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Webinar on

**Financial resilience and financial literacy: challenges and lessons beyond the Covid-19 crisis**

**AGENDA**

Wednesday, 2 December 2020

Zoom



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## ■ OECD/INFE webinar series

### *Financial resilience and financial literacy: immediate needs and long-term approaches*

The COVID-19 outbreak shed new light on the limited financial resilience of individuals, households and small businesses. While financial resilience is related to a range of economic and financial factors, including temporary fiscal and regulatory measures to relieve consumers and businesses in financial difficulty, sound money management and planning are also crucial elements to weather financial shocks. Coping with financial shocks means having the skills and resources to devise both short-term and long-term strategies. Facing an unexpected loss of income or unplanned expenditure requires the ability to manage day-to-day finances, to make ends meet on low income, or to draw on immediately-available resources. At the same time, financial resilience requires planning ahead and putting in place preventive strategies, including long-term saving and insurance.

These webinars will provide an opportunity for policy makers, researchers, practitioners and other stakeholders to share experiences and discuss how financial literacy and education can support households' and small businesses' financial resilience in times of crises and beyond.

## ■ Registration

The second webinar in this series will look at how improved financial literacy can sustain financial resilience, focusing on challenges and issues that existed before the crisis and that are likely to remain relevant in its aftermath, such as long-term saving and insurance, or the consequences of a lack of financial resilience on health.

It will take place on Wednesday 2 December 2020 from 10 a.m. to 12:30 p.m. CET (Paris time).

Please register here to participate:

[https://meetoecd1.zoom.us/webinar/register/WN\\_NiM7GdV2RtWGff2dxHGzXA](https://meetoecd1.zoom.us/webinar/register/WN_NiM7GdV2RtWGff2dxHGzXA)



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## ■ Contact

OECD/INFE secretariat  
[Secretariatinfo@oecd.org](mailto:Secretariatinfo@oecd.org)

10:00	<b>Welcome and opening remarks</b>
	<p><b>Flore-Anne Messy</b>, Head of the Insurance, Private Pensions and Financial Markets Division, Directorate for Financial and Enterprise Affairs, OECD</p>
10:10	<b>Session 1: Protect what you have: financial education for long-term saving, pensions and insurance</b>
Moderator	<p>Financial resilience requires the ability to manage day-to-day finances, but also to make long term plans and putting in place preventive strategies, including long-term saving and insurance. This session will look at how financial education can support financial resilience particularly in the areas of long-term saving, pensions and insurance.</p> <p><b>Olaf Simonse</b>, Head, MoneyWise Platform, Ministry of Finance of the Netherlands</p>
Panellists	<ul style="list-style-type: none"> <li>• <b>Susan Thorp</b>, Professor of Finance, University of Sydney Business School, Australia</li> <li>• <b>Eduardo Pereira</b>, Head of Market Conduct Supervision Department, Insurance and Pension Funds Supervisory Authority, Portugal</li> </ul>
11:10	<i>Break</i>
11:20	<b>Session 2: Lack of financial resilience: financial difficulties and mental health</b>
Moderator	<p>Limited financial resilience has not only financial consequences but may also have negative repercussions on mental health. Financial problems can lead to stress, anxiety and depression, and poor mental health can make it harder to take financial decisions. This session will look at how financial education can be developed to reduce the negative consequences of limited resilience on mental health.</p> <p><b>Dora Li</b>, General Manager, Investor and Financial Education Council, Hong Kong, China</p>
Panellists	<ul style="list-style-type: none"> <li>• <b>Thomas Richardson</b>, Clinical Psychologist, Solent NHS Trust and University of Southampton, UK</li> <li>• <b>Claire Herbert</b>, Policy and Propositions Manager, Money and Pensions Service, UK</li> <li>• <b>Nanne Houtsma</b>, Junior Scientific Researcher, Nibud, Netherlands</li> </ul>
12:20	<b>Concluding remarks</b>
	<p><b>Flore-Anne Messy</b>, Head of the Insurance, Private Pensions and Financial Markets Division, Directorate for Financial and Enterprise Affairs, OECD</p>



## Biographies

### Opening



**Flore-Anne Messy** is Head of the Insurance, Private Pensions and Financial Markets Division at the OECD. The division covers financial markets, public debt management, insurance, private pensions, long-term and sustainable investment and financing in SME and Infrastructure as well as financial literacy, financial consumer protection and financial inclusion issues.

She joined the OECD in June 2000 to develop the activities of the Secretariat for the Insurance and Private Pensions Committee (IPPC). Starting in 2010 she has been steering the work of the OECD financial education unit (including the OECD/INFE and PISA financial literacy exercises) and subsequently the OECD financial consumer protection activities (including the G20/OECD Task Force on Financial Consumer Protection and FinCoNet). Prior to the OECD she worked at Deloitte Touche Tomatsu Audit Paris, in the banking and insurance fields. She graduated from the Institute of Political Studies of Paris and received her thesis in international economies from University Pantheon-Sorbonne of Paris in 1998.

### Session 1



**Olaf Simonse** heads the Money Wise Platform from the Ministry of Finance and – in this role – is responsible for executing the National Strategy for Financial Education in the Netherlands, which was relaunched in 2014. The mission of the Money Wise Platform is to join forces in order to promote responsible financial behaviour. The platform initiated a range of projects to increase financial capability in the Netherlands, for example the National Money Week, the Pension3days, and – more recently – a platform that helps employers increase the financial health of their employees. Her Majesty Queen Máxima of the Netherlands is Honorary Chair of the platform. Mr. Simonse is the Vice Chair of the OECD/INFE and regularly shares his expertise in the area of financial education as a speaker on national and international conferences.



**Susan Thorp** is Professor of Finance at the University of Sydney. She researches consumer finance, focusing on retirement savings. Her research has been published in leading international academic journals including *Management Science*, the *Review of Finance* and the *Economic Journal*.

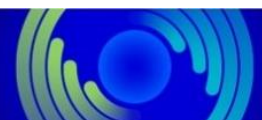
Susan is a member of the Steering Committee of the Mercer CFA Institute Global Pensions Index, a member of the Research Committee of the OECD International Network on Financial Education and a Director of Super Consumers Australia, a consumer advocacy organisation.



**Eduardo Pereira** is the Head of the Market Conduct Supervision Department at the Portuguese Insurance and Pensions Funds Supervisory Authority (ASF). The Department is responsible for the supervision of insurance and pension funds management companies in the relationship with their customers, as well as all issues regarding consumer communication and financial education.

He was appointed ASF representative in the Coordination Committee of the National Plan for Financial Education ("PNFF") and in the Technical Committee of the OECD/INFE.

Mr. Pereira holds a Degree in Economics and a post-graduation in Actuarial Sciences.



## Session 2



**Dora Li** was appointed General Manager of the Investor and Financial Education Centre in May 2020. Ms Li possesses over 20 years of extensive experience in the global banking industry, ranging from wealth management, sales and marketing and, in her previous role for 13 years, corporate sustainability, spearheading financial education in communities across the world. She has been the Convenor of the IFEC Advisory Group on Financial Education for Schoolchildren since 2018, and a member since 2015.

Prior to taking up this role, Ms Li was the Head of Futures Skills, Corporate Sustainability, Asia Pacific Region of HSBC, overseeing Future Skills strategy on financial literacy and employability in Hong Kong and 13 markets across Asia Pacific. She also had past global managerial work experience in HSBC's head office in London, United Kingdom.



**Dr. Thomas Richardson** is a Clinical Psychologist working with Solent NHS Trust in the UK and a visiting academic at the University of Southampton. He is an active researcher and has published several papers about the relationship between financial difficulties and mental health problems.

<https://www.academy.solent.nhs.uk/about-us/whos-who/dr-thomas-richardson/>



**Claire Herbert** is Mental Health Policy Lead at the Money and Pensions Service. A main focus of her work is ensuring the 10-year UK Strategy for Financial Wellbeing, launched in January 2020, supports the needs of people with mental health problems. Claire has been a policy professional for nearly 25 years, including working at EU level, UK-wide, in local government in England, and collaborating with the devolved administrations. Her specialism is particularly healthcare-related policy and regulation. She has previously worked within the NHS Confederation, and in statutory healthcare professional regulation on patient safety and fitness to practise themes at a number of statutory health regulators – the General Medical Council, General Dental Council and General Optical Council, leading some major UK-wide regulatory change programmes.



**Nanne Houtsma** is a scientific researcher in the fields of behavioural and cognitive science. At Nibud (National Institute for Family Finance Information) she researches how COVID-19 has impacted household finances. Furthermore, she focuses on adolescents' financial behaviour, and more specifically what factors contribute to sustainable financial behaviour. She graduated from the University of Amsterdam in Brain & Cognitive Sciences, and completed her thesis at the department of Psychological and Behavioural Science on the London School of Economics.



<https://www.oecd.org/financial/education/>

