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# Measuring the “True” Cost of Digital Financial Services: Transaction Cost Index Results

9 AM ET | 2 PM WAT | 4 PM EAT  
September 28, 2023



SEPT. 28, 2023

9AM ET | 2PM WAT | 4PM EAT

## Measuring the “True” Cost of Digital Financial Services: Transaction Cost Index Results

**WEBINAR**

**MODERATED BY PAUL ADAMS**

DIRECTOR OF CONSUMER PROTECTION RESEARCH INITIATIVE



### SPEAKERS

**William Blackmon**  
Innovations for Poverty Action

**Xavier Giné**  
World Bank

**Jayshree Venkatesan**  
Center for Financial Inclusion  
at Accion

**William Mng'ong'ose**  
Bank of Tanzania

Despite its proven benefits, take-up and continued usage of digital financial services (DFS)

lags in many low- and middle-income countries. Though this challenge is multifaceted, the cost of using DFS, particularly mobile money, is a key barrier. However, little has been done to systematically measure and monitor the true costs of conducting DFS transactions, including official fees, extra informal charges, and non-monetary costs such as failed transactions. To address this gap, Innovations for Poverty Action (IPA) created the Transaction Cost Index (TCI).

In this webinar, **William Blackmon** (IPA) and **Xavier Giné** (World Bank) introduced results from the TCI, including a comparison of prices across 16 countries in Africa, Latin America, and Asia, and fieldwork that explores hidden costs in Bangladesh, Tanzania, and Uganda. The webinar concluded with a panel, featuring **Jayshree Venkatesan** (Center for Financial Inclusion at Accion) and **Dr. William Mng'ong'ose** (Bank of Tanzania) to discuss the TCI's implications for regulators, policy, and financial inclusion.

## Speakers

- William Blackmon, Innovations for Poverty Action
- Xavier Giné, World Bank
- Jayshree Venkatesan, Center for Financial Inclusion at Accion
- Dr. William Mng'ong'ose (Bank of Tanzania)
- Paul Adams, Innovations for Poverty Action (moderator)

**Watch the webinar recording [here](#) or below:**