

GHANA



National Remittance Stakeholder Network

National Remittances Stakeholder Network: Ghana

Recovery and resilience through digital and financial inclusion

Thursday, 28 March 2024

09:30 - 12:30 GMT

Venue: Alisa Hotel, North Ridge, Accra

Agenda

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| 10:00 – 10:30 | Registration and networking |
| 10:30 – 10:35 | Opening remarks |
| 10:35 – 11:10 | International Day of Family Remittances 2024 Impact of Ghana’s recent internet challenges on the remittances market <i>Facilitator: IFAD</i> |
| 11:10 – 11:25 | Coffee break |
| 11:25 – 12:25 | Discussion: Consumer protection in Ghana’s remittance market <i>The topic of consumer protection in remittances incorporates several themes that have been discussed at previous Ghana NRSN/CoP sessions including regulation of fees and FX rates, financial literacy, and ID. To bring the discussion full circle, this session will explore the major consumer protection issues in the market today and delve into the themes of fraud and dispute resolution mechanisms in Ghana’s remittance market.</i> Break-out discussions: <ul style="list-style-type: none">• What are the major consumer protection issues in Ghana’s remittances market today?• What safeguards against fraud and scams targeting remittance receivers do operators have in place?• What customer support channels and complaint resolution processes are available when disputes arise, like delayed transfers or discrepancies in amounts received?• How could consumer protection regulations be extended for improvement? <i>Facilitator: IFAD</i> |
| 12:25 – 12:30 | Closing remarks |