



**BANK NEGARA MALAYSIA**  
CENTRAL BANK OF MALAYSIA



# AGENDA

## BNM-AFI Virtual Member Training on Consumer Protection and Financial Education for Digital Financial Services

26-28 April 2021

13:00 - 16:30 UTC | 21:00 - 00:30 MYT

Digital Financial Services (DFS) have contributed to the expansion of financial inclusion in the last decade, by bringing new products and services to market and enabling vulnerable communities, including women and the youth, who cannot access traditional banks to become financial included for the first time. However, the increasing sophistication and fast paced innovations across the DFS sector, coupled with extensive DFS related consumer protection risks, continue to be of concern to regulators. This member training will be anchored to the latest knowledge products of AFI, [Policy Model of Consumer Protection for Digital Financial Services \(CP4DFS\)](#) and draft Guideline Note on Digital Financial Literacy (DFL) as well as the work of Bank Negara Malaysia (BNM), relating to these topics. These knowledge products provide guidance for policy makers on how to entrench consumer protection and financial education on DFS to safeguard the gains made in the use of DFS for financial inclusion.

The virtual member training will create awareness and build knowledge of participants on CP4DFS with emphasis on financial education for DFS. Participants will be informed on key regulatory considerations in the review of existing and development of new consumer protection and financial education policies for their deepening DFS industry. At the end of the training, participants will be able to:

- Explain the concept of CP4DFS and its role in the sustainability of financial inclusion;
- Appreciate key CP4DFS considerations from regulatory, supply and demand side perspectives;
- Formulate a plan of action to integrate consumer protection and financial education for DFS into the national strategy including use of various delivery channels for promoting financial education for DFS; and
- Articulate an inclusion led approach to CP4DFS with focus on vulnerable segments (e.g. women, youth, forcibly displaced peoples) and emergencies (e.g. natural disasters, COVID-19 pandemic).

The training is intended for senior officials from AFI member institutions who are working to develop policies/frameworks/guidelines especially focusing on consumer protection for DFS and DFL. The training will follow AFI's model of peer learning and will be led by technical experts from the AFI network, BNM and AFI Management Unit.

**MONDAY, 26 APRIL 2021**  
**DAY 1 - UNDERSTANDING CONSUMER PROTECTION AND FINANCIAL**  
**EDUCATION FOR DFS**  
**13:00 - 16:30 UTC**

12:40 - 13:00	<b>Participants Registration</b>
13:00 - 13:10	<b>Welcoming and Housekeeping</b> AFI (Emcee)
13:10 - 13:30	<b>Opening Remarks</b> <ul style="list-style-type: none"> <li>• BNM</li> <li>• AFI</li> </ul>
13:30 - 13:40	<b>Introduction and Context Setting</b> This member training will begin with running through the agenda and define the end objectives.  <b>Facilitator:</b> BNM  <i>Modality: Ice Breaker (5 mins), Presentation and Q&amp;A (10 mins)</i>
13:40 - 14:10	<b>Session 1: Understanding Consumer Protection and Financial Education for DFS</b> This session will expose participants to the theoretical /technical appreciation of the concepts, technical dimensions, intersections and terminologies underlining the two thematic topics. It will set the foundational structure and context for the appreciation of subsequent sessions  <b>Speaker:</b> Eliko Boletawa, Head, Policy Programs and Regional Initiatives, AFI  <i>Modality: Poll (5 mins), Presentations (15 mins) and Q&amp;A (10 mins)</i>
14:10 - 15:20	<b>Session 2: Positioning Regulatory and Policy Environment to Drive CP4DFS and DFL</b> This session will discuss the key regulatory and policy considerations to deepen CP4DFS and DFL. It will also explore best use cases and insights from AFI members in reforming their regulatory and policy environment to be DFS responsive.  <b>Theme Setter and Facilitator:</b> AFI (brief introduction about the Policy Model of CP4DFS and Guideline Note on DFL)  <b>Speakers:</b> <ul style="list-style-type: none"> <li>• BNM (tbc)</li> <li>• AFI Member Institution</li> </ul> <i>Modality: Theme Setting (15 mins), Presentations (40 mins) and Q&amp;A (15 mins)</i>
15:20 - 15:30	<b>Break</b>
15:30 - 16:20	<b>Session 3: Group Activity on Terminologies and Concepts</b> In this group activity, participants will be asked to work on various terminologies that have been defined and provide examples of each. They will also need to bring in their own country perspective and definitions of the terms used in their respective policy interventions.  <b>Facilitator:</b> AFI  <i>Modality: Introduction (5 mins), Group Activity (35 mins), Poll (10 mins)</i>
16:20 - 16:25	<b>Evaluation and Group Photo</b> AFI (Emcee)
16:25 - 16:30	<b>Recap</b> BNM

**TUESDAY, 27 APRIL 2021**  
**DAY 2 -IMPLEMENTING CONSUMER PROTECTION AND FINANCIAL**  
**EDUCATION FOR DFS**  
**13:00 - 16:30 UTC**

13:00 - 13:10	<b>Welcoming, Recap Exercise and Agenda for Day-2</b> BNM (Emcee)
13:10 - 14:15	<p><b>Session 4: Tools, Channels and Mechanisms for Delivering Effective CP4DFS and DFL</b></p> <p>This session will deliberate on innovative and effective tools, channels and mechanisms to deliver CP4DFS and DFL interventions. It will explore strategies towards leveraging on the expertise and resources of relevant stakeholders in this area.</p> <p><b>Moderator:</b> AFI</p> <p><b>Panellists:</b></p> <ul style="list-style-type: none"> <li>• BNM (tbc)</li> <li>• AFI Member Institution</li> <li>• AFI Member Institution</li> </ul> <p><i>Modality: Poll (5 mins), Panel Discussion (45 mins) and Q&amp;A (15 mins)</i></p>
14:15 - 15:10	<p><b>Session 5: Making CP4DFS and DFL Work for the Most Vulnerable to Risk - Key Considerations and Strategies</b></p> <p>This session will guide participants on how to map out and define interventions to be responsive to the most vulnerable segments of consumers such as women, youth, forcibly displaced peoples. It will explore use cases in targeted CP4DFS and DFL interventions for vulnerable segments and periods.</p> <p><b>Facilitator:</b> BNM</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• AFI Member Institution</li> <li>• AFI Member Institution</li> </ul> <p><i>Modality: Presentations (40 mins) and Q&amp;A (15 mins)</i></p>
15:10 - 15:20	<b>Break</b>
15:20 - 16:20	<p><b>Session 6: Defining Effective Supervision and Enforcement for Impact</b></p> <p>This session will deliberate on effective mechanisms for the supervision and enforcement of regulatory guidelines on CP4DFS and DFL.</p> <p><b>Facilitator:</b> AFI</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• AFI Member Institution</li> <li>• AFI Member Institution</li> </ul> <p><i>Modality: Poll (5 mins), Presentations (40 mins) and Q&amp;A (15 mins)</i></p>
16:20 - 16:25	<b>Evaluation</b> BNM (Emcee)
16:25 - 16:30	<b>Recap and Introduction to Group Activity on Day-3</b>

	AFI
16:30	End of Day 2

**WEDNESDAY, 28 APRIL 2021**  
**DAY 2 - MEASURING FOR IMPACT**  
**13:00 - 16:30 UTC**

13:00 - 13:10	<b>Welcoming, Recap Exercise and Agenda for Day-3</b> AFI (Emcee)
13:10 - 14:30	<b>Session 7: Utilizing New Media for Monitoring and Evaluation of Consumer Protection and Financial Education for DFS</b> This session will deliberate on opportunities to utilize new media such as social media to monitor and evaluate interventions towards CP4DFS and DFL.  <b>Moderator:</b> AFI  <b>Panellists:</b> <ul style="list-style-type: none"> <li>• BNM (tbc)</li> <li>• AFI Member Institution</li> <li>• Private Sector Institution</li> </ul> <i>Modality: Poll (5 mins), Panel Discussion (60 mins) and Q&amp;A (15 mins)</i>
14:30 - 14:40	<b>Break</b>
14:40 - 15:55	<b>Session 8: Group Activity</b>  <b>Facilitator:</b> AFI  <i>Modality: Introduction (10 mins), Group Activity (45 mins) and Debriefing (20 mins)</i>
15:55 - 16:05	<b>Quiz</b> AFI
16:05 - 16:10	<b>Evaluation</b> AFI (Emcee)
16:10 - 16:30	<b>Closing Remarks</b> <ul style="list-style-type: none"> <li>• BNM</li> <li>• AFI</li> </ul>
16:30	<b>End of Program</b>