



CENTRAL BANK of SOLOMON ISLANDS

P.O. BOX 634, Honiara, Solomon Islands

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Digital Financial Services Trainings Successfully Completed

The improvement of mobile and branchless banking in the Solomon Islands is dependent very much on the effective management of all agencies involved.

This was one of the areas identified during the Digital Financial Services (DFS) training program conducted by the Central Bank of Solomon Islands (CBSI) in partnership with The United Nations Pacific Financial Inclusion Programme (PFIP) last week.

CBSI and PFIP successfully completed the three day training program on Friday that focused largely on improving mobile and branchless banking agency management in the country as part of the overall objective of improving financial inclusiveness amongst all Solomon Islanders.

The special training on “Agents Network Management” targeted mainly bank officers from all the four commercial banks (i.e. ANZ, BSP, POB and Westpac) including a third party agency managers from the Premiere Group of companies. A total of 20 participants altogether were in attendance since Tuesday last week.

International DFS expert Mr. Nitin Garg and PFIP Financial Inclusion Specialist Mr. Krishnan Narasimhan both facilitated the training which focused on improving mobile and branchless banking agency management through a series of learning activities. These activities included agent’s selection, onboarding, trainings, developing strategies for marketing, branding, liquidity management, customer grievance handling, agent’s monitoring and supervision. The training included field visits to selected bank agencies around Honiara in order to identify sets of criteria’s using a field guide.

Participants were required to do a series of exercises under each topic and write down their learnings in a specialized devised workbook. Participants were also advised to share their learnings with their respective teams and management with the view to implementing the strategies developed during the workshops.

As an outcome, the training is expected to assist commercial banks to improve their agency network management, thereby resulting in expanding mobile and branchless banking services that will ultimately benefit all Solomon Islanders.

PFIP is a Pacific-wide programme helping low-income households gain access to quality and affordable financial services and financial education. It is jointly managed by the UN Capital Development Fund (UNCDF) and the United Nations Development Programme (UNDP) and receives funding from the Australian Government, the European Union and the New Zealand Government.

PFIP operates from the UNDP Pacific Centre in Suva, Fiji and has offices in Papua New Guinea and Solomon Islands. It will open an office in Samoa in 2015.

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For more information, please contact:

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