



POLICY AND REGULATORY REFORMS IN THE AFI NETWORK 2020



INTRODUCTION

AFI, a policy leadership alliance owned and led by members comprised of central banks and financial regulatory institutions, enables policymakers in developing countries to share their knowledge of financial inclusion policies that have delivered tangible results. As a member-driven organization, AFI works by providing members the opportunity for peer learning and supporting them through technical knowledge exchanges on key aspects of financial inclusion policy, towards policy reform.

AFI members' collective will to advance financial inclusion is captured by the Maya Declaration, an international framework of bottom-up and country-led financial inclusion commitments and initiatives. Innovative financial inclusion policies create an enabling environment for the development of appropriate financial products and services that expand the reach of quality financial services to the poor.

The COVID-19 global health pandemic has negatively impacted the network's efforts towards achieving financial inclusion goals in 2020, particularly given its disproportionate effects on women's financial inclusion. AFI member institutions issued and implemented policy responses to mitigate the effects of COVID-19 on financial inclusion, in line with AFI's Statement on the Post-COVID-19 Recovery. Members also continued to develop and implement financial inclusion policy and regulatory reforms in 2020 that were the result of preparatory work going back many years. The need for a more collaborative process was made clear in 2020, where financial policymakers or regulators led the agenda, supported by a variety of stakeholders, both national and international, in both the public and private sectors.

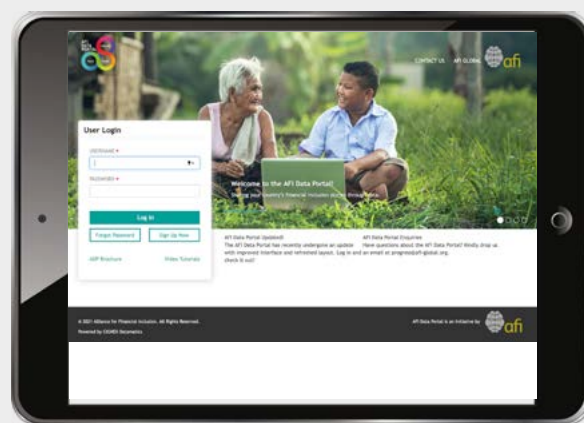
To meet members' growing demand for proven and evidence-based policy solutions, AFI is increasingly placing emphasis on measuring attributable outcomes of the policy and regulatory reforms members have developed and implemented, on the financial inclusion dimensions of access, usage and quality. These reforms, which members report to AFI, contribute to the network's evidence base, which in turn, supports

members' peer learning initiatives and strengthens their ability to pursue and implement reforms.

This report presents a snapshot of the policy and regulatory reforms that members of the AFI network were developing and implementing in 2020. The information was primarily collected from a survey sent to all members in January 2021.

AFI DATA PORTAL

Additional information was gathered from Working Group Meeting minutes, Maya Declaration progress reports, In-country Implementation Reports and information provided by members in the AFI Data Portal¹.



> www.afi-dataportal.org

¹ The AFI Data Portal (ADP) is a unique and integrated global database on financial inclusion policies, regulations, and outcomes, that was built by policymakers for the benefit of policymakers. Visit the ADP at www.afi-dataportal.org for more information.

OVERVIEW OF POLICY AND REGULATORY REFORMS IN 2020

Thirty members from the AFI network reported developing and implementing 137 policy and regulatory changes to enhance financial inclusion in their countries. Over the past four years, members reported and attributed over 100 policies and regulations annually, an indication that the preparatory work going back many years is beginning to be realized.

These reforms encompassed various policy areas such as Digital Financial Services, SME finance, Proportionate Application of Global Standards as well as Consumer Empowerment and Market Conduct, however, the largest proportion were macro and microeconomic policies responding to the COVID-19 global health pandemic.

68%

Of the 137 policy and regulatory reforms² reported, 68 percent were COVID-19 related of which nearly half were classified as “others,” which include provisions on interest rates, loan restructuring, and fiscal policy, among others.

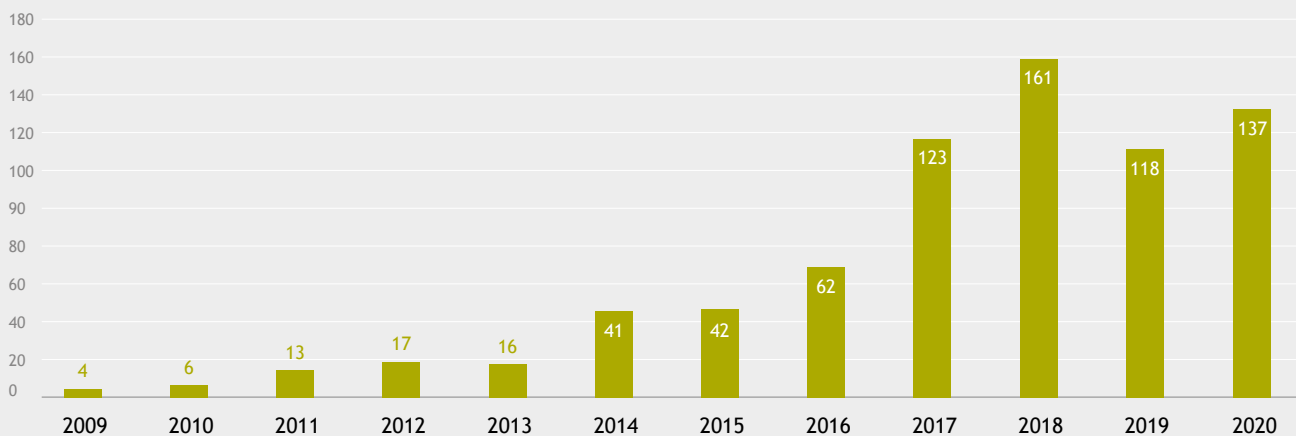
The reported COVID-19 related policy responses targeted the Micro, Small and Medium Enterprise (MSME) sector via debt restructurings, loan deferments, increased liquidity, etc. Provisions were also made for e-money transactions to reduce costs and increase access and usage of digital financial services.

Over the past decade, financial inclusion policy development and implementation increased in all geographic regions. While there was a decrease from 2019 to 2020 in policy and regulatory reforms reported by members from Eastern Europe and Central Asia, South Asia, and the Pacific, the number of reported policy and regulatory reforms are subjected to multiple factors, including the range of policies already in place, the time lag in policy implementation, and the national context of the jurisdiction of AFI members, among others.

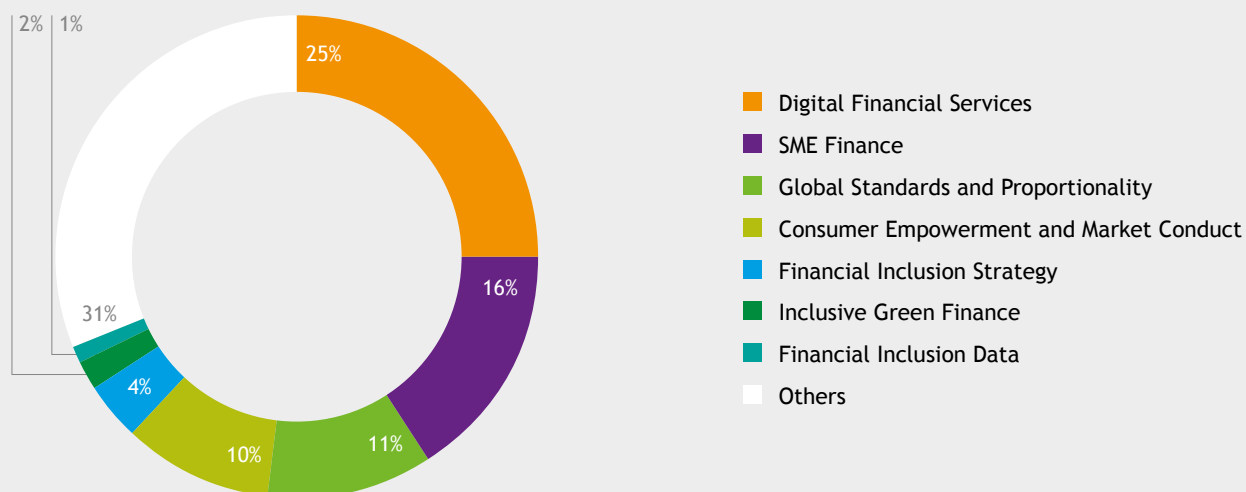
AFI members attributed their policy and regulatory reforms to AFI on a consistent level at approximately 60 percent over the past five years affirming the relevance and quality of services AFI provides to its membership. More importantly, it validates the effectiveness of AFI’s peer learning model as an efficient channel for policymakers and regulators to learn tried-and-tested solutions.

2 The reported policy and regulatory changes are categorized into AFI policy areas: Consumer Protection and Market Conduct, Digital Financial Services, Financial Inclusion Data, Financial Inclusion Strategy, Gender Inclusive Finance, Global Standards and Proportionality, Inclusive Green Finance and SME Finance. If it is not categorized in these policy areas, it is labelled as “others”.

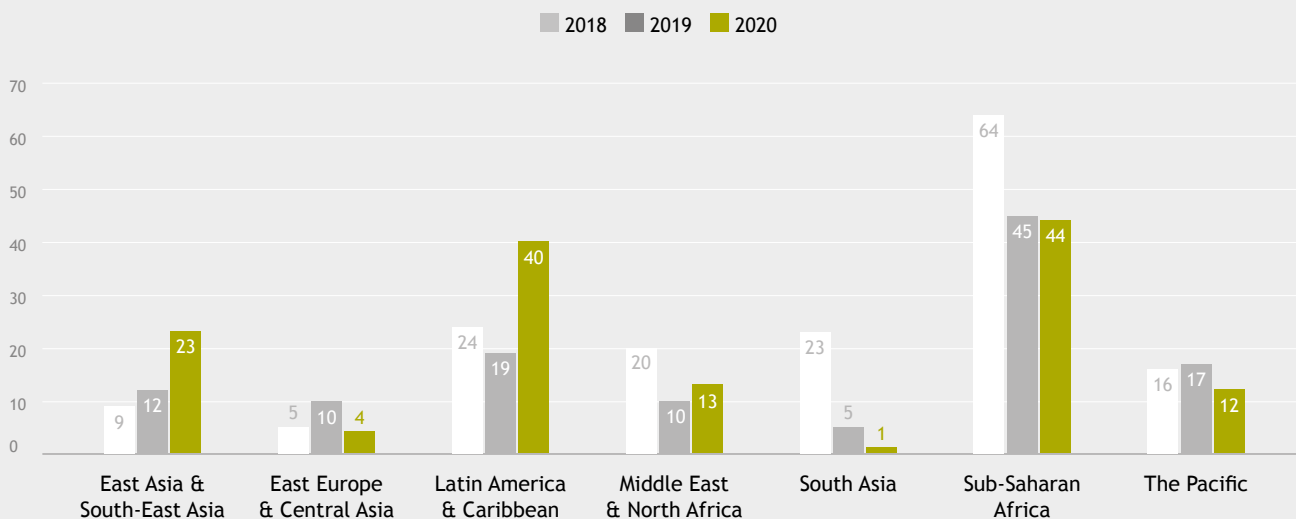
POLICY AND REGULATORY REFORMS REPORTED BY AFI MEMBERS (YEAR ON YEAR)



POLICY AND REGULATORY REFORMS REPORTED BY AFI MEMBERS 2020 (BY AFI POLICY AREAS), %



POLICY AND REGULATORY REFORMS REPORTED BY AFI MEMBERS 2018-2020 (BY REGION)





TRENDS IN FINANCIAL INCLUSION POLICY AND REGULATORY REFORMS

CONSUMER EMPOWERMENT AND MARKET CONDUCT



In 2020, eight countries in the AFI network reported developing and implementing 13 policy changes to enhance consumer empowerment and market conduct (CEMC). In the past three years, over one-third of countries in the AFI network reported developing and implementing CEMC reforms in their respective jurisdictions.

HIGHLIGHTS



13

reforms from
8 countries
reported in 2020

85

Since 2018, there
were 85 reforms in 36
countries reported

POLICY TRENDS SINCE 2018



14

countries implemented
financial literacy
initiatives or set up
national financial
literacy strategies or
frameworks



14

countries
enhanced or
enacted consumer
protection laws
and regulations

Most of the reforms reported in 2020 were related to financial literacy, where members reported developing and implementing financial literacy frameworks and national strategies. Members also reportedly enhanced consumer protection regulations in the wake of COVID-19 pandemic.

For example, the Reserve Bank of Fiji has reported extensive financial literacy campaigns targeting works affected by the COVID-19 pandemic. An Economic Response partnership was also established between the Reserve Bank of Fiji and the Pacific Financial Inclusion Programme (PFIP) to ensure financial literacy seminars were accessible to impacted communities including farmers and tourism workers.

Another trend noted in the last three years is that many of the reforms were related to developing and implementing consumer protection frameworks as well as updating regulations and/or guidelines on consumer protection, as reported by 14 member institutions. Other topics that were commonly reported are transparency and disclosure regulations, as well as tightening market conduct rules and regulations.

DIGITAL FINANCIAL SERVICES



In 2020, 18 countries in the AFI network reported that they have adopted 34 policy changes to enhance digital financial services (DFS). This update is set in the context of the past three years, where half of the countries in the AFI network have reported they were developing and implementing DFS reforms in their respective jurisdictions.

HIGHLIGHTS



34

reforms from
28 countries
reported in 2020

115

Since 2018, there
were 115 reforms
reported in 43
countries reported

POLICY TRENDS SINCE 2018



13

FinTech-related
policy reforms



17

E-money policies
reported



21

National
payments systems

In 2020, half of the DFS policy reforms developed and implemented are targeted towards mitigating the negative effects of the COVID-19 pandemic. Provisions were made on e-money transaction, in transaction fee waivers, increase limit on transaction, initiatives aimed at increasing the access points of electronic transaction, among others. These provisions were made to increase access and usage of digital financial services during the global health pandemic.

Other policy trends, such as the focus on national payment systems, remained consistent with previous years with five policy changes reported. Specifically, Fiji and Uganda introduced their respective National Payment System Act in 2020 aimed at boosting

payments through digital solutions. In addition, Mozambique and Uganda were formulating their regulatory frameworks and supervision on FinTech.

An interesting policy and regulatory reform reported by The Bahamas was the launch of its digital currency, Sand Dollar, nationwide in 2020. The Central Bank of the Bahamas piloted its Central Bank Digital Currency “Project Sand Dollar” in December 2019 and made revisions to relevant legislations in order to provide the regulatory framework for its digital currency.

FINANCIAL INCLUSION DATA



Two (2) reforms related to financial inclusion data and measurement were reported by two (2) countries. Over the past three years, a total of 18 policy and regulatory reforms have been reported by 12 countries.

HIGHLIGHTS



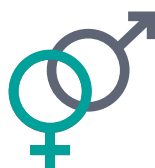
2

Reforms from
2 countries
reported in 2020

18

Since 2018, there
were 18 reforms in 12
countries reported

POLICY TRENDS



Development of
sex-disaggregated
data frameworks



REGIONAL TRENDS

ASIA	1
MENA	1
SSA	5
PACIFIC	1

A common theme in the last three years was the development of sex-disaggregated data frameworks, in line with Action Point Six of the Denarau Action Plan, which encourages members to implement policies to collect, analyze, and use sex-disaggregated data to promote the financial inclusion of women. More than one-third of Gender-Inclusive Finance-reported policy changes reported by members related to financial inclusion data and measurement.

To date, seven countries in the AFI network - Egypt, Fiji, Jordan, Bangladesh, Tanzania, Zambia, and Paraguay - reported implementing sex-disaggregated data frameworks. In 2020, seven members reported

sex-disaggregated data onto the AFI Data Portal, with the Central Bank of Uzbekistan and Reserve Bank of Fiji being the latest members to report. In total, the data portal now houses sex-disaggregated data of 20 member institutions.

FURTHER INFORMATION

> Denarau Action Plan



FINANCIAL INCLUSION STRATEGY



Six reforms were reported that related to the development and implementation of National Financial Inclusion Strategies (NFIS) in six countries in the network. Over the past three years, a total of 46 policy and regulatory reforms on financial inclusion strategy were reported by 32 countries. A total of 55 countries have developed and are implementing their NFIS while 14 countries are in the process of developing their NFIS.

HIGHLIGHTS



6

reforms from
65 countries
reported in 2019

46

Since 2018, there
were 46 reforms in 32
countries reported

POLICY TRENDS



In-country coordination for
NFIS implementation, communicating
NFIS implementation, mid-term
review of NFIS

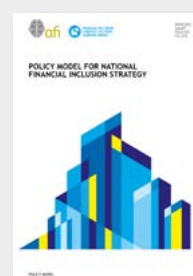
In 2020, Ghana and Mexico launched their respective national financial inclusion strategies. Both include specific initiatives and financial inclusion targets that promote women's financial inclusion. In addition, the Gambia, Tajikistan, Uzbekistan and Zimbabwe are currently developing their respective national financial inclusion strategies. Notably, Zimbabwe has commenced the drafting of NFIS II and is undertaking a reviewing its progress on the implementation of NFIS I (2016-2020).

The AFI Membership Council approved the National Financial Inclusion Strategy (NFIS) Policy Model at the AFI Annual General Meeting in September 2020. The policy model provides guidance on developing and implementing national financial inclusion strategies to reach financial inclusion goals, building on the network's collective expertise.

In the previous edition of this report, two notable observations in policy reforms on financial inclusion strategy were highlighted: (a) emphasis on in-country coordination between public and private actors in the formulation stage as well as when implementing their NFIS; and (b) public dissemination of developments in financial inclusion - both of which were codified in the NFIS Policy Model.

FURTHER INFORMATION

> National Financial Inclusion
Strategy (NFIS)



GENDER INCLUSIVE FINANCE (GIF)



In 2020, three countries reported implementing Gender Inclusive Finance (GIF)-related policy changes. Since 2018, 11 countries in the AFI network have implemented 17 GIF-related policy changes aimed at enhancing women's financial inclusion.

HIGHLIGHTS



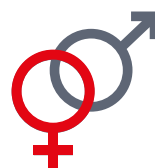
4

reforms from
3 countries
reported in 2020

17

Since 2017, there
were 17 reforms in 12
countries reported

POLICY TRENDS



Sex-disaggregated data

While these reported policies by AFI members were categorized in other policy areas, they also contained elements of Gender Inclusive Finance. This suggests that increasingly Gender Inclusive Finance is being embedded in the policies and regulations member developed.

In Angola, Banco Nacional de Angola signed a Cooperation Protocol with their Ministry of Social Action, Family and Women's Promotion (MASFAMU) to promote joint actions of Financial Education that aim at promoting Women's Financial Literacy, with the objective of contributing to the progressive reduction of gender inequalities through the creation of an environment conducive to credit through the promotion of the Microfinance activity, operating in the areas identified as potential for the empowerment of women, families and consequently of society.

As reported in the previous edition, an important trend reported by members in the past three years was the emphasis on financial inclusion data and measurements, where more than one-third of GIF-related policy changes were on the development of sex-disaggregated data frameworks and collection.

GLOBAL STANDARDS PROPORTIONALITY



Seven countries reported undertaking 15 policy reforms related to the proportionate application of global standards balancing financial inclusion, integrity, and stability. Since 2017, 42 policy and regulatory reforms were reported by 19 countries in this policy area.

HIGHLIGHTS



15

reforms from
7 countries
reported in 2020

42

Since 2017, there
were 42 reforms in 19
countries reported

POLICY TRENDS



KYC & e-KYC (Inclusive Financial Integrity), guidelines for no-frills accounts, policies for inclusive financial stability

In 2020, more than half of the reported reforms are targeted towards mitigating the negative effects of the COVID-19 pandemic. This included modifications in simplified due diligence accounts, temporary delay in maintaining capital conversion buffer, relief measures on consumer identification, among others.

Over the past three years, the reported reforms have continued to be on regulations and guidelines for basic bank accounts. For instance, Angola reported to introduced regulation on simplified bank account in 2020. This follows the reporting of Bangladesh, Paraguay, Peru, the Philippines and Thailand as reported in the previous edition of this report.

According to the 2017 Global Findex survey, cost and lack of documentation are among the main barriers to financial inclusion, respectively cited by 25 and 20 percent of respondents without a financial institution account. These reforms are directly targeting these barriers.

INCLUSIVE GREEN FINANCE (IGF)



In 2020, three countries reported implementing Inclusive Green Finance-related policy changes, bringing the total to four countries in the AFI network.

HIGHLIGHTS



3

reforms in 3
countries reported
in 2020

4

Since 2018, there
were 4 reforms in
4 countries reported

POLICY TRENDS



Sustainable finance guidelines

Egypt, Fiji and the Philippines are developing their respective principles, guidelines and frameworks on sustainable finance for the banking sector. For the Philippines, the Sustainable Financial Framework issued in April 2020 requires that banks institutionalize the adoption of sustainable principles, including environmental and social risk management into their corporate governance and risk management frameworks as well as in the bank's strategic objectives and operations.

AFI's Inclusive Green Finance Working Group updated the Special Report on Inclusive Green Finance: A Survey of the Policy Landscape, taking stock of the policy practices that AFI members adopted to build resilience against and mitigate climate change impacts. The policies are categorized as the "4Ps of inclusive green finance" - provision, promotion, protection and prevention - with each category providing important guidance on developing a wide range of inclusive green finance policies.

FURTHER INFORMATION

- > Special Report on Inclusive Green Finance: A Survey of the Policy Landscape
- > Promoting Inclusive Green Finance Initiative and Policies
- > Greening the Financial Sector Through Provision Policies: The Role of Central Banks



SME FINANCE



Eleven countries reported developing and implementing 22 policies to enhance access, usage and the quality of formal financial services for SMEs in 2020. Most of the policies that were introduced targeted MSMEs by providing relief and supporting their recovery from the COVID-19 pandemic.

HIGHLIGHTS



22

reforms in
11 countries
reported in 2019

55

Since 2018, there
were 55 reforms in 24
countries reported

POLICY TRENDS



COVID-19 relief,
SME finance frameworks,
credit guarantee schemes

In Malaysia, Bank Negara Malaysia established a series of initiatives to support SMEs that were adversely affected by the global health pandemic, also encouraging digitization and innovation as paths to recovery. Among the new initiatives were:

- > a Special Relief Fund worth MYR10 billion (USD2.4 billion) to alleviate short-term cash flow problems faced by SMEs;
- > a Targeted Relief and Recovery Facility worth MYR2 billion (USD486 million) for affected SMEs in the service sector;

- > a High-Tech Facility - National Investment Aspirations (HTF-NIA) Facility worth MYR1 billion (USD234 million) to support high-tech and innovative-driven SMEs;
- > a SME Automation and Digitalisation Facility (ADF) worth MYR300 million (USD 73 million) to incentivize SMEs to automate processes and digitalize operations to improve productivity and efficiency.

CONCLUSION

The policy priorities of AFI members shifted in 2020 from the more “traditional” areas to dealing with the negative impacts of the COVID-19 pandemic on their financial systems.

The reforms reported by members have shown that their regulatory environments remain increasingly intertwined among various policy areas ranging from the proportionate application of global standards in the context of the COVID-19 pandemic and provisions on e-money transactions to increase access and use of financial services, to the digitization of MSMEs in mitigating the adverse impact of the global pandemic on financial inclusion.

It is also worth noting that increasingly, elements of Gender Inclusive Finance are being embedded in the policies and regulations members developed and implemented. This is an important development as the introduction of gender-sensitive financial inclusion policies aids on the network’s effort in closing the gender gap in financial inclusion.

The financial inclusion regulatory environment remains very dynamic, with a wide range of countries at different levels of inclusion, undertaking various actions, reforms and strategies to mitigate the effects of COVID-19 on financial inclusion. These efforts contribute to the ongoing effort of AFI members in addressing barriers that hinder inclusion and create an enabling regulatory environment for the development of appropriate financial services and products.

>60% The annual Member Needs Assessment survey conducted by AFI has consistently shown that the level of attribution accorded to AFI for policy and regulatory reforms by members is consistently above 60%.

This affirms the relevance of AFI’s interventions, and the high commitment of AFI members to advance financial inclusion.

AFI’s wealth of knowledge and expertise on financial inclusion comes from the members themselves. The AFI Working Groups have been an effective mechanism for knowledge generation on financial inclusion policies and

have been instrumental in establishing AFI as a centre of excellence on financial inclusion policies, driving the network to assume the role of a Policy Leadership Alliance.



In response to the travel restrictions in 2020, over 30 webinars were organized by the seven AFI working groups to continue peer learning and knowledge generation on financial inclusion policies. In turn, 93 percent of the policy and regulatory reforms reported by members in 2020 credit the working groups for their policy development. Of the 117 reported policy reforms in 2019, 80 percent were attributed to the Guideline Notes produced AFI working groups, of which 43 have been collectively issued across the seven main policy areas to date.

Each AFI member is advanced in certain aspects of financial inclusion policymaking and contributes to peer learning and capacity building within the network. In 2020, 40 percent of AFI members’ technical staff participated and shared their expertise in various AFI capacity building programs including member training and joint learning. In turn, 80% of the policy and regulatory reforms reported have also given attribution to the capacity building initiatives and the knowledge gained for their policy development. AFI members gave attribution to their peers in supporting their policy development directly and through peer reviews, 29% of the policy and regulatory reforms reported in 2020 have indicated so.






The development of effective financial inclusion policies are known to contribute to higher level objectives of sustainable access and usage of appropriate financial services by the unbanked or underbanked. While the COVID-19 pandemic has negatively impacted efforts in addressing the challenges of financial inclusion, the true extent can only be known through continued, consistent and effective data collection, including use of the AFI Core Set of Financial Inclusion Indicators.


The results of these policies may not be felt in the short term. As such, continuous monitoring of the progress of policy reforms implementation, assessing the effectiveness of the policies and regulations introduced in achieving their intended objectives is paramount. The AFI network will, therefore, continue developing guidelines, frameworks and toolkits to enhance members’ capacity to collect, analyse and use financial inclusion data.

ANNEX - LIST OF REPORTED POLICY CHANGES 2020


 denotes Gender Inclusive Finance-related policy changes  denotes COVID-19-related policy changes






CONSUMER PROTECTION AND MARKET CONDUCT





COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
ANGOLA	Banco Nacional de Angola	Cooperation Protocol with MASFAMU - to jointly promote women's financial literacy with an objective of reducing gender inequalities. The focus is on improved access to credit and increasing microfinance activities that empower women, families and society. (2020 status: implementation)	
ARMENIA	Central Bank of Armenia	Armenia's National Strategy for Financial Education revised for the second phase. (2021-2025)	
EGYPT	Central Bank of Egypt	The Financial Consumer Protection Framework was established under the New Central Bank and Banking Act. (law 194 of 2020)	
FIJI	Reserve Bank of Fiji	The Reserve Bank of Fiji is developing the Consumer Empowerment and Market Conduct policy, which benefited from AFI capacity building initiatives.	
	Reserve Bank of Fiji	Extensive financial literacy campaigns in the country targeting workers affected by the COVID-19 pandemic in terms of loss of employment and reduced working hours.	
	Reserve Bank of Fiji	The need for broader community outreach increased with the onset of COVID-19. In response, an Economic Response partnership between the RBF and the UNCDF-managed Pacific Financial Inclusion Programme (PFIP) ensured financial literacy seminars were accessible to impacted communities including farmers and tourism workers.	
	Reserve Bank of Fiji	In parallel with financial literacy training and awareness efforts, the RBF launched and managed a FinTalk Facebook page to disseminate awareness materials in a multimedia format and publish details of events relevant to financial literacy training.	
PERU	Superintendencia de Banca, Seguros y AFP del Peru	In 2020, SBS Peru updated the Regulation of Market Conduct for the fair treatment of debtors in need to ease their payment terms.	
PHILIPPINES	Bangko Sentral ng Pilipinas	Under Memorandum No. M-2020-059 dated 27 July 2020 on the implementation of the BSP's Consumer Assistance Management System with Chatbot Functionality, the BSP enjoined its supervised financial institutions to observe the guidelines for handling complaints referred by the BSP chatbot, known as the BSP Online Buddy (BOB). With its 24/7 availability, and accessibility via webchat, Facebook Messenger, and text messages, BOB provides real time responses to consumer complaints against BSP supervised financial institutions.	





COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
ZAMBIA	Ministry of Finance Zambia	The National Strategy on Financial Education II, finalized in the fourth quarter of 2019 and commencing implementation in January 2020, seeks to increase financial literacy among Zambians.	
	Bank of Zambia	The Bank of Zambia issued the Comprehensive Complaint Handling Directives of 2020.	
ZIMBABWE	Reserve Bank of Zimbabwe	The Reserve Bank of Zimbabwe drafted the Financial Literacy Framework, establishing concrete goals for financial literacy to improve financial decision-making by individuals in Zimbabwe through coordinated financial literacy programs. It also seeks to reduce demand-side barriers to financial inclusion, empower consumers to better manage their personal and household resources, and strengthen the efficiency of financial markets, among others.	
PHILIPPINES	Reserve Bank of Zimbabwe	The Reserve Bank of Zimbabwe instructed financial institutions to adhere to COVID-19 protocols and ensure consumer protections.	




DIGITAL FINANCIAL SERVICES

COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
ANGOLA	Banco Nacional de Angola	The Expansion of Banking Services (Notice No. 07/2020) established the specific rules applicable to banking financial institutions wishing to expand their activities throughout the national territory by means of hiring bank agents. (2020 status: under implementation)	
BANGLADESH	Bangladesh Bank	Flexibility measures were introduced to the Mobile Financial Services Regulations of 2018 to address the impacts of the COVID-19 pandemic.	
DEMOCRATIC REPUBLIC OF THE CONGO	Banque Centrale du Congo	Law n° 18/019 du 9 July 2018 related to payments systems - the law is intended to set the requirements for public or private payment systems.	
DEMOCRATIC REPUBLIC OF THE CONGO	Banque Centrale du Congo	Instruction 42 on the rules for electronic banking in the DRC, 9 March 2020 instruction, set the requirements for service providers, the rules that organize the interoperability of systems, the standards applicable to ATMs, TPE and obligations to be met by providers of services related to payment systems.	
	Banque Centrale du Congo	Instruction 43 on the promotion of the use of electronic money, introduced on 24 March 2020 and reviewed in September 2020, limits the adverse effects of the COVID-19 pandemic on the financial sector by promoting electronic payments. As part of Statement 43, the BCC temporarily waived fees for the first five transactions daily, the use of 75% of the interest accumulated in the receiver's account from April to December 2020, increased the ceiling for electronic wallets to USD7,500 and increased the daily limit on transactions to USD2,500.	
EGYPT	Central Bank of Egypt	Increased limits on "mobile wallets, and financial inclusion products and services" with simplified KYC introduced in March 2020.	


COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
EGYPT <i>continued</i>	Central Bank of Egypt	New Cashless Payment Law (law 18 of 2020) was enacted passed in April 2019 followed by the Executive Regulation 1776/2020 issued by the decree of the Prime Minister in September 2020 where most Egyptian businesses are mandated to settle certain payments by non-cash means if they exceed a certain threshold.	
	Central Bank of Egypt	The Central Bank of Egypt released its discussion paper on agent banking in 2020.	
	Central Bank of Egypt	The Central Bank of Egypt set measures to limit cash transactions and facilitate the use of electronic payment methods to offset the impact of COVID-19.	
	Central Bank of Egypt	The Central Bank of Egypt launched the “electronic acceptance initiative” to increase the number of electronic points of acceptance available in all governorates, aims to reach a number of 200,000 QR codes and 100,000 POS systems along with incentives schemes, and an increase in the number of ATMs by 6,500 and e-onboarding for mobile wallets.	
EL SALVADOR	Banco Central de Reserva de El Salvador	Banco Central de Reserva de El Salvador issued the Normas para la Autorización de Administradores de Sistemas de Pagos Móviles (Rules of the Authorization of Administrators of Mobile Payment Systems) in January 2020, which defines the requirements of the entities that wish to be authorized as such.	
FIJI	Reserve Bank of Fiji	The Fijian Parliament passed the National Payment System Act, paving the way to boost access to affordable payment services through digital solutions and support the drive for greater financial inclusion. Transactions will be made more efficient and safer for businesses and households alike under the legislation that creates an enabling environment for an upgraded national payment and settlement system that will facilitate enhanced electronic fund transfers, retail payments and agent banking. The reform program, being overseen by the RBF, is expected to take two years. The reforms will also see the RBF introduce critical payments, clearing and securities infrastructure and enable the development of innovative digital payment services with due regard for risk mitigation and consumer protection.	
GHANA	Bank of Ghana	The Cash-Lite Roadmap, launched in 2020 and currently being implemented, puts forward concrete steps to build an inclusive digital payment ecosystem which will provide better access to financial services.	
	Bank of Ghana	Digital Financial Services Policy launched in 2020 serves as a blueprint for how Ghana can leverage digital finance to achieve its financial inclusion goals. This policy is at the implementation stage.	
	Bank of Ghana	The fee waiver for mobile money transactions up to GHS 100.00 was effective March 2020.	
	Bank of Ghana	The threshold amount on mobile money wallets was increased in March 2020.	
MEXICO	Comisión Nacional Bancaria y de Valores de México (CNBV)	The publication of regulations for the digital onboarding of bank accounts for enterprises was implemented to mitigate the impact of COVID-19 on financial inclusion.	

COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
MEXICO <i>continued</i>	Comisión Nacional Bancaria y de Valores de México (CNBV)	Mexican financial authorities strengthened the use of the Cobro Digital (CoDi) platform to charge and receive payments using a QR code.	
MOZAMBIQUE	Banco de Moçambique	Central Bank Notice n° 03/GBM/2020 on Minimum Capital Requirements for Payment Service Providers was issued defining the specific minimum capital for a payment services provider.	
	Banco de Moçambique	Banco de Moçambique is currently developing a tiered KYC regulation with AFI In-country Implementation support.	
	Banco de Moçambique	Banco de Moçambique is currently developing the framework for regulation and supervision of FinTech with AFI In-country Implementation support.	
	Banco de Moçambique	<p>Announcement (30/03/2020) - Approves the extraordinary measures to be implemented by Mobile money Operators (MNO/IME) and banks, namely:</p> <p>For MNO/IME:</p> <ul style="list-style-type: none"> > Exemption from charges and commissions on transfers from customer to customer up to the daily limit of MZN1,000.00 (USD13 using an exchange rate of MZN76=USD1); > Adjustment of the limit per transaction in the mobile portfolio from MZN25,000 to MZN50,000 (USD329 to USD656); > Adjustment of the daily limit on the mobile wallet from MZN125,000.00 to MZN250,000.00 (USD1.644 to USD3.289); > Adjustment of the annual transaction limit for tier 1 customers in the mobile portfolio to MZN400,000.00 (USD5.263); > The commissions and charges to be charged for new limits must not exceed the maximum of the price list in force. <p>For banks:</p> <ul style="list-style-type: none"> > Exemption from charges by banks for fees and commissions for transactions made through digital channels up to the daily limit of MZN5,000.00 (USD66), for individual customers, except for ATM withdrawals. <p>For banks and MNO/IME:</p> <ul style="list-style-type: none"> > 50% reduction in commissions and charges on transfers between banks and Mobile money Operators, for individual customers; > Possibility of adopting other measures that reinforce the use of digital payment methods. 	
PERU	Superintendencia de Banca, Seguros y AFP del Peru	Limits on balance and transactions for e-money were raised by SBS Peru in light of the COVID-19 Pandemic.	
PHILIPPINES	Bangko Sentral ng Pilipinas	BSP strongly encouraged BSP Supervised Financial Institutions (BSFIs) to temporarily suspend all fees and charges imposed on the use of online banking platforms or electronic money, including those imposed on the use of InstaPay or PesoNet electronic fund transfers. As of 3 February 2021, fees and charges were suspended by 24 BSFIs until the end of March 2021 and by 10 BSFIs until the end of December 2021.	

COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
PHILIPPINES <i>continued</i>	Bangko Sentral ng Pilipinas	The BSP's policy advocacy work under the National Strategy for Financial Inclusion (NSFI) resulted in the institutionalization of account-based digital payments in the programs of FISC members. These include: 1) the Department of Labor and Employment (DOLE) Labor Advisory 26-20 dated 3 August 2020 which encourages private sector employers to pay wages through transaction accounts; and 2) the Department of Social Welfare and Development (DSWD)'s use of transaction accounts in social cash transfers, including the digital distribution of the second tranche of the Social Amelioration Program (SAP), the government's emergency subsidy program for low-income families and vulnerable sectors.	
	National Bank of Tajikistan	Based on the resolution of the Board of the National Bank of Tajikistan dated 31 March 2020, No. 44, in order to support the banking system during the COVID-19 pandemic from April to August 2020, credit financial institutions, credit institutions in the process of liquidation and financial institutions non-residents are exempt from payment for settlement services for interbank settlements carried out through the Automated System of Interbank Money Transfers and the Automated Banking System, as well as from payment through the "Corti Milli" National Payment System and by the international payment system "Visa" (project TJNSS).	
TANZANIA	Bank of Tanzania	The Bank of Tanzania increased the amount limit for mobile money transactions.	
THE BAHAMAS	Central Bank of the Bahamas	In 2020, the Central Bank of The Bahamas launched its digital currency (Sand Dollar) nationwide. This was followed by a pilot phase on two of the islands and revisions to relevant legislation to provide a regulatory framework for the digital currency.	
UGANDA	Bank of Uganda	The National Payment System Act 2020 was passed into law in September 2020.	
	Bank of Uganda	In accordance with the National Payment System Act 2020, the Bank of Uganda is formulating the National Payment Systems Regulations which encompass regulations on the sandbox, bank agents and consumer protections.	
WEST AFRICAN STATES (UEMOA)	Banque Centrale des Etats de l'Afrique de l'Ouest (BCEAO)	BCEAO, in consultation with the banking community and electronic money institutions, undertook measures to promote electronic payments as part of the fight against COVID-19. These measures, traced in Avis n°004-03-2020 du 03 avril 2020 and n°009-05-2020 dated 30 April 2020, aim to increase the use of digital means of payments by the population in UEMOA and to reduce the use of fiat currency, in the context of physical distancing and containment measures. These measures, implemented from 3 April to June 2020, reduced the cost of using digital means of payment and facilitated their access to encourage greater use by the population. Specifically: <ul style="list-style-type: none"> > Free transactions on small amounts (less than CFA5,000 CFA) backed by electronic money; > Free payment of water and electricity bills via mobile money for amount not exceeding CFA50,000; > The relaxation of conditions for opening electronic money accounts; 	


COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE
WEST AFRICAN STATES (UEMOA) <i>continued</i>		<p>> The reduction in fees applied to payments by bank card, to customer transfers processed via GIM-UEMOA and to withdrawals from ATMs in the GIM-UEMOA network.</p> <p>The measures increased the use of these payment options by the population. More than 14 million new electronic money accounts were opened from April to June 2020 while the value of transactions totaled CFA1.619 billion in the second quarter of 2020 against CFA1.366 billion a quarter earlier, despite the downturn in the economy.</p>
ZAMBIA	Bank of Zambia	The Bank of Zambia stepped up the sensitisation of the public to use digital platforms and contactless mobile payment mechanisms aimed at preventing the spread of COVID-19. 
	Bank of Zambia	The Bank of Zambia waived charges for person-to-person e-money transaction values of up to ZMW150 due to the COVID-19 pandemic. 
ZIMBABWE*	Reserve Bank of Zimbabwe	The Reserve Bank of Zimbabwe established appropriate risk management structures to deal with cybersecurity risk in the wake of the COVID-19 pandemic. 

FINANCIAL INCLUSION DATA


COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE
ANGOLA	Banco Nacional de Angola	The Statistical Information on Mobile Payment Services (Directive No. 04 / DSP / DIF2020) for the adequacy of reporting deadlines related to mobile payments provided by financial institutions. (2020 status: under implementation)
FIJI#	Reserve Bank of Fiji	Fiji's second Financial Services Demand-Side Survey is currently being undertaken (January 2021), supported by an AFI grant. The survey focuses on women and resilience to climate disaster. Feedback from AFI was sought and incorporated in the survey instrument. 




FINANCIAL INCLUSION STRATEGY






COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE
GAMBIA, THE	Central Bank of The Gambia	The National Financial Inclusion Strategy 2020-2025 is in the formulation stage. While there were delays due to COVID-19, the task force finalized all stakeholders' comments for formal collection and review at a validation workshop in March 2021.
GHANA	Bank of Ghana	The National Financial Inclusion and Development Strategy (NFIDS) was launched in 2020 to address the fundamental barriers preventing the underserved population from accessing financial products and services. This policy is in the implementation stage.

COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
MEXICO	Comisión Nacional Bancaria y de Valores de México (CNBV)	<p>Mexico's Second National Policy on Financial Inclusion was enacted in March 2020 and is being implemented. This national policy has the general objective to strengthen the financial health of the population, through increased access and efficient use of the financial system, development of financial economic skills, and empowerment of the user. Specific objectives are as follows:</p> <ul style="list-style-type: none"> > Ease access to financial products and services for people, as well as micro, small and medium enterprises; > Increased use of digital payments among the population, retailers, enterprises, and the three levels of government; > Stronger infrastructure to facilitate access and provision of financial products and services, and reduce information asymmetries; > Increased levels of financial and economic capabilities within the population; > Strengthened access to information tools and user protection mechanisms; > Promotion of financial inclusion of people in vulnerable situations, including women, migrants, rural and indigenous populations, and the elderly. 	
TAJIKISTAN	National Bank of Tajikistan	Development of the National Strategy on Financial Inclusion is underway.	
UZBEKISTAN	Central Bank of the Republic of Uzbekistan	The Central Bank of the Republic of Uzbekistan drafted the National Financial Inclusion Policy, pending confirmation by the President of the Republic of Uzbekistan.	
ZIMBABWE	Reserve Bank of Zimbabwe	The Reserve Bank of Zimbabwe reviewed the implementation of the National Financial Inclusion Strategy I (2016-2020) at the end of 2020, focusing on the financial inclusion of target groups, key milestones, and operational challenges, in addition to commencing the drafting of NFIS II.	

GLOBAL STANDARDS PROPORTIONALITY

COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
ANGOLA	Banco Nacional de Angola	Simplified Bank Accounts (Notice No. 12/2020) facilitate access to the system for citizens who do not meet all of the necessary conditions when opening a conventional bank account. (2020 status: implementation)	
CAMBODIA	National Bank of Cambodia	<p>Announcement No. B13-020-002 dated 17 March 2020 on the implementation of five new policies to promote the liquidity of BFIs to reduce the economic impacts of COVID-19:</p> <ol style="list-style-type: none"> 1. Allow BFIs to delay maintaining a capital conservation buffer (CCB) to within 50%. 2. Reduce the minimum interest rate on Liquidity Providing Collateralized Operations (LPCOs) by 0.5% for all maturities. 	






COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
CAMBODIA <i>continued</i>	National Bank of Cambodia	<p>3. Decrease the interest rate for negotiable certificates of deposit (NCD) issued in Cambodian riel and US dollars in appropriate limits.</p> <p>4. Reduce the rate on the reserve requirement ratio (RRR) from 8% for domestic currency and 12.5% for foreign currency to 7% for both local and foreign currencies for six months beginning in April 2020.</p> <p>5. Reduce the liquidity coverage ratio (LCR) to an appropriate level, as necessary.</p>	
	National Bank of Cambodia	Prakas No. B7-020-230 dated 18 March 2020 on the Maintenance of Reserve Requirement against commercial banks' deposits and borrowings. Under this Prakas, BFIs shall maintain reserve requirements against deposits and borrowings at a daily average balance equal to 7% for both local and foreign currencies with the NBC.	
	National Bank of Cambodia	<p>Letter No. B7-020-622 dated 13 April 2020 to:</p> <p>1. Reduce the capital conservation buffer to 1.25%.</p> <p>2. Recognize quarterly audited profit to include temporary into net worth calculations until further notice, but BFIs shall not distribute dividends.</p>	
EGYPT	Central Bank of Egypt	The definition of financial inclusion in the New Central Bank and Banking Act (law 194 of 2020) was introduced in September 2020 with the objective of accelerating equal access to financial services.	
	Central Bank of Egypt	A modification was introduced on simplified KYC for financial inclusion products and services.	
EL SALVADOR	Banco Central de Reserva de El Salvador	Modifications to standards to classify credit risk assets and reserves (NCB-022) were approved in August 2020, including aspects for credit related to productive activities that are considered in the law to facilitate access to credit. (2020 status: in force and implementation)	
	Banco Central de Reserva de El Salvador	The Technical Standards for Credit Risk Management, Limits on the Assumption of Risks and Credits to Related Persons of Development Banking Entities (NASF-08) was approved in December 2020. The objective is to provide applicable guidelines to develop banking operations with proper credit risk management, criteria to adopt policies and procedures related to development methodologies for their identification and measurement, and establishing limits and mechanisms to monitor, control and mitigate levels of exposure to this risk, in accordance with the nature, scale of activities and risk profiles. (2020 status: in force and implementation)	
	Banco Central de Reserva de El Salvador	The Technical Standards for the Evaluation and Classification of Credits Granted by the Development Bank (NASF-09) was approved in December 2020. The objective is to regulate the evaluation and classification of risk assets according to the quality of debtors, especially their behavior and ability to pay, and requires the creation of minimum reserves of the respective credits. (2020 status: in force and implementation)	








COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
MEXICO	Comisión Nacional Bancaria y de Valores de México (CNBV)	Mexican financial authorities have established measures to make the regulatory framework more flexible, seeking to increase financial inclusion. The regulatory changes made by the Ministry of Finance, the Banco de México, and the CNBV paved the way for 15 to 17-year-olds to open a bank account without the approval of their guardians (only notification is provided). Prior to this regulation, they were ineligible. According to the Ministry of Finance, as of mid-August, two million teenagers opened their own accounts.	
	Comisión Nacional Bancaria y de Valores de México (CNBV)	Banco de México issued temporary modifications to the regulation to raise limits for level 2 simplified due diligence accounts. The limits of monthly deposit amounts in these types of accounts increased to slightly less than USD1,800 in case the resources come from social programs, and around USD4,415 if they come from payroll or personal loans.	
	Comisión Nacional Bancaria y de Valores de México (CNBV)	The CNBV issued temporary regulatory facilities regarding remote identification for loan applications and to open accounts. This includes the opening of full KYC accounts and the provision of credit to legal entities (previously, only natural persons could access them digitally). Digital onboarding can be carried out using biometric information exclusively, while an offline recorded video can be used to identify new customers.	
	Comisión Nacional Bancaria y de Valores de México (CNBV)	In light of the COVID-19 pandemic, Mexican financial authorities issued temporary accounting criteria for banks, credit unions and microfinance deposit-taking entities to facilitate the maintenance of credit lines.	
PHILIPPINES	Bangko Sentral ng Pilipinas	BSP issued Memorandum No. M 2020-015 on 30 March 2020. This regulation is geared to facilitate the distribution of funds to Filipinos affected by COVID-19, enhanced community quarantine. This also ensures continuous access to financial and government services. This was effective until 30 June 2020 but subsequently extended to 31 March 2021 under BSP Memorandum No. M 2020-057 (Amendments to the Operational Relief Measures for BSFIs) dated 21 July 2020. The relief measure relaxed the requirement to present valid identification, also covering electronic or online customer onboarding and transactions, subject to conditions such as a set threshold on transactions (not exceeding PHP50,000/day or approximately USD1,000), residency requirements, and ongoing monitoring to identify potential abuses or suspicious transactions.	
SUDAN	Central Bank of Sudan	A regulation was introduced to license financial institutions for mobile money.	








INCLUSIVE GREEN FINANCE

COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE
FIJI	Reserve Bank of Fiji	The Reserve Bank of Fiji is developing a Sustainable Finance Roadmap and Guidelines based on its participation in AFI-coordinated green financial inclusion seminar and meetings.
PHILIPPINES	Bangko Sentral ng Pilipinas	In April 2020, the BSP issued Circular No. 1085 on the Sustainable Finance Framework which supports the integration of sustainability principles in corporate and risk governance frameworks as well as in the business strategies and operations of banks.
EGYPT	Central Bank of Egypt	The definition of financial inclusion in the New Central Bank and Banking Act (law 194 of 2020) was introduced in September 2020 with the objective of accelerating equal access to financial services.
	Central Bank of Egypt	A modification was introduced on simplified KYC for financial inclusion products and services.











SME FINANCE

COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
ANGOLA	Banco Nacional de Angola	Flexibility of Deadlines for Compliance with Credit Obligations (Instruction No. 4/2020) established rules on temporary facilities that financial institutions must grant their clients, both individuals and companies, within the scope of the fulfillment of credit obligations contracted with the referred financial institution.	
CAMBODIA	National Bank of Cambodia	Circular No. B7-020-001 dated 27 March 2020 covers restructured loans to maintain financial stability, support economic activity, and ease the burden of debtors facing major declines in revenue and who have difficulties repaying loans during the COVID-19 outbreak. The implementation of this circular was extended to 6 June 2021.	
COSTA RICA	Superintendencia General de Entidades Financieras de Costa Rica (SUGEF)	Grace periods were established without principal or interest payments, at the discretion of each financial institution.	
FIJI	Reserve Bank of Fiji	The SME Guarantee Scheme (SMEGS), administered by the RBF, was expanded to include micro-enterprises, namely the MSME Guarantee Scheme, to increase access to finance for small businesses during the Covid-19 pandemic and provide support for local business activities.	
	Reserve Bank of Fiji	To encourage the critical role played by women in driving the economy recovery and to support the development of the agricultural, fisheries and forestry sectors, the government will guarantee payment of 75% of the principal outstanding on defaulted loans up to USD75,000 per business on all MSME loans to women entrepreneurs, a guarantee of 60 percent of the principal outstanding on defaulted MSME loans up to USD60,000 per business, in addition to loans to the three supported sectors under the scheme.	













COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
FIJI <i>continued</i>	Reserve Bank of Fiji	The definition of micro, small and medium enterprises was updated in June 2020 under the MSME Credit Guarantee Scheme Guidelines May 2020.	
HONDURAS	Comisión Nacional de Bancos y Seguros de Honduras	The government of Honduras announced a three-month moratorium on the service of bank loans financed by the second-tier development bank Banhprovi (covering about five percent of total bank credit to the private sector), as well as additional financing of HNL200 million (about USD8 million) for Banhprovi's housing program for the middle class. Loan approvals were also expedited under a subsidized credit program for the agricultural sector.	
	Comisión Nacional de Bancos y Seguros de Honduras	The National Banking and Insurance Commission (CNBS) resolved that supervised institutions, which carry out credit operations, may grant additional grace periods, as of July 2020, to debtors (natural or legal persons) whose economic activities have been affected by COVID-19, including those related to the MSMEs, the transportation, tourism, agriculture and maquila sectors. This additional grace period, which will be granted as of July of the current year, is being granted according to the analysis carried out by the supervised entities (banks, financial companies, private development organizations, and insurers) based on the situation of each client, the debtor's ability to pay, and in accordance with the current circumstances and financial conditions of the institution.	
MALAYSIA	Bank Negara Malaysia	The government announced a six-month moratorium for loan/ financing repayments from 1 April 2020 for individuals and businesses, which was extended as the Targeted Repayment Assistance Program. The first was a blanket moratorium while the TRA Program assists those who have lost their jobs or whose incomes have been affected by the pandemic.	
	Bank Negara Malaysia	BNM established the Special Relief Fund (SRF) worth MYR10 billion to alleviate the short-term cash flow problems faced by SMEs adversely affected by COVID-19.	
	Bank Negara Malaysia	BNM established the Targeted Relief and Recovery Facility (TRRF) worth MYR2 billion for SMEs in the services sector affected by COVID-19.	
	Bank Negara Malaysia	BNM established the High-Tech Facility - National Investment Aspirations (HTF-NIA) Facility worth MYR1 billion to support high-tech and innovation-driven SMEs.	
	Bank Negara Malaysia	BNM established the SME Automation and Digitalisation Facility (ADF) worth MYR300 million to incentivize SMEs to automate processes and digitalize operations to improve productivity and efficiency.	
	Bank Negara Malaysia	BNM expanded the Islamic social financing program to more Islamic bank partners. The iTEKAD program was launched in May 2020 to combine social finance instruments such as zakat, sadaqah and waqf with the provision of microfinancing, structured training and mentorship. These instruments will empower micro-entrepreneurs from the B40 segment to generate sustainable income and achieve financial resilience.	








COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
MALAYSIA <i>continued</i>	Bank Negara Malaysia	BNM established the PENJANA Tourism Fund worth MYR1 billion to assist businesses involved in tourism.	
PHILIPPINES	Bangko Sentral ng Pilipinas	BSP deployed immediate measures to ease liquidity constraints, restore business confidence, and sustain the flow of credit to MSMEs amid the pandemic. To stimulate bank financing to MSMEs, BSP reduced the credit risk weight of MSME loans, extended the period of relief on the reporting of past due and non-performing loans of COVID-19 affected borrowers, and increased the single borrower limit (SBL), among others. New MSME loans (and loans to large enterprises) can also be used as alternative compliance with the reserve requirements.	
	Bangko Sentral ng Pilipinas	BSP's regulatory relief measures for MSMEs have had a positive impact. Banks continuously supported the financing requirements of vulnerable sectors of the economy, including MSMEs. Ninety banks across industry categories utilized an average amount of PHP143.8 billion in MSME loans as alternative compliance with the reserve requirements for the reserve week ending 17 December 2020. This is significantly higher than the PHP8.7 billion in MSME loans which were utilized by 47 banks as alternative compliance with the reserve requirement as of the reserve week ending 30 April 2020, which was the start of the measure's success.	
TANZANIA	Bank of Tanzania	The Bank of Tanzania reduced the minimum statutory reserve requirements and discount rate to accelerate lending to affected sectors in the economy in response to the COVID-19 pandemic.	
	Bank of Tanzania	The Bank of Tanzania allowed commercial banks to restructure loans for SMEs and households to avoid debts in response to the COVID-19 pandemic.	
UGANDA	Bank of Uganda	The Bank of Uganda is requiring financial institutions to restructure loan payments in response to the COVID-19 pandemic.	
ZAMBIA	Bank of Zambia	The Bank of Zambia established a Targeted Medium-Term Refinancing Facility with an initial amount of ZMW10 billion to provide medium-term liquidity in response to the COVID-19 pandemic.	
ZIMBABWE	Reserve Bank of Zimbabwe	The Reserve Bank of Zimbabwe introduced debt restructuring in response to the COVID-19 pandemic.	

OTHERS

COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
CAMBODIA	National Bank of Cambodia	Letter No. B7-020-657 dated April 20, 2020 requested that BFIs waive other fees related to customer loans and the exemption of other penalties to customers.	
COSTA RICA	Superintendencia General de Entidades Financieras de Costa Rica (SUGEF)	The possibility of renegotiating financial conditions up to two times (and for a period of 24 months) was extended until 30 June 2021, without negatively impacting the debtor's risk rating or categorizing this as "special operations." This measure applies to all credit regardless of the outstanding amount.	
	Superintendencia General de Entidades Financieras de Costa Rica (SUGEF)	Follow-up analyses of a debtor's payment capacity for loans already received cannot be carried out under scenarios of financial stress.	
	Superintendencia General de Entidades Financieras de Costa Rica (SUGEF)	Financial institutions may: > Excluding their credit policies and procedures, present information usually required for analysis of a debtor's repayment capacity. > Preserve the payment capacity level that the client had prior to requesting a modification in credit conditions.	
	Superintendencia General de Entidades Financieras de Costa Rica (SUGEF)	Suspension from the application of regulatory provisions for a period of 12 months after establishing that an institution will enter a "level 2 irregularity" stage (incurring losses during six or more months in the previous 12 months).	
	Superintendencia General de Entidades Financieras de Costa Rica (SUGEF)	Allowing the General Superintendency of Financial Institutions to modify the parameters that determine the levels of normality or irregularity for liquidity indicators until 30 September 2020, either when deemed prudent or through a substantiated resolution based on elements of risks to the financial system.	
	Superintendencia General de Entidades Financieras de Costa Rica (SUGEF)	The General Superintendency of Financial Institutions first minimized (0%) the accumulation of counter-cyclical provisions and recently expanded the potential capacity of institutions to receive income due to the deaccumulation of provisions.	
	Superintendencia General de Entidades Financieras de Costa Rica (SUGEF)	Exempting financial institutions from the obligation to apply an additional percentage in risk weight based on the terms of the operations (the longer the credit, the greater the percentage of risk weight). This measure will remain in force until 30 June 2021.	
	Superintendencia General de Entidades Financieras de Costa Rica (SUGEF)	Allowing that the extensions of the credits' maturity date that have been negotiated between debtors and financial institutions does not lead to classifying these credits as "special operations".	
	Superintendencia General de Entidades Financieras de Costa Rica (SUGEF)	In the past year, SUGEF issued a number of measures in response to the COVID-19 pandemic, including a reduction in the monetary policy rate by 100 basis points. The current level is 1.25%.	

COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
COSTA RICA <i>continued</i>	Superintendencia General de Entidades Financieras de Costa Rica (SUGEF)	SUGEF introduced flexibility in the daily management of legal reserves at the central bank.	
	Superintendencia General de Entidades Financieras de Costa Rica (SUGEF)	Financial intermediaries can, on certain days, hold 90% of the required reserves, decreasing from the previous requirement of 97.5%.	
	Superintendencia General de Entidades Financieras de Costa Rica (SUGEF)	Legal authorization for complementary pension operators to participate in the Central Bank of Costa Rica's Integrated Liquidity Market.	
	Superintendencia General de Entidades Financieras de Costa Rica (SUGEF)	Approval of adjustments to the regulations for credit operations of last resort in CRC.	
	Superintendencia General de Entidades Financieras de Costa Rica (SUGEF)	Central Bank participation, providing liquidity in USD, in the Integrated Liquidity Market. Previously, this was only in CRC.	
EGYPT	Central Bank of Egypt	The Central Bank of Egypt implemented measures to offset the impact of COVID-19, including deferring all customer credit dues (corporates, individuals and SMEs).	
	Central Bank of Egypt	The Central Bank of Egypt adjusted interest rates for its initiatives to offset the impact of COVID-19.	
	Central Bank of Egypt	The Central Bank of Egypt rolled out a mortgage finance initiative for middle-income earners to offset the impact of COVID-19.	
	Central Bank of Egypt	The role of the Credit Risk Guarantee Company was enhanced to support CBE initiatives in offsetting the impact of COVID-19.	
EL SALVADOR	Banco Central de Reserva de El Salvador	During the pandemic, the central bank's standards committee approved nine temporary regulations related to the treatment of credits affected by COVID-19, liquidity requirements, the granting of credits and application of electronic measures in the pension system. These regulations were oriented to mitigate the financial and economic impacts on financial consumers and the productive sectors of the country.	
FIJI	Reserve Bank of Fiji	Extension of the disaster rehabilitation financing facility to cover businesses affected by COVID-19.	
GHANA	Bank of Ghana	The cash reserve ratio was reduced from 10% to 8% to provide more liquidity to banks and SDIs to help them extend credit to key sectors of the economy.	
HONDURAS	Comisión Nacional de Bancos y Seguros de Honduras	The government issued a decree mandating that all supervised financial institutions provide temporary debt service relief to companies and individuals whose incomes have been affected by the COVID-19 pandemic. Debt servicing of affected sectors will be suspended until the end of June, without penalties or impacts on credit classification.	

COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
MEXICO	Comisión Nacional Bancaria y de Valores de México (CNBV)	Mexican financial authorities implemented diverse actions to mitigate the impact of the COVID-19 pandemic on financial inclusion. Financial services, including remittances services, were declared as essential services and therefore could continue to operate.	
MEXICO	Comisión Nacional Bancaria y de Valores de México (CNBV)	The partial or total temporary deferral of capital and interest payments for consumption, housing and commercial loans was introduced to mitigate the impact of COVID-19.	
MONGOLIA	Financial Regulatory Commission of Mongolia	Rule changes were adopted on loan classifications covering late payments and interest rates in response to the COVID-19 pandemic.	
MOZAMBIQUE	Banco de Moçambique	Announcement (16/03/2020) reduced the amount of mandatory reserves in national and foreign currencies by 150 basis points effective 7 April 2020.	
	Banco de Moçambique	Announcement (23/03/2020) introduced lines of credit in foreign currencies for banks and relaxed conditions to restructure credit for bank customers to mitigate the effects of COVID-19.	
	Banco de Moçambique	Circular n.º 02/EFI/2020 (25/03/2020) established the procedures for credit institutions to restructure credits before their maturity for customers affected by COVID-19.	
	Banco de Moçambique	Letter n.º 161/DSP/2020 (03/04/2020) directs credit institutions to review plans and procedures to deal with the COVID-19 pandemic in the context of business continuity, strategic planning, facility management, employee health and safety, and communications and education.	
	Banco de Moçambique	Circular n.º 04/EFI/DRL/2020 (09/06/2020) provides guidance to ICSFs to harmonize and guarantee full compliance with the administrative enforcement measures to prevent and contain the spread of COVID-19.	
PERU	Superintendencia de Banca, Seguros y AFP del Peru	A new universal basic banking account was regulated to every citizen, for payment purposes initially but project is more ambitious and aims to have one account per person since birth	
	Superintendencia de Banca, Seguros y AFP del Peru	New provisions were issued allowing the government to unilaterally mandate the opening of bank accounts if the intendent recipient receives government transfers.	
PHILIPPINES	Bangko Sentral ng Pilipinas	BSP, as chair and secretariat of the Financial Inclusion Steering Committee (FISC), has facilitated the FISC endorsement of the proposed satellite Executive Order (EO) to the President of the Philippines, which aims to liberalize access to satellite technology for broadband connectivity benefiting underserved and unserved communities.	
	Bangko Sentral ng Pilipinas	BSP, as chair and secretariat of the Financial Inclusion Steering Committee (FISC), has facilitated the FISC endorsement of the proposed satellite Executive Order (EO) to the President of the Philippines, which aims to liberalize access to satellite technology for broadband connectivity benefiting underserved and unserved communities.	

COUNTRY	MEMBER INSTITUTION	REPORTED POLICY / REGULATORY CHANGE	
PHILIPPINES <i>continued</i>	Bangko Sentral ng Pilipinas	BSP issued Memorandum No. M-2020-068 dated 18 September 2020 on the implementation of the mandatory and non-extendable 60-day grace period on loan payments under the “Bayanihan to Recover as One Act.” Under this stimulus law, loan payments for principal or interest, including amortizations that are due between 15 September and 31 December 2020 may be paid after 60 days, without incurring compounding interest, penalties, fees or other charges. This moratorium provides much-needed relief to consumers and business and is meant to steer an inclusive economic recovery.	
SURINAME	Centrale Bank van Suriname	The Central Bank van Suriname and commercial banks in Suriname have taken measures to help personal and business account holders by changing loan repayments while the central bank is also offering commercial banks the possibility of granting payment deferrals for three to six months to companies and also mortgages, in addition to offering debt restructuring.	
	Centrale Bank van Suriname	The central bank and commercial banks in Suriname temporarily increased limits on credit facilities and credit cards, together with automatic reductions in late payment and over-limit fees on credit cards, as well as charges for overdue loan repayments and penalties for early withdrawal of term deposits. These measures were taken to help personal business account holders impacted by the COVID-19 pandemic.	
	Centrale Bank van Suriname	The CBvS and the Suriname Bankers' Association (SBV) appointed a “COVID-19 Financial Crisis Team”. The crisis team will deal with issues arising from the COVID-19 pandemic and propose measures to ensure stability of the financial system. As a result, a number of measures were taken, including the provision of credit facilities in SRD for the private sector at an interest rate of 7.5%.	
TANZANIA	Bank of Tanzania	Haircuts to government bills and bonds were reduced to allow commercial banks to access loan facilities from the Bank of Tanzania to then lend to affected sectors.	
TIMOR-LESTE	Banco Central de Timor-Leste	The Central Bank of Timor-Leste introduced policies and regulatory measures to mitigate the impacts of COVID-19 on financial inclusion. This includes: <ul style="list-style-type: none"> • Introducing a withdrawal money process in all banks not exceeding USD1,000 per day for individuals in response to a government decree. • Introducing and managing the credit moratorium program for existing credit covering all commercial banks in Timor-Leste for three months (August - October 2020) in response to the COVID-19 pandemic. 	
ZIMBABWE	Reserve Bank of Zimbabwe	The Reserve Bank of Zimbabwe introduced a moratorium on loan classifications and provisions to restructure facilities to mitigate any adverse impacts to the creditworthiness of borrowers in response to the COVID-19 pandemic.	

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