



**البنك المركزي التونسي**  
BANQUE CENTRALE DE TUNISIE

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

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# Agenda

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

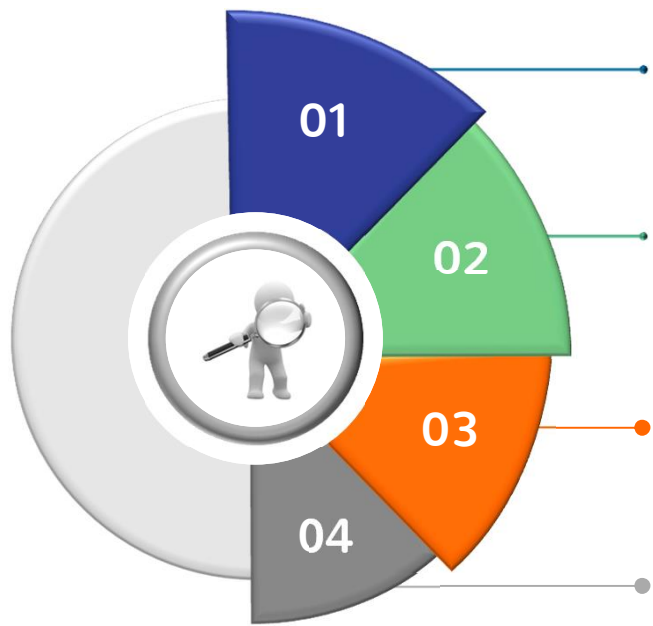
# Payment ecosystem : Overview



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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

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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 employees wages and economic resilience



### - Financial sector

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

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### Beneficiaries

Families with low or without income

SMEs threatened by collapse risk

#### Constraints

- Non banked
- Financial Literacy
- Located in rural zones

#### Opportunities



→ M. of social affairs has a database of household ID



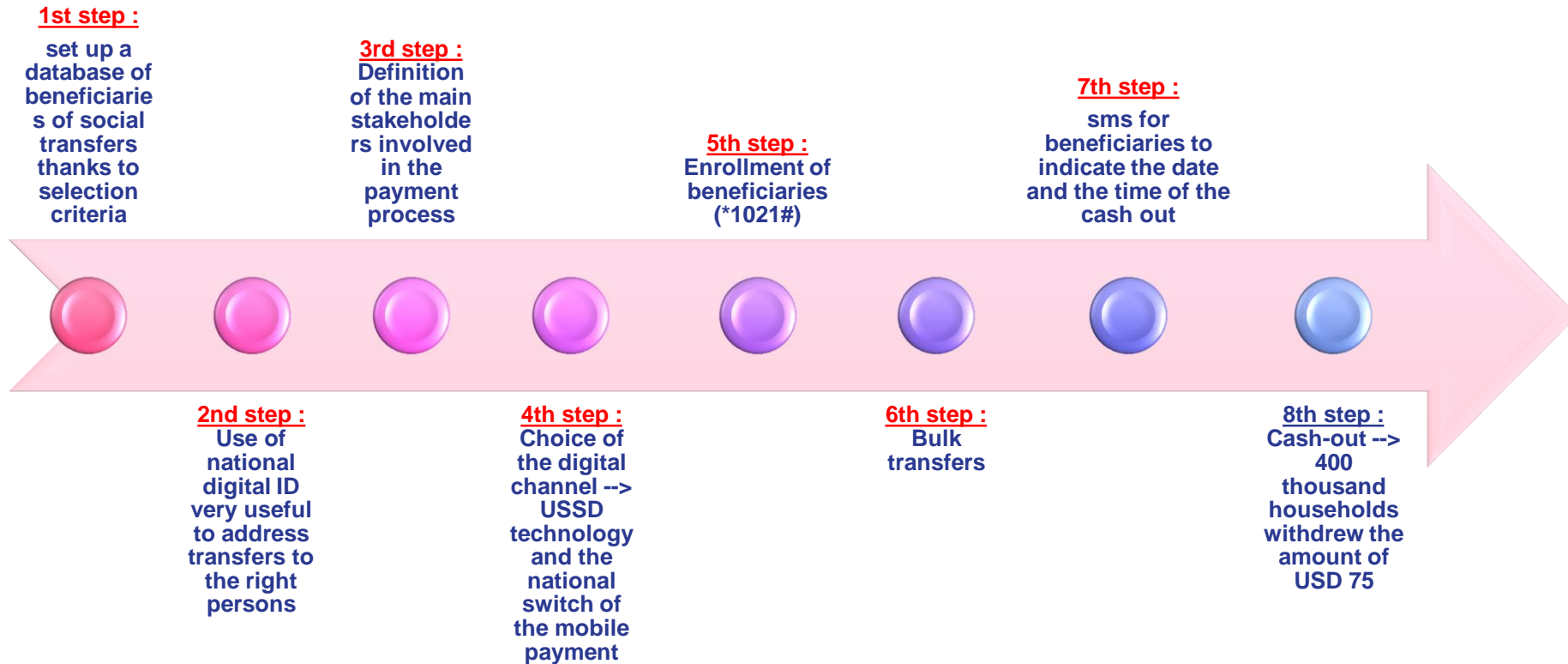
**125 %** Mobile penetration rate



→ Secure and effective infrastructure of mobile payment

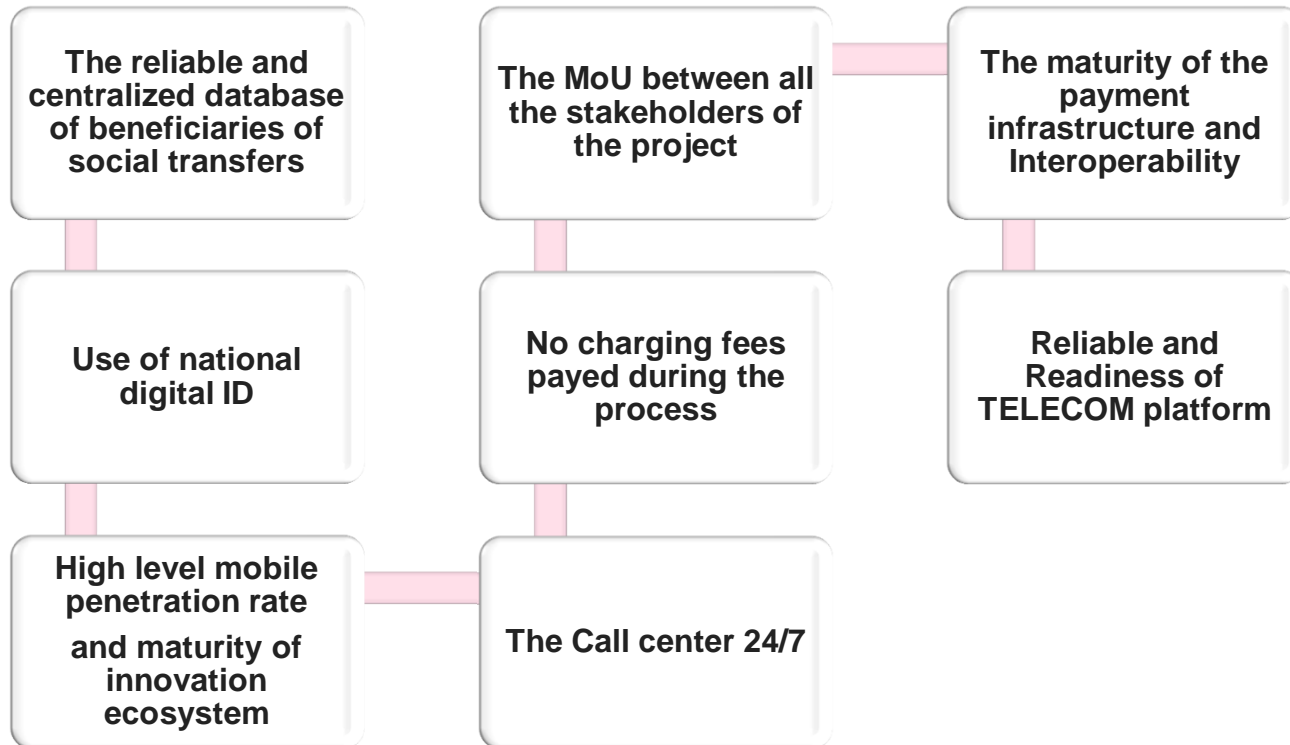


# Digital social transfers : Main steps



## Digital social transfers : key factors of success

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## Next steps

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**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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