Investing in Responsible Digital Financial Services
Guidelines
Join a global community of leading investors seeking to build a responsible and inclusive digital finance ecosystem

The Investor Guidelines are developed jointly with leading investors in responsible digital finance and financial inclusion. They aim to benefit digital finance customers, providers and market ecosystems in managing opportunities and risks associated with digital transformation and digitalization.

What are the benefits of becoming a signatory?

- Mitigate digital risks with investment opportunities and tools
- Network with strategic investors, business leaders
- Engage with global industry, policy makers
- Drive growth with digital resilience, customer trust
- No fees required to join
What are the **Investor Guidelines**?

1. **Promote** Responsible Investment in Digital Finance
2. **Manage** Risks Comprehensive with Growth of Digital Inclusion
3. **Foster** a Proportionate Legal and Regulatory Framework
4. **Facilitate** Interoperability and Infrastructures for DFS Ecosystems
5. **Establish** Customer Identity, Data Privacy and Security Standards
6. **Promote** Fair and Transparent Pricing
7. **Improve** Disclosure of Terms and Conditions for Customers
8. **Enhance** Customer Services for Problem Resolution and Product Innovation
9. **Prevent** Over-indebtedness, Strengthen Digital Literacy and Financial Awareness
10. **Track progress** to Mitigate Risks and Expand DFS Opportunities
Who should become a signatory?

These Guidelines are relevant for a broad range of DFS investors and investees:

- Development international finance institutions
- Funds and fund managers
- Private equity and venture capital funds
- Public equity and debt funds
- Family offices and foundations

Signatories can be Investors or Endorsers. Investors are active direct investors, indirect investors and asset owners such as pension funds, fund-of-fund managers, sovereign wealth funds and endowments. Endorsers as Signatories are investees such as providers or operators that implement and/or innovate solutions for responsible digital inclusion.

Interested in becoming a signatory?

Learn more at http://responsiblefinanceforum.org/investor-guidelines

or contact us at responsiblefin@ifc.org

Join us on social media: #InvestorGuidelines