

INTERNATIONAL MONETARY FUND

Statistics Department



FINANCIAL ACCESS SURVEY GUIDELINES AND MANUAL
MARCH 2019

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The Financial Access Survey (FAS) collects annual time series data on access to and use of basic financial services around the world. The results of the survey, including the metadata, are disseminated on the IMF's Financial Access Survey website (see <http://data.imf.org/fas>).

To ensure common methodology, detailed instructions for completion of the FAS questionnaire are provided below.

Data Revisions

Any revisions to previously submitted data should be explained via email (STAFAS@imf.org).

I. DEFINITIONS AND CONCEPTS

A. Financial Service Providers

1. The FAS questionnaire includes the following institutions that fall under the broad category of "Other Depository Corporations" (ODCs). These are resident financial institutions that have financial intermediation as their principal activity and incur liabilities included in the national definition of broad money.
 - 1.1. **Commercial banks** are financial institutions that carry out a range of financial intermediation depending on national banking regulations and practices but typically include accepting deposits; offering checking and saving account services; granting business and personal loans; and offering other basic financial products to their clients.
 - 1.2. **Credit unions and credit cooperatives** are financial institutions owned and controlled by their members, regardless of whether they do business exclusively with their members, and/or non-members. Credit unions accept deposits (technically these may be designated as shares) and make various types of loans.
 - 1.3. **Deposit taking microfinance institutions** are financial institutions whose primary business model is to take deposits and offer small-scale loans typically to self-employed or informally employed low-income individuals and microenterprises, often using specialized methodologies such as group lending.
 - 1.4. **Other deposit takers** include all remaining financial institutions other than the central bank, commercial banks, credit unions and credit cooperatives, and deposit taking microfinance institutions, that accept deposits or issue other types of

liabilities that are included in the national definition of broad money. These institutions have varying names across countries, such as savings and loan associations, building societies, rural banks and agricultural banks, post office giro institutions, post office savings banks, savings banks, and money market funds.¹

2. In addition to the above, the FAS questionnaire includes the following institutions:
 - 2.1. **Non-deposit taking microfinance institutions**, also called microcredit institutions, are financial institutions that provide microcredit and finance their activities with sources other than deposits. Microcredit is small-scale credit typically targeted to low-income individuals who are either self-employed or employed in the informal sector; and microenterprises.
 - 2.2. **Insurance corporations** are financial institutions whose principal function is to provide life, accident, sickness, fire, or other forms of coverage to individual institutional units, groups of units, or reinsurance services to other insurance corporations. For the purposes of the FAS, insurance corporations are disaggregated into life and non-life.

B. Financial Instruments

3. **Deposits** are nonnegotiable contracts that represent the placement of funds available for later withdrawal. For the purposes of the FAS, deposits include checking, demand, saving, and time deposit accounts. Liabilities of money-market funds (MMFs) in the form of shares or units that are of short-term and low-risk nature. Legally or in practice, they are redeemable immediately or at relatively short notice and might be used for third-party direct payment. In view of these characteristics, MMF shares or units are also included in this category.
4. **Loans** are financial assets that are created when a creditor lends funds directly to a debtor and are evidenced by non-negotiable documents. These include mortgage loans, consumer loans, hire-purchase credit, financial leases, securities repurchase agreements, credit card debt, etc.
5. **Insurance technical reserves:** Please note that the terminology of technical reserves has been revised to reflect the revised classification of the 2008 SNA.

Until FAS 2018, insurance technical reserves were classified into life and non-life insurance technical reserves. Insurance technical reserves were defined to consist of net equity of households in life insurance reserves and prepayments of insurance premiums and reserves

¹ For this survey, money market funds are included in other deposit takers.

against outstanding claims. However, the adoption of the 2008 SNA has led to a recategorization of technical reserves into five categories, of which only two are relevant for the FAS.

From FAS 2019, insurance technical reserves will be classified into (i) non-life insurance technical reserves and (ii) life insurance and annuities entitlements, defined as follows:

- 5.1. **Non-life insurance technical reserves** consist of prepayments of net non-life insurance premiums (paid but not earned as of the balance sheet date) and reserves to meet outstanding non-life insurance claims.
- 5.2. **Life insurance and annuities entitlements** represent the financial claims policyholders have against a corporation offering life insurance or providing annuities. This category consists of reserves of life insurance corporations and annuity providers for prepaid premiums and accrued liabilities to life insurance policyholders and beneficiaries of annuities.

Please note that net equity of households in pension funds is not included in this category, as pension funds are not covered in this survey.

C. Others

- 6. **Automated teller machines (ATMs)** are electromechanical devices which enable customers of financial institutions to perform financial transactions such as cash withdrawals, balance inquiries, deposits, transfer of funds, and obtaining account information, using an electronic card.
- 7. **Small and medium enterprises (SMEs)** may be defined based on local context. Please record your local definition in the metadata.

If there is no local definition, please use the definition by the International Financial Corporation (IFC) as a guideline. Under the IFC’s definition of Micro, Small and Medium Enterprises, a firm must meet two of the three requirements for employees, assets, or annual sales to be classified as a micro, small or medium enterprise. Loan size may also be used as a proxy (See Table 1).

Table 1. Small and Medium Enterprise Classification				
Firm Size	Employees	Assets	Annual Sales	Loan Size Proxies
Micro	<10	<USD100,000	<USD100,000	<USD10,000
Small	<50	<USD 3 million	<USD 3 million	<USD100,000

Medium	<300	<USD15 million	<USD15 million	<USD1 million (<USD 2 million for some advanced countries)
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8. **Policy holder** refers to a person or an entity that pays a premium to an insurance corporation in exchange for coverage provided by an insurance policy.
9. **Life insurance policies** refer to insurance policies whose payment is contingent upon the death of the insured or following the maturity of the investment (e.g., endowment insurance). Payment is made to the deceased's estate or designated beneficiary in the event of death, whereas it is made to the policy holder at a specified date for endowment insurance. Life insurance policies include underwriting annuities, investment and risk products (e.g. whole life insurance or unit-linked insurance), and personal accident policies.
10. **Non-life insurance policies** provide cover to policyholders against loss or damage suffered because of accident, fire, property loss, health-related expenses, etc.
11. **Debit cards** are a type of payment card which enables the holder to charge purchases directly to their account at a financial institution. The funds are debited in full for every transaction. Some issuers could provide an overdraft feature, allowing the holder to use the card even without sufficient balance in the underlying account.
12. **Credit cards** are a type of payment card indicating that the holder has been granted a line of credit. It enables the holder to make purchases and/or withdraw cash up to a prearranged ceiling; the credit granted can be settled in full by the end of a specified period or can be settled in part, with the balance taken as extended credit. Interest is charged on the amount of any extended credit and the holder is sometimes charged an annual fee.
13. **Mobile and internet banking** is the facility which enables customers of a financial institution to execute financial transactions (such as deposits, account transfers, bill payments, online shopping) electronically via the internet, either using a mobile phone or another electronic device. Mobile and internet banking is different from mobile money (See paragraph 15).
14. **Mobile money service provider (MMSP)** refers to a mobile network operator or other entity that partners with mobile network operators to offer mobile money services to its clients through agents independent of the traditional banking network.
15. **Mobile money** is a pay-as-you-go digital medium of exchange and store of value using mobile money accounts, facilitated by a network of mobile money agents. It is a financial service offered to its clients by a mobile network operator or another entity that partners

with mobile network operators, independent of the traditional banking network. Please note that the services that offer mobile phone as just another channel to access a traditional banking product are not considered mobile money. A bank account is not required to use mobile money services-the only pre-requisite is a basic mobile phone.

- 15.1. A **registered mobile money account** is an account registered with a resident mobile money service provider that is primarily accessed using a mobile phone and can be used for basic financial transactions, including peer-to-peer transfers, bill payments, merchant payments and international remittances (wherever allowed).
 - 15.2. An **active mobile money account** refers to a registered mobile money account that has been used to conduct a mobile money or cash-in cash-out transaction over the past 90 days.
 - 15.3. A **registered mobile money agent outlet** can be a person, quasi-corporation, corporation or a machine that facilitates mobile money account registration, cash-in cash-out transactions, and customer support. Small retail shops and other retailers typically serve as agents in low-income and emerging economies.
 - 15.4. An **active mobile money agent outlet** refers to a registered mobile money agent outlet that has facilitated at least one transaction over the past 30 days.
16. **Mobile money transaction** refers to a financial payment or transfer to a third party using balances on a mobile money account via a mobile phone, including peer-to-peer (P2P) transfers, bill payments, merchant payments, and international remittances. Services that offer the mobile phone as just another channel to access a traditional banking product are not included. The service must offer an interface for initiating transactions for agents and/or customers that is available on basic mobile devices.

D. Quantitative Measures

Please keep in mind the following when reporting data:

- Data for individuals from the household sector should include individuals 15 years of age and older.
- Please specify the months for the reference year for the reported data.

17. **Number of institutions** refers to all resident (domestically or foreign owned) commercial banks, credit unions and credit cooperatives, deposit taking microfinance institutions, other deposit takers, non-deposit taking microfinance institutions, and insurance corporations.
18. **Number of branches** refers to all units in the country that are physically separated from the main offices, but not incorporated as separate subsidiaries. The number of main offices is excluded. Typically, a branch provides a wide range of services to its customers including

cash withdrawals, deposits in an account with a teller, financial advice, safe deposit box rentals, and currency exchange. Units, with or without human staff, which offer only automated services for cash withdrawal and deposits, or computer terminals for online banking and check depositing machines should also be counted as branches.

19. **Number of non-branch retail agent outlets** refers to legal entities separate from the financial institution—typically retail commercial outlets or stores, that are authorized to act on behalf of the financial institution. The range of financial services provided by agents is, in general, limited and typically includes account opening, cash-in and cash-out transactions. They are also known as ‘business correspondents’.
20. **Number of ATMs** refers to the total number of ATMs of all financial institutions in the reporting jurisdiction.
21. **Number of depositors** refers to all resident nonfinancial corporations² (public and private) and individuals in the household sector who are the owners of deposit accounts in a financial institution. While calculating the number of depositors at each type of financial institution, please note the following:
 - Corporate accounts must be counted as only one depositor, irrespective of the number of deposit accounts (checking, demand, saving, time deposits, etc.) held.
 - Individual accounts must be counted as only one depositor, irrespective of the number of deposit accounts (checking, demand, saving, time deposits, etc.) held.
 - For joint accounts, all depositors must be counted individually rather than as one depositor.
- 21.1. **Number of depositors o/w SME** is a sub-category of the number of depositors. It refers to only the SMEs which are owners of deposit accounts in at each type of financial institution.
- 21.2. **Number of depositors of which (o/w) household sector** is another sub-category of the number of depositors described above. It refers to depositors in the household sector.

The questionnaire asks for further disaggregation of this sub-category into female and male depositors. In case of joint accounts, please consider all owners separately, so that each account owner is counted individually. For instance, if it is a joint account of two brothers, count both the owners under “male depositors” and if it is

² Small and medium enterprises (SMEs) also fall under nonfinancial corporations.

a joint account of a husband and a wife, count the owners under both “male depositors” and “female depositors”.

22. **Number of deposit accounts** refers to the total number of checking, demand, saving, and time deposit accounts, etc. owned by resident non-financial corporations and individuals in the household sector. While calculating the number of deposit accounts at each type of financial institution, please note the following:

- The actual number of corporate accounts, individual accounts, joint accounts must be counted, as opposed to the number of depositors.
- All the accounts owned by an individual or a corporation should be counted.

22.1. **Number of deposit accounts o/w SMEs** is a sub-category of the number of depositors. It refers to deposit accounts owned by SMEs.

22.2. **Number of deposit accounts o/w household sector** is another sub-category of the number of deposit accounts described above. It refers to only the deposit accounts held by individuals in the household sector either singly or jointly.

The questionnaire asks for further disaggregation of this sub-category into “women-owned deposit accounts” and “men-owned deposit accounts”. In case of joint accounts, please count the account under each owner separately. For instance, if it is a joint account of a husband and a wife, count the account under both “women-owned deposit accounts” and “men-owned deposit accounts”.

23. **Number of insurance policy holders** refers to the total number of life and non-life insurance policy holders from resident nonfinancial corporations and individuals from the household sector. A customer holding more than one (life or non-life) insurance policy should be counted as one policy holder.

23.1. **Number of insurance policy holders o/w life insurance** is a sub-category of the number of insurance policy holders described above. It refers to the number of life insurance policy holders from resident individuals of the household sector.

23.2. **Number of insurance policy holders o/w non-life insurance** is a sub-category of the number of insurance policy holders described above. It refers to the number of non-life insurance policy holders from resident nonfinancial corporations and individuals of the household sector. A customer holding more than one non-life insurance policy should be counted as only one non-life insurance policy holder.

24. **Number of insurance policies** refers to the number of the life and non-life insurance policies held by resident nonfinancial corporations and individuals in the household sector.

- Several life and non-life insurance policies of a single policy holder should be counted individually if they are covered by different accounts.

24.1. **Number of insurance policies o/w life insurance** is a sub-category of the number of insurance policies described above. It refers to the number of life insurance policies.

24.2. **Number of insurance policies o/w non-life insurance** is a sub-category of the number of insurance policies described above. It refers to the number of non-life insurance policies.

25. **Number of borrowers** refers to the number of resident nonfinancial corporations (public and private) and individuals in the household sector that have obtained credit (loans) from each type of financial institution.

- A corporate entity must be counted as one borrower, irrespective of the number of loans extended to that corporate borrower.
- An individual from the household sector must be counted as one borrower, irrespective of the number of loan accounts held.
- If a loan is extended to a group of borrowers, all borrowers must be counted individually rather than as one borrower.

25.1. **Number of borrowers o/w SME** is a sub-category of the number of borrowers described above. It refers to SME borrowers.

25.2. **Number of borrowers o/w household sector** is another sub-category of the number of borrowers described above. It refers to borrowers from the household sector.

The questionnaire asks for further disaggregation of this sub-category into male and female borrowers. In case of joint borrowing, all borrowers need to be counted individually. For instance, if a loan is jointly taken by two brothers, count both the individuals under "male borrowers" and if a joint loan is taken by a husband and a wife, count the individuals under both "male borrowers" and "female borrowers".

26. **Number of loan accounts** refers to the total number of loan accounts of resident nonfinancial corporations (public and private) and individuals (household sector) that have obtained credit (loans) from the reporting institutions.

- The actual number of loans that nonfinancial corporations and individuals have received from the reporting institutions must be counted, as opposed to number of borrowers.

- Overdraft accounts should also be counted towards the total number of loan accounts.

26.1. **Number of loan accounts o/w SME** is a sub-category of the number of loan accounts described above. It refers to loan accounts of SMEs.

26.2. **Number of loan accounts o/w household sector** is another sub-category of the number of loan accounts described above. It refers to the loan accounts from the household sector.

The questionnaire asks for further disaggregation of this sub-category into men-owned and women-owned loan accounts. In case of joint loan accounts, all account owners should be counted separately. For instance, if it is a joint loan taken by husband and a wife, count the account under both “women-owned loan accounts” and “men-owned loan accounts”. It is therefore possible that the sum of men-owned and women-owned loan accounts may not necessarily be equal to the number of household sector loan accounts.

27. **Number of debit cards** refers to the total number of debit cards of all financial institutions in circulation (excluding expired and withdrawn cards) in the reporting jurisdiction.

28. **Number of credit cards** refers to the total number of credit cards of all financial institutions in circulation in the reporting jurisdiction.

29. **Outstanding deposits** refer to the total amount (in millions of domestic currency) of all types of outstanding deposits (including accrued interest) of resident nonfinancial corporations and individuals from the household sector.

29.1. **Outstanding deposits o/w SME** is a sub-category of outstanding deposits described above. It refers to outstanding deposits of SMEs.

29.2. **Outstanding deposits o/w household sector** is a sub-category of outstanding deposits described above. It refers to outstanding deposits of the household sector.

The questionnaire asks for further disaggregation of this sub-category into men-owned and women-owned deposits. Deposits held in joint accounts should be excluded and only information for individual accounts should be provided. It is therefore possible that the sum of men-owned and women-owned deposits may not necessarily be equal to the number of household sector deposits.

30. **Insurance technical reserves** refer to the outstanding amount (in millions of domestic currency) of insurance technical reserves. This is disaggregated into non-life technical reserves; and life insurance and annuities entitlements

31. **Outstanding loans** refer to the total amount (in millions of domestic currency) of outstanding loans (including accrued interest) made by the financial institution to resident nonfinancial corporations and individuals from the household sector.

31.1. **Outstanding loans o/w SME** is a sub-category of outstanding loans described above. It refers to outstanding loans to SMEs.

31.2. **Outstanding loans o/w household sector** is another sub-category of outstanding loans described above. It refers to outstanding loans to the household sector.

The questionnaire asks for further disaggregation of this sub-category into loans to men and to women. Joint loans should be excluded and only information for individual loans should be provided. It is therefore possible that the sum of loans to men and loans to women may not necessarily be equal to the loans to the household sector.

32. **Number of mobile and internet banking transactions** refers to the total number of mobile and internet banking transactions carried out by resident nonfinancial corporations and individuals from the household sector during the reference year. Please report data for commercial banks only.

33. **Value of mobile and internet banking transactions** refers to the value (in millions of domestic currency) of mobile and internet banking transactions carried out by resident nonfinancial corporations and individuals from the household sector during the reference year. Please report data for commercial banks only.

34. **Number of registered mobile money accounts** refers to the total number of registered mobile money accounts of all mobile money service providers.

35. **Number of active mobile money accounts** refers to the total number of active mobile money accounts of all mobile money service providers.

36. **Number of registered mobile money agent outlets** refers to the total number of registered mobile money agent outlets of all mobile money service providers.

37. **Number of active mobile money agent outlets** refers to the total number of active mobile money agent outlets of all mobile money service providers.

38. **Number of mobile money transactions** refers to the total number of mobile money transactions carried out by customers of all mobile money service providers during the reference year.

39. **Value of mobile money transactions** refers to the total amount (in millions of domestic currency) of mobile money transactions carried out by customers of all mobile money service providers during the reference year.
40. **Outstanding balances on active mobile money accounts** refer to the total amount (in millions of domestic currency) of outstanding balances on active mobile money accounts of all mobile money service providers.

Contact Information

For any questions/clarifications regarding the guidelines, please contact us at STAFAS@imf.org.

II. INSTRUCTIONS

41. **FAS Questionnaire** can be downloaded from Integrated Collection System (ICS) following the reporting instructions in Annex I. Please take note of the following before completing the FAS questionnaire:
- “NA” indicates that the financial institution or service either does not exist in the reporting jurisdiction or falls outside the coverage of the reporting authority. Please provide an explanation in the metadata in either of these cases.
 - A missing data point in the survey indicates that data for the financial institution or service is either not collected by or is not available with the reporting authority.
 - A data point reported as zero ‘0’ is a data value of zero

Integrated Collection System

To facilitate the timely processing of your submission, data and metadata is collected via the IMF’s Integrated Collection System (ICS) available at <https://www-ics.imf.org>

If you are not an ICS user, please register online at <https://www-ics.imf.org/ics/Register.aspx>.

For assistance on ICS, please write to icsinquiry@imf.org

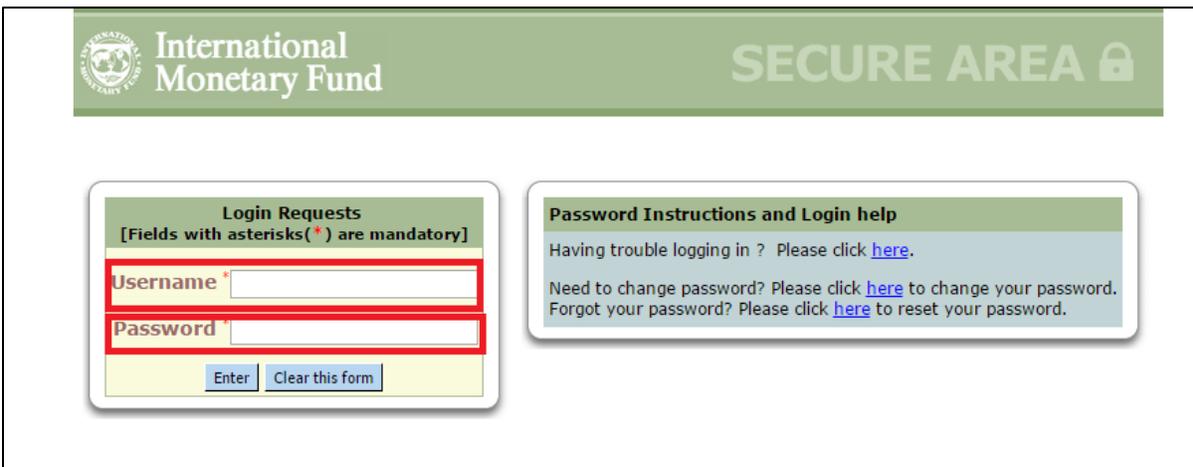
42. **Metadata or Country Notes** can be submitted by countries with notes to the data submitted in the questionnaire in the metadata or country notes. Metadata also needs to be submitted through the ICS (<https://www-ics.imf.org>). Please refer to Annexure II for instructions on the metadata reporting process. The metadata is divided into the two main categories:
- 42.1. **Existing deviations from the definitions set out in the FAS guidelines:** If any of the data series included in the questionnaire are defined differently in your jurisdiction, please provide details in this section of the metadata.
- 42.2. **Any additional information deemed useful to the data users:** If there are any changes in methodology, or any other change that effects the data, please provide details in this section.
43. **Data Validation.** At the bottom of the FAS survey questionnaire, there are a few data consistency checks. Prior to uploading the questionnaire to the ICS, you should check the consistency and accuracy of the reported data using the consistence checks. If a data point fails this consistency check, the corresponding validation cell will be highlighted in red.

ANNEX II. FAS QUESTIONNAIRE REPORTING INSTRUCTIONS

STEP 1-Login to ICS: Once in the ICS website, click on the *SIGN IN* tab and use your “Username” and “Password”



The screenshot shows the homepage of the Integrated Collection System (ICS). At the top left is the IMF logo. The main header reads "Integrated Collection System" and includes "SIGN IN" and "REGISTER" buttons. A blue navigation bar contains links for "Home", "Register", "Report Calendar", and "Help". The main content area features a large heading "ICS - Integrated Collection System", a sub-heading "What is the Integrated Collection System (ICS)?", a descriptive paragraph, and a "What's New" section with links to "Video Tutorial" and "Brochures".



The screenshot shows the login page of the ICS. The header includes the IMF logo, "International Monetary Fund", and "SECURE AREA" with a lock icon. The main content area is divided into two sections: "Login Requests" and "Password Instructions and Login help".

Login Requests
[Fields with asterisks(*) are mandatory]

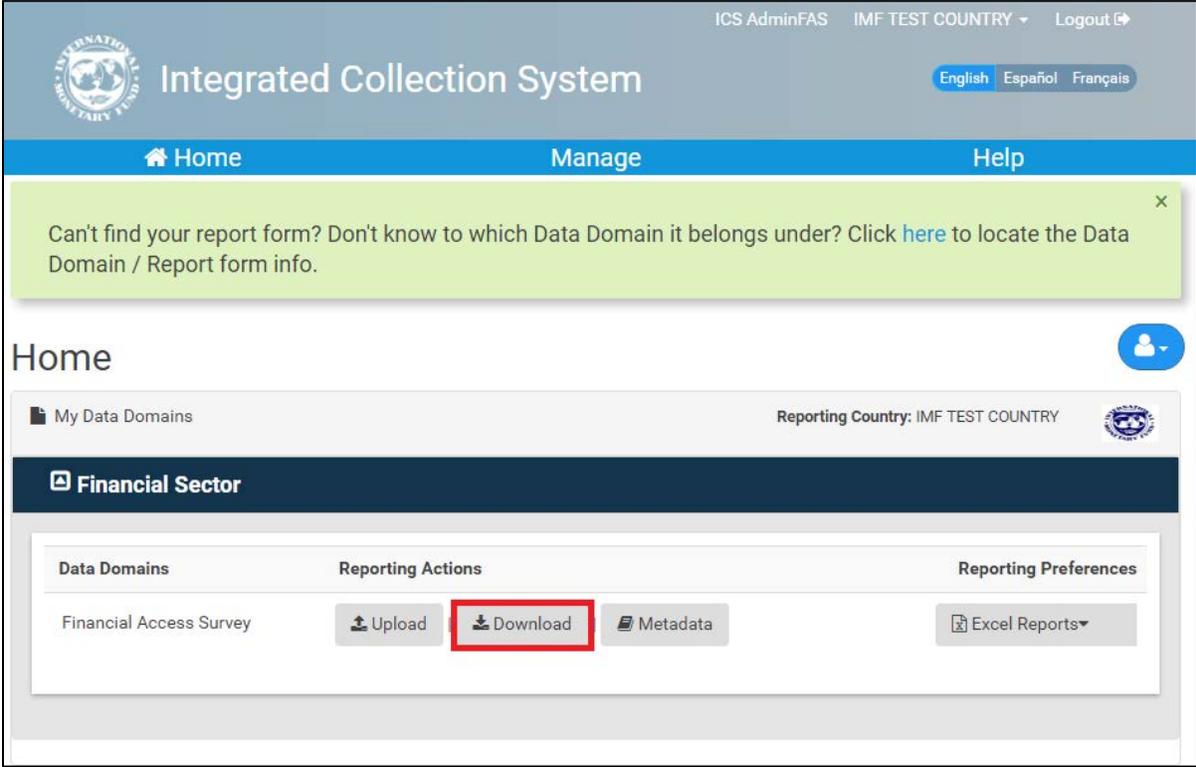
Username *

Password *

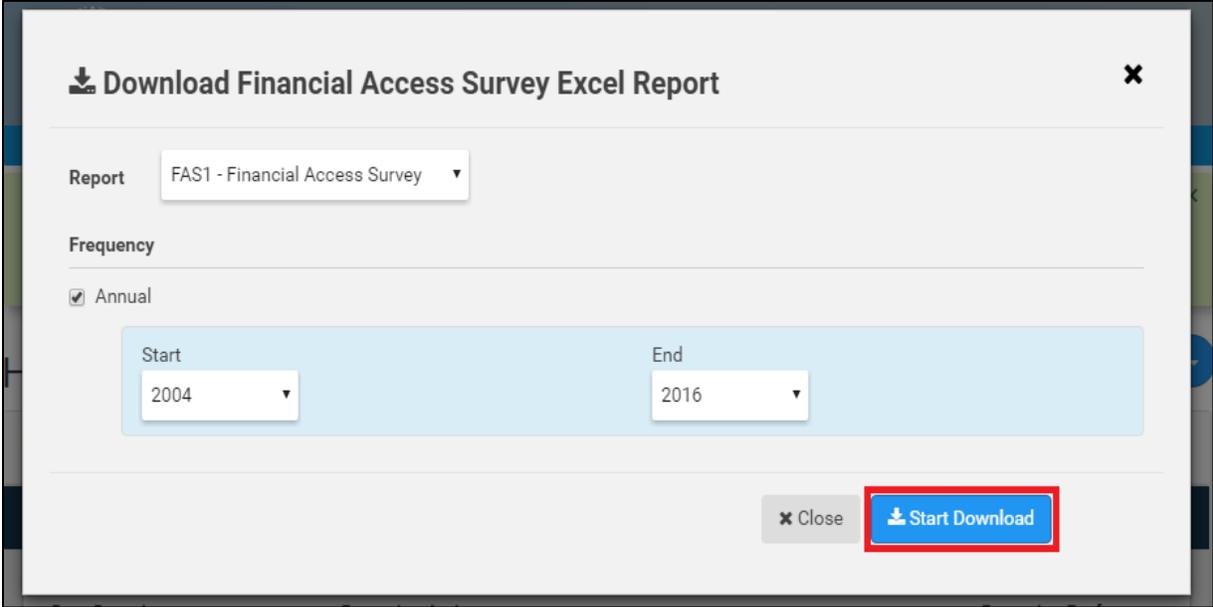
Enter Clear this form

Password Instructions and Login help
Having trouble logging in ? Please click [here](#).
Need to change password? Please click [here](#) to change your password.
Forgot your password? Please click [here](#) to reset your password.

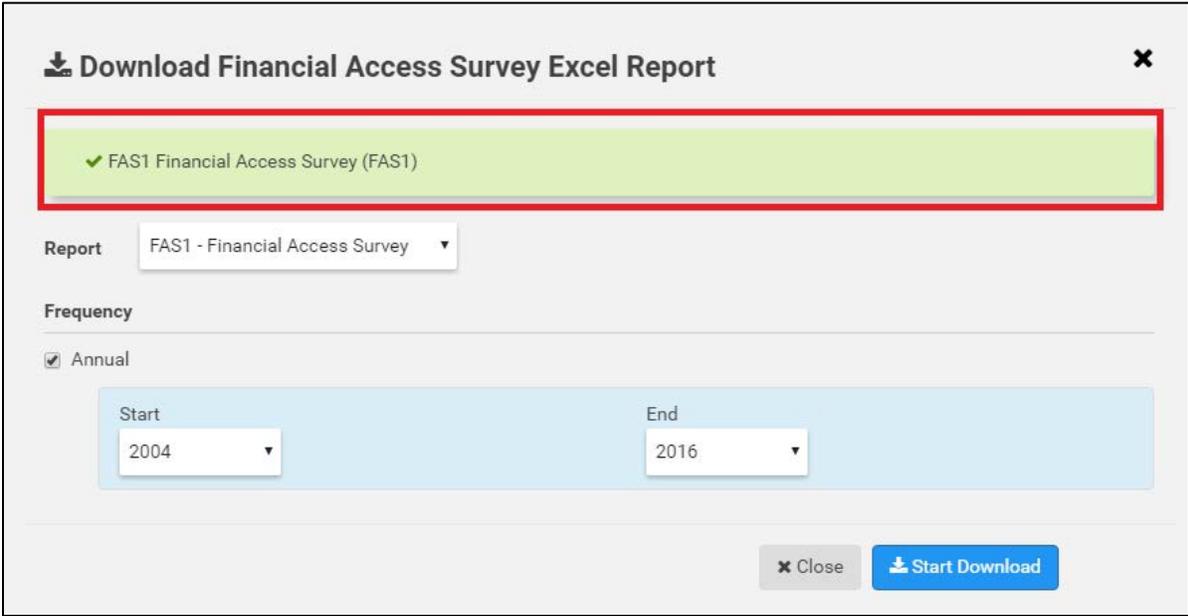
STEP 2-Download the FAS questionnaire: Once you have logged into ICS, please select Financial Access Survey under Financial Sector in the “Data Domains” and click on the *Download* tab.



STEP 3-Pop-up window: A pop-up window will appear. Please click on the *Start Download* tab in the pop-up window.

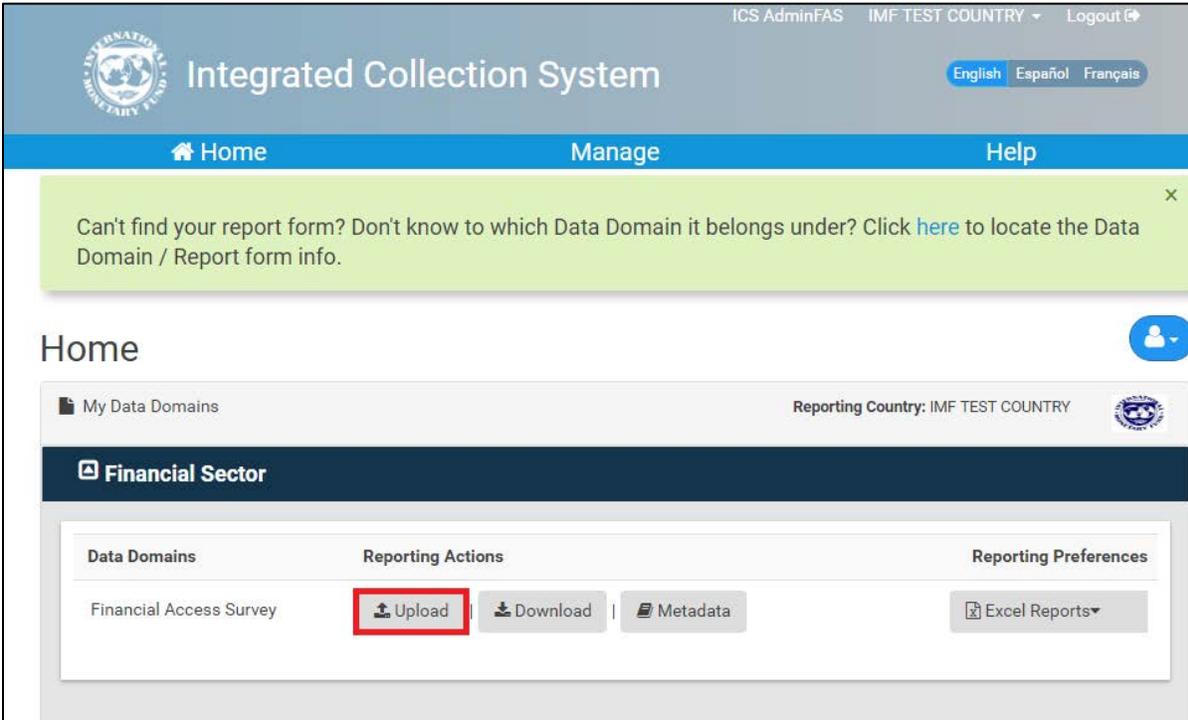


STEP 4-Download complete: Once the download is complete, the excel file will be saved on your computer available for editing.

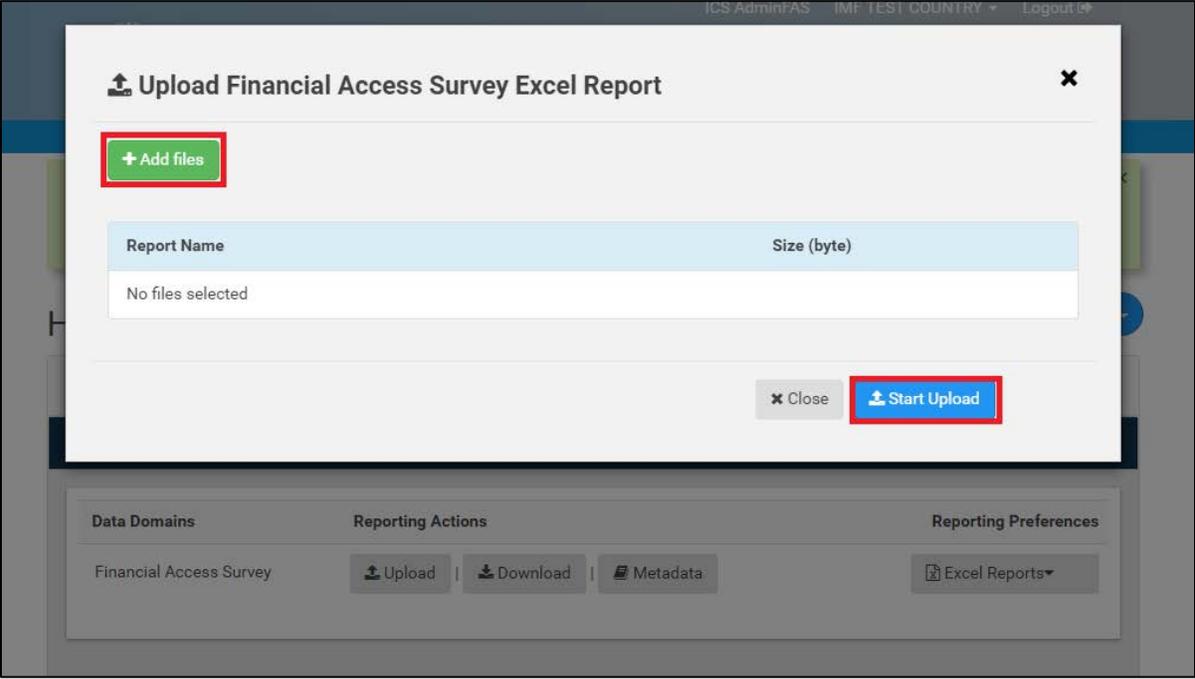


STEP 5-Fill in the FAS Questionnaire: Please fill up the questionnaire and save the excel file in your computer.

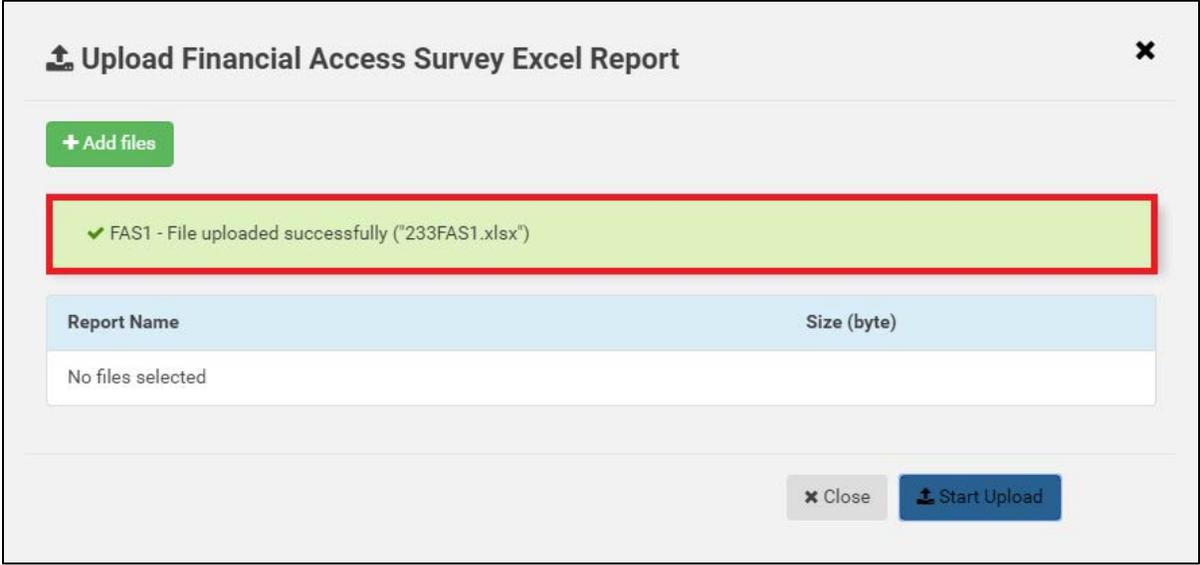
STEP 6-Upload the FAS questionnaire: Log back in to ICS following step 1 described above and click on the *Upload* tab.



STEP 7-Pop-up upload window: A pop-up window will appear. Please click on the *Add Files* tab and select the excel file from your computer. Once this is done, please click on the *Start Upload* tab.



STEP 8-Upload complete: You will see the following screen once the upload is completed.



ANNEX III. FAS METADATA REPORTING INSTRUCTIONS

STEP 1-Navigating to the metadata page: Once you have uploaded the FAS Questionnaire on to ICS, click on the “Metadata” tab, which will take you to the “Financial Access Survey: Country Notes” page.

ICS AdminFAS IMF TEST COUNTRY Logout

English Español Français

Home Manage Help

Can't find your report form? Don't know to which Data Domain it belongs under? Click [here](#) to locate the Data Domain / Report form info.

Home

My Data Domains Reporting Country: IMF TEST COUNTRY

Financial Sector

Data Domains	Reporting Actions	Reporting Preferences
Financial Access Survey	Upload Download Metadata	Excel Reports

Financial Access Survey : Country Notes
IMF TEST COUNTRY (932)

Note: Please save your work every 15 minutes.

Save Submit Exit Help Clear Certify Status : ReEdit

Contact Information

Please provide contact details that can be disseminated for users to contact the designated country compiler about the technical specifications of your FAS metadata reported to the IMF Statistics Department

Name:

Designation (Job Title):

Department/Division:

Organization:

Mailing Address:

Email:

Telephone:

Fax:

STEP 2-Updating the contact information: Under “Contact Information”, please fill in the details of the person updating the metadata. Please note that this page allows only one contact person per reporting country.

STEP 3-Providing metadata or country notes for the data: To make any updates to the metadata, proceed to the “General” section. There are two sub-sections here where you can provide additional notes about the data or edit previously provided information. Please refer to the instructions on metadata for details.

Please note that you must save your work every 15 minutes. To assist you, there are three additional features in the right-hand corner of page:



- **Task Notes** which allows you to include a note from the data reporter which will be included in the e-mail sent to the IMF.
- **Spell check** which allows you to perform a spell check on free text provided in the text boxes.
- **Print** which lets you open a printable version.

STEP 4-Submitting metadata: Once you are satisfied with the updates, please click on the *Submit* tab.

STEP 5-Exiting the metadata page: Please click on the *exit* tab to move out of the metadata page.