Program

Financial Inclusion Innovation Summit
29-31 August 2017

Port Moresby, Papua New Guinea
*Please note that this program is subject to change*
Event Sponsors and Partners

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FDC
The Foundation for Development Cooperation

Regional Convenor

Microfinance Pasifika

2017 Regional Co-Convenor

PFIP
Pacific Financial Inclusion Programme

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50 years
ADB

PSDI
The Pacific Private Sector Development Initiative
The Microfinance Pasifika Network (MFPN) is an alliance of institutions committed to supporting disadvantaged people in the Pacific to improve their quality of life, through the provision of inclusive and sustainable financial services such as savings, credit, remittance and payment services and insurance.

MFPN is the emergent microfinance and financial inclusion sector development network in the Pacific. It is registered as a charitable trust in Vanuatu, with the secretariat hosted by The Foundation for Development Cooperation (FDC). The Network was formally launched in June 2006 in Port Vila, Vanuatu.

Current membership of the Network comprises key microfinance and financial stakeholders from across the Pacific including national level policy institutions, NGOs, MFIs, regulated financial institutions, support organisations, donors and international agencies from Australia, Fiji, Federated States of Micronesia, Marshall Islands, PNG, Samoa, Tonga and Vanuatu.

MFPN has held a number of successful events and engaged in activities, which have helped to bring together practitioners and stakeholders in meaningful ways and has contributed to developing the financial inclusion sector in the Pacific.

The Financial Inclusion Innovation Summit (previously known as the Pacific Microfinance Week) is the region’s most comprehensive platform for Pacific financial sector stakeholders to access innovations, share knowledge, network and engage in technical exchanges to further the effective, efficient and sustainable delivery of financial services within the unique constraints of the region.

This year marks the 6th time the Summit has been held and is its 10th Anniversary.

The Financial Inclusion Innovation Summit builds upon the success of previous events and brings together representatives from microfinance institutions, development partners, commercial and central banks, learning institutions, government agencies and private companies Pacific-wide, as well as further afield. The Summit highlights the achievements, visions and priorities of these stakeholders to foster the growth of financial inclusion throughout the region.

www.microfinance-pasifika.org
Day 1

08:30-09:45  Welcome Remarks and Keynote Speaker
09:45-10:15  Morning Break

10:15-10:30  Pacific Regional Snapshot

Day 2

09:00-10:30  Plenary 2
               Customer Centricity

10:30-11:00  Morning Break

10:30-12:00  Plenary 1
               Measuring the Impact of Financial Inclusion

11:00-12:30  Plenary 3
               Wealth Creation

12:00-13:30  Lunch

12:30-14:00  Lunch

13:30-15:00  Panel 1
               SME Finance
            Panel 2
               FI in PNG

14:00-15:30  Panel 5
               Value Chains
            Panel 6
               Credit Scoring

15:00-15:30  Afternoon Break

15:30-16:00  Afternoon Break

15:30-17:00  Panel 3
               Linkage Banking
            Panel 4
               Innovation Labs

16:00-17:30  Plenary 4
               Disaster Risk

17:30-21:00  Welcome Dinner

17:30-18:00  Closing Session
08:30-09:45 Welcome Remarks
- **Ms. Michelle Curry**, Chief Executive Officer, FDC
- **Governor Loi Bakani**, Bank of Papua New Guinea

Chief Guest
- **Hon. Charles Abel**, Deputy Prime Minister & Treasury, Papua New Guinea (TBC)

Keynote Speaker
- **Dame Meg Taylor**, Secretary General, Pacific Islands Forum Secretariat

09:45-10:15 Coffee Break & Networking

10:15-10:30 Pacific Regional Snapshot
- An overview of financial inclusion in Pacific Island countries including financial inclusion strategies and task forces across the Pacific and significant financial inclusion initiatives of stakeholders.
  - **Mr. Krishnan Narasimhan**, Deputy Programme Manager, Pacific Financial Inclusion Programme (PFIP)

10:30-12:00 Plenary 1: Measuring the Impact of Financial Inclusion
- How are the region’s efforts to expand access to financial services impacting the well-being of customers? This session will examine latest tools and methods being applied to answer this question including data analytics and qualitative research. The discussion will outline how financial services providers can apply these methods to measure their own impact while also utilizing the same methodology for design of higher quality products and services.
  - **Moderator: Ms. Liz Larson**, Results Measurement Advisor, Pacific Financial Inclusion Programme (PFIP)
  - **Governor Denton Rarawa**, Central Bank of Solomon Islands
  - **Ms. Cathy Rumints**, Microfinance Client
  - **Mr. Sachin Hirani**, Region Manager (Asia and the Pacific), MIX
  - **Ms. Polly Kelekis**, Chief Operating Officer, South Pacific Business Development (SPBD)

12:00-13:30 Lunch & Networking

13:30-15:00 Option 1 - Panel 1: Industry Reform and Market responses – Accelerating Access to Finance for SMEs
- How are SMEs responding to increasing market complexities and regulations, within the limits of their capacity; and where have industry-wide reforms and SME innovations improved access to finance and contributed to economic growth?
  - **Moderator: Dr. Peter Dirou**, Senior Financial Sector Expert, Asian Development Bank (ADB)
  - **Mr. Johnson Pundari**, Executive Director, Institute of Banking and Business Management (IBBM), Papua New Guinea
  - **Mr. Simon Thompson**, Consultant, Private Sector Development Initiative (PSDI), Asian Development Bank (ADB)
  - **Mr. Trevor Cain**, Executive Manager, Lending, National Development Bank, Papua New Guinea
Papua New Guinea (PNG) is the largest country in the South Pacific with more than 8 million people and over 800 languages. The country's rich culture and diverse geography, which extends from mountain ranges to remote coral atolls, creates many unique challenges for the provision of financial products and services; particularly to the remote areas. Against this backdrop, in 2013 PNG formally commenced its journey towards greater financial inclusion and has successfully achieved many important and substantial milestones. This session will showcase some of PNG's most important advances in financial inclusion including formulating policy and regulation to create a more enabling environment for microfinance, the introduction and expansion of financial education through innovative partnerships and social networks, and innovations adopted by financial institutions to more effectively reach the unbanked or underserved.

**Moderator:** Mr. Saliya Ranasinghe, Director, Centre For Excellence In Financial Inclusion (CEFI)

- Mr. Tony Westaway, Managing Director, MiBank
- Mr. Jacob Gop, Project Manager, Microfinance Expansion Project
- Mr. Paul Thornton, Group General Manager, Retail, Bank South Pacific
- Assistant Governor Ellison Pidik, Bank of Papua New Guinea

**Option 1 - Panel 3: Linkage Banking in the Pacific**

There are many limitations for microfinance to effectively reach the unbanked and at scale. This session will explore examples of working partnerships in the Pacific between regulated financial institutions (e.g. banks) and community, industry, market, or other groups outside the formal economy. The discussion will focus on how these partnerships can extend the reach of formal financial services by applying the respective organisational strengths and resources to provide sustainable access to finance and economic opportunity for the disadvantaged.

**Moderator:** Mr. Ian Peterkin, Independent Consultant

- Ms. Genevieve Daniels, Manager, Financial Inclusion Unit, MiBank
- Dr. Alice Aruhe’eta Pollard, Convenor, West ‘Are’Are Rokotanikeni Association (WARA)
- Mr. Isikeli Taoi, Senior Manager Rural, Retail Banking, Bank South Pacific (BSP)
- Mr. Bena Seta, Manager, Programs & Community Services, United Church in Papua New Guinea

**Option 2 - Panel 4: Pacific Innovation Labs - Building Better Value for Customers**

Innovation labs across the Pacific region are developing practical and cost-effective financial tools that expand access and help build stable futures over the long term. This session will provide a showcase of several of these initiatives operating in different parts of the Pacific and highlight the importance of collaboration in developing a range of financial products ranging from mobile banking, value chains or micro-pensions.

**Moderator:** Mr. Amit Kumar Garg, Technical Specialist, Financial Inclusion, Pacific Financial Inclusion Programme (PFIP)

- Mr. Adam Downie, Regional Head of Retail, Westpac Pacific
- Ms. Rosi Pilgrim, Project Manager, SINPF Micro-Pension Project
- Mr. Shailendra Prasad, Head of E-Commerce and Corporate Affairs, Vodafone Fiji
- Mr. Aubry Dodd, Head of Digital and Channel Management - Pacific, ANZ Bank
It is becoming increasingly obvious for institutions providing financial services for customers at the base of the pyramid, whether banks or mobile network operators, that providing access to previously unbanked populations is much easier than ensuring usage. With the rise of digital financial services, more providers are having access to new opportunities that digital technologies enable for understanding, serving, and engaging their customers. This session will examine these opportunities and discuss the methods being used by providers, including data analytics, to better understand the needs of clients and tailor more effective product designs that drive usage.

**Moderator:** Ms. Michelle Curry, Chief Executive Officer, FDC

- Mr. Trudi Egi, Head of Operations, MiBank
- Mr. Manoj Sharma, Managing Director – Asia, MicroSave
- Ms. Tanya Rabourn, Human Centered Design Consultant, GRID Impact
- Mr. Jon Vance, Chief Executive Officer, BIMA, Papua New Guinea

**Plenary 3: Wealth Creation and Sustained Prosperity in the Pacific**

Superannuation funds are among the largest financial institutions in many Pacific countries and offer significant potential as drivers of economic activity. Other financial instruments that create longer term security such as pension schemes are similarly important. But in what ways can these financial instruments be better utilized or leveraged to support ongoing development and prosperity? This session will examine this question and include discussion on the role of business, financial services providers, policy makers and regulators in accelerating economic growth.

**Moderator:** Mr. Ian Clarke, Global Vice Chair of Dentons Global Law Firm and Director of FDC

- Dr. Peter Dirou, Senior Financial Sector Expert, Asian Development Bank (ADB)
- Mr. Wilson Hano, Assistant Manager Member and Employee Services, Solomon Islands National Provident Fund
- Mr. Gautam Bhardwaj, Co-Founder and Director, PinBox Solutions
- Assistant Governor Ellison Pidik, Bank of Papua New Guinea

**Option 1 – Panel 5: Improving Value Chains in the Pacific**

Agriculture remains an important part of economic development for the Pacific region, but is often constrained due to lack of finance. Value chain financing in agriculture offers an important opportunity to increase the scope, and reduce the cost and risk of financing to agriculture. It can also lead to value chains becoming more inclusive to smallholders by providing the resources that will enable them to integrate into higher value market opportunities. This session will look at the models and partnerships being used to support the expansion of value chain finance in the Pacific.

**Moderator:** Mr. Dominic Sikakau, Financial Sector Specialist, International Finance Corporation (IFC)

- Mr. Christian Reichel, Operations Officer, International Finance Corporation (IFC) - Papua New Guinea
- Mr. Conrad De Jesus, Operations Officer, International Finance Corporation (IFC) - Manila
- Mr. Paul Thornton, Group General Manager, Retail, Bank South Pacific
Option 2 - Panel 6: Credit Scoring for Thin-File Customers

Quality information on the credit risk of borrowers is vital for financial institutions in making lending decisions. The “thin file” customers are characterized as those whose credit or payment history or activity has not been documented, but nonetheless can be developed and expanded through the use of data. This session will look the impact that credit scoring products can have in the Pacific and showcase credit scoring analytics can be applied to increase the quality of lending decisions.

 Moderator: Ms. Debbie Watkins, Managing Director, APMEA, Fern Software
- Mr. Bruce Mackinlay, General Manager, Credit & Data Bureau (PNG) Limited
- Ms. Bhavana Srivastava, Associate Director, Inclusive Finance and Banking, MicroSave
- Mr. Ajay Verma, General Manager, South Pacific Business Development (SPBD) Microfinance, Samoa

15:30-16:00 Coffee Break & Networking

16:00-17:30 Plenary 4: The Role of Financial Inclusion in Responding to Natural Disasters

While the importance of access to financial services is largely equated to the provision of greater economic opportunities for the underserved such as developing enterprise to grow income, a complimentary purpose of financial access is to help people protect their income and assets from the impact of crises such as natural disasters. This session will discuss the unique hazards of the Pacific region and the innovative products and services being used or developed to better ensure the wellbeing of both clients and providers.

 Moderator: Mr. Elrico Munoz, General Manager, South Pacific Business Development (SPBD), Fiji
- Mr. Khusrav Sharifov, Technical Specialist (DRM), UNDP
- Ms. Shayne Rose Bulos, Senior Advisor, GIZ RFPI
- Mr. Md. Abdul Awal, Executive Director, Credit and Development Forum, Bangladesh
- Mr. Mark McDonagh, Portfolio Manager, Asia-Pacific, Kiva

17:30-18:00 Closing Remarks

- Mr. Roy Trivedy, Resident Coordinator/Resident Representative, United National Development Programme (UNDP), Papua New Guinea
Delegates must register for workshops and field visits by 5pm, 29th of August. Registration will close once maximum participation numbers have been reached.

**Workshops**

- **09:00-12:30**  
  **Option 1: Wealth Creation Roundtable**  
  Hosted and Facilitated by FDC (by invitation only)

- **Option 2: Agent Network Management Workshop**  
  Hosted and Facilitated by Priyank Mishra, Senior Manager, MicroSave

- **Option 3: Analyzing MFI performance and measuring financial inclusion**  
  Hosted and Facilitated by Mr. Sachin Hirani, Regional Manager, Asia and the Pacific and Ms. Mohita Garge, Market Intelligence Lead, MIX

- **09:00-17:00**  
  **Option 4: Institutionalizing Social Performance Workshop**  
  Hosted and Facilitated by Ms. Connie G. Hina, Chief Technical Director, ACCESS Advisory Services

**Field Visits**

- **09:00-12:30**  
  **MiBank**  
  MiBank will host a field visit to a MiCash Mobile Money agent on the Sogeri Plateau, approximately 40 minutes from Port Moresby, where delegates will have the opportunity to view the impact of Digital Financial Services (DFS). In addition the MiBank Financial Inclusion Unit will be conducting financial literacy training to a Women’s group at the same Agent location. Delegates will witness the operations of the Mobile Money agent which will include cash in and cash out transactions by members of the community.

- **PNG Microfinance Limited**  
  Visit PNG Microfinance Limited branch in Boroko. Participants have the opportunity to see operations within the branch and interact with customers. After the branch interactions, the participants will be taken to one female SME loan customer and Financial Inclusion Saving Account (FISA) customer location for interaction.
Banking with the Poor Network
Microfinance Pasifika Network
APEC Business Advisory Council Financial Inclusion
Mekong Financial Inclusion Initiative
Energy for All Partnership
Pacific Microfinance Week
Pacific Asia Business Partnerships

IN OPERATION FOR 27 YEARS

30 MILLION+ CLIENTS
in Asia served by 130 members of the Banking with the Poor Network

180+ INITIATIVES
delivered across Asia-Pacific

800,000+ CLIENTS
in the Pacific served by 24 members of the Microfinance Pasifika Network

Policymakers from 21 ASIAN ECONOMIES
influenced through APEC Business Advisory Council on Financial Inclusion

energy for all
overcame energy poverty through the Energy for All Partnership

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Innovation for Financial Inclusion

Financial Inclusion Status

<table>
<thead>
<tr>
<th>Country</th>
<th>% of adults that have some form of formal financial service</th>
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<tbody>
<tr>
<td>Fijji</td>
<td>70%</td>
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<tr>
<td>Solomon Islands</td>
<td>64%</td>
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<tr>
<td>Tonga</td>
<td>34%</td>
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<tr>
<td>Vanuatu</td>
<td>52%</td>
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<td>Papua New Guinea</td>
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<td>Samoa</td>
<td>47%</td>
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<tr>
<td>Papua New Guinea</td>
<td>37%</td>
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</tbody>
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**Key PFIP achievements**

- **35** Innovation projects with financial service providers
- **5** Countries with National Financial Inclusion Strategies
- **6** Countries with AFI 2011 Maya Declaration Commitments
- **5** National Consumer Surveys
- **2** Countries with Financial Education curriculum
- **1,490,008** clients enrolled in financial services
- **799,202** women enrolled in financial services
- **PFIP Clients 26%** of Adult Population

**About PFIP**

PFIP is a Pacific-wide programme that has helped over 1.6 million (as at June 2017) low-income Pacific islanders gain access to financial services and financial education since launching in 2008. It achieves these results by funding innovation with financial services and delivery channels, supporting policy and regulatory initiatives, and empowering consumers.

PFIP operates from the UNDP Pacific Office in Suva, Fiji and has offices in Papua New Guinea, Samoa and Solomon Islands. It is jointly administered by the UN Capital Development Fund (UNCDF) and the United Nations Development Programme (UNDP) and receives funding from the Australian Government, the European Union and the New Zealand Government.

PFIP’s objective is to increase the number of low-income Pacific Islanders who adopt formal financial services. PFIP achieves this objective by supporting financial service providers (FSPs) to innovate with products and services for mass market customers, supporting governments to create an enabling policy environment for financial innovation, and empowering consumers.

PFIP has funded 35 projects with financial service providers who have innovated with technology and products, enrolling customers in services such as agency banking, mobile wallets, micro insurance, micro loans, remittances and savings groups. This figure represents one in four adults of the six countries PFIP operates in. Women account for 799,202 of the total clients enrolled, representing significant progress in reducing the gender gap that exists in the Pacific.

At the same time, PFIP has worked with financial regulators in the region to develop an enabling environment for financial innovation. The region’s regulators have worked closely together and implemented a similar approach to creating “regulatory sandboxes” for new technologies, channels, and financial products. Collectively, they pioneered the first regional working group of the global Alliance for Financial Inclusion (AFI).

As a result, six countries have made international commitments to financial inclusion; the Alliance for Financial Inclusion 2011 Maya Declaration and the 2020 Money Pacific Goals. Five countries have also developed national financial inclusion strategies.

PFIP is well placed to reach 2 million Pacific Islanders by 2020. The next generation of PFIP projects will focus on designing better financial services to meet the needs of low-income customers, and scaling successful models with commercial partners.
Papua New Guinea Centre for Excellence in Financial Inclusion

The Centre for Excellence in Financial Inclusion’s (CEFI), (www.thecefi.org) purpose is to advocate, coordinate, serve as a knowledge management hub and monitor all financial inclusion activities to provide sustainable financial services to the 75% of population who are unbanked in Papua New Guinea.

CEFI’s Areas of Intervention

Financial Inclusion

CEFI is coordinating, advocating and monitoring financial inclusion activities including shaping stakeholder dialogue towards responsible finance and service quality, encouraging innovation and strengthening industry development.

Financial Service Delivery

CEFI is working with partners and stakeholders to define industry standards promote client protection and provide financial institutions with technical assistance for training, market research and new product development.

Information Exchange

CEFI is identifying and creating the technological infrastructure to become PNG’s financial inclusion knowledge hub, including financial access data for informed policy making; and healthy industry debate, analysis and research.

Gender

CEFI is promoting gender equity in the delivery of financial services and financial literacy training to ensure equal participation of women in all facets of financial inclusion.

Honourable Prime Minister, Mr.Peter O’Neill (left) receiving the Tolai shell money (traditional money) from Governor, Bank of Papua New Guinea, Mr. Loi Bakani at the official launching of CEFI as the National Executive Council (NEC) approved Financial Inclusion apex organisation for PNG

The CEFI staff with Director Mr. Saliya Ranasinghe dedicate and committed to reaching out to the 75% of the unbanked population and bring them into the financial services

‘The CEFI....a dream and hope for all Papua New Guineans to be financially included.’

Mr. Loi Bakani, Governor, Bank of Papua New Guinea

Centre for Excellence in Financial Inclusion

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