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# IPA Nigeria & Central Bank of Nigeria Host Consumer Protection Forum for Financial Institutions



Team members of IPA William Blackmon, Brian Mwesiwa, Funmi Ayeni, and Henry Chukwu with Habib Amina Ahmed (center), the Director of the Consumer Protection Department at the Central Bank of Nigeria. © 2024 Atanda Creative Studios

IPA Nigeria and the Central Bank of Nigeria hosted a Consumer Protection Forum for Financial Institutions with the theme “Feedback to Foresight: Proactive Consumer Protection in Financial Services.” This inaugural workshop was held to share market data and insights on consumer protection, presenting critical challenges, risks, and market trends for stakeholders to collaborate and provide expert recommendations for the financial industry.

The event included a keynote address by Habib Amina Ahmed, Director of the Central Bank of Nigeria (CBN)’s Consumer Protection Department; a presentation by William Blackmon on IPA’s Consumer Protection research findings; and a session by Oludamola Atanda of CBN discussing insights from customer complaint data analysis as part of IPA and CBN’s partnership. The event concluded with an interactive session led by Henry Chukwu of IPA, where financial institution representatives provided feedback and recommendations for the said industry.

Participants included representatives from various financial institutions such as Deposit Money Banks, Microfinance Banks, Mobile Money Operators, Payment Service Banks, FinTechs, and industry-enabling organizations among others.

The event outcomes are expected to amplify the efforts of Nigeria’s financial industry stakeholders in ensuring consumer protection and empowerment.



Attendees participating in brainstorming and collaborative discussions during the event's group workshop session. © 2024 Atanda Creative Studios