

Inclusive Digital Future
A Summit on Responsible Finance in Action
Nairobi, Kenya | June 25-27
Crowne Plaza Nairobi, Upper Hill

Pre-Meeting Day: Monday, June 24

8:00–8:45 **Registration & Briefing Materials Pick-up**
 Please arrive before 9:00 to receive your name tag and important meeting materials.

9:00-17:00 **Feedback Session with Trained Auditors & Assessors**
 This full-day meeting is open to trained auditors and assessors who have used the SPI4 and/or Smart Campaign client assessment tool multiple times. The SPTF, CERISE, and the Smart Campaign invite users of these tools to help us answer these important questions: As we review the Universal Standards and Client Protection Standards in the coming year, how can we improve the tools used to assess compliance with these standards? To the Standards themselves? How can our organizations best support the technical assistance providers and others who are frequent users of these tools? Join us for this live feedback and brainstorming session!

This session has reached capacity.

14:00-17:00 **NpM Seminar: Geodata for Inclusive Finance**
 As part of the series of events for NpM’s Geodata for Inclusive Finance and Food (G4IFF) workstream, this half-day session will show insights from the three winners of the NpM Innovator’s Challenge: Agri-wallet, Apollo Agriculture and VanderSat. The companies will present their efforts in integrating geodata information with financial services for smallholder farmers in Kenya. This will be followed by an open discussion to explore issues of data privacy that may arise from the use of geodata by FinTechs, FIs and other actors.

This session is open to all participants. Please register in advance.

Day 1: Tuesday, June 25

Time **Session**

8:00–8:45 **Registration & Briefing Materials Pick-up**
 Please arrive before 9:00 to receive your name tag and important meeting materials.

9:00-17:00 **Training: Responsible Digital Transformation** – Presented by MSC (MicroSave Consulting). We are grateful to the European Investment Bank (EIB) as a supporting partner for this training.

This training aims to prepare service providers to understand their options for digital transformation, including how to create a strategic plan for digitization, and how to transform products, processes, channels and the user experience.

This day-long, highly interactive workshop will help you develop the right strategy as your institution builds a digital transformation plan. Focused on social goals such as customer-centricity, consumer protection, responsible finance, and financial inclusion, this training will present the different options for digital transformation and the steps involved.

As FinTechs break into the market, it is important that incumbent financial institutions respond to this digital disruption by embracing digital transformation. The good news is that digital disruption can help traditional providers create better, faster, and cheaper services, equipping them to better serve their customers. Providers of all types must leverage the disruptive power of technology, innovation, and digital disruption to retain or enhance the market share, revenue, and profits.

Space is limited and advance registration is required (no on-site registration). All categories of stakeholders are encouraged to attend.

9:00-13:00

FinTech Protects Community of Practice Meeting

The Smart Campaign will host the first in-person meeting of [Fintech Protects](#), a community of practice for fintechs and digital providers to exchange responsible practices and build the know-how to address emerging consumer risks in digital financial services.

Closed meeting—invited participants only.

14:00-17:00

Model Legal Framework 2.0 Roundtable

As the availability of digital financial services rapidly increases, regulators must also keep pace to maintain consumer protections while fostering innovation. The [Model Legal Framework \(MLF\)](#) is a collection of best practices and expert knowledge from markets around the world that policymakers can draw on to guide efforts at creating or refining a legal framework based on the Smart Campaign's [Client Protection Principles](#). This half-day session, led by the Smart Campaign, will introduce MLF 2.0, which offers guidance for addressing new consumer protection risks and regulatory challenges associated with the rise of digital financial services. The roundtable will serve as a space for dialogue between regulators, policymakers, providers, and others on pressing regulatory questions.

This session is open to all participants. Please register in advance.

14:00-17:00

Data Security Workshop

This session is open to all participants. Please register in advance.

With the digitalization of financial services, the data security landscape has become more complex. Rapidly evolving threats demand that financial service providers tackle data security head on, building security measures into new technologies and digital services from the outset. In this workshop, you will hear from leading cyber security experts about best practices and how they are addressing some of the most significant questions about data security that urgently need answers: What infrastructure and technical solutions do we need to protect against breaches? How should we manage data integrations with our partners? What regulatory and compliance issues must we manage? What is the best response to a breach? The exciting news is that many these questions already have solutions. In this workshop, participants will also be provided with practical tools available for providers to strengthen their cyber security.

17:30-19:00

Cocktail reception: 115 Days Before the Next SAM!

All participants are invited to network and meet external microfinance actors as an 'appetizer' before the SAM in Ouagadougou (October 21 to 25). Complimentary beverages and hors d'oeuvres will be served and more info will be shared on this unique event!

Day 2: Wednesday, June 26

Time	Session
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8:00–8:45	<p>Registration & Briefing Materials Pick-up</p> <p>Please arrive before 9:00 to receive your name tag and important meeting materials. If you attended sessions on Monday or Tuesday, you do not need to do this.</p>
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Registration & Briefing Materials Pick-up

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9:00-10:30	<p>Plenary 1: Responsible Digital Finance in Action</p> <p>Over the past decade, technology has enabled unprecedented access to financial services for low-income people. The best innovations have focused on deepening inclusion while also creating benefits for customers—greater convenience, lower transaction costs, improved financial capability, asset building, and more. But the digital revolution has also created fresh challenges to solve, introducing previously uncharted risks. Now is the window of opportunity to build trust with new consumers of financial services and encourage inclusive growth. This kick-off session will offer practical lessons from industry leaders who are changing the face of digital finance for the better. The Smart Campaign will also introduce the (forthcoming) client protection standards for digital credit, a tool to help providers put responsible digital finance into practice.</p>
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Plenary 1: Responsible Digital Finance in Action

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10:30–11:00	<p>Networking Session & Refreshments</p>
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Networking Session & Refreshments

11:00–12:30	<p>Plenary 2: Models for Responsible Digital Transformation</p> <p>The fintech “invasion” is often described as a threat to responsible financial inclusion, but this view doesn’t have to be a self-fulfilling prophecy. Not only are there a handful of fintechs committed to client-centricity and protection, but digital disruption can be a positive for providers who create the right digital transformation strategy. This session will focus on ways to navigate digital transformation without losing sight of your social foundation. It will examine successful partnerships between providers and B2B fintechs, different models for transformation, and practical ways to develop a transformation strategy that benefits provider and client alike.</p>
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Plenary 2: Models for Responsible Digital Transformation

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12:30–14:00	<p>Lunch Buffet</p> <p>Lunchtime sessions will be announced.</p>
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Lunch Buffet

Lunchtime sessions will be announced.

14:00– 15:45	<p>Breakout Workshops</p> <p>Participants will choose one of three simultaneous workshops:</p> <ol style="list-style-type: none"> 1. Responsible Digital Transformation: A Case Study 2. Data Privacy for Digital Financial Services 3. Using Technology to Amplify the Client Voice in Regulation 4. Technology and Inclusive Finance: The Practitioners Point of View
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Breakout Workshops

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- 1. Responsible Digital Transformation: A Case Study**
- 2. Data Privacy for Digital Financial Services**
- 3. Using Technology to Amplify the Client Voice in Regulation**
- 4. Technology and Inclusive Finance: The Practitioners Point of View**

15:45–16:15	<p>Networking Session & Refreshments</p>
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Networking Session & Refreshments

16:15– 17:15	<p>Plenary 3: Responding to the Challenge of the Digital Era—Next Steps for Responsible Practitioners</p> <p>The closing session will look toward the digital future. Even as we confront our current challenges, what will we face over the next one-to-three years? What trends should we be</p>
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Plenary 3: Responding to the Challenge of the Digital Era—Next Steps for Responsible Practitioners

The closing session will look toward the digital future. Even as we confront our current challenges, what will we face over the next one-to-three years? What trends should we be

watching? What sources of information we should tap into? Speakers will also offer practical guidance on what participants can do *today* to participate in the next wave of digital innovation.

17:30-19:00

Cocktail Reception: Celebrating 10 Years of the Smart Campaign

All participants are invited to a cocktail reception celebrating the Smart Campaign's 10th Anniversary! Complimentary beverages and hors d'oeuvres will be served.

Day 3: Thursday, June 27

Time

Session

9:00–17:00

Field Visits (optional)

The focus of the field visits will be to see how leading Kenyan providers have implemented their digital transformation to become partially or fully digital financial service providers. The visits will showcase the combination of technology and touch that these institutions have prioritized.

We are grateful to the European Investment Bank (EIB) as a supporting partner for these field visits.

Field visit sites will be announced in the coming weeks. Participants must register online in advance of the meeting. The cost of participation is \$75. Each field visit is a full day.

8:30-17:30

Smart Campaign Steering Committee Meeting

The Smart Campaign Steering Committee is comprised of leaders in responsible financial inclusion and consumer protection from diverse regions and institutions. The Campaign looks to the Steering Committee for strategic advice regarding future efforts of the Campaign.

Closed meeting—invited participants only.
