Summary of collected inputs from MAG members

Digital financial inclusion

3 July 2023
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!