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Webinar on

**Financial resilience and financial literacy: opportunities and challenges of digital tools**

**AGENDA**

19 January 2021

Zoom



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## ■ OECD/INFE webinar series

### *Financial resilience and financial literacy: immediate needs and long-term approaches*

The COVID-19 outbreak shed new light on the limited financial resilience of individuals, households and small businesses. While financial resilience is related to a range of economic and financial factors, including temporary fiscal and regulatory measures to relieve consumers and businesses in financial difficulty, sound money management and planning are also crucial elements to weather financial shocks. Coping with financial shocks means having the skills and resources to devise both short-term and long-term strategies. Facing an unexpected loss of income or unplanned expenditure requires the ability to manage day-to-day finances, to make ends meet on low income, or to draw on immediately-available resources. At the same time, financial resilience requires planning and putting in place preventive strategies, including long-term saving and insurance.

These webinars will provide an opportunity for policy makers, researchers, practitioners and other stakeholders to share experiences and discuss how financial literacy and education can support households' and small businesses' financial resilience in times of crises and beyond.

## ■ Registration

The third webinar in this series will look at how digital delivery of financial education interventions can improve financial literacy and sustain financial resilience, focusing on the design of digital financial education and on how to reach the most vulnerable groups.

It will take place on 19 January 2021 at 1 p.m. CET (Paris time).

Please register [here](#) to participate.



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## ■ Contact

OECD/INFE secretariat  
[Secretariatinfo@oecd.org](mailto:Secretariatinfo@oecd.org)

## 13:00 Welcome and opening remarks

**Flore-Anne Messy**, Head of the Consumer Finance, Insurance and Pensions Division, Directorate for Financial and Enterprise Affairs, OECD

## 13:10 Session 1: Digital delivery of financial education, design and practice

Digital tools are increasingly chosen by public authorities to provide financial education and to support positive financial behaviours. The Covid-19 crisis has accelerated existing trends making the digital transformation of education and training even more relevant than before, with more and more citizens using online tools to work and learn. This session will present the findings of the international study on digital delivery of financial education among OECD/INFE members, and will feature international case studies of digital design and evaluation.

Moderator **Patrick Jenkins**, Deputy Editor, Financial Times

- Panellists
- **Andrea Grifoni**, Policy Analyst, Consumer Finance, Insurance and Pensions Division, OECD  
*Presentation of key findings of the report*
  - **Laura Higgins**, Senior Executive Leader, Australian Securities and Investments Commission  
*The review of the Moneysmart.gov.au website and tools*
  - **Rebecca Kong**, Manager of Research & Policy, Financial Consumer Agency of Canada  
*The impact evaluation of a mobile app to support budgeting behaviours*

## 14:00 Keynote: Digital financial literacy as a G20 priority

The Italian G20 Presidency in 2021 has identified digital financial literacy as a priority area of intervention. This keynote will explain how the G20 and the Global Partnership for Financial Inclusion (GPFi) will advance work to raise digital and financial awareness and competences of individuals and MSMEs to support people's empowerment, active citizenship, financial inclusion, resilience and well-being.

**Magda Bianco**, Head of the Consumer protection and Financial education Department, Bank of Italy; Co-Chair of the Global Partnership for Financial Inclusion

14:10

Break



## 14:20 Session 2: Digital financial education to address the needs of the most vulnerable

The current shift towards the use of digital technologies in financial education may pose challenges related to digital exclusion. At the same time, however, digital delivery can improve access to financial education for the most vulnerable and those who are most affected by the COVID-19 crisis. Through customisation and adapted pedagogy, digital tools can facilitate learning opportunities and incentivise positive behaviours. Moreover, digital tools are easy to update and review, making them a powerful tool to address emerging risks, such as those linked to the increased use of online banking and payments during the current pandemic. This session will look at how policy makers are adapting delivery based on the audience's vulnerabilities and on the risks they face due to COVID-19.

Moderator **Patrick Jenkins**, Deputy Editor, Financial Times

- Panellists
- **Ana Leoni**, Head of Education, Brazilian Financial and Capital Markets Association (ANBIMA)  
*A mobile app to teach financial planning to beneficiaries of social programmes*
  - **Maria Lúcia Leitão**, Head of the Banking Conduct Supervision Department, Banco de Portugal  
*The inclusion of digital delivery in the Portuguese National Plan*
  - **Kristof De Witte**, Professor, Faculty of Economics and Business, Ku Leuven  
*Examples and insights from research in Flanders*

## 15:10 Keynote: Millennials' engagement with online financial education resources

**Prof Annamaria Lusardi**, University Professor of Economics and Accountancy at the George Washington University School of Business (GWSB) and founder and academic director of GWSB's Global Financial Literacy Excellence Center.

## 15:20 Concluding remarks

**Flore-Anne Messy**, Head of the Consumer Finance, Insurance and Pensions Division, Directorate for Financial and Enterprise Affairs, OECD



## Speaker biographies

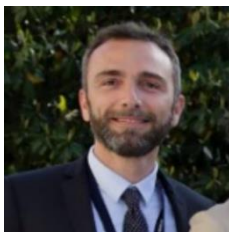


**Flore-Anne Messy** is Head of the Consumer Finance, Insurance and Pensions Division at the OECD. The division covers, insurance, pensions, financial literacy, financial consumer protection and financial inclusion issues.

She joined the OECD in June 2000 to develop the activities of the Secretariat for the Insurance and Private Pensions Committee (IPPC). Starting in 2010 she has been steering the work of the OECD financial education unit (including the OECD/INFE and PISA financial literacy exercises) and subsequently the OECD financial consumer protection activities (including the G20/OECD Task Force on Financial Consumer Protection and FinCoNet). Prior to the OECD she worked at Deloitte Touche Tomatsu Audit Paris, in the banking and insurance fields. She graduated from the Institute of Political Studies of Paris and received her thesis in international economies from University Pantheon-Sorbonne of Paris in 1998.

**Patrick Jenkins** is Deputy Editor of the Financial Times. Before his appointment, Patrick served as financial editor for over five years, shaping FT's overall financial coverage and managing several teams, including banking, markets and Lex.

Patrick joined the FT in 1998 and reported for FT Money and UK companies. He has been Frankfurt correspondent, Companies editor and Banking editor.



**Andrea Grifoni** is a Policy Analyst in the Consumer Finance, Insurance and Pensions Division at the OECD. He is part of the Secretariat of the OECD International Network on Financial Education, and coordinates the activities of the OECD/CVM Centre on Financial Literacy and Education in Latin America and the Caribbean, based in Rio de Janeiro. While at the OECD he also contributed to projects on financial consumer protection supervision, public sector reform and to the accession of Colombia to the Organisation. Prior to joining the OECD he worked in London in EU capital markets regulation and Brussels in EU Common Security and Defence Policy; he holds an MSc in

International Political Economy from the London School of Economics, and completed his undergraduate studies in Bologna and Sciences Po Paris.

**Laura Higgins** leads ASIC's Financial Capability team responsible for Australia's National Financial Capability Strategy, fostering collaboration across the government, business, community, education and research sectors to empower Australians to be in control of their financial lives. Laura also manages the MoneySmart Teaching Program, Indigenous Outreach Program and the MoneySmart website. Laura has more than 25 years experience working in education and government policy development and implementation roles. Prior to joining ASIC Laura was a Senior Adviser in the Department of the Prime Minister and Cabinet and in the Department of Education and Training and was Education Manager - Europe (2009-2012) at the Australian Embassy in Brussels. Laura began her career as a teacher and has a Bachelor of Education (Queen's University) and an Honours Bachelor of Arts (University of Waterloo).



**Rebecca Kong** is the Manager of the Research and Experimentation team at the Financial Consumer Agency of Canada in Ottawa, Canada. Her work supports FCAC's mission to protect consumers of financial products and services and to educate Canadians and strengthen their financial literacy. Dr. Kong has considerable experience leading and enabling research in the academic and public sectors. Throughout her career, Dr. Kong's work has focused on behavioural research and evaluation related to topics such as financial literacy, financial consumer protection, and the development of mathematical thinking. Dr. Kong studied psychology and computer science at the University of Waterloo in Waterloo, Canada, and holds a PhD in psychology from University of Alberta in Edmonton, Canada.





**Magda Bianco** was born in Bergamo on 2 October 1960 and graduated with honours in Economics from the University of Bergamo in 1984. She then received an M.Sc. and a PhD in Economics from the London School of Economics.

She joined the Bank of Italy in 1989, where she worked in the Research Department until 1999, first in the Sector and Region Analysis Unit and then in the Financial Flows Unit, of which she became head in 1997. In 1999 she moved to the Law and Economics Unit and in 2007 was appointed head of the Law and Economics Division, which was merged into

the Research Department.

She has published articles on corporate governance, corporate finance, bankruptcy, economics of civil justice, and more generally on regulatory matters and gender issues. She has taught Industrial Organization and Corporate Governance courses at several Italian universities. She served as economic advisor to the Italian Minister of Justice in 2012-2013 and has been economic and financial consultant to the Ministry since 2013.

She is a Research Associate of the European Corporate Governance Institute and a member of the Executive Board of the Italian Society of Law and Economics and of the OECD Committee on Corporate Governance. She sits on the Bank of Italy's Equal Opportunity Committee.

On 27 January 2014 she was appointed head of the Consumer Protection and Anti-Money Laundering Directorate. On 1 March 2020, she was appointed Managing Director and in that role, she has been Head of the new Directorate General for Consumer Protection and Financial Education since 22 June 2020.

**Ana Claudia Leoni** joined ANBIMA in 2005, when she oversaw the Association's Institutional Communications area. Currently, she is responsible for the Education (Investor Education, Certification and Training Programs) and Technical Information areas. She was a member of National Financial Education Committee (CONEF) and of the Brazilian Financial Education Association (AEFBrasil). She is also a member of the IFIE (International Forum for Investor Education) Advisory Board and Chair of IFIE America's Chapter. Previously, she worked for 14 years in financial institutions, in areas including private banking, product development and communication. She earned a bachelor's degree in Social Communication from the Paulista University and an MBA



**Maria Lúcia Leitão** is Head of the Banking Conduct Supervision Department at the Central Bank of Portugal (Banco de Portugal). With a background in Economy and European Studies, Maria Lúcia Leitão is since its inception (in 2011) the Head of Banking Conduct Supervision Department at the Banco de Portugal following her appointment as Deputy Head of Banking Supervision Department in 2007.

Mrs. Leitão is also the Chair of the Steering Committee of the Portuguese National Strategy for Financial Education lead by the three financial supervisory authorities. She actively participates in several international fora dedicated to financial consumer protection and financial education. At the international level, Lúcia Leitão is Vice-Chair

of the International Financial Consumer Protection Organisation (FinCoNet) and she is a member of the Advisory Board of OECD/INFE (International Network on Financial Education). At the European level, she participates as a member in the Standing Committee on Consumer Protection and Financial Innovation of the EBA (European Banking Authority). She also participates in the G20/OECD Task Force on Financial Consumer Protection. She also participated in the Joint Committee of the European Supervisory Authorities (ESAs).

Mrs. Leitão often participates as speaker at international gatherings invited by organizations such as the OECD, G20/GPFI, United Nations Conference on Trade and Development (UNCTAD), World Bank, Child and Youth Finance International.





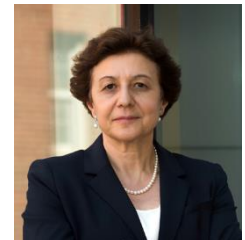
**Kristoff De Witte** is a professor at the Faculty of Economics and Business at KU Leuven, Belgium, and he holds the chair in 'Effectiveness and Efficiency of Educational Innovations' at United Nations University (UNU-MERIT) at Maastricht University, the Netherlands. Kristof De Witte is further a Fellow member of the CESifo Network (LudwigMaximilians-University and Ifo Institute), and of the Finish VATT Institute for Economic Research.

At KU Leuven he is program director of the 'Master in Economic Education', and founding member and director of the research group 'Leuven Economics of Education Research'.

The research interests of Kristof De Witte comprise education economics, performance evaluation and political economy. His research is funded by various national and international organizations. He published his work in many leading academic journals including 'American Sociological Review', 'The Economic Journal', 'Journal of Urban Economics', 'European Journal of Operational Research', 'Economics of Education Review', and 'European Journal of Political Economy'. To increase societal impact, he is actively disseminating his research output to Dutch field journals, policy journals and media. He is an associate editor for 'International Transactions in Operational Research', and former guest editor in three academic journals.

De Witte received the '2020 Laureate of the Academy' award from the Royal Flemish Academy of Belgium for Science and the Arts (10,000 euro), two international prizes for his doctoral dissertation (Biennial "Edgard Milhaud" Prize of CIRIEC – 10,000 euro; Annual "Hans-Jürgen-Ewers-Prize" – 2,500 euro), four paper prizes, an award for his undergraduate thesis (2005 prize of the 'Belgisch Instituut voor Openbare Financiën' – 1500 euro), and an award at the end of secondary education. He spent academic visits at, among others, Columbia University, Wissenschaftszentrum Berlin für Sozialforschung and Aston University. He has more than 1624 citations on WoS. His Google Scholar citation page counts more than 4390 citations, an h-index of 38 and an i10-index of 62, while his Researchgate score amounts to 34.02. 65% of his publications are in Q1 journals, followed by 23% in Q2 journals.

**Annamaria Lusardi** is University Professor of Economics and Accountancy at the George Washington University School of Business (GWSB). Moreover, she is the founder and academic director of GWSB's Global Financial Literacy Excellence Center. Previously, she was the Joel Z. and Susan Hyatt Professor of Economics at Dartmouth College, where she taught for twenty years. She has also taught at Princeton University, the University of Chicago Harris School of Public Policy, the University of Chicago Booth School of Business, and Columbia Business School. From January to June 2008, she was a visiting scholar at Harvard Business School. She holds a Ph.D. in Economics from Princeton University.



Dr. Lusardi has won numerous research and other awards. The more recent ones include the Kahneman Lecture at the 2019 annual meeting of economic psychology and behavioral economics (IAREP/SABE), the 2018 Ketchum Prize from FINRA Investor Education Foundation, the 2018 Oscar and Shoshana Trachtenberg Prize for Faculty Scholarship, the 2017 Skandia Research Award on Long-Term Savings (awarded in Sweden), the 2015 Financial Literacy Award from the International Federation of Finance Museums (awarded in China), and the 2013 William E. Odom Visionary Leadership Award from the Jump\$tart Coalition for Personal Financial Literacy. In 2018, she received an honorary degree of Doctor of Science (Economics and Business Administration) from the University of Vaasa in Finland. In 2019, she was included in the Forbes list of the 100 successful women in Italy.

Dr. Lusardi has served in several policy roles. In 2009, she worked for the Office of Financial Education at the U.S. Treasury. In 2017, she was appointed Director of the Financial Education Committee in charge of designing the national strategy for financial literacy in Italy.



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