The Finscope demand-side surveys are conducted every three years, to determine how individuals 16 years or older (adults) manage their money, the extent to which they use financial services, and to monitor changes in levels of financial inclusion over time.

**DEMOGRAPHICS**

**Total population**

- **18.6 Million**
- Adults: 16 years or older

**Geographical split (urban / rural)**

- Urban: 24%
- Rural: 76%

**Age distribution**

- 16 - 25 yrs: 32%
- 26 - 35 yrs: 28%
- 36 - 45 yrs: 17%
- 45 - 55 yrs: 11%
- 56 - 55 yrs: 9%
- Older than 65 yrs: 5%

**Education distribution**

- Tertiary: 1%
- Specialized training: 5%
- Secondary level: 24%
- Primary level: 55%
- Never went to school: 15%

**Gender distribution**

- Adults: 46% Male, 54% Female

**Geographical split (urban / rural)**

- Urban: 76%
- Rural: 24%

**Financial inclusion across gender and geographic distribution**

- Adults included:
  - Urban: 86%
  - Rural: 75%
  - Males: 78%
  - Females: 77%

- Adults excluded:
  - Urban: 25%
  - Rural: 23%
  - Males: 22%
  - Females: 23%

**Access and usage of financial services**

- % of adults using formal financial services: 58%
- % of adults using only informal financial services: 22%
- % of financially excluded adults: 20%

**Know Your Customer (KYC) identification**

- % of adults with valid documentation to prove identity: 84%
- % of adults that have valid proof of residence: 70%
- % of adults that have valid proof of identification and residence: 52%
FINANCIAL SERVICES UPTAKE

% of all adults who have or use digital payment systems (including ATMs, debit and credit cards) 57%

% of all adults who have activated digital accounts 44%

% of all adults who have used their accounts within a 90 day period 39%

% of all adults who have used these accounts within a 30 day period 32%

Uptake of savings services across financial institution type

<table>
<thead>
<tr>
<th>Provider</th>
<th>Main Barrier</th>
<th>Secondary Barrier</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banks</td>
<td>Insufficient money to justify</td>
<td>Proximity</td>
</tr>
<tr>
<td>MFIs</td>
<td>Insufficient money to justify</td>
<td>Awareness</td>
</tr>
<tr>
<td>SACCOs</td>
<td>Awareness</td>
<td>None in community</td>
</tr>
<tr>
<td>Mobile Money Operators</td>
<td>Haven’t got a phone</td>
<td>Not many transactions</td>
</tr>
<tr>
<td>Insurance</td>
<td>Lack understanding</td>
<td>Cannot afford</td>
</tr>
</tbody>
</table>

FINANCIAL INCLUSION IN UGANDA OVER THE YEARS

<table>
<thead>
<tr>
<th>Year</th>
<th>Have or use formal services</th>
<th>Rely on informal services only</th>
<th>Excluded</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>58%</td>
<td>20%</td>
<td>22%</td>
</tr>
<tr>
<td>2013</td>
<td>52%</td>
<td>26%</td>
<td>22%</td>
</tr>
<tr>
<td>2009</td>
<td>28%</td>
<td>42%</td>
<td>30%</td>
</tr>
<tr>
<td>2006</td>
<td>28%</td>
<td>29%</td>
<td>43%</td>
</tr>
</tbody>
</table>

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