Consumer Protection Research Initiative

Request for Proposals: Information Sessions*

**Session 1:** Wednesday, February 10, 2021, 6:00 - 7:30 AM ET  
**Session 2:** Thursday, February 11, 2021, 2:00 - 3:30 PM ET

*Note: Sessions 1 and 2 are identical. The first is intended to accommodate those in Africa, Asia, and Europe time zones, while the second is intended to accommodate those in U.S. time zones.

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| 15 Minutes | **Rafe Mazer**  
Consumer Protection Research  
Initiative Director, Innovations for  
Poverty Action (IPA) | **Introduction & RFP Overview** |
| 20 Minutes | **Willie Blackmon**  
Research Manager, Financial  
Inclusion Program, IPA  
**Shana Warren**  
Research Scientist, Path-to-Scale  
Research, IPA | **Insights from Consumer Surveys in Kenya, Nigeria, & Uganda** |
| 5 Minutes | **Rafe, Willie, and Shana**  
IPA | **Administrative Data for Consumer Protection Monitoring** |
| 45 Minutes | **All Participants** | **Q&A Session** |

We will provide a brief introduction to the Consumer Protection Research Initiative and an overview of the Request for Proposals.

These surveys dive deep into the key challenges consumers face with digital financial services in each of these markets, and should help to inform your research proposals as they cover topics such as fraud, complaints handling, agent conduct, pricing transparency, and digital credit. Data for the Kenya survey is available [here](#), and data for the Uganda survey is available [here](#).

We will provide a brief overview of methods available to make use of administrative data, such as transaction data and customer complaints logs, to monitor for consumer protection issues.

We will conclude the info session with time for open discussion and questions & answers related to the Consumer Protection Request for Proposals.