

Researchers

William Blackmon
Senior Research Manager, Financial Inclusion

Xavier Giné
World Bank

Paul Adams
Director, Consumer Protection Research Initiative and Director, Financial Inclusion Program

Date

September 28, 2023

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

Jaysree 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: