



FINANCIAL INCLUSION+

Connecting people to finance, health, and education



April 2022

FOREWORD

Financial Inclusion lays the foundation for a truly inclusive economy where everyone has a chance to improve their lives



We inhabit a young region brimming with potential, ideas, and possibilities. In the Middle East and Africa (MEA), young people under 30 are the fastest growing and largest segment of population.

As the youth navigate their way into adulthood, the decisions they make, the education they receive, and the health support they can access will affect how well they are able to shoulder the responsibilities of their families and communities in future.

The region also represents a challenge in terms of financial, health, and education inclusion. Access to these basic services, especially outside urban centers, remains marginal.

Every challenge is also an opportunity. For instance, some of the most innovative solutions to bridge the financial inclusion gap have been developed in this region, from mobile money initiatives that facilitate transactions for the unbanked, to new pay-on-demand business models that make digital devices and services more affordable and accessible.

Inclusion has become part of the main discourse, as access to finance, healthcare, and education become even more challenging. To improve their lives and well-being, people need to be able to take care of their finances, health, and ability to participate in the workforce. This is what financial inclusion efforts can and must aim to enable

At Mastercard, we believe that affordable access to health services, and ability to upskill oneself in order to participate in the workforce, remain critical areas that are indispensable to people's wellbeing. We believe that the success of financial inclusion efforts in MEA now provides a strong foundation to deliver broader and more inclusive services in essential sectors such as health and education. To this end, we are deploying a multi-stakeholder approach that brings together governments, financial institutions, regulators, mobile network operators, equipment manufacturers, and education and health service providers united by a common purpose.

The fuel of transformative change such as this has been and remains innovation. Progressive policy and regulation must continue to create an environment that enables the public and private sectors to work together to bring innovative services and business models to the market.

At Mastercard, we are privileged to be able to cross-pollinate solutions, working together with our partners across the globe. Whether it is facilitating access to education and skill-building in Africa, or making possible emergency health insurance in Pakistan, we have witnessed in our partners a willingness to develop workable and innovative solutions for the masses.

Post-COVID, inclusion in finance, healthcare, and education has become even more consequential. This has deepened our conviction that digitally delivered financial inclusion can drive health and educational inclusion.

Umar Hashmi

Vice President, Global Product & Engineering, Mastercard



KEY FINDINGS



The unprecedented halt in economic activity due to the COVID-19 pandemic has disproportionately affected the most vulnerable



The urgency of financial, digital, health, and educational inclusion was felt more strongly as 97 million more people were thrust into poverty



Policy makers, governments, and the private sector have collaborated to deliver accelerated digital solutions to ensure increased inclusion



Digital financial services have proven effective in delivering healthcare and education, especially to the weaker, vulnerable, or excluded sections of society



Digital exclusion is now being recognized as an infringement of human rights resulting in a person remaining outside social, economic, and financial systems

THE MASTERCARD MEA INCLUSION SURVEY 2021



83% of respondents across the region say they own a smartphone, with Jordan being the highest (89%) and Morocco lowest (75%)



55% say they use digital mediums to make financial transactions, with Nigeria reporting a high 91% and Iraq coming in at 27%



46% choose utility bill payments and receiving salary as the most used digital financial transactions, followed by buying goods and services



41% say they acquired a new smart device in 2020-2021 as more health and education services went online worldwide during the COVID-19 pandemic

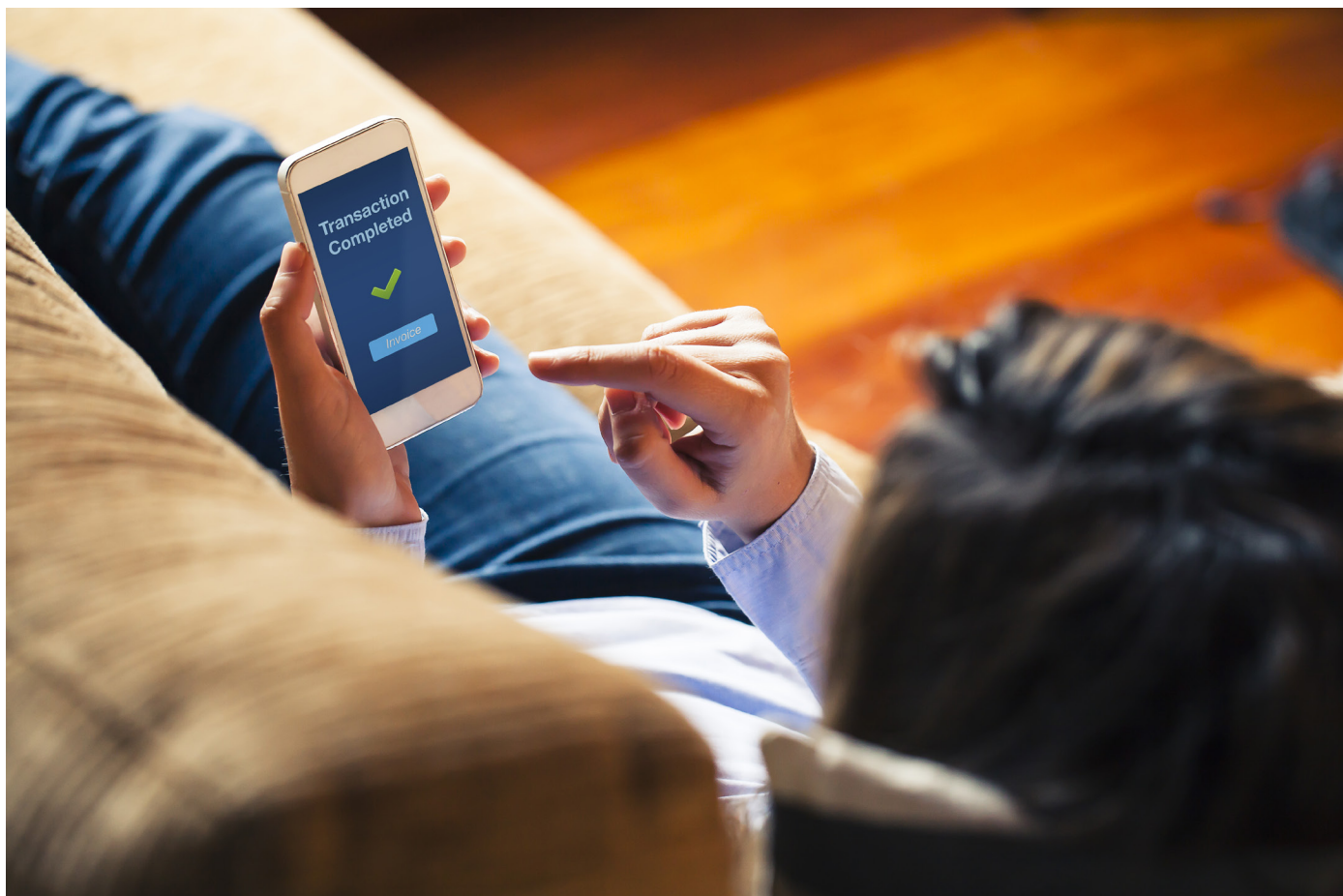


43% say they are connected digitally to a health service provider, with Kenya and Nigeria coming in at 55% and Iraq at 11%



56% say they are connected digitally to an education service provider, with Kenya and Nigeria clocking in at 67% and Iraq at 46%





Technology is the key driver of financial inclusion

An analysis of financial inclusion before and after 2020 reveals a space marked by radical change driven by digitalization. Faced with the health and safety measures put in place to mitigate the spread of the COVID-19 pandemic, the global community turned to technology solutions to protect livelihoods and deliver financial support, emphasizing the foundational role that technology is playing in delivering financial inclusion.

The pandemic did two things. One, it put the spotlight on the difficulties faced by individuals, families, and communities so far excluded from the financial mainstream. Two, as the unprecedented halt in economic activity disproportionately affected the most vulnerable, the urgency of inclusion – financial, digital, health, and education – was felt more strongly.

The pandemic disproportionately hurt those in the low-income brackets, particularly women, low-wage workers, and small and medium-sized enterprises (SMEs). Global poverty is expected to increase for the first time in two decades, according to the latest 2021 estimates, which say 97 million people have been thrust into poverty due to the pandemic¹.

Highlights

- Policy makers, governments, and the private sector have come together to deliver accelerated digital solutions
- New digital systems have facilitated relief grants to the most vulnerable groups and small businesses
- High penetration of feature phones and smartphones has played a significant role in delivering financial inclusion



This has underscored the need for stakeholders coming together to continue the march toward more inclusion. Policymakers, governments, and the private sector have collaborated to deliver accelerated digital solutions to increase inclusion. Central banks and financial sector regulators undertook rapid risk evaluation to respond with interventions to manage risk and channelize service delivery.

Pilot projects were transformed into use cases for implementation, financial institutions announced higher digital transaction limits, and fintech solutions and last-mile deliveries were accelerated to ensure the unbanked are not left out of crucial health, education, and financial services. In many parts of Africa, for instance, the emphasis was on increasing financial inclusion via mobile money.

Policy and funding

A scan of responses by central banks in the MEA region shows they took immediate action to cushion the contraction in economic activity by ensuring a smooth functioning of the financial system, by addressing the policy rate. As lockdown measures were put in place, central banks increasingly focused on providing liquidity to banks to facilitate lending to SMEs facing the economic fallout of containment measures².

In **Pakistan**, digitalization of financial services has resulted in 75 million active electronic wallet accounts as of June 2021³. In December 2021, the State Bank of Pakistan announced that customers could open a branchless banking (mobile money) account by dialing a simple code. The service, built on existing biometric verification infrastructure, targets 52%, or around 81 million, mobile subscribers who do not have access to the internet. Stakeholders of the initiative include the Pakistan Telecommunication Authority, the National Database and Registration Authority, branchless banking providers, cellular mobile operators, and virtual remittance gateways⁴.

Digital inclusion enabled **Tunisia** and **Morocco** to provide quick and secure financial support to disadvantaged demographics amidst the pandemic. Tunisia launched a digital wallet solution for mobile phones to distribute social support. Informal workers in Morocco received government help through their phones quickly and efficiently⁵.

Uganda has cut mobile money transfer fees, **Egypt** and **Liberia** have increased transaction size limits, while **Ghana, Kenya, Mozambique, Pakistan, Rwanda, Senegal**, and **Zambia** have cut mobile transfer fees and raised transaction size limits⁵.

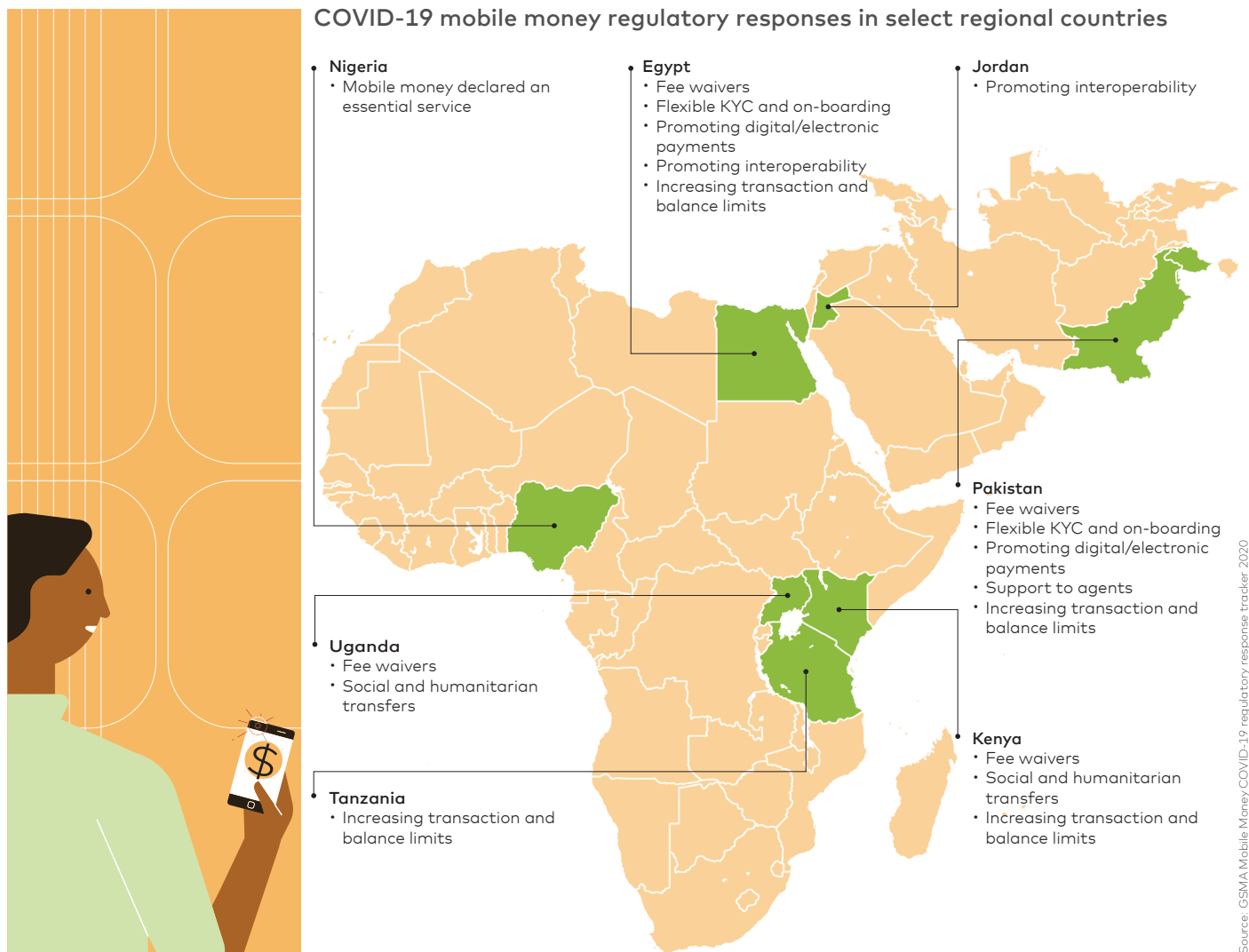
Nigeria approved guidelines for licensing and regulation of payment service banks to enhance financial inclusion as defined in the country's National Financial Inclusion Strategy (NFIS). Ghana launched a digital financial services (DFS) policy amidst the pandemic to support the National Financial Inclusion and Development Strategy (NFIDS)⁵.

Banque Centrale des États de l'Afrique de l'Ouest waived fees for P2P transactions of less than 5,000 CFA francs and increased mobile money account balance limits by over 30% in its jurisdiction⁶.

39%

of the SSA population
will have access to mobile
internet services by 2025
compared to 60% globally





The **Jordan** Payments and Clearing Company (JoPACC) launched a new platform to enable instant payments, while the Central Bank of Jordan (CBJ) permitted online wallet registration. Together with JoPACC, it encouraged government entities to adopt wallets for wage payments as well as for social assistance. Many banks joined efforts to facilitate access to wallet services and enabled cardless deposit and withdrawal for mobile wallet users through their ATMs. CBJ also enabled international remittances to mobile wallet users through Western Union, facilitated by the eFAWATEER.com platform, which was previously available only to bank clients⁷.

80%

of the MENA population will own a smartphone by 2025 compared to 81% globally

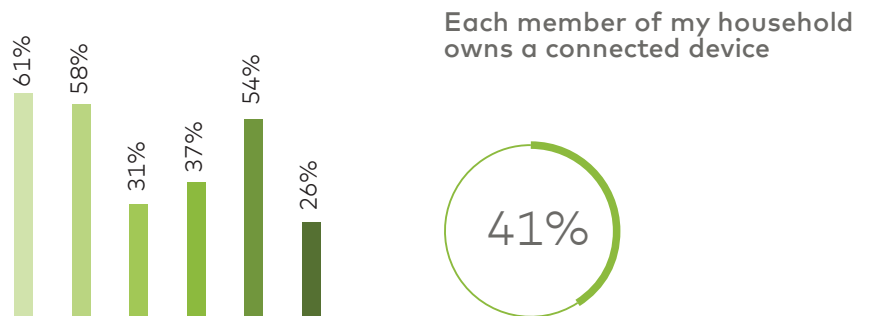
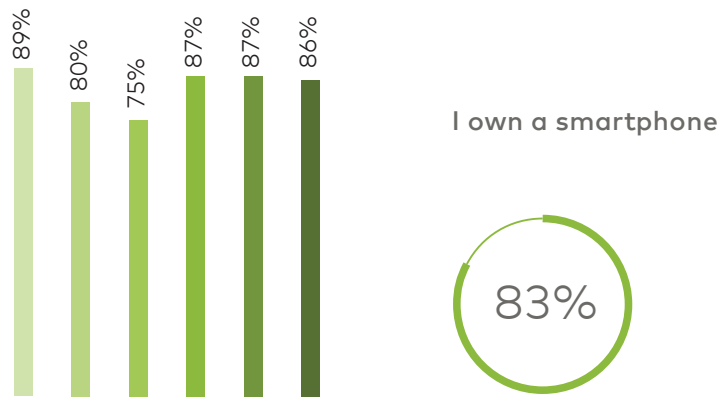
Fintech and telecoms

Fintech firms also received attention. Ghana and Nigeria postponed plans to increase the minimum capital requirements for financial service providers. Ghana's central bank approved the first-ever fintech licenses to the firms Zeepay and Nsano. It set up a new Fintech and Innovation Office to oversee and manage licenses and launched Africa's first universal QR Code and Proxy Pay system⁶.

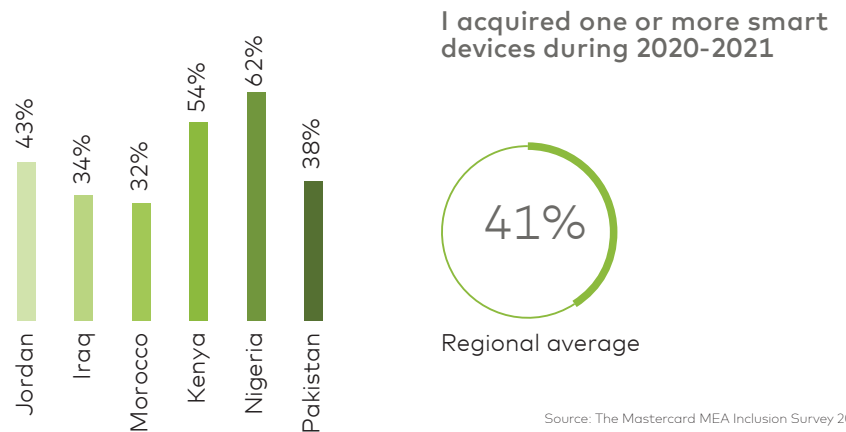
Digital systems have facilitated the processing and payment of relief grants to the most vulnerable groups and small businesses to mitigate the pandemic's impact.



Ownership of connected devices in the MEA region



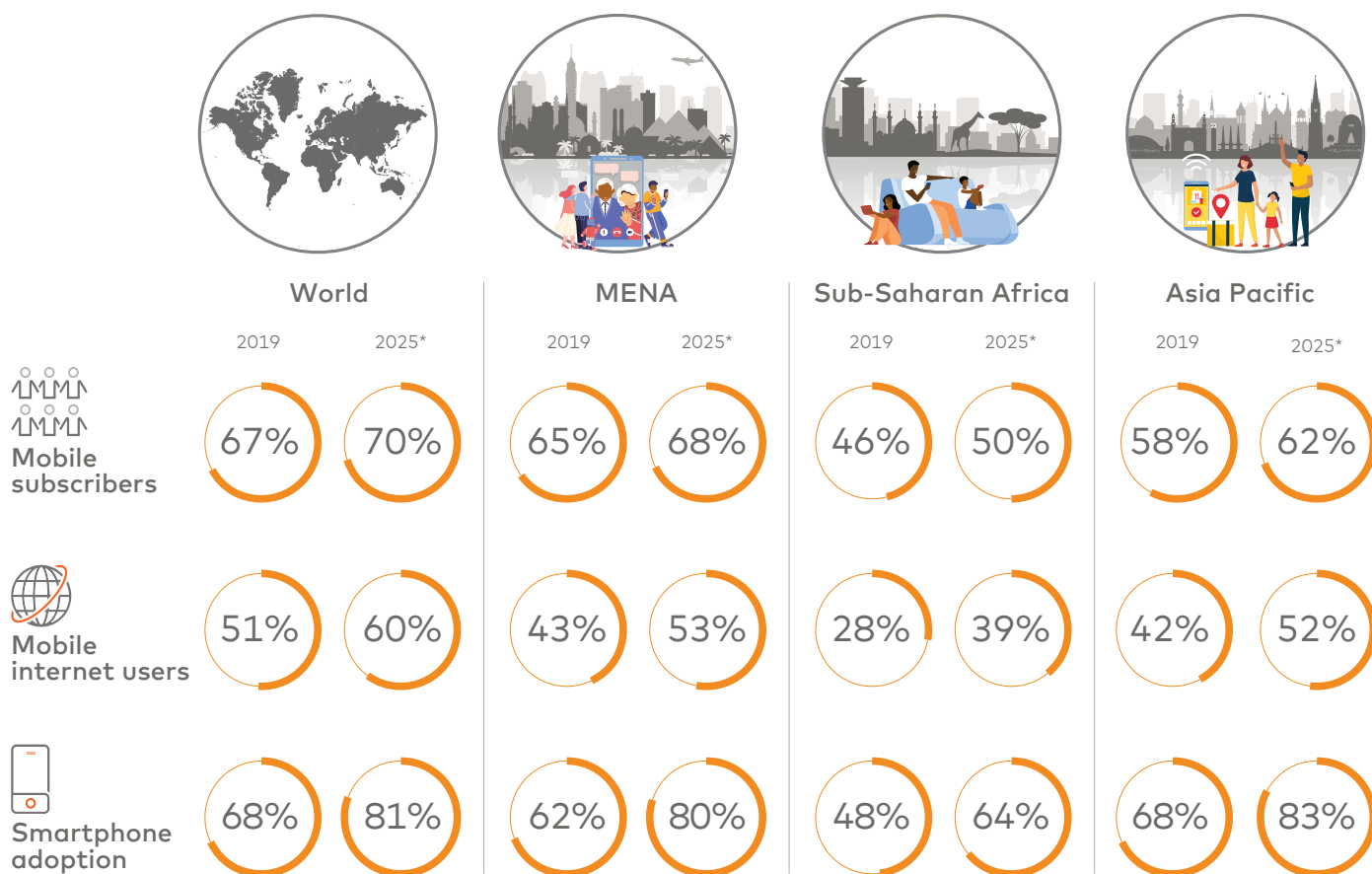
The rate of penetration has increased in the two years of the COVID-19 pandemic, as more health and education services went online worldwide



Source: The Mastercard MEA Inclusion Survey 2021



The global mobile economy



Source: GSMA Mobile Economy 2021

* Forecast

Telecoms company Orange said it added over five million new customers for its mobile money services in April and May 2020 alone and launched a digital-only bank as its first full banking venture in Africa. MTN reached one million South African users in June, when it was barely expected to touch half this number. It also reported a 28% jump in mobile money transactions per minute across all its African markets in the first half of 2020⁸.

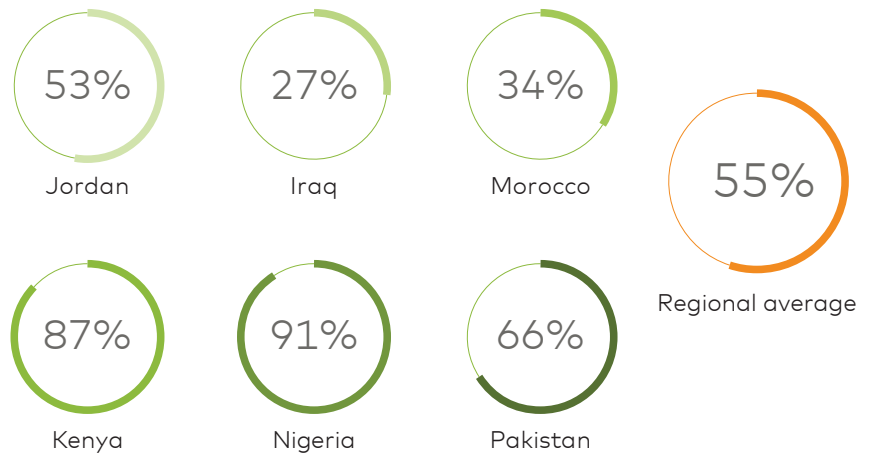
On the consumer side, there has been a higher uptake in the ownership of smartphones and other connected devices in MEA.

The Mastercard MEA Inclusion Survey 2021, conducted in the six countries of Jordan, Iraq, Morocco, Kenya, Nigeria, and Pakistan in December 2021 reveals that 83% of respondents say they own a smartphone, with Jordan having the highest penetration rate of 89% and Morocco the lowest at 75%.

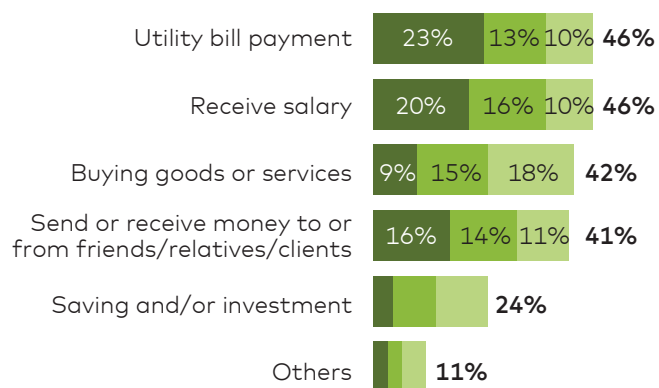
More interestingly, the rate of penetration increased in the two years of the COVID-19 pandemic, as more health and education services went online worldwide. As many as 41% of respondents to the survey say they acquired a connected device in 2020-2021. And 55% say they use digital channels such as banking apps and websites to make financial transactions, with Nigeria reporting a high usage rate of 91% and Iraq coming in at 27%.



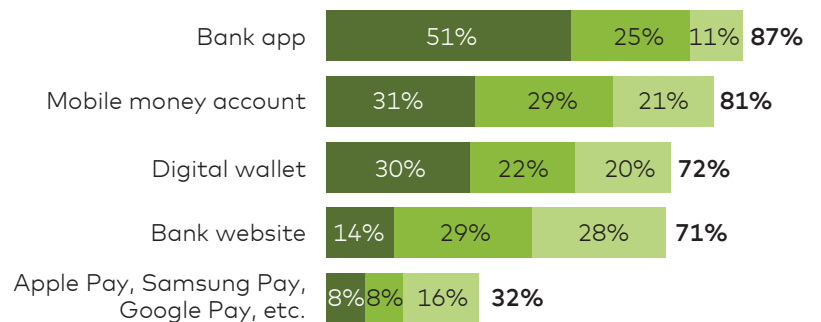
I use digital mediums to make transactions



Payments I make and receive digitally



Channels I use for digital transactions



Source: The Mastercard MEA Inclusion Survey 2021

■ Ranked 1 ■ Ranked 2 ■ Ranked 3

There is now a greater awareness of mobile money, combined with a broader diversification in its uses. Consumers are now more open to using mobile money for more than just transactions



2020

saw the launch of the Mobile Money Interoperability Test Platform that enables both third-party service providers and digital financial service providers to test their software in an end-to-end ecosystem

There is now a greater awareness of mobile money, combined with a broader diversification in its uses. Consumers are now more open to using mobile money for more than just transactions.

They are using credit, savings, and insurance products; in many cases, mobile money is being used to receive payments for services or products. Consumers are also paying bills and buying products using mobile money⁹.

According to the Mastercard MEA Inclusion Survey 2021, 46% of respondents pick utility bill payments and receiving salary and other payments as the most used digital financial transactions, followed by buying goods and services. Money transfers to and from family and friends comes in as the fifth most used digital transaction followed by saving and investment payments.

Increased interoperability and more open systems have made possible solutions that rely on stakeholder participation across industry lines. For instance, in July 2020, GSMA launched the Mobile Money Interoperability Test Platform enabling both third-party service providers and digital financial service providers to test their software in an end-to-end ecosystem¹⁰.

Orange, MTN, Telkom, and Vodacom took measures to lower fees, launch new lending services ahead of schedule, and expand mobile payment networks⁸.

Across MEA, a relatively high penetration of feature phones and smartphones has played a significant role in delivering the goals of financial inclusion, thereby also enhancing access to digital health and education services.





Higher financial inclusion facilitates access to health and education services

Highlights

- Nations are increasingly relying on mobile data access and technology solutions to deliver healthcare and education services
- The emergence of telehealth and digital payment systems have been major enablers of inclusion in the healthcare space
- Digitalization of learning resources has not only maintained the momentum of education but also expanded it to include previously marginalized communities

Digital financial services have proven effective in delivering essential healthcare as well as education, especially to the weaker, vulnerable, or excluded sections of society. For instance, the 2014-2015 Ebola health crisis in parts of Africa and the 2010 earthquake relief efforts in Haiti highlighted the crucial role played by mobile money. Then, as now during the COVID-19 pandemic, mobile infrastructure coverage was the starting point to deliver inclusion.

The United Nations declared in June-July 2021 that the measures taken in response to the COVID-19 pandemic have increased the reliance of all sectors of society on the internet, including persons in marginalized and vulnerable situations. Online access has become a source of information, a means of participation in civil, political, economic, social, and cultural life, and a means of gaining access to public services. This includes access to education and health, it said.

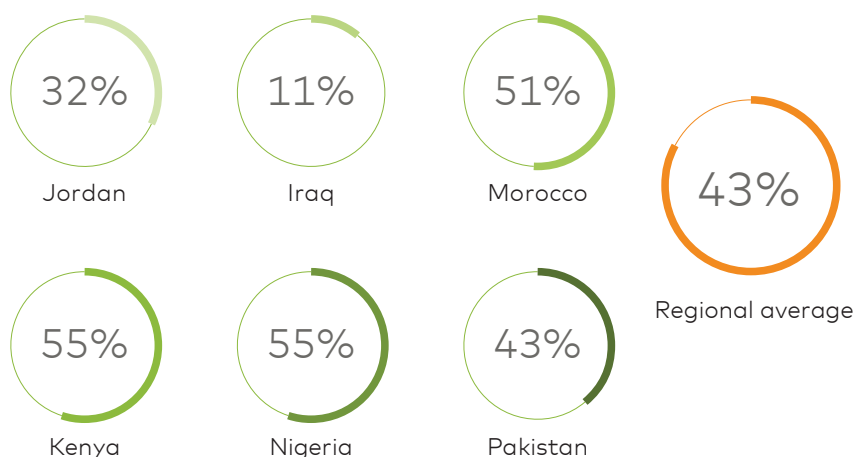
Countries rely on mobile access to deliver services by frontline workers such as treatment center staff, lab technicians, contact tracers, and burial teams.



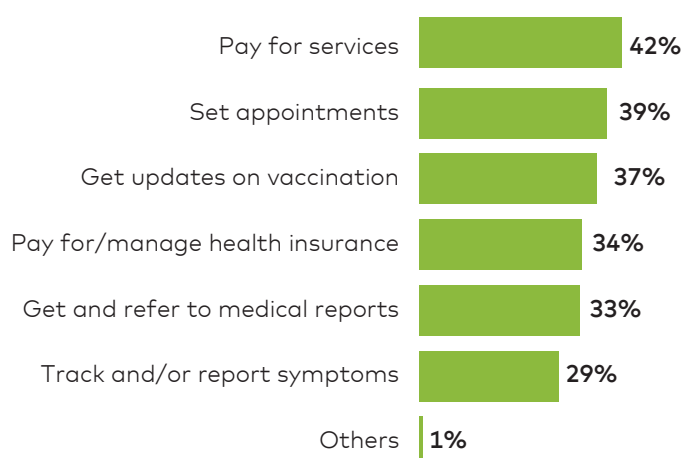
Paying for services emerges as the primary activity, highlighting the critical role that financial inclusion plays in health access



I am connected digitally to a health service provider



I use my digital connection to the health service to:



Source: The Mastercard MEA Inclusion Survey 2021

130

mobile-enabled insurance services in 28 countries offer coverage for life and funeral or health and hospitalization

At the same time, the absence of secure, reliable, and immediate disbursement of salaries, hazard pay, and incentives can disincentivize the most committed of workers who are already under a lot of stress during such times¹¹.

As telehealth, or remote healthcare, becomes more ubiquitous, consumers become accustomed to using apps for contact tracing and vaccine appointments, giving health service digitalization a higher demand push. Much of this concerns payments. Digital health products – including insurance, mobile-enabled insurance, consumer awareness, and virtual consultations – are increasingly bringing the remotest and most challenged demographics into the mainstream.

During the COVID-19 crisis, emergency support programs in South Africa, Togo, Namibia, and Nigeria were delivered using existing integrated social registries. South Africa increased child allowances to make up for missed school meals that are an important source of nutrition. Togo distributed emergency financial support to half a million people, mostly women, in less than two weeks⁵.

The governments of Tunisia, Morocco, Ghana, and Nigeria reached out to distant populations using digital inclusion infrastructure⁵.

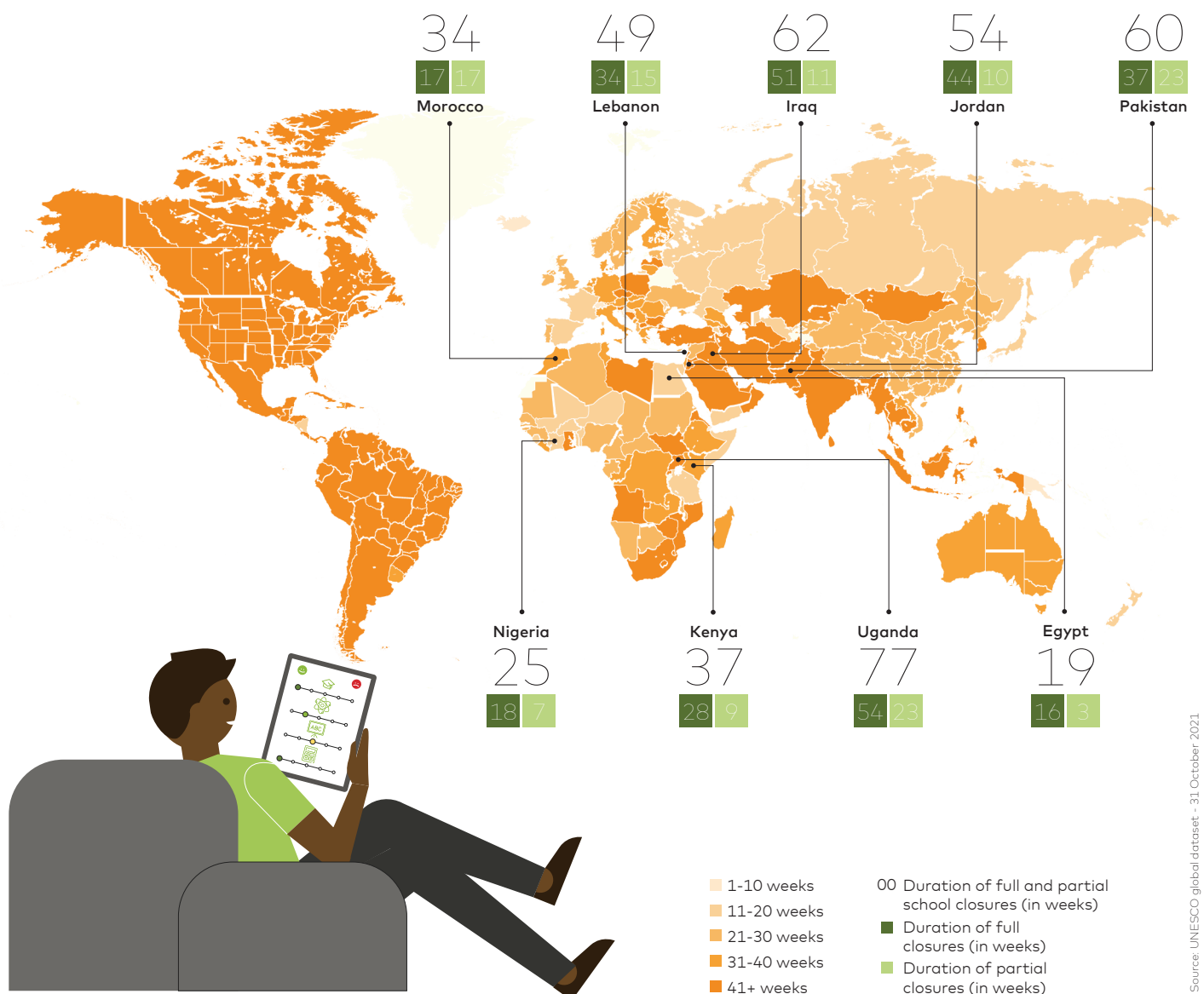


Tunisia launched a digital wallet solution. It distributed social support from around 4,000 locations to virtual wallets created by individuals on their mobile phones. Workers in Morocco received government support through their phones⁵.

Vaccine delivery and tracking for COVID-19 has also been augmented with digital tools in several countries of MEA. Electronic health records and immunization information systems combine to provide more inclusion for vulnerable groups¹².

Consumers too have not been slow in using their smart devices to connect to service providers, especially in the education space. As many as 56% of respondents to the Mastercard MEA Inclusion Survey 2021 say they are connected digitally to an education service provider, with Kenya and Nigeria clocking in at 67% and Iraq at 46%. At a slightly lower level, 43% say they are connected digitally to a health service provider, with Kenya and Nigeria again leading the region at 55% and Iraq coming in at just 11%.

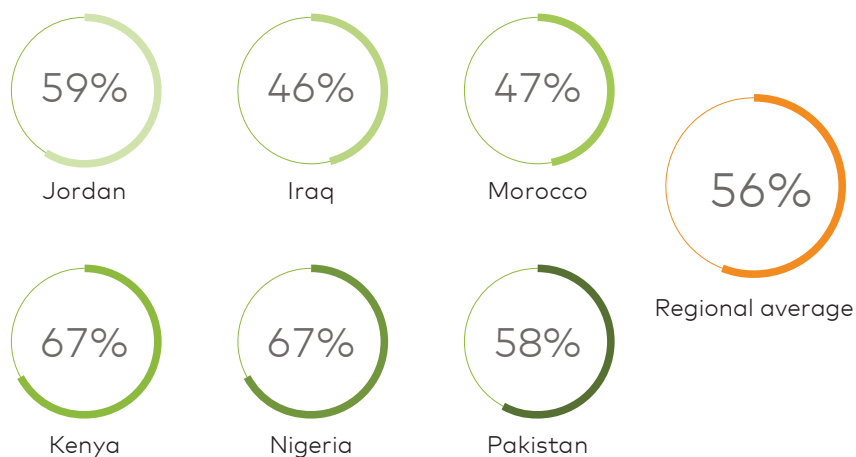
Duration of school closures worldwide (in weeks) during the COVID-19 pandemic



Source: UNESCO global dataset - 31 October 2021



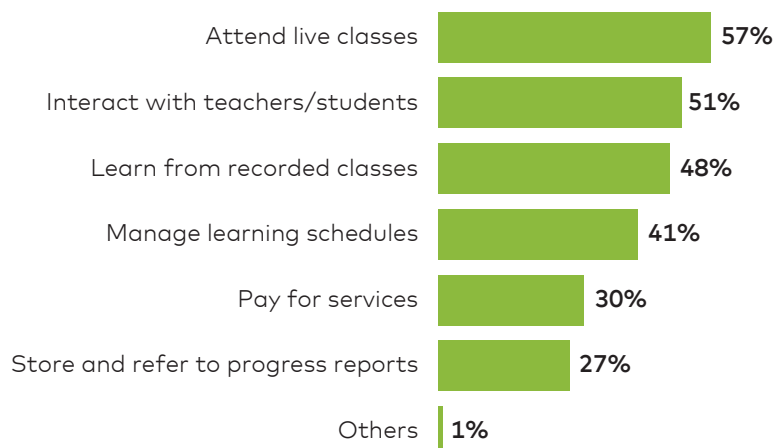
I or someone in my family is connected digitally to an education service provider



Mobile access has been crucial for continuity of education for students globally



I use my digital connection to the education provider to:



Source: The Mastercard MIEA Inclusion Survey 2021





43M

mobile-enabled insurance
policies were issued in 2020, of
which 29 million were related
to life and health

Consumers are making full use of their new-found digital connections to access multiple services in the health and education spaces. The Mastercard MEA Inclusion Survey 2021 reveals that people connected digitally to healthcare providers use their devices to pay for services; set appointments; get vaccination updates; get/manage/pay for health insurance; manage medical reports; and track and report symptoms, in that order of usage from most to least.

Similarly, those connected to education providers use their devices to attend live classes; interact with teachers and students; access recorded lectures; manage study schedules; pay for services; and access progress reports, in that order of usage.

A multi-stakeholder approach

The Ebola case study highlights the multi-stakeholder approach to healthcare. Digitalization of hazard pay was undertaken at various stages by Sierra Leone's Ministry of Health and Sanitation, the Ministry of Finance and Economic Development, the National Ebola Response Center, the World Bank, the African Development Bank, and the United Nations Population Fund. Even though the payments were government to people (G2P) and development agency/donor to people (D2P), the delivery process included existing private sector networks, infrastructure, and expertise¹¹.

Providers developed, localized, and delivered microinsurance services, which saw increased adoption during the pandemic, when health was a major worry for many. Microinsurance is customized to the needs of previously uninsured people and works as a cushion against unpredictable financial shocks and life events.

This is made possible by increased collaboration between new and traditional players, including global insurers, technology service providers, and underwriters, local insurers, and mobile network operators, among others.



A 2021 report shows there are 130 mobile-enabled insurance services in 28 countries, with over half offering coverage for life and funeral or health and hospitalization. In 2020, 43 million policies were issued, 29 million of which were related to life and health insurance¹⁰.

Mastercard is one of the stakeholders in this space in Sub-Saharan Africa, working on delivering a reinsurance solution with a partner. The reinsurance would mean that customers can recover some of their hospitalization costs with cash insurance¹³.

Telehealth is also a major enabler of health inclusion. A 'voice-plus-text' WhatsApp-based service, by which high-quality medical consultation can be made available to everyone, is already a possibility being explored by Mastercard for all its cardholders in key markets. Already having a tokenized payment available – a digital 'card' so to speak – on mobile phones, is a step into financial inclusion. Adding telehealth to the mix delivers additional benefits¹³.

Fintech firms and e-commerce platforms are also solving problems one at the time. Rwanda-based Kasha combines online and offline capabilities to offer women across rural and urban locations the option of ordering personal care products with relative privacy, which are By browsing the full product catalog online, or by placing orders using feature phones, women can search, order, and pay for hygiene products that are discreetly delivered by local micro-entrepreneurs, thus also helping local store owners grow their business. Kasha, which is part of Mastercard's startup engagement program StartPath, has integrated digital payments across its e-commerce platform¹⁴.

91%

of enrolled learners in 188 countries could not get to school due to pandemic-induced lockdowns

A measure for educational inclusion

Digital inclusion also became a measure for educational inclusion during the COVID-19 pandemic. At the peak of the coronavirus-related lockdowns, 91% of enrolled learners in 188 countries underwent school closures¹⁸. Digital instruction tools and online learning platforms, supported by virtual exchanges between students and their teachers, widely took the place of in-person lessons.

At such critical times, access to digital learning resources – mainly smart devices and internet access – has become a crucial part of inclusion in education. Additionally, students' level of access to information and communication technologies varies greatly across countries, with disadvantaged sections in the poorer countries having the least access¹⁶.

Governments and civil society organizations developed and distributed various tools to ensure educational access to students. In Colombia, for example, an online platform with more than 80,000 learning resources was developed for low-income families, which could access it free without consuming mobile data. Students in countries as varied as Chile, Slovenia, and Italy were offered computers and tablets. In some areas, such as New South Wales in Australia, distance learning infrastructure is already in place with lessons being imparted via video conference, phone, satellite, and virtual excursions, supported by email and online learning management systems¹⁷.



Policy response focused on developing free online learning resources to reach all students and facilitating partnerships with MNOs to ensure free mobile data. Distribution of free electronic devices, learning material, and internet connections to disadvantaged and vulnerable students have been crucial at this time.

Skilling young adults

Education includes skilling and upskilling young adults. In South Africa, Mastercard has partnered with Junior Achievement South Africa to empower women by supporting entrepreneurship. This initiative is focused on empowering unemployed or self-employed young women between the ages of 18 and 35 to pursue entrepreneurial ventures of their own by training them. The nine-year partnership with JA South Africa has helped more than 3,000 girls and young women to gain entrepreneurial skills, start new businesses, and create new jobs¹⁸.

In collaboration with Mercy Corps in Jordan, Mastercard's Center for Inclusive Growth launched the Arabic platform of Micromentor¹⁸, which offers free online global mentorship and digital education tools to 3,500 entrepreneurs in Jordan²⁰.

In Pakistan, CARE International plans a robust outreach and financial literacy campaign to raise awareness among entrepreneurs and unlock access to credit and/or other financial products for SMEs. CARE works with financial service providers to understand the needs of SMEs and help financial service providers adapt financial products that address the unique requirements of small businesses²¹.

Also in Pakistan, Mastercard has partnered with mobile account provider, JazzCash, to enable users to apply for a physical or virtual Mastercard debit card and make QR payments to merchants²².

The inability to make payments for educational courses proves to be another barrier in educational inclusion. In the Levant countries and in Pakistan, solutions to upskill workers are being offered by online academies such as U-Demy. Mastercard's cardholders get discounts to this service¹³.

Kupaa, a mobile solution from Mastercard in Africa, allows parents, schools, and governments to make and track school payments while opening new pathways for community access to other services²³.

Eneza Foundation's mobile education platform has over 3 million users across Africa, 70% of which are from rural areas. An experiment providing access to a digital savings account to Kenyan households boosted high school enrollment by 5% to 6%, one-third higher than those without such access²⁴.

Mobile payments enable pay-as-you-go e-learning, allowing vulnerable or remote populations to access educational content digitally and more affordably. Digital finance can make education expenses more manageable for lower-income households and help schools and national education systems improve their financial management.

3.5K
entrepreneurs in Jordan
receive free online global
mentorship and digital
education tools





Digital access is the bedrock for financial, health, and education inclusion

Highlights

- Digital exclusion is now being recognized as an infringement of human rights leading to loss of access to social, economic, and financial systems
- Digitalization has enabled innovations that help mitigate the health, social, and economic costs of the pandemic
- The digital divide is increasingly being defined by people's inability to make meaningful use of connectivity

Inclusion into the financial mainstream, which also promotes access to effective health and education services, can only be enhanced by the fundamental or infrastructural availability of digitalization and digital devices that can access the online world.

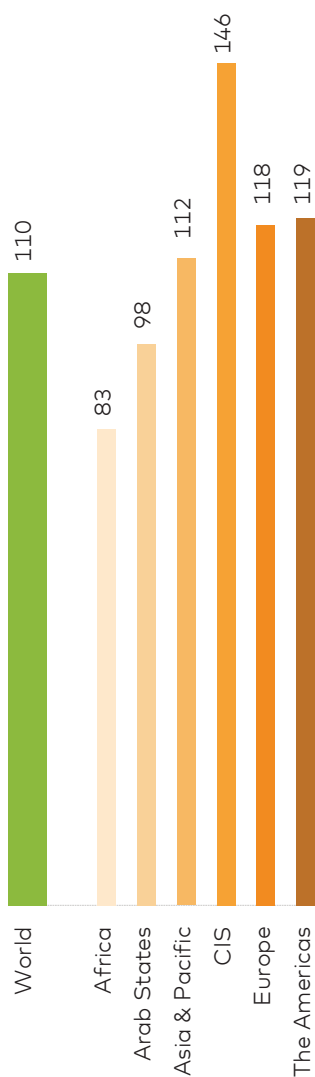
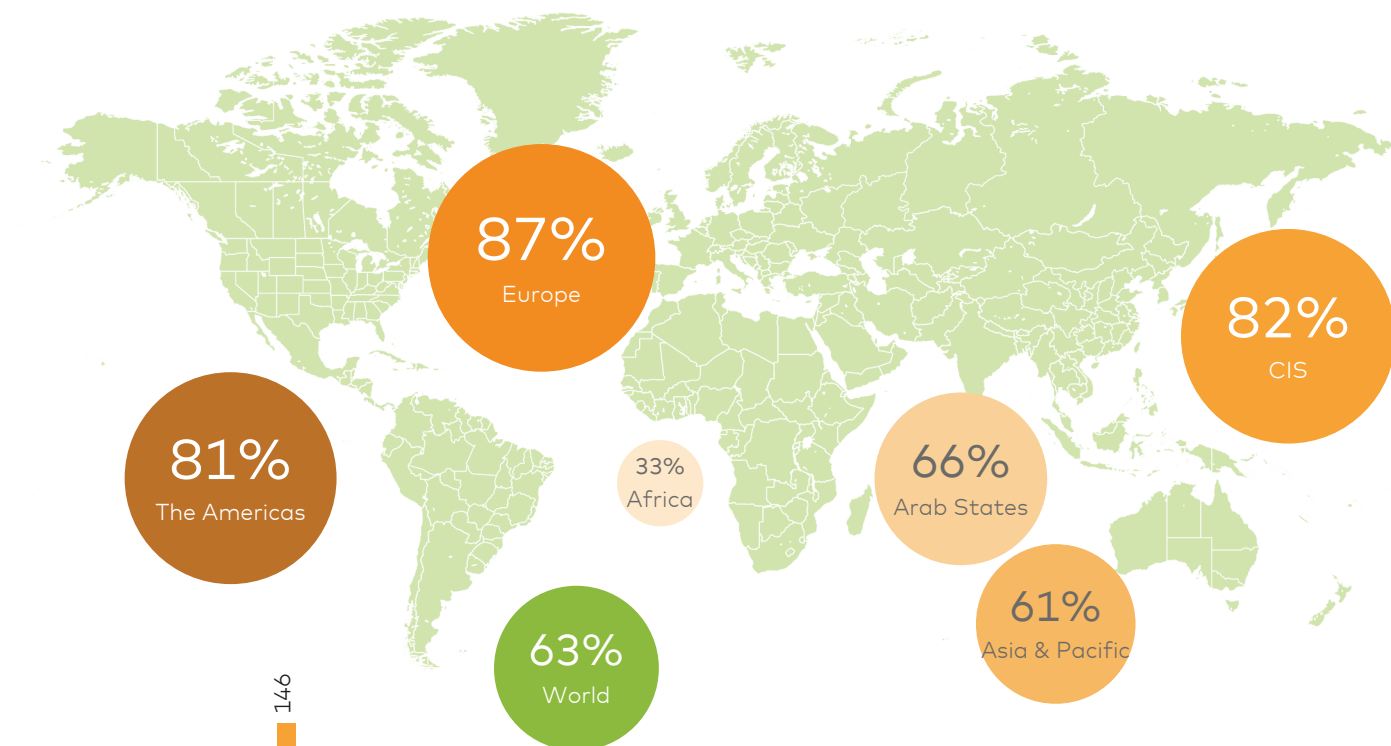
The "promotion, protection, and enjoyment of human rights on the internet" has been discussed by the UN General Assembly since 2016 when it recognized the gains of connectivity²⁵.

However, the urgency for adopting the internet and other digital tools for inclusion in all countries was underscored in 2020-2021 during the COVID-19 pandemic.

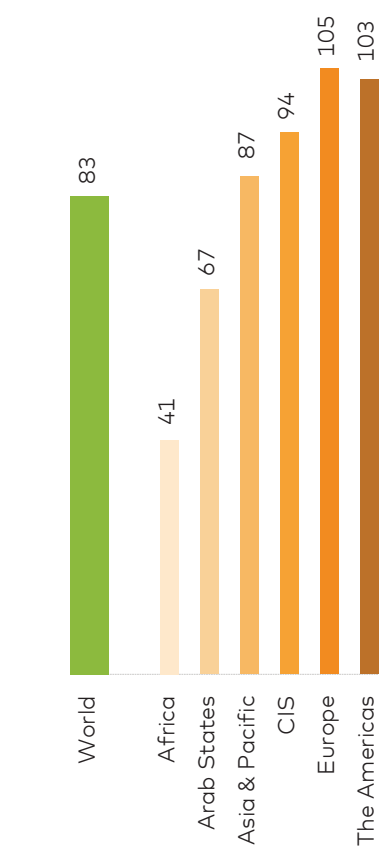
In June-July 2021, the UN Human Rights Council called upon governments to engage with civil society, the private sector, the technology community, and academia to maintain and enhance "efforts to promote access to information on the internet as one means of facilitating affordable and inclusive education, health, justice, and other public services."²⁶




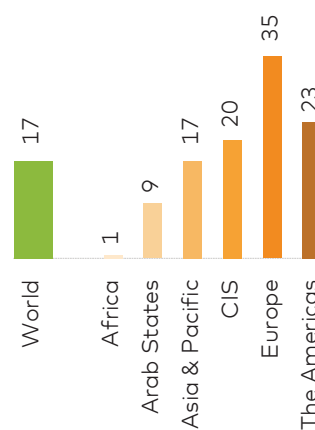
Number of individuals using the internet (as percentage of population, 2021)



 Mobile-cellular subscriptions per 100 inhabitants



 Mobile-broadband subscriptions per 100 inhabitants

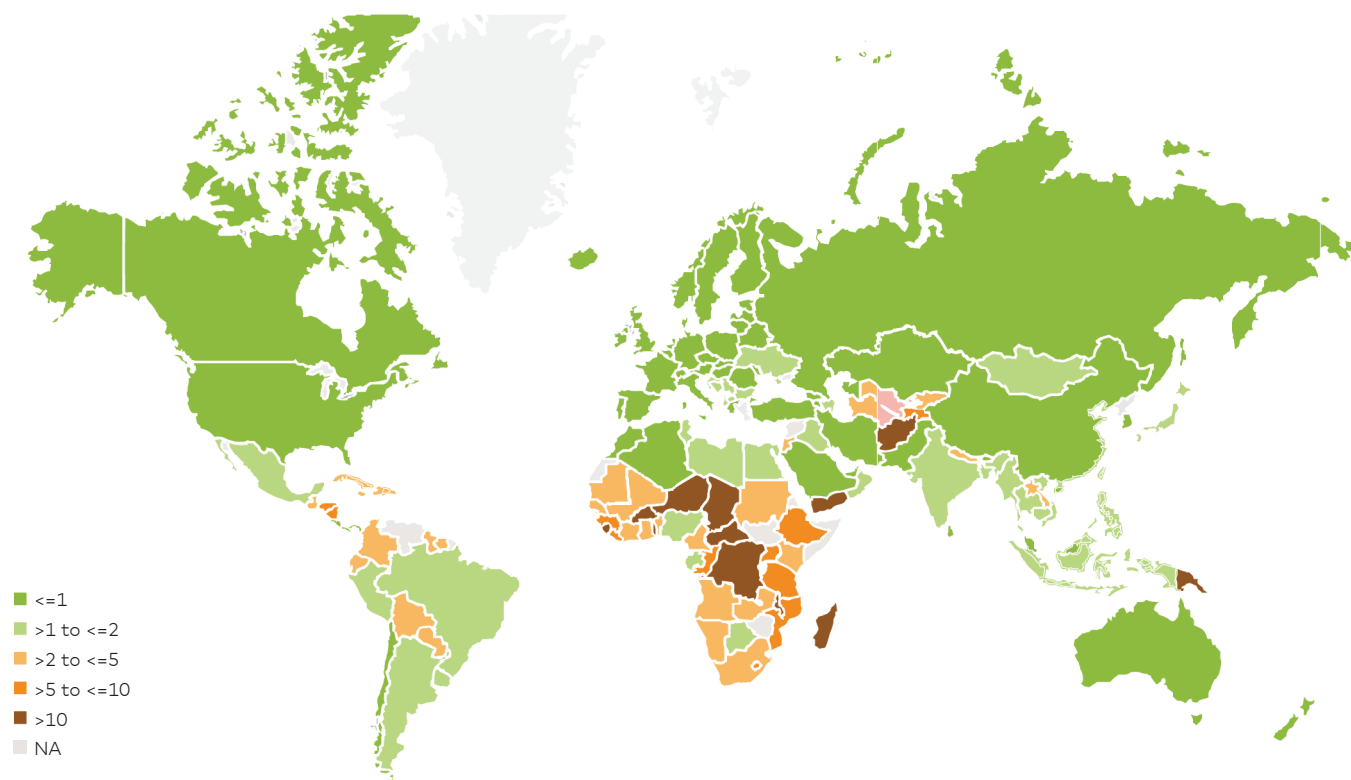


 Fixed-broadband subscriptions per 100 inhabitants

Source: Measuring digital development - Facts and Figures 2021 - International Telecommunication Union



Cost of a data-only mobile broadband package (% of GNI, 2020)



Source: Measuring digital development - Facts and Figures 2021 - International Telecommunication Union

Highlighting the role of data in inclusion, the resolution encourages "states and all stakeholders to share best practices on issues pertaining to bridging digital divides and enabling digital inclusion, including by collecting and providing public access to disaggregated data on access and use by disadvantaged persons or groups."

Digital inclusion, made possible by the use of connected devices, helps foster individuals' access to financial and other services, such as electricity, clean water, refrigeration, information, education, or loans. Bridging the digital divide is crucial to any country with a commitment to inclusion. Rural and urban low-income communities in particular stand to benefit from reliable and affordable internet access, which they currently lack. As digitalization gathers momentum as more users and organizations continue to use them after the pandemic, a digitally excluded citizens will find themselves at an even greater disadvantage. People without robust internet access are being left behind academically and economically.

4.9^B

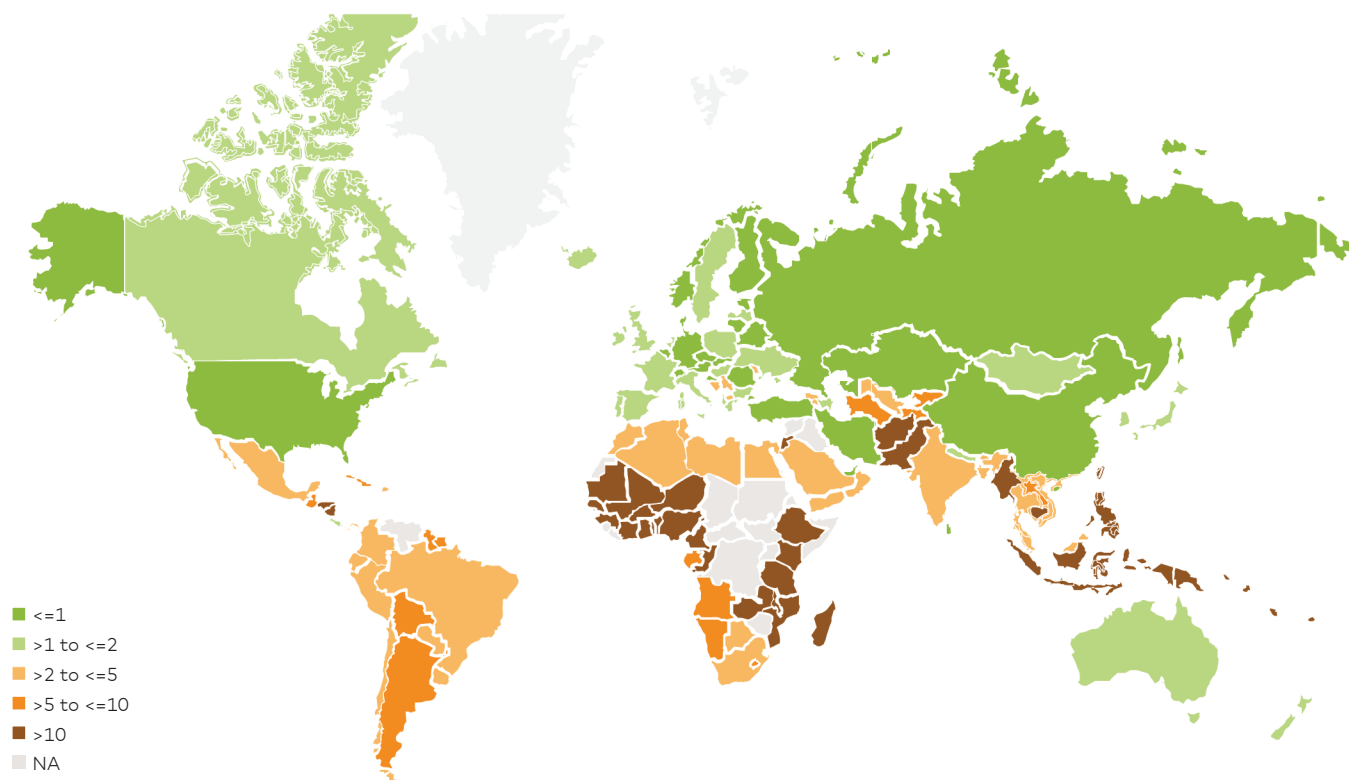
people used the internet globally in 2021, up from 4.1 billion in 2019

Data from 2021 shows that 29 billion people – 37% of the global population, 96% of which lives in developing countries – have never used the internet. However, the UN report also records a sharp increase in global internet use – from an estimated 4.1 billion in 2019 to 4.9 billion in 2021²⁷.

A significant portion of those who do have intermittent connectivity, have it on shared devices with compromised speeds. The digital divide has never been more felt than by children who have lost a year or more of education due to a lack of digital devices.



Cost of a fixed broadband package (% of GNI, 2020)



Source: Measuring digital development - Facts and Figures 2021 - International Telecommunication Union

95%

of the world's population lives within range of a mobile broadband network. However, affordability is key to digital inclusion

That means that roughly 63% of the world's population is now online, an increase of 17%. Internet penetration increased more than 20% on average in Africa, in Asia and the Pacific, and in the UN-designated Least Developed Countries (LDCs)²⁷.

The internet has been vital in helping maintain continuity in business activity, employment, education, basic citizens' services, entertainment, and socializing. Digital platforms and services have enabled innovations that helped mitigate the health, social, and economic costs of the pandemic and build resilience against future crises.

While the access divide is close to being bridged, with 95% of the world's population now living within range of a mobile broadband network, blind spots remain, the ITU says, highlighting the gaps in rural areas in particular regions.²⁷

There is a clear roadmap for stakeholders, united by the intention to facilitate and enhance inclusion, to develop multiple solutions focused on affordability and last mile coverage so that education, finance and health inclusion can be fostered via digital inclusion.



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Technology is the key driver of financial inclusion

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Authorship

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