**2020 Global Panorama – additional questionnaire on the COVID-19 pandemic**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | |  | Yes | No |
|  | | | | | |
| 1 | During the lockdown caused by the COVID-19 pandemic, were postal services declared to be “essential services” by your government? | |  |  |  |
|  | | | | | |
| 2 | What **changes to financial services** did you make during the lockdown?  (Please tick all that apply – multiple answers possible) | |  |  |  |
|  |  | Increased checking/current account transaction limit |  |  |  |
|  |  | Increased ATM transaction limit |  |  |  |
|  |  | Doorstep cash delivery |  |  |  |
|  |  | Disbursed unemployment benefits for the first time |  |  |  |
|  |  | Disbursed pension payments for the first time |  |  |  |
|  |  | Disbursed other social welfare payments for the first time |  |  |  |
|  |  | Provided micro-credit or micro-loans |  |  |  |
|  |  | Increased mobile wallet transaction limit |  |  |  |
|  |  | Increased remittance limits (domestic or international) |  |  |  |
|  |  | Increased or modified branch opening times, to allow customers to access services easily |  |  |  |
|  |  | Other (Please provide details below): |  |  |  |
|  |  |  |  |  |  |
|  | | | | | |
| 3 | Did the COVID-19 pandemic accelerate the roll-out of digital financial services by your organization? | |  |  |  |
|  |  | |  |  |  |
| 4 | Did you offer new financial services as a result of the COVID-19 pandemic? | |  |  |  |
|  |  | |  |  |  |
| 5 | Did you offer new **digital** financial services as a result of the COVID-19 pandemic? | |  |  |  |
|  |  | |  |  |  |
| 6 | Did you face significant challenges in providing financial services during the COVID-19 pandemic? | |  |  |  |