

# Final press release

## Eleventh National Forum on Internet Governance in Benin

**Theme :** Digital and financial inclusion : Challenges and Perspectives”

**Date :** Friday, May 20, 2022

**Location :** Azalaï Hotel de la Plage (Cotonou) and online

### Reminding :

- We, participants of the Eleventh National Forum on Internet Governance in Benin (FGI Benin), in collaboration with all other stakeholders,
- That Benin IGF is a non-profit association composed of people from diverse and varied backgrounds,
- That the cardinal values underlying the forum are those of : Openness, transparency, inclusiveness, the ascendancy of decisions and recommendations, non-commerciality and multi-stakeholder,
- That the opinions, decisions, and recommendations made here are the result of consensual discussions ;
- That we held this Friday, May 20, 2022 the 11<sup>th</sup> National Forum on Internet Governance in Benin,

### We agree to the following :

- Constant efforts are made by Beninese Government as far as digitalization of processes and access to the Internet for all are concerned.

However, it's necessary to :

- Improve internet access and territory coverage by private mobile operators,
- Promote greater fairness by working to end the practice of some Internet service companies (ISPs) being both wholesalers and retailers,
- Opening up to technologies other than fiber optics, in particular satellite,
- Set up a framework where Internet users can express their expectations, their needs and above all their dissatisfaction with the quality of the Internet and the costs charged,
- Pursue electrification efforts in both peri-urban and rural areas,
- Take into account the visually impaired and hard of hearing, and more generally people with disabilities in the implementation of internet infrastructures favorable to digital financial inclusion for all ,

- Make community digital points a continuous extension,
- Guarantee the protection of users of online financial services, including those in rural areas,
- Inform users of online services about existing risks and how to protect themselves against them,
- Operate regular updates of systems and networks to prevent impostors from taking advantage of site vulnerabilities to commit offences,
- Improving the digital service is not only the prerogative of the public and private sectors, but of the whole community and each of its members,
- Identify the most vulnerable categories of people to the exclusion of online financial services and insurance,
- Adapt regulatory frameworks to digital financial services and products,
- Identify the most vulnerable households in order to target them more easily and help them with capacity building for social safety nets through digital finance,
- Diversify the venue for Internet Governance Forums in Benin by opting for other cities in the country,
- Align the digital law with the processes and rules of digital finance,
- Place particular emphasis on training in the sector of digital financial access in Benin,
- Encourage healthy competition between FinTech and online banking services to make them a decisive lever for optimal digital financial inclusion,
- Put in place mechanisms adapted to the progress of Digital Finance, in order to ensure the financial security of users,
- Promote online payments through actions that give them more visibility,
- Educate users in rural areas on cybersecurity,
- Perpetuate the culture of citizen dialogue on Internet governance.

We thank the structures that have provided advice, technical, financial and logistics to the organization of this eleventh edition of the National Forum on Internet Governance in Benin:

- Ministry of Digital and of Digitalization (MND)
- Ministry of Social Affairs and Microfinance (MASM)
- Ministry of Economy and Finance (MEF)
- Agency for the Development of Digital (DNA)
- Agency National of Security Systems of information (ANSSI)
- Authority of Regulation of Electronic Communications and of the Post (ARCEP)
- Personal Data Protection Authority (APDP)
- IGF WORLD Secretariat
- ICANN
- AFRICAN ICT FOUNDATION
- IGFSa
- AFRINIC

- ISOC Foundation
- Women Be Free
- ISOC Benign
- ABC-PN
- UAC
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- JENY SAS
- ISOCEL Benin
- Ecobank Benin
- Azalai Hotel in Cotonou

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Cotonou, May 20th 2022

