



# PEER ADVISORY SERVICES

Peer Advisory Services is one of the most preferred offerings under AFI: Building Capacities for Development (ABCD). AFI's Peer Advisory Services matches AFI members needing technical assistance with a specific policy initiative with an AFI member institution that is an expert in that area.



**For AFI members, learning through sharing is key to building capacity and accelerating smart financial inclusion policies.**

As AFI members take steps to meet their financial inclusion targets, they often run up against major challenges. Peer Advisory Services help members to address these challenges by providing in-depth practical guidance.

Member institutions approved by the AFI Management Unit act as advisers to other member institutions to help them develop expertise in a specific financial inclusion policy area or to achieve a policy goal. This in-depth nature of the event helps members focus not only on the success achieved, but more importantly, on the challenges faced along the journey and the lessons from those experiences.



**4** Peer advisory program's undertaken



**2** Member institutions act as peer advisors



**14** Institutions benefitted

## BANCO CENTRAL DO BRASIL PEER ADVISOR FOR BANK OF TANZANIA (2015)

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In Tanzania, supervisory techniques were not sufficiently addressing the challenges and risks posed by agent banking.

Given Banco Central do Brasil's (BCB) expertise in agent banking, it was chosen as the Peer Advisor for the Bank of Tanzania (BoT). With BCB's guidance, BoT was able to improve its supervisory approaches, revise its guidelines on agent banking and introduce a supervisory framework as well as on-site examination procedures. The knowledge BoT gained will shape and inform its approaches to supervising agent banking and similar financial inclusion efforts for many years to come.

## CENTRAL BANK OF NIGERIA PEER ADVISOR FOR THREE YEARS

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AFI receives requests for support from members seeking to implement their National Financial Inclusion Strategy (NFIS), specifically, how to:

- > Mobilize relevant institutions to support the NFIS
- > Establish effective coordination structures for a smooth implementation
- > Develop a road map to implement the NFIS

The Central Bank of Nigeria (CBN) has now hosted the Peer Advisory service for three years in a row. The institutions benefitting from this are:

- > Bank of Ghana
- > Bank of Mozambique
- > Bank of Sierra Leone
- > Bank of Uganda
- > Central Bank of Lesotho
- > Central Bank of Liberia
- > Central Bank of Nepal

- > Central Bank of Seychelles
- > Central Bank of Sri Lanka
- > Central Bank of The Gambia
- > Central Bank of West African States (Bceao)
- > Ministère de L'économie et des Finances de la Côte D'ivoire
- > Royal Monetary Authority of Bhutan

The following topics were covered in the event:

- > The need to have commitment at the highest level and autonomy to spearhead financial inclusion initiatives
- > Expanding banking operations to remote areas through agent banking guidelines
- > Developing a robust consumer protection framework to restore public confidence
- > Introducing Micro Pension Guidelines to offer pensions to unbanked and low-income populations
- > Adopting tiered Know Your Customer (KYC) requirements to allow those without formal identification to open bank accounts without an initial deposit, and to use and enjoy banking services within defined thresholds. Delegates also witnessed the meetings of the National NFIS Working Group and Technical Committee, a unique and rare opportunity.

Although CBN was the Peer Adviser, they also benefited from this experience.

- > CBN was able to share experiences that overlap with other policy areas and will further enrich the Bank's policy reviews and decisions on financial inclusion.
- > For the Financial Inclusion Secretariat, a new view emerged of how future stakeholder engagements and monitoring and evaluation of financial inclusion targets could be improved to implement the NFIS.

“The Peer Advisory Service was helpful in enhancing the technical capacities of the staff on effective supervision of bank agents. What was unique about the programme was the intense involvement of the Peer Adviser, Banco Central do Brasil, in sharing their own agent supervisory skills and we being able to adapt the skills transfer to our own environment.”

Bank of Tanzania

“The program was an eye opener to the fact that Africa can become financially and economically independent if the tenets, potentials and benefits of financial inclusion are adhered to, harnessed and deployed properly to allow the populace access to a wide range of finance and financial products at affordable cost and in a dignified manner to achieve improved living and economic conditions.”

Central Bank of Nigeria



**AFI: BUILDING  
CAPACITIES FOR  
DEVELOPMENT (ABCD)**

Find out more about the AFI Capacity  
Building Program by contacting  
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