

Webinar on

**Financial education, financial
consumer protection and financial
inclusion policy responses to the
COVID-19 pandemic in Asia-Pacific
region**

AGENDA

Tuesday, 9 February 2021

8.00 a.m. to 11.00 am. CET (Paris time)

Zoom

The event is organised with financial support from the Government of Japan.

■ About the webinar

The webinar will explore financial consumer protection, financial education and financial inclusion policy responses put in place by policy makers across the Asia-Pacific region to support those hit by the COVID-19 pandemic, with a focus on vulnerable groups. It will draw on a report being prepared by the OECD on financial consumer protection and education policy and practice responses implemented in the region.

In particular, speakers and participants will have an opportunity to:

- Discuss recent evidence on financial literacy levels in the region
- Share financial consumer protection and financial education responses implemented by different Asia-Pacific jurisdictions in response to the COVID-19 pandemic
- Focus on challenges faced by the most vulnerable groups in the region, and the support they received to manage the current financial shock
- Reflect on the role of consumer protection and financial education to support financial resilience in the current environment and for the longer-term

■ Registration

The webinar is open to delegates from Asia-Pacific economies, including officials and experts from the OECD International Network on Financial Education (INFE), the G20/OECD Task Force on Financial Consumer Protection, ministries of finance, central banks, regulatory and supervisory authorities, governmental officials, as well as international organisations, the academic community, the private sector and NGOs.

It will take place on Tuesday 9 February 2021 from 8.00 a.m. to 11.00 am. CET (Paris time).

Please register here to participate:

https://meetoe.cd1.zoom.us/webinar/register/WN_kF3-AeBwTe2LL8dbEIKOxw



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■ Contact

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08:00 **Welcome remarks**

Flore-Anne Messy, Head of Consumer Finance, Insurance, Private Pensions, OECD

08:10 **Session 1: Overview of financial consumer protection and financial education policies and practices implemented in response to COVID-19 in the Asia-Pacific region**

This session will provide an overview of financial consumer protection and education policy and practice responses implemented across Asia-Pacific jurisdictions. Speakers from the region will present country responses aimed to help consumers weather the immediate effects of the pandemic and its longer-term implications. A special focus will be given to vulnerable groups that have been hardest hit by the COVID-19 pandemic and to the support they received to manage this financial shock.

Moderator **Miles Larbey**, Head of Consumer Protection, OECD

- Panellists
- **Adele Atkinson**, Senior Consultant to the OECD, France
 - **Tirta Segara**, Board Member, OJK, Indonesia
 - **Rochelle Tomas**, Deputy Director, Bangko Sentral ng Pilipinas, Philippines
 - **Ranjana Sahajwala**, Chief General Manager, Consumer Education and Protection Department, Reserve Bank of India

09:25 *Break*

09:30 **Session 2: Digital financial inclusion and education in times of a pandemic: re-visiting the fundamentals for the longer term**

This session will explore specific country examples in adjusting existing policies and programmes on financial education and financial inclusion to the new reality brought about by the pandemic. Policy makers from Asia-Pacific region will be invited to discuss recent trends and those they anticipate in the longer term, when it comes to consumer finance, needs and behaviours, as the economic shock induced by the COVID-19 pandemic is expected to have medium and long-term effects on poverty and welfare, especially among the more vulnerable.

Moderator **Chiara Monticone**, Senior Policy Analyst, Financial Education, OECD

- Panellists
- **Celestyna Galicki**, Research Lead, Commission for Financial Capability (CFFC), New Zealand
 - **Masaki Tsumagari**, Deputy Director, Strategy Development Division, Financial Services Agency, Japan
 - **Thammarak Moenjak**, Director, Financial Institutions Strategy Department, Bank of Thailand
 - **Arlina Ariff**, Director, Development Finance and Inclusion Department, Bank Negara Malaysia

10.45 **Concluding remarks**



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