

Timeline

6AM ET (2/10) & 2PM ET (2/11)

Date

February 10, 2021



Consumer Protection Research Initiative

Request for Proposals: Information Sessions*

Session 1: Wednesday, February 10, 2021, 6:00 - 7:30 AM ET

Session 2: Thursday, February 11, 2021, 2:00 - 3:30 PM ET

*Note: Sessions 1 and 2 are identical. The first is intended to accommodate those in Africa, Asia, and Europe time zones, while the second is intended to accommodate those in U.S. time zones.

Rafe Mazer Consumer Protection Research Initiative Director, Innovations for Poverty Action (IPA)	Introduction & RFP Overview 15 Minutes We will provide a brief introduction to the Consumer Protection Research Initiative and an overview of the Request for Proposals.
Willie Blackmon Research Manager, Financial Inclusion Program, IPA Shana Warren Research Scientist, Path-to-Scale Research, IPA	Insights from Consumer Surveys in Kenya, Nigeria, & Uganda 20 Minutes These surveys dive deep into the key challenges consumers face with digital financial services in each of these markets, and should help to inform your research proposals as they cover topics such as fraud, complaints handling, agent conduct, pricing transparency, and digital credit. Data for the Kenya survey is available here , and data for the Uganda survey is available here .
Rafe, Willie, and Shana IPA	Administrative Data for Consumer Protection Monitoring 5 Minutes We will provide a brief overview of methods available to make use of administrative data, such as transaction data and customer complaints logs, to monitor for consumer protection issues.
All Participants	Q&A Session 45 Minutes We will conclude the info session with time for open discussion and questions & answers related to the Consumer Protection Request for Proposals.

Consumer Protection Research Initiative Request for Proposals: Information Sessions

On January 15, 2021, IPA launched [our first-ever Consumer Protection Research Initiative Request for Proposals](#).

To help researchers prepare proposals for the February 26th deadline, we hosted two identical Question & Answer sessions on Wednesday, February 10th at 6:00AM Eastern Standard Time for those in Africa, Asia, and Europe, and Thursday, February 11th at 2:00PM Eastern Standard Time for those in the United States.

At these sessions, we shared **highlights from IPA's consumer protection surveys in Kenya, Nigeria, and Uganda**. Data for the Kenya survey is available [here](#), and data for the Uganda survey is available [here](#). These surveys dive deep into the key challenges consumers face with digital financial services in each of these markets, and should help to inform your research proposals as they cover topics such as fraud, complaints handling, agent conduct, pricing transparency, and digital credit.

This webinar was part of IPA's [Consumer Protection Practitioner's Forum series](#).

You can view the agenda, slides, and a video recording of the event below. Please direct any questions to IPA's [Financial Inclusion Program team](#).

City

Online

Country

United States