



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

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](#).

Shana Warren

Research Scientist, Path-to-Scale
Research, IPA

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.