

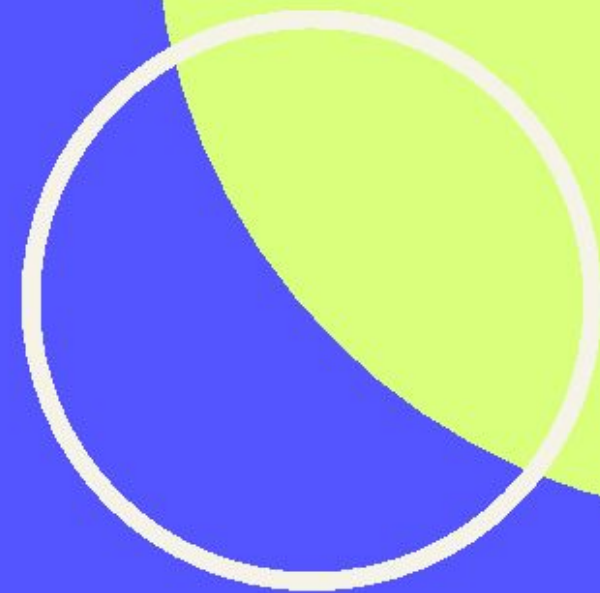


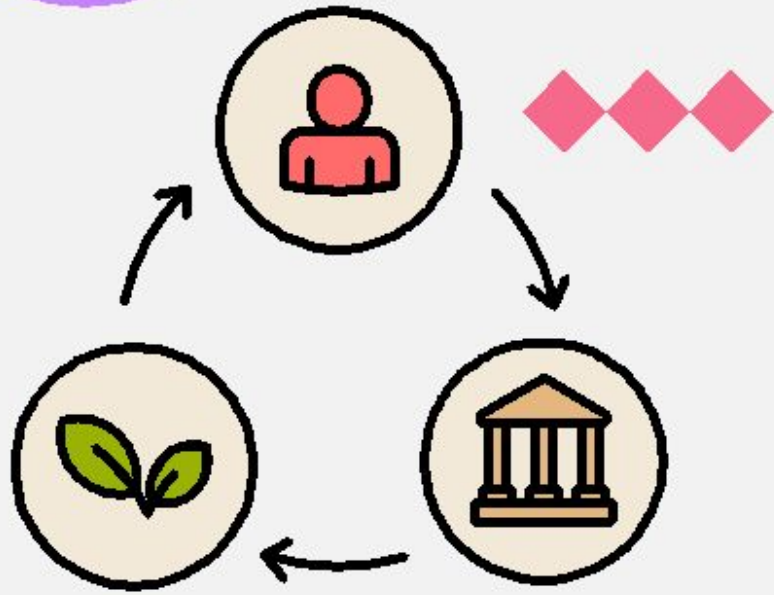
RETHINKING THE "S" IN ESG IN LATAM: THE FINANCE INCLUSION IMPERATIVE



Chris Canavero

Expert in ESG, D&I, Public Affairs, Founder of Conversas com Significado (Meaningful Talks), Ex-Nubank Dow Walmart J&J, and Aspen Institute Fellow
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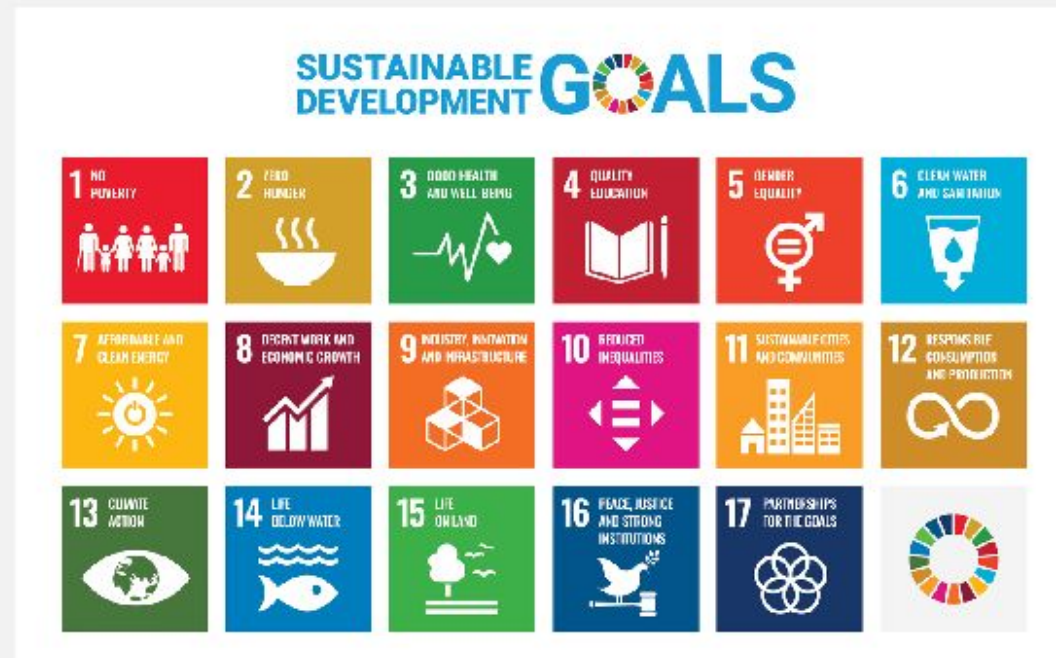




Environmental
Social
Governance

The social pillar refers to an organization's relationships with **stakeholders**: customers, employees, communities, suppliers, investors, trade associations, regulators...

Social Factors: labor conditions, human rights, diversity and inclusion, quality issues, privacy and data protection, community relations, fair treatment of suppliers, **financial inclusion**...



ESG



Financial Inclusion



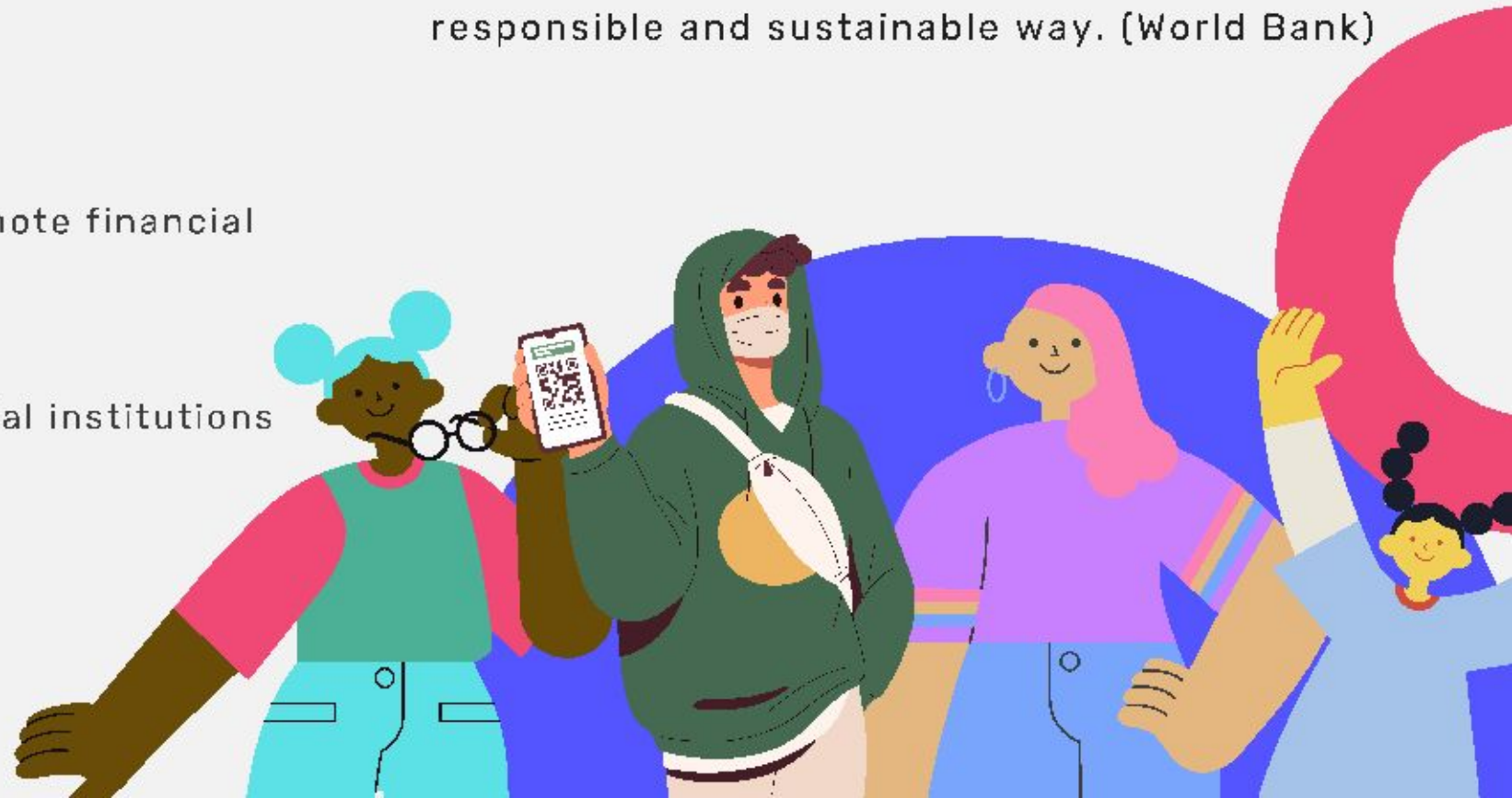
Social Impact



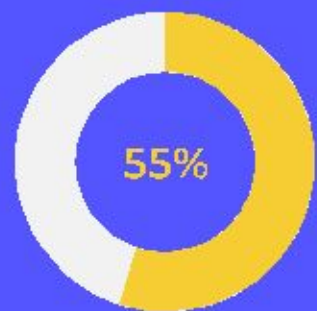
Key Enablers

Financial inclusion means that individuals and businesses have access to useful and affordable financial products and services that meet their needs – transactions, payments, savings, credit and insurance – delivered in a responsible and sustainable way. (World Bank)

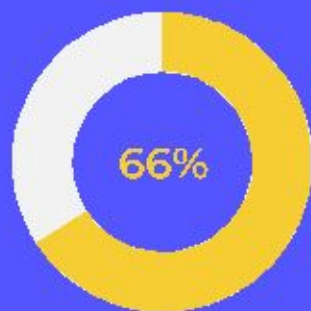
- (1) Digital technologies
- (2) Government programs to promote financial inclusion
- (3) Covid-19
- (4) Distance of traditional financial institutions
- (5) Emergence of fintechs
- (6) Financial education
- (7) Social and cultural change



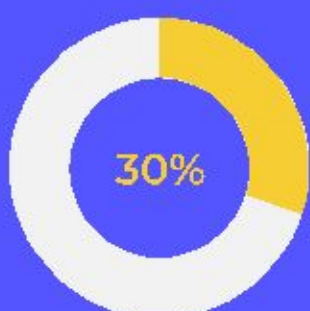
AT A GLANCE



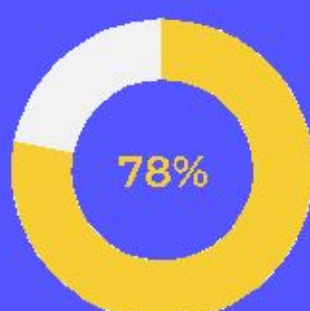
ACCESS TO A BANK ACCOUNT (LA)



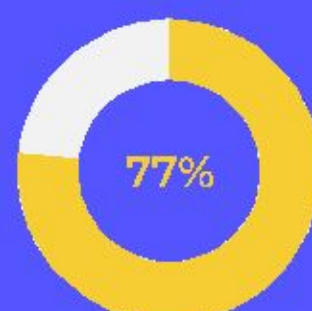
DIGITAL PAYMENT USAGE (LA)



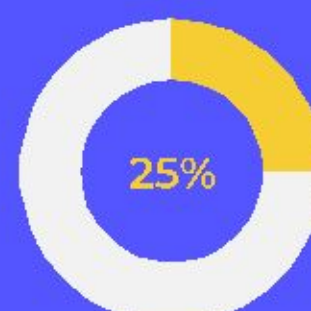
BORROWED MONEY FROM A FINANCIAL INSTITUTION (LA)



INDEBTED HOUSEHOLDS (BR)



SAYS THEY NEED MORE FINANCIAL EDUCATION (LA)



INDIVIDUALS WORRIED WITH MONTHLY EXPENSES (LA)

Source:

<https://www.worldbank.org/en/publication/globalindex>

<https://www.bcb.gov.br/content/cidadaniafinanceira>

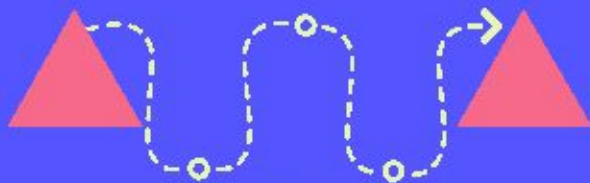
<https://www.planocde.com.br>

<https://www.sustentabilidadmercadolibre.com/en/iniciativas/financial-inclusion-and-literacy>



FINANCIAL INCLUSION IS A JOURNEY

- 
- 1 ACCESS TO BASIC SERVICES
 - 2 RESPONSIBLE USE OF SERVICES
 - 3 FINANCIAL HEALTH



FINANCIAL EDUCATION



CUSTOMER EXPERIENCE



CHALLENGES

- 1 ONLINE BANKING FRAUD
- 2 RISE IN THE LEVEL OF HOUSEHOLDERS DEBTS
- 3 GAP IN FINANCIAL AND DIGITAL EDUCATION
- 4 ALGORITHMIC BIAS
- 5



CONCLUSION

1

FINANCIAL INCLUSION DRIVES SOCIAL EMPOWERMENT AND ECONOMIC DEVELOPMENT

2

FINTECHS SHOULD CONTINUE INVEST IN: CUSTOMER PROTECTION, FINANCIAL AND DIGITAL EDUCATION, CUSTOMER CENTRICITY AND ADDRESSING ALGORITHMIC FAIRNESS





THANKS!



@CHRIS CANAVERO



@CONVERSAS COM SIGNIFICADO



@CONVERSASCOMSIGNIFICADO



CHRISCANAVERO@GMAIL.COM

