Lessons from Ebola Response Digital Payments for COVID-19

April 20th 2020
SOME KEY CHALLENGES ARE SIMILAR

1. Workers / people protesting.

2. 80% of time spent on payment-related grievances.

3. Multiple payment lists with leakages.
DIGITAL PAYMENTS AS A FRONTLINE RESPONSE

1. DELIVERING PAYMENTS to frontline workers and - where possible - to affected families effectively.

2. Keeping the digital payments ecosystem FUNCTIONING and SAFE.

3. Having two-way COMMUNICATION with all players on issues related to payments.
COUNTRY CAPABILITIES DEFINE APPROACH

1. Ability to re-design the regulatory model to respond to the crisis.

2. 95% network coverage and over 90% mobile phone usage among response workers.

3. A proactive private sector and innovators geared towards cooperation and win–wins to expand the payment ecosystem.
Get Started & Keep Listening

Don’t wait for the payment list to be perfect. The error of exclusion is worse than error of inclusion. Listen to your clients and address grievances quickly.

Solve Problems Together

A situation room enables problem solving together. Match lean and open technology to challenges.

Keep Payments Working Everywhere

Be flexible for any payment service provider to reach beneficiaries and regs for payments to reach everyone.
Responsible Digital Payment Guidelines

- Treat clients fairly
- Keep client funds safe
- Provide client recourse
- Ensure product transparency for clients
- Take responsibility for providers of client services across the value chain
- Design for client needs and capability
- Support client access and use through interoperability
- Protect client data