

# From Financial Inclusion to Financial Well Being The Financial Sector's Evolving Role

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Role of financial  
inclusion

Challenges of  
digitalization

From FI to quality  
inclusion and FWB

GPFI work

Role of financial  
education

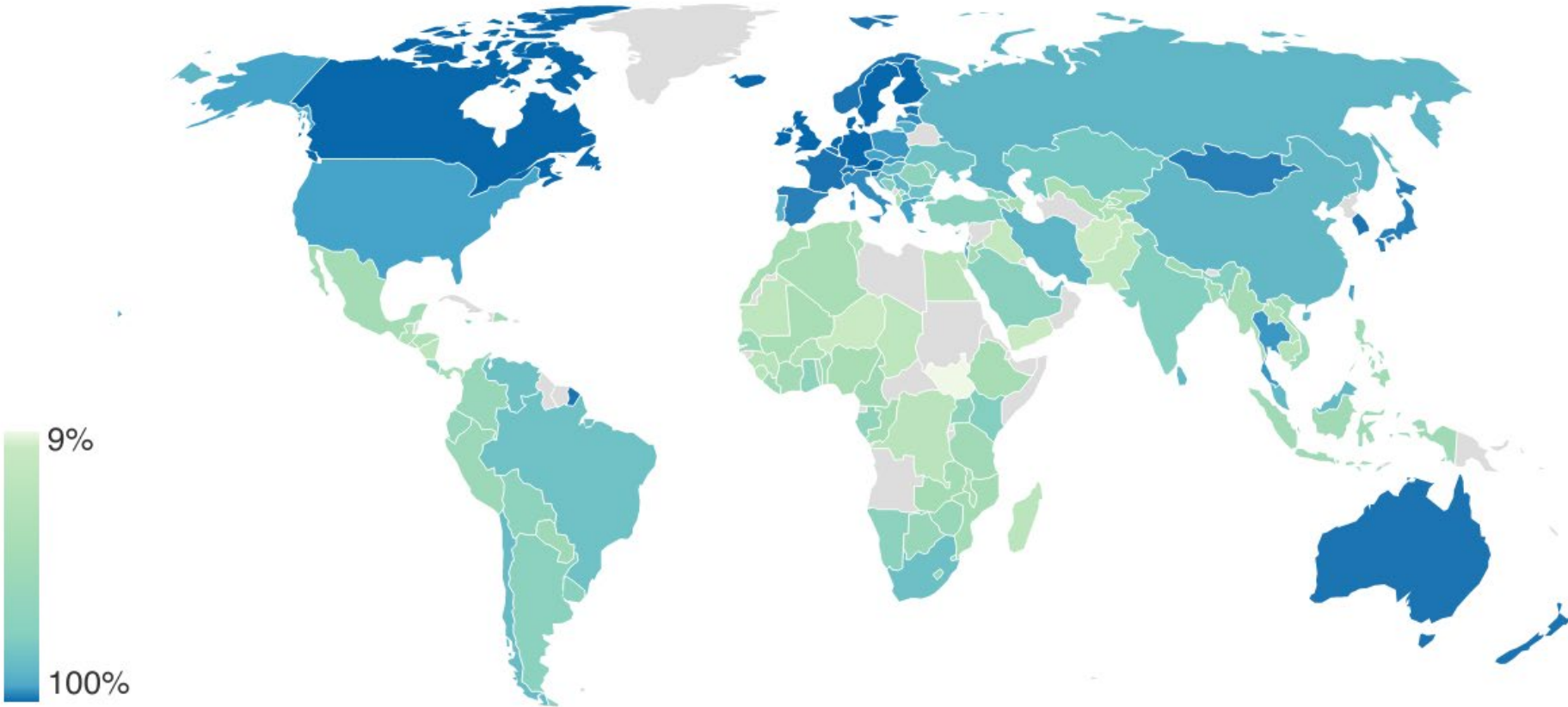
# Financial inclusion matters

To individuals

To countries



# Financial inclusion improved overall: from 51% with an account in 2011 to 76% in 2021 (role of digitalization)



GPII work on financial inclusion

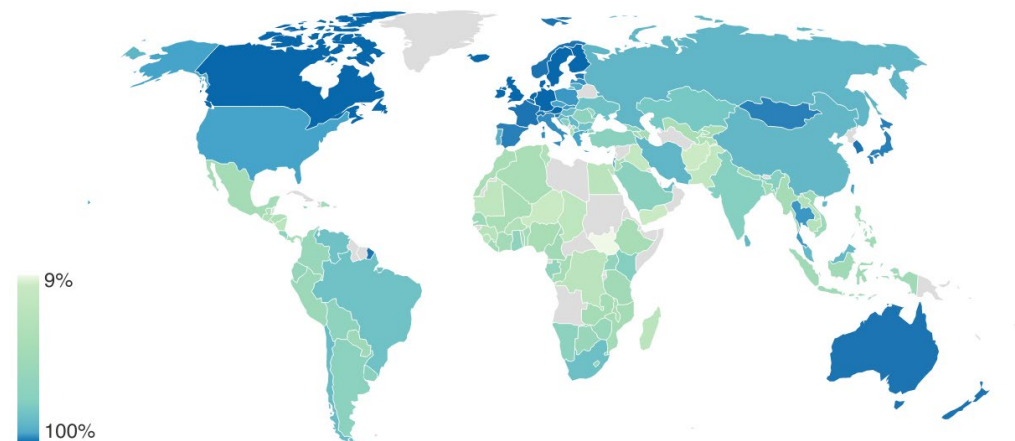


*Account Ownership in 2021 - Global Findex Database*  
Map: FinDev Gateway

**But... still 1,4 billion excluded, with important gaps within countries (vulnerable groups still excluded: women, rural areas, elderly, migrants..)**

Even in some developed countries, where «formal» inclusion close to 100%, there are many gaps:

- people with lower income/lower education
- people living in rural areas/smaller cities
- women, youth, elderly



Account Ownership in 2021 - Global Findex Database  
Map: FinDev Gateway



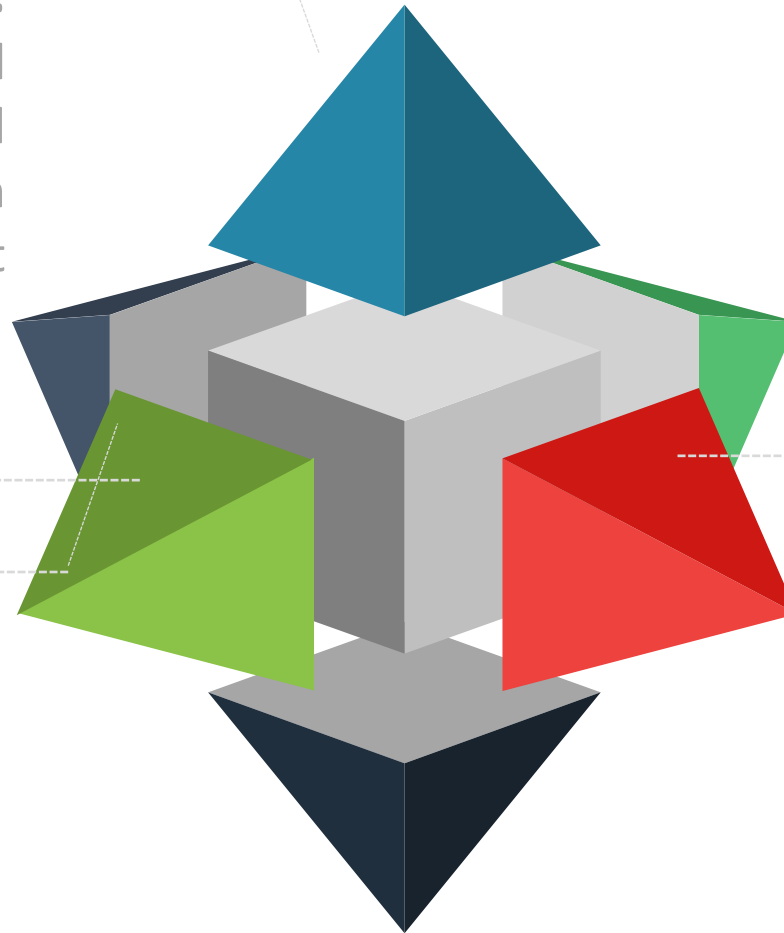
# But... even when inclusion is high, some potential negative consequences (especially for vulnerable segments)



# How to address these risks

Focus more and more on  
**«quality inclusion»**...  
which ensures that financial  
products and services offered  
to consumers are those in  
their interest

...identifying measures of  
**«outcome» of inclusion:**  
**Financial Well-Being**  
measuring that there are  
actual benefits of financial  
inclusion for users



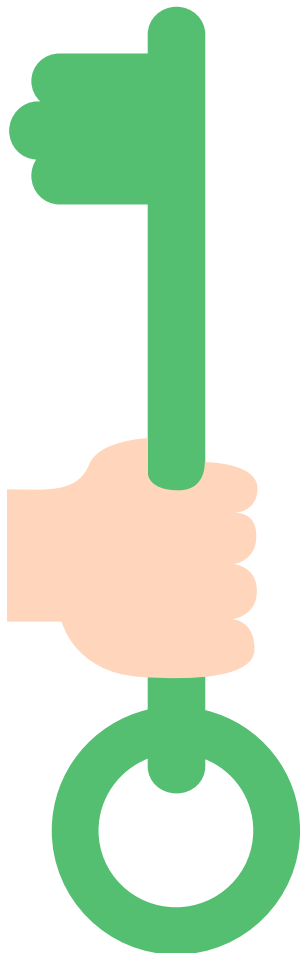
## GPFI

### GPFI work in 2024

- Work on “last mile” and quality inclusion
- Definition, framework and measurement metrics for FWB

# Which conditions favour quality financial inclusion?

Recent GPMI work



1

## Quality infrastructures

(examples from India, Brazil...)

2

## Govern innovation

(examples from various countries of payments regulation, or AI regulation; use of innovation hubs to support inclusion...)

3

## Strong consumer protection

(quality regulation, effective supervision, redress mechanisms; OECD FCPTF + FinCoNet)

4

## Digital financial education

(growing role to increase individual competences; OECD/INFE)

Need a  
combination of  
tools

# The peculiar role of financial education

In today's world, it is essential, combined with other instruments, which however alone are not sufficient to ensure FWB

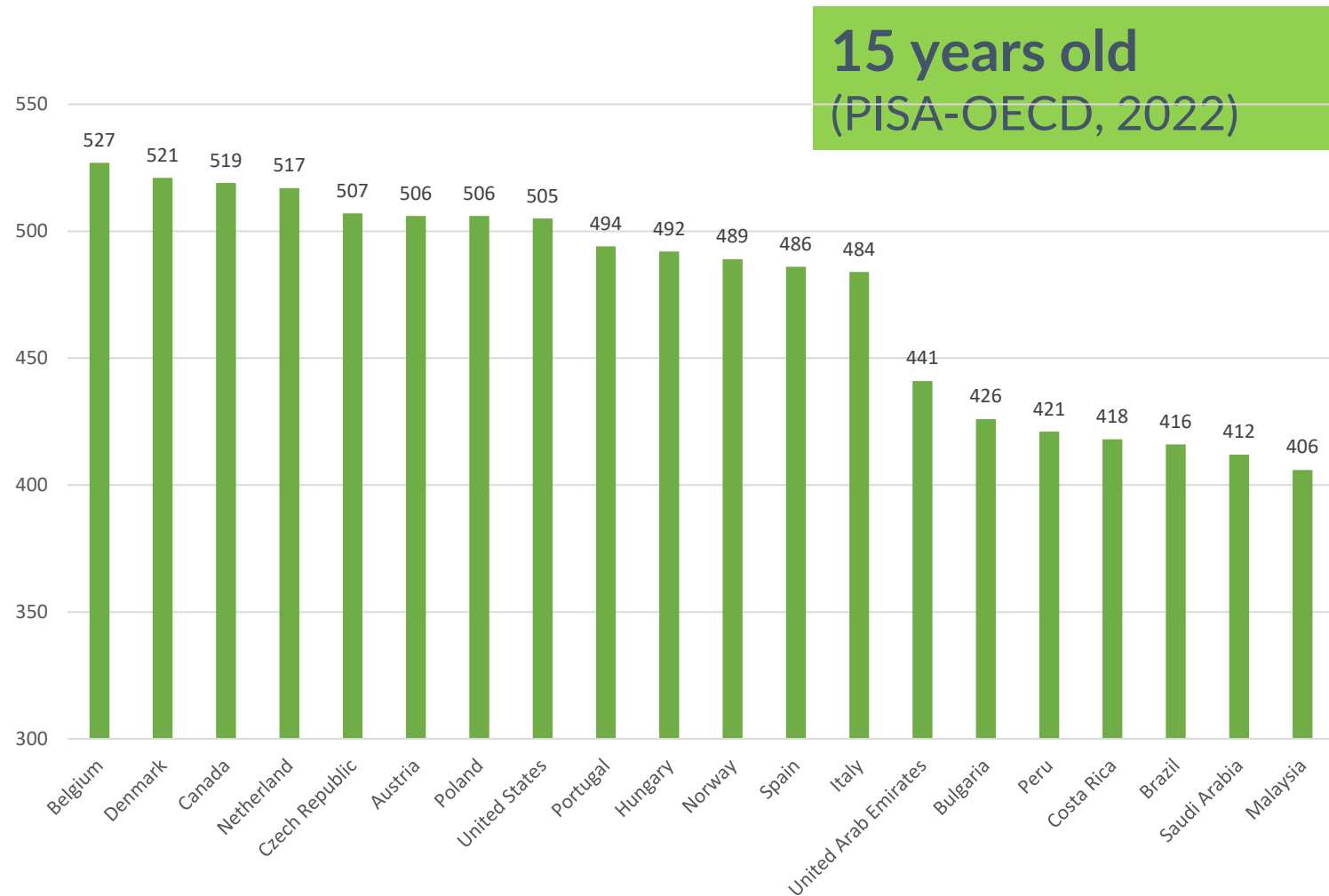


**a) Many choices are in the hands of final users** (day to day decisions, planning, use of different financial instruments, debt, invest, insure..)

**b) Need to read and interpret socio-economic context** (more and more important)



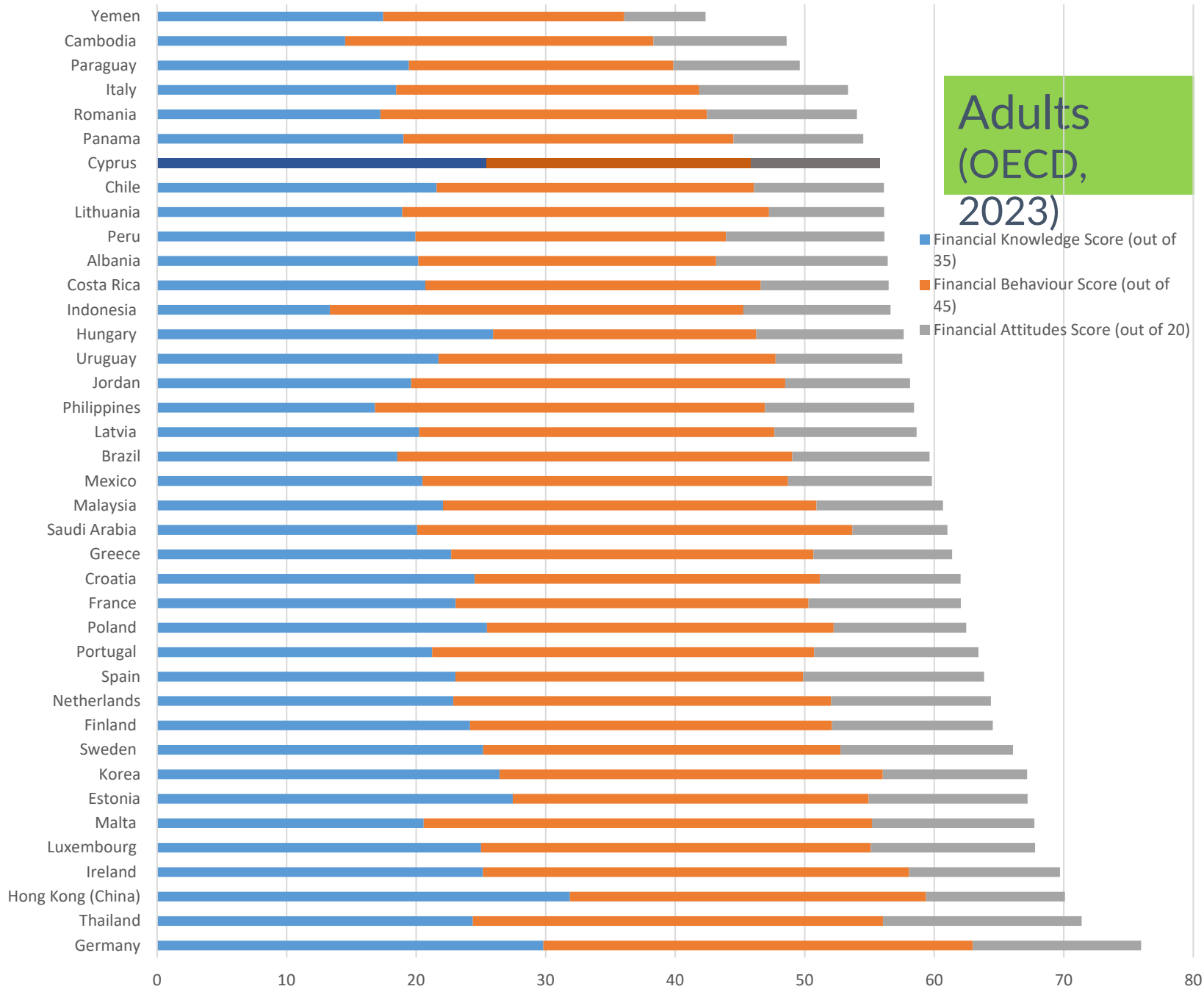
# Financial education: we need data to evaluate situations, characteristics, reasons



Huge variation. Higher where compulsory in school

- Relationship with ESCS
- Relationship with numeracy and literacy
- Gender gaps

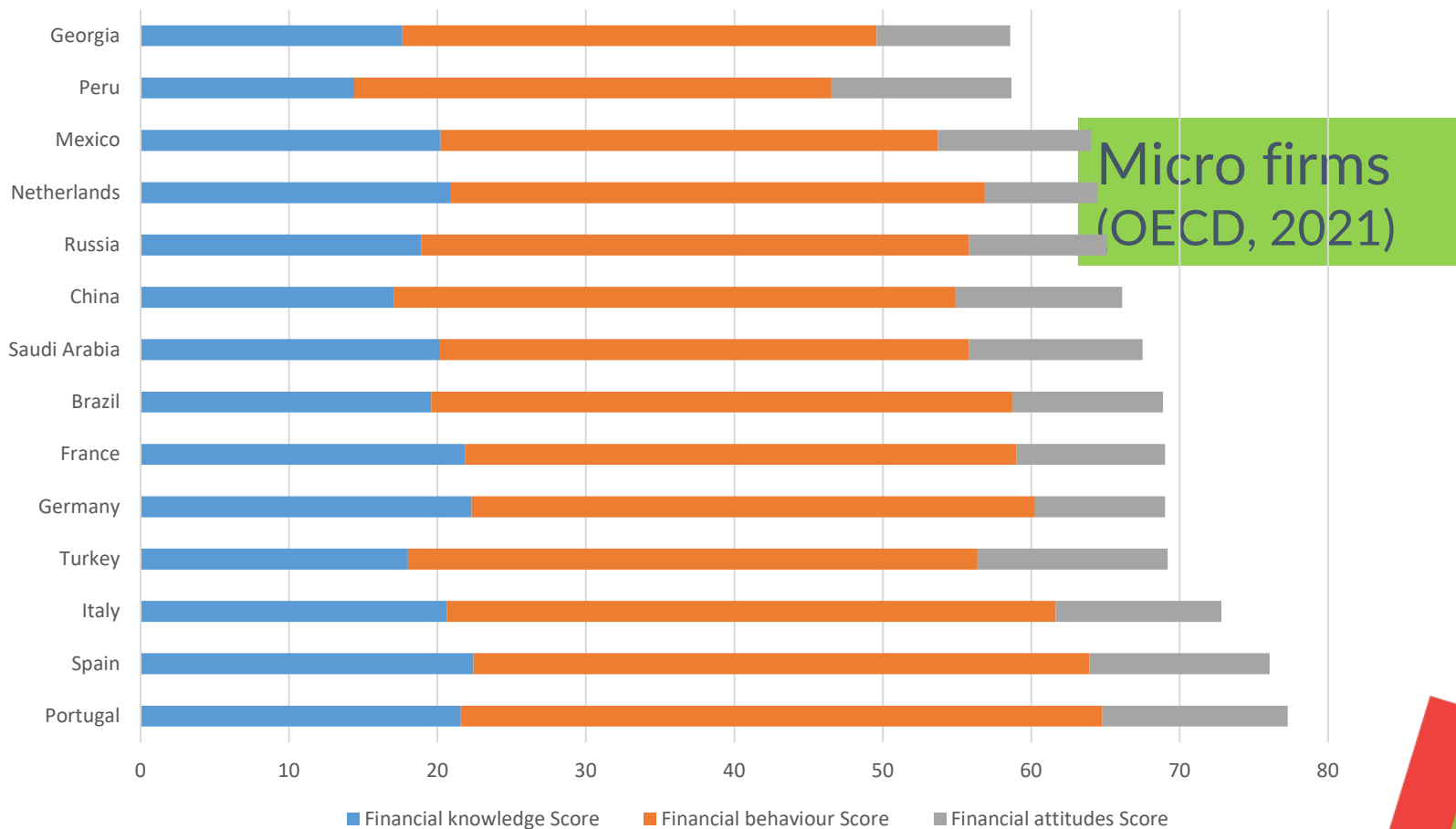




- **Wide variation but few countries with high levels**
- **Role of: education, age, gender, employment status, with different importance in various countries**

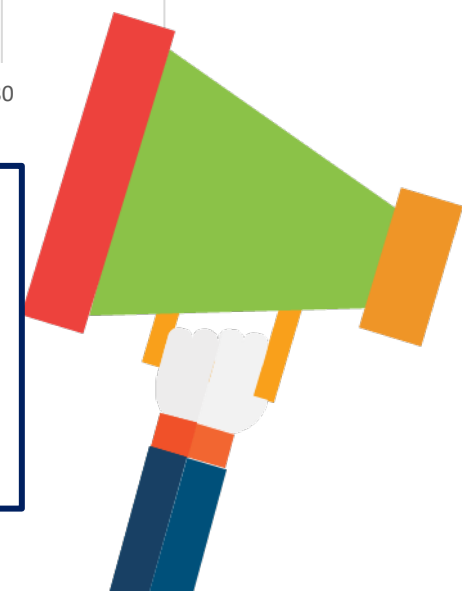


- More difficult surveys
- **Overall low levels**
- Impact on resilience (Covid), digitalization



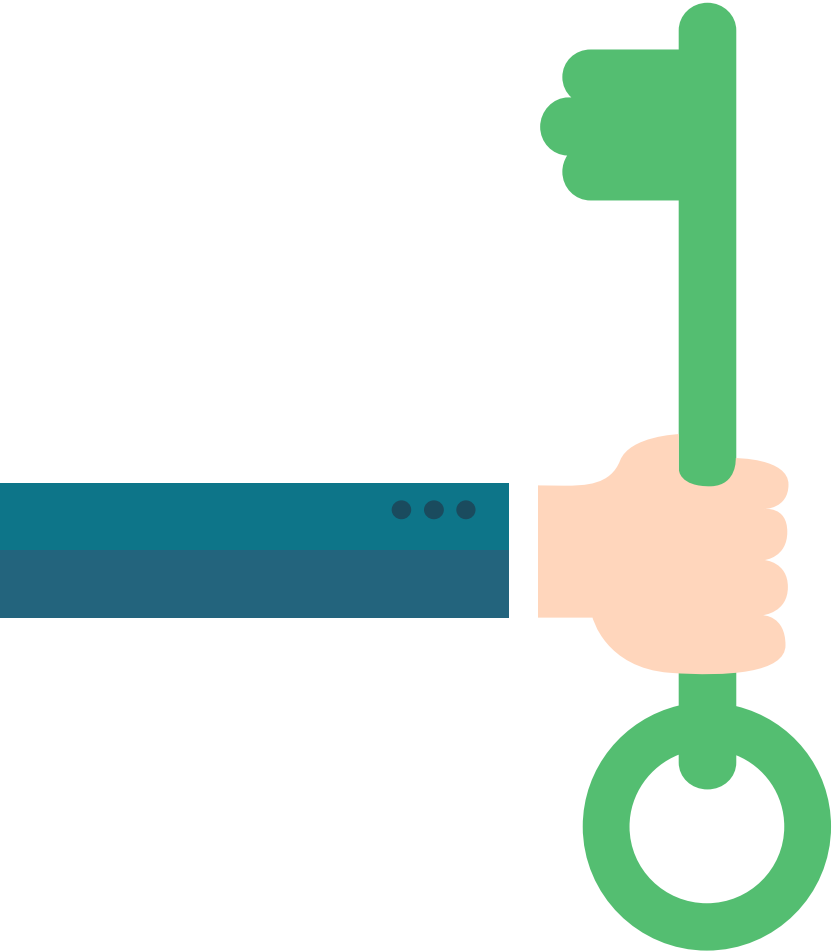
As a whole:

- Still few analyses comparing role of institutional factors (teaching in schools, role of social security systems...)
- Many analyses on role of individual factors: education, income, gender



# But evidence on challenges and best practices: what to do

OECD/INFE work and national experiences



1

### Reach wide audience

Ally with wide audience media (e.g., national TVs, traditional and social media) to offer simple and concrete messages

2

### Compulsory in schools

Reach students in schools in a structured way: solid programs, building some competences over the years (stand alone vs horizontal)

3

### Reach vulnerables

Alliances with intermediaries (charities, associations..) dealing with vulnerable groups: poor, women, migrants, elderly, disabled...

4

### Methodologies/language

Adapt approach, language and content to the different/specific groups (women, migrants, elderly, MSMEs..), starting with recognition of (possibly different) behavioral biases

## 5 Impact evaluation of programs and initiatives

Given the limited resources available, we need to focus on what works

Evaluation with solid statistic methods (randomized controlled trials), but also simpler methods



Much to do everywhere, but some indications are emerging...  
... we need to adjust rapidly to ensure a more just and equal world for all

Thank you!

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**Challenges of digitalization**

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