Customer Protection Regulations in Digital Finance Training Course

Professional Development Training Course Outline

Category	Microfinance & Financial Inclusion	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Digital finance has revolutionized access to financial services, but it also introduces unique risks to customers, especially in underserved and low-income communities. Customer protection regulations are essential to safeguard consumers, enhance trust, and ensure sustainable growth in digital financial services (DFS). Financial institutions, fintechs, and mobile money operators must understand and implement regulatory requirements to prevent abuse, fraud, and unethical practices.

Customer Protection Regulations in Digital Finance Training Course equips participants with comprehensive knowledge and practical skills to implement customer protection frameworks in DFS environments. By combining real-world case studies, exercises, and global best practices, participants will learn how to integrate compliance, risk management, and customer-centric policies into operations, ensuring both regulatory adherence and enhanced service delivery.

Programme Curriculum

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combining real-world case studies, exercises, and global best practices, participants will learn how to integrate compliance, risk management, and customer-centric policies into operations, ensuring both regulatory adherence and enhanced service delivery.

Course Objectives

- Understand the principles and importance of customer protection in digital finance.
- Examine regulatory frameworks and policies for customer protection.
- Apply KYC and AML regulations to protect customers.
- Ensure transparency and disclosure in digital financial services.
- Strengthen complaint handling and dispute resolution mechanisms.
- Enhance customer data privacy and protection measures.
- Monitor and evaluate customer protection compliance.
- Implement responsible product design and delivery practices.
- Reduce operational and reputational risks related to customer protection.
- Develop staff training programs on customer protection policies.
- Apply risk-based approaches to customer protection in agent networks.
- Study global best practices for sustainable customer protection.
- Create an institutional action plan for customer protection compliance.

Organizational Benefits

- Strengthened regulatory compliance and reduced legal risks.
- Improved customer trust and satisfaction.
- Standardized complaint resolution and feedback mechanisms.
- Reduced financial losses from consumer disputes and fraud.
- Enhanced reputation and market confidence.
- Improved staff capacity in customer protection practices.
- Greater transparency and disclosure in digital financial services.
- Stronger data privacy and cybersecurity measures.
- Better monitoring and reporting of customer protection compliance.
- Sustainable customer-centric service delivery across DFS networks.

Target Audiences

- DFS compliance officers

- Risk management teams
- Customer service managers
- Microfinance institution staff
- Mobile money operators
- Digital finance trainers
- Regulatory and supervisory staff
- Fintech consultants

Course Duration: 5 days

Course Modules

Module 1: Introduction to Customer Protection in Digital Finance

- Principles of customer protection
- Importance for DFS growth and trust
- Key regulatory frameworks
- Institutional responsibilities
- Customer rights and obligations
- Case Study: Customer protection practices in East African mobile money

Module 2: Regulatory and Legal Frameworks

- National and regional DFS regulations
- Licensing and operational requirements
- Compliance monitoring by regulators
- Consumer protection guidelines
- Enforcement and penalties
- Case Study: Regulatory compliance in Southeast Asia

Module 3: KYC, AML, and Fraud Prevention

- Know Your Customer requirements
- Anti-Money Laundering standards
- Fraud detection and prevention for customer protection
- Risk-based approaches
- Digital verification tools

- Case Study: KYC and AML enforcement in West African DFS networks

Module 4: Transparency and Disclosure

- Product and service transparency
- Clear communication of fees and terms
- Contract and agreement management
- Consumer education initiatives
- Monitoring disclosure compliance
- Case Study: Transparent digital financial products in Latin America

Module 5: Complaint Handling and Dispute Resolution

- Standard procedures for complaints
- Escalation protocols
- Tracking and reporting customer complaints
- Feedback loops for service improvement
- Staff roles in dispute resolution
- Case Study: Effective complaint handling in a Southeast Asian DFS network

Module 6: Data Privacy and Protection

- Customer data protection principles
- Digital identity and authentication
- Secure storage and transmission of customer data
- Staff awareness and training on data privacy
- Monitoring and audit of data protection practices
- Case Study: Data privacy implementation in East African mobile money networks

Module 7: Responsible Product Design and Delivery

- Designing customer-centric digital products
- Assessing potential risks to consumers
- Pricing and fee transparency
- Accessibility and financial inclusion considerations
- Monitoring product performance and risks
- Case Study: Responsible digital product rollout in South Asia

Module 8: Building a Sustainable Customer Protection Framework

- Institutional policies and standard operating procedures
- Continuous monitoring and evaluation
- Staff training and capacity-building
- Integration with agent network operations
- Long-term sustainability strategies
- Case Study: Customer protection framework in a leading African DFS institution

Training Methodology

- Interactive presentations and guided discussions
- Practical exercises and scenario simulations
- Case study analysis and group problem-solving
- Role-playing complaint handling and dispute resolution
- Peer learning sessions and participant presentations
- Development of institutional customer protection action plans

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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