



INTERNATIONAL TELECOMMUNICATION UNION
TELECOMMUNICATION STANDARDIZATION BUREAU

Abstract

Workshop on Digital Financial Services and Financial Inclusion Washington D.C., USA, 19 April 2017

Session 4: Consumer Experience and Protection Outputs Rory Macmillan

Title: Consumer Experience & Protection Working Group

Ms. Solli's presentation will focus on the need for improvement in the drafting and contents of DFS consumer agreements, providing examples from a nine country review of terms & conditions from 18 African DFS providers. The primary recommendation is that financial sector regulators should regularly review these agreements and reject those which have unfair or illegal terms and conditions.