

Staff

Tanvi Jaluka

Program Manager

William Blackmon

Senior Research Manager, Financial Inclusion Program

Xavier Giné

World Bank

Timeline

9:15-10:15 AM EDT

Date

May 18, 2022

BRAC's Frugal Innovation Forum 2022 | What Does It Really Cost to Use Digital Financial Services?

"Off-the-book" fees and non-monetary costs pose a barrier to the uptake and continued usage of digital financial services (DFS). In this workshop, participants gained an understanding of the various methodologies available to measure the cost of DFS and participate in a hands-on activity where they will build their own mystery shopping research plan. Learn more on the BRAC's Frugal Innovation Forum 2022 website [here](#).