

**REGIONAL CENTRE OF EXCELLENCE
IN COLLABORATION WITH
ORGANISATION FOR ECONOMIC CO-OPERATION AND DEVELOPMENT**

**VIRTUAL WORKSHOP ON
"Financial Inclusion and Financial Education"
30 July 2021**

**13:00 -16:00 Mauritius time
11:00 -14.00 (UTC+2)**



[TIME ZONE CONVERTER](#)

Zoom information:

<https://us02web.zoom.us/j/86837668752?pwd=QTR0aWhYam9hREVDVnpDL1ZnVjhtQT09>

Meeting ID: 868 3766 8752

Passcode: 024910

Technical assistance (FSC Mauritius):

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Event website : [Financial Inclusion and Financial Education - Financial Services Commission - Mauritius \(fscmauritius.org\)](https://www.fscmauritius.org)

Mauritius Time	
12.30- 12.50	<u>Kindly login at 12.30</u>
OPENING SESSION	
13.00-13.02	Note by Master of Ceremony
13.02-13.07	Address by Ms. Flore-Anne Messy , Head of the Consumer Finance, Insurance and Pensions Division, OECD

13.10-13.15	Address by Mr. Dhanesswurnath Thakoor , Chief Executive, FSC Mauritius
13.20- 13.35 13.35- 13.40 13.45- 14.00 14.00- 14.05 14.10- 14.25 14.25- 14.30	<p>SESSION 1- Financial Consumer Protection approaches and developments</p> <p>Financial consumer protection refers to the framework of laws, regulations and other approaches generally designed to ensure fair and responsible treatment of consumers of financial products and services. It is essential in the promotion of meaningful financial inclusion, as well as, supporting the financial resilience and well-being of consumers.</p> <p>This session will cover the linkages between financial inclusion and consumer protection and how they are being taken into account in an African context. Firstly, It will explore the various financial consumer protection approaches and developments at a global level. Secondly, it will explore national perspectives on the financial consumer protection approaches, latest developments and challenges from both public and private sector perspectives. This session will also focus, , from an African perspective, on the COVID-19 financial consumer protection policy responses to protect and support financial consumers.</p> <p><u>MODERATOR:</u> Mr. Amit Kumar Ramjeet, Manager, Financial Literacy, Financial Services Commission, Mauritius</p> <p><u>SPEAKERS:</u></p> <ul style="list-style-type: none"> • Presentation by Mr. Miles Larbey, Head of Financial Consumer Protection, OECD • Question & Answers • Presentation by Mr. Ahmed Tajudeen Yinka, Director of Consumer Protection Department at the Central Bank of Nigeria • Question & Answers • Presentation by Mr. Vasish Ramkhalawon, Secretary General of the Insurers’ Association of Mauritius • Question & Answers
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SESSION 2 - Financial education approaches and developments

Financial education refers to policies aimed at enhancing financial literacy, intended as a combination of awareness, knowledge, skill, attitude and behaviour necessary to make sound financial decisions and to ultimately achieve individual financial resilience and well-being. It has become a long-term policy priority in many countries and is now recognised as an important complement to approaches aimed at reinforcing financial inclusion and supporting financial consumer protection.

This session will cover the linkages between financial education and financial inclusion and how they are being taken into account in an African context. Firstly, it will explore financial education approaches and developments at a global level. Secondly, it will explore national perspectives on financial education approaches, latest developments and challenges. The session will also discuss COVID-19 financial education policy responses to protect and support financial consumers in the African context.

MODERATOR: Mr. Amit Kumar Ramjeet, *Manager, Financial Literacy, Financial Services Commission, Mauritius*

SPEAKERS:

14.35- 14.50

- Presentation by Ms. Chiara Monticone, Senior Policy Analyst on Financial Education, OECD

14.50- 14.55

- Question & Answers

15.00- 15.15

- Presentation by Ms. Caretha Furstenburg Laubscher, Consumer Education Manager- Strategic Framework , Financial Services Conduct Authority

15.15- 15.20

- Question & Answers

15.25- 15.40

- Presentation by Mr. Feycal Caunhye, Chief Communication Officer, Bank of Mauritius

15.40- 15.45

- Question & Answers

15.45-16.00

- Closing remarks

End of the workshop

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