



Day 2, Session 1 - Welcome to Day Two

Roger Morier, Master of Ceremonies, The MasterCard Foundation:

All right. It really is good to see all of you here again this morning. We have to do a couple of things. We have a keynote speech coming up from the Governor of the Central Bank, John Rwangombwa. But before that, we have a few things to do.

One, is on your tables, you see the surveys, your feedback surveys, from yesterday, Day 1. The reason we put them out there again is that we asked you to fill out the surveys. There are 300 people in the room. We received 62 surveys last night. So, we would like you to take a couple of minutes now and please fill out your impressions of yesterday. Remember what happened yesterday? There's a listing of the various events. Which ones did you like? Which ones did you like a little less? If you have any comments. So, take a couple of minutes. If you haven't done it already, for the 62 people who have, thank you very much. But, for everybody else, please fill out the surveys.

While you're doing that, I'm going to come around and talk to you because, they asked me to come on the stage this morning and sum up what happened yesterday. I thought why should I do all the work? You're smart people. You can figure this out too. So, I'm going to come around and ask you one question at random. And that question is, "what is the one moment that you remember from yesterday? What is the one moment that marked you, that made an impression on you?" So, I'm going to come around and just talk to you while you're all filling out the surveys, because you're all in the mood of yesterday. Let me come around and talk to you and see. One thing that struck you about yesterday. One moment. What impressed you? Something that sticks in your mind. Okay? Let me come around.

Yes, Vicki.

Vicki Escarra, Opportunity International:

So, the one moment for me was in the opening remarks with Ann when she talked about this being a very disruptive time, which I think it certainly is in our industry. And that if we find a way to get the two billion people that are left without opportunities for financial inclusion, we can see an economic GDP growth of 6%, and it will create 95 million jobs. That was impressive.

Roger Morier:

From the McKinsey study, exactly. All right. Very good. All right. Anybody else? I'm going to pick some people who aren't putting up their hands, but let's do it with the hands first. Okay.

Sandi Roberts, Agriculture Development Company (AgDevCo):

The one point I got, is design context better so that your clients don't have to worry about the bandwidth.

Roger Morier:

Excellent. Very good. One more, all right.

Simona Haiduc, Opportunity International:

One big idea and line that I got from yesterday, one of the sessions, is that market would not evolve to your business model. So, you should get your business model to evolve to the market.

Roger Morier:

Yeah, I know that. I know that remark, as well. Who are you and what impressed you?

Robert Stone, Savings at the Frontier/Oxford Policy Management Ltd.:

It was Eldar Shafir's comment about the value of the bandwidth we free up by making people stop worrying about financial issues. The less time they have to go to the bank or worry, the more time they have to think about health and education. And, I knew that but I never thought that we need to bring that in. And, I was really interested in how the randomistas will find an RCT to test that. *[Laughter]*

Roger Morier:

Sounds like a challenge to me. All right. Anybody else? Okay. One moment from yesterday that sticks out in your mind.

Amelia Greenberg, Social Performance Task Force:

And, the one moment that sticks out is the image of the trains running through your head with all your worries in distracting you from what you're supposed to be doing.

Roger Morier:

Very good. More on behavioural science.

Juliet Munro, FSD Africa:

There were lots of moments that stood out for me yesterday. Again, another Eldar moment about sort of the context not just being about political country-based things, but the context in terms of the moment at which you're delivering the service that you're trying to deliver and thinking about it from a sort of micro context, not just from a macro context.

Roger Morier:

Very good, thank you. All right. What impressed you?

Paul Musoke, FSD Africa:

I think the statement from Rose Goslinga. She said it a couple of times yesterday, around how automatic data could be a value to help us reach more rural people and women.

Roger Morier:

Perfect. Very good, thank you. All right. So, who has something to say about yesterday, that struck them?

Renee Caho-Beroff, PAMIGA:

What I liked the most is Nick of M-Kopa because when he started, I thought he was an energy provider. And, at the end, he said that he is a financial inclusion person. So, that was quite striking.

Hermann Messan, UNCDF:

I realize the power of empowering, especially from the keynote speech. There was an energy that was...when you explain to a Black American or an African-American that he's as good as any other person, he can perform better, meaning that if we are able to explain this same to our women or to the low-income person, their performances in terms of providing or improving the living conditions can really be impacted powerfully. Thank you.

Roger Morier:

Really understanding your client and approaching them from their point of view, exactly. Very good.

Ross Nathan, VisionFund Rwanda:

What I liked is the comment about you need to invest to reap in data analytics. That was very powerful. Thank you.

Roger Morier:

And, you can use that now in your work, right? Exactly. All right. Anybody else have something memorable about yesterday? You're filling out the forms now. So, you should be reminded of everything that you were doing. All right? What do you remember? What's the one point.

Faith Chisulo, Tigo Rwanda:

Okay, for me, the topic on data. What was so striking for me was the discussion on data, using data to come up with informed customer value propositions, and the very important topic of protecting the data that the customer entrusts us with. So, client protection was also a big thing for me.

Roger Morier:

Very good. That trade-off between data acquisition and client protection, right? Privacy.

Roland Amoah, BFA:

What stood out for me was the absence of regulators in the room. And, I think given where we're going, particularly with data analytics and the regulatory environment that regulate how you access and process data, how you share data, data-sharing protocols, I think it's really important that we have a bit more regulators in the room and to engage them a lot more effectively.

Roger Morier:

Yes, the poor regulator was outnumbered wasn't she? We'll try and do better next year, as well. More regulators, exactly. All right. Anybody else?

Gerhard Coetzee, Consultative Group to Assist the Poor:

I agree with everything that's been said. But, the one thing that stood out for me is a very pragmatic thing where Nick you said to really make these things work, the technology is 20%, but operational is 80%. I'm just plugging our session for today because we're going to speak about it.

Roger Morier:

Thank you, young man. Very good. Keep the hands up. We have to stop soon, but I'm coming back.

Stanley Tsikirayi, Opportunity International:

What comes through for me yesterday was that 'partnerships' were coming through as a common theme. Partnerships, partnerships, partnerships, and there's about 300 of us here. So, if you all created these partnerships, and there's 300 of us here, how much more impact can we make? So, that stuck in my head.

Roger Morier:

Exactly. And, you're going to hear more about partnership today, later this morning or this afternoon, about creating partnership and the challenges of managing those things.

Ishmael Kwesi Otchere, Microfin Plus Ghana:

I was impressed on the issue of client protection, particularly from the point of view of the Malawi Central Bank, where a platform can have so many laws, they've also incorporated financial education. And, for me, that is very key because in Africa, in particular, you have so many laws. But, the issue is supervision and monitoring. So, the key issue is the client has to be educated to take informed decisions. And, for me, that was very important.

Roger Morier:

Very good, thank you. We take one or two more and we'll come to a close.

Teshome Dayesso, Buusaa Gonofaa Ethiopia:

Yeah. One thing that impressed me and I take back home is to have time for meeting with myself.
[Laughter] [Applause]

Roger Morier:

Self-meetings, I like that. Very good. Anybody else?

Sanjay Behuria, Livelihood BASIX:

I thought bringing an understanding behaviour towards customer centricity was unique and very important. I wish there was a bit of behavioural economics linked to the behaviour of human beings. Thank you.

Roger Morier:

Very good. One more final comment? No. Last chance. Going, going. All right, very good. Thank you.

The surveys that you filled out, you can just leave them on the table. They will be picked up at the coffee break.