

# AGENDA

**1<sup>ST</sup> EASTERN EUROPE AND CENTRAL ASIA (ECA) REGIONAL FORUM ON FINANCIAL INCLUSION  
POLICY  
SKOPJE, MACEDONIA  
26-28 October 2015**

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**Monday, 26 October 2015**

**Day 1**

Time	Session
08:15 - 09:00 am	<b>Registration</b> Venue: Congress Hall 2 Foyer
09:00 - 09:10 am	<b>Welcome Remarks by the National Bank of the Republic of Macedonia and the Alliance for Financial Inclusion</b> <ul style="list-style-type: none"> <li>• Governor Dimitar Bogov, National Bank of the Republic of Macedonia</li> <li>• Dr. Alfred Hannig, Executive Director, Alliance for Financial Inclusion</li> <li>• SECO (tbd)</li> <li>• Ambassador Switzerland (tbd)</li> <li>• BMZ (tbd)</li> </ul> Venue: Congress Hall 2
09:10-09:30 am	<b>Opening Keynote Speech</b>
09:30-10:30 am	<b>Session 1: Promoting Regional Collaboration for Financial Inclusion</b> Panelists: <ul style="list-style-type: none"> <li>• Mikhail Mamuta, Central Bank of Russia</li> <li>• Kennedy Komba, Bank of Tanzania</li> <li>• Christina Rokoua, Reserve Bank of Fiji</li> <li>• Alper Batur, Undersecretariat of Treasury, Turkey</li> </ul> Moderator: Eliko Boletawa, AFI Objective: AFI members to share experience on peer learning, regional integration/ collaboration. Trend highlight in terms of financial inclusion policy initiatives, importance of regional cooperation, challenges and solutions to advancing financial inclusion. This session will set the theme for the event. Venue: Congress Hall 2
10:30-11:00 am	<b>Coffee Break and group photo</b>

11:00-12:10 pm	<p><b>Session 2: A Consumer’s Perspective - In Search of Good Practices in Consumer Protection</b></p> <p>Panelists:</p> <ul style="list-style-type: none"> <li>• Armenuhi Mkrtchyan, Central Bank of Armenia</li> <li>• Aleksandr Timoshenko, National Bank of the Republic of Belarus</li> <li>• Alexandr Terentyev, National Bank of Kazakhstan</li> <li>• Seitbek Sharshenov, Central Bank of Kyrgyz Republic (tbc)</li> </ul> <p>Moderator: Jennifer Chien, World Bank</p> <p>Consumer protection practices vary across the ECA region, but are high on the agenda for many governments and central banks in the region. Some ECA enact consumer protection frameworks as part of their commitment to the EU, whilst others have recognized the need for financial consumer protection in the wake of the 2008 global financial crisis. In the ECA region, most policy makers are interested in safeguarding fundamental aspects of consumer protection, such as transparency, disclosure and the right of recourse. In order for that to be achieved, this session seeks to highlight the good practices employed across the region for the most favorable outcome.<sup>1</sup></p> <p>Venue: Congress Hall 2</p>
12:10-14:00 pm	<p><b>Lunch/separate room for the high-level, invitations to be sent additionally</b></p>
14:00-15:10 pm	<p><b>Session 3: SME Finance, the Engine for Growth.</b></p> <p>Panelists:</p> <ul style="list-style-type: none"> <li>• Ali Arslan, Undersecretariat of Treasury, Turkey</li> <li>• Ahmad Haniff, Bank Negara Malaysia</li> <li>• John Mwaka, Sacco Societies Regulatory Authority</li> <li>• Michael Hillian, Reserve Bank of Vanuatu</li> </ul> <p>Moderator: Ricardo Estrada, AFI</p> <p>All companies, but in particular SMEs, continue to face difficulties in access to financing and credit. In the ECAs are heavily reliant, to a disproportionate extent, on the banking sector for financing, as they are unable to raise equity or access debt financing from financial markets directly.<sup>2</sup> Such a lack of access to effective financing and credit continues to be a barrier to growth and development in the region.</p> <p>Venue: Congress Hall 2</p>
15:10-15:45 pm	<p><b>Coffee Break</b></p>
15:45-16:45 pm	<p><b>Session 4: Digital innovation: Building blocks for financial inclusion</b></p> <p>Panelists:</p> <ul style="list-style-type: none"> <li>• Mikhail Mamuta, Central Bank of Russia</li> <li>• Nurgul Dzunushalieva, Central Bank of Kyrgyz Republic</li> <li>• Kennedy Komba, Bank of Tanzania</li> </ul> <p>Moderator: Victor Dostov, Russian Microfinance Center</p> <p>Consumers in Central and Eastern Europe (ECA) are rapidly becoming the fastest</p>

<sup>1</sup> <http://www.cgap.org/news/financial-consumer-protection-regulation-europecentral-asia>

<sup>2</sup> <http://www.worldbank.org/en/news/speech/2014/06/09/harnessing-sme-potential-in-europe-and-central-asia-the-contribution-of-the-world-bank-group>

	<p>adopters of mobile focused services across the whole European and Central region and show no signs of slowing down. This shift in behavior from cash to mobile and digital financial services presents huge opportunities for the sector of digital financial services. Some issues to keep in mind are that a large population of the CEE region remains unbanked, without access to basic financial services, and that the ECA area is acknowledged to be a hug for large-scale digital crime, so mobile payments security must be designed with specifically that in mind.<sup>3</sup></p> <p>Venue: Congress Hall 2</p>
16:45-17.30 pm	<p><b>Announcement of Macedonia Consensus/ Declaration on Financial Inclusion Regional Peer Learning Platform.</b></p> <p>Venue: Congress Hall 2</p>
19.00-21.00 pm	<p><b>Gala Dinner hosted by NBRM</b></p> <p>Venue: Stara Gradska Kukja Restaurant</p>

## Tuesday, 27 October 2015

### Day 2

Time	Session
09:00-09:10 am	<b>Recap of Day 1 and Agenda Setting</b>
09:10-10:10 am	<p><b>Session 5: Harnessing regional efforts into National Financial Inclusion Strategies.</b></p> <p>Objective:</p> <p>Panelists:</p> <ul style="list-style-type: none"> <li>• Kennedy Komba, Bank of Tanzania</li> <li>• Christina Rokoua, Reserve Bank of Fiji</li> <li>• Marina Kahar, Bank Negara Malaysia</li> </ul> <p>Moderator: Macu Martinez, ADB (tbc)</p> <p>A sound National Financial Inclusion strategy is crucial to any country committed to reducing financial exclusion across sectors. The strategy needs to coordinate efforts between main stakeholders, both public and private sector, and state clear prioritization of targets. In order to be fully comprehensive, three indicators must be assessed, 1) access to financial services, 2) usage of financial services and 3) the quality of the financial services.<sup>4</sup></p> <p>Venue: Congress Hall 2</p>
10:10-10:40 am	<b>Coffee Break</b>
10:40-11:30 am	<p><b>Session 6: Big Data: friend or enemy for financial inclusion</b></p> <p>Panelist:</p> <ul style="list-style-type: none"> <li>• Yury Malafey, National Bank of the Republic of Belarus</li> <li>• Alper Batur, Undersecretariat of Treasury, Turkey</li> </ul>

<sup>3</sup> <http://www.omlis.com/omlis-media-room/global-mobile-payments-central-eastern-europe/>

<sup>4</sup> <http://www.afi-global.org/policy-areas/financial-inclusion-strategy> , <http://documents.worldbank.org/curated/en/2012/06/17910675/financial-inclusion-strategies-reference-framework>

	<ul style="list-style-type: none"> <li>• Armenuhi Mkrtchyan, Central Bank of Armenia</li> </ul> <p>Moderator: Adele Atkinson, OECD</p> <p>This session aims to foster a better understanding of the risks and benefits in consumer data usage; to facilitate a closer dialogue between regulators and experts on policy boundaries in the use of big data to aid the enforcement of rules on competition and consumer protection; and to stimulate market innovations for privacy-enhancing services, especially within the context of the ECA region.</p> <p>Venue: Congress Hall 2</p>
11:30-12:30 pm	<p><b>Session 7: Policies and Regulations for SME Finance.</b></p> <p>Panelist:</p> <ul style="list-style-type: none"> <li>• Ahmad Haniff, Bank Negara Malaysia</li> <li>• Nurgul Dzunushalieva, Central Bank of Kyrgyz Republic</li> <li>• Erturk Hakan, Undersecretariat of Treasury, Turkey</li> <li>• Michael Hillian, Reserve Bank of Vanuatu</li> </ul> <p>Moderator: Ricardo Estrada, AFI</p> <p>This session will aim to build on the previous session on Access to finance for SMEs, building on the ECA regional context and delving deeper into specific examples and instruments used to achieve effective SME access to finance.</p> <p>Venue: Congress Hall 2</p>
12:10-14:00 pm	<b>Lunch</b>
14:00-15:10 pm	<p><b>Session 8: Innovating financial education/ literacy</b></p> <p>Panelist:</p> <ul style="list-style-type: none"> <li>• Kristina Nikolovska, National Bank of the Republic of Macedonia</li> <li>• Yulia Sakovich, National Bank of the Republic of Belarus</li> <li>• Eyup Kahveci, Central Bank of the Republic of Turkey</li> <li>• Adele Atkinson, OECD</li> </ul> <p>Moderator: Siegfried Zottel, World Bank</p> <p>Finding new and effective tools to improve financial education and literacy should always be a priority area for policy makers. Adequate financial literacy is important for a stable and healthy financial sector in the long term. As more people have access to finance and credit, more and more borrowers are facing this choices without being sufficiently knowledgeable about their options and obligations.<sup>5</sup></p> <p>Venue: Congress Hall 2</p>
15:10-15:45 pm	<b>Coffee Break</b>
15:45 -16:45 pm	<p><b>Session 9: Breakout: Assessing and Prioritising policy areas for ECA.</b></p> <p><b>Facilitated by AFI</b></p>
16:45	<b>End of Forum Day 2</b>
18:45-21:00 pm	<p><b>AFI Dinner and wine tour</b></p> <p><b>Venue: Restaurant Kamnik</b></p>

<sup>5</sup> <http://web.worldbank.org/WBSITE/EXTERNAL/COUNTRIES/ECAEXT/0,,print:Y~isCURL:Y~contentMDK:22431187~pagePK:146736~piPK:146830~theSitePK:258599,00.html>

**Wednesday, 28 October 2015**  
**Day 3**

Time	Session
09:00-09:10 am	<b>Recap of day 2 and agenda setting</b>
09:10-09:30 am	<p><b>Session 10: Collaboration with Public and Private Institutions for Financial Inclusion</b> Challenges and issues How to work together in a more efficient approach (evidence based) Public-Private Dialogue is a unique, global collaboration of public and private sector decision-makers working together to advance financial inclusion. This Platform gives policymakers, regulators, the private sector, development partners and other key players the opportunity to engage in frank and focused conversations, share technical expertise on key financial inclusion issues, develop more informed policy, and encourage innovation and investment.<sup>6</sup> <b>Panelists: Private and Public stakeholders (tbd)</b> <b>Moderator: Ilya Sverdlov, AFI</b> Venue: Congress Hall 2</p>
09:30-10:30 am	<p><b>Regional action plan setting</b> Build on the priority areas for the action plan Venue: Congress Hall 2</p>
10:30-11:00 am	<b>Coffee Break</b>
11:00-12:10 pm	<b>Regional action plan presentation</b>
12:10-12:30 pm	<b>Closing Session</b>
12:30-14.00 pm	<b>Lunch</b>
14:00- 17:00 pm	<p><b>Site Visit/ Tour</b></p> <p>14:00 Sightseeing of Skopje 14:20 Kale Fortress 14:50 Mustafa Pasha Mosque 15:10 Monument of Goce Delcev 15:30 Old Bazaar - Cifte Amam - Kapan Han 16:00 Macedonia Square 16:15 Triumphal Arch Skopje 16:30 Museum - Memorial House of Mother Therese 17:00 Return to the Hotel</p>

<sup>6</sup> <http://www.afi-global.org/library/publications/afi-public-private-dialogue-ppd-platform-financial-inclusion-fact-sheet>