



**4 October 2021****13:00 - 13:30** **OPENING SPEECHES**

**Magda Bianco** and **Anna Zelentsova** (GPFI Co-Chairs)  
**H.M. Queen Máxima of the Netherlands** (United Nations Secretary General's Special Advocate for Inclusive Finance for Development / GPFI Honorary Patron)  
**Ignazio Visco** (Governor of the Bank of Italy)

**13:30 - 13:50** **KEYNOTE SPEECH**

*New prospects for financial inclusion in the digital era*  
**Chair: Ignazio Visco** (Governor of the Bank of Italy)  
**Raghuram Rajan** (The University of Chicago Booth School of Business)

**SESSION I****13:50 - 15:05** *The impact of COVID-19 on financial inclusion*

**Chair: Anna Zelentsova** (GPFI Co-Chair)

**13:50 - 14:10** *Impact on individuals and MSMEs: findings from the GPFI 2021 Reports*

**Leora Klapper** (World Bank)  
**Matthew Gamser and Ghada Teima** (IFC/SMEFF)

**14:10 - 14:50** **Panel discussion**

*Digital financial services and new forms of financial exclusion*

**Chair: Andrea Brandolini** (Bank of Italy)

Participants:

**Thomas Philippon** (New York University, Stern School of Business)  
**Ratna Sahay** (IMF)  
**Rohini Pande** (Yale University)  
**Jean Pesme** (World Bank)

**14:50 - 15:05** **Discussion****15:05 - 15:20** **DAY-1 CONCLUDING REMARKS**

GPFI Co-Chairs

**5 October 2021****13:00 - 13:10** **OPENING REMARKS**

**Daniele Franco** (Minister of Economy and Finance)

**SESSION II****13:10 - 14:10** *Supporting financial resilience, inclusion and transformation through digital financial literacy*

**Chair: Anna Zelentsova** (GPFI Co-Chair)

**13:10 - 13:25** **Guest speaker**

**Annamaria Lusardi** (The George Washington University School of Business)

**13:25 - 13:40** *Resilience and transformation through digital financial literacy of individuals and MSMEs: findings from the GPFI 2021 Reports*

**Flore-Anne Messy** (OECD)

**13:40 - 13:55** **Planned interventions**

**James Woodsome** (Treasury -US)  
**Diogo Cruz** (Central Bank - Brazil)  
**Shri Pawan Kumar** (Ministry of Finance - India)

**13:55 - 14:10** **Discussion****SESSION III****14:10 - 15:10** *Financial consumer and MSMEs protection and regulation beyond the COVID-19 crisis*

**Chair: Magda Bianco** (GPFI Co-Chair)

**14:10 - 14:25** **Guest speaker**

**Jonathan Zinman** (Dartmouth College)

**14:25 - 14:40** *Approaches to protect financial consumers and support financial inclusion in the context of COVID-19: findings from the GPFI 2021 Report*

**Miles Larbey** (OECD)

**14:40 - 14:55** **Planned interventions**

**Richard Monks** (FCA-UK)  
**Adi Budiarto** (Ministry of Finance - Indonesia)  
**and Yunita Resmi Sari** (Central Bank - Indonesia)  
**Katherine Gibson** (FSCA-South Africa)

**14:55 - 15:10** **Discussion****15:10 - 15:20** **G20/GPFI MENU OF POLICY OPTIONS**

**Magda Bianco** (GPFI Co-Chair)

**15:20 - 15:30** **DAY-2 CONCLUDING REMARKS**

GPFI Co-Chairs