

# The New FinDev Gateway and Our COVID-19 Resource Hub

Learn how to get the most out of  
the new FinDev



31 March 2020

9:00 -10:00 AM ET



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WEBINAR

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# LOGISTICS

- 1 Attendee microphones will remain muted during the entire webinar session.
- 2 To ask questions during the webinar, please use the Chat box on the right-hand side of the Webex session. You may submit your question at any time during the webinar presentation.
- 3 To ensure your question is seen by the moderator, select “**All Participants**” from the drop-down menu when sending the question.
- 4 The webinar recording will be emailed to all attendees and registrants.

# Speakers and Agenda



**Valdete Berisha**  
Manages the Overall  
FinDev Gateway



**Gaya Manukyan**  
Editor, English, FinDev Gateway



**Abby Augusta**  
Editor, English, FinDev Gateway



**Miranda Beshara**  
Editor, Arabic FinDev



**Mariana Martinez**  
Editor, Spanish - Portal FinDev



**Anouch Bezelgues**  
Editor, French - Portail FinDev

# Before the Redesign

www.findevgateway.org



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Search Term  [SEARCH](#)

## Financial Inclusion For Development

[LEARN MORE](#)



### BROWSE OUR LIBRARY

**8312**

papers, case studies, and toolkits updated daily.

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### FIND A JOB

**60**

employment and internship positions currently open.

[Get Started >](#)

### ATTEND AN EVENT

**50**

training and event opportunities are coming up.

[Get Started >](#)





# Newly Redesigned FinDev Gateway

www.findevgateway.org



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## FinDev Gateway

Financial Inclusion For Development

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## Connecting the global microfinance and financial inclusion community

FinDev Gateway offers a unique opportunity to organizations and individuals to expand their outreach and the visibility of their work. Sharing your knowledge and resources on FinDev Gateway is easy and free of charge.

SUBMIT YOUR CONTENT

WRITE A BLOG



© CGAP



**Valdete**

# Features

- Enables users to easily navigate and find relevant content. Better information architecture and better contextualization of content.
- Emphasizes relevance and importance of content
- Users are no longer required to have an account to submit content
- Simpler workflow that makes content updates and website management easier

# COVID-19 Resource Hub



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BLOG WEBINARS TOPICS COUNTRIES COMMUNITY EXPLORE ABOUT

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## COVID-19

This resource hub provides a collective space for our community to share experiences, ideas and lessons learned as we all struggle to manage this unprecedented global crisis.

Resources Overview

## Featured

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VIEW BLOGS | FINDEV WEBINARS



**FINDEV GUIDE** 27 March 2020

### FinDev Guide to Data - Tracking the Global Response to COVID-19

A listing of coronavirus-related data useful for the microfinance sector and the financial inclusion community. Learn who is tracking what.



**FINDEV BLOG** 18 March 2020

### COVID-19: How Is the Pandemic Affecting Your Work and the Clients You Serve?

We invite you to join an open discussion among the global financial inclusion and microfinance community on the effects of this pandemic and how organizations are preparing to deal with it.



**CGAP COLLECTION**

### COVID-19 & Inclusive Finance: Lessons From Past Crises

In an effort to make such lessons more widely accessible, CGAP is compiling a list resources from its own research and from other organizations to help inform the response. This is a living resource that will be regularly updated.





# COVID-19 Resource Hub



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## Publications

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[VIEW ALL PUBLICATIONS >](#)

**PAPER** March 2020

### Gender Implications of COVID-19 Outbreaks in Development and Humanitarian Settings

This brief considers the potential impact of the global pandemic on health, food security and nutrition, and economic wellbeing of women and girls.

**CARE**

**PAPER** March 2020

### Managing Through the COVID-19 Pandemic: How Financial Firms are Responding

The focus of this paper is on how the financial services industry has been responding to date to the pandemic with an emphasis on the role of business continuity plans.

Martin Boer & Takahiro Iwamoto  
**Institute of International Finance**

**GUIDE** March 2020

### Responding to the COVID-19 Pandemic: Guidance for Financial Service Providers

Findings from Accion's interviews with partners on how COVID-19 is impacting the financial industry and recommendations for senior leaders to protect their customers, employees, and business operations.

**Accion**

## News & Events

The latest news and upcoming events and training from the global financial inclusion community on this topic.

### News

#### Africa Turns to Mobile Payments as a Tool to Curb COVID-19

27 March 2020 / TechCrunch

#### Minimum Economic Recovery Standards (MERS) Guidance in Response to COVID-19

27 March 2020 / The SEEP Network

#### Nepal's Remittance-Dependent Economy Braces for Upheaval Amid COVID-19 Pandemic

26 March 2020 / The Kathmandu Post

#### Nigeria: CBN Unveils Palliative Measures to Cushion Impact of Coronavirus on Economy

25 March 2020 / Syminvest

#### COVID-19: Indian Oil Customers Can Now Use Paytm to Pay for LPG Cylinders and at Petrol Pumps

25 March 2020 / Financial Express

#### How Coronavirus Affects the Microfinance Sector

24 March 2020 / Grameen Credit Agricole Microfinance Foundation

### Upcoming Events

09  
APR

**EaSI Technical Assistance: Supporting Actions for Roma & Traveller Populations**

**EVENT** European Microfinance Network

07  
APR

**Leadership in Crisis**

**EVENT** Frankfurt School of Finance & Management

02  
APR

**Covid-19 Coping Strategies for the Microfinance Ecosystem**

**EVENT** M-CRIL  
Online

01  
APR

**SPTF Social Investor Working Group: Special Session to Coordinate Responses on COVID**

**EVENT** Social Performance Task Force



# COVID-19 Resources



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- **FinDev Discussion**

COVID-19: How Is the Pandemic Affecting Your Work and the Clients You Serve?

- **CGAP Collection Page**

COVID-19 & Inclusive Finance: Lessons From Past Crises

- **FinDev Guide to Data: Tracking the Global Response to COVID-19**

A list of existing data sources and trackers, indicating the level of relevance for microfinance and financial inclusion.

- **Information Hubs**

A few organizations have started to create specialized COVID-19 information hubs which are relevant for financial inclusion.



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# COVID-19 Resources

## Weekly Updates

Stay up-to-date on how the COVID-19 pandemic is affecting the financial inclusion community with our curated list of news, blogs, publications, data and events published by various organizations worldwide.

Publications - Latest research on the implications of coronavirus COVID-19 for microfinance and financial inclusion.

Events - Events exploring responses to the novel coronavirus pandemic and actions relevant for microfinance and financial inclusion.

News - Latest news from the industry on how COVID-19 is impacting the microfinance and financial inclusion community.

# COVID-19 Resource Hub



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## COVID-19

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This resource hub provides a collective space for our community to share experiences, ideas and lessons learned as we all struggle to manage this unprecedented global crisis.

Resources

Overview

### **FinDev Discussion** - COVID-19: How Is the Pandemic Affecting Your Work and the Clients You Serve?

We invited organizations from around the world to share their experiences and thoughts on how the ongoing global health crisis is impacting their work. Join the discussion and tell us how your organization is dealing with this situation, what challenges you are facing, and what ideas you have for supporting those who most need it.

### **CGAP Collection Page** - COVID-19 & Inclusive Finance: Lessons From Past Crises

CGAP is compiling a list of resources from its own research and from other organizations to help inform the response. This is a living resource that will be updated regularly.

### **FinDev Guide to Data: Tracking the Global Response to COVID-19**

Many organizations are mobilizing resources to track various responses to the coronavirus (COVID-19) pandemic. We have compiled a list of existing data sources and trackers, indicating the level of relevance for microfinance and financial inclusion when possible.

**Information Hubs** - A few organizations have started to create specialized COVID-19 information hubs which are relevant for financial inclusion.

**Weekly Updates** - Stay up-to-date on how the COVID-19 pandemic is affecting the financial inclusion community with our curated list of news, blogs, publications, data and events published by various organizations worldwide.

**Publications** - Explore the latest research on the implications of coronavirus COVID-19 for microfinance and financial inclusion.

**Events** - Check out upcoming online events exploring responses to the novel coronavirus pandemic and actions relevant for microfinance and financial inclusion.

**News** - Keep up with the latest news on how COVID-19 is impacting the microfinance and financial inclusion community.

# COVID-19 Resource Hub

## Easy access from the homepage



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### Explore FinDev Topics

Dive into the latest research and insights on over 30 topics related to financial inclusion.

[View All Topics](#)

### Featured Topics

[COVID-19](#)

[Data](#)

[Digital Transformation](#)

[Refugees](#)

EXPLORE OUR REGIONAL PLATFORMS IN:

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# COVID-19 Resource Hub

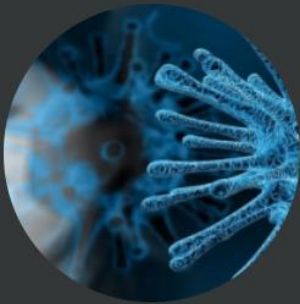
Also featured under trending topics on the Homepage



Valdete

## Trending Topics

Dive into the latest research and insights on over 30 topics related to financial inclusion and microfinance. FinDev Gateway hosts over 8,000 publications, blog posts, events and announcements curated by our editors and sent in by various organizations from across the globe.



COVID-19



Data



Digital Transformation



Refugees

# Community



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FinDev Gateway provides a platform for select communities of practice (COPs) to share their work, learnings and insights on a special corner of the FinDev website dedicated for COPs.

The screenshot displays the 'Community' page on the FinDev Gateway website. At the top, a dark blue navigation bar contains links for 'EXPLORE OUR REGIONAL PLATFORMS IN: FRANÇAIS ESPAÑOL العربية', 'SUBSCRIBE', 'SUBMIT CONTENT', and 'SEARCH'. Below this is the 'FinDev Gateway' logo and a secondary navigation menu with 'BLOG', 'WEBINARS', 'TOPICS', 'COUNTRIES', 'COMMUNITY' (highlighted), 'EXPLORE', and 'ABOUT'. The main content area features three columns: 'Communities of Practice' (with sub-links for FinEquity and PAYGo PERFORM), 'Contributing Organizations' (with a link for Organization List), and 'Our Partners' (with a link for Partners). A 'SUBSCRIBE TO FINEQUITY NEWSLETTER' button is positioned on the right. At the bottom, a 'FinEquity' section header is followed by a navigation bar with 'Home', 'Blogs', 'Events', 'Resources', and 'About FinEquity', and social media icons for Twitter, Facebook, and LinkedIn.

Globally, 2 billion people remain unbanked and women lag behind men in terms of access to formal accounts, credit and savings products. FinEquity, a global community to advance women's financial inclusion, is convened by CGAP. It provides facilitated platforms to share experiences, identify key



# FinEquity & COVID-19



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FinEquity, a community of practice hosted on FinDev Gateway is works to advance women's financial inclusion.



FINEQUITY BLOG 31 March 2020

## Women's Financial Resiliency as it Relates to COVID-19

Materials crowd-sourced from the FinEquity community on the issue of women's financial resiliency as it relates to COVID-19 (or other serious crises). This is an on-going project, to contribute please share on Dgroups or send to [FinEquity@CGAP.org](mailto:FinEquity@CGAP.org).



Women's Financial Resiliency as it relates to COVID-19

**FinEquity Blog**

**ABOUT THIS POST**

Published	31 March 2020
Publisher	FinEquity
Topics	COVID-19
Collection	FinEquity

### YOU MAY ALSO LIKE

**BLOG** 18 March 2020  
**COVID-19: How Is the Pandemic Affecting Your Work and the**

# Data Landing Page



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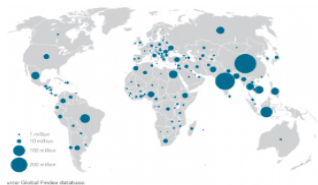
We don't host data, but we maintain a [listing of key datasets](#) on financial inclusion and can work with you to feature your data on FinDev.

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## Data

Explore our curated list of data sources relevant for financial inclusion

### Editor's Picks

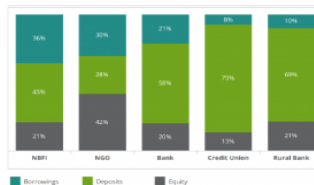


**DATA**

#### The Global Findex Database

The Global Findex database is the world's most comprehensive data set on how adults save, borrow, make payments, and manage risk.

Source: **World Bank**

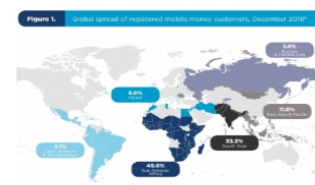


**DATA**

#### MIX Market

For more than 15 years, dozens of data points for each provider have been collected, analyzed, and reported through MIX Market, the microfinance data service operated by MIX.

Source: **MIX**



**DATA**

#### GSMA Mobile Money Adoption Survey

The survey provides important insights into the performance of mobile financial services deployments that target unbanked and underserved customers globally.

Source: **GSMA**

- Region
    - World 1
  - Topics
    - Data 14
    - Remittances 2
    - Funding Landscape 1
    - Rural and Agricultural Finance 1
    - Fintech 1
- SHOW MORE >

Showing 1 - 10 of 14

**DATA**

#### Global Payment Systems Survey (GPSS)

The GPSS aims to take an accurate snapshot of payment systems worldwide to obtain information on payment system reforms and the factors which hinder and/or facilitate them in order to help guide policy-dialogue at the international and national levels, and World Bank Group technical assistance.

Source: **World Bank**



# Website Traffic – FY19



Abby

FinDev sites attract close to 1 million website views annually

Sessions	
English	490,754
French	128,790
Spanish	121,604
Arabic	104,386
Users	
English	330,422
French	82,180
Spanish	97,179
Arabic	81,184

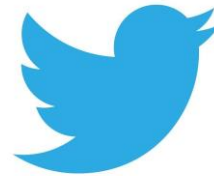
# Outreach



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**Newsletter**  
20k subscribers



**Twitter**  
12.9k followers



**LinkedIn**  
16k followers

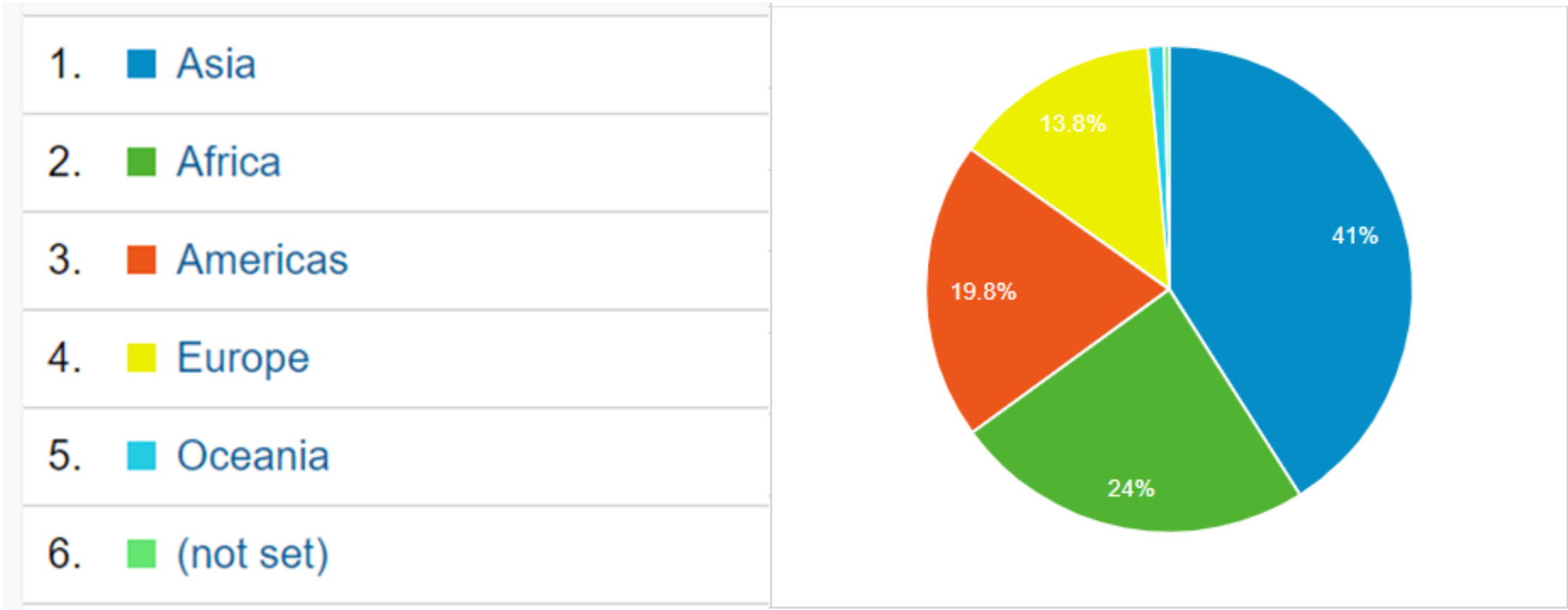


**Facebook**  
7.2k followers



Abby

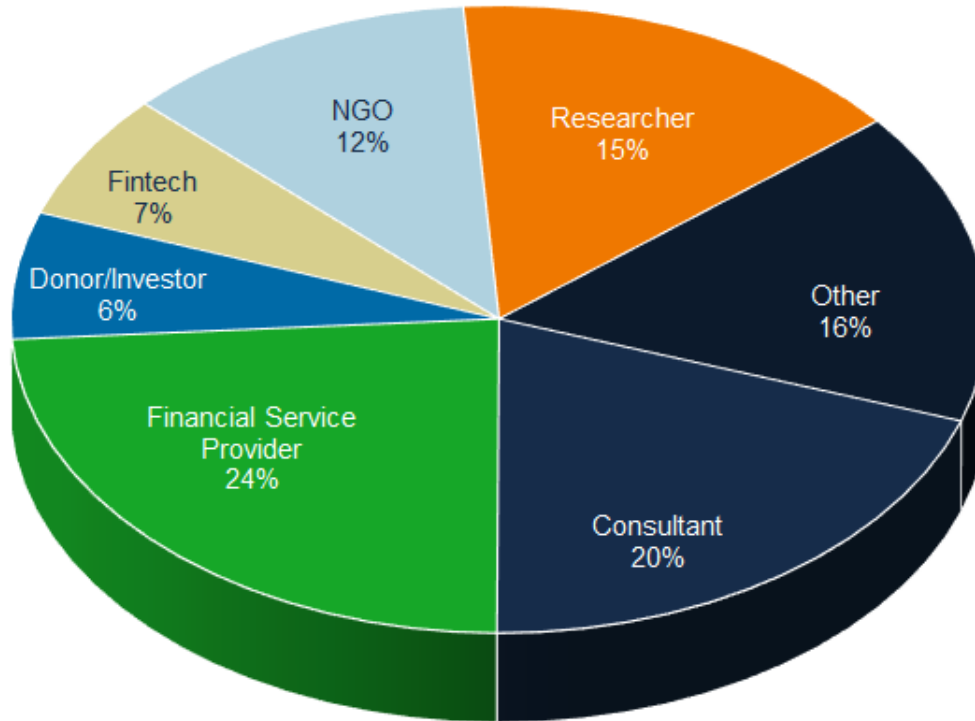
# User Location – English Site



# Audience Breakdown - 2019



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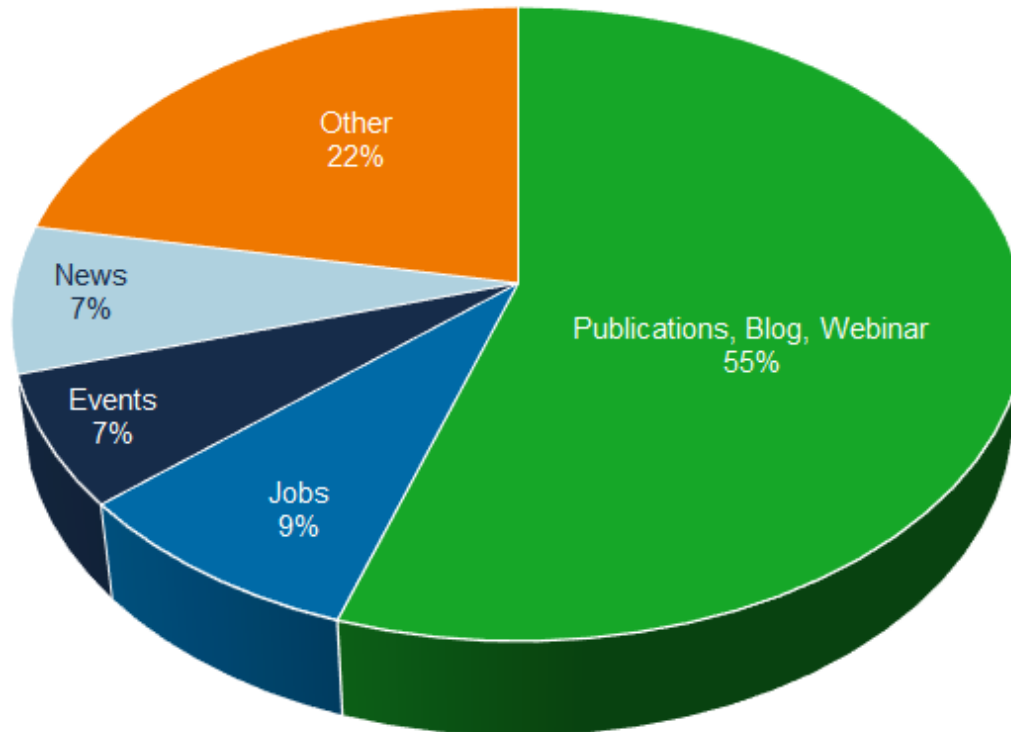
Note: Based on available data of newsletter subscribers



# Pageviews by Content Type FY19



Abby





Gaya

# Community Content

On average, 3,000 publications, news, jobs, and events are added across all FinDev sites annually

**Content Submitted by Users  
(English site)**



**Content Curated by Editors  
(English site)**



# Homepage



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## FinDev Gateway

Financial Inclusion For Development

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## Connecting the global microfinance and financial inclusion community

FinDev Gateway offers a unique opportunity to organizations and individuals to expand their outreach and the visibility of their work. Sharing your knowledge and resources on FinDev Gateway is easy and free of charge.



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# Homepage, continued



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## Editor's Picks



BLOG 18 March 2020

### COVID-19: How Is the Pandemic Affecting Your Work and the Clients You Serve?

We invite you to join an open discussion among the global financial inclusion and microfinance community on the effects of this pandemic and how organizations are preparing to deal with it.

## LATEST FROM OUR BLOG

BLOG 25 March 2020

### COVID-19: How Does Microfinance Weather the Coming Storm?

If the microfinance sector is going to survive the pandemic, we need to treat COVID-19 as the fundamental threat to the industry that it likely is.

GUIDE 27 February 2020

### Your Guide to the New FinDev

FinDev Gateway has undergone a transformation. Get to know our new and updated platform for the financial inclusion community.

BLOG 23 March 2020

### The Myth of Digital Credit as a Catalyst for Financial Inclusion in Nigeria

A review of the top 20 digital credit companies in the country reveals that regulation is sorely needed.

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GUIDE 27 March 2020

### FinDev Guide to Data - Tracking the Global Response to COVID-19

A listing of coronavirus-related data useful for the microfinance sector and the financial inclusion community. Learn who is tracking what.



DATA

### GSMA Mobile Money Adoption Survey

The survey provides important insights into the performance of mobile financial services deployments that target unbanked and underserved customers globally.



PAPER 01 January 2020

### Making Data Work for the Poor

With the rise of digital technologies, the use of personal data by private companies is growing rapidly. But how do we know they will use this data responsibly and in consumers' best interests?

## Latest Publications

FinDev Gateway hosts publications from over 2,000 organizations. Explore the largest collection of resources on microfinance and financial inclusion including over 8,000 papers, case studies, toolkits and more.

PAPER March 2020 / GSMA

### Digital Solutions for the Urban Poor

Can mobile-enabled innovations provide solutions to pressing challenges facing the urban poor?



# Homepage, continued



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### Trending Topics

Dive into the latest research and insights on over 30 topics related to financial inclusion and microfinance. FinDev Gateway hosts over 8,000 publications, blog posts, events and announcements curated by our editors and sent in by various organizations from across the globe.

- COVID-19
- Data
- Digital Transformation
- Refugees

### News & Events

Keep up with the global microfinance and financial inclusion community. Check out the latest news from across the sector, and an extensive calendar of events and trainings hosted by a wide range of organizations.

#### Financial Inclusion News

- Africa Turns to Mobile Payments as a Tool to Curb COVID-19**  
27 March 2020 / TechCrunch
- Minimum Economic Recovery Standards (MERS) Guidance in Response to COVID-19**  
27 March 2020 / The SEEP Network
- Nepal's Remittance-Dependent Economy Braces for Upheaval Amid COVID-19 Pandemic**  
26 March 2020 / The Kathmandu Post
- World Bank Issues \$300 M Loan to Boost Indonesia's Financial Sector**  
25 March 2020 / FinTech Futures
- COVID-19: Indian Oil Customers Can Now Use Paytm to Pay for LPG Cylinders and at Petrol Pumps**  
25 March 2020 / Financial Express
- Nigeria: CBN Unveils Palliative Measures to Cushion Impact of Coronavirus on Economy**  
25 March 2020 / Syminvest

POST NEWS VIEW ALL NEWS >

#### Community Training & Events

- 31 MAR EVENT** Learning From Previous Crisis  
31 Mar 2020  
Frankfurt School of Finance & Management
- 31 MAR EVENT** First Insights From China: The Effects of COVID-19 on Financial Health of MSEs  
31 Mar 2020  
BFA Global
- 31 MAR EVENT** Let's Hear From FINCA, Aga Khan Microfinance, BRAC Microfinance and GrowthAfrica: Their Approach in This Unprecedented Time  
31 Mar 2020  
Ayto Impact, Amarsante Consulting

POST AN EVENT VIEW ALL EVENTS >



### FinDev Webinars

FinDev Webinars enable financial inclusion practitioners to share lessons and attend online presentations and discussions delivered by the world's leading financial inclusion experts.



# Homepage - Explore



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To find Publications, Data, Training & Events, News and Jobs – go to Explore in the top menu.

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BLOG WEBINARS TOPICS COUNTRIES COMMUNITY EXPLORE ABOUT

## Explore Community Content

FinDev Gateway hosts the largest, free collection of online resources on microfinance and financial inclusion. Explore over 8,000 publications, trainings, events, jobs and announcements which have been curated by our editors and submitted by a wide range of organizations from around the world.

[Learn how you can share content >](#)

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FinDev Gateway  
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# How to submit content

From anywhere on the site on the top menu, click **SUBMIT CONTENT**



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[BLOG](#) [WEBINARS](#) [TOPICS](#) [COUNTRIES](#) [COMMUNITY](#) [EXPLORE](#) [ABOUT](#)



# Submit content

Here you will find instructions on how to share your work, and links to submission forms for each type of content.

To help the microfinance and financial inclusion community stay up-to-date with the most recent developments related to coronavirus (COVID-19) and its impact on the sector, we are now accepting resources for our COVID-19: FinDev's Weekly Roundup for the Financial Inclusion Community. Follow the instructions below to share your resources. If you are not sure where your content fits in the list of content types below or if you have additional questions, [please contact us](#).

## What you can publish on FinDev Gateway

### POST A PUBLICATION

FinDev accepts original work from both organizations and individuals in our [publications library](#).

### POST AN EVENT

Include your event on FinDev's extensive [calendar](#) of in-person and online trainings and events on microfinance and financial inclusion.

### POST NEWS

You can share major [news and announcements](#) about your organization with the global microfinance and financial inclusion community.

### POST A JOB

Reach the best candidates for your position by posting your organization's opportunities on FinDev Gateway's [job listing page](#).

### SHARE A DATASET

We don't host data, but we maintain a [listing of key datasets](#) on financial inclusion and can work with you to feature your data on FinDev Gateway.

The content must relate to financial services for the poor, microfinance, and financial inclusion. Before you submit any content, review our list of [topics](#) to make sure that your content is relevant and consult the [FinDev Guidelines for Content Submission](#) to ensure that your content meets the minimum quality standards.





Abby



FINDEV BLOG 18 March 2020

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By Greta Bull & Timothy Ogden

FINDEV BLOG 23 March 2020

## The Myth of Digital Credit as a Catalyst for Financial Inclusion in Nigeria

A review of the top 20 digital credit companies in the country reveals that regulation is sorely needed.

By Attai Ohiemi, Mobile Pouch Ltd

FINDEV BLOG 06 March 2020

## Empowerment Begins With Identity

Opening a bank account in many countries is a cumbersome process requiring official documents that women often don't have. Digital ID systems can make this process more accessible and help enable women's financial inclusion.

By Carolina Trivelli & Benno Ndulu, ID4D High Level Advisory Council

# FinDev Webinars



**Abby**

19 February 2020

## Toward Data Standards for Inclusive Fintech

Join MIX and FinDev Gateway as we discuss the need for standardized data for investors and fintech companies and delve into findings from MIX's recent effort to create fintech benchmarks.

[LEARN MORE](#)

**WEBINAR**

Mapping It Out: Practical Tools for Reaching Remote Clients

Dec 12, 2019 at 10 am CET

**FinDev Gateway** WEBINAR SERIES  
A PROGRAM OF CGAP

17 Sept 2019  
Laying the Groundwork for Digital Transformation



3 Oct 2019  
Making Change Happen: Lessons From MFIs



17 Oct 2019  
The Role of Technology in Digital Transformation



**WEBINAR** | 4 April 2019 at 9:00 AM EDT

Empowering Employees and Agents to Deliver Valuable Customer Experience







Mariana

# Portal FinDev (LAC platform) - Webinars



**11** Spanish webinars in 2019 with focus on digital transformation



On average, **516 registered** per event, **241 attendees** per session.



90% from LAC - middle/upper management (MFIs, banks, Fintech, NGOs and others).

- Key components for a successful webinar: Relevant topic for the region + select right speakers/partners + outreach



SEMINARIOS EN LÍNEA DEL FINDEV 24 Octubre 2019

Atención al cliente en la era digital:  
¿Cómo prestan servicio al cliente las empresas 100% digitales?

Explore la grabación de este seminario en línea, organizado por el Portal FinDev y el IFC. Aprenda de las experiencias de Nequi, Uber e IZO en América Latina.

# Portal FinDev - Webinar partners and speakers



Mariana



BANCO DE DESARROLLO DE AMÉRICA LATINA



# Portal FinDev - Upcoming Webinars



Mariana

## Próximos seminarios en línea



SEMINARIOS EN LÍNEA DEL FINDEV 16 Abril 2020

### Debate: ¿Qué estamos haciendo para impulsar la inclusión financiera de la mujer en ALC y cómo podemos mejorar?

Participe de este primer seminario en línea de FinEquityALC en el que compartiremos lecciones aprendidas, avances y retos en la inclusión financiera de las mujeres en América Latina y el Caribe.



SEMINARIOS EN LÍNEA DEL FINDEV 22 Abril 2020

### El ABC para una estrategia de Open Banking

Regístrese en este seminario en línea, organizado por el Portal FinDev y el IFC, en el que exploramos junto a los panelistas sus experiencias impulsando la tendencia de "open banking" en instituciones financieras en Latinoamérica.



# Portal FinDev - Financial inclusion content in Spanish for the Latin American and Caribbean region



Mariana

América Latina y el Caribe

العربية | FRANÇAIS | ENGLISH

Según datos del reporte del Global Findex 2017, el 54,4% de los adultos en la región tiene cuenta en una institución financiera formal o con un proveedor de dinero móvil, frente a un 51% en 2014. Las mujeres tienen menor probabilidad de tener una cuenta que los hombres: el 57% de los hombres tenía cuenta frente a 51% de las mujeres en 2017. La brecha en la región persiste en 6 puntos porcentuales y es ligeramente menor al promedio de 9 puntos porcentuales de los países en desarrollo. Las transacciones financieras digitales en la región han crecido lentamente entre 2014 y 2017. La proporción de adultos que realiza o recibe pagos digitales subió 7 puntos porcentuales a 45% en 2017.

**Países con el mayor porcentaje de adultos sin cuenta**

Porcentaje de adultos de 15 años - con cuenta en una institución financiera o proveedor de dinero móvil - Promedio regional excluye países de alto ingreso

Entend this chart - Download image

Puente: Base de datos del Global Findex 2017

**Brecha de género en titularidad de cuentas**

Porcentaje de adultos de 15 años - con cuenta por género

Entend this chart - Download image

Puente: Base de datos del Global Findex 2017

**El uso de pagos digitales está por debajo del promedio mundial pero continúa aumentando**

Porcentaje de adultos de 15 años - en 2017

Categoría	América Latina y el Caribe	Global
% de la población (15 años +) que ahorró dinero el año anterior	37%	48%
% de la población (15 años +) que pidió préstamos el año anterior	36%	41%
% de la población (15 años +) incapaz de reunir fondos de emergencia el año anterior	42%	59%
% de la población (15 años +) que no realizó depósitos y retiró el año anterior	17%	20%
% de la población (15 años +) que hizo o recibió pagos digitales el año anterior	45%	52%

Entend this chart - Download image

Puente: Base de datos del Global Findex 2017

Explore contenido de países de esta región

Seleccione un país...

**RECURSOS ADICIONALES**

- Global Findex 2017: Indicadores
- MDX Market: Perfil de LAC
- Micróscopio Global de 2019

- Financial inclusion and microfinance content tailored to LAC audience.
- Main traffic from LAC countries (Mexico, Peru and Colombia - top three).
- Country profiles for each country in the LAC region.
- We partner with key organizations in each country to provide relevant content and keep up-to-date with the sector.

# Portal FinDev - COVID-19 Hub



Mariana

## COVID-19

Recursos Resumen

### Destacado

ESCRIBA PARA EL PORTAL FINDEV

VEA LOS BLOGS | SEMINARIOS EN LINEA DEL FINDEV



BLOG DEL FINDEV 18 Marzo 2020

**COVID-19: ¿Cómo está afectando la pandemia a su trabajo y a sus clientes?**

Lo invitamos a unirse a este foro de discusión de la comunidad global de inclusión financiera y de microfinanzas, para debatir sobre los efectos de esta pandemia y cómo las organizaciones se están preparando para enfrentarla. El intercambio de ideas y de información puede ayudarnos a encontrar soluciones juntos.



BLOG DEL FINDEV 25 Marzo 2020

**Perú: En épocas de coronavirus, pague sin sencillo**

María Moreno Sánchez analiza por qué la adopción de pagos digitales en detrimento del de dinero en efectivo debe constituir una medida adicional para reducir la transmisión de enfermedades, en tiempos de la pandemia COVID-19.

María Moreno Sánchez



BLOG DEL FINDEV 25 Marzo 2020

**Colombia: La importancia de los pagos electrónicos para contener el coronavirus**

En Colombia, aún existe una clara preferencia por el uso del efectivo, pero esta coyuntura puede ser una oportunidad para que el país se encamine hacia la construcción de ecosistemas de pagos cada vez más digitales.

Daniela Londoño Avellaneda

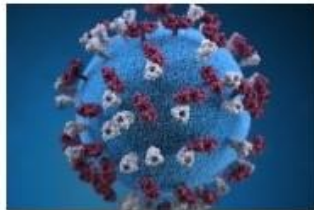


BLOG DEL FINDEV 27 Marzo 2020

**Lo que Rappi en Colombia puede aprender de la logística China en respuesta al COVID-19**

Así como Kenia cuenta con el dinero móvil, Colombia podría también tener un arma secreta en la lucha contra COVID-19: Rappi, el omnipresente servicio a domicilio.

Amolo N'gwenso & Malika Anand, BFA Global



SEMINARIOS EN LINEA EXTERNOS 07 Abril 2020

**Liderazgo en tiempos de crisis**

Los líderes están jugando un rol importante durante la crisis actual. En este seminario en línea de la *Frankfurt School of Finance & Management*, se compartirán algunas ideas sobre cómo los líderes pueden manejar esta crisis.

Organiza: Frankfurt School of Finance & Management



PUBLICACIÓN Marzo 2020

**COVID-19 en América Latina y el Caribe: Cómo incorporar a las mujeres y la igualdad de género en la gestión de la respuesta a la crisis**

Análisis de impactos y serie de recomendaciones para que tomadores de decisión puedan integrar la perspectiva de género en clave de una respuesta efectiva al COVID-19.

ONU Mujeres América Latina y el Caribe

A regional hub to share experiences, lessons learned and ideas on how to deal with this pandemic.

- Discussion Forum
- Latest News
- FinDev Guides
- Publications
- Blogs
- Events/Webinars

**Share. Join the hub!**





Miranda

## Tracking Global Data Resources



دليل البوابة 29 مارس/أذار 2020

### دليل البوابة أ تتبع الإستجابة العالمية لفيروس كورونا

قائمة بالبيانات المتعلقة بفيروس كورونا المستجد ذات الصلة لقطاع التمويل الأصغر والتمويل المالي. تُعرف على البيانات المتحددة التي تقوم الجهات المختلفة بتبنيها.

## Learning from Previous Crises



مفوفة البوابة 30 مارس/أذار 2020

### كوفيد 19 والتمويل الشامل: دروس من الأزمات السابقة

مجموعة من الموارد باللغات المختلفة من أبحاث سيجاب ومنظمات أخرى للمساهمة في نشر الدروس المستفادة من الأزمات السابقة.

## Discussion Forum



مدونة البوابة 19 مارس/أذار 2020

### كوفيد-19: كيف يؤثر انتشار فيروس كورونا المستجد على عملك وعلى العملاء الذين تخدمهم؟

ندعوك للانضمام إلى نقاش مفتوح بين العاملين والمهتمين بالتمويل المالي والتمويل الأصغر عن آثار انتشار فيروس كورونا المستجد حول العالم وكيف تستعد المؤسسات المختلفة للتعامل معه.

## News & Online Events

مؤسسات تمويل أصغر عالمية تشارك منهجية عملها خلال الوقت الحالي

31 مارس

التعليق  
31 مارس 2020 - 31 مارس 2020  
Amarante Consulting, Avrio Impact

التعلم من الأزمات السابقة

31 مارس

التعليق  
31 مارس 2020 - 31 مارس 2020  
Frankfurt School of Finance & Management

المعايير الدنيا للإنتعاش الإقتصادي من أجل الإستجابة ل COVID-19

The SEEP Network / 2020 مارس/أذار

فيروس كورونا: مؤسسات التمويل الصغير التونسية تتحد لمساعدة حرفائها

Challenges / 2020 مارس/أذار

مصر: الرقابة المالية تطالب جهات التمويل متناهي الصغر باتخاذ التدابير الاحترازية والوقائية للحد من الآثار السلبية لانتشار فيروس كورونا

Financial Regulatory Authority (FRA) / 2020 مارس/أذار

# Financial Inclusion Content in Arabic



Miranda

## Blog Series



مقالات المدونة 09 أبريل/نيسان 2018

### كيف يمكن للبنوك والمؤسسات المالية خدمة النساء بشكل فعال؟

Arabic FinDev Gateway, GIZ - MFMR

## Regional Coverage



مقالات المدونة 27 نوفمبر/ تشرين الثاني 2018

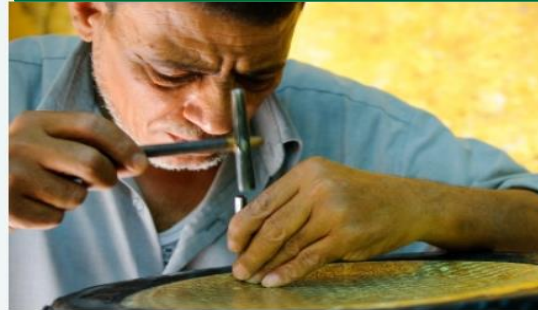
### حلول مبتكرة لتعزيز الشمول المالي في العالم العربي

تقدم البوابة العربية عرض عام عن الحلول المبتكرة التماثلية التي وصلت إلى المرحلة النهائية من جائزة الابتكار لاندماج المالي العربي لعام 2018.



© CGAP

## Publications



بحث/تقرير أكتوبر/تشرين الأول 2018

### التحول المؤسسي لمقدمي التمويل الأصغر في العالم العربي

الفرص والتحديات ومواءمة المصالح

أليكس سيلفا، ومحمد خالد، وكارين بشاي

International Finance Corporation (IFC)

## Webinars in Arabic



تقارير البوابة الإلكترونية 03 أبريل/نيسان 2018

### الإدماج المالي للاجئين: تجارب من الأردن ولبنان

تعرف على المبادئ التوجيهية لخدمة اللاجئين بالإضافة إلى تجربة كل من الجمعية اللبنانية للتنمية (المجموعة) في لبنان وشركة صندوق المرأة للتمويل الأصغر بالأردن في تقديم الخدمات المالية وغير المالية للاجئين في المجتمعات المحلية.

## Expert Interviews



لقاء البوابة 13 نوفمبر/ تشرين الثاني 2018

### التمويل والاستثمار من أجل تعزيز الشمول المالي في الشرق الأوسط وشمال أفريقيا

حوار البوابة مع دابيت سكين فون كامينسكي، عضوة مجلس إدارة صندوق سند ومديرة قطاع البنية التحتية لجنوب أفريقيا، بنك التنمية الألماني KfW للتعرف على أولويات صندوق سند وآليات التمويل والاستثمار في المشروعات متناهية الصغر والصغيرة والمتوسطة من أجل تعزيز الشمول المالي في المنطقة.

## Sharing Experiences



مقالات البوابة 15 أبريل/نيسان 2018

### الخروج من الأزمة وقيادة التغيير في إدارة الموارد البشرية

عام 2010 كان معزاجا بالنسبة لمؤسسة التضامن للتمويل الأصغر؛ فقد تم تحقيق خطة نمو المؤسسة ووصل عدد العملاء النشطاء إلى 100 ألف عميلة. ولكن هذا الإنجاز لم يستمر طويلا! ففي عام 2011، خسرت المؤسسة 70 ألف عميلة وانخفضت محفظة التضامن للثلاث وارتفعت نسبة المحفظة في خطر إلى 97%. ماذا حدث؟ هل العوامل الخارجية المتمثلة في عدم استقرار الأوضاع الاجتماعية والاقتصادية في مصر هي المسؤول الأكبر عن تلك الأزمة؟



# Arabic FinDev - Outreach & Knowledge Partners



Miranda



ARAB FINANCIAL INCLUSION INNOVATION PRIZE  
جائزة الابتكار للاندماج المالي العربي



صندوق النقد العربي  
ARAB MONETARY FUND



Arab Women's Enterprise Fund  
صندوق مشاريع المرأة العربية



german cooperation  
DEUTSCHE ZUSAMMENARBEIT



Implemented by  
giz  
The State Owned Enterprise  
for Technical Cooperation  
Zusammen mit GIZ GmbH



AGFUND



Promoting standards & practices  
for responsible inclusive finance



المفوضية السامية للأمم المتحدة لشؤون اللاجئين



سنابل  
شبكة التمويل الأصغر للبنان العربية



الاتحاد المصري لتمويل متناهي الصغر  
Egyptian Microfinance Federation



ymn  
شبكة التمويل الأصغر  
Youth Microfinance Network  
Bridging the Gap

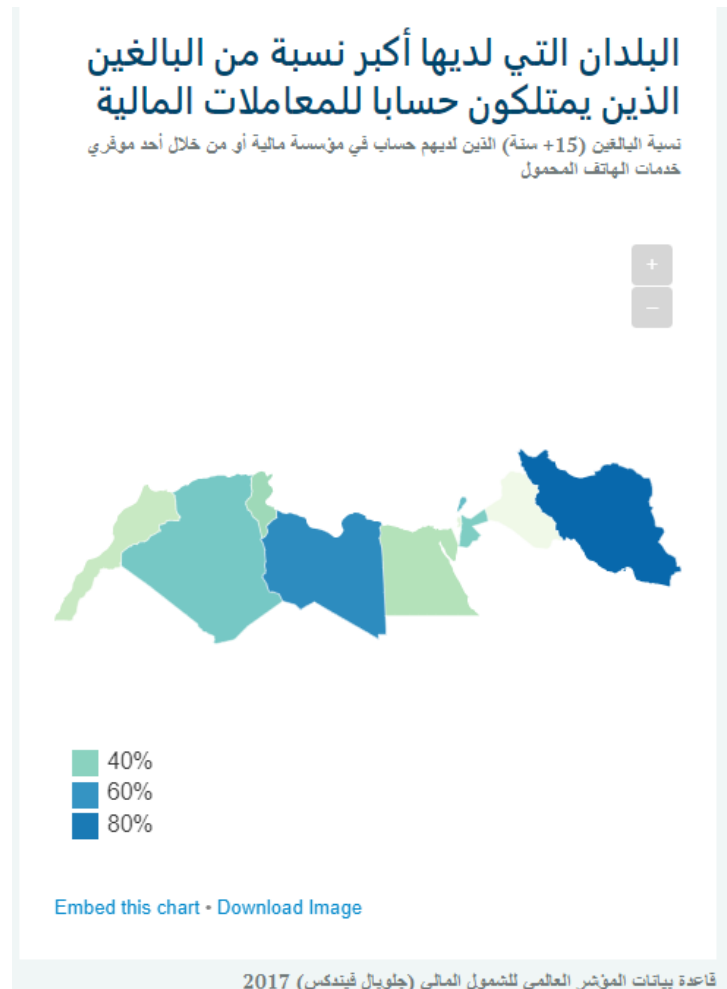


# Developing and Curating Content for the Arabic Users



Miranda

- **Arabic content is a challenge**, nevertheless we manage to curate **original and translated content** for financial inclusion and microfinance practitioners around the Arab World
- Develops **partnerships with leading organizations** in the region for events, blog series and online peer learning
- Provides **latest data, news and resources** about regional trending topics
- **Collaborates with the French FinDev Gateway** on relevant content for **North African countries**





Anouch

# Portail FinDev, the French FinDev Gateway

- Portail FinDev focuses mostly on Francophone Africa: **West Africa, Central Africa and North Africa**
- Why a French FinDev? Because of the high amount of **original quality content** in this language.
- In the region, financial inclusion is a huge challenge: only **43% of adults have an account in Sub-Saharan Africa**  
(Global FinDex 2017)



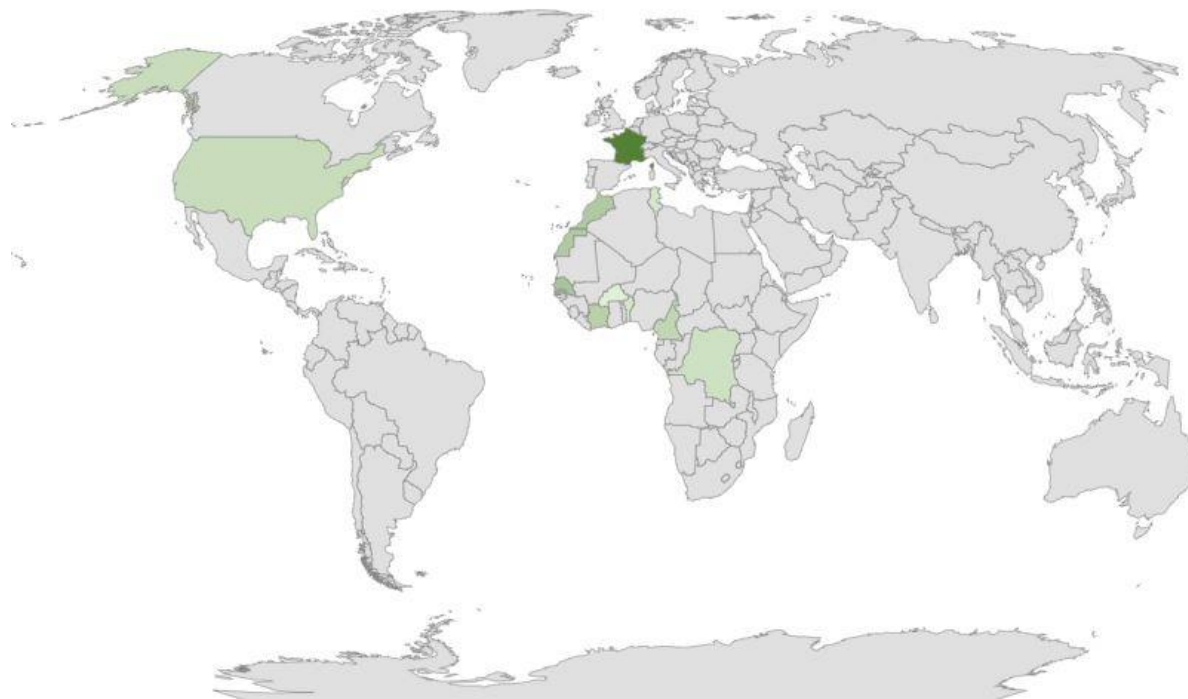


# Portail Findev: who are our users and where do they come from?



Anouch

Top 10 countries per visitors (2019)



In 2019, we recorded 139,982 sessions on Portail FinDev

# What kind of resources do we share on Portail FinDev?



Anouch

- Newsletter (4200+ subscribers)
- Blog posts
- Webinars
- Sourced and contributed content (job offers, training and events, publications, news)
- Partnerships with regional key events
- Data pages
- Topic hub and country pages



FINDEV WEBINAIRES 09 avril 2019

Quelles rentabilités pour la microfinance ?



PUBLICATION novembre 2019

La gestion de la performance sociale en microfinance : pratiques, résultats et enjeux en Afrique subsaharienne



© CGAP 2019



INTERVIEW 12 février 2020

L'assurance indicielle du bétail et des récoltes pour faire face au changement climatique



Services financiers numériques

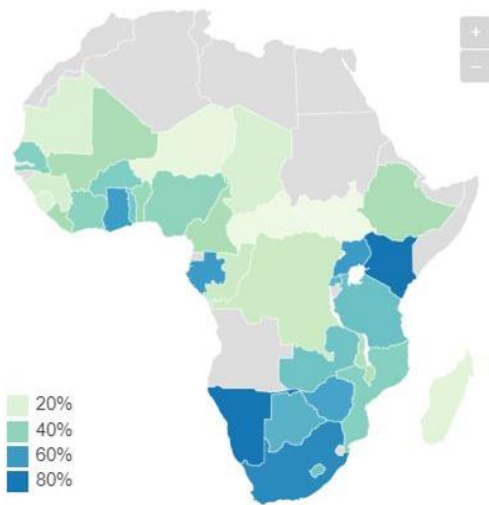
# Focus on our new regional page



Anouch

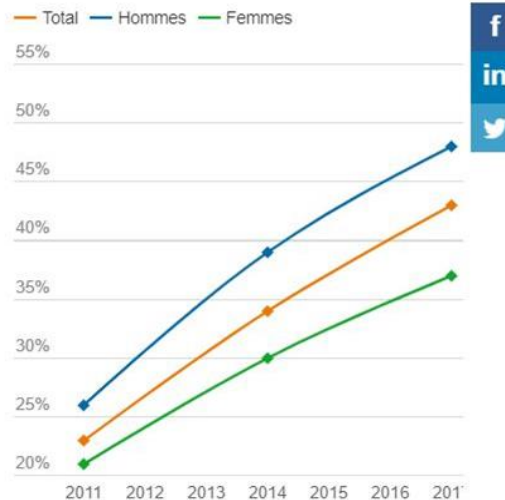
## Pays avec le plus grand nombre d'adultes possédant un compte

Pourcentage d'adultes de 15 ans et plus avec un compte



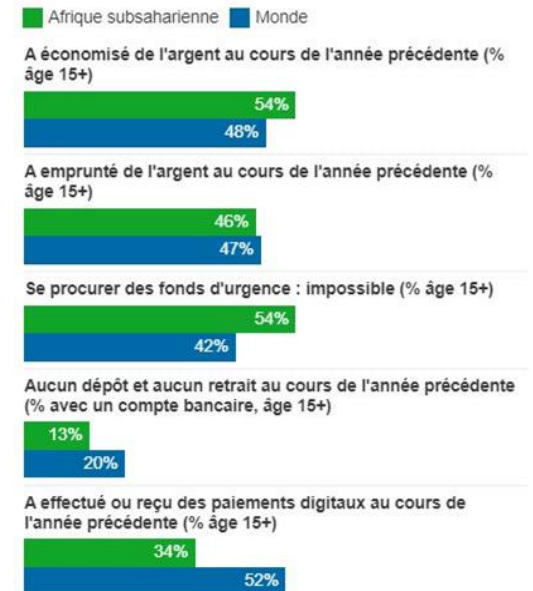
## Possession d'un compte bancaire : l'écart entre les sexes a légèrement augmenté depuis 2014

Pourcentage d'adultes de 15 ans et plus ayant un compte par genre, à l'exclusion des revenus élevés, 2017



## L'utilisation des paiements numériques est inférieure à la moyenne mondiale mais continue d'augmenter

Adultes de 15 ans et plus





Anouch

## How to share your resources on Portail FinDev

- Is your organization planning a training or event which will be delivered in French?
- Do you want to share your latest research with the rest of the world?
- Do you want to exchange views with other practitioners during a webinar?

**Share your work directly on the platform or contact us if you have any question.**







Anouch

# How we are using the French platform to share resources on COVID-19

- Everyday, we post relevant **news** for Africa, as well as **guides, blogs, publications** and **online events** related to COVID-19.
- Are you an FSP or an investor operating in Africa and are worried about COVID-19? **Contact us.**
- We are **committed** to providing you the **latest information** on the pandemic's impact on the sector.



# Q&A

1

For questions, please use the Chat box on the right-hand side of the Webex session.

2

To ensure your question is seen by the moderator, select “**All Participants**” from the drop-down menu when sending the question.



**Valdete Berisha**  
Manages the Overall  
FinDev Gateway



**Gaya Manukyan**  
Editor, English, FinDev Gateway



**Abby Augusta**  
Editor, English, FinDev Gateway



**Miranda Beshara**  
Editor, Arabic  
Arabic FinDev



**Mariana Martinez**  
Editor, Spanish  
Portal FinDev



**Anouch Bezelgues**  
Editor, French  
Portail FinDev

# POLL

Please take a moment to respond to the poll questions on the right-hand side of your screen.

# WHAT'S NEXT?

1

We will email you when the webinar recording and related materials become available on the FinDev Gateway website.

2

Question unanswered? Contact us:

- English: [webmaster@findevgateway.org](mailto:webmaster@findevgateway.org)
- Spanish: [contacto@portalfindev.org](mailto:contacto@portalfindev.org)
- French: [contact@portailfindev.org](mailto:contact@portailfindev.org)
- Arabic: [arabic@findevgateway.org](mailto:arabic@findevgateway.org)

3

For more resources on financial inclusion, visit [FinDevGateway.org](http://FinDevGateway.org).



# Links

- Your Guide to the New FinDev:  
<https://www.findevgateway.org/guide/2020/02/your-guide-new-findev>
- COVID-19 Resource Hub: <https://www.findevgateway.org/topics/covid-19>
- FinDev Discussion: COVID-19: How Is the Pandemic Affecting Your Work and the Clients You Serve?  
<https://www.findevgateway.org/blog/2020/03/covid-19-how-pandemic-affecting-your-work-and-clients-you-serve>
- CGAP Collection: COVID-19 & INCLUSIVE FINANCE: LESSONS FROM PAST CRISES <https://www.cgap.org/topics/collections/covid-19-inclusive-finance>
- FinDev Guide to Data - Tracking the Global Response to COVID-19  
<https://www.findevgateway.org/guide/2020/03/findev-guide-data-tracking-global-response-covid-19>
- FinDev Weekly Update on COVID-19  
<https://www.findevgateway.org/guide/2020/03/findev-weekly-update-covid-19>

# Thank you

English:

[www.findevgateway.org](http://www.findevgateway.org)

French:

[www.portailfindev.org](http://www.portailfindev.org)

Spanish:

[www.portalfindev.org](http://www.portalfindev.org)

Arabic:

[www.findevgateway.org/ar](http://www.findevgateway.org/ar)



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