

# Maya Declaration

## The AFI network commitment to financial inclusion

### Joint commitment made by the People's Bank of China and China Banking Regulatory Commission

1. Implement the decision on promoting financial inclusion by the 3rd Plenary Session of the 18th CPC Central Committee in 2013, design a set of financial inclusion indicators at the end of 2014 jointly with CBRC.
2. Promote the collaboration between public and private sector, improve the public awareness on financial inclusion.
3. Conduct financial competency survey every year since 2013, pilot in 7 sample provinces to collect baseline data.
4. Research on hot issues like internet finance, personal information protection and bank cards users' protection, arrange on-spot bank cards examinations in 2014.
5. Finalize the National Financial Inclusion Development Plan (2016-2020) by the end of 2015.
6. CBRC to launch Financial Knowledge Publicity Service Month every September to promote public financial competence.
7. PBOC to establish 12363-hotline for consumer enquiries and complaints at national level, and this will be delivered jointly by PBOC and CBRC to pilot ADR mechanism.