
OECD* -ADBI-SBV Conference on Financial Literacy and Consumer Protection

3-4 October 2017
Hanoi, Intercontinental Westlake Hotel

Day 1 – 3 October 2017

08:30-09:00 Registration

09:00-09:30 Welcome and opening remarks

- **Ms. Nguyen Thi Hong**, Deputy Governor, State Bank of Viet Nam
- **Mr. Naoyuki Yoshino**, Dean, ADBI
- **Mr. André Laboul**, Senior Counsellor, OECD Directorate for Financial and Enterprise Affairs, Special Advisor to the G20 Sherpa, OECD

9:30-9:40 Group photo with all participants

PART 1 – DIAGNOSIS

09:40-11:10 **Session 1 – Identifying financial education needs: assessing financial literacy and financial inclusion in Viet Nam and internationally**

Moderator **Mr. André Laboul**, Senior Counsellor, OECD Directorate for Financial and Enterprise Affairs, Special Advisor to the G20 Sherpa, OECD

Panellists

- **Ms. Chiara Monticone**, Policy analyst, OECD
- **Mr. Peter Morgan**, Senior Consultant for Research, ADBI
- **Mr. Long Q. Trinh**, Project Consultant, ADBI
- **Ms. Kanittha Tambunlertchai**, Assistant Dean, Chulalongkorn University, Thailand
- **Ms. Pham Thi Hoang Anh**, Director of Banking Research Institute, Banking Academy of Vietnam

Discussant

- **Ms. Elizabeth Ooi**, Lecturer, University of Western Australia

11:10-11:30 Coffee Break

* The OECD contribution is sponsored by the Japanese Government.

11:30-13:00	Session 2 – Identifying financial consumer protection challenges in Asia
Moderator	Mr. Naoyuki Yoshino , Dean, ADBI
Panellists	<ul style="list-style-type: none"> • Ms. Shahariah Othman, Director of Consumer and Market Conduct Department, Bank Negara Malaysia • Mr. Hariharan Neelakanta Iyer, Chief General Manager Office of Investor Assistance and Education, Securities and Exchange Board of India • Mr. Khamphout Phetsouvanh, Head of Legal Section, Legal Division, Bank Supervision Department, Bank of the Lao PDR • Mr. Sevak Mikayelyan, Deputy Head, Consumer Protection and Financial Education Center, Central Bank of Armenia
13:00-14:00	Lunch - Cafe du Lac restaurant
PART 2 – POLICY SOLUTIONS	
14:00-15:30	Session 3 – Developing national strategies for financial education: sharing examples from Asia
Moderator	Ms. Flore-Anne Messy , Head of the Financial Affairs Division, OECD Directorate for Financial and Enterprise Affairs and Executive Secretary of the OECD International Network on Financial Education
Panellists	<ul style="list-style-type: none"> • Mr. Dinh Xuan Ha, Head of Research on Development, Financial Institutions Division, Banking Strategy Institute, State Bank of Vietnam • Ms. Surekha Marandi, Executive Director, Reserve Bank of India • Mr. Vincent Poon, Manager, Investor Education Centre, Hong Kong, China • Ms. Sona Lalayan, Financial Education Senior Specialist, Central Bank of Armenia
15:30-15:45	Coffee Break
15:45-16:30	Keynote on the evaluation of financial education programmes: Robert Drake, General Manager – Grants, Financial Literacy Australia
16:30-18:00	Session 4 – Financial consumer protection and education for digital financial services
Moderator	Mr. Peter Morgan , Senior Consultant for Research, ADBI
Panellists	<ul style="list-style-type: none"> • Mr. Ritwik Ghosh, Principal, Retail and Business Banking Practice, Oliver Wyman • Ms. Xue Hu, Deputy Director of Banking Consumer Protection Department, China Banking Regulatory Commission • Mr. Lee Kang Hun, Deputy Representative, Hanoi Office, Korean Financial Supervisory Service • Mr. Tran Huy Tung, Banking Research Institute, Banking Academy of Vietnam
18:00	Cocktail – Terrace

Day 2 – 4 October 2017

09:00-09:15 Welcome remarks and highlights of day 1

Ms. Flore-Anne Messy, Head of the Financial Affairs Division, OECD Directorate for Financial and Enterprise Affairs and Executive Secretary of the OECD International Network on Financial Education

PART 3 – TARGETED DELIVERY

09:15-10:15 Session 5 – Financial literacy for youth

Moderator **Ms. Chiara Monticone**, Policy analyst, OECD

- Panellists
- **Mr. Simon Peel**, Group Manager Research and Strategy, Commission for Financial Capability, New Zealand
 - **Ms. Shahariah Othman**, Director of Consumer and Market Conduct Department, Bank Negara Malaysia
 - **Ms. Sona Lalayan**, Financial Education Senior Specialist, Central Bank of Armenia

10:15-10:45 Coffee Break

10:45-11:45 Session 6 – Financial skills for MSMEs

Moderator **Mr. Naoyuki Yoshino**, Dean, ADBI

- Panellists
- **Ms. Elizabeth Ooi**, Lecturer, University of Western Australia
 - **Ms. Nguyen Thi Tuyet Mai**, Managing Director, Vietnam's Micro-Finance Working Group
 - **Ms. Bihong Huang**, Research Fellow, ADBI

11:45-12:30 Session 7 – Financial education needs for micro-insurance

Moderator **Ms. Vu Thu Hang**, Financial Service Specialist, World Bank, Viet Nam

- Panellists
- **Ms. Shayne Rose Bulos**, Senior Advisor – Sustainable Partnerships, GIZ Regulatory Framework Promotion of Pro-poor Insurance Markets in Asia (RFPI Asia)
 - **Mr. Nguyen Dang Tue**, Lecturer, Financial Management Department, School of Economics and Management, Hanoi University of Science and Technology

12:30 – 12:45 Closing remarks: summing up and way forward

- **Mr. Bui Quang Trung**, Director, Multilateral Cooperation Division, State Bank of Vietnam
- **Mr. Naoyuki Yoshino**, Dean, ADBI
- **Mr. Shigeto Hiki**, Head of Special Projects and Outreach Unit, Directorate for Financial and Enterprise Affairs, OECD