SCORES OF CAMBODIA BANKS IN CONSUMER EMPOWERMENT



Banks performed better on financial inclusion, but need improvement on financial literacy, consumer protection and engagement and accountability.





ABA has a complaint channel related to environmental and/or social issues arising out

Canadia Bank

Acleda

of their activities. Financial inclusion 1.7 3.9* Financial inclusion Financial inclusion Engagement and **Engagement and Engagement and** accountability mechanisms ... 1.8* accountability mechanisms O accountability mechanisms .. 0.9 Financial consumer Financial consumer Financial consumer protection protection protection Financial literacy and Financial literacy and Financial literacy and education education education



1.7 **Consolidated score**



Consolidated score



1.6



Consolidated score





SCORES OF INDONESIA BANKS IN CONSUMER EMPOWERMENT



Banks performed better on financial literacy and education, but lack financial inclusion, feedback channels, and transparency.



BRI trains their staff on financial inclusion matters.	BCA	BNI
Financial consumer protection 5.0*	Financial consumer protection 5.8*	Financial consumer protection 3.3
Financial literacy and education 5.0*	Financial literacy and education 4.2	Financial literacy and education 1.7
Financial inclusion	Financial inclusion	Financial inclusion
Engagement and accountability mechanisms 3.2	Engagement and accountability mechanisms 0.5	Engagement and accountability mechanisms 0

Consolidated score

2.8

Consolidated score

Profundo

2.0

Consolidated score

4.1

SCORES OF PAKISTAN BANKS IN CONSUMER EMPOWERMENT



Banks performed better on financial inclusion and consumer protection, but need to improve on financial literacy and education, and engagement and accountability mechanisms.



NBP	UBL	MCB provides training in entrepreneurship and business development for women.
Financial inclusion 6.1	Financial inclusion	
Financial consumer protection 7.5*		Financial consumer protection 7.53
Financial literacy and education 5.0	Financial literacy and education 0.8	Financial literacy and education 4.2
Engagement and accountability mechanisms 1.4 NBP provides specific training in entrepreneurship and business development for women.	Engagement and accountability mechanisms 1.4	Engagement and accountability mechanisms 0.9

Consolidated score

Profundo

Consolidated score

Consolidated score

4.5

SCORES OF PHILIPPINE BANKS IN CONSUMER EMPOWERMENT



Most banks scored higher than average across all themes, but need to improve transparency on the projects they finance.



BDO explains and



groups for its financial inclusion strategy.	DPI	Metropank
Financial inclusion 8.9*	Financial inclusion	Financial inclusion
Financial consumer protection 5.8	Financial consumer protection 5.8	Financial consumer protection 6.7
Financial literacy and education 5.0	Financial literacy and education 5.8 BPI trains their staff on financial inclusion matters.	Financial literacy and education 4.2
Engagement and accountability mechanisms 2.3	Engagement and accountability mechanisms 2.3	Engagement and accountability mechanisms 1.8



Consolidated score













Research Partner



SCORES OF THAILAND BANKS IN CONSUMER EMPOWERMENT



Banks performed better on consumer protection, but still lack transparency on their investment products and financial literacy initiatives.



BBL reports most extensively on the results of its complaints monitoring.	Kbank	KTB
Financial consumer protection 8.3*	Financial consumer protection 7.5*	Financial consumer protection 8.3
Financial inclusion	Financial inclusion	Financial inclusion
Financial literacy and education 2.5	Financial literacy and education 2.5	Financial literacy and education 2.5
Engagement and accountability mechanisms 1.8	Engagement and accountability mechanisms . 0.9	Engagement and accountability mechanisms . 0.9

Consolidated score

4.1

Consolidated score



3.9

Consolidated score

4.2