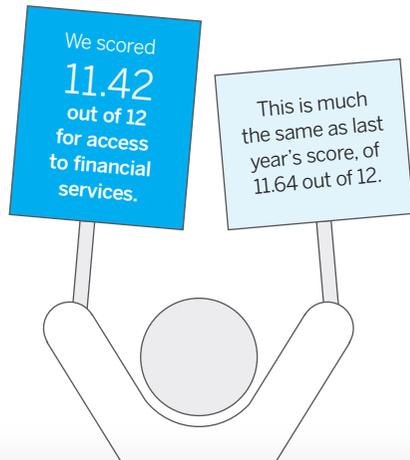


# Access to financial services

Financial inclusion is related to economic growth, efficiency, dignity and welfare. Low levels of financial inclusion undermine the integrity of the financial system and pose a risk to socioeconomic development. South Africa's government has taken many steps to adjust the regulatory framework in a way that supports greater financial inclusion. This has included making the National Payments System accessible to a broader range of players, including non-bank payment providers. Recent proposals for regulatory reform in the insurance sector include measures that are aimed at facilitating new entrants, as well as new insurance products for lower income customers.



The revised Financial Sector Code continues to score access according to 'service points' and 'transaction points', in addition to 'sales points' and 'electronic access'. Standard Bank is under target on the first two measures, and well over target on the electronic access measure. This is indicative of behaviour shifts by increasing numbers of South Africans, who are choosing digital channels over face to face options to conduct their financial transactions. During 2018, for example, Standard Bank customer's digital transactions volumes (including online and mobile banking) increased by 34%, while teller-based transactions declined by 14%. The measures contained within the FSC Code do not yet reflect this shift.

### Digital solutions to expand financial access

Standard Bank is committed to finding new ways to extend access to financial services to the most under-served and unbanked individuals, entrepreneurs, and small enterprises. We aim to provide banking products and services that deliver what really matters to these customers: safety and security, convenience and affordability.

Standard Bank's digital wallets and apps, including Instant Money and SnapScan, enable our customers to transact efficiently, safely and conveniently.

## INSTANT MONEY™

- *Instant Money* is a safe, affordable and reliable way to send money, even if neither the sender nor receiver have a bank account. Money can be sent instantly from an ATM, via the banking app, online banking, cellphone banking or through our retail partners, and is delivered instantly. Instant Money currently has over 4.9 million users in South Africa, of whom over 3.2 million are Standard Bank customers.
- *Instant Money Wallet* provides a pay as you go transactional option, and allows users to receive, store and send money and to make purchases. There is no cost for sending money between wallets, making it convenient and cost effective for customers to transact with one other. Users of the service can also buy electricity and airtime on their phones.
- *Instant Money Bulk Payments* enables businesses to transact efficiently and conveniently, eliminating the need to deal in cash and thereby reducing security risks. Businesses can make digital payments to employees, even if employees don't have bank accounts. It also provides a convenient payment mechanism for small businesses to make payments to suppliers and service providers who may not have formal bank accounts.