

Serving Refugee Populations: A New Financial Inclusion Frontier



Training of Trainer's Workshop, 28-29 Sept, 2016

Moderator: Lene Hansen, Independent Consultant



Session 1

- Welcome and Agenda
- Introductions
- The problem we are trying to solve



Agenda

28 September 2015	
AM	08:30 Session 1: Welcome, Introduction, Expectations and Schedule 09:00 Session 2: What do we know about refugee populations? 11.00 Tea/Coffee break 11.30 Session 3: Business case framework and prep steps for FSPs
Lunch	12:30 – 13:30 LUNCH
PM	13.30 Session 4: Step 1-3: scoping, planning, contact/market research 15.00 Tea/Coffee break 15.30 Session 4 cont'd: Steps 4-6: segmentation, criteria review, piloting 17.00 Mood barometer Optional Dinner
29 September 2016	
AM	08:30 Session 5: Business case framework review 09:00 Session 6: Products and delivery channels 10.30 Tea/Coffee break 11.00 Session 7: Operations, risk management, and profitability drivers
Lunch	13:00 – 14:00 LUNCH
PM	14:00 Session 8: Group presentations on case study Overview of UNHCR's Credit Guarantee Facility 15:15 Tea/Coffee break 15:45 Session 9: Wrap-up, Evaluation, and Q & A Panel 17:00 Closure

Suggested Ground Rules

- “Think aloud:” Brainstorm freely; disagree openly, but courteously.
- Don’t hesitate to speak up with interesting and relevant ideas.
- Silence cell phones and avoid side conversations.
- Be prompt returning after breaks and lunch.
- Others?

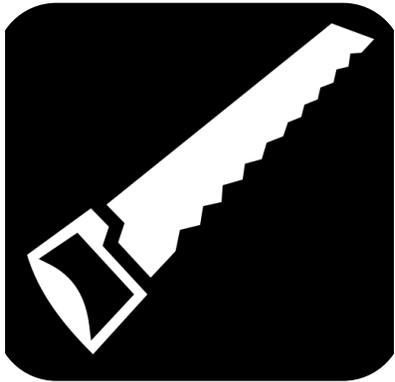
Let's get to know each other! (10 min)

Please, present to the group:



1. Your name and your work (brief!)
2. What you want to get out of this workshop
3. Share 1 of your 3-5 words to describe how the financial inclusion industry works with refugee populations 3 years from now
4. Select a Secretary and write the words on flipchart paper and put on the wall

Quick Quiz: Which item doesn't belong?



Saw



Log



Shovel

Axe

Why are refugees financially excluded?

- How many refugees are in your country?
- Do you work with FSPs who serve refugees?
- Why don't more FSPs serve refugees?

In groups:

- Share your core reason why refugees are financially excluded today.
- List your group's top three reasons on the flip chart and put on the wall.

Why are we here?

- **The problem:** 65 million people in forced displacement, approx. 21 million are refugees. Most are invisible to and un-served by FSPs.
- **TOT Objectives:** Prepare TA providers to guide FSPs through the process of considering refugees as a new client segment:
 - Tools to demystify refugees and present them as FSP clients
 - Guidance to prepare FSPs to serve refugees
 - Tips to help FSPs build a business case for financial inclusion of refugees
- **Share your burning question:** Write it on the question wall.

