and regulatory frameworks for financial consumer protection and supervision, including complaints handling mechanisms, alternative dispute resolution schemes, responsible lending and risk-based supervision. Among recent projects, he has played a key advising role in Azerbaijan, Indonesia, Rwanda and Zambia. Before joining the World Bank, Mr Jenik served as Head of the Collective Investment Department of the Czech Republic’s Financial Arbitrator and was responsible for investigation of consumer disputes in collective investments and payment services. He is a former representative of the Czech Republic to FIN-NET (a European financial dispute resolution framework). During 2010-2011 he was Deputy Chairman of the Ethics Committee of the Association of Financial Intermediaries and Financial Advisors of the Czech Republic. Mr Jenik has an LLM from Columbia Law School in New York.

Dean Karlan
Professor, Yale University:
President, Innovations for Poverty Action

Dean Karlan is a Professor of Economics at Yale University and President of Innovations for Poverty Action, a non-profit organization dedicated to discovering and promoting effective solutions to global poverty problems. He is on the Executive Committee of the Board of Directors of the Massachusetts Institute of Technology (MIT) Jameel Poverty Action Lab. As a social entrepreneur, he is Co-Founder of stickK.com, a website that uses lessons from behavioral economics to help people reach personal goals, such as weight loss and smoking cessation, through commitment contracts. In 2011, he co-authored More Than Good Intentions: How a New Economics is Helping to Solve Global Poverty. Dr Karlan received a Presidential Early Career Award for Scientists and Engineers, and was named an Alfred P. Sloan Fellow. His research focuses on microeconomic issues of financial decision-making. In microfinance, he has studied credit impact, interest rate policy, savings product design, credit scoring policies, entrepreneurship training, and group versus individual liability. He received a PhD in Economics from MIT, an MBA and an MPP from the University of Chicago, and a BA in International Affairs from the University of Virginia. He can be followed on Twitter @deankarlan, and blogs regularly on Freakonomics.

Antonique Koning
Financial Sector Specialist
CGAP

Antonique Koning works as Financial Sector Specialist with CGAP’s Customers at the Center Initiative on customer empowerment. She has been at CGAP since 2004. In the last few years, she has focused on issues related to responsible finance and is a member of the Social Performance Task Force Steering Committee. She has also worked closely with donors and investors to help them improve the quality of their funding for financial inclusion. Ms Koning has led CGAP’s Africa team and coordinated CGAP’s regional representatives in Africa, Asia and Eastern Europe, and Central Asia. She has also managed the Microfinance Framework Program, a capacity-building program for microfinance actors in sub-Saharan Africa, the Caribbean and the Pacific. Before joining CGAP, Ms Koning worked as Financial Sector Specialist with the Foundation for the Future in the Caribbean and with the Inter-American Development Bank (IDB) in Latin America. Before joining the IDB, Ms Koning worked as financial regulator at the Superintendence of Banks and Insurance of French Guiana (SBS). Ms Koning is a graduate of Dartmouth College and Columbia Law School in New York.
Francis Kariuki Wang’ombe
Director General
Competition Authority of Kenya

Francis Kariuki Wang’ombe was appointed Director General of the Competition Authority of Kenya in January 2013. His main interests are in competition regulation and the economics of institutional development. He has also been focusing on the impact of budget constraints on agencies’ investigative processes and HR policy. He is also well known, nationally and internationally, for his advocacy initiatives, geared towards entrenching competition in various sectors of the economy and boosting regional trade. Mr Kariuki is a founder Member and the current Chairman of the African Competition Forum, a network of African competition authorities that seeks to promote the adoption of competition principles in the implementation of national and regional economic policies. Mr Kariuki has an MSc in Economic Regulation and Competition from City University, London; a BA in Economics & Business Studies from Kenyatta University, and various certificates in Strategic Leadership and Corporate Governance.

Alex Kayaayo
Executive Director, Credit & Business Growth,
PostBank Uganda

Alex Kayaayo has been with PostBank Uganda since 2008. He is a seasoned banker with vast experience and exposure in global markets, risk management and credit.

Aysen Kulakoğlu
Co-Chair, G20-GPFI Troika
Head of Department, Undersecretariat of Treasury,
Turkey

Aysen Kulakoğlu is currently Head of Department for Bilateral Economic Relations and Coordination at Turkey’s Undersecretariat of Treasury. She is also Co-Chair of the G20’s Global Partnership for Financial Inclusion (GPFI) Troika, and Co-Chair of the GPFI’s SME Finance sub-group. Ms Kulakoğlu started her career with the Treasury and served in several departments at the General Directorate of Foreign Economic Relations, dealing with issues related to the International Monetary Fund (IMF), the European Bank for Reconstruction and Development (EBRD), the Asian Development Bank (ADB) and the Organisation for Economic Cooperation and Development (OECD). She also served as the Economic Counselor at the Turkish Embassy in Washington DC. She was most recently Head of Department for World Bank Projects at the Treasury. Ms Kulakoğlu holds a BA in Economics from Ankara University, and an MA in Economics from Michigan State University, US.

Andrew Lake
Principal Operations Officer, Digital Financial Services Practice
International Finance Corporation

Andrew Lake is a Principal Operations Officer in IFC’s Digital Financial Services Practice. Prior to joining IFC, he co-owned and ran a management consultancy, which specialized in mobile and electronic banking. Before entering the consulting environment, he started and managed two full commercial mobile banking operations, one in South Africa (MTN Banking) and one in Bahrain (MODE, known as Zain Me2U). He took both of these organizations from concept to the end of their first year of trading. In addition to these two, Mr Lake has supported the development and improvement of processes of a number of other electronic banking service companies in various countries. He firmly believes that electronic banking is a sustainable mechanism to expand the reach of responsible banking to the unbanked, in a manner that is beneficial to both the new clients and the enterprises delivering the services. He holds a Bachelor of Commerce degree in Accountancy, Information Systems and Quantitative Management from the University of South Africa.
EVIDENCE AND INNOVATION FOR SCALING INCLUSIVE DIGITAL FINANCE

Jason Lamb
Deputy Director, Financial Services for the Poor
Bill & Melinda Gates Foundation

Jason Lamb is the Deputy Director, Global Partner Engagement, for the Financial Services for the Poor initiative at the Bill & Melinda Gates Foundation. Prior to joining the foundation in 2009, Mr Lamb spent six years at Washington Mutual Bank, where he managed the Consumer Checking portfolio, product strategy and team. He also managed the operational risk strategy for the retail bank and was an organisational consultant to the Executive Committee and their teams. Mr Lamb gained experience in the financial institutions sector during his seven years at McKinsey & Company, where he advised banks in Central and Eastern Europe, Africa, and North America. He was a founding member of the McKinsey Budapest office. Mr Lamb holds a BA in Economics and History from the University of California, Davis, and an MBA from the Ross School of Business at the University of Michigan.

Tim Lyman
Senior Policy Adviser
CGAP

Tim Lyman joined CGAP in 2005 to lead the Government and Policy Team as Senior Policy Adviser. In this capacity, he focuses primarily on regulatory and supervisory issues in financial inclusion. He is a co-author of CGAP’s Guide to Regulation and Supervision of Microfinance and began the group’s pioneering Focus Notes series on branchless banking regulation. He also leads CGAP’s work to incorporate consideration of financial inclusion in the work of the global financial sector standard-setting bodies, including as lead Implementing Partner on the workstream of the G20 Global Partnership for Financial Inclusion focused on the standard setters. He co-chaired the Basel Committee’s Microfinance Workstream, which led to the publication in August of 2010 of Microfinance Activities and the Core Principles for Effective Banking Supervision – the Basel Committee’s first ever guidance on a financial inclusion topic. He currently serves as Vice Chair of the Financial Inclusion Workstream of the Basel Consultative Group. For much of Mr Lyman’s career he worked as a Partner in the law firm of Day, Berry & Howard (now Day Pitney) and served as President of the Day, Berry & Howard Foundation. He holds a Bachelor’s degree from Harvard University and a Law degree from New York University School of Law.

Richard Leftley
Chief Executive Officer
MicroEnsure

Richard Leftley began working in microinsurance in 2002 when he joined Opportunity International, a leading microfinance provider. He pioneered the introduction of insurance products within the Opportunity Network, which led to the establishment of MicroEnsure in 2006. A leading insurance intermediary for the mass market, MicroEnsure provides life, health and weather index insurance to over 15 million people in 16 countries in Africa and Asia. In 2007, MicroEnsure was awarded a US$24.3m grant from the Bill and Melinda Gates Foundation to expand its pioneering microinsurance services and experiment with a wider range of distribution channels. Mr Leftley also served on the steering committee of the International Labor Organization (ILO) “Micro Insurance Innovation Fund”, a US$35m fund provided by the Gates Foundation. He is currently a member of the Micro Insurance Network Board. Before joining Opportunity International, Mr Leftley worked as a reinsurance broker at Benfield Greig (now Aon Benfield), focusing on Africa, the Middle East and Southeast Asia.

Chen Long
Chief Strategy Officer
Ant Financial Services Group

Chen Long is the Chief Strategy Officer of Ant Financial Services Group, a subsidiary of Alibaba Group. He was previously Professor of Finance at Cheung Kong Graduate School of Business, with research specialities in empirical asset pricing and asset pricing theory, corporate financing and payout decisions. He was also the Associate Dean of CKGSB’s DBA Program and Alumni Affairs, and Director of the Asset Valuation Center and Internet-Big data-Finance Center. From 2001 to 2008, Dr Chen was Assistant Professor of Finance at Michigan State University, where he received an Excellence in Teaching award. He currently serves as a referee at numerous finance journals, including the Journal of Finance, Review of Financial Studies, and Journal of Money, Credit and Banking. Dr Chen’s business exposure includes two years working in an import and export corporation in China and one year as a professional trader in the commodity futures market. He received his PhD in Finance from the University of Toronto.
BIOGRAPHIES

Tamara Lordkipanidze
Director
Merani Consulting

Tamara Lordkipanidze has more than 16 years’ experience in social, economic and financial issues in more than 30 countries. She is a founder of Merani Consulting, an independent company focused on project management, program evaluation, financial services, competition and regulatory issues, consumer protection and financial literacy, investment, and development -- including in the energy and water sectors. Donors and international agencies that Ms Lordkipanidze has worked with include the World Bank; the Russian Ministry of Finance; the UK Department of International Development and Foreign Office; the Dutch Ministry of Foreign Affairs; the development agencies of Denmark, Sweden, Norway, Switzerland, Germany and Canada; the European Commission; the Eurasia Foundation; the Open Society Institute; and various UK trusts. Ms Lordkipanidze specializes in economic development and financial analysis of institutional, competition, regulatory and public policy issues. She has extensive experience in the areas of financial education and financial literacy, in the UK, Russia, Scandinavia and elsewhere. Her roles have included Chief Executive Officer of Lambeth Savings and Credit Union, a financial cooperative with more than 3,000 members. In 1998-1999, Ms Lordkipanidze served on the Advisory Board for consumer protection in Georgia, personally appointed by President Shevardnadze. Ms Lordkipanidze has Master’s degrees in Economics and Financial Administration.

Graham Macmillan
Director, Corporate Citizenship Partnerships
Citi

Graham Macmillan is Director of Corporate Citizenship Partnerships at Citi and a Senior Program Officer at the Citi Foundation. He develops and leads partnerships that enhance Citi’s reputation by working with internal and external business partners to drive social and economic impact. For the Citi Foundation, he designs and makes grant investments in program initiatives that advance the Citi Foundation’s economic progress mission. Mr Macmillan joined the Citi Foundation in 2010 as Program Officer for Microfinance and Enterprise Development. Prior to Citi, he was Senior Director of VisionSpring, an award-winning social enterprise selling consumer products to promote economic development, and a Director of Business Development at Helen Keller International, a leading international non-governmental organization. Mr Macmillan is the 2014 inaugural recipient of the Magis Global Changemaker Award from Santa Clara University. He is a member of the Executive Committee of the Aspen Network for Development Entrepreneurs (ANDE) and was a Term Member of the Council on Foreign Relations. Mr Macmillan received his BA from Colby College, an MSc from NYU Wagner, and an MBA through a joint program at NYU Stern, London School of Economics and HEC Paris School of Management.

Mikhail Mamuta
Head, Microfinance
Central Bank of Russia

Mikhail Mamuta was appointed Head of the Bank of Russia’s Main Department of Microfinance Market and Financial Inclusion in February 2014. Prior to joining the Central Bank, he chaired the Russian Microfinance Center, from 2003 to 2014, and the National Association for Microfinance Market Stakeholders, from 2006 to 2014. From 2012, Mr Mamuta was Vice-President for Finance at the All-Russian SME Association. Since 2014, he has also chaired the Digital Financial Services Working Group at the Alliance for Financial Inclusion (AFI). A graduate of Voronezh State University specializing in Nanotechnology, with a second degree in Finance and Banking, Mr Mamuta has a Master’s degree in Physics and a PhD in Economics. He completed the Boulder Microfinance Training Program in 2007.

Elinami Mangesho
Head of Compliance
Airtel Tanzania

Elinami Mangesho is M-Commerce Head of Compliance at Airtel Tanzania. Between 2011 and 2015, he served as M-Commerce Senior Compliance Manager. Before joining Airtel Tanzania in 2011, Mr Mangesho was Head of Compliance, Operational Risk and Financial Crime at Barclays Bank Tanzania. He also has nine years of experience with Deloitte & Touche as an auditor. Mr Mangesho is a Certified Public Accountant CPA (T) and a member of the National Board of Accountants and Auditors (NBAA). He holds an Advanced Diploma in Certified Accountancy (ADCA) from Mzumbe University.

Kate McKee
Senior Advisor
CGAP and Forum Chairperson

Kate McKee joined CGAP in 2006, leading CGAP’s research, writing, and policy advisory work on consumer protection, including analysis of policy/regulatory/supervision options for market conduct regulation in low-access markets. She also leads CGAP’s work on responsible finance. This includes work with the Smart Campaign to develop consensus industry standards for improved client protection, as well as an initiative to ensure that responsible finance considerations are integrated in investor processes. Other CGAP work has focused on savings and the role of government in financial inclusion. From 1998 to 2006, Ms McKee directed the Microenterprise Development Office at the US Agency for International Development (USAID), leading support to USAID overseas programs that invest over US$200 million annually in more than 70 countries. From 1986 to 1998, she was a senior manager with Self-Help in North Carolina, the largest Community Development Entrepreneurs (ANDE) and was a T erm Member of the Council on Foreign Relations. Mr Macmillan received his BA from Colby College, an MSc from NYU Wagner, and an MBA through a joint program at NYU Stern, London School of Economics and HEC Paris School of Management.
Development Financial Institution (CDFI) in the US. She led the start-up of a government fund to invest in CDFIs and provide incentives for mainstream financial institutions to boost community development lending. She also worked for the Ford Foundation in New York and West Africa. Ms McKee is a development economist with a Master’s degree from Princeton University.

**Flore-Anne Messy**
Deputy Head, Financial Affairs Division, **OECD**
Executive Secretary, **OEDC/International Network on Financial Education (INFE)**

Flore-Anne Messy is Deputy Head of the Financial Affairs Division of the Directorate for Financial and Enterprise Affairs at the Organisation for Economic Co-operation and Development (OECD). She is, in particular, responsible for the OECD financial education project and is the Executive Secretary of the International Network on Financial Education (INFE) and its dedicated website, the OECD International Gateway for Financial Education (www.financial-education.org). Ms Messy joined the OECD in June 2000 originally to work on and develop the activities of the Secretariat for the Insurance and Private Pensions Committee. As such, she was in charge of a series of projects in the financial sector including the governance of insurers, the financial management of large-scale catastrophes, work related to ageing and insurance, private financing of health care, and the coverage of medical malpractice. Prior to this Ms Messy worked at Deloitte and Touche Tomatsu Audit Paris, in the insurance and banking field. She graduated from the Institute of Political Studies of Paris and received her thesis in international economies from University Pantheon-Sorbonne.

**Norbert Mumba**
Deputy Executive Director
**Alliance for Financial Inclusion**

Norbert Mumba has more than 25 years’ senior management experience in Zambia, including 19 years at the Bank of Zambia (BOZ) -- a member institution of the Alliance for Financial Inclusion (AFI) -- where he held numerous positions such as Assistant Director of Regulatory Policy, Licensing and Liquidations, and Director of Bank Supervision. Mr Mumba has been a member of several technical committees aimed at reforms of the banking sector at national, regional and international levels. At the Bank, he also served as liaison with the AFI. He actively participated in financial inclusion meetings and activities, and worked to ensure BOZ assumed a strong role in the Network. He was a member and Co-Chair of the Financial Inclusion Data Working Group (FIDWG). Mr Mumba holds an MBA from Heriot Watt University, a Post Graduate Diploma in Business Administration from Coventry University, and a Bachelor of Law degree from the University of Zambia. He is also an International Labor Organization certified trainer for the Female and Male Operated Enterprises (FAMOS) Check, and an Institute of Directors of Zambia (IODZ) certified Trainer in Good Corporate Governance. Prior to his appointment with the AFI, Mr Mumba had been contracted by BOZ to facilitate FAMOS Check Audits in selected commercial banks in Zambia, in order to assess the level and quality of access to financial services by Female and Male Operated Small Enterprises.

**Josephat Mutepfa**
Senior Director, National Payment Systems
**Reserve Bank of Zimbabwe**

Josephat Mutepfa is Senior Director, National Payment Systems, at the Reserve Bank of Zimbabwe. He has over 20 years’ banking experience. His areas of responsibility include administration of ZETSS (the Zimbabwean real-time gross settlements system) and the Central Securities Depository system, as well as ensuring effective oversight of the national payment system, electronic money issues, risk management, and payment systems development. Acting as the payment systems country leader for Zimbabwe, Mr Mutepfa has been involved in the Southern African Development Community (SADC) and Common Market for Eastern and Southern Africa (COMESA) regional integration projects since 2000. He has also presented various papers on payment systems at local, regional and international fora. Mr Mutepfa has MBA and Business degrees, among other qualifications focused on Finance, Business Management and Humanities.

**Njuguna S. Ndung’u**
Former Governor, **Central Bank of Kenya**
Governor and Former Steering Committee Chairperson, **Alliance for Financial Inclusion (AFI)**

Prof Njuguna S. Ndung’u is an Associate Professor of Economics at the University of Nairobi. He served as Governor of the Central Bank of Kenya from March 2007 to March 2015 -- the first Kenyan Central Bank governor to complete two four-year terms since a law on tenure was instituted in 1982. Prior to the Central Bank, Prof Ndung’u was Director of Training at the African Economic Research Consortium (AERC). A long-time researcher with AERC, he has published articles in international journals and books on inflation, exchange rates, economic growth, and poverty reduction. Prof Ndung’u previously worked as Regional Programme Officer for the Eastern and Southern Africa Regional Office of the International Development Research Centre (IDRC). He also worked with the Kenya Institute of Public Policy Research and Analysis (KIPRA), a government think-tank, as a Principal Analyst/Researcher and Head of the Macroeconomic and Economic Modeling Division. From 2009 to 2012, Prof Ndung’u was the founding chair of the Steering Committee of the Alliance for Financial Inclusion (AFI). He also chaired the African Mobile Phone Financial Services Policy Initiative (AMPI), a sub-network of AFI. In 2014, Emerging Markets magazine voted him Central Bank Governor of the Year for Sub-Saharan Africa, and...
in 2015, African Banker recognized him as Central Bank Governor of the Year. Prof Ndung’u holds a PhD in Economics from Gothenburg University, Sweden, as well as a BA and MA in Economics from the University of Nairobi.

**James Onyutta**  
Chief Executive Officer  
*Musoni Kenya*  
James Onyutta has 13 years of multinational experience in microfinance. He joined Musoni Kenya Ltd in 2013 as Chief Executive Officer. He was previously the Chief Financial Officer of FINCA Uganda Ltd, a deposit-taking institution with over 100,000 clients, an asset base of over US$25 million and 750 staff. He has also led the external fundraising and strategic planning for FINCA Uganda.

**Peace Osangir**  
Financial Risk Manager  
*Commercial Bank of Africa*  
Peace Osangir is a finance and risk management professional with over eight years of experience working in the financial services industry in Kenya and the US. As a finance manager working for a Fortune 500 company in New York, Ms Osangir was mainly focused on driving long-range planning and strategic business analysis, in addition to propagating effective transfer pricing strategies across the US, Latin America, EMEA and Asia Pacific. Her current focus, in her role as a Financial Risk Manager at Commercial Bank of Africa, is to drive financial inclusion by promoting access to financial services for the unbanked/underbanked populations in Kenya and Tanzania. Specifically, she spearheads the development of micro credit decisioning models (credit scoring algorithms and limit assignment models) that optimise the risk reward trade-offs of the offering, in addition to providing guidance to the business on effective investment management and optimisation strategies.

**John Owens**  
Chief of Party  
*E-Peso Philippines*  
John Owens is an attorney, consultant, board member and senior advisor with more than 27 years of experience in inclusive financial services, with a focus on digital financial services and payments. He is currently the Chief of Party for the USAID E-PESO project in the Philippines and most recently worked with more than 125 regulators and policy makers from 96 countries with the Alliance for Financial Inclusion (AFI). In this role he provided support to the Digital Financial Services Working Group, the African Mobile Phone Financial Services Policy Initiative, and represented AFI on the G20 Global Policy for Financial Inclusion subgroup on Markets and Payments Systems. He has written and lectured on various aspects of digital financial services, financial inclusion, and policy and regulatory environment. He holds a JD in Law from Notre Dame Law School.

**Leon Perlman**  
Specialist Consultant on Digital Financial Services  
*International Telecommunication Union*  
Leon Perlman is a specialist consultant on digital financial services, emerging payments, mHealth, mAgriculture, big data, and crypto-currencies, concentrating on commercial, technical and regulatory aspects of these ecosystems. A former scientist and successful entrepreneur, he has been in the telecommunications and micro-payments industry since the mid-1990s. He has a wide range of experience in developed and developing markets, and is currently the legal and regulatory functional expert for the IFC on the Tanzanian MFS interoperability project. Mr Perlman was the Founder and elected Chairman for 10 years of WASPA, the mobile industry association in South Africa, and also held chairmanship of the International Audiotext Regulators Association. A recipient of numerous grants, he holds the following degrees: BSc, BSc (Hons), MSc, BProc (Law), LLB, and LLD. His doctoral thesis was the first legal and regulatory treatise in the world on mobile financial services. He is currently an affiliate research fellow at the Columbia Institute for Tele-Information (CITI) at Columbia University Business School in New York, exploring the regulatory, disruptive and commercial aspects of DFS, emerging payments, big data, and the crypto-economy.

**Mark Pickens**  
Senior Director  
*Visa*  
Mark Pickens helps lead Visa’s financial inclusion efforts. He has worked in access to finance since 1997, with a focus on digital financial inclusion since 2005. He is a graduate of Stanford’s design institute and an Aspen Institute fellow.

**Beth Porter**  
Policy Advisor, Financial Inclusion  
*UNCDF and Better Than Cash Alliance*  
Beth Porter has over two decades of experience in financial inclusion across Africa, Asia and Latin America. At the United Nations Capital Development Fund (UNCDF), she provides policy guidance on financial inclusion, particularly to advance responsible finance, promote access to vulnerable groups including women and youth, and support the transition of payments from cash to electronic. She is also a Policy Advisor for the Better Than Cash Alliance. Previously, Ms Porter directed an initiative at Making Cents to build institutional capabilities in youth-inclusive financial services. As Vice President of Freedom from Hunger,
she led program strategy and managed delivery of integrated microfinance services worldwide. She has also provided training in strategic planning, organizational effectiveness, and product design, and conducted program appraisal, design and evaluation. Ms Porter is on the boards of the SMART Campaign, Child and Youth Finance International, and CRECER, a Bolivian microfinance institution. She holds a Master’s degree from Johns Hopkins School of Advanced International Studies and a Bachelor’s degree from Stanford University.

**Xavier Reille**  
Manager, EMENA Financial Institutions Group, Consulting Practice  
*International Finance Corporation*

Xavier Reille joined IFC in 2011 to lead its Financial Market advisory program in the Arab world and he now heads IFC’s consulting practice for financial institutions in EMENA. Mr Reille has had senior positions in the World Bank Group since 1999. He established the CGAP Microfinance Gateway and the Microfinance Information eXchange, managed the G8 access to finance program for MENA from 2005 to 2008 and led CGAP technology programs from 2000 to 2005. Before joining the World Bank Group, Mr Reille set up several investment funds in South East Asia. He also worked for SIDI (International Solidarity for Development and Investment), a venture capital company focusing on SMEs. Mr Reille has been a board member of several banks and investment companies in emerging markets. He has authored over 20 publications on access to finance. He graduated from École Nationale Supérieure des Industries Agricoles et Alimentaires (ENSIA) in France, and has completed a banking certificate.

**Kusumaningtuti Sandriharry Soetiono**  
OJK Commissioner, Consumer Education and Protection  
*Indonesia Financial Services Authority*

Kusumaningtuti Sandriharry Soetiono is a Member of the Board of Commissioners of the Indonesia Financial Services Authority (OJK). She began her career in 1980 in the Credit Planning and Supervision Department of Bank Indonesia, and went on to hold a number of senior positions in the central bank, including Deputy Director of the Legal Directorate, Director of the International Affairs Directorate; Director of the Centre of Education and Study (2006-2007), and Director of the Directorate of Human Resources (2007-2010). In 2010, Dr Soetiono was appointed Head of the Representative Office of Bank Indonesia in New York, serving until July 2012, when she was appointed to her current role with the OJK, sworn in by the Chief Justice of the Indonesian Supreme Court for the term 2012-2017. Born in London, Dr Soetiono holds a Bachelor’s degree in Law from the University of Indonesia, and an LLM degree and PhD from Washington College of Law, American University.

**Beniamino Savonitto**  
Program Director, Financial Inclusion, *Innovations for Poverty Action*

Beniamino Savonitto directs IPA’s Financial Inclusion Program, overseeing a portfolio of research initiatives and randomized evaluations to find effective solutions to help the poor manage and grow their money. Most recently Mr Savonitto managed the Financial Capability Initiative and managed several research and policy efforts in financial inclusion. He managed and helped design several randomized evaluations of financial services and technology projects in sub-Saharan Africa and Latin America. He holds an MA from the School of Advanced International Studies at Johns Hopkins University and a Bachelor’s degree in Political Science from LUISS University in Rome.

**Michael Schlein**  
President and Chief Executive Officer, *Accion International*  
Member, *Microfinance CEO Working Group*

Michael Schlein is President and CEO of Accion International, a global nonprofit dedicated to building a financially inclusive world. Accion has helped build 65 microfinance institutions in 32 countries, which provide millions of clients with financial tools that help them improve their lives. Accion also provides venture capital to new companies that promote disruptive innovation in financial services at the base of the pyramid, and works to promote industry-wide solutions to industry-wide challenges. The Center for Financial Inclusion at Accion’s Smart Campaign is the first global consumer protection campaign for those living in poverty. Mr Schlein also serves on the Microfinance CEO Working Group, which brings together the CEOs of the leading international organizations that promote microfinance to support the development of the industry at large and advocate for responsible microfinance standards. Previously, Mr Schlein served as President of Citigroup’s International Franchise Management. Prior to that, he ran Citigroup’s communications, philanthropy, government relations, branding and human resources. He served as Chief of Staff at the US Securities and Exchange Commission under President Clinton, and with New York City Mayors Dinkins and Koch. In 2014, Mayor Bill de Blasio appointed him Chairman of the NYC Economic Development Corporation.
**BIOGRAPHIES**

**Manoj Sharma**  
**Group Managing Director**  
**MicroSave**  

Manoj K Sharma is MicroSave’s Managing Director for Asia and has been working in the field of development finance for more than 20 years. At MicroSave, an advisory and consulting company working in the field of financial inclusion, Mr Sharma manages the Asia-Pacific region. He has extensive experience in the field of financial inclusion, utilizing agent based outreach channels, and has also been supporting the move towards digitization of government benefits and direct cash transfer. Prior to MicroSave, Mr Sharma worked with a development financial institution, the Small Industries Development Bank of India. At MicroSave, his interest lies in financial inclusion, more specifically in the development of innovative products and in technology-based delivery channels to enable financial services to be sustainably delivered to low-income segments.

**George Sije**  
**Senior Legal Counsel**  
**Bank of Tanzania**

George B. Sije is a Legal Counsel for the National Payment Systems Directorate at the Bank of Tanzania. He is also an Assistant Manager responsible for Oversight and Policy for the National Payment Systems at the Bank of Tanzania. A practising lawyer, he has over 10 years’ experience in the oversight of national payment systems. He has been part of the team involved with development of the legal and regulatory framework for national payment systems both in Tanzania and within the East African region. An avid financial inclusion enthusiast, Mr Sije has served as the Chairperson of the AFI – Mobile Financial Services (MFS) Working Group (2012-2014), having been involved with financial inclusion issues since 2009. As a member of the working group, he has participated in the development of various Alliance for Financial Inclusion guideline notes such as MFS terms and definitions, cross-border remittances through mobile phones, and oversight and supervision of MFS.

**John Staley**  
**Chief Officer, Finance, Innovation and Technology**  
**Equity Bank**

A specialist in implementing cost-effective ICT solutions, John Staley worked as the Chief Executive Officer of Credit Indemnity (Pty) Ltd in South Africa before joining Equity Bank. He has been actively involved in the use of mobile phones to provide financial services since 1998. He has an Msc in Applied and Computational Mathematics and a Bsc in Physics. He also holds a Bachelor of Commerce degree and is a qualified Chartered Accountant.

**Peer Stein**  
**Director, Finance and Markets**  
**The World Bank Group**

Peer Stein is Director in the Finance and Markets Global Practice of the World Bank Group, a position he assumed in July 2014. In this role, he is responsible for the global solutions of the Practice’s financial, advisory and convening services, including financial sector reform and policy, financial infrastructure and access, and finance for development. Before that, he was responsible for IFC’s Access to Finance Advisory Business Line, a position he held since 2009. Mr Stein has been leading the World Bank Group’s engagement with the G20 on financial inclusion and is the current chair of the World Economic Forum’s Global Agenda Council on the Future of Finance. He joined IFC in 1996, and has worked in Asia, Africa, Latin America, the Middle East and Eastern Europe on both the investment and advisory sides of the organization. Prior to IFC, Mr Stein worked in Germany as a management consultant in enterprise restructuring and as a partner in a strategic market research firm covering Eastern Europe. He holds a Master’s degree in Business Administration and Economics from Witten/Herdecke University, and has been teaching financial sector reform and development at Johns Hopkins University’s School of Advanced International Studies.

**Caitlin Sanford**  
**Director, Consumer Insights**  
**Bankable Frontier Associates**

Caitlin Sanford focuses on consumer insights and financial inclusion data and measurement at Bankable Frontier Associates. She manages quantitative and qualitative research related to consumer experiences with branchless banking, savings and borrowing behavior, and fraud, largely in Latin America. Ms Sanford has also advised policymakers on efforts to develop and report financial inclusion indicators internationally. Before BFA, she worked on impact evaluation at the Independent Evaluation Group of the World Bank, and provided research support to economic projects at the World Bank office in Brazil. While working in natural resource management in Kenya and then Panama, she led efforts to mainstream environment into national development plans and contributed to the launch of a large payments for ecosystems services program for the UNDP-UNEP Poverty Environment Initiative. She holds an MPA. (Economics and Public Policy) from the Woodrow Wilson School at Princeton University and a BA from Stanford University.
EVIDENCE AND INNOVATION FOR SCALING INCLUSIVE DIGITAL FINANCE

Tavneet Suri
Associate Professor, MIT Sloan School of Management
Research Affiliate, Innovations for Poverty Action

Tavneet Suri is an Associate Professor of Applied Economics at the MIT Sloan School of Management. She is a development economist, with a regional focus on sub-Saharan Africa. Her research centers on agriculture, household financial access and informal risk sharing, and, more recently, governance and political participation. A large body of her work focuses on the constraints of technology adoption in agriculture. She has also conducted research on the impact of mobile money, for example M-PESA in Kenya, and applications of the mobile money platform for credit contracts, such as trade credit and credit for solar panels. Her most recent work has focused on governance issues in the Kibera slum in Nairobi and a large scale field experiment she conducted in Kenya during the 2013 general election. She is the Scientific Director for Africa for J-PAL; a Faculty Research Fellow at the National Bureau of Economic Research; an affiliate of BREAD and CEPR; and co-director of the Agriculture Research Program at the International Growth Center. Dr Suri holds a BA in Economics from Trinity College, Cambridge University, as well as an MA in International and Development Economics, an MPhil in Economics, and a PhD from Yale University.

Ruan Swanepoel
Head of Mobile Financial Services
Tigo Pesa Millicom

Ruan Swanepoel is a passionate mobile financial services campaigner with a career spanning more than 15 years in various capacities within the telecommunications and financial services sectors. His current role involves the development and support of mobile payments and mobile financial products and services for Tigo Pesa Millicom in Tanzania, leading strategic and operational decision-making with full P&L ownership. Over the last eight years, Mr Swanepoel has specialized in the innovation and adoption of mobile money and driving financial inclusion through mobile financial services. Prior to joining Millicom Tanzania, he worked with a number of telecommunications service providers in East and Sub-Saharan Africa on both mobile and mobile financial services strategies. Previous to that, he held key management positions in commercial roles and as a consultant in the financial services sector in East Africa. Mr Swanepoel holds a diploma from Cape Peninsula University of Technology.

Jorge Torres Góngora
Director General, Financial Education
Condusef, Mexico

Jorge Torres Góngora has worked as a consultant on public finance, public administration and institutional relations for 15 years. He has served as an advisor to the Chamber of Deputies of the Mexican Congress, local governments and private companies such as PwC. Recently he was a financial advisor to the Director General of the Federal Electricity Commission. He has also served as a lecturer on financial and administrative issues in various academic, political and social forums. He holds a Bachelor’s degree in Economics and a Master’s degree in Public Policy and Administration. He completed his academic training with a Diploma in Communication Policy and Economic Regulation.

Tumubweinee Twinemanzi
Head of Competition and Consumer Affairs
Uganda Communications Commission

Tumubweinee Twinemanzi is Head of the Competition and Consumer Affairs department at the Uganda Communications Commission (UCC), which regulates telecommunications, broadcasting and the postal and courier sectors of the economy.

Peter van Oudheusden
Consultant, Finance and Private Sector Development Research Group
The World Bank Group

Peter van Oudheusden is a consultant in the Finance and Private Research Team of the Development and Research Group at the World Bank Group. His research interests includes public finance and development economics, with the focus on access to finance. He holds a PhD in Economics from Tilburg University, The Netherlands.
**Anna Zelentsova**  
Head of Financial Literacy, **Russian Ministry of Finance**  
Co-Chair, **Financial Literacy and Financial Consumer Protection (FLFCP) sub-group, G20 – GPFI**

Anna Zelentsova is Coordinator of the National Financial Literacy Project being run by Russia’s Ministry of Finance in partnership with the World Bank. From 2012 to 2014, she also represented Russia as a Co-Chair of the G20 Global Partnership for Financial Inclusion (GPFI), and she is now Co-Chair of the Financial Literacy and Financial Consumer Protection sub-group of the GPFI. Ms Zelentsova is also a Member of the Advisory Board of the OECD International Network of Financial Education (OECD/INFE) and Co-Chair of the OECD/INFE’s Core Financial Literacy Competences Expert Group. Previously, as Head of the Russian branch of the Prince of Wales International Business Leaders Forum (IBLF), she initiated cross-sectoral partnerships on boosting financial literacy in Russia, and co-chaired the Coordination Committee on Financial Literacy, a platform organized to advocate and coordinate financial education initiatives. Ms Zelentsova has more than 20 years’ experience managing international and nationwide projects, has written or co-authored over 40 publications, and holds a number of awards from Russian and international organizations. She has an honors degree in Social Studies, and a PhD in Education. She also participated in a number of international programs, including an MBA course, the Global Leadership Program at Stanford University, and International Monetary Fund course on financial inclusion. She has been accredited by the UK’s Overseas Development Institute as a broker of multi-sector partnerships for sustainable development.

**Jamie Zimmerman**  
Senior Consultant  
**CGAP/Bankable Frontier Associates**

Jamie M. Zimmerman is a global expert and leading voice on financial inclusion and asset-building, having launched, led and advised dozens of initiatives aimed at advancing and stimulating new thinking and innovations in policy and practice towards global poverty reduction. As an independent consultant, she has most recently helped launch the Responsible Digital Finance initiative at CGAP. As Senior Associate for Bankable Frontier Associates, she has led a variety of digital payments innovations assignments for such clients as CGAP, the Better Than Cash Alliance, and the World Food Program. Over the last 10 years, Ms Zimmerman has researched, published and presented extensively and globally on a wide variety of topics including social protection payments policy, the shift to cash-lite in emerging economies, and for development partners, child and youth financial inclusion, financial inclusion of the poor, asset building, and the role of technology in accelerating global poverty reduction via improved payment systems. Prior to consulting, she directed the Global Assets Program at the New America Foundation, a US-based non-partisan think tank, and was Deputy Director of Globalization Studies at the Kenan Institute of Private Enterprise at the University of North Carolina at Chapel Hill, where she authored, with Susan Aaronson, Trade Imbalance: The Struggle to Weigh Human Rights Concerns in Trade Policymaking.
Innovations for Poverty Action (IPA) is a nonprofit dedicated to discovering what works to help the world’s poor. In close partnership with decisionmakers — the policymakers, practitioners, investors, and donors working with the poor around the world — we design and evaluate potential solutions to global poverty problems using randomized evaluations, the most rigorous evaluation method available. We then mobilize and support decisionmakers to use the solutions to build better programs and policies at scale. We have worked with more than 400 leading academics and implementing organizations to complete over 275 studies, and over 250 more are in progress. Our results span the areas of agriculture, education, health, finance, governance, social protection, and post-conflict recovery. Since our founding in 2002, the results of our research have improved the lives of over 50 million people around the world.

www.poverty-action.org

The Federal Ministry for Economic Cooperation and Development (BMZ) develops the guidelines and the fundamental concepts on which German development policy is based. It devises long-term strategies for development cooperation with partner countries and international development organizations.

www.bmz.de

The Better Than Cash Alliance is a partnership of governments, companies and international organizations that accelerates the transition from cash to digital payments in order to reduce poverty and drive inclusive growth.

Based at the UN, the Alliance has over 40 members, works closely with other global organizations, and is an implementing partner for the G20 Global Partnership for Financial Inclusion. The Bill & Melinda Gates Foundation, Citi, Ford Foundation, MasterCard, Omidyar Network, United States Agency for International Development, and Visa Inc. fund the Alliance. The United Nations Capital Development Fund serves as the secretariat.

betterthancash.org
CGAP (the Consultative Group to Assist the Poor) is a global partnership of 34 leading organizations that seek to advance financial inclusion. CGAP develops innovative solutions through practical research and active engagement with financial service providers, policy makers, and funders to enable approaches at scale. Housed at the World Bank, CGAP combines a pragmatic approach to responsible market development with an evidence-based advocacy platform to increase access to the financial services the poor need to improve their lives. Our mission is to improve the lives of poor people by spurring innovations and advancing knowledge and solutions that promote responsible, sustainable, inclusive financial markets.

www.cgap.org

The International Finance Corporation (IFC) is an international financial institution that offers investment, advisory, and asset management services to encourage private sector development in developing countries. IFC’s mission is to create opportunities for people to escape poverty and achieve better living standards by mobilizing financial resources for private enterprise, promoting accessible and competitive markets, supporting businesses and other private sector entities, and creating jobs and delivering necessary services to those who are poverty-stricken or otherwise vulnerable.

www.ifc.org

The United Nations Capital Development Fund (UNCDF) is the UN’s capital investment agency for the world’s 48 Least Developed Countries (LDCs). UNCDF uses its capital mandate to help LDCs pursue inclusive growth. UNCDF uses ‘smart’ Official Development Assistance (ODA) to unlock and leverage public and private domestic resources; it promotes financial inclusion, including through digital finance, as a key enabler of poverty reduction and inclusive growth; and it demonstrates how localizing finance outside the capital cities can accelerate growth in local economies, promote sustainable and climate resilient infrastructure development, and empower local communities. Using capital grants, loans, and credit enhancements, UNCDF tests financial models in inclusive finance and local development finance; ‘de-risks’ the local investment space; and proves concept, paving the way for larger and more risk-averse investors to come in and scale up.

www.uncdf.org
The World Bank is a vital source of financial and technical assistance to developing countries around the world. It is not a bank in the ordinary sense but a unique partnership to reduce poverty and support development. The World Bank Group comprises five institutions managed by their member countries. The World Bank Group aims to end extreme poverty by decreasing the percentage of people living on less than $1.25 a day to no more than 3% and to promote shared prosperity by fostering the income growth of the bottom 40% for every country by 2030. Established in 1944, the World Bank Group is headquartered in Washington, D.C and has more than 10,000 employees in more than 120 offices worldwide. The World Bank Group also runs a responsible finance website.

responsiblefinance.worldbank.org

The Citi Foundation works to promote economic progress and improve the lives of people in low-income communities around the world. We invest in efforts that increase financial inclusion, catalyze job opportunities for youth, and reimagine approaches to building economically vibrant cities. The Citi Foundation’s “More than Philanthropy” approach leverages the enormous expertise of Citi and its people to fulfill our mission and drive thought leadership and innovation.

www.citifoundation.com

Guided by the belief that every life has equal value, the Bill & Melinda Gates Foundation works to help all people lead healthy, productive lives. In developing countries, it focuses on improving people’s health and giving them the chance to lift themselves out of hunger and extreme poverty. In the United States, it seeks to ensure that all people—especially those with the fewest resources—have access to the opportunities they need to succeed in school and life. Based in Seattle, Washington, the foundation is led by CEO Sue Desmond-Hellmann and Co-chair William H. Gates Sr., under the direction of Bill and Melinda Gates and Warren Buffett.

www.gatesfoundation.org
The MasterCard Foundation works with visionary organizations to provide greater access to education, skills training and financial services for people living in poverty, primarily in Sub-Saharan Africa. As one of the largest, independent foundations, its work is guided by its mission to advance learning and promote financial inclusion in order to alleviate poverty. Based in Toronto, Canada, its independence was established by MasterCard when the Foundation was created in 2006.

For more information, please visit [www.mastercardfdn.org](http://www.mastercardfdn.org) or follow us on Twitter [@MCFoundation](https://twitter.com/MCFoundation).

The Ministry of Foreign Affairs coordinates and carries out Dutch foreign policy at its headquarters in The Hague and through its missions abroad. It is the channel through which the Dutch Government communicates with foreign governments and international organizations and it supports international development initiatives worldwide.

[www.government.nl/ministries/ministry-of-foreign-affairs](http://www.government.nl/ministries/ministry-of-foreign-affairs)

The G20 is the premier forum for international economic development that promotes open and constructive discussion between industrial and emerging-market countries on key issues related to global economic stability. By contributing to the strengthening of the international financial architecture and providing opportunities for dialogue on national policies, international cooperation, and international financial institutions, the G20 helps to support growth and development across the globe.

[g20.org](http://g20.org)
The **Global Partnership for Financial Inclusion (GPFI)** is an inclusive platform for all G20 countries, interested non-G20 countries and relevant stakeholders to carry forward work on financial inclusion, including implementation of the G20 Financial Inclusion Action Plan, endorsed at the G20 Summit in Seoul.

[www.gpfi.org](http://www.gpfi.org)

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[www.ft.com](http://www.ft.com)