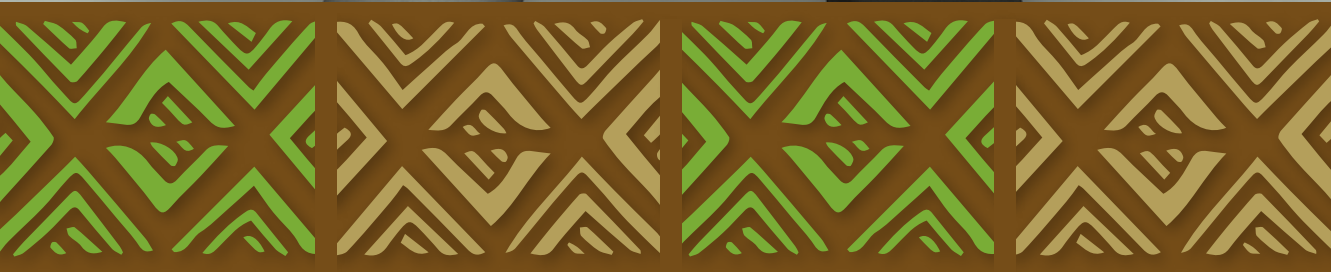


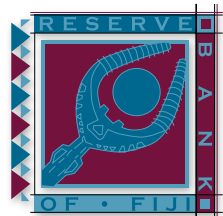


2020
Financial
Inclusion
Report



NFIT
National Financial
Inclusion Taskforce

**RESERVE
BANK OF FIJI**



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1

Governor and Chairman's Foreword

Without a doubt, the year 2020 has been an unprecedented one for all of us. The impact of COVID-19 has been far-reaching and we operated in the same uncharted waters as every other central bank across the globe. I thank our stakeholders in the financial sector and donor partners for the support during some of the most challenging economic times. The pandemic has taught us much about how quickly the world can change and has challenged our ability as an industry to support, collaborate, adapt and find new ways forward in unforgiving circumstances.

Prior to 2020, our economy had enjoyed nine years of consecutive economic growth. During this period, our tourism industry was thriving, unemployment was low and Fijians were optimistic about the future. We had made great strides also in our financial inclusion agenda and were well placed in the region and amongst the Alliance for Financial Inclusion (AFI) members as a financial inclusion champion. However, with the onset of COVID-19, we experienced the sharpest economic contraction in our history in the space of a few months. The restrictions on international travel saw all tourism-related activities come to a standstill and unemployment numbers rose overnight leaving many workers no other option but to turn to their savings and look to other means of supporting their livelihoods. Furthermore, a reduction in working hours and lower incomes meant that Fijians who did not have any or much savings had to utilise the packages

provided by FPNP for their immediate needs. Both large and small businesses in Fiji felt the sting of job losses on consumption and as a result many closed their doors, adding further to the unemployment numbers. For the financial sector, the Reserve Bank's focus was on maintaining stability at a time when the ability of many Fijians to repay their loans was impacted negatively. With the support from industry, this impact was cushioned somewhat by the granting of loan repayment holidays. This in turn brought about a greater need for Fijians to prioritise their spending and build healthy saving habits which provided a large impetus for the RBF's financial literacy capacity building interventions.

By the end of 2020, COVID-19 had reshaped many of our behaviours towards a 'new normal'. In the financial inclusion space, the pandemic brought with it fast-moving and unexpected variables that forced us to rethink how we would continue serving the target groups we had committed to without compromising our statutory obligations; it pushed us to think 'outside the box' and explore new opportunities.

The effects of the pandemic along with a number of weather-related disasters towards the end of the year prompted many Fijians to evaluate their saving habits and plan for rainy days. As a result, there was an increase in demand for financial literacy up-skilling which supported our partnership with development partners

and financial institutions to provide targeted financial literacy training in the Northern and Western Divisions for sugarcane, rice and copra farmers and tourism workers. It is important to note that the full benefit and results of these sessions will be seen in the years to come as Fijians build resilience and take steps to better cope with similar unplanned events. We also tapped into the power of social media through our FinTALK Facebook page to raise awareness and disseminate consumer information.

Micro, small and medium entrepreneurs (MSMEs) seized the opportunities presented by the pandemic by quickly revamping their business strategies and offered online ordering processes and deliveries using social media platforms. The removal of the business registration license for small businesses and the MSME loan scheme by Government provided timely and much needed cash injections for many businesses who would otherwise have had difficulties accessing finance through the formal institutions.

The changing environment also presented an opportunity to accelerate the development and use of digital financial services (DFS) which enabled individuals and businesses to provide quick and secure payments and financial support, particularly, during and following the COVID-19 lockdown period. The value of mobile money payments and internet banking increased while remittances through mobile

money recorded an unprecedented surge at \$82.1 million as at 31 December 2020. There still remains the challenge of ensuring we protect ourselves against online fraud and scams which we are always mindful of.

The devastation by Category 5 Severe Tropical Cyclone Yasa at the end of the year was a reminder that Fiji is at the frontlines of the effects of climate change. The looming threat of such events growing in intensity and frequency have therefore made sustainable finance a key part of our efforts in financial inclusion to adapt vulnerable communities in the midst of ongoing economic recovery. The RBF continues work for the development of inclusive green finance policies and initiatives and a highlight for the year includes co-hosting a virtual joint learning programme (JLP) with AFI which provided an opportunity for other central banks to learn from our experiences.

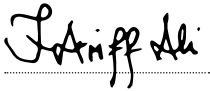
Results from Fiji's second Financial Services Demand Side Survey (DSS), which was conducted in the latter part of the year will be used to determine the progress made on the current National Financial Inclusion Strategic Plan (NFISP) 2016-2020. The findings will supplement supply side results through our disaggregated data policy for the financial sector and help us understand the existing gaps in access to financial services. This information will contribute towards formulating the next 5-year strategy, which will guide our efforts in

driving the national financial inclusion agenda.

We have adopted a *working smarter* strategy that emphasises reliance on strategic partnerships to achieving our financial inclusion targets and goals. We have long recognised that we are unable to do everything on our own and how important our stakeholders and partners have been to our progress. This year we wish to recognise the efforts of a few partner institutions that have contributed to the achievements of our financial inclusion targets and have included their stories within the report. We look forward to strengthening these relationships going forward as we continue to work on helping our

economy recover from effects of the pandemic and climate-related disasters.

I take this opportunity to extend my sincerest gratitude to all our partners in the private sector, development and donor agencies and Government for the continued support and cooperation throughout a trying year. I also acknowledge and thank the members of the National Financial Inclusion Taskforce and the chairpersons and members of each Working Group for the hard work and invaluable contributions towards the implementation of our financial inclusion policies.



Ariff Ali

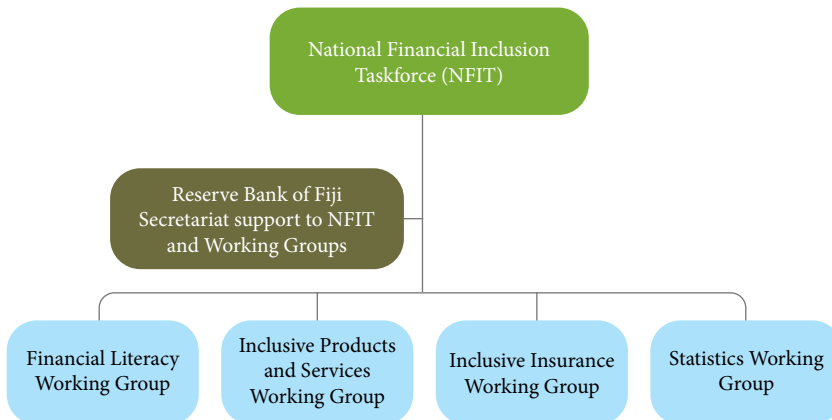
Governor and Chairman, National Financial Inclusion Taskforce

2 The National Financial Inclusion Taskforce

Established in 2010 following recommendations from the 2009 National Microfinance Workshop, the National Financial Inclusion Taskforce (NFIT) was set up to guide and monitor the development of greater financial inclusion in Fiji. The Reserve Bank provides leadership and secretariat support to the NFIT and the four Working Groups (WGs) namely, the Financial Literacy WG (FLWG), Inclusive Products and Services WG (IPSWG), the Inclusive Insurance WG (IIWG) and Statistics WG (SWG). The members are representatives from public and private sectors, civil society groups, donor agencies, non-governmental organisations (NGOs) and other development partners.

The NFIT did not meet during the year mainly due to COVID-19 restrictions and members' additional responsibilities within their own institutions. Despite this, two WGs (FLWG, IPSWG) convened meetings in the latter half of 2020 to review the planned scheduled activities for 2021. The SWG on the other hand, provided input to the 2020 DSS which included a review of the survey instrument and feedback on the provisional set of disaggregated data while the IIWG organised an information sharing session on progress of work on parametric insurance.

Leadership and secretariat support to the NFIT and the WGs is provided by the Reserve Bank.



Note: Members of the NFIT and WGs are listed on page 34

3 Empowering our Most Vulnerable

Empowering women and youths economically drives social progress and mobility and has a direct impact on economic growth. Today, women in Fiji are increasingly contributing to economic, political and social transformation, however, although significant progress has been achieved, there still remains a persistent gender gap with regards to accessing basic financial services.

COVID-19 has accelerated the need to promote financial literacy as an essential tool for individuals to manage their financial affairs and build greater resilience. A number of activities to empower women and youths were undertaken on understanding how to access and use various personal financial products and services.

Empowering Youths of the Nabua Methodist Church

A financial literacy training session was conducted in September to youths from the Methodist church in Nabua and surrounding

communities. The RBF session was part of a week-long training workshop for youths by the Nabua sector of the Methodist Church under the theme “*Empower Youths to Realise and Maximise their God Given Gifts and Talents*”.

The workshop focused on teaching youths about starting and running small businesses and the efficient management of resources and land. Business assistance programs and ways to access grants for business start-ups were also a highlight of the discussions.

The RBF session covered the fundamentals of savings - i.e. what, how and why we need to save, the importance of investing for a better future and MSMEs assistance currently available for those wanting to start their own businesses. The session closed with a segment on “Learning to Say No without Feeling Guilty”.



Youth participants of the Nabua Methodist Church.

Rural Women Key to Managing Challenges from COVID-19: Soqosoqo Vakamarama iTaukei Workshops

In support of the initiatives by the Soqosoqo Vakamarama iTaukei for the economic empowerment of women, the RBF accepted the invitation to conduct financial literacy training and awareness sessions for the members in Nadroga and Nadi in October and November 2020. The training was part of a larger project funded by the Commonwealth Secretariat aimed at enabling their women members from the rural communities to manage the socio-economic challenges created by the downturn in the tourism sector. The project was geared towards encouraging women to find alternative livelihoods by using the resources in their communities and learning through the experiences of others. They were reminded of the importance of considering alternative livelihoods, reprioritising family needs and saving to mitigate unexpected events such as COVID-19 and climate related disasters.

The RBF commenced the workshop at both venues with a very brief overview of the state of the economy, the impact of the pandemic on the tourism sector and how women's involvement was imperative in nation building under the NFISP 2016-2020. The overview set the context for the discussions throughout the week at each venue.

Participants showed particular interest in learning more about the NFISP 2016-2020 and how to strengthen collaboration for greater financial inclusion. This was also a great opportunity for RBF to hear the views from COVID-19 affected communities in order to consider tailoring the development responses to the most appropriate segments.

Almost all the women, in one way or another, were reliant on the tourism sector and the employment and business provided by the resorts and tourism business around their communities. More than 140 participants were in attendance at the two workshops.



Members of the Soqosoqo Vakamarama iTaukei in Nadroga and Nadi.

SPBD Fiji Bloom Business Accelerator Program

In November 2020, nine women micro-entrepreneurs graduated from the South Pacific Business Development (SPBD) Fiji Bloom Business Accelerator Program. The objective of the programs is to aid SPBD members in scaling up their business model as a transformational step towards becoming an established SME. The programme assists the women to formalise their micro businesses by providing:

- guidance on the business licensing registration process and statutory filings with the Fiji Revenue and Custom Services (FRCS);
- business strategies such as cash management;



- marketing techniques;
- pricing strategies; and
- product and business rebranding.

Individual monitoring and evaluation is provided by experienced coaches who already have successful business models.

Each participant is required to pay a fee as their contribution to the overall costs of the program. The number for each cohort is deliberately limited to 10 women to allow for one-to-one interactions and make learning easier for the women. The smaller number ensures that the training is focused and that the participants are able to access the trainers and the learnings easily and as frequently needed throughout the program duration.

The Fiji Bloom Business Accelerator Program was launched by SPBD in November 2019.

Business Success Story:

MEREMO LALAKATI KI

Founder and Winner of the SPBD Fiji Bloom Accelerator SME Business



Mereamo Lalakobatiki is a self-taught chef and an entrepreneur. While she does not possess formal culinary or business school qualifications, her catering business and recent diversification into taxi and car wash operations has taken her business growth to a new level. She established her catering business in 2012 at the same time when she joined the SPBD network. Mereamo started her business by selling sea food at the Suva market and travelled by bus every day from Verata in Tailevu until she bought a vehicle in 2018. When asked what her success in operating a catering business was, she said she took advantage of events like USP and Westpac ROC market days and kept a look out for government paydays when she would scale up her catering operations.

She expanded her business by introducing taxi services in 2017 and operated under the arm of Tiko Kece Taxis & Hire. Mereamo is enthusiastic about growing her business further

following participation in the SPBD Fiji Bloom Accelerator SME Business Program. Through the program she learnt to better manage her business operations specifically in the areas of cash management through maintaining records and tracking proper cash flow of income and expenditure, pricing strategy and hygiene factors given the business environment she operates in. Upon completing this program she has been prudent with her resource and financial management. She also highlights that it is imperative to keep up with debt obligations and build a healthy savings culture.

Mereamo's family plays an instrumental role in the success of her business. Her grandchildren voluntarily help her with tasks before they depart for school and she has taught them that in life anything is possible. She uses her own successful sole-trader business that she has been running for the last eight years as her testimony. Despite the obstacles, Mereamo's advice to upcoming entrepreneurs is that hard work, proper management of cash and resources, quality products and services and family participation in the growth of the business are key factors for a resilient and successful business.

“All roads to success have to go through hard work and we must always keep our family involved as part of our business development.”

Mereamo Lalakatiki

FINANCIAL INCLUSION CHAMPION



2020 Financial Literacy Initiatives

Being the only Fijian owned bank, HFC Bank is focused on promoting and raising awareness on financial literacy in Fiji. With every account opening or loan application assessment the Bank provides basic financial literacy advice to its customers. HFC Bank is represented at the NFIT and has also partnered with RBF under the NFIT banner to conduct financial literacy programs and sponsor the Microfinance Awards.

Financial Literacy in Kadavu

HFC's latest financial literacy initiative was through the UNDP Market4Change program held in Kadavu with other stakeholders. HFC provided training in Waisomo village to more than 50 villagers from around Kadavu.

The consultation was mutually beneficial to all stakeholders present as it gave them an opportunity to listen to customer concerns on respective services. This program ended with a 1 day financial expo held at Vunisea Market where the HFC products and services were promoted to the public. Services rendered ranged from existing customer account enquiries, product enquiries and most importantly account opening information and requirements laid out in vernacular.

For 2021, HFC Bank plans to conduct financial literacy training to land owning units through TLTB, Government ministries, schools and various initiatives under the NFIT program.



(From left to right) HFC's Natautava Rokotuibau responding to queries from Waisomo Villagers & participants with their certificates.

Source: HFC Bank and Reserve Bank of Fiji.

4 Financial Infrastructure

Ensuring effective collaboration with key financial service providers and other regulators is key to developing and strengthening the financial infrastructure.

The world is being rapidly transformed by technology which in many ways has paved the way for the inclusion of many segments of our population. COVID-19 has reaffirmed the importance of digital financial services and digital financial literacy to the financial inclusion agenda. As a response to the pandemic, the MSME sector received additional assistance from Government and a number of initiatives were progressed during the year.

MSME Development

The RBF and MCTTT continued their engagement for the development of the MSME sector.

A review of the definition of MSME in 2019 saw the repeal of the Small and Micro Enterprises Act 2002 and a new definition based on annual sales turnover was made effective as follows:

The revised definitions formed the new threshold for the disbursement of Government concessional loans to MSMEs in response to the COVID-19 pandemic. Under this initiative, micro enterprises qualified for a loan up to \$7,000, small enterprises qualified up to \$14,000 and medium enterprises qualified for a maximum loan of \$21,000. The interest rates were set at 0.5 percent, 1.0 percent and 1.5 percent per annum respectively for a term of 5 years with a grace period on repayments in the first year. This meant that MSMEs would only commence their repayments from the second year.

More than 9,000 applications were received at the closing of the application period on 30 June 2020. Approximately 90.0 percent of the applications were from microenterprises and about 45.0 percent of those applications were from women or women-led enterprises. As of October 2020, more than 5,000 applications were assessed and close to 4,000 applications valued at \$23.5 million had been approved. Of the total loans approved, \$15.0 million have been distributed to 2,500 MSMEs.

Enterprise Type	Annual Turnover in FJD
Micro	From \$0 to \$50,000
Small	From \$50,001 to \$300,000
Medium	From \$300,001 to \$1,250,000

The RBF continues to provide support to MSME Fiji through the MSME Technical Working Group (TWG). At its October 2020 meeting, the TWG agreed on three focus areas for 2020/2021. This included:

- Development of the MSME legislation;
- MSME centralised database; and
- Development of a key information repository.

Personal Property Securities Registry (PPSR)

The PPSR operated successfully with minimal disruptions during the year. The capability of effectively filing and searching notices online was an added benefit during the lockdown and work-from-home directives that many financial institutions were required to follow. The RBF team was able to provide adequate support and maintain contact with the vendors and clients of the PPSR. In May 2020, the PPSR underwent its first upgrade which included new features in the application to simplify and improve user experience. The updates were rolled out in October 2020. As of December 2020, a total of 95 clients had registered over 67,000 filings on the PPSR; an increase of more than 10,000 filings from the last reported period.

FinTech Regulatory Sandbox

Following the launch of the Financial Sector Development Policy No. 2: FinTech Regulatory Sandbox by the Reserve Bank in 2019, the Pacific Islands Regional Initiative (PIRI), a group made up of Pacific Island central banks within the AFI network, collectively launched similar guidelines in March 2020. The Regional Sandbox is set up to facilitate similar tests across seven Pacific Island countries, namely, Papua New Guinea, Samoa, Solomon Islands, Timor-Leste, Tonga, Vanuatu and Fiji.

During the period, the Reserve Bank received a number of proposals for developing, testing and deploying innovative solutions. To date, 16 distinct prospective FinTech solutions for the Fijian market have been identified. Of these, 14 have expressed interest in the Sandbox. Many of the prospective solutions are still in their early stages of development with four entities at their advanced stages of product development and have made formal submissions under the FinTech Regulatory Sandbox Guidelines. Assessments of the four applications are in progress.

5

Digital Financial Services

Digital financial services (DFS) have been widely used by Financial Service Providers (FSPs) to improve access and usage as well as conveniently reach unbanked Fijians. The pace of disruption in financial infrastructure is accelerating largely due to COVID-19. Prior to the pandemic, DFS had already begun revolving driven by customer expectations, heightened competition and new entrants, international developments in various areas and advancements in technology. Yet despite these trends, customer willingness to adopt DFS solutions and LFI and FSP reluctance to invest in DFS advancements as a business solution remained inconsistent. However, in a very short span of time COVID-19 forced radical changes in customer behaviour moving a larger portion of population online and increasing their willingness to engage digitally with many moving to mobile platforms for the first time. COVID-19 also exposed the gaps in technology and areas for DFS advancement and investment urgently required for Fiji.

Mobile Money Initiatives

Total e-Money in circulation as at 31 December, 2020 stood at \$37.3 million, an annual growth of 15.6 percent mainly due to increased level of customer activity (remittances, deposits, bill & bulk payments as well as disbursements of

FNPF and NGO-led COVID-19 assistance) via the mobile money platform.

Similarly, the number of registered mobile money accounts also rose during the year by 13.2 percent, registering 390,772 accounts of which 170,892 (43.7%) were active .

Cumulative to December 2020, the total value of payments, was recorded at \$110.2 million, an annual growth of 45.3 percent. The outturn is attributed to substantial growth in person-to-person (P2P) transactions, boosted in part by an initiative from Vodafone in partnership with PFIP which provided a waiver of fees for P2P services from May to July. Total remittances received via the mobile money platform during the year recorded an unprecedented surge (by more than threefold to around \$82.1 million when compared to the same period in 2019) which led to increased mobile wallet balances. P2P payments accounted for the major share (40.0%) of total payments in 2020, followed by bulk payments at 27.2 percent which includes all payments processed for the Tertiary Education Loans Scheme (TELS), South Pacific Business Development, FijiCare, Dominion Finance and the Fiji Teachers Union Cooperative Thrift and Credit.

\$37.3 million
e-Money in circulation as at 31 December 2020

\$110.2 million
Total Payments for 2020

Mobile Money Initiatives

Fee Free Remittance Promotion



The UN Pacific Financial Inclusion Program (PFIP) and Vodafone Fiji entered into a partnership offering free remittances into Fiji on the M-PAiSA platform from May to July with support from WorldRemit, RIA Money and Thunes. The objective of the initiative was to support Fijians experiencing financial hardship as a result of the COVID-19 pandemic and Tropical Cyclone Harold to receive financial support from families locally and abroad quickly and free of fees.

MPAiSA Quick Response (QR) Code promotion



Selected local MSMEs with Vodafone and MDF representative

Like many other businesses coping with the impacts of COVID-19, Vodafone seized the opportunity to promote their cashless payment options.

The use of the M-PAiSA Quick Response (QR) Code has provided a safer and more convenient service option for customers to make purchases through its mobile money platform with selected local MSMEs such as The Merch, Rotisserie Restaurant, WETA Coffee and Cyber

Foods. With the support from the Australian-funded Market Development Facility (MDF), VF partnered with these MSMEs and offered consumers a 10 percent discount on purchases made using the QR code.

VitiKart - Fiji's first Online marketplace



Aside from its ongoing challenges, the pandemic also provided new opportunities of engaging with customers on digital platforms that would ensure that businesses are able to survive through difficult economic periods.

VitiKart was launched in August and is recognised as Fiji's first fully fledged online market place. It is accessible nationwide and users can download the VitiKart Application (App) on their smart phones and electronic devices. The App allows anyone to freely browse and make instant purchases of the advertised goods using either a debit or credit card or through MPAiSA. The platform also provides a ready-build online platform for any business to register as an online Merchant. Vodafone has also put in place assessment criteria for merchants joining the platform to ensure consumer protection and safety from unscrupulous merchants who may not deliver goods purchased by shoppers.

In the six months since it launched to the end of the reporting period, VitiKart had registered 15 merchants with 502 sale transactions matched on the platform.



66 bus companies
2,031 buses with eTransport machines



- 4.2 million Cards Issued
- \$27.4 million Total Card Top Ups

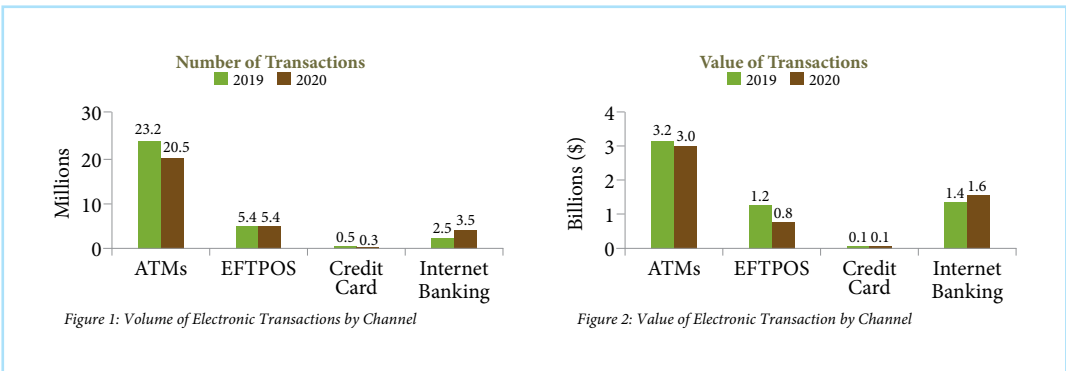


592 Active Agents

Digital Finance Uptake

ATMs continue to be the most frequent used electronic channel with volume and value of transactions reported at 69.1 percent (20.5 million transactions) and 55.1 percent (\$3.0 billion) respectively for the year (refer to Figure 1 and 2). In terms of volume of transactions EFTPOS recorded slightly more than internet banking (18.1% and 11.7% respectively), but, reported lower than internet banking in value (14.7% and 29.0% respectively). The credit card channel recorded low volume and value of transactions representing 1.1 percent and 1.2 percent respectively.

In terms of usage, volume and value of transactions for internet banking was the only channel that showed positive growth when compared to the same period in 2019 recording 36.1 percent and 18.2 percent respectively. The remaining three channels noted a significant decline in usage with credit card reporting a decline of 28.4 percent in volume followed by a decline in EFTPOS at 0.6 percent and 32.2 percent and ATMs at 11.5 percent and 6.1 percent in volume and value respectively.



FINANCIAL INCLUSION CHAMPION



FijiCare is one of the largest insurance companies in Fiji providing a range of insurance cover to more than 150,000 Fijians. FijiCare provides a comprehensive range of insurance products including Medical, Term Life, Motor, Personal Accident, Public Liability, WageCare, Mortgage Protection and Bundled Microinsurance.

FijiCare was founded in 1989 and is the only insurance company listed on the South Pacific Stock Exchange since 2000. While the Company is primarily focused on the Fijian market, it expanded its operations to Vanuatu in 2014 through its fully owned subsidiary company – VanCare Insurance Limited.

FijiCare is the first and only insurance company in Fiji to create a mobile app for its policyholders. This leading-edge digital platform enables FijiCare policyholders to have online access to their policy information, claims history, updates and their Insurance eCard.

FijiCare was awarded the 2018 Reuben James Summerlin Innovation Award in recognition of its contribution to Financial Inclusion in the Pacific through Bundled Microinsurance. The company was also awarded the Innovator of the Year at the South Pacific Stock Exchange Annual Awards in 2019.

Our Products



Bundled Microinsurance

In 2017, FijiCare piloted an insurance product that offers the benefits of having both life and non-life insurance covers. The product primarily targets the public and private sector, boosting the resilience of people and their ability to cope with a range of events that can cause financial shocks.

FijiCare's bundled microinsurance for farmers, co-operatives, private sector and social welfare recipients is the first of its kind in Fiji and the Pacific region.

The annual combined limit is for **\$10,000** per insured person, for an annual premium of **\$52**.

What is covered:



6

Inclusive Products and Services

Multifaceted Solutions for Climate Action - FDB's AgroPhotovoltaic Project on Ovalau

The Fiji Development Bank (FDB) secured USD10 million in funding for its solar Agro-Photovoltaic (APV) project. The first of its kind for Fiji and the region the project is expected to have significant social, economic, environmental, as well as gender-sensitive development co-benefits. Co-financed by the Green Climate Fund (GCF), Korea International Cooperation Agency (KOICA) and Envelops Co. Ltd, the project will also contribute towards six UN Sustainable Development Goals (SDGs) namely, SDG 4 – Quality Education; SDG 5 – Gender Equality; SDG 7 – Affordable and Clean Energy; SDG 8 – Decent Work and Economic Growth; SDG 9 – Industry, Innovation and Infrastructure and SDG 13 – Climate Action. The GCF is the single largest source of multilateral climate finance in the world, with a total funding capacity of over USD10.3 billion.

With access to GFC, the FDB will engage in the first-ever APV Project for Fiji which will be located in Bureta, on the island of Ovalau. APV is an innovative intervention designed to enable simultaneous use of arable land for solar power generation and agricultural production. The project involves the installation of tall solar panels over seven hectares of agricultural land in Bureta, reducing its complete reliance on diesel generators by over 50 percent. Beneath solar panel, high-value crops for commercial



agriculture will be cultivated - all sheltered under climate protection structures.

This investment in climate-resilient agriculture supports a shift to low emission and clean energy and will also create a catalytic environment for successful replication in other locations around Fiji and in the region.

The project will also contribute towards Fiji's achievement of its Nationally Determined Contribution (NDC) targets of reduced global greenhouse gas emissions set under the Paris Agreement.

Pacific Insurance and Climate Adaptation Programme (PICAP)

Fiji is vulnerable to natural hazards and at present has limited capacity to effectively manage the risks and overcome the significant economic losses after a disaster. Presently, there are limited financial instruments (Government reserve funds and contingent credit) available in the country and the ex-post financial instruments deployed are usually reallocated from government budgets, acquired

through external and internal borrowing or the result of donor assistance and international humanitarian aid.

To address the significant financing and protection gap that exists at the micro, meso and macro levels, the UNCDF, in partnership with UNDP and UN University Institute for Environment and Human Security and the Munich Climate Insurance Initiative (MCII), designed PICAP to address the lack of access to climate and disaster risk financing (CDRF). Equipping governments and communities with tailored CDRF strategies and solutions helps address the growing impacts of climate change.

A key objective of this Programme is to work with national stakeholders and the private sector to improve the financial preparedness of Fijians towards climate change and natural hazards which in turn contributes toward faster post disaster recovery, rebuilding of livelihoods and improved levels of resilience.

The Programme, has also engaged 3 global modelling agencies who are working on developing parametric models for offering weather-based index-insurance in Fiji and other Pacific countries and have conducted interviews with stakeholders in Fiji across the key sectors and segments.

PICAP was officially launched in early December 2020 by the New Zealand High Commissioner to Fiji, H.E. Jonathan Curr to Fiji, H.E. Jonathan Curr.



New Zealand High Commissioner to Fiji, H.E Jonathan Curr and RBF Governor, Mr Ariff Ali at the launch of PICAP.

BSP Life - New Products in the Market

In March 2020, BSP Life introduced two single premium products, namely the BULA SECURE and BULA SECURE PLUS. The two innovative products were developed following extensive market research identifying gaps to provide customers with more choices for insurance.

The products were designed to assist those with irregular income and unable to pay regular insurance premiums but have the capability to pay a lump sum premium upfront such as farmers, landowning units, SMEs, rugby players and others who are paid in lump sum intervals.



RBF Deputy Governor, Mr Esala Masitabua (right) and BSP Life Managing Director, Mr Michael Nacola at the launch.

7 Financial Literacy and Consumer Protection

Financial literacy training and awareness was at the forefront of financial inclusion during the year as many affected Fijians worked towards mitigating the impact of COVID-19. The pandemic accelerated the need to promote financial literacy as an essential tool for individuals to manage their financial affairs and build greater resilience and has propelled consumers online, many of whom may be ill-prepared to do so. The sharp rise in cybercrime internationally in 2020 makes digital financial literacy a vital component of the RBF's financial literacy and consumer protection mandate.

The RBF and partner stakeholders are committed to ensuring that all Fijians have access to correct financial information in a language that they understand to make good financial decisions.

The Noda i Lavo TV Programme



Host of Noda i Lavo Mr Tevita Gade, Analyst, RBF.

The Noda i Lavo programme is part of the efforts to raise financial awareness and enhance financial inclusion amongst the iTaukei community. First launched in 2017 on Fiji

Broadcasting Corporation (FBC) TV, the programme has received positive support and feedback from members of the public.

The programme has completed four seasons with Season 4 ending in October 2020. Made possible through the financial support from BSP Life and Sun Insurance Ltd, Season 4 covered life insurance, savings and budgeting, capital markets and unit trust investments, MSME support programs, RBF schemes and financing facilities such as Fiji Government MSME Guarantee Scheme and the RBF's Import Substitution and Export Financing (ISEFF), Disaster Rehabilitation and Containment Facility, complaints management processes and the PPSR.

The TV programme also featured testimonials and success stories to encourage and inspire other Fijians to make wise financial choices for a secure financial future. A fifth season of the programme has been confirmed and is expected to air in 2021.

FinTALK FB page



In August 2020, FinTalk Fiji was launched as the Reserve Bank's financial inclusion social media

awareness and information sharing platform. The initiative recognises the opportunities that an online platform offers in complementing other awareness channels such as television, radio and print media.

The platform provides Fijians with basic financial information presented in a simple, easy-to-understand format. FinTalk is also used to create awareness about financial products and services currently available in the market.

As at December 2020, FinTalk Fiji has attracted over 4,200 followers, providing coverage on emerging topics of interest such as the RBF's ISEFF, the Fijian Government MSME Credit Guarantee Scheme and RBF's complaints handling process. The initiative also keeps Fijians abreast of recent and future financial outreach developments with shared online financial literacy tools.

Financial Literacy awareness – Narikoso Village, Mataso, Ra

A team from the RBF were invited to conduct financial literacy awareness session in Narikoso village in the Ra province. The session was held in conjunction with the annual church fundraising program attended by church leaders and village elders.

The awareness content was tailored to suit the fundraising initiative and emphasised the

importance of saving and growing money through investing. The elders were reminded that success in financial management required a change in behavioural mind-set towards finances. Investment options were thoroughly discussed, and participants were encouraged to set aside a portion of the funds collected from the fundraising for investment purposes.



Church leaders and village elders at Narikoso, Ra.

iTAB Financial Literacy Village Leadership Training Manual

The iTaukei Affairs Board (iTAB) incorporated a financial literacy component into the Village Leadership Training Manual. The Manual promotes budgeting, saving and investment.

The Manual used at village level is called the *Vuli ni Sauvaki ni Vanua* which incorporates a Vanua module and a Development module. The Vanua module provides protocol and procedures for Bose Vanua meetings at Tokatoka, Mataqali and Yavusa levels, the filling of vacant traditional

titles and promotion of traditional knowledge. The Development module focuses on the importance of village, district and provincial council meetings to discuss developments at village level for government consideration and budget.

ANZ MoneyMinded Programme Helps Fijians Manage their Money

ANZ Fiji has delivered its flagship adult financial literacy MoneyMinded programme to more than 4,800 Fijians during the year. MoneyMinded helps people gain the basic skills of money management and builds budgeting confidence through sessions focussed on saving and spending, planning for the future, and accessing modern banking facilities such as the ANZ Pacific App.

In the year, the money minded programme was undertaken for partners such as the Fiji

National University, Fiji National Provident Fund, Digicel, Ola Fou, Paradise Beverage, Salvation Army, United Nations Development Programme and Government agencies.

ANZ's partnership model sees the programme reach both rural and urban communities and target different groups such as women, small vendors, entrepreneurs and seasonal workers.

In 2017, ANZ commenced a pilot program to help Fiji-based Recognised Seasonal Employees (RSEs) send wages home to their families and communities safely. The program enables RSEs to open a bank account before they leave Fiji. Once RSEs arrive in New Zealand, an ANZ team from the branch closest to the workers completes the account opening process and visits the workers at their work places to issue their EFTPOS cards.

ANZ's partnership with the National



ANZ MoneyMinded Trainer, Mr Taito Rauluni.



ANZ MoneyMinded Team Leader, Ms Elenoa Buliruarua.

Employment Centre has been central to the success of the pilot programme. In the past year, 254 regional seasonal employees completed the MoneyMinded programme and currently working in New Zealand.

Fijian seasonal workers who had completed MoneyMinded started adopting financial behaviours of planning and saving money and setting goals for a sustainable financial future. There was overwhelming evidence that MoneyMinded helped them to make the most of their income from the seasonal work trips and invested it back into their households and community. Many were able to diversify income streams, invest in their homes or small businesses, prepare for unexpected expenses, and better afford education for their children. ANZ plans to extend the program to all Pacific countries with RSE workers.



ANZ MoneyMinded training to RSE workers.

CASE STUDY:

ANZ MONEY MINDED GRADUATE MAKING FINANCIAL DECISIONS TOGETHER TO SECURE THE FAMILY'S FUTURE

Orisi*, a farmer and father of six, completed MoneyMinded before participating in the Fiji Recognised Seasonal Employees program. As part of the program, Orisi worked in New Zealand picking fruit for six months, and was able to save and send money home during this time.

While the program provided Orisi with an income, MoneyMinded enabled him to plan and invest for his family.

“Before I did MoneyMinded, I was not so concerned about my yagona plantation and the theft of my crops, but after the training, I have realized the value of these crops as potential income for me and my family. So I am putting in more attention, time and effort to increase cultivation and to secure my crops so that I can fully realize the income from my plantation.”

Since completing MoneyMinded, Orisi and his wife now make financial decisions together. “We are now working as a couple and making joint decisions about the way we spend and save our money. We also want to start spending and saving according to a budget.”

* pseudonym

Complaints Management and Market Conduct

Complaints management is an important component of the RBF's consumer protection mandate. Through the complaints management policy framework established in 2013, the RBF effectively addresses consumer issues promptly and in a satisfactory manner. Complainants who are not satisfied with the resolution provided by the LFIs can escalate their complaints to the RBF.

During the year, a total of 3,013 new complaints were registered with all the LFIs, a decrease of 26.0 percent when compared to the previous year. This decline was attributed mainly to COVID-19 pandemic restrictions put in place by the LFIs towards the first half of the year due to social distancing and limited face-to-face customer interactions. Overall the number of complaint types received by the commercial banks and credit institutions reported a decline in 2020 except for customer service related complaints which showed an increase of 17.5 percent.

LFI	Complaints to RBF
Commercial Banks	42
Credit Institutions	3
Insurance	13
Foreign Exchange Dealer	2
Capital Markets	2
Fiji National Provident Fund	1

Complaints received by the insurance sector registered an increase of 25.8 percent. Complaints relating to motor vehicle recorded the highest number of complaints received, accounting for 41.5 percent compared to 38.3 percent in 2019 followed by customer service complaints at 18.3 percent and medical insurance complaints at 9.6 percent.

From the total complaints registered with the LFIs, only 2.2 percent (79 complaints) were escalated to the RBF during the year of which, 79.7 percent of complaints were resolved and 20.3 percent still under investigation at the end of the period.

FINANCIAL INCLUSION CHAMPION



PFIP | Pacific Financial Inclusion Programme

**Initiatives in Fiji
2008-2020**



1,873,186

Pacific Islanders enrolled into a formal financial service

76.8%

of Fijian adults have some form of formal financial service.

70%

Upper-middle income countries (benchmark)

REGULATION AND POLICY

The United Nations' Pacific Financial Inclusion Programme (PFIP) since its inception in 2008 has worked with key regulators in Fiji to create an enabling policy environment where there is greater financial inclusion in the country through channels such as financial service innovations. In 2016, PFIP supported the Reserve Bank of Fiji in developing the country's National Financial Inclusion Strategic Plan 2016-2020, based on clear global and regional mandates from Fiji's Maya Declaration and MoneyPacific Goals commitments. At the end of 2020, 76.8 percent of Fijian adults have some form of formal financial services (Reserve Bank of Fiji, 2019). PFIP continues to support Fiji's National Financial Inclusion Taskforce (NFIT) with nearly all working groups meetings being organized and attended by the Programme, as well as overall NFIT meetings.

FINANCIAL INNOVATION

Fijians including those in rural and remote areas were reached through innovative financial services supported by PFIP, such as FijiCare bundled microinsurance, mobile money platforms and wallets like the PacFarmer App. PFIP's partnership with Vodafone to revitalise its MPAiSA mobile wallet in 2017 is having a high impact on the lives of Fijians that use it. For some, it is the first formal financial service they have used, giving them greater control over their finances. Through PFIP support, the mobile money platform M-PAiSA in May 2020, enabled greater flow of remittances into Fiji. The removal of transaction cost for two months helped Fijians experiencing financial hardship due to the COVID-19 pandemic as well as Tropical Cyclone Harold.

42 percent of Fijian adults now have insurance, in 2015 only 12 percent had insurance (Reserve Bank of Fiji, 2018). After two years of lobbying with the insurance industry, in 2017, PFIP entered into a partnership with FijiCare Insurance Limited to launch the Pacific's first bundled microinsurance product. The insurance product extended financial protection to low-income households who were before neglected by the mainstream insurance industry given the perception that their risk characteristics are lower than those of the rest of the population i.e. life expectancy low, risk assessments unreliable and since they cannot afford standard premium rates, the income generated from this pool would be very low.



MARKET INFORMATION

8 in-depth studies conducted by PFIP with key regulators capture the evolution of Fijian customer adoption of new channels and services. The Impact Pathways methodology launched in 2020 is providing a quick way to measure how investments in the digital economy can benefit individuals and ultimately contribute to meeting the Sustainable Development Goals (SDG's) - MPAiSA users report that there are several benefits of using the product that lead to SDG:1 No Poverty. PFIP's market information work such as data from the National Demand Side Survey are the foundation for the formulation of the National Financial Inclusion Strategy (NFIS).

CUSTOMER EMPOWERMENT

PFIP has supported financial literacy and education campaigns with national school systems, financial service providers, and empowerment programs. PFIP also supports policy makers and service providers in the development of consumer protection regimes. Financial education continues to be rolled out into Fiji's national curricula through PFIP's technical assistance and implementation support to the Fijian Ministry of Education and Reserve Bank of Fiji - impacting 200,000 students annually nation-wide, 48% of whom are female (Pacific Financial Inclusion Programme, 2018). PFIP supports the ongoing training of teachers, with 3,488 teachers across Fiji in delivering the curriculum.

The Programme facilitates projects to strengthen the financial competencies of clients so that they can better leverage business and financial access opportunities to improve their livelihoods. The launch of the Complaints Management System for the Consumer Council of Fiji in 2020 is better protecting the interests of consumers in the face of an evolving consumer credit industry. Greater awareness on bundled microinsurance products is being created for farmers through the Sugarcane Growers Fund awareness campaign, using PFIP developed insurance awareness materials, including videos, in these activities as well.



PFIP RESULTS IN THE PACIFIC REGION



5 NATIONAL FINANCIAL INCLUSION TASKFORCES IN

Fiji, Solomon Islands, Samoa, Papua New Guinea and Vanuatu have National Financial Inclusion Strategies and Taskforces in place.



7 SUSTAINABLE BUSINESS MODELS

in the Pacific region were derived from data-sources informed by in-depth market researches conducted by PFIP.



14 INNOVATIONS SCALED

through the support of PFIP, leading to greater financial inclusion in the Pacific region.



3 COUNTRIES WITH FINANCIAL EDUCATION CURRICULUM

in the Pacific region; Fiji, Solomon Islands and Papua New Guinea have embedded some form of financial literacy into their national education curriculum.

8

Stakeholder Partnership and Collaboration

Inclusive Green Finance – AFI Joint Learning Programme

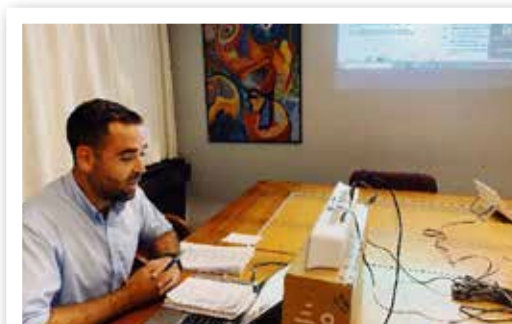
The RBF, in joint partnership with AFI, co-hosted a three day capacity building and knowledge sharing event. The event, known as a Joint Learning Programme (JLP), took place in October and is AFI's signature capacity building programme that offers members an opportunity to learn from other members.

The overall objective of the programme was to share Fiji's experiences in designing Inclusive Green Finance (IGF) policies and initiatives which participants could replicate for their jurisdictions. The programme was hosted virtually from 7:00pm to 10:00pm each day to comply with domestic COVID-19 movement restrictions and to allow the majority of participants from the African-Caribbean region to participate at a reasonable hour.

The 70 participants comprised central bank members of the AFI network with training co-ordinators from RBF and support and training staff from both the RBF and AFI.

In order to provide a holistic approach about Fiji's IGF journey, the Bank also invited external stakeholders from Vodafone, Ministry of Economy, and Fiji Development Bank (FDB) to share their experiences during the JLP. FDB shared information on their GCF financed APV project in Ovalau. The APV project was selected based on the following criteria:

- Green nature of the project (innovative investment in climate-resilient agriculture);
- Scope of the project (aimed at contributing towards the achievement of Fiji's nationally determined contribution on the reduction of global greenhouse gas emissions under the Paris Agreement);
- Emphasis on gender equity and social inclusion (involvement of women in the project); and
- Multi-stakeholder funding (USD10 million co-financed by GCF, FDB, Korea International Cooperation Agency (KOICA) and Envelops Co. Ltd).



Mr Daniel Lund, Special Advisor - Climate Action, Ministry of Economy.



Mr Apenisa Tuicakau, Manager Domestic Markets, RBF.

Other speakers included representatives from the Bank of Bangladesh, Central Bank of Cambodia and the Central Bank of Kenya who made presentations on the implementation of IGF initiatives in their countries, their implementation progress to date and the challenges and key lessons learnt.

As part of co-hosting the JLP, the RBF had the opportunity to share information about the incorporation of a green finance component into the 2020 national Financial Services Demand Side Survey (DSS). Fiji is one of the first AFI member countries to collect demand side data.

Strengthening Partnership to Enhance Financial Knowledge of Farmers

In partnership with PFIP the RBF rolled out a series of financial literacy and awareness programmes between September and December 2020 in the Northern and Western Divisions in response to concerns raised by farmers to the Prime Minister during his visit to Vanua Levu



Sugarcane farmers in Macuata at their financial literacy training session.



Sugarcane and rice farmers in Bua during a financial literacy training session.

in June 2020.

Sugarcane farmers (83) in Macuata, rice farmers (56) in Dreketi Bua and copra farmers (33) in Savusavu benefited from the awareness program in the Northern Division and 148 participants were reached in the Western Division. Organised mainly as talanoa sessions the modules covered savings, budgeting, how to plan and spend money wisely, various financial products and services that they could access including the bundled insurance product, FNPF voluntary membership scheme, investment opportunities and consumer protection.

Western Division Expo and Awareness

Through the PFIP COVID-19 Economic Response grant, the RBF team undertook a second phase of financial literacy outreach sessions in the Western Division. The RBF partnered with the Sugar Cane Growers Fund (SCGF) and the Sugar Cane Growers Council

(SCGC) to organise talanoa sessions with sugar cane and rice farmers in Sigatoka, Nadi and Lautoka.

The awareness sessions reached more than 128 farmers/individuals, an average of 16 participants per session with only around 23.4 percent women participants. This is mainly due to the nature of the industry and the high number of farm ownership by males.

The content of the awareness sessions included a brief economic update and five topics identified to suit the audience – savings/budgeting, investments, insurance Accident Compensation Commission of Fiji, voluntary superannuation membership, and consumer protection. Micro and Small Businesses training was included during the last two sessions as it was attended by women entrepreneurs. The sessions were interactive with the team listening to financial concerns and questions on the topics covered and general discussions of concerns regarding their livelihoods and impact of natural disasters and COVID-19.

A mini-exposition at the VotCity Flea Market in Votualevu, Nadi was organised from 10-12 December 2020. Eight institutions including Fiji National Provident Fund (FNPF), ANZ Bank, BSP Life, BOB, HFC Bank, the Fiji Development Bank, Fijian Holdings Unit Trust and the Financial Management Counsellors Association of Fiji were represented at the Expo.



VotCity Flea Market vendors with Be Money Wi\$e school materials.



FINANCIAL INCLUSION CHAMPION



**BRINGING
SMART
POLICIES
TO LIFE**

Alliance for Financial Inclusion

Global Network for Peer Learning &

In-Country-Implementation Support

The RBF joined the AFI network in 2009 and is also a member of AFI's first regional initiative, the Pacific Islands Regional Initiative (PIRI) and its forerunner the Pacific Islands Working Group (PIWG). The RBF is currently represented in all seven AFI technical WGs which embody the thematic financial inclusion policy areas that the network actively promotes. The WGs are, Financial Inclusion Strategy, Global Standards and Proportionality, SME Finance, Digital Financial Services, Consumer Empowerment and Market Conduct, Inclusive Green Finance and Financial Inclusion Data.



RBF Governor, Mr Ariff Ali with AFI Regional Sandbox Technical Team



PIRI Regional Regulatory Sandbox Roadshow

Since joining AFI, the RBF has co-hosted a number of AFI meetings including two regional initiative meetings, joint working group meetings, the 8th Global Policy Forum in 2016 and co-hosted two Joint Learning Programme (JLP) on Financial Inclusion and Climate Change (FICC) where AFI launched green finance as a new work stream. The RBF has since benefited immensely from this network through in-country

implementation support, its partnership and its multifaceted information sharing platform. The RBF has also participated in various AFI peer learnings, trainings, knowledge exchange visits and WG meetings.

The Alliance for Financial Inclusion (AFI) is a policy leadership alliance of 100 financial regulatory and supervisory institutions in more



682

Collectively, the AFI network has implemented 682 policy and regulatory changes in 79 developing and emerging economies.

than 80 developing and emerging countries that supports and empowers policymakers to increase access to quality financial services for the poorest populations around the world. AFI's vision is to make financial services more accessible to the more than 1.7 billion individuals financially unserved or underserved through the formulation, implementation and global advocacy of sustainable and inclusive policies.

Since 2011, RBF has issued 15 Maya Declaration Commitment targets covering a range of financial inclusion areas including digital financial services, financial inclusion data, financial literacy

and education, consumer protection, national strategies and overarching goals and SME Finance. Progress to date includes the completion of a third of these targets while registering notable progress in the remainder. Additionally, RBF was assisted through AFI's In-Country-Implementation grant to enable the second national financial services demand-side survey (DSS) for Fiji. The DSS focused on gender and climate change, contributing to RBF's financial inclusion objectives.

RBF co-hosted the 13th PIRI EGFIP Meeting and Public Private Dialogue (PPD) Training on Continued Digital Transformation to Support Economic Recovery in the Pacific Islands on 30 June 2020, in collaboration with AFI and Visa. The training discussed the Pacific Islands' recovery of SME/MSME businesses and the continued digital transformation of the payment ecosystem and other actions, such as enabling micro and small businesses, including women-led enterprises, to participate in online commerce. RBF also co-hosted a three-day virtual RBF-AFI Joint Learning Program (JLP) on 'Inclusive Green Finance Implementation' on 19-21 October 2020. The JLP was designed to showcase RBF initiatives and experiences in designing a policy framework for IGF with a special focus on gender.



Source: Alliance for Financial Inclusion and Reserve Bank of Fiji.

9 Data Measurement

Demand Side Survey

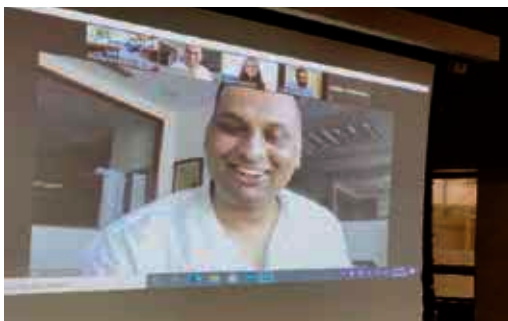
In partnership with the Fiji Bureau of Statistics (FBoS), PFIP and AFI, RBF conducted a second national Financial Services Demand Side Survey (DSS) in 2020. The first DSS was conducted in 2014.

The objectives of the DSS exercise was to collect information to measure the impact and progress made on the current NFISP 2016-2020. The NFISP 2016-2020 was developed based on information from the 2014 DSS. The data collected from the second DSS will provide informative data that will assist in the development of the next NFIS 2022-2026 for Fiji.

Similar to the first DSS a consultant was engaged to provide technical support on the overall DSS exercise including survey design, sampling methodology and analysis.

Two training sessions were conducted by the consultant for Supervisors and Enumerators from 12-16 October and 19-23 October. The training emphasised the financial concepts covered in the survey questions to ensure that the survey was appropriately administered to the respondents.

With the assistance of the FBoS team and enumerators, the data collection exercise was undertaken over a six week period from 26 October to 4 December, 2020. It covered a nationally representative sample of over 1,000 respondents above the age of 15 years distributed across all four divisions and 14 provinces in Fiji. A report outlining results of the DSS will be released in the first quarter of 2021.



DSS Consultant, Mr Shaheed Perwez of Micro-Credit Ratings International Limited conducting virtual training for supervisors.



DSS Supervisors training session.

Disaggregated Data

In June 2019, the RBF implemented the Financial Sector Development Policy Statement on the Minimum Requirements for the Provision of Disaggregated Data to capture granular data from all regulated and supervised financial service providers (“FSPs”). The objectives of the Policy are four-fold:

- Standardise disaggregated data collection by the financial service providers;
- Strengthen financial inclusion data availability and quality;
- Develop evidence-based policies for financial sector development; and
- Promote public education and awareness of financial inclusion efforts.

Since implementation, provisional 2018 and 2019 data have been submitted by the FSPs. The availability of this comprehensive supply-side data has enabled full reporting of NFIS indicators and allowed improvements in the way the data was collected, reported and analysed to measure the progress of NFIS.

One of the key improvements in the 2019 exercise was that data on account holders were collected instead of using number of accounts as proxy for measuring access to financial services by adults. This method avoided double counting of individuals who owned more than one account at an institution.

Key highlights of the 2019 provisional disaggregated data are as follows:

- As at December 2019, 79.5 percent of adults had access to bank accounts, an improvement noted from the NFIS 2019 update of 76.8 percent.
- 71.4 percent of the female adult population had bank accounts compared to 87.3 percent males.
- Among the total youth population, those between the ages 15-35 years, 71.3 percent had access to a bank account;
- Proportion of adults in Central, Eastern, Western and Northern Divisions with bank accounts was recorded at 62.9, 19.9, 58.8 and 46.5 percent, respectively;
- Percentage of adults using digital payments other than mobile money stood at 19.3 percent at the end of 2019. Digital payments refers to use of e-banking channels including internet banking; and
- 39.3 percent of adults have access to formal savings products and 12.6 percent of adults have access to formal credit products. Formal savings under this indicator refers to savings accounts with commercial banks only while formal credit products are those that are provided by commercial banks, credit institutions and non-bank financial institutions.

			NFIS Target 2020
NFIS INDICATORS	NFIS Update 2019 ¹	DD 2019p ²	
Percentage of adults ³ with bank accounts	76.8%	79.5%	85.0%
Percentage of male adults with bank accounts		87.3%	
Percentage of female adults with bank accounts	na	71.4%	72.0%
Percentage of youth (15-35) with bank accounts	na	74.3%	80.0%
Percentage of adults with bank accounts – Central	na	62.9%	90.0%
Percentage of adults with bank accounts – Eastern	na	19.9%	70.0%
Percentage of adults with bank accounts – Western	na	58.8%	85.0%
Percentage of adults with bank accounts – Northern	na	46.5%	80.0%
Percentage of adults that have an active mobile money accounts	24.2%	24.2%	15.0%
Percentage of adults using digital payments other than mobile money	na	19.3%	15.0%
Percentage of adults using formal savings products	21.8%	39.3%	45.0%
Percentage of adults using formal credit products	15.3%	12.6%	15.0%
Percentage of adults with insurance product	41.0%	na	25.0%
Percentage of adults with FNPF membership account	71.5%	71.0%	75.0%
Percentage of adults using pension products	9.5%	6.3%	35.0%
OTHER INDICATORS		DD 2019p ²	
Percentage of depositors registered for internet banking		24.3%	
Percentage of depositors registered for mobile banking		19.8%	
Percentage of depositors with debit cards		86.3%	
Percentage of depositors with credit cards		3.0%	
Percentage of adults registered for mobile money		54.9%	
Percentage of adults with life insurance policy		11.7%	
Percentage of wage & salaried earners with life insurance policy		43.1%	
Percentage of adults with unit trust investment		3.8%	
Percentage of adults received remittance via mobile money		2.6%	

p – Provisional; na – Not Available

¹ NFIS update as at December 2019 from various data sources.

² Source: Financial Sector Development Policy 1: Minimum Requirement for the Provision of Disaggregated Data.

³ Adults refer to those above 15 years.

10

2020 Key Financial Inclusion Milestones

Jan	<ul style="list-style-type: none"> • Signed a Memorandum of Understanding with the Fiji Bureau of Statistics to enable efficient sharing of data and collaboration
Feb	<ul style="list-style-type: none"> • RBF assisted the Registrar of Companies Office, Ministry of Justice to raise awareness on the digital business registration for MSMEs
March	<ul style="list-style-type: none"> • BSP Life launched Bula Secure and Bula Secure Plus products • Pacific Islands Regional Initiative (PIRI) collectively launched Regional Regulatory Sandbox Guidelines.
April	<ul style="list-style-type: none"> • RBF presentation as part of the AFI-FIDWG Webinar Series – Demand Side Surveys I: Revamping Financial Inclusion DSS
July	<ul style="list-style-type: none"> • RBF conducted awareness session for Church Leaders & Village Elders in Narikoso, Mataso, Ra
Aug	<ul style="list-style-type: none"> • Noda i Lavo Season 4 commenced weekly financial literacy TV programme. • RBF conducted internal financial literacy training and awareness.
Sept	<ul style="list-style-type: none"> • Launch of FinTALK Fiji facebook page and awareness programme • FinTALK visited the Northern Division to conduct financial literacy training and awareness • RBF conducted financial literacy awareness session for Youths in Nabua Methodist Church
Oct	<ul style="list-style-type: none"> • Fiji Financial Services Demand Side Survey - Training of Trainers, Enumerators training and pilot phase • RBF and AFI co-hosted a virtual joint learning programme on Inclusive Green Finance • RBF presented at the AFI Member Training on Application of Financial Inclusion Data, and Monitoring & Evaluation for National Financial Inclusion Strategies • RBF conducted financial literacy awareness during the Soqosoqo Vakamarama iTaukei Workshop in Nadroga • MSME Technical Working Group Meeting
Nov	<ul style="list-style-type: none"> • Commenced data collection for the second Fiji Financial Services Demand Side Survey • SPBD Fiji Bloom Business Accelerator SME Business Awards • RBF conducted financial literacy awareness during the Soqosoqo Vakamarama iTaukei Workshop in Nadi
Dec	<ul style="list-style-type: none"> • Completed data collection for the second Fiji Financial Services Demand Side Survey • PFIIP Launched the Pacific Insurance and Climate Adaptation Programme • FinTALK visited the Western Division to conduct financial literacy training and awareness and coordinated a Mini Expo at Votcity Market, Nadi

11

National Financial Inclusion Taskforce & WG Members

Ariff Ali – Governor, RBF and Chairperson, National Financial Inclusion Taskforce
Yogesh Karan – Permanent Secretary for Office of the Prime Minister, Sugar Industry and Acting Permanent Secretary for Foreign Affairs
Meleti Bainimarama – Permanent Secretary for iTaukei Affairs
David Kolitagane – Permanent Secretary for Disaster Management, Rural and Maritime Development
Tevita Kuruvakadua – RBF Board Director and Chief Executive Officer, iTaukei Land Trust Board
Rakesh Ram – Chief Executive Officer, HFC Bank and Chairman of Association of Banks in Fiji
Kemueli Naiqama – Chief Executive, Fiji Bureau of Statistics
Bram Peters – Programme Manager, Pacific Financial Inclusion Programme
Kevin McCarthy – Business Consultant/Bank Director
Eseta Nadakuitavuki – Senior Manager Microfinance and Womens Market, WBC and Chairperson of the Financial Literacy Working Group
Peter McPherson – Non-Executive Director, FijiCare Insurance Limited and Chairperson of the Inclusive Insurance Working Group
Sitiveni Marovia – Head of Corporate Sustainability, Microfinance & Business Development and Chairperson of the Inclusive Products and Services Working Group
Miteli Cama – Chief Statistician, Household Survey Unit, Fiji Bureau of Statistics and Chairperson of the Statistics Working Group
Esala Masitabua – Deputy Governor, Reserve Bank of Fiji
Poasa Werekoro – Chief Manager, Financial System Development Group, Reserve Bank of Fiji
STATISTICS WORKING GROUP MEMBERS
Miteli Cama – Fiji Bureau of Statistics (FBoS) Chairperson
Akash Anand – HFC Bank Co-Chair
Sole Tubanaika – FBoS
Jasnit Lal – BRED Bank Fiji
Nacanieli Rika – University of the South Pacific
Olivia Vakaosooso – PFIP
Ronald Kumar – PFIP
Avneet Deo – WBC
Semesa Sikivou – Market Development Facility (MDF)

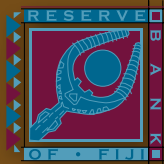
Seci Taleniwesi – RBF
Swastika Singh – RBF
Akata Taito – RBF (Secretariat)
FINANCIAL LITERACY WORKING GROUP MEMBERS
Eseta Nadakuitavuki (Chairperson) – WBC
Isikeli Taoi – BSP
Alipate Waqairawai – FNPF
Kelepi Mawa – HFC Bank
Proxy Natautava Rokotuibau – HFC Bank
Praneel Pritesh – PFIP
Terence Elaia – CIRA
Janine Penjueli – BSP Life
Isikeli Vukikomoala – BRED Bank (Fiji) Limited
Siva Prakash – Bank of Baroda
Elenoa Buliruarua – ANZ Bank
Vimlesh Chand – Ministry of Education
Jone Drugunalevu – iTaukei Affairs Board
Alisimere Duwai – RBF (Secretariat)
INCLUSIVE PRODUCTS AND SERVICES WORKING GROUP MEMBERS
Sitiveni Marovia – ANZ Bank
Isikeli Taoi – BSP
Nafi Cakacaka – FDB
Shaneel Prasad – HFC Bank
Maryangela Berwick – WBC
Akuila Rawaqa – BSP Life
Shalendra Prasad – Vodafone Fiji Limited
Elrico Munoz – SPBD
Bram Peters – PFIP
Jone Driu – iTaukei Affairs Board
Arieta Dimuri – Ministry of Rural and Maritime Development
Lagi Fisher – Financial Management Counsellors Association of Fiji
Martin Nabola – Office of the Prime Minister
Iosefo Koroidimuri – Ministry of Commerce, Trade, Tourism and Transport
Tevita Navila – Telecom Authority of Fiji
Tevita Gade – RBF (Secretariat)
INCLUSIVE INSURANCE WORKING GROUP MEMBERS
Working Group under review

12 Abbreviations

AFI	Alliance for Financial Inclusion	NDC	Nationally Determined Contribution
ANZ	Australia and New Zealand Banking Group Limited	NFISP	National Financial Inclusion Strategic Plan
App	Application	NFIT	National Financial Inclusion Taskforce
APV	Agro-Photovoltaic	NGO	Non-Governmental Organisations
B2C	Business to Customer	P2P	Person to Person
BSP	Bank South Pacific	PFIP	Pacific Financial Inclusion Programme
CDRF	Climate and Disaster Risk Financing	PICAP	Pacific Insurance and Climate Adaptation Programme
DSS	Demand Side Survey	PIRI	Pacific Islands Regional Initiative
FBC	Fiji Broadcasting Corporation	PPD	Public Private Dialogue
FBoS	Fiji Bureau of Statistics	PPSR	Personal Property Securities Registry
FDB	Fiji Development Bank	QR	Quick Response
FRCS	Fiji Revenue and Custom Services	RBF	Reserve Bank of Fiji
GCF	Green Climate Fund	RSEs	Recognised Seasonal Employees
HFC	Home Finance Company PTE Limited	SDG	Sustainable Development Goals
IGF	Inclusive Green Finance	TELS	Tertiary Education Loans Scheme
ISEFF	Import Substitution and Export Finance Facility	ToT	Training of Trainers
iTAB	iTaukei Affairs Board	TWG	Technical Working Group
JLP	Joint Learning Program	UNCDF	United Nations Capital Development Fund
KOICA	Korea International Cooperation Agency	PFIP	Pacific Financial Inclusion Programme
MCII	Munich Climate Insurance Initiative	WBC	Westpac Banking Corporation
MCTTT	Ministry of Commerce, Trade, Tourism and Transport	WGs	Working Groups
MDF	Market Development Facility	YES	Young Entrepreneurship Scheme
MSME	Micro Small Medium Enterprises		



RESERVE
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