

5/12/2023

UNEP Finance Initiative

Financial Health and Inclusion Target Setting

Part 2: Diving into target setting
Europe



PRB Financial Health and Inclusion Programme

- Main purpose: support PRB signatories in setting targets in the Financial Health and Inclusion area
- Addressed to all relevant people in the bank working on Financial Health and Inclusion (Sustainability Team, Product, Risk, Strategy etc..) and PRB implementation

	Date
<p>Part 1: Foundation of PRB Target Setting for Financial Health & Inclusion</p> <ul style="list-style-type: none"> •Get familiar with the UNEP FI framework for FH&I •Identify the context of financial inclusion and financial health in the country in which you operate •Build knowledge and skills to select the best indicators and methodologies to set targets that are aligned with PRB's best practices 	22nd November 2023
<p>Part 2 : Diving into Target Setting</p> <ul style="list-style-type: none"> •Understand how to develop SMART targets that are aligned with local needs and commitments, as well as with the institution's profile •Define key performance indicators to monitor progress •Getting started with the action plans to implement the targets 	5th December 2023

Agenda Part 2

- Setting targets - continued
 - Set **SMART** targets
 - Case study exercise Part 1
- Define **key indicators**
- Designing an **Action Plan**
- Fast track Programme



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**Using the framework in practice
(Recap)**

Elements of the framework: recap



Definitions

Financial Health



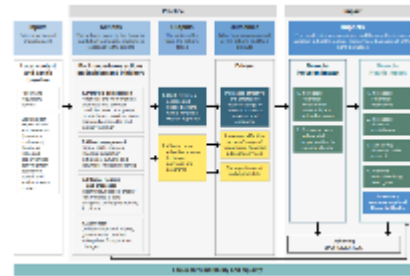
Financial Inclusion



Prioritized Groups



Pathway to Impact



Indicators

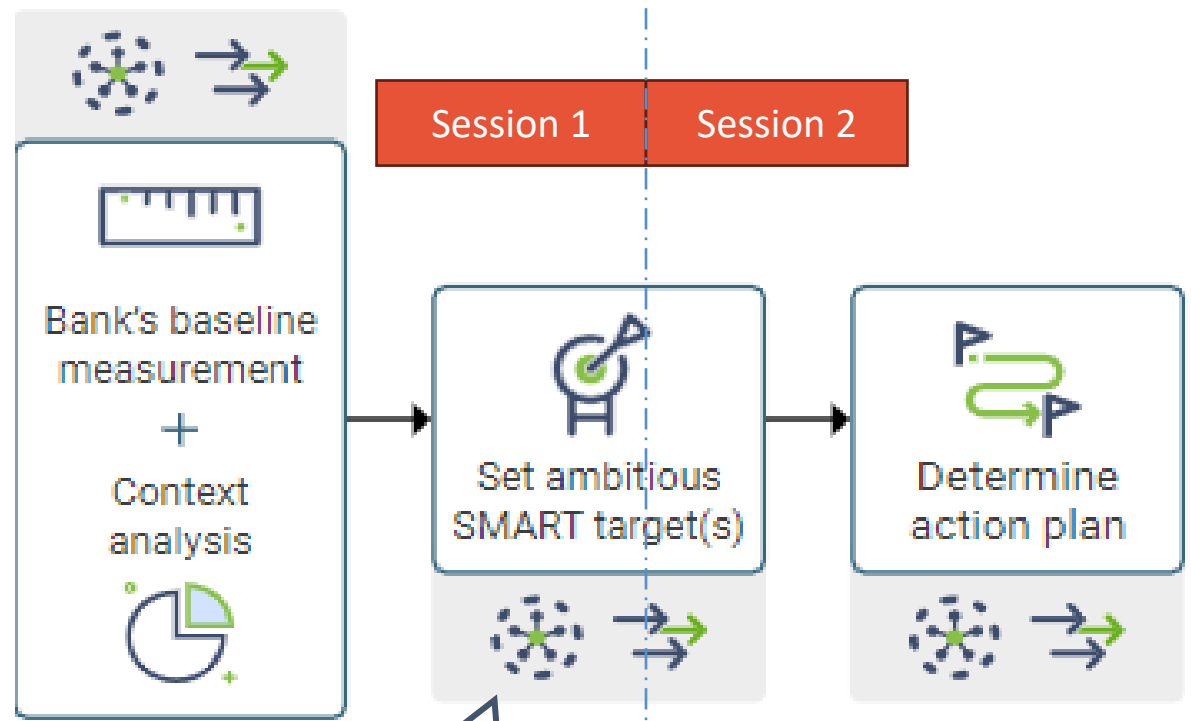


Indicator	Description
1. Financial Health	Measures the bank's ability to manage risks and meet short-term needs.
2. Financial Inclusion	Measures the bank's ability to reach and serve underserved populations.
3. Client Engagement	Measures the bank's ability to build strong relationships with its clients.
4. Environmental Impact	Measures the bank's contribution to environmental sustainability.
5. Social Impact	Measures the bank's contribution to social sustainability.

Setting Targets: recap

Analyze the bank's baseline data in light of context analysis. Seek alignment with the country's priorities.

1. Complete **country/regional analysis** regarding area of impact
2. Complete a **baseline of as many core indicators** as possible



1. **Identify priority groups** (if applicable) Prioritize groups and areas of work
2. **Determine the reference year for your target** (starting point)

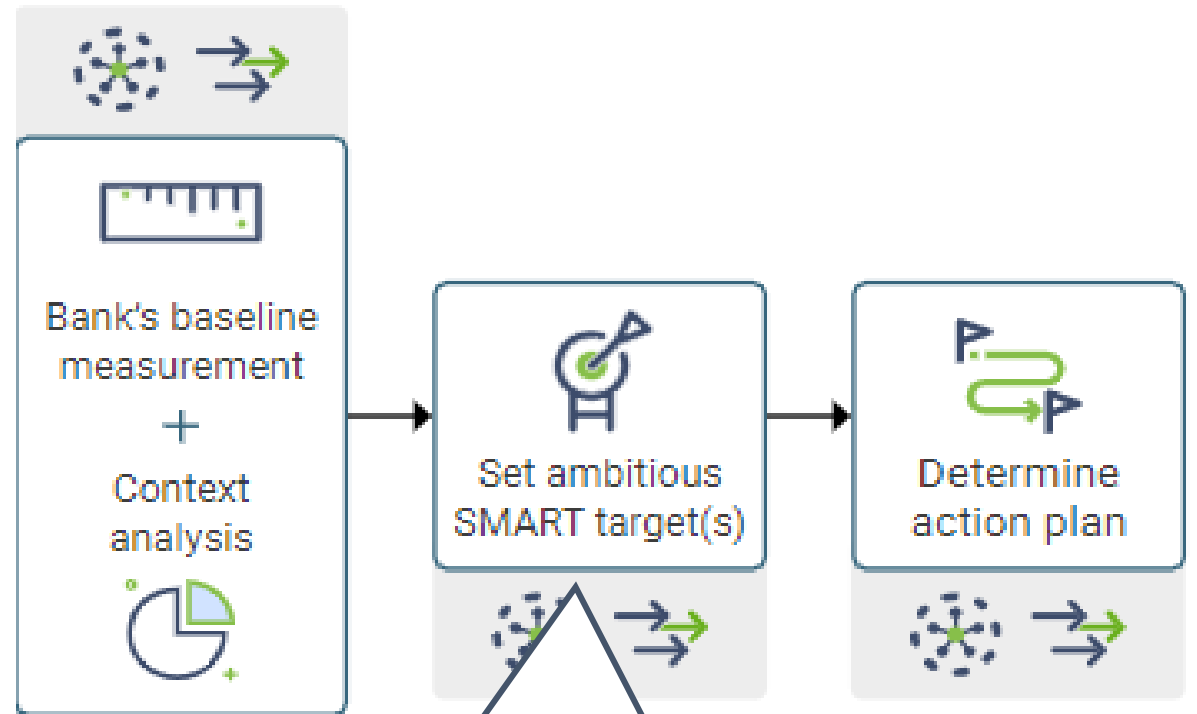


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Diving into target setting

Set SMART targets

Set a SMART impact target
(review **pathway** to see impacts and **core indicators** to
see how to measure it)

Setting Targets



- 1. Identify priority groups** (if applicable)
Prioritize groups and areas of work
- 2. Determine the reference year for your target** (starting point)
- 3. Set a SMART impact target**
(review pathway to see impacts and core indicators to see how to measure it)

Requirements of the Principles for Responsible Banking for setting targets

- **Ambitious**, and your banks should be clear about how they contribute to the SDGs, national targets and/or priorities
- Set at **impact level** - resulting from your bank's activities and provision of products and services, as identified through your bank's impact analysis
- Be Specific, Measurable, Achievable, Relevant and Time-bound (**SMART**).
- Include defined **actions and milestones** to meet the target
- Include definitions of **key performance indicators (KPIs)** to measure and monitor progress against the targets




Important to align targets with business departments, Executive Committee and Board of Directors

Targets, KPIs and actions should be approved by them and should relate to the business strategy

Any changes in these definitions, and any rebasing of baselines should be transparent

Requirements of the Principles for Responsible Banking for setting targets



Measurable


- Where I want to go/ goal.
- How do I measure it?
- How much?
- I must think of a quantifiable indicator.



Relevant


- Why?
- For what?
- Is it applicable to my environment? Is it related to my bank's country and reality?

S M A R T




Specific

- What I want to achieve/achieve.
- Who would be involved?
- Why do I want to get it?



Attainable

- It's possible/realistic
- How can I reach it?



Time-based

- When?
- How long will it take?

SMART Target example for Financial Health

- **Baseline:** December 2020
- **Priorities and targets:** National context taken into account for 2025

SMART goal defined for 2025:
 Work with clients from vulnerable groups (showing a low level of financial security and elderly clients (+60)) to increase the percentage of clients with recurring savings, minimum emergency funds and long-term savings plans by 25%.



S	M	A	R	T
Work with clients from vulnerable groups (showing a low level of financial security and elderly clients (+60))	Increase by 25%	To determine the ambition: consider organic growth and be more ambitious le : indicator's annual organic growth 3% per year, the bank is proposing to double that annual growth This is ambitious but still realistic	Vulnerable groups prioritized: baseline showed that they are the ones who most need support from the bank	Base year: 2020 and target year: 2025
Specific	Measurable	Attainable	Relevant	Time-based

* This target is aligned with SDGs 8 (Decent Work and Economic Growth) and 10 (Reduced inequalities), as well as the relevant country's National Financial Well-being Strategy.

SMART Target example for Financial Inclusion

- **Baseline:** December 2020
- **Priorities and targets:** National context taken into account for 2025

Defined SMART target- 2025:

Increase loan allocation for customers (individuals and microentrepreneurs) with previous rejections by 20% each, disbursing USD 300 bn on loans for low-income clients and microentrepreneurs (2020–2025); and substantially decrease the level of over-indebtedness for low-income customers and microentrepreneurs



S	M	A	R	T
Increase the allocation of loans for customers (individuals and microentrepreneurs) while substantially reducing the level of over-indebtedness	Increase by 20% the placement of loans in prioritized groups and reduce over-indebtedness from 45% to 35%	20% means disbursing USD 300 billion in loans and going from 45% to 35%, reducing by 10% the percentage of over-indebted people in 3 years	For low-income clients and microentrepreneurs because the baseline showed that the problem is in access to credit	Baseline 2020 and target year 2025
Specific	Measurable	Attainable	Relevant	Time-based

* The target is aligned with SDGs 1 (End Poverty), 8 (Decent Work and Economic Growth) and 9 (Industry, Innovation and Infrastructure) and the country's National Financial Inclusion Strategy.

Examples



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Impact Targets examples



[PRB-Fin-Health-progress-report-1.pdf \(unepfi.org\)](#)

Area of Impact	Bank	Targets
Financial Health	Bank of Ireland <i>Ireland</i>	Increasing to 70% the percentage of customers who are confident (strongly or somewhat) that they have funds available to cover an unexpected day-to-day expense by 2030 from 62% in 2023. Increasing to 50% the percentage of customers who are confident (strongly or somewhat) that they have funds (Savings or Insurance) available to cover a major unexpected event by 2030 from 44% in 2023.
	Caixa Bank <i>Spain</i>	Contribute to the creation of 64,000 jobs (cumulative figure) through its support for entrepreneurs between 2022 and 2025.
	de Volksbank (ASN Bank) Netherlands	Increasing the percentage of customers with mortgage loans arrears that have been sustainably recovered from 65% in 2023 to 67% in 2025.
	Gatehouse <i>UK</i>	Growing the percentage of young customers (aged 18–30) who have savings funds (quarter on quarter reflected annually) to 10% by 2025
	ING Netherlands	A 25% increase by 2030 (from an initial value of 1.07 million in 2022) in the number of Dutch customers with products connected to long-term saving and investment plans, with a 5% increase by year-end 2023.
	La Banque Postale <i>France</i>	By 2024, improve the financial situation of financially vulnerable and marginalised customers through targeted advice and support measured by the quarterly evolution of the NPS among vulnerable customers (currently +7) and aiming to achieve a level that is at least identical to the evolution of the NPS among standard customers (currently +10).

Impact Targets examples



[PRB-Fin-Health-progress-report-1.pdf \(unepfi.org\)](#)

Area of Impact	Bank	Targets
Financial Health/ Financial Inclusion	BNP Paribas <i>France</i>	By 2025, achieve and maintain a standard 42% in the amount of individual BCEF clients that accepted a dedicated offer of products and services for improvement of their budgetary situation and have not had any new issues, currently at 41.6% (2022). A second impact target is to increase the percentage of women-led businesses with effective access to financing solutions from 30.2% in 2022 to at least 33% by 2025. And a third impact target is to increase the number of temporary workers with effective access to at least one loan from 1,015 in the 2023Q1 to a cumulative number of 20,000 by 2025.
	AkBank <i>Türkiye</i>	By 2025, achieving a growth rate of 10% per year on the number of women-led business customers that have access to a minimum of one financial product that they did not have access to in the past year and that helps increase financial resilience or support sustainable business growth.
Financial Inclusion	BBVA <i>Spain</i>	By 2025, support, through the BBVA Microfinance Foundation entities, 4.5 million unbanked or underbanked entrepreneurs to improve their financial resilience by providing them with effective access to financial and non-financial products.
	Piraeus Financial Holdings - <i>Greece</i>	Provide at least 3,000 young farmers, by 2025, with effective access to loans to start or continue their own farming business while remaining in rural areas of all 13 regions of Greece.

Lessons learned and good practices

Good practices

- In case of not having a defined target yet, it is good to establish and monitor financial health/well-being indicators, in order to understand the correlation of financial inclusion actions.

Lessons learned

- If there are no targets at country level, check if there are similar countries, try to make your target match the best possible way .
- An **overarching target** can be set **covering all prioritized groups** but when reporting, **progress must be shown for each prioritized group** - how your bank is closing the gaps for them
- Take into account all your product portfolio and categorize products to better understand participation of each prioritized group in your portfolio

Lessons learned and good practices

Inclusion targets

- Impact targets to 2025-2026 with progressive targets for 2023 and 2024 + monitoring of financial health indicators to avoid negative impacts.
- **Sub-targets for each product/service category starting from baseline**, i.e., we have an overarching target about how full financial inclusion of the prioritized group should look like, and sub-targets by product category that will help to achieve the overarching target.
- Sub-targets usually concern supply/ demand/ rejections of products that are relevant for greater financial health in the target group. This is why it is **important to analyze rejection rates, participation in products from other categories, etc.**
- A very important sub-target is banking the un-banked and this must be in line with the national targets and the bank's market share.

Financial Health targets

- Impact target to 2030. If it is not holistic (i.e., measuring all components of financial health), it is recommended that the target addresses financial resilience, given current macroeconomic conditions.
- **Sub-target suggested in indicators that measure savings habits: over-indebtedness** (overdue credits or non-performing loans), **access to products of other categories for customers who already have savings habits**, among others. Another important sub-target is inclusion for banks in countries that still have gaps.
- It is important to identify whether the **bank's product portfolio has products aimed at encouraging savings and financial resilience to cover emergencies**

Homework: Case study exercise

Based on the information on the following slides, practice on:

1. **Context analysis:** What are the priorities and goals of the country Genovia
2. **Baseline analysis:**
 - Which are the groups that the bank should prioritize?
 - Taking into account the organic growth of the indicators, and the country's goals, which should be the bank's goal and for which target year?
3. **What questions arise from the process?**

Policies and agreements - GENOVIA

INTERNATIONAL	SDG	<p>SDG 8. Decent work and economic growth SDG 8.1: Maintain per capita economic growth in accordance with national circumstances and, in particular, gross domestic product growth of at least 7 per cent per annum in the least developed countries. As of 2019, there is a 0.40% advance. ODS 8.10: Proportion of adults (15 years and older) with an account at a bank or other financial institution or with a mobile money service. By 2021 the figure is 84%.</p> <p>SDG 10: Reduction of inequalities: Achieve and sustain income growth for the poorest 40% of the population at a rate higher than the average income of the richest 10%.</p>
	Maya Declaration	At the moment, the country has no goals in progress.
NATIONAL	National Alliance for Financial Inclusion	<ul style="list-style-type: none"> • Expand and improve access to financial services at GENOVIA; • Promote financial accountability and improve access to financial services information • Ensure that 100% of the population over 15 years of age has access to a basic bank account and the financial system without obstacles.

The country has a clear priority and it is financial inclusion beyond a basic bank account for 100% of the population over 15 years old

Indicators - GENOVIA

Financial Inclusion Indicators	Year		
	2014	2017	2021
Relevant data			
Account (% age 15+)	68,1	70,0	84,0
Account, rural (% age 15+)	19,2	25,3	32,8
Account, female (% age 15+)	64,8	67,5	70,1
Count, male (% age 15+)	71,7	72,9	87,1
Account, income, 40% poorest (% age 15+)	57,2	56,6	82,0
% of adults with financial products by age range (18-25 years)	-	-	30,9
% of adults with financial products by age range (> 65 years)	-	35,7	40,8
National Financial Inclusion Index	25,9	32,4	48,7

Financial Health Indicators	Year		
	2017	2019	2021
Relevant financial health data			
% Low-income population	26,7	26,05	29,60
% Household savings	-	22,4	24,6
Savings for old age, women (% age 15+)	-	8,9	15,9
Savings for old age, men (% age 15+)	13,1	17,5	24,3
Create emergency funds: not possible, women (% age 15+)	-	10,1	11,4
Create emergency funds: not possible, men (% age 15+)	-	4,9	5,2
Score in Financial Education	-	11,5	16,7
National Financial Health Index	-	25,9	32,4

Groups to prioritize: rurality and women to achieve 100% in bank account. And to all groups, obstacle-free access to more financial products. Financial health indicators are the clear result of a country with a low index of financial inclusion. Given that the country has no financial health targets, the bank can focus on inclusion while maintaining financial well-being lenses.

Baseline – Bank B

The bank has a financial inclusion area that focuses on low-income groups and they have 5 products available. It has financial education programs that is delivered with allies and in which it measures the performance of participants. Otherwise, it has no more initiatives or intentional actions, so the growth you see below is achieved without much effort from the bank. The bank has 60% of the urban people market in Genovia and 40% of the rural market. Bank B cannot disaggregate by gender

Financial Inclusion Indicators	Year		
	2019	2020	2021
Relevant data			
Number of products and services with a focus on financial inclusion	5/50	5/54	5/57
Number of individuals who have participated in financial education programs	350k	400k	450k
Employees trained to facilitate the inclusion of people/businesses	30%	40%	50%
% of individuals with high financial skills	60%	65%	70%
% of rural customers with effective access to a basic financial product	20%	40%	35%
% of customers (rural) with two or more active financial products, of different categories, with the bank	17%	20%	23%
% of customers who actively use the bank's digital platforms and services	45%	70%	80%
% of clients supported with customized strategies/advisory services	25%	30%	35%

Financial Health Indicators	Year		
	2019	2020	2021
Relevant financial health data			
% of customers with good financial health	39,3%	43,4%	42,7%
% of customers who feel confident about their finances in the next 12 months	45%	27%	35%
Non-performing loans ratio	47%	44%	41%
Number of products and services with a focus on financial health	2/50	2/54	10/57
Employees trained to facilitate the financial health of individuals/businesses	-	-	-
% of customers with long-term savings/investment products	20%	25%	30%
% of customers who have a financial well-being plan created with the bank advisor	-	-	-
% of customers who regularly use overdrafts	25%	40%	30%

The bank could initially focus on financial inclusion. Taking into account the organic growth of the impact indicator for inclusion, it should have a target between 45% and 50% by 2025 (ambitious). In parallel, the bank will monitor financial health indicators to ensure that negative impacts are not generated, and can eventually set a financial health target.

Let's wrap it up 1/2

Context analysis: What are the priorities and target of the country Genovia

Financial inclusion of rural communities and women. Understood as access to all financial products without barriers.

Baseline analysis: What are the groups that the bank should prioritize?

Rural clients and having specific initiatives for women

Target setting: Taking into account the organic growth of the indicators, and the country's targets, what should be the bank's target and for which year?

The bank could initially focus on financial inclusion. Taking into account the organic growth of the impact indicator for inclusion, it should have a target between 45% and 50% by 2025 (ambitious). In parallel, the bank will monitor financial health indicators to ensure that negative impacts are not generated, and can eventually set a financial health target

=> an impact target can then look like :

By 2025, 45% of our clients (focus: women and rurality) have access to 2 or more products of different categories while maintaining stable levels of financial health

Let's wrap it up 2/2

We can set the following sub-targets:

1. Cover at least 40% of the target of banked individuals in rural areas and 60% of the target of banked individuals in urban areas, in order to maintain our market share, providing that this inclusion ensures effective access.
2. Reduce the use of overdrafts regularly.
3. Reduce non-performing loans to less than 10%
4. Increase the % of customers who have programmed savings or investment products to at least 50%

NOTE: No baseline data available to determine sub-targets related to other product categories or behaviors (i.e. savings habit).

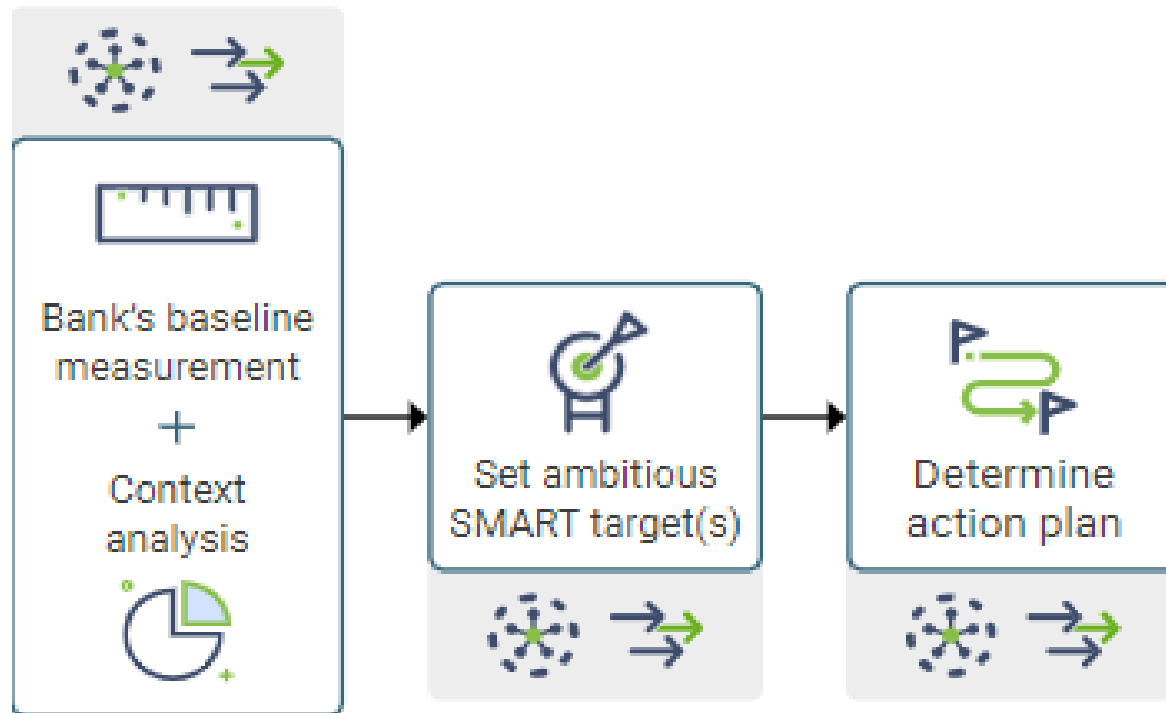
Additional considerations to make

- Which key internal stakeholders do you believe should be involved in the work from the very beginning to facilitate the process?



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Defining KPIs

Defining KPIs



Using the **core indicators**: **define KPIs you will use to track progress** and set milestones for them

Using the **pathway to impact**: **define an action plan to achieve your impact target** while mitigating any possible negative impacts

Defining key performance indicators

Under the Principles for Responsible Banking, banks must report:

- Baseline of key indicators used to set targets and sub-targets
- Progress towards the deliver of targets and sub-targets through key performance indicators (KPIs) and milestones achieved in these indicators
- To understand the effectiveness of the bank in its progress, it is good practice to reveal the starting point of the KPI, whenever possible

Defining key performance indicators

Milestones

KPIs will show the bank is on track to deliver its targets and sub-targets => ***short- and medium-term indicators*** are critical for the bank's targets to be achieved

You should set milestones for KPIs especially in the short-term => determining the achievements of medium-term results

Example, if we do not achieve a critical mass of banked individuals, we will not achieve the targets of effective access and then access to a second product

Bank

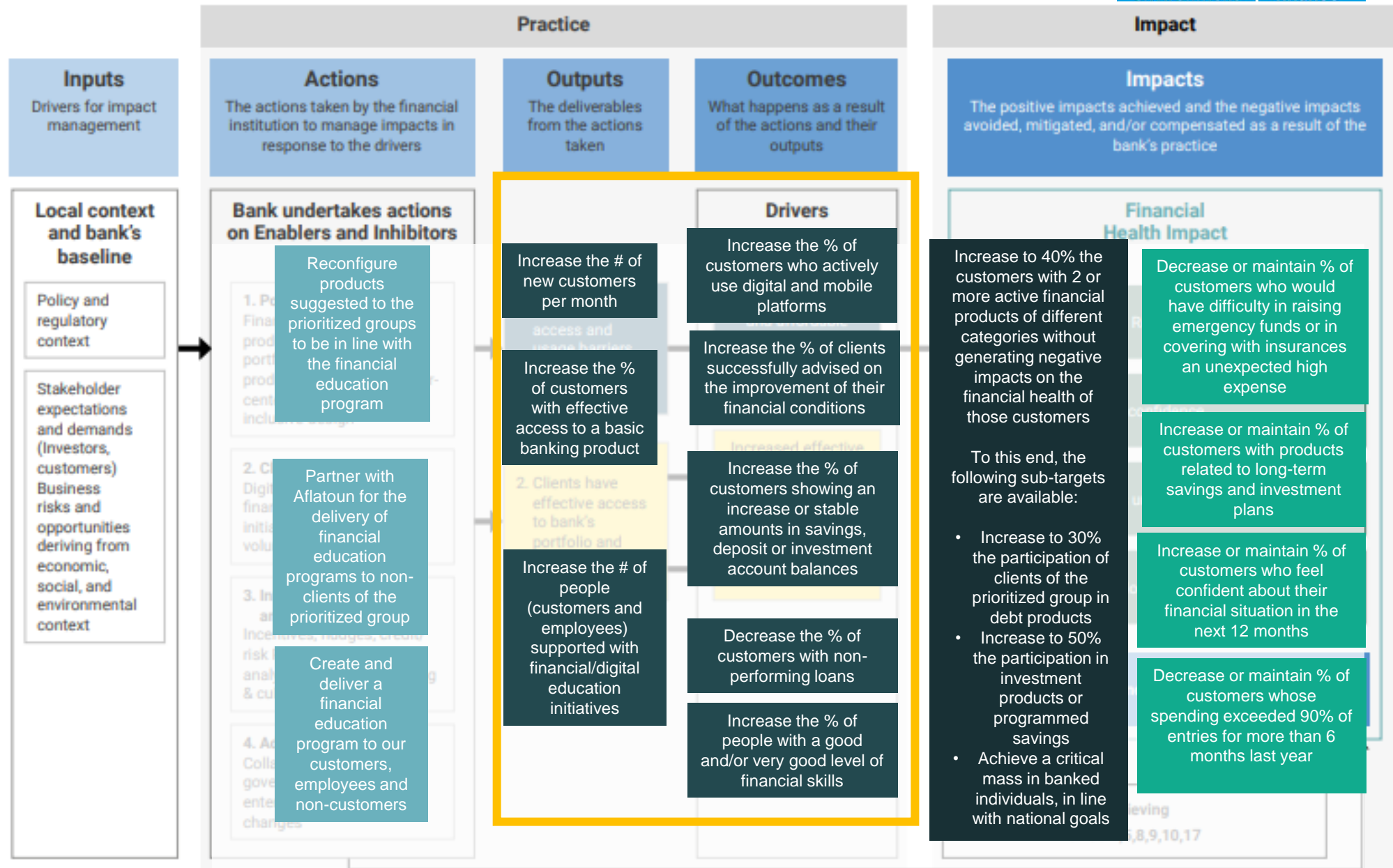
KPIs

Monitor

Target and sub-targets

Progressive results

Specific actions



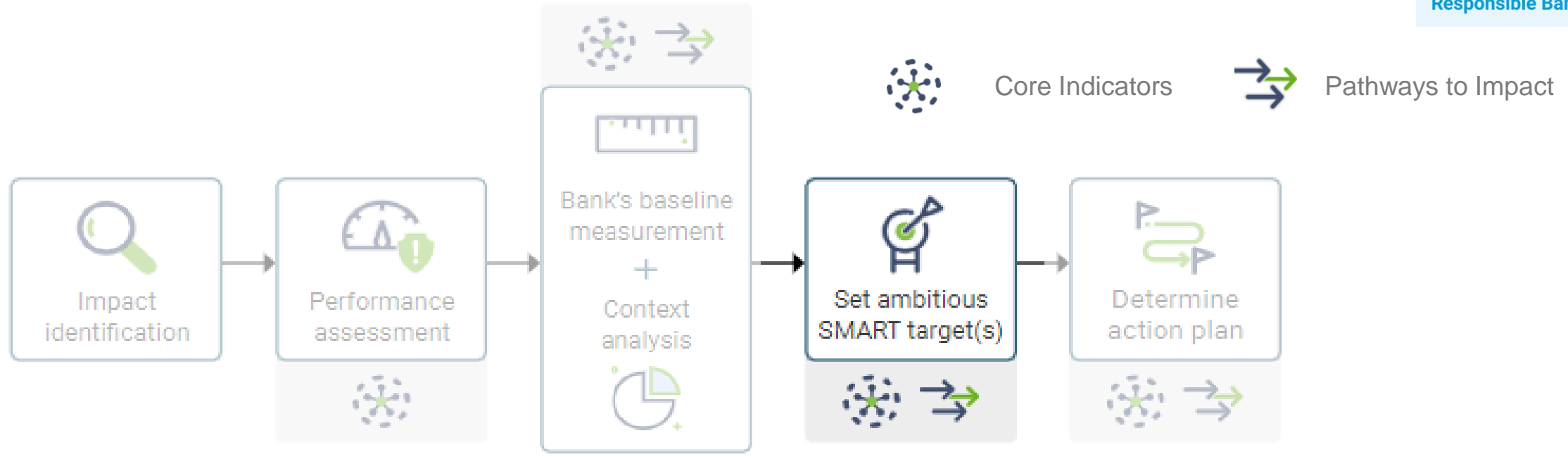
Defining key performance indicators

Set a target in Financial Inclusion?

Good practice is to monitor financial health indicators to make sure your bank is not generating a negative impact.

For example, if you want to increase access to loans then monitor NPLs, arrears, overdrafts, and severely diminished saving capacity. These are all indicators that the loan is actually generating financial distress.

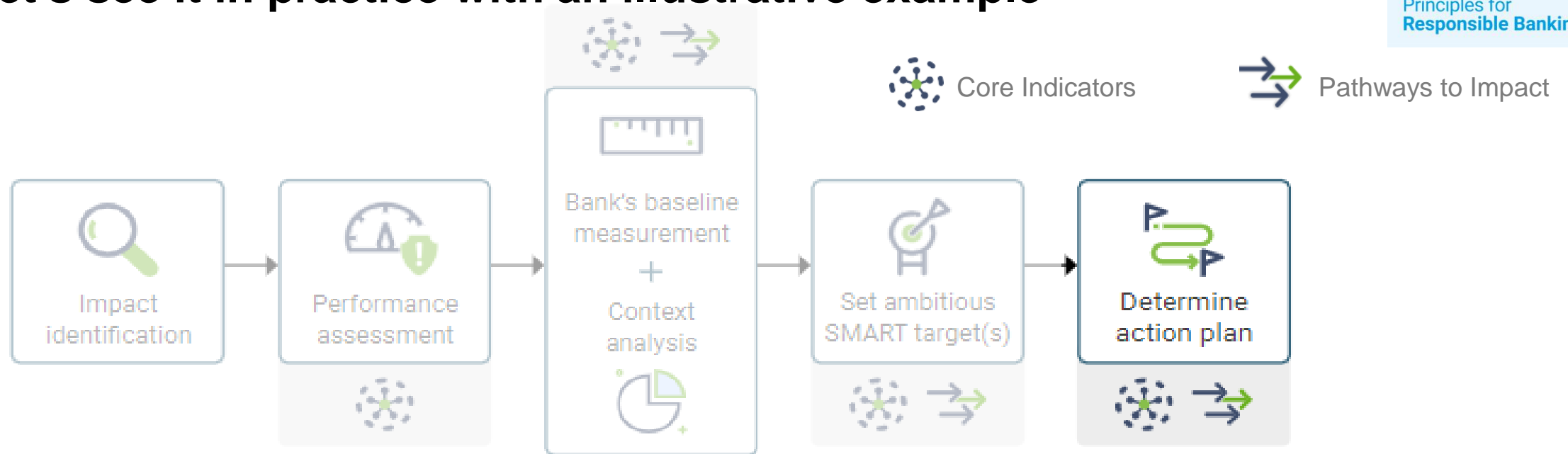
Let's see it in practice with an illustrative examples



Increase the % of young customers that feel confident about their financial situation in the next 12 months, from 30% to 60% by 2025.

Decrease the % of customers that would struggle to raise emergency funds or cover with insurance a major unexpected expense, from 70% to 35% by 2030

Let's see it in practice with an illustrative example



To achieve the targets by the target year, Bank A has set the following milestones:

- Improve the financial skills of at least 70% of the participants of financial literacy initiatives (which should reach 100% of our customers and at least 10.000 of individuals in communities)
- Increase the % of young customers with a savings account from 3% to 10%
- Increase the % of young customers showing increase or stable amounts in savings, deposit and/or investment account balances, quarter on quarter (saving habit) from 10% to 30%
- Increase the % of young customers with products connected to long-term saving and investment plans, from 5% to 35%



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**Getting started with your
action plan**

Designing an Action Plan

An action plan is the **roadmap** that indicates the **type of actions** that the bank will take and the **results that these actions should have** in the short, medium and long term **to ensure** that the bank will eventually **deliver the desired impact or target** that it has set.

In other words, is the **theory of change** for the bank and includes four categories of actions.

TIP: Use the **pathway to impact** to define an action plan to achieve your impact target while mitigating any possible negative impacts

Categories of actions

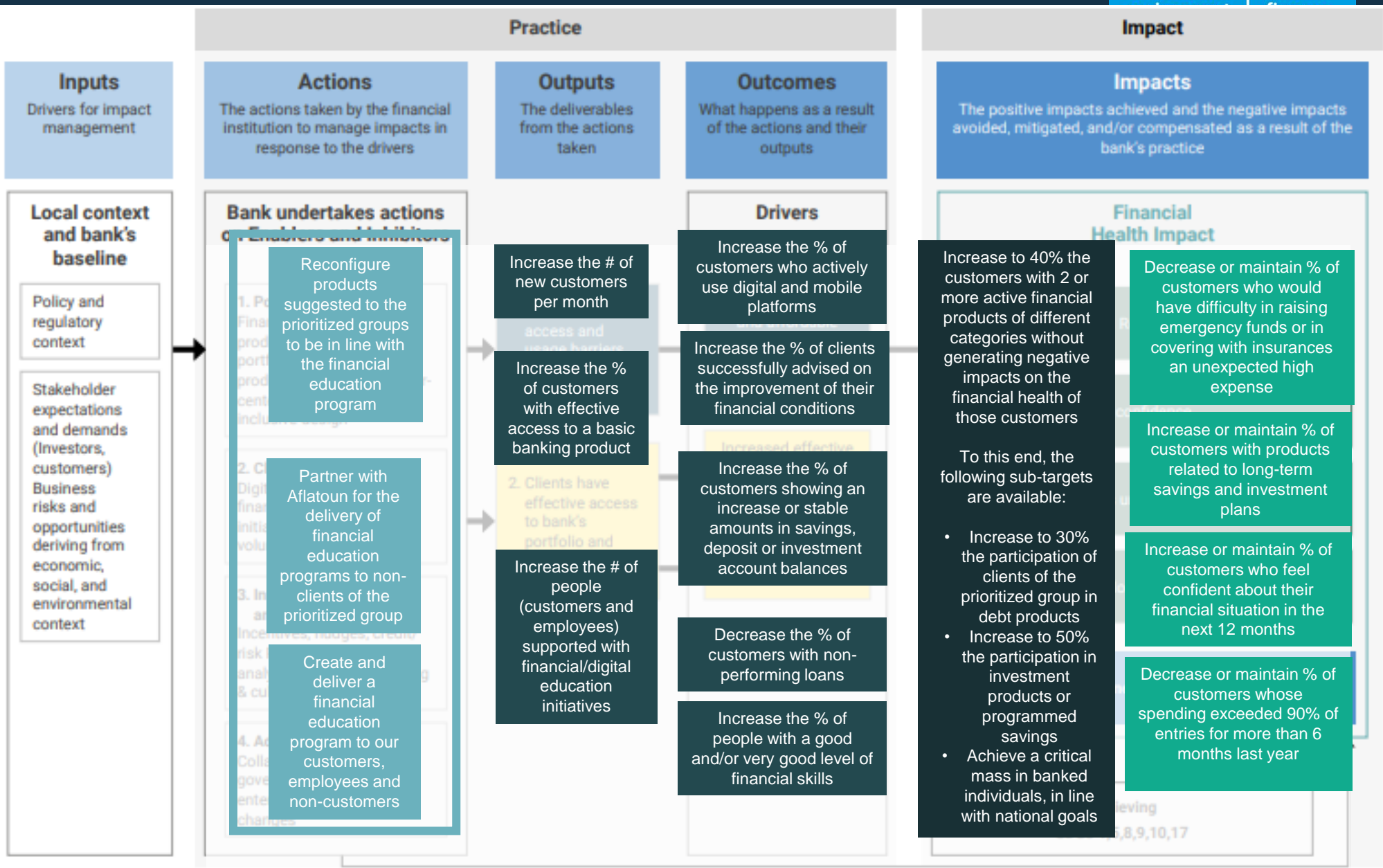
Actions should address several needs at the same time in order to increase their level of effectiveness.



Determine measures and actions

Actions

Portfolio composition	Create digital solutions that improve motivation, skills and digital access	Reconfigure or develop products and services aimed at prioritized groups that do generate the desired results	Create platforms that meet the specific needs of specific groups, such as underbanked groups, entrepreneurs or the rural population	
Client engagement	Develop educational programs, informational material and digital and/or financial advice	Allow customers to test their financial knowledge with surveys or games with recommendations	Have financial health measurement tools that customers can use at any time and that give them recommendations for improvement	
Improved internal policies and processes	Improve the methodology for credit risk and over-indebtedness risk analysis	Incorporate early warning systems linked to financial behaviors that harm financial health	Improve the remuneration strategies of commercial teams so that they are linked to the improvement of the financial health of the clients	Improve risk models and behavior anticipation with transactional and/or survey data
Corporate citizenship, alliances and partnerships	Support the government in developing policies or regulations that promote financial inclusion and health and set clear targets and roles	Hire third parties with missions and purposes aligned with those of the bank and who are able to report on impact indicators	Alliances between banks, fintechs, NGOs and other organizations that participate in the financial life of people and companies and that help amplify the positive impact	



- Monitor
- Target and sub-targets
- Progressive results
- Specific actions

Library of Initiatives

Looking for inspiration?

You can access the library of initiatives on the financial health and inclusion microsite.



Examples of how some banks (in the Working Group) are approaching financial health

Examples of how some banks (in the working group) are approaching financial inclusion

To access and download the latest version of the database, click [here](#).

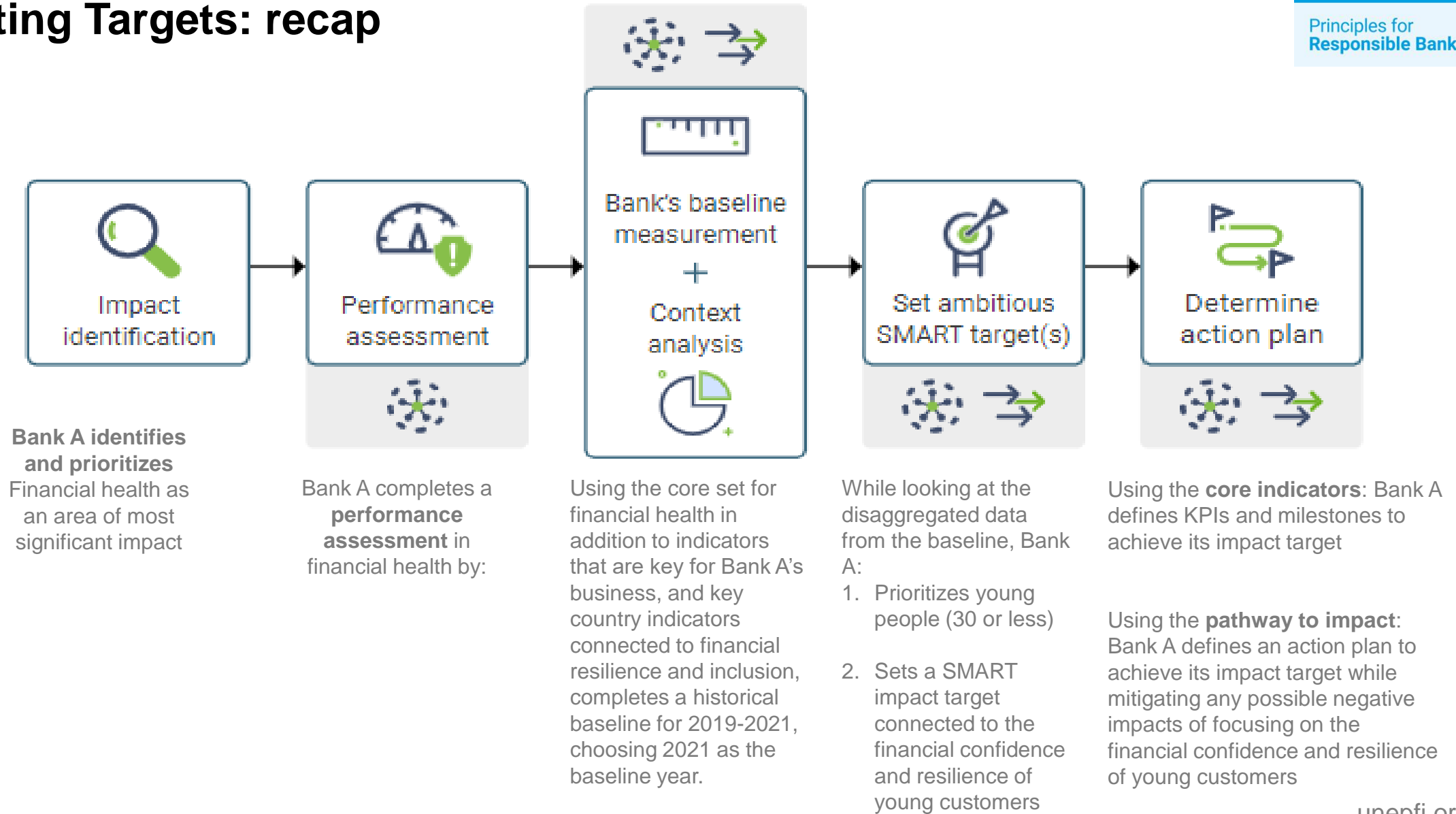
Library of Initiatives – example Bank of Ireland

Key Areas addressed	Initiative	Description	Results
Financial Wellbeing	Financial Wellbeing (FWB) online centre	Online page with the financial health and inclusion resources	202,765 visits to the Financial Wellbeing (FWB) online centre (146,927 in 2020, 126,506 in 2019);
	Senior Advisory Model	For those over 75's, launched in 2020, it involves Senior Advisors meeting customers to complete a holistic needs review.	Feedback has been extremely positive, with customers rating it one of the highest scoring customer experiences ever seen in the Group, citing it as friendly, helpful and showing a genuine interest in their financial wellbeing.
Financial Education	Money Smarts	Bank of Ireland Money Smarts Challenge has been designed to help students to learn about managing money, while encouraging them to engage with the idea of financial wellbeing in a fun, interactive and exciting way. The questions for the quiz will be based on the six pillars of financial wellbeing, so students can learn about managing their finances while they compete.	13220 secondary school pupils participated in the "Money Smarts" Programme and Challenge during the school year 2020/21
Financial Inclusion	Begin Together Programme	Begin Together is part of Bank of Ireland's support to help the resilience and recovery of communities across the island of Ireland, pledging €4m from 2020 through to 2022.	The programme supported almost 100 projects and organisations in 2021 through the allocation of 825,000 euros. Recipient groups included those tackling social isolation and financial illiteracy, as well as those encouraging accessibility for vulnerable groups
	Global Chat	It promotes multiculturalism and diversity, enables customers to talk to colleagues in the language they are most comfortable with.	In 2021, customers of all ages were further supported to develop the necessary skills and confidence to access digital banking through a series of short, easy to follow video tutorials titles "Your Next Step"

Library of Initiatives – example ING

Key Areas addressed	Initiative	Description	Results
Financial Wellbeing	ING Beeldgesprek	This digital shift also means more customers are now using remote video advice and digital self-service channels. We which enables customers to speak to an advisor about a new mortgage or investment product can connect with customers across multiple channels from the comfort of their own home. On average, it is used for around 7,500 customer through ING's cloud-based customer interaction platform for conversations per month in the Netherlands and is now also available in Belgium, Spain, Italy and phone, chat and video contacts. The customer interaction platform is used in nine countries to harmonise the experience and ensure customers receive the same services everywhere.	In the Netherlands, we saw a year-on-year increase of video contacts through ING Beeldgesprek, which enables customers to speak to an advisor about a new mortgage or investment product from the comfort of their own home. On average, it is used for around 7,500 customer conversations per month in the Netherlands and is now also available in Belgium, Spain, Italy and Germany. A similar remote advice service was launched in Turkey in March 2021 via the ING app. ING is the first bank to offer this service in Turkey. In addition, more customers are using the chat function on our website and mobile app to reach out to us. On average, we handle around 22,500 chat interactions per month in each of the six countries where the service is offered.
	Dealwise	ING's smart shopping platform. Dealwise promotes healthier financial behaviour and encourages users to save on their daily spending by gathering the best shopping deals and giving them cash back on purchases.	More than 1.1 million users have generated €30 million in transactions so far, which in turn has helped customers save almost €1.72 million in cashbacks. Merchants too can benefit from the insights they gain into customer behaviour on the platform. Over 1,100 brands offering fashion, accessories, electronics and even travel deals have partnered with Dealwise. (Romania, Germany, Belgium)
	Financial capabilities	We work with various organisations in the Netherlands such as Dutch debt prevention organisation Schuldhulprouwe to help people stay financially fit.	In 2021 we referred 35,500 people to its 'Geldfit' (money fit) website, which provides a financial health test and accelerates the referral process to appropriate online or offline support; we also directed 3,500 people to its business-specific channel. In November, ING in the Netherlands launched a campaign encouraging parents to put money aside for their children and teaching children how to save for themselves. In Spain, we're partnering with the Nantik Lum Foundation to educate social workers on financial health so they can advise people seeking help at Madrid's social service centres. This could have a positive impact on up to 100,000 people. In Romania we continue to work with Banometru, a free counseling service for people in financial distress; in 2021 we supported over 1,000 people in Romania with financial difficulties.
Financial Inclusion	Talking ATMs	Talking ATMs in Poland, the Netherlands and Turkey, and an accessible bank card in the Netherlands and Belgium; the card has a notch in it so customers with a visual impairment can insert it correctly when it's used. It's also designed to support customers with limited hand functionality. In Australia we provide phone banking for customers with speech or hearing impairments via the national relay service, and sign language services are available in some bank branches in Poland.	

Setting Targets: recap



Target Fast-track program

We designed a program designed to help you fast track your target setting process.

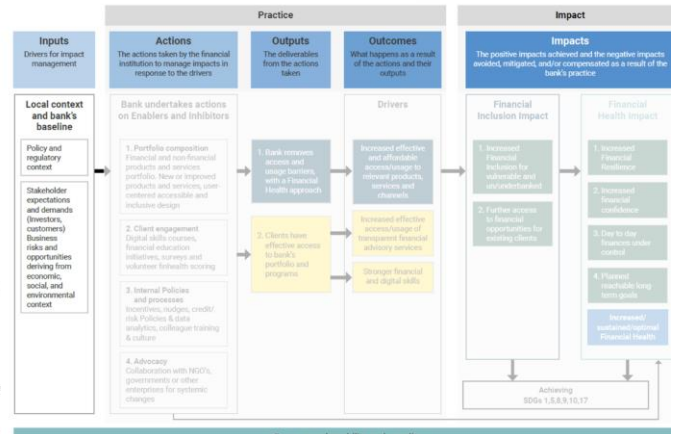
If your bank is interested, please contact flora.petrucci@un.org by Friday 08.12

You will receive the following:

- Simple tools to walk you through the steps
- 1-1 sessions with thematic expert
- Walk-in sessions to ask questions to thematic expert

Step 3: Selected Indicators

- Your current indicators
- Core Indicators
- Fully feasible. The bank already measures it or can immediately measure it
- Fairly feasible. The bank can set up necessary means to measure in 1-3 months
- Somewhat feasible. The bank can set up necessary means to measure in 3-6 months
- Not feasible for baseline measurement but viable in the medium term
- Not feasible for baseline measurement but viable in the long term



Finalization/target drafting: end Q1 2024

Scope	which you will complete the context analysis	Where to find inform.
(COUNTRY ID)	the country related to financial health, financial wellbeing, financial resilience, financial inclusion, financial education, etc. (one row per country)	Write here where you find the inform.
Policies		Write here the link to where you found the information
Agreements (multilateral or bilateral)		Write here the link to where you found the information

Key Figures on Financial Health and Inclusion
 Please refer to the table to include historical figures. Not just for the current year but hopefully 2019-2022

What indicators to include? Here are some	2019	2020	2021	2022
Financial inclusion index				
Adults with savings account				
Adults with credit card				
Adults with credit				
SPNE with credit				
MSME with credit				
Women with savings accounts				
Banked rural population				
Banked urban population				
Rural population with access to credit				
Rural population with access to long-term savings and/or investment products				
Adults with some type of insurance				
Level of adult financial capability				
Adults with over-indebtedness				
Adults with savings for old age				
Adults who can handle an unexpected expense without a problem				
Adults feeling confident about their financial situation in the next 12 months				
Financial health index				

CONCLUSIONS/FINDINGS FROM REVIEW OF COUNTRY INFORMATION

We hope that the learning objectives have been met

	Date
<p>Part 1: Foundation of PRB Target Setting for Financial Health & Inclusion</p> <ul style="list-style-type: none"> •Get familiar with the UNEP FI framework for FH&I •Identify the context of financial inclusion and financial health in the country in which you operate •Build knowledge and skills to select the best indicators and methodologies to set targets that are aligned with PRB's best practices 	22nd November 2023
<p>Part 2 : Diving into Target Setting</p> <ul style="list-style-type: none"> •Understand how to develop SMART targets that are aligned with local needs and commitments, as well as with the institution's profile •Define key performance indicators to monitor progress •Getting started with the action plans to implement the targets 	5th December 2023

Resources

PRB requirements

- The Official Principles Framework Documents:
 - ✓ the [Key Steps to Be Implemented by Signatories](#), detailing the requirements for signatory banks.
 - ✓ the [Reporting & Self-Assessment Template](#), to report on your progress implementing the Principles.
- [The PRB Guidance Documents](#) to guide you on impact analysis, target setting in key impact areas, and reporting.



Guide available for setting goals

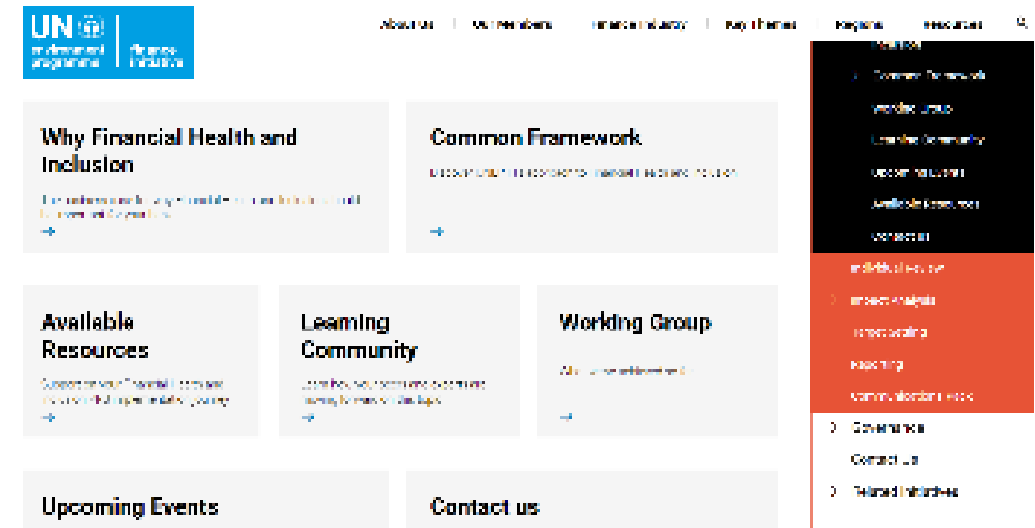
The Financial Health and Inclusion working group has updated the guideline for target setting and includes a database of indicators for health and financial inclusion with recommendations on measures of financial health, as well as optional indicators for use with the core set. In addition, it provides a detailed view of each indicator, periodicity, measurement, among others.

* For more information click [here](#).



Financial Health and Inclusion Microsite

The microsite where you can find all the information and resources for financial health and inclusion can be accessed [here](#).
Password: unepfi

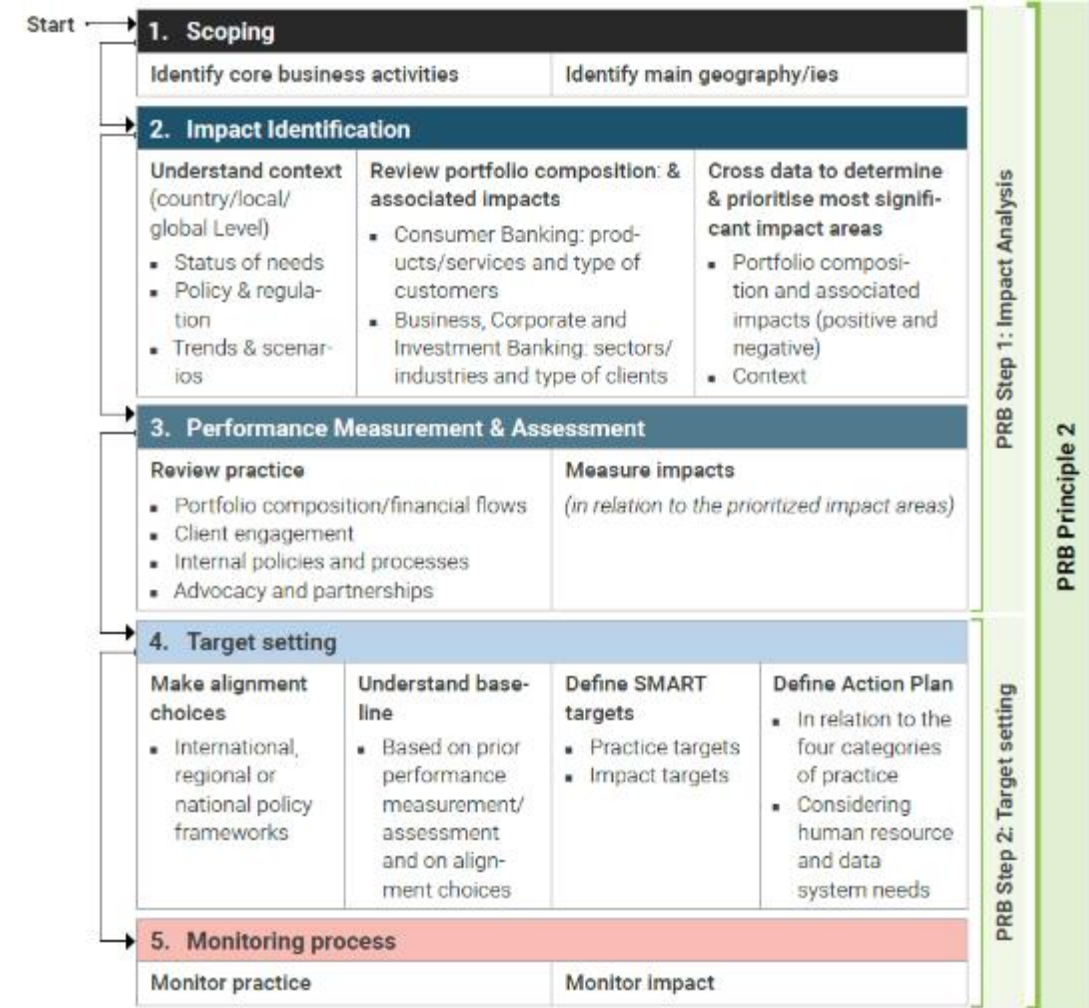


Impact Analysis Methodology

The UNEP FI Holistic Impact Analysis Methodology is a five-step process to understand and manage potential and actual positive and negative impacts across the spectrum of environmental, social and economic issues.



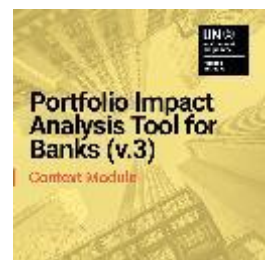
The Impact Protocol is available [here](#)



UNEP FI Impact Analysis Tool for banks

Collecting and analysing data to implement the methodology

The [*Portfolio Impact Analysis Tool for Banks*](#) is an easy-to-use input-output tool to assist throughout your impact management process, one module at a time



- Download the Tool Modules, User Guides and brief presentations [here](#)
- Watch a walk-through of the Tool Modules:
 - Context and Identification Modules – watch [here](#)
 - Assessment Modules – watch [here](#)
- Download the demo versions of the Tool Modules:
 - Context Module – demo version [here](#)
 - Consumer Banking / Identification Module – demo version [here](#)
 - Institutional Banking / Identification Module – demo version [here](#)
 - Consumer Banking / Assessment Module – demo version [here](#)
 - Institutional Banking / Assessment Module – demo version coming soon

Target setting Guidance

Indicators & measurement approaches for specific impact areas and topics



These guidance documents provide a deep-dive on target-setting for: biodiversity, climate change mitigation, financial inclusion and health, gender equality, resource efficiency and circular economy.

The Target-Setting Guidances are available [here](#)

On demand support : PRB Academy

Principles for
Responsible Banking

academy

- The Academy offers training to banking institutions and professionals globally, with the aim of empowering banks to adopt sustainable business models and upscale responsible banking products and services.
- The PRB Academy is a unique global academy to support PRB implementation and provide mainstream training on responsible banking to the banks' employees.
- Four online courses: Getting Started in Responsible Banking, Climate Change, Clients and Customers, Responsible Banking for Board Members and Executives.
- Discount price for PRB banks.
- For more information visit: <https://prbacademy.com/>

UNEP FI Members Online Portal

Through the UNEP FI Members Portal, our members can directly manage their institutional contacts, update them or register new ones.

Key steps:

- 1) Create your account on the portal.
- 2) Activate your account using the activation email you will receive.
- 3) Obtain verification from a team member.
- 4) Register and edit your institutional contact details.

To create your account and start registering your contacts, please access the Portal [here](#).

Check the user guide detailing the steps to follow for user creation and registration [here](#).



Other on demand support : UNEP FI online courses and tailored in-person workshops

- [Environmental & Social Risk Analysis \(ESRA\) Training Programme](#)
- [Climate Change and TCFD: Risks and Opportunities for the Banking Industry Online Course](#)
- [Corporate Ecoefficiency in Financial Institutions \(CEFI\) Online Course](#)

The following workshops can be tailored to suit the needs of your organisation:

- [Green, Social, Sustainable & Sustainability-Linked Bonds](#)
- [Ecosystems & Sustainable Finance](#)
- [Green Hydrogen Financing](#)
- [Implementing Net-Zero Commitments](#)
- [Responsible Investment](#)
- [Sustainable Finance](#)
- [Sustainable Finance for Cooperatives of Saving & Credit](#)
- [Deforestation risks for banks](#)
- [University Diploma in Sustainable Finance](#)

Offering in [Spanish](#), [Portuguese](#), [French](#) or [Chinese](#)
For more information please [contact us](#).

Have questions?

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