

**Webinar on**

# **Financial education, financial consumer protection and financial inclusion policies and National Strategies in CLMV countries**

## **AGENDA**

**Tuesday, 23 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.

Simultaneous interpretation will be provided in Khmer, Lao, Myanmar (Burmese) and Vietnamese.

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## ■ About the webinar

This webinar is dedicated to policymakers in Cambodia, Lao PDR, Myanmar and Vietnam (CLMV) and it will focus on the latest updates with regards to the development and implementation of policies and strategies for financial inclusion, financial consumer protection and financial education in the region. It will feature speakers from public, private and not-for-profit sectors, who will share recent experiences in supporting consumers' financial well-being in the context of the COVID-19 pandemic and increasing digitalisation.

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

- Discuss recent evidence on financial literacy and financial inclusion levels in Cambodia, Lao PDR, Myanmar and Vietnam
- Share updates on recent developments in financial inclusion, financial consumer protection and financial education policies, and their implementation
- Focus on challenges faced by the most vulnerable groups, and specific financial inclusion, financial consumer protection and financial education measures put in place by public, private or not-for-profit sectors to address these challenges
- Reflect on the role of digitalisation and the COVID-19 pandemic in driving digital finance adoption and increasing digital financial education delivery

## ■ Registration

This webinar is open to participants from Cambodia, Lao PDR, Myanmar and Vietnam, including officials and experts from 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 23 February 2021 from 8.00 a.m. to 11.00 am. CET (Paris time).

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Please register here to participate:

<https://meetoecd1.zoom.us/meeting/register/fJ0rcO6pqT8pGdWX3FHNLEneyUgMY1gLUk34>



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## ■ Contact

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08:00 **Welcome remarks**

08:10 **Session 1: Updates on financial education, financial consumer protection and financial inclusion policies adopted in the region**

Speakers will be invited to present updates from their own countries in advancing financial education, financial consumer protection and financial inclusion policies. They will also be invited to share some of the opportunities and challenges that the COVID-19 pandemic brought to financial education and financial inclusion policies implementation, alongside some of the mitigating practices put in place.

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

- Panellists
- **Reaksmey Mak**, Deputy Director, Data Management and Macro Surveillance Department, Directorate General of Banking Supervision, National Bank of Cambodia
  - **Sayaphet Phanthaboun**, Deputy Director, Financial Institution Supervision Department, Bank of the Lao PDR
  - **Nguyen Thi Huong Thanh**, Researcher, Financial inclusion specialist, Banking Strategy Institute, State Bank of Vietnam
  - **Clay O'Brien**, Senior Financial Inclusion Specialist, UNCDF, Myanmar

09:25 *Break*

09:30 **Session 2: Digitalisation and COVID-19 impact on financial inclusion and financial education provision in the region**

This session will explore specific practical examples in leveraging technology to advance financial inclusion and financial education in the region. Representatives from not-for-profit and private sector will discuss how they expect the ongoing digitalisation and the COVID-19 pandemic to affect the use of digital financial services in their countries and the related challenges on financial education and financial consumer protection.

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

- Panellists
- **Peter Morgan**, Senior Consulting Economist and Vice Chair of Research, ADBI
  - **Matt Wallace**, Managing Director, ONOW Myanmar
  - **Pamouane Phetthany**, Executive Director, Microfinance Association, Lao PDR
  - **Heng Koy**, General Manager, Association of Banks, Cambodia

10.50 **Concluding remarks**



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