



Roadmap for Postal Financial Inclusion

Bern, 1st November 2011

Through a partnership with the Bill & Melinda Gates Foundation, the UPU supports activities to promote financial inclusion through the postal network and is developing its capacities to offer technical assistance to member countries interested in using their postal operator as a tool for financial inclusion.

For this to happen, we need the commitment of our development partners, central banks, as well as a group of designated operators from postal financial inclusion “Champion” countries.

This first roadmap for postal financial inclusion will be implemented in a two-year timeframe which will end in November 2013. After that date participating stakeholders will decide whether to extend it.

We therefore suggest the following action plan:

From the “Champion” Countries:

1. The creation of an Advisory Group for postal financial inclusion consisting of 5-10 member countries interested in moving postal financial inclusion forward and represented by their designated operators accompanied when possible by their Central Bank.
2. Role of the Advisory Group:
 - a. The Advisory Group will meet over the phone or via videoconference, once every three months and on an ad hoc basis when needed.
 - b. The Advisory Group will peer-review the papers produced by the UPU and will make suggestions/comments on a voluntary basis.
 - c. The Advisory Group Members agree to receive delegations from other posts in the framework of exchange visits to be organized by the UPU with the support of the Bill & Melinda Gates Foundation.
 - d. The Advisory Group members agree to act as focal points in their respective regions to promote financial inclusion and to cooperate with the UPU in its financial inclusion activities. Such activities include for example the dissemination in their region of research and materials related to postal financial inclusion. Other possible activities include the hosting of regional workshops on postal financial inclusion.
 - e. The Advisory Group members agree to put special emphasis internally on training and cash management to become partners of choice in postal financial inclusion. In the case of posts that already offer their own postal financial services they agree to improve the financial inclusion impact of their services.
 - f. Identify a “champion”: a contact point at the Post in charge of pushing forward the postal financial inclusion agenda.

Suggested Addition:

3. To support a resolution to be presented at the next UPU Congress in 2012 proposing that the International Bureau of the UPU strengthens its activities in the field of postal financial inclusion.

Participating in this roadmap entails for Champion countries a high visibility towards international organizations, donors and the development community in general. We will open spaces for their participation in meetings and present their cases in the framework of our contributions to international fora.

From the Financial Sector Regulating Authorities and Governments:

4. Include postal networks in their financial inclusion strategy.
5. Work with the UPU on postal financial inclusion issues by launching a task force consisting of Central Bank representatives interested in postal financial inclusion
6. Consult with the post when deciding on a new piece of legislation or regulation that could have an impact on postal financial services and not only with the Banking Association.
7. Develop an enabling framework for Posts to provide inclusive and sustainable financial services.

8. Identify a Champion or contact point at the Central Bank/Government in charge of pushing forward the postal financial inclusion agenda.

From the Development Partners:

9. Include Postal networks in their financial inclusion strategy.
10. Invite postal operators in conferences and public events on financial inclusion.
11. Help disseminate the information produced by the UPU through mentions in their website, host-blogging, and other knowledge management tools.
12. Look for ways to add value to the work of the UPU in postal financial inclusion.
13. Provide financial and technical support to the UPU and to member countries initiatives in the field of postal financial inclusion.
14. Contribute to financial education in the context of postal financial services.
15. Support South-South knowledge exchange and cooperation among countries working in postal financial inclusion.

From the UPU:

16. To provide coordination on all activities related to postal financial inclusion if the UPU is provided with the appropriate resources.
17. To act as a knowledge-sharing platform among stakeholders of postal financial inclusion. In its knowledge centre capacity, the UPU will centralize information on postal financial inclusion and make it accessible to all stakeholders.
18. To elaborate 10 cases studies on countries that have developed a success story in postal financial inclusion and disseminate them in international fora.
19. To elaborate a synthesis paper based on the 10 case studies which would constitute guidelines for countries to develop initiatives in postal financial inclusion.
20. To analyze the challenges faced by post offices in postal financial inclusion and understand the reasons of failure of some initiatives in the past.
21. To advocate the role of posts in financial inclusion towards the donor community, the financial regulators community and within Postal operators.
22. To provide 10 grants of 10,000 USD for exchange visits from one country to another to foster dialogue and experience exchange.
23. To organize at least 8 technical assistance missions in the field to help postal operators leverage their network to foster financial inclusion.
24. To raise money for the UPU activities on financial inclusion to continue over time.
25. To help posts raise money for their financial inclusion projects by providing advisory services on fundraising processes and identifying relevant donors.
26. To foster South-South knowledge exchange and cooperation among countries working in postal financial inclusion.
27. To develop postal financial inclusion actions at a regional level, such as the organization of regional workshops or the recruiting of regional consultants to provide technical assistance to countries that are willing to develop postal financial inclusion activities.

Suggested Addition:

28. To send a circular letter to the Post, the Central Bank and the Government of emerging or developing member countries asking each of these three institutions to position themselves on postal financial inclusion. This will be a means to determine which countries should be prioritized.

From the Standard-Setting Bodies:

29. To take into account the postal financial sector in the development of new standards and revision of existing ones.
30. To consult the UPU as a representative of the postal sector for issues related to financial inclusion.