

# FinScope Consumer Survey Mauritius 2014



## LAUNCH PRESENTATION

October 2014

- **Research Methodology**
- Mauritius Context
- Income generating activities
- Incidence of financial inclusion
- Banking behaviour
- Savings and investment
- Borrowing and credit
- Insurance
- Remittances
- Mobile money
- Financial capability
- Including the excluded
- Key Take Outs

# FinScope Consumer Mauritius 2014 - Stakeholders



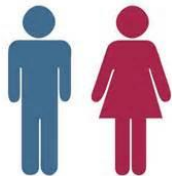
- The FinScope Consumer Survey 2014 was carried out under the auspices of the Ministry of Finance and Economic Development and funded by FinMark Trust [through UKaid from the Department for International Development]
- The survey design involved a number of stakeholders from the public sector, who offered valuable insights into the financial sector in Mauritius
- The stakeholders also played an integral part in the survey questionnaire design



# The methodology used

## Respondent Profile

- Universe: Adult population in Republic of Mauritius [Mauritius and Rodrigues]
- Residents of Republic of Mauritius who are 18 years or older



## Coverage & methodology

- Fieldwork from 30 March to 22 June 2014
- Questionnaire translated in French and Creole
- Random route methodology used in selecting household and respondent
- 4,000 interviews conducted by DCDM Research [Mauritius = 3,200 and Rodrigues = 800]



## Sample & fieldwork validation

- Nationally representative sample
- Weighted / benchmarked to Statistics Mauritius Population Census 2011



# CAVEAT

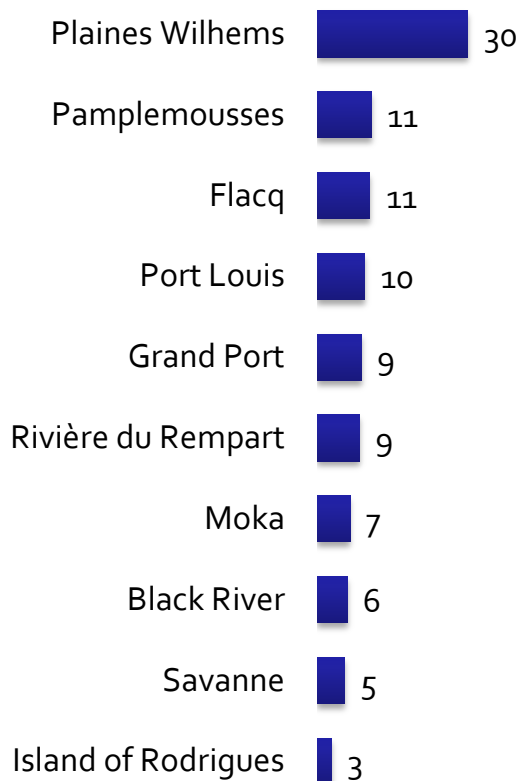


- **Note:** Household information reflects characteristics of individuals coming from these households, meaning this is not representative of households weighting

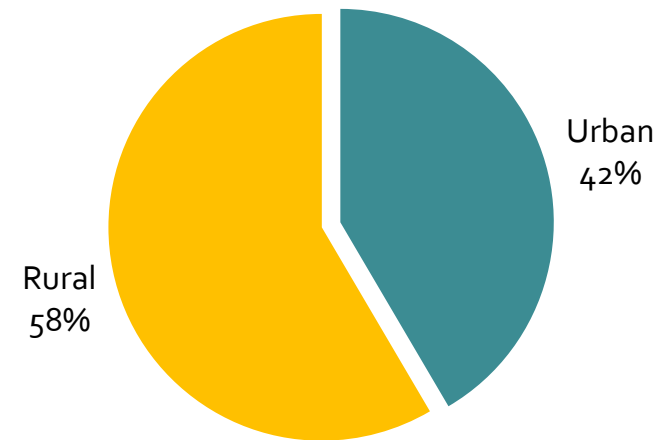
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# Geographical distribution of adult population aged 18 or above

## Geographical distribution of adults in Republic of Mauritius [%]



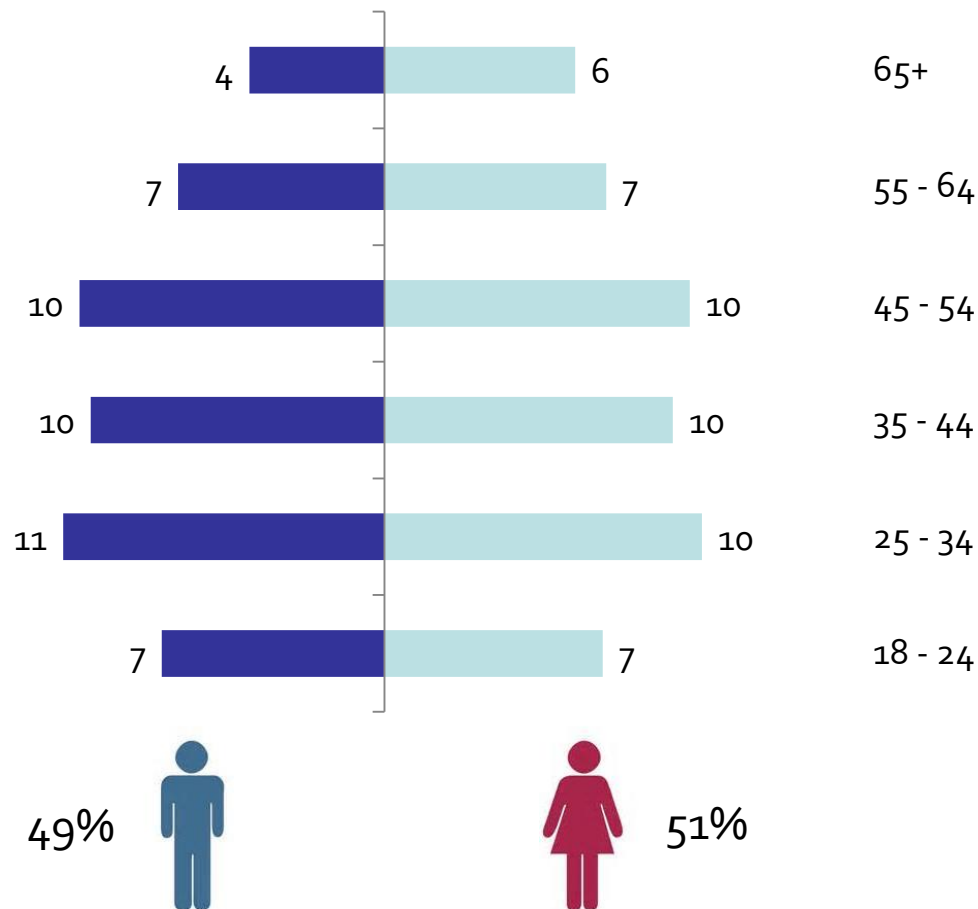
## Urban / Rural distribution



- Mauritius has a population of 921,007 adults aged 18 years or above, of which 26,352 live in Rodrigues
- The population is **quite similarly spread across most districts**, though **Plaines Wilhems** is the most populated district

# Age distribution

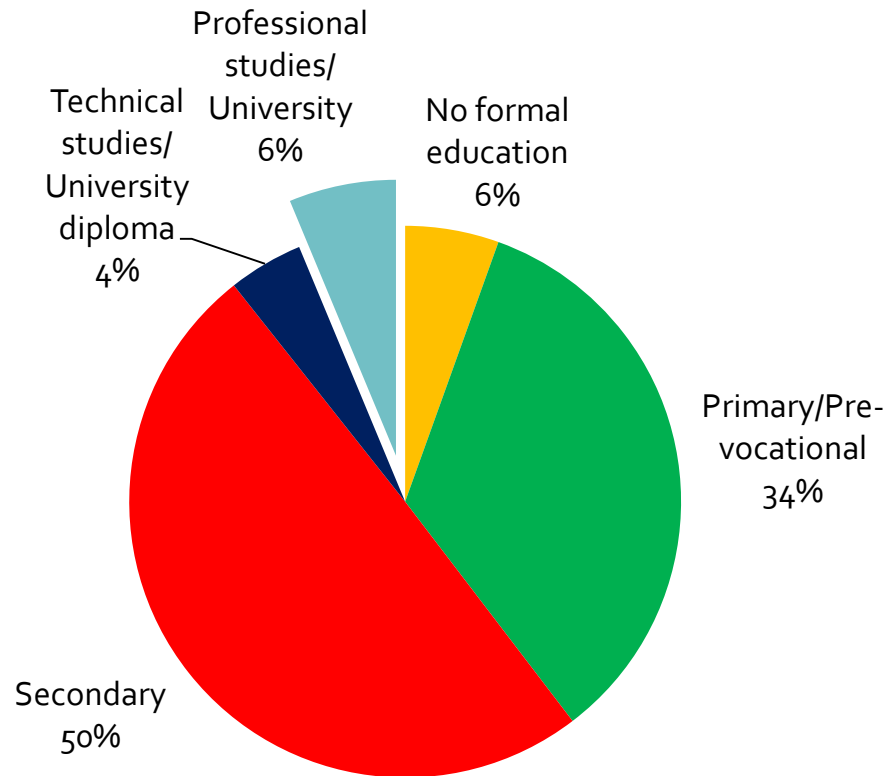
Age distribution of adults [18 years or above] in Republic of Mauritius [%]



- Nearly **24%** of the adult population are aged **18 – 29 years**



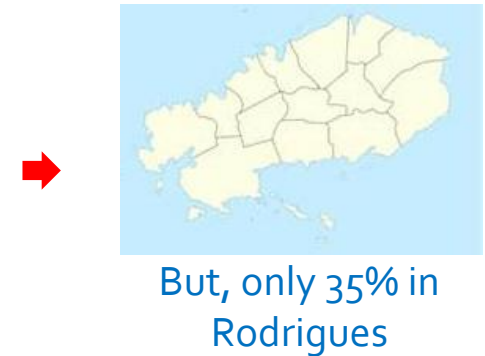
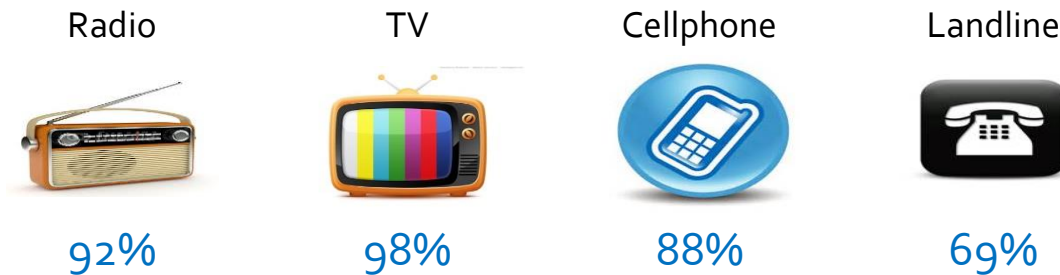
Level of education of the adult population [%]



- About **60%** of the Mauritian adults have at least a secondary level education

# Ownership of household assets

- Ownership of household assets and devices is high



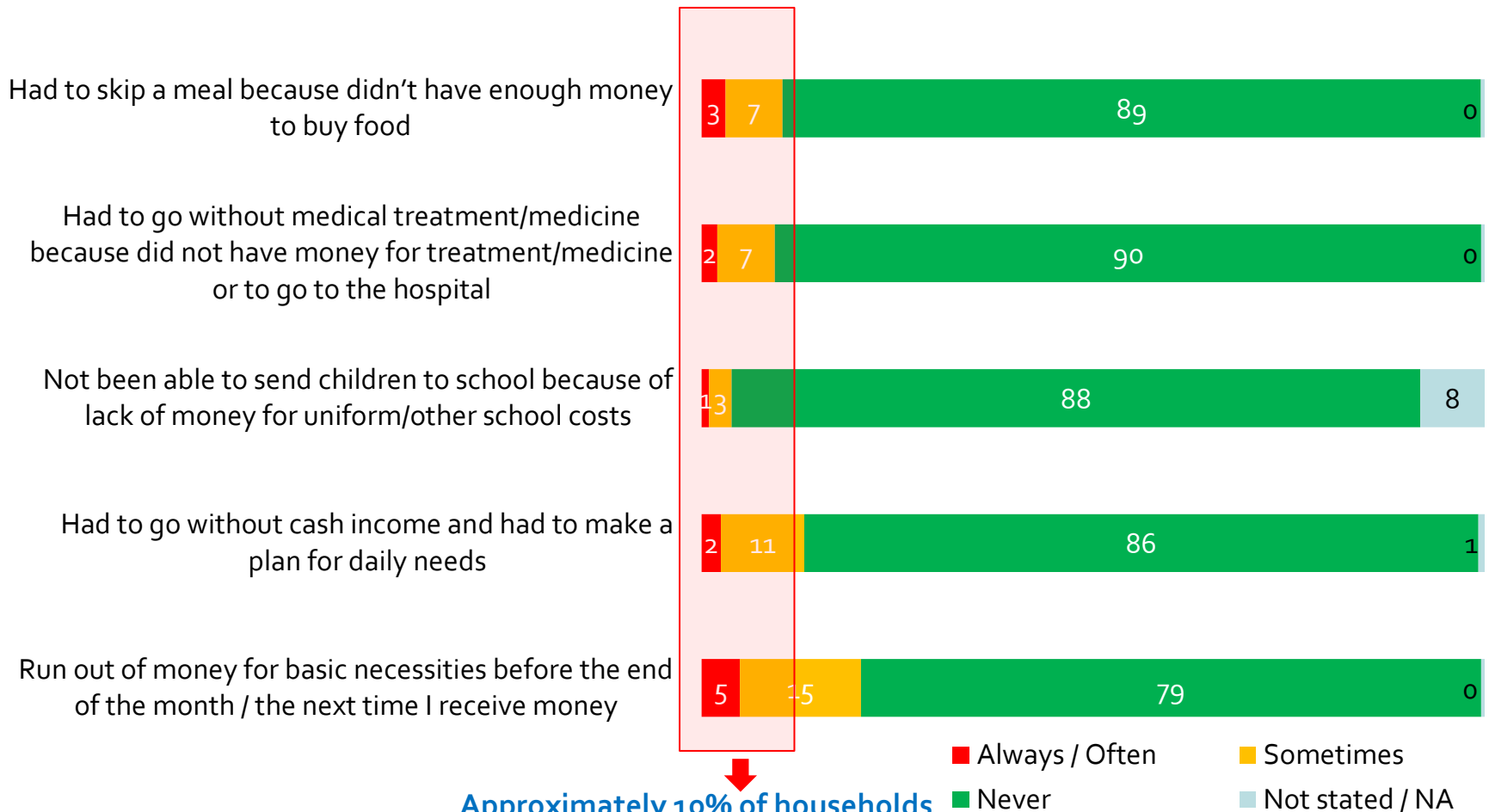
- However, less than 1 in 2 households own a computer / laptop / tablet, with even lower internet access be it through computer or mobile phone



# Poverty situation

- This indicates that only **few** households show **signs of poverty**

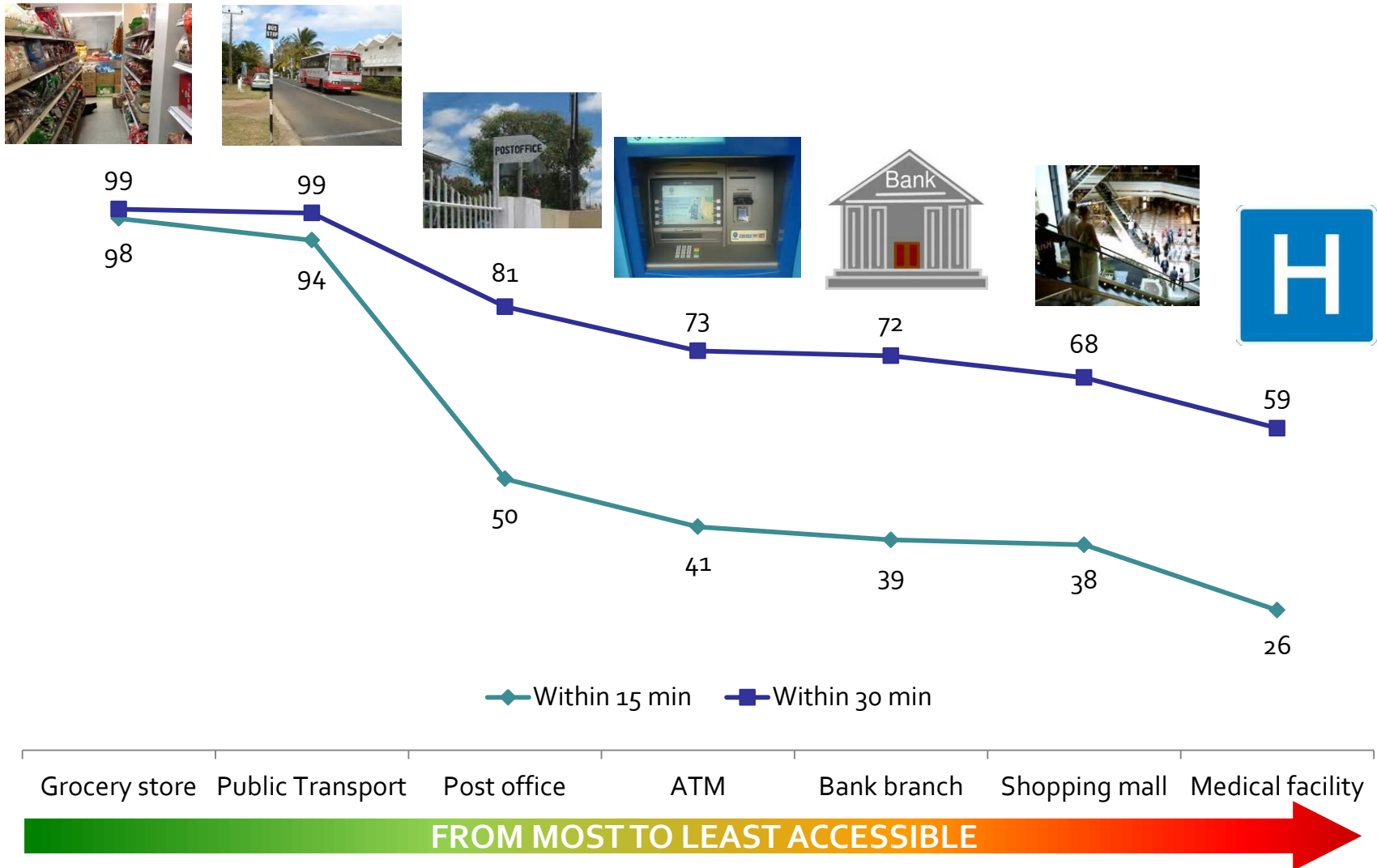
## % of households showing signs of poverty in Republic of Mauritius



Approximately 10% of households show signs of poverty

# Access to facilities

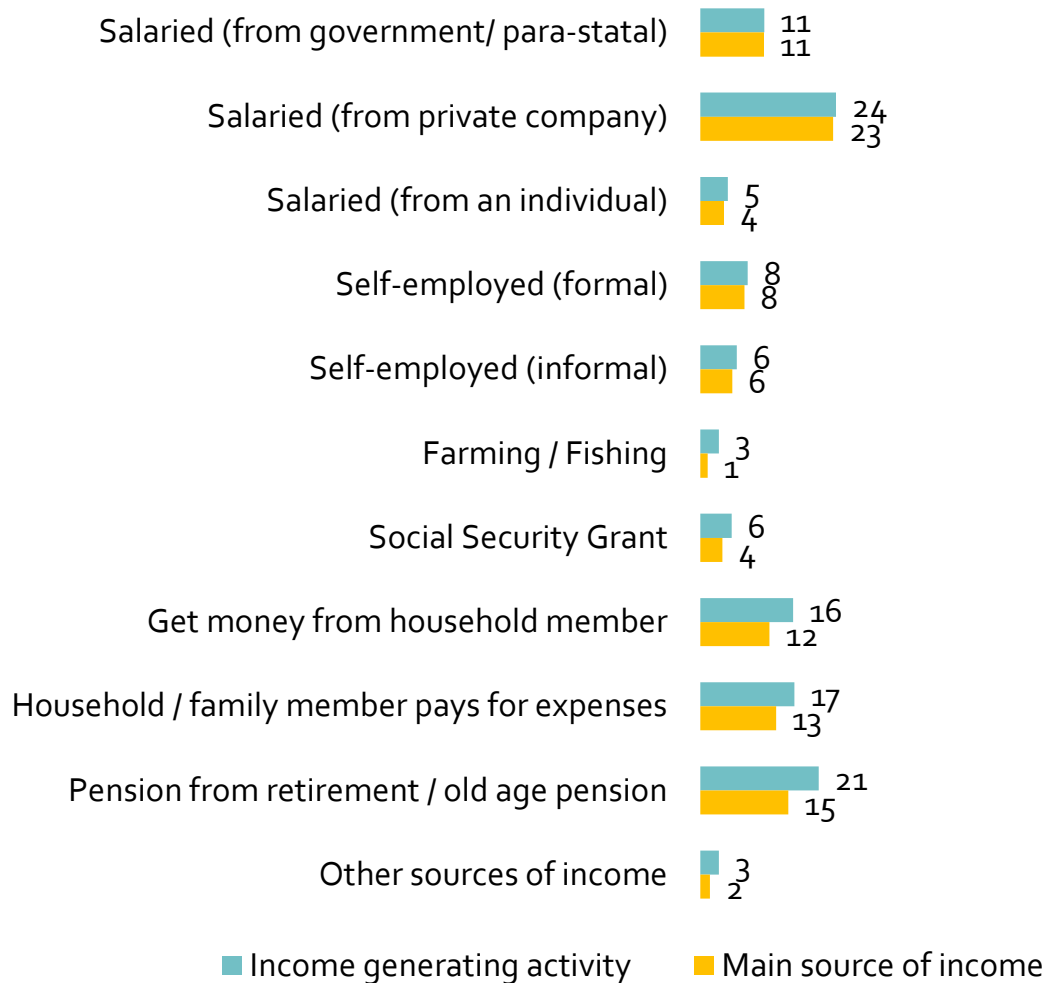
- Households have **good geographical access to most facilities**, of which banking



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# Source of income

## Income generating activities [%]



- **26%** of the adult population [240,231] **rely on others for an income**, while 74% are self-sustaining
- **Only 0.6%** of adults [5,895] are **receiving money from outside of their household** once a month or more often

# Means of receiving money from main source of income

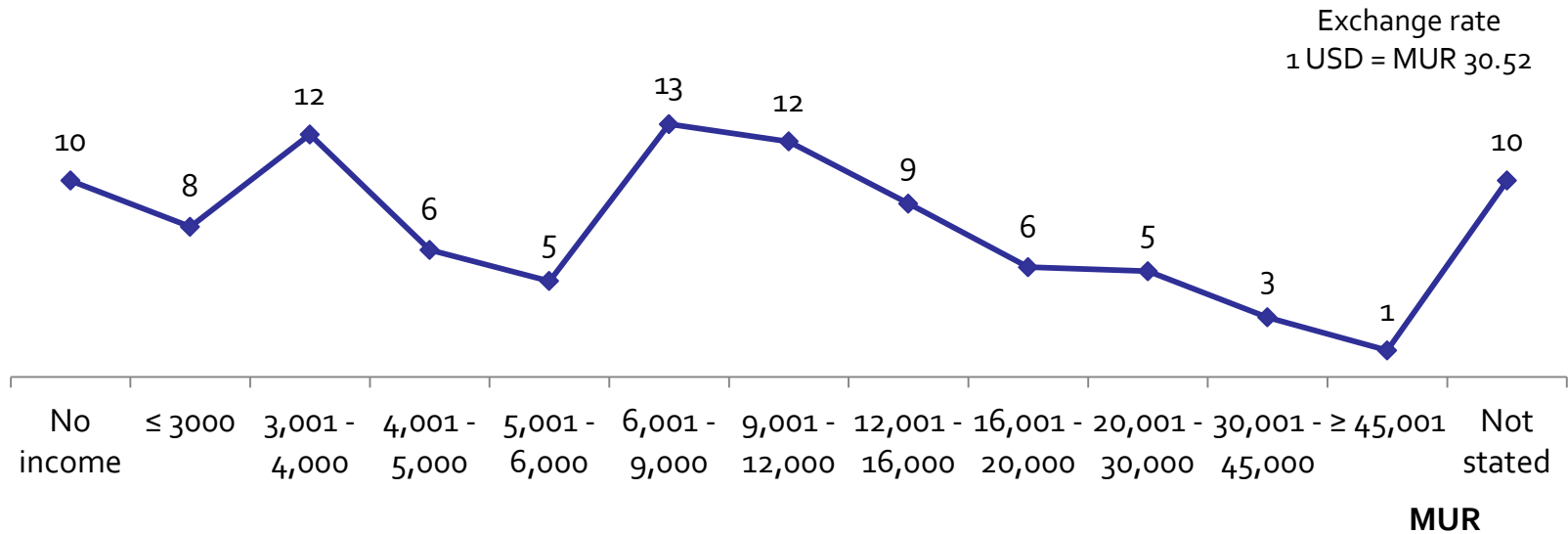
Means of receiving money	Cash in hand	Cheque	Into bank account
Salary from Govt / parastatal	3%	1%	96%
Salary from private company	22%	5%	74%
Salary from an individual	87%	3%	10%
Self-employed [Formal]	89%	6%	4%
Self-employed [Informal]	89%	3%	6%
Farming / Fishing	89%	11%	-
Govt. old age pension	41%	1%	56%
Retirement pension	6%	-	93%
Social Security grant	61%	2%	37%
Money from household member	95%	1%	4%
Household member pays for expenses	87%	-	2%

- Salary from **government and private companies** as well as **retirement pensions** mainly received into **bank account**,
- **Others** mainly receive **cash in hand**
- Majority of adults [73%] receive money **at least once a month**

# Personal monthly income

- **56%** of adults earn a personal monthly income of **≤MUR 12,000**, while **24%** earn > MUR 12,000

Distribution of Personal monthly income [before tax and other compulsory deductions] [%]





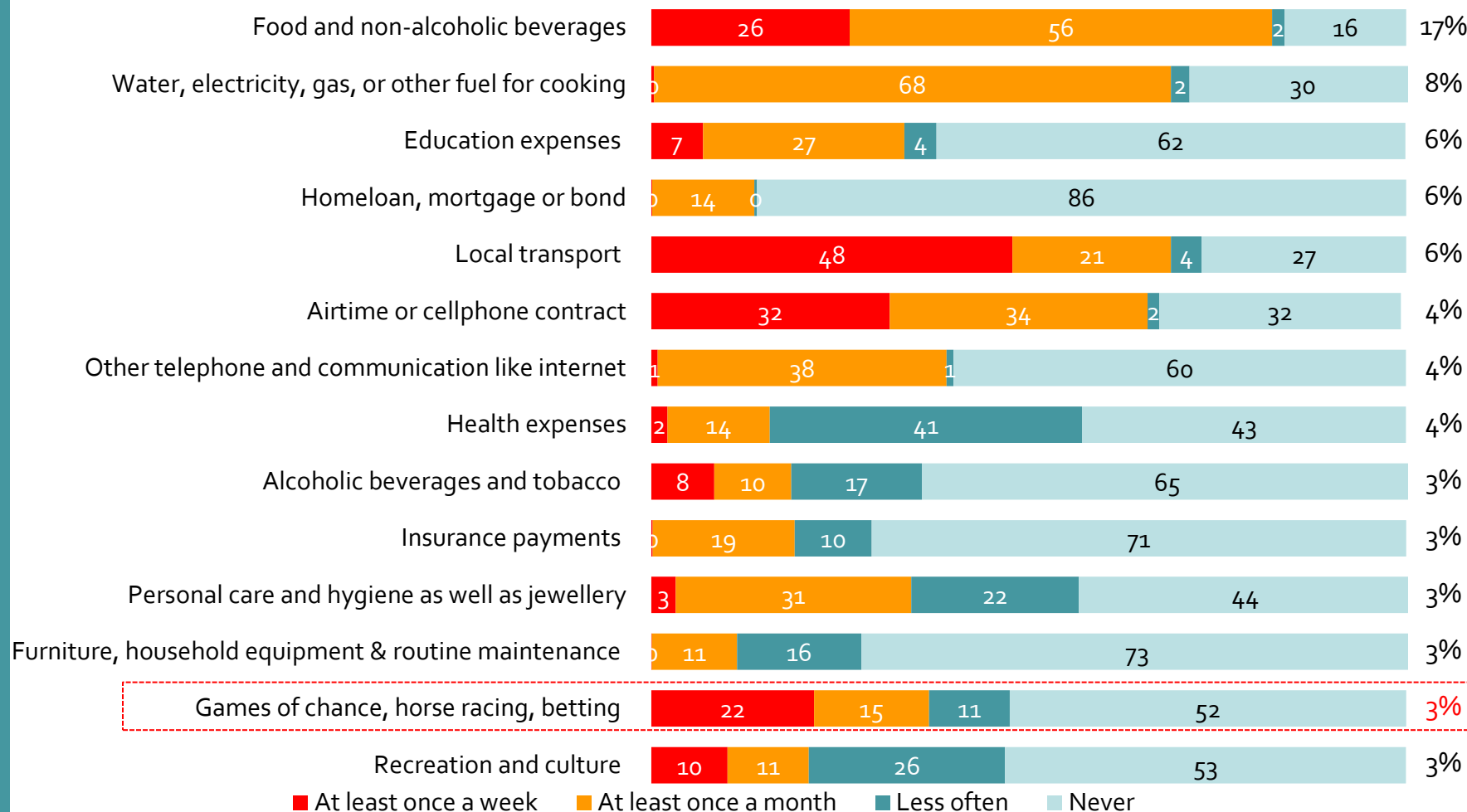
# Personal monthly expenditure



- Food & non-alcoholic beverages, transport, airtime and payment of utility bills top the personal expenditure list

Most common personal monthly expenditures [%]

Proportion of total exp.



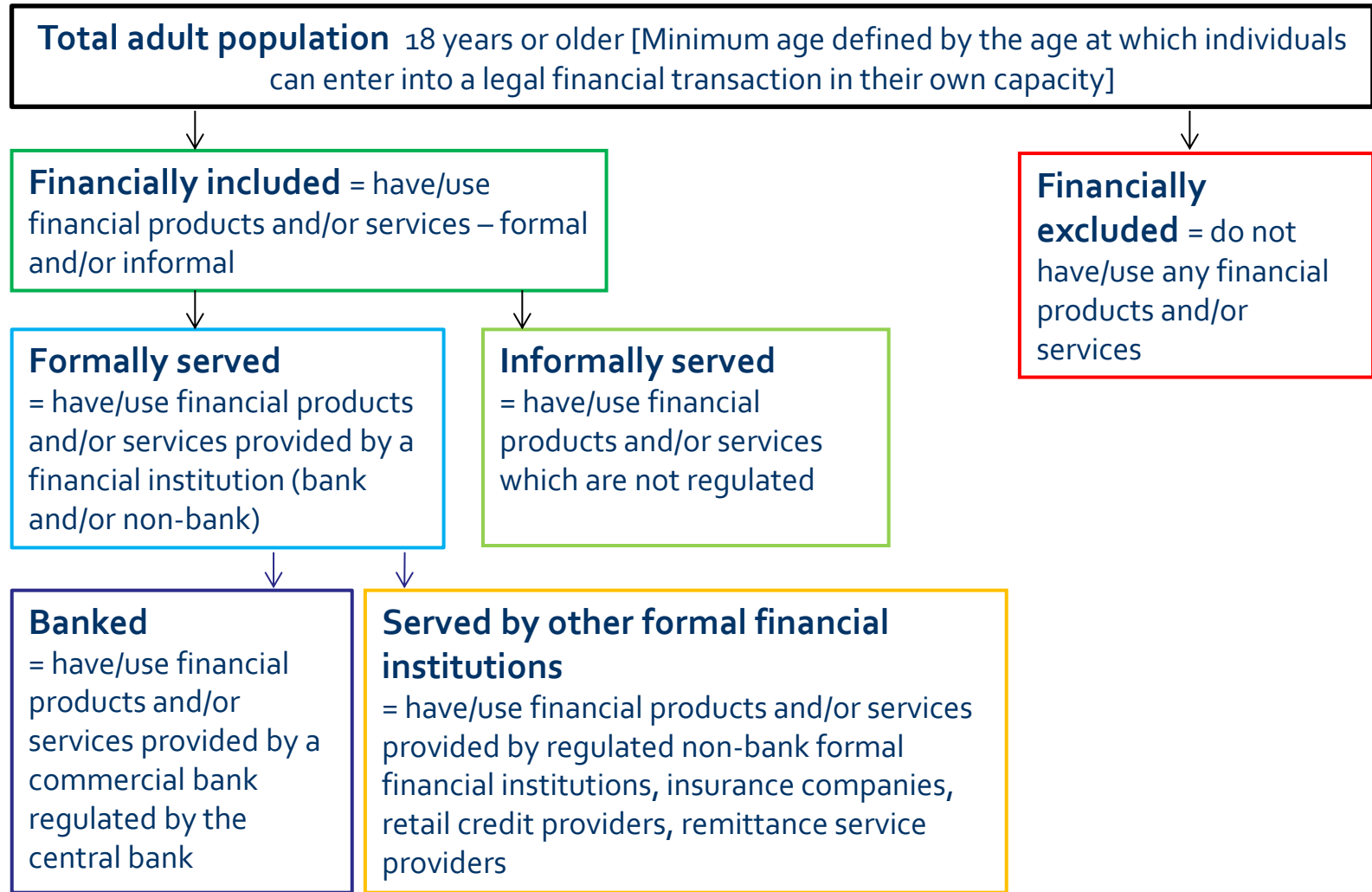
# Profile of those who play games of chance

- **52%** of the adult population usually play games of chance

<b>Area of residence</b>	<ul style="list-style-type: none"> <li>▪ Mainly live in <b>Mauritius</b> [98%]</li> <li>▪ <b>Rural</b> areas [61%], and more specifically in <b>Flacq</b> [12%], <b>Moka</b> [8%], <b>Grand Port</b> [10%], <b>Savanne</b> [6%]</li> </ul>										
<b>Age Group</b>	<p>Significantly higher among:</p> <ul style="list-style-type: none"> <li>▪ 25 – 34 years old [23%]</li> <li>▪ 35 – 44 years old [21%]</li> <li>▪ 45 – 54 years old [21%]</li> <li>▪ 55 – 64 years old [15%]</li> </ul>										
<b>Gender</b>	Mainly <b>males</b> [59%], with high proportions of <b>married</b> [64%], <b>separated, divorced</b> [6%]										
<b>Education</b>	Mainly those with <b>secondary level education</b> or <b>higher</b> [62%]										
<b>Among those who receive an income</b>	<ul style="list-style-type: none"> <li>▪ High proportion of those who have at <b>least a source of income</b> [100%]</li> <li>▪ Are <b>salaried</b> [49%], <b>self-employed</b> [16%] or <b>engage in farming / fishing</b> [2%]</li> <li>▪ Receive an income ranging between           <table border="0" style="width: 100%;"> <tr> <td>▪ MUR 4,001 – 5,000 [8%]</td> <td>▪ MUR 16,001 – 20,000 [7%]</td> </tr> <tr> <td>▪ MUR 5,001 – 6,000 [5%]</td> <td>▪ MUR 20,001 – 30,000 [7%]</td> </tr> <tr> <td>▪ <b>MUR 6,001 – 9,000 [14%]</b></td> <td>▪ MUR 30,001 – 45,000 [4%]</td> </tr> <tr> <td>▪ <b>MUR 9,001 – 12,000 [15%]</b></td> <td>▪ MUR 45,000 or more [2%]</td> </tr> <tr> <td>▪ <b>MUR 12,001 – 16,000 [12%]</b></td> <td></td> </tr> </table> </li> </ul>	▪ MUR 4,001 – 5,000 [8%]	▪ MUR 16,001 – 20,000 [7%]	▪ MUR 5,001 – 6,000 [5%]	▪ MUR 20,001 – 30,000 [7%]	▪ <b>MUR 6,001 – 9,000 [14%]</b>	▪ MUR 30,001 – 45,000 [4%]	▪ <b>MUR 9,001 – 12,000 [15%]</b>	▪ MUR 45,000 or more [2%]	▪ <b>MUR 12,001 – 16,000 [12%]</b>	
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# The Financial inclusion framework

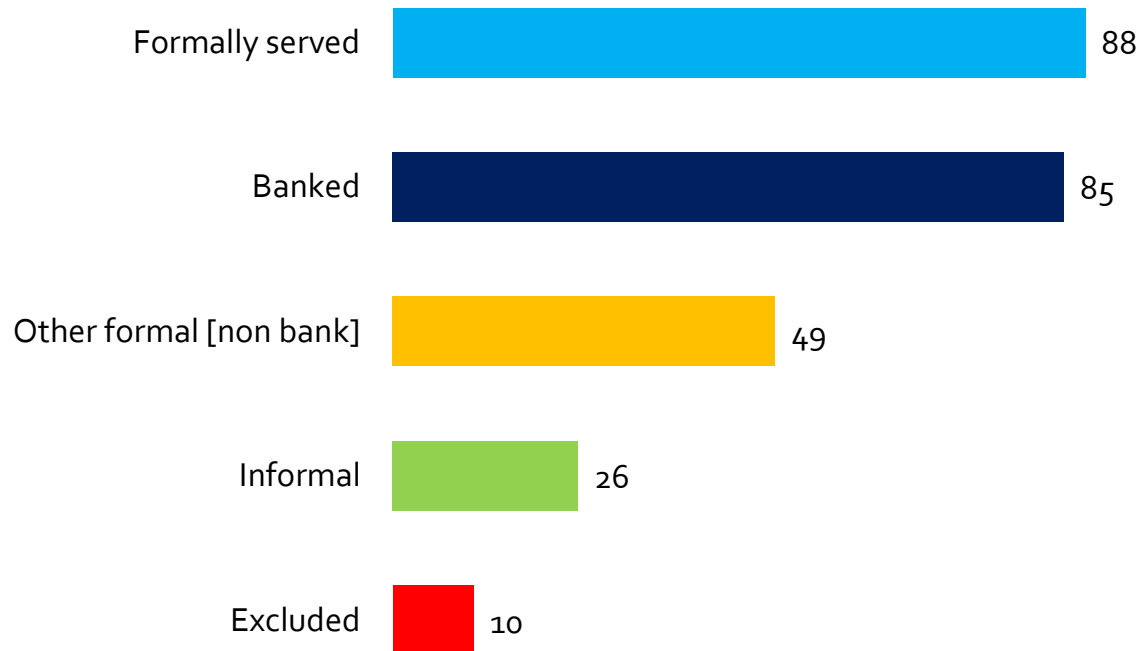


# Financial inclusion overview



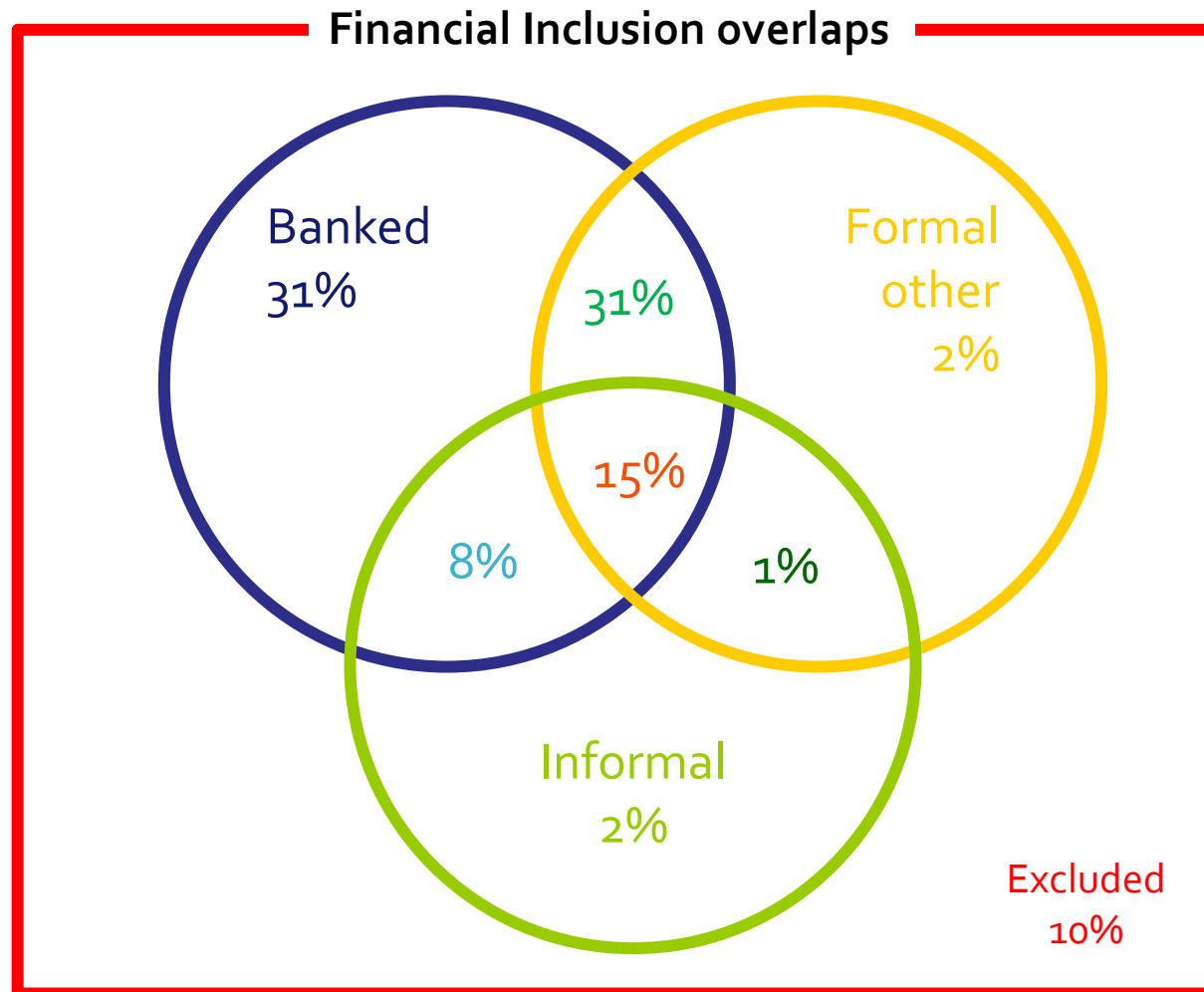
- **High proportion of formally served adults in Mauritius, with 85% of banked individuals**
- **Only 10% are financially excluded**

Financial Inclusion overview [%]

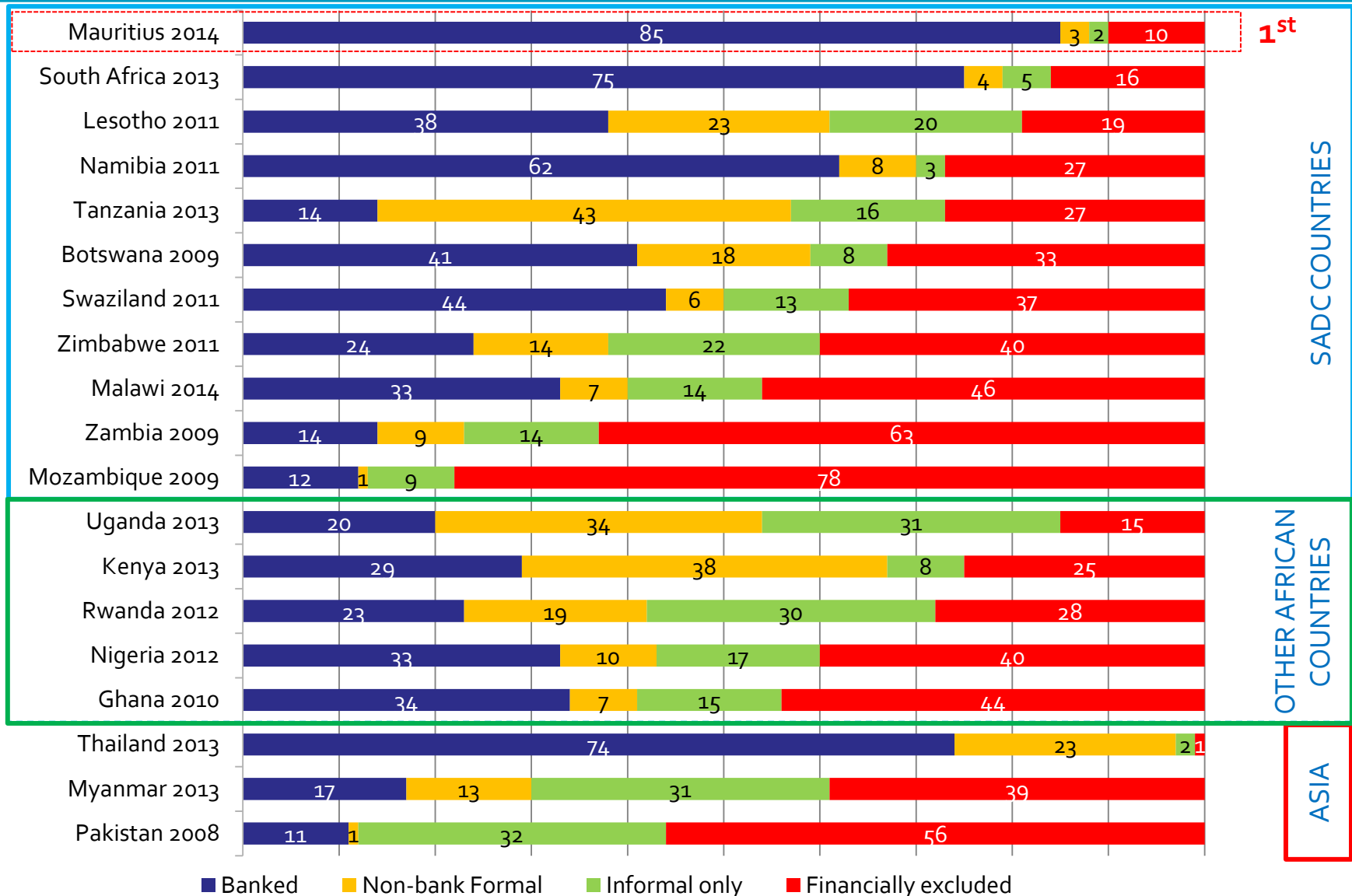


# Financial inclusion overlaps

- A significant proportion of adults use a combination of financial services, but the majority [64%] are only formally served



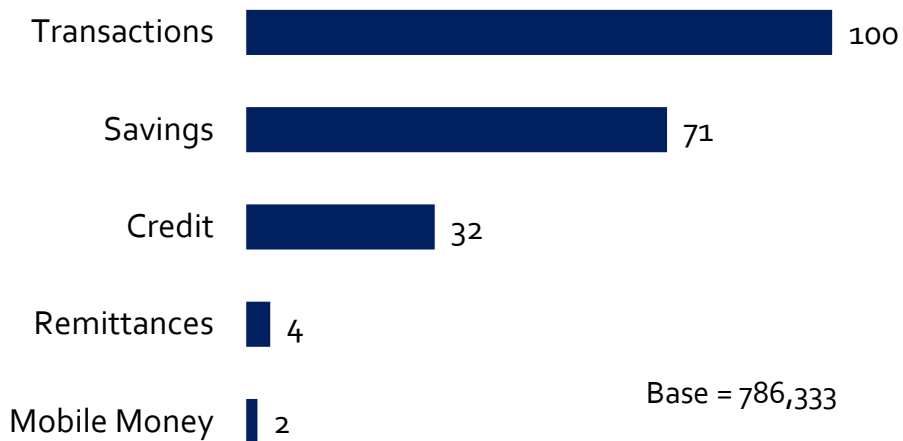
# Financial Access Strand – SADC countries vs. others



# Drivers of banking products, other formal products and informal products

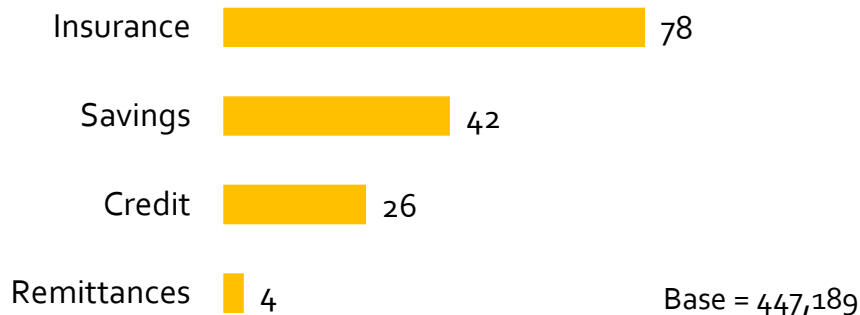


### Drivers of Banking Products [%]

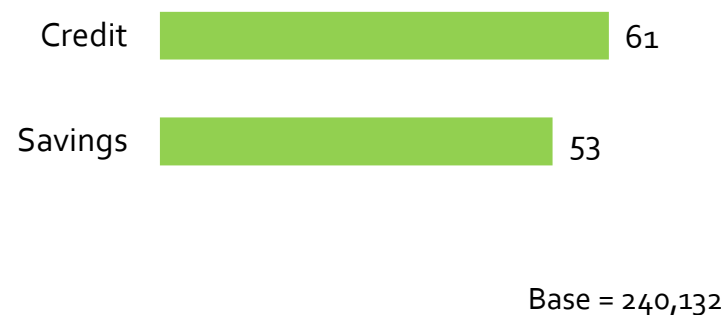


- **Banking** is mainly driven by **transactional** products
- **Other formal products** by **insurance**, and
- **Informal products** by **credit**

### Drivers of "Other formal products" [%]



### Drivers of "Informal Products" [%]

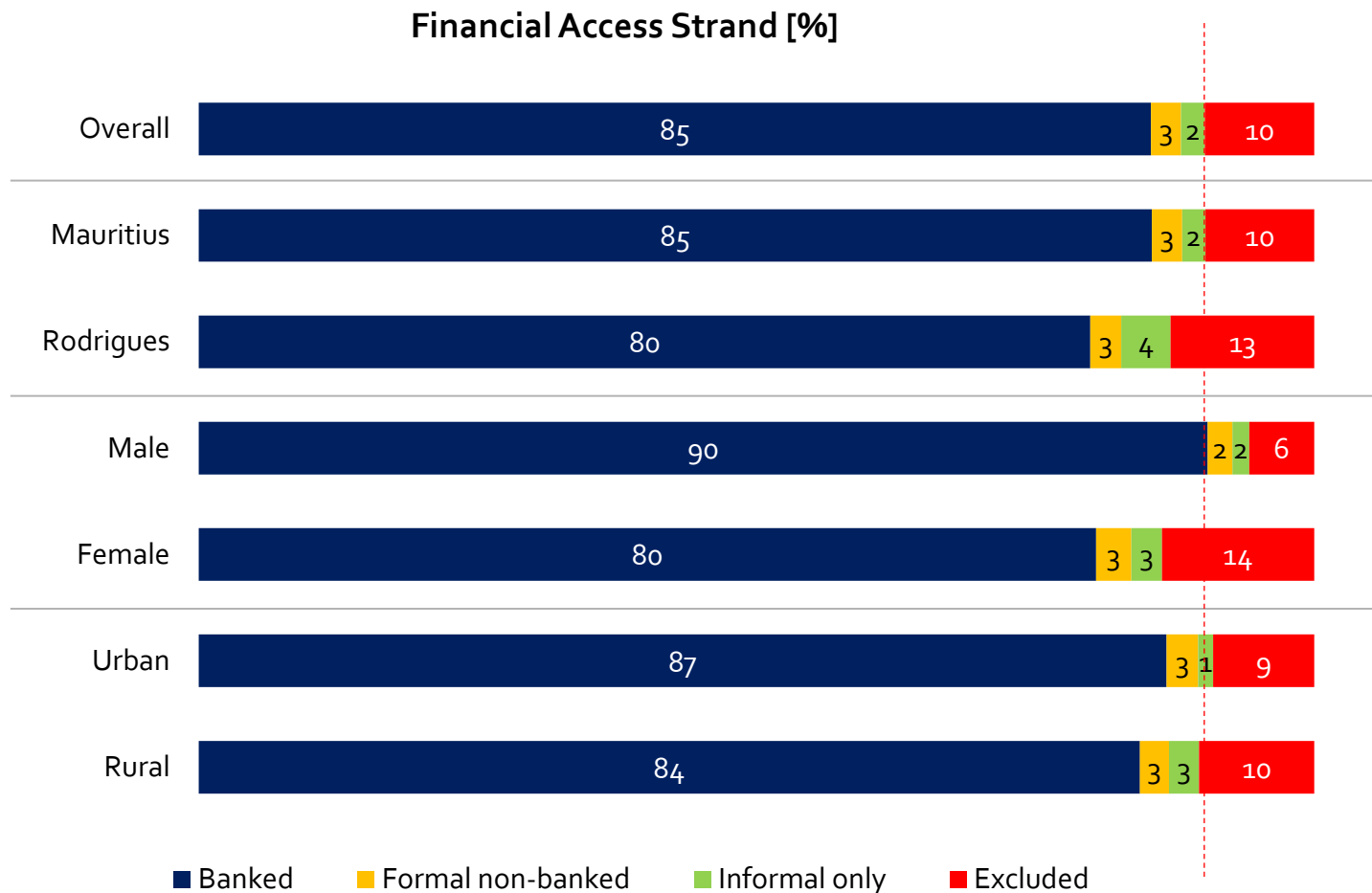




# Financial Access Strand

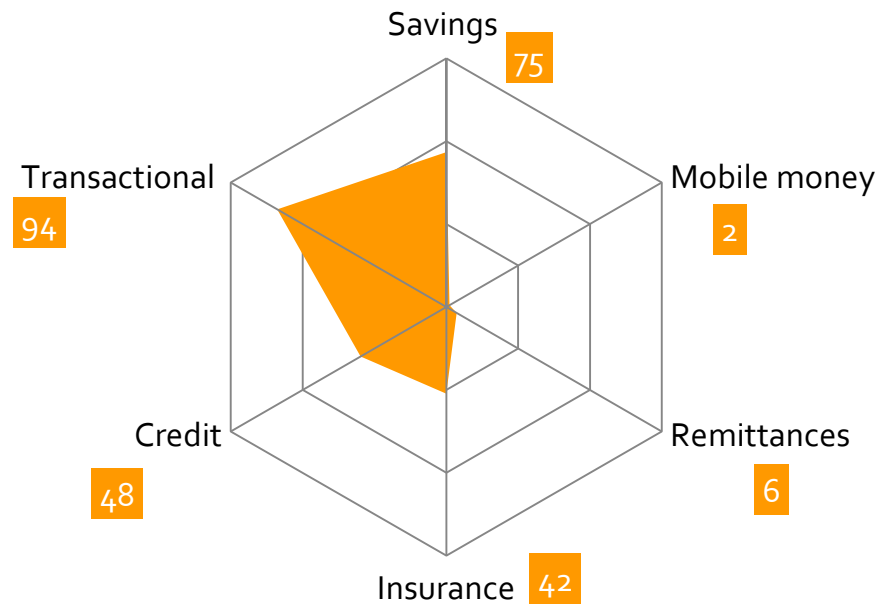


- Though **financial inclusion** is high across all segments, it is **slightly lower in Rodrigues**, among **females** and in **rural areas**



- **Transactional banking outperforms** the other product categories, while **mobile money** and **remittances lag significantly behind**

Landscape of access among financially included individuals [%]



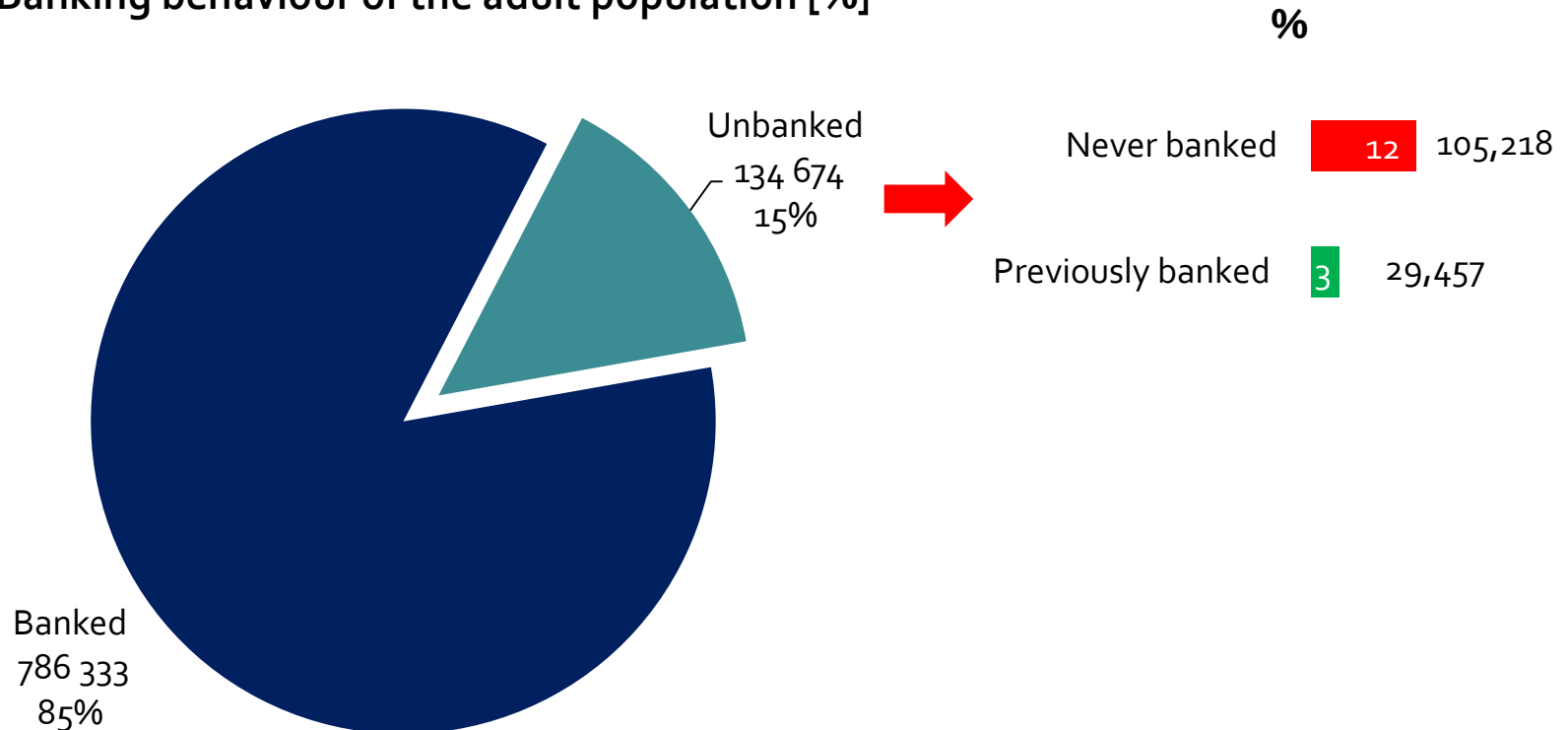
Base = 830,781

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# Banking behaviour of the adult population

- **15%** of adults are **currently unbanked**
- **About 29,457** of the currently unbanked population were **previously banked**, while the rest have never been banked

Banking behaviour of the adult population [%]



# Barriers to banking among those unbanked

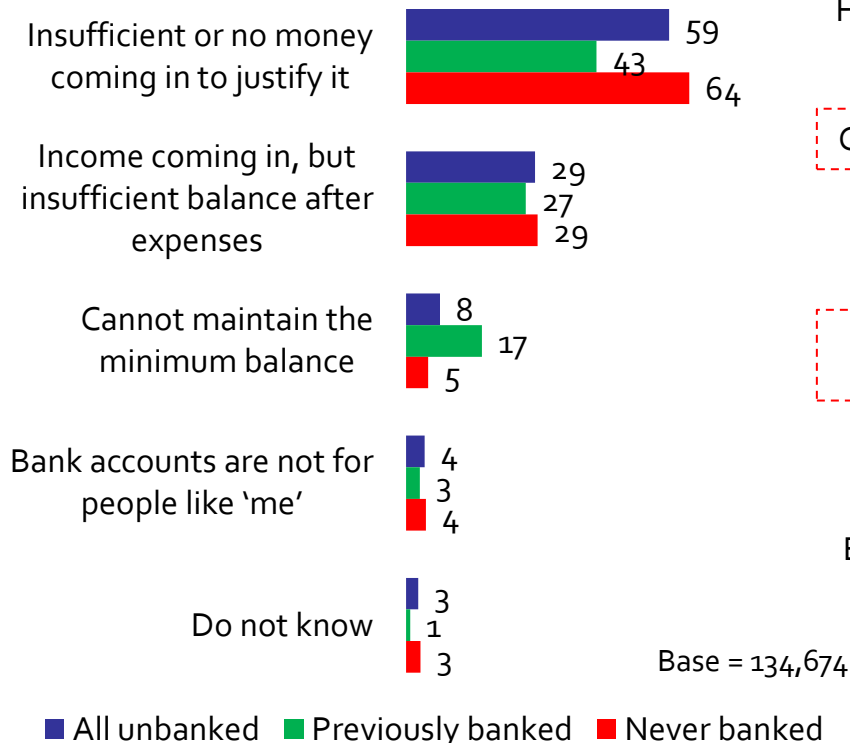


- **Insufficient / lack of funds** appears as the **main barrier** to banking

- **Other barriers** include
  - An unfelt need for a bank account
  - Perception that bank accounts are inaccessible to the unemployed

**Barriers to banking among those who are unbanked [%]**

**Perceptions of banking among those unbanked [%]**



# What is the profile of those who are unbanked?

<b>Area of residence</b>	<ul style="list-style-type: none"> <li>▪ Mainly live in <b>rural</b> areas [62%], and more specifically in <b>Black River</b> [10%], <b>Moka</b> [10%], <b>Savanne</b> [7%] and <b>Rodrigues</b> [4%]</li> <li>▪ Yet, <b>Port Louis</b> district also counts a significant proportion of unbanked [14%]</li> </ul>
<b>Age Group</b>	<p>Significantly higher among:</p> <ul style="list-style-type: none"> <li>▪ 18 – 24 years old [17%]</li> <li>▪ <b>35 – 54 years old [42%]</b></li> <li>▪ 65 years and above [12%]</li> </ul>
<b>Gender</b>	<p>Mainly <b>females</b> [68%], with high proportions of <b>separated, divorced or widowed</b></p>
<b>Education</b>	<p>Mainly those with <b>no formal education</b> [12%] or only a <b>primary / pre-vocational education level</b> [50%]</p>
<b>Among those who receive an income</b>	<ul style="list-style-type: none"> <li>▪ High proportion of those who are <b>salaried</b> [but receive an <b>income from an individual</b>], are <b>self-employed but in the informal sector</b>, engage in <b>farming / fishing</b>, receive a <b>Social Security Grant</b></li> <li>▪ Most of these mainly <b>receive cash income</b></li> <li>▪ And receive an <b>income not exceeding MUR 6,000</b></li> </ul>

# Existing opportunities among those unbanked



**15% of adults** [134,674] are currently unbanked



**Very difficult to access**

**24%** of these individuals [32,665] have no income

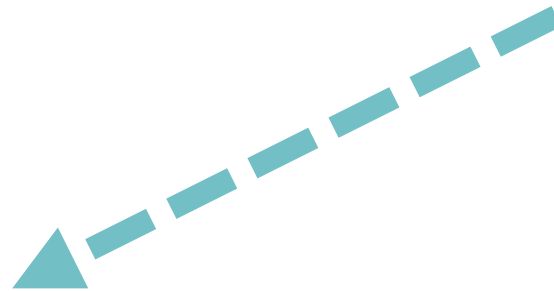


**Potential opportunities?**

**76%** [102,009] have at least one source of revenue



**73%** [74,162] get their own money



**27%** [27,847] rely on a member of their family for a source of money

# Who are those unbanked but have an income?

<p><b>Area of residence</b></p>	<ul style="list-style-type: none"> <li>Mainly live in <b>rural</b> areas [60%], and more specifically in <b>Black River</b> [9%], <b>Moka</b> [10%], <b>Savanne</b> [9%] and <b>Rodrigues</b> [4%]</li> <li>Yet, <b>Port Louis</b> district also counts a significant proportion of unbanked [16%]</li> </ul>
<p><b>Age Group</b></p>	<p>Significantly higher among:</p> <ul style="list-style-type: none"> <li>35 – 54 years old [44%]</li> <li>65 years and above [15%]</li> </ul>
<p><b>Gender</b></p>	<p>Mainly <b>females</b> [54%], with high proportions of <b>separated, divorced or widowed</b></p>
<p><b>Education</b></p>	<p>Mainly those with <b>no formal education</b> [15%] or only a <b>primary / pre-vocational education level</b> [50%]</p>
<p><b>Among those who receive an income</b></p>	<ul style="list-style-type: none"> <li>High proportion of those who are <b>salaried</b> [but receive an <b>income from an individual</b>], are <b>self-employed but in the informal sector</b>, engage in <b>farming / fishing</b>, receive a <b>Social Security Grant</b>, get money from a household member and retired</li> <li>Most of these mainly <b>receive cash income</b></li> <li>And receive an <b>income not exceeding MUR 9,000</b></li> </ul>
<p><b>Mobile phone ownership</b></p>	<ul style="list-style-type: none"> <li><b>57%</b> of these individuals <b>personally own a mobile phone</b></li> <li>But <b>70%</b> have at least an individual in their household who own a mobile phone</li> <li><b>Only 4%</b> of those unbanked but earning an income <b>use internet on their mobile phone</b></li> </ul>
<p><b>Ease of access to facilities [within 15 minutes]</b></p>	<ul style="list-style-type: none"> <li>Grocery store [98%]</li> <li>Post office [47%]</li> <li>ATM [33%]</li> <li>Bank branch [31%]</li> </ul>

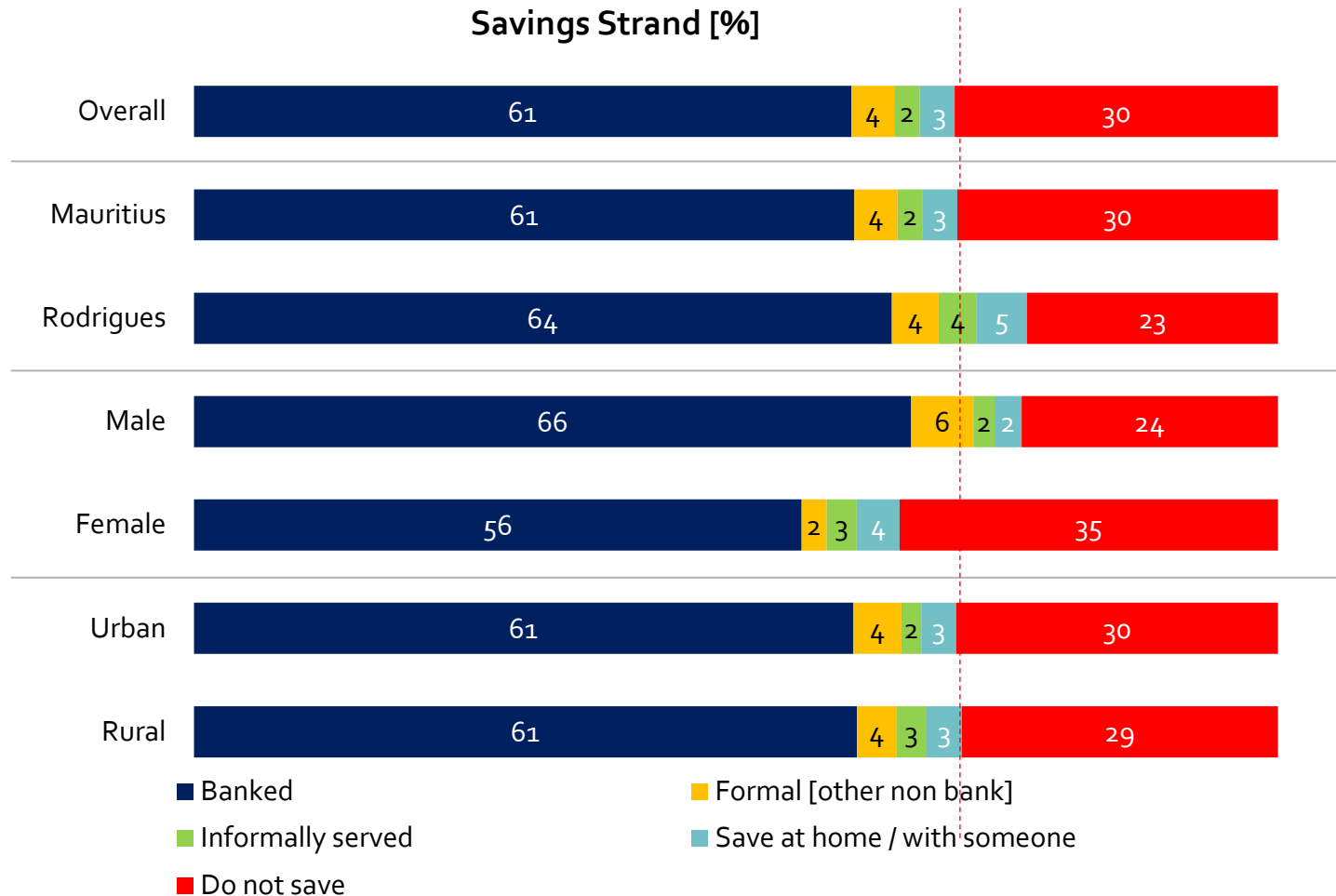
Base = 74,162



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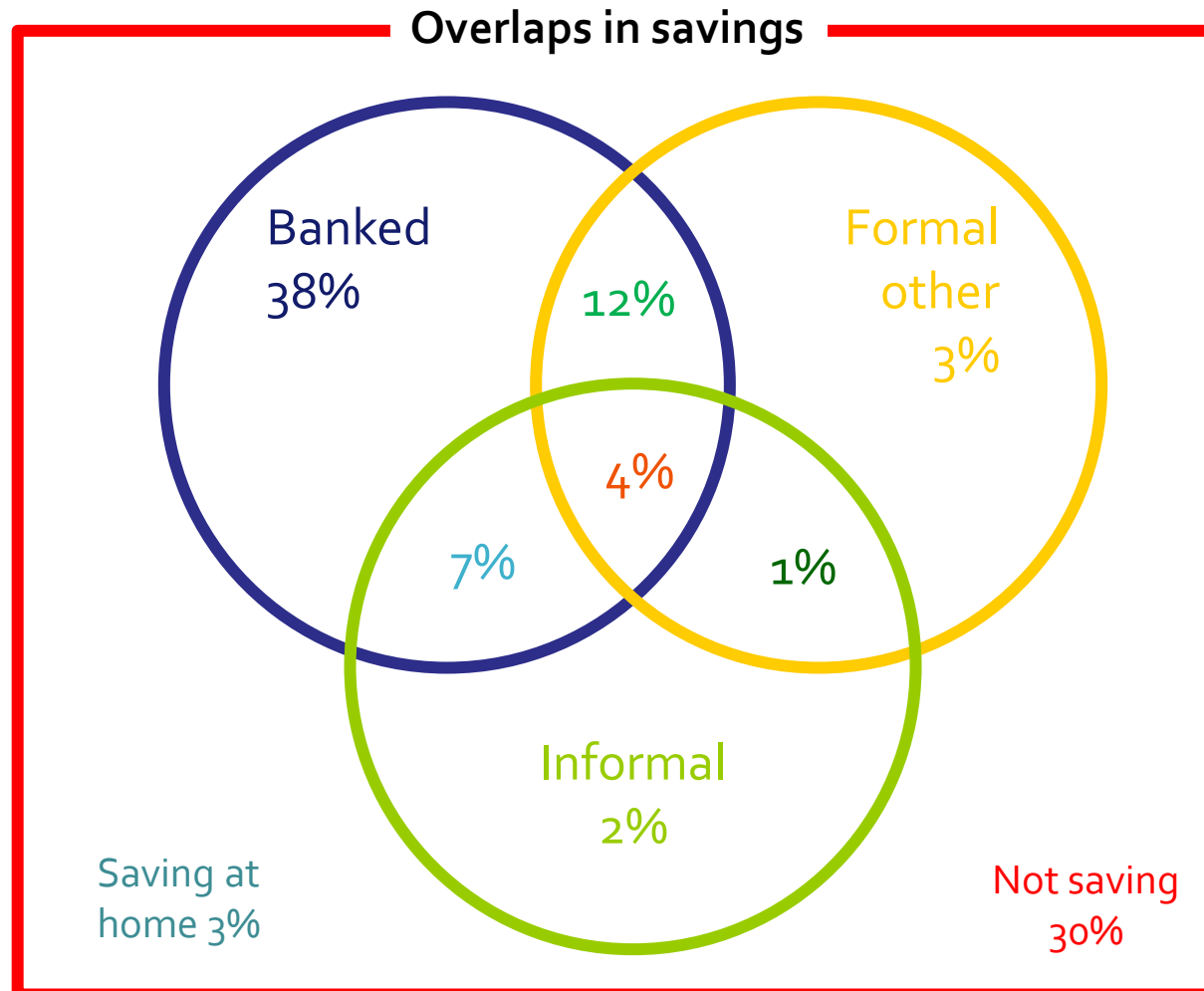
# Savings strand

- 70% of adults claim to **save in some way or another**
- More **skewed towards Rodrigues** and males



# Overlaps in savings

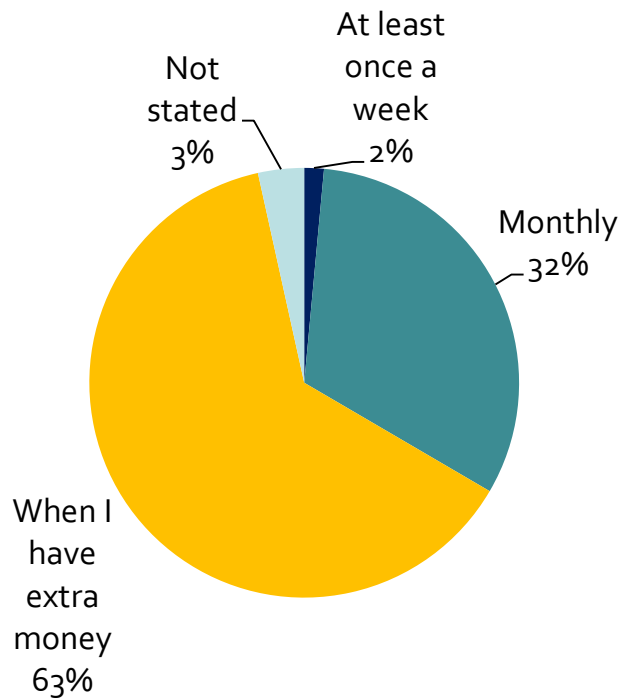
- Savings **mainly** done **through a bank** [61%], with bank only accounting for 38%
- Low uptake of formal and informal savings



# Savings frequency and purpose

- Among those who save, **2 out of 3** do so only when they have **extra money**
- Most are saving for an **emergency either medical or other**

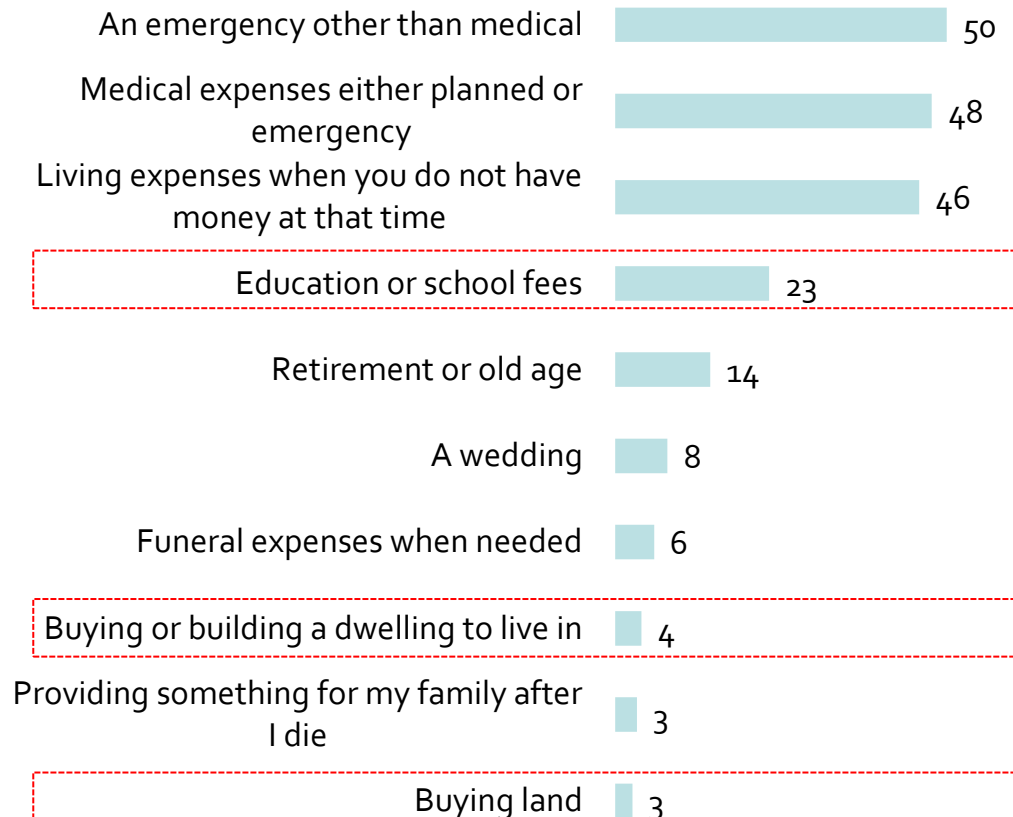
When are people saving? [%]



Base = 615,944

\*Developmental reasons

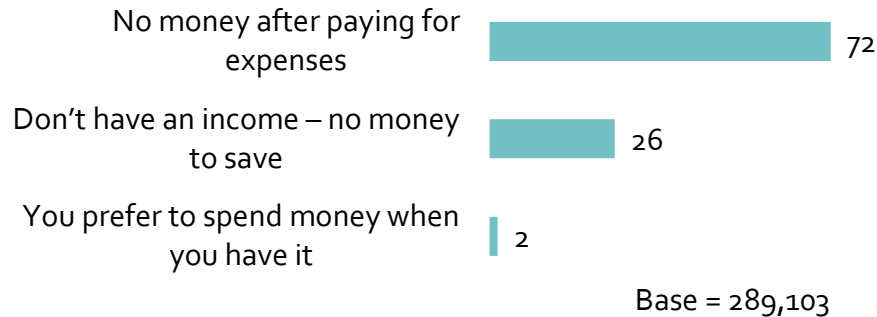
What are people saving for? [%]



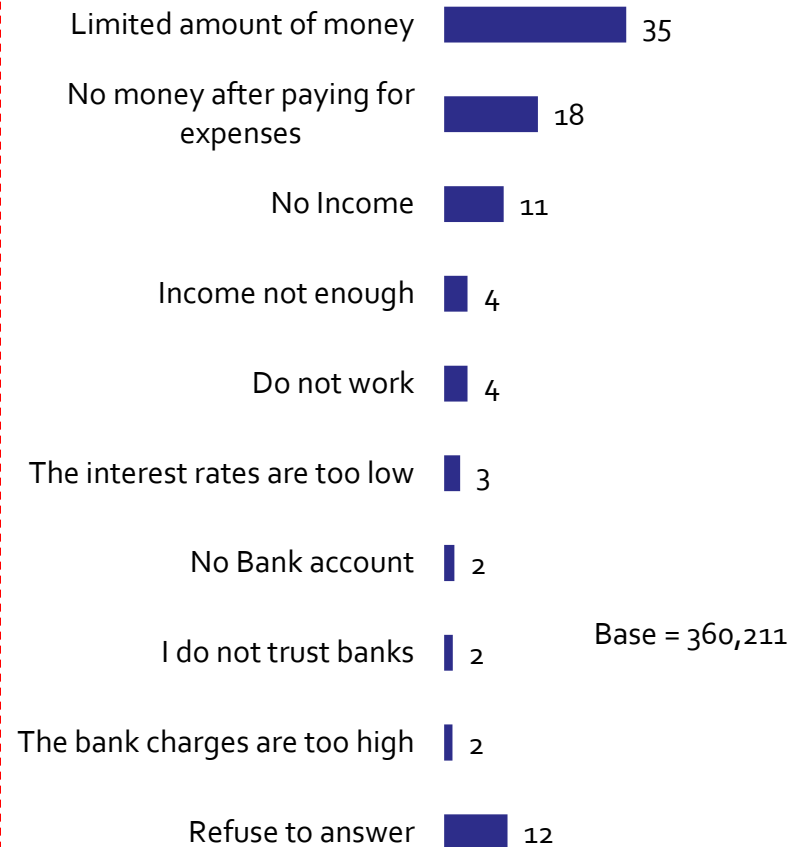
# Barriers to saving



## Barriers to savings among those who do not save [%]



## Barriers to saving in a bank account among those who do not save at a bank [%]



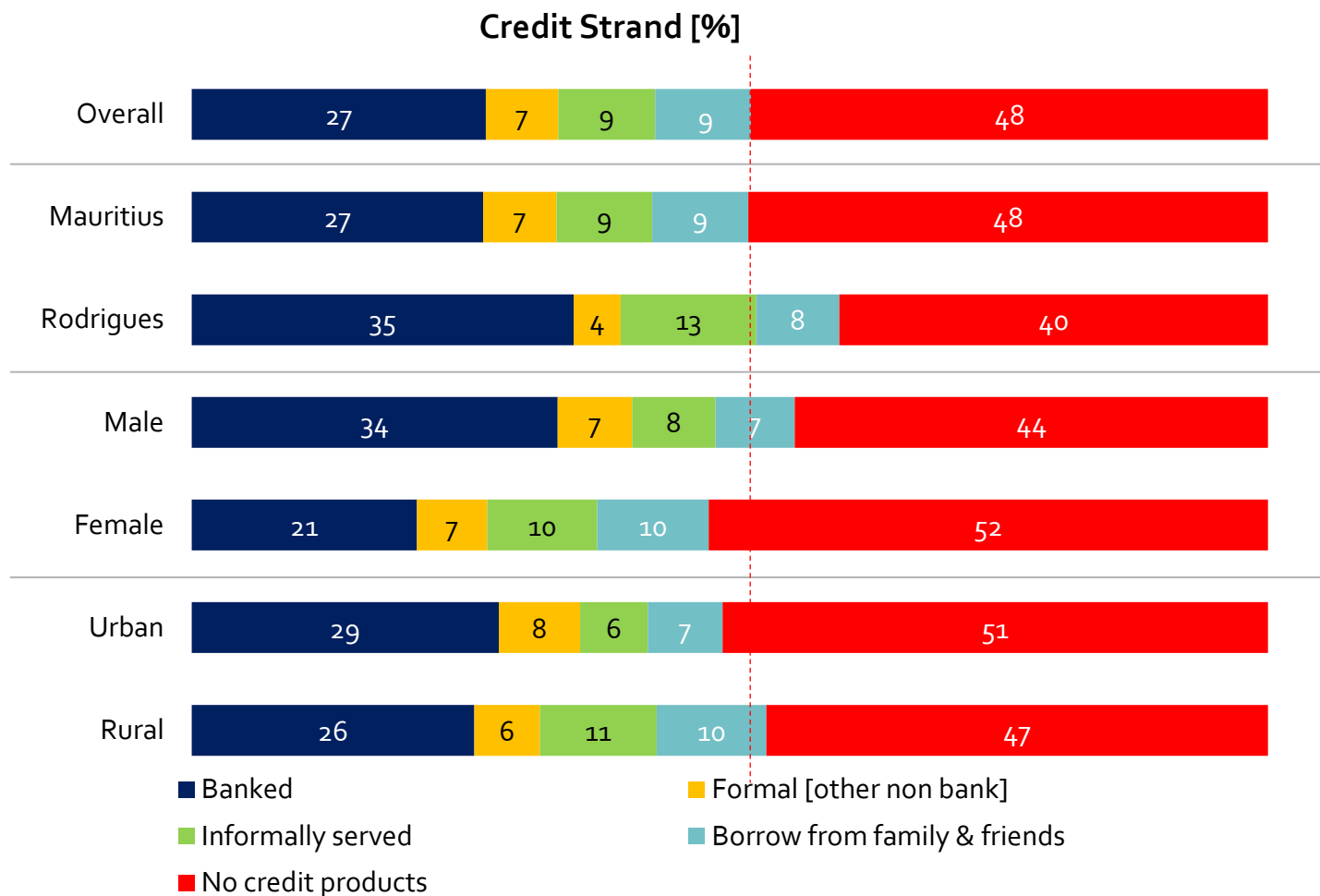
- **Lack of money** appears as the **main barrier to savings** among those either who do not save or do not save at the bank

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# Credit Strand

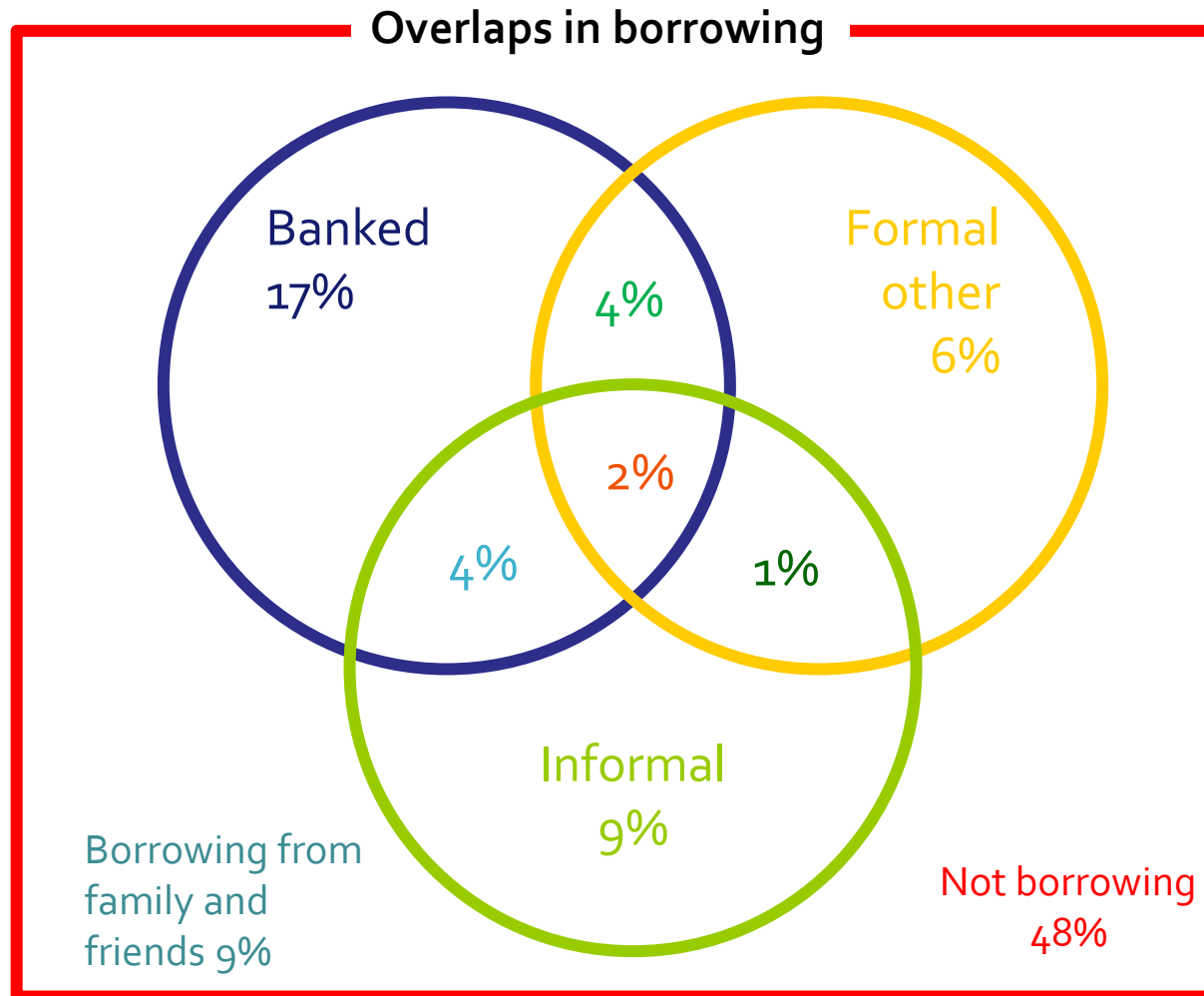


- 52% of adults claim to have borrowed / credit
- More highly skewed towards Rodrigues, males, and rural areas



# Overlaps in borrowing

- 10% of adults would use a mix of banking, other formal and informal borrowing products, with 2% using all three

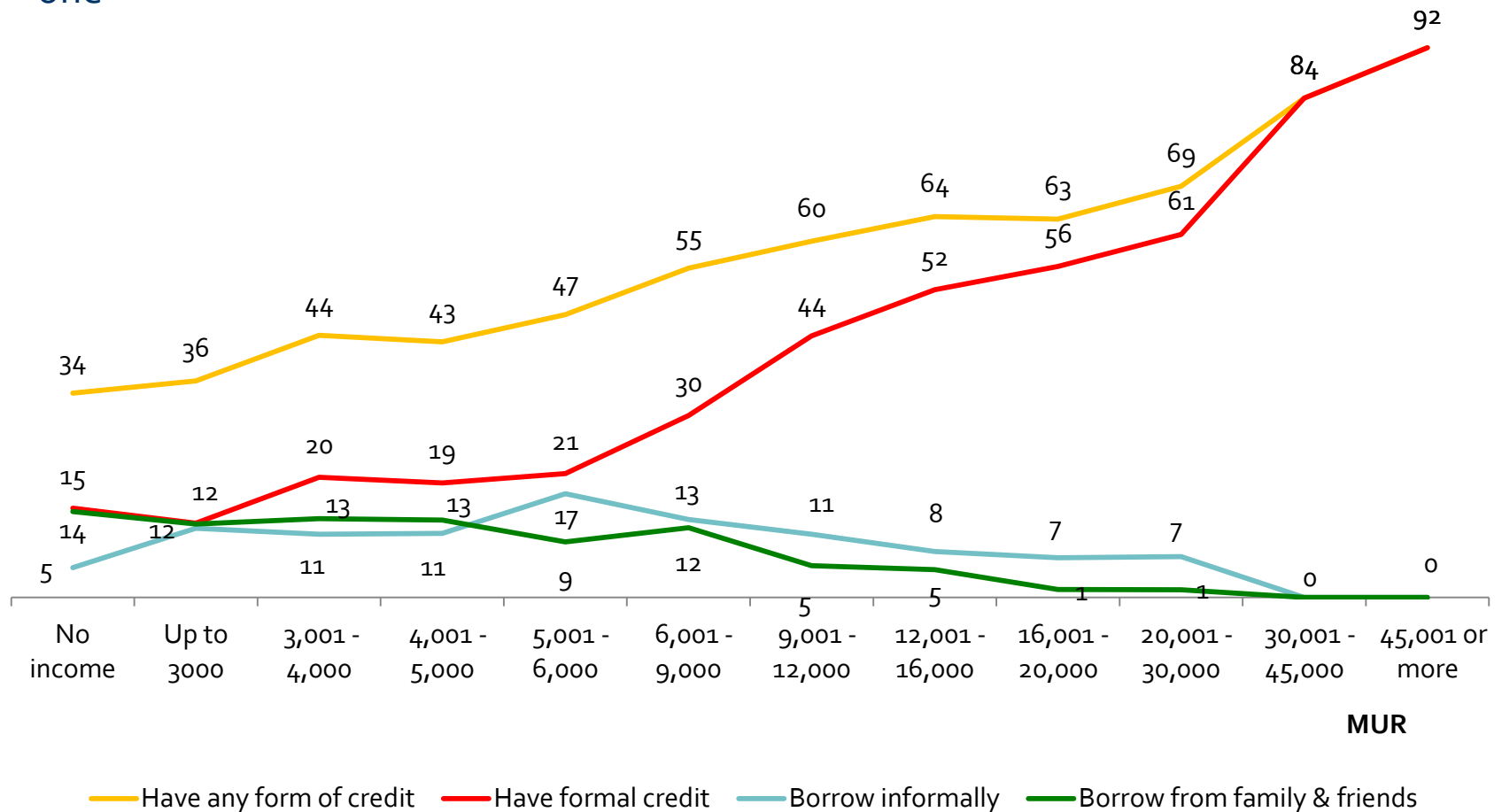




# Type of credit held across income groups



- People with higher income are more likely to have a credit – most opt for a formal one



# Are those who borrow from formal or informal very different?



	All borrowers	Borrowers: Formal sector	Borrowers: Informal sector
Area of residence	<ul style="list-style-type: none"> <li>More rural [61%]</li> <li>Living in <b>Pamplemousses</b> [13%] and <b>Plaines Wilhems</b> [29%]</li> </ul>	<ul style="list-style-type: none"> <li>More urban [44%]</li> <li>Living in <b>Pamplemousses</b> [12%] and <b>Plaines Wilhems</b> [34%]</li> </ul>	<ul style="list-style-type: none"> <li>More rural areas [71%]</li> <li>Living in <b>Pamplemousses</b> [17%], <b>Flacq</b> [18%], <b>Savanne</b> [7%] and <b>Rodrigues</b> [4%]</li> </ul>
Age Group	25- 64 years [84%]	25- 64 years [87%]	25- 64 years [82%]
Gender	<ul style="list-style-type: none"> <li>More male [53%],</li> <li><b>Married</b> [68%], with <b>both spouses making financial decisions</b> [47%]</li> </ul>	More male [59%], mainly <b>married</b> [73%], with <b>both spouses making financial decisions</b> [52%]	More female [59%], mainly <b>separated, divorced and widowed</b> [19%]
Education	Studied up to <b>secondary</b> [51%] and <b>professional studies / university degree</b> [8%]	Studied up to <b>secondary</b> [55%] and <b>professional studies / university degree</b> [11%]	<b>No formal education</b> [10%] and <b>primary / prevoc education levels</b> [42%]
Among those who receive an income	Higher among those who are <b>salaried</b> [49%] and receiving an income of <b>MUR 6,000 and above</b> [60%]	Higher among those who are <b>salaried</b> [57%] and receiving an income of <b>MUR 9,000 and above</b> [59%]	<ul style="list-style-type: none"> <li>Higher among those <b>salaried from a private company</b> [26%] or <b>from an individual</b> [9%]</li> <li>Working as <b>Skilled/ Craft/ Plant &amp; machine operators/ Elementary occ. (C2/D)</b> [32%]</li> <li>Earning up to <b>MUR 12,000</b> [74%]</li> </ul>
Financial access	Financially included [95%] and <b>banked</b> [89%]	Financially included [100%] and <b>banked</b> [97%]	Informally served [17%]

# Credit mechanisms used



- **Higher uptake** of credit products from the **informal sector** during the last 12 months – **37%** having a **credit with a retail store**

## Main Credit mechanisms used during last 12 months [%]



Base = 314,829

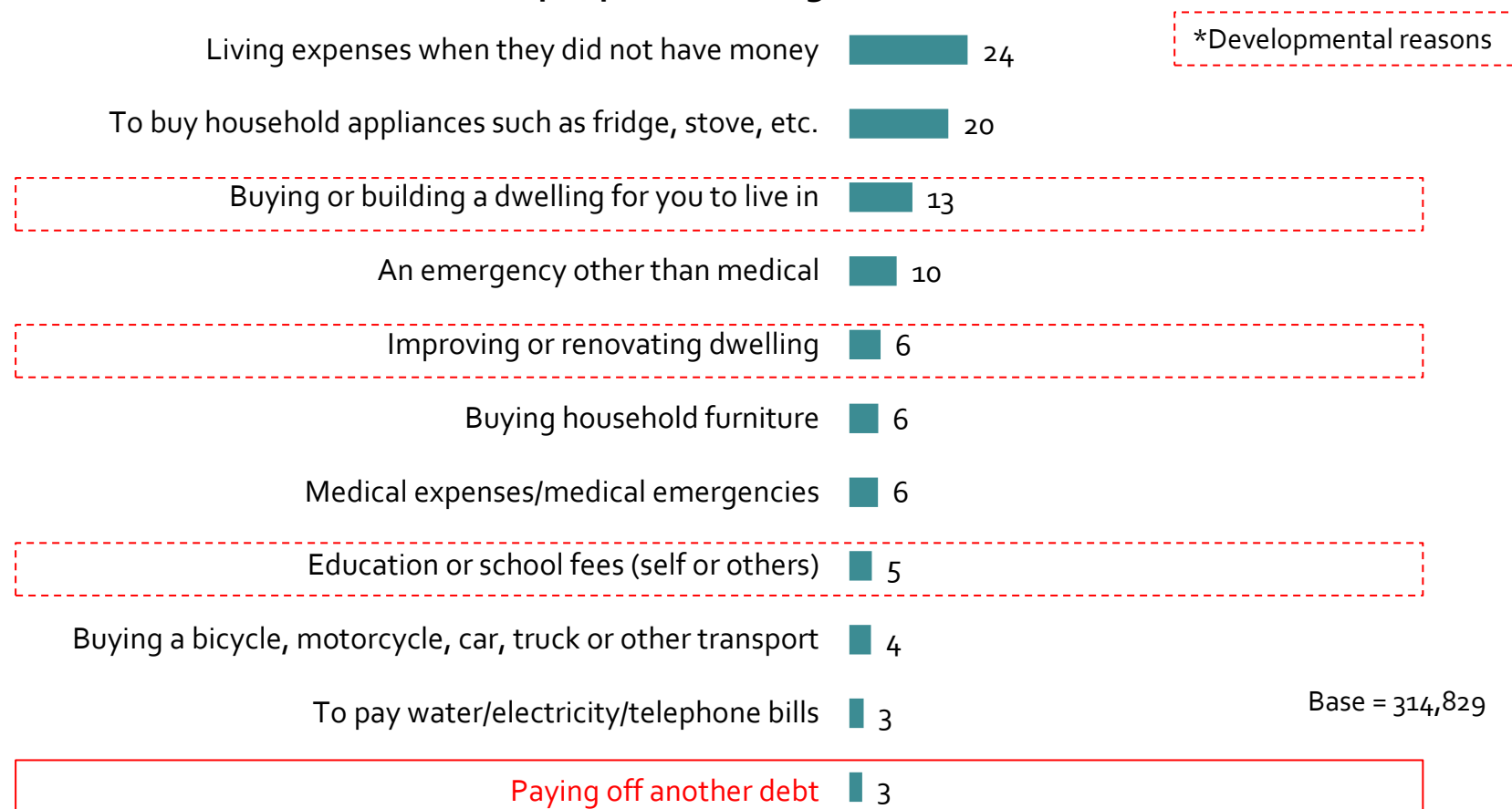


# Perceived borrowing mechanism choice drivers



- Among those who borrow, **24%** mainly did so to **sustain their living expenses** while **20%** borrowed to **purchase household appliances**

## What are people borrowing for? [%]



# Signs of over-indebtedness\*

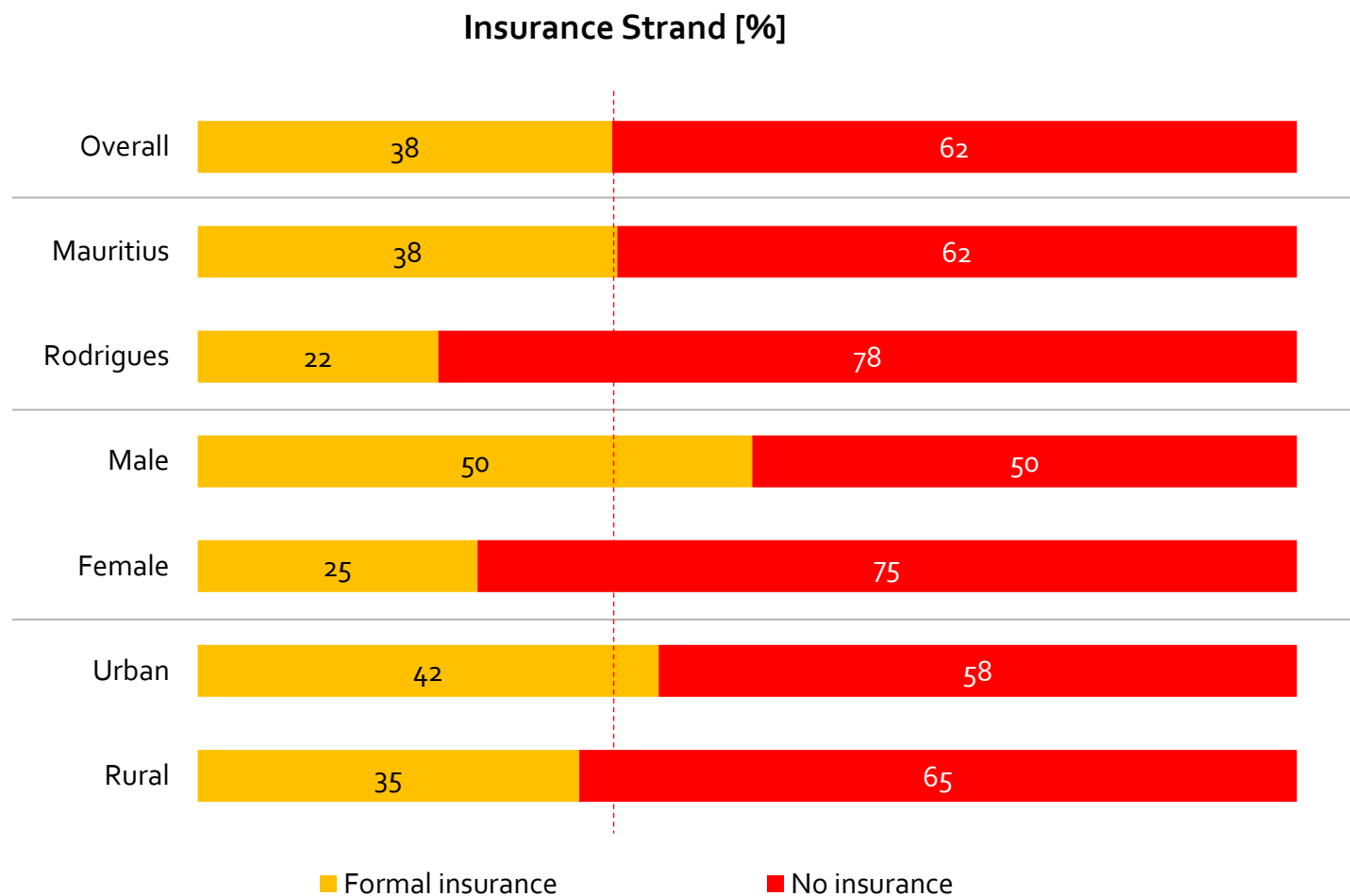
\*Adults who have a loan or other form of credit / borrowing and show signs of financial difficulties, i.e., find it very difficult to cope with their financial obligations [loan repayment, payment of utility bills, etc]

- **15% of adults show signs of over-indebtedness\***

Those showing signs of over-indebtedness	Formal credit holders [Base = 68,430]	Informal credit holders [Base = 31,745]
Area of residence	<ul style="list-style-type: none"> <li>▪ More likely to live in <b>Mauritius [98%]</b></li> <li>▪ More <b>rural</b> [61%]</li> <li>▪ Living in <b>Pamplemousses [13%], Black River [15%], Riv. Du Rempart [9%]</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ More likely to live in <b>Mauritius [99%]</b></li> <li>▪ More <b>rural</b> areas [72%]</li> <li>▪ Living in <b>Black River [7%], Pamplemousses [22%], Moka [9%], Savanne [10%]</b></li> </ul>
Age Group	<ul style="list-style-type: none"> <li>▪ <b>35- 54 years</b> [52%]</li> <li>▪ <b>65 years and above</b>[10%]</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>35 years and above</b> [82%]</li> </ul>
Gender	More <b>male</b> [60%], mainly <b>separated, divorced and widowed</b> [15%]	More <b>female</b> [62%], mainly <b>married</b> [67%], <b>separated, divorced and widowed</b> [26%]
Education	<b>No formal education</b> [5%] & <b>Primary / prevoc</b> [38%]	<b>No formal education</b> [13%] and <b>primary / prevoc education levels</b> [55%]
Among those who receive an income	<ul style="list-style-type: none"> <li>▪ Higher among those <b>salaried from an individual</b> [5%], <b>self-employed (informal)</b> [11%], <b>farming / fishing</b> [2%], <b>Social Security Grant</b> [4%], <b>retired</b> [16%] and receiving an income of up to <b>MUR 12,000</b> [65%]</li> </ul>	<ul style="list-style-type: none"> <li>▪ Higher among those <b>salaried from government</b> [6%], <b>salaried from an individual</b> [17%], <b>self-employed [informal]</b> [9%], <b>Social security Grant</b> [9%], <b>Get money from a household member</b> [13%], <b>Retired</b> [15%]</li> <li>▪ Working as <b>Skilled/ Craft/ Plant &amp; machine operators/ Elementary occ. (C2/D)</b> [37%]</li> <li>▪ Earning <b>up to MUR 4,000</b> [33%], <b>MUR 5,001-6,000</b> [12%]</li> </ul>

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- Only **38%** of adults are insured with **higher** proportions in **Mauritius**, among **males** and in **urban areas**

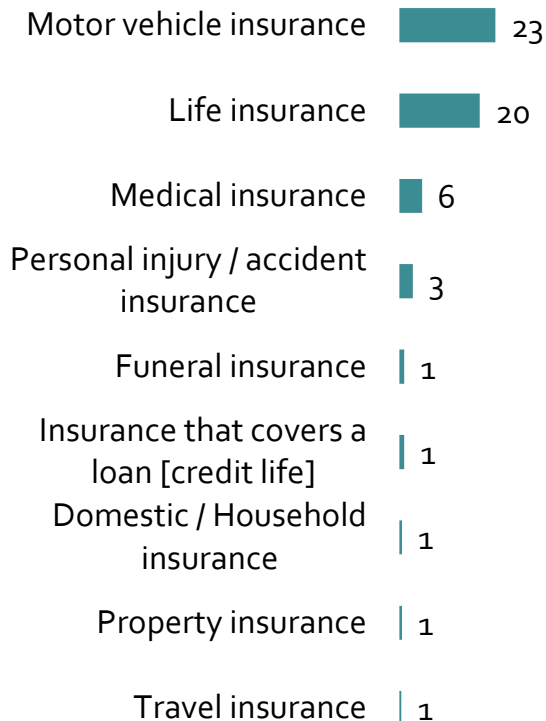


# Uptake of insurance products



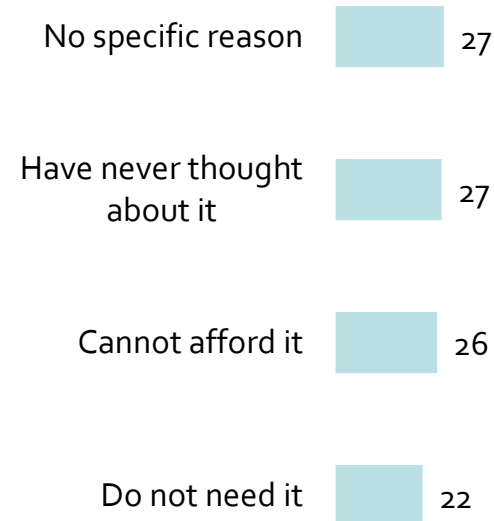
- Majority [75%] of adults perceive insurance as a protection in case of problems

**Uptake of insurance products (of those insured) [%]**



Base = 349,982

**Barriers to insurance uptake (of those who do not have insurance) [%]**



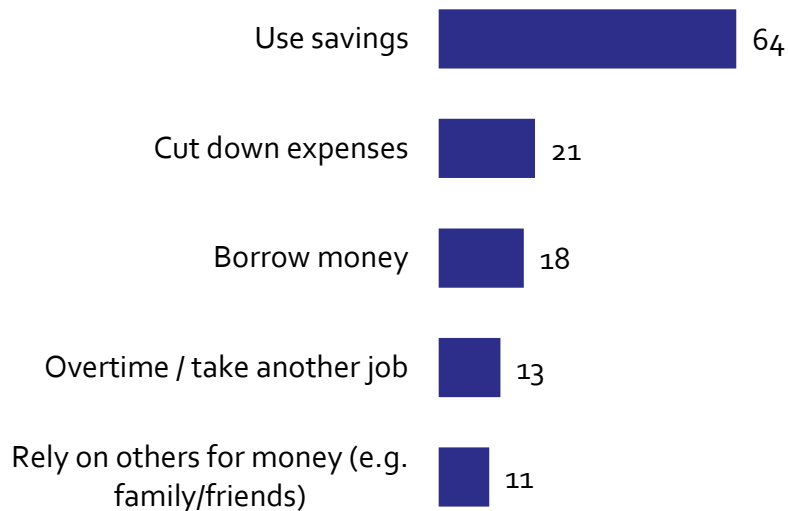
Base = 571,025



# Risk management of expected events

- **22%** of adults **expect major events** in next 12 months
- Most [64%] plan to **use savings to manage the risk**

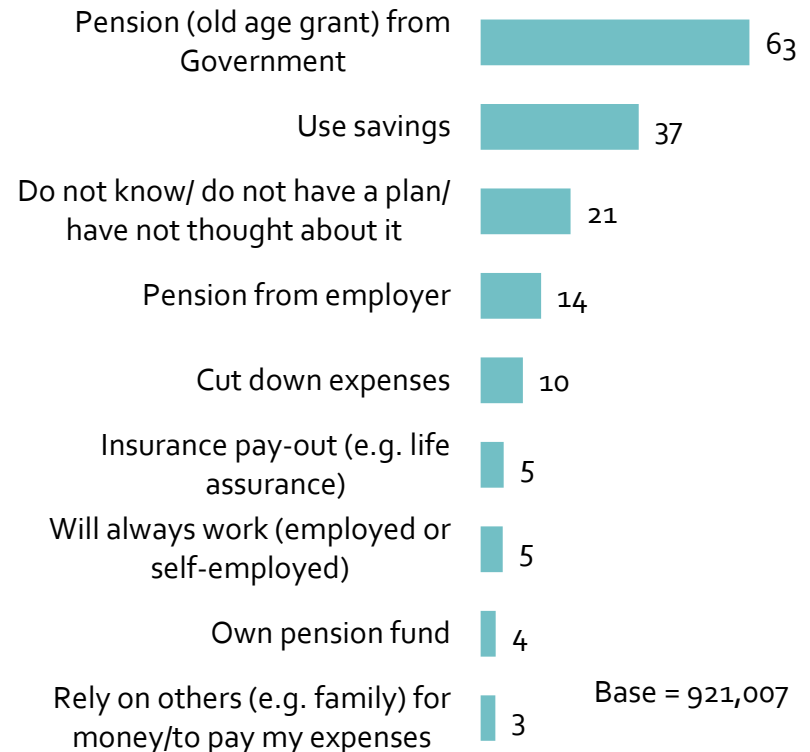
**Risk management of expected major events of those who expect major events in next 12 months [%]**



Base = 204,589

- Most on the other hand would **rely on pension from the government to meet their old age expenses**

**Strategies for meeting expenses in old age days [%]**



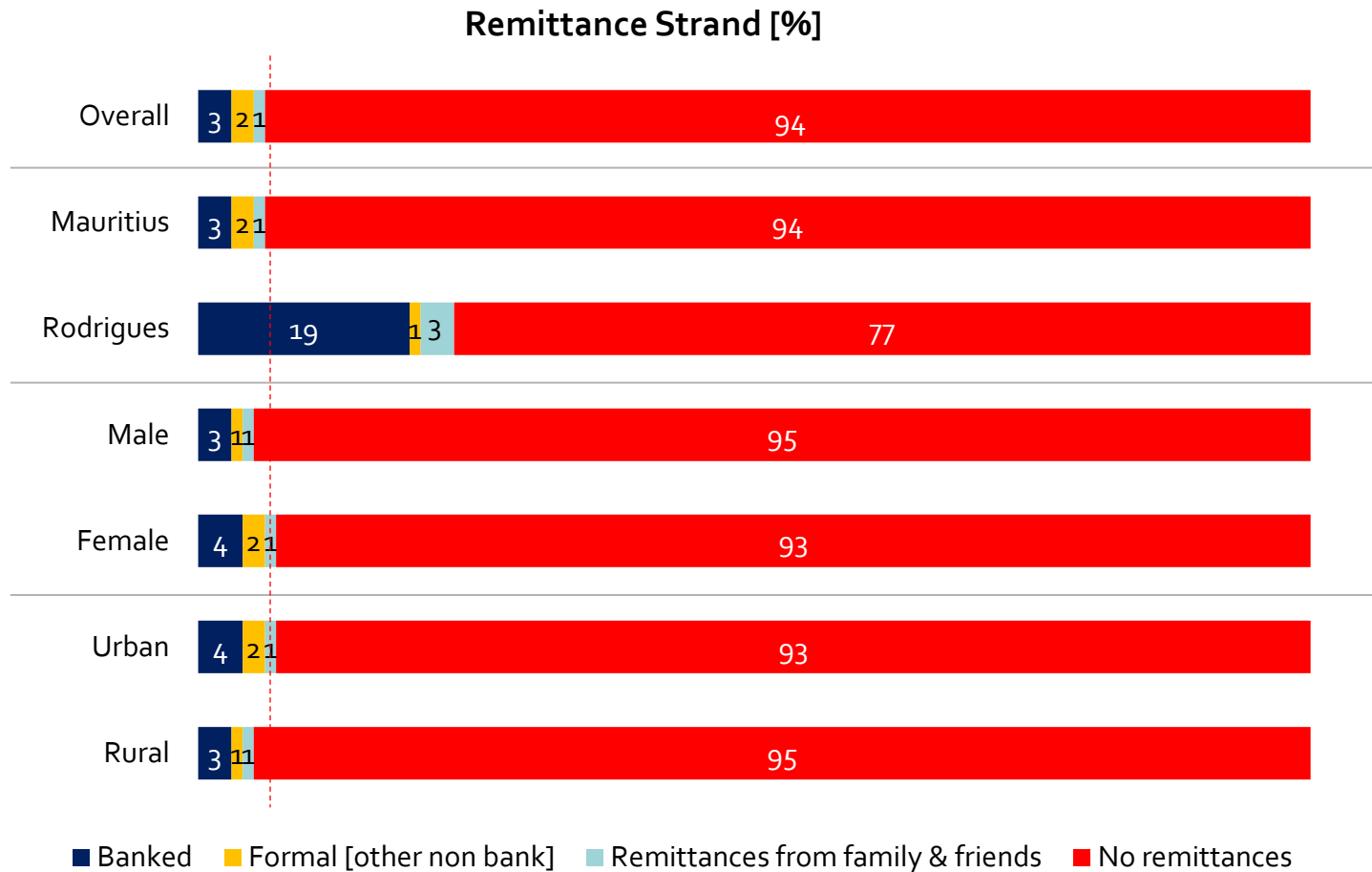
Base = 921,007

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# Remittance strand



- Only 6% of adults claim to use remittances with higher usage of banking [3%]
- Usage of remittances is highly skewed towards Rodrigues

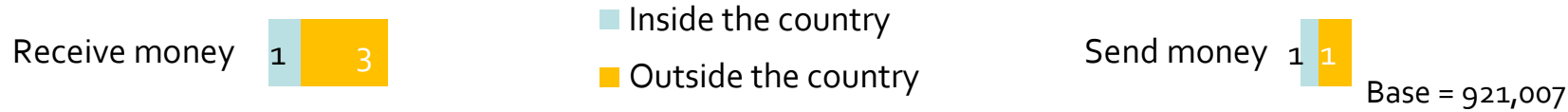


# Uptake of remittance products

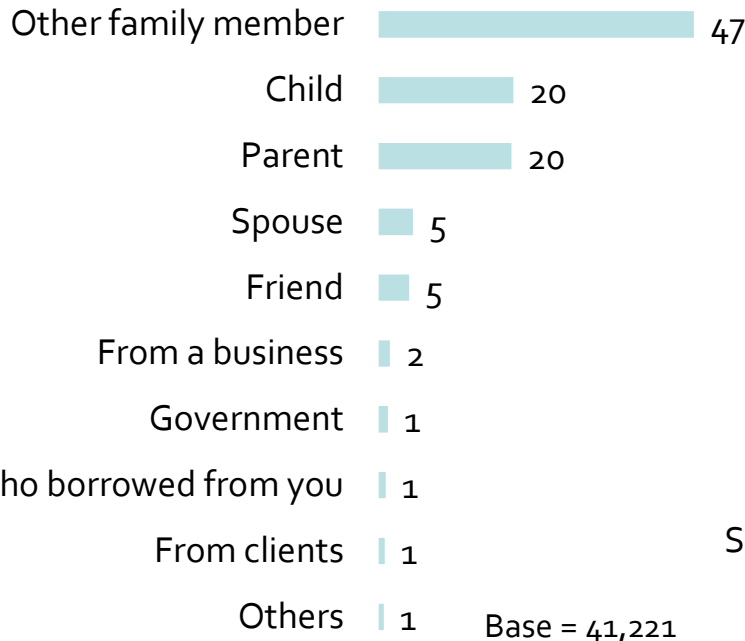


- **Low uptake** of remittance products
- Proportion of adults receiving money from outside the country [3%] slightly higher vs. those who send money

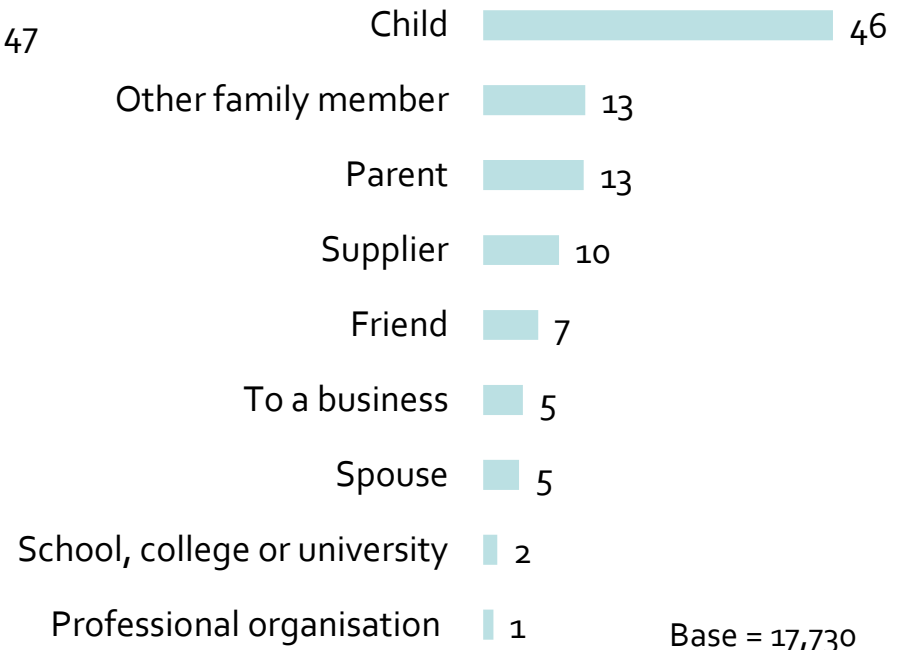
## Uptake of remittances products / services [%]



## Money received from [%]



## Money sent to [%]



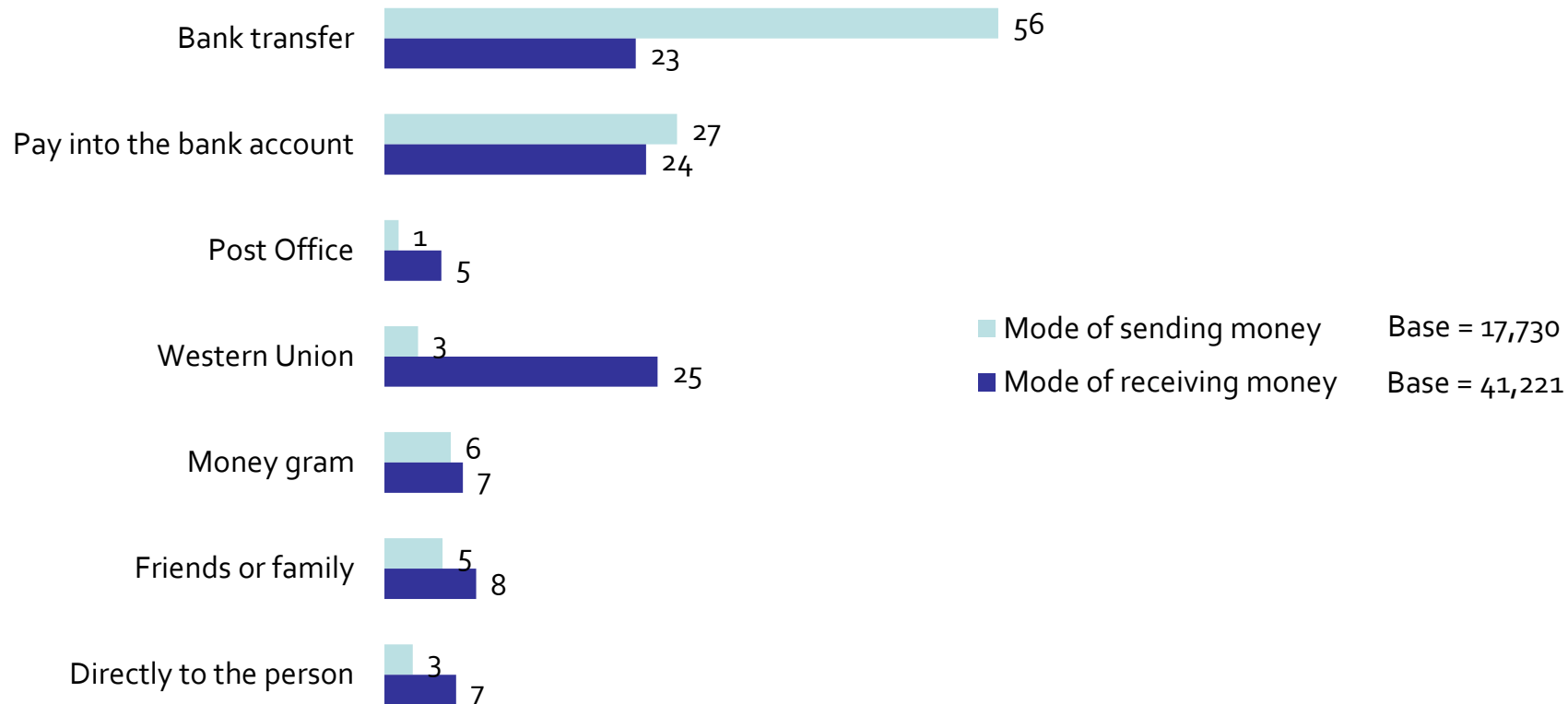
Someone who borrowed from you | 1

# Payment channels used to send and receive money



- Only **1 out of 3** adults who use remittances claim to **send or receive money at least once a month**
- Most **send money through bank transfers [56%]**







**Payment channels used to send and receive money among those who use remittances [%]**



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# Usage and ownership of communication devices

- Nearly **4 out of 5** adults own a mobile phone, and only **2 out of 5** have internet on their phone
- Medium use and ownership of other devices as well

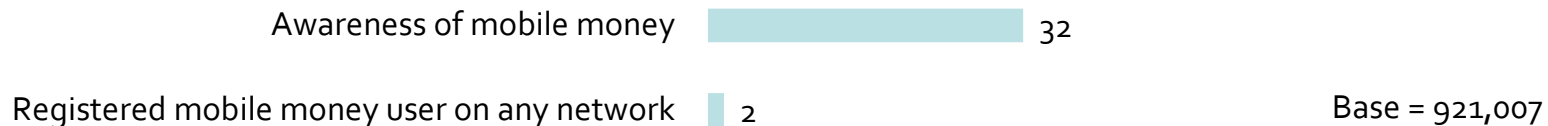
	 <b>Mobile Phone</b>	 <b>Computer / Laptop / Tablet</b>	 <b>Internet connection</b>	 <b>E-mail</b>	 <b>Internet connection through mobile</b>	 <b>Public pay phone</b>
<b>Use</b>	84%	39%	33%	28%	24%	7%
<b>Own</b>	79%	34%	-	-	-	-

# Awareness and penetration of mobile money

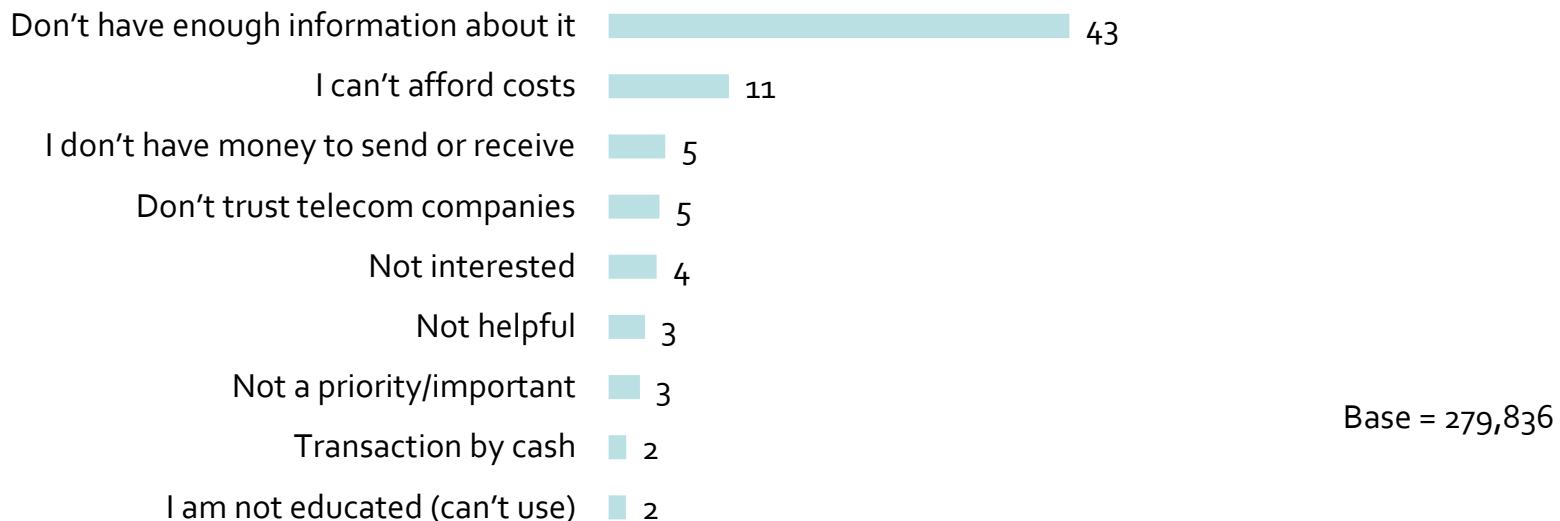


- **32%** of adults are **aware** of mobile money, yet currently **uptake of the service** remains **very low**, mostly due to **lack of information** since the product is relatively new

## Awareness and penetration of mobile money [%]



## Barriers to mobile money among those aware of mobile money and who do not use the service [%]



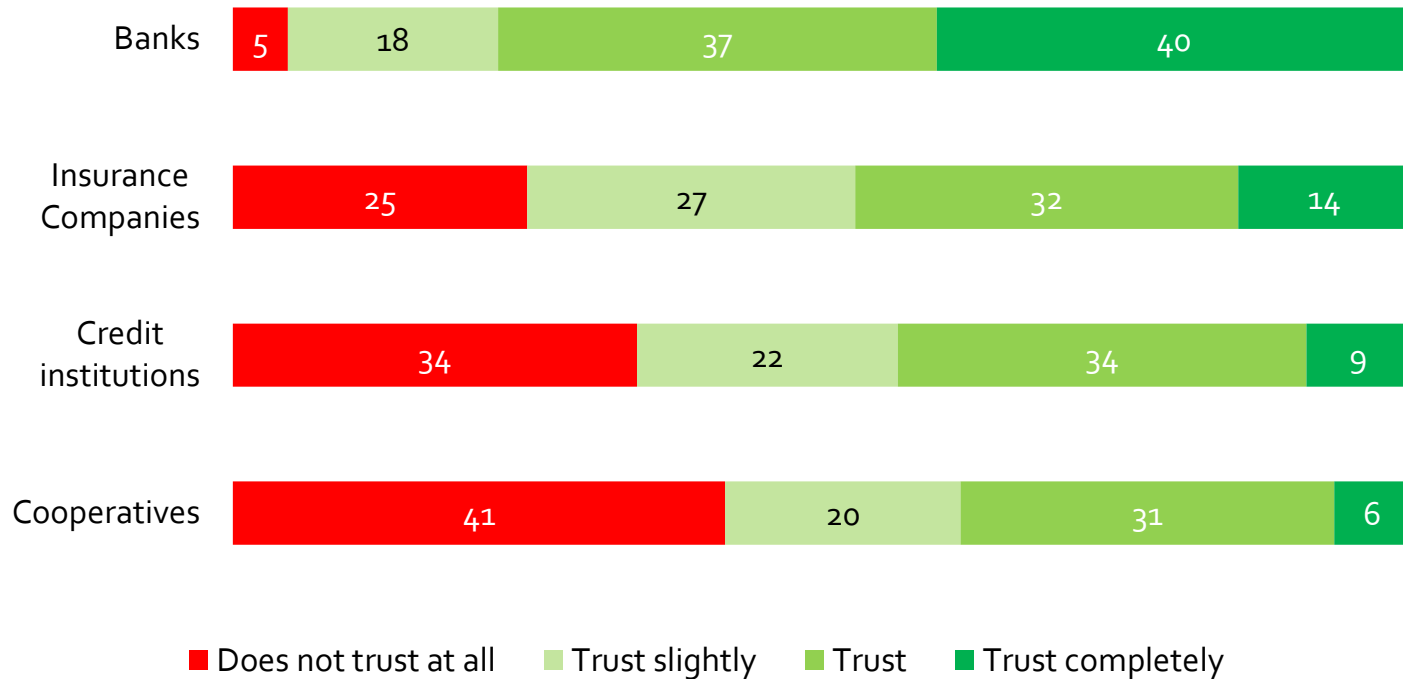


# Trust of other companies



- Most adults trust banking institutions, trust of Cooperatives is low

Trust of financial institutions [%]



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# Financial Capability: Definition

- Is the internal capacity to act in one's best financial interest, given socio-economic environmental conditions.
- It therefore encompasses the following:
  - Knowledge;
  - Attitudes;
  - Skills; and
  - Behaviour of consumers with regard to managing their resources and understanding, selecting and making use of financial services that suit their needs.

Source: World Bank

# Dimensions of financial capability



## Managing money

Keeping track: Focuses on an individual's ability to monitor his/her financial situation.

Making ends meet: Focuses on an individual's ability to cope financially. It looks at whether people are able to make their money last until the end of the month while covering essential items and financial commitments.

## Choosing and using products

Incorporates how people have chosen or would go about choosing products or mechanisms that enable them to meet financial goals or objectives.

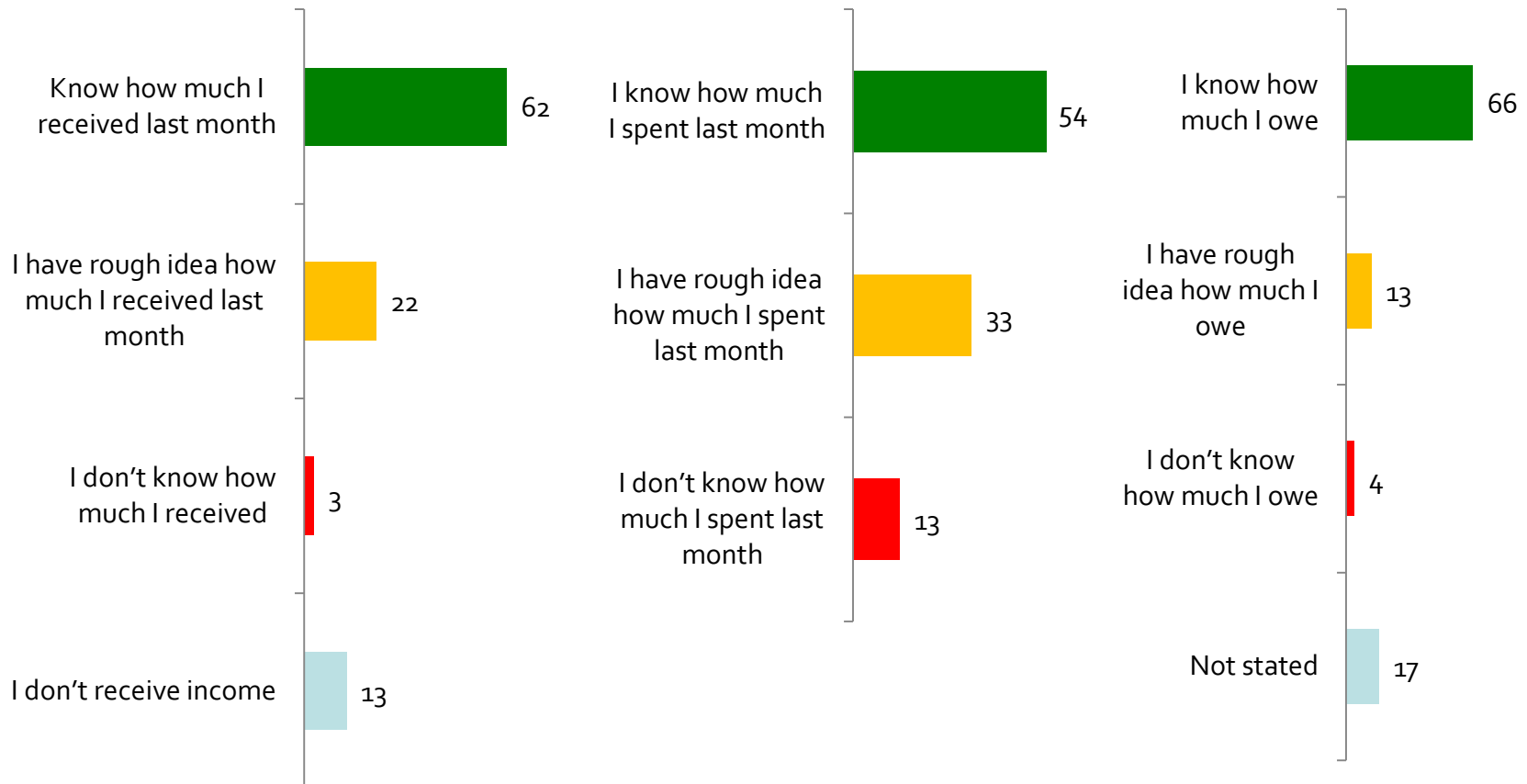
## Accessing information

Explores how well an individual is informed about financial matters, how aware they are of information channels, and the steps they take to stay informed.

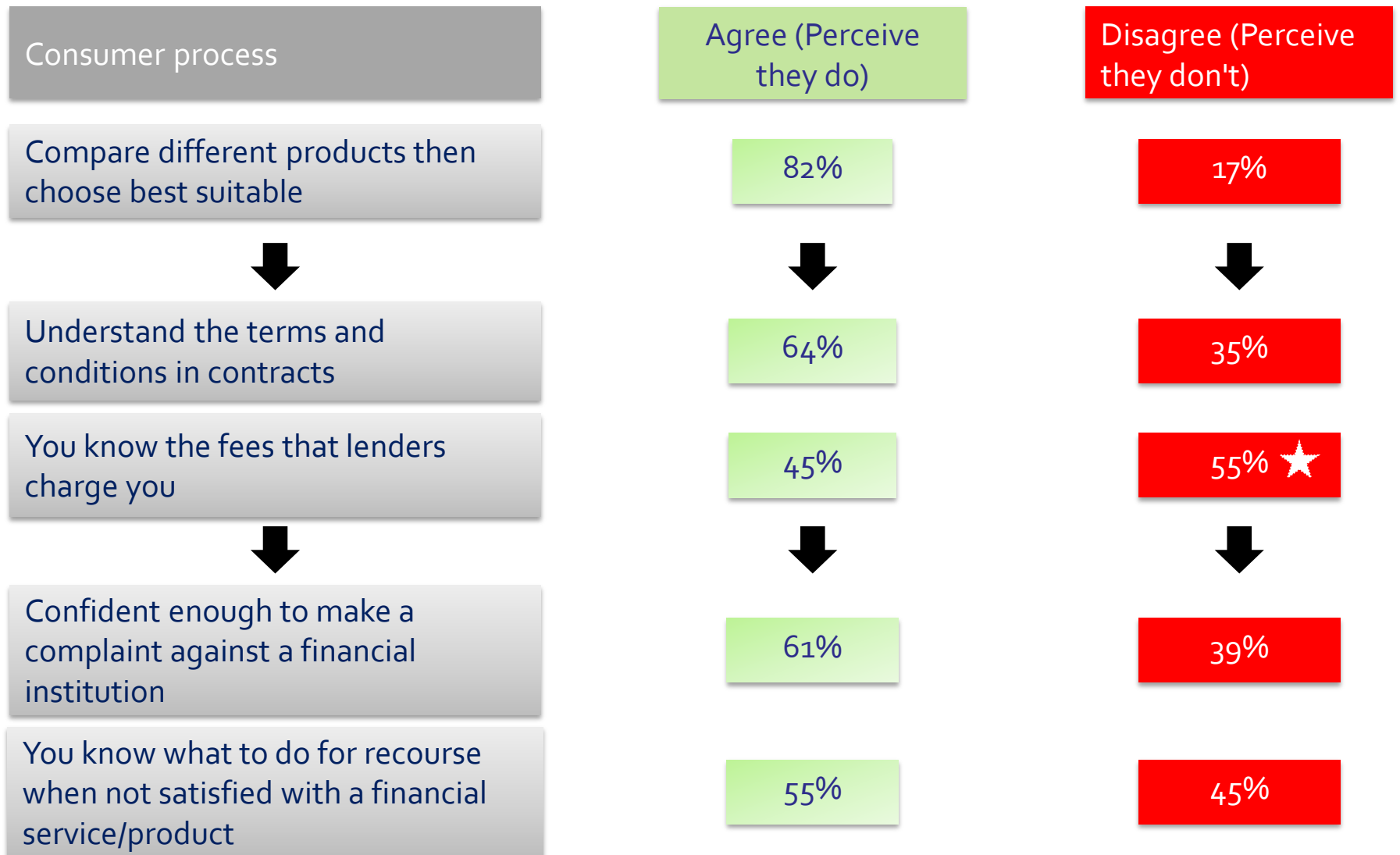
# Dimensions of managing money – Respondents' perceptions



Do people know their financial situation, monitor and keep track of their money?

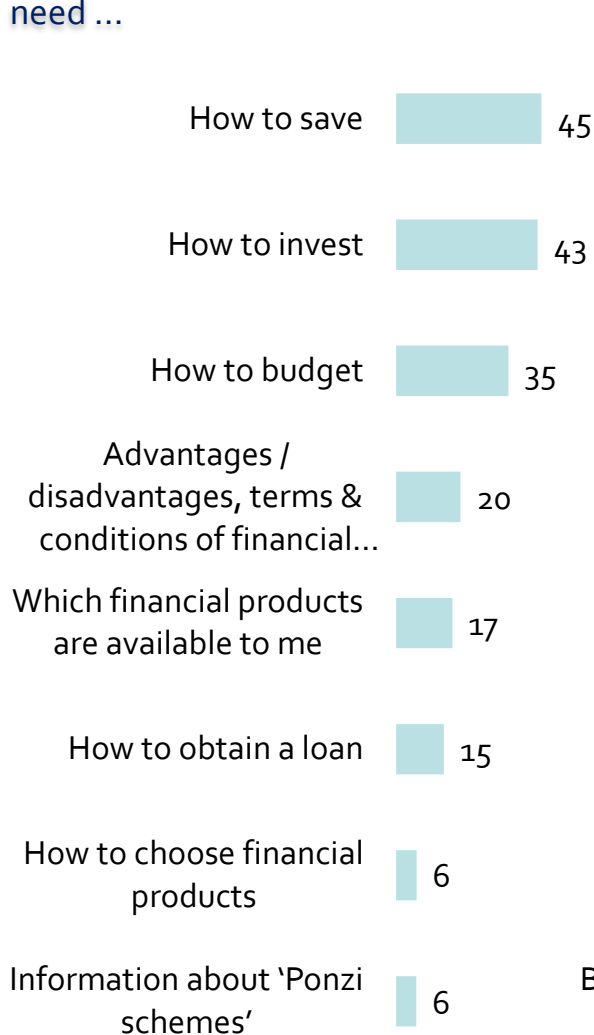


# Dimensions of choosing and using products – Respondents' perceptions

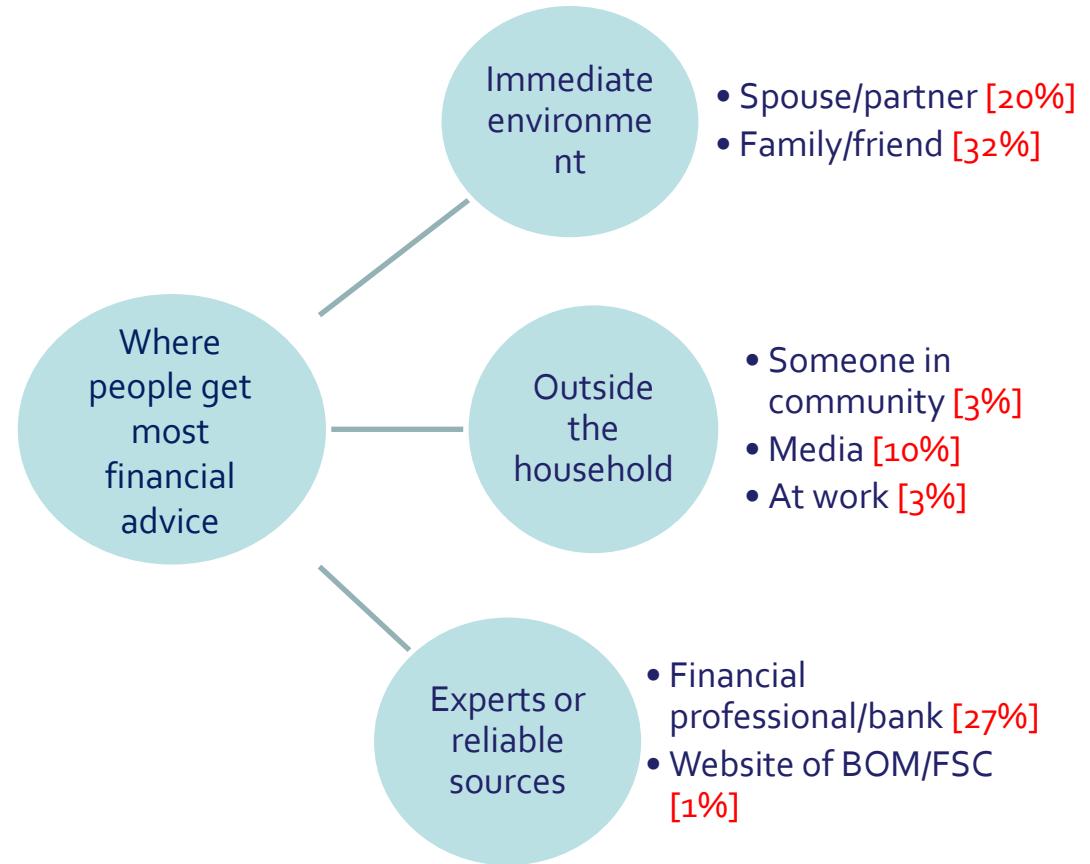


# Dimensions of accessing information – Respondents' perceptions

Information that people need ...



Base = 213,323



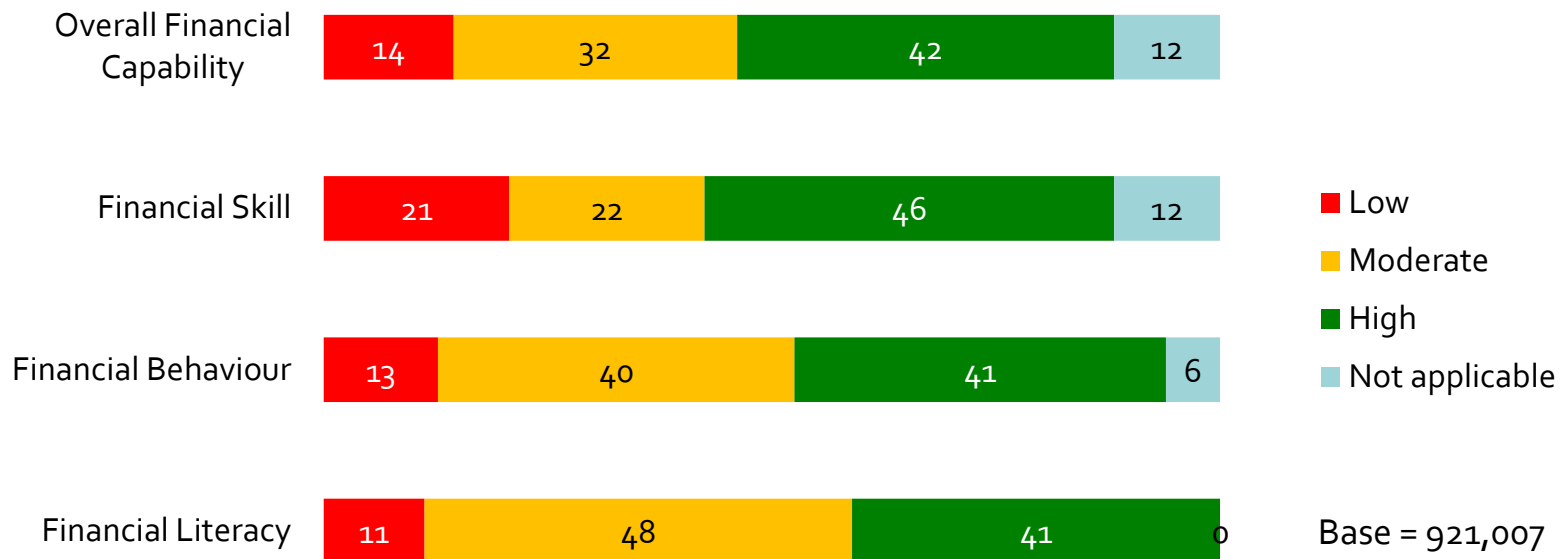
# Levels of financial capability based on respondents' perceptions



- 14% of the adults have a low financial capability level driven by low
  - Financial skill [21%]
  - Financial behaviour [13%] and
  - Financial literacy [11%]

Constructed by taking an average of financial capability measures (skills, behaviour and attitude)

Financial capability levels [%]





# Profile of those with a low financial capability



	Low financial capability	Low financial literacy	Low financial skill	Low financial behaviour
Area of residence	<ul style="list-style-type: none"> <li>▪ More rural</li> <li>▪ Living in Rodrigues, Savanne, Moka</li> </ul>			<ul style="list-style-type: none"> <li>▪ More rural</li> <li>▪ Living in Rodrigues</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Flacq</li> </ul>	<ul style="list-style-type: none"> <li>▪ Port Louis, Rivière du Rempart</li> </ul>	<ul style="list-style-type: none"> <li>▪ Black River, Flacq, Grand Port,</li> </ul>	<ul style="list-style-type: none"> <li>▪ Flacq, Moka, Black River</li> </ul>
Age Group	35-54 years 65 years or above	55 years or above	35-44 years 55 years or above	18-24 years 65 years or above
Gender	<ul style="list-style-type: none"> <li>▪ More female</li> <li>▪ Separated, divorced or widowed</li> </ul>		<ul style="list-style-type: none"> <li>▪ More <b>male</b></li> <li>▪ Separated, divorced or widowed</li> </ul>	<ul style="list-style-type: none"> <li>▪ More female</li> <li>▪ Single, separated, divorced or widowed</li> </ul>
Education	No formal education and primary / pre-vocational education levels			
Source of income	<ul style="list-style-type: none"> <li>▪ Have at least a source of income but are not salaried, with an income up to MUR 9,000</li> </ul>	<ul style="list-style-type: none"> <li>▪ Are not salaried, with an income up to MUR 6,000</li> </ul>	<ul style="list-style-type: none"> <li>▪ Have at least a source of income but are not salaried, with an income up to MUR 9,000</li> </ul>	<ul style="list-style-type: none"> <li>▪ Are not salaried</li> <li>▪ Have <b>no income</b></li> </ul>
Financial access	<ul style="list-style-type: none"> <li>▪ Unbanked and financially excluded</li> </ul>			

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# Profile of the financially excluded population



Area of residence	<ul style="list-style-type: none"><li>▪ Mainly live in <b>rural areas</b> [63%], and more specifically in <b>Black River</b> [9%], <b>Rivière du Rempart</b> [10%], <b>Moka</b> [12%], <b>Savanne</b> [7%] and <b>Rodrigues</b> [4%]</li><li>▪ <b>Port Louis</b> district also counts a significant proportion of excluded [16%]</li></ul>
Age Group	Significantly higher among: <ul style="list-style-type: none"><li>▪ <b>18 – 24</b> years old [21%]</li><li>▪ 65 years and above [13%]</li></ul>
Gender	Mainly <b>females</b> [70%], with high proportions of <b>singles</b> [27%], <b>separated, divorced and widowed</b> [19%]
Education	Mainly those with <b>no formal education</b> [14%] or only a <b>primary / pre-vocational</b> education level [49%]
Among those who receive an income	<ul style="list-style-type: none"><li>▪ High proportion of those who are <b>not salaried</b> [85%] and have a <b>household member who pays</b> for their expenses [31%]</li><li>▪ 7% receive an <b>income from an individual</b>, 7% are <b>self-employed</b> but in the <b>informal sector</b> and 7% receive a <b>Social Security Grant</b></li><li>▪ Income received does <b>not exceed MUR 5,000</b> [42%]</li></ul>

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- With overall financial inclusion of **90%**, Mauritius is leading the SADC states.
- Generally, the picture of financial inclusion incidence is as follows:
  - Banking **85%**
  - Formal (non-bank) **49%**
  - Informal **26%**
- The financially included landscape of Mauritius is driven by banking through transactional products (**94%**).
- Credit is mainly sourced from the banks accounting for **27%** of all adults.
- Of all adults, **61%** are saving at the bank while **14%** are saving at home.
- The insurance sector in Mauritius is significantly pushed by motor insurance (**23%**) and life insurance (**20%**).
- Use of remittances in Mauritius is low (**6%** of all financially included adults).

- **Income regularity:** this hampers inclusion as most financial products are pegged on regularity of income. Of those unbanked, the main barriers were:
  - Insufficient money coming in (59%)
  - Insufficient balance after paying for expenses (29%)
  - Cannot maintain minimum balance (8%)
- Around **52%** of all adults reported to be engaged in playing '**games of chance**' which accounts to an estimated **3%** of their budget.
- Over-indebtedness seems to be a challenge as **15%** of adults show **signs of over-indebtedness\***. This signals future areas that need to be carefully managed by proper communication of the risks to these individuals.

*\*That is, have a credit product and find it very difficult to keep up with their financial commitments*

- Financial literacy/education campaign could prove valuable to assist in the financial decision-making of adults since:
  - **11%** have low financial literacy [e.g. awareness of financial products]
  - **21%** have financial skills [e.g. how to budget, keep records]
  - Seeking advice from experts or reputable institutions is low as **52%** seek advice from partner/family members/friends
- Mobile money has a strong potential to become an enabler for financial inclusion in Mauritius
  - **2%** are registered users of mobile money
  - Over **84%** use mobile phones

# Thank you

FinMark Trust  
[www.finmark.org.za](http://www.finmark.org.za)

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