Financial Consumer Protection for Underserved Segments Training Course

Professional Development Training Course Outline

Category	Microfinance & Financial Inclusion	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Financial services for underserved segments, including low-income populations and rural communities, are critical for promoting financial inclusion and socio-economic development. However, these segments are particularly vulnerable to unfair practices, mis-selling, over-indebtedness, and lack of awareness regarding their financial rights. Protecting these consumers is essential to build trust, improve financial literacy, and ensure sustainable adoption of digital financial services (DFS) and microfinance products.

Financial Consumer Protection for Underserved Segments Training Course provides participants with practical knowledge, regulatory insights, and actionable strategies to implement effective consumer protection frameworks for underserved segments. Using real-world case studies, exercises, and global best practices, participants will learn to develop inclusive financial products, ensure transparency, educate clients, monitor compliance, and mitigate risks, ultimately fostering safe and equitable access to financial services.

Programme Curriculum

Financial Consumer Protection for Underserved Segments Training Course

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Course Objectives

- Understand the importance of consumer protection for underserved segments.
- Examine regulatory frameworks and policies for consumer protection.
- Apply fair lending practices and responsible product design.
- Promote financial literacy and client education for low-income populations.
- Strengthen complaint handling and dispute resolution mechanisms.
- Ensure transparency in product features, fees, and terms.
- Protect customer data and enhance privacy measures.
- Monitor and evaluate compliance with consumer protection standards.
- Mitigate operational, financial, and reputational risks.
- Develop staff training programs on consumer protection and inclusion.
- Integrate consumer protection into agent and branch operations.
- Apply global best practices to local contexts.
- Create institutional action plans for sustainable consumer protection.

Organizational Benefits

- Enhanced trust and confidence among underserved clients.
- Improved regulatory compliance and risk management.
- Reduced client complaints and disputes.
- Increased adoption and usage of financial services.
- Standardized transparent disclosure and communication.
- Strengthened staff capacity in consumer protection practices.
- Better monitoring and reporting systems.
- Promotes financial literacy and client empowerment.
- Ensures ethical and responsible lending practices.
- Sustainable integration of consumer protection into operations.

Target Audiences

- Microfinance institution staff
- Digital finance officers
- Agent network managers
- Compliance and risk officers
- Customer service teams
- Financial literacy trainers
- Regulatory staff and supervisors
- DFS consultants

Course Duration: 5 days

Course Modules

Module 1: Introduction to Consumer Protection for Underserved Segments

- Principles of financial consumer protection
- Vulnerabilities of underserved populations
- Roles and responsibilities of institutions
- Client rights and obligations
- Importance for financial inclusion
- Case Study: Protecting underserved clients in East African DFS

Module 2: Regulatory Frameworks and Guidelines

- National and regional consumer protection regulations
- Licensing and operational requirements
- Supervisory and enforcement mechanisms
- Consumer rights policies
- Monitoring compliance with regulations
- Case Study: Regulatory compliance for underserved segments in Southeast Asia

Module 3: Responsible Product Design and Transparency

- Fair and inclusive financial products
- Transparent disclosure of fees, terms, and conditions
- Avoiding mis-selling and over-indebtedness
- Product accessibility considerations

- Monitoring product performance
- Case Study: Responsible digital product rollout for rural populations in West Africa

Module 4: Financial Literacy and Client Education

- Designing educational programs for low-income clients
- Tools for financial literacy (workshops, mobile content, brochures)
- Promoting responsible usage and decision-making
- Tailoring education for diverse client segments
- Measuring educational outcomes
- Case Study: Financial literacy programs for underserved segments in South Asia

Module 5: Complaint Handling and Dispute Resolution

- Standard procedures for complaints
- Escalation protocols and tracking
- Role of staff in resolution
- Feedback and service improvement mechanisms
- Continuous learning from complaints
- Case Study: Effective dispute handling in East African microfinance institutions

Module 6: Protecting Customer Data and Privacy

- Data protection principles for vulnerable clients
- Digital identity and authentication safeguards
- Secure data storage and transmission
- Staff awareness and training on privacy
- Monitoring and auditing data protection measures
- Case Study: Data privacy implementation in rural agent networks

Module 7: Monitoring and Evaluation of Consumer Protection

- Compliance monitoring tools
- Key performance indicators for consumer protection
- Audits and inspections
- Tracking outcomes for underserved segments
- Corrective actions and reporting

· Case Study: Monitoring consumer protection compliance in West Africa

Module 8: Building a Sustainable Consumer Protection Framework

· Institutional policies and SOPs

· Continuous staff training and capacity-building

· Integration with agent network operations

· Long-term sustainability strategies

· Continuous improvement and innovation

· Case Study: Sustainable consumer protection framework in a leading African MFI

Training Methodology

· Interactive presentations and guided discussions

· Practical exercises and scenario simulations

· Case study analysis and group problem-solving

· Role-playing financial education and complaint handling

· Peer learning sessions and participant presentations

· Development of institutional consumer protection action plans

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.com or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to FINESKILL TRAINING CENTER account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
07 Sep 2026	11 Sep 2026	Physical	$1,500
14 Sep 2026	18 Sep 2026	Physical	$1,500
21 Sep 2026	25 Sep 2026	Physical	$1,500
28 Sep 2026	02 Oct 2026	Physical	$1,500
05 Oct 2026	09 Oct 2026	Physical	$1,500
12 Oct 2026	16 Oct 2026	Physical	$1,500
19 Oct 2026	23 Oct 2026	Physical	$1,500
26 Oct 2026	30 Oct 2026	Physical	$1,500

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