



FINANCIAL INCLUSION OF MIGRANTS IN THE LATIN AMERICA AND THE CARIBBEAN REGION

SPECIAL REPORT



CONTENTS

INTRODUCTION	3
RESEARCH METHODOLOGY	4
SECTION 1: MIGRATION STATUS IN THE LATIN AMERICA AND THE CARIBBEAN REGION	5
SECTION 2 - THE CURRENT STATE OF FINANCIAL INCLUSION OF MIGRANTS AND THEIR FAMILIES	10
SECTION 3 - SUPPLY AND DEMAND OF FINANCIAL PRODUCTS AND SERVICES FOR THE MIGRANT POPULATION AND THEIR FAMILIES	24
SECTION 4 - FOCUS ON REMITTANCES	32
SECTION 5 - CONCLUSIONS	40
SECTION 6 - POLICY RECOMMENDATIONS	43
SECTION 7 - LIST OF BEST PRACTICES	45
ANNEX 1 - LIST OF RESPONDENTS TO THE SURVEY	48
ANNEX 2 - INTERVIEWEES LIST	49

ACKNOWLEDGMENTS

This special report is a product of the Financial Inclusion Initiative for Latin America and the Caribbean (FILAC) and its members.

CONTRIBUTORS:

AFI members: 11 FILAC members, led by Superintendencia de Bancos de Republica Dominicana, with support from Comisión Nacional de Bancos y Seguros de Honduras and Superintendencia de Bancos, Seguros y AFP del Perú.

From the AFI Management Unit: Zaira Badillo (Head, Latin America & Caribbean Regional Office), Hazell Del Cid (Policy Specialist, Latin America & Caribbean Regional Office), Mariam Zahari (Policy Specialist, Policy Analysis and Guidance), Sulita Levaux (Policy Manager, Knowledge Management), Dieter De Smet (Manager, Financial Inclusion Strategy Peer Learning Group), Audrey Hove (Senior Policy Manager, Gender Inclusive Finance), and Nik Kamarun (Senior Manager, SME Finance).

We would like to extend a special thanks to Diasporas Thinktank (consultants) for their contribution to this special report.

We would like to thank AFI member institutions, partners and donors for generously contributing to the development of this publication.

This survey report is supported with funds from the Ministry of Foreign and European Affairs, Defence, Development Cooperation and Foreign Trade of the Grand Duchy of Luxembourg.

INTRODUCTION

The Americas have experienced significant migratory movements throughout history. In recent times, these have been on the rise. The number of irregular entries at land borders between Panama and Colombia increased by 86 percent year-on-year, reaching a total of more than 248,000 entries by 2022.¹

Similarly, the number of migrants on the southwestern border of the United States has been significant (27 percent higher than in 2021). A substantial increase in migratory movements is also evidenced by the number of visas and residence permits granted in several countries in the region.² These movements represent great opportunities for destination countries, which benefit from the presence of people willing to contribute to the development of their host communities and countries while continuing to support their family members in their countries of origin. According to multiple regional studies conducted by the International Organization for Migration (IOM), the Economic Commission for Latin America and the Caribbean, the World Bank, and the Inter-American Development Bank (IDB), among others, migration has benefited the region in several ways. Migrants contribute to the increase in the gross domestic product (GDP) of the countries in which they reside³ and constitute a demographic bonus for these societies by introducing more young people of working age.⁴ They also contribute as investors and entrepreneurs,⁵ consumers of basic

¹ UNHCR. 2023. Mixed movements official data. Available at: <https://data.unhcr.org/en/documents/download/102133>.

² According to the IOM, there was a 22 percent increase in the number of H2-B visas granted to migrants for jobs not related to agriculture between 2021 and 2022. Additionally, “during January and February 2023, 18,000 Venezuelan nationals and 12,000 Ecuadorian nationals entered Panama on a regular basis, mainly from air entry points.” IOM. 2023. Tendencias Migratorias en las Américas. Available at: <https://robuenosaires.iom.int/sites/g/files/tmzbdl626/files/documents/2023-04/Tendencias-Migratorias-en-las-Américas-ESP-Feb-2023.pdf>.

³ Between 2009 and 2017, Chile's GDP increased by USD63.3 billion, thanks mainly to the contribution made by the Chilean workforce and the workforce from the new countries of immigration influx (Peru, Bolivia, Colombia, Venezuela, Haiti). Martínez Pizarro, Cano Christiny (eds). 2022. “Sobre las contribuciones de la migración al desarrollo sostenible: estudios en países seleccionados”, *Documentos de Proyectos*. Available at: <https://repositorio.cepal.org/server/api/core/bitstreams/327ad422-16d9-4fa8-9c90-63398ffd18ee/content>.

⁴ This has been evident in countries such as Colombia, Ecuador, Chile, and Peru. See: World Bank. 2023. Migración, Notas sectoriales de política. Available at: <https://documents1.worldbank.org/curated/en/099545009122237230/pdf/P17786906ffe9a02d0b98907940d5fb95f0.pdf>.

⁵ According to the IOM, CADOVEN, and CAVEX approximately USD553.3 million in direct investment has been received in the Dominican Republic from the Venezuelan investment ecosystem in that country. IOM. 2022. Estudio de impacto económico de la migración venezolana en República Dominicana: Realidad vs. Potencial. Available at: <https://kmhub.iom.int/es/biblioteca-virtual/estudio-de-impacto-economico-de-la-migracion-venezolana-en-republica-dominicana>.

public services,⁶ and taxpayers and savers, contributing to the GDP of their countries of origin and destination by sending and receiving remittances.



In 2023, remittance flows to Latin America and the Caribbean (LAC) increased by nine percent compared to the previous year.⁷ During 2022, returns to El Salvador, Honduras, and Guatemala also increased, showing a year-on-year increase of 64 percent.

The financial inclusion of people in mobility situations in the region not only presents an opportunity to increase the economic and social potential of this migration but also contributes to meeting the needs and enhancing the livelihoods of millions of families.

Financial inclusion for migrant populations in host countries is a crucial aspect of harnessing the positive effects of migration, facilitating the integration of migrants into host societies, and making every day financial services - transactions, payments, savings, credit, and insurance - available to more of the migrant population at a reasonable cost.

Inclusion is crucial throughout the entire migration process, from the first days of arrival to meeting initial needs to enhancing livelihoods when establishing oneself permanently in the host country or community. Financial inclusion provides migrants with the opportunity to access commercial transactions, make payments and savings, transfer remittances, and even access necessary credit and loans for entrepreneurship. Allowing access to and usage of the formal financial system also serves to deter illicit financial flows arising from or funding criminal activities.

The Latin America and the Caribbean (LAC) region experiences vast and diverse migration flows, including those originating, transiting, and destined for the region. Some of these flows are seasonal, while others are intended to be permanent. The region has

⁶ According to Cepal, in some segments, monthly household consumption in Costa Rica was higher than that of non-migrants. In: Martínez Pizarro, Cano Christiny (eds) (2022) op.cit.

⁷ According to the IOM, the main countries in terms of remittance volume are Mexico (USD60 billion), Guatemala (USD18 billion), and the Dominican Republic (USD10 billion). The three countries with the highest share of remittances in GDP are Honduras (27 percent), El Salvador (24 percent), and Haiti (22 percent). IOM. 2023. Tendencias Migratorias en las Américas. Available at: <https://robuenosaires.iom.int/sites/g/files/tmzbdl626/files/documents/2023-04/Tendencias-Migratorias-en-las-Américas-ESP-Feb-2023.pdf>.

witnessed an exponential increase in these migration flows, representing immense development opportunities and significant challenges for achieving the full integration of these individuals.

When it comes to migrants, financial inclusion is the process of addressing the financial inclusion barriers faced by migrants to improve their access to and use of affordable and appropriate financial products and services, ranging from traditional financial services and products (credit, savings, and others.) to more complex financial services (for instance insurance, pensions), as well as digital financial services (mobile money, payment services, remittances). The Financial Inclusion of Migrants (FIM) aims to rebuild economic livelihoods by providing choices and facilitating informed financial decision-making, responsible saving and spending, safe transfer of funds and managing migration challenges. While financial inclusion is more likely to occur when the migrant population settles in one place, it can also benefit the population in transit, as the provision of digital financial services is not always interrupted by mobility⁸.

The term "migrants"⁹ encompasses various situations and population profiles. Not all international migrants are the same and subdividing them into specific segments can be essential to better understanding their financial inclusion needs and challenges. Not homogenizing the various groups of people who move between countries under the generic term "migrants" implies identifying that each group or population segment has unique characteristics, needs, and challenges that must be addressed precisely, adequately, respectfully, and aligned with international standards. Acknowledging these differences is critical to promoting a proper approach to inclusion and ensuring everyone can enjoy their human rights on equal terms and opportunities. It also represents new niches of financial inclusion.

The key difference between a migrant¹⁰ and a refugee¹¹ lies in the underlying reason for their movement and the legal recognition of their status. While both migrants

and refugees move across borders to other countries, the distinction lies in whether they move to seek better economic opportunities or whether they have been forcibly displaced due to a specific fear of persecution. The distinction has important legal implications particularly related to their legal status or identification, which can affect the extent to which they can be financially included depending on the migrant and refugee policies of the country that hosts them.

RESEARCH METHODOLOGY

This special report aims to shed light on the financial inclusion of migrants in LAC, with a specific focus on the countries of the 11 AFI member institutions.

The report explores the state of migrant financial inclusion in these countries, the perceptions of AFI members on its importance, and the barriers to the financial inclusion of migrants in the region, providing good examples and practices from other countries in the region and the world. The report is based on a virtual survey conducted via Google Forms with the 11 AFI member institutions in the LAC region and 18 semi-structured interviews with national and regional experts from organizations such as the Organisation for Economic Co-operation and Development (OECD), the United Nations Capital Development Fund (UNCDF), the United Nations Development Programme (UNDP), the Development Bank of Latin America and the Caribbean (CAF), the World Bank, the Inter-American Development Bank (IDB), and others. To ensure a diverse array of perspectives, the report also includes information gathered from interviews conducted with representatives from a Colombian microfinance institution known as Bancamía, and FinTech companies, Zulu and Uala (see Interviewees list).

Our research explores best practices in overcoming the barriers to migrant financial inclusion and measures to promote it, from both LAC and other parts of the world. These practices have been recorded throughout the document and included in a dedicated table at the end of the report.

⁸ Financial Inclusion of Migrants Exploration paper. Available at: [https://www.shareweb.ch/site/El/Documents/FSD/Topics/Inclusive%20Finance/SDC%20-%20Exploration%20paper%20-%20Financial%20inclusion%20of%20migrants%20-%202020-01%20\(en\).pdf](https://www.shareweb.ch/site/El/Documents/FSD/Topics/Inclusive%20Finance/SDC%20-%20Exploration%20paper%20-%20Financial%20inclusion%20of%20migrants%20-%202020-01%20(en).pdf)

⁹ In general, the definition of the term "migrant" is based on two approaches: the "inclusivist" approach, applied by IOM and other agencies, under which the term "migrant" is considered a generic term that encompasses all forms of movement voluntarily or for economic purposes; and the "residualist" approach, which excludes from the term "migrant" those fleeing war or persecution, and other forms of human mobility (Carling, 2023).

¹⁰ OHCHR. (2014). *Recommended Principles and Guidelines on Human Rights at International Borders*. <https://migrationnetwork.un.org/resources/recommended-principles-and-guidelines-human-rights-international-borders>

¹¹ UNHCR. (2019). *Handbook on Procedures and Criteria For Determining Refugee Status and Guidelines on International Protection*. Reissued Geneva, February 2019. United Nations. <https://www.refworld.org/docid/5cb474b27.html>

SECTION 1: MIGRATION STATUS IN THE LATIN AMERICA AND THE CARIBBEAN REGION



Migratory movements in the LAC region are increasing exponentially, altering social, economic, and demographic dynamics. Venezuela has triggered one of the largest human displacements globally, with 7.3 million people leaving the country by June 2023 (with 6.1 million Venezuelan migrants residing in other countries of LAC).

Colombia housed 2.5 million, Peru 1.5 million, and Ecuador 500,000 people.¹² More than a million Haitians have left their country since the 2010 earthquake, some settling in neighboring countries such as the Dominican Republic, while others opted for Canada, Chile, or the United States.¹³

The increase in the number of migrants and refugees has led major countries in the region to intensify barriers to the arrival of migrants, imposing visa conditions and restricting regular migration channels. As a result, migrants and refugees are forced to resort

¹² IADB. 2020. Venezuela. Available at: <https://datamig.iadb.org/es/profile/VEN>.

¹³ IADB. 2023. Movimiento migratorio. Available at: <https://datamig.iadb.org/es/movimiento-migratorio>, IADB. 2020. Haiti. Available at: <https://datamig.iadb.org/es/profile/HTI>.

to increasingly dangerous routes to reach their intended destinations, further exacerbating their precarious conditions. In this context, the Darién Gap has become a critical point and a very dangerous route, with more than 200,000 people attempting to cross the jungle between Colombia and Panama in 2022 and 333,000 in 2024, exposing themselves to the dangers of the jungle and the criminal gangs that stalk migrants.

The southern border of the United States also shows a significant increase in the number of international migrants. In 2022, the number of nationals of "non-traditional nationalities" encountered at the border was around 400,000 people, while in 2023, this figure has increased to 679,000. Finally, in the Caribbean, diasporas are also growing, representing 56 percent and 38 percent of the overseas population in countries such as Guyana and Jamaica, respectively.¹⁴

The following section describes migration flows in the eleven countries of AFI member institutions from the LAC region. This overview is helpful for the formulation of effective financial inclusion policies to address the opportunities and challenges associated with migrant populations in the region. A better understanding of these migration patterns enables financial policymakers and regulators to design appropriate interventions for migrants' financial inclusion.

¹⁴ IADB. 2023. Movimiento migratorio. Available at: <https://datamig.iadb.org/es/movimiento-migratorio>.





THE BAHAMAS

The Bahamas faces unique challenges and dynamics in terms of migration. It is a strategic focal point for migration flows, especially from Haiti and Cuba.

16.2%

IMMIGRANT POPULATION: The Bahamas is home of 63.6 thousand immigrants, mainly from Haiti, United States of America, Jamaica, United Kingdom and Canada. The migrant population represents around 16.2 percentage of total population.¹⁵

53.8
THOUSAND

BAHAMIANS ABROAD: Outbound migration from The Bahamas is around 53.8 thousand. Bahamians tend to move to the United States, Canada, and the United Kingdom.¹⁶



COSTA RICA

Costa Rica is known for its political and economic stability in Central America, making it an attractive destination for migrants from the region and abroad.

10.2%

IMMIGRANT POPULATION: Costa Rica is home of around 520.7 thousand immigrant population, representing approximately 10.2 percentage of the total population. Most immigrants come from Nicaragua, Venezuela, Colombia, El Salvador and United States of America.¹⁷

105.2
THOUSAND

COSTA RICANS ABROAD: It is estimated that approximately 150.2 thousand Costa Ricans live abroad, mainly in the United States, Nicaragua, Panama, Spain and Canada.¹⁸



DOMINICAN REPUBLIC

The Dominican Republic shares its border with Haiti and is a country that experiences significant migration flows both internally and abroad.

5.6%

IMMIGRANT POPULATION: The Dominican Republic receives immigrants from several countries, but the majority come from Haiti, Venezuela, United States of America, Spain and Italy. It is estimated that there are around 603.8 thousand immigrants residing in the Dominican Republic, which represents 5.6 percentage of the total population.¹⁹

1.6
MILLION

DOMINICAN POPULATION: It is estimated that around 1.6 million Dominicans live abroad, mainly in the United States of America, Spain, Italy, Chile and Venezuela.²⁰



ECUADOR

Ecuador is a country with a complex migration dynamic, being both a destination for immigrants and a point of origin for outbound migrants.

4.4%

IMMIGRANT POPULATION: Ecuador has seen an increase in the number of immigrants, especially from Venezuela, Colombia, United States of America, Peru and Chile. Around 784.8 thousand migrants live in Ecuador, representing 4.4 percentage of the total population.²¹

1.1
MILLION

ECUADORIANS ABROAD: It is estimated that around 1.1 million Ecuadorians live abroad, mainly in Spain, United States of America, Italy, Chile and Venezuela.²²

¹⁵ Naciones Unidas (2021). Departamento de Asuntos Económicos y Sociales (DAES). <https://worldmigrationreport.iom.int/wmr-2022-interactive/?lang=ES>

¹⁶ Naciones Unidas (2020). Departamento de Asuntos Económicos y Sociales (DAES). Portal de datos sobre migración: https://www.migrationdataportal.org/es/international-data?i=stock_abs_ft=2020&cm49=44

¹⁷ See 15

¹⁸ See 16

¹⁹ See 15

²⁰ See 16

²¹ See 15

²² See 16



EL SALVADOR

El Salvador is a country with a history marked by economic issues and natural disasters and has experienced significant internal and external migration flows.

0.7%

IMMIGRANT POPULATION: Although El Salvador is not a major destination for immigration, it receives a considerable number of immigrants from neighbouring countries such as Honduras, Guatemala and Nicaragua, as well as from more distant countries such as the United States and Mexico. It is estimated that around 42.8 thousand people reside in El Salvador which represents 0.7 percentage of the total population.²³

1.6
MILLION

SALVADORANS ABROAD: It is estimated that around 1.6 million Salvadorans live abroad, approximately 30% of the total Salvadoran population, mainly in the United States, but also in countries such as Canada, Guatemala, Mexico and Costa Rica.²⁴



HAITÍ

Haiti faces significant challenges that have led to high rates of migration. In addition, the political situation and natural disasters have exacerbated internal migration and outbound migration.

0.2%

IMMIGRANT POPULATION: Haiti is not a major destination for immigrants. Most immigrants in Haiti are from Venezuela, Dominican Republic, United States of America, Spain and Italy. Around 18.9 thousand migrants live in Haiti, just 0.2 percentage of the total population.²⁵

1.8
MILLION

HAITIANS ABROAD: It is estimated that more than 1.8 million Haitians live abroad, most of them in the United States of America, Dominican Republic, Chile, Canada and France.²⁶



HONDURAS

Honduras has experienced significant internal and international migration flows due to various socioeconomic and political factors.

0.4%

IMMIGRANT POPULATION: Honduras receives immigrants mainly from El Salvador, Nicaragua, United States of America, Guatemala and Mexico. It is estimated that around 39.2 thousand migrants reside in the country, around 0.4 percentage of the total population.²⁷

985.1
THOUSAND

HONDURANS ABROAD: It is estimated that around 985.1 thousand Hondurans live abroad, mainly in the United States of America, Spain, Mexico, Nicaragua and El Salvador.²⁸



MÉXICO

Mexico is positioned as a key country in the dynamics of migration in North America due to its role as a country of origin, transit, and destination of migrants. Mexico's migration situation is complex and is influenced by economic, social and political factors.

0.9%

IMMIGRANT POPULATION: Although Mexico is best known as an outbound migration country, it also receives a significant number of immigrants, mainly from the United States of America, Venezuela, Guatemala, Honduras and Spain. According to 2020 data, Mexico is home of approximately 1.2 million immigrants, representing 0.9 percentage of the total population.²⁹

11.2
MILLION

MEXICANS ABROAD: It is estimated that approximately 11.2 million Mexicans live abroad, with the United States of America being the most prominent destination for these immigrants followed by Canada, Spain, Germany and Guatemala.³⁰

²³ See 15

²⁴ See 16

²⁵ See 15

²⁶ See 16

²⁷ See 15

²⁸ See 16

²⁹ See 15

³⁰ See 16



PARAGUAY

Paraguay, although less prominent in global migration flows compared to other South American countries, has unique characteristics in its migration and emigration dynamics.

2.4%

IMMIGRANT POPULATION: Paraguay is home to a relatively small immigrant community, around 169.6 thousand migrants, representing 2.4 percentage of the total population. According to the latest estimated data, the main immigrant groups come from Brazil, Argentina, Uruguay, Korea and Canada.³¹

896.5
THOUSAND

PARAGUAYANS ABROAD: Approximately 896.5 thousand Paraguayans live abroad, according to the most recent estimates. Most of these outbound migrants are in Argentina, followed by Spain, Brazil, United States of America and Canada.³²



PERÚ

Peru is a significant actor in the migration dynamics of South America, acting as a destination country for many migrants from the region and as a source of outbound migrants to various countries.

3.7%

IMMIGRANT POPULATION: Peru has experienced a significant increase in the number of immigrants in recent years, especially from Venezuela, United States of America, China, Bolivia and Argentina. By the end of 2020, Peru was home to about 1.2 million migrants, around 3.7 percentage of the total population.³³

1.5
MILLION

PERUVIANS ABROAD: It is estimated that more than 1.5 million Peruvians live abroad, most of them in the United States of America, Chile, Spain, Argentina and Italy.³⁴



SURINAME

Suriname, one of the least populated countries in South America, has an interesting migratory dynamic, marked by both immigration from neighboring countries and significant emigration to more distant destinations.

8.1%

IMMIGRANT POPULATION: Suriname attracts immigrants mainly from countries such as Brazil, Guyana and China. According to 2020 data, Suriname is home of approximately 47.8 thousand immigrants, around 8.1 percentage of the total population.³⁵

273.2
THOUSAND

SURINAMESE ABROAD: A considerable number of Surinamese reside in the Netherlands, a result of historical ties as a former Dutch colony. It is estimated that around 273.2 thousand Surinamese lived abroad, mainly in the Netherlands, France, French Guyana, the United States of America and Belgium.³⁶

³¹ See 15

³² See 16

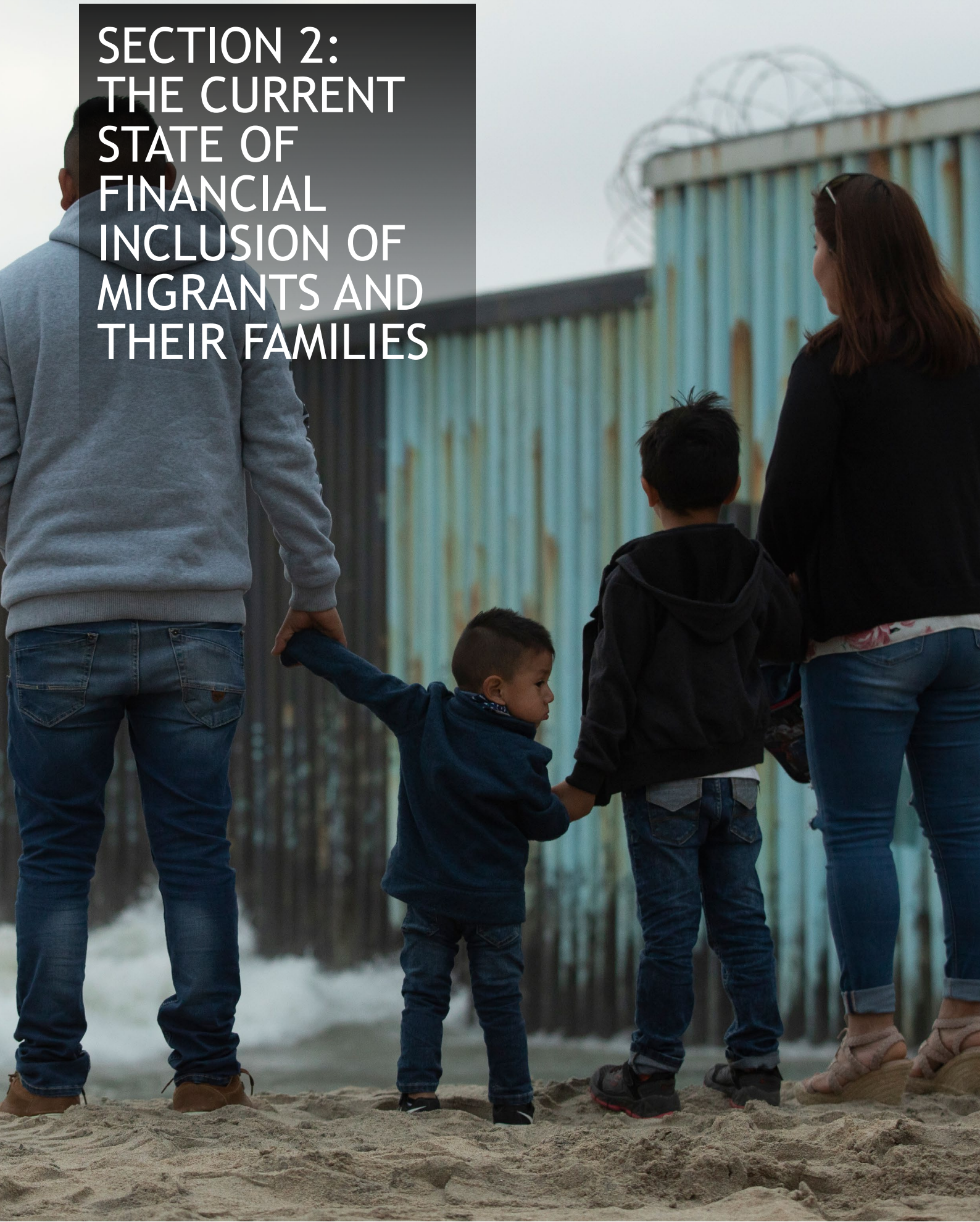
³³ See 15

³⁴ See 16

³⁵ See 15

³⁶ See 16

SECTION 2: THE CURRENT STATE OF FINANCIAL INCLUSION OF MIGRANTS AND THEIR FAMILIES



To address the current state of financial inclusion of migrants and their families in the LAC region, we first established which AFI members in the region have national financial inclusion strategies (NFIS). The purpose of the review is to corroborate the desk research which showed significant disparities in financial inclusion at the regional level, which affect vulnerable populations including migrants.

1. NATIONAL FINANCIAL INCLUSION STRATEGIES

When asked whether their country has an NFIS, 63.6 percent (seven of the participants) responded affirmatively (Dominican Republic, Ecuador, El Salvador, Haiti, Mexico, Paraguay and Peru) and the remaining 36.4 percent negatively (Bahamas, Costa Rica, Honduras, and Suriname). However, Suriname and The Bahamas are about to launch their first NFIS and Costa Rica and Honduras are currently developing their national financial inclusion strategy.

AFI LAC members were also consulted about their general perception of financial inclusion in their country. Seven members (63.6 percent) considered that financial inclusion has improved slightly in recent years, and three stated that it has improved considerably (27.3 percent).

As seen in **Figure 3** efforts toward financial inclusion vary across the countries. However, at 64 percent the majority commits considerable effort to advancing financial inclusion in their countries.

The survey confirms that although financial inclusion is of great relevance for AFI members in the region, challenges persist in ensuring that NFIS are developed and implemented. Their absence undoubtedly has repercussions for disadvantaged and typically marginalized segments, including the migrant population.

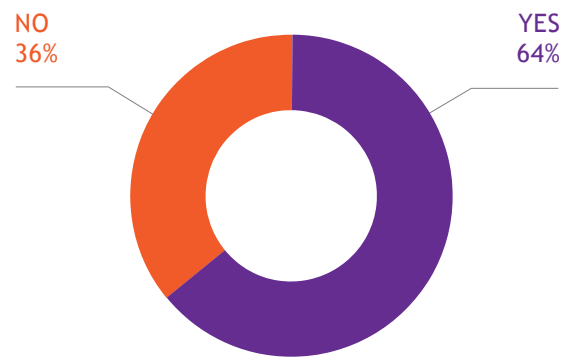


FIGURE 1. IS THERE AN NFIS IN YOUR COUNTRY

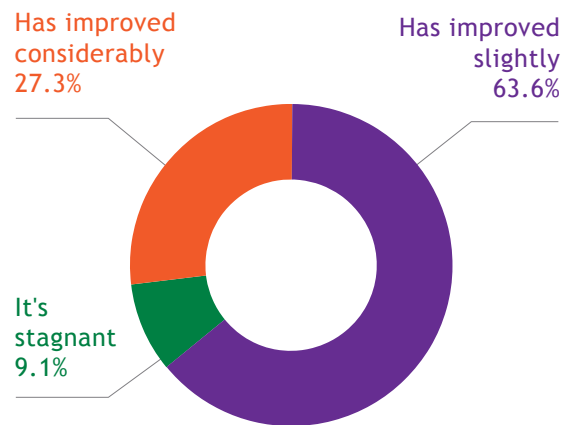


FIGURE 2. STATUS OF FINANCIAL INCLUSION IN YOUR COUNTRY

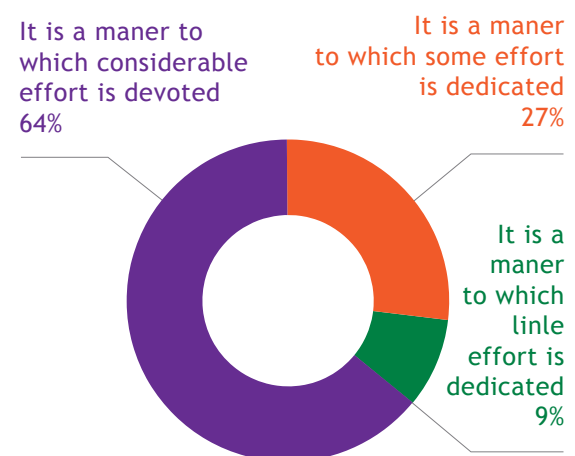


FIGURE 3. EFFORT DEDICATED IN THE COUNTRY TOWARD FINANCIAL INCLUSION

2. CURRENT STATE AND CONTEXT OF THE FINANCIAL INCLUSION OF MIGRANTS

Out of the 11 AFI members in the LAC region, only two reported the existence of financial inclusion policies for migrants, and two others have developed specific policies to facilitate inbound and outbound remittances from and to their nationals abroad.³⁷

Experts consulted identified a correlation between the financial inclusion of the general population and the financial inclusion of migrants, indicating that in

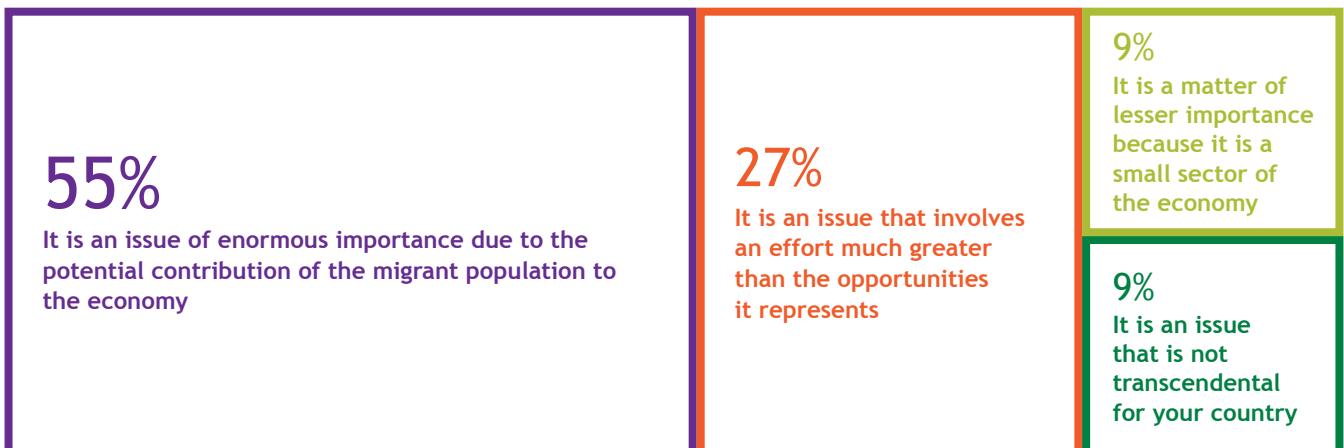
countries where there is no national strategy for financial inclusion or where efforts are not made to effectively implement such strategies and ensure that the general population has access to the formal financial system, the migrant population will lag. **Table 1.** shows existing financial inclusion policies for migrants.

The current lack of financial inclusion policies for migrants, contrasts with the actual importance that AFI members in the region assign to it. **Figure 4** shows that the financial inclusion of the migrant population is a matter of great importance despite the limited progress made in advancing it.³⁸

TABLE 1. FINANCIAL INCLUSION POLICIES FOR MIGRANTS IN THE LAC REGION

COUNTRY	NATIONAL FINANCIAL INCLUSION STRATEGY	FINANCIAL INCLUSION POLICY FOR MIGRANTS	POLICY FOR SENDING AND RECEIVING REMITTANCES
MEXICO	National Financial Inclusion Strategy formulated and implemented by the institutions that make up CONAIF. ³⁷	Strategy 6.3: Promote access and use of financial products in sending and receiving remittances to increase the financial inclusion of migrants and their families.	6.3.2: Encourage the reduction of the remittance-sending cost and spread those lower-cost schemes. 6.3.3: Promote the acceptance of the consular ID Card as identification in the financial system.
ECUADOR	The National Financial Inclusion Strategy 2020-2024 ³⁸	Encourage the supply and adoption of basic products in the areas of payments, savings, credit, and insurance, specially designed to respond to the needs of excluded or underserved populations, including migrants, through digital products and services.	No

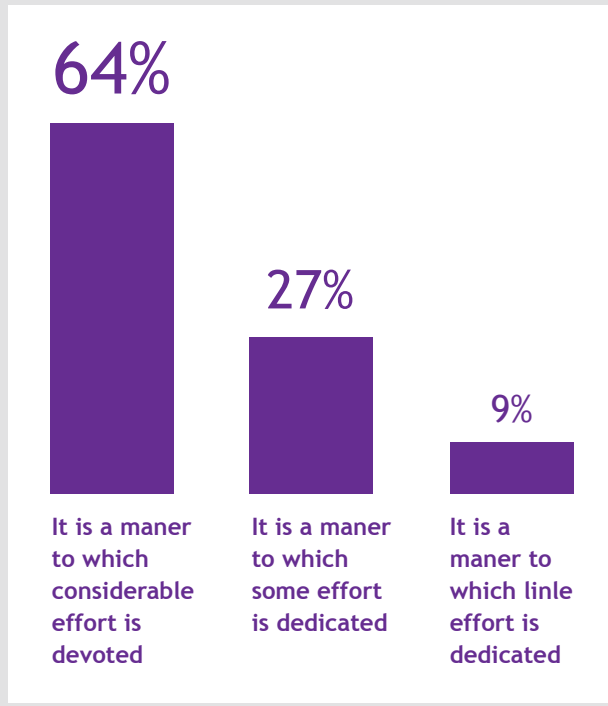
FIGURE 4. HOW DO YOU PERCEIVE THE FINANCIAL INCLUSION OF NATIONALS AND THEIR FAMILIES LIVING ABROAD?



³⁷ Consejo Nacional de Inclusión Financiera. La Política Nacional de Inclusión Financiera. Available at: <https://www.pnif.mx>.

³⁸ República del Ecuador. 2020. Estrategia nacional de inclusión financiera 2020-2024. Available at: <https://rfd.org.ec/docs/comunicacion/DocumentoENIF/ENIF-BCE-2021.pdf>.

FIGURE 5. HOW DO YOU CONSIDER THE FINANCIAL INCLUSION OF IMMIGRANTS AND THEIR FAMILIES?



CAF conducted financial capability surveys in Brazil, Chile, Colombia, Costa Rica, Ecuador, Panama, Paraguay, Peru, and Uruguay. They stated that these surveys allow for the analysis of differences in the characteristics of migrants compared to native-born residents regarding their knowledge, ownership, usage, and selection of financial products, as well as their financial behaviors. The data reveals an average disparity of ten percentage points in the possession of credit products between non-migrants (23 percent) and migrants (13 percent), as well as an average gap of 12 percentage points in the ownership of insurance products (24 percent and 16 percent). Furthermore, there is a 12 percentage point difference in the possession of payment products like current accounts and an average gap of nine percentage points in the ownership of savings, investments, or retirement products (44 percent and 35 percent, respectively).³⁹

³⁹ CAF. 2024. Qué tan incluida financieramente está la población migrante en América Latina y el Caribe? Available at: <https://www.caf.com/es/conocimiento/visiones/2024/02/que-tan-incluida-financieramente-esta-la-poblacion-migrante-en-america-latina-y-el-caribe>.



3. THE MAIN BARRIERS TO FINANCIAL INCLUSION

3.1. BARRIERS TO FINANCIAL INCLUSION OF THE GENERAL POPULATION

AFI LAC members were asked about the barriers to financial inclusion in their countries. **Figure 6** shows that almost all participants indicated a lack of financial education as a barrier. Additionally, eight of the 11 participants identified that a lack of national financial inclusion goals for the banking and broader financial sectors also constitutes a barrier. Five participants pointed out the lack of a national strategy as a barrier to financial inclusion. This perception of the barriers to the financial inclusion of the general population is especially pertinent, considering that they directly impact the financial inclusion of disadvantaged groups, including the migrant population.

3.2. BARRIERS TO THE FINANCIAL INCLUSION OF THE MIGRANT POPULATION

As for the barriers to the financial inclusion of the migrant population, AFI LAC members highlight with greater importance the lack of identity documents and the difficulty of establishing proof of address of migrants, which are both typically Know Your Customer (KYC) requirements in national anti-money laundering/ countering the financing of terrorism/ countering proliferation financing (AML/CFT/CPF) regulatory frameworks, as illustrated in **Figure 7**. In addition to the limited coordination between key financial inclusion stakeholders and the scarcity of products that are appropriate for the needs of the migrant population, other obstacles interviewees highlighted were a slight language barrier between financial service providers and the migrant population, the lack of telecommunications infrastructure, and low levels of digital literacy and digital financial education as detailed below.

FIGURE 6. BARRIERS TO FINANCIAL INCLUSION

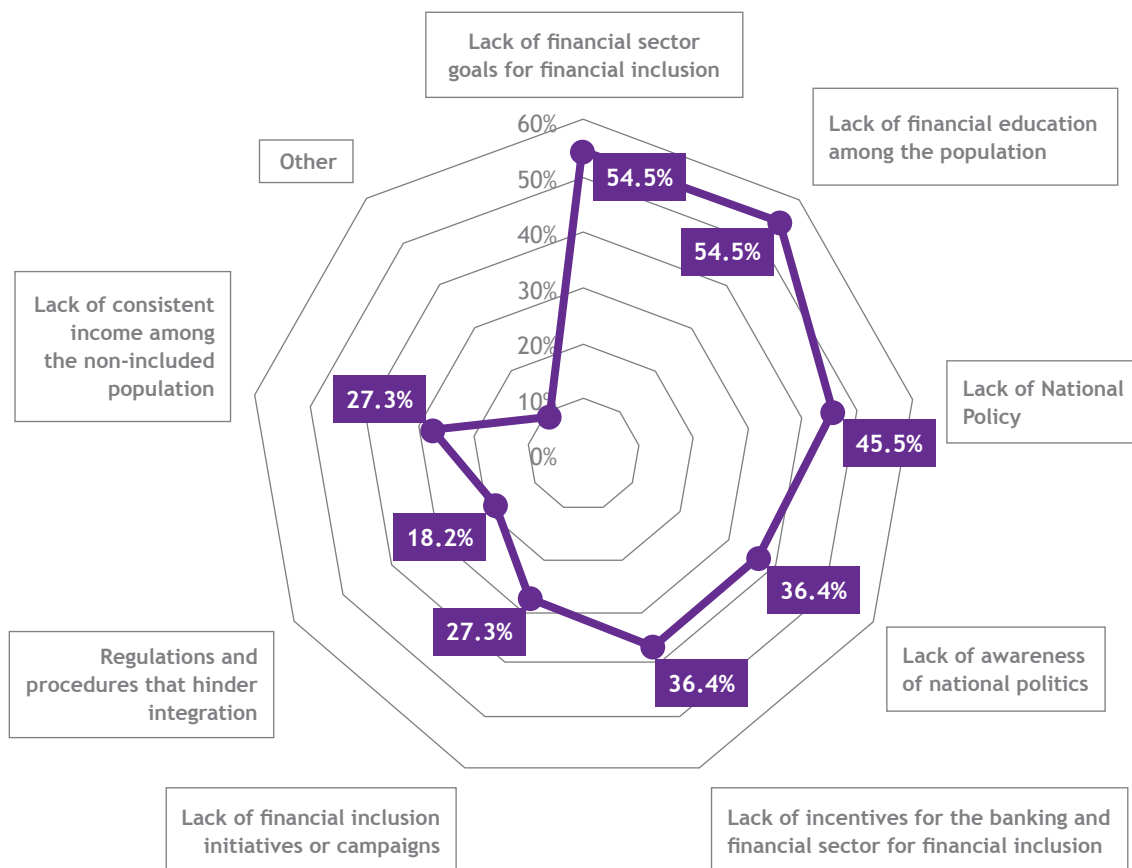
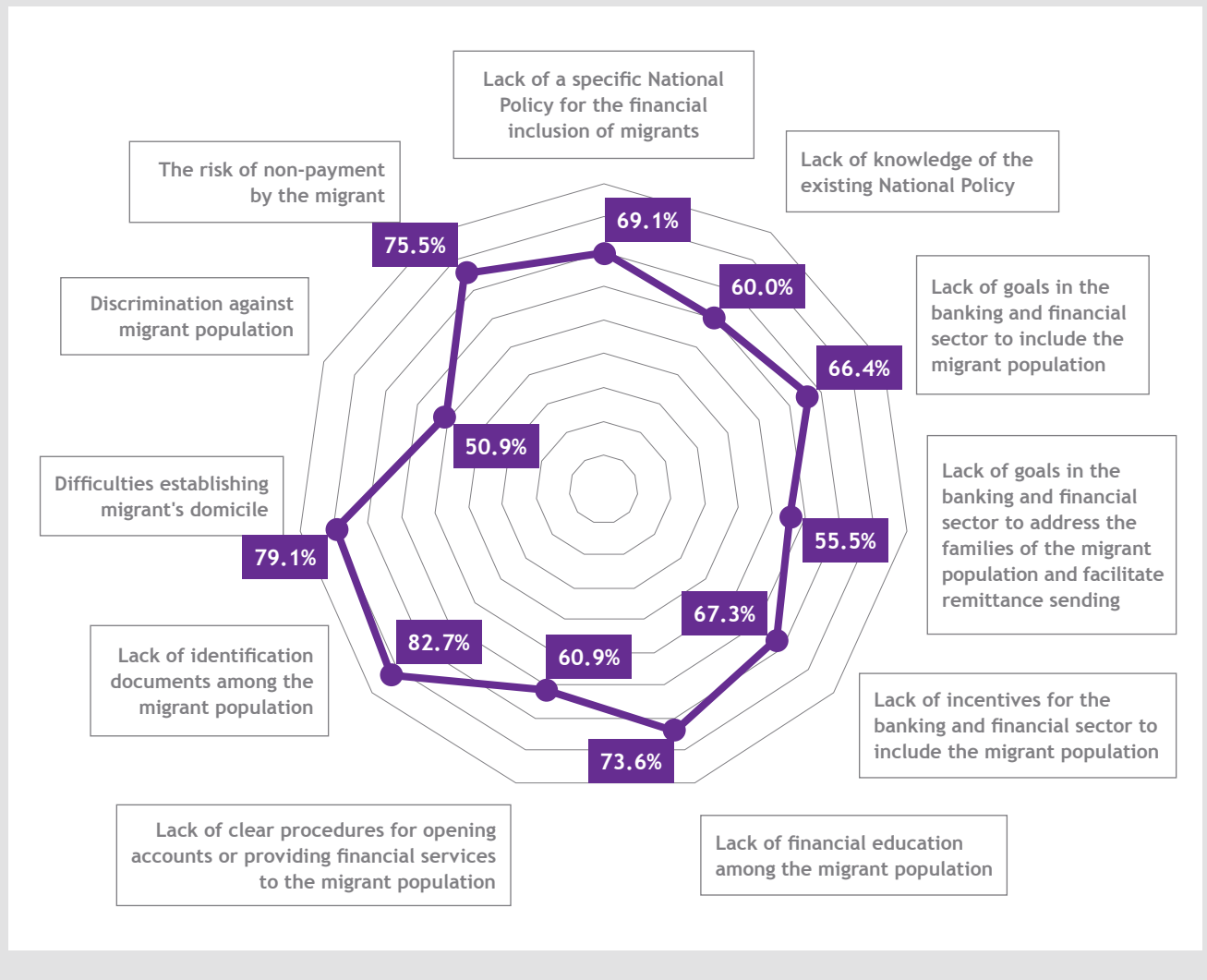


FIGURE 7. BARRIERS TO THE FINANCIAL INCLUSION OF THE MIGRANT POPULATION



3.2.1. BIAS AND DISCRIMINATION AGAINST THE MIGRANT POPULATION

Interviewees agreed that biases against the migrant population exist and hinder their financial inclusion. The perception of migrants as a high-risk population drives these biases. World Bank studies have analyzed these biases, which translate into structural and operational barriers to accessing formal financial services.⁴⁰ Bias against the migrant population in LAC has also been studied by the IDB and UNDP, establishing labor, cultural, security, and fiscal risks that inspire hostile attitudes

toward the migrant population.⁴¹ Biases against the migrant population tend to identify them as people without resources, without the ability or will to save, and as transients without the desire to stay as they are passing through. Given these assumptions, the financial inclusion of the migrant population may not be seen as appealing which results in insufficient attention and effort being channeled to it.⁴²

⁴⁰ UNDP. 2023. Un Mundo mejor para la población migrante en América Latina y el Caribe. Available at: https://www.undp.org/sites/g/files/zskgke326/files/2023-04/UNDP_IDB_Migrants_esp.pdf.

⁴¹ See: IADB.2020. ¿Qué se ha dicho en las redes sociales sobre los migrantes durante la Pandemia? Available at: <https://blogs.iadb.org/migracion/es/redes-sociales-migrantes-prejuicios-pandemia>, Alcantar, Daisy. 2023. Existir y Sobrevivir: El prejuicio que enfrentan los inmigrantes venezolanos en la quinta región de Chile. Available at: https://digitalcollections.sit.edu/cgi/viewcontent.cgi?article=4633&context=isp_collection, OEA. 2022. Deconstruyendo Mitos y Narrativas alrededor de la migración: Análisis y Recomendaciones a partir de las experiencias de Colombia, México y Perú. Available at: <https://clubmadrid.org/wp-content/uploads/2023/06/JUNIO-2023-INFORME-NARRATIVAS-VERSION-FINAL.pdf>.

⁴⁰ Key informant interview; World Bank. 2024. Training Workshop on Behavioral Drivers and Biases to Reduce Discrimination and Financial Exclusion of the Venezuelan Population in Peru. Available at: <https://www.bancomundial.org/es/news/feature/2024/01/17/sesgos-conductuales-inclusion-financiera-migrantes-venezolanos-peru>.



BIASES AND BARRIERS FACING MIGRANT WOMEN

A key informant interview highlighted a project focused on examining biases and systemic barriers to financial inclusion in Peru, revealing how biases are accentuated in the female migrant population. Similarly, CAF analyzed the barriers to access for women in Colombia as part of a project with *Banca de las Oportunidades* and the National University. It found that women are generally financially excluded because financial service providers often give more importance to aspects such as their level of income, job stability, and credit score, which raises the need to generate alternative credit scores for women.⁴³ Previous AFI works have also stated how women have lower economic security and fewer opportunities to be financially resilient, emphasizing the need to encourage financial education among them.⁴⁴ In 2021, CAF presented the financial capabilities survey which showed that women exhibit an average nine percentage point gap below men in terms of financial resilience. Differences in financial literacy, and women's confidence levels significantly contribute to this inequality.⁴⁵ This lower financial resilience affects the growth of their formal or informal enterprises or activities, considering that the lack of suitable financial and non-financial products tailored to women's business profiles forces them to invest using their savings or personal loans, at best. For many, the only option is the informal market or simply remaining unable to meet their business needs.⁴⁶

⁴³ In countries in the region, such as Ecuador, Haiti, and Honduras, work has been done to promote the financial inclusion of women by identifying existing lags. In Ecuador, the SEPS has established a Control standard for the protection of the rights of financial partners, clients, and users from financial inclusion with a gender perspective. SEPS. 2021. Control standard for the protection of the rights of financial partners, clients, and users from financial inclusion with a gender perspective. Available at: https://www.seps.gob.ec/wp-content/uploads/Norma_de_Genero_codificada.pdf. The Central Bank of Haiti launched several programs dedicated to youth and women entrepreneurs between 2020 and 2023. Currently, it hires four consulting firms to boost 85 women's MSMEs through the second cohort of six-month coaching programs to receive technical and financial support to facilitate the implementation/formalization of their startups. In 2020, the first cohort was dedicated to youth. This is the bank's strategy to encourage those enterprises to formalize by opening accounts with financial institutions. These efforts will, eventually, increase financial inclusion in the country. CAF. 2021. ¿Es necesaria una educación financiera con perspectiva de género? Available at: <https://www.caf.com/es/conocimiento/visiones/2021/10/es-necesaria-una-educacion-financiera-con-perspectiva-de-genero>. In Honduras, a financial inclusion and gender education management has been created to provide visibility to the existing delays in the financial inclusion of women. CNBS. 2022. Estadísticas Financieras, Reporte de inclusión Financiera. Available at: <https://publicaciones.cnbs.gob.hn/Home/Viewer/Publicaciones%20Estad%C3%ADsticas%20y%20Financieras%20Finclusi%C3%B3n%20Financiera%20de%20Inclusi%C3%B3n%20Financiera/Reporte%20de%20Inclusi%C3%B3n%20Financiera%202022.pdf>.

⁴⁴ AFI. 2020. Why the economic responses to COVID-19 needs to be financially inclusive and gender-sensitive. Available at: https://www.afi-global.org/sites/default/files/publications/2020-09/AFI_GIF_covid_AW_digital.pdf.

⁴⁵ CAF. 2021. Vulnerabilidad financiera: Brechas de género en América Latina. Available at: <https://www.caf.com/es/conocimiento/visiones/2021/03/vulnerabilidad-financiera-brechas-de-genero-en-america-latina>.

⁴⁶ UN Women. 2022. Inclusión Financiera de Mujeres, claves para una recuperación transformadora de la economía Post Covid-19 en América Latina y el Caribe. Available at: https://lac.unwomen.org/sites/default/files/2022-12/ESP_Brief_Inclusion_Financiera_18JUL22_Maria%20Jesus%20Gonzalez.pdf.

UNCDF has also shared its experience in observing the difficulties of financial inclusion for women, the existing biases against them, but also their preferences and specific needs in terms of financial inclusion (preference for handling cash, apprehensions when approaching banking agencies in countries like Nepal, etc.).⁴⁷

In Peru, good practices aimed at migrant women have been identified. Those that stand out include the activities of the Hebrew Immigrant Aid Society Peru, which works with local organizations to support legal services, economic inclusion, and gender-based programs for the prevention of violence.⁴⁸ The United Nations High Commissioner for Refugees (UNHCR) promotes the entrepreneurship school with a gender focus.⁴⁹ Finally, International Organization for Migration (IOM), has developed the project “We undertake: Autonomy for prosperity” to empower migrant women through entrepreneurship, providing them with tools and knowledge about the business world, as well as strengthening capital so that they can start their investment plans.⁵⁰

The International Labour Organization's (ILO) Lazos Project includes a gender component and aims to understand the needs of Venezuelan refugee and migrant women interested in starting or who have already started a business in Argentina, Colombia, the Dominican Republic, and Peru. Its goal is to promote access to business and financial services.⁵¹



BEST PRACTICES TO OVERCOME BIASES AGAINST THE MIGRANT POPULATION

In their interviews, all the key informants agree that collecting and analyzing data on the migrant population is an important way to overcome these biases, as it allows us to determine their educational level, interests, financial inclusion barriers and opportunities, and other relevant experiences, thereby helping us to better understand them and to overcome these preconceived prejudices through data and evidence.

⁴⁷ Interview with UNCDF.

⁴⁸ HIAS. Undated. Where we work - Peru. Available at: <https://hias.org/where/peru>.

⁴⁹ HIAS. 2022. Escuela de emprendimiento con enfoque de género. Available at: https://www.linkedin.com/pulse/escuela-de-emprendimiento-con-enfoque-g%C3%A9nero-hiasperu/?trk=pulse-article_more-articles_related-content-card&originalSubdomain=es. See: HIAS. 2023. Nosotras emprendemos: Autonomía para la prosperidad. Video available at: <https://www.facebook.com/watch/?v=313064414636857>.

⁵⁰ HIAS. 2023. HIAS y OIM: Empoderando a mujeres migrantes a través del emprendimiento. Available at: <https://www.linkedin.com/pulse/hias-y-oim-empoderando-mujeres-migrantes-trav%C3%A9s-del-emprendimiento>.

⁵¹ ILO. 2023. Cuestionario de la Encuesta para caracterización de las necesidades de servicios de desarrollo empresarial (SDE) de las mujeres emprendedoras (EME). Available at: https://www.ilo.org/americas/publicaciones/WCMS_900345/lang--es/index.htm.



BEST PRACTICE 1: OVERCOME BIASES THROUGH DIALOGUE AND AWARENESS-RAISING

International Finance Corporation (IFC) and UNHCR are collaborating to advance the economic integration of vulnerable populations in the LAC region in countries such as Colombia, Ecuador and Peru. IFC promotes dialogue with the private sector to overcome biases against the LGBTQ population, Afro-descendants, and migrants. They approach financial institutions and provide them with information that helps to overcome biases and prejudices. In this exercise, financial gap assessments have been prepared in countries such as Ecuador and Peru⁵² to identify the business case for financially including the migrant population, and to work towards overcoming the prejudices against them.

In Mexico, the UNDP has collected and analyzed the profiles, needs, and barriers to the inclusion of the migrant population as a way of enlightening the private sector about integration opportunities that are available to them.⁵³ They also prepared concept notes to promote the evaluation of the experience of migrants when trying to open bank accounts.

The World Council of Credit Unions (WOCCU) has also worked on studies on the profiles of migrants in Ecuador and Peru, which identified this population as entrepreneurs and educated people with a lot of human capital.⁵⁴ Likewise, the National Institute of Statistics and Information of Peru (Instituto Nacional de Estadística e Informática, INEI) carried out two surveys to learn the demographic, social, and economic characteristics of the Venezuelan refugee and migrant population in the country.⁵⁵ Furthermore, as part of the previously mentioned Lazos Project there was an analysis of the internal communication supports used by financial service providers in order to identify possible biases and to overcome them by creating graphics with key information, to better promote financial inclusion for the migrant and refugee population.

⁵² IFC. 2022. Financial and Economic Inclusion of Venezuelan Migrants and Refugees in Peru. Gap Assessment. Available at: https://www.r4v.info/es/document/IFC_WB_Financialandeconomicinclusion_RyM_sep22.

⁵³ Interview with a UNDP representative. See: UNDP. 2021. Estrategia Intégrate para personas en contextos de movilidad humana en México. A available at: <https://www.undp.org/es/latin-america/publications/estrategia-intégrate-para-personas-en-contextos-de-movilidad-humana-en-méxico>.

⁵⁴ WOCCU and USAID. 2020. Proyecto de inclusión económica, Estudio de Inclusión Financiera de Refugiados y Migrantes Venezolanos y Población local en las ciudades de Lima (Perú), Quito y Guayaquil (Ecuador). A available at: <https://www.r4v.info/es/document/woccu-estudio-de-inclusion-financiera-de-refugiados-y-migrantes-venezolanos-y-poblacion>.

⁵⁵ INEI. 2019. INEI Resultados del ENPOVE 2018. Available at: <https://www.r4v.info/en/node/3835>. INEI. 2022. Condiciones de vida de la Población Venezolana que reside en el Perú. Resultados de la II ENPOVE 2022. Available at: https://www.r4v.info/es/document/INEI_ENPOVE_2022.



THE CHALLENGE OF DISCRIMINATION

When asked if there are policies in place to tackle discriminatory behavior among financial institutions, eight AFI LAC member institutions responded negatively, two responded that they had no information about it, and only one referred to specific provisions.

The Superintendencia de Economía Popular y Solidaria de Ecuador (SEPS) shared the following experience:



Ecuador produced a Monetary and Financial Code that includes “promoting access to credit for people in human mobility, with disabilities, young people, single mothers[,] and other people belonging to priority attention groups” as one of its objectives.⁵⁶ Nonetheless, discrimination against migrants is still observed in the daily operations of financial institutions due to the perceptions and biases of employees and officials in the banking sector.⁵⁷

⁵⁶ República del Ecuador. 2014. Código Orgánico Monetario y Financiero. Available at: <http://www.pge.gob.ec/documents/Transparencia/antilavado/REGISTROOFICIAL332.pdf>.

⁵⁷ Information provided through survey.

3.2.2. COMPLIANCE WITH SPECIFIC REQUIREMENTS, PARTICULARLY REGARDING IDENTIFICATION

Typically, KYC and customer due diligence (CDD) frameworks require that consumers present valid and verifiable identification documents to access formal financial services, such as opening bank accounts or getting access to credit insurance products. Compliance with these requirements becomes a barrier to access where people in a situation of mobility (whether people in transit, migrants, returnees, or refugees) do not have the necessary documentation to comply with such requirements, either because they leave their countries without their passports, civil records, or other identification documents (as may be the case for migrants and refugees from countries in the region such as Venezuela or Cuba) or because, despite having passports, they have an irregular immigration status and cannot access the system. There are also people on the move who, even if they have a regular administrative status such as a specific permit that authorizes them to remain in the country of destination, still cannot access the financial system due to the banking system's failure to adapt pre-established identification systems. Countries like Colombia have documented such difficulties with the special permanence permit.⁵⁸



IDENTIFICATION REQUIREMENTS IN LAC COUNTRIES

Seven participants in the AFI survey stated that migrants with irregular legal status and those without a stable address cannot access any type of product, while four pointed out that they can only access certain services.

Although in countries such as Colombia, Mexico, and Peru there are specific regulations that allow alternative identification documents to satisfy KYC and CDD requirements, financial institutions generally do not use these flexibilities. This is largely due to limited knowledge and clarity among financial institutions about such regulations, and a lack of motivation to leverage them to advance financial inclusion for the migrant population.⁵⁹

⁵⁸ See: Migra Venezuela. 2017. ¿Cómo va la inclusión financiera de los migrantes venezolanos en el país? Available at: <https://migravenezuela.com/economia/como-va-la-inclusion-financiera-de-los-migrantes-venezolanos-en-el-pais>.

⁵⁹ Key informant interview.

In Mexico, the Credit Institutions Law, general provisions of article 115, for anti-money laundering and counter-terrorism financing establishes a risk-based, tiered KYC framework which allows simplified due diligence during bank account opening for certain tiers. There are four different tiers, depending on the customer's risk. Levels 1 and 2 are basic bank deposit accounts that aim to increase financial access for excluded groups. In March 2022, the Ministry of Finance and Public Credit published amendments to this law in the Federal Official Gazette to promote financial inclusion for refugees and repatriates in Mexico. They promulgated the temporary unique population number for Mexican repatriates issued by the National Population Registry and the valid identifications issued by the National Migration Institute (*Instituto Nacional de Migración de México, INM*) with which migrants can prove their regular stay in the country so that the banks can then accept to open Level 2 bank accounts for them.

In Costa Rica, financial institutions do not have major problems in identifying the migrant population for financial inclusion because they are issued with the Migratory Identity Document for Foreigners, which allows them access to the same services as any national.

According to the survey responses, in Peru the migrant population possesses a wide range of identification documents with varying validity periods which creates uncertainty for both the migrants and financial institutions. Although Peru's immigration authorities have systems to verify the identity of foreign persons through web links or free QR codes found in physical documents, the data in those systems is still very limited to ensure smooth and effective verification. Currently, it is not possible to carry out biometric verification and there is no interoperability between the systems of both immigration authorities.⁶⁰

The following is Peru's specific experience:

“ In 2022, the [SBS] prepared a diagnostic study on access to financial services by the refugee and migrant population, finding that as of 31 December 2021, from 830,000 accounts (savings, check, salary, view, fixed term, basic) and 80,000 loans contracted by foreigners, 75 percent and 93 percent of them, respectively, were opened with a foreigner's ID card. Consequently, it was observed that the population identified with an immigration card could more easily access the

⁶⁰ IFC- UNHCR 2023. Financial and Economic Inclusion of Venezuelan migrants and refugees in Peru- GAP assessment. Source: <https://reliefweb.int/report/peru/financial-and-economic-inclusion-venezuelan-migrants-and-refugees-peru-gap-assessment>

financial system, even though this group represented approximately 30 percent of the refugee and migrant population in Peru, generating a gap in relation to those people who had other identity documents, which are considered valid by the immigration authorities.⁶¹ ”

In the Dominican Republic the authorities do not have a means of verifying migrants' identification documents. However, the Normalization Plan for Venezuelan Citizens has been fundamental in allowing migrants access to the financial sector. ILO reports that 95 percent of the women and 100 percent of the men consulted stated that they had a bank account in their name due to this mechanism.

Finally, there is another challenge with regards to the verification of migrants' identities that was underlined in the key informant interviews. People who transition from one immigration status to another face difficulties, for instance those who, after having had a temporary identification document, get another or even acquire nationality. Although the person does not lose their identity, in countries like Colombia, they lose their credit history. They must close and reopen bank accounts as there are no mechanisms to communicate the change of identification.



SOLUTIONS TO OVERCOMING CHALLENGES RELATED TO IDENTIFICATION

The study has identified potential solutions to overcome these difficulties. Firstly, consider biometric technologies to verify identification data, such as in the case of Ecuador.



BEST PRACTICE 2: IDENTITY VERIFICATION

In Ecuador, financial institutions collaborate with specialized and government organizations to verify the identities of people in human mobility. These organizations may provide additional information or verification services. Additionally, biometric technologies, such as facial recognition or fingerprints, are used when traditional documents are not available.⁶²

⁶¹ Peruan financial system entities were consulted about the operational limitations or barriers to contracting financial services or products with the migrant population. The barriers included the lack of suitable identity validation mechanisms, and the impossibility of accessing biometric information, the complexity and diversity of immigration documents, and the lack of regularization of the documents. SBS. 2022. Acceso al sistema financiero por parte de la población migrante y refugiada en el Perú. Available at: https://www.sbs.gob.pe/Portals/4/jer/PUB-NOTA-POLITUCA/NOTA-SBS-9_Acceso%20al%20SF%20Migrantes%20y%20Refugiados.pdf. Information provided through survey.

⁶² Registro civil. IESS implementa validación biométrica para datos bancarios. Available at: <https://www.registrocivil.gob.ec/publicado-8-de-abril-de-2015-audios-noticias-ies- implementa- validacion-biometrica-para-datos-bancarios>.

Secondly, experts assert the importance of working with immigration authorities, including to involve them in the financial inclusion ecosystem so that they can join efforts with financial institutions to verify the identities of migrants for more efficient onboarding.⁶³

Thirdly, in Brazil, Colombia, Ecuador,⁶⁴ and Peru, guidelines have been prepared for financial institutions to inform them about the documents issued by immigration authorities that can be considered for opening accounts, as well as the unique financial inclusion needs and profiles of migrants.⁶⁵ For example, the SBS, National Immigration Superintendence of Peru, Ministry of Foreign Affairs, and WOCCU prepared a guide that included a section on the migrant profile⁶⁶ and conducted dissemination workshops aimed at financial institution authorities.⁶⁷ The IFC and UNHCR supported the preparation of the guide in Brazil.⁶⁸ This effort to ensure regulatory clarity among financial institutions is an important and effective step in advancing financial inclusion for migrants.

Finally in Mexico, the CNBV attended the thematic roundtable on labor inclusion organized by the Mexican INM Commission for Aid to Refugees. The Banco del Bienestar staff have also been trained on the various acceptable identification documents of asylum seekers, refugees, and beneficiaries of complementary protection. At the request of the Mexican Commission for Aid to Refugees, a letter was sent to inform banking institutions of the characteristics of the new immigration cards issued by the INM.

⁶³ Information collected through a semi-structured interview with Felipe Muñoz of the IDB.

⁶⁴ USAID and World Council Ecuador. 2023. Guía para la inclusión financiera - Población en movilidad humana. Available at: <https://www.r4v.info/es/document/world-council-ecuador-guia-para-la-inclusion-financiera-poblacion-en-movilidad-humana>.

⁶⁵ ASOBANCARIA. 2022. Guía para la adopción del Permiso por Protección Temporal para Venezolanos PPT en el Sistema Financiero colombiano. Available at: <https://www.asobancaria.com/books/guia-verificacion-de-identidad>.

⁶⁶ SBS and WOCCU. 2023. Guía práctica para la inclusión Financiera, Población refugiada y Migrante. Available at: https://www.sbs.gob.pe/Portals/3/jer/Materiales_EF/2023/GuiaPracticaPoblacionRefugiadaMigranteDigital.pdf.

⁶⁷ SBS. 2022. Realizan primer taller de difusión de la Guía Práctica para la Inclusión Financiera de la población refugiada y migrante. Available at: <https://www.sbs.gob.pe/noticia/detallenoticia/idnoticia/2675?title=Realizan%20primer%20taller%20de%20difusi%C3%B3n%20de%20la%20Gu%C3%ADa%20Pr%C3%A1ctica%20para%20la%20Inclusi%C3%B3n%20Financiera%20de%20la%20poblaci%C3%B3n%20refugiada%20y%20migrante>. SBS. <https://www.linkedin.com/feed/update/urn:li:activity:7100953668719423488>.

⁶⁸ Portal FinDev. 2023. Inclusión financiera para refugiados y migrantes en América Latina: Una oportunidad de mercado para los proveedores de servicios financieros. Available at: <https://www.findevgateway.org/es/blog/2023/06/inclusion-financiera-para-refugiados-y-migrantes-en-america-latina>.

3.2.3. CHALLENGES IN CHECKING CREDIT HISTORY IN THE COUNTRY OF ARRIVAL

Despite having access to bank accounts, insurance, and credit in their home countries, migrants cannot carry this information with them when they migrate, which limits their ability to access formal financial services in their new locations. The LAC region does not have cross-databases or collaboration mechanisms between the risk centers of the different countries, that would otherwise enable the transferring of migrants' credit history and financial habits from before their migration. IOM pointed out that the inability to check credit history in this manner affects not only the international migrant population but also the local rural population living away from urban centers. This prevents migrants from accessing credit facilities and their amounts. Some interviewees emphasized that several countries have these risk centers and could have information, as well. However, there are still barriers in terms of confidential data management and risk standards.

In Colombia, microfinance companies such as Bancamía have experience in creating products adapted for people with low-income levels and little or no credit history when the country faced the internal displacement of more than five million people.⁶⁹ This has led them to offer alternative methods of credit history verification that does not seek to investigate whether the person has the ability to pay, rather their intention to do so, using other types of variables or alternative scores.⁷⁰

FinTech companies have been collecting data about their users, which has prompted them to develop alternative scores that are described as highly aligned with payment behavior and very good predictors.⁷¹ The experience of Claro in Colombia stands out. They leverage on their products and services to predict customer behavior, such as observing payment obligations linked to telephone lines and recharges, as well as customer behaviors in payments for technology acquisition such as the purchase of cell phones through installments, to predict payment behavior.⁷² While this model was not exclusively designed for the migrant population, it has enabled them to access financial services. Similar experiences were found in Kenya, Tanzania, and the US.

⁶⁹ Key informant interview.

⁷⁰ Ibid.

⁷¹ Ibid.

⁷² Ibid.



BEST PRACTICE 3: PHONE-BASED CREDITWORTHINESS

- ✓ PERC, a USA-based think tank, proposes the use of alternative data in credit reporting, including rental, utilities, and cell phone payments, as a tool to predict creditworthiness that could be incorporated into credit scoring models.⁷³
- ✓ Launched by the Commercial Bank of Africa and Safaricom in Kenya in 2012, MShwari uses customers' telephone usage and mobile money activity to make credit scoring decisions.⁷⁴

First Access⁷⁵ in Tanzania and InVenture⁷⁶ in Kenya use prepaid mobile phone histories to assess borrower creditworthiness on behalf of microfinance institutions. Upon acceptance, the customers' phone records are analyzed to generate a loan recommendation.



PORTABILITY OF CREDIT HISTORY IN EUROPE: THE CASE OF UKRAINE

People leaving Ukraine and moving to neighboring countries can access their Ukrainian credit history by applying for credit in countries such as Poland, Romania, and Moldova. In 2001 a Temporary Protection Directive was issued as an exceptional measure to provide immediate and temporary protection to displaced persons from non-EU countries who are unable to return to their country of origin and provides a tool for the EU to address such situations. When a client approaches a financial institution, the credit bureau of one country connects with that of another, with prior authorization from the client. This consolidation of information is possible thanks to Digital Data Corridors. The IFC-led project tackles the issue of Ukrainians who, in their flight from war, misplaced financial documents. Without a mechanism for banks in Poland to connect with those in Ukraine, access to employment, housing, and banking services is limited. The Digital Data Corridors facilitate the

⁷³ PERC. 2009. New to Credit from Alternative Data. Available at: https://www.perc.net/wp-content/uploads/2013/09/New_to_Credit_from_Alternative_Data_0.pdf.

⁷⁴ Financial inclusion Progress Report. 2020. Available at: <http://www.fi2020progressreport.org/addressing-customer-needs>.

⁷⁵ First access. Custom Credit. Available at: <http://www.firstaccessmarket.com>.

⁷⁶ In venture. Custom Credit. Available at: <https://inventure.com>.

electronic connection between financial entities from different countries, allowing the real-time obtaining of international credit histories, identity verification, and banking transaction data. This project, in collaboration with the National Bank of Ukraine, Ukrainian Credit Bureaus, the Association of Consumer Credit Information Providers, and the BIK Group of Poland, is already operational in the Czech Republic, Georgia, Latvia, and Poland.⁷⁷



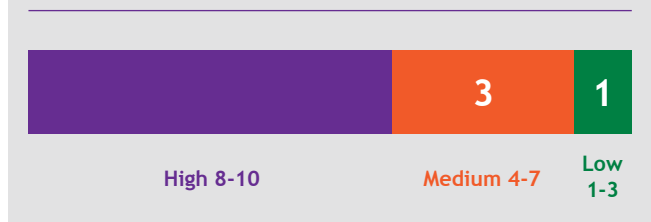
BEST PRACTICE 4.
CREDIT SCORING

COUNTRY-REGION	ENTITY	DESCRIPTION
Argentina (scope for Mexico, Paraguay, and Uruguay, 2019)	<u>FINDO</u>	Software that generates a “score-mobile” to manage financial risk from “data points” in real-time based on transaction activities carried out from the cell phone evaluates the willingness and paying ability of people who lack credit history, showing migrants as potential clients.
USA, LAC	<u>QUASH</u>	Winners of the CAF laboratory. Their 2021 version offers alternative methods to prepare credit scores, including factors such as psychometric variables, LinkedIn information, metadata, and payment of public services.

3.2.4. RISK OF NON-PAYMENT

Closely linked to the credit score challenge, is the inability to present guarantees that migrants can cover their payment obligations. AFI LAC members identified the risk of default as a major obstacle to migrant financial inclusion, with six survey respondents giving it the highest rating.

FIGURE 8. RANKING FOR NON-PAYMENT RISK FOR THE MIGRANT POPULATION



Studies on the migrant population in some LAC countries have helped to overcome stereotypes about migrants and their inability to pay out credit and loans. Notably, these studies have established that contrary to popular belief, in some LAC countries the Venezuelan migrant population does indeed have a good payment history.⁷⁸

As to the possible contribution of migrants to the economies of the receiving countries, studies have been conducted in countries such as Colombia, where, according to the World Bank, “the migrants represent a demographic bonus for the country, resulting in a younger population than the national average in working age and contributing to the economy with skills, knowledge, and dispositions complementary to those of the host communities.”⁷⁹

In the absence of guarantors to cover credits for migrants, UNCDF shares that there is a lag in the region compared to other parts of the world as demonstrated below.

⁷⁸ Key informant interview. IFC in Peru elaborated on the evaluation of the lag providing specific analysis on the market opportunities for the migrant population. See: IFC. 2022. Inclusion financiera y económica de los migrantes y refugiados venezolanos en el Perú: Evaluación de Brechas. Available at: <https://www.r4v.info/sites/default/files/2023-10/IFC-%20Estudio%20de%20Brechas%20Refugiados%20y%20Migrantes%20en%20Per%C3%BA.pdf>.

⁷⁹ World Bank. 2022. Notas sectoriales de política. Available at: <https://documents1.worldbank.org/curated/en/099545009122237230/pdf/P17786906ffe9a02d0b98907940d5fb95f0.pdf>. For the Venezuelan diaspora in Peru, see: VOA. 2023. Banco Mundial: Diáspora venezolana en Colombia y Perú es competitiva. Video available at: <https://www.vozdeamerica.com/a/banco-mundial-diaspora-venezolana-en-colombia-y-peru-es-competitiva/6999706.html>.

⁷⁷ IFC. 2022. Ukrainian Refugees Access Finance via New Digital Data Corridors. Available at: <https://www.ifc.org/en/stories/2022/ukraine-refugees-digital-data-corridor>.



BEST PRACTICE 5:
AN ALTERNATIVE TO GRANTING GUARANTEES

MicroStart in Belgium offers migrants an alternative for accessing loans when they cannot provide a 50 percent personal guarantee from a guarantor. They allow clients to open a separate bank account with a cash deposit as a guarantee for the loan. Once the client saves enough, they are eligible for a loan.⁸⁰

In the United Kingdom, migrants can use a digital services provider to send money to Gambia and cover water and electricity bills for family members.⁸¹

3.2.5. LACK OF FINANCIAL EDUCATION

Financial education will enable migrants to access and use formal financial services towards enhancing their financial health. Although their level of education is usually higher on average than that of their host populations,⁸² sometimes migration can change their professional vocation which implies challenges when carrying out new work and productive projects, thereby raising the need to access financial education.

IDB noted that, in LAC, immigrants are more likely to have a high level of education than their native counterparts, with a margin often exceeding ten percentage points. However, these higher skill levels do not always translate into jobs that utilize them effectively.

⁸⁰ FI Compass. 2022. MicroStart: small loans for big steps in a new homeland. Available at: <https://www.fi-compass.eu/stories/microstart-small-loans-big-steps-new-homeland>. See also: ENM Magazine. 2013. Migrants' financial inclusion in the EU: which role for the microfinance sector? Available at: https://www.european-microfinance.org/sites/default/files/document/file/3.EMN%20Magazine_March_2013_Migration%202103_2013.pdf.

⁸¹ UNCDF. 2022. Access to and Usage of Digital Remittances: A Case Study of Ping Money in The Gambia. Available at: <https://migrantmoney.uncdf.org/resources/insights/a-case-study-of-ping-money-in-the-gambia>.

⁸² See more on the educational level of migrants in neighboring countries. Venezuela: World Bank. 2023. Notas sectoriales de política pública: migración. Available at: <https://documents1.worldbank.org/curated/en/099545009122237230/pdf/P17786906ffe9a02d0b98907940d5fb95f0.pdf>, Peru: VOA. 2021. Casi la mitad de los venezolanos en Perú tiene educación universitaria o técnica. Available at: <https://www.vozdeamerica.com/a/inmigracion-casi-la-mitad-de-los-venezolanos-peru-educacion-universitaria-o-tecnica/6083020.html>. The debate on the education level of migrants against the education level of the general population see: de Haas, Hein, Mathias Czaika, Marie-Laurence Flahaux, Edo Mahendra, Katharina Natter, Simona Vezzoli, and María Villares-Varela. 2019. "International Migration: Trends, Determinants, and Policy Effects." Population and Development Review 45 (4). Wiley: 885-922. doi:10.1111/padr.12291.

27%

Immigrants with a high level of education are more likely to be employed in low-skilled jobs than their native counterparts with a high level of education: 27 percent versus 19 percent on average.⁸³

In the survey, AFI LAC members were asked about financial services to migrants and nationals abroad, as this had previously been identified as a barrier to their financial inclusion.

FIGURE 9. TRAINING PROGRAMS ON FINANCIAL SERVICES FOR MIGRANTS AND NATIONALS ABROAD AND THEIR FAMILIES



In some countries in the region, actions have been taken to develop guides for the migrant population that indicate the steps to follow and the requirements to access the financial system. Financial education is also part of business support and acceleration processes proposed by FinTechs and foundations. Examples include the Financial Information Booklet for Migrants and Refugees developed in Brazil by the IOM, UNHCR, the Central Bank of Brazil, and others,⁸⁴ and the one developed in Colombia by the ILO, UNDP, and others.⁸⁵ Bancamía in Colombia works to provide financial education to migrants in Colombia with the support of USAID.⁸⁶ The Santodomingo Foundation in Colombia proposes financial education to migrants with the support of universities.

⁸³ IDB. 2023. ¿En qué situación están los migrantes en América Latina y el Caribe?. Available at: <https://publications.iadb.org/publications/spanish/viewer/En-que-situacion-estran-los-migrantes-en-America-Latina-y-el-Caribe-mapeo-de-la-integracion-socioeconomica.pdf>.

⁸⁴ BCB. 2023. Cartilla de información Financiera para Migrantes y Refugiados. Available at: https://www.bcb.gov.br/content/cidadaniafinanceira/documentos_cidadania/Cartilha_Migrantes_Refugiados/cartilha_BC_ESPANHOL.pdf.

⁸⁵ ILO, UNDP, UNHCR, USAID, and IOM. 2021. How to access and use the Colombian financial system? Guidance guide on financial inclusion for refugees and migrants from Venezuela. Available at: <https://www.r4v.info/es/document/colombia-como-acceder-y-hacer-uso-del-sistema-financiero-colombiano-guia-de-orientacion>.

⁸⁶ Interview with Bancamía.

In Peru, the SBS has given talks on financial education within the framework of the “Finances for You” program in association with organizations such as Care and the IOM.⁸⁷ WOCCU and Care Perú, in alliance with financial entities such as Financiera Confianza, have also held financial education talks with refugee and migrant populations. Finally, the German Sparkassenstiftung has sought to improve the financial and economic decision-making skills of the migrant population in Colombia, Ecuador, and Peru.⁸⁸

In Panama, Microserfin and IOM have promoted training workshops to improve financial decision-making and cultivate positive financial habits among migrants, including encouraging savings, mitigating emergency-related impacts, and promoting productive investments.⁸⁹

The Honduran Association of Banking Institutions, leading the Friends of the Migrant Project, collaborates with Real LEDGE Honduras to offer entrepreneurship diplomas to returnees in Honduras. This program focuses on training returned migrants in fundamental areas, including business initiation, business planning, cost accounting, marketing, and customer service.⁹⁰

The Ministry of Foreign Affairs of Mexico, through the Institute of Mexicans Abroad, in collaboration with the Mexican Representations Abroad (embassies, consulates, etc.) and allies of the national and local public and private financial sectors, organizes a comprehensive financial education week for Mexicans abroad (Semana de Educación Financiera Integral para Mexicanos en el Exterior) with the objective of providing guidance and information to the Mexican community residing abroad on issues of access to inclusion and financial education.⁹¹

⁸⁷ SBS. Finanzas para Ti. Available at: <https://www.sbs.gob.pe/educacion-financiera/finanzas-para-ti>.

⁸⁸ Information from the survey. Sparkassenstiftung. Reducing poverty and hunger among Venezuelan refugees by enhancing their economic integration in Colombia and Peru. Available at: <https://www.sparkassenstiftung.de/en/projects/worldwide-projects/detail/reducing-poverty-and-hunger-of-venezuelan-migrants-through-improved-economic-integration-in-ecuador-colombia-and-peru-1119>.

⁸⁹ IOM. 2023. Microserfin apoya a OIM en el fortalecimiento de capacidades financieras de la población migrante en Panamá. Available at: <https://panama.iom.int/es/news/microserfin-apoya-oim-en-el-fortalecimiento-de-capacidades-financieras-de-la-poblacion-migrante-en-panama>.

⁹⁰ Ahiba. Amigos del Migrante. Available at: <https://ahiba.hn/amigosdelmigrante/#AMQUIENES>.

⁹¹ IME. 2022. Semana de Educación Financiera Integral para Mexicanos en el Exterior. Available at: <https://ime.gob.mx/vaf/programa/sefime>.



BEST PRACTICE 6:

TRAINING STRATEGIES FOR THE MIGRANT POPULATION

RevolutionCredit, a former online lender in the United States, offered online courses and videos to increase financial literacy for anybody. Once customers took a course or watched a video, it was recorded in their client profile. RevolutionCredit did not aim to replace credit scores. “It’s really more of a booster,” says founder Zaydoon Munir.⁹² Even if this initiative is no longer available, it could be considered a good example to replicate.⁹³

3.2.6. THE TEMPORARY NATURE OF MIGRATION

Some short-term and transit migrations are hampered by temporality, making financial inclusion difficult. In Ecuador, this has been pointed out as a factor that hinders access to financial credit services, particularly through cooperatives.⁹⁴

The difficulty in establishing the domicile of migrants was mentioned as something of importance on four occasions during the survey of AFI LAC members. To address the difficulties linked to the lack of a fixed place of stay, institutions such as Calp Network propose an approach to facilitate the sending of aid to people in transit based on an intervention on the routes rather than in the destination places. However, these types of interventions seek to meet the specific needs of the mobile population rather than generate financial inclusion in the medium and long-term.⁹⁵

⁹² Financial inclusion progress report. 2020. Available at: <http://www.fi2020progressreport.org/addressing-customer-needs>.

⁹³ The index project. Revolution credit. Available at: <https://theindexproject.org/award/nominees/5397>.

⁹⁴ Interview with an AFI representative from Ecuador.

⁹⁵ Key informant interview.

SECTION 3: SUPPLY AND DEMAND OF FINANCIAL PRODUCTS AND SERVICES FOR THE MIGRANT POPULATION AND THEIR FAMILIES

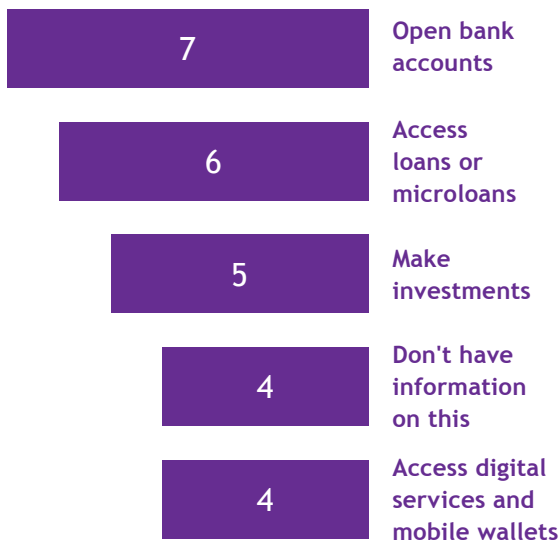


The supply and demand of financial services and products for the migrant population in the region have been increasing as these flows have become more constant and long-lasting. While this study does not comprehensively examine all available products and services, it highlights those deemed relevant by AFI LAC member institutions and regional experts.

4. FINANCIAL PRODUCTS AND SERVICES OFFERED TO THE MIGRANT POPULATION AND THEIR FAMILIES

The provision of financial products and services to the migrant population provides the opportunity to offer conventional financial services, such as account opening, access to credit, and insurance. Additionally, there is a potential to adapt traditional services and utilize technology to provide products and services aimed at overcoming the challenges of financial inclusion. As to the services that require compliance with special requirements for migrants, **Figure 11** shows that the most referenced were the opening of bank accounts and access to credit.

FIGURE 10. SERVICES REQUIRING SPECIAL CONDITIONS FOR MIGRANTS



The survey asked about the possibility of making KYC requirements more flexible to offer services to the migrant population through specific policies. Two respondents indicated that it was not possible (Haiti, Suriname). The representative of El Salvador stated this service was not for the population with irregular administrative status. The representative of Paraguay indicated that he was not aware of the existence of these products. Other participants referred to the possibility of accessing basic accounts and credits with a limited amount upon the presentation of the ID in Costa Rica and Peru. Account opening with simplified due diligence is also possible in the Bahamas, Dominican Republic and El Salvador. In 2018, KYC requirements were relaxed in the Bahamas for digital portfolio users. Finally, in the Dominican Republic and Ecuador, the relaxing of the requirements depends on the risk profile. It is striking that the countries with a greater flow of migrants are those that claim to have devised mechanisms to make KYC requirements more flexible.

Finally, the survey asked if the respondents knew about services designed exclusively for foreigners or returnees, where seven replied no, and four yes

This study demonstrated that financial inclusion strategies and particular services do exist. Some of these are offered through traditional banks, some through cooperatives, and some through digital finance strategies. Channels that have been identified to offer these services include banking entities, cooperatives, micro finances, FinTech, cash-based interventions, and international cooperation organizations. **Table 2** shows a non-exhaustive description of services offered to the migrant population in some countries in the region.

TABLE 2. SERVICES OFFERED TO THE MIGRANT POPULATION IN SOME COUNTRIES IN THE REGION

COUNTRY	INSTITUTION	SERVICE	TARGET POPULATION	COMMENTS
BRAZIL	Auxilio Brasil	A social income transfer program aimed at reducing situations of poverty and extreme poverty among families.	Nationals and migrants, regardless of their immigration status	Resources are transferred to a bank account or digital account.
CHILE	Banco del Estado	CuentaRUT	For Chileans and migrants with a regular status (valid national ID required).	Saving accounts, costless money transfer.
COLOMBIA	Bancamía	Microfinance institution offering business partner training, access to credit, savings, fixed-term certificate of deposit (CDT), insurance, and payment of international money orders for the migrant population, including digital services.	Venezuelan migrant population in Colombia	They have been pioneers in the region, offering financial services to the migrant population and the broadest portfolio of services available to them.
COLOMBIA	Daviplata	Digital wallet	Any person, including the migrant population, with an identification document, including the migrant population (immigration card, temporary protection permit (PPT)).	Daviplata is an integral part of the Davivienda bank. It is the digital wallet that brings the most remittances to Colombia (73,000 people from Chile, Spain, and the US used it to send money).
COSTA RICA	National bank	Bank account	Migrants and refugee seekers	It obtained the “live integration” seal for being the first bank in the country to open accounts for migrants or refugee seekers.
ECUADOR	Pichincha bank	Code system to receive and withdraw humanitarian aid, the Xperta account for refugee populations, and financial education campaigns.	Migrants and refugees	In alliance with the Hebrew Immigrant Aid Society and UNHCR. Migrants can withdraw money at ATMs using codes. The Xperta account can be opened by providing the refugee card.
ECUADOR	CACPECO	Financial education, entrepreneurship camp.	Migrants	USAID-funded project
ECUADOR	COAC Tulcan	Basic and digital account.	Migrants, refugees, and the vulnerable population of Ecuador	This account allows you access to health life insurance.

COUNTRY	INSTITUTION	SERVICE	TARGET POPULATION	COMMENTS
EL SALVADOR	El Chivo	Digital wallet in bitcoin and USD	Immigrants and Salvadoreans abroad.	There are no commission deals for sending remittances to and from El Salvador.
MEXICO	Banorte	A digital link account that allows the refugee population to access an online bank account.	Refugees	Strategy developed with the support of UNHCR. Requirements to access the service: Unique Population Registry Code (CURP), an email, address, and personal data.
PERU	Financiera Confianza	Savings accounts in the digital channel	While the savings account Ahorro Confianza is not only for the migrant population, Financiera Confianza accepts all the documents issued by immigration authorities, and has also created a special section on its web portal for the migrant population.	It is the first financial institution to allow migrants to open savings accounts through its digital channels.

In the region, countries such as Colombia, Ecuador, and Peru are pointed out by interviewees as the pioneers in offering services for financial inclusion. In these countries, entities have been collecting valuable information about their clients, their consumption habits, and their financial behavior.



JOINT WORK STRATEGY WITH FINTECHS

STRATEGY: Financial institutions in the region have been collecting valuable information on the profiles and consumption habits of financial services among the migrant population. In an interview with the World Bank, the need to generate scenarios in which this information can be administered via “trusted stakeholders” and serve to adapt public policies and configure better financial inclusion strategies for the migrant population was highlighted.



BEST PRACTICE 7. WORKING WITH FOUNDATIONS

In Barranquilla, Colombia, Santo Domingo, a foundation project with the Hilton Foundation and the Universidad del Norte provides business training and access to credit to migrant, returnee, and host entrepreneurs in Barranquilla and its metropolitan area.⁹⁶ The program proposes the training of 250 entrepreneurs during the financial education phase. Then, it proposes access to credit to boost business units that need a capital injection to remain sustainable.

IOM Ecuador is a good example of commitment from international organizations. It has worked to support the formation of credit, savings, and entrepreneurship groups for the Venezuelan migrant population in that country through local financial structures and under a common work model of associativity for access to collective financial mechanisms.⁹⁷

⁹⁶ Universidad del Norte. 2023. Lanza programa de formación e inclusión financiera para migrantes y colombianos retornados. Available at: <https://www.uninorte.edu.co/es/web/grupo-prensa/w/nuevo-programa-de-formacion-e-inclusion-financiera-para-migrantes-y-colombianos-retornados>

⁹⁷ IOM. Inclusion-financiera. Available at: <https://ecuador.iom.int/es/inclusion-financiera>.



MICROFINANCE: BANCAMIA'S EXPERIENCE IN COLOMBIA

Bancamía, in Colombia, has been a pioneer in offering products to the Venezuelan migrant population. Initially, products have been offered through pilot programs, later then with the support of the ICF-UNHCR, and, finally, with the support of USAID through the Propaz program. Bancamía offers business partner training services, access to credit, savings, fixed-term certificate of deposit, insurance to cover miscellaneous matters (crops, insurance for pregnant women, etc.), and payment of international money transfers. It is a microfinance company that also offers digital services. They have designed alternative mechanisms for generating credit scores, which has allowed them to expand their customer base.⁹⁸



ACCELERATORS AND SOCIAL BONDS FOR THE FINANCIAL INCLUSION OF MIGRANTS

La Corporación Autónoma de Fomento has a laboratory that presents calls to support FinTech through acceleration processes. The 2023 call sought to identify technology-based initiatives that help reduce the barriers to inclusion of the migrant population in three categories:

- ✓ Financial education and digital literacy
- ✓ Design of financial products for migrants and their families
- ✓ Micro, small and medium-sized enterprises (MSMEs) owned by migrants or migrant families.

In December 2023, the selected entities were identified from the more than 200 proposals received.⁹⁹

SOCIAL BONDS AND FINANCIAL INCLUSION

IDB Invest and Cooperativa de Ahorro y Crédito Jardín Azuayo in the first Diversity and Inclusion Senior Social Bond in Ecuador and in the region. The total amount of the bond is up to USD20 million, with a term of four years. “IDB Invest will act as an anchor investor with a subscription for a total amount of up to USD10 million. Other potential investors will participate with

up to USD10 million. The bond resources will be used to expand financing to MSMEs led and/or owned by indigenous peoples, migrants, women, and low-income or people with low levels of education. Additionally, technical advice will be provided to (i) better evaluate credit decisions toward women and underrepresented groups through the development of alternative credit scores, such as psychometric tools, (ii) strengthen gender and diversity strategy impact measurement and reporting by improving data collection systems, and (iii) design the conceptual framework of the social bond and finance the second-party opinion.”¹⁰⁰

5. DEMAND FOR FINANCIAL PRODUCTS IN THE LAC REGION

Given the active migratory dynamics in the region, the countries under study are points of origin, transit, and migratory destination, with a dispersed supply and demand for products and specific needs for certain contexts.

Effectively measuring the demand for financial inclusion services of migrants and refugees in the region would require an exercise of approaching said population and characterizing it to determine their financial inclusion needs specifically. Considering the methodological scope of this research, the interviews carried out with multilateral organizations that have carried out these characterizations allow us to reference some aspects of this demand.¹⁰¹

The specific needs and expectations of financial services demanded by the migrant and refugee populations vary depending on their stage in the migration process: those who are in transit, newcomers or those in the insertion stage, those that are stabilizing (for a period between 6 months and 2 years), and those who are integrating into the destination society as detailed below.¹⁰²

⁹⁸ Interview with Bancamía.

⁹⁹ CAF. 2023. Descubre las 10 startups ganadoras del Laboratorio CAF de Inclusion Financiera 2023. Available at: <https://www.caf.com/es/actualidad/noticias/2023/12/descubre-las-10-startups-ganadoras-del-laboratorio-caf-de-inclusion-financiera-2023>.

¹⁰⁰ IDB Invest. 2022. Bono Social de Diversidad e Inclusion - Cooperativa Jardín Azuayo. Available at: <https://www.idbinvest.org/es/proyectos/bono-social-de-diversidad-e-inclusion-cooperativa-jardin-azuayo>.

¹⁰¹ However, the recommendations to those countries that do not have these tools include obtaining the first-hand information at the regional level on the demand for financial inclusion of migrants and refugees in the different countries of the region.

¹⁰² Classification devised by the study based on information collected from key informants.

5.1. PEOPLE IN TRANSIT

Although people in transit do not intend to stay, they may stay for longer periods than expected while they manage to complete their trip. This is the case of many migrants in northern triangle countries trying to reach the United States.¹⁰³ During their trip, they require financial services, particularly mechanisms to receive aid, either from humanitarian organizations or family remittances, to finance the rest of their trip. There is an aversion among people in transit, particularly those who travel on foot, to carry cash with them, as there are high risks of robbery and extortion along migratory routes,¹⁰⁴ which is why they require digital services that facilitate the transfer and withdrawal of money along the journey.



BEST PRACTICE 8. INITIATIVE FOR PEOPLE IN TRANSIT

For this population, The Galp network proposes a strategy of interventions focused on the route rather than the destination, utilizing cash-based methods. Other services provided through these channels include prepaid cards, through which non-governmental organizations and cooperation agencies can provide aid to people in transit, redeemable throughout their transit or at their destined place of residence. Institutions that provide this type of service include Reddose, which provides services through e-vouchers and Upsivale.

In some sections of the migratory process, the use of cash is necessary to pay *polleros* (coyotes) - the smugglers who assist individuals in crossing the border illegally. In transit communities, people also need to make cash payments for aspects such as accommodation and maintenance, sometimes through the intermediation of the traffickers themselves, to access these services. In the specific case of Mexico, this has directly impacted the flow of remittances received, amounts that are not considered in general remittance studies.¹⁰⁵

¹⁰³ Key informant interview.

¹⁰⁴ Ibid.

¹⁰⁵ Ibid.

Within the countries under study, important transit points are El Salvador, Honduras, and Mexico for migration to the United States and Ecuador, Paraguay, and Peru for migration to and between southern countries.

5.2. INITIAL STAGE, NEWCOMERS

Recently arrived migrants and refugees have the same needs as those who are passing through or in transit. They require help that allows them to receive money, either from family and friends or from cooperation and non-governmental organizations, to cover their first accommodation and maintenance expenses. Perceptions are that all migrants are passing through and that their stay is not medium to long-term or permanent. However, studies and surveys have shown that a significant proportion of migrants and refugees in the region have a desire to remain in their destination places, particularly those from Venezuela.¹⁰⁶

The diversity of migratory flows in the region means that most of the countries under this study can be considered destination countries for migrants in the initial stage and the stabilization stage.

¹⁰⁶ The survey on the demographic, social, economic, vulnerability and protection needs of the Venezuelan refugee and migrant population in Peru, ENPOVE 2022, has shown that 75.3 percent of the refugee and migrant population of Venezuela in Peru expressed their intention to stay and live in Peru, which is by 18.5 percentage points less than in ENPOVE 2018 (93.8 percent). The percentage of those who do not intend to stay and live in Peru has increased from 6.2 percent in 2018 to 24.7 percent in 2022. INEI. 2022. El 57,4% de la población venezolana que reside en el Perú tiene entre 20 y 49 años de edad. Available at: <https://m.inei.gob.pe/prensa/noticias/el-574-de-la-poblacion-venezolana-que-reside-en-el-peru-tiene-entre-20-y-49-anos-de-edad-14164>. In Colombia, the National population survey "Pulso Migración" has recently reported that more than 80 percent of the Venezuelans were willing to remain in the country. DANE. 2023. Encuesta Pulso Migración. Available at: <https://www.dane.gov.co/index.php/estadisticas-por-tema/demografia-y-poblacion/encuesta-pulso-de-la-migracion-epm>.

5.3. STABILIZATION STAGE

During the stabilization stage, migrants need to open bank accounts as a mechanism to begin settling themselves down. However, this need must be addressed comprehensively. Experts point out that the need for financial inclusion goes beyond acquiring financial services and is closely linked to labor integration and access to other social services. The World Bank and CAF confirm this trend in Colombia, WOCU in Ecuador, and UNDP in Mexico. Migrants need a bank account to access employment because, without it, they cannot receive salaries. This is why a bank account is sometimes required as a condition of formal employment. A valid bank account is also outlined as a condition for accessing housing. During this stage of the migration project, migrants and refugees can receive international cooperation resources and seed capital aid aimed at pursuing a business idea or undertaking. In addition to needing a bank account to receive these resources, there is the need for microcredits to finance productive projects and the need to receive financial education that facilitates the productive use of resources and investment.

The World Bank and the IDB highlight the need to think about the sustainability of the financial inclusion initiatives that are granted both in the initial stage and in the stabilization stage, advocating that the processes of accompaniment to these people not remain in one-off financial aid to focus groups but instead strive to ensure that financial insertion benefits the entire migrant population and lasts and consolidates to facilitate access to other type of services.

There are several financial inclusion initiatives for migrants and refugees focused on this stage of stabilization, specially designed by FinTech, as exemplified below.



BEST PRACTICE 9. UALA, COLOMBIA

In alliance with the NGO Heartland Alliance International, Uala, Colombia, distributes subsidies and economic support to migrants and participates in fairs for small migrant entrepreneurs, offering them dataphone products and payment links so they can collect their sales (Cedruzuela).¹⁰⁷

During the pandemic, the collaboration between the IOM and Banesco Bank in Panama facilitated the distribution of prepaid cards to deliver

humanitarian aid, enabling a new electronic payment method.¹⁰⁸ Similarly, in Brazil, migrants, refugees, and asylum seekers may benefit from social aid through the “Auxilio Brasil,” which consists of an income transfer program aimed at reducing poverty and extreme poverty situations using the banking system.¹⁰⁹



PARTICULARITIES OF THE REFUGEE SITUATION

Financial inclusion for refugees is sometimes viewed solely as necessary to access financial aid upon their arrival at their destination. However, once they pass the initial stage, they will require other type of financial services. The use of debit cards can represent a first step towards achieving more stable financial inclusion. As mentioned before, there are important barriers to identification that are accentuated for refugees, given their difficult exit conditions and specific needs, which make access to financial services even more difficult for this population. Some of the initiatives highlighted in this report have sought to facilitate access to the financial system for these people particularly.



BEST PRACTICE 10.

FINANCIAL INTEGRATION OF REFUGEES IN REFUGEE CAMPS IN AFRICA

Equity Bank in Kenya opened branches in Dadaab and Kakuma refugee camps. They are building the business case on a combination of revenue from cash-based transfers (via debit cards) from humanitarian agencies to refugees, with the potential for local salary and savings accounts. “In Kakuma camp today, some 23 percent of all 30,000 savings accounts are held by refugees, and around 200 refugees have taken individual loans collateralized by stock or chattel.”¹¹⁰

¹⁰⁸ UNHCR. 2020. Refugiados en Panamá recibirán asistencia en efectivo a través de tarjetas débito de Banesco. Available at: <https://www.acnur.org/noticias/news-releases/refugiados-en-panama-recibiran-asistencia-en-efectivo-traves-de-tarjetas>.

¹⁰⁹ AUXÍLIO-BRASIL. Informaciones para personas refugiadas, solicitantes de la condición de refugiados y migrantes. Available at: <https://www.acnur.org/portugues/wp-content/uploads/2022/05/Informativo-Auxilio-Brasil-Espanhol.pdf>.

¹¹⁰ Equity Bank. 2016. included in: UNHCR, SOCIAL PERFORMANCE TASK FORCE (2017) op cit. available at: <https://www.e-mfp.eu/sites/default/files/Guidelines-for-FSPs-on-serving-refugee-populations-March2017.pdf>

¹⁰⁷ Key informant interview.

5.4. INTEGRATION STAGE

In the integration stage, migrants and refugees have their basic needs covered and require financial services to consolidate their economic, productive, family projects, and starting MSMEs. The type of products that are necessary at this stage include financial, medical, educational, and funeral insurance, capital loans, and boosting their business units. An interview with the World Bank, Colombia, revealed that the migration of Venezuelans to the country began to increase exponentially since 2015 so, at this moment, the people who arrived are in a second stage of the integration process. Many of them have received seed capital from international cooperation in the past. Currently, to become productive units, these initiatives require ways of refinancing and recapitalizing. This can be achieved with capital injections. In the integration stage, it is necessary to think about sustainable financial inclusion. It is not restricted to providing specific resources but considers that the life project of migrants and refugees will continue to develop in the place of destination. Similarly, their financial needs will evolve towards other types of services and products for which they will need access. For refugees who have started businesses, this is the stage where they expand their businesses (from startup to micro/small) and where they require complete assistance (financial and non-financial) for sustainability. They also need access to markets for refugee MSMEs and promoting investments and refugee networks.

Countries with consolidated migration processes in the region include the Dominican Republic and Haitian population, Ecuador and Peru and Venezuelan population, and Costa Rica and Nicaraguan population.

5.4. RETURNEES

Once the immigration project is over, migrants can voluntarily decide to return to their countries of origin or be forced to do so through deportation and expulsion processes.¹¹¹ Some destination countries for migration have developed programs to promote the return and reintegration of migrants to their places

of origin. These strategies may include cash transfers and support for starting new businesses. EU countries have promoted programs of this kind.¹¹² For example, IOM has been working on Assisted Voluntary Return and Reintegration Programs since the 1970s.¹¹³ In the return scenario, all kinds of financial services are required, with credit being especially sensitive for undertaking new projects.

Returned populations can be seen throughout the region as the opportunities for regular migration in the United States and other countries in the region, such as Chile, worsen. Some countries, such as El Salvador, Ecuador, Haiti, Honduras, Mexico, and Peru, could experience the return of their compatriots.

¹¹¹ The number of deportations from the United States in 2023 rose to more than 380,000 people. The increase in the number of expellees is directly linked to the increase in restrictions on regular migration and limitations on asylum policies. VOA. 2023. EEUU quintuplica cifra de deportados en 2023 respecto al año anterior. Available at: <https://www.vozdeamerica.com/a/eeuu-quintuplica-deportados-2023-/7359773.html>.

¹¹² European Commission, Asylum, migration and integration funds. Available at: https://home-affairs.ec.europa.eu/funding/asylum-migration-and-integration-funds_en.

¹¹³ IOM. 2012. Latin American Return Migration Countries Analyse Policy Challenges. Available at: <https://www.iom.int/news/latin-american-return-migration-countries-analyse-policy-challenges>.

SECTION 4: FOCUS ON REMITTANCES



The sending and receiving of remittances represent a tremendous opportunity for the financial inclusion of migrants and their families. These resources not only help cover day-to-day expenses and finance parts of their journey but can also occasionally be used to pay migrant smugglers. They can serve as leverage to pay for public services, promote savings, or even facilitate access to loans and insurance.

The region boasts the second most significant recipient of remittances in the world: in 2022, Mexico received USD61.1 million. These resources are so crucial for some countries in the region that they constitute a significant percentage of their GDP. The most notable example is Honduras, where remittance receipts accounted for 26.9 percent of its GDP in 2022.¹¹⁴

The existing barriers, supply and demand of services, as well as the sending and receiving of remittances in the region, are outlined next.

6. SPECIFIC BARRIERS TO FINANCIAL INCLUSION THROUGH SENDING AND RECEIVING REMITTANCES

Below are other barriers considered particularly relevant to sending and receiving remittances:

6.1. REMITTANCE-SENDING COSTS

The cost of remittance services charged as a commission is variable, depending on the country, the context, and particularly the supply and demand of the services that exist in a specific country and region. According to data provided by the World Bank for 2020, commissions vary from 5.13 for Costa Rica and 7.57 for Chile to 9.74 for Brazil and 10.68 for the Dominican Republic.¹¹⁵ According to the Banco Centroamericano de Integración Económica (BCIE), the costs of sending remittances in Central America are estimated at between 4 percent and 5.5 percent of the total amount. The first cost comprises the commission of the sending agent when collecting the check (2-3 percent), and the

second is the transaction commission and the exchange gain costs that represent between 2-2.5 percent.¹¹⁶

The average cost for sending remittances from the United States to Mexico was 4.7 percent for the third quarter of 2023,¹¹⁷ while the average cost for Honduras during the same period was 3.75 percent, Haiti was 4.91 percent,¹¹⁸ Peru was 3.78,¹¹⁹ and Ecuador was 4.23 percent.¹²⁰

It is safe to assume these costs constitute a disincentive for the use of regular remittance-sending channels and that they have led to informal alternative mechanisms, especially in border areas. However, the emergence of digital services and the use of cryptocurrencies have contributed to a decrease in remittance transfer costs by up to 50 percent.¹²¹ Although this research will not delve into the mechanisms of cryptocurrencies, it is worth mentioning an initiative of this type developed in the Bahamas.¹²² This country is a pioneer in the region by offering services in digital currency through the Central Bank, a strategy that has served to achieve financial inclusion (particularly for those people from the most remote islands) and whose activation only requires a telephone number.¹²³

A product from Bahamas-based Island Pay FinTech called the “CiNKO” digital wallet promises to “revolutionize the remittance landscape, offering potential cost savings of up to 80 percent compared to traditional methods. CiNKO will use circle’s USDC stablecoin (pegged to the US dollar and holding a one-to-one value relative to it) as its primary currency, offering an alternative payment method for people in more than 30 countries. The wallet features include funding prepaid cards, transacting with merchants, and facilitating peer-to-peer payments, even for those who do not have a bank account.”¹²⁴

¹¹⁶ BCIE. 2020. Remesas en Centroamérica rol del BCIE. Available at: https://www.bcie.org/fileadmin/user_upload/Remesas_en_Centroamerica_el_rol_del_BCIE.pdf.

¹¹⁷ World Bank Group. 2023. Sending money from United States to Mexico. Available at: <https://remittanceprices.worldbank.org/corridor/United-States/Mexico>.

¹¹⁸ World Bank Group. 2023. Sending money from United States to Haiti. Available at: <https://remittanceprices.worldbank.org/corridor/United-States/Haiti>.

¹¹⁹ World Bank Group. 2023. Sending money from United States to Peru. Available at: <https://remittanceprices.worldbank.org/corridor/United-States/Peru>.

¹²⁰ World Bank Group. 2023. Sending money from United States to Ecuador. Available at: <https://remittanceprices.worldbank.org/corridor/United-States/Ecuador>.

¹²¹ Idem.

¹²² Investopedia. 2021. Bitcoin’s Most Profitable Use: The \$540 Billion Overseas Remittance Business? Available at: <https://www.investopedia.com/tech/bitcoins-best-use-isnt-currency-its-overseas-remittances>. Coinbase Institute. 2022. Crypto & Remittances. Available at: <https://assets.ctfassets.net/c5bd0wqjc7v0/PX9g1EAnHHAKICg1zHCwX/f9dde71351c320a15fc4eefcf83e14e8/Crypto-Remittances.pdf>.

¹²³ Information provided through survey.

¹²⁴ Cryptopolitan. 2023. No más bancarizados: Bahamas lanza plataforma de criptorremesas. Available at: <https://www.cryptopolitan.com/es/unbanked-no-more-bahamas-lanza-plataforma-de-cripto-remesas>.

¹¹⁴ World Bank Group. 2023. Remittances Remain Resilient but are slowing. Migration and development Brief 38. Available at: https://www.knomad.org/sites/default/files/publication-doc/migration_development_brief_38_june_2023_0.pdf.

¹¹⁵ World Bank. 2020. Costo promedio por transacción de envío de remesas desde un país específico (%). Available at: https://datos.bancomundial.org/indicador/SI.RMT.COST.OB.ZS?end=2020&name_desc=false&start=2020&view=bar.

6.2. THE LACK OF PROFILING OF THOSE WHO SEND AND RECEIVE REMITTANCES

Despite the fact that there are several reporting mechanisms on the volume of remittances sent and received at the global and regional level and that there are multiple analyses carried out by international organizations (World Bank, OECD, IDB), the experts interviewed point out the absence of characterizations and specific studies on the profiles of the people who are behind sending of remittances, their needs, and living conditions, including the profiles, habits, and living conditions of the family members who receive remittances. For example, in countries like Mexico, money to pay the *polleros* is transferred from the migrant's country of origin. This flow has been increasing as more people try to cross the country's borders, but it has not been traced or studied. According to UNCDF, there are important gaps in the information on the sender's and receiver's profiles, which is partly due to the lack of traceability of resources that are transferred through irregular channels. Analyzing the behaviors and channels used for sending remittances is crucial not only to identify the needs and expectations of migrants but also to encourage appropriate use of those funds, design accurate financial education programs, and address illegal dynamics.¹²⁵



BEST PRACTICE 11. REMITTANCE DATA

UNCDF has worked with remittance FinTechs like SentBe, especially in Bangladesh, Myanmar, and Nepal. This FinTech works in more than 50 countries around the world, which allows it to have first-hand information about consumption habits and the uses of these resources. The ultimate objective of this alliance is to promote the appropriate use of remittances. The data provided by these entities is disaggregated by gender, consumption habits, and preferences and could be a useful tool for designing better channels and services regarding remittances.¹²⁶

¹²⁵ Key informant interview.

¹²⁶ UNCDF. 2022. Access to and Usage of Digital Remittances: A Case Study of SentBe. Available at: <https://migrantmoney.uncdf.org/resources/insights/access-to-and-usage-of-digital-remittances-a-case-study-of-sentbe>.

6.3. LACK OF PRODUCTIVE USE OF REMITTANCES

Remittances play a pivotal role in poverty reduction, boosting private consumption and fueling national economic growth. On a household level, they enhance economic resources and well-being, enabling increased consumption and addressing educational, housing, and health needs. Furthermore, remittances have the potential to stimulate economic growth through productive investments, generating multiplier effects in recipient areas as they traverse various channels.¹²⁷ These funds empower migrants and their families to initiate businesses and promote investments and savings, not only improving the well-being of migrants and their families but also contributing to the holistic development of their communities.¹²⁸ However, according to information from the IDB, the resources sent by migrants in the region are used mainly to complement the daily consumption of the families that receive them.¹²⁹ To this extent, the resources are considered “pocket money” used to cover current expenses. These remittances do not contribute to financial inclusion because they are not used for savings, investments, or to leverage other type of financial services. On the contrary, they generate dependency.

The Economic Commission for Latin America and the Caribbean published case studies on strategies for the productive use of family remittances in some countries in the region, such as the Dominican Republic, El Salvador, and Guatemala. In the case of the Dominican Republic and El Salvador, the case study indicated that up to a third of the resources received are saved or invested, mainly in education and health, but investment in productive or entrepreneurial activities is low.¹³⁰

¹²⁷ CEPAL. 2020. Estrategia para el uso productivo de remesas familiares e inclusión financiera. Estudio de caso de la cadena de lácteos en la República Dominicana. Available at: <https://repositorio.cepal.org/server/api/core/bitstreams/5de8597f-771c-4023-b523-f43f4daf345a/content>.

¹²⁸ OECD. 2017. Creating an enabling environment to enhance the development impact of remittances. Available at: <https://www.oecd-ilibrary.org/docserver/9789264265615-11-en.pdf?expires=1706022146&id=id&accname=guest&checksum=614127DA45D7948E97EEAFA67D2E0074>.

¹²⁹ IDB. 2023. Las remesas a Latinoamérica y el Caribe 2023. Retomando el crecimiento previo. Available at: <https://publications.iadb.org/es/las-remesas-latinoamerica-y-el-caribe-en-2023-retomando-el-crecimiento-previo>.

¹³⁰ The case study focused on the use of remittances in the Dominican Republic dairy chain. According to the study, “[t]he average monthly remittance receipt among dairy value chain actors is approximately \$156, with the primary utilization being household expenses (93.8 percent of total money received), allocated towards food, healthcare, housing, and education. More specifically, 33 percent of these resources are used for current expenses, while 11 percent and 25 percent are allocated to housing and healthcare, respectively.” CEPAL. 2020. Estrategias para el uso productivo de remesas familiares e inclusión financiera: estudio de caso de la cadena de lácteos en la República Dominicana. Available at: <https://www.cepal.org/es/publicaciones/44992-estrategias-uso-productivo-remesas-familiares-inclusion-financiera-estudio-caso>. In El Salvador, the study focused on the tomato and green chili chain. CEPAL. 2020. Estrategia para el uso de remesas familiares e inclusión financiera: estudio de

Regarding the lack of use of remittances to generate savings, some sources shared that sometimes migrants are reluctant to send money to save in their countries of origin, considering they should save in their destination country.¹³¹ In order to address this, it is necessary to offer specific products that encourage remittance recipients to save for specific goals, such as paying for health care, education, and insurance, in order to promote the efficient use of these family resources.¹³²

As part of the National Migration Policy 2017-2025, the guidelines that have been established in Peru call to “promote the good use of remittances from Peruvians abroad, in order to contribute to the well-being, development, and quality of life of their families in Peru.”¹³³ In El Salvador, the National Council for Financial Inclusion and Education, the highest authority on financial inclusion, has implemented financial education campaigns aimed at Salvadorans abroad through consulates in the United States. These campaigns seek to encourage the opening of savings accounts and reduce the trend in the use of remittances, where 85.5 percent is destined for the consumption of food and clothing.¹³⁴



BEST PRACTICE 12. REMITTANCE DATA

Colombia and Mexico have policies that facilitate the payment of insurance from abroad, investment in real estate, pension contributions, and funeral insurance.¹³⁵ In Colombia, these services are promoted by the Ministry of Foreign Affairs, Colombia Nos Une Program. In Malaysia, remittance companies offer some services for Nepalese migrants living in this country.

caso de la cadena de tomate y chile verde en el Salvador. Available at: <https://www.cepal.org/es/publicaciones/44934-estrategias-uso-productivo-remesas-familiares-inclusion-financiera-estudio-caso>. In Guatemala, the study focused on the tourism in the city of Sacatepéquez. CEPAL. 2020. Estrategias para fomentar la inversión de remesas familiares y la inclusión financiera: Estudio de caso de la cadena de valor de turismo de Sacatepéquez en Guatemala. Available at: <https://www.cepal.org/es/publicaciones/45817-estrategias-fomentar-la-inversion-remesas-familiares-la-inclusion-financiera>.

¹³¹ Interview with the Alliance for Central America.

¹³² Interview with UNCDF.

¹³³ National Migration Policy 2017-2025, approved by Supreme Decree N° 015-2017 Available at: <https://www.iom.int/news/perus-national-migration-policy-includes-ioms-migration-governance-framework>

¹³⁴ Inclusión financiera. Migrantes. Available at: <https://inclusionfinanciera.gob.sv/migrantes>.

¹³⁵ Colombia nos une. Feria de Servicios para Colombianos en el Exterior. <https://www.colombianosune.com/index.php/comunidades/ferias>.



DIASPORA BONDS: PRODUCTIVE USE OF REMITTANCES FOR COUNTRY DEVELOPMENT

Diaspora bonds are financial instruments issued by a country, a sub-sovereign entity, or even a private institution seeking collaboration with the diaspora on specific projects in the country of origin.¹³⁶ According to the World Bank, diaspora bonds could generate renewed interest in the pandemic scenario. They have already been used in countries such as Israel and India, where they have managed to raise around USD35 billion.¹³⁷ According to BCIE, diaspora bonds in Central America could be more effective when associated with specific projects, such as the construction of hospitals.¹³⁸ The lack of productive use of remittances is closely linked to the lack of financial education discussed above.



BEST PRACTICE 13. GUIDE ON FINANCIAL SERVICES FOR NATIONALS LIVING ABROAD

The National Commission for the Protection and Defense of Users of Financial Services of Mexico (Comisión Nacional para la Protección y Defensa de los Usuarios de Servicios Financieros) and allies of the public and private financial sector publish the guide “Más vale estar preparado” (It is better to be prepared), which provides information on migration policies, financial inclusion, remittance channels, etc.¹³⁹

¹³⁶ Reuters. 2023. Explained: Diaspora Bonds. Available at: <https://www.reuters.com/video/watch/explained-diaspora-bonds-idRCV0085LR>.

¹³⁷ IOM. 2020. Informe sobre las Migraciones en el Mundo 2020: Capítulo 5 Reflexiones sobre las Contribuciones de los Migrantes en Una Era de Creciente Disrupción y Desinformación. Available at: <https://publications.iom.int/books/informe-sobre-las-migraciones-en-el-mundo-2020-capitulo-5>.

¹³⁸ BCIE. 2020. Remesas en Centroamérica rol del BCIE. Available at: https://www.bcie.org/fileadmin/user_upload/Remesas_en_Centroamerica_el_rol_del_BCIE.pdf.

¹³⁹ Comisión Nacional para la Protección y Defensa de los Usuarios de Servicios Financieros. 2017. Más vale estar preparado. A available at: <https://www.gob.mx/condusef/articulos/mas-vale-estar-preparado?idiom=es>.

6.4. PAYMENT OF REMITTANCES IN CASH

The payment of remittances in cash is not considered financial inclusion. It generates insecurity because it is not possible to trace the funds, which makes compliance and surveillance against money laundering and terrorist financing difficult. For remittances to be considered an integral part of a country's financial inclusion, they must be part of the formal financial system. Entities like UNCDF work to create awareness about the need to promote the use of official channels to send and receive remittances. The banking of remittance senders and receivers appears to be a primary need. However, sending cash remittances using a money transfer office remains a common practice, especially in remote areas where access to bank branches or technology is difficult.¹⁴⁰ The sending of remittances using informal channels (through friends, relatives, or transportation companies returning to their home communities) is also excluded from financial inclusion, and the information on the use of these channels is not systematically collected. However, according to experts, these channels can reach a significant volume, “especially in South-South corridors, official figures may underestimate the phenomenon by up to 50 percent.”¹⁴¹

¹⁴⁰ According to certain estimates, the average amount of money sent and received in Latin America through money transfer offices exceeded 80 percent in the early 2000s. Orozco, Manuel. 2006. International Flows of Remittances: Cost, competition and financial access in Latin America and the Caribbean—toward an industry scorecard. Available at: <https://www.findevgateway.org/sites/default/files/publications/files/mfg-en-paper-international-flows-of-remittances-cost-competition-and-financial-access-in-latin-america-and-the-caribbean-toward-an-industry-scorecard-may-2006.pdf>.

¹⁴¹ Portal de datos sobre migración. 2022. Remesas. Available at: <https://www.migrationdataportal.org/es/themes/remesas>. On informal remittances channels, see: World Bank. 2010. Migrant Remittances Flows: Findings from a Global Survey of Central Banks. Available at: <https://documents1.worldbank.org/curated/en/850091468163748685/pdf/538840PUB0Migr101Official0Use0Only1.pdf>.



BEST PRACTICE 14. DIGITAL FINANCIAL INCLUSION

The Partnership for Central America initiative advocates digital financial inclusion “to increase people-to-people remittance to account transfers by at least 20 percentage points in the next five years. This collective commitment will result in digitizing nearly 14 billion in remittance transactions since they will go into an account first instead of immediately being paid out in cash, resulting in a “win, win, win” effort through a safer, more secure, and lower-cost transaction.”¹⁴²

Financial card for well-being is a product launched by the Government of Mexico intended for its nationals residing abroad. The purpose is to reduce the costs of sending remittances by lowering commission costs from USD14 to USD3.99 for sending up to USD2,500 to Mexico. The main product is a digital platform that includes a card that is delivered through the Mexican consulates. A consular card, a voting card, or a driver's license are accepted to obtain the card. The money is received through the platform developed by FinTech and the Financiera para el Bienestar.¹⁴³

BCIE claims that “to achieve the maximum benefit of banking, it is important to implement financial education programs for senders and receivers, as well as expand the coverage of the banking sector by facilitating the opening of agencies in remote communities and promoting mobile banking, cooperatives, or other entities. Likewise, the availability to migrants and their families of credit instruments for construction and/or housing improvements, and for formal undertakings will be vital.”¹⁴⁴

¹⁴² PCA. Remittances. Available at: <https://www.centampartnership.org/ficcar>.

¹⁴³ The Government of Mexico. Financiera para el Bienestar lanza tarjeta para envío de remesas. Available at: <https://finabien.gob.mx/gobmx/financiera-para-el-bienestar-lanza-tarjeta-para-envio-de-remesas>.

¹⁴⁴ BCIE. 2020. Remesas en Centroamérica rol del BCIE. Available at: https://www.bcie.org/fileadmin/user_upload/Remesas_en_Centroamerica_el_rol_del_BCIE.pdf.

7. REMITTANCES FOR THE FINANCIAL INCLUSION OF MIGRANTS

The remittance market is of enormous proportions, particularly in the countries of northern Central America and Mexico. According to the World Bank, remittance flows to LAC increased by 11.3 percent to reach USD145 billion in 2022, aided by the strong labor market in the United States. Flows to Mexico saw a 12.9 percent increase to reach USD61.1 billion.¹⁴⁵ The offer of remittance services is expanding in the region, especially with the rise of technological services. Even during the pandemic, when a decline was expected, remittances sent from the United States to the region increased surprisingly in 2020, reaching record levels in 2021.¹⁴⁶

As with the offer of other financial inclusion services, the FinTech and cooperatives' schemes are the main actors for the sending and receiving of remittances. Unlike traditional remittance service providers, which often involve transactions through bank branches, physical agents, or call centers, FinTech introduces innovative access points and alternative payment methods, such as Internet or mobile phones, to transfer money. According to AFI, there are three main business models for FinTech cross-border remittances:



ONLINE PLATFORMS

This includes peer-to-peer platforms that operate on the internet, providing users with digital channels to initiate and complete remittance transactions.



BLOCKCHAIN-BASED TECHNOLOGY

Some FinTech remittance services take advantage of blockchain technology, offering a decentralized and secure way to transfer funds across borders. The transparent and immutable nature of the blockchain can improve the efficiency and security of remittance processes.

¹⁴⁵ Knomad. 2023. Migration and development. Available at: <https://www.knomad.org/publication/migration-and-development-brief-38>.

¹⁴⁶ IMF. 2022. The Unexpected Rise in Remittances to Central America and Mexico During the Pandemic. Available at: <https://www.imf.org/en/News/Articles/2022/09/19/cf-the-unexpected-rise-in-remittances>.

MOBILE MONEY OPERATIONS



FinTech remittances also encompass mobile money operations, where users can send and receive money through mobile devices. This model capitalizes on the widespread use of mobile phones, especially in regions with limited access to traditional banking infrastructure.¹⁴⁷

To send remittances digitally, whoever sends the resources must either own a digital wallet or have a bank account, which is not the case for many migrants and their families. According to BCIE, only 15 percent of migrants living in the United States would have such accounts.¹⁴⁸ To address this situation, some regulatory entities in the countries of the region have offered alternatives to facilitate the opening of accounts remotely. In Mexico, CNBV modified the provisions for digital onboarding, and migrants can open accounts remotely with their consular registration. In Honduras, regulations allow Honduran migrants in other countries to open basic accounts in Honduran banking institutions.¹⁴⁹

As part of the campaigns carried out in countries with a large population intending to migrate, the opening of bank accounts before leaving the country can be encouraged, as well as the obtaining of basic identity documents, in such a way that the sending of remittances and access to other financial services can be carried out more easily in the country of origin.¹⁵⁰

¹⁴⁷ AFI. 2018. Innovative cross-border remittance services: Experiences from AFI member countries. Available at: https://www.afi-global.org/sites/default/files/publications/2018-09/AFI_DFS_cross%20border_AW_digital.pdf.

¹⁴⁸ BCIE. 2020. Remesas en Centroamérica rol del BCIE. Available at: https://www.bcie.org/fileadmin/user_upload/Remesas_en_Centroamerica_el_rol_del_BCIE.pdf.

¹⁴⁹ CNBV. 2022. Rules for the Administration of Basic Savings Deposit Accounts in Supervised Institutions.

¹⁵⁰ Strategy suggested by UNCDF based on campaigns being carried out in the Philippines. Key informant interview.

TABLE 3. REMITTANCE-SENDING SERVICES

COUNTRY	FINANCIAL SERVICE PROVIDER	TYPE OF SERVICE	DESCRIPTION OF THE SERVICE
Mexico	Paisamex	Remittance-sending channel	<p>It has more than 2,500 remittance reception points and focuses on the North American market, working with shipments to and from the USA, Canada, Spain, and Germany.</p> <p>Payments can be made in cash or by transfer. They will soon work with an application.</p> <p>The resources received through wallets can be used for other products, such as savings and investments.</p>
Ecuador	Cooperativa Jardín Azuayo	Remittance transfers from abroad	<p>Ecuadorians abroad.</p> <p>The money is deposited in the cooperative.</p>
Bahamas, Costa Rica, El Salvador, Honduras, Nicaragua, and Panama	BAC Credomatic Kash tool Bancamovil	Receiving and sending remittances	<p>Migrants and their families.</p> <p>Remittances are sent directly to a savings account or withdrawn at a branch. With the use of the Kash tool in Bancamovil, money can be sent to a bank account only using the cell phone number.</p>
Guatemala	Agromercantil Bank	This is a fully digital account that can be opened from the United States. It allows money transfers.	To access, applicants must be Guatemalan, over 18 years old, and have a valid DPI (national identification document) or passport.



8. DEMAND FOR FINANCIAL SERVICES LINKED TO REMITTANCES

Remittances are fundamental resources for millions of receiving households in LAC, also constituting a significant contribution to the GDP of several countries in the region, a source of livelihood for thousands of families, and an opportunity for the development of their families' countries and communities of origin.

Table 4 indicates the percentage of the contribution of personal remittances to the GDP of the AFI LAC member institutions as of 2022 (except for the Bahamas).

It was noted in the IDB's report in 2023 that there is an increase in the flow of remittances of 9.5 percent compared to the previous year, reaching USD155 billion and consolidating a growth trend of 15 consecutive years where "[t]he estimated amount for the year reflects the increase in the income of migrants, who improved their employment rates, as well as the progress of the migration process in previous periods, which allowed an increase in remittance flows by families in the countries of origin."¹⁵¹

Central American countries show the highest growth in sending remittances (13.2 percent), followed by Mexico (9.8 percent), with South American countries at (7.9 percent) and Caribbean countries at a more moderate (2.6 percent) in 2023. Mexico continues to be the main recipient country of remittances in the region (41.2 percent). As of 2022, remittances represent more than 20 percent of the GDP of El Salvador, Guatemala, and Honduras.

Remittances encompass transactions that occur through both formal and informal channels, ranging from electronic transfers to moving cash across borders into pockets. These funds may represent the compensation of workers, including permanent, seasonal cross-border, or other short-term employees that work in an economy where they are not residents. In addition, they include transactions between people and families who are in transit through various migratory circuits. Remittances can be sent and received at any stage of the immigration process.

¹⁵¹ IDB, 2023. Las remesas a Latinoamérica y el Caribe 2023. Retomando el crecimiento previo. Available at: <https://publications.iadb.org/es/las-remesas-latinoamerica-y-el-caribe-en-2023-retomando-el-crecimiento-previo>.

TABLE 4. CONTRIBUTION OF PERSONAL REMITTANCES TO THE GDP, IN PERCENTAGE

	1990	2000	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
LAC	0.5	0.9	1.0	1.0	1.4	1.5	1.5	1.7	1.9	2.4	2.6	2.6
Costa Rica	0.2	0.9	1.2	1.1	1.0	0.9	0.9	0.9	0.9	0.8	0.9	0.9
Ecuador	0.3	7.2	2.6	2.4	2.4	2.6	2.7	2.8	3.0	3.4	4.1	4.1
El Salvador	7.6	15.0	18.0	18.4	18.2	18.9	20.0	20.7	21.0	23.8	25.4	23.7
Haiti	..	8.5	12.0	13.1	14.8	16.8	17.3	18.1	20.2	23.8	20.1	22.4
Mexico	1.2	1.1	1.8	1.9	2.2	2.7	2.8	2.9	3.1	3.9	4.3	4.3
Paraguay	0.6	1.7	1.6	1.3	1.5	1.8	1.8	1.7	1.8	1.6	1.5	1.4
Peru	0.3	1.4	1.3	1.3	1.4	1.5	1.4	1.4	1.5	1.4	1.6	1.5
Suriname	0.1	0.1	0.1	0.2	0.1	0.0	2.7	2.5	2.4	4.3	4.9	4.1
Honduras	1.3	6.6	16.7	17.1	17.5	17.8	18.7	19.8	21.5	23.5	25.3	26.8
Dominican Republic	4.5	7.6	7.2	7.2	7.3	7.3	7.7	8.0	8.3	10.6	11.4	9.0

Source: World Bank. World Development Indicators. Available at: <https://databank.worldbank.org/reports.aspx?source=2&series=BX.TRF.PWKR.DT.GD.ZS&country=LCN#>

SECTION 5: CONCLUSIONS



This special report has presented an analysis of the current state of financial inclusion for migrants in the LAC region. From this analysis, the following general conclusions can be presented.

ON FINANCIAL INCLUSION POLICIES FOR THE MIGRANT POPULATION

Significant disparities exist among national policies and strategies designed to promote financial inclusion for migrant populations. Ecuador leads with a comprehensive policy, while Peru, despite lacking a national policy, has made strides through international collaborations. Mexico's NFIS includes provisions for migrant financial inclusion, such as accepting alternative identification and remote account opening. The inclusion of migrant-focused questions in surveys like Mexico's National Survey of Financial Inclusion 2024 aims to inform policymaking and bridge gaps.

The study underscores the correlation between specific policies for migrant financial inclusion and the inbound migratory flows of a given country. Countries like Colombia, Ecuador, and Peru are adjusting regulations to include migrants, which is heavily influenced by significant influxes and through adapting their markets, towards offering more appropriate products and services for migrants. Honduras and El Salvador have regulatory initiatives facilitating remittance transfers and account opening, considering the high percentage of remittances in their GDP (26.8% and 23.7% respectively). Mexico is prominently known for being a country of origin, and increasingly as a transit and destination country for remittances.

Countries like Costa Rica and the Dominican Republic, with significant migrant populations, are urged to prioritize financial inclusion policies to address the needs of transit and resident populations.

The presence of a national financial inclusion policy can yield significant benefits for the financial inclusion of migrants through various avenues:

- 1 **Tailored financial services:**
A national financial inclusion strategy that explicitly addresses migrants can stimulate the development of customized financial products and services tailored to their unique needs. These may encompass remittance services, access to banking amenities, and educational programs on finance, all geared towards empowering migrants economically.
- 2 **Regulatory clarity and guidance:**
The establishment of a policy framework can offer regulatory clarity and guidance to financial institutions in extending services to migrants. Clear regulations and guidelines can streamline processes such as account opening, fund transfers, and credit access for migrants, thereby bolstering their financial inclusion.
- 3 **Data collection and monitoring:**
National financial inclusion policies often incorporate and are informed by mechanisms for sex- and age-disaggregated data collection and analysis, to monitor the financial inclusion of various demographic groups, including migrants. This data aids financial policymakers in comprehending the specific challenges encountered by migrants in accessing formal financial services, enabling tailored interventions.
- 4 **Collaborative partnerships:**
National financial inclusion policies have the potential to foster collaborations among government entities, financial institutions, international organizations, and civil society to improve the financial inclusion of migrants collectively. Such partnerships can inspire innovative solutions and initiatives to address migrants' financial needs effectively.
- 5 **Advocacy and awareness:**
By integrating migrants into the national financial inclusion agenda, financial policymakers can raise awareness about the significance of financial inclusion for migrant populations. This can precipitate advocacy endeavors aimed at championing migrants' rights to formal financial services and facilitating their economic integration into the host country.

In essence, the presence of a national financial inclusion policy that specifically encompasses migrants can play a pivotal role in augmenting their financial inclusion, advancing economic empowerment, and nurturing social integration within the host nation.

FACING THE BARRIERS TO MIGRANT'S FINANCIAL INCLUSION

The report reaffirms the barriers to financial inclusion for migrants in the region outlined in the desk study. Firstly, interviews with key stakeholders, AFI LAC member institutions, and experts revealed negative biases towards migrants, perceiving them as uninteresting to the financial sector. Promoting and replicating successful practices observed in Colombia, Ecuador, and Peru, where detailed characterizations of migrant populations have been developed, could help overcome these biases. Specific biases against migrant women were also identified, suggesting potential replicable interventions currently observed in certain countries.

Secondly, difficulties in identifying the migrant population emerge as a significant barrier to accessing formal financial services. Compliance with KYC requirements, coupled with the rigidity of these regulations and challenges in verifying migrant identities, pose obstacles. Even where regulations permit account opening with migrant-issued documents, banking entities often hesitate. Collaboration with immigration authorities to facilitate identity validation and flexibility in KYC requirements are proposed solutions.

Thirdly, the lack of credit history presents a barrier, although innovative practices from other regions and private sector entities offer alternative credit scoring models. Additional barriers highlighted include insufficient financial education, risk of non-payment, the transient nature of migration, and limited flexibility in proposing alternative debt leveraging methods. Efforts to enhance financial education across several countries, supported by international cooperation, reflect the migrant population's desire to remain in the region.

The research also addresses relevant barriers to financial inclusion through remittance sending and receiving. These include non-productive use of remittances, reliance on non-regular channels, and high remittance costs. Technological advancements and the emergence of FinTech are recognized for their potential to overcome these barriers by providing accessible financial services.

ON THE SUPPLY AND DEMAND OF FINANCIAL PRODUCTS FOR THE MIGRANT POPULATION IN THE REGION

The research aimed to explore the landscape of financial services available to migrants in the region, focusing on service types, providers, and demand based on migration dynamics. Microfinance institutions and FinTech companies adapting their models to cater to mobile populations through digital accounts, mobile wallets, and controlled accounts were highlighted, alongside efforts by AFI LAC member institution countries to adjust KYC regulations for migrant financial inclusion. Numerous initiatives, programs, and services supported by international organizations such as UNHCR, ILO, IOM, and CAF aimed to serve migrants, refugees, and transit populations.

An analysis of migrant financial service demand across migration stages emphasized the need for sustainable products aligned with regional dynamics and evolving migrant needs. While significant gaps persist in policy design and implementation across the LAC region, countries experiencing higher migrant flows have made progress, facilitated by international cooperation. However, sustainable financial inclusion requires robust public policies.

Despite challenges in identification, credit history, and financial education, notable practices have emerged to overcome barriers and provide cross-border services, facilitating access to and usage of formal financial services. While full financial inclusion at the regional level remains a distant goal, innovation and regional mobility offer prospects for standardizing services across the region and ultimately enhancing financial inclusion and financial health for all in the coming years.

SECTION 6: POLICY RECOMMENDATIONS



Financial policymakers and regulators can consider the following policy recommendations to advance the financial inclusion of the migrant population in their countries:

- ✓ Conduct proper diagnostic studies on the state of migrant financial inclusion using demand-side and supply-side surveys, considering factors such as age, gender, country of origin and phase within the migration process for data and evidence driven policy development. This type of data collection and analysis will also help the financial sector understand the unique needs of migrants, including migrant women who face additional barriers to financial inclusion. Appropriate financial products and services that meaningfully meet the unique needs of migrants can then be designed.
 - ✓ Establish comprehensive financial inclusion policies that explicitly address the needs of migrants and nationals abroad. This includes developing or revising NFIS to include migrants as a target group, and to align them with other relevant national policies and frameworks, such as refugee response plans, migration policies, social protection systems, etc. Further, enhance the legal and regulatory environment for migrants' financial inclusion by addressing the barriers related to identification, documentation, KYC requirements, consumer protection, data protection, etc., and by promoting innovative and inclusive financial products and services that meet the needs of migrants.
 - ✓ Building on this and through leveraging ML/TF/PF risk assessments, implement risk-based, simplified KYC and CDD regulations to facilitate access to and use of financial products among migrants.
 - ✓ Regulatory bodies and relevant stakeholders should take a central role in moderating forums on financial inclusion for migrants and participate in multisectoral working groups to facilitate coordinated efforts.
 - ✓ Profile migrant populations and nationals living abroad to help the financial sector understand their unique needs. Appropriate products and services can then be designed by considering alternative credit scoring mechanisms and fostering collaboration between credit bureaus in both migrants' home and host countries.
- Encourage financial institutions to implement customer identification mechanisms, such as simplified due diligence standards, identification technologies and access to immigration authorities' databases.
 - ✓ Build the financial literacy and capability of migrants and host communities through financial education campaigns to increase their awareness and understanding of formal financial services, their rights and responsibilities as consumers, and their ability to manage their finances effectively. These programs could include saving plans for education, insurance, or community development projects.
 - ✓ Enhance the legal and regulatory environment for migrants' financial inclusion by addressing the barriers related to identification, documentation, KYC requirements, consumer protection, data protection, etc., and by promoting innovative and inclusive financial products and services that meet the needs of migrants.
 - ✓ Facilitate mechanisms to enable account opening from abroad, facilitating remittances transfer and enhancing financial inclusion.
 - ✓ Tailor sustainable products and services to address the diverse needs of individuals throughout the migration cycle.
 - ✓ Offer tailored financial products and support for refugee and migrant entrepreneurship projects across the migration cycle, from startups and early-stage ventures to MSMEs.
 - ✓ Provide advisory services and collaborate closely with international cooperation organisms to enhance the provision of financial services to migrant populations in regions where services are lacking.
 - ✓ Train employees to stay informed about existing regulations regarding the identification of migrant individuals and avoid perpetuating negative stereotypes against this group.
 - ✓ Centralize information on the characteristics, needs, and trends of migrant clients to more effectively tailor and monitor public policies aimed at enhancing their financial inclusion. Leverage digital financial services and mobile technology to expand access to and usage of formal financial services for migrants, particularly in remote and hard-to-reach areas. This will also facilitate cross-border remittances, social assistance payments, humanitarian cash transfers, etc.

SECTION 7: LIST OF BEST PRACTICES



NAME	IMPLEMENTING ENTITY	USE
Financial gap assessments in Peru and Ecuador	IFC-UNHCR	Breaking biases against the migrant population.
Study on behavioral barriers to accessing the financial sector	World Bank	Breaking biases against the migrant population.
Organic Monetary and Financial Code	Ecuador	Promoting access to the financial sector for the migrant, refugee, and returnee populations.
Financial card for the well-being of its nationals residing abroad	Mexico	Promoting banking use and facilitating the sending of remittances from nationals abroad.
Financial inclusion guide for refugees and migrants	Peru (Superintendence of Banking, Insurance, and Private Pension Funds, National Immigration Superintendence, Ministry of Foreign Affairs, and WOCCU)	Informing and guiding the entities of the financial system regarding the identity documents of the refugee and migrant population, as well as the mechanisms to validate the information contained therein, facilitating the design of strategies that promote the financial inclusion of this population group, and identifying good practices implemented by financial service providers.
Financial Inclusion Consultative Committee for Refugee and Migrant Population	Consultative committee under the leadership of the Peruvian National Superintendence of Migration, with the participation of 15 entities (public, private, and intergovernmental organizations)	Aims to facilitate the coordination between the public, private, and civil society sectors to develop regulations, specific mechanisms, and strategies that facilitate access and use of financial services and products for the refugee and migrant populations of all nationalities.
Branches in Dadaab and Kakuma refugee camps	Equity Bank, Kenya	The business case is based on a combination of revenue from cash-based transfers (via debit cards) from humanitarian agencies to refugees, with the potential for local salary and savings accounts.
Cedrizuela initiative and others	Uala Colombia, in alliance with the NGO Heartland Alliance International	Distributing subsidies and economic support to migrants, participating in fairs for small migrant entrepreneurs, and offering dataphone products and payment links so they can collect their sales.
Cash-based interventions for migrants in transit	Galp network, Upsivale, and RedRose	Provide cash-based services (vouchers and others) to migrants in transit, allowing them to fulfill their primary needs.
Formation program on financial inclusion for migrants	Barranquilla-Colombia, Santo Domingo Foundation project with the Hilton Foundation and the Universidad del Norte	Providing business training and access to credit to migrant, returnee, and host entrepreneurs.

Social bonds and financial inclusion	IDB Invest and Cooperativa de Ahorro y Crédito Jardín Azuayo Ltda	Expanding financing to MSMEs led and/or owned by indigenous peoples, migrants, women, low-income, or low levels of education.
Digital financial inclusion	Partnership for Central America initiative	Advocating for digital financial inclusion “to increase people-to-people remittances to account transfers by at least 20 percentage points in the next five years.”
Promoting the appropriate use of remittances	UNCDF SentBe, especially in Bangladesh, Myanmar, and Nepal.	Sharing information about the financial needs and difficulties of remittance senders and receivers, obtaining first-hand information about consumption habits and the uses of these resources.
Digital wallet remittance landscape	Bahamas-based Island Pay FinTech called “CiNKO.”	Offering potential cost savings of up to 80 percent compared to traditional methods using circle’s USDC stablecoin.
Providing an alternative to migrants to access loans when they cannot provide a guarantee	Belgium, MicroStart	Allowing clients to open a separate bank account to save a cash deposit as a guarantee for the loan.
Customer’s telephone use and mobile money activity to make credit scoring decisions	Commercial Bank of Africa and Safaricom in Kenya, Fist Access in Tanzania, and Inventura in Kenya	Alternative credit score to generate loan recommendations.
Alternative identification methods	FINCA in Zambia	Offering biometric recognition for identification.
Digital data corridors	IFC Poland, Romania, and Moldova	Allowing the portability of the credit history of Ukrainian migrants.

ANNEX I: LIST OF RESPONDENTS TO THE SURVEY

	COUNTRY	INSTITUTION
1	BAHAMAS	Central Bank of the Bahamas
2	COSTA RICA	Superintendencia General de Entidades Financieras
3	ECUADOR	Superintendencia de Economía Popular y Solidaria
4	EL SALVADOR	Banco Central de Reserva de El Salvador
5	HAITI	Banque de la Republique d'Haiti
6	HONDURAS	Comisión Nacional de Bancos y Seguros
7	MEXICO	Comisión Nacional Bancaria y de Valores
8	PARAGUAY	Banco Central del Paraguay
9	PERU	Superintendencia de Banca, Seguros y AFP del Perú
10	SURINAME	Centrale Bank van Suriname
11	DOMINICAN REPUBLIC	Superintendencia de Bancos de Republica Dominicana

ANNEX 2: INTERVIEWEES LIST

INSTITUTION/INITIATIVE	NAME	POST	SCOPE
OECD	Jason Gagnon	Head of the Migration unit	Global
World Bank	Paula Rossiasco	Senior Social Development Specialist	Regional
	Diego Gomez		
CAF, Autonomous Development Corporation	Diana Mejia	Dirección de Análisis Técnico y Sectorial de Sector Privado	Regional
	Oscar Vargas		
WOCCU: Economic Inclusion Project World Council	Oscar Guzman	Director	Ecuador and Peru (2020-2026)
ICF-UNHCR Joint Initiative	Ricardo Garcia Tafur	Senior Operation Officer	Regional
ILO	Carolina Ibañez	Oficial de monitoreo y evaluación	Regional
UNCDF	Paloma Monroy	Migrations and Remittances Specialist	LAC
	Erick Hernandez		
IOM, Labor mobility and social inclusion	Roberto Cancel	Regional specialist	Buenos Aires headquarters, regional scope
IDB	Felipe Munoz	Head of the Migration Unit	Regional
Comisión Nacional de Bancos y Seguros	Alba Valladares	Comisionada	Honduras
Centrale Bank van Suriname	Iwan Dubois	International Relations, Financial Inclusion and Education Department	Suriname
	Vanessa D'Costa-Chenin		
Superintendencia General de Entidades Financieras	Cristian Vega Cespedes	Coordinador, Statistics and Publications Unit	Costa Rica
SEPS	Jorge Moncayo	Intendent	Ecuador
UNDP	Eric Hernandez	Coordinador de Proyectos de movilidad humana	Mexico

CALP Network	Holy Radice	Regional representative Americas	Regional
Bancamía	Angela Panqueva	Directora Equidad e Inclusión, Vp Transformación Digital e Innovación	Colombia
Alliance for Latin America	Mark lopes	President COO	Central American Northern Triangle
RedRose	Ana Maria Torres	Partnership Manager	Mexico

INDIVIDUALS CONSULTED:

Ana Maria Castro, Senior Legal Manager, Uala Colombia
 Maria Fernanda Leon, Zulu Colombia

ACRONYMS

BCIE	Banco Centroamericano de Integración Económica	UNHCR	United nations High Commissioner for Refugees
CAF	Development Bank of Latin America and the Caribbean	WOCCU	WOCCU World Council of Credit Unions
CNBS	Comisión Nacional de Bancos y Seguros de Honduras		
CNBV	Comisión Nacional Bancaria y de Valores de México		
CONAIF	Consejo Nacional de Inclusión Financiera de México		
GDP	Gross Domestic Product		
IDB	Inter-American Development Bank		
IFC	International Finance Corporation		
ILO	International Labour Organization		
INEI	Instituto Nacional de Estadística e Informática		
INM	Instituto Nacional de Migración de México		
IOM	International Organization for Migration		
KYC	Know Your Costumer		
LAC	Latin America and the Caribbean		
MSMEs	Micro, Small and Medium-Sized Enterprises		
NFIS	National Financial Inclusion Strategy		
OECD	Organisation for Economic Co-operation and Development		
SBS	Superintendencia de Banca, Seguros y Administradoras Privadas de Fondos de Pensiones de Perú		
SEPS	Superintendencia de Economía Popular y Solidaria de Ecuador		
UNCDF	United Nations Capital Development Fund		
UNDP	United Nations Development Programme		

REFERENCES

- AFI.** 2018. Innovative cross-border remittance services: Experiences from AFI member countries. Available at: https://www.afi-global.org/sites/default/files/publications/2018-09/AFI_DFS_cross%20border_AW_digital.pdf.
- AFI.** 2020. Why the economic responses to COVID-19 needs to be financially inclusive and gender-sensitive. Available at: https://www.afi-global.org/sites/default/files/publications/2020-09/AFI_GIF_covid_AW_digital.pdf.
- Ahiba.** Amigos del Migrante. Available at: <https://ahiba.hn/amigosdelmigrante/#AMQUIENES>.
- Alcantar, Daisy.** 2023. Existir y Sobrevivir: El prejuicio que enfrentan los inmigrantes venezolanos en la quinta región de Chile. Available at: https://digitalcollections.sit.edu/cgi/viewcontent.cgi?article=4633&context=isp_collection.
- ASOBANCARIA.** 2022. Guía para la adopción del Permiso por Protección Temporal para Venezolanos PPT en el Sistema Financiero colombiano. Available at: <https://www.asobancaria.com/books/guia-verificacion-de-identidad>.
- AUXÍLIO-BRASIL.** Informaciones para personas refugiadas, solicitantes de la condición de refugiados y migrantes. Available at: <https://www.acnur.org/portugues/wp-content/uploads/2022/05/Informativo-Auxilio-Brasil-Espanhol.pdf>.
- BCB.** 2023. Cartilla de información Financiera para Migrantes y Refugiados. Available at: https://www.bcb.gov.br/content/cidadaniafinanceira/documentos/cidadania/Cartilha_Migrantes_Refugiados/cartilha_BC_ESPANHOL.pdf.
- BCIE.** 2020. Remesas en Centroamérica rol del BCIE. Available at: https://www.bcie.org/fileadmin/user_upload/Remesas_en_Centroamerica_el_rol_del_BCIE.pdf.
- CAF.** 2021. ¿Es necesaria una educación financiera con perspectiva de género? Available at: <https://www.caf.com/es/conocimiento/visiones/2021/10/es-necesaria-una-educacion-financiera-con-perspectiva-de-genero>.
- CAF.** 2021. Vulnerabilidad financiera: Brechas de género en América Latina. Available at: <https://www.caf.com/es/conocimiento/visiones/2021/03/vulnerabilidad-financiera-brechas-de-genero-en-america-latina>.
- CAF.** 2023. Descubre las 10 startups ganadoras del Laboratorio CAF de Inclusion Financiera 2023. Available at: <https://www.caf.com/es/actualidad/noticias/2023/12/descubre-las-10-startups-ganadoras-del-laboratorio-caf-de-inclusion-financiera-2023>.
- CAF.** 2024. Qué tan incluida financieramente está la población migrante en América Latina y el Caribe? Available at: <https://www.caf.com/es/conocimiento/visiones/2024/02/que-tan-incluida-financieramente-esta-la-poblacion-migrante-en-america-latina-y-el-caribe>.
- CEPAL.** 2020. Estrategia para el uso de remesas familiares e inclusión financiera: estudio de caso de la cadena de tomate y chile verde en el Salvador. Available at: <https://www.cepal.org/es/publicaciones/44934-estrategias-uso-productivo-remesas-familiares-inclusion-financiera-estudio-caso>.
- CEPAL.** 2020. Estrategia para el uso productivo de remesas familiares e inclusión financiera. Estudio de caso de la cadena de lácteos en la República Dominicana. Available at: <https://repositorio.cepal.org/server/api/core/bitstreams/5de8597f-771c-4023-b523-f43f4daf345a/content>.
- CEPAL.** 2020. Estrategias para el uso productivo de remesas familiares e inclusión financiera: estudio de caso de la cadena de lácteos en la República Dominicana. Available at: <https://www.cepal.org/es/publicaciones/44992-estrategias-uso-productivo-remesas-familiares-inclusion-financiera-estudio-caso>.
- CEPAL.** 2020. Estrategias para fomentar la inversión de remesas familiares y la inclusión financiera: Estudio de caso de la cadena de valor de turismo de Sacatepéquez en Guatemala. Available at: <https://www.cepal.org/es/publicaciones/45817-estrategias-fomentar-la-inversion-remesas-familiares-la-inclusion-financiera>.
- CNBS.** 2022. Estadísticas Financieras, Reporte de inclusión financiera. Available at: <https://publicaciones.cnbs.gob.hn/Home/Viewer/Publicaciones%20Estad%3ADsticas%20y%20Financieras%2FInclusi%3CB3n%20Financiera%2FReportes%20de%20Inclusi%3CB3n%20Financiera/Reporte%20de%20Inclusi%3CB3n%20Financiera%202022.pdf>.
- CNBV.** 2022. Rules for the Administration of Basic Savings Deposit Accounts in Supervised Institutions.

Coinbase Institute. 2022. Crypto & Remittances. Available at: https://assets.ctfassets.net/c5bd0wqjc7v0/PX9g1EAnHHAKlCg1zHCwX/f9dde71351c320a15fc4eecff83e14e8/Crypto_Remittances.pdf.

Colombia nos une. Ferias de Servicios para Colombianos en el Exterior. <https://www.colombianosune.com/index.php/comunidades/ferias>.

Comisión Nacional para la Protección y Defensa de los Usuarios de Servicios Financieros. 2017. Más vale estar preparado. Available at: <https://www.gob.mx/condusef/articulos/mas-vale-estar-preparado?idiom=es>.

Consejo Nacional de Inclusión Financiera. La Política Nacional de Inclusión Financiera. Available at: <https://www.pnif.mx>.

Cryptopolitan. 2023. No más bancarizados: Bahamas lanza plataforma de criptorremesas. Available at: <https://www.cryptopolitan.com/es/unbanked-no-more-bahamas-lanza-plataforma-de-cripto-remesas>.

DANE. 2023. Encuesta Pulso Migración. Available at: <https://www.dane.gov.co/index.php/estadisticas-por-tema/demografia-y-poblacion/encuesta-pulso-de-la-migracion-epm>.

de Haas, Hein, Mathias Czaika, Marie-Laurence Flahaux, Edo Mahendra, Katharina Natter, Simona Vezzoli, and María Villares-Varela. 2019. "International Migration: Trends, Determinants, and Policy Effects." *Population and Development Review* 45 (4). Wiley: 885-922. doi:10.1111/padr.12291.

de Haas, Hein. 2023. How migrations really works. Available at: <https://www.penguin.co.uk/books/455478/how-migration-really-works-by-haas-hein-de/9780241632208>.

ENM Magazine. 2013. Migrants' financial inclusion in the EU: which role for the microfinance sector? Available at: https://www.european-microfinance.org/sites/default/files/document/file/3.EMN%20Magazine_March_2013_Migration%201032013.pdf.

Equity Bank. 2016. included in: UNHCR, SOCIAL PERFORMANCE TASK FORCE (2019) op cit. available at: <https://sptf.info/images/RefugeeWG-Serving-Refugee-Populations-Guidelines-FSPs-Lene-Hansen.pdf>

European Commission, Asylum, migration and integration funds. Available at: https://home-affairs.ec.europa.eu/funding/asylum-migration-and-integration-funds_en.

Financial inclusion Progress Report. 2020. Available at: <http://www.fi2020progressreport.org/addressing-customer-needs>.

First access. Custom Credit. Available at: <http://www.firstaccessmarket.com>.

HIAS. 2022. Escuela de emprendimiento con enfoque de género. Available at: https://www.linkedin.com/pulse/escuela-de-emprendimiento-con-enfoque-g%C3%A9nero-hiasperu/?trk=pulse-article_more-articles_related-content-card&originalSubdomain=es.

HIAS. 2023. HIAS y OIM: Empoderando a mujeres migrantes a través del emprendimiento. Available at: <https://www.linkedin.com/pulse/hias-y-oim-empoderando-mujeres-migrantes-trav%C3%A9s-del-emprendimiento>.

HIAS. 2023. Nosotras emprendemos: Autonomía para la prosperidad. Video available at: <https://www.facebook.com/watch/?v=313064414636857>.

HIAS. Undated. Where we work - Peru. Available at: <https://hias.org/where/peru>.

IADB. 2020. Haiti. Available at: <https://datamig.iadb.org/es/profile/HTI>.

IADB. 2020. Venezuela. Available at: <https://datamig.iadb.org/es/profile/VEN>.

IADB. 2023. Movimiento migratorio. Available at: <https://datamig.iadb.org/es/movimiento-migratorio>.

IADB. 2020. ¿Qué se ha dicho en las redes sociales sobre los migrantes durante la Pandemia? Available at: <https://blogs.iadb.org/migracion/es/redes-sociales-migrantes-prejuicios-pandemia>.

IDB Invest. 2022. Bono Social de Diversidad e Inclusion - Cooperativa Jardín Azuayo. Available at: <https://www.idbinvest.org/es/proyectos/bono-social-de-diversidad-e-inclusion-cooperativa-jardin-azuayo>.

IDB. 2023. ¿En qué situación están los migrantes en América Latina y el Caribe?. Available at: <https://publications.iadb.org/publications/spanish/viewer/En-que-situacion-estan-los-migrantes-en-America-Latina-y-el-Caribe-mapeo-de-la-integracion-socioeconomica.pdf>.

IDB. 2023. Las remesas a Latinoamérica y el caribe 2023. Retomando el crecimiento previo. Available at: <https://publications.iadb.org/es/las-remesas-latinoamerica-y-el-caribe-en-2023-retomando-el-crecimiento-previo>.

IFC. 2022. Financial and Economic Inclusion of Venezuelan Migrants and Refugees in Peru. Gap Assessment. Available at: https://www.r4v.info/es/document/IFC_WB_Financialandeconomicinclusion_RyM_sep22.

IFC. 2022. Inclusión financiera y económica de los migrantes y refugiados venezolanos en el Perú: Evaluación de Brechas. Available at: <https://www.r4v.info/sites/default/files/2023-10/IFC-%20Estudio%20de%20Brechas%20Refugiados%20y%20Migrantes%20en%20Per%C3%BA.pdf>.

IFC. 2022. Ukrainian Refugees Access Finance via New Digital Data Corridors. Available at: <https://www.ifc.org/en/stories/2022/ukraine-refugees-digital-data-corridor>.

ILO, UNDP, UNHCR, USAID, and IOM. 2021. How to access and use the Colombian financial system? Guidance guide on financial inclusion for refugees and migrants from Venezuela. Available at: <https://www.r4v.info/es/document/colombia-como-acceder-y-hacer-uso-del-sistema-financiero-colombiano-guia-de-orientacion>.

ILO. 2023. Cuestionario de la Encuesta para caracterización de las necesidades de servicios de desarrollo empresarial (SDE) de las mujeres emprendedoras (EME). Available at: https://www.ilo.org/americas/publicaciones/WCMS_900345/lang-es/index.htm.

IME. 2022. Semana de Educación Financiera Integral para Mexicanos en el Exterior. Available at: <https://ime.gob.mx/vaf/programa/sefime>.

IMF. 2022. The Unexpected Rise in Remittances to Central America and Mexico During the Pandemic. Available at: <https://www.imf.org/en/News/Articles/2022/09/19/cf-the-unexpected-rise-in-remittances>.

In venture. Custom Credit. Available at: <https://inventure.com>.

Inclusion financiera. Migrantes. Available at: <https://inclusionfinanciera.gob.sv/migrantes>.

INEI. 2019. INEI Resultados del ENPOVE 2018. Available at: <https://www.r4v.info/en/node/3835>.

INEI. 2022. Condiciones de vida de la Población Venezolana que reside en el Perú. Resultados de la II ENPOVE 2022. Available at: https://www.r4v.info/es/document/INEI_ENPOVE_2022.

INEI. 2022. El 57,4% de la población venezolana que reside en el Perú tiene entre 20 y 49 años de edad. Available at: <https://m.inei.gob.pe/prensa/noticias/el-574-de-la-poblacion-venezolana-que-reside-en-el-peru-tiene-entre-20-y-49-anos-de-edad-14164>.

Investopedia. 2021. Bitcoin's Most Profitable Use: The \$540 Billion Overseas Remittance Business? Available at: <https://www.investopedia.com/tech/bitcoins-best-use-isnt-currency-its-overseas-remittances>.

IOM. 2012. Latin American Return Migration Countries Analyse Policy Challenges. Available at: <https://www.iom.int/news/latin-american-return-migration-countries-analyse-policy-challenges>.

IOM. 2020. Informe sobre las Migraciones en el Mundo 2020: Capítulo 5 Reflexiones sobre las Contribuciones de los Migrantes en Una Era de Creciente Disrupción y Desinformación. Available at: <https://publications.iom.int/books/informe-sobre-las-migraciones-en-el-mundo-2020-capitulo-5>.

IOM. 2022. Estudio de impacto económico de la migración Venezolana en República Dominicana: Realidad vs. Potencial. Available at: <https://kmhub.iom.int/es/biblioteca-virtual/estudio-de-impacto-economico-de-la-migracion-venezolana-en-republica-dominicana>.

IOM. 2023. Microserfin apoya a OIM en el fortalecimiento de capacidades financieras de la población migrante en Panamá. Available at: <https://panama.iom.int/es/news/microserfin-apoya-oim-en-el-fortalecimiento-de-capacidades-financieras-de-la-poblacion-migrante-en-panama>.

IOM. 2023. Tendencias Migratorias en las Américas. Available at: <https://robuenosaires.iom.int/sites/g/files/tmzbdl626/files/documents/2023-04/Tendencias-Migratorias-en-las-Américas-ESP-Feb-2023.pdf>.

IOM. Inclusion-financiera. Available at: <https://ecuador.iom.int/es/inclusion-financiera>.

Knomad. 2023. Migration and development. Available at: <https://www.knomad.org/publication/migration-and-development-brief-38>.

Martinez Pizarro, Cano Christiny (eds). 2022. “Sobre las contribuciones de la migración al desarrollo sostenible: estudios en países seleccionados”, Documentos de Proyectos. Available at: <https://repositorio.cepal.org/server/api/core/bitstreams/327ad422-16d9-4fa8-9c90-63398ffd18ee/content>.

Migra Venezuela. 2017. ¿Cómo va la inclusión financiera de los migrantes venezolanos en el país? Available at: <https://migravenezuela.com/economia/como-va-la-inclusion-financiera-de-los-migrantes-venezolanos-en-el-pais>.

National Migration Policy 2017-2025, approved by Supreme Decree N° 015-2017 -RE

OEA. 2022. Deconstruyendo Mitos y Narrativas alrededor de la migración: Análisis y Recomendaciones a partir de las experiencias de Colombia, México y Perú. Available at: <https://clubmadrid.org/wp-content/uploads/2023/06/JUNIO-2023-INFORME-NARRATIVAS-VERSION-FINAL.pdf>.

OECD. 2017. Creating an enabling environment to enhance the development impact of remittances. Available at: <https://www.oecd-ilibrary.org/docserver/9789264265615-11-en.pdf?expires=1706022146&id=id&accname=guest&checksum=614127DA45D7948E97EEAFA67D2E0074>.

Orozco, Manuel. 2006. International Flows of Remittances: Cost, competition and financial access in Latin America and the Caribbean—toward an industry scorecard. Available at: <https://www.findevgateway.org/sites/default/files/publications/files/mfg-en-paper-international-flows-of-remittances-cost-competition-and-financial-access-in-latin-america-and-the-caribbean-toward-an-industry-scorecard-may-2006.pdf>.

PCA. Remittances. Available at: <https://www.centampartnership.org/ficcar>.

PERC. 2009. New to Credit from Alternative Data. Available at: https://www.perc.net/wp-content/uploads/2013/09/New_to_Credit_from_Alternative_Data_0.pdf.

Portal de datos sobre migración. 2022. Remesas. Available at: <https://www.migrationdataportal.org/es/themes/remesas>.

Portal FinDev. 2023. Inclusión financiera para refugiados y migrantes en América Latina: Una oportunidad de mercado para los proveedores de servicios financieros. Available at: <https://www.findevgateway.org/es/blog/2023/06/inclusion-financiera-para-refugiados-y-migrantes-en-america-latina>.

Registro civil. IESS implementa validación biométrica para datos bancarios. Available at: <https://www.registrocivil.gob.ec/publicado-8-de-abril-de-2015-audios-noticias-iess-iimplementa-validacion-biometrica-para-datos-bancarios>.

República del Ecuador. 2014. Código Orgánico Monetario y Financiero. Available at: <http://www.pge.gob.ec/documents/Transparencia/antilavado/REGISTROOFICIAL332.pdf>.

República del Ecuador. 2020. Estrategia nacional de inclusión financiera 2020-2024. Available at: <https://rfd.org.ec/docs/comunicacion/DocumentoENIF/ENIF-BCE-2021.pdf>.

Reuters. 2023. Explained: Diaspora Bonds. Available at: <https://www.reuters.com/video/watch/explained-diaspora-bonds-idRCV0085LR>.

SBS and WOCCU. 2023. Guía práctica para la inclusión Financiera, Población refugiada y Migrante. Available at: https://www.sbs.gob.pe/Portals/3/jer/Materiales_EF/2023/GuiaPracticaPoblacionRefugiadaMigranteDigital.pdf.

SBS. 2022. Acceso al sistema financiero por parte de la población migrante y refugiada en el Perú. Available at: https://www.sbs.gob.pe/Portals/4/jer/PUB-NOTA-POLITUCA/NOTA-SBS-9_Acceso%20al%20SF%20Migrantes%20y%20Refugiados.pdf.

SBS. 2022. Realizan primer taller de difusión de la Guía Práctica para la Inclusión Financiera de la población refugiada y migrante. Available at: <https://www.sbs.gob.pe/noticia/detallenoticia/idnoticia/2675?title=Realizan%20primer%20taller%20de%20difusi%C3%B3n%20de%20la%20Gu%C3%ADa%20Pr%C3%A1ctica%20para%20la%20Inclusi%C3%B3n%20Financiera%20de%20la%20poblaci%C3%B3n%20refugiada%20y%20migrante>.

SBS. Finanzas para Ti. Available at: <https://www.sbs.gob.pe/educacion-financiera/finanzas-para-ti>.

SBS. <https://www.linkedin.com/feed/update/urn:li:activity:7100953668719423488>.

SEPS. 2021. Control standard for the protection of the rights of financial partners, clients, and users from financial inclusion with a gender perspective. Available at: https://www.seps.gob.ec/wp-content/uploads/Norma_de_Genero_-codificada.pdf.

Source: <http://microstart.be/fr/services-proposes>.

Sparkassenstiftung. Reducing poverty and hunger among Venezuelan refugees by enhancing their economic integration in Colombia and Peru. Available at: <https://www.sparkassenstiftung.de/en/projects/worldwide-projects/detail/reducing-poverty-and-hunger-of-venezuelan-migrants-through-improved-economic-integration-in-ecuador-colombia-and-peru-1119>.

The Government of Mexico. Financiera para el Bienestar lanza tarjeta para envío de remesas. Available at: <https://finabien.gob.mx/gobmx/financiera-para-el-bienestar-lanza-tarjeta-para-envio-de-remesas>.

The Index Project. Revolution Credit. Available at: <https://theindexproject.org/award/nominees/5397>.

UN Women. 2022. Inclusión Financiera de Mujeres, claves para una recuperación transformadora de la economía Post Covid-19 en América Latina y el Caribe. Available at: https://lac.unwomen.org/sites/default/files/2022-12/ESP_Brief_Inclusion_Financiera_18JUL22_Maria%20Jesus%20Gonzalez.pdf.

UNCDF. 2022. Access to and Usage of Digital Remittances: A Case Study of Ping Money in The Gambia. Available at: <https://migrantmoney.uncdf.org/resources/insights/a-case-study-of-ping-money-in-the-gambia>.

UNDP. 2021. Estrategia Intégrate para personas en contextos de movilidad humana en México. Available at: <https://www.undp.org/es/latin-america/publications/estrategia-intégrate-para-personas-en-contextos-de-movilidad-humana-en-méxico>.

UNDP. 2023. Un Mundo mejor para la población migrante en América Latina y el Caribe. Available at: https://www.undp.org/sites/g/files/zskgke326/files/2023-04/UNDP_IDB_Migrants_esp.pdf.

UNHCR. 2016. Serving Refugee Populations: The Next Financial Inclusion Frontier. Guidelines For Financial Service Providers. Available at: <https://sptf.info/images/RefugeeWG-Serving-Refugee-Populations-Guidelines-FSPs-Lene-Hansen.pdf>.

UNHCR. 2020. Refugiados en Panamá recibirán asistencia en efectivo a través de tarjetas débito de Banesco. Available at: <https://www.acnur.org/noticias/news-releases/refugiados-en-panama-recibiran-asistencia-en-efectivo-traves-de-tarjetas>.

UNHCR. 2023. Mixed movements official data. Available at: <https://data.unhcr.org/en/documents/download/102133>.

Universidad del Norte. 2023. Lanza programa de formación e inclusión financiera para migrantes y colombianos retornados. Available at: <https://www.uninorte.edu.co/es/web/grupo-prensa/w/nuevo-programa-de-formacion-e-inclusion-financiera-para-migrantes-y-colombianos-retornados>.

USAID and World Council Ecuador. 2023. Guía para la inclusión financiera - Población en movilidad humana. Available at: <https://www.r4v.info/es/document/world-council-ecuador-guia-para-la-inclusion-financiera-poblacion-en-movilidad-humana>.

VOA. 2021. Casi la mitad de los venezolanos en Perú tiene educación universitaria o técnica. Available at: https://www.vozdeamerica.com/a/inmigracion_casi-la-mitad-de-los-venezolanos-peru-educacion-universitaria-o-tecnica/6083020.html.

VOA. 2023. Banco Mundial: Diáspora venezolana en Colombia y Perú es competitiva. Video available at: <https://www.vozdeamerica.com/a/banco-mundial-diaspora-venezolana-en-colombia-y-peru-es-competitiva/6999706.html>.

VOA. 2023. EEUU quintuplica cifra de deportados en 2023 respecto al año anterior. Available at: <https://www.vozdeamerica.com/a/eeuu-quintuplica-deportados-2023-/7359773.html>.

WOCCU and USAID. 2020. Proyecto de inclusión económica, Estudio de Inclusión Financiera de Refugiados y Migrantes Venezolanos y Población local en las ciudades de Lima (Perú), Quito y Guayaquil (Ecuador). Available at: <https://www.r4v.info/es/document/woccu-estudio-de-inclusion-financiera-de-refugiados-y-migrantes-venezolanos-y-poblacion>.

World Bank Group. 2023. Remittances Remain Resilient but are slowing. Migration and development Brief 38. Available at: https://www.knomad.org/sites/default/files/publication-doc/migration_development_brief_38_june_2023_0.pdf.

World Bank Group. 2023. Sending money from United States to Ecuador. Available at: <https://remittanceprices.worldbank.org/corridor/United-States/Ecuador>.

World Bank Group. 2023. Sending money from United States to Haiti. Available at: <https://remittanceprices.worldbank.org/corridor/United-States/Haiti>.

World Bank Group. 2023. Sending money from United States to Mexico. Available at: <https://remittanceprices.worldbank.org/corridor/United-States/Mexico>.

World Bank Group. 2023. Sending money from United States to Peru. Available at: <https://remittanceprices.worldbank.org/corridor/United-States/Peru>. F

World Bank. 2010. Migrant Remittances Flows: Findings from a Global Survey of Central Banks. Available at: <https://documents1.worldbank.org/curated/en/850091468163748685/pdf/538840PUB0Migr101Official0Use0Only1.pdf>.

World Bank. 2020. Costo promedio por transacción de envío de remesas desde un país específico (%). Available at: https://datos.bancomundial.org/indicador/SI.RMT.COST.OB.ZS?end=2020&name_desc=false&start=2020&view=bar.

World Bank. 2022. Notas sectoriales de Política. Available at: <https://documents1.worldbank.org/curated/en/099545009122237230/pdf/P17786906ffe9a02d0b98907940d5fb95f0.pdf>.

World Bank. 2023. Notas sectoriales de política pública: migración. Available at: <https://documents1.worldbank.org/curated/en/099545009122237230/pdf/P17786906ffe9a02d0b98907940d5fb95f0.pdf>.

World Bank. 2024. Training Workshop on Behavioral Drivers and Biases to Reduce Discrimination and Financial Exclusion of the Venezuelan Population in Peru. Available at: <https://www.bancomundial.org/es/news/feature/2024/01/17/sesgos-conductuales-inclusion-financiera-migrantes-venezolanos-peru>.

Alliance for Financial Inclusion

AFI, Sasana Kijang, 2, Jalan Dato' Onn, 50480 Kuala Lumpur, Malaysia
t +60 3 2776 9000 e info@afi-global.org www.afi-global.org

 Alliance for Financial Inclusion  AFI.History  @NewsAFI  @afinetwork