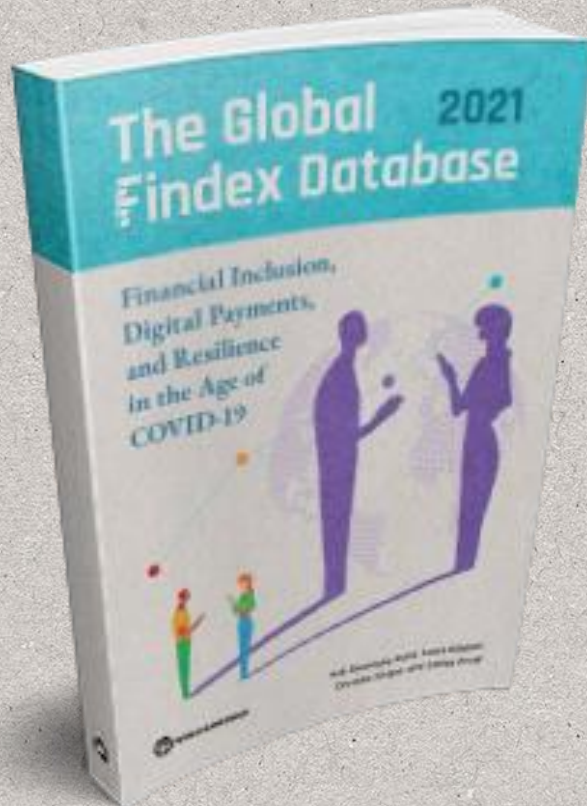


# The Global **Findex** Database 2021

Financial Inclusion, Digital Payments, and Resilience in the Age of COVID-19



Measuring how digital payments can benefit entrepreneurs:

*Global Findex Database*

# Global Findex: Motivation and methodology

- Since 2011, the first and only comprehensive source of global demand-side data on financial inclusion
- Answers questions about how adults worldwide manage their money, make and receive payments, save, borrow, and manage financial risks
- Data collected in 2011, 2014, 2017, & 2021 track global policy and progress on improving financial inclusion
- **Provides metrics on women, employment, low-income households, rural residents, older and younger adults**
- Encourages further research



# How digital payments can benefit entrepreneurs

- **Digital payments** can increase an entrepreneur's profitability by making financial transactions with customers, suppliers, and the government more convenient, safer, and cheaper.
- **Paying wages** digitally benefits employees and is safer and more cost-effective for employers.
- **Digitizing merchant payments** automatically provide users with a credit history and can thus improve an entrepreneur's access to credit.
- **Digital payments give women entrepreneurs greater control over their income, potentially benefiting their entire household, especially children.**
- **But...** A strong financial infrastructure, including access points such as **mobile phones**, is needed to support digital payment systems.
- Many entrepreneurs and employees lack documents such as **government-issued identity cards** or birth certificates, which are required to use digital services.
- Entrepreneurs and employees often lack **financial literacy**, making it harder for them to use digital financial products efficiently

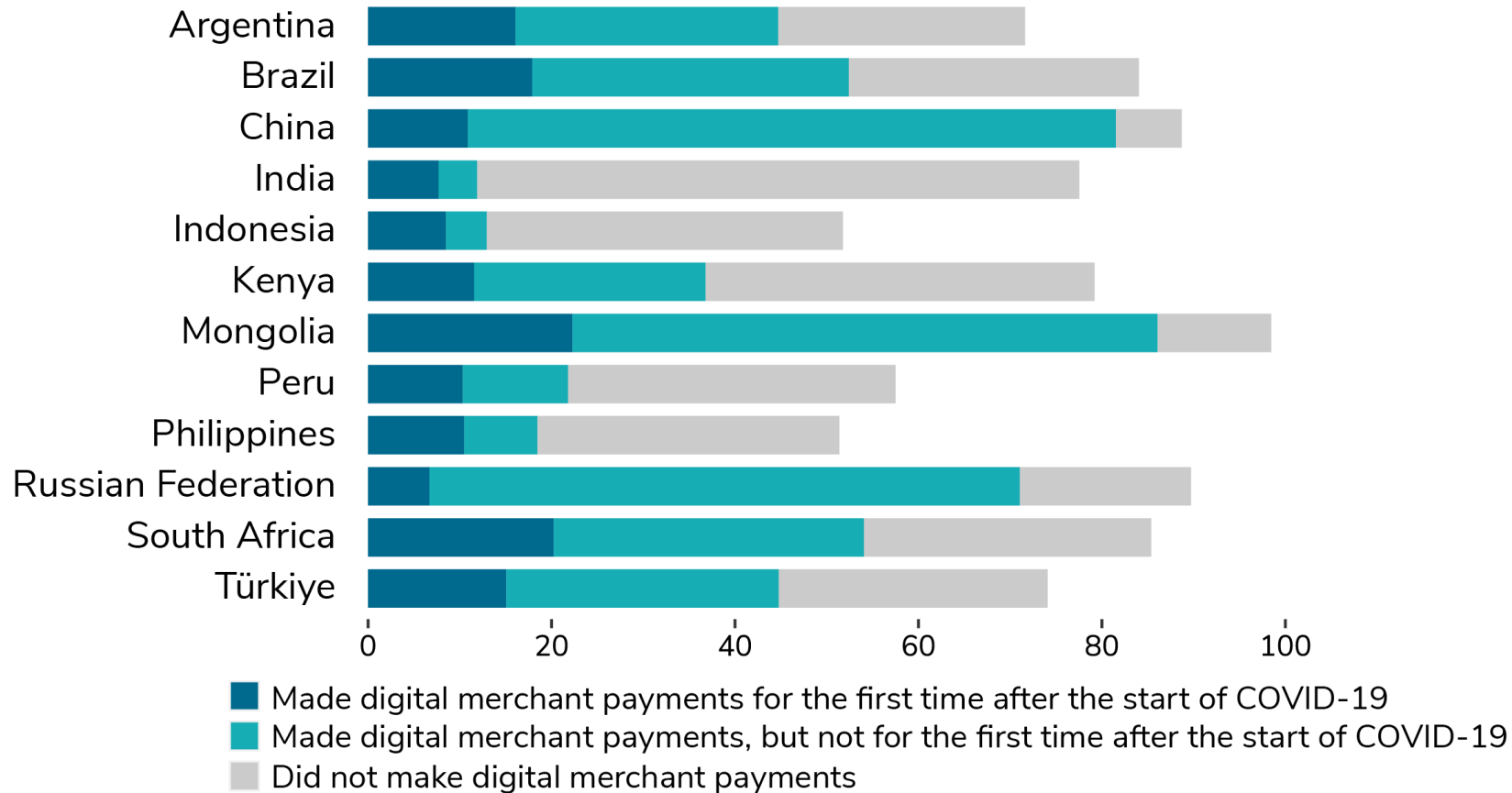
“Digital Readiness” of consumers can be measured by the share of adults making or receiving digital payments in developing economies—which grew to 57% in 2021, from 35% in 2014

Adults who make or receive digital payments (%), 2021



# Some developing economies saw rapid increases in digital merchant payments after the start of COVID-19

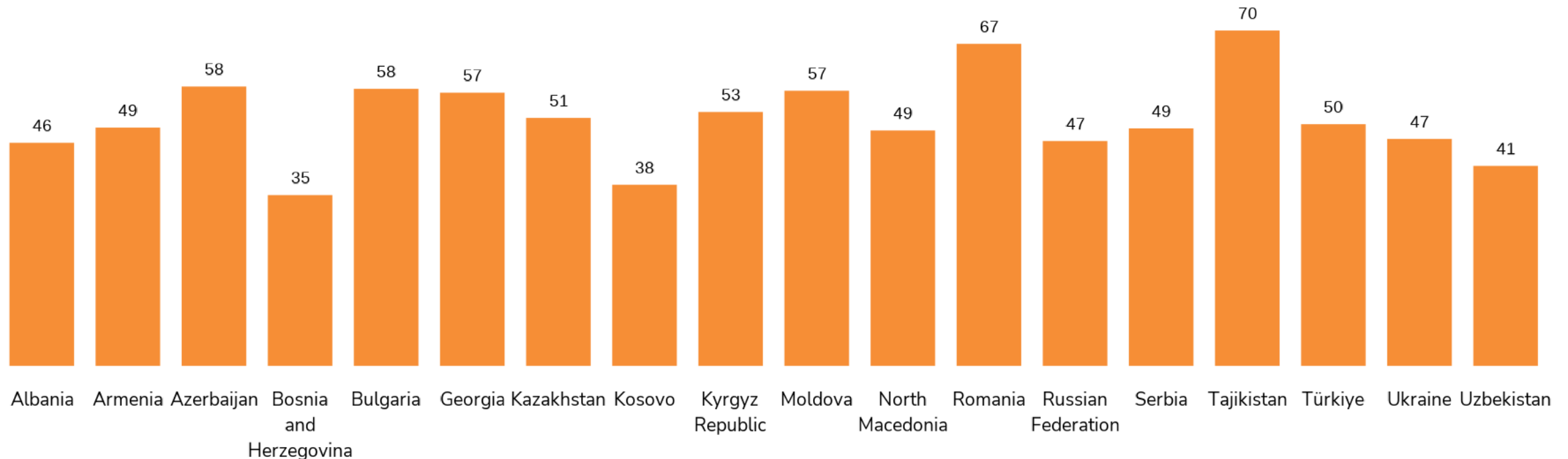
## Adults with an account (%), 2021



Source: Global Findex Database 2021.

# 45% of all adults with no account in Eastern Europe and Central Asia report being unable to open an account without help

**Women** with an account who said they could not use a financial institution account without help (%), 2021



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# Thank you

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