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| The International Teleocmmunication Union - Connecting the World. | | **International telecommunication union**  **Telecommunication Standardization Bureau** | |  | |
|  | | | Geneva, 29 June 2020 | | |
| **Ref:** | | | **TSB Circular 257** | | **To:**  - Administrations of Member States of the Union;  - ITU-T Sector Members;  - ITU-T Associates;  - ITU Academia  **Copy to:**  - The Chairmen and Vice-Chairmen of Study Groups;  - The Director of the Telecommunication Development Bureau;  - The Director of the Radiocommunication Bureau;  - The Directors of ITU Regional Offices | | |
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| **Subject: Insights on Digital Financial Services during COVID-19 Webinar Series   (Fully Virtual Meetings,** **10 & 27 July 2020)** | | | | | |

Dear Sir/Madam,

1 The International Telecommunication (ITU) continues in the series of webinars on [Insights on Digital Financial Services (DFS) during COVID-19](https://www.itu.int/en/ITU-T/webinars/Pages/dfs.aspx) with the objectives of discussing the **innovative applications of telecommunications services, digital payments and fintech, in addressing the social distancing related challenges, triggered by** COVID-19. The webinars will share lessons learned from countries and DFS stakeholders on the diverse measures being implemented. The subsequent episodes for the month of July will explore the following topics below:

a) Episode 9: **Tracking** **Digital Financial Crimes and Fraud** on 10 July 2020 at 3:00 – 4:30 pm CEST.

b) Episode 10: **Interoperability and resiliency requirements of Digital Payments System,** 27 July 2020 at 3:30 - 5:00 pm CEST.

2 The ninth episode on **Tracking Digital Financial Crimes and Fraud** will explore how fraudsters are leveraging increased fear and uncertainty during the COVID-19 pandemic to steal money. Scammers have been known to lure customers from trusted e-commerce sites offering products that claim to prevent COVID-19 onto unrelated and unregulated messaging sites to accept payment in cryptocurrencies for products that do not actually exist. The session will provide an insight on tools that can be used for tracking digital financial crimes fraud.

3 The tenth episode will explore the subject of **“Interoperability and resiliency requirements of Digital Payments System”.** COVID-19 will most probably lead to an increasing demand for digital payments across the world. This will inadvertently result in significant challenges for governments and digital financial services providers in emerging economies. During the coronavirus crisis, digital payments have kept the economies running and helped people reduce contact with virus. Contactless digital payments at the point of sale, such as facial recognition, Quick Response (QR) codes or near-field communications (NFC), have reduced the risk of the virus spreading through cash exchanges. However, in order to achieve scale, governments and merchants will need to embrace interoperable digital payments, manage risks in the mobile and payments ecosystem and be able to integrate different payment systems to reduce the need for cash in cash out. In this respect, the digital payments infrastructure needs to be interoperable and resiliency built in, in order to support the increase in demand and diverse payment system. This session will discuss the different measures regarding interoperability, resiliency and infrastructure that can be leveraged to create a robust digital payment system.

4 Participation in these webinars are open to ITU Member States, Sector Members, Associates and Academic Institutions and to any individual from a country that is a member of ITU who wishes to contribute to the work. This includes individuals who are also members of international, regional and national organizations.

5 All relevant information pertaining to the webinars (speakers, registration links, remote connection details) will be made available on the [main landing page](https://www.itu.int/en/ITU-T/webinars/Pages/dfs.aspx) and the respective event websites below. These websites will be regularly updated as new or modified information becomes available. Participants are requested to check periodically the episodes webpages for new updates.

* Episode 9: <https://www.itu.int/en/ITU-T/webinars/20200710/Pages/default.aspx>
* Episode 10: <https://www.itu.int/en/ITU-T/webinars/20200727/Pages/default.aspx>

Yours faithfully,

Chaesub Lee  
Director of the Telecommunication  
Standardization Bureau