



REPUBLIC OF GHANA

MINISTRY OF FINANCE

FINANCIAL INCLUSION REPORT 2023

FOREWORD

Financial inclusion is a cornerstone of Ghana's economic transformation agenda and a critical enabler of sustainable development. The 2023 Financial Inclusion Report reflects the impact on the strides made under the National Financial Inclusion and Development Strategy (NFIDS, 2018-2023) while addressing emerging challenges and opportunities in our journey towards achieving an inclusive financial ecosystem.

The Government of Ghana remains committed to reducing economic vulnerability and fostering inclusive growth through policies on financial innovative. With mobile money as a major driver, Ghana has made remarkable progress in providing access to affordable financial products and services, particularly for the economically vulnerable. The 2021 Demand Side Survey revealed that Ghana surpassed the NFIDS target of 85%, achieving 96% financial inclusion of the adult population in terms of access to financial products and services. Although this is a significant milestone, the measure of access dimension alone is insufficient to ensure comprehensive financial inclusion as outlined in the 2022 Ghana Financial Inclusion Report.

To address this, the Ministry of Finance (MoF) adopted a multidimensional framework encompassing access, usage, and quality to measure financial inclusion more holistically. These dimensions, reflected in the Composite Financial Inclusion Index (CFII), provided an in-depth understanding of our progress and highlighted areas requiring further action. This evidence-based approach underscores our commitment to developing a robust, inclusive, and resilient financial ecosystem.

The 2023 Financial Inclusion Report not only assesses the milestones achieved but also delves deeper into the challenges encountered. It outlines a strategic blueprint for advancing financial inclusion, presents an outlook, and offers pragmatic policy recommendations aimed at fostering equitable economic growth. This report also incorporates key insights from the 2022 edition, reaffirming our resolve to leverage data-driven strategies to enhance financial inclusion and empower every Ghanaian.

As we continue this journey, we call upon all stakeholders, including policymakers, regulators, financial institutions, and development partners, to align their efforts with the insights presented in this report. Our collective action is imperative to realizing a future where every Ghanaian can access, use, and benefit from quality and affordable financial products and services. Let us build on these foundations to achieve equitable prosperity for all, ensuring that financial inclusion remains a policy objective and a moral imperative.

Hon. Dr. Cassiel Ato Baah Forson
Minister
Ministry of Finance

ACKNOWLEDGMENT

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ABBREVIATIONS

ATM	Automated Teller Machine
AUM	Assets Under Management
BoG	Bank of Ghana
CAGR	Compound Annual Growth Rate
CFII	Composite Financial Inclusion Index
CGAP	World Bank's Consultative Group to Assist the Poor
DDEP	Domestic Debt Exchange Programme
DFS	Digital Financial Services
FSC	Financial Stability Council
FSD	Financial Sector Division
GDPC	Ghana Deposit Protection Corporation
GDP	Gross Domestic Product
GHIPSS	Ghana Interbank Payment and Settlement Systems
GFIM	Ghana Fixed Income Market
GPS	Global Positioning System
GSE	Ghana Stock Exchange
MMI	Mobile Money Interoperability
MSME	Micro, Small and Medium Enterprises
MoF	Ministry of Finance
NFIDS	National Financial Inclusion and Development Strategy
NIC	National Insurance Commission
NPRA	National Pensions Regulatory Authority
POS	Point of Sale
QR	Quick Response
RCBs	Rural and Community Banks
SDIs	Specialized Deposit-taking Institutions

SEC	Securities and Exchange Commission
SME	Small and Medium Enterprises
SSNIT	Social Security and National Insurance Trust
S&Ls	Savings and Loans
UNDP	United Nations Development Programme
VSLA	Village Savings and Loans Associations

NUMBER OF INSTITUTIONS RESPONDED TO THE SURVEY



Banks
14



Microfinance
institutions
15



Rural &
community
bank
14



Savings & Loans,
leasing, mortgage
institutions &
Finance Houses
17

COMPONENTS OF THE ACCESS INDICATOR



Percentage of adult
population with access
to formal financial
services
97.1%



Population of adult
males with access to
formal accounts
51.2%



Percentage of females
with access to formal
accounts
45.9%



7.48

Number of financial
institutions per 1000
square kilometers
(sq. km)



Number of financial
institutions per 100,000
adult population
8.81



Number of
Automated Teller
Machine (ATM) per
1000 sq. km
9.59



Number of ATM per
100,000 population
11.29



Registered mobile
money accounts as a
percentage of total
population
208.92%



Active mobile money
account as a percentage
of total population
72.61%



Number of mobile money
agents (in thousands)
817



Number of active
mobile money
agents (in
thousands)
609



Number of Point of
Sale (POS) terminals
deployed
12491



Number of active POS deployed
5034



Percentage of active POS deployed
40.30%



Number of pension contributors (in millions)
5.71



Percentage of adult population with pension schemes
28.16



Number of insurance policy holders (in million)
8.30

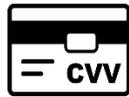


Percentage of population with insurance policy
41%

COMPONENTS OF USAGE INDICATOR



Number of debit cards issued (in millions)
6.1



Number of credit cards issued (in thousands)
54



Total insurance premiums (in billion)
8.06



Total outstanding deposit (in billions)
214.5



Number of approved insurance products
14



Insurance premium as a percentage of Gross Domestic Product (GDP)
0.94

COMPONENTS OF QUALITY INDICATOR



Minimum number of documents to an account
3.05



Minimum amount in an account
18.99



Minimum amount to open an account
25.25



Minimum amount of loan to request
972.71



Average days to process loan applications
4.14

EXECUTIVE SUMMARY

In the past decade, Ghana has achieved significant strides in expanding access to formal financial services. The financial landscape has transformed with the introduction of various products, especially savings options, benefiting both individuals and businesses. The integration of financial technology, particularly mobile money, has significantly expanded the accessibility and reach of financial services, making it easier for people to access savings and payment services. In 2015, only 58% of Ghana's adult population had access to formal financial services, according to the World Bank's Consultative Group to Assist the Poor (CGAP). By 2022, the Composite Financial Inclusion Index (CFII) showed that 58.82% of the population had access to financial services, with about 52.76% being multi-dimensionally financially included.

To continuously assess financial inclusion in Ghana, the Financial Sector Division (FSD) of the Ministry of Finance (MoF) has launched a strategy to publish an Annual Financial Inclusion Report. These reports will comprehensively track the progress of financial inclusion in Ghana and recommend policies and initiatives to ensure that the average Ghanaian remains financially included.

The 2023 Financial Inclusion Report provides an overview of the state of financial inclusion in Ghana, focusing on the perspective of financial service providers (supply-side survey) such as banks, savings and loans (S&L), rural and community banks, microfinance institutions, insurance companies, pension companies, and mobile money companies. The report presents statistics on individual components of the three dimensions of financial inclusion (access, usage, and quality) using a wide range of indicators, and it monitors the progress of implementing the National Financial Inclusion and Development Strategy (NFIDS) between 2022 and 2023. Additionally, the report presents a composite index of financial inclusion for Ghana and offers recommendations to accelerate financial inclusion in the country.

Financial Inclusion in Ghana

The report illuminates the transformative trends and evolving dynamics that have influenced Ghana's financial inclusion landscape in recent years.

Key Findings:

1. Access to formal accounts among the total population:
 - The percentage of the population with bank accounts has shown a positive trend, increasing from 61.05% in 2022 to 62.77% in 2023. This indicates a consistent growth in financial inclusion, demonstrating a rising number of individuals gaining access to formal banking services.

2. Access to formal accounts among adults (population 15+):
 - The percentage of the population aged 15 and above with bank accounts has exhibited significant improvement, rising from 94.34% in 2022 to 97.14% in 2023. This reflects a significant rise in financial inclusion among adults, showcasing improved access to banking services and financial opportunities.

Gender Disparity

In striving for inclusive financial systems, the goal is to ensure that everyone, regardless of gender, has fair access to financial services. This report highlights important progress made in promoting gender equality in formal financial account ownership, emphasizing its role in advancing economic fairness and empowerment.

Key Findings:

1. Gender Breakdown of Population with Access to Formal Accounts:
 - In 2023, the percentage of males with access to formal accounts increased to 33% from its 2022 figure of 32%, whereas for females, it increased to 30% in 2023 from 29% in 2022. Over the past five years, there has been a gradual uptick in the percentage of both males and females with access to formal accounts.
2. Gender Breakdown of Adult Population with Access to Formal Accounts:
 - In 2023, the percentage of males aged 15 and above with access to formal accounts increased to 51.2%, up from its 2022 level of 49.8%. Conversely, for females, the figure rose to 45.9% in 2023 from 44.6% in 2022.

Bank Branches and Automated Teller Machine Penetration

Analyzing bank branches and Automated Teller Machine (ATM) coverage in Ghana in 2023 reveals a clear view of how easily people can access financial services across the country. This report gives important information about where banks and ATMs are located and how widespread they are, showing both the strengths and challenges of Ghana's financial system.

Key Findings

1. The data indicates a fairly steady number of financial institutions per 1,000 square kilometers (sq. km) in Ghana. The figures have varied from 7.28 to 7.48 over the one year, showing a consistent presence of financial institutions across the country. This implies that financial services are reasonably accessible in various regions of Ghana.

2. The number of branches per 100,000 population in Ghana has also remained relatively constant, fluctuating from 5.64 to 5.86 branches. This reflects a steady degree of branch availability for the population, indicating that people in Ghana have reasonable access to physical banking branches within their localities.
3. Likewise, the number of branches per 100,000 population aged 15 and above displays a consistent trend, varying from 8.72 to 9.06. This indicates that adults in Ghana enjoy reasonable access to physical banking branches, facilitating convenient access to banking services.
4. When it comes to ATM accessibility, the trend has been consistent until recently. The data reveals a decreasing number of ATMs per 100,000 individuals aged 15 and above, falling from 11.32 in 2022 to 11.29 in 2023. This indicates decreased access to ATMs for adults in Ghana, reducing convenience in cash withdrawal and banking services.

Mobile Money Account, Penetration and Usage

The report conducts a thorough analysis of data concerning registered and active mobile money accounts as a percentage of Ghana's total population. This examination aims to grasp the trends and assess the role of mobile money in fostering financial inclusion.

Key Findings

1. Adults with registered mobile money accounts: The proportion of registered mobile money accounts among the adult population demonstrates a rising trajectory. In 2022, it reached 277.57%, experiencing a slight increase to 323.83% in 2023. This indicates an increase in the number of individuals signing up for mobile money services in Ghana.
2. Active mobile money accounts as a percentage of adult population: The percentage of active mobile money accounts in the adult population also exhibits a positive trend. It was 102.4 in 2022, but increased to 112.55% in 2023, indicating a growth in individuals actively using mobile money services.

The table below presents a snapshot of several indicators highlighted in this report.

Snapshot of Key Results for 2023

Indicator	Result
Access to formal accounts among adult population	97.1%
Male	51.2%
Females	45.9%
Number of financial institutions per 1,000 sq. km	7.48 sq. km
Number of financial institutions per 100,000 adult population	8.81
Number of ATMs per 100,000 adult population	11.29%
Registered mobile money accounts as a percentage of the adult population	323.8%
Active mobile money accounts as a percentage of adult population	112.55%
Insurance coverage for adult population	40.9%
Percentage of adult populations registered with pension schemes	37.47%

NB: A detailed table covering all the indicators in the Appendix.

CFII Ghana, 2023

The CFII provides an overall assessment of financial inclusion by combining the three dimensions – access, usage, and quality. Ghana’s CFII increased from 0.5276 in 2022 to 0.5660 in 2023. This shows that about 56.60% of the population is multidimensionally financially included. This indicates a moderate level of financial inclusion across the country. The 7.28% increase in Ghana’s CFII serves as a testimony to Ghana’s efforts towards improving financial inclusion. This index is based on a comprehensive analysis of 40 indicators, underscoring the multidimensional nature of financial inclusion.

Snapshot of CFII 2023

	Access dimension	Usage dimension	Quality dimension	CFII Ghana 2023
Index	0.6002	0.5374	0.6556	0.5660
No. of Indicators	16	18	6	40

To conclude, Ghana has made notable strides in enhancing financial inclusion, as evidenced by the financial inclusion framework's access, usage, and quality dimensions. While the 'access dimension' suggests a relatively widespread availability of formal financial services, there is room for improvement in encouraging active 'usage' and maintaining high-quality standards. The CFII of 56.60% reflects a moderate level of financial inclusion, indicating the potential for further development in this area.

Policy Recommendations

As Ghana's financial inclusion strategy concludes, a strategic vision for the future is outlined to promote equitable prosperity. The key recommendations focus on expanding the network of financial institutions and ATMs in underserved areas through incentives, increasing the reach of mobile money agents, particularly in rural locations, and enhancing the deployment of Point of Sale (POS) terminals with subsidies for small businesses. Additionally, there is a call to strengthen pension and insurance schemes by promoting awareness and participation, while the adoption of digital banking apps is encouraged through partnerships with tech companies to improve security and user experience.

Furthermore, the recommendations emphasize simplifying loan processes to improve accessibility, implementing widespread financial literacy programs, and supporting the development of innovative insurance products tailored to different population segments. Boosting security and enhancing the user experience of digital financial platforms are also priorities. Finally, the need for continuous monitoring and evaluation of financial inclusion initiatives is highlighted, with a focus on data-driven adjustments to ensure sustained progress.

1. INTRODUCTION

1.1. Background

Financial inclusion plays a vital role in achieving the 2030 Sustainable Development Goals (SDGs), aiming to ensure every adult has access to essential financial services regardless of their income or savings. The 2021 Global Findex report highlights that an estimated 1.4 billion people are excluded from the formal financial system, with an additional 400 million considered underserved. The extent of financial exclusion is significant, prompting the need for inclusive financial systems to become a key development agenda both nationally and globally.

Academic research indicates that financial inclusion strategies can foster economic growth and achieve broader development goals. For instance, digital finance alone could benefit billions of people, adding \$3.7 trillion to emerging economies' Gross Domestic Product (GDP) within a decade, according to a recent McKinsey Global Institute analysis. Financial inclusion also contributes to stabilizing financial systems and economies, mobilizing domestic resources through national savings, and increasing government revenue.

In response to these challenges, the Government of Ghana developed the five-year NFIDS, 2018-2023, in collaboration with financial sector regulators and stakeholders. This strategy aimed to address barriers preventing the underserved population from accessing financial products and services necessary for income generation, asset building, and managing financial risks. The NFIDS outlines a comprehensive reform agenda structured around five pillars of financial sector development: (i) Financial Stability, (ii) Access, Quality, and Usage of Financial Services, (iii) Financial Infrastructure, (iv) Financial Consumer Protection, and (v) Financial Capability. Complementing the NFIDS, the Ghana Digital Financial Services (DFS) Policy seeks to create a resilient, inclusive, and innovative DFS ecosystem by ensuring all Ghanaians have access to a range of digital financial services by 2023. Additionally, the Ghana Cash-lite Roadmap outlines a strategic plan to transition the country towards a cash-lite economy, focusing on leveraging mobile technology, enhancing financial infrastructure, and promoting digital payments to improve operational efficiency and support economic empowerment. Together, these initiatives aim to foster broad financial inclusion and drive national economic growth.

According to the Ghana Demand Side Survey 2021, 96% of Ghana's adult population had access to formal financial services. This shows that Ghana has made significant progress towards financial inclusion, surpassing the 85% target set by NFIDS. The Ghana CFII shows that 47.24% of Ghana's population in 2022 were multidimensionally financially excluded. This indicates that there is room for improvement in the access, usage, and quality of financial services. In response, the second annual financial inclusion report from the supply-side perspective has been developed to highlight progress in implementing the financial inclusion strategy as the end of the reporting period approaches.

2. FINANCIAL SECTOR OVERVIEW

2.1. Introduction

In Ghana, the financial sector encompasses banking, pensions, insurance, and securities, each overseen by key regulatory bodies. The Bank of Ghana (BoG) is responsible for the licensing and supervision of banks and Specialised Deposit-Taking Institutions (SDIs)—for example, rural and community banks (RCBs), microfinance institutions (MFIs), and S&Ls. The other three regulators; the National Pensions Regulatory Authority (NPRO) responsible for pensions including Social Security and National Insurance Trust (SSNIT), the National Insurance Commission (NIC) for both life and non-life insurance and the Securities and Exchange Commission (SEC) for capital market operations. Through regulatory oversight, these entities ensure the stability and integrity of the financial system.

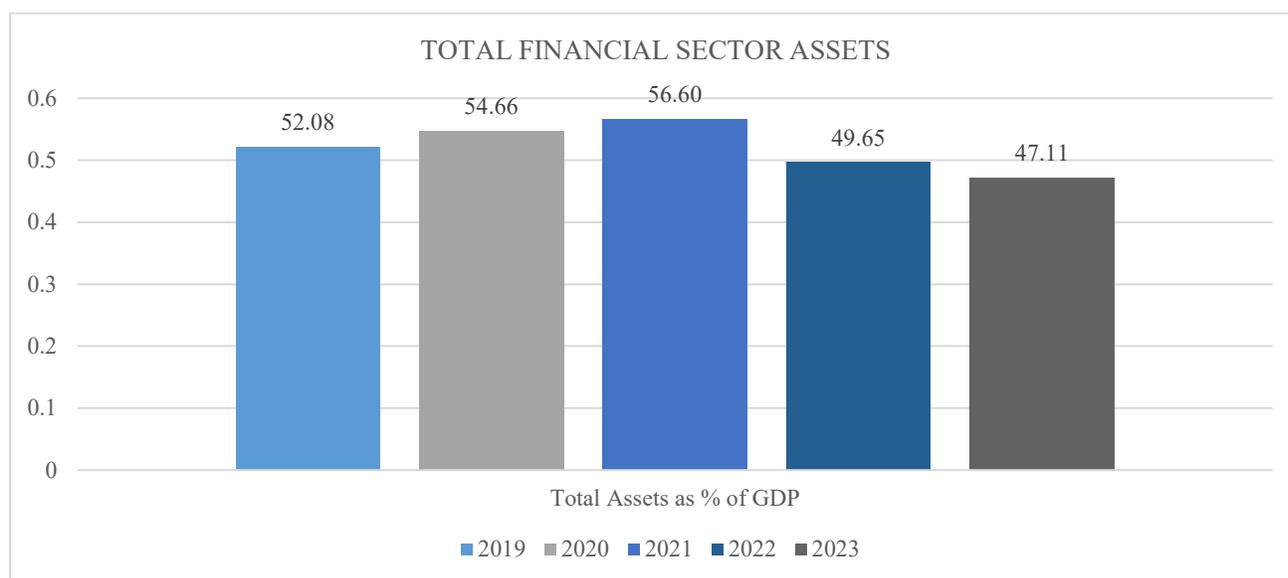
The total assets of the financial sector grew from 52% of GDP in 2019 to 57% in 2021 and declined to 47% in 2023. The banking sector dominates with assets equivalent to 35% of GDP. They accounted for 74% of the total assets, followed by, pension funds with 18%, and the insurance sector and fund management with 4% each.

Table 2.1. Total Financial Sector Assets

TOTAL FINANCIAL SECTOR ASSETS					
Year	2019	2020	2021	2022	2023
Bank and SDI	141.50	163.87	196.15	230.64	297.54
Commercial Banks	129.06	149.32	179.80	212.00	274.92
Rural bank	4.69	6.17	6.76	8.55	11.10
Specialized Deposit Taking Institutions	7.75	8.38	9.59	10.09	11.52
Insurance	7.49	8.67	10.79	13.40	16.47
Life	3.85	4.60	5.78	7.25	8.48
Non-Life	2.86	3.20	3.99	5.05	6.62
Re-Insurance	0.78	0.87	1.02	1.10	1.37
Securities industry	10.36	8.32	14.76	14.36	16.47
Funds Management	6.54	5.18	7.32	8.79	10.47
Collective Investment Schemes	3.82	3.14	7.44	5.57	5.24
Private Funds	-	-	-	-	0.76
Pensions	26.34	33.37	39.60	46.60	66.01
Public (BNSSS)	8.98	11.35	11.50	12.10	15.30
Private (Tier 2 & 3)	17.36	22.02	28.10	34.50	50.71
Total Financial Sector Assets	185.69	214.23	261.30	305.00	396.49
Total Assets as % of GDP	52.08%	54.66%	56.60%	49.65%	47.11%

Note: Figures in billions of Cedis

Figure 2.1. Total Assets as a Percentage of GDP



2.2. Banking Sector

2.2.1. Universal Banks

The Bank of Ghana's report for December 2023 indicated a substantial increase in total assets of the banking sector, reaching GH¢297.54 billion from GH¢230.64 billion, marking a growth of 29%. This growth in assets, supported by a steady rise in deposits and capital levels, underscores the industry's robust performance.

Deposits remained the primary source of funding for the banking sector, experiencing a notable surge of 34% to reach GH¢214.5 billion by December 2023, compared to GH¢160.02 billion in December 2022.

Generally, credit to both private and public sector institutions grew by 10% in 2023 to GH¢72,666.65 million. Credit to the private sector rose by GH¢6,805.87 million (10.7%) in December 2023, contrasting with GH¢15,367.88 million (31.8%) in the corresponding period of 2022. The slower nominal credit growth to the private sector partially stemmed from banks' heightened risk perception associated with lending.

The banking industry exhibited improved balance sheet performance by December 2023, driven by increased liquidity from deposits and strengthened shareholders' funds. Nonetheless, the persistent challenges in the macroeconomic landscape continued to impede credit expansion within the sector, leading to ongoing redirection of liquidity toward less risky assets during the review period.

2.3. Insurance Sector

According to the NIC 4th quarter report, total insurance assets increased to GH¢15.1 billion by the end of December 2023 from GH¢12.34 billion in the previous year. This signifies a 22.37% increase in the total insurance assets. Life insurance accounted for GH¢8.48 billion and non-life, GH¢6.62 billion out of the total assets. Reinsurance accounted for GH¢1.3 billion. Out of the total assets, investment assets saw a notable increase of 18.4%, rising from GH¢8.9 billion at the close of 2022 to GH¢10.54 billion by the end of 2023.

The gross premiums within the insurance industry expanded by 31.3%, reaching GH¢8.06 billion in 2023 from GH¢6.14 billion in 2022. The life insurance gross premiums grew by 25.9% in 2023 while non-life gross premiums recorded a 36.6% increase in the same period.

In 2023, the number of life insurance policy holders saw a substantial increase, growing from 6,545,223 in 2022 to 6,865,929. Similarly, non-life insurance policy holders also experienced growth, rising from 1,385,723 to 1,438,979. Combined, the total number of insurance policy holders reached 8,304,908, representing 26.5% of the population.

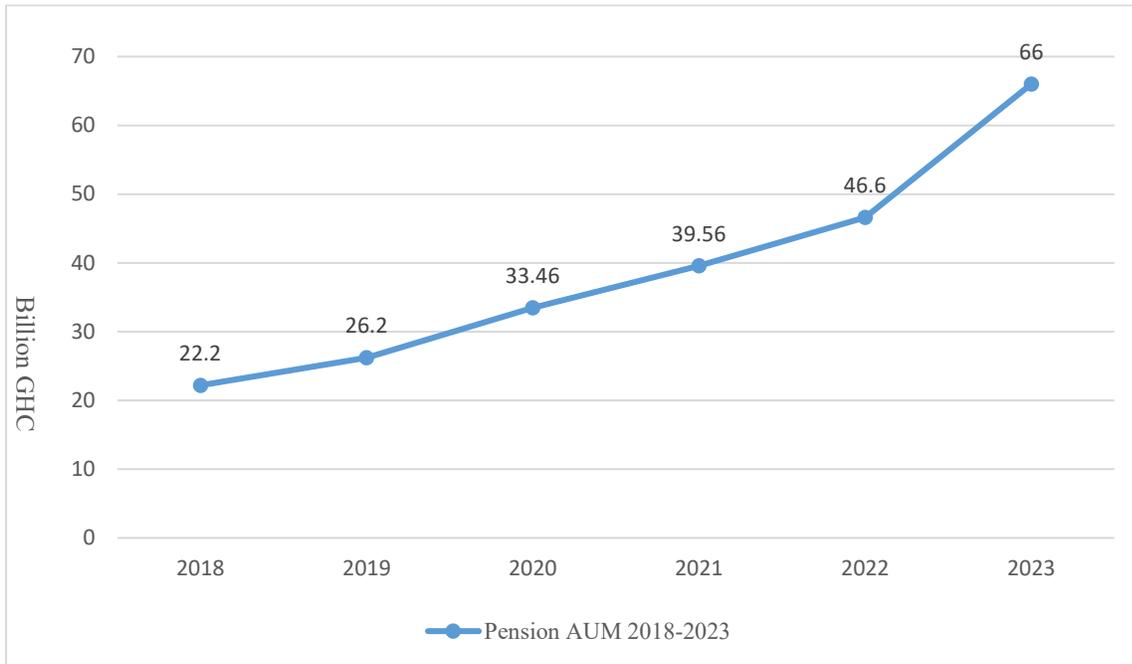
2.4. Pensions Sector

According to data from the NPRA, total pension assets under management as of 2023 stood at GH¢66.00 billion as compared to GH¢46.60 billion in 2022. This represents a 41.63% increase in the total pension funds in 2023. The private pension funds accounted for 77% (GH¢50.71 billion) of the total pension assets by the end of December 2023 while the SSNIT Pension Scheme (Tier 1) contributed to the remaining 23 percent (GH¢15.29 billion) of the total pension assets.

The private pension funds saw a 46.9% increase from GH¢34.5 billion in 2022. Tier 2 of the private pension funds accounted for GH¢34.21 billion, representing 67%, whereas Tier 3 also contributed the remaining GH¢16.49 billion (33%).

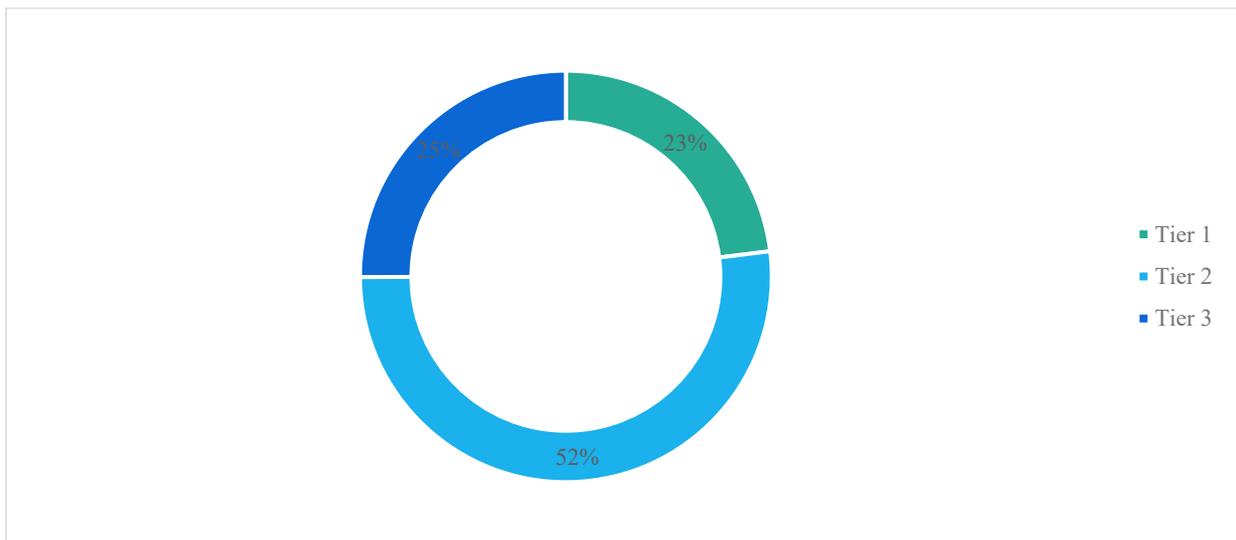
SSNIT Pension Scheme (Tier 1) assets increased by 23.36% in 2023 from GH¢12.1 billion in 2022. The Assets Under Management (AUM) of the Pensions Industry increased to GH¢66 billion in 2023 from GH¢46.6 billion in 2022, indicating an increase of GH¢19.4 billion. The growth of Pension Funds in 2023 was attributed to the enhanced collection of contributions throughout the year.

Figure 2.2. 3-Tier Pension Scheme AUM (2018-2023)



Source: NPRA Annual Reports and Quarterly Statistical Bulletin

Figure 2.3. Distribution of Pension Fund Assets among the 3-Tiers 2023



Source: NPRA, 2023

Figure 2.3 displays the composition of the assets, indicating that the Private Pension Schemes, which include both the mandatory Tier 2 and the voluntary Tier 3 schemes, hold a combined share of 77% of the total Pension Funds Under Management. Meanwhile, Tier 1 accounts for 23% of the total Pension Fund Assets at the end of 2023.

2.5. Securities Sector

2.5.1. The Equity Market

The Equity Market closed in 2023 with decreased volume, value, and number of transactions compared to 2022. Specifically, the equity market saw a cumulative volume of 579,675,315 valued at GH¢818,199,530.95 in 2023, representing a decrease of 56.59% and 50.10%, respectively. The number of transactions decreased by 0.08% when compared over the same period. Market capitalization increased by 14.55% from GH¢64,507.32 million at the end of December 2022 to GH¢73,893.17 million at the end of December 2023. The Ghana Stock Exchange (GSE) Composite and Financial Stock Indexes returned 28.08% and -7.36% respectively.

2.5.2. The Ghana Fixed Income Market

The Ghana Fixed Income Market (GFIM), or the bond market, closed the year with a cumulative volume trade of 98.4 billion, representing a decrease of 57.26% compared to total volume trades of 230.3 billion in the previous year. The total number of trades for the year decreased by 24.36% from 528,188 in 2022 to 399,522 in 2023.

2.5.3. Fund Management

The Fund Management industry made a remarkable recovery during the year under review. Despite the negative impact of the Domestic Debt Exchange Programme (DDEP) on investor sentiment, redemptions, and deposits, the total marked-to-market AUM grew to GH¢55 billion, showing a significant 15% increase and a 33% Compound Annual Growth Rate (CAGR) over the decade. This growth was driven primarily by the pensions segment, which rose by 12% to GH¢39 billion, and high net worth and managed portfolios, which surged by 38% to GH¢9.7 billion. However, the Collective Investment Schemes decreased to GH¢5.2 billion

3. FINANCIAL INCLUSION IN GHANA

3.1. Financial Inclusion Landscape

Financial inclusion refers to the process of ensuring that individuals and businesses have access to useful and affordable financial products and services that meet their needs. These include transactions, payments, savings, credit, pensions, and insurance, delivered responsibly and sustainably. Financial inclusion aims to improve the quality of life for all citizens, particularly the underserved and vulnerable groups, by integrating them into the formal financial system, thereby contributing to overall economic development and stability.

Financial inclusion is typically assessed across three main dimensions: (i) access, (ii) usage, and (iii) quality. Nevertheless, there exists a fourth dimension that poses challenges in measurement, namely, welfare.

3.1.1. The ‘Access’ Dimension of Financial Inclusion

Access to financial services refers to the availability of financial products and services to individuals and businesses. It involves ensuring that these services can be easily and affordably used by everyone. This includes having banks and ATMs nearby, offering services at reasonable costs, and providing a variety of high-quality financial products. Access, encompasses more than just low prices; it also involves minimizing other barriers such as travel distance and the time and effort required to access these services.

Additionally, access means that financial information and credit should be available to everyone. It’s crucial to offer loans and financial products tailored to the needs of the poor and small businesses.

The effectiveness of financial services outreach can be measured by examining indicators such as the number of bank branches or ATMs in rural areas and the obstacles people encounter when trying to use these services.

3.1.2. The ‘Quality’ Dimension of Financial Inclusion

The ‘Quality’ dimension describes whether financial products and services match clients’ needs, the range of options available to customers, and clients’ awareness and understanding of financial products. The ‘quality’ indicators are usually based on six key principles namely: (i) usefulness and relevance; (ii) conciseness; (iii) specificity; (iv) simplicity; (v) improvement; and (vi) client perspective.

3.1.3. The ‘Usage’ Dimension of Financial Inclusion

Moving from ‘access’ to ‘usage’ of accounts is the next step for countries where more of the population has accounts. The ‘usage’ dimension is largely driven by government reforms, private sector innovation, and a push to open low-cost accounts, including mobile and digitally enabled payments.

The ‘usage’ dimension measures how clients use financial services, such as the regularity and duration of the financial product/service over time.

3.2. Data for Financial Inclusion Analysis

Financial Inclusion analysis is drawn from data from the supply side and the demand side. For this report, the Supply-side data is sourced from financial service providers, while demand-side data was from the 2021 Ghana Demand Side Survey Report.

3.3. Update on the NFIDS

The Government of Ghana, through the MoF, developed the NFIDS for the period 2018-2023, with assistance from the World Bank to enhance access to financial services in Ghana and foster the broader advancement of its financial sector. The overarching aim of the NFIDS is to elevate the proportion of adults with access to formal financial services from 58% to 85% by the year 2023. The strategy is also to address the fundamental barriers preventing the underserved population from accessing financial products and services by increasing the availability of a broad range of affordable and quality financial services that meet the needs of Ghanaians. Recognizing the diverse levels of access to formal financial services, the strategy places particular emphasis on marginalized groups, including rural inhabitants, residents of the northern regions, women, the most economically disadvantaged segment of the population, and young people.

The 2021 Demand Side Survey data reported that Ghana exceeded the NFIDS target by achieving 96% financial inclusion. According to the survey, this was mainly due to the contributions of mobile money uptake. The remarkable growth in Ghana's Financial Technology (Fintech) ecosystem can be attributed to a combination of factors such as a growing youthful population, increased mobile phone penetration, and the government’s commitment to foster innovation in the financial sector.

The NFIDS, in addition to the DFS Policy and the Cash-Lite Roadmap has deepened and accelerated financial inclusion. These policies have undoubtedly aided the underserved population to have access to and use formal financial services to improve their livelihoods.

The NFIDS is implemented by stakeholders in the financial sector and digital space. The NFIDS employed five mutually reinforcing pillars:

- i. **Financial stability:** Ensure a sound and stable financial sector capable of facilitating sustainable financial inclusion.
- ii. **Access, quality, and usage of financial services:** Increase the availability of innovative financial products and services tailored to the needs of the financially excluded population.
- iii. **Financial infrastructure:** Support financial innovation and efficient delivery and increase information on micro borrowers and micro, small, and medium enterprises (MSMEs).
- iv. **Financial consumer protection:** Instil trust in financial products and services, and increase accountability.
- v. **Financial capability:** Improve capability, awareness, and use of products and services

These five pillars collectively form a comprehensive framework for advancing financial inclusion and development, aiming to ensure that all individuals and businesses have access to affordable, appropriate, and sustainable financial services that meet their needs and contribute to their socioeconomic well-being.

3.3.1. Achievements under the NFIDS

1. **Financial stability:** Creating an enabling policy and regulatory environment is essential for fostering innovation, competition, and sustainability in the financial sector. A high level of financial stability is a prerequisite for maintaining or elevating the momentum of the level of financial inclusion. In a bid to ensure all efforts to meet the financial inclusion targets are not defeated, the Government implemented the following initiatives.
 - **The Establishment of the Financial Stability Council (FSC):** The FSC was established as an executive instrument to strengthen and reinforce the stability of the financial sector, coordinate regulation and supervision of the financial system, evaluate and mitigate financial stability risks, and develop and enhance resolution frameworks for crisis preparedness. The FSC was set up with membership from the four regulatory bodies and the Ghana Deposit Protection Corporation (GDPC). The mandate of the FSC is to identify and evaluate threats, vulnerabilities, and risks that exist to pose a threat to the stability of the Ghanaian financial sector.
2. **Access, Quality, and Usage of Financial Services:** This pillar focuses on expanding the availability of financial services, including banking, insurance, credit, and savings, to underserved populations such as rural communities, women, youth, and small and medium enterprises (SMEs). It involves initiatives to increase the number of bank branches, ATMs,

mobile banking agents, and other channels for accessing financial services. Access, quality, and usage of financial products is one of the key pillars of financial inclusion. The NFIDS provided five (5) pillars of financial inclusion which are equally important to the achievement of the financial inclusion agenda.

However, this second pillar (access, usage, and quality) illustrates or projects before us a much more realistic picture of the strides made in promoting financial inclusion. Promoting access, usage, and quality of financial products and services can be done through the increase in the proximity of financial products, expanding digital financial services, and promoting diversification and low cost of products and services for customers.

The Government of Ghana has promoted digitalization resolutely by championing the digitalization and cash-lite agenda. This has paved the way for banks and other private sector organizations to leverage digitalization and move cashless while promoting the access, usage, and quality of financial products they have developed. Some initiatives on this pillar are highlighted below:

- In terms of access, financial institutions have devised ways through which they can get closer to financial consumers. This is evident in the placement of ATMs at central points, developing agents at vantage points to provide financial services to customers, and increasing bank branches across the country.
 - The Bank of Ghana has also put in place measures to promote Fintech and provide financial sector stakeholders with the opportunity to develop sandbox products that meet BoG requirements to promote financial inclusion.
 - The government in collaboration with Ghana Interbank Payment and Settlement Systems (GHIPSS) introduced mobile money interoperability (MMI) which has also contributed to financial inclusion. MMI allows for the transfer of mobile money across different wallets without any restrictions.
3. **Financial Infrastructure:** Leveraging digital technologies to expand access to financial services is a key strategy for promoting financial inclusion. ARB Apex Bank's core banking software was upgraded from R16 to R20, and Information and Communication Technology (ICT) infrastructure was upgraded to enhance the cybersecurity of the Institution. Other initiatives employed were; Ghana Post Global Positioning System (GPS), a biometric national identity card (National Identification) issued to both resident and non-resident Ghanaians, and legally and permanent resident foreign nationals; digitizing government-to-person (G2P) and person-to-government (P2G) payments; MMI; and Africa's first interoperable payment acceptance solution, known as universal Quick Response (QR) codes, and the establishment of the Ghana Commodity Exchange for the trading of agricultural products for smallholder farms. These initiatives were government

efforts used to improve the infrastructure, connectivity, and cybersecurity in deepening financial inclusion.

4. **Financial Consumer Protection:** Ensuring the fair treatment of consumers and the integrity of financial products and services is crucial for building trust in the financial system. This pillar focused on implementing regulations and standards to protect consumers from abusive practices, fraud, and misconduct by financial institutions. A key initiative is the Development of the Deposit Protection Act. The Deposit Protection Act was developed to provide the GDPC with the mandate of protecting small depositors from loss as a result of the occurrence of an insured event, and the development of a safe, sound, efficient and stable market-based financial system in Ghana.
5. **Financial Capability:** The Government of Ghana as part of its efforts to promote financial capability as a pillar of the NFIDS, has implemented/rolled out national interventions to ensure that financial consumers can make their own financial decisions in their own and very best interest. These interventions include;
 - **Roll-out of the National Financial Education Campaign:** The national financial education campaign was rolled out across the various regions of the country through media engagements, social media engagements and town hall engagements. The campaign sought to empower financial consumers and bolster financial capability in the areas of banking, pensions, insurance and the securities industry.
 - **Linking Village Savings and Loans Associations (VSLAs) to the Formal Financial System:** Typically, VSLAs are a group of individuals mainly in the rural areas who collectively save to cater to their individual needs. The Government of Ghana has therefore taken it upon itself to link these VSLAs to the formal financial system. This has eventually led to the opening of (formal) accounts mainly with the RCBS.

3.3.2. NFIDs Key Targets and Status of Financial Inclusion

The table below highlights the status of the key indicators of financial inclusion as compared to the targets set for 2023.

Table 3.1. Financial Inclusion Targets and Status

FINANCIAL INCLUSION TARGETS AND CURRENT STATUS			
Category	Indicator	Target (2023)	Status (2023)
Key Performance Indicators			
Access to financial services	Ghana (%)	85	96
	Women (%)	85	94
	Rural (%)	80	92
	Northern regions (%)	75	93
	Poorest quantile (%)	70	-
	Youth (ages 15–24)	80	94
Physical access			
Financial services access points (per 10,000 km²)	Bank agents	2,400	-
	Mobile money agents (active)	11000	-
Access to and use of financial accounts and services			
General account ownership	Population with a formal financial institution account, including mobile money	75	94.34
	Population with an account at a bank (%)	40	49.14
	Population with an account at an NBFI, including mobile money account (%)	45	94
Payments	Registered mobile money accounts (million)	36	62.3
	Active mobile money accounts (million)	17	21.6
	Registered mobile money agents (thousand)	500	800
	Active mobile money agents (thousand)	230	556
	E-zwich cards issued (million)	3.2	3.8
	E-zwich cards with value (%)	75.8	-
Insurance	Individuals with life insurance policy (million)	8	56
	Individuals with nonlife insurance policy (million)	3	0.64
	Individuals with agricultural insurance policy	100000	-
	Individuals with active microinsurance policy (million)	7.5	-
Pensions	Individuals with Tier 1 or Tier 2 pension plan (million)	3.2	4.7
	Individuals with Tier 3 Pension Plan	349,465	692,789
Capital markets	Local investors with investment accounts	459,789	215481

	CSD account holders	1,780,500	1,438,664
	SMEs listed in GAX	15	6
Consumer protection			
Consumer protection	Complaints received in banking sector	388	474
	Banking sector complaints resolved by ICRO (%)	80	89
	Complaints received in the SDI sector	260	456
	SDI complaints resolved (%)	65	41
	Complaints received in capital markets	15	206
	Capital market complaints resolved (%)	75	61
	Complaints received in the pension sector	3	107
	Pension sector complaints resolved (%)	95	73
Financial capability	Schools adopting financial capacity curriculum	100	-
	Individuals reached by new financial capability campaign	50000	-

4. STATUS OF FINANCIAL INCLUSION IN GHANA

4.1. Brief Data Description

The report employed a structured questionnaire to gather detailed data on financial inclusion from various providers, including banks, savings and loans institutions, rural and community banks, MFIs, insurance companies, corporate trustees, and mobile money operators from 2022 to 2023.

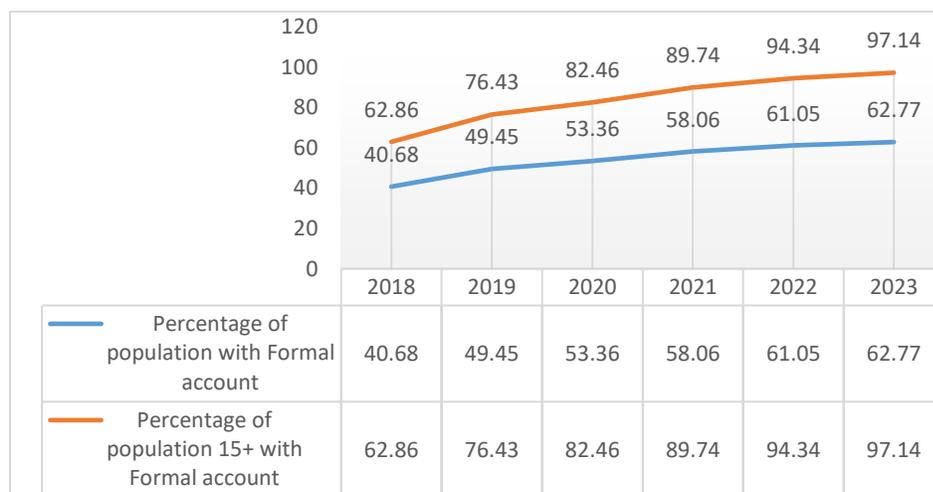
The data obtained from financial institutions was enriched by incorporating data from multiple sources, including reports such as the summary of economic and financial data issued by BoG. Data about the pensions sector was sourced from the NPRA, while information on the insurance sector was obtained from the NIC. Additionally, data concerning telecommunication companies was provided by the National Communications Authority, and data on the securities sector was furnished by SEC.

4.2. Access Dimension

4.2.1. Access to Formal Financial Institutions

Access indicators gauge the extent of outreach of financial services, encompassing factors such as ownership of bank accounts, the presence of bank branches or POS devices in rural areas, and obstacles faced by customers in accessing financial institutions, such as costs or information barriers. This section concentrates on analyzing trends and advancements in financial inclusion by examining the percentage of the population holding bank accounts from 2022 to 2023. It assesses the general landscape and the demographics of individuals aged 15 and above who have bank accounts. *Figure 4.1* illustrates the percentage of the population with formal accounts.

Figure 4.1. Percentage of Population with Formal Bank Account



Source: MoF’s Computation with Data from Financial Institutions

Key Findings:

1. Access to formal accounts among the total population:
 - The proportion of the total population holding bank accounts follows a positive trend, increasing from 61.05% in 2022 to 62.77% in 2023. This indicates a consistent growth in financial inclusion, suggesting an increased number of individuals accessing formal banking services.
2. Access to formal accounts among adults (population 15+):
 - There has been an increase in the percentage of individuals aged 15 and above with bank accounts, rising from 94.34% in 2022 to 97.14% in 2023. This reflects a substantial improvement in financial inclusion among adults, signifying enhanced access to banking services and financial opportunities.

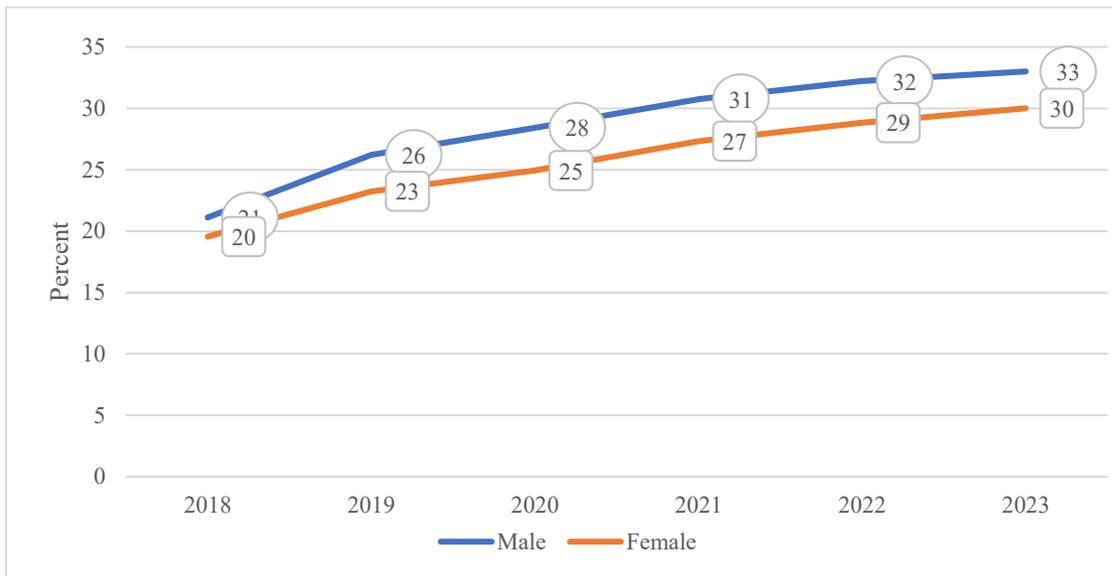
The data illustrates a noticeable trend in the percentage of the population with formal accounts over the years, signaling a positive shift.

The percentage of the population with formal accounts reflects the expansion of financial services and the accessibility of banking infrastructure. It implies that more individuals and businesses are utilizing formal banking channels for financial transactions and accessing a range of banking products and services. These strides in financial inclusion promise several benefits for communities.

4.2.2. Gender Disparity

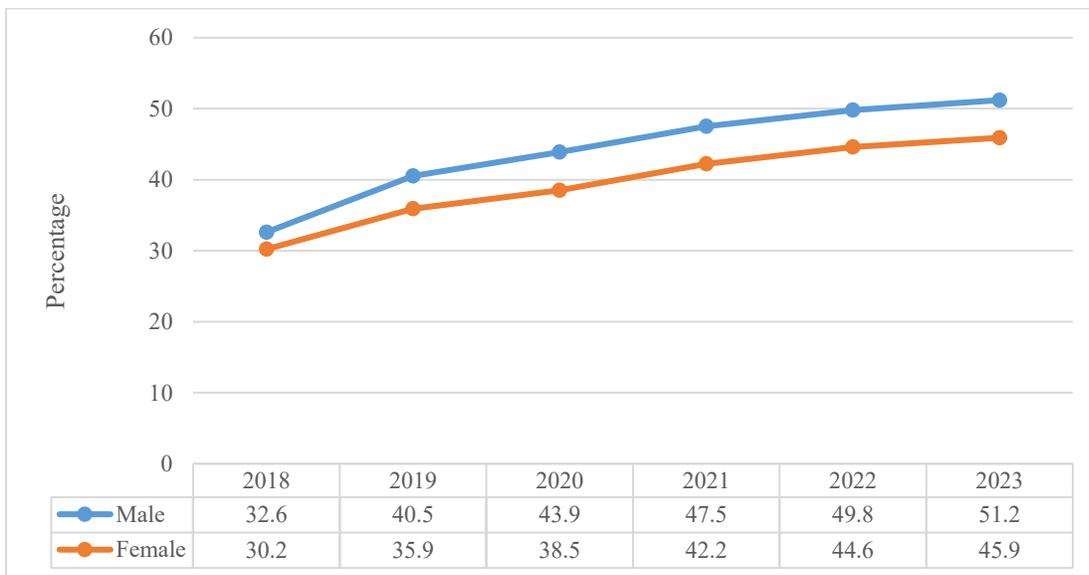
Inclusive financial systems strive to ensure equitable access to financial services for both men and women. Accordingly, this analysis concentrates on the gender distribution of individuals with access to formal accounts. It investigates the proportion of males and females with formal account access, shedding light on gender discrepancies. **Figure 4.2** illustrates the percentage of males and females relative to the total population with access to formal accounts, while **Figure 4.3** delineates the same for the adult population.

Figure 4.2. Access by Gender to Formal Accounts as a Percentage of the Total Population



Source: MoF’s Computation with Data from Financial Institutions

Figure 4.3. Access by Gender to Formal Accounts as a Percentage of the Population 15+



Source: MoF’s Computation with Data from Financial Institutions

Key Findings:

1. Gender Breakdown of Population with Access to Formal Accounts:

- In 2023, the percentage of males with access to formal accounts increased marginally to 33% from its 2022 level of 32%, while for females, it increased to 30% in 2023 from 29% percent in 2022.

2. Gender Breakdown of Population 15+ with Access to Formal Accounts:

- In 2023, the percentage of males aged 15 and above with access to formal accounts increased to 51.2% from its 2022 figure of 49.8%. Conversely, for females, the percentage increased to 45.9% in 2023 from 44.6% in 2022.

Examining the gender breakdown of the population with access to formal accounts reveals that both males and females have experienced an increase over the years. However, it's crucial to note the persistent gender gap in financial inclusion, with males consistently having higher access rates than females.

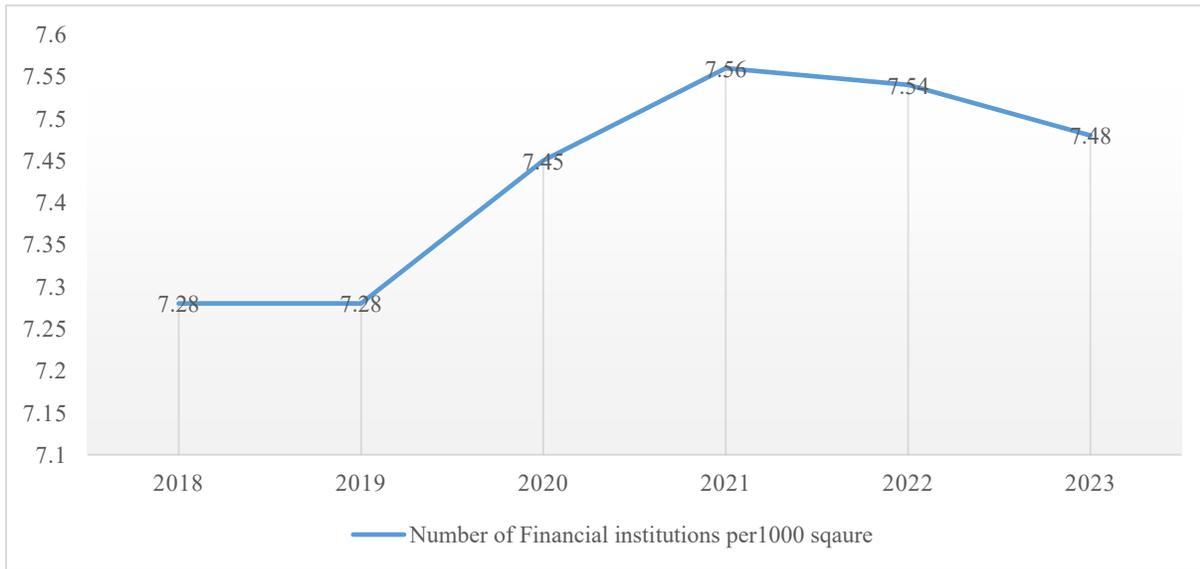
The gender gap in financial inclusion carries significant implications. Women, who constitute more than half of the population, encounter barriers such as low financial literacy, geographical barriers, inappropriate financial products, income disparity, and social constraints, hindering their engagement with the formal financial system. This exclusion from financial services can perpetuate gender inequality and restrict economic opportunities for women.

4.2.3. Bank Branches and ATM Penetration

Branches of Financial Institutions

The data provided on the number of financial institutions and branches relative to geographical areas and population in Ghana offers valuable insights into financial inclusion. Below is an analysis based on this data.

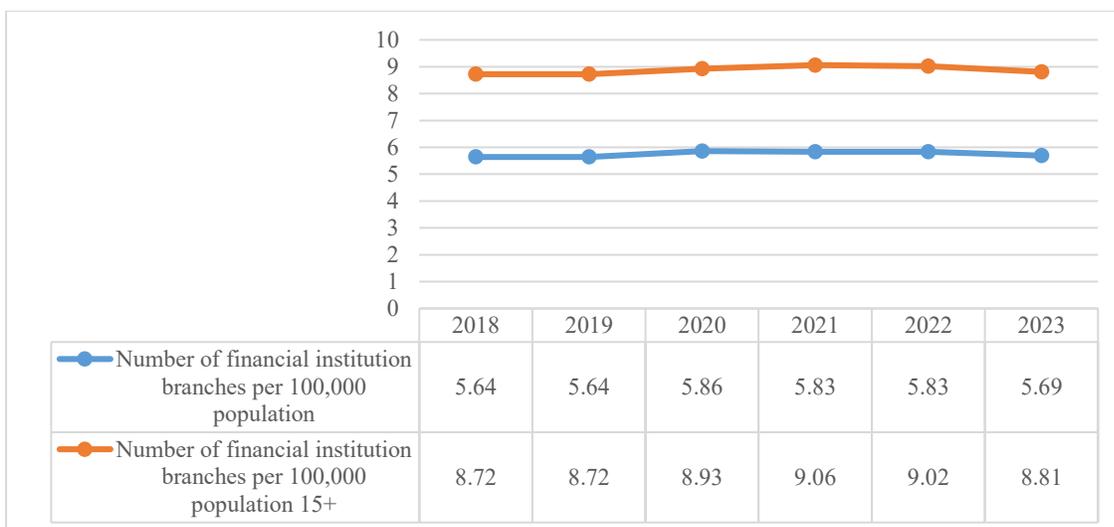
Figure 4.4. Number of Financial Institutions per 1,000 sq. km



Source: MoF’s Computation with Data from Financial Institutions

The data indicates a relatively steady number of financial institutions per 1,000 sq. km in Ghana, as the figure decreased to 7.48 in 2023 from 7.54 in 2022. This decline was primarily driven by the widespread adoption of mobile money and digital banking services, with over 20 million active mobile money accounts and increasing smartphone penetration. During this period, mobile money transactions surpassed traditional banking transactions, as more Ghanaians relied on these platforms for payments, savings and loans, reducing the need for physical bank branches.

Figure 4.5. Number of Financial Institution Branches



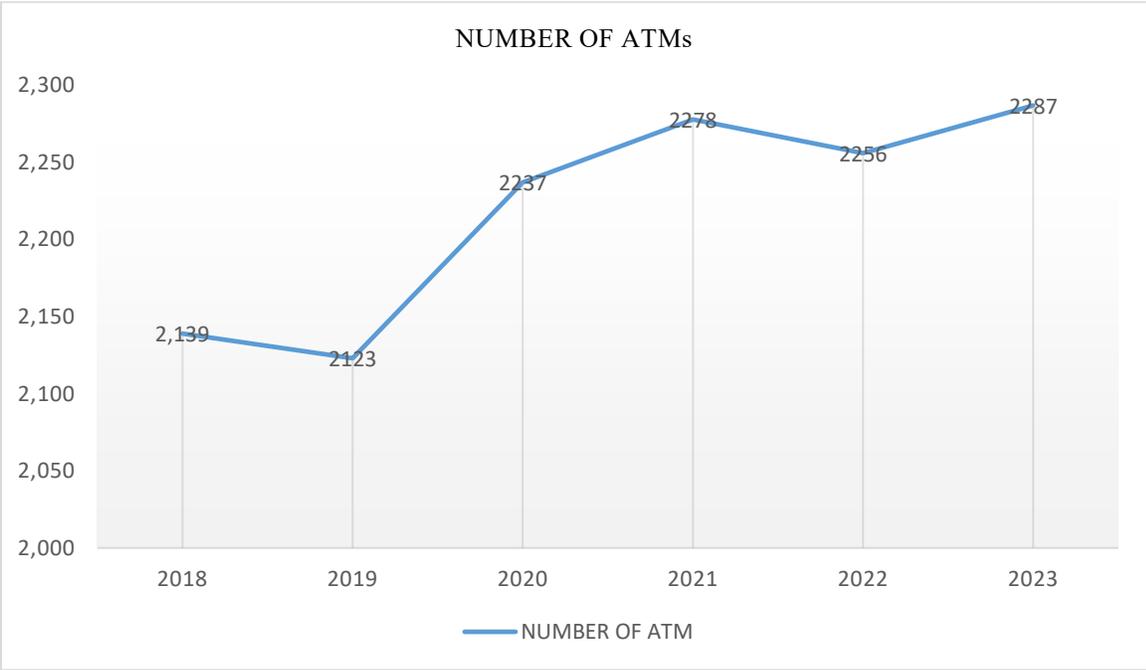
Source: MoF’s Computation with Data from Financial Institutions

The chart indicates a relatively stable trend in the number of financial institution branches per 100,000 population and per 100,000 population aged 15+ from 2018 to 2023. However, there is a slight decline in both metrics in 2023. The decrease in the number of financial institution branches per 100,000 population in 2023 suggests a reduced presence of these institutions. This change may be attributed to the growing reliance on mobile money and digital banking services, which has significantly reduced the need for physical bank branches.

4.2.4. ATMs

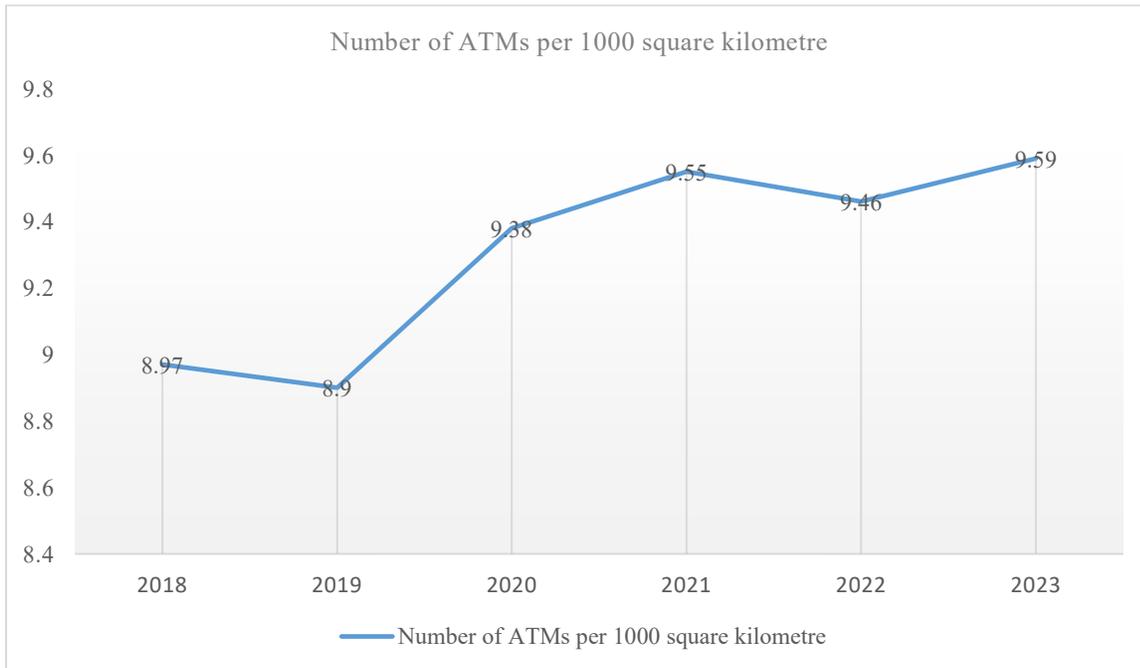
ATMs are essential in promoting financial inclusion by improving access to cash and basic banking services. They provide convenience, flexibility, and accessibility, particularly for individuals in remote areas or those with limited access to traditional bank branches. By incorporating technology and offering digital banking services, ATMs also contribute to digital financial inclusion, enabling individuals to participate in the formal financial system. **Figure 4.6** shows the total number of ATMs, while **Figure 4.7** illustrates the ATM density per 1,000 sq. km.

Figure 4.6. Number of ATMs



Source: BoG’s Summary of Economic and Financial Data, 2018-2023

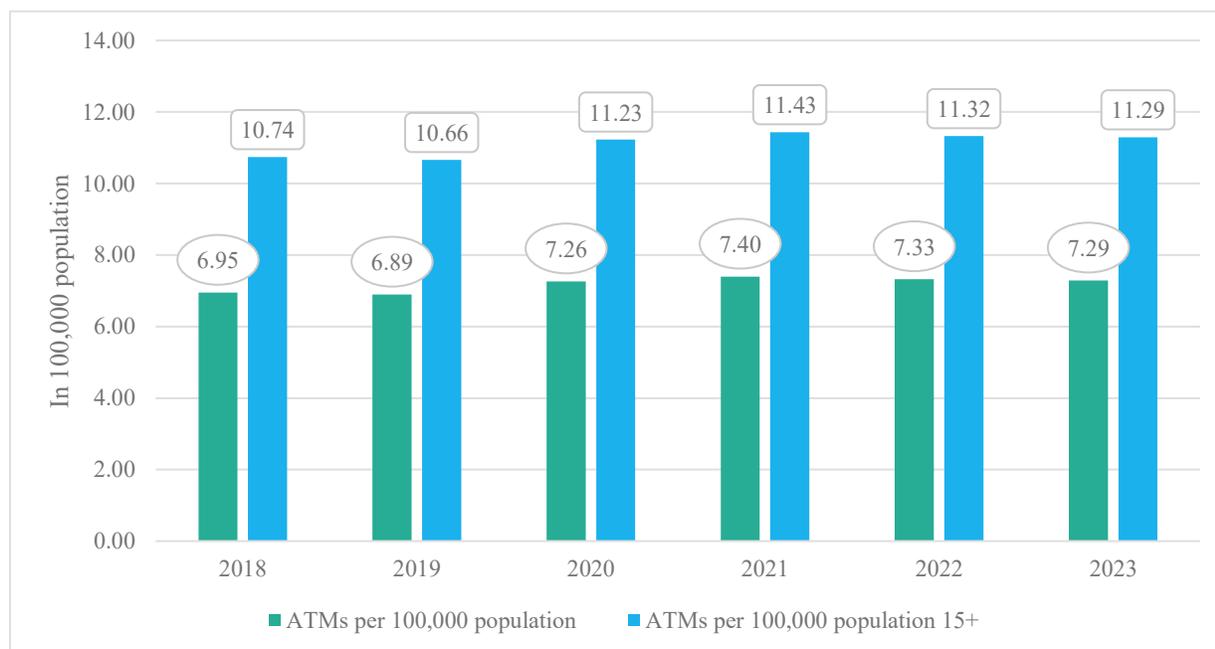
Figure 4.7. Number of ATMs per 1,000 sq. km



Source: MoF’s Computation with Data from BoG

The data indicates a marginal rise in ATMs per 1,000 square kilometers in Ghana, from 8.97 in 2022 to 9.59 in 2023. This suggests a growing prevalence of ATMs, potentially enhancing access to banking services. It implies that individuals in diverse regions throughout Ghana now have improved access to automated self-service banking facilities.

Figure 4.8. Number of ATMs per 100,000 Population



Source: MoF’s Computation with Data from BoG

The number of ATMs per 100,000 people in Ghana fell from 7.33 in 2022 to 7.29 in 2023, indicating a reduction in ATM accessibility for the general population. This decline is partly due to the growing population. Fewer ATMs per capita means less convenience and more difficulty accessing cash and performing basic banking tasks.

Similarly, the number of ATMs per 100,000 people aged 15 and older also decreased, from 11.32 in 2022 to 11.29 in 2023.

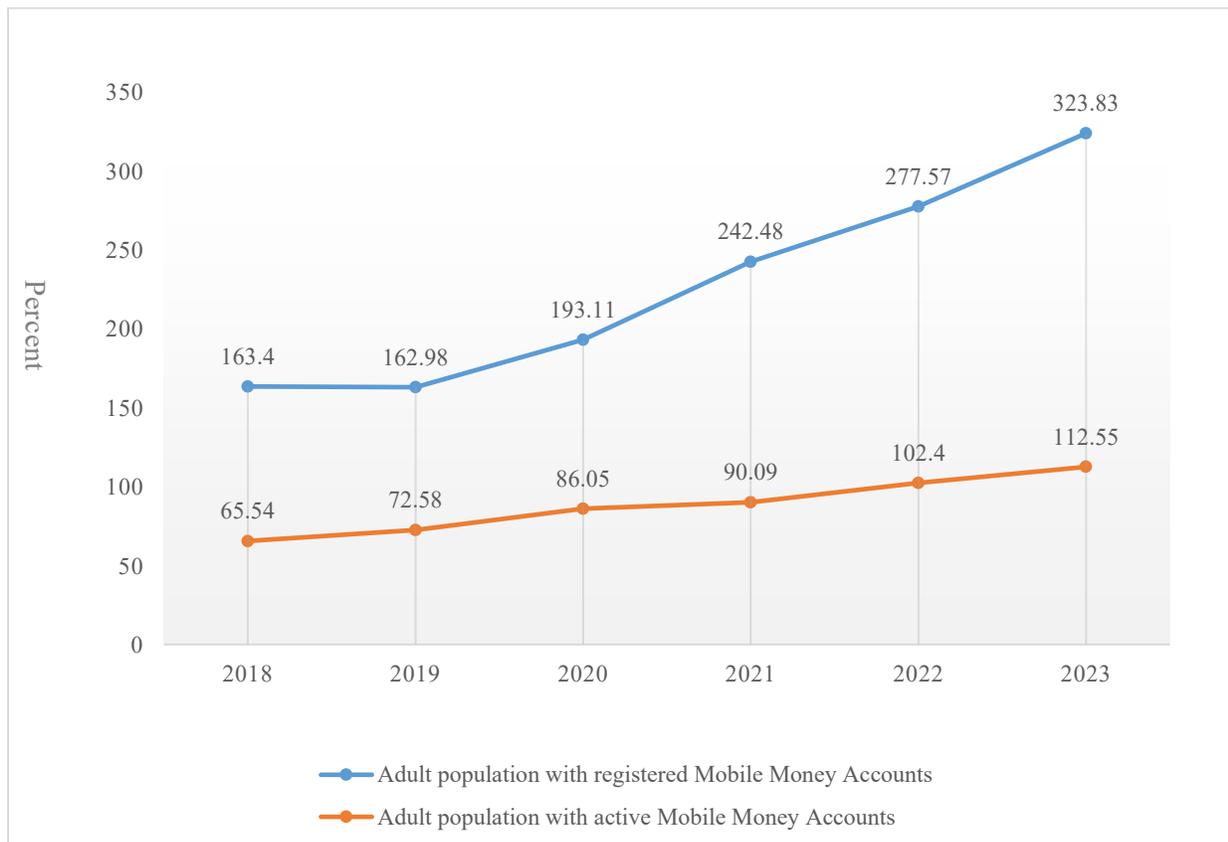
4.2.5. Mobile Money

Mobile money has played a crucial role in advancing financial inclusion by broadening access to critical financial services, facilitating digital payments, bolstering microfinance initiatives, and fostering financial connectivity. With the ongoing global expansion of mobile phone usage, mobile money is anticipated to assume an increasingly pivotal role in narrowing the financial inclusion gap and empowering marginalized populations.

Mobile Money Account

The provided data on registered and active mobile money accounts as a percentage of the adult population in Ghana is comprehensively analyzed to understand the contribution of mobile money account ownership to financial inclusion.

Figure 4.9. Mobile Money Penetration in Adult Population



Source: MoF’s Computation with Data from BoG

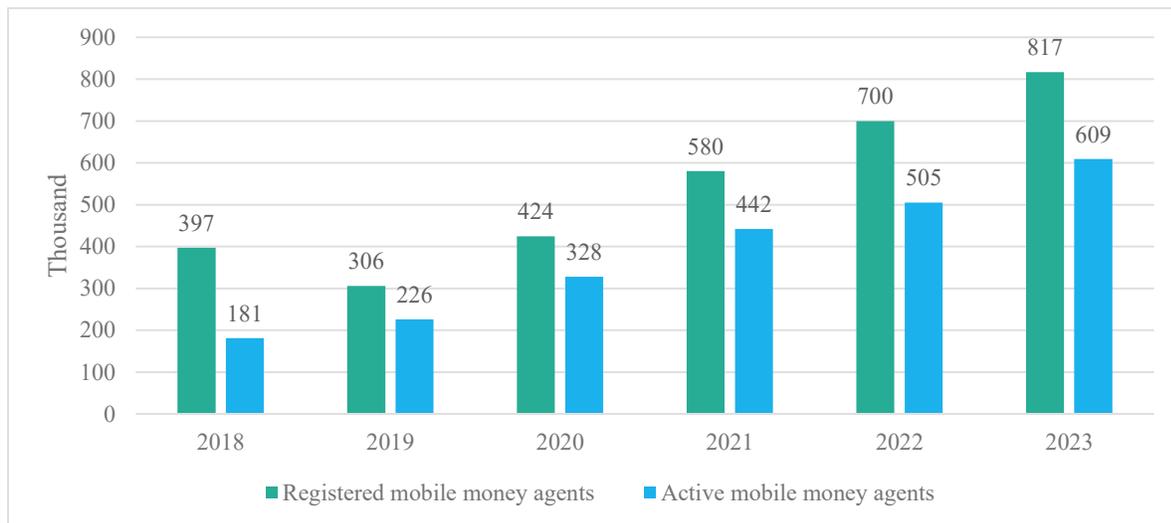
Key Findings

1. Adult population with registered mobile money accounts in 2022 stood at 277.57%, substantially increasing to 323.83% in 2023. This signifies a notable increase in the number of individuals enrolling for mobile money services in Ghana.
2. The proportion of active mobile money accounts within the adult population was 102.4% in 2022 but increased to 112.55% in 2023. This indicates a consistent growth in individuals actively utilizing mobile money services.

Mobile Money Agents

The data on registered and active mobile money agents in Ghana, measured in thousands, can be comprehensively analyzed to understand the trends and changes in financial inclusion.

Figure 4.10. Number of Mobile Money Agents



Source: BoG's Summary of Economic and Financial Data, 2018-2023

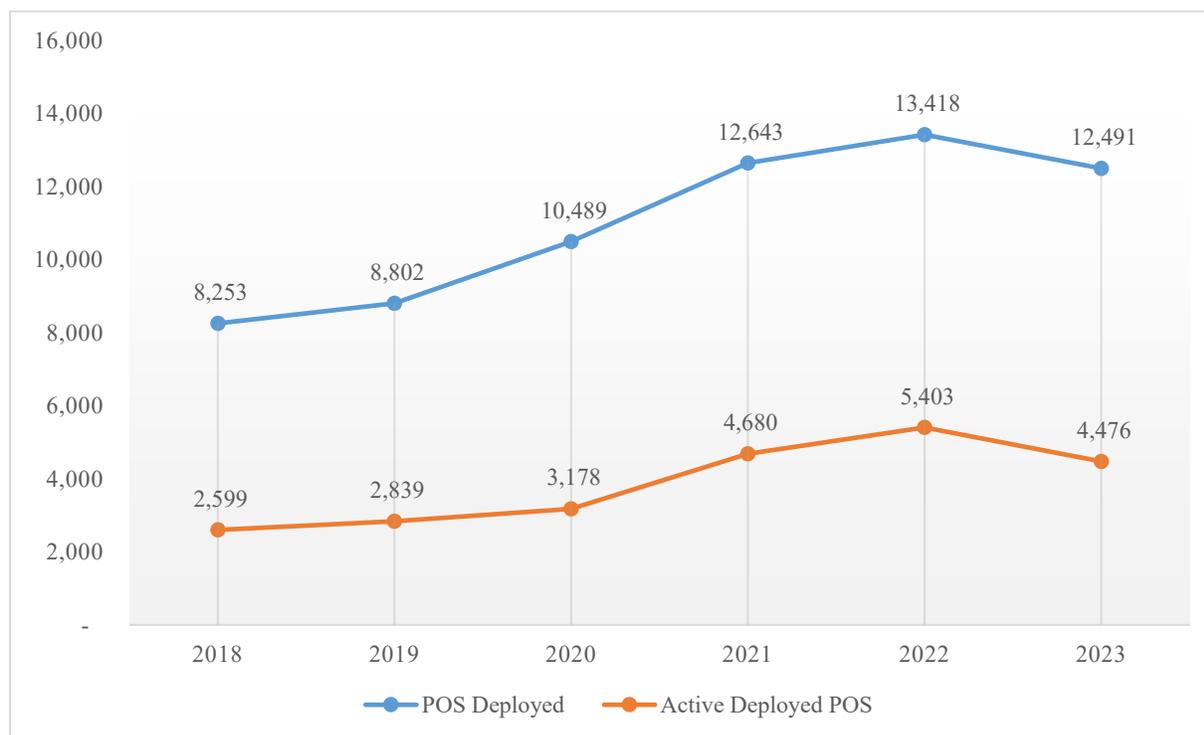
Key Findings

1. **Registered Mobile Money Agents:** The number of registered mobile money agents increased between 2022 and 2023, from 700,000 registered agents to 817,000. This indicates a substantial increase in agents offering mobile money services in Ghana.
2. **Active Mobile Money Agents:** The number of active mobile money agents also increased from 505,000 in 2022 to 609,000 in 2023. This indicates an expansion in the agent network providing mobile money services.

4.2.6. POS Terminals

The data on POS deployments in Ghana indicates negative developments in financial inclusion and the adoption of electronic payment systems.

Figure 4.11. Number of Point of Sale (POS) Terminals



Source: Bank of Ghana, Summary of Economic and Financial Data

Key Findings:

1. **POS Deployed:** The total count of POS deployed decreased from 13,418 in 2022 to 12,491 in 2023, marking a decline of 6.9% during this period. The increasing adoption of mobile money and digital payment solutions has reduced the reliance on POS terminals, leading to a decline in their deployment.
2. **Active Deployed POS:** There was a decline in the number of active deployed POS from 5,403 in 2022 to 4,476 in 2023. This denotes a decrease of 17.2% over the period. This change is primarily driven by a shift towards mobile money services and digital payment solutions, which offer lower transaction costs and greater convenience compared to traditional POS transactions. As mobile money platforms continue to expand, providing seamless and cost-effective alternatives, businesses are increasingly opting for these digital solutions over POS systems.

4.2.7. Pensions Sector

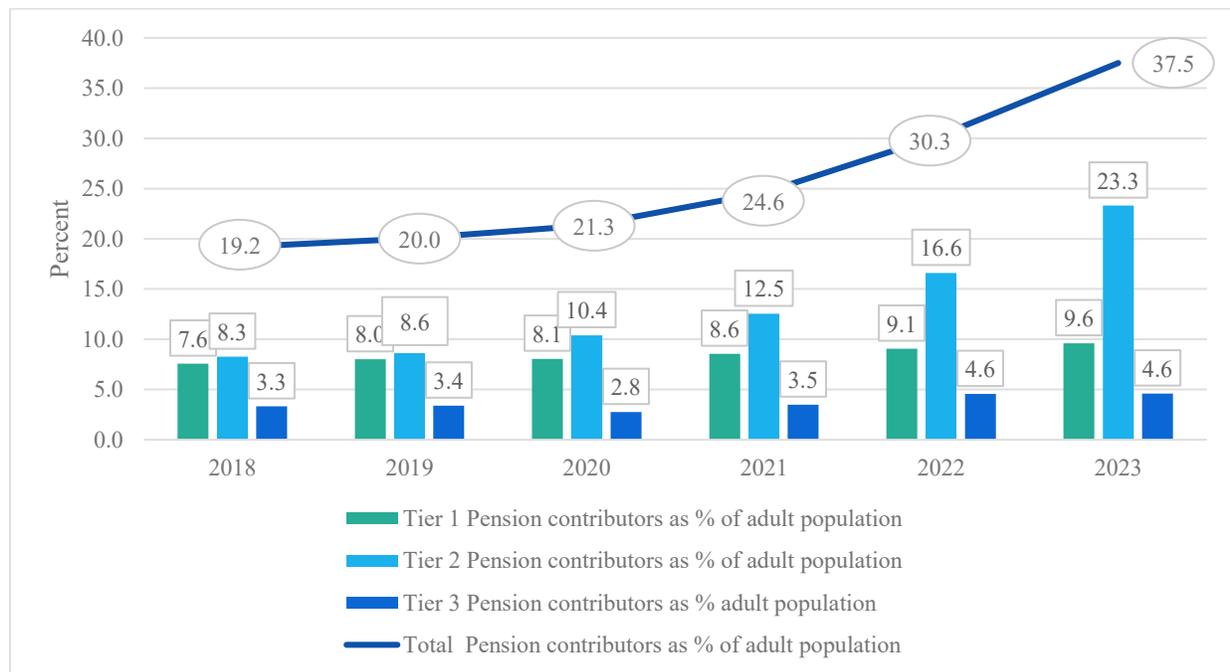
Pensions are essential for boosting financial inclusion, particularly for working age individuals. They offer a way for people to save and invest for retirement, securing their financial future over the long term. The data on pension contributors as a percentage of the adult population in Ghana gives an overview of pension coverage in Ghana.

Table 4.1. Number of Pension Contributors

Tier/Year	2018	2019	2020	2021	2022	2023
Tier 1	1,533,947	1,625,253	1,633,505	1,734,168	1,843,833	1,951,494
Tier 2	1,674,000	1,750,000	2,107,322	2,539,484	3,371,041	4,713,425
Tier 3	673,035	688,374	559,155	708,578	922,921	925,669
Total	3,880,982	4,063,627	4,299,982	4,982,230	5,214,874	7,590,588

Source: NPRA, 2018-2023

Figure 4.12. Percentage of Adult Population Registered with Pension Schemes



Source: MoF's Computation with Data from NPRA

Key Findings

The provided data presents the percentages of pension contributors in Ghana across different tiers and the total population aged 15 and above over five years.

1. **Tier 1 Pension Contributors:** The proportion of Tier 1 Pension contributors compared to the population aged 15 and above has risen from 9.1% in 2022 to 9.6% in 2023. This indicates an increase in individuals participating in Tier 1 Pension schemes, which are typically mandatory for formal sector employees. The growth suggests increasing awareness and engagement with pension contributions in this tier.
2. **Tier 2 Pension Contributors:** The percentage of Tier 2 Pension contributors has consistently increased over the years. The period 2022 to 2023 saw the percentage of Tier 2 Pension contributors increase from 16.6% to 23.3%. This rise indicates a higher level of participation in Tier 2 Pension schemes, which are voluntary occupational schemes. The upward shift suggests that more individuals recognize the importance of supplementary pension contributions and utilize these voluntary schemes.
3. **Tier 3 Pension Contributors:** The percentage of Tier 3 Pension contributors relative to the total population aged 15 and above showed no change, recording 4.6% in both years. Tier 3 Pension schemes are voluntary personal schemes, and the consistent percentage suggests a stable level of engagement and interest in personal pension contributions.
4. **Total Pension Contributors:** The overall percentage of pension contributors, combining Tier 1, Tier 2, and Tier 3, has shown an increase from 30.3% in 2022 to 37.5%. This indicates overall growth in the number of individuals actively contributing to pension schemes, encompassing both mandatory and voluntary schemes. This suggests an evolving culture of retirement savings and long-term financial planning among the population aged 15 and above.

4.2.8. Insurance Sector

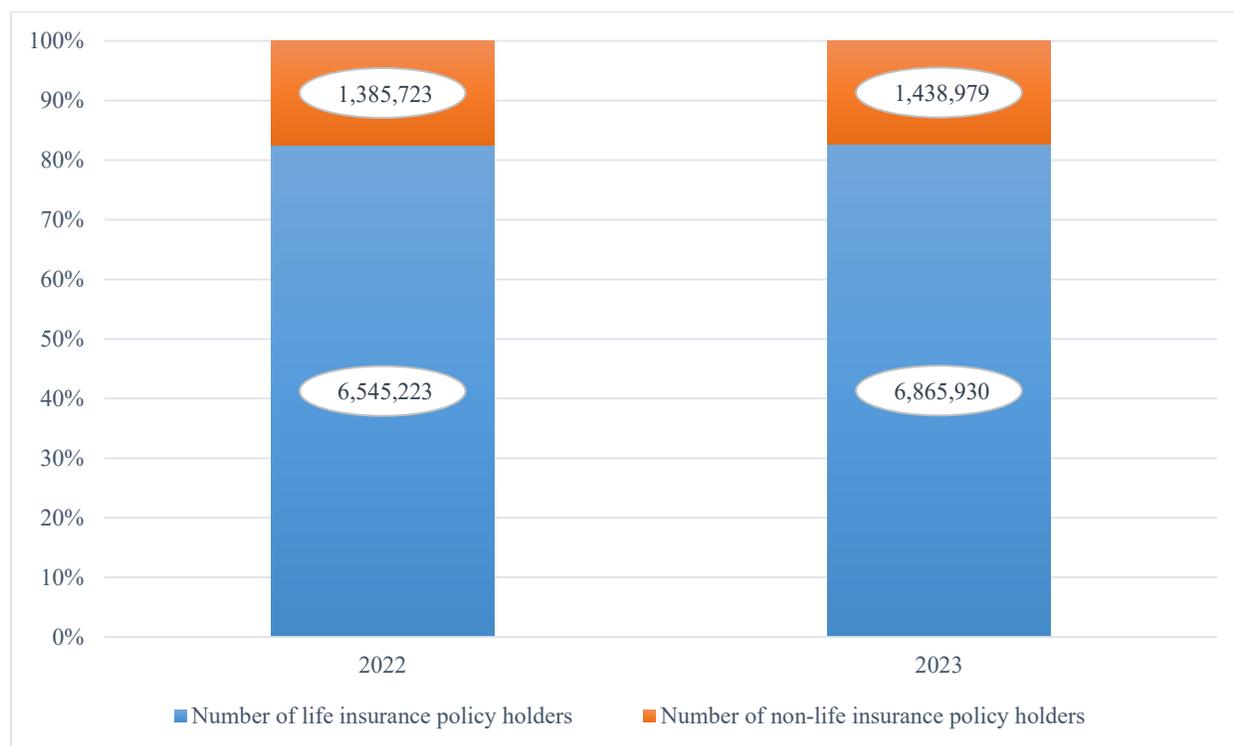
Insurance contributes to financial inclusion by offering individuals and businesses protection against risks and ensuring financial security. Assessing the correlation between insurance and financial inclusion helps us gauge the extent to which insurance services are accessible to the population.

Insurance Coverage

Insurance coverage denotes the portion of individuals or assets within a specific population that benefits from insurance policies. Within the realm of financial inclusion, it quantifies the percentage of the adult population with active insurance coverage. Evaluating the proportion of the population covered by various insurance products, including life insurance, health insurance,

property insurance, and micro-insurance, can indicate the degree of insurance penetration and financial inclusion. Higher coverage rates imply that individuals have access to protection through insurance services. **Figure 4.13** and **Table 4.2** depict the number of insurance policyholders and the insurance coverage rate in the adult population of Ghana from 2022 to 2023, respectively.

Figure 4.13. Number of Insurance Policyholders (2022-2023)



Source: NIC, 2023

Table 4.2. Insurance Coverage

	2022	2023
Life insurance coverage in adult population(percent)	32.3	33.8
Non-life insurance coverage in adult population(percent)	6.8	7.1
Total insurance coverage in adult population(percent)	39.1	40.9

Source: MoF’s Computation with Data from Financial Institutions

Key Findings

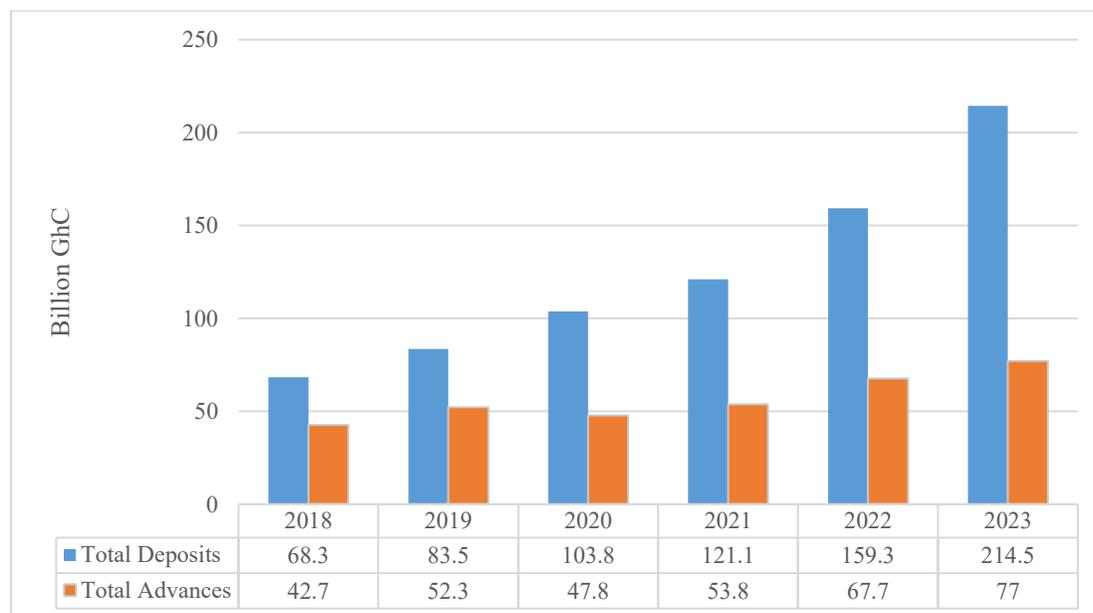
1. **Life Insurance Coverage:** Life insurance coverage among the adult population saw an increase from 32.3% in 2022 to 33.8% in 2023, representing a growth rate of 1.5% percent. This change indicates increased adoption of life insurance products, reflecting an increasing awareness of the importance of life coverage and financial security.
2. **Non-life Insurance Coverage:** Non-life insurance coverage within the adult population exhibited growth from 6.8% in 2022 to 7.1% in 2023, showing a growth rate of 0.3%. This suggests a rising adoption of non-life insurance products like property, health, and motor insurance among adults in Ghana
3. **Total Insurance Coverage:** Overall insurance coverage, encompassing both life and non-life insurance, rose from 39.1% in 2022 to 40.9% in 2023, indicating a growth rate of 1.8%. This indicates a somewhat evolving insurance market in the country.

4.3. Usage Dimension

4.3.1. Total Outstanding Deposits

This analysis delves into the evolution of outstanding deposits for the sectors of Ghana from 2022 to 2023, shedding light on the changing patterns of financial savings and economic activity. **Figure 4.14** shows the outstanding deposits from 2018 to 2023.

Figure 4.14. Outstanding Deposits & Loan Advances



Source: MoF's Computation with Data from Financial Institutions

Key findings

1. **Total Deposits:** the total amount of money deposited in financial institutions shows a significant increase between 2022 and 2023. Total deposits increased from GH¢159.3 billion in 2022 to GH¢214.5 billion in 2023. This indicates improved trust in financial institutions and a good savings culture among the population.
2. **Total Advances:** the total amount of money advanced as loans also shows a consistent upward trend. In 2022, total advances were GH¢67.7 billion, increasing to GH¢77 billion in 2023. This rise in loan advances reflects an increase in borrowing activities, possibly for business expansion and personal use, indicating economic growth and increased financial inclusion.

The data presented in **Figure 4.14** highlights a positive trend in both total deposits and loan advances from 2018 to 2023. The growth in total deposits suggests that more individuals and businesses are saving, which can be attributed to increased financial literacy and improved access to banking services. Also, due to the high inflation rate during this period, people tend to hold more money in accounts to maintain purchasing power. The rise in deposits also indicates enhanced trust in the financial system.

Similarly, the increase in total advances suggests that financial institutions extended more credit to individuals and businesses. This could be due to factors such as the government's reliance on domestic borrowing and targeted lending programs to boost entrepreneurship and economic activity.

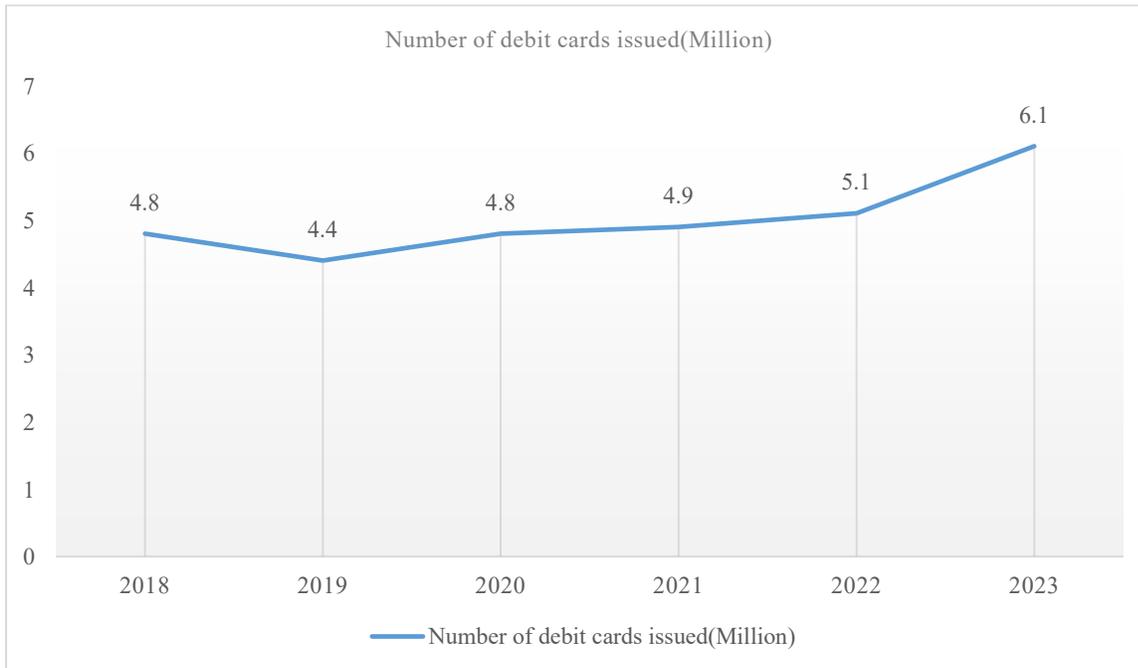
4.3.2. Payment Cards Issued

Payment cards play a vital role in modern financial transactions, facilitating ease of access to funds and promoting cashless economies. This trend analysis examines the issuance of debit and credit cards in Ghana from 2018 to 2023, shedding light on the evolving landscape of electronic payment methods.

Debit Cards Issued:

The issuance of debit cards has demonstrated a consistent upward trend from 2019 to 2023. **Figure 4.15** shows the number of debit cards issued from 2018 to 2023.

Figure 4.15. Number of Debit Cards Issued



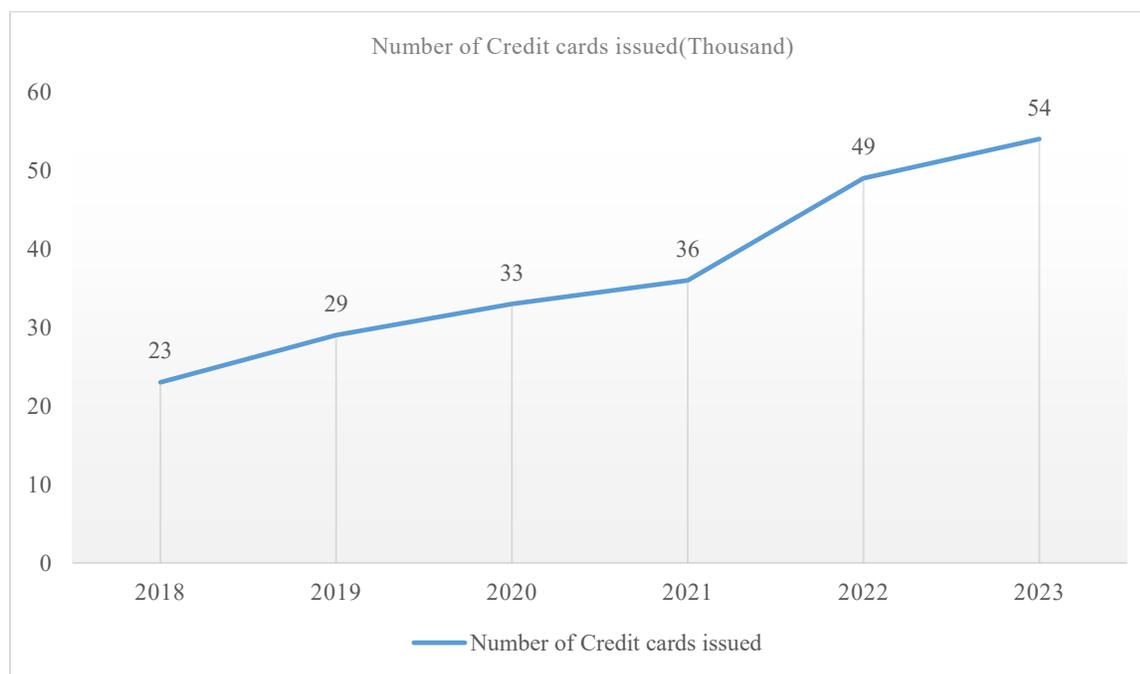
Source: BoG’s Summary of Economic and Financial Data, 2018-2023

In 2022, approximately 5.1 million debit cards were issued, which slightly increased to 6.1 million in 2023. This progression indicates a sustained demand for debit cards and highlights their pivotal role in facilitating everyday transactions.

Credit Cards Issued:

The issuance of credit cards, though on a smaller scale, exhibited notable growth during the analyzed period. **Figure 4.16** shows the number of credit cards issued from 2018 to 2023.

Figure 4.16. Number of Credit Cards Issued



Source: BoG's Summary of Economic and Financial Data, 2018-2023

In 2022, approximately 49,000 credit cards were issued, a number that later increased to 54,000 in 2023. This growth in credit card issuance indicates an increasing preference for credit-based transactions.

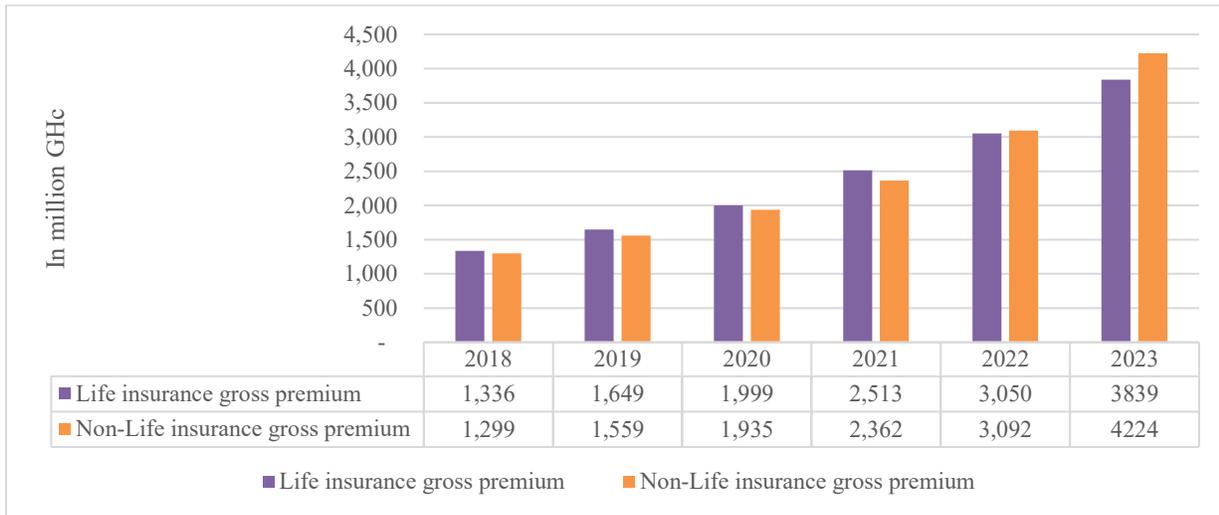
4.3.3. Insurance Premiums

The insurance sector in Ghana has experienced steady growth, driven by increased awareness, regulatory reforms, and the adoption of digital insurance solutions. Insurance premiums serve as a key indicator of the sector's performance, reflecting both the demand for insurance products and the financial health of insurance providers.

Despite this growth, insurance penetration, which measures the ratio of total insurance premiums to GDP, remains relatively low compared to global standards, hovering around 1% in recent years. However, the number of insurance policyholders has been on the rise, particularly in the microinsurance and health insurance segments, as more individuals and businesses recognize the need for financial protection against unforeseen risks.

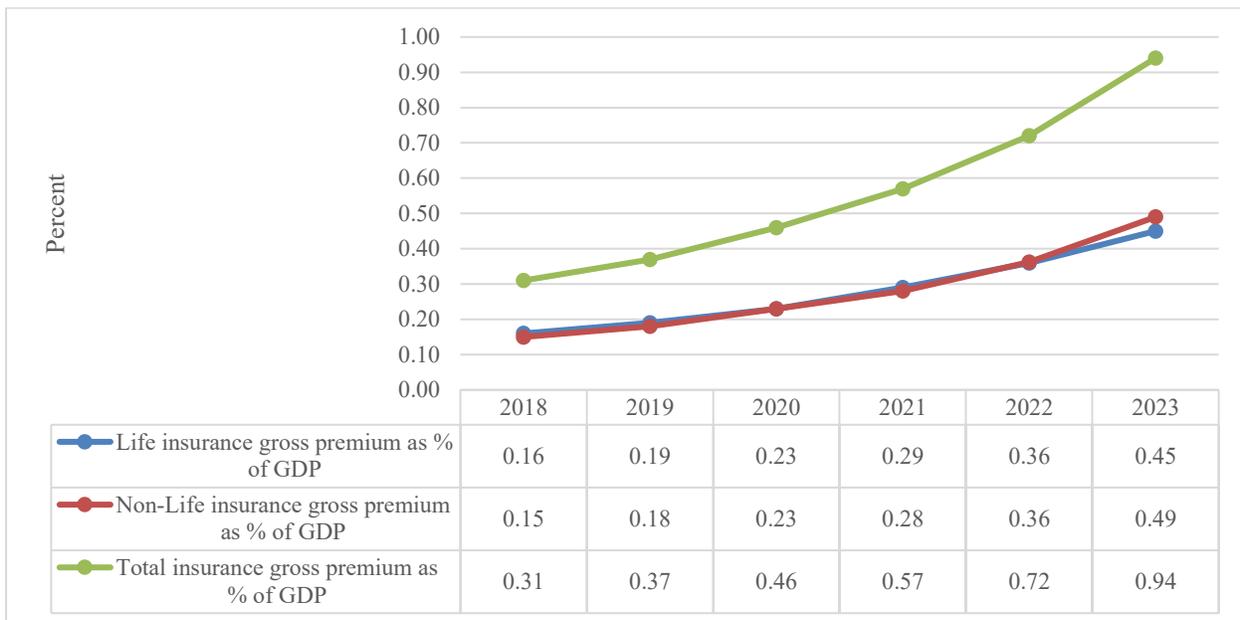
This analysis examines the trends in insurance premiums, insurance penetration, and new insurance products in Ghana.

Figure 4.17. Gross Premium in the Insurance Sector



Source: NIC, Quarterly Market report, 2024

Figure 4.18. Insurance Premium as a Percentage of GDP



Source: MoF’s Computation with Data from NIC

Key Findings

1. Life Insurance Gross Premiums as a Percentage of GDP:

- The ratio of life insurance gross premiums to GDP exhibited a general upward movement between 2022 and 2023, indicating the increasing significance of life insurance within the economy. In 2022, this ratio stood at 0.36 percent of GDP. Notably, there was a rise in 2023, with the ratio reaching 0.45 percent of GDP, signifying the expansion of the life insurance market and its contribution to overall economic activity. This increase implies progress in the growth of the life insurance sector and its impact on financial inclusion.

2. Non-Life Insurance Gross Premiums as a Percentage of GDP:

- The percentage of non-life insurance gross premiums as a proportion of GDP also showed an increase between the period 2022 and 2023, highlighting the growing importance of non-life insurance in the country. The percentage peaked in 2023 at 0.49 surpassing life insurance premiums by 0.04%. This rise reflects changes in market conditions.

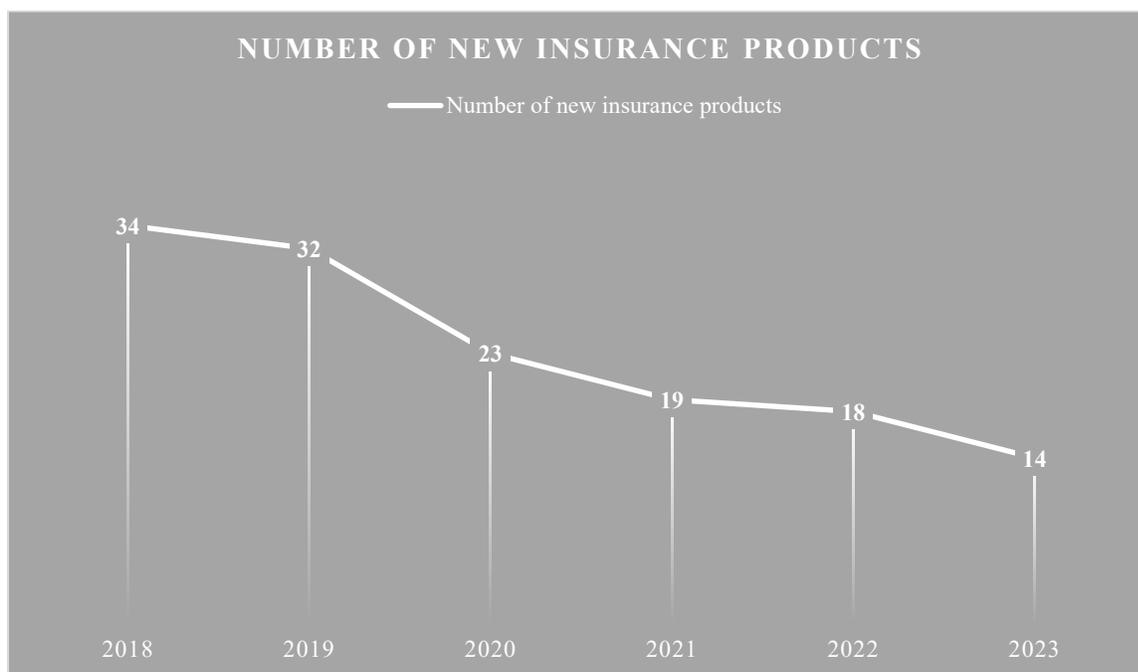
3. Total Insurance Gross Premiums as a Percentage of GDP:

- The combined percentage of life and non-life insurance gross premiums as a proportion of GDP reflects the overall impact of the insurance sector on financial inclusion. The data indicates that the Total Insurance Gross Premium as a percentage of GDP increased from 0.72% in 2022 to 0.94 % in 2023. This increase displays the growth of the insurance industry as a whole and its contribution to financial inclusion.

4.3.4. New Insurance Products

Financial inclusion in insurance requires reaching out to traditionally underserved populations, such as low-income individuals, rural communities, and informal sector workers. Developing affordable insurance products tailored to the needs of the population will demonstrate commitment to deepening financial inclusion.

Figure 4.19. Number of New Insurance Products Approved



Source: NIC, 2023

Key Findings

The data on the number of new insurance products approved provides insights into introducing and innovating insurance offerings to enhance financial inclusion.

1. Decrease in insurance products:
 - The data shows that newly approved insurance products decreased from 18 to 14 for 2022 and 2023, respectively.
 - This decline suggests a potential slowdown in introducing new insurance products, which may impact the pace of innovation and the diversification of offerings in the market.
2. Potential Implications:
 - The decreasing number of new products approved suggests a need for increased focus and effort to drive innovation in the insurance sector.
 - Introducing new insurance products is crucial in expanding the range of offerings available to consumers, addressing specific needs, and promoting financial inclusion.

- A limited number of new products could hinder the ability of insurance companies to meet the diverse needs of individuals and businesses, potentially limiting their participation in the insurance market.

4.4. Quality Dimension

This section thoroughly examines critical parameters for various financial institutions, encompassing Banks, Microfinance institutions, Rural and Community Banks, S&L, and other SDIs. The analysis concentrates on essential factors such as the minimum account opening amount, the minimum required documents for account opening, the minimum account balance, the minimum loan request amount, the average loan processing duration, and the annual account fees charged.

4.4.1. Overall Financial System Analysis

The overall financial system analysis focuses on various key aspects of the quality indicator, such as account opening, account requirements, loan requests, loan processing, and annual fees charged. The data presented below are average values for each parameter.

Table 4.3. Quality Indicators of the Financial System

	Unit	2022	2023
Minimum amount to open account	GH¢	27.73	23.25
Minimum number of documents to open account	No.	3.04	3.05
Minimum amount in account	GH¢	21.42	18.99
Minimum amount of loan to request	GH¢	689.75	972.71
Average days to process loan application	Days	4.03	4.14
Annual fees charged on an account	GH¢	93.38	38.37

Source: MoF's Computation with Data from Financial Institutions

Minimum Amount to Open an Account: The minimum amount required to open an account has decreased from GH¢27.73 in 2022 to GH¢23.25 in 2023. This significant decrease may indicate lower entry barriers for new customers.

Minimum Number of Documents to Open an Account: The minimum number of documents required to open an account has increased negligibly, from 3.04 in 2022 to 3.05 in 2023. This suggests that the administrative requirements have remained relatively the same.

Minimum Amount in Account: The minimum balance required to maintain an account has more than doubled, from GH¢21.42 in 2022 to GH¢18.99 in 2023. This change depicts a lower cost of maintaining an account.

Minimum Amount of Loan to Request: The minimum amount of loan that can be requested has increased significantly, from GH¢689.75 in 2022 to GH¢972.71 in 2023. This indicates a higher threshold for loan acquisition.

Average Days to Process Loan Application: The average number of days to process a loan application has slightly increased from 4.03 days in 2022 to 4.14 days in 2023, suggesting a minor delay in loan processing times.

Annual Fees Charged on an Account: The annual fees charged on an account have decreased from GH¢93.38 in 2022 to GH¢38.37 in 2023. This reduction is a positive change, lowering the cost burden on account holders.

It's important to note that the specific annual fee amount may vary depending on the type of account, the services offered, and the financial institution's policies. Different account types may have different fee structures based on the features and benefits provided.

5. COMPOSITE FINANCIAL INDEX

5.1. Introduction

Financial inclusion is a multidimensional concept that extends beyond mere access to financial services. It also involves the dimensions of usage and quality. Therefore, to fully grasp financial inclusion, it is essential to evaluate not only the availability and accessibility of financial services but also the frequency with which they are used and the extent to which they meet the needs of individuals across all income levels. An effective financial system should provide clear and easy access to information about available products and their terms, as well as implement safeguards to protect consumers from misleading practices or exploitation. Enhanced financial inclusion is vital for fostering more inclusive and sustainable economic growth. Consequently, a reliable measure of financial inclusion is necessary to effectively monitor the progress of government initiatives and policies designed to promote it. To achieve this, a multidimensional CFII has been developed, incorporating various indicators that capture the breadth and depth of financial inclusion.

5.2. Calculation of the CFII

The financial inclusion index is a composite measure built from three key dimensions: access, usage, and quality. By breaking down the index into these dimensions, the country can better identify which aspects are driving financial inclusion and which are hindering progress, allowing for targeted corrective measures. During the development of the index, specific weights were allocated to each dimension. Detailed indicators for each of these dimensions are provided in Appendix I. Notably, the CFII adopts a forward-looking approach, with greater emphasis placed on the deepening elements of financial inclusion, namely usage and quality.

This report develops a CFII using a methodology similar to that employed by the United Nations Development Programme (UNDP) for calculating well-known indices like the Human Poverty Index, Human Development Index, and Gender Development Index, among others. This approach has also been adopted by India in constructing its own financial inclusion index.

5.2.1. Methodology for Construction of the CFII-Ghana

The CFII-Ghana is constructed in four steps as outlined below:

Step 1:

This report first calculates a dimension index for every dimension of financial inclusion, and dimension index is:

$$d_i = w_i * \frac{A_i - m_i}{M_i - m_i} \quad (1)$$

Where;

A_i = actual value of dimension i

M_i = maximum value of dimension i

m_i = minimum value of dimension i

w_i = weight attached to the dimension i

Equation (1) ensures that $0 \leq d_i \leq 1$. A higher value of d_i implies higher achievement in dimension i .

If n dimensions of financial inclusion are considered for the country, then the country i will be represented by a point $X_i = (d_1, d_2, d_3, \dots, d_n)$ on n -dimensional Cartesian space. In the n -dimensional space, the point $O = (0, 0, 0, \dots, 0)$ represents the point indicating the worst situation while the point $K = (1, 1, 1, \dots, 1)$ represents the highest achievement in all dimensions.

To calculate the FII for the country, we have two important factors viz. the ideal point W and the worst point O . This financial inclusion index FII will indicate the point of the financial inclusion. This point will help in identifying whether the financial inclusion in the country is low or high. If the gap between the O and X is wide, then it signifies high financial inclusion and, similarly if the gap is narrow between O and X , then it signifies low financial inclusion.

Step 2:

In the second step, the calculation of X_1 based d_i and w_i is as follows:

$$X_1 = \frac{\sqrt{d_1^2 + d_2^2 + d_3^2 + \dots + d_n^2}}{\sqrt{w_1^2 + w_2^2 + w_3^2 + \dots + w_n^2}} \quad (2)$$

In equation (3), for FII, X_1 specifies average of the Euclidian distance between O and X . If the value of X_1 is high, then it means that there is more financial inclusion.

Step 3:

In the third step, the calculation of X_2 based d_i and w_i is as follows:

$$X_2 = 1 - \frac{\sqrt{(w_1 - d_1)^2 + (w_2 - d_2)^2 + (w_3 - d_3)^2 + \dots + (w_n - d_n)^2}}{\sqrt{w_1^2 + w_2^2 + w_3^2 + \dots + w_n^2}} \quad (3)$$

In equation (3), for FII, X_2 specifies average of the inverse Euclidian distance between X and W . If the value of X_2 is high, then it means that there is more financial inclusion.

Step 4:

In the fourth step, the calculation of the CFII based on X_1 and X_2 is as follows:

$$CFII = \frac{1}{2}(X_1 + X_2) \tag{4}$$

Equation (4) calculates the simple average of X_1 and X_2 .

5.2.2. Interpretation of the CFII-Ghana

The CFII-Ghana is categorized into three levels, namely: Low Financial Inclusion (LFI), Medium Financial Inclusion (MFI), and High Financial Inclusion (HFI).

Table 5.1. Interpretation of CFII-Ghana

No.	FII Range	Interpretation
1	$0 \leq FII \leq 0.4$	Low Financial Inclusion (LFI)
2	$0.4 < FII \leq 0.6$	Medium Financial Inclusion (MFI)
3	$0.6 < FII \leq 1$	High Financial Inclusion (HFI).

5.2.3. Weights Assigned to the Three Dimensions and Data

The most important task in calculating the CFII is to assign appropriate weights to the dimension indexes. Since the CFII is forward-looking, higher weights have been assigned to the deepening aspect of financial inclusion (usage and quality). As such, we have provided the following weights for the three dimensions: Access Dimension (w=0.35), Usage Dimension (w=0.45), and Quality Dimension (w=0.20). In the three-dimensional space, the point O = (0,0,0) will indicate the worst situation, which means complete financial exclusion and the point K= (1,1,1) will indicate the ideal situation, which means complete financial inclusion in the present context.

5.3. The CFII-Ghana for 2023

This section of the report examines the state of financial inclusion in Ghana, focusing on three key dimensions: access, usage, and quality, as well as the CFII-Ghana that reflects the overall status. The summary of the results is reported in **Table 5.2**.

Table 5.2. Summary of Results

	Access Dimension	Usage Dimension	Quality Dimension	CFII
Index	0.6002	0.5374	0.6556	0.5660
No. of Indicators	16	18	6	40

Source: MoF’s Computation with Data from Financial Institutions

Key Dimensions:

1. Access:

The Access dimension measures the extent to which individuals and businesses access formal financial services. In Ghana, the Access index stands at 0.6002, indicating that approximately 60% of the population has access to such services. This dimension is based on indicators, suggesting a relatively broad coverage of financial services nationwide.

2. Usage:

The Usage dimension gauges how actively individuals and businesses engage with formal financial services. With a Usage index of 0.5374, Ghana demonstrates that around 53.74% percent of those with access are actively using financial services. This dimension considers indicators, suggesting a potential for increased utilization of these services.

3. Quality:

Quality refers to the reliability, effectiveness, and appropriateness of financial services. Ghana’s Quality index stands at 0.6556, reflecting a moderate level of quality in the financial services provided. This dimension considers indicators, highlighting the importance of ensuring that financial services meet the needs and expectations of users.

5.4. Comparative Analysis of Financial Inclusion

Table 5.3. Financial Inclusion Dimensions

Financial Inclusion Dimensions	2022 (%)	2023(%)	Absolute Change	Percentage Change
Access	58.82	60.02	1.2	2.04
Usage	48.56	53.74	5.18	10.67
Quality	55.58	65.56	9.98	17.96
CFII	52.76	56.60	3.84	7.28

Source: MoF’s Computation with Data from Financial Institutions

The Access Index in 2023 compared to 2022 slightly increased by 2.04%, with an increase in registered mobile money accounts. This was due to a netting effect where the fall in the number of deployed POS terminals were compensated by the increase in mobile money access. The reduction in these traditional access points likely reflects cost-cutting measures, rising maintenance costs, and an industry-wide shift towards digital banking. These trends underscore a growing reliance on mobile financial services as the dominant mode of access.

The usage of financial services saw a significant increase of 5.18 percentage points, marking a 10.67% improvement from 2022 to 2023. The general uptick was driven by increased digital engagement across multiple channels. Key contributors include a significant rise in the number of banking app downloads and growth in the number of active users on these platforms.

However, despite this overall growth, there were some pockets of decline. Notably, cheque transactions continued their downward trend, likely due to growing digital alternatives and payment modernization. A drop in debit card transaction volumes suggests a shift towards mobile wallets and contactless payments.

Also worth noting is the introduction of two new insurance products, which reflect ongoing innovation in the financial services landscape and have the potential to deepen user engagement in the coming cycles.

The quality of financial services improved by 9.98 in absolute terms, resulting in a 17.96% increase. The Quality Index increased, primarily due to a decrease in the minimum amount to open account, the minimum operating balance and the annual fees charged on an account, which likely reduced barriers to access to financial services for lower-income individuals and small-scale borrowers. This improves inclusivity and affordability, as formal channels become more accessible to financially vulnerable groups.

The CFII, which provides an overall measure of financial inclusion, increased by 3.84 in absolute terms, reflecting a 7.28% improvement. This positive change indicates a broad improvement across multiple dimensions of financial inclusion, suggesting that overall efforts to deepen financial inclusion are yielding significant results.

6. OUTLOOK AND RECOMMENDATION

6.1. Access

Outlook: While the flat Access Index in 2023 signals stagnation, the underlying shift toward mobile money access highlights a transformative change in how financial services are delivered. The decline in physical infrastructure (ATMs, POS terminals) indicates a cost-driven industry pivot to digital access. However, this transition risks excluding populations with limited digital readiness.

Recommendations:

- **Hybrid Infrastructure Approach:** Financial institutions should explore cost-effective models such as shared agent networks or smart ATMs in underserved areas to retain a degree of physical access while scaling digital solutions.
- **Public-Private Partnerships (PPPs):** Collaborations between regulators and telecom providers can subsidize the expansion of digital infrastructure and agent networks in rural or remote regions.
- **Inclusive Design:** Mobile platforms should be optimized for low-end devices and limited connectivity to improve access across socio-economic groups.
- **Expand partnerships:** with local retail outlets as agent banking hubs, particularly in peri-urban and rural areas, to bridge the physical access gap.
- **Promote affordable, mobile-based POS systems** for MSMEs to widen access points without the cost of traditional terminals.

6.2. Usage

Outlook: The rise in digital usage reflects a positive trajectory towards a more engaged financial ecosystem. However, the decline in cheque and debit card transactions suggests that traditional tools are being phased out faster than some consumer segments can adapt.

Recommendations:

- **Digital Education Drives:** Expand nationwide financial and digital literacy campaigns, targeting SMEs, older populations and rural dwellers who may be lagging in mobile banking adoption.
- **Product Innovation:** Introduce bundled digital offerings that include incentives like zero-fee transfers or micro-savings features to deepen habitual usage.
- **Legacy Tools Optimization:** Redesign traditional instruments (e.g., cheques or cards) for specialized use-cases, such as business-to-business payments or elder-friendly channels, to avoid excluding niche demographics.

- **Insurance Bundling & Micro-products:** Promote the new insurance offerings through bundling with savings or mobile wallets to boost uptake and deepen platform stickiness.

6.3. Quality

Outlook: The drop in the Quality Index due to higher minimum loan thresholds suggests growing barriers to credit access for lower-income individuals. This could widen the financial inclusion gap if left unaddressed.

Recommendations:

- **Policy Realignment:** Regulators should promote tiered lending frameworks that encourage financial institutions to offer micro-loans, perhaps supported by partial credit guarantees.
- **Banks and SDIs Collaboration:** Encourage partnerships between traditional banks and SDIs to design alternative credit scoring models (e.g., based on mobile money history) to assess risk for low-income borrowers.
- **Transparency and Consumer Protection:** Enhance disclosure standards and complaints mechanisms to improve user trust and ensure fairness in digital lending.
- **Subsidized Risk-sharing Facilities:** Set up partial credit guarantee schemes to lower lender risk in serving financially excluded borrowers.

7. WAY FORWARD

7.1. Way Forward

Building on the insights gained from the assessment of financial inclusion dimensions in Ghana, a strategic approach is proposed to achieve comprehensive financial inclusion. This entails a multi-faceted strategy that addresses key challenges while leveraging emerging opportunities:

- **Integrated Approach**

Develop a cohesive and integrated approach that simultaneously tackles access, usage, and quality dimensions of financial inclusion. A holistic strategy ensures a well-rounded and sustainable financial inclusion ecosystem.

- **Collaborative Partnerships**

Foster partnerships among government entities, financial institutions, academia, technology providers, NGOs, and international organizations. Collaborative efforts leverage resources and expertise to maximize the impact of financial inclusion initiatives.

- **Expand the Network of Financial Institutions and ATMs**

Encourage the establishment of more financial institutions and ATMs in underserved areas. Provide incentives such as tax breaks or subsidies to financial institutions that open branches or install ATMs in rural and remote areas.

- **Increase Mobile Money Agent Network**

Support expanding the mobile money agent network, particularly in rural areas. Offer training programs and financial support to potential agents and create partnerships with telecom operators to enhance mobile money services.

- **Improve POS Terminal Deployment**

Facilitate the deployment and activation of more POS terminals, especially in regions with low active POS percentages. Subsidize the cost of POS terminals for small and medium enterprises (SMEs) and ensure reliable connectivity for POS operations.

- **Strengthen Pension and Insurance Schemes**

Promote the benefits of pension and insurance schemes to increase registration. Launch awareness campaigns and provide incentives such as matching contributions for initial periods to encourage participation.

- **Promote Digital Banking and App Usage**

Encourage the adoption of digital banking apps to facilitate easier access to banking services. Partner with tech companies to improve the user interface and security of banking apps, and offer promotional incentives for downloads and active usage.

- **Enhance Loan Accessibility**

Simplify the loan application process and provide more flexible loan products. Reduce the number of required documents for loan applications and offer microloans with lower minimum amounts to cater to small businesses and individuals.

- **Increase Financial Literacy**

Implement widespread financial literacy programs to educate the population about available financial products and services. Collaborate with educational institutions, NGOs, and media to provide training and resources on financial management, savings, and investments.

8. CONCLUSION

Financial inclusion in 2023 stands at a pivotal juncture driven by the accelerating digitization of financial services, yet tempered by emerging gaps in physical access, product affordability, and user readiness. The data reveals a sector that is innovating rapidly, but not always inclusively. While mobile money growth and rising digital engagement reflect impressive strides, these advances are not evenly distributed across population segments, regions, or financial service types.

This moment demands a reset of financial inclusion strategies. The goal is no longer just expanding access, but ensuring that access is meaningful, equitable, and sustainable. Looking ahead, financial inclusion strategies must evolve from a focus on access alone to a broader emphasis on accessibility, affordability, usability, and trust. The true measure of progress will not be the speed of digital transformation, but the extent to which it delivers inclusive, equitable, and sustainable financial services for all segments of society, particularly those historically left behind.

The financial sector has an opportunity to not only modernize, but to build a more resilient and inclusive financial ecosystem that drives economic empowerment and long-term development. Policymakers, financial service providers, and development partners must therefore act in coordination to ensure that innovation does not come at the cost of exclusion.

APPENDICES

Appendix I: Components of the Three Dimensions

Components of the Access Indicator

- Percentage of adult population with formal account
- Number of financial institutions per 1,000 sq. km
- Number of financial institutions per 100,000 adult population
- Number of ATMs per 1000 sq. km
- Number of ATM per 100,000 population
- Registered mobile money accounts as percent of total population
- Active mobile money account as percent of total population
- Number of mobile money agents
- Number of active mobile money agents
- Number of POS terminals deployed
- Number of active POS deployed
- Percentage of active POS deployed
- Number of pension contributors
- Percentage of adult population registered with pension schemes
- Number of insurance policy holders
- Percentage of percent population insurance policy

Components of the Usage Indicator

- Number of Deposit Accounts per 100,000 population
- Number of debit cards issued
- Number of credit cards issued
- Number of banking app downloads
- Number of active subscribers of banking app
- Percentage of successful loan applications
- Total Outstanding loans and Advances
- Total Outstanding loans as percent of GDP
- Total Outstanding Deposits
- Total Outstanding Deposits as percent of GDP
- Total insurance premium
- Insurance premium as a percent of GDP
- Number of new insurance products approved
- Total number of mobile money transactions
- Total number of MMI transactions

- Total number of cheque transaction
- Total number of debit card transactions
- Total number of credit card transactions
- Total number of internet banking transactions

Components of the Quality Indicator

- Average monthly cost to have a basic account, based on the official minimum wage
- Fees for using ATM cards
- Minimum amount to open an account
- Minimum number of documents to open an account
- The minimum amount of loan to request
- Average days to process a loan application

APPENDIX II: List of Institutions that Responded to the Survey

A. BANKS

- AGRICULTURAL DEVELOPMENT BANK PLC
- GCB BANK PLC
- BANK OF AFRICA GHANA LTD
- PRUDENTIAL BANK LIMITED
- ZENITH BANK (GHANA) LTD
- OMNIBSIC BANK GHANA LTD
- CONSOLIDATED BANK GHANA LIMITED
- CALBANK PLC
- FIRST ATLANTIC BANK LTD
- STANBIC BANK GHANA LTD
- FBNBANK
- FIRST NATIONAL BANK GHANA
- ECOBANK GHANA PLC
- FIDELITY BANK GHANA LTD

B) MICROFINANCE INSTITUTIONS

- ROYALE MIKRI MICRI FINANCE LIMITED
- DUNIA MICROFINANCE LTD
- CEDI CAPITAL MICROFINANCE LTD
- STEGENOR MICROFINANCE LTD
- INNOVATIVE MICROFINANCE LTD
- ALPHAMAGA MICROFINANCE SERVICES LIMITED
- BOSTON PREMIER MICRO FINANCE
- UNIMAS MICROFINANCE
- GATE PLUS MICRO CREDIT COMPANY
- AFRO-ARAB MICROFINANCE
- INTERZEN MICROFINANCE LIMITED
- RAPIDLINK MICROFINANCE LIMITED
- IMPACT CAPITAL MICROFINANCE LIMITED
- 3AS MICROFINANCE LTD
- MICROFIN RURAL BANK

C) RURAL AND COMMUNITY BANKS

- NSUTAMAN RURAL BANK PLC
- UPPER AMENFI RURAL BANK PLC
- FREROL RURAL BANK LTD
- DERMA AREA RURAL BANK PLC
- GOMOA COMMUNITY BANK
- AKUAPEM RURAL BANK PLC
- AHANTAMAN RURAL BANK PLC
- ANKOBRA WEST RURAL BANK
- BOSOMTWE RURAL BANK PLC
- KWAHU PRASO RURAL BANK LIMITED
- SOUTH BIRIM RURAL BANK PLC
- SEFWIMAN RURAL BANK PLC
- AMANSIE RURAL BANK PLC

- MUMUADU RURAL BANK LIMITED

D) S&L, LEASING AND MORTGAGE INSTITUTIONS & FINANCE HOUSES

- UNIVERSAL CAPITAL - FNGO
- SYNDICATED CAPITAL FINANCE
- SINAPI ABA SAVINGS & LOANS LIMITED
- EQUITY SAVINGS & LOANS LTD
- IZWE SAVINGS AND LOANS PLC
- AMEL GHANA LTD
- GOLDEN PRIDE SAVINGS AND LOANS LIMITED
- BEST POINT SAVINGS AND LOANS LTD.
- AFFINITY GHANA SAVINGS AND LOANS
- BAYPORT SAVINGS AND LOANS LTD
- PROFIN GHANA LTD.
- ADVANS SAVINGS AND LOANS
- OPPORTUNITY INTERNATIONAL SAVINGS AND LOANS CO LTD
- TF FINANCIAL SERVICES LTD
- OAK FINANCIAL SERVICES LIMITED
- JINS SAVINGS AND LOANS LIMITED
- CHRISLINE FINANCIAL SERVICES LTD

SNAPSHOT OF THE STATUS FINANCIAL INCLUSION IN GHANA

Indicator	Measurement	Results	Key Insight
ACCESS			
Access to Formal Account	Percentage of adult population with formal account (Overall)	97.1%	The data reveals a positive trend in the percentage of the population with formal accounts over the years.
	Gender Breakdown		
	Male	51.2%	Access to formal financial accounts has improved for both males and females over time. Despite this progress, a consistent gender gap in financial inclusion persists, with males consistently having higher access rates compared to females.
Females	45.9%		
Access to Formal Financial Institutions (Branches)	Number of financial institutions per 1,000 sq. km	7.48	The data shows a relatively consistent number of financial institutions per 1,000 sq. km in Ghana. This suggests a reasonable availability of banking services in different areas of Ghana.
Access to Formal Financial Institutions (Branches)	Number of financial institutions per 100,000 adult population	9.02	Banking services in Ghana appear to be reasonably available, with consistent increase in financial institutions and branches across areas. This suggests good access to physical banking infrastructure and convenience for individuals to open accounts, conduct transactions, and seek advice.
Access to ATMs	Number of ATMs per 100,000 adult population	11.29	ATMs per 100,000 adult population in Ghana decreased from 11.32 in 2022 to 11.29 in 2023, implying decreased availability and better access to self-service banking, benefiting people across the country.
Mobile Money	Registered mobile money accounts as a percentage of population	208.92%	The consistent rise in registered mobile money accounts indicates increasing acceptance and adoption of mobile money services, offering convenient financial transactions.
Active Mobile Money Accounts	Active mobile money accounts as	72.61%	The growth of active mobile money accounts underscores expanding user trust and convenience. This trend signifies improved financial inclusion,

	a percentage of adult population		bridging gaps in accessing financial services and promoting economic empowerment, as individuals gain access to services like fund transfers, bill payments, and savings through mobile money platforms.
Active Mobile Money Agent	Number of active mobile money agents	609,000	The increasing number of registered mobile money agents in Ghana highlights growing acceptance of these services. The rise in active agents reflects increased engagement, vital for transactions and education. This trend contributes to improved financial inclusion, particularly for the unbanked, by providing accessible platforms for transactions, payments, and financial services.
POS Deployed	Number of POS terminals deployed	12,491	The decreased number of POS deployments in Ghana between 2022 and 2023 underscores the shrinking adoption of electronic payments by businesses.
Active POS Deployed	Number of active POS deployed	4,479	The decrease in active POS deployments indicates merchants are not benefiting, leading to decreased accessibility of electronic payments for individuals.
Active POS Deployed (%)	Percentage of active POS deployed	35.6%	This signifies a decreased usage of POS devices, contracting electronic payment availability.
USAGE			
Debit Cards	Number of credit cards issued	6.1 million	The period highlights a shift to electronic payments, shown by increased debit card issuance and remarkable credit card adoption. This signals a move toward cashless transactions as people and businesses acknowledge the convenience of payment cards. The trend also showcases the financial sector's commitment to innovation, providing diverse and accessible financial services for an inclusive and digitized economy
Credit Cards	Number of debit cards issued	54,000	
Banking App	Number of banking app downloads	2.9 million	The growth in banking app downloads reflects increasing acceptance of mobile banking services in Ghana, boosting financial inclusion through convenient access.

Banking App (Active Subscribers)	Number of active banking app subscribers	4.74 million	Rising active subscribers underline the expansion of digital finance reliance. This growth suggests broader accessibility, potentially alleviating financial disparities across regions. The trend emphasizes technology's role, offering services like mobile payments and transfers, enhancing financial inclusion and tailoring services to diverse needs.
Total Outstanding Loans and advances	Amount of total outstanding deposits	GH¢77 billion	The data indicates an increase in total outstanding deposits. The growth signifies a strengthening financial culture, higher trust in formal financial institutions, and a growing awareness of the advantages of saving and investing. This trend reflects a positive improved financial literacy, and a willingness to engage with formal financial services for savings and investment purposes.
Total Outstanding Loans as % of GDP	As a percentage of total outstanding loans and deposit	9.01%	High loan approval rates and significant deposit volumes indicate active financial participation.
Total Outstanding Deposits	total outstanding deposit	214.5 billion	The increase in 2023 indicates a growing trust in financial institutions and an increase in the savings rate among the population.
Insurance Policy Holder	Number of insurance policy holders	8.3 million	The key insight is that there are million insurance policy holders, signifying a substantial number of individuals in Ghana actively participating in insurance coverage. This suggests a significant interest in risk management and financial protection within the population
Insurance coverage	Insurance coverage in adult population	40.9%	Insurance coverage in Ghana displayed increase in 2023; Life insurance an increase in 2023,
Insurance products	Number of new insurance products approved	14	The decrease in approved new insurance products, from 18 in 2022 to 14 in 2023, suggests a potential diversification slowdown and a focus on existing offerings by insurance companies. Diversification is vital for financial inclusion, addressing diverse needs and risks.

QUALITY			
Insurance premium	Insurance premium in Ghana cedis	8063 million	The insurance sector is contributing to the economy, though it represents a small percentage of GDP.
Insurance premium	As a percentage of GDP	0.94%	The mixed trend observed in the data suggests that while there has been growth in the allocation of economic resources to insurance, there have been concerns about the affordability of insurance coverage in recent years
Pension Contributors	Number of pension contributors	7.59 million	Pension contributor growth reflects a rising retirement savings culture. Tier 2 Pension rise suggests interest in voluntary occupational schemes and extra contributions for stable retirement. Stable Tier 3 Pension rates show ongoing personal scheme engagement. Expanding total contributors highlight progress in wider pension coverage, indicating increased participation for better retirement financial well-being.
Adults with pension schemes	Number of adult populations registered with pension schemes	37.5%	The key insight is that of the adult population is registered with pension schemes, indicating a portion of the population actively engaging in retirement planning and demonstrating an interest in securing their financial future.
Account opening cost	Average minimum amount to open account	GH¢23.25	The minimum amount to open an account is a common requirement across financial institutions and serves multiple purposes. An amount of GH¢23.25 may seem affordable for the Ghanaian public.
Account opening Document	Average minimum number of documents to open account	3.05	The key insight is that, on average, individuals need to provide approximately 3 documents to open an account in Ghana. This suggests a relatively moderate requirement for documentation, which could contribute to facilitating financial inclusion by reducing barriers to entry for banking services
Loan Processing Days	Average number of days to process a loan	4.14 days	On average, it takes approximately 4.14 days to process a loan in Ghana. This relatively short loan processing time could encourage individuals and businesses to seek financial assistance more readily, potentially promoting easier access to credit and supporting economic activities.

Fees Charged on Account	Average annual fees charged on account	GH¢38.37	On average, individuals are charged approximately GH¢38.37 as annual fees on their accounts in Ghana. This fee amount can impact the affordability of maintaining accounts and might affect financial inclusion, particularly for individuals with limited financial resources
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