Mobile Money for the Unbanked

Regulatory Training

Are regulatory barriers keeping your MNO from serving unbanked customers? GSMA's Mobile Money for the Unbanked Programme (MMU) offers regulatory training that equips your mobile money team with the skills you need to assess regulatory frameworks and to engage with financial sector regulators successfully. Our customized training covers the regulatory topics most relevant to your organization, as well as presentation and negotiation skills.

During the training, we work with your team to learn how to assess regulatory frameworks, we provide materials and case studies that your team can use to prepare an effective case for proportionate regulation, and we design together strategies and tools to effectively engage in a constructive dialogue with the relevant authorities.

The training is delivered to the country teams of one MNO group at a time. Working with only one group allows us to adapt the training to the unique knowledge, skills, interests, and learning goals of your organization, as well as take your team's culture, business model, and operational structure into account. Another major advantage of training with your colleagues is that experiences, problems and failures can be shared much more freely than they would if competitors were in the room. This boosts both the level of interaction and the quality of the learning for your team. It also allows MMU to draw on the experiences and expertise of MNOs from various countries and apply them to different scenarios, advocacy strategies and regulatory issues.

In order to provide a customized training experience, MMU conducts an initial assessment of the knowledge and skills of your team and what you want to learn most .This gives us a deeper understanding of the regulatory elements limiting and accelerating mobile financial inclusion in your country and the skills your team need to engage with financial regulators.

Ahead of the training, all participants are asked to read some preparatory documents and to provide information about the markets in which they operate.

Your MNO team is responsible for arranging the logistics and administration of the training, while MMU focuses on designing customized content.

KEY LEARNING AREAS

Subjects covered in the training may include:

1. REGULATORY CONTENT
   - Business models for mobile money
   - Regulatory principles
     - Risk-based approaches
     - Proportional regulatory standards
   - Key regulatory issues
     - Licensing procedures and requirements for providers (capital, governance)
     - Safeguard of customer funds (pooled funds, etc.)
     - Approved products and transaction limits
     - Know Your Customer (KYC) regulations and compliance with AML/CFT regimes
     - Distribution network and outsourcing of services
     - Consumer protection
     - Interoperability
     - Taxation of mobile money products
     - Others

2. REGULATORY PROCESSES AND ADVOCACY STRATEGIES
   - Banking versus payment services
   - The complexity of the policy environment
   - Developing a strategy to engage with the country regulator
   - The "better regulation" approach
   - Using quantitative information
   - Demonstrating the socioeconomic impact of policy decisions
   - The role of mobile money in achieving government goals and integration with other public policies (cashless economy, G2P, CCT, etc.)