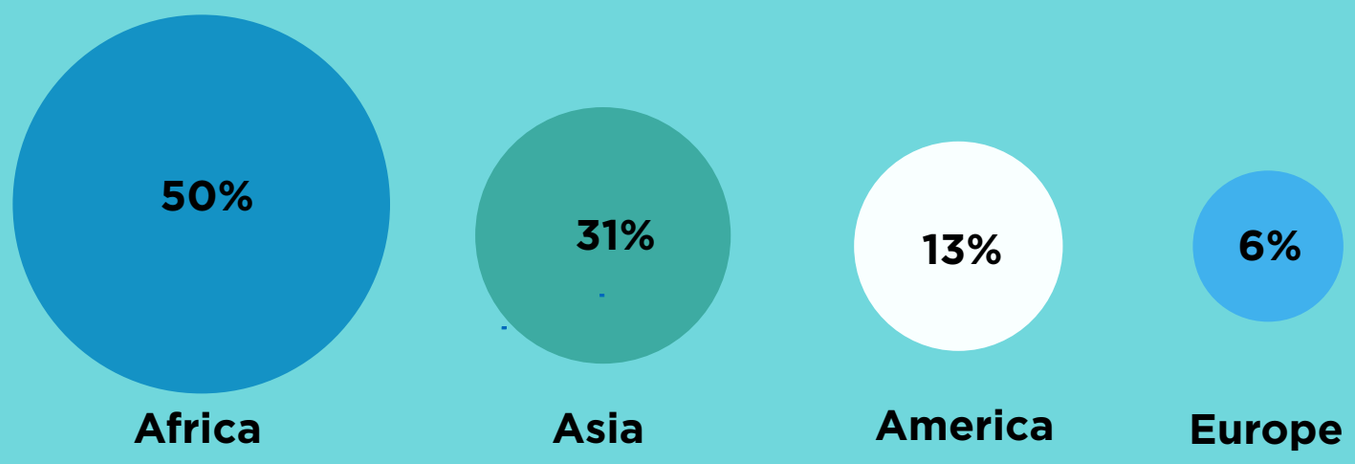
2024 Benchmark

# CONSUMER PROTECTION, FINANCIAL EDUCATION AND INCLUSION

# COULD YOU PLEASE INDICATE YOUR CONTINENT?:

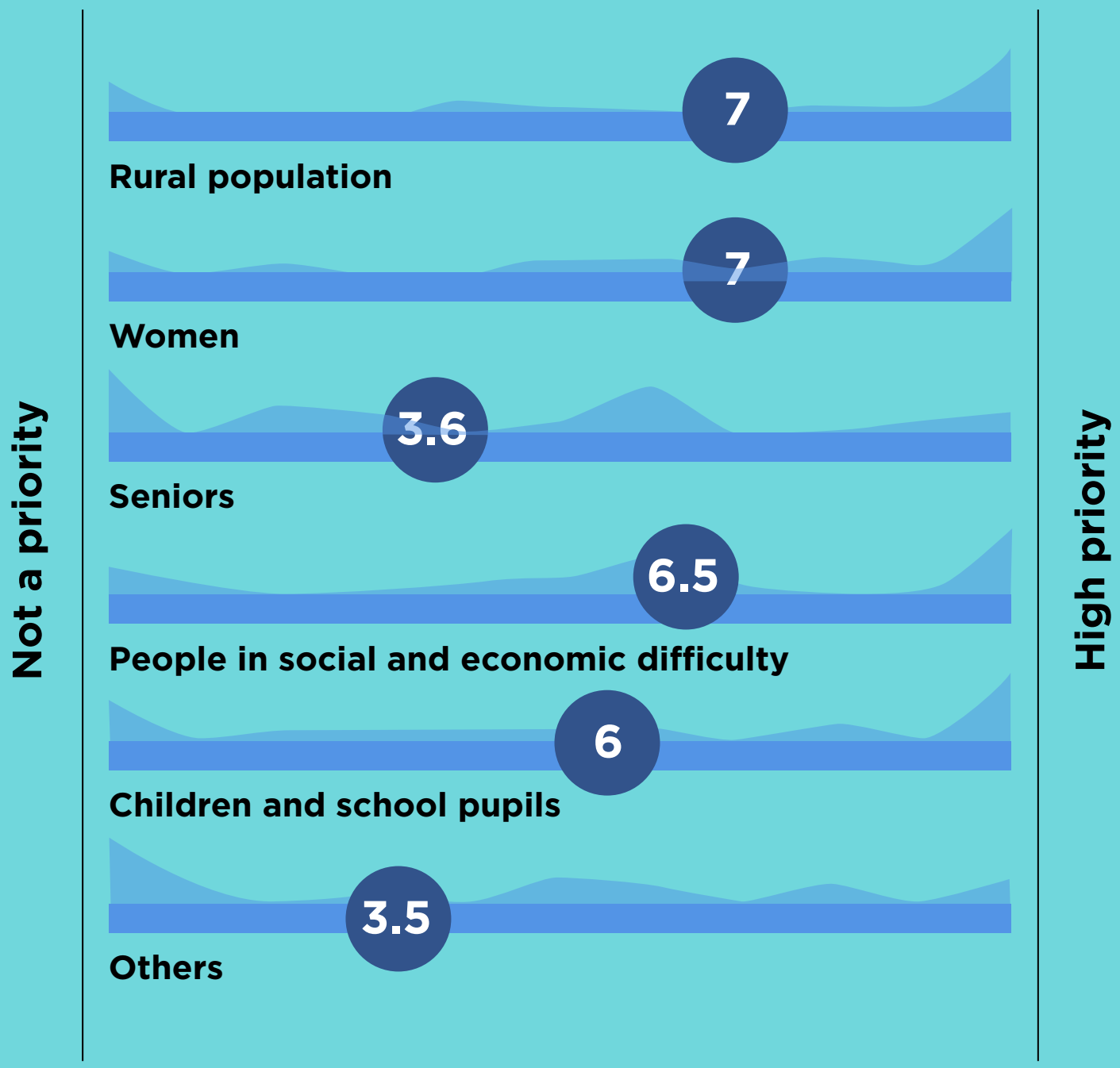



# HAS YOUR COUNTRY ADOPTED A FINANCIAL EDUCATION STRATEGY AS ADVOCATED BY THE OECD?

# HAS YOUR COUNTRY ADOPTED A SPECIFIC DIGITAL FINANCIAL LITERACY STRATEGY?

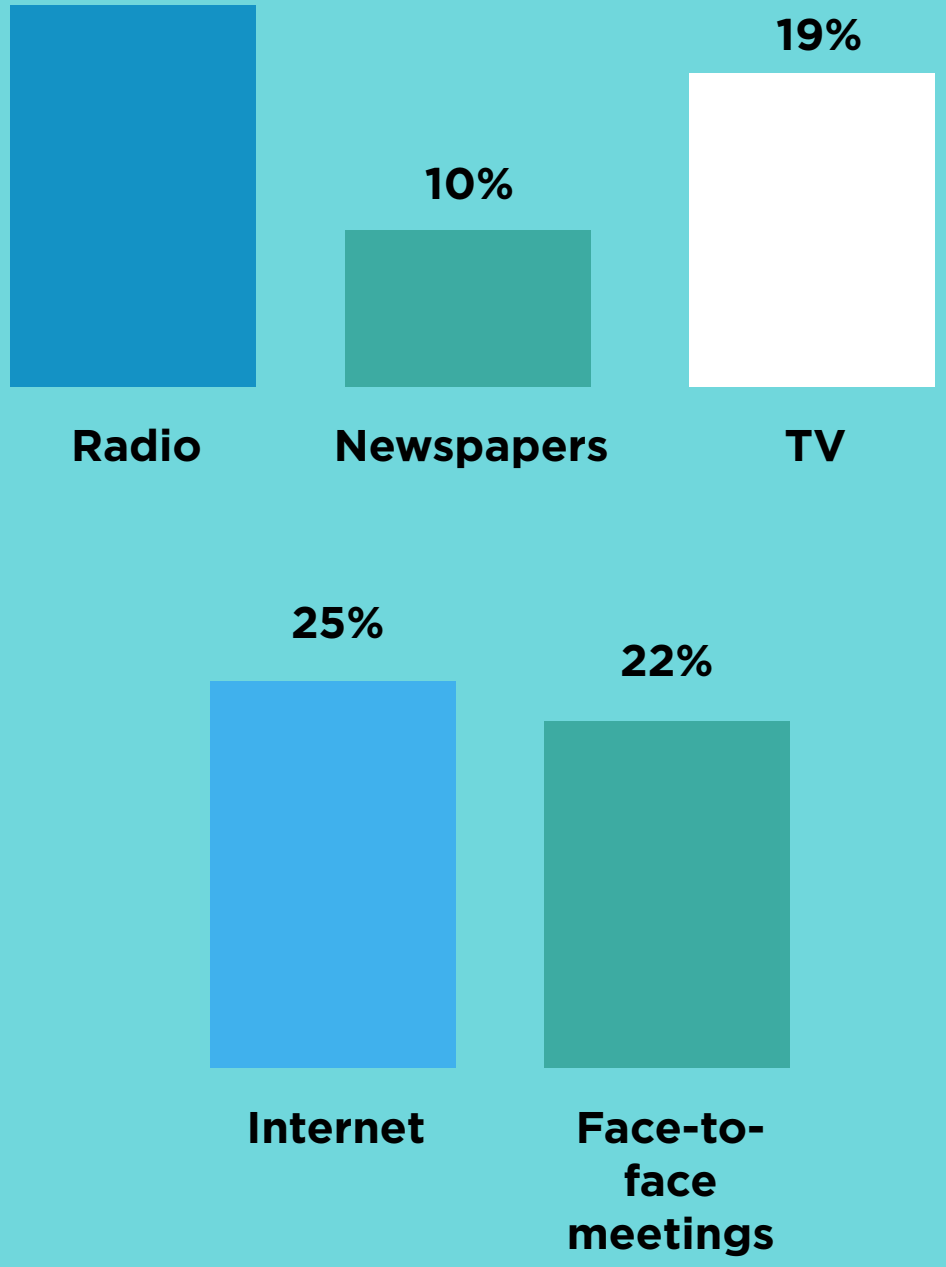
# WHAT ARE THE MAIN VULNERABLE POPULATIONS THAT YOUR FINANCIAL EDUCATION AND INCLUSION POLICIES SEEK TO PROTECT AND PROMOTE?

## ON A SCALE OF 1 TO 10 ; 0= NOT A PRIORITY, 10= HIGH PRIORITY



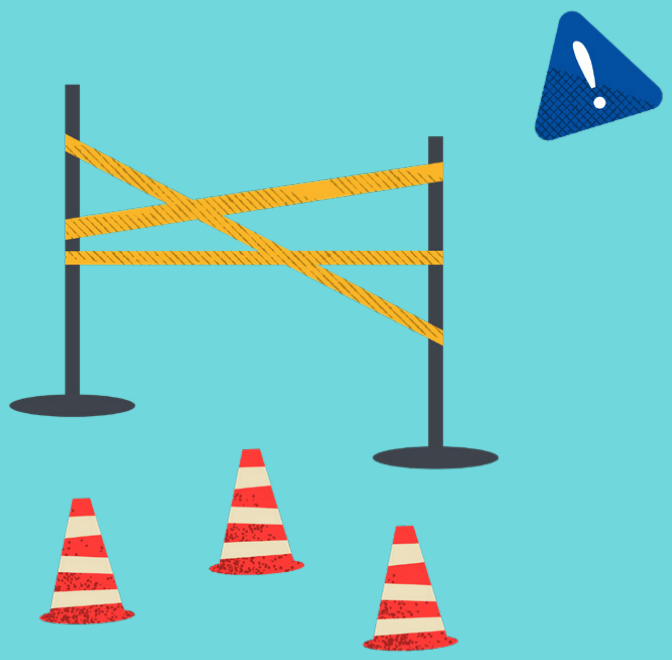

# WHAT CHANNELS ARE USED TO DISSEMINATE FINANCIAL EDUCATION IN YOUR COUNTRY?

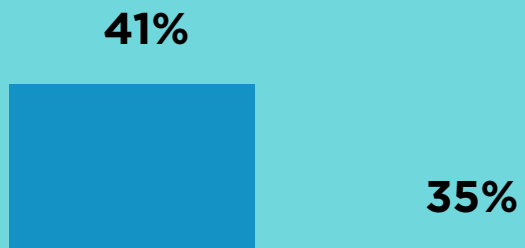
21%

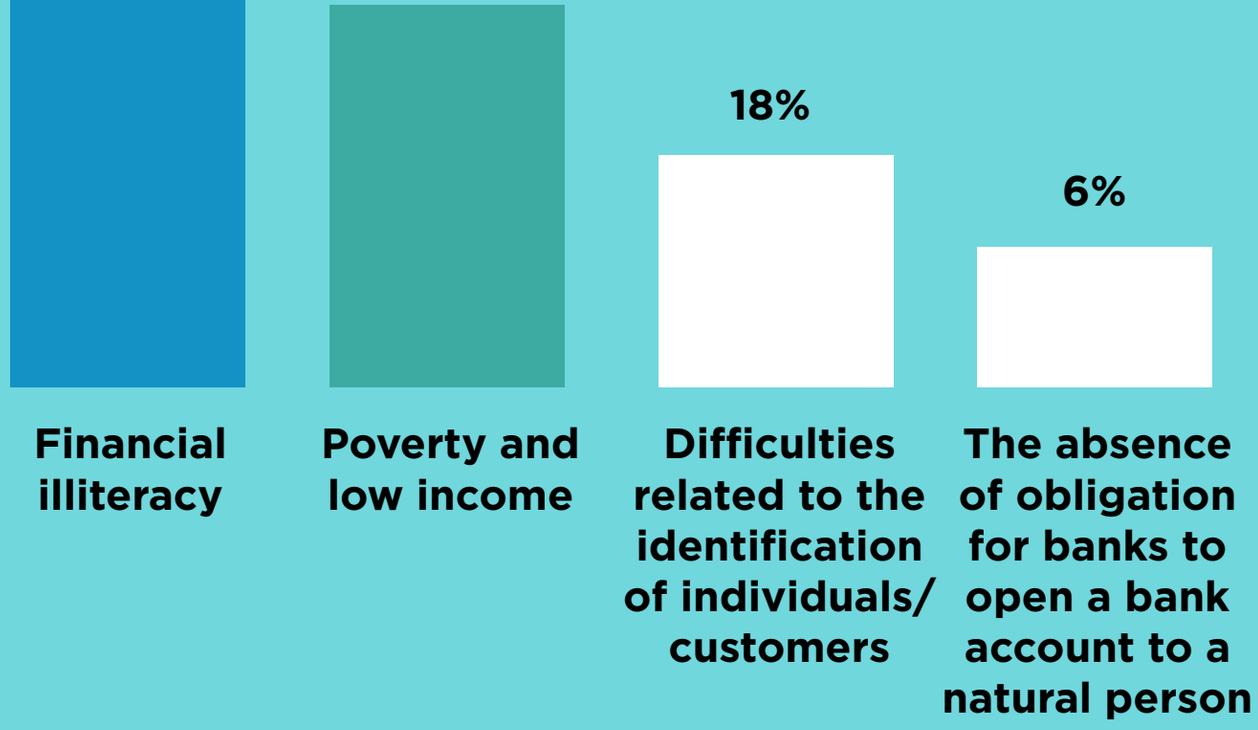



## DOES YOUR COUNTRY HAVE A PROCESS IN PLACE TO ASSESS THE IMPACT OF FINANCIAL EDUCATION ACTIONS ON THE LEVEL OF FINANCIAL LITERACY OF THE POPULATION?:

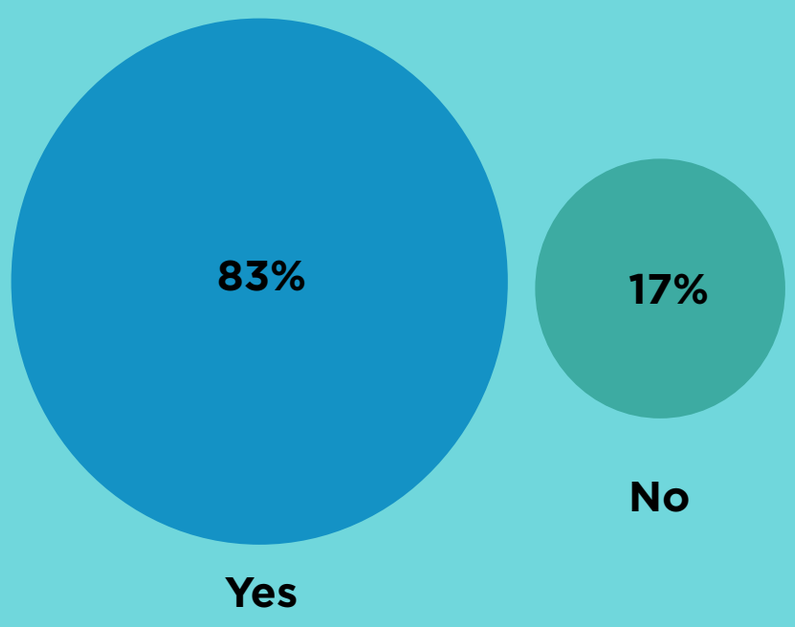
# WHAT ARE THE TWO MAIN OBSTACLES TO ACCESS TO BASIC BANKING SERVICES IN YOUR COUNTRY?:



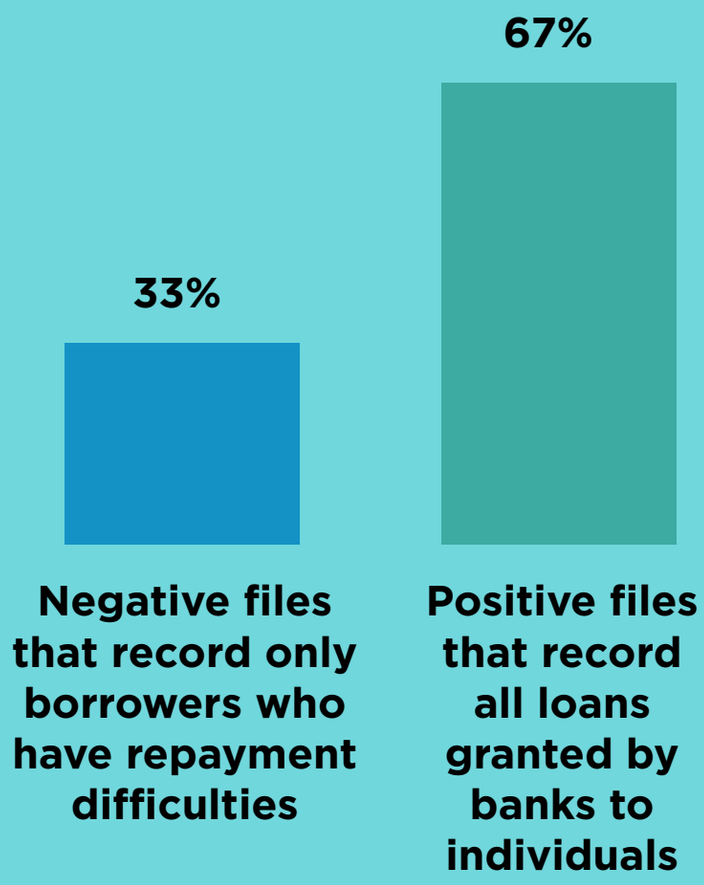





## ARE THERE ANY DATABASES OF INDIVIDUAL LOANS IN YOUR COUNTRY?:

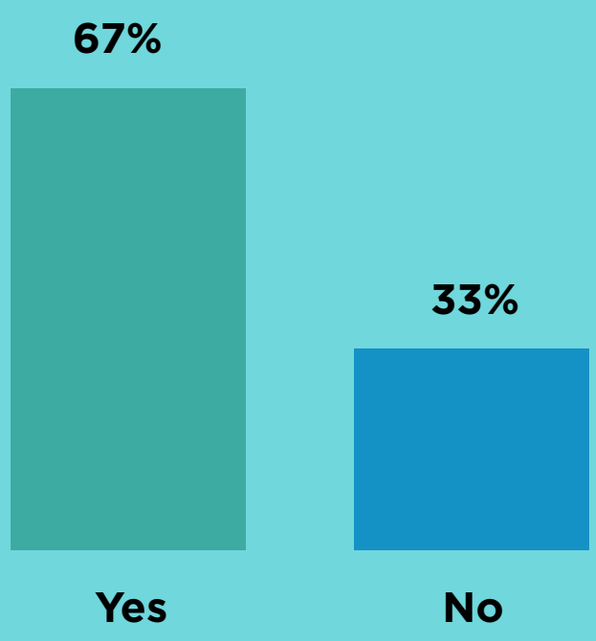



## WHAT TYPE OF CREDIT FILES/ CREDIT BUREAU ARE THERE IN YOUR COUNTRY?:

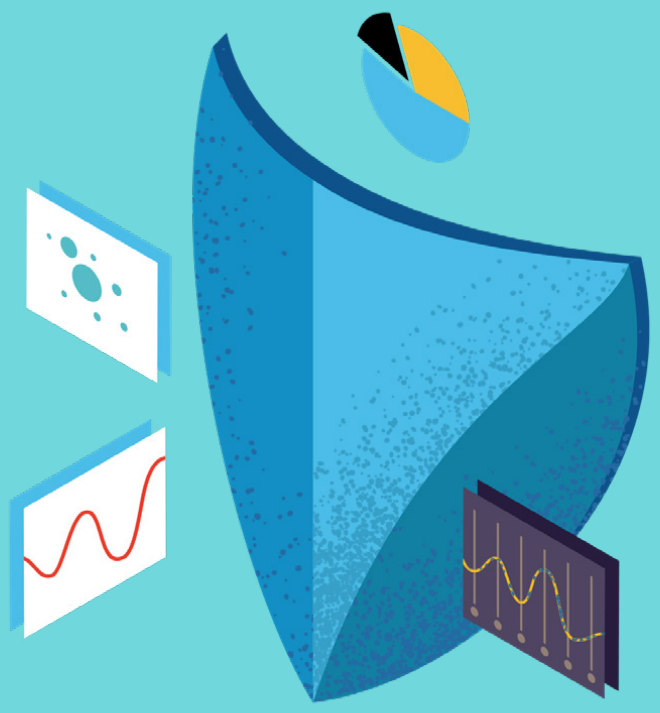


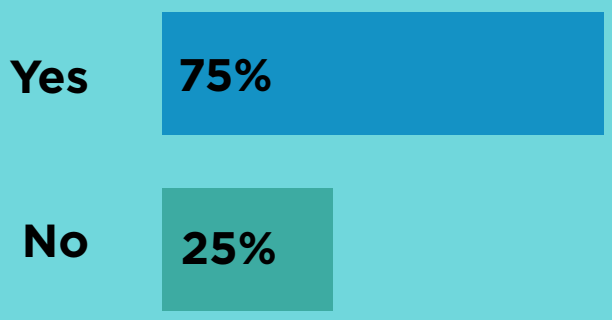

# WOULD IT BE GOOD TO CREATE A RIGHT TO A BANK ACCOUNT IN YOUR COUNTRY ?

## (PUBLIC BODY CAN FORCE A COMMERCIAL BANK TO OPEN A BANK ACCOUNT FOR SOMEONE):



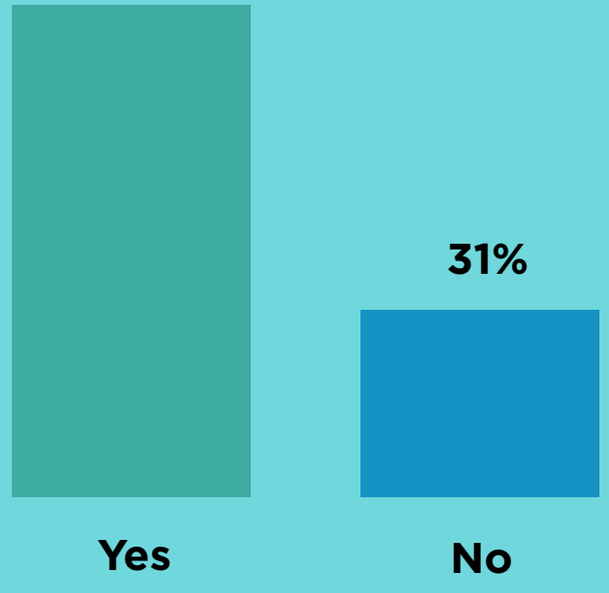
# HAS YOUR CENTRAL BANK A LEGAL MISSION OF FINANCIAL SERVICES CONSUMERS' PROTECTION?



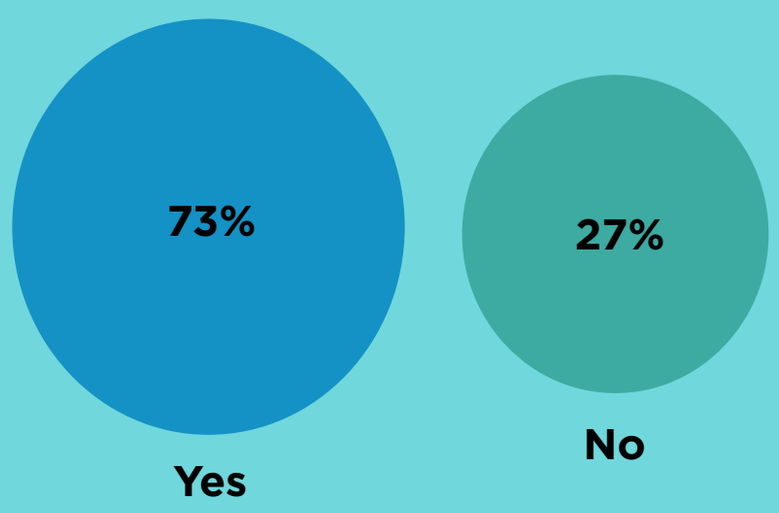



# PERIODICAL ALERTS AND WARNINGS AGAINST SOME DUBIOUS FINANCIAL PRODUCTS OR INSTITUTIONS ARE THEY BROADCASTED AMONG THE GENERAL PUBLIC?

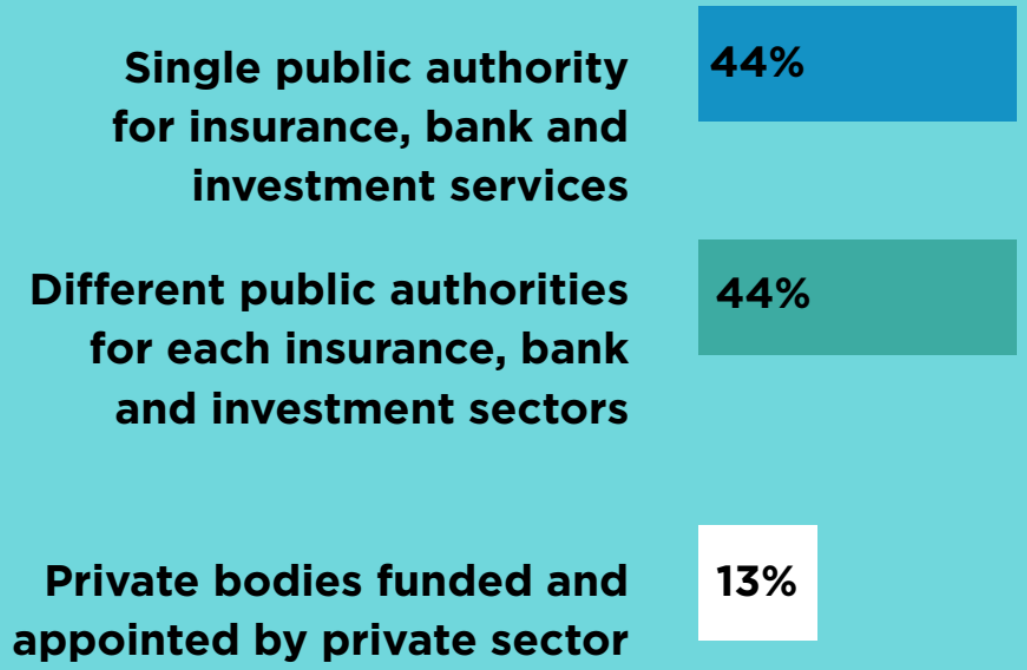
69%




## IS THERE A NON-JUDICIAL AUTHORITY (OMBUDSMAN) IN YOUR COUNTRY THAT CAN RECEIVE COMPLAINTS FROM CONSUMERS OF FINANCIAL SERVICES?




## THIS OMBUDSMAN IS:

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