The New FinDev Gateway and Our COVID-19 Resource Hub

Learn how to get the most out of the new FinDev

31 March 2020
9:00 -10:00 AM ET
LOGISTICS

1. Attendee microphones will remain muted during the entire webinar session.

2. To ask questions during the webinar, please use the Chat box on the right-hand side of the Webex session. You may submit your question at any time during the webinar presentation.

3. To ensure your question is seen by the moderator, select “All Participants” from the drop-down menu when sending the question.

4. The webinar recording will be emailed to all attendees and registrants.
Speakers and Agenda

Valdete Berisha
Manages the Overall FinDev Gateway

Gaya Manukyan
Editor, English, FinDev Gateway

Abby Augusta
Editor, English, FinDev Gateway

Miranda Beshara
Editor, Arabic FinDev

Mariana Martinez
Editor, Spanish - Portal FinDev

Anouch Bezelgues
Editor, French - Portail FinDev
Before the Redesign

www.findevgateway.org
Newly Redesigned FinDev Gateway

www.findevgateway.org

Connecting the global microfinance and financial inclusion community

FinDev Gateway offers a unique opportunity to organizations and individuals to expand their outreach and the visibility of their work. Sharing your knowledge and resources on FinDev Gateway is easy and free of charge.
Features

- Enables users to easily navigate and find relevant content. Better information architecture and better contextualization of content.

- Emphasizes relevance and importance of content

- Users are no longer required to have an account to submit content

- Simpler workflow that makes content updates and website management easier
COVID-19 Resource Hub

This resource hub provides a collective space for our community to share experiences, ideas and lessons learned as we all struggle to manage this unprecedented global crisis.

Featured

**FinDev Guide**  37 March 2020
FinDev Guide to Data - Tracking the Global Response to COVID-19
A listing of coronavirus-related data useful for the microfinance sector and the financial inclusion community. Learn who is tracking what.

**FinDev Blog**  18 March 2020
COVID-19: How is the Pandemic Affecting Your Work and the Clients You Serve?
We invite you to join an open discussion among the global financial inclusion and microfinance community on the effects of this pandemic and how organizations are preparing to deal with it.

**CGAP Collection**
COVID-19 & Inclusive Finance: Lessons From Past Crises
In an effort to make such lessons more widely accessible, CGAP is compiling a list of resources from its own research and from other organizations to help inform the response. This is a living resource that will be regularly updated.
COVID-19 Resource Hub

Publications

**PAPER** March 2020

*Gender Implications of COVID-19 Outbreaks in Development and Humanitarian Settings*

This brief considers the potential impact of the global pandemic on health, food security and nutrition, and economic well-being of women and girls.

**CARE**

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**PAPER** March 2020

*Managing Through the COVID-19 Pandemic: How Financial Firms are Responding*

The focus of this paper is on how the financial services industry has been responding to date to the pandemic with an emphasis on the role of business continuity plans.

Martin Boer & Takahiro Iwamoto
Institute of International Finance

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**GUIDE** March 2020

*Responding to the COVID-19 Pandemic: Guidance for Financial Service Providers*

Findings from Accion’s interviews with partners on how COVID-19 is impacting the financial industry and recommendations for senior leaders to protect their customers, employees, and business operations.

Accion

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News & Events

The latest news and upcoming events and training from the global financial inclusion community on this topic.

**News**

Africa Turns to Mobile Payments as a Tool to Curb COVID-19
27 March 2020 / TechCrunch

Minimum Economic Recovery Standards (MERS) Guidance in Response to COVID-19
27 March 2020 / The SEEP Network

Nepal’s Remittance-Dependent Economy Braces for Upheaval Amid COVID-19 Pandemic
26 March 2020 / The Kathmandu Post

Nigeria: CBN Unveils Palliative Measures to Cushion Impact of Coronavirus on Economy
25 March 2020 / Syninvest

COVID-19: Indian Oil Customers Can Now Use Paytm to Pay for LPG Cylinders and at Petrol Pumps
25 March 2020 / Financial Express

How Coronavirus Affects the Microfinance Sector
24 March 2020 / Grameen Credit Agricole Microfinance Foundation

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**Upcoming Events**

09 APR
EaSI Technical Assistance: Supporting Actions for Roma & Traveller Populations
EVENT European Microfinance Network

07 APR
Leadership in Crisis
EVENT Frankfurt School of Finance & Management

02 APR
Covid-19 Coping Strategies for the Microfinance Ecosystem
EVENT M-CRIL Online

01 APR
SPTF Social Investor Working Group: Special Session to Coordinate Responses on COVID
EVENT Social Performance Task Force
COVID-19 Resources

- **FinDev Discussion**
  COVID-19: How Is the Pandemic Affecting Your Work and the Clients You Serve?

- **CGAP Collection Page**
  COVID-19 & Inclusive Finance: Lessons From Past Crises

- **FinDev Guide to Data: Tracking the Global Response to COVID-19**
  A list of existing data sources and trackers, indicating the level of relevance for microfinance and financial inclusion.

- **Information Hubs**
  A few organizations have started to create specialized COVID-19 information hubs which are relevant for financial inclusion.
COVID-19 Resources

**Weekly Updates**
Stay up-to-date on how the COVID-19 pandemic is affecting the financial inclusion community with our curated list of news, blogs, publications, data and events published by various organizations worldwide.


**Events** - Events exploring responses to the novel coronavirus pandemic and actions relevant for microfinance and financial inclusion.

**News** - Latest news from the industry on how COVID-19 is impacting the microfinance and financial inclusion community.
COVID-19 Resource Hub

This resource hub provides a collective space for our community to share experiences, ideas and lessons learned as we all struggle to manage this unprecedented global crisis.

**FinDev Discussion - COVID-19: How Is the Pandemic Affecting Your Work and the Clients You Serve?**

We invited organizations from around the world to share their experiences and thoughts on how the ongoing global health crisis is impacting their work. Join the discussion and tell us how your organization is dealing with this situation, what challenges you are facing, and what ideas you have for supporting those who most need it.

**CGAP Collection Page - COVID-19 & Inclusive Finance: Lessons From Past Crises**

CGAP is compiling a list of resources from its own research and from other organizations to help inform the response. This is a living resource that will be updated regularly.

**FinDev Guide to Data: Tracking the Global Response to COVID-19**

Many organizations are mobilizing resources to track various responses to the coronavirus (COVID-19) pandemic. We have compiled a list of existing data sources and trackers, indicating the level of relevance for microfinance and financial inclusion when possible.

**Information Hubs** - A few organizations have started to create specialized COVID-19 Information hubs which are relevant for financial inclusion.

**Weekly Updates** - Stay up-to-date on how the COVID-19 pandemic is affecting the financial inclusion community with our curated list of news, blogs, publications, data and events published by various organizations worldwide.

**Publications** - Explore the latest research on the implications of coronavirus COVID-19 for microfinance and financial inclusion.

**Events** - Check out upcoming online events exploring responses to the novel coronavirus pandemic and actions relevant for microfinance and financial inclusion.

**News** - Keep up with the latest news on how COVID-19 is impacting the microfinance and financial inclusion community.
COVID-19 Resource Hub
Easy access from the homepage
COVID-19 Resource Hub
Also featured under trending topics on the Homepage

Trending Topics

Dive into the latest research and insights on over 30 topics related to financial inclusion and microfinance. FinDev Gateway hosts over 8,000 publications, blog posts, events and announcements curated by our editors and sent in by various organizations from across the globe.
Community

FinDev Gateway provides a platform for select communities of practice (COPs) to share their work, learnings and insights on a special corner of the FinDev website dedicated for COPs.
FinEquity & COVID-19

FinEquity, a community of practice hosted on FinDev Gateway is works to advance women's financial inclusion.
We don't host data, but we maintain a listing of key datasets on financial inclusion and can work with you to feature your data on FinDev.

Editor's Picks

DATA
The Global Findex Database
The Global Findex database is the world’s most comprehensive data set on how adults save, borrow, make payments, and manage risk.
Source: World Bank

DATA
MIX Market
For more than 13 years, dozens of data points for each provider have been collected, analyzed, and reported through MIX Market, the microfinance data service operated by MIX.
Source: MIX

DATA
GSMA Mobile Money Adoption Survey
The survey provides important insights into the performance of mobile financial services deployments that target unbanked and underserved customers globally.
Source: GSMA

DATA
Global Payment Systems Survey (GPSS)
The GPSS aims to take an accurate snapshot of payment systems worldwide to obtain information on payment system reforms and the factors which hinder and/or facilitate them in order to help guide policy-dialogue at the international and national levels, and World Bank Group technical assistance.
Source: World Bank
Website Traffic – FY19

FinDev sites attract close to 1 million website views annually

<table>
<thead>
<tr>
<th></th>
<th>Sessions</th>
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<th>Users</th>
<th></th>
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</tr>
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</table>
Outreach

Newsletter
20k subscribers

Twitter
12.9k followers

LinkedIn
16k followers

Facebook
7.2k followers
## User Location – English Site

<table>
<thead>
<tr>
<th>Region</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asia</td>
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<tr>
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<tr>
<td>Americas</td>
<td>19.8%</td>
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<td>Europe</td>
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<td>13.8%</td>
</tr>
<tr>
<td>(not set)</td>
<td></td>
</tr>
</tbody>
</table>

![Image of Abby]
Audience Breakdown - 2019

- Consultant: 20%
- Financial Service Provider: 24%
- Other: 16%
- Researcher: 15%
- NGO: 12%
- Donor/Investor: 6%
- Fintech: 7%

Note: Based on available data of newsletter subscribers
Pageviews by Content Type FY19

- Publications, Blog, Webinar: 55%
- Other: 22%
- News: 7%
- Events: 7%
- Jobs: 9%
Community Content

On average, 3,000 publications, news, jobs, and events are added across all FinDev sites annually.

Content Submitted by Users (English site) 70%

Content Curated by Editors (English site) 30%
Editor's Picks

COVID-19: How is the Pandemic Affecting Your Work and the Clients You Serve?
We invite you to join an open discussion among the global financial inclusion and microfinance community on the effects of this pandemic and how organizations are preparing to deal with it.

LATEST FROM OUR BLOG

COVID-19: How Does Microfinance Weather the Coming Storm?
If the microfinance sector is going to survive the pandemic, we need to treat COVID-19 as the fundamental threat to the industry that it likely is.

Your Guide to the New FinDev
FinDev Gateway has undergone a transformation. Get to know our new and updated platform for the financial inclusion community.

The Myth of Digital Credit as a Catalyst for Financial Inclusion in Nigeria
A review of the top 10 digital credit companies in the country reveals that regulation is sorely needed.

FinDev Guide to Data - Tracking the Global Response to COVID-19
A listing of coronavirus-related data useful for the microfinance sector and the financial inclusion community. Learn who is tracking what.

GSMA Mobile Money Adoption Survey
The survey provides important insights into the performance of mobile financial services deployments that target unbanked and underserved customers globally.

Making Data Work for the Poor
With the use of digital technologies, the use of personal data by private companies is growing rapidly. But how do we know they will use this data responsibly and in consumers' best interest?

Latest Publications
FinDev Gateway hosts publications from over 1,000 organizations. Explore the largest collection of resources on microfinance and financial inclusion including over 6,000 papers, case studies, toolkits and more.

Digital Solutions for the Urban Poor
Can mobile-driven innovations provide solutions to pressing challenges facing the urban poor?
Homepage, continued

Trending Topics
Dive into the latest research and insights on over 30 topics related to financial inclusion and microfinance. FinDev Gateway hosts over 8,000 publications, blog posts, events and announcements curated by our editors and sent in by various organizations from across the globe.

COVID-19  Data  Digital Transformation  Refugees

News & Events
Keep up with the global microfinance and financial inclusion community. Check out the latest news from across the sector, and an extensive calendar of events and trainings hosted by a wide range of organizations.

Financial Inclusion News
Africa Turns to Mobile Payments as a Tool to Curb COVID-19
27 March 2020 / TechCrunch

Minimum Economic Recovery Standards (MERS) Guidance in Response to COVID-19
27 March 2020 / The SEEP Network

Nepal's Remittance-Dependent Economy Braces for Upheaval Amid COVID-19 Pandemic
26 March 2020 / The Kathmandu Post

World Bank Issues $300 M Loan to Boost Indonesia’s Financial Sector
31 March 2020 / FinTech Futures

COVID-19: Indian Oil Customers Can Now Use Paytm to Pay for LPG Cylinders and at Petrol Pumps
31 March 2020 / Financial Express

Nigeria: CBN Unveils Palliative Measures to Cushion Impact of Coronavirus on Economy
31 March 2020 / CBN

View All News

Community Training & Events

31 Mar 2020

Learning From Previous Crisis

First Insights From China: The Effects of COVID-19 on Financial Health of MSEs

Let's Hear From FINCA, Aga Khan Microfinance, BRAC Microfinance and GrowthAfrica: Their Approach to This Unprecedented Time

View All Events

FinDev Webinars
FinDev Webinars enable financial inclusion practitioners to share lessons and attend online presentations and discussions driven by the world’s leading financial inclusion experts.
Homepage - Explore

To find Publications, Data, Training & Events, News and Jobs – go to Explore in the top menu.
How to submit content

From anywhere on the site on the top menu, click SUBMIT CONTENT
Submit content

Here you will find instructions on how to share your work, and links to submission forms for each type of content.

To help the microfinance and financial inclusion community stay up-to-date with the most recent developments related to coronavirus (COVID-19) and its impact on the sector, we are now accepting resources for our COVID-19: FinDev's Weekly Roundup for the Financial Inclusion Community. Follow the instructions below to share your resources. If you are not sure where your content fits in the list of content types below or if you have additional questions, please contact us.

What you can publish on FinDev Gateway

- **POST A PUBLICATION**: FinDev accepts original work from both organizations and individuals in our publications library.

- **POST AN EVENT**: Include your event on FinDev’s extensive calendar of in-person and online trainings and events on microfinance and financial inclusion.

- **POST NEWS**: You can share major news and announcements about your organization with the global microfinance and financial inclusion community.

- **POST A JOB**: Reach the best candidates for your position by posting your organization’s opportunities on FinDev Gateway’s job listing page.

- **SHARE A DATASET**: We don’t host data, but we maintain a listing of key datasets on financial inclusion and can work with you to feature your data on FinDev Gateway.

The content must relate to financial services for the poor, microfinance, and financial inclusion. Before you submit any content, review our list of topics to make sure that your content is relevant and consult the FinDev Guidelines for Content Submission to ensure that your content meets the minimum quality standards.
COVID-19: How Does Microfinance Weather the Coming Storm?
If the microfinance sector is going to survive the pandemic, we need to treat COVID-19 as the fundamental threat to the industry that it likely is.
By Greta Bull & Timothy Ogden

The Myth of Digital Credit as a Catalyst for Financial Inclusion in Nigeria
A review of the top 20 digital credit companies in the country reveals that regulation is sorely needed.
By Attai Ohiei, Mobile Pouch Ltd

COVID-19: How Is the Pandemic Affecting Your Work and the Clients You Serve?
We invite you to join an open discussion among the global financial inclusion and microfinance community on the effects of this pandemic and how organizations are preparing to deal with it.
By Carolina Trivelli & Benno Ndulu, ID4D High Level Advisory Council

Empowerment Begins With Identity
Opening a bank account in many countries is a cumbersome process requiring official documents that women often don’t have. Digital ID systems can make this process more accessible and help enable women’s financial inclusion.
By Carolina Trivelli & Benno Ndulu, ID4D High Level Advisory Council
FinDev Webinars

19 February 2020

Toward Data Standards for Inclusive Fintech
Join MIX and FinDev Gateway as we discuss the need for standardized data for investors and fintech companies and delve into findings from MIX’s recent effort to create fintech benchmarks.

WEBINAR
Mapping It Out: Practical Tools for Reaching Remote Clients
Dec 12, 2019 at 10 am CET

FinDev Gateway

17 Sept 2019
Laying the Groundwork for Digital Transformation

3 Oct 2019
Making Change Happen: Lessons From MFIs

17 Oct 2019
The Role of Technology in Digital Transformation

WEBINAR
4 April 2019 at 9:00 AM EDT

Empowering Employees and Agents to Deliver Valuable Customer Experience
**Portal FinDev (LAC platform) - Webinars**

- **11** Spanish webinars in 2019 with focus on digital transformation
- On average, **516 registered** per event, **241 attendees** per session.
- 90% from LAC - middle/upper management (MFIs, banks, Fintech, NGOs and others).
  - **Key components for a successful webinar:** Relevant topic for the region + select right speakers/partners + outreach
Portal FinDev - Webinar partners and speakers
Próximos seminarios en línea

DEBATE: ¿Qué estamos haciendo para impulsar la inclusión financiera de la mujer en ALC y cómo podemos mejorar?
Participe de este primer seminario en línea de FinEquityALC en el que compartiremos lecciones aprendidas, avances y retos en la inclusión financiera de las mujeres en América Latina y el Caribe.

El ABC para una estrategia de Open Banking
Regístrese en este seminario en línea, organizado por el Portal FinDev y el IFC, en el que exploramos junto a los panelistas sus experiencias impulsando la tendencia de "open banking" en instituciones financieras en Latinoamérica.
Portal FinDev - Financial inclusion content in Spanish for the Latin American and Caribbean region

- Financial inclusion and microfinance content tailored to LAC audience.
- Main traffic from LAC countries (Mexico, Peru and Colombia - top three).
- Country profiles for each country in the LAC region.
- We partner with key organizations in each country to provide relevant content and keep up-to-date with the sector.
A regional hub to share experiences, lessons learned and ideas on how to deal with this pandemic.

- Discussion Forum
- Latest News
- FinDev Guides
- Publications
- Blogs
- Events/Webinars

Share. Join the hub!
COVID-19 Regional Hub

Tracking Global Data Resources

Learning from Previous Crises

Discussion Forum

News & Online Events

COVID-19 Regional Hub

Tracking Global Data Resources

Learning from Previous Crises

Discussion Forum

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Tracking Global Data Resources

Learning from Previous Crises

Discussion Forum

News & Online Events

COVID-19 Regional Hub

Tracking Global Data Resources

Learning from Previous Crises

Discussion Forum

News & Online Events
التحول المؤسسي لتمكين المديرين الأصغر في العالم العربي

المؤسسة: د. ميرندة
المؤسسة: MFMR
المؤسسة: GIZ - MFMR
المؤسسة: CGIAP

 взглядات حوارية: 15 أكتوبر/تشرين الثاني 2018

التحويل والاستثمار من أجل تعزيز الشمول المالي في الشرق الأوسط وشمال أفريقيا

المؤسسة: تغيير تكنولوجيا
المؤسسة: MFMR
المؤسسة: CGIAP

الخروج من الأزمة وقيادة التغيير في إدارة الموارد البشرية

المؤسسة: CGIAP
المؤسسة: MFMR
المؤسسة: CGIAP

Financial Inclusion Content in Arabic
Arabic Findev - Outreach & Knowledge Partners

[Logos of various organizations]
Developing and Curating Content for the Arabic Users

- Arabic content is a challenge, nevertheless we manage to curate original and translated content for financial inclusion and microfinance practitioners around the Arab World.

- Develops partnerships with leading organizations in the region for events, blog series and online peer learning.

- Provides latest data, news and resources about regional trending topics.

- Collaborates with the French FinDev Gateway on relevant content for North African countries.
Portail FinDev, the French FinDev Gateway

- Portail FinDev focuses mostly on Francophone Africa: West Africa, Central Africa and North Africa

- Why a French FinDev? Because of the high amount of original quality content in this language.

- In the region, financial inclusion is a huge challenge: only 43% of adults have an account in Sub-Saharan Africa (Global FinDex 2017)
Portail Findev: who are our users and where do they come from?

Top 10 countries per visitors (2019)

In 2019, we recorded 139,982 sessions on Portail FinDev
What kind of resources do we share on Portail FinDev?

- Newsletter (4200+ subscribers)
- Blog posts
- Webinars
- Sourced and contributed content (job offers, training and events, publications, news)
- Partnerships with regional key events
- Data pages
- Topic hub and country pages
Focus on our new regional page
How to share your resources on Portail FinDev

• Is your organization planning a training or event which will be delivered in French?

• Do you want to share your latest research with the rest of the world?

• Do you want to exchange views with other practitioners during a webinar?

Share your work directly on the platform or contact us if you have any question.
How we are using the French platform to share resources on COVID-19

• Everyday, we post relevant **news** for Africa, as well as **guides, blogs, publications** and **online events** related to COVID-19.

• Are you an FSP or an investor operating in Africa and are worried about COVID-19? **Contact us.**

• We are **committed** to providing you the **latest information** on the pandemic’s impact on the sector.
Q&A

1. For questions, please use the Chat box on the right-hand side of the Webex session.

2. To ensure your question is seen by the moderator, select “All Participants” from the drop-down menu when sending the question.

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Editor, Arabic
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Mariana Martinez
Editor, Spanish
Portal FinDev

Anouch Bezelgues
Editor, French
Portail FinDev
POLL

Please take a moment to respond to the poll questions on the right-hand side of your screen.
WHAT’S NEXT?

1. We will email you when the webinar recording and related materials become available on the FinDev Gateway website.

2. Question unanswered? Contact us:
   - English: webmaster@findevgateway.org
   - Spanish: contacto@portalfindev.org
   - French: contact@portailfindev.org
   - Arabic: arabic@findevgateway.org

3. For more resources on financial inclusion, visit FinDevGateway.org.
Links

- COVID-19 Resource Hub: [https://www.findevgateway.org/topics/covid-19](https://www.findevgateway.org/topics/covid-19)
Thank you

English:
www.findevgateway.org

French:
www.portailfindev.org

Spanish:
www.portalfindev.org

Arabic:
www.findevgateway.org/ar

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