

FINANCIAL INCLUSION THROUGH MOBILE:
POLICY DILEMMAS AND REGULATORY SOLUTIONS

Thursday 25 October 2012, 09:00 – 16:10

Blue Hall 1 - Level 1, Milano Congressi, Milan – Invitation Only

Time	Session
08:30	Tea & coffee on arrival
09:00	Welcome remarks: Mobile for development <ul style="list-style-type: none"> Chris Locke, Managing Director, Mobile for Development, GSMA
09:15	Session 1: The digital pathway to financial inclusion: How sustainable mobile money business models are operated <p>Over 120 providers today are spreading the access to financial services through mobile phones. The vast majority of them are mobile network operators that are playing a key role to extend the reach of the formal financial sector. During this first session, three mobile money providers will share their business approach and insights on how they are effectively managing risks in the area of protection of customer funds, customer due diligence, agent management and training.</p> <p><i>Panellists:</i></p> <ul style="list-style-type: none"> Alex Kamara, Head of Regulatory Affairs, Africa, Millicom International Cellular Annie Smith, Head of Financial Services Pacific, Digicel Pacific <p><i>Moderator:</i></p> <ul style="list-style-type: none"> Yasmina McCarty, Senior Manager, Mobile Money for the Unbanked, GSMA
10:00	Tea & coffee break
10:30	Session 2: New catalysers for financial inclusion: How to regulate non-bank mobile money providers? <p>This session will highlight the need for a strategic policy approach to financial inclusion that considers the specific regulatory risks posed by different digitalized financial products and services. Identifying risk posed by electronic products, as well as how to mitigate those risks, is central to promoting enabling and financially inclusive regulation. The panel will discuss regulatory frameworks for e-money in a cross section of markets where regulators have recently struggled with defining an appropriate policy approach. Topics will include licensing procedures, safeguarding customer funds, and proportionate KYC.</p> <p><i>Panellists:</i></p> <ul style="list-style-type: none"> Matu Mugo, Assistant Director, Banking Supervision, Central Bank of Kenya Otto Boris Rodríguez, Head of Financial System Development, Banco Central de Reserva de El Salvador Charulatha Kar, General Manager, Dept. of Payment and Settlement Systems, Reserve Bank of India Claire Alexandre, Head of Commercial & Strategy, Mobile Payments, Vodafone <p><i>Moderator:</i></p> <ul style="list-style-type: none"> Michael Tarazi, Senior Policy Specialist, CGAP
12:00	Session 3: The new Financial Action Task Force (FATF/GAFI) recommendations on Anti-Money Laundering and Counter Financing Terrorism (AML/CFT) <ul style="list-style-type: none"> Anne-Françoise Lefèvre, Policy Analyst, AML/CFT, FATF <p><i>Moderator:</i></p> <ul style="list-style-type: none"> Simone di Castri, Regulatory Director, Mobile Money for the Unbanked, GSMA
12:30	Buffet lunch

13:45	<p>Session 4: Data for business development and better policymaking In collaboration with the Alliance for Financial Inclusion's (AFI) Mobile Financial Services Working Group (MFSWG)</p>
	<p>Access to high quality data will improve both policy and business decision making. It will enable the development of evidence based regulatory solutions and make the provision of mobile money products and services more cost-effective, thus amplifying the economic and social impact of mobile money. This session will discuss the collection, analysis, and use of financial inclusion and mobile money data, leveraging the experience of a regulator who has significantly contributed to the collection and release of those data in Mexico, and of a researcher who will present the Spatial Data Analysis for Financial Inclusion and Operational Efficiency project of the Bill & Melinda Gates Foundation.</p> <p><i>Panellists:</i></p> <ul style="list-style-type: none"> ▪ Carlos Lopez-Moctezuma, Comisión Nacional Bancaria y de Valores, Mexico, and Chair of the AFI Mobile Financial Services Working Group ▪ Jake Kendall, Research Program Officer, The Bill & Melinda Gates Foundation <p><i>Moderator:</i></p> <ul style="list-style-type: none"> ▪ Tillman Bruett, Chief Technical Advisor, United Nations Capital Development Fund
14:45	<p>Session 5: Interoperability: When and where can it be used to achieve greater financial inclusion?</p> <p>Interoperability has been cited as a potential tool for the creation of customer and commercial value. In this panel we will share the experiences of the efforts to date towards interoperability from industry pioneers together with the perspective from regulators in markets where mobile money is well-established. Key themes will be the definitions of interoperability and the shared objectives for industry stakeholders and regulators. Increased financial inclusion, and greater customer and commercial value. Timing, as in market and deployment maturity, will be central to the discussion.</p> <p><i>Panellists:</i></p> <ul style="list-style-type: none"> ▪ Narda Sotomayor, Head Microfinance Analysis Department, Superintendencia de Banca, Seguros y AFP, Peru ▪ Omar Moeen Malik, Head of Strategy and Projects at Easypaisa, Telenor Pakistan ▪ Shaibu Haruna, GM Sales & Distribution MTN Uganda <p><i>Moderator:</i></p> <ul style="list-style-type: none"> ▪ Paul Makin, Head of Mobile Money, Consult Hyperion
15:45	<p>Wrap-up and closing remarks</p> <ul style="list-style-type: none"> ▪ Simone di Castri, Regulatory Director, Mobile Money for the Unbanked, GSMA
16:00	<p>Meeting concludes</p>