الشــمول المالــي في فلسطين
Financial Inclusion in Palestine

# Action Plan for the Extended Timeframe of the National Financial Inclusion Strategy

## 2026-2028

سلطة النقد الفلسطينية
PALESTINE MONETARY AUTHORITY

هيئة سوق رأس المال
Capital Market Authority

| Policy Intervention | 1 | **The Economic Context as a Key Determinant of Financial Inclusion in Palestine**<br>• **Focus on embedded financial services.**<br>• **Focus on developing microfinance products and services.**<br>• **Promote the adoption of financial technology (FinTech), ensuring its alignment with the items outlined above.** | |
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| **No.** | **Activity** | **Responsible Entities** | **Participating Entities** |
| 1 | Develop and enhance existing digital platforms, including "Monshati" and "E-Souq" to better meet the needs of micro and small enterprises. This includes providing functionalities for showcasing, marketing, and selling the products and services offered by these enterprises. | • Ministry of National Economy<br>• PMA | • PCMA<br>• Financial Services Providers<br>• Palestinian Payment Services Company<br>• Higher Council for Innovation and Excellence<br>• Ministry of Telecommunications and Digital Economy |
| 2 | Develop a dedicated digital window for the rural agricultural sector within the "Monshati" platform to deliver training content, support awareness-raising, track participation, and enhance reporting and data-driven analytics, in coordination with the Rural Financial Inclusion Project. | • PMA | • Ministry of Agriculture<br>• Ministry of Telecommunications and Digital Economy<br>• Financial Services Providers<br>• Financial Technology (FinTech) Companies<br>• Palestinian Payment Services Company<br>• Rural Financial Inclusion Project in Palestine (RUFIPP) |
| 3 | Promote the regulatory and technical environment required to develop and launch embedded financial products (Embedded Finance) targeting women, youth, marginalized groups, and persons with disabilities. | • PMA<br>• PCMA | • Financial Services Providers<br>• Financial Technology (FinTech) Companies |
| 4 | Support export programs for women-led MSMEs, enhance the capacity of export-oriented entrepreneurs, and provide access to local, regional, and global export channels | • Ministry of National Economy | • The Palestine Trade Center PALTRADE<br>• Chambers of Commerce and Industry |
| 5 | Promote the regulatory and technical environment required for the development of microinsurance products. | • PCMA | • Insurance Service Providers |

Note: The term 'Financial service and product providers,' wherever used throughout this document, refers to institutions offering both banking and non-banking financial services, including banks, insurance companies, specialized lending institutions, the Palestine Exchange, brokerage firms, Financial Leasing, mortgage finance companies, money changers, and E-payment service providers.

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| **6** | Upgrade and further develop the National Unified Portal for MSMEs (One-Stop Portal). | • Ministry of National Economy | • Ministry of Finance and Planning<br>• PMA<br>• PCMA<br>• Ministry of Telecommunications and Digital Economy<br>• Chambers of Commerce and Industry<br>• Municipalities<br>• E-Payment Companies<br>• Higher Council for Innovation and Excellence |
| **7** | Adopt a national financial data form for MSMEs. | • Ministry of National Economy | • PMA |
| **8** | Strengthen risk assessment procedures for money laundering and terrorism financing associated with new financial products and services prior to their launch. | • PMA<br>• PCMA | • Financial Services Providers<br>• Financial follow-Up Unit |
| **9** | Develop related By-Laws and polices to the E-Commerce Law and the public policies governing E-commerce, in accordance with the Council of Ministers' resolution effective as of 29/3/2026. | • Ministry of National Economy | • PMA<br>• PCMA |
| **10** | Configure and organize the enabling digital infrastructure for e-commerce services. | • Ministry of Telecommunications and Digital Economy | • PMA<br>• PCMA |
| **11** | Promote cybersecurity in cooperation with relevant stakeholders, to enhance public trust in financial services and e-commerce. | • National Cybersecurity Team | • Ministry of Telecommunications and Digital Economy |
| **12** | Explore the feasibility of developing and promoting tax incentives for MSMEs, as well as medium and family-owned companies seeking to transition into public shareholding companies and pursue stock exchange listing, while promoting these incentives and facilitating their implementation procedures. | • Ministry of Finance and Planning<br>• Palestinian Investment Promotion Agency (PIPA) | • PMA<br>• PCMA<br>• Financial Services Providers<br>• Ministry of National Economy<br>• Higher Council for Innovation and Excellence |
| **13** | Develop a unified definition for Women-Owned and Women-Led MSMEs | • Ministry of National Economy | • PMA<br>• PCMA<br>• Ministry of Finance and Planning<br>• Chambers of Commerce<br>• Ministry of Women's Affairs |

| Policy Intervention | | 2 | Develop demand-side financial products and services. |
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| **No.** | **Activity** | **Responsible Entities** | **Participating Entities** |
| 1 | Study the feasibility of developing national standards to ensure the quality of financial services by simplifying and standardizing the financial templates used by financial service providers. | • Standards and Metrology institution | • Financial Services Providers<br>• Insurance Service Providers<br>• PMA<br>• PCMA |
| 2 | Provide tailored financial products and services for women, including financing, savings, insurance, and community initiatives, as well as other financial and non-financial solutions that support women's economic participation. | • PMA<br>• PCMA | • Insurance Service Providers<br>• Financial Services Providers<br>• Ministry of Women's Affairs |
| 3 | Develop credit scoring systems to incorporate alternative data-based assessments, facilitating access to finance for unbanked clients or those without a formal credit history. | • PMA<br>• PCMA | • Financial Technology (FinTech) Companies<br>• Financial Services Providers |
| 4 | Enhance the expansion of Islamic finance through the model of collectively guaranteed microloans or via cooperative associations, and encourage Islamic financial institutions to design flexible Sharia-compliant financing products that respond to the needs of micro and small enterprises. | • PMA | • Islamic Financial Services Providers |
| 5 | Assess the legal and regulatory frameworks governing equity investment in listed stocks | • PMA<br>• PCMA | • Financial Services Providers<br>• Palestine Exchange<br>• Ministry of Finance and Planning |
| 6 | Complete the required legal and regulatory framework for the issuance and operation of Islamic sukuk by the Capital Market Authority. | • PCMA | • Higher Sharia Supervisory Board<br>• Islamic Financial Services Providers |

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| 7 | Enable the establishment of a parallel market for listing small enterprises, with simplified listing requirements and reduced fees. | • Ministry of National Economy<br>• PCMA | • Palestine Exchange<br>• Federation of Chambers of Commerce, Industry, and Agriculture<br>• Ministry of National Economy |
| 8 | Design a smart children's financial wallet (savings and education) linked to and managed through the guardian's account, to enhance financial inclusion and financial literacy among children, including children with disabilities through simplified visual and auditory interfaces. | • PMA | • Financial Services Providers<br>• Ministry of Education and Higher Education |
| 9 | Expand the use of E-payment platforms and merchant acceptance solutions (POS and QR codes), enabling QR-based payments for small merchants without requiring POS devices. | • PMA | • E-Payment Services Company<br>• Financial Services Providers<br>• Municipalities<br>• Ministry of Telecommunications and Digital Economy<br>• Ministry of National Economy |
| 10 | Utilize government databases (tax records, enterprise registration data, licensing data) to analyze MSME needs, identify financing gaps, and provide insights to donors and financial institutions to better target support programs toward innovative, simplified, and needs-based financial products. | • Ministry of Finance and Planning<br>• Ministry of National Economy | • Financial Institutions<br>• PMA<br>• Donor Agencies<br>• PCMA |

| Policy Intervention | 3 Continue directing financial literacy and awareness policies. | | |
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| **No.** | **Activity** | **Responsible Entities** | **Participating Entities** |
| 1 | Enhance awareness and outreach activities to promote understanding of the provisions of Decree-Law No. (21) of 2025 on E-Commerce and the E-Commerce Registry. | • Ministry of National Economy | • PMA<br>• PCMA<br>• Chambers of Commerce and Industry<br>• Ministry of Telecommunications and Digital Economy |
| 2 | Promote and raise awareness among women entrepreneurs regarding business registration services and procedures, their importance in protecting financial assets, and available complaint and grievance mechanisms. | • Ministry of National Economy | • PMA<br>• Ministry of Finance and Planning<br>• Chambers of Commerce and Industry<br>• Ministry of Women's Affairs |
| 3 | Educate target groups, particularly owners of micro and small enterprises and aspiring entrepreneurs, on available financial services and how to utilize them in developing and implementing their projects. | • PMA<br>• Association of banks<br>• PCMA<br>• Federation of Insurance Companies | • Unions<br>• Ministry of National Economy<br>• Ministry of Labor<br>• Municipalities<br>• Universities, Institutes, and Secondary Schools<br>• Professional Associations<br>• Chambers of Commerce and Industry<br>• Civil Society Organizations (CSOs)<br>• Ministry of Women's Affairs |
| 4 | Enhance financial awareness and literacy among savings, lending, and cooperative saving associations and groups. | • PMA<br>• PCMA | • Financial Services Providers<br>• Rural Financial Inclusion Project in Palestine (RUFIPP)<br>• Ministry of Women's Affairs<br>• Savings and Credit Associations |
| 5 | Implement a Teachable Moments & Coaching Program for small farmers in rural areas, with a focus on women and youth, to strengthen financial behavior, improve financing readiness, and encourage the use of formal financial services. | • PMA<br>• Ministry of Agriculture | • Rural Financial Inclusion Project in Palestine (RUFIPP)<br>• Financial Services Providers<br>• Federation of Chambers of Commerce, Industry, and Agriculture<br>• Municipalities / Village Councils<br>• Relevant Civil Society Organizations |

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| **6** | Raise awareness of the importance of the digital financial identity system (ID+), including registration procedures and usage mechanisms. | • PMA | • Chambers of Commerce and Industry |
| **7** | Integrate concepts of sustainable finance into financial awareness campaigns, and promote understanding of the importance of green finance for MSMEs and underserved groups. | • PMA | • Financial Services Providers<br>• Rural Financial Inclusion Project in Palestine (RUFIPP) |
| **8** | Enhance awareness of access to financial services in the agricultural sector for women, youth, and persons with disabilities. | • Oxfam | • PMA<br>• PCMA<br>• Ministry of Agriculture<br>• Institutions that support people with disabilities |
| **9** | Implement capacity-building programs to strengthen the financial, technical, managerial, and professional skills of micro and small enterprises and entrepreneurs, including awareness of how to utilize artificial intelligence tools to enhance productivity, improve product quality, and increase sales. | • Ministry of National Economy<br>• Asala - Palestinian Businesswomen's Association<br>• Business Women Forum | • Federation of Chambers of Commerce, Industry, and Agriculture<br>• PMA<br>• Ministry of Women's Affairs |
| **10** | Promote awareness and financial literacy regarding corporate governance regulations for listed companies, particularly in relation to protecting minority shareholders' rights and preventing conflicts of interest. | • PCMA | • Palestine Exchange |
| **11** | Develop and improve complaints and feedback mechanisms within financial institutions and accelerate response times to strengthen trust between institutions and target groups. | • PMA<br>• PCMA | • Financial Services Providers |
| **12** | Continue implementing the three-year comprehensive plan in cooperation with the Ministry of Education and Higher Education. | • Ministry of Education and Higher education<br>• PMA<br>• PCMA | • Universities<br>• Schools<br>• Ministry of Women's Affairs / Hind and Yousef Child-Friendly Website |

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| **13** | Continue implementing Banking Week activities for children and youth. | • Ministry of Education and Higher Education<br>• PMA | • Schools<br>• Financial Services Providers<br>• Association of banks |
| **14** | Provide advisory services to marginalized areas through the "Mobile Financial Advisor" initiative, which travels across all underserved regions. | • PMA<br>• PCMA | • Financial Services Providers<br>• Village Councils<br>• Women's Associations |
| **15** | Develop awareness and training materials on how persons with disabilities can access financial products and services, particularly through the use and introduction of digital financial products and services. | • PMA<br>• PCMA | • Institutions that support people with disabilities<br>• Financial Services Providers<br>• Insurance Service Providers |
| **16** | Develop a simplified financial consumer rights guide. | • Society for Consumer Protection | • PMA<br>• PCMA<br>• Ministry of National Economy |
| **17** | Prepare a guide or awareness brochures on financial consumer protection, specifically targeting women entrepreneurs in micro and small enterprises. | • Society for Consumer Protection | • PMA<br>• Ministry of National Economy |
| **18** | Conduct training workshops for financial service providers and staff on consumer protection, transparent communication, ethical product sales practices, and complaint handling mechanisms. | • PMA<br>• PCMA | • Financial Services Providers<br>• Ministry of National Economy |
| **19** | Provide individual and group financial advisory services, offering guidance on personal financial planning and borrowing. | • PMA | • Ministry of National Economy<br>• Federation of Chambers of Commerce<br>• Ministry of Social Development<br>• Ministry of Women's Affairs |
| **20** | Deliver legal and social support services by raising awareness of women's economic rights and providing legal assistance related to property ownership, inheritance, and access to finance. | • Ministry of Women's Affairs | • PMA<br>• Financial Services Providers |

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| 21 | Conduct awareness and educational sessions on the provisions of the Decree-Law on Consumer Protection following its enactment. | • Ministry of National Economy | • PMA<br>• PCMA<br>• Association of banks<br>• Palestinian Insurance Federation<br>• Financial Services Providers |
| 22 | Integrate Environmental, Social, and Governance (ESG) principles into training programs for women entrepreneurs to support the transition toward a green economy and enhance the readiness of enterprises to compete in green finance sectors. | • Business Women Forum | • PCMA<br>• PMA |
| 23 | Develop and implement an annual Investor Week in educational institutions, in cooperation between the PMA and the Ministry of Education and Higher Education. | • PCMA<br>• Ministry of Education and Higher Education | • Non-bank financial institutions<br>• Palestine Exchange<br>• Securities Companies |

| Policy Intervention | | 4 | Focus on the Quality Dimension. |
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| **No.** | **Activity** | **Responsible Entities** | **Participating Entities** |
| 1 | Develop comprehensive policies for the financial sector to incentivize financial service providers based on annually defined criteria. | • PMA<br>• PCMA | • Financial Services Providers<br>• Association of banks<br>• Insurance Federation |
| 2 | Continue implementing Corporate Governance Instructions No. (1) of 2025 for listed companies, including the protection of minority investors' rights and the prevention of conflicts of interest. | • Palestine Exchange<br>• Companies Listed on the Palestine Exchange (PEX)<br>• Ministry of National Economy | • PMA<br>• PCMA |
| 3 | Enhance electronic banking services among service providers to improve user experience. | • PMA | • Financial Services Providers |

| Policy Intervention | | 5 The need to focus on specific financial sub-sectors. | |
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| **No.** | **Activity** | **Responsible Entities** | **Participating Entities** |
| **1** | Design a dedicated MSME taxation unit, ensuring the establishment of a specialized tax department for MSMEs, with standardized and unified forms recognized across all government entities and financial institutions. | • Ministry of Finance and Planning | • Ministry of National Economy |
| **2** | Complete the development of the regulatory framework governing factoring activities. | • PCMA | • Ministry of National Economy |
| **3** | Develop technology-based climate and agricultural risk insurance (Index Insurance), such as insurance linked to rainfall, temperature, and wind speed. | • PCMA | • Insurance Service Providers<br>• Rural Financial Inclusion Project in Palestine (RUFIPP) |
| **4** | Assess projects based on environmental criteria, thereby enabling incentives for the adoption of green financial instruments | • PMA<br>• Ministry of Agriculture<br>• Ministry of Energy | • Business Women Forum<br>• Advisors and Donors |
| **5** | Encourage leasing finance companies to provide financing to MSMEs, including those without credit histories or collateral, through tailored financial products designed according to the nature of the applicant's business (e.g., seasonal repayment schemes for agricultural projects, etc.). | • PCMA | • Financial leasing Companies<br>• Ministry of National Economy |