

# Social Finance Update

Your monthly insight into financial sector developments and Decent Work



## HIGHLIGHT OF THE MONTH

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### The ILO partners with Better Than Cash Alliance to expand the use of responsible digital payments to advance decent work

The International Labour Organization [has joined the Better Than Cash Alliance \(BTCA\)](#) and commits to increasing the use of responsible digital payments to boost financial inclusion, transparency and efficiency. Social Finance and [Better Work](#) will support BTCA's mission and will work on the extension of affordable and accessible payments to low-income people, the creation of cost savings, increased transparency and security, the promotion of decent work, and the broadening of financial inclusion.



[Read more](#)

## UPCOMING EVENTS

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### Customer-centricity for financial inclusion: Creating and delivering value

From March 9 to 13, 2020, in Turin, Italy, the International Training Centre of the ILO (ITCILO) will organize a [five-day training](#) on customer-centricity for financial inclusion. This training course will examine the business case for customer-centricity as well as the process through which organizations can become more customer-centric, generating value for themselves as well as the customers they aim to serve. During the course, participants will design financial inclusion solutions using resources from the [CGAP Customer-Centric Guide](#), which provides the conceptual foundation for the course.



### 2020 Impact Insurance Academy – save the date

Social Finance, the ITCILO and partners are excited to announce the [2020 edition of the Impact Insurance Academy](#). The third edition of the Academy will take place at the International Training Centre of the ILO in Turin, Italy, from June 29 to July 3, 2020 and will combine plenary discussions with elective workshops, peer-assist sessions, real case studies and networking opportunities to offer an inspiring and dynamic learning environment.



## Launch of online course on financial education

Social Finance has prepared a new online course on financial education. This course complements the work we already do through face-to-face training and awareness raising campaigns. The course is based on the training material we have developed over the past 10 years, and it provides participants with the skills needed to better manage their personal finances. The online course [is now available](#) and enrolment is free. Please share it with your colleagues, and with whoever has an interest in the topic.

## NEW PUBLICATIONS

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### Case Brief: AXA Indonesia

Many people covered by the social health insurance scheme in Indonesia still face a double burden when they are ill: a loss of income and significant remaining out-of-pocket expenses. AXA Indonesia saw potential in the increasing mobile phone and internet penetration rates among Indonesians, and it partnered with the telemedicine provider, Alodokter, to come up with a digital solution.



### Emerging Insight: CIF Vie

In 2017, we helped CIF Vie, an insurer in Burkina Faso, to assess why the sales of its voluntary life insurance products was low. It conducted market research and used the insights to improve its business. [Find out more](#) about CIF Vie's learning journey and how our project, supported by Agence Française de Développement and FSDA, made a difference.



### Blog: The cooperative movement in the Philippines

Cooperative movements are deeply rooted in the Filipino culture. Our Fellow Preeti Sancheti [reports on her experience](#) in working with a cooperative insurer and three savings and credit cooperatives in the Philippines.



### Thematic page on inclusive finance for workers

Workers in many countries are still unable to access formal financial services. Workers' organizations can play a key role in empowering their members to access financial services through collective action. At the same time, financial services can help unions to overcome some of their challenges, such as membership, relevancy in the informal economy and union revenues.

## EUROPEAN MICROFINANCE AWARDS

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### APA Insurance receives 10th European Microfinance Award

The 10th European Microfinance Award has been awarded to our partner APA Insurance in Kenya, recognizing its work on index-

based agriculture insurance for smallholder and subsistence farmers. In Kenya, 75% of farmers are smallholders, who are especially vulnerable to the economic impacts of climate change. Social Finance started supporting APA in 2016 through its Fellowship Programme.



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