



Impact of Covid-19 on Digital Financial Services

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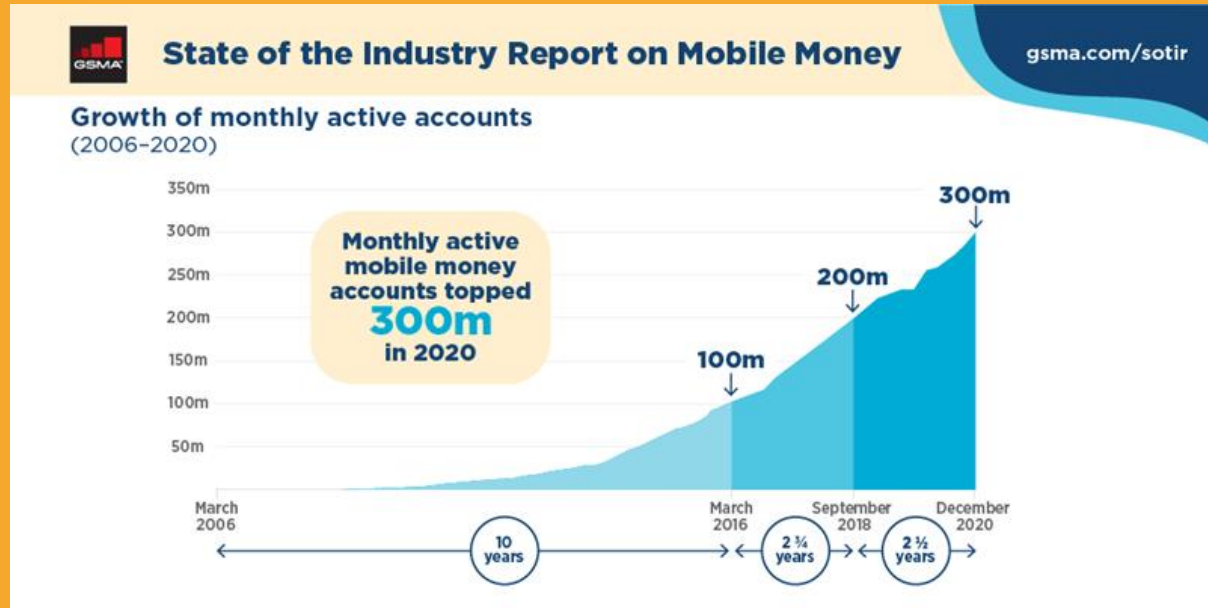


Enormous push in digitalization during the pandemic

- new products (payments, loans, insurance) or different quality (speed, easiness..)
- new processes (credit scoring..)
- new actors (Small Tech, BigTech..)



Global use of mobile money accounts

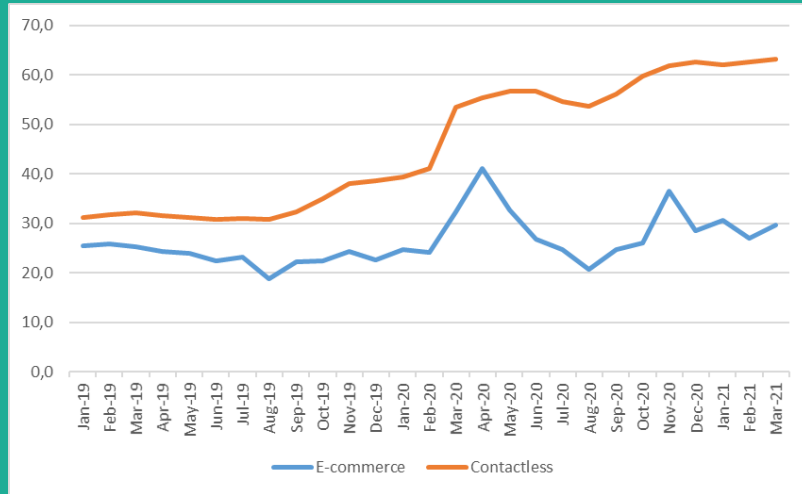


GSMA, 2021, State of the Industry Report on Mobile Money



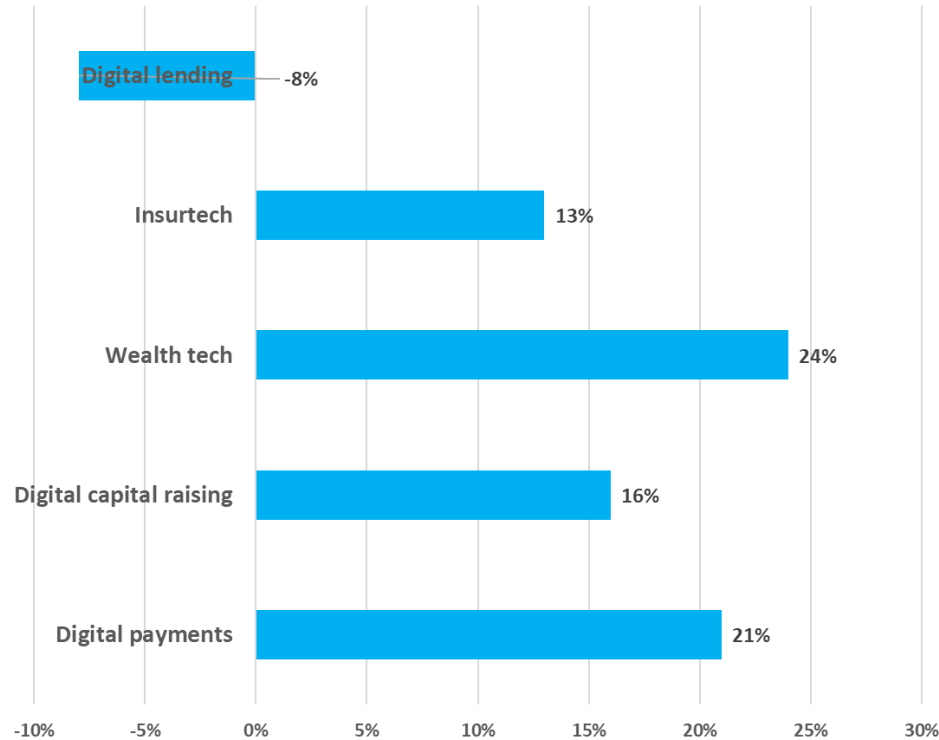
Digital payments in Italy

Contactless and e-commerce card transactions
(% of total card transactions)



Bank of Italy

Growth of various financial instruments



FinTech industry July 2019/July 2020

(survey on 1,385 fintech firms operating in 169 jurisdictions)

Opportunities for inclusion



Mobile money in Kenya and then sub-Saharan countries allowed a large number of unbanked to have access to an account (save, obtain credit...)

Transition **from cash to bank accounts** to receive govt support enhanced formal access

Transition **from cash to formal intermediaries** for remittances expanded supply and induced inclusion

Challenges

Survival of some financial institutions

New exclusions

Cyber risks

Fraud, scams risks

Privacy risks



How to increase opportunities and limit challenges?



The Global Partnership for Financial Inclusion work in 2021, under Italian Presidency

- Digital Financial Inclusion for individuals and MSMEs
- How to «leap forward» and address challenges
- **Especially for vulnerables**



GPI

Focus on two “enablers” ...



DIGITAL
FINANCIAL
EDUCATION

- 1 To expand opportunities for all, especially vulnerables



DIGITALIZATION



INCLUSIVE
CONSUMER
PROTECTION

- 2 To address challenges from use of DFS

G20/GPFI Priorities

For 2021: policies mitigating negative consequences of pandemic through the responsible use of digital financial services



Report on digitalization in pandemic: opportunities and challenges with focus on vulnerables



Survey and Report on **effective financial consumer protection** policies to support inclusion



Report on supporting **resilience and transformation** through **digital financial literacy**



Survey and Report on the **supply of digital finance to MSMEs** to cope with emergency and stimulate transformation



Survey and Report on **MSMEs financial and digital competencies**

IDENTIFY BEST PRACTICES IN THE TWO AREAS

**Challenges for
financial inclusion:
financial education
and consumer
protection**



Thank you