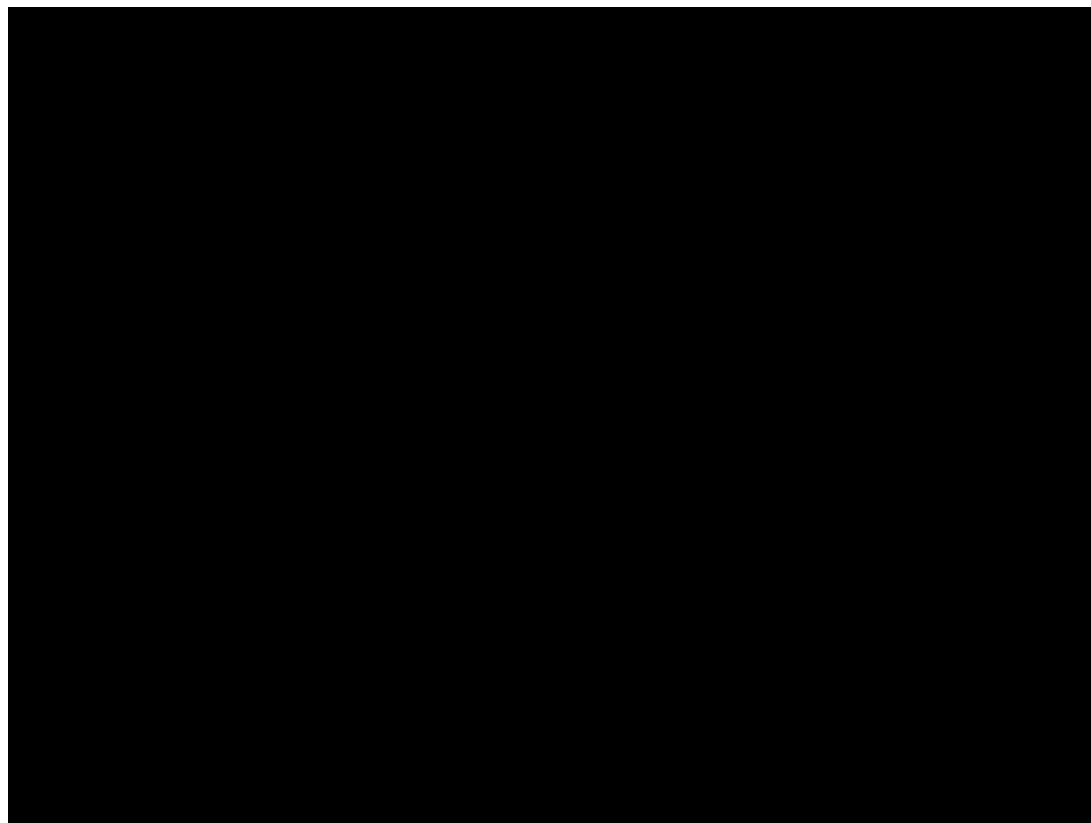




Making finance work for Africa
Promoting financial capability and consumer protection
8 & 9 September 2009





Responsible finance

Definition of responsible finance

Importance of minimum discretionary income thresholds

All loans based on affordability – taking total credit exposure into account

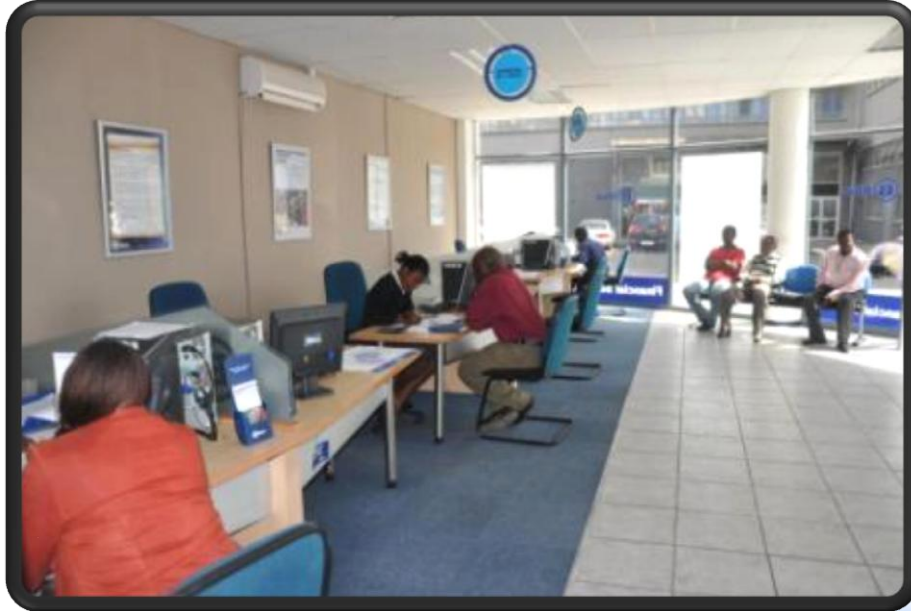
Importance of first language interaction

Matching loan term to usage

Enforcing usage – through disbursement to supplier or service provider

Education through mass media: good vs bad credit decisions

Service environment

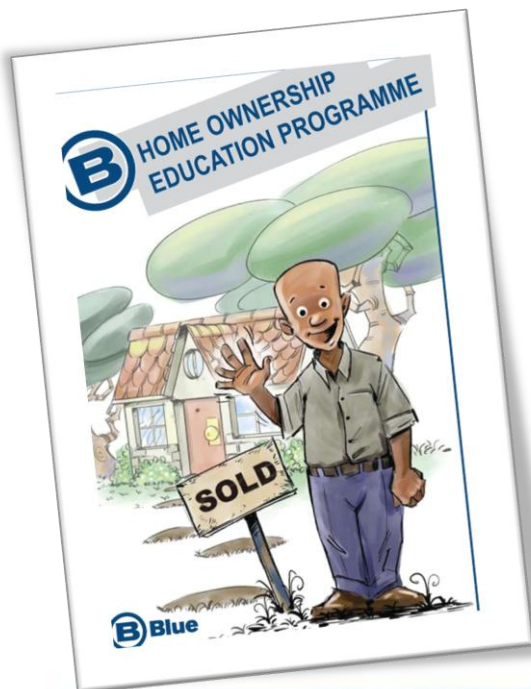


Financial education

Taking out a loan safely

Education on customer rights

- copy of contract
- disclosure of total debt amount (interest; insurance, fee structure)



Government involvement

Lobbying for credit bureaus

Potential of Africa as early adopters because of lack of any current systems and regulation:

- Doing it right first time, e.g other countries learning from South African example**