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# UPU Conference on financial inclusion

## Key takeaways



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**Change is possible**

**Viability, social impact and legitimacy & support**

**Coordination of work between regulators**

**Constraints/barriers**

**How to overcome them?**



**Change  
is  
possible**

### **Innovation comes from emerging countries.**



Correspondent  
bank model



Social facilitator



Mzansi account  
12% increase FI



State bank  
efficiency and  
profitability



Product meeting  
needs of poor  
clients



Variety of products.

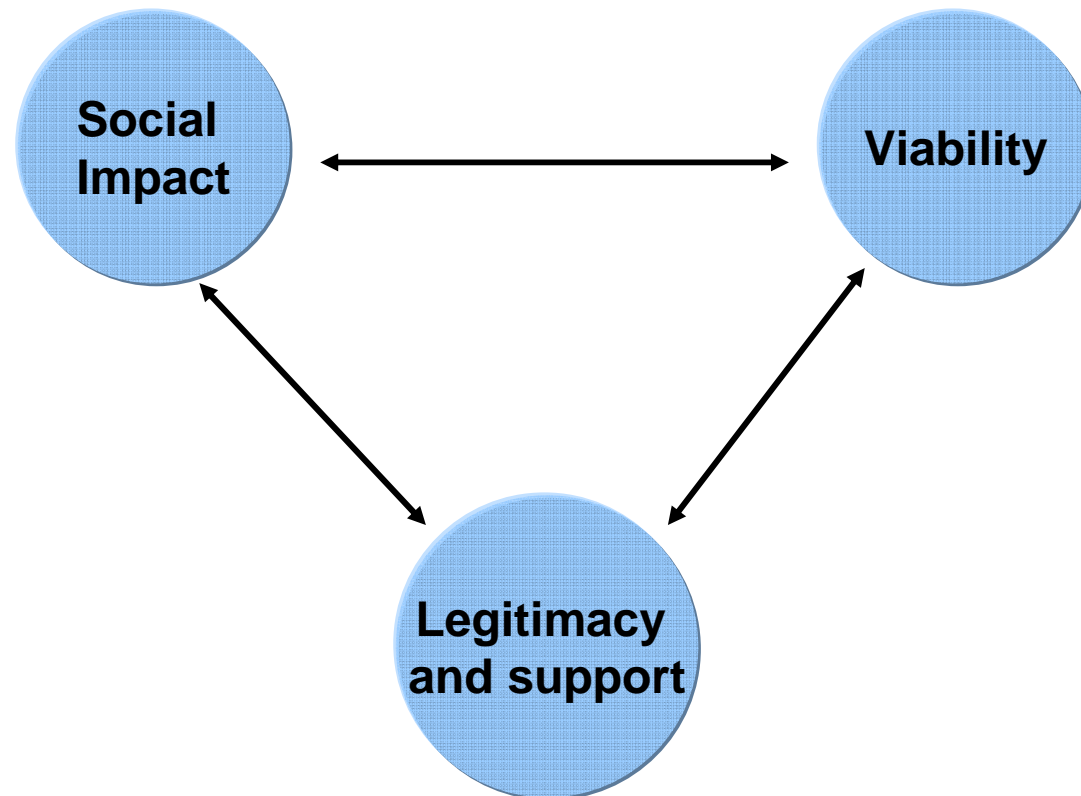


Cash merchant.

**Different business models: no “one size fits all”**



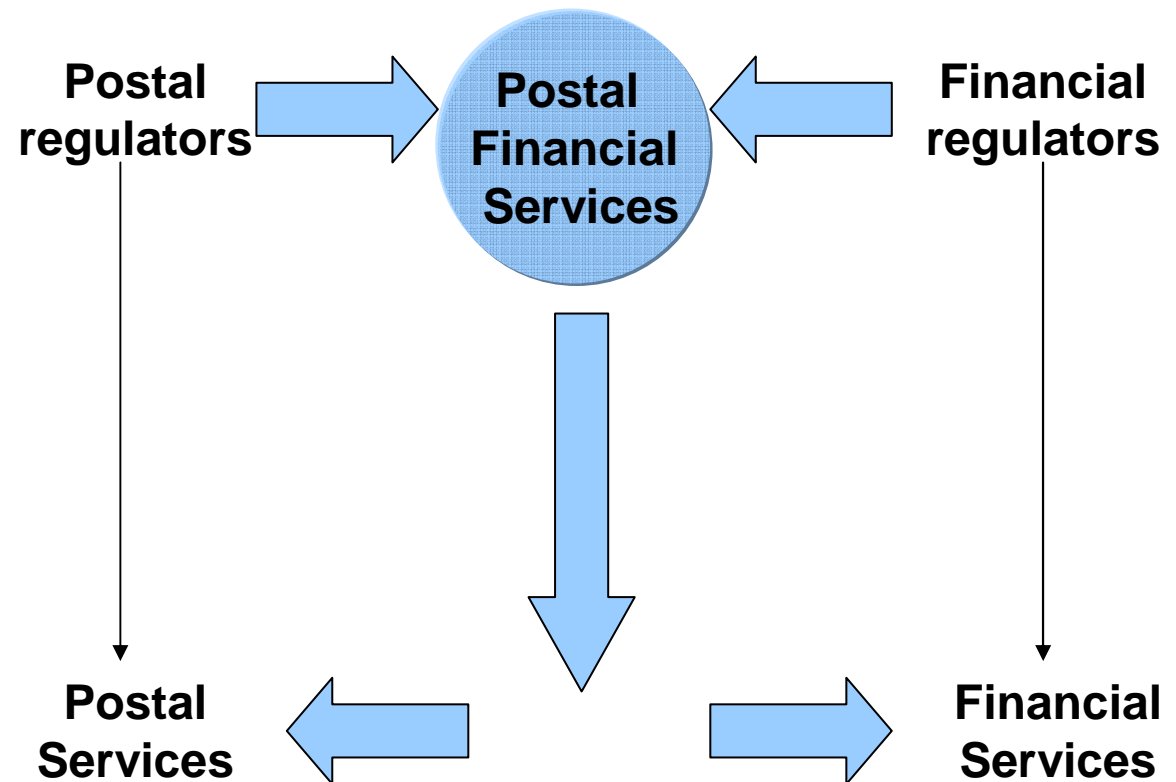
**Viability, social  
impact and  
legitimacy &  
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**Coordination  
of work  
between  
regulators**





## Constraints/Barriers

- **Balance between affordable and profitable services**
- **Unregulated not formal competitors**
- **Balance having support of government with Low margin by law**
- **Access to investments**
- **Coordination mail and financial services business**
- **Good to innovate but having a good organization –MIS and methods working ok-**



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## **Constraints/Barriers**

- **Past: Regulatory framework and opposition of Banking Association**
- **Solution: Correspondent regulation/Promoting the idea of complementary services not threat**
- **South Africa: Social grant payouts.**
- **Now: Customer retention and IT systems**
- **Solution: Marketing actions in each segment/ IT founded by merging process**



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## **Constraints/Barriers**

- **Training for using new services clients and staff**
- **Investment in infrastructure Pos, mobile phones, netpads**
- **Involvement of government:**
  
- **Cases:**
  - Ethiopia issue with Central Bank**
  - Egypt Post accepting partnership**
  - South Africa: Working with the poor and Basel II and III**