

**The impact of financial consumer protection to achieve financial inclusion
In the Iraqi banking system**

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Abstract:

The study aimed at knowing the financial consumer about the available protection from financial and banking services, presenting, and examining the evidence of some indicators indicating the reality of financial inclusion in the Iraqi banking system. Therefore, the study sought to know the extent of the level of protection available to the financial consumer as a result of its use of financial and banking services by the Iraqi banking system, and what It is the reality of financial inclusion in the banking system by measuring some financial and banking indicators. The study relies on the two (analytical) and (descriptive) approaches based on the questionnaire form and the data issued by the Central Bank of Iraq (2017-2020). Watching those who are knowledgeable and familiar with the Iraqi banking system, to show the relationship between the study variables, and after analyzing and studying these data, the research came out with a set of conclusions, including that protecting the financial consumer has become a requirement for legislation and tightening control procedures to ensure the rights of the financial consumer. Legislation related to financial consumer protection and review of consumer instructions, controls and processes Financial by the regulatory authorities to keep abreast of developments in the banking environment, in cooperation with international regulatory bodies.

Key words: Financial Consumer Protection, Financial Inclusion

Introduction:

Consumer protection is one of the important issues in our time, because what the world has witnessed in terms of a qualitative shift, whether in the social, economic or financial aspects, has led to a change in the production of goods and services, and consequently a change in the consumer behavior of the consumer and he is in constant need of protection, whatever the system applied by the state After the global financial crisis, there was a need to make strenuous efforts at the international and local levels to enhance financial consumer protection, and provide a high degree of financial consumer confidence in the banking market, which should be characterized by good performance and transparency in providing banking services, maintaining financial stability and achieving growth on the one hand. On the other hand, innovation in banking services and products is linked to enhancing confidence in the existence of an effective economic environment, legislation and regulatory agencies responsible for protecting the financial consumer, and this importance increases in light of the rapid development in the market for banking products and services, which may expose the consumer to risks and fraud or abuse as a result of not Existence of adequate legislation and oversight over banking service providers.

The first topic: the methodology of the study:

1-Problem: The financial consumer of financial and banking services faces great risks and challenges, in addition to ignoring many of the rights of the financial consumer, and to achieve financial inclusion in the absence of appropriate protection for the consumer from the lack of legislation and

control procedures that may lead to negative results that harm the interests of consumers for their access to financial and banking services, the research problem is summarized as follows:

- 1- What is the level of protection available to the financial consumer as a result of his use of financial and banking services by the Iraqi banking system, and how can it be enhanced through legislation and control procedures?
- 2- What is the reality of financial inclusion in the banking system by measuring some financial and banking indicators?

2-Objectives: The objectives sought by this research are:

- 1- The financial consumer's knowledge of the protection available from financial and banking services in the Iraqi banking system.
- 2- Examination of the data presented some indicators of the reality of financial inclusion in the Iraqi banking system.

3- Importance: The following highlight the importance of the research:

- 1- Financial consumer protection contributes to creating a balance in the relationship between financial and banking service providers and consumers.
- 2- Financial inclusion contributes to enhancing investment opportunities, growth and sustainability of the Iraqi economy to achieve human economic and social well-being.

4-Hypotheses:

- 1- There is a link between financial consumer protection and financial inclusion.
- 2- There is an impact between financial consumer protection and financial inclusion.

5-Research Methodology: The study depends on the (analytical) and (descriptive) approaches to achieve the objectives of the study. The questionnaire was designed to include two main axes: financial consumer protection and financial inclusion, as well as data issued by the Central Bank of Iraq to measure financial inclusion.

6-Research sample and community:

- 1- Research community: The total of the study consisted of users of banking and financial services in the Iraqi banking sector.
- 2- Research sample: – Due to the large sample size, an intentional sample of (50) individuals from the study community was used, who are familiar with the subject of financial consumer protection and financial inclusion in the Iraqi banking sector.

8-Data collection and analysis sources:

8-1- Theoretical side: - It includes the following: -

- 1- Scientific books , letters , theses , periodicals , and Arab and foreign research
- 2- Laws, regulations, instructions, bulletins and reports.
- 3- International Information Network (Internet)

8-2- Application side:-

The applied side aims at the analysis process for the research variables and the extent of interrelationship between them ,as it depends on the analytical and descriptive approach ,in financial consumer protection and financial inclusion ,in line with the research need to come up with a scientific analysis that proves and enhances the researcher's opinion on the research problem.

The second topic: the theoretical framework for the study:

1-Financial Consumer Protection : is intended to protect the consumer 's financial What At M application of measures aimed at reducing the risks posed to consumers in their dealings with banks, through the development of regulatory frameworks , policies and procedures to ensure their access to various financial services in the framework of an integrated From disclosure and transparency in financial dealings , to ensure that they obtain their rights without derogation , not

to harm their interests, and to hold accountable those who transgress those regulatory frameworks. (Consumer's Guide, 2016: 4) It defines financial consumer protection as preventing danger from every natural or legal person who is provided with services, from financial institutions in general and banking institutions in particular, in accordance with legal, regulatory, regulatory and awareness frameworks, to know their rights and duties in financial and banking transactions. (Al-Sufi, 2020:39)

1-2-Financial Consumer Protection Principles:-

- 1- **Treatment with justice and equality** :Banks are required through all stages of their dealings with consumers , taking into account that characterized their dealings with justice, equality, fairness and honesty , and is keen to make this approach sanction rules pressed and punch with(Consumer Guide 2016: 8).
- 2- **Disclosure and transparency** :should the financial services providers and authorized agents to provide consumers with basic information that tells consumers the benefits and risks and basic conditions of the product, and must be provided information about the conflicts associated with interest - based agent which is the product from which the sale , should be directed particularly to provide information on aspects The material product of the financial product, and appropriate information must be provided at all stages of the relationship with the consumer (G20,2011 :6)
- 3- **awareness and financial education** :that the low level of literacy in the financial field worker is why they are in many banking risks , especially those driven by factors in the economic, demographic and business contexts ,and the support of the financial illiteracy of the population that could ease the m risk consumers with the help to take More informed financial decisions in their own interests ,making them less vulnerable to risks that lead to over-indebtedness, in addition, enhancing awareness of risks and actions that consumers can take would also help in reversing the negative consequences resulting from consumer risks .(OECD,2018:17).
- 4- **Professional Conduct** :Banks are required to ensure the exercise of Wa disease work professionally in a responsible manner , is taken into account in achieving the best interests of consumers in their journeys , their dealings with all banks, as being responsible for consumer financial protection of , as it is in charge of the bank first to protect consumer interests financial (BANKING CONSUMER PROTECTION PRINCIPLES, 2013:8).
- 5- **Consumer protection against financial fraud** :Information and control mechanisms must be adequately and with a high degree of certainty able to protect consumers' deposits, savings and other financial assets ,including protection against fraud, embezzlement and abuse) (Governing Council Secretariat, 2012: 7)
- 6- **Protection of privacy and confidentiality of information** :data has become an essential asset and personal data and identity theft become a major threat to consumers, and internationally agreed frameworks depict the need for safeguards to protect data from unauthorized access, loss, destruction and manipulation ,and data corruption, and in this In this regard, policy makers should encourage the adoption of security measures .(G20,2018: 60)
- 7- **Handling consumers' complaints and grievances** :Banks should implement policies and procedures that ensure a free, fast mechanism to deal with consumers 'complaints fairly, transparently and effectively. One of the most important procedures is the establishment of a separate unit in the bank to deal with consumers' complaints . And submits its reports to the management of the bank (Amer, 2019: 7) .
- 8- **Competitiveness** :It is necessary to provide the information required to make comparisons between the best banking and financial services and products available to consumers from banks) Consumer Guide, 2016: 12 (and create competitive pressure on service providers to

provide competitive products, promote innovation, and maintain high quality of services .(G20,2014:60).

9- Protecting consumers from the risks of external outsourcing operations :Banks must ensure that the supervisory authorities that are assigned tasks comply with the requirements of these practices, and that they work for the interests of consumers, and bear the responsibility to protect them (Principles of Customer Protection, 2015: 7) .

10- - Conflict of interest : Every bank must have a clear written policy approved by its board of directors regarding conflict of interest, which must constantly ensure the adequacy of the procedures followed and the policy applied in detecting potential cases of conflict of interest and that they are effectively applied) Consumer Guide, 2016: 12 (And to ensure that any conflict of interest cases are disclosed in accordance with what this policy determines, as well as the rules and governance systems it imposes issued by the Central Bank in this regard (Al-Hashel, 2015: 11)

2-Financial Inclusion :means financial inclusion to provide various financial services to citizens with easy access with them to be used efficiently and which vary what my n withdraw and deposit, lending and insurance and remittances and others which benefit the overall economy, individuals and projects simultaneously (Shatta 2020: 806) also known as the availability of services or financial products sense is savings, current accounts, insurance, finance and credit for all citizens and that appropriate quality and reasonable prices to enable them to deal with the official channels of financial such as banks ,and ensure that these services provide suitable opportunities for all citizens to manage their savings and their money properly ,So that it is presented in a transparent manner and at reasonable costs, provided that it is subject to control and supervision in order to avoid any frauds that they may fall into (Lazhawi: 2021: 10).

2-1-Objectives of financial inclusion :Given the interest of the global expansion of financial inclusion ,and the creation of alliances between international bodies and financial institutions to coordinate and work and see the Consulting Group to Assist the Poor and the World Bank Group) G20 (Building a comprehensive financial system is the only way to reach the poor and low-income, in order to achieve the goals of financial inclusion as follows) (Ajour, 2017: 20)

- 1- Enhancing the access of all segments of society to financial services and products, to familiarize citizens with the importance of financial services and how to obtain them and benefit from them to improve their social and economic conditions to achieve financial and social stability.
- 2- Facilitating access to funding sources in order to improve the living conditions of citizens.
- 3- Enhancing and protecting the rights of consumers of financial services through preparing policies and instructions in particular and informing current and potential clients of financial institutions of their rights and duties (Al-Sabouni, 2018: 20)

2-2-The importance of financial inclusion :The importance of enhancing financial inclusion and access to financial services will reflect positively on the economic and political environment alike, and will contribute to mitigating the levels of risks of financial institutions and the financial system in general() (Saadan and Asia, 2018:750)Financial inclusion in the most important points

- 1- **Enhancing economic development efforts :**Several applied studies conducted by the World Bank Group demonstrated a direct relationship between levels of financial inclusion and levels of economic growth (Al-Amiri, 2019 :41) and the depth of spread and use of financial services is related to levels of social justice in societies, in addition to the positive impact. on labor markets (World Bank, 2014:2).
- 2- **Enhancing the stability of the financial system :**Increasing the population's use of financial services will certainly contribute to enhancing the stability of the financial system, through the diversification of the deposit portfolio with banks and financial institutions in a way that

reduces the risks of these institutions. Withdrawing from the official financial system in the occurrence of financial crises (Bin Ashioba, 2018:49).

- 3- **Enhancing the ability of individuals to integrate and contribute to building their societies** :Improving individuals' ability to use financial services in the financial system will enhance their ability to start their own businesses, invest in education, as well as improve their ability to manage their financial risks and absorb shocks associated with financial changes (Ozili,2018:7)
- 4- **Automation of the financial system** :requires the expansion of the spread of financial services and increasing rates of use more complete e these services and what attracts more users with the technological revolution in communications and elect t that the world is witnessing through the twenty - first century (Alkuazoaziz, 2018:261).

The third topic: the practical framework of the study:

The search results will be displayed and analyzed using the statistical program(SPSS) , (by displaying the arithmetic means to diagnose the answers to the sample, and the standard deviations to estimate the extent of dispersion in the answers and the use of percentages and frequencies to find out the severity of the answer at the sub- and general level of the research variables, as it was relied on a scale (Likert)The quinquennial in the answers of the sample members, and the answer level will be limited between (1-5) and at five levels according to the categories ,and the categories are the first category from (1 - 1.79) represents the answer strongly disagree (the second category is from (1.8 - 2.59) represents the answer I do not agree) the third category is from(2.6 - 3.39) represents the answer (neutral) the fourth category is from (3.4 - 4.19) represents the answer (agree) the fifth category of (4.2 – 5) represents the answer (strongly agree).

3-display the results of consumer protection financial independent variable

Was measured (financial consumer protection) dimensions (legislation, regulatory and supervisory), and were the results around as follows:

3-1-Legislation : includes the range of activities, practices , and controls organization for the rights of the consumer and duties which constitute the mandatory framework , which should work through it so exposed the bank who violates this legislation to appropriate sanctions ,hence the need to measure the legislation through the form questionnaire , as shown in Table (1)

Table (1) Frequencies and their proportions to the legislative dimension:

T	Paragraph	the scale	Strongly agree	Agreed	neutral	I do not agree	Strongly disagree	Arithmetic mean	standard deviation
1	The existence of laws or legislation at the state level to be implemented by the Central Bank of Iraq, especially for consumer protection.	Frequency	13	18	10	9		3.70	1.05
		Percent	26.0	36.0	20.0	18.0			
2	There are instructions or regulations issued by the Central Bank related to the protection of consumers of banking services, especially the follow-up and handling of complaints.	Frequency	14	23	9	4		3.94	0.89
		Percent	28.0	46.0	18.0	8.0			
3	Sanctions are applied / procedures T disciplinary on banks for non – compliance with legislation and regulations relating to the protection of consumer financial.	Frequency	16	15th	11	7	1	3.76	1.11
		Percent	32.0	30.0	22.0	14.0	2.0		
4	There are controls, instructions and practices related to the rights and duties of the financial consumer.	Frequency	9	27	6	8		3.74	0.94
		Percent	18.0	54.0	12.0	16.0			
	Total	Frequency	52	83	36	28	1	3.78	0.78
		Percent	26	42	18	14	1		

Illustrated by table Ely of its results the following

1- b The arithmetic mean value of paragraph) (3.70) (**there are laws, regulations, and instructions issued at the state level that are implemented by the Central Bank of Iraq for financial consumer protection**) was with a standard deviation of , (1.05) and the final result of the paragraph was ,(% 36) which is the highest percentage among the paragraphs of the scale the five - user , in terms of the degree of approval of the study sample it, and that T refers to the option agreed ,(and the harmony is good in the answers , and this Aukd degree sample interest in the existence of the law of instructions issued by the state special protection of the financial consumer.

2- The arithmetic mean value of paragraph(3.94) (**there are instructions or regulations issued by the Central Bank related to the protection of consumers of banking services, especially the follow-up and treatment of complaints**)with a standard deviation of ,(0.89) and the final result of the paragraph came at ,(% 46) which is the highest percentage among the paragraphs of the scale The quintile used, in terms of the degree of approval of the study sample members , which indicates the agree option , and in good harmony in the answers, and this indicates the presence of instructions issued by the Central Bank of Iraq to follow up and address consumer complaints.

3- Reached the arithmetic mean of the paragraph value (3.76) **applied penalties / procedures T disciplinary on banks for non - compliance with legislation and regulations concerning the protection of financial consumer**) and standard deviation , (1.11) and the end result of a paragraph by , (% 32) the highest rate among the paragraphs of the scale quintet the user ,in terms of the degree of approval of the study sample it, and that T refers to the option agreed strongly , and harmony good in the answers , and this shows that T .Tbaig sanctions and measures by the central bank of Iraq on the banks of non - compliance with legislation and regulations of financial consumer protection.

4- The value of the arithmetic mean for paragraph (3.74) (**there are controls, instructions and practices related to the rights and**)duties of the **financial consumer** with a standard deviation of , (0.94)and the final result of the paragraph was ,(% 54) which is the highest percentage among the paragraphs of the five-scale used ,in terms of the degree of approval of the sample members. study it, and that T refers to the option of (agreed) and a good harmony in the answers , and this Aukd and the controls and special instructions of financial rights and obligations of the consumer.

3-2-regulation j and oversight :includes a set of methods, applications and Almma anchored exercised by the supervisory authorities concerned to promote the protection of consumers ,hence the need to measure the legislation through the form questionnaire ,as shown in Table (2)

Table (2) Frequencies and their ratios to the regulatory and supervisory dimension

T	Paragraph	the scale	Strongly agree	Agreed	neutral	I do not agree	Strongly disagree	Arithmetic mean	standard deviation
1	There is a department or department in the Central Bank that is responsible for supervising and following-up on consumer complaints.	Frequency	21	19	8	2		4.18	0.85
		Percent	42.0	38.0	16.0	4.0			
2	The means for consumers to submit complaints to the banks they deal with are sufficient and available.	Frequency	8	13	17	11	1	3.32	1.05
		Percent	16.0	26.0	34.0	22.0	2.0		
3	There is a body within each bank entrusted with receiving, following up and analyzing consumer complaints.	Frequency	15	16	11	8		3.76	1.06
		Percent	30.0	32.0	22.0	16.0			
4		Frequency	17	19	8	6		3.94	0.99

	The Central Bank obliges banks to disclose the actual interest rate and various financing costs in a clear and transparent manner to consumers.	Percent	34.0	38.0	16.0	12.0			
	Total	Frequency	61	67	44	27	1	3.80	0.76
		Percent	31	34	22	14	1		

Illustrated by table Ely of its results the following

1- The arithmetic mean value of paragraph (4.18) (there is a department or department in the Central Bank that undertakes the supervision and follow-up of consumer complaints in banks) with a standard deviation of , (0.85) and the final result of the paragraph came at ,(% 42) which is the highest percentage among the paragraphs of the five-scale used ,in terms the degree of approval by members of the study sample, which T refers to the option agreed , and a good harmony in the answers , and this indicates the presence of the Department of the Central Bank of Iraq to follow up on consumer complaints and supervision solutions.

2- The arithmetic mean value of paragraph) (3.32) (the means of submitting consumer complaints towards the banks they deal with are sufficient and available)with a standard deviation of , (1.05)and the final result of the paragraph was ,(% 34) which is the highest percentage among the items of the five-scale scale used ,in terms of the degree of the approval of the study sample, which T refers to the option of a neutral , and a good harmony in the answers , and this confirms that the means to provide the complaint in insufficient banks Kz you not to respond to consumer complaints as quickly as possible and available.

3- The arithmetic mean value of paragraph (3.76) (there is an authority within each bank that is entrusted with receiving, following up and analyzing consumer complaints) with a standard deviation of , (1.06) and the final result of the paragraph came at ,(% 32) which is the highest percentage among the five-point scale used ,in terms of the degree of the approval of the study sample, which T refers to the option of agreed ,(and a good harmony in the answers , and this indicates the presence of hand inside the bank receives _kao the consumers.

4- b The arithmetic mean value of paragraph (3.94)(the Central Bank obliges banks to disclose the actual interest rate and various financing costs in a clear and transparent way to consumers) with a standard deviation of , (0.99) and the final result of the paragraph came at ,(% 38) which is the highest percentage among the scale paragraphs the five - user ,in terms of the degree of approval of the study sample it, and that T refers to the option of) agreed ,(and harmony good in the answers , this confirms that the Central Bank of Iraq will oblige banks in the disclosure and transparency calculates the effective interest rate and the cost rate is clearly and properly.

4- presentation of the results of the financial inclusion of the approved variable:

4-1- Access to Financial Services : Hence the need to measure access to financial services through the questionnaire form, as shown in Table No(3) .

Table (3) Frequencies and their proportions to the dimension of access to financial services

T	Paragraph	the scale	Strongly agree	Agreed	neutral	I do not agree	Strongly disagree	Arithmetic mean	standard deviation
1	Banks have the ability to devise financial and banking products that enable segments of society to use them.	Frequency	6	28	8	7	1	3.62	0.94
		Percent	12.0	56.0	16.0	14.0	2.0		
2		Frequency	6	14	19	9	2	3.26	1.02

	Banks can deliver their services to all segments of society, especially the poor and marginalized.	Percent	12.0	28.0	38.0	18.0	4.0		
3	There is potential for mobile digital transformation to enhance financial inclusion.	Frequency	13	20	14	3		3.86	0.88
		Percent	26.0	40.0	28.0	6.0			
4	Financial inclusion provides better opportunities for managing money in a safe and sound manner and opens up a wide scope for savings and investment.	Frequency	10	24	14	2		3.84	0.79
		Percent	20.0	48.0	28.0	4.0			
	Total	Frequency	35	86	55	21	3	3.64	0.68
		Percent	18	43	28	11	2		

It is clear from the above table the following results

1- The value of the arithmetic mean for paragraph (3.62) (**banks have the ability to innovate financial and banking products that enable groups of society to use them**) with a standard deviation of ,(0.94) and the final result of the paragraph was ,(% 56) which is the highest percentage among the items of the five-scale scale used. In terms of the degree of approval of the study sample members on it, which refers to the option agree, and in good harmony in the answers , this indicates that banks have the ability to invent and develop new banking products in order to be used .

2- The value of the arithmetic mean for paragraph (3.26) (**banks can deliver their services to all groups of society, especially the poor and marginalized**) .With a standard deviation of ,(1.02) the final result of the paragraph came at ,(% 38) which is the highest percentage among the paragraphs of the five-scale used, in terms of The degree of approval of the study sample members on it, which indicates a neutral option , and in good harmony in the answers , this confirms that the delivery of banking services to the categories of poor and marginalized communities may be little or almost non-existent .

3- The arithmetic mean value of paragraph (3.86) (**there is an ability to digital transformation through a mobile phone to enhance financial inclusion**) with a standard deviation of ,(0.88) and the final result of the paragraph came at ,(% 40) which is the highest percentage among the paragraphs of the five-scale used, in terms of the degree of The approval of the study sample members on it, which refers to the option (agree), and in good harmony in the answers , this indicates that the Central Bank of Iraq is moving towards digital transformation by mobile phone in light of the Corona pandemic and the promotion of financial inclusion.

4- The value of the arithmetic mean for paragraph (3.84) (**financial inclusion provides better opportunities for managing funds in a safe and sound manner and opens a wide scope for savings and investment**) with a standard deviation of ,(0.79) and the final result of the paragraph was ,(% 48) which is the highest percentage among the items of the five-scale scale used. in terms of the degree of approval of the study sample it, which refers to the agreed (option), and a good harmony in the answers , as it confirms the financial inclusion open field wide in front of individuals for the purpose of investment and Aledja t their money with banks to strengthen the strength of the banking system.

4-2-The use of financial services :Hence the need to measure the use of financial services through the questionnaire form, and as shown in Table No(4) .

Table (4) Frequencies and their proportions to the dimension of using financial services

T	Paragraph	the scale	Strongly agree	Agreed	neutral	I do not agree	Strongly disagree	Arithmetic mean	standard deviation
1	Financial inclusion contributes to increasing consumer bank accounts in banks.	Frequency	12	29	7	2		4.02	0.74
		Percent	24.0	58.0	14.0	4.0			
2	The presence of branches at banks throughout the country to provide financial and banking services.	Frequency	14	23	11	2		3.98	0.82
		Percent	28.0	46.0	22.0	4.0			
3	There are automatic exchanges)ATME Sufficient and available to all members of society.	Frequency	12	9	17	11	1	3.40	1.14
		Percent	24.0	18.0	34.0	22.0	2.0		
4	There are finished its) posIn public places such as (restaurants, malls, etc.)	Frequency	7	13	21	7	2	3.32	1.01
		Percent	14.0	26.0	42.0	14.0	4.0		
	Total	Frequency	45	74	56	22	3	3.68	0.71
		Percent	23	37	28	11	2		

It is clear from the above table the following results

1- The arithmetic mean value for paragraph (4.02) (**financial inclusion contributes to increasing the bank accounts of consumers in banks**) with a standard deviation of ,(0.74) and the final result for the paragraph came at ,(% 58) which is the highest percentage among the paragraphs of the five-scale used, in terms of the degree of agreement The members of the study sample on it, which refers to the option agree, and in good harmony in the answers , that increasing the opening of bank accounts for consumers contributes to enhancing financial inclusion .

2- b legate arithmetic mean value of paragraph (3.98) (**the existence of branches of banks across the country to provide financial and banking services**) and standard deviation ,(0.82) and the end result of a paragraph by ,(% 46) the highest rate among the paragraphs of the scale the five - user, in terms of the degree of approval of the study sample it, which refers to the agreed (option), and the harmony is good in the answers , that the presence of branches of banks across the country is sufficiently able to through which the consumer use of banking services leads to expansion in financial inclusion .

3- B The value of the arithmetic mean of paragraph (3.40) is) (**there are automatic exchanges(ATME sufficiently and available to all members of the community**) with a standard deviation of ,(1.14) and the final result of the paragraph came at a rate of ,(% 34) which is the highest percentage among the items of the five-scale scale used, in terms of the degree of approval of the study sample members, which refers to the option) neutral ,(With good consistency in the answers , this confirms that the lack of automatic exchanges) ATM Available to all members of the community.

4- reached the arithmetic mean of the value of paragraph(3.32) (**no finished off its pos)in public places such as (restaurants, malls, etc).**with a standard deviation of ,(1.01) and the final result of the paragraph came by ,(% 42) which is the highest percentage among the paragraphs of the five-scale used, in terms of the degree of approval of the study sample members, which indicates an option) neutral ,(and with good consistency in the answers , this indicates the absence of devices)POS (in public places that the consumer can use.

5- **Testing the research hypotheses** : the hypothesis included in the research methodology and related to the research variables represented in financial consumer protection) the independent variable (and financial inclusion) the dependent variable (will be tested ,which are characterized by the following:

5-1 test the hypothesis link- :

The nature of the relationship between the variables will be determined, and the extent to which the hypothesis is accepted or rejected ,which states) **there is a significant correlation between financial consumer protection and financial inclusion** , (will be determined using the simple correlation coefficient (Pearson), which is one of the statistical methods used to measure the strength and direction of the linear relationship. between two variables on the sample level of quantity fields surveyed , as follows:

It is evident from Table No (5) .that there is a positive correlation with a positive moral significance (directive) between financial consumer protection and financial inclusion , at the overall level, and the value of the correlation coefficient was , (**.681.)at the level of significance ,(0.01) and from here we infer the acceptance of the hypothesis that (**there is a significant correlation between financial consumer protection and financial inclusion**) . That is, this indicates that providing the necessary protection to the financial consumer will lead to consumer confidence in the banking system and increase confidence in it and thus enhance financial inclusion as shown in Table No(5) .

Table(5) The relationship between financial consumer protection and financial inclusion

correlation coefficient	
.681 **	Financial Consumer Protection
	Financial Inclusion

(**)Significant correlation at the significance level(0,01)

5-2 Test the regression hypothesis:

The levels of analysis were taken at the total level ,to know the significance of the influence of the independent variable (financial consumer protection) and the dependent variable (financial inclusion) .As for the acceptance or rejection of the impact hypothesis, this is done by comparing (F) computed with the value of (F) The table is under two significant levels (0.05) and (0.01)through analyzing the impact of financial consumer protection on financial inclusion in Table : (6)

Table (6) Explain the impact of the financial consumer on financial inclusion

Financial Inclusion							dependent variable
							independent variable
the decision	morale	Values F calculated	The coefficient of determination R ²	marginal slope b	Values t calculated	fixed limit a	Financial Consumer Protection
There is an effect	.000 ^b	41.444	.463	.616	3.585	1.325	

**Values (F) tabular at(0.01) . level

* Values (T)tabular at the level of significance (0.05)

It is clear from Table (6) that the value of The computed amount has reached , (41.444) which is a value of significant significance that) (sig (0.000) has less than the significance level of , (%1) and this result means that there is a statistically significant effect of the independent variable (**financial consumer protection** (on the dependent variable) **financial inclusion** , (in the research sample .The value of the coefficient of determination) R^2 , (It was the amount of , (0463) and through the table (6) We note that the fixed limit value , (1.325) a statistically significant, since the value of calculated for it , (6.438) which is a value of significant significance that) (sig (0.001) has less than the significance level of , (%5) and we conclude that there is an effect of the independent variable) **financial consumer protection** (on the dependent variable) **financial inclusion** ,(as the increase in the value of the independent variable by one unit leads to a rise in the value of the marginal slope(0.616)

Accordingly, these results provide sufficient support for accepting the impact hypothesis which states (**there is a significant effect of financial consumer protection in financial inclusion**).

6- The results of analyzing some indicators of financial inclusion:

The G20 leaders agreed (G20With the Global Partnership Recommendation) G PFI (For financial inclusion to support the efforts of financial and national inclusion data ,some indicators issued by the Central Bank of Iraq related to financial inclusion were analyzed as shown in the following table : (7)

Table(7) Financial Inclusion Variables

the years	2017	2018	2019	2020
bank accounts	1,361,034	1,630,677	355,904	420,121
Growth in bank accounts	-	20%	-78%	18%
electronic cards	6,377,305	8,810,030	10,506,725	11,564,120
Growth in electronic cards	-	38%	19%	10%
ATM	656	865	1,014	1,200
Growth in the ATM ATME	-	32%	17%	18%
electronic wallet	222,442	271,906	403,797	3,515,888
Growth in the e-wallet	-	22%	49%	771 .%
The number of bank branches in the electronic clearing system	0	689	739	789
Growth in the number of bank branches in the electronic clearing system	-	-	7%	7%

Source prepared by the researcher (data issued by the Central Bank of Iraq)

It is evident from the above table that the following results:

- 1- Of through the data contained in the table (6) for the period (2020- 2017) notes that the rate of growth in bank accounts amounted to consecutive years 2018) and %20 (2019 and (%78 in the year (2020) TEN Sandal Z growth rate to (18%) and the reason for this is the lack of consumers' demand for banks to open bank accounts due to the health ban measures in light of the Corona pandemic.
- 2- Through the data contained in the table (6) for the period (2017-2020) notes that the rate of growth in bank cards reached (%38) (2018) and tuna cut in consecutive years (2019 and 2020) , a growth rate % 19) and 1 (% 0 this shows the lack of adequate protection and confidence to the consumer banking system and weak physical capabilities and information among banks in providing banking services through bank cards.
- 3- Through the data contained in Table No. (6) for the period from (2017-2020), it is noted that the rate of growth in the ATM Reached (% 2 3) (2018) and decreases in consecutive years (2019 and 2020) by the growth of % 7 1) and 1 (% 8 This shows the lack of ATM enough compared to consumers

who have a bank account and this leads to a lack of expansion and proliferation in the provision of services Financial and banking and not achieving the desired financial inclusion.

4- Through the data contained in Table No. (6) for the period from (2017-2020), it is noted that the growth rate in the electronic wallet reached the growth rate for the years of study ,(%771 - %22) and this is a good indicator that the consumer can use the electronic wallet in financial and banking transactions with ease. and easily lost as well as in the health ban and pandemic corona , which is difficult g - proliferation and expansion in the financial inclusion of members of the community

5- Through the data contained in the table (6) for the period (2017-2020) notes that the rate of growth in the number of branches of banks in the electronic clearing system was in (9 201) and Ben ratio of growth (% 7) in while the year (2020) With a growth rate of ,(% 7) this indicates a lack of sufficient development in opening banks for the purpose of providing banking services to individuals in the community.

The fourth topic: conclusions and recommendations:

1-Conclusions:

1- Protecting the financial consumer in the Iraqi banking sector has become at the forefront of the regulatory authorities represented by the Central Bank of Iraq , in light of the diversity and development of modern electronic financial tools and products, which require legislation and regulatory procedures, to ensure the protection of consumers' rights.

2- Establishing a department or unit in banks and under the supervision of the Central Bank of Iraq, through which consumers who wish to submit inquiries about the services provided to them are received. It aims to ensure that the consumer receives services with a high level of transparency and fairness, while ensuring that they receive high quality services at reasonable prices.

3- There is a growth in some indicators of financial inclusion represented by (electronic wallet) ,which confirms the keenness of the Iraqi banking system to expand, spread and financial inclusion in providing financial and banking services to all sectors and individuals wishing to obtain them.

4- There is a decrease in some indicators of financial inclusion of) Ba bank accounts and ATM automated electronic cards (because of security and health conditions as well as pandemic Corona in the country ,and the lack of development of banks in providing banking and financial services due to the lack of capabilities and modern information systems as well as not to keep abreast of developments in the banking environment Globalism.

2-Recommendations:

1- The necessity of cooperation between the Central Bank of Iraq and banks, in order to guarantee the rights of the financial consumer, through the application of legislation related to the financial consumer.

2- The need to review and update the instructions and regulations issued by the Central Bank of Iraq for the protection of touch Taluk financial by banks , especially in relation s complaints submitted to them and the speed of response to it.

3- Encourage and care by banks to link the electronic wallet to the consumer's bank account so that he can use it easily in the process of purchase and electronic transfer, reduce cost, speed and spread with financial inclusion

4- The need for banks to provide financial education and urge consumers to open bank accounts for them without interest and to provide financial and banking services with ease and ease of use, which enhances financial inclusion.

5- The need for more spread of ATMs in public places so that the consumer can use them safely.

6- The necessity for banks to open branches in all parts of the country so that the poor and marginalized classes can adequately access and use financial and banking services.

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