GSMA

Regulating a Maturing Mobile Money Industry: Driving Policies for Optimal and Sustainable Financial Inclusion

Mobile money is now a mainstream financial service, connecting millions of people, especially those in low- and middle-income countries (LMICs), to the formal financial economy and driving financial inclusion. With the rapid growth and evolution of mobile money, regulators have had to be agile, adapting and responding to new technologies.

Key reports



Insights, Opportunities and Challenges in the Mobile Money Regulatory Index

Launched in 2018 by the GSMA, the Mobile Money Regulatory Index has proven to be useful in stimulating debate on the reforms that may be undertaken in more restrictive mobile money markets and, ultimately, help support the efforts of the mobile industry to accelerate the deployment of mobile money, especially amongst populations that are financially underserved. This report provides a lens to examine longer term regulatory trends since the inception of the tool in 2018.

Dec 2022



Mobile Money market profiles and index

Amidst the Covid-19 crisis in 2020, mobile money played a significant role in supporting livelihoods and was a key ally in the fight against the virus. Through collaboration with mobile money providers, regulators demonstrated renewed commitment to drive the digitisation of payments through mobile money.
In this report, we delve into each country profiles in detail providing context to the components of regulation that favour mobile money growth and usage, as well as the areas that may be improved. The report features the specific regulatory instruments for mobile money that were assessed when the building the MMRI. It also provides an overview of the top movements and the attributable regulatory changes.

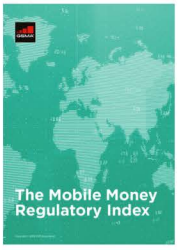
Oct 2021



The first update of Mobile Money Regulatory Index Report, including 90 countries

The mobile money industry reached a key milestone in 2019 with more than one billion registered mobile money accounts. This demonstrates that mobile money has come a long way from its roots as a value-added service of mobile network operators to being mainstreamed as a key driver of financial inclusion. This report accompanies the first update of the GSMA Mobile Money Regulatory Index (access on page 2), a tool developed by the GSMA that provides a quantitative assessment of the regulatory environments in 90 countries.

Mar 2020



The first Mobile Money Regulatory Index Report

In September 2018 we launched the Mobile Money Regulatory Index, an interactive tool that measures the effectiveness of mobile money regulatory frameworks. This report provides a deep analysis on the findings of the Mobile Money Regulatory Index, examining in detail the six key facets of regulation: Authorisation; Consumer protection; Transaction limits; Know Your Customer (KYC); Agent networks; and Investment and infrastructure environment.

Mar 2019

Methodology



Mar 2020



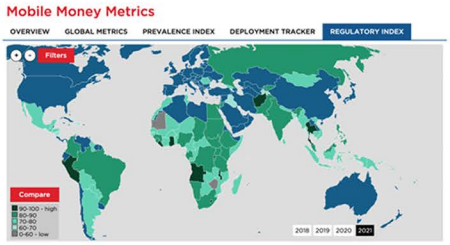
Mar 2022

The Mobile Money Regulatory Index Methodology

The methodology documents present the theoretical framework that underpins the Index; the process for selecting the indicators, along with how they are structured; the approach used to normalise the data; the weights used in the Index; and the approach to aggregation.

Access at the bottom of the webpages

The Mobile Money Regulatory Index Tool



Visit the tool

Watch the video

The Mobile Money Regulatory Index

In September 2018 we launched the Mobile Money Regulatory Index, an interactive tool that measures the effectiveness of mobile money regulatory frameworks.

The Index includes 90 countries globally and scores them between 0-100, with a higher score associated with more enabling regulation.

It provides policy makers and regulators with specific insights into policy areas where targeted interventions may be employed to help enable growth in mobile money adoption and usage and overall financial inclusion.

Sep 2018

GSMA Mobile Money

The GSMA's Mobile Money programme works to accelerate the development of the mobile money ecosystem for the underserved.

For more information, please contact us:

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