

**Catholic University (KU) Eichstätt-Ingolstadt** is a leading international institution, which established its Center for Flight and Migration in 2016 as an inter-disciplinary research and transfer platform in the dialogue between science, teaching, and practice in field of migration and forced displacement. KU will be responsible for the overall project management and specifically for managing the research and stakeholder engagement in Jordan.

**The Fletcher School of Tufts University** has contributed significantly to the research landscape on financial services in the context of flight. Tufts will be involved in all parts of the project and will be specifically responsible for managing the research and stakeholder engagement in Kenya.

**International Rescue Committee (IRC)** is a not-for-profit, with an excellent network in the field of humanitarian programming, research and policy. They have already worked on action research projects to identify evidence-based policy measures and interventions to improve the economic situation of refugees. IRC will be responsible for policy research.

## PROJECT PARTNERS

The research project is facilitated by the German Federal Ministry for Economic Cooperation and Development (BMZ) and implemented by a consortium consisting of scholars and experts from three institutions, with proven expertise in the fields of forced displacement and financial systems development. All views expressed in research activities and publications are the sole responsibility of the research consortium or authors and should not be attributed to BMZ or any other institution or person.

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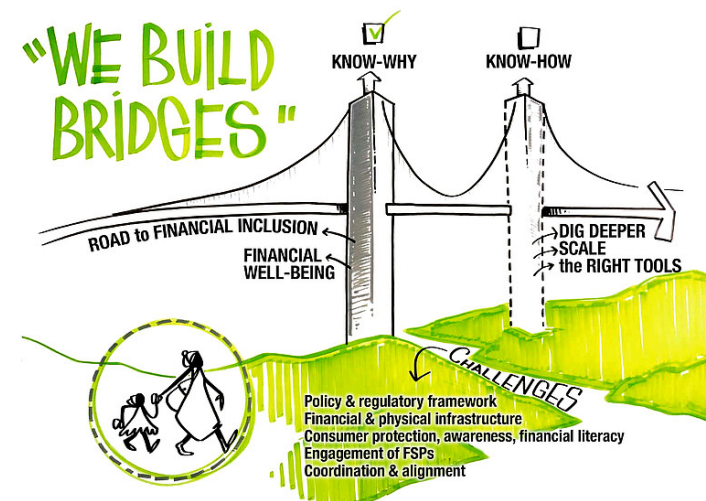
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## FINANCE IN DISPLACEMENT

### A PROJECT TO EXPLORE AND STRENGTHEN FINANCIAL LIVES OF REFUGEES

Facilitated by the German Federal Ministry  
for Economic Cooperation and Development (BMZ)

# FORCED DISPLACEMENT AND THE ROLE OF FINANCIAL SERVICES

Increasingly refugees are finding themselves in protracted situations—residing in host countries for twelve or more years. Fresh approaches are needed to improve their economic wellbeing and reduce their burden on host communities. A majority of them live in cities and towns, rather than in refugee camps. This dispersion raises new challenges for humanitarian aid delivery and places new burdens on existing social services, but at the same time provides opportunities for refugees to integrate in local economies, thereby becoming more independent.

Appropriate financial services can enable refugees to improve long-term resilience—allowing them to safely store money, access loans, and receive remittances and other payments. Together these services support their economic lives: find better stability, manage financial shocks, mitigate risks, and invest in business, education, training and other essential assets.

## PROJECT OBJECTIVES

This research project will explore the financial and economic lives of displaced people using approaches appropriate for the sensitive context of forced displacement. It seeks to address existing knowledge gaps in understanding the financial needs of refugees, how those are met by existing financial services market, and where there is need for better support. It will engage key stakeholders and service providers in making sense of the implications of these insights for their own work, in two focus countries—Jordan and Kenya—and beyond. The findings from the project will feed into policy and programmatic interventions of key partners such as German Development Cooperation, IRC, and others.

## THE PROJECT WILL SEEK TO ANSWER THREE CORE QUESTIONS:

- 01 Financial coping strategies:** What financial strategies do refugees use at different stages of displacement particularly a few years after they have settled in the host country.
- 02 Access to and use of financial services:** What factors (including behavioural) influence their choice of products, providers and channels?
- 03 Impact of policy and institutional interventions:** What policy and programming initiatives could better integrate refugees financially into different settings? What role do support agencies (humanitarian, private sector, government, development), and national and global policies play in shaping the financial outcomes of refugees?

## PROJECT APPROACH

This project, which uses a combination of repeated in-depth interviews, ecosystem analysis, and policy influence, aims to pursue three categories of research questions. Original empirical research will be carried out to dig deeper into the financial lives of non-camp-based refugees, and at the same time policy and supply side will be studied to suggest possible interventions.

## REFUGEE RESEARCH

The research will explore refugees' access to financial services and the ways in which they manage their financial and economic lives in the context of protracted displacement. The research team will interview 90 refugee individuals over three rounds in each focus country. Purposive sampling will be used to cover important characteristics of

variation: length of displacement, economic situation, country of origin, education level, age, and gender. The primary tool will be in-depth interviews which will include journey mapping, experience plots, and financial statements. Focus group or family discussions and other tools of financial ethnography will be used for selected respondents, at individual or household level.

## ECOSYSTEM ANALYSIS

To understand the role of key actors in the financial and economic ecosystems in which refugees conduct their lives, two tools will be used. Key informant interviews will be conducted with financial service providers, humanitarian organisations and regulators to understand their offerings for refugee clients, and their experiences, perceptions and challenges in serving this segment. Further, direct observation will be used to gauge last mile experience of refugees in a non-intrusive manner.

## POLICY INFLUENCE

It is vital to situate the findings of the research in both national and global policy contexts so that it may inform policy initiatives to increase refugees' financial inclusion. In order to fully understand the policy environment and develop an evidence-based influencing strategy, the project team will map out the policy and stakeholder landscape and conduct analysis to identify drivers and barriers to refugees' financial inclusion.

## KEY HIGHLIGHTS OF THE APPROACH

- Research grounded in empirical data collected through repeat in-depth qualitative interviews with refugees.
- Combining perspectives from refugees, supply side, and existing policy frameworks to identify interventions.
- Ongoing dissemination and consultation with key stakeholders throughout the research phase to ensure relevance.
- Research informed by global and national policy on financial inclusion and designed to drive future evidence based policy making.

## TIMELINE

