This Mandalay region dashboard on financial inclusion gives a high-level overview of the adult population uptake and usage of financial products and services. The dashboard also describes the adult perceptions, attitudes and needs within the Mandalay region.

Demographics

Mandalay is home to about 4.38 million adults or close to 13% of the adult population in Myanmar. The largest concentration of adults are in Yangon (17%) and Mandalay (13%).

Rural vs. urban

Marital status

18 - 24 years 19% 19%
25 - 34 years 24% 24%
35 - 44 years 20% 21%
45 - 54 years 17% 17%
55 - 64 years 10% 11%
65 years and older 10% 9%

Age (%)
46% of Mandalay households are involved in farming, 46% are dependent on savings for their farming inputs, 12% borrow from MADB, and 3% claim not to use any inputs.

Household involvement in farming (%)

Monthly income USD (%)

<table>
<thead>
<tr>
<th>Collection centres</th>
<th>Middleman/agents</th>
<th>Wholesaler</th>
<th>Directly to consumers</th>
<th>Processing centres</th>
<th>Other (Specify)</th>
<th>Retailer</th>
</tr>
</thead>
<tbody>
<tr>
<td>53%</td>
<td>37%</td>
<td>1%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
<td>2%</td>
</tr>
</tbody>
</table>

Collection centres

Markets for commercial farmers

43% of farmer households are mostly subsistence or largely farming for own consumption.

Main source of income (%)

Mandalay

Mean time taken to reach destination (minutes - dry season)

<table>
<thead>
<tr>
<th>Grocery store</th>
<th>Public access</th>
<th>Bank</th>
<th>ATM</th>
<th>Post office</th>
<th>Market</th>
<th>Medical facility</th>
<th>MFI</th>
<th>Mobile money</th>
</tr>
</thead>
<tbody>
<tr>
<td>8' 10'</td>
<td>23' 24'</td>
<td>42' 53'</td>
<td>50' 58'</td>
<td>48' 54'</td>
<td>31' 34'</td>
<td>35' 34'</td>
<td>36' 38'</td>
<td>50' 49'</td>
</tr>
</tbody>
</table>
Mandalay
Myanmar

Dealing with finances is stressful/a burden
61% Mandalay
63% Myanmar

You adjust your expenses according to your income
82% Mandalay
81% Myanmar

A budget helps to keep track of how much money you can spend
89% Mandalay
81% Myanmar

You often have to spend more money than you have available
49% Mandalay
49% Myanmar

You keep track of your income and expenditure on a monthly basis
26% Mandalay
34% Myanmar

Unplanned expenses
e.g. new clothes
22% Mandalay
23% Myanmar

Irregular/unreliable income
28% Mandalay
23% Myanmar

Not enough income
13% Mandalay
20% Myanmar

Unexpected events/have to pay for necessities
3% Mandalay
24% Myanmar

Other
24% Mandalay
10% Myanmar

Don’t know
10% Mandalay
22% Myanmar

Reasons for not planning (% of those not planning)

74% of adults have had a major expense or event

Borrow/credit
6%

Rely on family/friends
38%

Savings
62%

Mechanism for paying for major expense (%)

41% of Mandalay adults have depleted household funds for food and other critical living needs before their next income.

Poverty symptoms reduced nationally between 2013 and 2018 (22% to 18%). Mandalay citizens have the same prevalence of hunger and educational symptoms as the national average.

% of households experiencing poverty symptom

6% Skipping meal
10% Skipping treatment
15% Skipping school

Agreeing with statement (%)
## Financial Inclusion

FinScope measures the perceived ownership/usage of financial products. If an adult (18 years or older) believes to currently have or use a product or service from an institution (e.g. MADB) or family/friend, the individual is classified as accessing financial services, either formally or informally. This classification may deviate from supply-side information (on formal product reporting) as one adult may have multiple products with similar institutions (e.g. savings account with two banks). FinScope only counts this adult once although having multiple products in the access strand. The ‘banked’ category has precedence over other formal channels which has precedence over informal channels. Hence, Finscope and supply-side may differ when reporting on adult perceptions versus accounts in the corresponding supply side analysis.

Overall 48% of Myanmar adults are formally served while 50% are informally served. Comparatively, 51% of Mandalay adults are formally served with 56% of adults being served informally. Mandalay region has 21% of its households with a formal account just below the 24% national average.

Mandalay adult product ownership or usage is largely driven by credit from other formal (non-bank) at 16%. Overall the MADB (13%), MFIs (10%) and Cooperatives (7%) service the state.

### Financial access (overall)

Bank access in Mandalay is identical to the national average but with a higher other formal (non-bank) product uptake. Differences to the national average may be explained by economic activity, stability, remote financial access points and general perceptions of financial services.

<table>
<thead>
<tr>
<th>Focus</th>
<th>Regulated/ unregulated</th>
<th>Uptake</th>
<th>Main Financial Product</th>
<th>Main Provider($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Products</td>
<td>Formal</td>
<td>51%</td>
<td>Payments</td>
<td>Bank</td>
</tr>
<tr>
<td></td>
<td>Informal</td>
<td>56%</td>
<td>Savings</td>
<td>Savings groups, jewellery, livestock</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Depth</td>
<td>Formal</td>
<td>22%</td>
<td>Payments</td>
<td>Bank</td>
</tr>
<tr>
<td></td>
<td>Informal only</td>
<td>24%</td>
<td>Savings</td>
<td>Savings groups, jewellery, livestock</td>
</tr>
<tr>
<td></td>
<td>Urban</td>
<td>55%</td>
<td>Payments</td>
<td>Bank</td>
</tr>
<tr>
<td></td>
<td>Informal</td>
<td>57%</td>
<td>Savings</td>
<td>Savings groups, jewellery</td>
</tr>
<tr>
<td>Area</td>
<td>Formal</td>
<td>49%</td>
<td>Credit</td>
<td>MFI, cooperatives</td>
</tr>
<tr>
<td></td>
<td>Informal</td>
<td>55%</td>
<td>Savings</td>
<td>Savings groups, jewellery, livestock</td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
<td>55%</td>
<td>Payments</td>
<td>Bank</td>
</tr>
<tr>
<td></td>
<td>Informal</td>
<td>56%</td>
<td>Savings</td>
<td>Savings groups, jewellery</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>47%</td>
<td>Payments, credit</td>
<td>Bank, MFI, cooperatives</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Overview of financial access (%)

<table>
<thead>
<tr>
<th></th>
<th>Banked</th>
<th>Other formal (non-bank)</th>
<th>Informal only</th>
<th>Excluded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mandalay</td>
<td>24%</td>
<td>27%</td>
<td>24%</td>
<td>25%</td>
</tr>
<tr>
<td>Myanmar</td>
<td>25%</td>
<td>23%</td>
<td>22%</td>
<td>30%</td>
</tr>
</tbody>
</table>

### Mandalay access strand by location (%)

- **Mandalay access strand by gender (%):**
  - **Female:** 26% (MADB), 19% (MFI), 28% (Cooperatives)
  - **Male:** 25% (MADB), 30% (MFI), 25% (Cooperatives)
  - **Rural:** 25% (MADB), 22% (MFI), 29% (Cooperatives)
  - **Urban:** 25% (MADB), 20% (MFI), 26% (Cooperatives)

### Mandalay access strand by location (%)

- **Mandalay access strand by location (%):**
  - **Mandalay:** 26% (MADB), 19% (MFI), 28% (Cooperatives)
  - **Myanmar:** 25% (MADB), 20% (MFI), 25% (Cooperatives)

**Penetration levels - formal product up-take (%):**

- **Mandalay:** 27% (MADB), 20% (MFI), 25% (Cooperatives)
- **Myanmar:** 26% (MADB), 27% (MFI), 26% (Cooperatives)
Mandalay adults use different financial mechanisms (both formal and informal), ranging from borrowing and pawning of goods to saving and investing, to meet their top three needs which are medical, living, and education expenses.

**Formal vs. informal usage of financial products**

Mandalay adults have a high use of informal products with savings informal being the most popular one. Payments and credit have high use of formal mechanisms.

Informal credit comprises mostly current borrowing from money lenders employers and getting goods in advance from shop/store. Informal insurance largely comprises community based groups or solidarity systems and funeral or burial societies referred to as Nar yay athin. Informal savings comprises village savings groups such as Su Jay or Su-mae, savings in livestock and jewellery.

**Savings and Investments**

A significant proportion of Mandalay adults save mainly through informal mechanisms (44%) compared to a lower national average of 34% overall.
Borrowing and Credit

Borrowing from informal (mainly driven by money lenders) in Mandalay is lower at 19% compared to 22% nationally. However formal borrowing is higher at 22% overall.

Mandalay Myanmar

Credit overall (with overlaps) (%)

Credit at bank Credit at other formal (non-bank) Credit informal Credit with family/friends Do not borrow Credit strand (%)

Mandalay Myanmar

Mobile money

Aware of mobile money Registered with mobile money Used mobile money Banked and remit via bank Unbanked and remit via bank

Remittances and mobile money

Bank remittances – both banked and unbanked users (over the counter) – constitute one of the two main drivers of formal remittances.

Mandalay Myanmar

Remittances overall (with overlaps) (%)

Mandalay Myanmar

Insurance and risk management

The most common income security risks encountered by Mandalay adults in the past 12 months were major illness (25%) and crop failure (12%). The main coping mechanisms for both risks is pawning goods, borrowing money or doing nothing.

Mandalay Myanmar

Insurance overall (with overlaps) (%)

Mandalay Myanmar

Formal insurance is largely driven by social security benefit while informal insurance is largely driven by informal funeral funds and solidarity systems.
**Product Depth Strand**

The product depth strand classifies adults with their current number of different regulated (formal) products across the four main categories of credit, savings, payments (transactions and remittances), and insurance. The last two tiers are those only using informal (unregulated) products and the excluded (those that do not have/use any financial product/service).

**Mandalay product depth strand by gender (%)**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Have one regulated product</th>
<th>Have/use two regulated products</th>
<th>Have/use three regulated products</th>
<th>Informal product(s) only</th>
<th>Do not use any formal/informal product(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>33%</td>
<td>17%</td>
<td>5%</td>
<td>1%</td>
<td>20%</td>
</tr>
<tr>
<td>Female</td>
<td>27%</td>
<td>15%</td>
<td>5%</td>
<td>27%</td>
<td>26%</td>
</tr>
</tbody>
</table>

**Landscape of Access**

The Landscape of Access is used to illustrate the extent to which financially included individuals have/use financial products/services (excluding those borrowing from family/friends and those who save at home/saving in secret place). The population here would include those formally included as well informally included.
Key findings

» At 51% Mandalay exceeds the national average (48%) for formal financial access. Formal financial access is driven mainly by MADB credit (13%), in line with the national average, MFIs, and formal remittance channels.

» Mandalay adults relying exclusively on informal products (20% urban and 26% rural) is higher than national average (19% and 23% respectively). Adults using both formal and informal (58%) compares similarly with the national average (56%).

» Mandalay has a slightly higher proportion of adults (24%) dependent only on informal mechanisms as compared to the national average (22%).

» Most adults only use one formal product (30%) with less using two or three regulated products (21%).

» The proportion of households with one account is at 21% for Mandalay which is three percentage points lower than the national average of 24%.

» Urban adults in Mandalay are more formally included at 55% while rural adults are at 49%. Urban adults that are informally served sit at 20% while rural adults sit at 26% indicating higher rural dependency on the informal services alone. The excluded population in both urban and rural areas stood at 25%.

» Nearly half of adults (48%) are aware of mobile money but with much lower uptake of the service (4%).

Note to Reader: The data displayed depicts the understanding, perceptions and responses to questions of the surveyed adult population asked by well-trained enumerators. The dashboard reflects the demand-side data on financial inclusion for understanding consumer perceptions and behaviour. Disparities emerging between the FinScope findings and supply-side are due to measurement differences, duplication, literacy, awareness, etc. Some of these disparities are explored for follow-up investigation in the MAP Diagnostic Report. Some graphs are not meant to be added due to multiple mention/overlaps. Some of the numbers in the graphics may add to less or more than 100% due to rounding off.