



Financial Inclusion for Refugees (FI4R)

Results of Round 4 Diaries

| 30th October 2021

Content

1. [Background & methodology](#)
2. [Findings](#)
3. Round 4 diaries findings
 - a. [Overall insights](#)
 - b. [Income](#)
 - c. [Financial instruments](#)
 - d. [Major events & going ons](#)
4. Gender module
 - a. [Gender module background](#)
 - b. [Financial decisions](#)
 - c. [The costs of leaving home](#)
 - d. [Low points, high points and aspirations](#)
5. [Financial device usage](#)
6. [Cash transfer program](#)
7. [Recommendations](#)
8. [Resources](#)
9. [Annexes](#)



Project background

The Financial Inclusion for Refugees Project (FI4R) project was launched in 2019 by FSD Uganda and FSD Africa to support financial service providers (FSPs) to offer financial services to refugees and host communities.

The project is supporting three financial service providers (FSPs) Equity Bank Uganda Limited (EBUL), Vision Fund Uganda (VFU) and Rural Finance Initiative (RUFi) to offer financial services to refugees and host communities.

As the learning partner, BFA Global is conducting refugee financial diaries in Uganda to provide insights into the financial strategies employed by refugees over time to build their livelihoods and manage their finances. The research covers refugees in Bidi Bidi, Palorinya and Nakivale refugee settlements.

The insights from this study aim to build the evidence base for financial service providers, humanitarian agencies and telcos to understand the financial lives of refugees in Uganda and to inform stakeholders of the opportunities available in serving refugees across different contexts.

Implementing partners



VisionFund Uganda (VFU) is piloting a unique wholesale credit model within savings groups in the West Nile region through existing and stable NGO-supported groups and leveraging the repayment and share-out data from previous cycles to determine eligibility for additional loan capital.

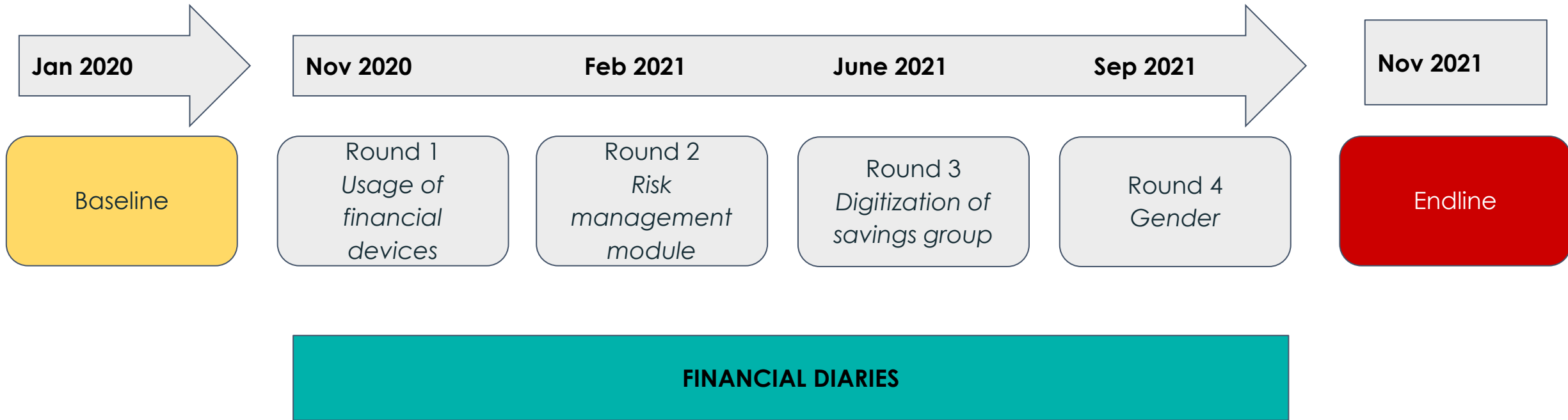


Equity Bank Uganda Limited (EBUL) provides refugees in Uganda with fully-fledged bank accounts from which to access their humanitarian aid payments. They are the key partners for the disbursement of cash transfers from several humanitarian aid agencies. EBUL has also extended their existing agent banking network to refugee settlements and within host communities. They also offer access to credit to their agents.

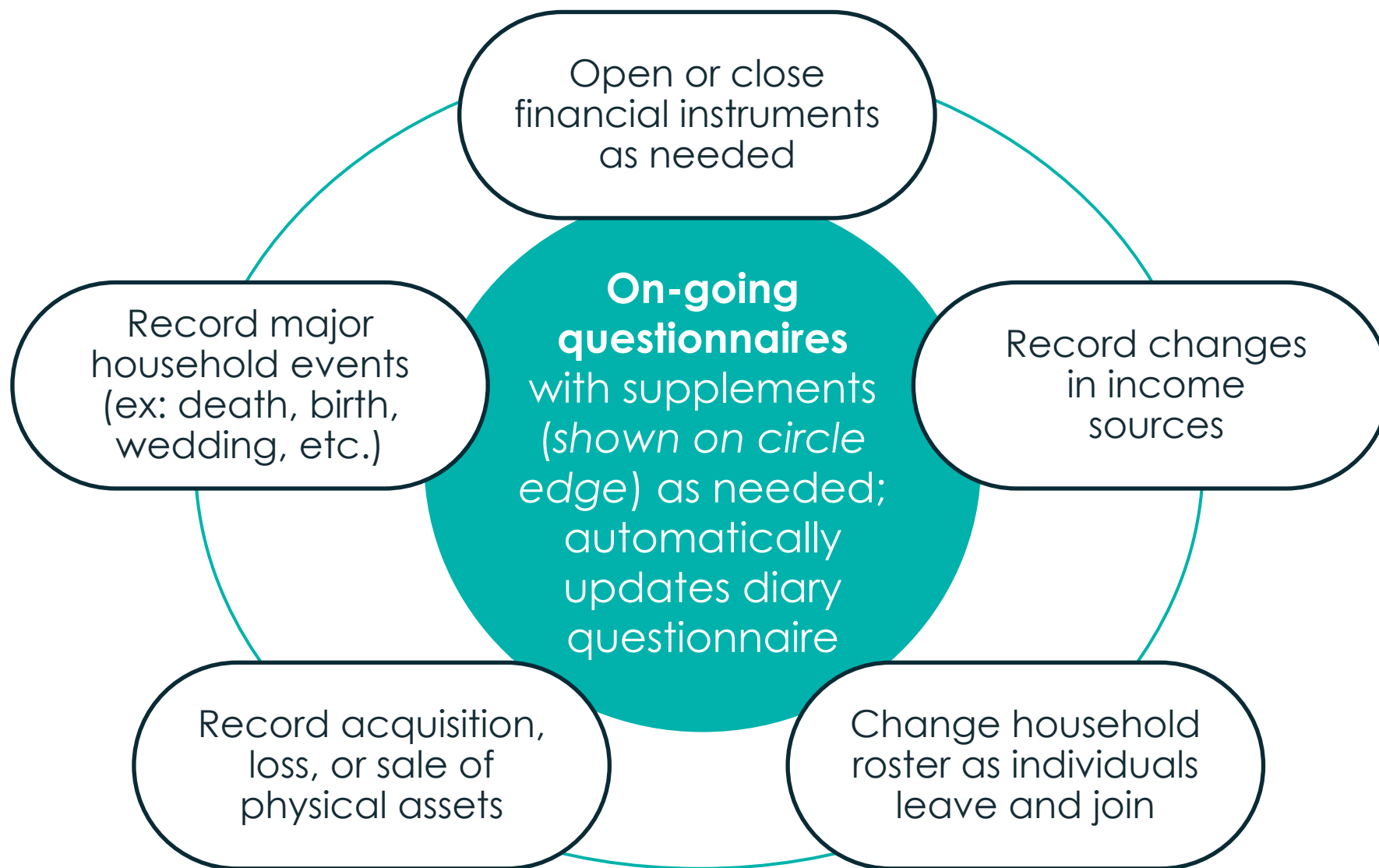


The Rural Finance Initiative (RUF) uses the village savings and loan association (VSLA) model to aggregate groups using Ledger Links developed by Grameen Foundation. They channel credit through existing VSLAs and facilitate the formation of new groups. They are also doing linkage banking for VSLAs in partnership with Centenary Bank that allows for excess cash to be safely banked into group accounts at the bank. They also offer youth loans.

Overview of the research



Ongoing “Diaries” questionnaires

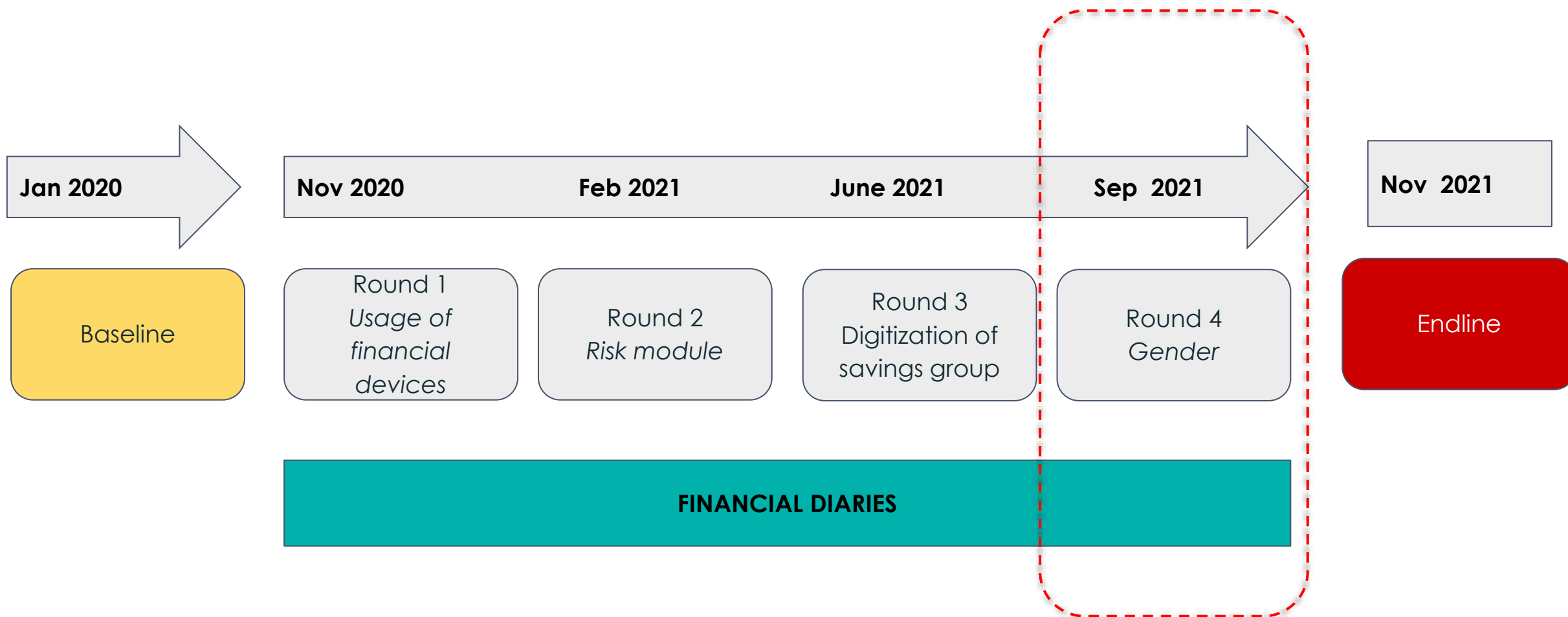


Diaries methodology

- The diaries methodology combines in-depth quantitative and qualitative research. Researchers visit the families every week to interview them about all financial activity and events in their lives.
- In these interviews, researchers ask about all income, expenses, transactions, financial tools, major life events and their use of financial services.
- Over the course of a year, the Uganda refugee diaries has collected daily cash flows of households to generate insights on how refugees manage their money and how the three financial service providers can tailor their offerings to meet the needs of this population.



Where we are

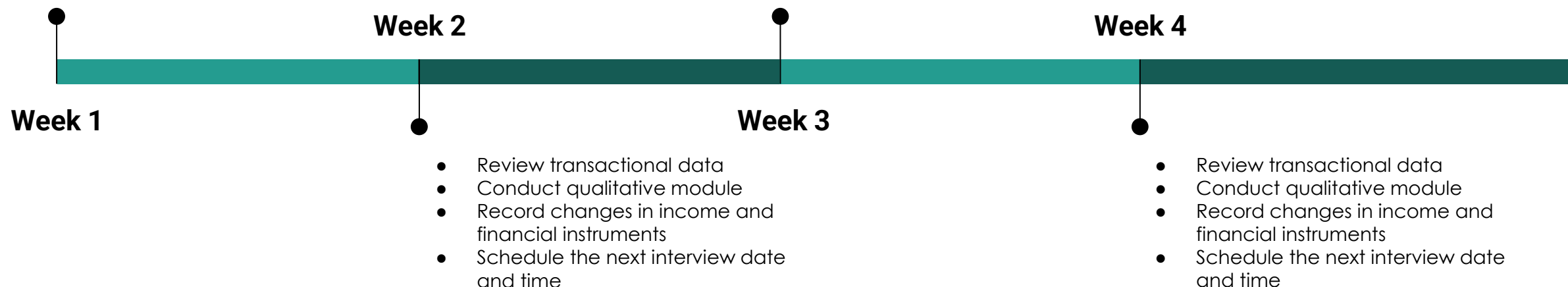


Round 4 Field Work Plan

Partner	No of households
RUF	14
Equity Bank	12
Vision Fund	15

- Starting balances for **financial instruments** for households
- **Major events** that have happened since last interview
- **Big purchases** made since last interview
- Scheduled the next **interview date and time**

- Review transactional data
- Conduct qualitative module
- Record changes in income and financial instruments
- Schedule the next interview date and time





Challenges encountered during data collection

Reduction in the number of respondents

- **Two respondents who were part of the Equity bank sample dropped out.** They are about to be repatriated back home. The two respondents moved to Kampala to live with their relatives as they wait for their documents to get processed.

We started the diaries research with 48 households in round 1, 46 households in round 2, 43 households in round 3 and we currently have 41 households.



02

Round 4 diaries findings

Overall Insights

- In round 4 diaries, unlike previous rounds, we see respondents embracing in-kind transactions as a form of payment. For agricultural income, respondents would get free labor in their leased lands in exchange for farm produce. This was also similar for casual employment, especially for respondents working for the host communities. They would work and get paid in crops like matooke or maize flour.
- Throughout the diaries, we have seen instances of shop credit increasing. This is mainly due to reduced income and reduced cash transfers and food aid.
- There has been a steady increase in mobile money usage. Refugees are now able to open mobile money accounts and can see the need for it. They mostly use mobile money to receive remittances from their family and friends.
- Hospitalization of family members is continually seen as a challenge with majority of Vision Fund the households having to close shop to take care of their family members in hospital.
- Respondents have typically interacted with money from a young age. Mothers and female relatives played a big role in keeping funds and providing financial advice to both men and women.
- Relatives and friends were a key part of financing the relocation journey plus settling in the new country.
- Gender roles affected how women navigate and are perceived by host communities. Women were often more vulnerable than men.

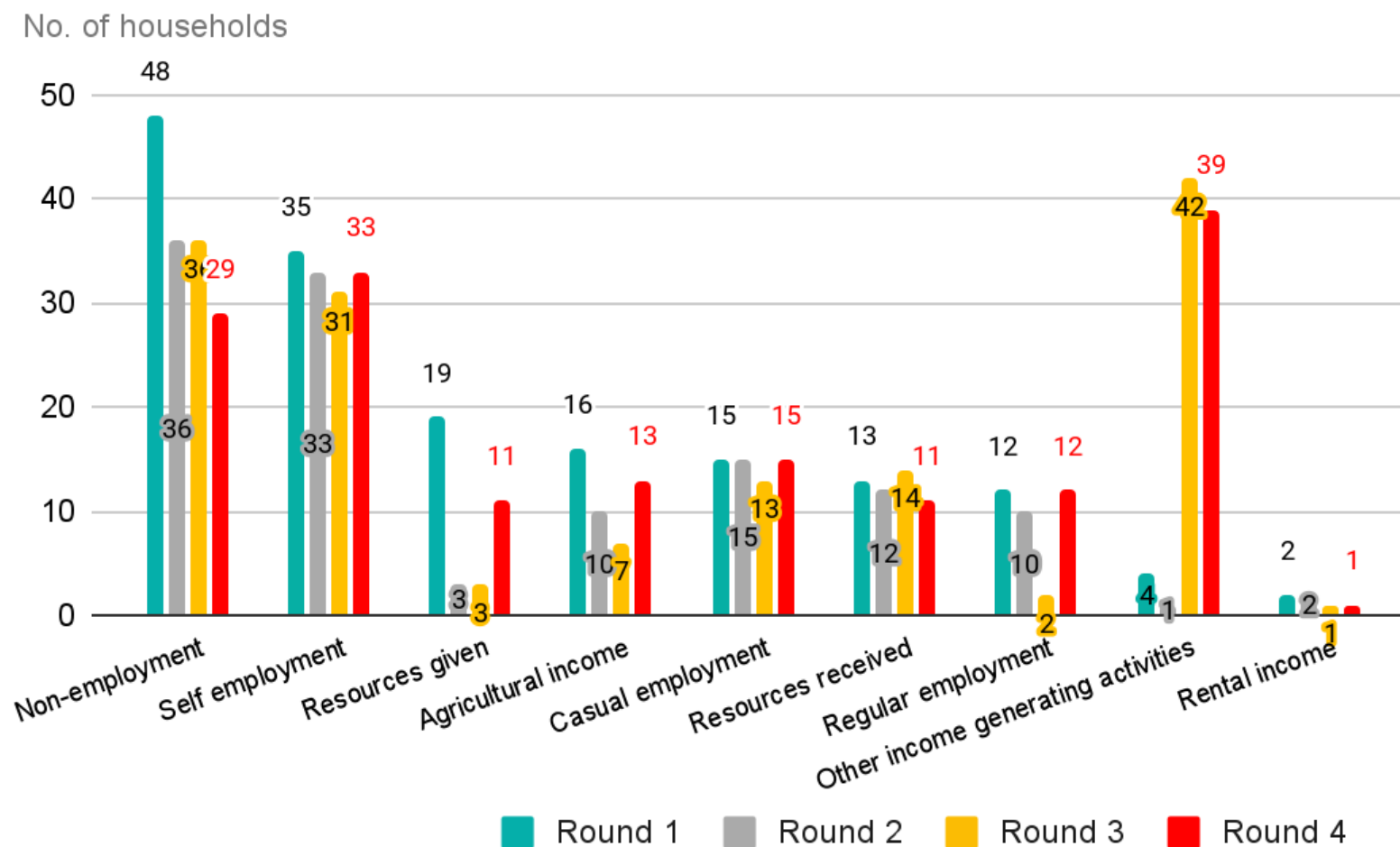


Income

Definitions of income

Income	Description
Self-employment income	A person is self-employed if they are running his/her own business with no other boss to report to. The business may be either formal or informal and may be part-time/full-time and have expenditures like stock and rent which they are not reimbursed by the client
Non- employment income	The person earns non-employment income if they get some money or goods from an institution, like government, church, or an NGO.
Property rental income	Rental income to property owners.
Casual employment	The person may have engaged in casual work if they work for various clients and have minimal expenses associated with the work. This is mostly about providing labour.
Other income-generating activities	Payments from others in exchange for some small help including - Renting out tractor, plow, oxen, or other items for money; bottle collection/recycling or recycling or reselling discarded items (besides bottles);gambling winnings (cards, dice, etc.); bull fighting, cock fighting, boxing; lottery or sweepstakes winnings and compensation for participation in surveys, studies, or focus groups
Regular employment	The person may have engaged in regular employment if one or both of the following apply - either the job is done on a regular basis or the person earns regular pay, although the job may involve contingent-pay such as tips, commissions, and bonuses.
Resources received	Money or gifts received by the respondent household members from people who live outside the immediate household.
Resources given	When respondent household gives money or gifts to people who live outside the immediate household.

Most households engaged in some form of self-employment throughout the diaries



Respondents received tokens for their participation in the research. This was tracked under the “other income”

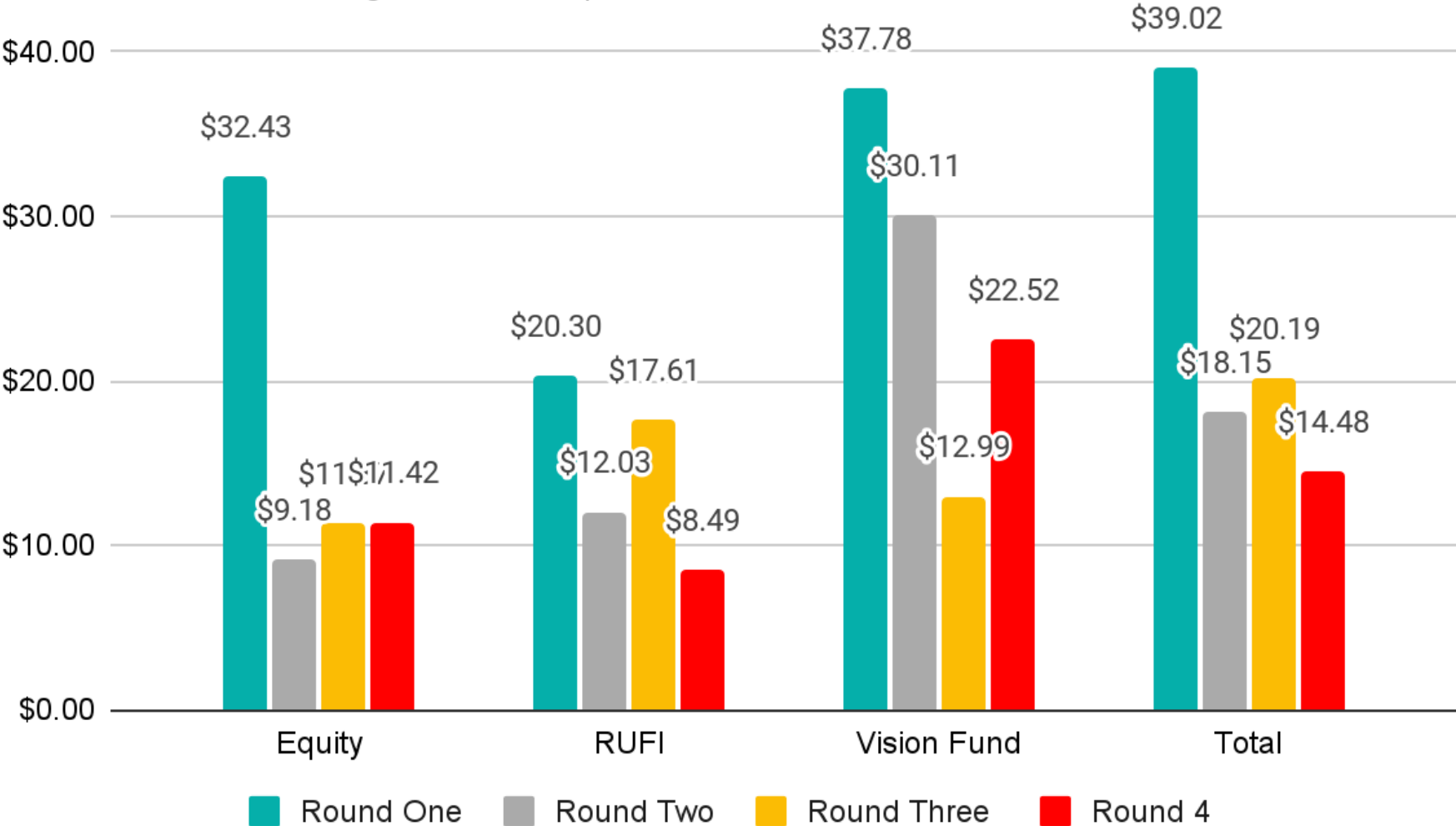
The number of respondents who received non-employment income reduced because they had not received it by the time, we were conducting interviews with them.

Regular employment increase due to teachers being recalled and prepping for the start of the new school year in January.

Note: 7 households have dropped out since the beginning of the research

Average income in USD

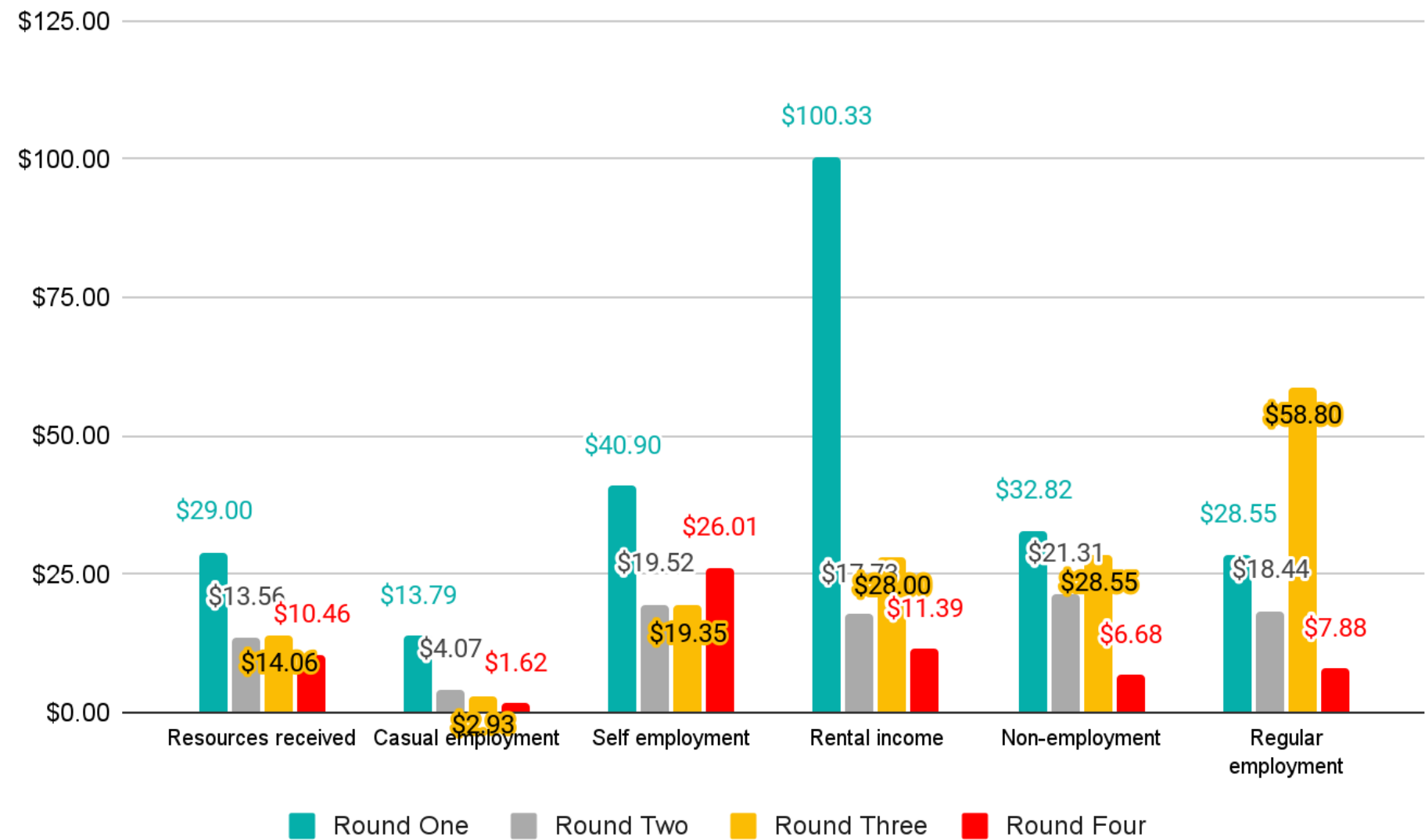
Round 1, 2, 3 and 4 Average Income Comparison



Average income increased slightly for Vision Fund respondents because salaried teachers are back to work to prepare for January classes. Some households have started receiving cash transfers as well.

*Average income in UGX. *\$1=3,650Ugx see annex

Self-employment increased as a major source of income while regular employment decreased



Income payments are still largely made in cash

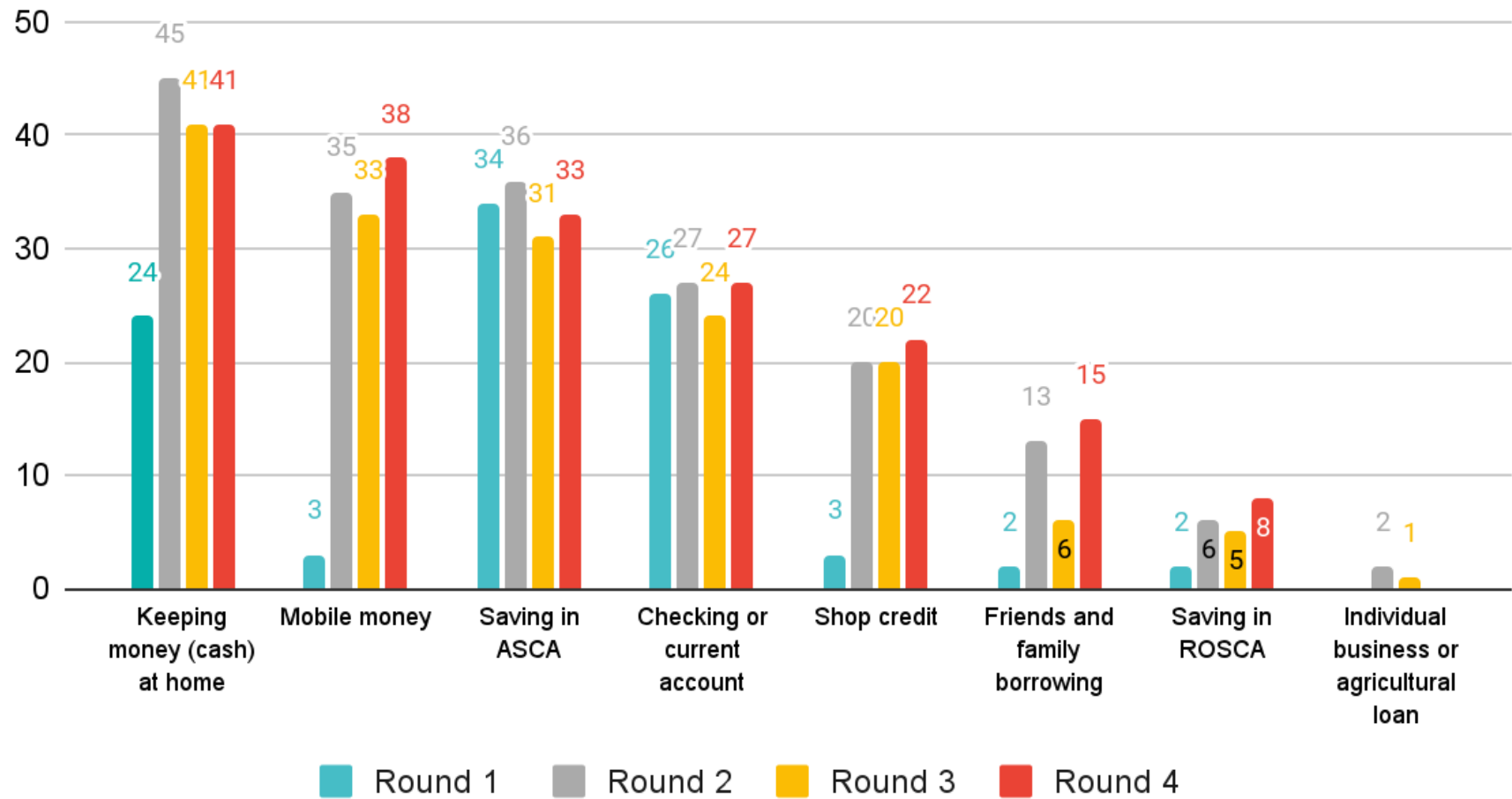
Income	Cash				Direct deposits				Mobile phone transfer				In-kind			
	Round 1	Round 2	Round 3	Round 4	Round 1	Round 2	Round 3	Round 4	Round 1	Round 2	Round 3	Round 4	Round 1	Round 2	Round 3	Round 4
Agricultural income	100%	100%	100%	98%	0	0	0	0	0	0	0	0	0	0	0	2%
Other income	100%	100%	100%	100%	0	0	0	0	0	0	0	0	0	0	0	0
Rental income	100%	100%	100%	100%	0	0	0	0	0	0	0	0	0	0	0	0
Self employment	99%	99.53%	99.74%	100%	0.50%	0.19%	0.13%	0	0	0	0	0	0.50%	0	0	0
Casual employment	100%	92.98%	90.48%	90%	0	0	0	2%	0	0	0	0	0	7.02%	9.52%	8%
Resources received	29%	42.86%	52.17%	58%	18%	19.05%	26.09%	2%	12%	9.52%	4.35%	16%	18%	23.81%	17.39%	21%
Resources given	33%	33.33%	57.17%	86%	0	0	0	5%	0	0	14.29%	0	67%	66.67%	28.57%	9%
Regular employment	100%	96.77%	0	92%	0	3.23%	100%	5%	0	0	0	0	0	0	0	3%
Non-employment	0	13.51%	8.89%	69%	95%	58.11%	37.77%	2%	0	1.35%	0	0	5%	27.03%	53.33%	29%

Financial Instruments



The use of mobile money, shop credit and saving in ROSCA increased

Financial instruments usage by household



There was no significant reduction in the usage of financial instruments.

Respondents used different financial instruments as coping mechanisms to enable them to survive the pandemic.

Shop credit has increased in each round while borrowing from family and friends decreased in round 3 and increased in round 4.

Also, notable is the increase in respondents saving in a ROSCA and ASCA plus the increase in mobile money usage.

Cash is still the preferred mode of transactions

Cash Flow Category	Cash	Direct deposit	Mobile phone transfer	Money transfer	In-Kind	Automatic
Act as money guard	100%	0%	0%	0%	0%	0%
Friends and family: lending	100%	0%	0%	0%	0%	0%
Saving in a ROSCA	100%	0%	0%	0%	0%	0%
Use money guard	100%	0%	0%	0%	0%	0%
Saving in an ASCA	100%	0%	0%	0%	0%	0%
Keeping money (Cash) at home	100%	0%	0%	0%	0%	0%
Friends and family: borrowing	100%	0%	0%	0%	0%	0%
Credit given to clients (shop credit)	86%	0%	0%	0%	14%	0%
Mobile Money	75%	14%	11%	0%	0%	0%
Checking or current account	93%	7%	0%	0%	0%	0%

Major events and Goings on



Description of major events and goings on

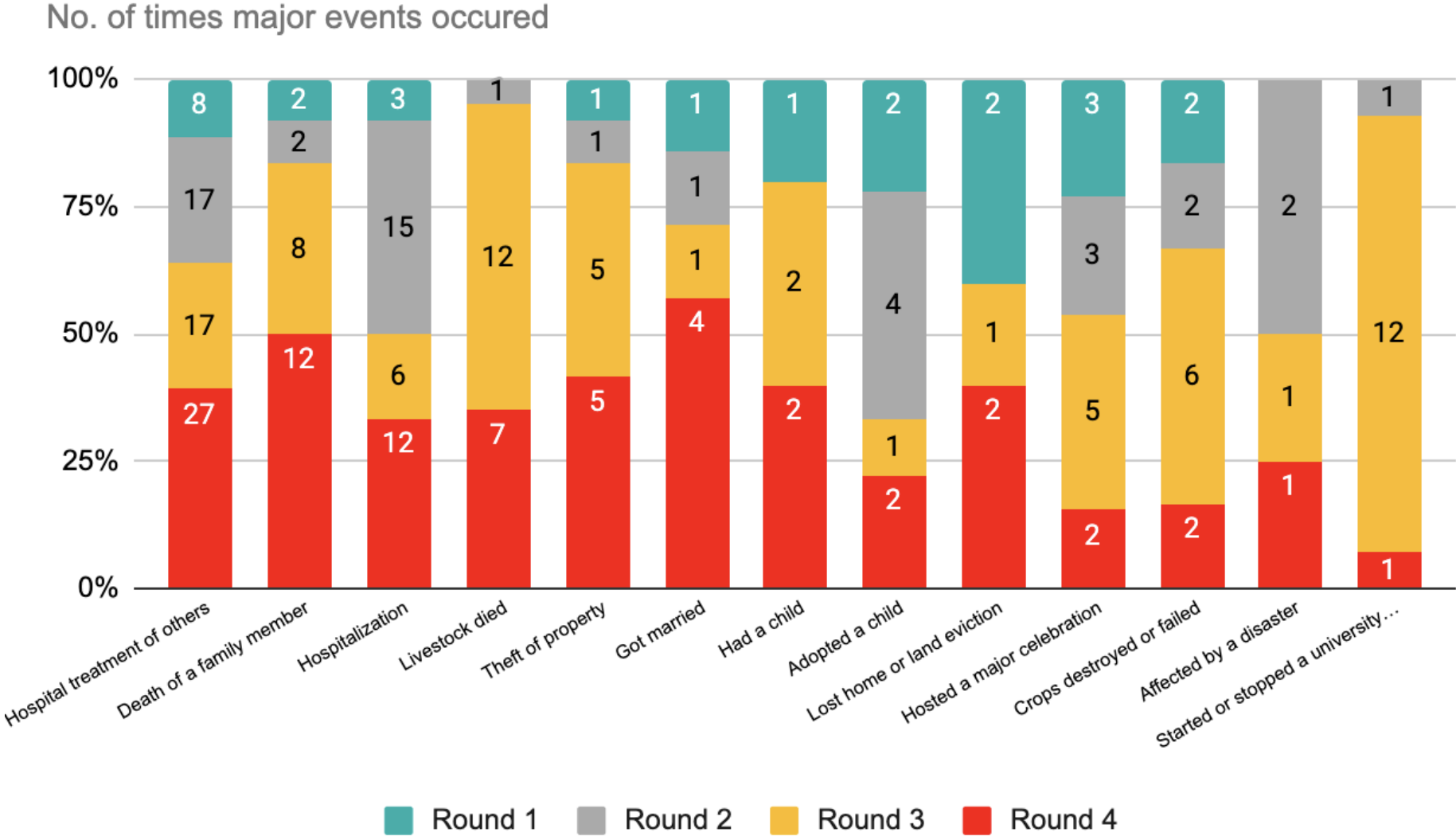
Major events - Records major events occurring in the household, including who is affected, the date the event took place, a qualitative description of what happened, the impact of the event on cash flows, any additional expenses that were needed to address the costs of the event, whether any money or assets were sold due to the event and strategies the household employed to raise additional funds.

Examples of major events include: the death of a close family member or friend; adoption of or taking in a child; hosting a major party or celebration; crop destruction; theft; starting or stopping school, college or other educational training; marriage; major accident; admitted to hospital; natural disaster (such as flood, fire, drought, etc.), separated from spouse, loss of home or land and death of livestock.

Goings on - Captures whether (during the period preceding the day of the interview) household members experienced some kind of disruptive or novel event, even if it had no direct cash flow implications.

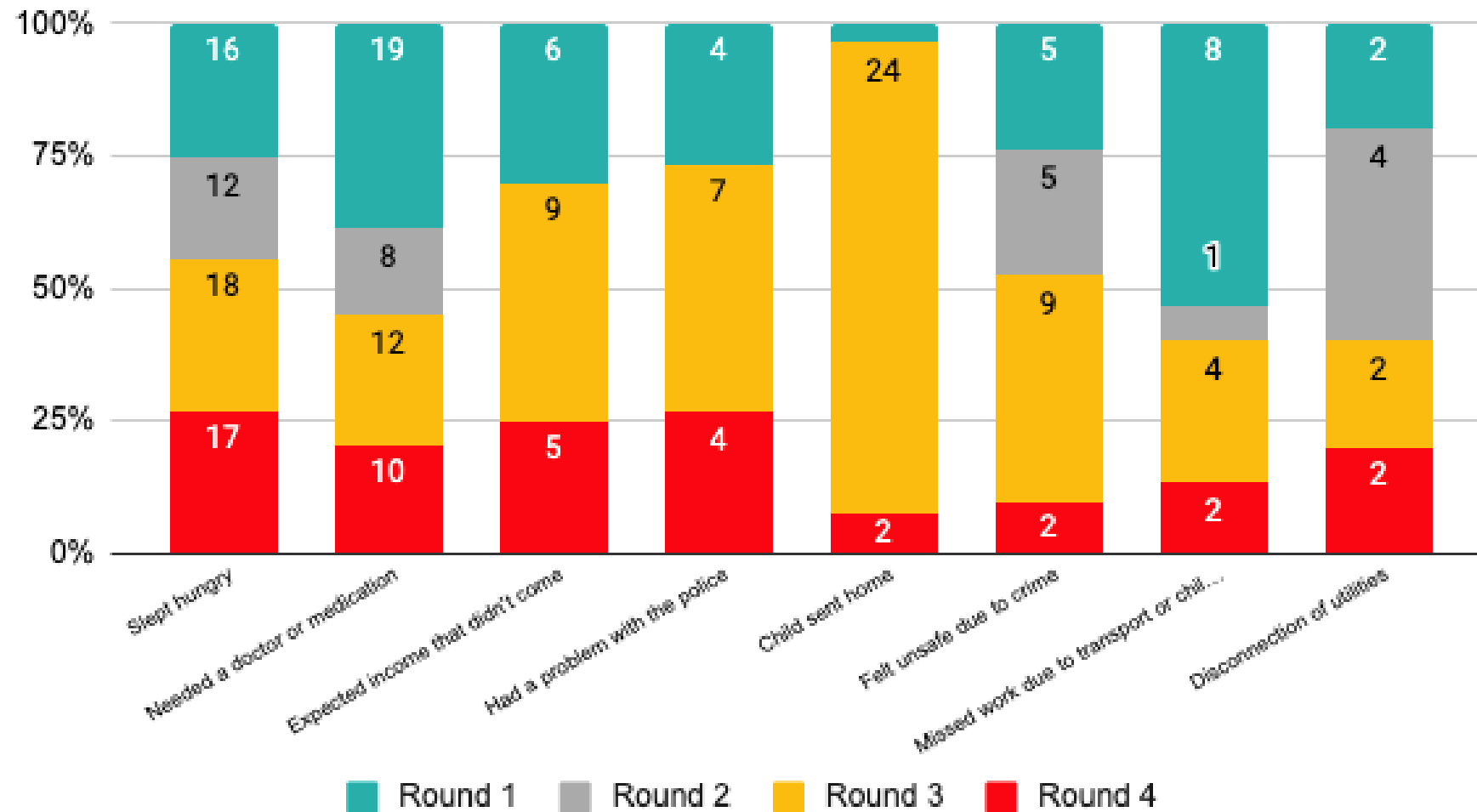
Examples of goings on include stopped by authorities, needed doctor or medicine but went without, felt unsafe due to crime, threatened or experienced disconnection from electricity or water for not paying bill, asset seizure to repay debt, missing an appointment or work due to lack of transport or childcare, failure of expected income to arrive, started or stopped a romantic relationship, going to sleep hungry or without eating, sent home from school (for any reason).

There was an increment in hospital treatments, hospitalizations and death of family members



Respondents slept hungry and needed a doctor or medication

No. of times goings-on occurred



- Throughout the diaries, a number of respondents slept hungry. Round 3 had the most number of participants going hungry.
- Respondents also mentioned needing a doctor and medication in all the rounds of diaries.
- More than half of the respondent households in round 3 had their children sent back home because of school fees and school closure. Only two children were sent home in round 4.
- Overall, the number of going ons that occurred in previous rounds were fewer in round 4.

03

Gender module





Gender module background

This module explored the gender differences in financial behaviors of diaries respondents.

We asked questions about money management and the use of existing financial services to understand the financial needs of these respondents.

We interviewed 53 respondents regarding their financial journeys beginning with their interactions with money as children to money management in resettlement as adults.

Financial decisions in childhood

Male

Source of funds

- Pocket money from parents and relatives
- Casual work and part-time jobs

Management of funds

- Boys were likely to save money with their mother or a person of authority like headteacher

Financial advice

- Boys mostly received financial advice from their mothers

Use of funds

- Boys mostly spent their money on food items, clothes and accessories

Female

Source of funds

- Pocket money from parents and relatives
- Casual work and part-time jobs

Management of funds

- Girls were likely to save money with an older female relative or keep it themselves

Financial advice

- Girls received financial advice from female relatives i.e. mother, sister and grandmother and their peers

Use of funds

- Girls spent their money on school fees, necessities and snacks

Financial decisions in adulthood

Male

Source of funds

- Casual work, employment, and running a business

Management of funds

- Men saved their money in savings groups, banks, at home, with their mothers and on mobile money.

Financial advice

- Men received financial advice from their mothers and friends.

Use of funds

- Men mostly spent their money on family and household items, clothes and accessories

Female

Source of funds

- Casual work, employment, running a business and money from spouse

Management of funds

- Women saved their money at home, in savings groups, with their parents, husbands, siblings and female relatives.

Financial advice

- Women received financial advice from female relatives i.e. mother, sister and grandmother and their peers and their dads.

Use of funds

- Women spent their money on their sibling's school fees, household expenses and their own clothes. Married women bought stock for their businesses, household items and saved for their education.

The costs of leaving home

- **A few of the wives who made the decision to resettle faced opposition from their husbands who preferred to remain behind.**

“My husband didn't want us to leave because he had a good job in government, but I told him that our kids were not safe. In fact, he refused to give us transport money.”

- **Transportation and food were the most frequent expenditure on the journey, leaving households with minimal or no cash to spend.**

“We used a lorry as a means of transport, and we paid 5,000/= Sudanese pounds since transport was hiked.”

“I spent 560,000 on car hire and something like 100,000 on feeding on the way.”

- **Both men and women lost money saved in the bank and with friend or relatives.**

“I did not withdraw all the money from the bank because I thought I could access my account from Uganda. By that time the war has not started yet, so the bank didn't show any signs of closing. I thought my money was still safe.”

“I also had some savings kept by my friend but I was in a hurry to leave Sudan and so I forgot to collect that saving from her.”

- **Money that remained after the journey was used to set up businesses.**

“Whatever remained is what we used to start up the business of secondhand clothes.”



Low points, high
points and
aspirations of
refugees

Family oriented issues have left women financially vulnerable

- **Several women mentioned having separated from their husbands as a result of polygamy. The family responsibilities fell on the women when their husbands married new wives and started new families. Women's lives were often interrupted with the changes in the household.**

"My husband left me with the children and went and married another woman. At that time, I was not working. I was depending on the cultivated things and the money we would get from what we sell, I was left with no money to feed the children."

"My lowest point in life was when I was forced to leave my own home that I built from zero for my kids here in the camp because my husband who had never come to Uganda came and interrupted our peace. He mistreated me and my kids and I decided to leave the house and take my kids to my mother's home. I am currently seeking refuge in a friend's home. This happened in August 2021. My husband had stayed in Sudan, and I thought that he was still the same man that I knew when I directed him to our home in Palorinya but when he came, I realized that he had become a drunkard and takes drugs, and he would beat me and the kids almost daily, so we decided to run away from the home."

- **Financial-related shocks affect families especially hospitalization and death of main income earner. They become financially vulnerable because of the unexpected cost related to these events.**

"I got sick for two weeks I was admitted but I didn't have money. By that time, I was just doing casual work in the gardens of the host community, and I would earn like 2,000 to 5,000 (Ugandan shillings) a day and we would use all that money for feeding so I didn't have any savings that time. We suffered because even at home we didn't have any money or food."



Several women reported having experienced GBV in their relationship

Gender-based violence (GBV) was highlighted as an issue by women especially physical abuse by their partners. Women were unable to leave their partners due to lack of resources.

“Between 2018 and 2020 my husband was very hostile at home; he would beat me almost every time he came home in front of the kids. He would accuse me of adultery whenever he heard that I had gone to attend funerals in Sudan, yet it wasn't true. He always found some fault to annoy him and beat me up, but I even think he was drinking a lot in that time. At one time I even wanted to leave his home, but he threatened not to help my kids again if I chose to leave him and since he was a strong muscle in my finances, I just kept on taking the beatings.”

The low points for men were financial and social in nature

Men faced bigger financial losses as compared to women because of their likelihood to invest in high-risk investment such as agriculture

"In 2020, we decided to invest in farming to widen our sources of income. But all our crops failed. We had invested 250,000/= to rent the land and spent over 350,000/= on labor and seeds but we didn't harvest anything at all. That was my worst investment ever. I think I will not invest in agriculture again until I get my own land. I will only plant food items on our small plot of land and not commercial agriculture. The good thing is that I had not borrowed the money, I had used my own savings at home so I didn't have to pay debts for an investment that did give any revenue."

Men are more likely to face community hostility and mistaken identity

"In 2009 when I was looking for jobs, cattle keepers engulfed me, and they started beating me up I was just saved by a certain man that saw my refugee ID and told them to stop"

The high cost of unexpected shocks have left families in bad financial situations

"In 2020, I fell sick, and I had to spend over 1 million shillings on that sickness. I went up to Kampala to get cured. I spent like 2 weeks without working and I used money that I had saved in the house to take us through those days because also my wife was taking care of her sister who was very sick in Yumbe. That time was really challenging but I thank God we had some savings in the house that helped us through."

"The death of my brother in January 2020 is my lowest point. My brother refused to leave Sudan even when the war was going on and he got shot in the spinal cord, he was admitted in Arua hospital for three months, but he didn't survive. He was helping us financially and he was my best friend."

For women, the importance of a successful marriage and the ability to make decisions in the family came through strongly as high points

“My husband resuming to support my family in 2019 is my highest point. I was not able to send my kids to good schools because I had a lot of responsibilities on my back, and I was alone. I had only retail shop as my source of income, yet I had to take care of the family. So, when my husband came back into our lives, I felt like a big burden had been carried off my chest.”

“June 20th, 2020, is the day my husband lost his job and it's the best day in my life. He changed from a rude man to a polite person and ever since then, he has never even tried to beat me. I take that day as my independence day because now I even make big decisions in our household and my husband follows. The home is now very peaceful and happy. Currently I am the biggest income earner in the household, and I am free to do what I want since my husband sees a lot of value in me now. In fact, I help him to save in his ASCA when he fails to get any income.”

“The moments I would find my shop full of commodities for sale. At that time my husband had been saving in the ROSCA and accumulated that money.”



The relocation decision: who finances the journey?

For many refugees the person in the household who makes the decision to migrate is the financier of the journey

- Where **the wife convinced the husband**, she was the one who mainly financed the journey.

"I made the decision and my husband accepted for us to leave the village. At that time my husband was not working because he had lost his job some months back, I financed the journey using the money that I had kept at home."

- Where **the husband made the decision for them to leave** as a family, it was the husband who mainly financed the journey.

"I was married and it was my husband that made the decision that we had to leave the country and run to Uganda. My husband paid all the transport costs because I had little money on me at the time."

Men aspire for material wealth, along with the ability to sustain it through a good business (1/2)

Men gain status through demonstration of developmental projects. They are perceived as protectors and providers; such situations make them feel dignified. Mainly, they relate the achievements with tangible items that many can see.

“In March 2020, I managed to buy myself a brand-new motorcycle to help me in my business and I also managed to build a better house for my family. Those were my dreams ever since I settled in Uganda and I managed to achieve them through regular saving in the group, minimising household expenditure and good decision making by me and my wife.”

“I managed to buy land in Koboko district worth 7 million shillings, and I used my savings that I had in the house.”

Gender roles prescribe that men should be the providers of the family. Therefore, a man must have the means to bring food to the table for his family.

“When I got the teaching job in 2018, I was very happy. At least it meant that I would get a constant income and I could make expenditure plans and draw personal future plans for myself. Sometimes I would even look after the household for a month without requesting for anything from my husband sometimes I felt very hopeful.”

“My best point was when I succeeded in setting up a business for my wife in January 2021. We were depending on only income from my casual work but this business improved our household income.”

“I bought my own piece of land near a good water source, and I saved money and bought a water pump worth 2.3 million shillings. I had saved this money in the house. This pump has enabled me to do agriculture throughout the year and this has greatly improved my household income.”

Men aspire for material wealth, along with the ability to sustain it through a good business (2/2)

Men placed more importance on investing in their business

"I got a loan from Vision Fund worth 800,000 that I used to add stock to my retail business in 2020 and this business loan has helped us a lot in this lockdown when my income from teaching was very unstable. Our situation would have been very bad if we had not restocked our business using that loan. From our group, it's not easy to borrow money above 500,000 because the loan period is just 3 months, but Vision Fund gave us 10 months to repay. This came at the right time for me, and we paid back the loan very well and the business is working well."

"October 2020 when I got a loan from Vision Fund and expanded my stock size in the shop, I added more food items, clothes and other stock and the shop has now really grown, and it is bringing in better income for us. We had really struggled with incomes and so the loan came at the right time of the year when people are spending their savings since it was nearing the festive season. We made sales and repaid the loan amount in almost 4 months and were very happy."



Aspirations of refugees (both male and female)

Education for self and children

The education of children was important for both men and women. Respondents also expressed interest in continuing their own education and building their skills.

“Education for my children so that they can also speak English.”

“My biggest aspiration is having my children complete education and I take them to good schools in Moyo or Adjumani. The schools in the camp have very low standards and I feel like taking my kids to such schools is wasting their time in school because at the end they will not succeed at all”

“My dream is to get vocational training in tailoring and also attend some adult education classes so that I learn some English”

Diversification of income source

Respondents who owned businesses were keen on expanding their current offerings as well as diversifying into other areas to increase their income.

“I plan to set up a wholesale shop in Adjumani town because my shop here in the camp is not giving me enough income and people have started leaving the camp going back to Sudan, so I have fewer customers now.”

My key plan or goal is to add a retail shop to this phone charging place because I have to provide for my household.

Investments

Women's investments were focused on building a future for their children i.e. buying land, building houses, starting additional businesses while men's investments were focused on increasing their assets and earning more income.

I have plans of building a bigger house on my plot because my girls are grown and so I need to share the house with them for their safety because I want them to complete school without boys disturbing them.

I have plans of buying a motorcycle ... it's very profitable here in the camp.

I plan to buy plots of land from those people who are leaving the camp and I will use those plots for doing agriculture.

Both male and female aspire for a better life

Relocation / repatriation (Male)

Male refugees aspire for relocation to new countries to take advantage of available opportunities.

“Getting relocated to country like Holland since there are fishing jobs; I can easily do fishing.”

“I want to be resettled in America mostly because of the children not for myself, there is good life there. Some of my relatives are there.”

... while other men prefer to be repatriated back home because of the reduction in the aid they have been receiving.

“I want to leave the camp and return home to Sudan because I have some land there that I plan to utilize and set up my home. We are not allowed to own land in Uganda unless you offer a bribe to local authorities.”

Stable marriage relationships (Female)

Women aspired for stable marriages and peaceful relationships with their husbands. Several women mentioned they would consider separation because of marital issues.

“I want to maintain a stable relationship with my husband so that we raise our kids together. I went through a bad childhood because my mom and dad separated due to constant misunderstanding, and I don't want my kids to have such parents.”

“I want to maintain my relationship with my husband in a healthy state because he has been a great husband ever since I met him and he has improved my status from a cheap village girl to a respectable lady in the community.”

“My only dream is to get another plot in the camp, and I leave my husband and I start a new life as a single mother. I can't be the person who brings in more income and when I try to plan for what my husband provides, I end up being beaten. I think it is a big injustice and complete betrayal.”



Financial device usage

Men use banks more than women while both genders use ASCAs and keep cash at home

- Both men and women highly value savings groups. This is because it allows members to save in a disciplined way and have access to borrowing. Most women were members of savings groups back in their home countries.

“My saving group called Friendship is the most important. I joined this group in 2018, but we started this group in 2015 while in Sudan.” - Female respondent.

- Banks are generally used by respondents who have formal jobs. Their employer pays salaries through the bank. Only a few of the respondents have individual accounts such as businessmen in Nakivale settlement camp, where they save for a rainy day.

“I started using the Stanbic bank account in 2018 when I got the job as a teacher.” Male respondent.

- Keeping cash at home is the ultimate holding place for all the respondents. However, some cited not saving large amounts but had small amounts that can be used in case of emergencies and day-to-day activities of running the household.

“I value my money kept at home more than any other, and I keep most of my money at home always. I am a member of a savings group, but I rarely attend the meetings.” Female respondent.





Refugees depended on savings group during their low points

Savings groups helped members manage their low points through helping members save, provision of loans, clearing medical bills and contributions for funerals.

Men

- Contributions provided capital for business investment
- Non-members were able to get a loan, albeit with high interest rates
- Provided funds to help pay hospital bills
- Offered money as a group to help with burial
- Provided a quick loan to have roof fixed when member had no other source of money
- Provided loan to a member to buy food after receiving no aid for 3 months

Women

- ROSCAs helped members save and accumulate money for capital
- Forgave one group member the interest for a loan after heavy rains destroyed the garden in which she had invested her loan
- Enabled member to borrow money to clear medical bills
- Enabled member to borrow a loan at no interest

Limited access & low service availability are key reasons why people stopped using financial products

Banks

Banks in Palorinya and Bidi Bidi do not have branches within settlements. The distance and cost associated with getting their services are relatively high. The few respondents who used to patronize bank services have since stopped.

"I have not stopped completely, but I don't use banks frequently because they are very far from me. I only receive money for school fees from my husband and my salary from Windows International, but I don't use the bank for my savings, yet I was planning to use it. The banks are far. I can spend like 50,000 on a return journey if I am to access the bank." Female respondent.

Money guards

Respondents who entrusted their money with money guards stopped when they could not access their funds when needed.

"I stopped using money guards because when I needed my money to solve an emergency, it was not available." Female respondent.

Keeping cash at home

Majority of the respondents keep money at home but also save in different places. Occasionally, a few would forget where they had kept the money.

"I stopped keeping money in holes outside the house because I got a challenge when I was fleeing Sudan at night. I failed to locate where I had dug the hole, and so I lost that money. Now I save in the house or groups." Male respondent

ASCA

When faced with emergencies respondents turn to savings groups for financing. However, when the income earner falls sick and is unable to pay back the loan it becomes overwhelming for them particularly if they are not earning an income.

"We had a savings group, but we stopped because I got sick and I wouldn't work or earn anymore, so I stopped saving. I got a loan so that I can treat myself, and I even failed to pay in time, and it accumulated a lot of interest although I later paid it." Female respondent

04

Cash Transfer Program



Overview of cash transfer in Nakivale

World Food Programme (WFP) Uganda provides cash transfers to refugees residing in refugee settlements in the South-Western region (including Nakivale, Oruchinga, Kyaka and Kyangwali refugee settlements) of the country. The cash transfer is sent through the Equity bank card which all refugee households are provided with.

Most households reported having started receiving the cash-based transfer (CBT) in 2017. An eligible household received **31,000 UGX (\$8.49)**, although this was reduced to **22,000 UGX (\$6)** in March 2020 just when the pandemic set in. This amount was further reduced to **19,000 UGX (\$5)** in August 2021.

WFP has announced that starting end of November; they will reduce the amount to **13,000 UGX (\$3.56)**.

\$1 = 3,650 UGX



Cash-Based Transfers - Nakivale

- When the cash-based transfer program commenced, most respondents were not sure they could trust the digital cash transfer process because they could not “see” the process. Over time however, confidence in the system was developed.
- Respondents liked the cash-based transfers because:
 - They could use the card as collateral
 - Deposits were consistent and came on time
 - It afforded them Naively more flexibility in food options
- For married respondents, the husband typically decides how to spend the cash transfers. For single respondents, the person listed as the primary respondent makes that decision. In some households, decisions on expenditure often introduced friction.
 - *"Yes, sometimes I go to pick the money, and I see something that I need, maybe a cloth when I come and tell him he complains about it."*
 - *"Yes, sometimes my wife wants to use the money to buy clothes and shoes, yet I want to use it for buying food."*
- Respondents are worried about the continued reduction of the cash-based transfers as it directly impacts their livelihood options



Cash transfers - West Nile

- In 2019, Equity Bank responded to WFP and UNHCR's request proposal to provide an Electronic Payment system for delivery of food and multi-purpose assistance.
- Currently, there are over 20000 households receiving food assistance in cash from WFP via Equity Bank and Post Bank. Cash assistance enables refugees to easily meet their unique needs, bridge time, and geographic differences. It further provides a platform for financial inclusion and literacy which is done through providing financial training at the points of verification of the refugees.
- In November 2021, Equity Bank started conducting a similar exercise in the West Nile region where there are other refugees' settlement camps.

Feedback from non-cash recipients in West Nile on the introduction of cash transfers

- **Family disintegration**

10 out of 32 women respondents highlighted family wrangles as the most significant issue in the case of CBT

"If not handled well, cash transfer can easily break families in this settlement. There is money given to pregnant mothers by some organizations, and I hear it's around 90,000, but many family wrangles have come up between husband and wife. Some men want their wives to give them this money, yet it's for the women to feed well, but some men don't care; they even beat up their wives because of that money. Now I imagine giving money for the whole family to such a husband; he will not buy food for the family. And if the cash comes through the wife, the husband will demand it from the woman badly, causing more financial, domestic violence. That's what I think about cash transfer, and I would prefer that we continue with food aid for married families, and maybe cash transfer starts with single mothers."

- **Artificial food shortages**

"The only thing that I can tell you about cash transfer is that it's going to bring hunger in the camp. I hear that we will be given cash very soon instead of food items, but I strongly don't like the money idea because it's going to be hard for people to get food items even if they are given money. First of all, the food prices will go up, and secondly, the cash will be used for other things instead of buying food for the home. If I desire to eat meat and I get cash, I will first fulfill that desire and then think of buying food for the home, which will mean that I will not be able to purchase food that will be enough for my home hence hunger in the home. "

- **Accessibility issues**

2 male respondents cited infrastructure issues, especially in Palorinya, highlighting this as an issue because of lack of banks and agency networks.

"I think food aid is far much better because I can supplement it with my income. Cash aid transfer will require me always to have a bank account or mobile phone, which might be tricky here in the camp because banks are far, and sometimes our phones get lost, and we take long without replacing them."

- **Sensitization on the use of CBT**

I don't know anything about cash transfers. We are still getting food aid. I need to be taught about the benefits of cash transfer as compared to food aid before I can talk about or compare the two services."



05

Recommendations

Recommendations

Providing access to finance

Savings and credit products can help refugees meet unexpected expenses (such as the cost of hospital bills) and invest in their ventures. Access to financial products (i.e., a place to deposit money as well as borrow money) that support savings can help refugees strengthen their financial capabilities. FSPs have the opportunity to provide refugees with products to meet their financial needs.

Financial education

Providing financial education & training to refugees or investing in programs that educate refugees on available financial services and tools can enhance their understanding of personal and business financial management.

To improve the effectiveness of cash-based transfers, recipients should also receive extensive education on the use, benefits and management of the transfers especially when shared amongst the family.



Recommendations

Affordable medical attention and supplies

For refugees, health coverage options are limited. Illness usually puts a dent on household budgets especially when the main income earner falls ill or has to take care of a sick family member. Many household members cannot pay for health services or become impoverished in doing so. The ones that can afford to pay out of pocket usually run out of their savings quickly.

FSPs and other industry players can explore partnerships to ensure refugees are able to access affordable health care including access to health insurance, subsidized insurance premiums and mental health support. Alternatively, prepaid health packages should be availed for refugees to save in advance

Burial policy

Funerals often place a big financial burden on refugee households. In many cases, families turn to borrowing to cover the costs. A financial instrument that helps these households prepare for funerals would be useful such as a savings clubs, an insurance policy or accounts that pay out after death.



Recommendations

Skills enhancement / skills development

Both male and female refugees interviewed expressed a desire to either go back to school, build their skills or get some form of training for employment and for managing their businesses. Job training programs and skills development training should be offered to refugees to build their skills and enable them to apply for jobs or set up businesses. The most mentioned fields that respondents wanted additional training in were teaching, tailoring and hairdressing.

Agricultural education

The refugees who practice farming are interested in learning more about farming practices and accessing resources that would help them improve their farming skills. Educating refugees in appropriate agricultural practices and providing them with access to informational resources or a knowledge hub will equip them with the necessary skills to grow crops for their own consumption as well as for sale.



WFP Cash Transfer Program

As WFP cash transfer program evolves and moves from food aid to cash transfer programs, there are several things they should consider:

- The ability for more than one person to access the aid. In the case of a married couple, offer some amount that only a woman can access so that she is able to cater for the food. In Nakivale, this has already been implemented whereby the household has to register two household members with both being eligible to cash out.
- There are different dynamics on how families treat money. Sensitization on amounts and encouragement to spend the money on food and necessities is needed. In addition to sensitization on what to use the money on, financial literacy should be provided for households to learn about financial instruments as well as financial discipline.
- As the settlements move to cash transfers, it is important to ensure that there are markets where the beneficiaries can buy food close to them. Having several shops with enough stock is critical in the areas where WFP wants to introduce the cash transfers. Also, the monitoring of prices by WFP and relevant agencies to ensure that refugees are being charged the correct amounts.



Resources

Reports

- [Grit, Skills and Luck: Examining the financial lives of refugees in Uganda](#)

Press release

- [Landmark study launched in Uganda to understand refugee income and spending habits](#)

Infographic

- [Financial Inclusion for Refugees \(FI4R\) results of baseline survey](#)

Webinar

- [Rebuilding livelihoods in displacement in the wake of COVID-19](#)

Blogs

1. [New lives, new tools: The financial lives of refugee communities](#)
2. [Linking refugees to formal financial services](#)

Diaries decks

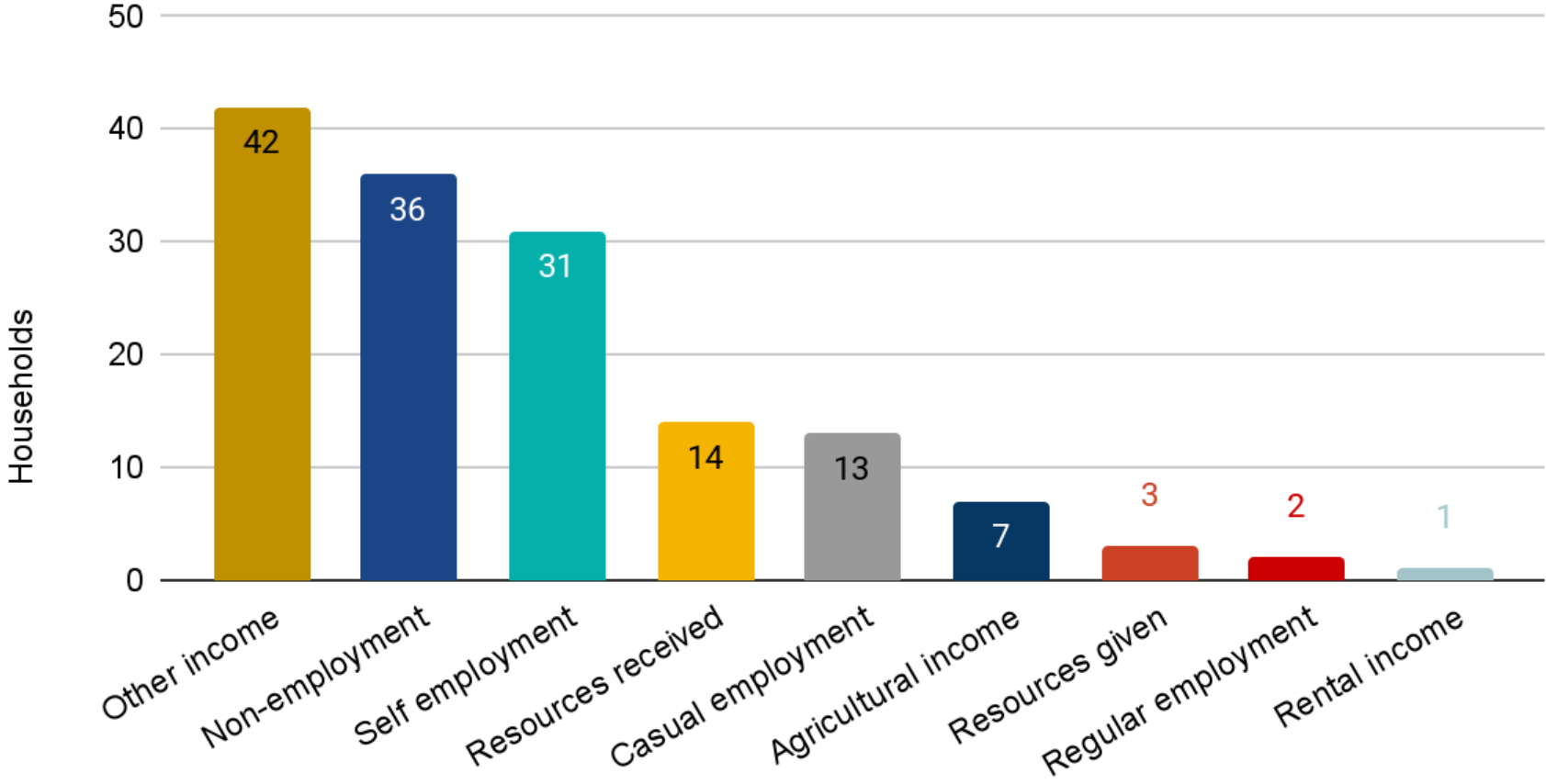
1. [Round 1](#)
2. [Round 2](#)
3. [Round 3](#)

A photograph of a bustling outdoor market. In the foreground, a man in a grey jacket and tan pants stands with his back to the camera, looking towards a group of women. The women are seated on the ground, surrounded by large piles of fresh produce, including bright red tomatoes and dark, dried goods. One woman is wearing a vibrant red and yellow patterned dress. In the background, several yellow MTN mobile money kiosks are visible, with the number '#165#' printed on them. Other people are seen in the background, some sitting and others standing, contributing to the lively atmosphere of the market.

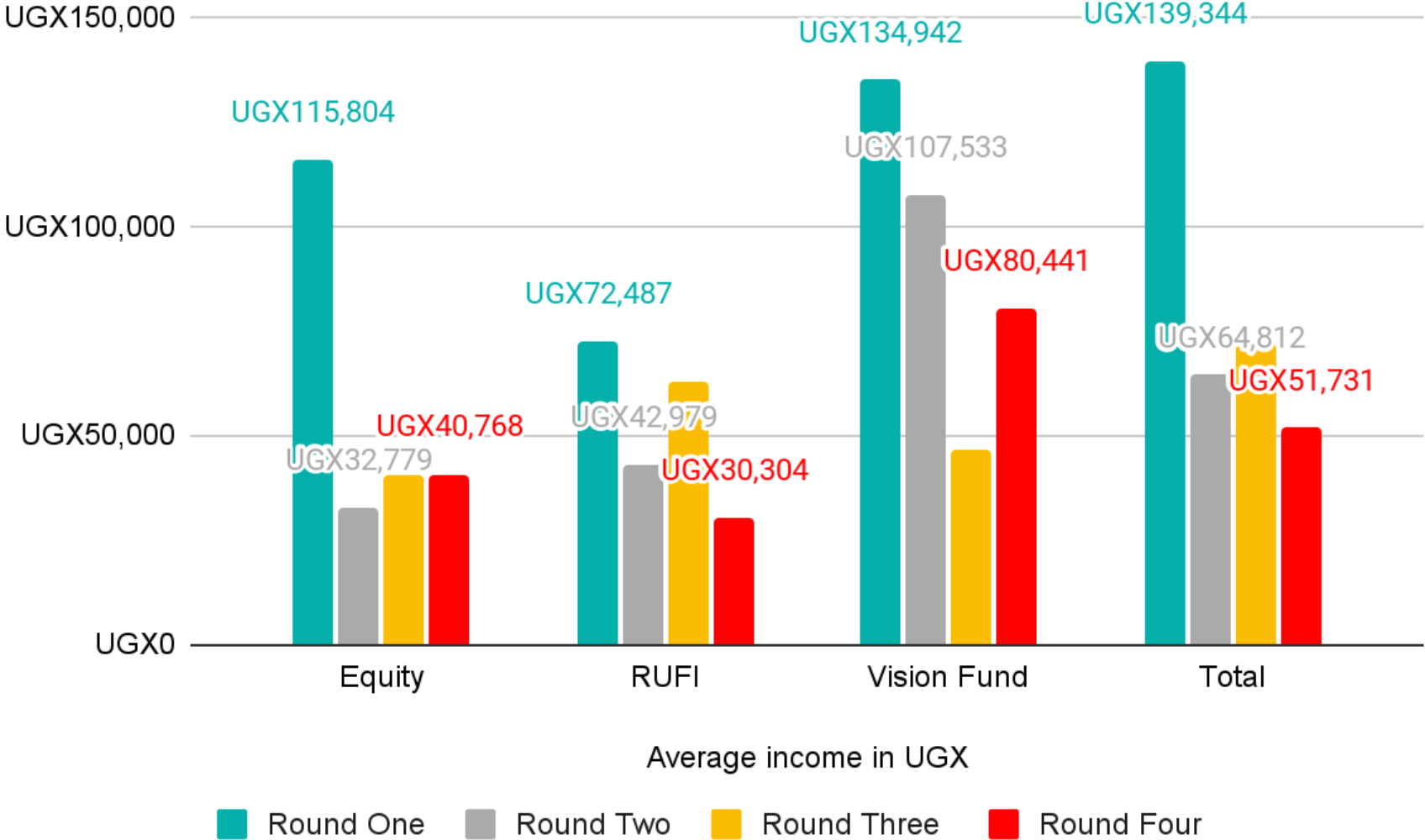
Annexes

The majority of households depend on non-employment income

Number of Households by type of income - round 4

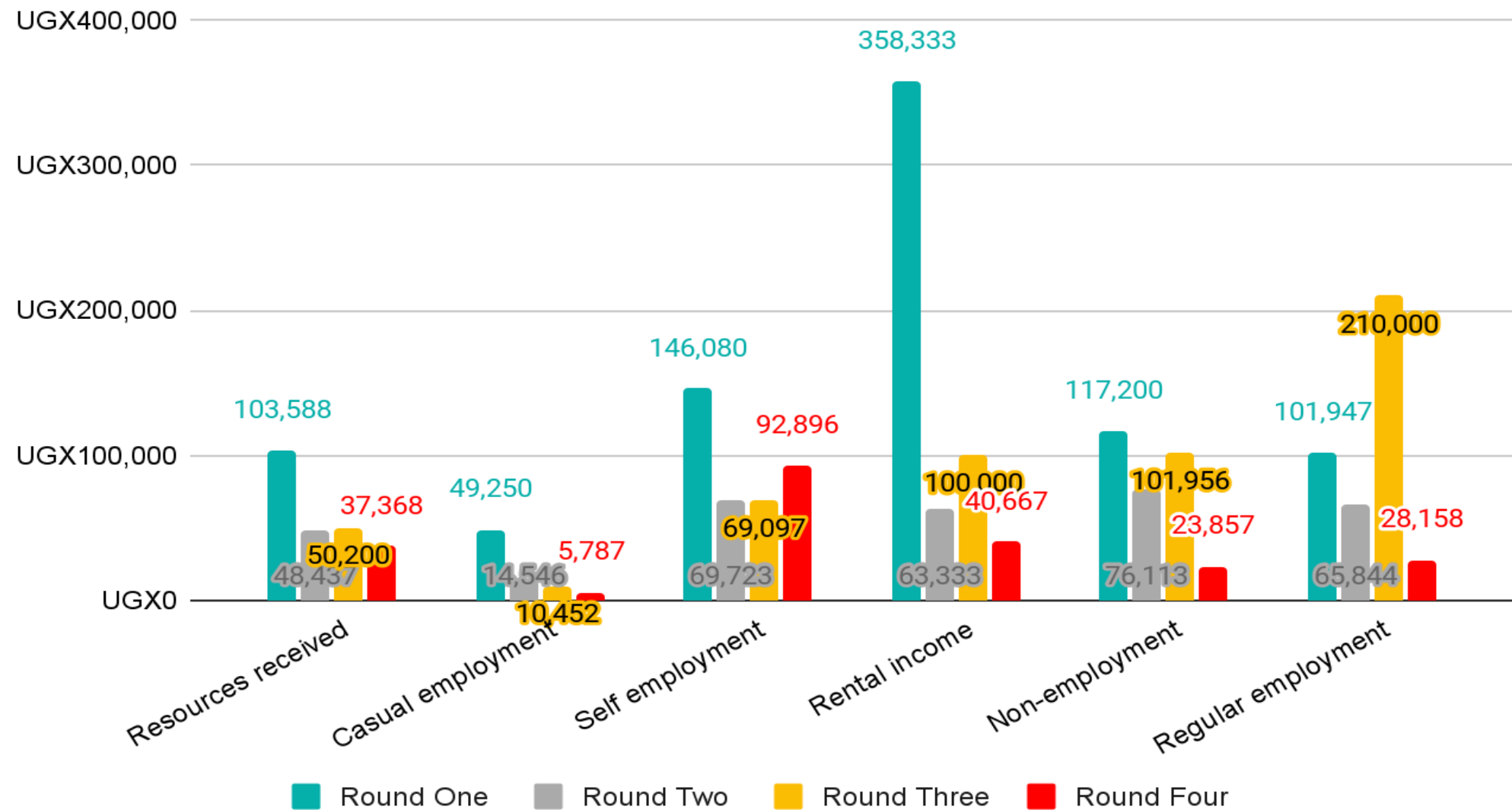


Average income in UGX





Average income increased slightly for Vision Fund respondents because salaried teachers are back to work to prepare for January classes. Some households have started receiving cash transfers as well.

Self-employment increased as a major source of income while regular employment decreased




Amount is in Ugx


Financial decisions as a young child

	Source of funds	Management of funds	Financial advice	Use of funds
	<ul style="list-style-type: none"> I didn't earn any money Pocket money from parents and relatives I used to mend shoes I worked as a porter on building sites I worked as a helper on construction sites over the weekend 	<p>Boys were likely to save money with their mother or a person of authority like headteacher</p> <p>"My mother used to make decisions related to spending money"</p> <p>"I gave my mum some money to save for me"</p> <p>"I used to give my money to the headteacher"</p> <ul style="list-style-type: none"> I kept it myself I saved in a savings box 	<ul style="list-style-type: none"> My parents never gave me any financial advice I was making my own decisions My mother advised me on how to manage money 	<ul style="list-style-type: none"> I spent all the money because it was little I used some of the money to help my siblings I bought food items at school I use it to pay school expenses I bought food I bought myself nice clothes I gave money in church I bought myself a bicycle
	<ul style="list-style-type: none"> I didn't earn any money Pocket money from parents and relatives I sold snacks to earn income I worked in my mother's restaurant 	<p>Girls were likely to save money with an older female person or keep themselves</p> <ul style="list-style-type: none"> My sister saved money for me I saved my own money I saved money with my aunt My Grandmother kept money for me My mother kept money for me 	<ul style="list-style-type: none"> My sister advised me on how to save and spend I was never advised how to use money My mom advised me about how to use income I got advice from my classmates after studying economics My grandmother taught me how to save I was inspired by peers who had nice clothes and other accessories that I wanted 	<ul style="list-style-type: none"> I spent money on school items + clothes I paid fees I spent it on snacks + necessities I gave to my trainer teacher in convent school

Financial decisions in early adulthood - men

	Source of funds	Management of funds	Financial advice	Use of funds
	<ul style="list-style-type: none"> • I worked in a salon • The UN used to give us some money as payment for tailoring training • My tailoring school • I worked in the farms • I used to teach • I got a boda boda that I was riding for someone • I worked as a porter at different construction sites • Doing shoe repairs • I used to sell secondhand clothes • I became a full-time builder plus occasionally doing bodaboda services using my friend's motorcycle • I was doing casual work, pottering and digging for others • I was employed in a stationary shop • I started a piggery business with a pig my elder sister gave me • I sold poles for construction • I sold vegetables in the market 	<ul style="list-style-type: none"> • I saved money in a savings group • I had a savings group where I joined, and I would save 10,000 every week • I kept some of the money in my wallet. I thought that saving was for those who got big incomes • I kept some money at home • My mother saved some of the money for me in a savings group without my knowledge • I saved a little on my phone • I saved some money in a bank after expenditure • Whatever money I would get, I give it to my mum to keep it for me 	<ul style="list-style-type: none"> • My friend used to give me advice about how to save money • My mom started advising me about money handling • No one advised me on how to manage money 	<ul style="list-style-type: none"> • I used the money to buy clothes, shoes and food and to care for my children • I bought goats and chicken to save • I used the money I saved in savings group to buy sewing machines for each person • I would use the money to buy chicken, goats and I would eat it the reminder • I used to use some for food and paying house rent • I would use the money home for consumption • I would spend most of the money, but I would keep some for future use • I would use my money mostly for parties and celebrations and nothing very serious • We used to use the money to buy clothes food, shoes

Financial decisions in early adulthood - women

	Source of funds	Management of funds	Financial advice	Use of funds
	<ul style="list-style-type: none"> • I used to go to people's farms to work • I used to sell fried cassava in a market • I used to sell vegetables • I worked in a wholesale shop • I was selling bread and mandazi that I baked myself • My husband started for me a retail shop • I worked in a restaurant • I worked for a tailor who helped me learn to sew • I was a cleaner at a primary school • I dug for other families • I worked for my sister in her retail shop • I was a house maid • I fetched water in my village • I sold juice • I made charcoal • I brewed local alcohol • I sold silverfish on the roadside • I worked in a pharmacy as a cashier • I sold goats 	<ul style="list-style-type: none"> • I used to give my mother the money I made • I gave my husband whatever I earned • I kept my money with my dad • I first saved my money in the house • My grandmother kept some money for me • I used to save money in my bag and a box at home • I would save some little money in my suitcase • I kept the money my brother earned • I gave most of my money to my aunt to save for me • My mother added me to her savings group and that's how I started saving • I kept money in a bag at home 	<ul style="list-style-type: none"> • My dad gave me the advice to start saving • My sister encouraged me to start managing my money • My mom advised me to always save some of my income before I spent any of it • My aunt taught me how to save and reinvest in the business • My mother advised me to keep my money in a secret place • My grandmother always encouraged me to save in a box 	<ul style="list-style-type: none"> • I bought myself and my siblings some clothes • I used to pay my school fees and my siblings school fees • I would spend money for my own needs • I would use my savings to buy household items • I sent all my income to my elder brother to look after our siblings • I paid school fees for my young ones and also provide food at home • I catered for all the bills at home • I paid my workers and took care of myself as well • I paid some of the expenses at home and bought myself good clothes and jewelry • I used all my income to reinvest in the business • I spent my money on simple things like clothes, perfumes, going for parties and helping my friends

Who decides to resettle?

In some cases parent, relatives, or neighbours inspired the decision to resettle

- **The decision was made by my father.** He provided us with the money to help us move out of Sudan to Uganda. We carried some household assets because he sent a pickup to transport us.
- **I (woman) made the decision** to leave because I saw the situation was very risky. I talked to my other neighbors and she told me that she was ready to leave too. When my husband left to go for work, I packed my clothes and some food items and boarded a taxi with other neighbors and we started the journey. I used the savings that I had in the house to finance the journey myself.





Women are likely to get money from an ASCA while men are likely to sell assets for the journey

To finance the journey to Uganda:

Women sourced funds from:

- Payout from the ASCA since the groups were being disbanded.
- Savings at home
- Business capital
- Selling agricultural produce

Men sourced funds from

- The sale of assets i.e. livestock
- Savings in the bank
- Business capital
- Funds from relatives



Thank **you!**

