



NATIONAL COUNCIL FOR FINANCIAL INCLUSION

ANNUAL FINANCIAL INCLUSION REPORT 2023

1ST EDITION

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MESSAGE FROM THE CHAIRPERSON

I am pleased to present to you this median Annual Financial Inclusion Report which highlights financial inclusion developments in Tanzania for the period which ended on 31st December 2023. The report anchored on tracking the financial inclusion performance of initiatives targeting disproportionately financially excluded populations and priority segments that include women, youth, MSMEs, smallholders' farmers and fishers and people with special needs. The report also presents a special feature on the development of inclusive financial technologies in the country showcasing the potential it holds for unlocking some of the barriers to access and use of formal financial services in Tanzania.

The country has witnessed remarkable growth in the level of financial inclusion reaching 76 percent of adults accessing and using formal financial services by June 2023. This achievement is a result of concerted efforts by the public and the private sector in implementing the first and second National Financial Inclusion Framework 2014- 2017 and 2018-2022, respectively, as well as other national policies that promote financial inclusion.

Despite the recorded achievements in advancing financial inclusion, there are still challenges that need to be addressed to reach underserved communities and segments. In doing so, the National Council launched the third National Financial Inclusion Framework- 2023-2028 (NFIF-3), which focuses more on expanding financial inclusion for segments that are still lagging women, youth, micro, small and medium enterprises, persons with disability, and smallholder farmers and fishers. Targeted interventions to these segments are expected to be undertaken by each implementing institution from the public and private sector as members of the National Council for Financial Inclusion. This report highlights the progress of interventions while continuing to implement initiatives under the NFIF-3.

The National Council remains committed to working in collaboration with all key stakeholders in efforts to hasten the implementation of the initiatives highlighted in the NFIF-3 and other national policies that support financial inclusion. It is my conviction that enhanced collaboration and unfettered consultative engagements between the public and private implementing institutions are a precursor to accelerating financial inclusion in Tanzania. I am confident that our efforts to enhance financial inclusion will continue to contribute to sustainable economic growth that is anchored on the integrity and stability of the financial sector balanced with effective consumer protection that reinforces public confidence and trust in using formal financial products and services.

It is my hope that our stakeholders will find this report informative and useful.

Mr. Emmanuel M, Tutuba
Chairperson, National Council for Financial Inclusion

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LIST OF ACRONYMS & ABBREVIATIONS

AFI	-	Alliance for Financial Inclusion
ATM	-	Automated Teller Machine
BOT	-	Bank of Tanzania
CMGs	-	Community Microfinance Groups
CMSA	-	Capital Markets and Securities Authority
DFS	-	Digital Financial Services
DIB	-	Deposit Insurance Board
DSE	-	Dar es Salaam Stock Exchange
FSPs	-	Financial Service Providers
FSR	-	Financial Services Registry
FYDP	-	National Five-year Development Plan
KYC	-	Know Your Customer or Know Your Client
LGAs	-	Local Government Authorities
MFIs	-	Microfinance Institutions
MSMEs	-	Micro, Small and Medium-sized Enterprises
NC	-	National Council for Financial Inclusion
NFIF	-	National Financial Inclusion Framework
NIDA	-	National Identification Authority
NSC	-	National Steering Committee for Financial Inclusion
NTC	-	National Technical Committee for Financial Inclusion
SACCOS	-	Savings and Credit Cooperative Society
SIDO	-	Small Industries Development Organization
TanFix	-	Tanzania Financial inclusion index
TCDC	-	Tanzania Cooperative Development Commission
TCRA	-	Tanzania Communications Regulatory Authority
TIRA	-	Tanzania Insurance Regulatory Authority
TMX	-	Tanzania Mercantile Exchange
UNCDF	-	UN Capital Development Fund
WACFI	-	Women Affairs Committee for Financial Inclusion
ZEEA	-	Zanzibar Economic Empowerment Agency

EXECUTIVE SUMMARY /

In 2023, the national demand-side survey (FinScope) reported substantial improvements in the availability of financial service access points across Tanzania. The percentage of Tanzanians living within a five-kilometer radius of a financial service access point increased to 89 percent, up from 86 percent in 2017. Further, usage of formal financial services also increased from 65 percent in 2017 to 76 percent in 2023, largely driven by increased uptake of formal financial services and products, including banking and mobile services.

The Tanzania Financial Inclusion Index (TanFiX), which monitors national financial inclusion progress, saw notable improvement in 2023. The index rose from 0.68 in December 2022 to 0.72 by December 2023, demonstrating the country's strides toward greater financial inclusion. The increase was mainly driven by the access sub-index, which reflected significant growth due to the rise in mobile money agents and other digital financial services. On the other hand, the number of financial services access points across various sectors, including banking, insurance, social security, and investment services, grew by 15.44 percent. The most significant contributor to this growth was the increase in non-banking payment systems, which accounted for 88.41 percent of the total financial service access points. The rapid growth of mobile money agents and digital payment platforms has reshaped the financial landscape, increasing access, particularly in rural and underserved areas.

The usage of formal financial services in Tanzania continued to grow throughout 2023, with notable increases in savings and loan accounts. The number of savings accounts in banks and SACCOS rose by 6 percent, while the value of those savings increased by 13.06 percent to TZS 7.88 trillion. Additionally, loan accounts saw a 7.62 percent rise, with the total value reaching TZS 34.22 million. The increased availability and usage of these services were supported by financial education programs, regulatory improvements, and enhanced digital financial services. Development of tailored financial products for MSMEs, youth, and women, alongside the expansion of financial education initiatives are considered important to further promote responsible savings and borrowing.

Mobile money services experienced remarkable growth in 2023, with the number of mobile money accounts increasing by 34.90 percent, reaching 51.72 million by the end of the year. This surge can be attributed to the increased ownership of mobile phones, and an increase in issuance of National Identification Numbers (NIN), which facilitated registration to mobile financial services.

The financial consumer protection framework in Tanzania considerably improved in 2023, with regulators enhancing systems for market conduct, financial literacy, and complaint resolution mechanisms. Banks reported a 93.1 percent resolution rate for complaints, while pension services resolved 96.6 percent of complaints. The overall improvement in consumer protection can be attributed to revised regulatory frameworks and the introduction of financial literacy programs within formal education system.

In 2023, MSMEs benefited from increased access to finance through various banking and government programs. A total of TZS 3,612.72 billion was issued to MSMEs via banking channel, representing a 7.36 percent increase from the preceding year. Additionally, under the National Economic Empowerment Council (NEEC) and related programs, TZS 743.66 billion was disbursed to 6.1 million, up from 2.2 million businesses in 2022.

1.2 Policies and Regulatory Frameworks

Implementation of the national financial inclusion initiatives in Tanzania have been guided by National Development Policies and the National Financial Inclusion Frameworks (NFIF) which are rolling strategic plans implemented through a public and private sector collaborative approach. Each NFIF phase provides a strategic focus to implement initiatives based on specific financial inclusion dimensions. The first NFIF (2014-2016) focused on advancing access to financial services and products, while the second NFIF (2018-2022) continued to reinforce the gains of implementing the access dimension initiatives and provided strategic emphasis on expanding usage.

In August 2023, the third NFIF (2023-2028 (NFIF-3)) was unveiled with strategic focus on expanding access and usage of a broad range of financial services and products as well as advancing implementation of initiatives for the dimensions of quality and welfare. The NFIF-3 prioritizes directing financial inclusion initiatives for disproportionately excluded population and segments such as women, youth, MSMEs, people with disabilities, as well as smallholder farmers and fishers. The NFIF- 3 sets specific targets for each dimension access 95 percent, usage 75 percent, quality 70 percent and welfare 25 percent.

1.3 The Key Stakeholders for Driving Financial Inclusion

The key stakeholders for driving financial inclusion include financial and non-financial policymakers, regulators, service providers, associations, and researchers. These stakeholders play a pivotal role in implementing initiatives to improve the regulatory and business environment, address barriers of financial inclusion, mobilizing savings and allocating credit to various sectors, promoting industry best practices, and providing insights and evidence for policy and market intervention to advance financial inclusion in the country.

1.3.1 Financial and Non-financial Policymakers

The National Council (NC) governance structure composes members from public and private sectors. Members from public sector are sub-divided into two categories which are financial and non-financial policymakers. The financial policymakers include the Ministry of Finance URT and President of Office Finance and Planning, Zanzibar. Non-financial policymakers on the other hand, include Ministries responsible for of education, energy, industry and trade, gender, youth, agriculture and rural administration and local Government.

The financial regulators include regulators for banking, microfinance, social security, insurance, and capital markets sub-sectors. Non-financial regulators include Government agencies responsible for national identification, information and communication, tax, and business registration. The governance structure also includes associations representing, banks, mobile money service providers, microfinance institutions, insurance and consumers.

1.3.2 Financial Inclusion Researchers

Financial inclusion researchers in Tanzania play a crucial role in promoting financial inclusion for marginalized groups, guiding policy decisions and product development. Institutions like Financial Sector Deepening Trust (FSDT), Research on Poverty Alleviation (REPOA), Economic and Social Research Foundation (ESRF), African Economic Research Consortium (AERC), Universities, and other international organization such as the United Nations Capital Development Fund (UNCDF), International Monetary Fund (IMF), Alliance for Financial Inclusion (AFI), and the World Bank have been instrumental in providing data-driven insights that contribute to policy formulation for promoting financial inclusion in Tanzania.

2.0 Financial Service Providers Landscape

Tanzania's financial service providers landscape comprise of banks, microfinance institutions, insurance, capital markets, and social security. The subsectors are designated to offer a broad range of financial services and products: credit, savings, insurance, investment, social security, and payments. The long-term sustainability of the financial sector significantly contributes to the economy's growth by mobilising deposits, trade facilitation, investment, and intermediation.

In the reporting period, the financial sector continued to be regulated by multiple regulators; the Bank of Tanzania (BOT) which regulates the banking, payment and microfinance services; the Prime Minister's Office, Labour, Youth, Employment and Persons with Disability (PMO-LEYD) and Zanzibar Social Security Fund (ZSSF) regulating operations of social security services in Tanzania's mainland and Zanzibar respectively; the Tanzania Insurance Regulatory Authority (TIRA) which regulates the insurance services; and the Capital Markets and Securities Authority (CMSA) regulating capital markets and securities business in Tanzania.

To continue enhancing the regulatory and supervisory mandate of microfinance services, the Bank of Tanzania has delegated its powers to supervise Saving and Credit Cooperative Organizations (SACCOS) and Community Microfinance Groups (CMGs) to the Tanzania Cooperative Development Commission (TCDC) and Local Government Authorities (LGAs), respectively. On the other hand, in Zanzibar, the President's Office, Work, Economy and Investment, regulates SACCOS.

In addition, the innovations in the financial subsectors played a significant role in adding new services and products that continue to expand inclusive financial services as depicted in Table 1.1.

Figure 1.1: Financial Service Providers Landscape

Source: Bank of Tanzania, National Financial Inclusion Secretariat

1.4 Collaboration with Stakeholders

Effective implementation of the national financial inclusion initiatives requires collaboration between the public and private sector stakeholders. During the reporting period, the country continued implementing financial inclusion initiatives through collaboration between the public and private sectors through the National Council for Financial Inclusion (NC) umbrella, as well as collaboration with the development partners with the view to implement the National Financial Inclusion Framework (2023-2028). The NFIF intends to drive the national financial inclusion agenda that also support the implementation of key national development plans including, Tanzania Development Vision 2025, Zanzibar Development Vision 2050, Tanzania

Long Term Perspective Plan 2011/12-2025/26, the National Five-Year Development Plan 2021//22-2025/26 (FYDP III), Zanzibar Development Plan (ZADEP) 2021- 2026 and Financial Sector Development Master Plan 2020/21-2029/30. The National Council had three committees which draw members from the public and private sectors, the National Financial Inclusion Steering Committee (NSC); the National Financial Inclusion Technical Committees (NTC) and the Women Affairs Committee for Financial Inclusion (WACFI).

In the year 2023, the National Council developed the following policies through the public and private stakeholders collaboration: Evaluation Report to assess implementation of the National Financial Inclusion Framework 2017-2022; the Third National Financial Inclusion Framework 2023-2028 aiming at increasing access to and usage of high quality broad range of formal financial services to promote individuals, business welfare and economic growth; conducted the National FinScope Survey 2023 through which financial inclusion demand side data was obtained; developed the NFIF Guide for Financial Educators 2023-2028 and Curriculum for Certified Financial Educators for enhancing a systematic, effective, and sustainable delivery of financial literacy skills to the public. Further, the National Council developed the NFIF Implementation Support Guide 2023-2028 and the NFIF Communication Framework to facilitate effective implementation of financial inclusion initiatives in the country. Further, The National Council developed the NFIF 2023-2028 Implementation Action Plan was also developed as tool to institute the coordination for implementation of the Framework's initiatives within five years up to 2028.

Further, the country collaborated with various stakeholders in various ways as follows:

Tanzania Mobile Network Operators (TAMNOA) collaborated with the Universal Communication Service Access Funds (UCSAF) to construct communication towers as part of the Government's efforts to bridge the digital divide and promote the digital economy. As of December 2023, UCSAF had disbursed a subsidy of 326bn/- to mobile network operators implementing the communication tower project, with 1,321 towers already constructed out of 2,149 planned.

The Bank of Tanzania collaborated with the Alliance for Financial Inclusion (AFI) on a diagnostic study to promote financial inclusion for Internally Displaced Persons (IDPs) induced by climate change.

The Government agencies and regulatory authorities collaborated with the Financial Sector Deepening Trust (FSDT) to implement various financial inclusion initiatives such as the FinScope Survey 2023.

The UN Capital Development Fund (UNCDF) collaborated with the Secretariate of National Financial inclusion to train Women Affairs Committee for Financial Inclusion (WACFI) on women financial inclusion gender gap aspects; and collaborated with TAMFI to build capacity on digitalizing microfinance institutions.

The Turf University under its flagship program of the Fletcher School Leadership Program conducted capacity building to 33 participants from financial regulatory authorities and select universities on the financial inclusion policy development through the Fletcher School's Eight Questions Method for Policy Development.

GIZ partnered with TIRA and the Ministry of Health to enhance the effective implementation of Universal Health Insurance in Tanzania, aiming to provide medical insurance coverage for all Tanzanians.

UNDP collaborating with the Association of Tanzania Insurers (ATI) to enhance access to insurance services, focusing on strengthening the insurance sector, promoting micro-insurance, and advancing sustainable development and financial inclusion.

TBA collaborated with the International Trade Centre (INTRACEN) to develop a Micro, Small and Medium Enterprises (MSMEs) Financing Gateway—a virtual platform aimed at linking financial service providers (banks, microfinance institutions, business development services etc.) with MSMEs.



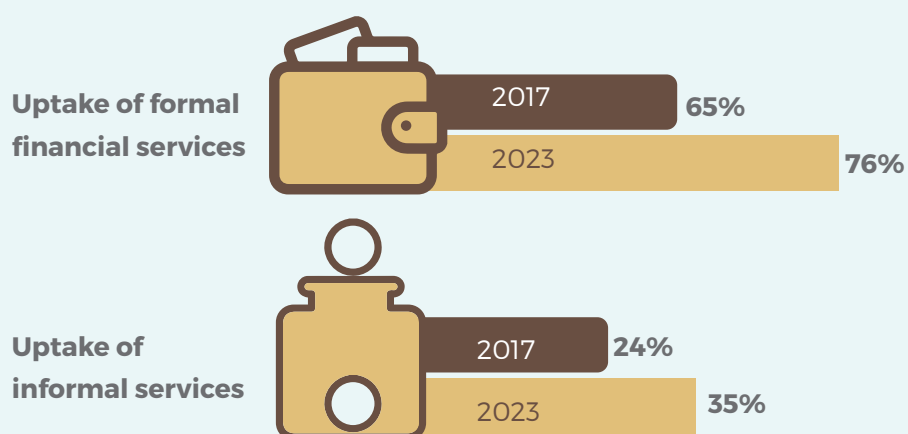
CHAPTER TWO

TANZANIA FINANCIAL INCLUSION
PERFORMANCE

2.0 Introduction

Tanzania has witnessed remarkable progress toward advancing financial inclusion on various fronts as indicated by supply-side and demand-side data. On the demand-side data, the FinScope Survey Report 2023 shows that national financial inclusion, measured by percentage of adult with access to formal financial services, increased by 11 percentage points to 76 percent in 2023, compared to 65 percent in the period up to 2022 (Chart 2.1).

Chart 2.1: Uptake of Formal Financial Services



Source: FinScope Survey Report 2023

Performance based on supply-side data, also indicates growing financial inclusion using the Tanzania Financial Inclusion Index (TanFiX) (Box 1).

Box 1: Tanzania Financial Inclusion Index

Overall financial inclusion performance is measured by Tanzania Financial Inclusion Index (TanFiX). The Index is a cost-effective monitoring tool for tracking financial inclusion growth over a short-term horizon, as an alternative to demand-side surveys that are conducted every three to four years. TanFiX is a composite index that includes access and usage dimensions, due to the unavailability of quality and welfare data during the reporting period. The Index uses indicators on financial services across banking, insurance, capital markets, microfinance and social security sub-sectors, as well as from non-bank payment systems providers.

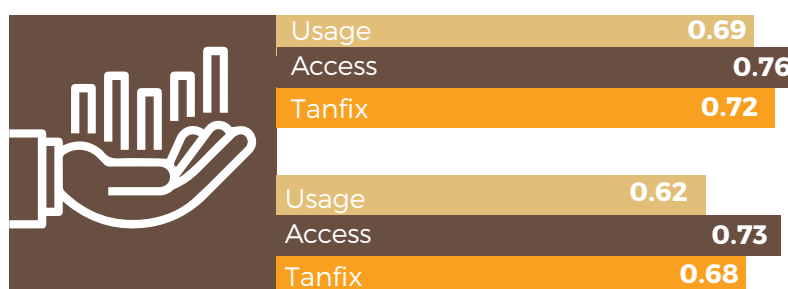
TanFiX used hybrid approach comprising Statistical Normalization and Multidimensional Approaches to take advantage of each approach, using Z-score and Euclidean distance technique. The TanFiX is expressed in number ranging from 0.00 to 1.00, where 0.00 indicates total financial exclusion and 1.00 indicates total financial inclusion.

During the year ended December 2023, the TanFiX, developed from access and usage sub-indices, revealed a steady progress, rising to 0.72 compared to the index of 0.68 recorded in December 2022 (Chart 2.2). The index ranged from 0.5 to 0.75, indicating that Tanzania is within the average financial inclusion level. The access sub-index was the primary factor driving the recorded increase, influenced by the rise in the number of mobile money and banking agents, microfinance service access points, and point-of-sale locations, as outlined in the Appendices. The formalization of community microfinance groups, increased innovations, and an enabling legal and regulatory environment were also contributing factors to the significant increase in the index.

Chart 2.2: Tanzania Financial Inclusion Index

Source: Bank of Tanzania

Chart 2.2:
Tanzania Financial
Inclusion Index

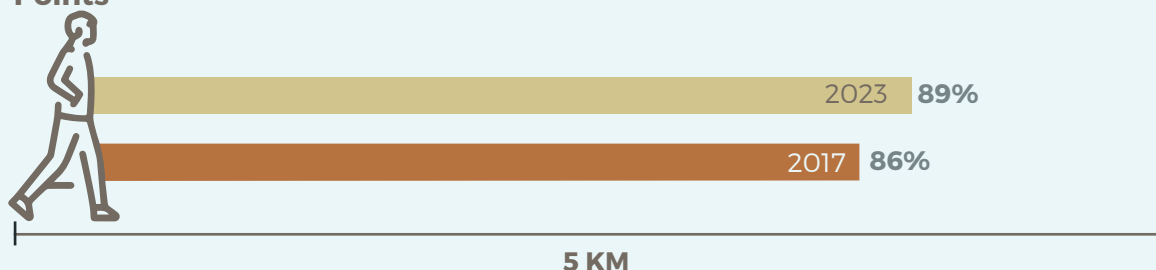


The general growth in uptake, reflected in both demand and supply-side data, was driven by enabling infrastructure, legal and regulatory frameworks, and empowered and protected consumers.

2.1 Access to Formal Financial Services and Products

The national demand-side (FinScope) survey report of 2023 shows improved progress in the deployment of financial services access points, with 89 percent of the population living within 5 kilometers proximity of access point, up from 86 percent in 2017 (Chart 2.3). Additionally, the usage of formal financial services has increased to 76 percent from 65 percent, largely driven by non-bank financial services.

Chart 2.3: Tanzanian Adults Living within 5km from Financial Service Access Points



Source: FinScope survey Report 2023

The number of access points for offering a broad range of formal financial services in the financial sector increased significantly. These include microfinance institutions, agents, brokers, digital platforms, and Bancassurance agents. The total number of financial services access points rose by 15.4 percent to 1.40 million in 2023, up from 1.22 million in 2022 (Table 2.1). This increase was largely on account of supportive legal and regulatory frameworks that enabled financial service providers to open and expand channels across various sub-sectors in the country.

Table 2.1: Total Number of Financial Access Point

Financial Access Points	2019	2020	2021	2022	2023
Access points in banking	29,371	41,431	49,965	76,266	107,238
Access points in microfinance	6,241	6,336	25,395	40,504	53,371
Access points in investment and capital markets	91	90	92	375	380
Access points in insurance	795	927	986	1,238	1,495
Access points in social security services	14	140	17	17	19
Access points in non-bank payment system services	573,444	749,866	896,790	1,096,904	1,240,106
Total	609,956	798,790	973,245	1,215,033	1,402,609

Source : BOT / TIRA / PMO-LYED / ZSSF / CMSA

2.1.1 Banking Services Access Points

The number of financial services access points in banking services (number of banks, bank branches, bank agents, number of financial leasing companies and number of mortgage institutions) increased substantially over the past five years. The total number of banking services access points more than tripled to 107,238 in 2023, compared to 29,371 in 2019. This growth was driven by banks agents, which accounted for 99 percent of the total and nearly quadrupled during this period (Table 2.2). The increase in the number of bank agents was largely due to the reforms of agent banking requirements, which facilitated more financial services providers in establishing bank agents.

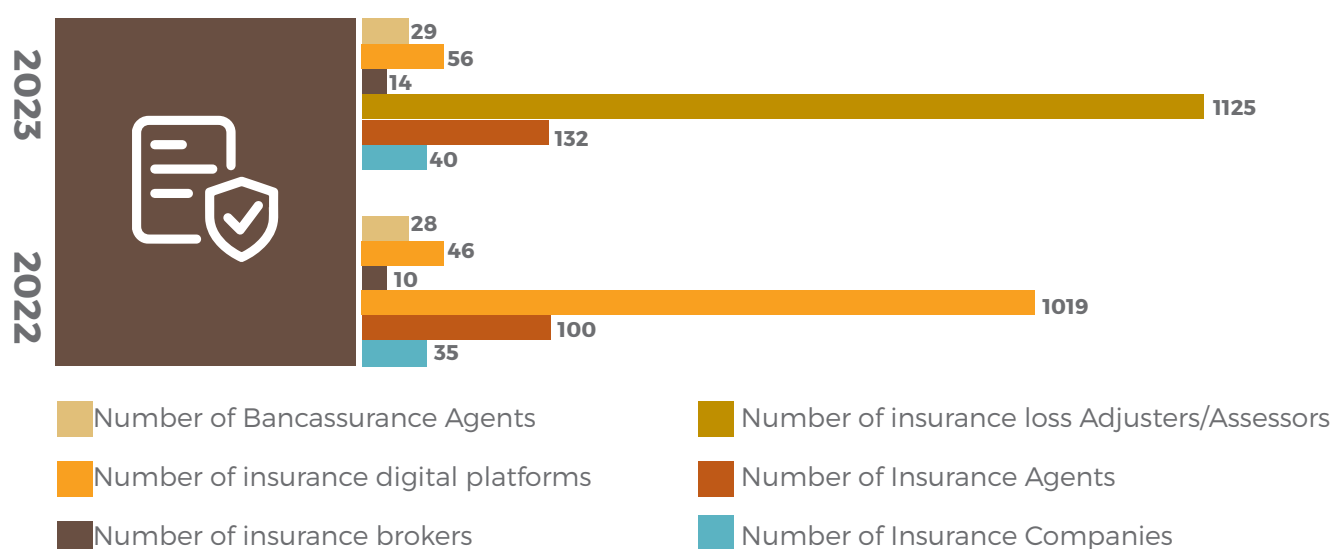
Table 2.2: Number of Access Points in Banking and Non-Banking Services

Access Point Category	2019	2020	2021	2022	2023
Number of Banks (Commercial, Community, and Micro-finance, Development)	51	46	46	44	44
Number of Bank branches	957	969	990	981	1,011
Number of Bank Agents	28,358	40,410	48,923	75,234	106,176
Number of financial leasing companies	3	4	4	5	5
Number of Mortgage finance institutions	2	2	2	2	2
Total	29,371	41,431	49,965	76,266	107,238

Source: BOT

2.1.2 Insurance Services Access Points

The number of insurance services access points also saw a notable increase to 1,452 in 2023, 15.8 percent higher than in 2022. This growth was largely due to the introduction of: sales force executives; 40.0 percent increase in the number insurance digital platforms; 21.7 percent rise in loss adjusters, and 11.4 percent increase in the number of insurance companies (Chart 2.4). Other driving factor was the regulatory reforms relating to issuance of Guidelines for Insurance Digital Platforms, Operational Guidelines for Takaful Insurance, and the operationalization of Bancassurance Guidelines.

Chart 2.4: Number of Insurance Services Access Points

Source: TIRA

2.1.3 Capital Markets Services Access Points

As shown in Table 2.3, the number of capital markets access points increased by 2.3 percent to 380 at the end of 2023, compared to 375 access points in 2022. This growth was attributed to increased demand coupled with enabling licensing requirements for investment advisors and fund managers.

Table 2.3: Number of Access Points to Capital Markets Services

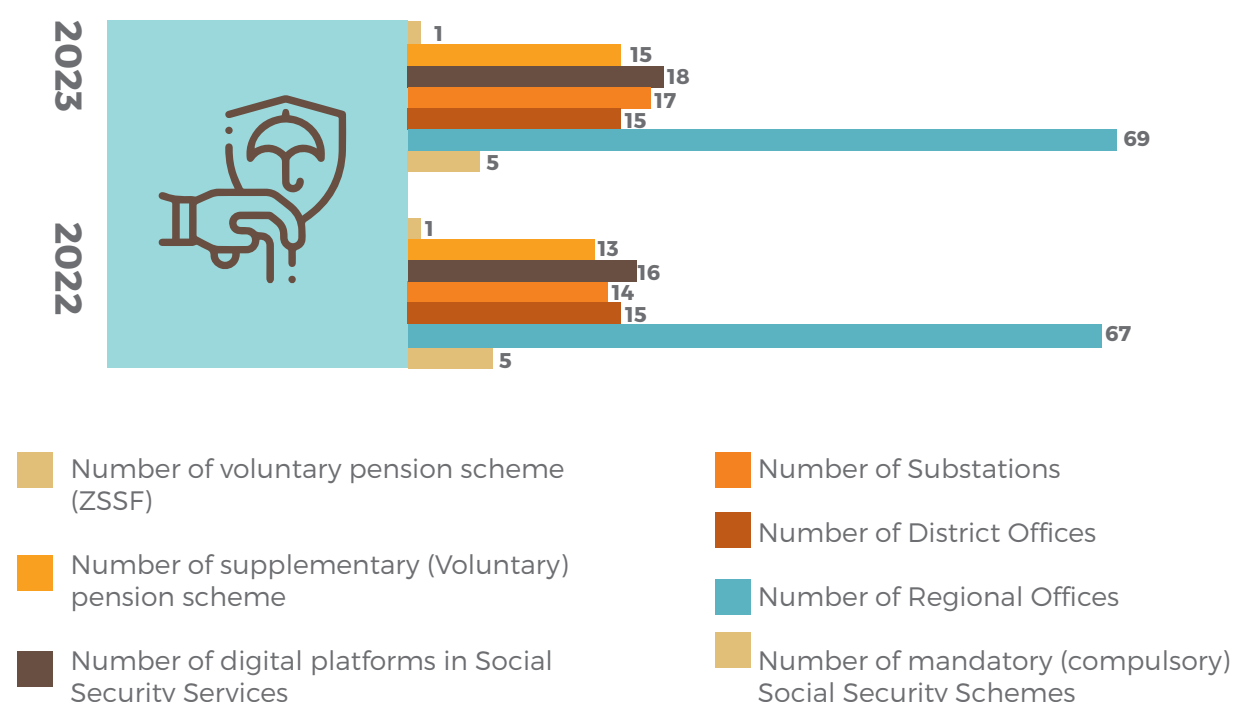
Access Points	2019	2020	2021	2022	2023
Number of investment advisors	13	14	15	18	23
Number of custodians of securities	6	6	6	6	7
Number of licensed bond dealers	6	6	6	8	8
Number of nominated advisors	8	6	6	5	4
Number of fund managers	9	9	9	10	12
Number of listed companies in the capital markets	28	28	28	28	28
Number of members licensed dealing	12	12	13	16	18
Number of registered warehouses	-	-	-	272	268
Number of exchange markets	-	-	-	2	2
Number of Capital Market digital platforms	-	-	-	2	2
Number of collective investment schemes	9	9	9	9	10
Total	82	81	83	375	380

Source: CMSA

2.1.4 Social Security Services Access Points

During 2023, the number of social security services access points increased to 140, compared to 131 in 2022. This growth was largely due to the adoption of digital social security services, a conducive regulatory environment, and the recovery of economic and business activities. The main drivers of this growth were social security services substations, registered supplementary schemes; digital platforms in social security services, and regional offices (Chart 2.5).

Chart 2.5: Number of Access Points to Social Security Services



Source: PMO-LYED&ZSSF

2.1.5 Microfinance Services Access Points

The number of licensed microfinance services providers continued to increase, a trend observed since the formalization of the microfinance subsector in 2018. The number of microfinance services access points recorded an annual increase of 31 percent, reaching 51,253 at the end of 2023, largely due to positive prospects in the microfinance sub-sector following formalization, increased efficiency in licensing by regulators with more accommodative licensing requirements, and high demand for micro-credits facilities in the market. The Microfinance Act 2018 and Zanzibar Microfinance Service Act, 2023 categorized microfinance institutions into tiers I to IV. During the reporting period, institutions in tier IV accounted for 94.9 percent of the total and represented a 30.9 percent increase compared to 2022 (Table 2.4).

Table 2.4: Number of Access Points to Microfinance Services

Access Points	2021	2022	2023
Number of Microfinance tier II (non-deposit taking)	692	1,099	1,579
Number of Microfinance tier III (SACCOs – Tanzania Mainland and Zanzibar)	580	978	1,018
Number of Microfinance tier IV (CMGs)	24,123	37,153	48,659
Total	25,395	39,230	51,253

Source: PO-RALG, PO-FP (Zanzibar), BOT& TCDC

2.1.6 Payment Services Access Points

Access to digital financial services improved further with the number of ATMs, mobile money agents and merchants POSs recorded an increase by 19.3 percent to 1.25 million from the number recorded in 2022 (Table 2.5). This growth was primarily attributed to technological advancement in payment service delivery channels and the convenience of inclusive payment systems, which facilitated individuals and businesses in accessing and using formal financial services. Main driver of the growth was primarily mobile money agents, which recorded annual increase of 19.4 percent, reaching 1.24 million in 2023.

Table 2.5: Number of Payment Services Access Points

Access Points	2019	2020	2021	2022	2023
Automated Teller Machines (ATMs)	2,070	2,058	2,048	1,885	1,981
Mobile Money Agents	569,187	702,284	838,759	1,038,874	1,240,052
Point of Sale (POS) - merchants	4,194	4,336	6,397	7,317	8,652
Total	571,257	704,342	847,330	1,048,076	1,250,685

Source: BOT & TCRA

2.2 Usage of Formal Financial Services and Products

Usage of formal financial services and products improved by 11 percentage points, reaching 76 percent in 2023, up from 65 percent in 2017 (FinScope Survey Report, 2023). Meanwhile, usage of formal financial services and products, as measured by changes in the number and values of active accounts in various financial service, also indicate a notable increase in the usage of savings, credit, investment, insurance, social securities and payment services. This observed increase was mainly attributable to the implementation of various policies, including the Tanzania Development Vision 2025, Zanzibar Development Vision 2050, Tanzania Long Term Perspective Plan 2011/12-2025/26, the National Five-Year Development Plan 2021//22-2025/26,

Zanzibar Development Plan (ZADEP) 2021-2026, and Financial Sector Development Master Plan 2020/21-2029/30. Government efforts and programs supporting financial inclusion, particularly those that facilitate access to finance for MSMEs, as well as enabling regulatory environment for financial services, also contributed to this growth. A detailed analysis of the usage of each formal financial services and product is provided below.

2.2.1 Saving Services

According to the FinScope Survey Report 2023, the adult population with access to banking services (measured by bank accounts ownership) increased by 5 percentage points to 22 percent in 2023, compared to 17 percent in 2017 Chart 2.6.

Chart 2.6: Adults Population with Banking Services



Source: FinScope Survey Report 2023

Savings in the banking sector increased by 18.1 percent to TZS 6.99 trillion at the end of 2023, up from TZS 5.92 trillion in 2022. This growth was attributed to the enhanced use of National Identification Numbers (NINs), which facilitated customers on boarding, an increase in bank agents and the tailoring of banking products. The number of saving accounts in SACCOs increased by 3.8 percent to 1.87 million in 2023, up from 1.80 in 2022. However, the saving deposits decreased to TZS 890 billion from TZS 1050 billion, partly due to some SACCOs members opting to borrow from MFSPs, which requires no deposits, as means of protecting their disposable income (Table 2.6).

Further, there was a remarkable increase in the usage of Community Microfinance Groups (CMGs), as indicated by the number of accounts in CMGs. By the end of December 2023, the number of accounts in CMGs reached 107,659,135, a significant increase from 150,071 at the end of 2022. This increase was attributable to extensive awareness campaigns promoting the registration of CMGs, which transformed many informal CMGs into formal savings account holders, along with the increased use of digital platforms for account opening and registration.

The total number of accounts opened digitally was 732,151 from 222,172 saving groups. The total number of digital accounts was dominantly owned by women accounting for 75.6 percent. Most of the participants in the digital saving platforms were from Dar es Salaam, Mbeya, Mwanza, Kigoma and Arusha. This implies more financial literacy and awareness programs are

to be provided in the other remaining regions to inculcate public saving culture.

Table 2.6: Saving Amounts in the Banks and SACCOs

Usage	2019	2020	2021	2022	2023
Savings amount Banks (trillion)	4.38	4.80	5.38	5.92	6.99
Savings amount SACCOs – Mainland (TZS billion)	1,100	1,030	950	1,030	870
Savings amount SACCOs – Zanzibar (billion)	N/A	10	30	20	20

Source: PO-FP (Zanzibar), BOT& TCDC

2.2.2 Credit Services

Usage of banking sub-sector credit services improved further, with the number of loan accounts increasing to 3.84 million by the end of 2023, 7.6 percent higher than 3.57 million loan accounts recorded at the end of 2022 (Chart 2.7). This increase was partly attributed to global economic recovery, conducive business conditions, and increased use of digital technology in accessing financial services. Of the total loan accounts, 3.84 million were in banks, of which only 29.4 percent were owned by women, indicating male dominance in loan account ownership. Loan accounts owned by youth accounted for 36.2 percent of the total loan accounts in banks.

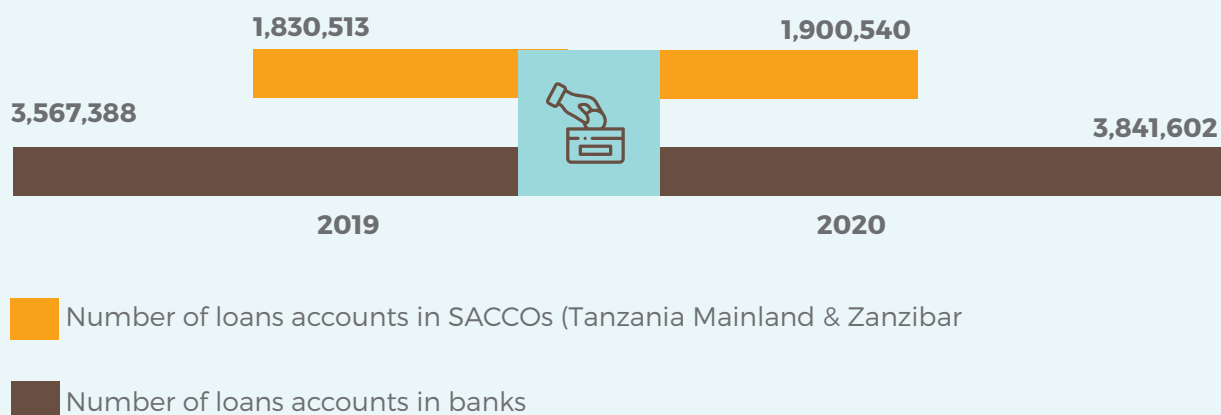
Low-income individuals continued to access and use credit services primarily through microfinance platforms. The number of loan accounts in SACCOs recorded an annual increase of 3.8 percent to 1.9 million accounts at the end of 2023. This outcome was largely due to a conducive regulatory environment that facilitated the formalization of SACCOs in the country, as well as presence of digital platforms to access credit services.

During the reporting period, the Revolutionary Government of Zanzibar (RGoZ) enacted the Microfinance Service Act No. 9 of 2023, which provides for the licensing, regulating and supervising microfinance for maintaining the stability, safety and soundness of the sub-sector. Further, the Bank of Tanzania continued to license microfinance services providers in Tanzania mainland, while SACCOs and Community Microfinance Groups remained under the delegation of TCDC and PO-RALG, respectively.

The PO-RALG continued to provide credits directly to women, youth and people with disability using the 10 percent of Districts Councils' own-source revenues, allocated at a ratio of 4:4:2 for women, youth and people with disabilities, respectively. Until the early 2023, lending to these groups was temporarily paused by the Government to improve the lending process; which would be conducted by banks rather than direct lending by authorities. This change aimed to increase access for more undeserved within these groups, improve transparency, and enhance loan recovery efficiency. As a result, the number of program beneficiaries decreased significantly to 33,485 by the end of 2023, compared to 69,926 beneficiaries recorded at end of 2022.

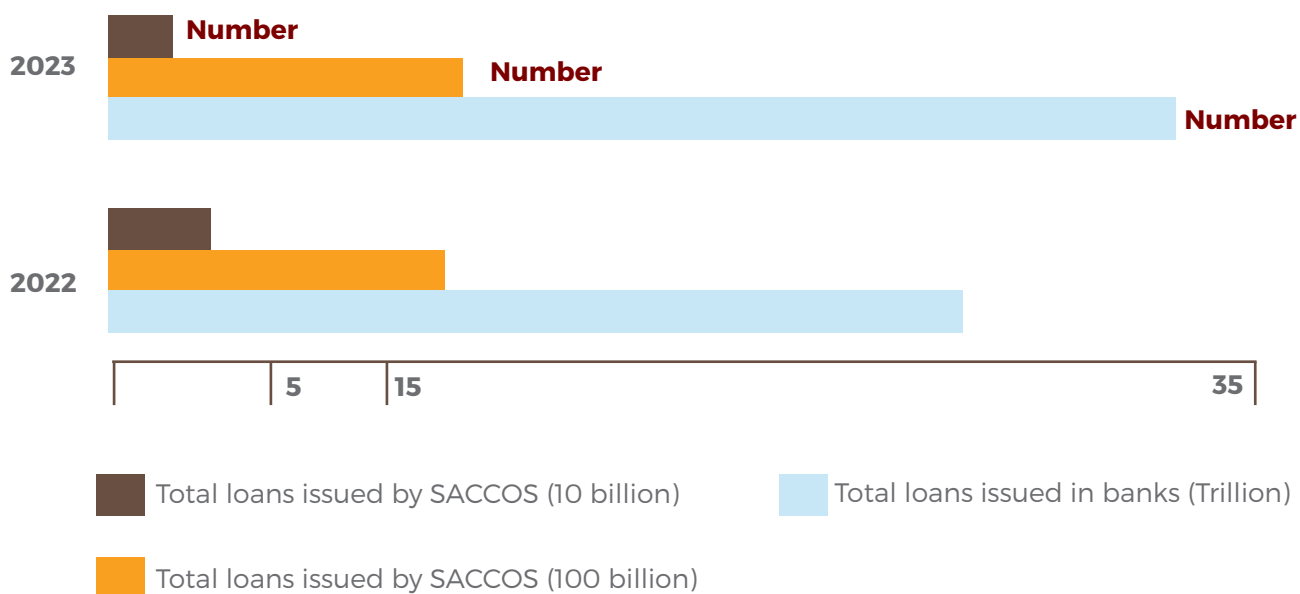
The value of banks credit at the end of 2023 was TZS 33.10 trillion, a 24.4 percent increase compared to TZS 26.61 trillion recorded at the end of 2022. Similarly, the outstanding credit amount in SACCOs in Tanzania mainland was TZS 1.12 trillion, an increase of 3.7 percent from TZS 1.08 trillion recorded by end of the previous period (Chart 2.8)

Chart 2.7: Number of Loans Accounts Banks and SACCOs



Source: PO- RALG, PO-FP (Zanzibar), BOT& TCDC

Chart 2.8: Credit Values in Banks and SACCOs



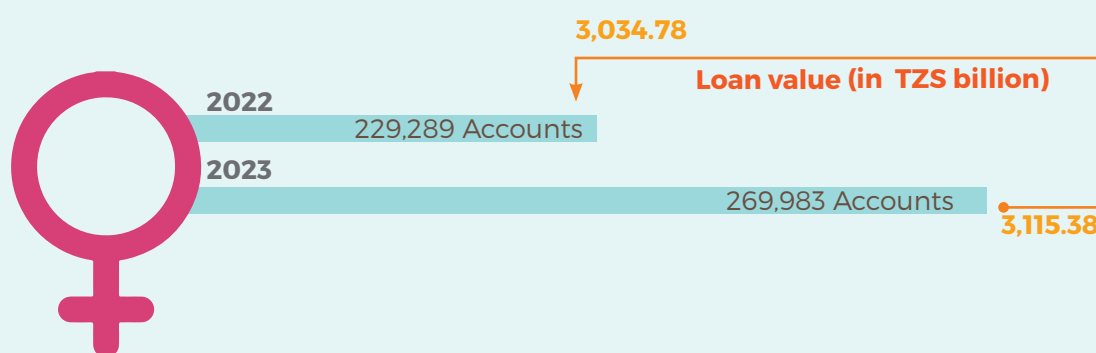
Source: PO-FP (Zanzibar), BOT& TCDC,

Box 2 : Credit Services Issued to Women

The National Council for Financial Inclusion among other initiatives, continued to emphasize the availability of disaggregated financial inclusion data as a means to measure the performance of financial inclusion efforts targeting underserved population segments. Therefore, various circulars were issued to FSPs, requiring the collection of data on lending to women, youth, and MSMEs.

By the end of 2023, loans worth TZS 3,115.38 billion were issued to 269,983 women, compared to TZS 3,034.78 billion that were issued to 229,289 women by the end of 2022. Loans amount to women accounted for 10 percent of the total loan portfolio issued by banks. Similarly, a total amount of TZS 2,924.66 billion was issued to youth with 321,345 loans accounts, which also stood at 9.06 percent of the total loan portfolio in the same reporting period.

Chart 2.9: Number of Loan Accounts and Value to Women



Source: Bank of Tanzania

2.2.3 MSMEs' Access to Finance

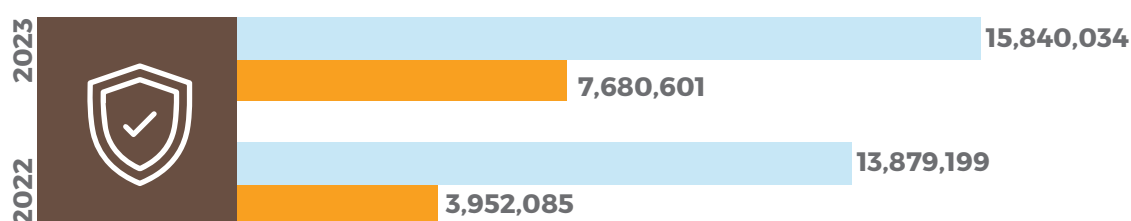
MSMEs continued to access finance through banks, microfinance as well as special government programs and funds that support and promote growth and access to finance. By the end of 2023, the number of loan accounts in the banking sector held by MSMEs was 176,213 with total value of TZS 3,612.72 billion, an increase from 144,522 accounts worth TZS 3,109.20 billion at the end of 2022, which represents an increase of accounts and amounts by 21.9 percent and 16.2 percent, respectively. This growth was largely attributed to the availability and accessibility of tailored loans products and services, improved economic performance, and a conducive legal and regulatory environment. Loan accounts held by MSMEs constituted 12 percent of the total loan portfolio in the banking sector. Meanwhile, the number of loan accounts held by MSMEs with Tier 2 microfinance service providers was 4.14 million, compared to 5 million accounts in 2022. The value of loans granted by Tier 2 microfinance service providers to MSMEs recorded an annual growth of 39.15 percent, reaching TZS 749.99 billion, driven by improved awareness, increased use of credit reference system, and business formalization.

In promoting financing to MSMEs, the Government and private sector players continue to undertake various programs during the review period, including:

1. Resuming the Small and Medium Enterprises Credit Guarantee Scheme. The Government, through the Ministry of Finance, has signed an agency agreement with the Bank of Tanzania to administer SME-CGS, aiming to enhance credit accessibility for SMEs with viable business projects that lack adequate collateral;
2. Revising micro-insurance regulations to enhance availability and accessibility of micro-insurance products specifically tailored for MSMEs;
3. Enhancement of business formalization programs to address challenges of MSME informalities, including the 'Formalize Your Business (FYB) program implemented by NEEC in collaboration with UNDP. During the reporting period, a total of 500 MSMEs in Tanzania were trained on the businesses formalization process. Additionally, to increase awareness among MSMEs about business formalization, NEEC and BRELA conducted several awareness and sensitization programs via radios and television;
4. Enhancing coordination within the MSMEs financing ecosystem and promoting financing for aqua-farming and deep-sea fishing in the country: The MoBEF collaborated with banks to train 4,000 SMEs in Zanzibar on Loan accessibility and distributed 545 boats—205 for seaweed farming and 340 for fisheries;
5. Promotion of fair competition in the financial sector, with a particular emphasis on SMEs: The ZFCC established procedures for identifying and investigating unfair trade practices and misleading business practices to ensure that SMEs are protected from such habits.

2.2.4 Usage of Insurance Services

In the year ended December 2023, there was an increase of number of insurance policyholders and beneficiaries by 94.4 percent and 14.1 percent, to 7.68 million and 15.84 million in 2023 compared to 3.95 million and 13.88 million in 2022, respectively. As for policyholders, the increase was driven by mandatory motor vehicle insurance, while the rise in beneficiaries was due to a higher number of people using health insurance for medical services. General insurance was dominated by motor insurance, accounting for 34.9 percent of the total, followed by fire and health insurance at 18.7 percent and 16.6 percent, respectively. In life insurance, group life contributed the most at 82.6 percent, followed by Individual life insurance at 17.4 percent.

Chart 2.10: Number of Policyholders in the Insurance Services Providers

Source: TIRA

2.2.5 Usage of Capital Markets Services

During the reporting period, the investment in capital markets improved as reflected by the increase in numbers of investors by 12.5 percent to 907,969 in the period ending December 2023. The notable achievements resulted from the adoption of technology-enabled platforms for subscriptions and trading of securities in the capital markets; implementation of public education and awareness programs; and development of thematic and innovative capital market products and services which attracted increased participation of local and international investors in the capital markets.

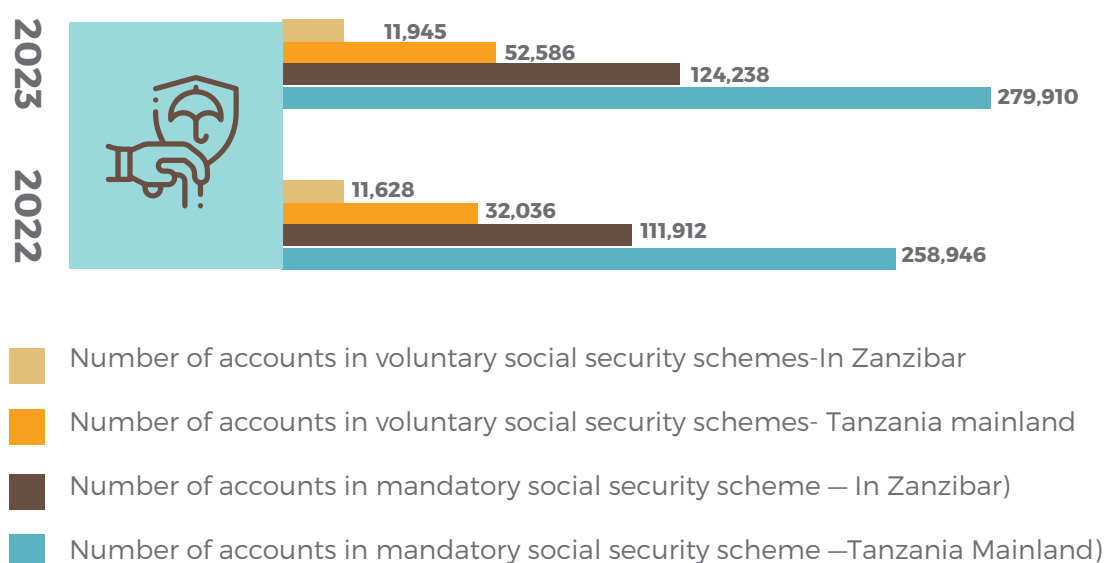
Table 2.7: Number of Investors in Capital Markets

Usage	2022	2023
Number of investors in Government Securities	11,085	13,058
Number of investors in Corporate Bonds	2,339	9,612
Number of investors in Collective investment schemes	222,854	299,145
Number of investors in Equities	568,557	584,131
Total	806,857	907,969

Source: CMSA

2.2.6 Usage of Social Security Services

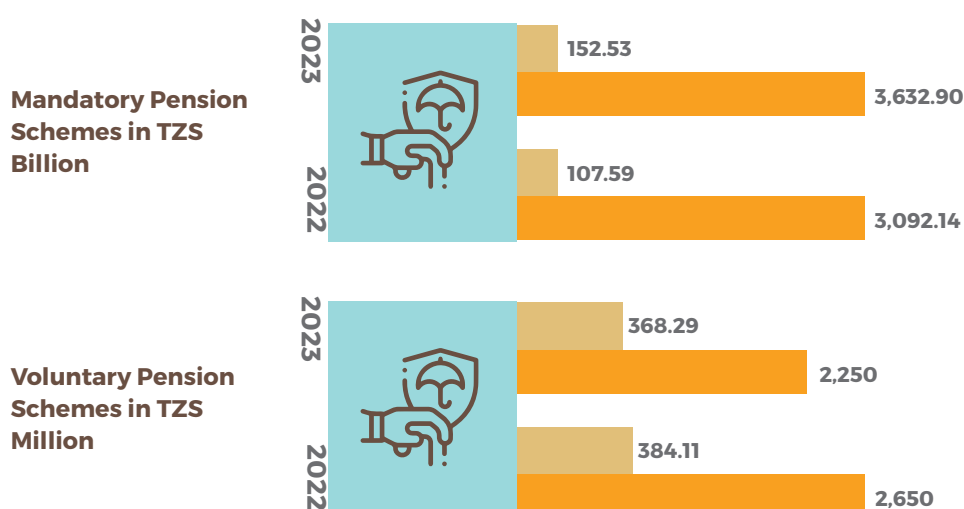
In the reporting period, the number of pension accounts in the formal sector increased by 8.1 percent to 2.80 million accounts from 2.59 million accounts in Tanzania Mainland, while in Zanzibar, the number of pension accounts recorded an increase of 11.2 percent to 124,238 accounts from 111,912 accounts recorded in December 2022. Similarly, the number of pension accounts in the informal sector, increased by 64.2 percent to 52,586 accounts from 32,036 accounts in Tanzania Mainland, while in Zanzibar, the number of pension accounts in informal sector increased by 2.8 percent to 11,945 accounts from 11,628 accounts recorded in December 2022. The increase of members in the pension sector was attributed to increased employment and public awareness for voluntary accounts ownership from the informal sector pension schemes.

Chart 2.11: Number of Accounts in Social Security Services Providers

Source: PMO-LYED&ZSSF

For the period ending December 2023, the members' contributions increased by 17.5 percent to TZS 3,632.90 billion from TZS 3,092.14 billion in Tanzania Mainland, while in Zanzibar, contributions increased by 41.77 percent to TZS 152.53 billion from TZS 107.59 billion recorded in December 2022.

On the other hand, the amount of voluntary contributions decreased to TZS 2.25 billion from TZS 2.65 billion in Tanzania Mainland, while in Zanzibar, contributions decreased to TZS 368.29 million from TZS 384.11 million reported in December 2022. The decrease was partly due to members' benefits payments and withdrawals in voluntary schemes.

Table 2.8: Members Contributions

Source: PMO-LYED&ZSSF

- Pension Schemes - Mainland Tanzania
- Pension Schemes - Zanzibar

2.3 Social Assistance Pension Schemes

By end of December 2023, there were two government social assistance pension schemes designed to provide financial support to elderly and disabled individuals with low or no income. These schemes are Tanzania Social Action Fund (TASAF) and Zanzibar Universal Pension scheme (ZUPS).

2.3.1 Tanzania Social Action Fund

The Government through TASAF enrolled a total of 1,333,786 beneficiaries' household members who were mainly women who accounted for 86.5 percent of the total beneficiaries (Appendix 14). In addition, TASAF created a total of 56,518 saving groups with a total number of 778,940 members, which were dominated by women accounting for 78 percent of the members. Out of the enrolled beneficiaries, a total of 503,618 beneficiaries were connected to electronic payments of which 49 percent of the connected beneficiaries were through commercial banks and 51 percent were through mobile money platforms. The increase in TASAF beneficiaries, especially women, connected to electronic payments, banks, and mobile money improves financial inclusion and economic empowerment. It also boosts financial independence, speeds up transactions, and enhances transparency. To maximize this impact, it's recommended to provide financial education on digital platforms, strengthen partnerships with banks and mobile services, and ensure user-friendly, accessible systems. Expanding digital infrastructure in rural areas will further support the growth.

2.3.2 Zanzibar Universal Pension Scheme

ZUPS was established in April 2016 and entitled all Zanzibar residents aged 70 years and above to a monthly social assistance pension of TZS 20,000 whereby, in 2023 the government of Zanzibar increased a monthly social assistance amount to TZS 50,000. During the reporting period, the scheme provided assistance to 29,636 beneficiaries compared to 28,468 beneficiaries who accessed assistance in the period ending December 2022. The payments to these beneficiaries were made through banks. An increase in Zanzibar Universal Pension Scheme beneficiaries improved elderly welfare and stimulates local economies but may strain financial resources. To sustain this, it's recommended to diversify funding, enhance fund management, adjust pensions for inflation, and expand coverage to informal workers while promoting financial literacy.

CHAPTER THREE / INNOVATIVE INCLUSIVE FINANCIAL SERVICES



3.0 Introduction

Inclusive financial services in Tanzania are driven by changes in technology aiming to address the financial need of the society, to promote inclusive growth of individuals and businesses welfares. In the reporting period, inclusive financial services played a crucial role to support successful implementation of the National financial inclusion Framework (2023-2028) that prioritizes to improve financial inclusion to five population segments that are women, youth, MSMEs, people living with disabilities, as well as smallholders' farmers and fishers. Further, the Government through Local Government Authorities offered specific financial services to women, youth and people with disabilities, and there were also innovative inclusive services tailored to social and environmental sustainability. This chapter focuses on inclusive financial services: digital innovations; business innovations; and policies innovations.

3.1 Digital Financial Services

Digital financial services (DFS) continued to support individuals and businesses to use financial services, to manage finances more effectively and to participate in the digital economy. Major digital financial services accessed by individuals including digital payments, digital credits, digital savings, digital insurance, digital investment, digital insurance services as well as new innovations and emerging technologies in the market.

3.1.1 Digital Payment Services

By end of December 2023, uptake of mobile money services in Tanzania mainland and Zanzibar increased to 72 percent and 78 percent in 2023 compared to 60 percent and 38 percent in Tanzania Mainland and Zanzibar, respectively recorded in 2017 (FinScope Survey Report 2023). Further, there were 1.24 million mobile money agents, representing an increase by 19.4 percent from 1.04 million mobile money agents reported by December 2022. Furthermore, the number of active mobile money accounts indicated a significant growth by 34.9 percent to 51.72 million accounts in 2023 compared to 38.34 million accounts reported by end of December 2022 (Table 3.1).

In addition, ownership of featured phones and smartphones stood at 83.7 percent and 31.4 percent from 81.8 percent and 30 percent, respectively compared to the previous period records. The growth was the result of increased network coverage with the expansion of 3G and 4G coverage to reach population coverages of 86 percent and 79 percent in the period ending December 2023. Also, the increased issuance of National Identification Numbers contributed to an increase in opening mobile money accounts. The rise in active mobile money accounts in Tanzania boosts access to payment services.

Table 3.1: Number of Accounts in the Non-Bank Payments System Providers

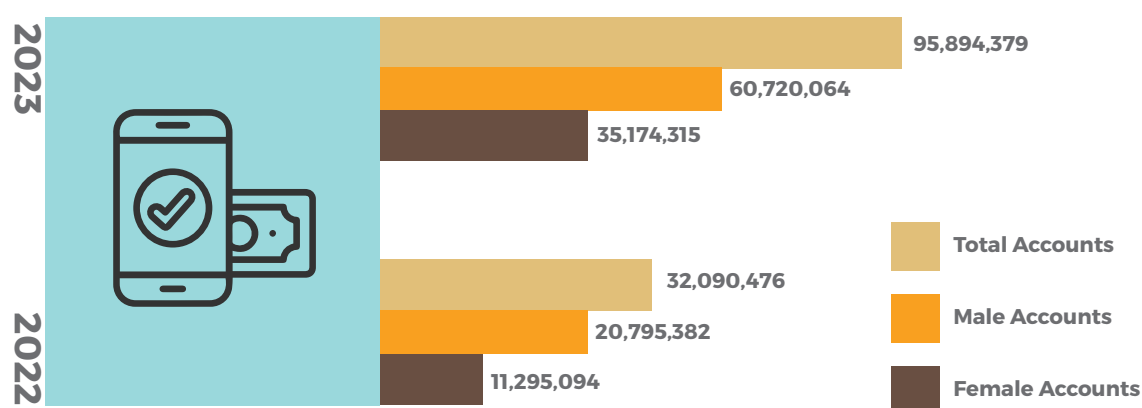
Usage (In Millions)	2019	2020	2021	2022	2023
Number of active mobile money accounts	2.38	30.33	33.14	38.34	51.72
Mobile Money Agents	0.57	0.70	0.84	1.04	1.24

Source: BOT&TCRA

3.1.2 Digital Loans

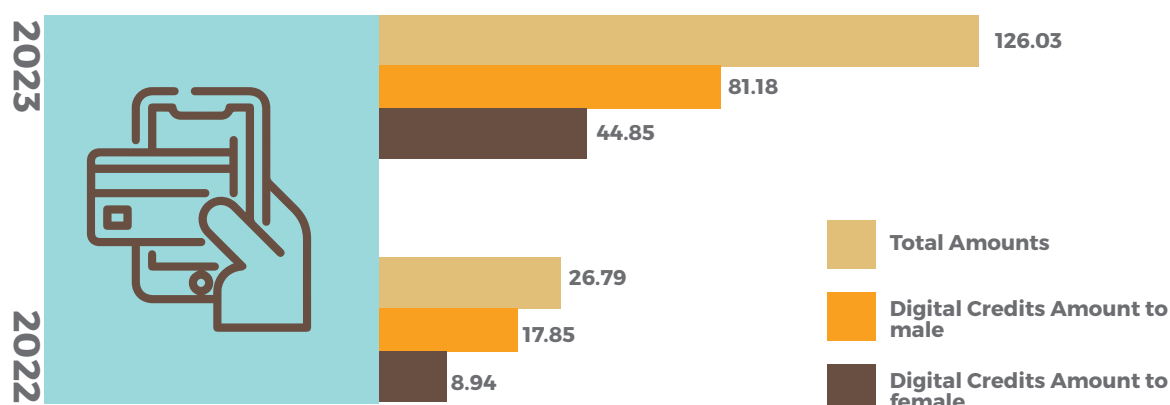
Tanzanians in rural and urban areas continued to access instant digital loans services, disbursed as e-money via customers' mobile money wallets. Loans were offered through collaboration between banks, microfinance institutions and mobile money operators (MNOs). The institutions used Artificial Intelligence to assess creditworthiness of customers in determining the size of loan amount to be offered. During the reporting period, a total of 6 banks and financial institutions offered digital credits through Mobile Network Operators (MNOs).

By the end of December 2023, the number of digital loan accounts significantly increased to 95.89 million from 32.09 million accounts recorded in the period ending December 2022. The notable increase was mainly on account of increased ownership of mobile phones, convenience of access and usage of the digital platforms. It was noted that, men were most borrowers of digital loans representing 66.5 percent of the total digital loan accounts. (Chart 3.1).

Chart 3.1: Number of Digital Loans

Source: BOT& Credit Reference Bureaus

During the period ended December 2023, the total value of digital loan increased to TZS 126.03 billion from TZS 26.79 billion recorded in the period ending December 2022. Men were the biggest users of digital loans standing at TZS 81 billion out of the total digital loans. (Chart 3.3.)

Chart 3.2: The Amount of Digital Credit Issued

Source: BOT& Credit Reference Bureaus

3.1.3 Digital Investments

In promoting digital services in the capital markets, CMSA approved Sim Invest and Hisa Kiganjani which are technology-enabled platforms that facilitate subscriptions and trading of securities in the capital markets. The initiative has enhanced access and usage of capital market products and services to a wider segment of population in urban and rural areas, particularly retail investors in stock exchange trading and subscription for units of collective investment schemes.

3.1.4 Digital Insurance

In 2019, the Tanzania Insurance Regulatory Authority (TIRA) revolutionized the insurance subsector by introducing TIRAMIS, a digital system that replaced manual business processes in the insurance market. This change required all insurance registrants to implement adequate systems for underwriting and claims functions as part of their services. The introduction of TIRAMIS significantly boosted the gross premium written in the insurance industry from TZS 912 billion in 2019 to TZS 1,238.5 billion in 2023.

Further, TIRA continued to drive technological innovation by issuing new Guidelines for Insurance Digital Platforms (IDPs). These guidelines allow independent digital companies and Mobile Network Operators (MNOs) to enhance the provision of insurance services, particularly through USSD technology. Additionally, these guidelines have fostered further innovations, such as the use of WhatsApp Chatbot for insurance services, whereby the insurance services are provided through WhatsApp application. The underwriting of the insurance policy and claims can be lodged through WhatsApp Chatbot.

3.1.5 Digital Pension Services

In 2023, various technological enhanced initiatives were implemented to promote pension services in Tanzania, aimed at increasing awareness, enrollment, accessibility, efficiency, and transparency. Due to the mobile application individuals were able to access their pension accounts, check balances and make contributions using their mobile phones.

In addition, the self-service online platform such as Member Portal for members, beneficiaries and pensioners were implemented to enable the access of various services through which pension services complaints are handled by pension services providers and the regulator. Digital financial literacy programs were also conducted through online platforms including social media that educated individuals on the importance of pension planning, the benefits of saving for retirement, and how to make informed investment decisions while preparing for retirement.

3.2 Emerging Technologies in the Market

Central Bank Digital Currency (CBDC):

The Bank of Tanzania is in the research phase of identifying potential CBDC adoption in the country. The key considerations during the research stage entails conducting a feasibility study on viability of CBDC adoption in Tanzania based on the country's context that includes population adoption capability, structural and infrastructural issues, impact on legacy payment systems and monetary policy implementation. In this consideration, the Bank of Tanzania has adopted a phased and risk based approach in its CBDC adoption journey. The Bank of Tanzania will continue to monitor, research and collaborate with stakeholders, including other central banks and international organizations in assessing the suitability and appropriate of issuance of Tanzanian shillings in digital form.

Cryptocurrencies:

During the period ending December 2023, the Bank of Tanzania in collaboration with selected Government stakeholders, established the National Cryptocurrency Steering Committee (NSC) and the National Cryptocurrency Technical Committee (NTC) to explore appropriate cryptocurrency monitoring and regulatory approaches. Further, the Financial Intelligence Unit (FIU) in collaboration with other stakeholders was in the preparation of conducting a national risk assessment for virtual assets and virtual assets providers aligning with Financial Action Task Force (FATF) Standards.

3.3 Sandboxes Operations in the Country

In promoting financial technological innovation, financial institutions established Fintech sandboxes, including banks, mobile money providers, and fintech companies. These institutions operated their own sandboxes to foster innovations through testing of new products, services, and business models in a controlled environment as well as ensuring they remain competitive.

The Financial Sector Regulators on the other hand were at different stages of developing FinTech Regulatory Sandboxes to allow live testing of FinTech innovative solutions in a controlled environment under their regulatory purview. The Bank of Tanzania developed the Fintech Regulatory Sandbox Regulations that was formulated through consultation with key stakeholders. The Bank of Tanzania was expected to operationalise the Fintech Regulatory Sandbox in the period ending December 2024.

3.4 Business Innovations

3.4.1 Inclusive Business Innovations to Priority Population Segments

The National financial inclusion Framework (2023-2028) prioritizes to improve financial inclusion to five (5) population segments that are women, youth, MSMEs, people with disabilities, and smallholders' farmers and fishers. During the period under review, FSPs were offering innovative financial services and products targeted to priority groups as supported by regulatory environments under specific financial subsectors regulatory jurisdictions. Further, the Government through Local Government Authorities offered specific financial services to women, youth and people with disabilities.

3.4.2 Innovative Financial Products and Services

During the reporting period, the financial service providers including banks continued to design and develop tailored financial products and services that meet the needs of customers. The financial service providers continued to offer women financial services and products including savings with minimal or zero minimum balance and with no transactional charges, as well as loans with affordable terms and conditions. In addition, there were many financial services and products designed for youth including student saving accounts and MSMEs youth loans products held with many banks in the country.

In addition, two banks issued green bonds to enable them to raise capital specifically for environmentally sustainable projects. The mobilized funds were expect to finance sustainable projects such as renewable energy, energy efficiency, sustainable water and waste management, as well as sustainable agriculture. The banks also reported to design financial products and services tailored to smallholder farmers. The number of savings and loan accounts for smallholder farmers were 119,792 and 11,600 with a value of TZS 296.93 billion and TZS 251.55 billion and with 11,600 and 119,792 accounts of loans and savings, respectively.

Further, the Insurance Authority has developed various tools to promote inclusive insurance services, including Micro-Insurance, Takaful and bancassurance products and services. These tools aimed to ensure that the insurance services provided cater to the needs of diverse populations. Additionally, there has been a focus on awareness campaigns, market conduct inspections, and tailoring insurance products to meet market needs. Furthermore, the Capital and Securities Authorities (CMSA) also developed tools to support to support issuance of investment products and services, among others include: The Corporate and Subnational Sukuk and Investment Based Crowdfunding.

3.5 Innovative Policies and Programs

In 2023, various government programs, legal reforms, and policies significantly supported the advanced financial inclusion in country, targeting the underserved and unbanked populations. The National Financial Inclusion Framework (NFIF) continued to guide

strategic initiatives, setting ambitious targets for increasing access to financial services. The implementation of the Microfinance Policy 2017, Microfinance Act 2018 and its Regulations 2019 formalized, strengthened and promoted the growth of microfinance institutions by ensuring better regulatory oversight and consumer protection that aimed at promoting financial inclusion to low-income segments. The government was also implementing the MSMEs Development Policy 2003 and developed the National SMEs Financing Strategy 2023/24 - 2028/29 aiming at promoting MSMEs growth and to address challenges related to access to finance to MSMEs.

The Bank of Tanzania facilitated mobile money services by enhancing interoperability between different mobile network operators, making digital financial transactions more seamless and accessible to the broader population. The government's push for digital identity systems through the National Identification Authority (NIDA) improved Know Your Customer (KYC) processes, enabling easier and more secure access to banking services. Additionally, public-private partnerships fostered innovation in financial technologies, leading to the development of digital lending platforms and micro-insurance products tailored for low-income households. These comprehensive efforts, underpinned by robust policy support, drove significant progress in financial inclusion, and empowered more Tanzanians to participate in the formal economy.

In addition, the Tanzania Insurance Regulatory Authority (TIRA) issued different inclusive regulatory frameworks including: micro-insurance Regulations, Takaful Operation Guidelines for Islamic Insurance, and bancassurance Guidelines. These frameworks aimed at ensuring insurance products and services are tailored to the needs of diverse populations in the country.

The Capital and Securities Authorities (CMSA) issued Guidelines on: Corporate and Subnational Sukuk Bonds; and Investment Based Crowdfunding. The Corporate and Subnational Sukuk Bonds Guidelines intends to support growth and development of the Islamic finance sector while ensuring that Sukuk issuance is conducted in a secure, transparent, and Sharia-compliant manner. On the other side, Crowdfunding Guidelines was developed to ensure that, crowdfunding activities are conducted in a safe, transparent, and efficient manner, benefiting both fundraisers and investors.

3.6 Loans from Local Government Authorities

The Government of the United Republic of Tanzania continued to promote programs to expand access to finance for disproportionately financially excluded population. Such programs include: The Local Government Authorities (LGA) loans to women, youth and people with disabilities. The LGAs set aside 10 percent of revenues as loans to be provided to the population segments and allot the loans as follows: 4 percent for women, 4 percent for youth and 2 percent for people with disabilities. During the period, 16,724 women and 10,032 youths accessed loans amounting to TZS. 24.02 billion and TZS. 19.92 billion, respectively. The number of women and youth with access to government loans declined by 60.8 percent and 57.0 percent in the period ending December 2023 from previous year due to changes of modalities of issuing loans to beneficiaries from local government direct lending to use of

banks. In Zanzibar, the 10 percent loans program from LGAs revenue was established in May 2022. During the reporting period, ZEEA collected the repayments from beneficiaries the total amount of TZS 1.96 billion. The authority was finalising the engagement procedures with a bank to manage and to assist in disbursement of funds to the respective beneficiaries. Additionally, during the period ending December 2023, the number of beneficiaries supported by ZEEA increased to 16,432 from 3,980 with a value of TZS. 16.83 billion from TZS. 7.32 billion recorded in the period ending December 2022, respectively. The increase was mainly on account of enhanced awareness programs on the fund and increased business financing needs by men and women.

3.6.1 Programs to facilitate access to finance to MSMEs

Different empowerment authorities conducted various programs to facilitate access to finance to MSMEs in the period w(Table 3.2). The programs included National Economic Empowerment Council (NEMC), programs under Small Industrial Development Organization (SIDO) including National Entrepreneurship Development Fund (NEDF), Credit Guarantee Scheme (CGS), SANVN Viwanda Scheme, Regional Revolving Fund (RRF); and program under Zanzibar Economic Empowerment Authority (ZEEA) including INUKA, KHALIFA Fund.

During the period, under NEEC program, a total of TZS 743.66 billion was issued to 6.1 million MSMEs in year 2023 compared to TZS 713.79 million issued to 2.2 million MSMEs in year 2022, representing an increase of 4.18 percent. In addition, a total of TZS 17.76 billion was issued to 6.2 million MSMEs in year 2023 under SIDO and ZEEA programs. Further, under Zanzibar MSMEs Development program, the total amount of TZS 2.10 billion was disbursed to 18 MSMEs projects in 2023.

Table 3.2: Programs for Access to Finance to MSMEs through NEEC, SIDO and ZEEA

Institution	Program	2022	2023		
		Beneficiaries	Value (TZS Bn)	Beneficiaries	Value (TZS Bn)
NEEC		2,203,838	713.79	6,064,957	743.66
SIDO	NEDF			2,006.	5.51
	CGS			11	0.23
	SANVN			16	1.62
	RRF			152	0.98
ZEEA	INUKA PROGRAM	16,432	16.83	3,980	7.32
	KHALIFA FUND	NIL	NIL	39	2.10

Source: BOT, NEEC, SIDO&ZEEA

3.6.2 Financial Inclusion supported by ZEEA Under Inuka Program

As at the end of December 2023, the number of beneficiaries increased to 16,432 from 3,980 with a value of TZS. 16.83 billion from TZS. 7.32 billion recorded in the period ending December 2022, respectively. The increase was mainly on account of enhanced awareness programs on the fund and increased business financing needs by men and women.

3.6.3 Credit Guarantee Schemes for promoting access to finance to MSMEs

During the period under review, Credit Guarantee Schemes (CGS) continued to play a role to enhance MSMEs access to finance in the country whereby there were CGS which were managed by the Government under the Bank of Tanzania and private managed schemes. A total of seven Credit Guarantee Schemes were operating in the country out of which, two were managed by the Bank and five were under private arrangement without regulatory oversight.

Table 3.3: Credit Guarantee Schemes

Scheme Name	Incumbent Institutions	Targeted beneficiary
Export Credit Guarantee Scheme –ECGS	Bank of Tanzania	Private Sector involved in production and export of products
Mwananchi Empowerment Fund –MEF	National Economic Empowerment Fund	Individual owned businesses, MSMEs in CMGs and SACCOs, MSMEs in any other economic groups
Smallholders' Credit Guarantee Scheme	Tanzania Agricultural Development Fund	Small holders Farmers, Farmers Groups, Cooperative Unions, MSMEs with agricultural products processing.
Contractors Assistance Fund – CAF	Contractors Registration Board	
MSMEs Credit Guarantee Scheme	Bank of Tanzania	SMEs borrowing from TZS 50 million to 1.0 billion with turnover up to TZS 10 billion
SIDO SME –CGS	SIDO	MSMEs benefiting from SIDO credits services with Agro-processing projects
Private Agricultural Sector Support Trust –PASS Trust	PASS Trust	Individual owned business relating agricultural products; registered groups of small farmers and fishers, MSMEs and business in agriculture value chain

Source: NEEC

3.6.4 Contract Farming and Warehouse Receipt System

The established enabling legal and regulatory environment for warehouse receipt enable farmers to benefit in various ways including increase and transparent of prices of products; easy payment to farmers caused by open price during the auctions, competitive prices that increased income receipts, market and products information, and cost reduction due non-engagement of third parties and online trading, and enabling farmers to save in banks and financial institutions.

During the reporting period, 434,420 farmers benefited from the warehouse receipt system, an increase from 104,314 farmers benefited in year 2022 (Table 3.4). Further, due to increase of farmers' demand, the number of warehouses also increased by 37.2 percent to 118 warehouses by December 2023 compared to 86 warehouses recorded in year 2022. Furthermore, the number of auctions also increased by 66.7 percent to 45 auction in year 2023 compared to 27 Warehouses recorded in year 2022.

Table 3.4: Participation in the Warehouse Receipt System

Year	Beneficiaries (farmers)	Number of ware-house	Number of auctions
2022	104,314	86	27
2023	434,420	118	45

To support the operationalization of the warehouse system, the Tanzania Mercantile Exchange (TMX) was established to be a trading platform that provides transparency, price discovery and low transaction costs among other benefits. In the period under review, contract farming and warehouse receipt systems continued to have the potential benefit to smallholder farmers and fishers in Tanzania by providing market linkages, access to finance, and acting as risk mitigation mechanisms. The TMX continued to operate to facilitate markets of various products and services such as sesame seeds, cocoa, and Pigeon Peas as indicated in (Table 3.5).

Table 3.5:TMX Trade Volumes and Prices

Product		2020	2021	2022	2023
Sesame seeds	Volume (Kg)	20,187,794	310,873	136,650	1,134,903
	Highest price per Kg (TZS)	2,364	2,528	3,332	4,000
	Lowest price per Kg (TZS)	1,409	2,426	3,154	3,020
Cocoa	Volume (Kg)		260,120	903,770	1,116,220
	Highest price per Kg (TZS)		5,239	5,119	10,400
	Lowest price per Kg (TZS)		4,444	3,964	4,405
Pigeon Peas	Volume (Kg)	104,000			961,739
	Highest price per Kg (TZS)	1,150			1,910
	Lowest price per Kg (TZS)				1,710

Source: TMX

CHAPTER FOUR

FINANCIAL CONSUMER
PROTECTION



4.0 Introduction

Financial consumer protection fosters financial inclusion by ensuring that all consumers especially the underserved have access to financial products and services that are safe, transparent, and fair. It ensures financial services consumers are equipped with fundamental rights, promotes market discipline, and stimulates healthy competition among financial service providers. During the reporting, various activities were undertaken by regulators and key financial inclusion stakeholders to protect consumers of financial products and services, focusing on the key pillars namely; market conduct, financial literacy, and complaints handling and redress.

4.1.1 Market Conduct

Market Conduct entails the identification and enforcement of market misconducts that pose significant market conduct risks to consumers. Market conduct ensures that financial services providers comply with legal and regulatory frameworks and assures that financial consumers are being treated fairly and in line with laws, rules, and regulations. Initiatives under market conduct include thematic reviews, offsite analysis, market intelligence, onsite supervision, and mystery shopping. These efforts are aimed at mitigating various risks market conduct risks which include an Inclusive and competitive marketplace; Transparency, disclosure and marketing; Profession Ethics and Standards; Due Care; Protection, Safety and Security; Suitability and Legal and Compliance.

During the year 2023, the financial sector regulators implemented various onsite and offsite initiatives to ensure Financial Services Providers comply with laws, regulations and guidelines as well as protecting financial consumers. The initiatives include a thematic review of financial products and services fees with a view to dealing with fees and charges challenges in the financial sector; carrying out regular and special market conduct supervision and inspections which resulted in a reduction in market misconduct; developing Market Conduct Supervision Framework. Further, the same initiatives acted as tools to mitigate various risks through issuance of examination recommendations, sanctions, issuance of circulars and public notice as well as regular meetings between regulators and financial services providers.

4.2 Financial literacy

During the reporting period, the National Council for Financial Inclusion developed policies, guidelines and frameworks that resulted to inculcating financial literacy programs into formal education system whereby financial literacy started to be taught from primary to advanced education levels. In addition, the Council developed personal financial management guide to facilitate higher learning institutions to embed financial literacy in their curriculum. Further, there were three Universities which incorporated financial literacy in their curricula, while 19 public universities were under process for embedding financial literacy in their programs. For off schooling financial literacy program, a curriculum for Certified Financial Educators program was issued.

During the same period, the Ministry of Finance through implementing the National Financial Education Programme (NFEP 2021/22–2025/26) conducted various financial education programs including the National Financial Services Week exhibition and rural financial literacy programs in different regions and zones. Further, the financial sector regulators, agencies and FSPs conducted different programs that enhanced consumers' financial capability and awareness of financial products and services. The programs were conducted through trainings, seminars, workshops, social media platforms, radio and TV broadcasting. The same implementors coordinated and conducted secondary school and higher learning financial literacy competitions specifically in areas of taxation, saving and investment such as TRA Tax Club Corner Competition and DSE investment Challenge: and conducted public awareness campaign through various national and international events like the Dar es salaam International Trade fair, World Investor's week, Financial services week and NaneNane and specific program such as Kuwa Smati Jisevie and Beyond the Banking Hall.

4.3 Complaints Handling and Redress Mechanisms

The complaints handling structure in Tanzania's Financial Sector is based on two instances of resolving complaints. The first instance is the resolution of complaints at the source where the financial services provider is required to receive and resolve complaints of its customers and the second instance is the resolution of complaints at the regulator, where each financial sector regulator receives complaints for dissatisfied or unhandled customers. Bank of Tanzania has a Complaints Resolution Unit and TIRA has the Tanzania Insurance Ombudsmen, while other financial regulators resolve complaints in their office as second instance. During the reporting period, all regulators reported to have no web-based financial consumer complaints resolution systems, rather complaints are being received and processed manually.

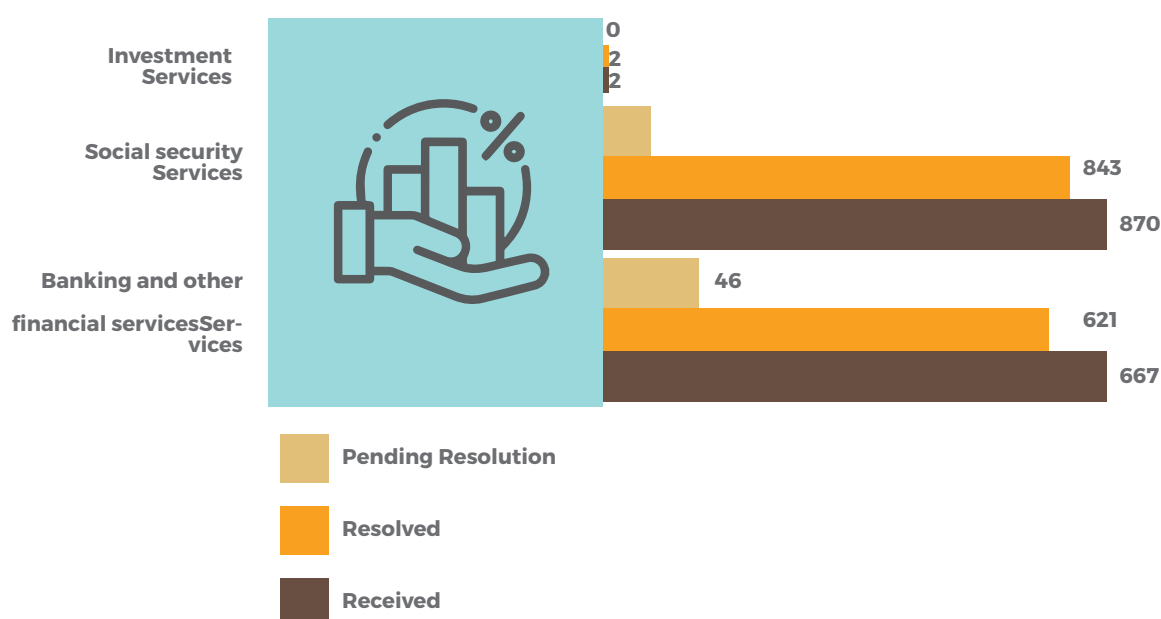
Efforts to resolve consumer complaints were paramount to building trust and confidence in the financial sector. During the year 2023, 667 complaints on usage and access of banking, credit and payment services were received, out of which 621 complaints (93.1 percent) were resolved and 46 complaints (6.9 percent) were at different stages of resolution. Effective resolution of the complaints in the banking sector was on account of robust complaint resolution system at the Bank. The Bank of Tanzania had established the dedicated department with adequate staffing to supervise, receive and handle financial services consumers' complaints, and all financial service regulators were at various stages of enhancing financial consumer resolution mechanisms.

In the same period, the Bank of Tanzania continued to monitor and to promote availability of complaints resolution mechanisms to the Microfinance Services providers under Tier 2. During the period, 142 Microfinance Service Providers MFSPs Tier 2 reported to have in place financial complaints handling mechanisms. On the other hand, the Bank of Tanzania was finalising the automation of the financial consumer complaints resolution system that will help customers of the FSPs under the Bank's mandate across the country to lodge their complaints online.

In addition, 870 financial consumer complaints regarding social security services were received whereby 843 complaints (96.9 percent) were resolved by 31st December 2023, and 27 complaints

(3.1 percent) at various stages of resolution. Also, two complaints regarding investment services were received and resolved in 2023, indicating a 90 percent decrease compared to 2022 where 20 complaints were received and resolved (Chart 4.1). Regarding insurance services, 312 financial consumer complaints were received in the period, out of which 140 complaints (44.9 percent) were resolved and 160 (51.3 percent) at various stages of resolution and 12 (3.8 percent) were escalated to other regulators for resolution.

Chart 4.1: Complaints Resolution in Tanzania Financial Services



Huge percentage of complaints were related to restrictions on mobility of financial consumers, Fees and Charges and unfriendly contract terms and conditions in consuming financial services. To address these, some regulators started to develop systems to automate financial consumer complaints handling system, drafted complaints handling procedure manual, implemented complaint tracking system and provided capacity-building sessions on handling consumer complaints to staff at regulators branches in the countries. To ensure effective implementation of financial consumer protection issues, it is in the view that, the Council develop the coordinated policy to simplify the consumer protection issues including the complaint handling mechanisms, financial literacy and market conduct.

4.4 Financial Consumer Protection and the Deposit Insurance Fund

Deposit insurance promotes financial inclusion by bolstering confidence of the public to the financial institutions and potentially leading to greater use of financial services. Access to deposit insurance provides assurance to depositors that their money is safe and secured. Deposit Insurance Board (DIB) have an objective to protect small depositors against loss of their deposits in case of bank failure or non-compliance. Frequently, DIB carry out this objective through efforts related to financial literacy and public awareness programs designed to ensure that small depositors are informed about safe methods of storing their money and promoting their use of the mainstream financial system.

By end of the reporting period, there were 44 member banks and financial institutions whose deposits are insured by the DIB as stipulated in the Banking and Financial Institutions Act, 2006. The ratio of fully insured deposit accounts to the total number of insurable deposit accounts rose from 97.1 percent to 97.3 percent from the period ended December 2022, consistent with and above the International Association of Deposit Insurers (IADI) standard threshold of at least 90.0 percent. Moreover, the value of insured/covered deposits to value of total insurable deposits ratio increased to 24.1 percent in 2023 compared to 8.2 percent in 2022 indicating enhanced deposit protection, the ratio is above the EAC-Monetary Affairs Committee (MAC) convergence criteria of 10.0 percent. This was mainly attributed to the increase of the maximum coverage amount from TZS 1.5 million to TZS 7.5 million.

The Deposit Insurance Fund (DIF) increased by 17 percent to TZS 1,123.04 billion in 2023 from TZS 959.85 billion in 2022. This was attributed to an increase in proceeds from investments and deposit insurance premiums from member institutions. The ratio of DIF to total value of deposits was 3.3 percent, while the ratio of DIF to the total value of insured deposits was 13.7 percent. Furthermore, DIB engaged the Government and commenced the procedures to broaden the DIB's mandate from a pay box plus to a loss minimizer which will broad its contribution to promote financial consumer protections to all types of financial services.

APPENDICES

Appendix 1: Geographical Distribution of Bank Branches and ATMs

	Number of Branches					ATMs				
Geographical Area	2023	2022	2021	2020	2019	2023	2022	2021	2020	2019
Arusha	68	64	68	65	68	146	130	102	100	102
Coast	23	19	19	17	14	54	42	40	42	41
Dar es Salaam	273	278	282	284	290	710	596	452	476	481
Dodoma	47	48	46	41	41	120	85	77	71	67
Geita	21	20	20	20	19	33	55	22	20	21
Iringa	20	23	23	21	20	37	30	25	31	33
Kagera	29	28	29	28	27	51	33	31	32	36
Katavi	6	6	6	4	4	11	20	6	5	5
Kigoma	16	15	15	14	13	31	43	21	20	20
Kilimanjaro	51	49	49	48	46	86	65	59	58	60
Lindi	14	14	15	13	13	25	39	15	16	17
Manyara	22	20	22	22	19	32	31	22	22	20
Mara	27	23	23	22	24	43	42	31	33	33
Mbeya	42	42	40	45	46	89	64	55	59	56
Morogoro	44	42	43	42	40	93	88	62	66	67
Mtwara	23	26	24	21	21	46	56	26	24	25
Mwanza	69	70	71	67	67	129	90	78	81	83
Njombe	18	15	17	18	17	26	58	18	18	20
Rukwa	8	8	9	8	8	16	15	12	12	12
Ruvuma	17	17	15	17	18	39	36	27	27	28
Shinyanga	29	30	29	30	28	49	49	35	35	36
Simiyu	11	10	10	10	7	15	11	11	8	8
Singida	18	18	17	17	15	28	29	21	22	21
Songwe	14	14	14	13	13	15	21	16	14	14
Tabora	25	22	21	21	21	38	39	29	29	28
Tanga	34	32	28	29	27	59	52	44	43	44
Pemba	11	8	9	9	8	16	19	10	8	8
Unguja	31	26	26	23	23	98	73	63	59	56
Total	1,011	987	990	969	957	2135	1,911	1,410	1,431	1,442

Appendix 2: Geographical Distribution of Bank Agents

Geographical Area	Percentage Share	Growth in 2023 (Percent)	2023	2022	2021	2020	2019
Dar es Salaam	33.7	44.5	35,764	24,745	16,059	12,753	9,358
Arusha	7.2	37.5	7,609	5,535	3,944	3,542	2,358
Mwanza	6.8	38.8	7,169	5,164	3,471	3,078	2,189
Dodoma	5.3	35.3	5,654	4,179	2,676	2,208	1,558
Mbeya	5.0	41.1	5,299	3,755	2,559	2,079	1,585
Morogoro	4.4	36.5	4,661	3,415	2,151	1,816	1,344
Kilimanjaro	3.7	36.2	3,895	2,860	1,881	1,597	1,198
Simiyu	2.6	44.1	2,742	1,904	1,202	336	212
Coast	2.5	44.9	2,665	1,839	1,078	917	668
Iringa	2.3	35.2	2,451	1,814	1,217	1,060	705
Njombe	2.1	46.6	2,255	1,538	1,001	803	604
Unguja	2.1	55.8	2,253	1,446	869	642	454
Pemba	2.1	28.6	2,250	1,750	1,080	100	65
Kagera	2.0	37.7	2,176	1,581	1,041	950	636
Tanga	1.9	42.8	2,058	1,441	968	941	584
Mtwara	1.9	36.9	2,057	1,502	985	786	474
Mara	1.8	34.4	1,900	1,414	935	836	538
Shinyanga	1.7	36.9	1,833	1,339	888	1,026	686
Geita	1.5	40.7	1,602	1,139	657	517	285
Kigoma	1.5	42.1	1,562	1,099	627	481	286
Lindi	1.3	38.4	1,361	983	629	490	312
Tabora	1.2	46.3	1,314	898	583	866	535
Songwe	1.2	39.3	1,307	938	584	408	258
Manyara	1.2	43.2	1,306	912	560	485	333
Ruvuma	1.0	39.7	1,012	724	485	633	394
Singida	0.8	48.7	881	592	409	503	359
Katavi	0.6	66.3	632	380	204	136	95
Rukwa	0.5	45.0	508	350	180	421	285
Total			106,176	75,238	48,923	40,410	28,358

Appendix 3: Geographical Location of Microfinance Service Providers

Region	Tier II	Tier III	Tier IV
Arusha	92	101	15,150
Dar es Salaam	474	249	11
Dodoma	98	38	22
Geita	35	10	192
Iringa	46	35	32
Kagera	30	34	43
Katavi	11	2	1
Kigoma	18	6	753
Kilimanjaro	21	75	4
Lindi	18	3	1926
Manyara	20	34	825
Mara	65	22	2743
Mbeya	94	62	3546
Morogoro	80	38	2924
Mtwara	28	4	1,784
Mwanza	143	27	3,522
Njombe	33	28	1613
Pwani	44	24	2,301
Rukwa	8	8	858
Ruvuma	42	15	2355
Shinyanga	38	12	955
Simiyu	16	3	1407
Singida	29	11	1479
Songwe	38	6	634
Tabora	29	4	1742
Tanga	29	33	1462
Total	1,579	884	48,284

Appendix 4: Number of Access Points in Insurance Services

Access Points	2019	2020	2021	2022	2023
Number of Insurance Companies	32	32	33	35	39
Number of Insurance Brokers	100	76	81	100	113
Number of Insurance Agents	605	745	789	1,019	1,083
Number of Insurance digital platforms	-	-	-	10	14
Number of Insurance Loss Adjusters/ Assessors	58	60	50	46	56
Number of Bancassurance Agents	-	14	23	28	29
Number of Sales force executives				-	100
Number of Reinsurance brokers				6	7
Number of Actuarial firms				5	5
Number of Private investigators				5	6
Total points	795	927	976	1254	1452

Source: TIRA

Appendix 5: Number of Access Points to Social Security Services

Access Points	2019	2020	2021	2022	2023
Number of mandatory (compulsory) Social Security schemes	5	5	5	5	5
Number of Regional Offices	67	67	67	67	69
Number of District Offices	15	15	15	15	15
Number Substations	14	14	14	14	17
Number of digital platforms in Social Security Services	15	16	16	16	18
Number of supplementary (voluntary) pension scheme	13	13	13	13	15
Number of voluntary pension scheme (ZSSF).	1	1	1	1	1
Total	130	131	131	131	140

Source: PMO-LYED&ZSSF

Appendix 6: Number of Saving Accounts in Financial Service Providers

Usage	2019	2020	2021	2022	2023
Number of saving accounts in Banks	6,390,000	7,417,907	7,807,585	8,009,585	8,436,940
Number of saving accounts in SACCOs	2,050,000	1,980,000	1,324,513	1,805,424	1,873,054
Number of saving accounts in Microfinance tier IV	-	-	-	150,071	107,659,135
Total	8,440,000	9,397,907	9,373,328	10,194,379	10,796,584

Source: PO-RALG, PO-FP (Zanzibar), BOT& TCDC

Appendix 7: Number of Loans Accounts in Financial Service Providers

Usage	2019	2020	2021	2022	2023
Number of loans accounts in banks	2,349,192	2,295,917	2,852,756	3,567,388	3,841,602
Number of women loan accounts	791,334	708,797	1,001,606	1,159,251	1,133,155
Number of youth loan accounts	534,303	635,012	749,732	1,080,201	1,385,884
Number of loans accounts in SACCOs (Tanzania Mainland and Zanzibar)	2,047,332	1,947,302	1,524,513	1,830,513	1,900,540
Number of local Government loan beneficiaries (Mainland)	130,615	50,477	53,482	69,926	33,485

Source: PO- RALG, PO-FP (Zanzibar), BOT& TCDC

Appendix 8: Credit Values in Banks and SACCOs

Usage	2019	2020	2021	2022	2023
Total loans issued in banks (Trillion)	22.07	17.56	23.63	26.61	33.10
Total loans issued by SACCOS(Trillion)	1.61	1.4	1.25	1.05	1.10
Total loans issued by SACCOS(Trillion)	N/A	0.02	0.03	0.03	0.02

Source: PO-FP (Zanzibar), BOT& TCDC,

Appendix 9: Number of Policyholders in the Insurance services providers

Usage	2021	2022	2023
Number of insurance policyholders	1,212,412	3,952,085	7,680,601
Number of beneficiaries of insurance	4,403,581	13,879,199	15,840,034
Total	5,615,993	17,831,284	23,520,635

Source: TIRA

Appendix 10: Number of Accounts in Social Security Services Providers

Usage	2019	2020	2021	2022	2023
Number of accounts in mandatory social security scheme –Tanzania Mainland)	2,003,199	2,075,045	2,269,671	2,589,457	2,799,101
Number of accounts in mandatory social security scheme – In Zanzibar)	88,628	98,279	104,086	111,912	124,238
Number of accounts in voluntary social security schemes- Tanzania mainland				32,036	52,586
Number of accounts in voluntary social security schemes-In Zanzibar	9,153	9,943	10,981	11,628	11,945

Source: PMO-LYED&ZSSF

Appendix 11: Members Contributions

Usage	2019	2020	2021	2022	2023
Social Security Schemes – Tanzania (In TZS billion)	1,844.79	3,875.30	2,764.03	3,092.14	3,632.90
Social Security Schemes- Zanzibar (in TZS billion)	70.22	76.86	88.06	107.59	152.53
Voluntary social security scheme- Tanzania Mainland (billion)		2.62	2.37	2.65	2.25
Voluntary social security scheme-Zanzibar (million)	173.82	230.12	277. 62	384.11	368.29

Source: PMO-LYED&ZSSF

Appendix 12: Number of Digital Loans Offers

Period	2019	2020	2021	2022	2023
Female Accounts	520,735	2,251,070	8,903,001	11,295,094	35,174,315
Male accounts	1,134,348	4,373,706	16,379,032	20,795,382	60,720,064
Total Accounts	1,655,083	6,624,776	25,282,033	32,090,476	95,894,379

Source: BOT& Credit Reference Bureaus

Appendix 13: The Amount of Digital Credit Amount Issued (In TZS billions)

Period	2019	2020	2021	2022	2023
Digital credit Amount to Female	0.70	0.98	1.56	8.94	44.85
Digital credits Amount to Male	0.15	2.70	4.08	17.85	81.18
Total Accounts	0.22	3.68	5.63	26.79	126.03

Source: BOT& Credit Reference Bureaus

Appendix 14: Distribution of Non- Contributory Beneficiaries per Region per Gender

REGION	TOTAL HHs	MALE	FEMALE
Arusha	62,663	6,575	56,088
Dar es Salaam	18,526	1,230	17,296
Dodoma	76,112	10,702	65,410
Geita	48,385	5,565	42,820
Iringa	30,822	4,137	26,685
Kagera	80,572	13,058	67,514
Kaskazini Pemba	14,298	1,236	13,061
Kaskazini Unguja	9,895	804	9,091
Katavi	13,689	1,886	11,803
Kigoma	69,449	7,340	62,109
Kilimanjaro	41,057	6,808	34,249
Kusini Pemba	11,780	1,057	10,723
Kusini Unguja	4,827	437	4,390
Lindi	40,713	7,995	32,718
Manyara	46,586	6,221	40,365
Mara	50,447	6,988	43,459
Mbeya	51,151	7,661	43,490
Mjini Magharibi	9,263	700	8,563
Morogoro	63,931	9,547	54,382
Mtwara	58,828	12,596	46,232
Mwanza	69,935	7,956	61,979
Njombe	24,871	3,730	21,141
Pwani	35,506	5,220	30,286
Rukwa	36,728	3,834	32,894
Ruvuma	64,552	11,569	52,983
Shinyanga	43,937	5,483	38,454
Simiyu	45,332	3,518	41,814
Singida	56,957	7,253	49,704
Songwe	28,272	3,957	24,315
Tabora	54,808	7,131	47,677
Tanga	69,894	7,955	61,942
	1,333,786	180,149	1,153,637

ANNUAL FINANCIAL INCLUSION REPORT 2023

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