



FINANCIAL INCLUSION INITIATIVES | 2015



Inclusion
Opportunity
Empowerment
Growth

message

Each year, we look forward to sharing with you our accomplishments and significant milestones in the area that is truly close to the heart of BSP – financial inclusion.

Our numbers tell us that more needs to be done. Accordingly, BSP has been diligently working to realize a more financially included Philippines. We believe that financial inclusion is not an illusory or insurmountable goal. We see policies, financial education campaigns and advocacy programs ushering the Filipinos, particularly the traditionally unserved, to the formal financial system. This equips them to seize economic opportunities and improve the quality of their lives.

We, together with other government agencies, took a deliberate approach toward inclusion by institutionalizing a financial inclusion strategy. Taking a step further, we are now working with the industry on the National Retail Payment System toward the creation of a safe, effective and inclusive retail payment system. We also conducted the National Baseline Survey on Financial Inclusion in the pursuit of a better inclusion landscape and in support of evidenced-based policymaking.

As we look back to what transpired in 2015, we are deeply humbled by the realization that behind these accomplishments, you, our stakeholders, remain actively involved in reaching the unserved. With this, the BSP thanks you for bringing us closer to our shared vision of financial access for all. In turn, you have the assurance that BSP remains committed in providing an environment and guidance that will help you in this important task.

Amando M. Tetangco, Jr.

BSP Governor and Chair of the Inclusive Finance Steering Committee

i n c l u s i o n

31.3%

of Filipino adults with account at a formal financial institution

4 out of
ten
save money

24.5% never
of Filipino adults saved

21

minutes

to reach the nearest
financial access point

65%

Cited lack of enough money as main reason for not
having a bank account

AWARENESS LEVELS OF FILIPINO ADULTS

98.3% **BANKS**

97.5% **ATMs**

30.5% **NGOs**

25.6% **E-MONEY AGENTS**

13.6% **NSSLAs**

47%
borrow money

86
percent
believe that access to
financial products and
services is important

63%

of cities/municipalities
with banking presence

87%

of cities/municipalities
with at least one
financial access point

49.3m

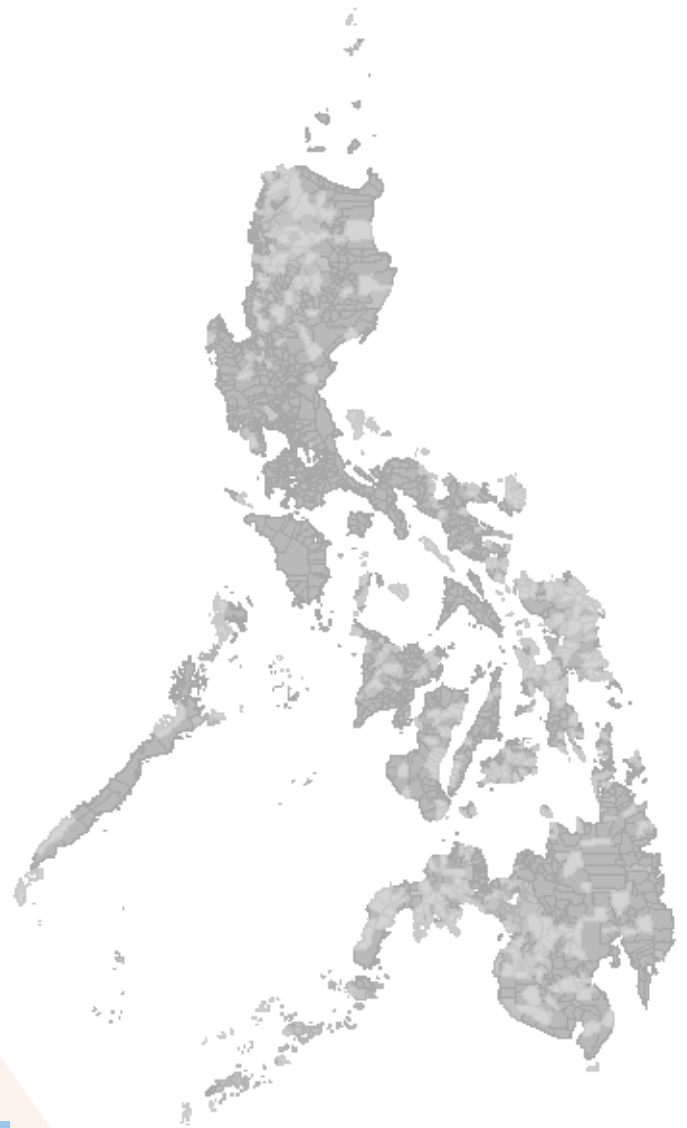
deposit accounts

39.2m

depositors

10,482
banking offices

16,316
automated teller machines



The BSP aims to be a world-class monetary authority and a catalyst for a globally competitive economy and **financial system that delivers a high quality of life for all Filipinos.**

initiatives



Policy and Regulation

National Strategy for Financial Inclusion

National Retail Payment System

Financial Inclusion and the Linkages to Stability, Integrity And Protection (I-SIP) Study

General Policy Work (e.g., microbanking offices, regional approach to unbanked areas)

Data and measurement

National Baseline Survey on Financial Inclusion

Infographics Training

Financial Inclusion Database and Spatial Maps

Financial Inclusion Reports

Financial Education & Consumer Protection

Economic Financial Learning Program

Essay Writing Contest on Importance of Financial Education

Financial Education Congress for the Youth

Project BRO (BSP Reaches Out)

Training of Trainers for the Field Implementers of the DSWD Sustainable Livelihood Program

Wealth Watch Book

Enhanced Consumer Assistance Desk

Consumer Protection Advisories

Stakeholder Engagement

Knowledge Exchanges and Study Visits

Participation in Global Financial Inclusion Discussions

Advocacy Programs

Asia Pacific Financial Inclusion Summit

Banking on Your Future: Kiddie Savings Program

BSP-BaiPhil Seminar on Personal Finance Management

Citi Microentrepreneurship Awards

Credit Surety Fund

CYFI Global Money Week

Forum on Housing Microfinance

Guro ng Pag-asa



1. policy and regulation

National Strategy for Financial Inclusion

The National Strategy for Financial Inclusion (NSFI) aims to ensure national coordination in the design, implementation, and monitoring of policies and programs supportive of financial inclusion. The NSFI is institutionalized in fulfillment of the Philippine Development Plan 2011-2016.

13 agencies

The NSFI is a comprehensive public document developed through a broad-based consultative process with private and public sector stakeholders involved in financial sector development. It aims to enable coordination among various public and private sector stakeholders and optimize collective efforts toward financial inclusion.

A total of 13 government agencies involved in promoting an inclusive financial system and serving underserved markets, collaborated in crafting the NSFI: the BSP, Commission on Filipinos Overseas, Cooperative Development Authority, Department of Budget and Management, Department of Education, Department of Finance, Department of Social Welfare and Development, Department of Trade and Industry, Insurance Commission, National Economic Development Authority, Philippine Deposit Insurance Corporation, Philippine Statistics Authority, and Securities and Exchange Commission.

12 meetings

The interagency committee has organized four (4) working groups focused on the key components of financial inclusion: (1) policy and regulations; (2) financial education and consumer protection; (3) advocacy programs; and, (4) data and measurement.

In twelve (12) meetings, the interagency working groups thoughtfully formulated and distilled strategic statements that form a major part in the NSFI. The groups mapped the agencies' various financial inclusion initiatives. This resulted in a document that substantiated the commonalities and interrelationships of the financial inclusion work across agencies, facilitated the identification of potential areas of collaboration and cooperation, and became the basis for the preparation of Tactical Plans to implement the strategy.

364 stakeholders consulted

The draft strategy was exposed to stakeholders through a series of regional consultations to collect comments and inputs. The stakeholders came from multiple sectors such as banks, cooperatives, civil society organizations, international development organizations, payment providers, and the academe, among others. The ultimate objective is to ensure that the NSFI is a product of collective and collaborative efforts.

The NSFI Regional consultations were held in Manila, Cebu and Davao on 20, 26 and 29 May 2015, respectively. The suggestions and comments gathered from the consultations were incorporated into the NSFI document.

364 stakeholders attended the consultations.

Strengths

- clear and focused objective
- consultative, participative and collaborative process
- facilitates a clear plan to monitor data and progress

Weaknesses

- sustainability and accountability
- involve the beneficiaries / target market in the consultation process
- address availability, sustainability and integrity of data

Launch of the National Strategy for Financial Inclusion



As a deliberate approach to generate greater public awareness and support for financial inclusion, the NSFI was launched last 1 July 2015. The interagency heads signified their commitment to the NSFI by signing a Memorandum of Understanding (MOU) during the event. A total of 904 attendees from various sectors witnessed the launch. Her Majesty Queen Máxima of the Netherlands in her capacity as the United Nations Secretary General's Special Advocate for Inclusive Finance for Development graced the occasion.

The Launch highlighted and marked the beginning of a collective journey toward increased access to effective financial products and services for all Filipinos. It generated significant interest from a broad set of stakeholders. There has also been notable private sector interest in the NSFI. The BSP has entertained several meetings focused on the NSFI in past months. The stakeholders expressed support to the NSFI implementation by aligning their initiatives with the strategy. There were also expressions of intent to be included in the NSFI process.

Moving forward, the interagency is working on the institutionalization of the interagency steering committee, and the NSFI working groups will finalize a harmonized and unified tactical plan, and develop a comprehensive implementing mechanism through a communication plan and adequate measurement and monitoring framework.



Key events during the visit of Her Majesty Queen Máxima



Meeting with President Benigno S. Aquino III



Meeting with Development Partners (UNDP, WB, etc.)



Field Visit (microfinance NGO branch and pawnshop)



Meeting on the National Retail Payment System



Meeting with the NSFI Heads of Agencies



Press Conference after the NSFI launch





National Retail Payment System (NRPS)

The goal is to create a safe, efficient, and reliable electronic retail payment system that is interconnected and interoperable. This promises increased efficiencies, greater opportunities for consumers and businesses, and increased access to financial services.

The NRPS framework defines high-level policies, standards and governance principles covering retail payment operations and infrastructures. It aims to fast-track the establishment of an effective electronic retail payment system, promote a “cash-lite” economy and ultimately improve the country’s economic competitiveness.

Digitizing retail payments is critical in the Philippines considering that 99% of payment transactions per month are done in cash, with businesses and individuals making only 1% and 0.3% electronic payments, respectively, according to a study done by the Better Than Cash Alliance.

The NRPS is positioned to facilitate the country’s transition from a cash-heavy to a cash-lite economy, eventually bringing material benefits for governments, the business and private sectors, even regular consumers and individuals – in terms of speed and efficiency of transactions, reduced costs, improved transparency, enhanced security, and expanded access to financial services.

This retail payment system will provide an effective platform upon which innovative digital solutions for financial inclusion can be delivered.

The BSP, together with industry stakeholders, launched the NRPS Framework on 09 December 2015 at the BSP Head Office Executive Business Center.

Financial Inclusion and the Linkages to Stability Integrity and Protection (I-SIP) Study

The Consultative Group to Assist the Poor (CGAP) together with the BSP conducted a study in five (5) identified policy interventions (i.e., Agri-Agra Law, MBO Policy, National Strategy for Microfinance, E-money Policy, Pawnshops Regulations) in the Philippines to examine the linkages and interplay among between financial inclusion, stability, integrity, and protection, in recognition that the I-SIP objectives are mutually reinforcing and interdependent.

The I-SIP study has been conducted in South Africa, Russia and Pakistan. The objective of the study is to equip policymakers with a framework to design and analyze policies in terms of its complementarities with other objectives and minimizing possible tradeoffs.

General Policy Work

The BSP formulated market-based solutions and policies that will broaden the products and services that can be delivered in unserved/underserved areas and encourage financial service providers to serve these markets.

In 2015, the BSP further refined the policy and regulatory environment for financial inclusion with the issuance of BSP Circular 868 on 26 January 2015. It effectively expands the activities and services allowable in MBOs and waives the payment of processing fees for banking offices that will be established in unbanked areas.

Another policy that is in the pipeline is the development of an agricultural value chain framework to help support small and medium enterprises particularly those in the agricultural sector.

Additionally, in recognition that there are regional differences influencing unbanked situation, an initial study on regional picture of the unbanked was conducted. Results show that policy initiatives can be localized. Consequently, the Financial Inclusion Index that will help monitor and identify geographical areas needing priority attention will be reported annually.

In recognition of the BSP's work on financial inclusion, the Economic Intelligence Unit's 2015 Global Microscope on Financial Inclusion ranked the country as first in Asia and third in the world in terms of regulatory environment for financial inclusion.

STRONG **COMPREHENSIVE**
DATA **AND** **MEASUREMENT**
FRAMEWORK
EVIDENCE **BASED** **RESEARCH**
ADEQUATE **MONITORING**
IDENTIFY **GAPS**
ESTABLISH **PRIORITIES**

2. data and measurement

National Baseline Survey on Financial Inclusion

The National Baseline Survey on Financial Inclusion (NBSFI) is a nationally representative survey of individuals that measures baseline financial inclusion dimensions (access, usage, quality) of inclusive products and services, which can be replicated regularly over time.

The NBSFI, conducted in the first quarter of 2015, is the first demand-side survey on financial inclusion that aims to gather data and information from the perspective of the actual and potential users of financial products and services. It endeavors to provide a more holistic picture of financial inclusion in the Philippines to facilitate monitoring of initiatives, identification of barriers, setting of targets, and crafting evidence-based financial inclusion policies.

Results of the maiden survey was launched alongside the NSFI and may be accessed at <http://www.bsp.gov.ph/downloads/publications/2015/NBSFIFullReport.pdf>. Deeper dives that will focus on specific areas or segments of the population will be started by 2016.

Geospatial mapping of Financial Service Access Points

The project, building on past work, aims to generate an interactive and expanded spatial mapping that includes all BSP-supervised bank and non-bank institutions, as well as other types of access points outside BSP supervision (e.g., cooperatives, microfinance NGOs). This shall increase public awareness of the availability/accessibility of access points in particular areas as well as support evidence-based policymaking.

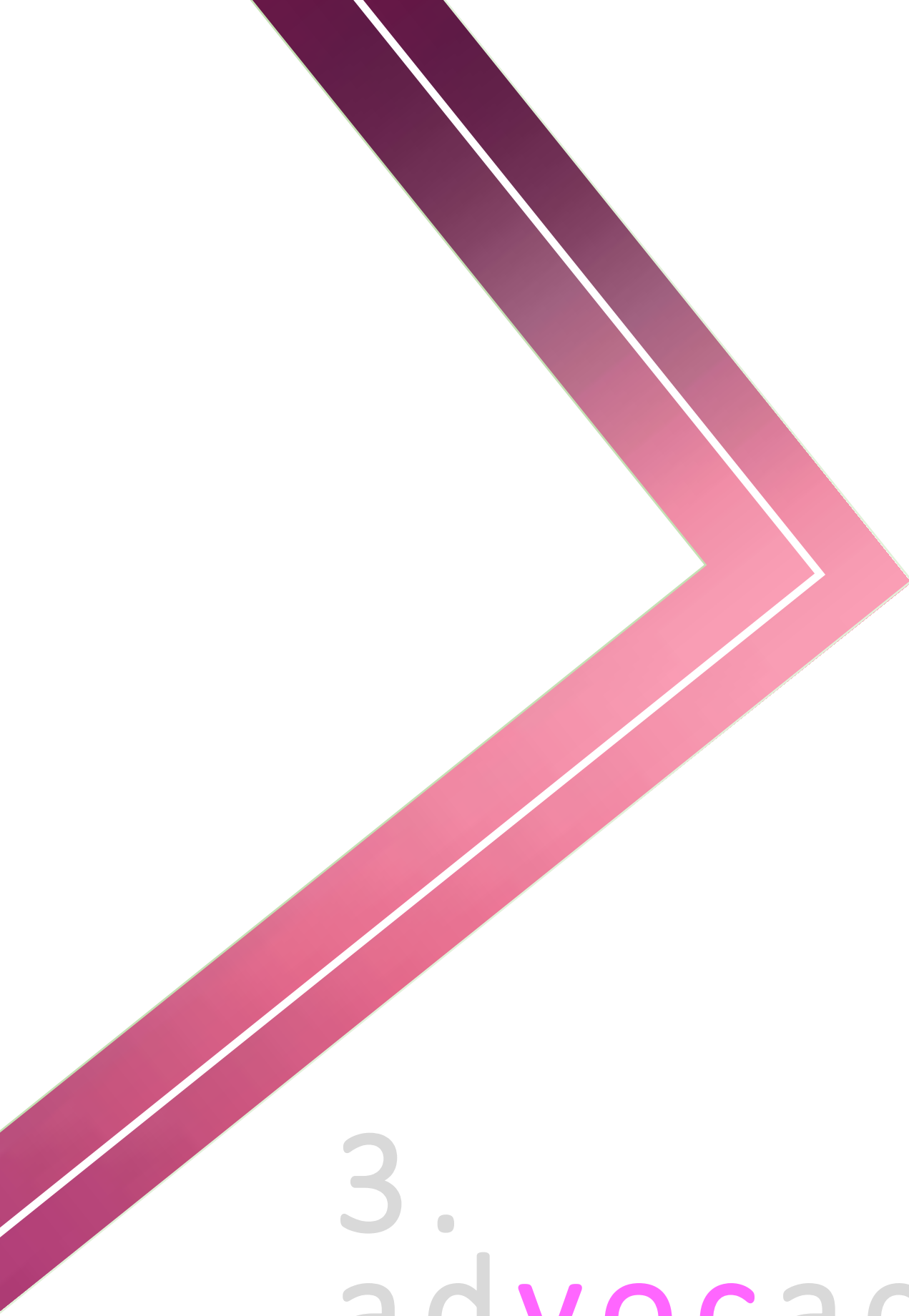
Financial Inclusion Reports

In 2015, the BSP continued to publish regular reports on financial inclusion to sustain past efforts.

The *Report on State of Financial Inclusion in the Philippines* provide an update on the various financial inclusion initiatives undertaken by the BSP and the general state of financial inclusion in the Philippines. The reports may be accessed here: http://www.bsp.gov.ph/about/advocacies_reports.asp.

The *Financial Inclusion in the Philippines* is a quarterly publication aimed to increase public awareness and appreciation of the BSP's initiatives in financial inclusion, the state of financial inclusion in the Philippines, as well as the new developments and emerging issues in both domestic and global contexts. The publications may be accessed here: http://www.bsp.gov.ph/about/advocacies_micro_FIP.asp.

A related infographics training facilitated by the UN Office for the Coordination of Humanitarian Affairs (UNOCHA) and coordinated by the BSP Inclusive Finance Advocacy Staff was held last 26-27 August 2015.



3. advocacy programs

Credit Surety Fund

The BSP continued to expand the Credit Surety Fund (CSF) Program, a credit enhancement scheme that aims to increase the creditworthiness of micro, small and medium enterprises (MSMEs) that are experiencing difficulty in obtaining loans from banks due to lack of acceptable collateral, credit knowledge and credit track record.

In 2015, the BSP spearheaded the launch of eight (8) new CSFs (i.e., Zambales, Cagayan, Nueva Ecija, Santiago City, Malaybalay City, Valencia City, Parañaque City, Cabanatuan City), thereby increasing the total number of established CSFs to 45 CSFs located in 30 provinces and 15 cities nationwide.

As of 31 October 2015, cumulative approved loans for 14,667 beneficiaries reached PhP2.065 billion, equivalent to a growth rate of 36% from the 2014 year-end cumulative approved loans of PhP1.523 billion. Of the total loan approvals, PhP1.799 billion was released to 14,650 beneficiaries. Outstanding balance is PhP528 million, of which PhP428 million is covered by the CSF.

Aside from credit enhancement, the other major components of the CSF is the Capability Enhancement Program (CEP) which aims to strengthen the skills of cooperatives and their member-MSMEs in the areas of

credit, management and finance to ensure the success and sustainability of the CSF Program. It has conducted free trainings to CSF member-cooperatives.

As a strategic advocacy for MSMEs, the CSF Program was presented at the APEC National MSME Summit entitled “Mainstreaming Philippines’ MSMEs in the Global Market” and APEC SME Finance Forum on 21-22 September 2015 in Iloilo City. It is also notable that the CSF program garnered a perfect score of 10.0 from the Institute for Solidarity in Asia, the Institute of Corporate Directors (ICD) and the National Competitiveness Council, which conferred the Islands of Good Governance award to the BSP on 20 October 2015 for achieving breakthrough results through good governance practices.

The BSP supported the approval of House Bill No. 6007 and Senate Bill No. 2909 which were unified by the Bicameral Conference Committee on 14 October 2015. The Credit Surety Fund Cooperative Act of 2015 seeks to provide for the creation and organization of the CSF cooperatives to manage and administer credit surety funds to enhance the accessibility of micro, small and medium entrepreneurs, cooperatives and non-government organizations to the credit facility of banks.

Name of Training under the CEP	No. of Runs	No. of Participants	No. of CSFs benefited
Credit Appraisal and Monitoring (CAM) Course	42	1,147	38
Appreciation of Financial Statements (until Yr. 2013 only)	26	821	27
Financial Management Seminar (Replaced AFS in 2014)	10	334	12
Risk Management Seminar (S started in 2014)	11	352	22
Entrepreneurship and Business Management	11	339	10

Asia Pacific Financial Inclusion Summit

In 27 to 29 October, the BSP hosted the Asia Pacific Financial Inclusion Summit. The summit was convened by the Citi Foundation, Financial Times (FT), and the Foundation for Development Cooperation (FDC) in partnership with the Banking With The Poor Network. Key stakeholders from various government agencies, financial services firms, microfinance institutions, non-profit organizations, and technology providers participated to discuss policies and learn about the latest national and regional initiatives focused on achieving greater financial inclusion in Asia-Pacific.

The inaugural summit, with the theme "Accelerating Financial Inclusion to Enable Economic Progress" served as the new platform for debate and sharing of knowledge and best practices.

Banking on Your Future Program

Recognizing the banking sector's reach and insights into savings promotion and money management in rural and urban communities, the BSP entered into an agreement with various banking associations to institute the "Banking on Your Future" (BOYF) program, which supports financial education by providing elementary school students with easy access to appropriate financial products.

The BSP and 12 major banks solidified this program by launching the "Kiddie Account Program" to promote the habit of saving regularly among Filipino school children. The BSP continues to monitor, coordinate and promote the BOYF and the Kiddie Account programs with help of Bank Marketing Association of the Philippines (BMAP) and Department of Education (DepEd).

As of September 2015, over 612,608 kiddie savings accounts have been opened. In 2015, 123,448 accounts were opened.



BSP - BaiPhil Seminar on Personal Finance Management

As a supplement to the financial education program for school children, the BSP, together with the Bankers Institute of the Philippines (BaiPhil), developed modules on savings, budgeting and basic money management for parents and teachers. The parallel seminar is designed to equip teachers with the skills to better manage their personal finances, lending them further credibility in the classroom. At the same time, it aims to reinforce lessons taught in school through the practice of these lessons in the home, with the support of parents.

Since 2010, the BSP and BaiPhil have conducted 61 seminars in different public elementary, high schools and Schools Division Offices in Metro Manila, as well as seminars in Pangasinan, Cavite, Cebu, Iloilo, Bulacan, Laoag, Kabankalan and Passi City. These seminars have accrued a total attendance of 7,069 people. Particularly, in 2015, nine (9) seminars, benefitting 1,256 attendees, were held.

The BSP, BaiPhil and DepEd, continue to discuss how to further enhance and improve the modules on credit management.



Child Youth Finance Global Money Week



In support of Global Money Week—an event organized by Netherlands-based NGO Child Youth Finance International (CYFI)—the BSP coordinated the participation of local students to network with their peers from other countries to engage children worldwide in learning about saving, entrepreneurship and how money works.

The BSP has taken advantage of the event to organize video conferences between local schools and foreign ones, in which participating students can compare experiences in saving and discuss methods for managing money. In 2015, students from Baguio City SPED Center and Butuan SPED Center exchanged knowledge with students from Russia.

Citi Micro- entrepreneurship Awards (CMA) 2015

The CMA, pioneered in 2002 and rolled-out annually, is an awards program that recognizes outstanding Filipino microentrepreneurs from across the country. It is conducted through the collaboration of the Bangko Sentral ng Pilipinas (BSP), Citi Foundation, and the Microfinance Council of the Philippines, Inc. (MCPI).

Officially launched last 22 May, the 13th CMA was held last 2 December, Wednesday, at the Assembly Hall A, BSP. A total of seven (7) outstanding microentrepreneurs were awarded: one (1) national winner, three (3) regional winners, and three (3) awardees for community leadership and agri micro-business.

Ms. Lydia Malot, manufacturer of nata de coco and other coconut by-products, was declared as the 2015 national winner. With a meager capital, she started production in 1993. With the help of microfinance, she now supplies to large canned food and juice producers in the Philippines, with promising prospects to export her products to the rest of Asia.

The event was attended by over 155 stakeholders from about 39 institutions.



Forum on Housing Microfinance

The BSP, together with MCPI, Socialized Housing Finance Corporation, Asia Pacific Habitat for Humanity International and the World Bank convened a forum on housing microfinance last 26 November 2015.

The event supports the current initiative of the House of Representatives and the Senate of the Philippines on “National Summit on Housing and Urban Development” that aims to address the critical need in the delivery of affordable shelter for the disadvantaged.

The forum served as a venue to thresh out issues and learn from experiences of major players in the housing sector and the challenges in access to finance. The event was participated by developers, community mortgage program initiators, and relevant government agencies.



Guro ng Pag-Asa

The Gantimpala para sa Ulirang Pagtuturo ng PAG-iimpok at Araling PanSalapi (GURO ng PAG-ASA) is a nationwide contest for teachers with exemplary methods for teaching lessons on saving, money management, and basic entrepreneurship. Held yearly since 2012, the GURO ng PAG-ASA is a product of the persevering collaboration between the BSP and the Department of Education to pursue innovative and effective financial education. The contest encourages a holistic approach to financial education—teachers are awarded not only for classroom sessions, but for projects involving parents, fellow teachers, local government units, and their communities at large.

The most recent iteration of the contest in 2015 added a category for sustained financial or entrepreneurial projects, called the Bida sa Pag-iimpok at Pangkabuhayan (BSP) Award, open to students and classes, teachers, and entire schools. The first winner of this award was a Grade 5 student from Santa Barbara Elementary School in Sta. Barbara, Iloilo.

The national winners, who were recognized in a ceremony held in the BSP in February 2015, came from Butuan City, Sta. Barbara, Iloilo and Baguio City—a turnout showing that excellence thrives in all reaches of the country.



Economic and Financial Learning Program (EFLP)



In 2015, the BSP continued to implement various component programs of the EFLP which target different audiences, in line with the thrust of the BSP to develop an inclusive financial system that reaches out to the broad segments of the population, including the unbanked and the underbanked.

Under the EFLP, various learning programs of the BSP were integrated to enhance their complementarities. For the year, the EFLP was comprised of the following component programs: 1) “Be Up to SPeed with BSP” Public Information Campaign (PIC) on the Role of the BSP in the Economy; 2) Financial Learning Campaign (FLC) for Overseas Filipinos (OFs) and their Beneficiaries; 3) Users’ Forum (UF) on BSP-Produced Statistics; 4) Conference on Gearing Up for External Competitiveness (CGEC); 5) Financial Education Expo (FinEd Expo); and 6) BSP-Department of Social Welfare and Development (DSWD) Training of Trainers (TOT) on Financial Literacy (FinLit) for the Field Implementers of the Sustainable Livelihood Program (SLP).

As of November 2015, the consolidated EFLP has been conducted 37 times, reaching more than 47,000 participants nationwide. Six cities—Sorsogon, Manila, Digos, Dipolog, Cebu and Ormoc— were covered to expand the reach of the EFLP.

Essay Writing Contest on Importance of Financial Education

The BSP thru the Financial Consumer Protection Department held its 2nd On-the-Spot Essay Writing Contest (EWC) for high school students in the National Capital Region (NCR) on 7 September at the BSP Assembly Hall.

With the theme, “Edukasyong Pinansyal para sa Kabataan Tungo sa Bansang may Maunlad na Kinabukasan,” the 2nd EWC aims to raise awareness among high school students and instill in their minds the importance of financial education in helping improve the quality of lives of every Filipino.

Sixteen (16) high school students from the 16 schools divisions from NCR competed for this year’s contest. Aside from cash prizes, the top 3 winners (student and school) were also awarded medals and plaques of recognition.



Financial Education Congress for the Youth (FECY)

The FECY is a one-day financial literacy culminating event for the youth that aims to promote awareness on the importance of financial literacy through a video contest. Aside from the video contest, there were lecture sessions and panel discussions on key messages and topics relevant to the youth and exhibitions on financial education initiatives of other stakeholders.



The event, held on 7 December at the BSP Assembly Hall, was attended by a total of 1,107 students from various colleges and universities not just from Metro Manila but also from the Northern and Southern Luzon provinces. Experts from banking and financial organizations and the two largest telecommunication companies as well as the BSP served as resource persons. The participants likewise learned about the financial learning initiatives of the BSP, its partner government agencies as well as financial institutions and telecommunication firms.

Project BSP Reaches Out (BRO)



BSP kicked off its first Project BRO in Davao City on 6 and 8 July. Project BRO aims to develop the habit of saving among Filipino kids and teens as well as improve the number of Filipinos saving in the formal financial system by promoting and influencing kids and teens to start saving early and save in banks. The target recipients are pupils and students from selected private and public elementary and high schools. After a 20-minute lecture on the concept of saving early, saving in banks and spending wisely, a Project BRO “alkansya” is distributed as the main instrument to be used by the program recipients to save and then save in banks.



The project is implemented in partnership with the BMAP and in collaboration with the Department of Education (DepEd). It complements the Bank on Your Future (BOYF) program of the BSP and BMAP.

For 2015, ten (10) Project BROs were implemented covering forty (40) selected schools in nine different cities (Davao, Digos, Dipolog, Iloilo, Bacolod, Cagayan de Oro, Cebu, Ormoc and Manila) and reaching out to a total of 65,600 pupils and students.

Training of Trainers (TOT) for the Field Implementers of the DSWD Sustainable Livelihood Program



The Department of Social Welfare and Development (DSWD) recognizes the delivery of the financial literacy sessions as very well suited to the objectives of the Sustainable Livelihood Program (SLP) and profile of the Pantawid Pamilyang Pilipino Program (4Ps) participants. The BSP-designed session modules were pilot-tested on 4Ps participants and field implementers of the SLP in 2013 and 2014, respectively.

In 2015, a “master” TOT was designed to be the last training conducted as a partnership between the BSP and DSWD. A total of 37 DSWD personnel who are in the position to echo the session and train their peers who interact directly with about 4.4 million 4Ps participants nationwide were capacitated. The master TOT is thus deemed a strategic intervention in ensuring program sustainability, consistency of messages and effectiveness of delivery of the BSP-designed financial literacy modules.

Wealth Watch Book

The BSP launched the Wealth Watch Book on 3 July at the 5th Floor Lobby of the Five-Storey Building, BSP Complex, in time for the BSP’s 22nd anniversary celebration. The Wealth Watch Book is a selection of the articles from the Weekly Wealth Watch (WWW) series disseminated bankwide from 27 September 2010 to 10 May 2013.

The book consists of seven (7) chapters that fuse together 39 articles that essentially reflect upon various issues affecting the reader’s personal financial well-being. Topics covered include financial planning, budgeting, saving, investing, banking, credit/borrowing, and consumer protection. The book is available for sale to the public for a minimal cost.



Enhanced Consumer Assistance Desk



The Consumer Assistance Desk (CAD) underscores BSP's commitment to consumer protection as a core function and an integral component of prudential supervision. This, along with the issuance of various advisories and intensified media campaigns, is part of FCPD's conscious effort to make itself more visible to the public so that more consumers would know of the assistance and services that it offers.

To date, a study conducted by the World Bank reveals that only 3% of those who encounter issues with their financial providers file complaints with the regulators. BSP's constant media engagement, consumer hotline and CAD seek to increase those numbers and make the public trust the regulator as their partner.

The CAD was relocated primarily to provide a more accessible site for the public to file complaints, submit inquiries, and/or seek assistance on their financial issues and concerns.

Consumer Protection Advisories

The BSP continues to issue advisories to inform the public of emerging financial consumer protection issues and provide advice on the corresponding appropriate actions. Greater awareness of the public of these issued advisories were made possible via the media exposure (TV, radio, print and online media) gathered through press releases.

In 2015, BSP issued advisories on the following: unsolicited text messages, phishing, banks' schedule of operations during the APEC Holidays, and authority of the collection agents to negotiate with card holders for new repayment scheme.

The BSP also issued memoranda on the prohibition of sending push messages or unsolicited text messages of marketing, loan offers and marketing to financial consumers, and on the conduct of on-site periodic assessment in accordance with regulations on financial consumer protection.

In 2015, the BSP, through the technical assistance of the Alliance for Financial Inclusion (AFI), completed the development of animated videos encouraging college students to save early and regularly and posters informing microentrepreneurs and the general public on how they can protect themselves from scams.

BANGKO SENTRAL NG PILIPINAS

ADVISORY AGAINST UNSOLICITED TEXT MESSAGES

The BSP advises the public that **UNSOLICITED** text messages on bank advertisements or loan offers or marketing are **PROHIBITED**.

Banks may **ONLY** be allowed to send advertisements, loan offers or marketing through text message **IF YOU REQUESTED** your bank or mobile phone network to do so.

If you receive an unsolicited text message, you should:

- STEP 1 STORE** → Store the text message and number of the sender
- STEP 2 FILE** → File a complaint to the National Telecommunications Commission (NTC) by accomplishing the Complaint page at <http://www.ntc.gov.ph/complaintpage2.php>
- STEP 3 REPORT** → Report the incident to the bank involved.

For further clarifications, you may contact the:
FINANCIAL CONSUMER PROTECTION DEPARTMENT
Supervision and Examination Sector
BANGKO SENTRAL NG PILIPINAS
5th Floor, Multi-Stories Building, BSP Complex
A. Mabini St., Malate, Manila 1004
E-mail address: consumeraffairs@bsp.gov.ph
Tel. No.: +6320708-7087



5. stakeholder engagement

Knowledge Exchanges and Study Visits

The BSP welcomed a total of 115 delegates from Egypt, Nepal, Bangladesh, Vietnam, Tanzania, Pakistan and various African countries.

Topics for discussion cover agricultural and rural finance, microfinance and financial inclusion.

Basel Consultative Group Workstream on Financial Inclusion

The Basel Consultative Group Workstream on Financial Inclusion was created to identify opportunities and challenges with regard to regulating and supervising banks/ deposit-taking institutions engaged in serving low-income and poor customers and consider cross-sectoral issues to form an overall risk picture on financial inclusion.

The Workstream is chaired by Deputy Governor Nestor A. Espenilla, Jr. with the Vice Chair from CGAP, Mr. Timothy Lyman. In January 2015, the Range of Practice in the regulation and supervision of institutions relevant to financial inclusion was published by the Basel Committee on Banking Supervision (BCBS). In December 2015, the Guidance Paper on Financial Inclusion was approved by the BCBS as a consultative document.



Participation in Global Financial Inclusion Discussions



The BSP has representation in all the Working Groups of the AFI that look at the critical aspects of financial inclusion such as digital financial services, consumer protection, data and measurement, small and medium enterprise (SME) finance, national strategy, and global standards proportionality.

AFI honored the BSP through Deputy Governor Nestor A. Espenilla, Jr. with the Peer Review Award for being the institution which participated as a reviewer in the most peer reviews, and the Next Generation Leader Award to Mynard Mojica of the BSP Inclusive Finance Advocacy Staff for having a delegate below 35 years old who is making the most substantial contribution to AFI Working Groups.

The BSP also remained as key contributor in the G20 Global Partnership for Financial Inclusion (GPII), and the ASEAN Working Committee on Financial Inclusion. The BSP likewise shared its experience in various forums tackling issues on national financial inclusion strategies, financial education, digital financial services, shadow banking, among others.



The BSP commits to pursue financial inclusion side by side with our role to promote financial stability.

Central to the realization of this goal will be the coordinated initiatives of financial regulators to encourage the roll out by the private sector of innovative financial products and services that are responsive to the requirements of the poor in a safe and sound and sustainable manner.

We will also massively expand the touch points of access to financial services of the Philippine archipelago, beyond bank branches through innovative channels like micro-banking offices, non-bank agent networks and a well-developed e-money ecosystem.

We will take proactive initiatives to ensure consumers are always adequately informed, protected and able to enjoy the full benefits of their financial access.

We will implement coordination with other financial regulators, price transparency, risk disclosure and fair dealing rules and standards in the delivery of financial services to the poor.

We will continue our targeted financial learning programs as well as our efforts towards a nationally coordinated consumer protection and empowerment program.

We also commit to take the necessary steps to build a comprehensive financial inclusion data framework to collect both supply and demand-side data that enable us to measure and monitor progress and provide the necessary input to inform evidence based policies and regulations for financial inclusion.

We commit to further enhance its knowledge, understanding and skills to deepen financial inclusion in the country.

- Lifted from the BSP Maya Declaration



Financial Inclusion Initiatives 2015

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