

Commitment to Financial Health and Inclusion

As signatories to the Principles for Responsible Banking, we recognise that in our role as financial intermediaries we have a contribution to make towards creating and maintaining inclusive societies founded on human dignity, which are necessary for achieving shared prosperity for both current and future generations.

We commit to mobilize our people, products, services and relationships to facilitate the changes necessary to:

- promote universal financial inclusion, and
- foster a banking sector that supports the financial health of all customers.

By **universal financial inclusion**, we mean the provision of responsible savings, lending, investment, insurance and advisory services (as relevant) that are available and accessible. We understand this can be achieved by creating opportunities for everyone to engage with the financial sector through suitable products and services and on-going support and advice that enables them to continue to benefit. In particular we will focus on unbanked, formerly-banked and underbanked individuals, households, micro, small and medium-sized enterprises.

We will work to avoid activities or policies that unintentionally negatively impact individuals, households, micro, small and medium-sized enterprises, either individually or collectively, in terms of the priorities articulated in the Sustainable Development Goals.

By **financial health** we mean a state in which an individual, household, micro, small or medium-sized enterprise can smoothly manage their current financial obligations and have confidence in their financial future. This includes four elements:

- managing day-to-day finances to meet short term needs
- capacity to absorb financial shocks (resilience)
- capacity to reach future goals
- feeling secure and in control of finances (confidence)

We understand that these can be achieved by increasing access to suitable products and services and transparent advisory services, and strengthening financial skills in individuals and businesses.

We commit to set Specific, Measurable, Achievable, Relevant, and Time-bound targets that make a substantial contribution to the financial health and inclusion of our societies as defined in this Commitment, and determined in accordance with our regional and

national needs, operational environment, and national, regional and international policy goals and frameworks. We commit to setting these targets **within 18 months** of signing this Commitment.

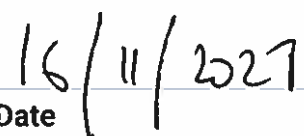
The targets will focus on those aspects of our activities where we have or can have the most significant impact. Therefore, our targets will be supported by a selection of measures and indicators that seek to drive the necessary changes in most or all of the following areas:

- **Financial and non-financial products and services**—for example: new or improved products and services, affordable bank accounts, accessible ways of making payments, suitable credit offerings, accessible digital offerings and financial education and advisory services.
- **Internal processes**—for example: improved credit and risk policies to mitigate over-indebtedness and improve debt management, reward and incentive structures for employees that promote responsible and inclusive practices, refined financial consumer protection policies for responsible lending, and use of clear, transparent and user-friendly communications.
- **Data analytics**—for example: improved data capture (including disaggregated data) to run models for behaviour anticipation and for avoiding risk of discrimination or bias in service offerings, alternative credit scoring models for financially excluded groups.
- **Partnerships**—for example: collaboration with employees, NGOs, governments or other enterprises to promote financial education and digital skills to drive systemic changes, partnerships with academia, think tanks or global networks to develop and improve methodologies to measure financial health.

In line with Principle 6, Transparency and Reporting, we will **report within 18 months** on our financial health and inclusion targets, and annually thereafter on our progress towards achieving our targets as part of our Principles for Responsible Banking reporting. These reports will provide details of:

- **The targets we have set and our progress** towards achieving them;
- **The indicators we are monitoring and our performance** against them;
- The **methodology(ies)** we are using to define targets and determine indicators;
- The **contextual factors** we are taking into account, including the regional/national needs, operational environment and policy goals and frameworks considered in order to establish priorities, including in relation to vulnerable groups, and issues of equality and equity.


Signature


Date