



EUROPEAN CENTRAL BANK

EUROSYSTEM

# Summary of collected inputs from MAG members

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Digital financial inclusion

3 July 2023

Digital euro project team



## Digital financial inclusion – summary of feedback received

- The proposals to emphasize the **public interest status of the digital euro to foster inclusion** of citizens with special needs and **adopt a public approach** garnered support from the majority of MAG members, with some reservations on the latter.
- Members acknowledged that **digital and financial inclusion are closely related**, so that removing obstacles to the usage by the public at large would need a holistic approach, including digital skills and financial education.
- A member suggested to put in place active cooperation between the **Eurosystem and commercial banks at national level to set up projects to help less digitally savvy citizens** increase their digital payment skills.
- A member noted the **potential challenges in the funding and defunding process** due to the varying accessibility of cash across different European countries.

## Digital financial inclusion – summary of feedback received

- A member flagged that developing and maintaining new infrastructures requires **substantial investments, technical expertise, and maintenance costs.**
- Another member noticed that **banks lacking cash management or physical card distribution capabilities** would encounter significant challenges and costs if they were obliged to provide them exclusively for the digital euro.
- A member raised concerns regarding **potential dyssynergies between digital euro and other digital financial inclusion initiatives**, citing the high implementation and running costs for PSPs in contrast to the perceived low added value.
- A member suggested to **explore a public interest service model as an alternative to the publicly appointed distributors currently envisaged**, where each PSP could offer services to a specific vulnerable user group with oversight from the relevant authority and funding through public grants.

**Thank you!**