AFRICA 2018
Investing in Responsible Finance and Innovation for Africa’s Digital Economies
Dar es Salaam, Tanzania
The Ninth Annual Responsible Finance Forum: Investing in Responsible Finance and Innovation for Africa’s Digital Economies is co-organized by the International Finance Corporation, Making Finance Work for Africa at the African Development Bank, Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH (GIZ), Consultative Group to Assist the Poor (CGAP), the Better Than Cash Alliance at the United Nations Capital Development Fund (UNCDF/BTCA) and the World Bank. Founded in 2009, the Forum is supported by German Ministry for Economic Cooperation and Development (BMZ) and the Government of the Netherlands.

Lory Camba Opem at IFC and Abdelkader Benbrahim, Making Finance Work for Africa at AfDB co-led this year’s collaboration with: Gerhard Coetzee, CGAP; Judith Frickenstein, Konstantin Pagonas and Stefanie Zinsmeyer, GIZ; Gian Boeddu and Margaret J. Miller, World Bank; and Beth Porter, UNCDF/BTCA. The Forum is grateful for the diligence of Jennifer Carey, Kira Krown, Lorraine Pereyra and Jeff Frost at IFC. The Forum also acknowledges the following for their contributions: Momina Aijazuddin, Elena Babkova, Margarete Biallas, Lesley Denyes, Martin Holtmann, Anna Koblank, John McNally and Joseck Mudiri.
About the Responsible Finance Forum


Since 2009, the Responsible Finance Forum (RFF) has been an annual milestone event that brings together the private sector, governments, practitioners, policy makers, academia, and consumers to share emerging best practices, concrete solutions and ongoing initiatives to scale up financial inclusion globally.

The Responsible Finance Forum (RFF) is dedicated to advancing new evidence, solutions and practices to achieve financial inclusion and digital innovation. Our partner community continues to grow, representing over 25,000 users on the Platform, along with an Annual Forum delivered in collaboration with Our Forum Partners.
Dear friends and colleagues,

It is our pleasure to welcome you to Tanzania for the Ninth Responsible Finance Forum: Investing in Responsible Finance and Innovation for Africa’s Digital Economies. The RFF is an annual flagship event which provides an opportunity to share experiences and engage with influential leaders who are redefining financial services today.

Africa’s digital financial services landscape is at a critical juncture. The Forum will engage leading investors, industry, policymakers and practitioners to assess challenges facing Africa, as well as its potential to accelerate responsible investments in digital financial services.

Participants will explore recent initiatives, evolving business models and technology solutions. We hope you will see this as a unique opportunity to exchange ideas, discover innovations and actionable steps for creating markets and opportunities in Africa.

Warm regards,

Responsible Finance Forum Team
EVENT INFORMATION

Venue
Hyatt Regency, The Kilimanjaro
Address: 24 Kivukoni Rd, Dar es Salaam, Tanzania
Phone: +255 764 701 234t

Visitor Information
- Languages: Swahili and English
- Electricity: 240V, 50Hz
- Currency: Tanzanian Shilling (TZS)
- Climate: Tropical
- Visas: All visitors entering Tanzania must possess a valid passport and valid visa. Please check with your local Tanzanian Embassy or Consulate for visa requirements

Transportation
- Julius Nyerere Int’l Airport– 12 km / 28 minutes by car
- Ferry terminal– 500 metres away
- Zanzibar Airport– 20 minute flight
- Arusha Airport– 1.5 hour flight

Points of Interest
- National Museum
- Bagamoyo
- Close proximity to Zanzibar Island
- Kariakoo Market
- Mwenge Market
AGENDA

Monday October 1, 2018
6:30 - 8:30 pm  Welcome Cocktail Reception
The Rouge Rooftop Terrace, Hyatt Regency, The Kilimanjaro

Tuesday October 2, 2018
8:00 - 9:00 am  Registration
Kibo Foyer

9:00 - 9:30 am  Plenary Session I:
Kibo Ballroom
Welcome and Opening Keynotes
The session welcomes the participants to the first regional RFF in Africa, which is a continuation of prior
Global and Regional RFF events - Berlin, Xi'an, Antalya, Perth in coordination with the G20 Global Partnership for
Financial Inclusion. This year’s RFF will focus on Africa’s evolving digital finance economies, pioneering
experience over the last decade, and implications for responsible digital financial services going forward.
The session highlights why this is important now and towards achieving the broader development goals in
Africa in the context of the G20 High Level Principles for Digital Financial Inclusion, the World Bank Group’s

9:30 - 10:30 am  Plenary Session II:
Kibo Ballroom
Africa’s Digital Landscape, Driving Inclusion with Technology: Opportunities
and Risks
Africa is the only region where the share of adults with a mobile money account exceeds 10 percent, having
more than doubled today to 21% since 2011 according to the 2017 Findex data. Mobile money has fueled financial
inclusion in Africa where 43% of adults have an account, making Africa a leader in digital transformation over the
last decade. Opportunities for investing in technology for financial inclusion have also increased access to finance,
with the rise of fintech platforms and digital financial services. What are the types of business models, and how are
they working so far, which markets provide lessons? This session looks at the experience of selected markets and
its relevance for the rest of Africa’s evolution in digital financial services.

10:30 - 11:00 am  Networking and Coffee/Tea Break
Mezzanine

11:00 - 12:00 pm  Plenary Session III:
Kibo Ballroom
Investing in Responsible Digital Financial Services in Africa
The session will feature recently launched Guidelines for Investing in Responsible Digital Financial Services, with
Signatories as investors and endorsers (providers, innovators). What are the Guidelines, why do they matter and
what do they mean for Signatories. Why is it anchored in the G20 High Level Principles for Digital Financial Inclu-
sion and how will this initiative contribute to the evolution Africa’s digital financial inclusion landscape? How do
the Guidelines relate to evolving industry initiatives and how will investors play a role in promoting responsible
digital financial services? The session will present a proposed risk framework, examples of business models and
how investing in consumer solutions can forge trust as core foundation for Africa’s evolving digital economies.

12:00 - 1:30 pm  Lunch and Networking
Mezzanine
AGENDA

Tuesday October 2, 2018


Participants will break into three groups for Deep Dive Sessions I, II, III. Each Session will build on the morning’s plenaries, with greater focus on key themes or potential approaches for enhancing consumer uptake and usage in Africa’s evolving digital markets. Participants will engage in interactive dialogue, building on evolving industry evidence and practitioners’ experience to advance digital financial services for Africa’s sustainable growth. The objective of each session is to harness inputs for the Investor Guidelines, sharpen existing industry initiatives to be in closer pace with changes in digital finance. Overarching questions include: what’s working, what’s not, and how can we refine existing approaches for concrete impact?

Lake Tanganyika  Session I – Regulation and Industry Standards for Digital Financial Services – Evolving Approaches

Lake Victoria  Session II – Value Driven Use of Digital Financial Services – The Role of Customer Empowerment

Kibo Ballroom  Session III – Data Analytics, Consumer Data Protection – Risks and Solutions

3:00 - 3:30 pm  Networking and Coffee/Tea Break

Mezzanine

3:30 - 4:30 pm  Plenary Session IV

Kibo Ballroom  Regulation and Innovation: Enabling Africa’s Digital Transformation for Responsible Digital Financial Services

The session will feature regulators and supervisors from different African countries and sub-regions to obtain different perspectives on enabling Africa’s digital transformation for responsible digital financial services. The panel will take stock of current progress in the regulatory and policy environment, share experiences and discuss recent innovations to expand responsible financial inclusion. What has been the experience of regulators and supervisors? What approaches have been taken to address proportionality of risks for digital financial services? What are examples of emerging good practices for regulation and supervision? What are their views on consumer & data protection, interoperability, insure-tech and other regulatory measures?

4:30 - 5:30 pm  Plenary Session V

Kibo Ballroom  Deep Dive Action Steps: Towards Responsible Digital Financial Services

The session will highlight proposed action steps from Sessions I, II, III to advance responsible digital financial services, and as they relate to the Investor Guidelines. Session speakers will share perspectives for proposed steps going forward. Is it possible to achieve core standards across the different business models, regulatory frameworks and market infrastructures for digital financial services? If so how can collaboration be more effective given diverse markets or models? Particular focus will be to identify key lessons and actions that can be adapted for investors, industry, innovators and policy makers—including forging strategic partnerships to attain the potential of digital financial services for Africa’s evolving economies.

5:30 - 6:00 pm  Closing Remarks and Moving Forward

Kibo Ballroom

What are the next steps for Africa’s progress in responsible digital financial inclusion? The session recaps the day the importance of responsible investing, mitigating risks and partnering with industry sharpen value-creation in the digital age. The role of investors, industry, innovators and regulators as collaborative partners will remain essential in achieving the promise digital financial services.

6:30 - 8:30 pm  Cocktail Reception and Networking

Roof Top – Level 8
SPEAKERS

CHRISTINE ALUPO
Bank of Uganda

DAVID ASHIAGBOR
Making Finance Work for Africa, AfDB

NATASCHA BEINKER
BMZ

ABDELKADER BENBRAHIM
Making Finance Work for Africa, AfDB

MARGARETE BIALLAS
International Finance Corporation

AKWASI BREFO
Lidya

LORY CAMBA OPEM
International Finance Corporation

GERHARD COETZEE
CGAP

FRANÇOIS COUPIENNE
UNCDF

BERNARD DADI
Bank of Tanzania

LESLEY DENYES
International Finance Corporation

ALEXANDER FANKUCHEN
Tala

SAAD FAROOQ
GSMA

LAURA FOOSE
SPTF

JUDITH FRICKENSTEIN
GIZ

MARTIN HOLTMANN
International Finance Corporation
SPEAKERS

LIANNE HOUBEN
Government of the Netherlands

JARRI JUNG
Triple Jump

GERTRUDE KADUMBO
National Switch, Ltd.,
Central Bank of Malawi

KEVIN KAMEMBA
Incofin Investment Management

DAN KASIRYE
International Finance Corporation

TIEMOKO KEITA
MTN Group

IMTIAZ KHAN
Cassia Capital Partners

DR. BERNARD KIBESSE
Bank of Tanzania

GRACE KYOKUNDA
African Development Bank

JEREMY LEACH
Inclusivity Solutions

LARRY MADowo
Technology Journalist

JOSECK MUDIRI
International Finance Corporation

ZEITUNA MUSTAFA
MicroSave Kenya

RIADH NAOUAR
International Finance Corporation

GISÈLE CATHERINE KENY
BCEAO

LUC NOUBISSI
Inter-African Conference for Insurance
SPEAKERS

MICHAEL NYAGA
Equity Bank

ELIAS OMONDI
Insurance Regulatory Authority of Kenya

PEACE OSANGIR
Kopo Kopo

ANDREA OTTINA
AccessBank Tanzania, Ltd.

RASHMI PILLAI
FSD Uganda

ANUP SINGH
MicroSave

ALEX TAYLOR
Smart Campaign at CFI/ACCION

STEFANIE ZINSMEYER
Access to Insurance Initiative/GiZ
INVESTOR GUIDELINES
WHY IT MATTERS

By 2025, emerging markets’ GDP could increase by $3.7 trillion and create 95 million jobs across all sectors.

Funding for financial inclusion recently reached a historic high of $37 billion, another $31 billion total is invested in fintechs globally each year.

We see evolving opportunities and risks in digital innovation for inclusive growth.

As Signatories, our goal is to accelerate investments that create value-added benefits for digital finance customers and broader digital ecosystems. We strive to catalyze investments in responsible digital innovation. We collaborate with industry and technology leaders as partners to fine-tune evolving solutions, emerging evidence and business models for inclusive growth.

Catalyze investments for digital inclusion and sustainability
Manage new risks and opportunities with digital trends
Growth through customer loyalty and digital resiliency
INVESTOR GUIDELINES
HOW WE INVEST

1. Promote Responsible Investment in Digital Finance

2. Manage Risks Comprehensively with the Growth of Digital Inclusion

3. Foster a Proportionate Legal and Regulatory Framework

4. Facilitate Interoperability and Infrastructures for DFS Ecosystems

5. Establish Customer Identity, Data Privacy and Security Standard

6. Promote Fair and Transparent Pricing

7. Improve Disclosure of Terms and Conditions to Customers

8. Enhance Customer Services for Problem Resolution and Product Innovation

9. Prevent Over-indebtedness, Strengthen Digital Literacy and Financial Awareness

10. Track Progress to Mitigate Risks and Expand DFS Opportunities
SIGNATORIES
INVESTORS

[Logos of various signatories and investors]
SIGNATORIES
ENDORSENERS

AccessBank
branch
FIDO
fsduganda
firstaccess
Funding Circle
GSMA
HeroFinCorp.
inclusivity solutions
JUMO
Lendable
Lend Ledger
Lidya
Mahi Agriculture Microfinance
Mobisol
Musoni
Nomanini
Paga
TALA

MFS Africa