

OECD* webinar on Financial Inclusion, Financial Consumer Protection and Financial Literacy in Asia and the Pacific:

A financial consumer perspective on COVID-19 measures

AGENDA | WEDNESDAY 13 April 2022

14:00 – 15:30 Western Indonesia Time (WIB/UTC+7) / 09:00 – 10:30 Paris time CEST/UTC+2 time

Pre-registration is required: [register here](#). The Zoom link to join the webinar will be open 30 minutes prior to the webinar starting.

14:00-14:10 Opening Remarks

Speaker **Mr. Yoshiki Takeuchi, Deputy Secretary-General, OECD**

14:10-14:35 OECD presentation of research: A financial consumer perspective on COVID-19 measures

Objectives The OECD will present research findings that explore how the COVID-19 pandemic has impacted the personal financial situation of financial consumers in the Asia-Pacific region, specifically Indonesia, Malaysia and Cambodia, and explore the range of consumer support measures that were available. The OECD consumer research was undertaken with financial support from the Government of Japan.

Speaker **Ms. Chiara Monticone, Senior Policy Analyst, Financial Education, OECD**

14:35-15.25 Jurisdiction perspectives and Q&A

Objectives Representatives from Indonesia, Malaysia and Cambodia will offer their perspectives on policy measures and consumer experiences. This will be followed by a moderated Q&A session where the audience will be able to ask questions both to the OECD about the results of the research and to the country representatives.

*The OECD contribution to this event is supported by the Government of Japan.

Moderator **Ms. Flore-Anne Messy, Head of the Consumer Finance, Insurance and Pensions Division, OECD; Executive Secretary of the OECD International Network on Financial Education (OECD/INFE); Secretary General, International Organisation of Pension Supervisors (IOPS), OECD**

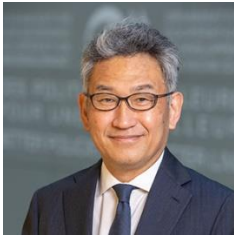
- Speakers
- **Mr. Fraziali Ismail, Assistant Governor, Bank Negara, Malaysia**
 - **Mr. Tirta Segara, Member of the Board of Commissioners of OJK in charge of Consumer Education and Protection, Indonesia**
 - **Mr. Heng Bomakara, Deputy Director General of Banking Supervision, Central Bank of Cambodia, Cambodia**
 - **Ms. Chiara Monticone, Senior Policy Analyst, Financial Education, OECD**

15:25-15:30 Closing remarks

Speaker **Ms. Flore-Anne Messy, Head of the Consumer Finance, Insurance and Pensions Division, OECD; Executive Secretary of the OECD International Network on Financial Education (OECD/INFE); Secretary General, International Organisation of Pension Supervisors (IOPS), OECD**

15:30 Close of webinar

SPEAKER BIOGRAPHIES



Yoshiki Takeuchi, Deputy Secretary-General, OECD

Mr. Yoshiki Takeuchi was appointed Deputy Secretary-General in November 2021.

His portfolio includes the strategic direction of the OECD policy on Tax, Financial and Enterprise Affairs along with the Centre for Entrepreneurship, SMEs, Regions and Cities. He also represents the OECD at the Financial Stability Board.

Mr. Takeuchi has had a distinguished career over nearly four decades at the Japanese Ministry of Finance. Prior to joining the OECD, he served as Special Advisor to Japan's Minister of Finance. He was Vice-Minister for International Affairs (2019-2020), Director-General of the International Bureau (2016-2019) and has held other senior positions including as Deputy Minister in many international fora such as G7, G20, IDA and International Monetary and Finance Committee.

Mr. Takeuchi has a wealth of experience in the field of international economy and finance. He worked closely with international organisations including the IMF, the World Bank, the Asian Development Bank and other regional development institutions. He also led Japan's G20 Presidency finance team with a particular focus on digital taxation, quality infrastructure investment, capital flow management and global imbalances.

Mr. Takeuchi holds a B.A. in Law from University of Tokyo, a MPhil in Economics from University of Oxford and conducted research at Chatham House.



Mr. Fraziali Ismail, Assistant Governor, Bank Negara, Malaysia

A career central banker, Fraziali Ismail currently serves as an Assistant Governor of Bank Negara Malaysia (the Central Bank of Malaysia), a position he has held since 1 November 2019. He oversees financial surveillance, prudential regulations, consumer and market conduct, payment services policies as well as strategic communications.

Fraziali began his career at BNM in the economics sector where he rose to assume the position of Director of the Monetary Policy Department and subsequently the Economics Department. In a career spanning more than two decades, he was involved in several high level Government policy and development committees. In this capacity, he shaped the design and advised on the formulation of key public policies, especially in helping Malaysia navigate through the Asian Financial Crisis 1997/98 and the Global Financial Crisis 2008/09. Under his various roles in the central bank, he has authored and oversaw the publication of working and research papers on financial stability, monetary policy and the Malaysian economy.

At the international level, Fraziali sits on the ASEAN Taxonomy Board, the Working Group on Banking Supervision of the Executives' Meeting of East Asia Pacific Central Banks (EMEAP) and the Basel Consultative Group.

Fraziali holds a Master's degree in Economics from the London School of Economics and Political Science and a Bachelor's degree in Economics and Accounting from the University of Bristol, United Kingdom.



Tirta Segara, Member of the Board of Commissioners, OJK, Indonesia

Tirta Segara is Member of The Board of Commissioners of the Indonesia Financial Services Authority (OJK) in charge of Consumer Education and Protection.

In 2001, he became Advisor-SEA VG Office, International Monetary Fund before taking part in Bank Indonesia. He had served as Deputy Secretariat General of the Employees' Association at Bank Indonesia. In 2007, he was appointed as a Team Leader of Indonesia Financial System Architecture and Financial Sector Assessment program (FSAP). Three years later, he was promoted as a Head of Research, Development and Regulation in Islamic Banking, and became a Director of the International Policy and Relation Group in 2012. In 2014, he was appointed as Head of the Communications Department, Bank Indonesia. He had produced a fair share of research publications or books such as 'Strengthening Monetary Policies Framework' and 'Maintain Stability, Support Economic Recovery'.



Heng Bomakara, Deputy Director General of Banking Supervision, Central Bank of Cambodia, Cambodia

Mr. Heng Bomakara is currently a Deputy Director General of Banking Supervision of the National Bank of Cambodia (NBC). He responsible for overseeing the performance of the banks and financial institutions, developing and discussing regulation frameworks, conducting macro surveillance and supervising credit bureau. Before that, he held various appointments in NBC, including Director of Off-Site Supervision, Director of Data management and Macro Surveillance Department, and Chief of Internal Audit Division.

Concurrently, Mr. Bomakara is a team leader of the Financial Inclusion Working Group of the NBC and member of various working groups, such as Advisory Committee for MSME Financing research project in Cambodia, National Committee for Consumer Protection (NCCP) and, currently, Co-chair of ASEAN WC-FINC. Mr. Bomakara holds Master degree from Australian National University in field International and Development Economics and Master degree from the University Utara Malaysia in field Management.



Flore-Anne Messy, Head of Consumer Finance, Insurance and Pensions Division, Directorate for Financial and Enterprise Affairs, OECD

Flore-Anne Messy is the Head of Consumer Finance, Insurance and Pensions Division of the OECD Directorate for Financial and Enterprise Affairs, Secretary General of the International Organisation of Pension Supervisors (IOPS) and Executive Secretary of the OECD International Network on Financial Education (INFE).

She joined the OECD in June 2000 to develop the activities of the Insurance and Private Pensions Committee. After several years working on the development of pensions, insurance and financial market policy issues, she launched and steered the OECD work on financial literacy and consumer protection (including the OECD/INFE, PISA financial literacy exercises, the G20/OECD Task Force on Financial Consumer Protection and the secretariat of FinCoNet). From 2016, she headed successively the OECD Insurance Private Pensions and Financial Market Division and the Consumer Finance, Insurance and Pensions Division.

Prior to the OECD she worked as a consultant and auditor for banks and insurance companies at Deloitte Touche Tomatsu. She graduated from the Institute of Political Studies of Paris and received her thesis in international economics from University Pantheon-Sorbonne of Paris.



Chiara Monticone, Senior Policy Analyst, Financial Education, OECD

Chiara Monticone coordinates the work of the OECD International Network on Financial Education. In recent years, her work focused on assessing levels of financial literacy among adults, young people and small business owners, the role of financial education in strengthening financial resilience, and supporting the needs of women, seniors and other vulnerable groups.

Previously, Chiara was a researcher at the Center for Research on Pensions and Welfare Policies (CeRP) at Collegio Carlo Alberto in Torino. She holds a PhD in Economics from the University of Torino.

■ About the Organisation for Economic Co-operation and Development

The Organisation for Economic Co-operation and Development (OECD) is an international organisation that works to build better policies for better lives. The OECD's mission is to promote policies that improve economic and social well-being of people around the world. The OECD works on establishing evidence-based international standards and finding solutions to a range of social, economic and environmental challenges to shape policies that foster prosperity, equality, opportunity and well-being for all.

■ Contact

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