



# RBV Formalizes Collaboration VBOS for Financial Service Demand Side Survey 2024

The Reserve Bank of Vanuatu (RBV) is pleased to announce the signing of a Memorandum of Understanding (MoU) with the Vanuatu Bureau of Statistics (VBOS) for the Financial Inclusion Demand Side Survey (DSS) 2024. This explicit agreement signifies a united effort to undertake the Financial Service Demand Side Survey 2024, as aligned to the National Financial Inclusion Strategy 2018-2023.

The RBV, as the lead authority on financial inclusion in Vanuatu, recognizes the importance of financial inclusion data both from Supply Side (Financial Providers) and Demand Side (Consumers). These data sets the bench mark in developing fitting evidence based financial inclusion policies and key action plans.

The collaboration between RBV and VBOS, aims to conduct a household-based comprehensive survey, nation-wide to gather household and personal information on access to and usage of financial services.

Acting Officer in Charge, Dr. Michael Hililan expressed gratitude to VBOS for

their commitment to this partnership, emphasizing the importance of the Financial Service Demand Side Survey. He reiterated the significance of collaboration in achieving sustainable progress and affirmed RBV's dedication to fostering such partnerships in the future.

The Financial Service Demand Side Survey 2024 project is currently in the planning phase, with preparations underway for field data collection. Training sessions for enumerators and pilot tests are scheduled from 06th May to 17th May, followed by field data collection from May 20th to June 14th, 2024. The final report is expected to be published thereafter.

RBV looks forward to the successful implementation of the survey and the insights it will provide to further embolden financial inclusion efforts in Vanuatu, leading to the development of the National Financial Inclusion Strategy Phase 2.

Reserve Bank of Vanuatu



## 2024 VANUATU DEMAND SIDE SURVEY (DSS) AWARENESS



The 2024 Demand Side Survey is a household-based survey designed to gather household and personal information on access to and usage of financial services.

This research is meant to understand the current level of access to financial services, which includes bank accounts, loans, savings, insurance, how you cope with financial emergencies and so on.

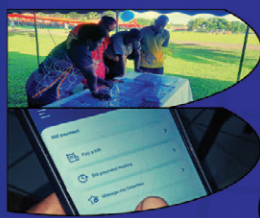
Even if you do not currently use any financial services, your information is important.

This research will help the Financial Industry and Government to design better programs and policies to extend these services to all parts of the country.

In collaboration with the Reserve Bank of Vanuatu (RBV) and Vanuatu Bureau of Statistics (VBOS).

Should you have any queries, please email or call:  
ptoa@rbv.gov.vu or 23333 ext. 151  
ajohnv@rbv.gov.vu or 23333 ext. 110

Survey begins on:  
20th May to 16th June 2024



Risej ia hemi blong andastanem level blong aksesem mo usum faenansol seveses olsem ol bank akaon, lons, seavings, insurens mo hao blong dil wetem ol faenansol imejensi, mo infomesen olsem.

Sapos yu no usum eni finansol seveses ia be stil infomesen blong yu hemi impoten.

Bai risej ia hemi helpem finansol indastri mo gavman blong droem ol gud prokram mo polisi blong save spredem ol seveses long everi pats blong kantri blong yumi.

Sevei ya hem wan join efot bitwin Reserve Bank of Vanuatu (RBV) mo Vanuatu Bureau of Statistics (VBOS).

2024 deman saed sevei hemi wan sevei long haoshol. Oli disaenem blong colectem infomesen blong haoshol mo wan wan member blong haoshol, long aksesem mo usej blong faenesel seveses.

Sevei bae hem e stat long:  
20th Mel kasem  
16th Jun 2024

Blong moa infomesen ridadem sevei ya pito imesem o kosem:  
ptoa@rbv.gov.vu or 23333 ext. 151  
ajohnv@rbv.gov.vu or 23333 ext. 110

## 2024 VANUATU DEMAN SAED SEVEI (DSS) AWEANES

## SENSIBILISATION A L'ENQUÊTE DES CONSOMMATEURS DE SERVICES FINANCIERS – 2024



L'enquête des consommateurs de services financiers-2024 est une enquête auprès des ménages conçue pour recueillir des informations sur les ménages et les personnes sur l'accès et l'utilisation des services financiers.

Cette enquête vise à comprendre le niveau actuel d'accès aux services financiers, notamment les comptes bancaires, les prêts, l'épargne, l'assurance, la manière dont vous faites face aux urgences financières, etc.

Même si vous n'utilisez actuellement aucun service financier, vos informations sont importantes.

Cette recherche aidera le secteur financier et le gouvernement à concevoir de meilleurs programmes et politiques pour étendre ces services à toutes les parties pays.

En collaboration avec La Banque de Réserve du Vanuatu (RBV) et Bureau Nationale des Statistiques (VBOS)

Si vous avez des questions, veuillez envoyer un courriel ou appeler:  
ptoa@rbv.gov.vu or 23333 ext. 151  
ajohnv@rbv.gov.vu or 23333 ext. 110

L'enquête commence du:  
20 mai au 16 juin 2024