

# Tunisian experience of digital social transfers in the context of Covid-19

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- 1. Payment ecosystem
- 2. Covid-19 crisis
- 3. Digital social transfers
- 4. Next steps

## **Payment ecosystem: Overview**

### Regulator



Payment responsabilities: Regulation, Oversight, Settlement and Catalyst

#### Infrastructure



1999





2 854 ATM



22 180 POS

Payment service providers





3000 branches

#### Non bank PSP



# **Payment** instruments













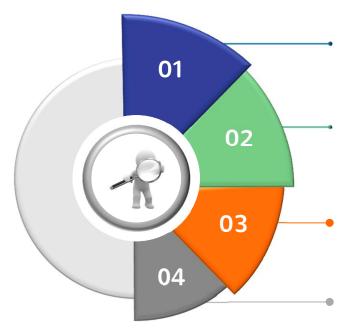


**150** millions transactions

74 billions USD

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# **Covid-19 crisis: Impacts**



Many sectors impacted (Tourism, exports, etc.),

Job losses and collapse of income



**Increase** of liquidity demand

**Contamination risk** 





CBT & the Government :
Measures to adress the crisis
A specific Fund to pay social transfers

### **Covid-19 crisis: Response measures**

To address this pandemic, many types of COVID-19 response measures were undertaken in Tunisia:



#### - Households

- No charging fees on payment and withdrawals,
- Delay 3 or 6 months the payment of loans without any moratorium costs
- Social transfers paid by Government,



#### - SMEs

- Delay 3 or 6 months the payment of loans without any moratorium costs
- Provide funds as a loan and/or grant to pay the employeesĐwages and economic resilience

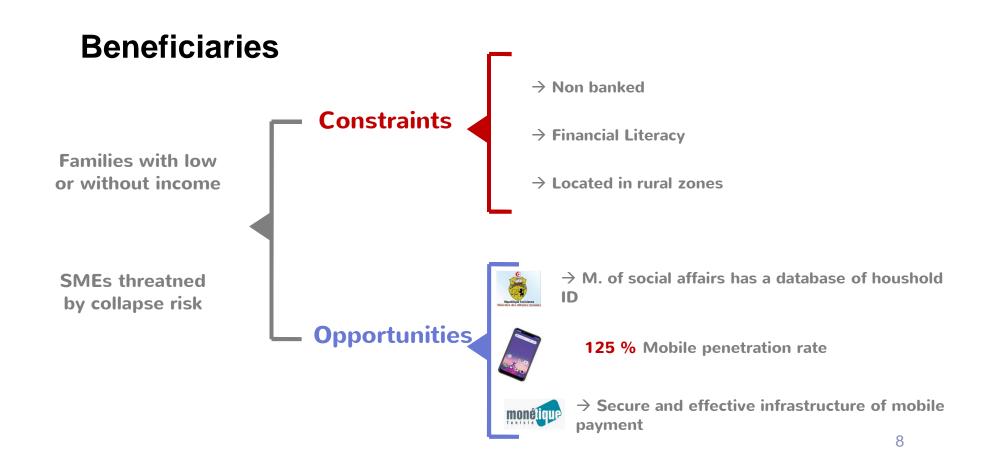


#### - Financial sector

- Consider temporary relaxation of compliance with prudential ratios
- Provide sufficient liquidity

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### How to pay social transfers effectivly: safety-efficiency?



### **Digital social transfers : Main steps**

#### 1st step:

set up a database of beneficiarie s of social transfers thanks to selection criteria 3rd step: Definition of the main stakeholde rs involved in the payment process

5th step: Enrollment of beneficiaries (\*1021#) sms for beneficiaries to indicate the date and the time of the cash out

7th step:

















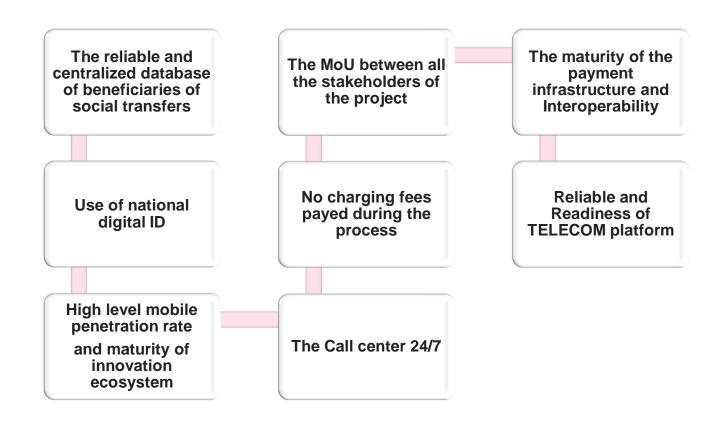
#### 2nd step: Use of

Use of national digital ID very useful to address transfers to the right persons

4th step:
Choice of
the digital
channel -->
USSD
technology
and the
national
switch of
the mobile
payment

6th step: Bulk transfers 8th step: Cash-out --> 400 thousand households withdrew the amount of USD 75

### Digital social transfers: key factors of success



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## **Next steps**

1. Evaluation of the experience to check the strenghs and weakness





2. Extension and industrialization of digital social payments



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# Thank you for your attention

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