

**TECHNICAL SUPPORT INSTRUMENT (TSI) PROGRAMME  
Regulation (EU) 2021/240 (TSI Regulation)[[1]](#footnote-2)**

**REQUEST FOR TECHNICAL SUPPORT[[2]](#endnote-2)**

**(Article 9 of the TSI Regulation)**

**DEADLINE: 31 October 2023**

**To be submitted [by/via]**

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| **Member State:** |  |
| **Type of request:** | **TSI 2024 Flagship technical support project** |
| **“Digital Financial Literacy”** |
| **Title of the request:** | [maximum 150 characters] |
| **Order of priority of the request:** |  |
| **Total number of requests:** |  |
| **Date of submission:** | **dd/mm/yyyy** |

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| **COORDINATING AUTHORITY** | |
| **Name** |  |
| **Address** |  |
| **Contact person** | **[Mr/Ms x, y, z]** |
| **Email** |  |
| **Telephone number** |  |

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| **RECIPIENT (BENEFICIARY) AUTHORITY** | |
| **Name** |  |
| **Address** |  |
| **Contact person** | **[Mr/Ms x, y, z]** |
| **Position** |  |
| **Email** |  |
| **Telephone number** |  |

Personal data provided in the request for technical support are processed in accordance with the applicable data protection rules. The privacy statement explaining the processing of personal data can be found in section 7 of record DPR-EC-04667 “Submission and assessments of requests for technical support under the Technical Support Instrument”, at the following link: <https://ec.europa.eu/dpo-register/detail/DPR-EC-04667>

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| **MULTI-COUNTRY REQUEST** | |
| **0.1** | **Is this a multi-country request?** **(a multi-country request is a request developed and/or submitted in collaboration with one or more authorities of other Member State(s))** |
| Yes  No | |
| This question might be invisible as it is automatically calculated by the platform | |
| **0.2** | **Please indicate the type of this multi-country request** |
| The Member State submits this request on its behalf and on behalf of one or several authorities of other Member State(s); or  One or several authorities of other Member State(s) is/are submitting a similar/same request in parallel to this request, in a coordinated way. | |
| **0.3** | **Please indicate the name, email and country of the participating national authorities concerned by this multi-country request.** |
| [BA corresponding to your user should be already displayed by the System, if not please add it to the list] | |
| **0.4** | **Member State(s) concerned by this multi-country request.** |
| [This should include your own Member State.] | |
| **The below instructions are ONLY for multi-country requests to be submitted “on behalf” of other Member States’ authorities**  **If you select “*option A: multi-country on behalf” in question 0.2.,*** *the platform will allow the submitting national authority (“Lead authority”), to* ***invite authorities of other Member States*** *(“participating authorities”) to be involved in this project. The invitation to participate in the multi-country request will be sent automatically by the DG REFORM portal to the participating authorities included* ***in the answer to question 0.4.***  *Once invited, these* ***additional participating authorities will receive the request in their own portal to complete their case-specific information.***The platform will replicate the request submitted by the “lead authority” in the portal page of the participating national authority (invited as per response to question 0.4), as follows:   * “Section 1. Description of the problem/need to be addressed” will be empty and must be filled in with country-specific information by each participating authority. This section relates to the information on participating national authority details, and the description of the problem in their national context. * “**Section 2. Indicative description of the support measures requested** and estimated cost” will be the same for all participating authorities. This section will be filled in by the lead-authority and the information will be automatically replicated with **identical information for all participating authorities**. Only the “lead authority” can edit this section. * “Section 3. Circumstances of the request” will be empty and must be filled in with country-specific information by each participating authority. This section relates to the information on participating national authority details, and the circumstances of the request in their national context. * “Section 4. Agreement to communication activities” will be empty and must be filled in with country-specific information by each participating authority. This section relates to the details of the specific activities of the participating national authority.   ***In addition,******the Coordinating Authorities (CAs) of the involved Member State(s) will need to validate this participation****.*   * The platform will make visible to the “lead authority” the status (draft, submitted, etc) of all the requests of the participants of the multi-country request. * Participating CAs will have the possibility to prioritize this request. * CAs of the participating authorities must validate the participation of the Member State in the multi-country request. | |

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| **1** | **DESCRIPTION OF THE PROBLEM/NEED TO BE ADDRESSED** | |
| **1.1** | **What is the problem/need to be addressed with the support requested?** | |
| **This general overview below is intended to help the beneficiary authority describe the specific problems and needs by taking inspiration from the contextual information provided.**  **This general overview does not provide any information about the specific situation in the Member State submitting the request, nor about specific needs.**  **When filling-in the request template online, you are invited to outline your specific problems and needs, taking inspiration from the general overview and adapting it to your context, and to provide any additional information relevant to your specific context.**  **General overview:**  **Digitalisation** is a manifest trend in our lives and economies. It helped citizens and businesses during the COVID-19 pandemic and it transformed the way people use and providers offer financial products and services. This is most evident in a decision-making increasingly guided by on-line information rather than personal interaction.  While the **increase in online banking services and** **digital payments** enables a smoother banking experience for retail customers who can access their bank accounts anytime and everywhere, it is also resulting in a shift of frauds and thefts from in-person to online. Phishing, vishing (phishing through the phone, often targeted at elderly people), scams or identity thefts are on the rise and are becoming an increasing concern.  Recent trends also show a **rise of retail (individuals and non-professional) investors entering capital markets** directly or indirectly. They generally tend to be younger, technophile and not necessarily aware of all the risks. The accumulation of households’ savings in the wake of the pandemic is one reason for this increase. The emergence of innovative (and cheaper) digital investment tools and productsprovides new opportunities for these retail investors, but in combination with low level of financial literacy, prevalent in some parts of the population, also exposes them to new risks stemming from online marketing techniques or excessive risk taking[[3]](#footnote-3). Higher general financial literacy and, within it, higher digital financial literacy of citizens must become the necessary corollary of the trends observed in retail financial services.  This evolving financial landscape characterised by an increasing spread of digital means in everyday life and growing complexity of some digital financial products on the markets require citizens to be both financially and digitally literate. Hence, widespread **digital financial literacy, within general financial literacy, is increasingly important,** whereby digital financial literacy is defined as “*a combination of knowledge, skills, attitudes and behaviours necessary for individuals to be aware of and safely use digital financial services and digital technologies with a view to contributing to their financial well-being*”[[4]](#footnote-4). The ability to assess financial information provided through digital channels and a thorough knowledge of information and communication technologies (ICT) are prerequisites for their use. This goal may be achieved through financial education, which complements consumer protection, but does not replace it.  *When filling in the template online, please explicitly indicate the needs pertinent to your request.*  *For the needs identified, please provide a justification of the specific problems that are relevant to your specific national context in the free text area below.* | | |
| [Insert Text; between 350-400 words] | | |
| **1.2** | **How broad is the problem/need? Does it affect a significant part/sector of the economy or extend across several policy areas (‘spill-over’)?** | |
| [Insert Text; between 100-200 words] | | |
| **1.3** | **How deep or severe is the problem/need? Were there any previous reform efforts? What was the impact of those efforts? What did not work and why?** | |
| [Insert Text; between 100-200 words] | | |
| **1.4** | **How urgent is it to address the problem/need? Is there a specific deadline (at national, regional, European or international level)?** | |
| [Insert Text; between 100-200 words] | | |
| **1.5** | **Provide relevant socio-economic and environmental indicators, data and evidence that demonstrate the extent of the problem/need to be addressed.** | |
| [Insert Text; between 100-150 words] | | |
| **1.6** | | **Have other means / funding (at national, regional, European or international level) been considered for addressing the problem identified? Which ones? If so, what is the complementarity of other funds with the technical support requested?** |
| [Insert Text; between 100-150 words] | | |

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| **2** | **INDICATIVE DESCRIPTION OF THE SUPPORT MEASURES REQUESTED AND THE ESTIMATED COST** |
| **2.1 a** | **Please indicate the main broad policy area of the support measures requested** |
| Financial sector and access to finance | |
| **2.1.b** | **In case there is more than one broad policy area linked to the support measures requested, please indicate a second broad policy area** |
| [Single Choice: Selection from pre-determined options based on DG REFORM broad policy areas of intervention:   * Revenue administration and public financial management * Governance and public administration * Sustainable growth and business environment * Labour market, Education, Health and Social services * Migration, asylum and border management * General support to implementation of RRPs] | |
| **2.1.c** | **Please indicate the topic(s) (or policy actions) of the support measures requested** |
| [Multiple-Choice: Selection from pre-determined options based on [DG REFORM list of topics](https://commission.europa.eu/system/files/2023-07/List%20of%20topics%20for%20TSI%202024%20template.pdf). Maximum: 5 options] | |
| **2.2.a** | **Which outcome (concrete change on the ground) would you like to achieve with this project?** |
| [Insert Text; between 100-200 words] | |
| **2.2.b** | **What technical support measures do you request from DG REFORM to support your reform and achieve the outcome specified under point 2.2.a?** |
| **The TSI 2024 “Digital Financial Literacy” flagship technical support project identifies support measures that you can choose and that can be tailor-made to your specific national context. Additional measures can be added.**  **The list of proposed technical measures is intended to help beneficiary authorities describe the requested technical support measures by taking inspiration from the information provided.**  **Member States submitting the request are requested to provide their national context as well as a justification for each requested measure, as to how it would help address the problems identified in section 1.1.**  **When filling in the request online, you are invited to only select and describe the technical support measures you are requesting, taking inspiration from the general overview, if you find it helpful, and to provide any additional information relevant to your specific context.**  **Proposed technical support measures pursuant to Art.8 of the TSI Regulation:**  ☐ Technical support for carrying out of **analyses and surveys of the knowledge, attitudes and behaviours of citizens** towards finance and in particular digital finance, investment products and payments.   * + Provision of expertise related to policy advice on the **review of existing financial and, in particular, digital financial literacy and consumer protection activities** to identify needs and gaps, especially in digital financial education provisions and benchmarking against good practices;   + Carrying out of quantitative and qualitative surveys of **investors in capital markets** investigating the use of digital information channels for financial decisions, the knowledge and use of **digital financial products;**   + Carrying out of quantitative and qualitative surveys of **customers and investors** investigating the knowledge and use and risks of **current accounts, home banking, digital payments, digital investment and credit products** and of digital information channels;   ☐ Technical support for the **development of** **digital financial education strategies**   * + Recommendations towards a **high-level strategy** and **action plan** for implementation, including objectives, target groups, governance mechanisms and stakeholders’ roles.   + Development of **methodologies for monitoring and evaluating the effectiveness of the strategy and action plan**, including the development of key performance indicators (KPIs).   ☐ Technical support for the development of **digital financial literacy tools**   * + Design of a **digital financial literacy self-assessment tool** (learning tool to evaluate one’s financial literacy and digital financial literacy level and awareness of the associated risks);   + Provision of expertise for the definition of **educational content** for the general public or specific target audiences to be disseminated on the web and social media;   + Design of pilot **communication campaigns** to disseminate the financial education content, targeted at showing the interest in investing in capital markets to enhance economic growth, preventing frauds, increasing trust in digital banking services;   + **Train the trainers module** to enlarge the pool of specialists in this area.   TEXT BOX HERE  ☐ Other [please specify]  TEXT BOX HERE  *When filling in the request online, please provide additional explanation on the measures requested and how you would envisage those to be delivered and structured*. | |
| **2.3** | **Indicate the possible duration of the support requested and, if available, an indicative timeline of each individual measure.** |
| [Insert Text] | |
| **2.4** | **Indicate the estimated total cost of the requested support measures (in EUR).** |
| [Insert number: numerical field only, no spaces, commas, any other characters] | |
| **2.4.1** | **Additional information (if known, please provide further explanation and indicative cost estimation for each key output/deliverable).** |
| [Insert Text between 50-100 words] | |
| **2.5** | **What would be the indicator(s) to measure that the project was a success?**  **Please provide indicators for outputs, outcome, and possibly impact (in the long run). Indicators shall be SMART: Specific, Measurable, Achievable, Relevant, and Time-bound** |
| [Insert Text; between 200-250 words] | |
| **2.6** | **If applicable, indicate any envisaged provider or implementing partner of technical support measures (please do not provide names of private providers). Include the reasoning behind and explanations as to their know-how/capacity.** |
| [Insert Text; between 50-100 words] | |
| **2.7** | **In case your entity has already received technical support under the SRSP or the TSI in the past, in an area relevant to the reform/support requested, please indicate how your entity has used the results of that support.** |
| [Insert Text; between 200-250 words] | |
| **2.8** | **Provide information on the administrative capacity of the recipient beneficiary authority (i.e., staff availability in relation with the requested support measures and the follow-up on their results). Please describe the team that will be responsible for coordinating/following up the reform and the work of DG REFORM, its selected providers/implementing partners, and other administrative entities (e.g., line ministries, agencies.)** |
| [Insert Text; between 150-200 words] | |
| **2.9** | **Indicate the names of stakeholders (e.g., other Ministries or beneficiaries) that may need to be involved in the design or implementation of the requested support measures.** |
| [Insert Text; between 50-100 words] | |

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| **3** | **CIRCUMSTANCES OF THE REQUEST** |
| The requested support is linked to: | |
|  | Preparation, implementation, amendment and revision of Recovery and Resilience Plans (RRP) under the Recovery and Resilience Facility (including REPowerEU chapters if relevant) |
|  | Reforms in the context of economic governance process (e.g., CSR, Country reports, implementation of economic adjustment programmes, etc.) |
|  | Implementation of Union priorities (e.g., CMU, REPowerEU and European Green Deal, Customs Union, etc.) |
|  | Implementation of Union law (e.g., infringements) |
|  | Implementation of Member States’ own reform priorities to support recovery, sustainable economic growth, job creation and enhance resilience |
| **3.1.** | **Additional information** |
| [Please add relevant explanations as appropriate:  i.e. number of the CSR; policy priority; relevant national strategy documents, etc.; additional information on the link to the Recovery and Resilience Plans (RRP) under the Recovery and Resilience Facility (including REPowerEU chapters if relevant)  [Insert Text; indicatively between 150-200 words] | |
| If *“Preparation, implementation amendment and revision of Recovery and Resilience Plans under the Recovery and Resilience Facility (including REPowerEU chapters if relevant) is selected:* | |
| **3.2.** | **Is there a direct link to the RRP (e.g., direct contribution to the implementation of a reform / investment in the RRP)?** |
|  | Yes, there is a direct link |
|  | No, there is only an indirect link |
| **3.2.1** | **Please define for which reform/investment of the RRP this request has a direct link to *(add FENIX reference and corresponding deadlines when available)*** |
| If 3.2. is “YES”  [Insert Text] | |
| **3.2.2** | **Please describe the indirect link of the requested support to the RRP** |
| If 3.2. is “NO”  [Insert Text] | |

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| **4** | **AGREEMENT TO COMMUNICATION ACTIVITIES BY BOTH THE COORDINATING AUTHORITY(-IES) AND THE BENEFICIARY AUTHORITY(-IES)** |
| DG REFORM may engage in communication activities to ensure the visibility of EU funding for support measures funded under the Technical Support Instrument. Such communications activities may include, but are not limited to, press releases, publication on the Reform support website, or the publication on the @EU\_reforms tweeter account. | |
| **4.1.** | **Do you agree that the Commission's communication activities may indicate that your entity has submitted this technical support request, as well as the area of the request?** |
|  | YES |
|  | NO |
| **4.2.** | **Should this request be selected, do you agree that the Commission communicates about the support measures?** |
|  | YES |
|  | NO |
| If 4.1 or 4.2 is “NO” | |
| **4.2.1** | **In case you object to the communication on a support measure, please provide a short justification why you object.** |
| [Insert Text; between 50-100 words] | |

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| DISCLAIMERS:  Please note that the template request for support is fully subject to the principles governing the TSI Regulation and Regulation (EU) 2018/1046 on the financial rules applicable to the General Budget of the Union. In compliance with the principle of no double funding, the recipient (beneficiary) national authority shall immediately inform the European Commission of other related on-going actions financed by the budget of the European Union. **In no circumstances, shall the European Commission finance the same costs twice.** |
| By submitting this request, the Member State accepts that, should the request for support be selected for funding under the TSI, **the Member State will confirm to the Commission that there is no overlap between the request selected under the TSI and concrete actions funded under other EU instruments and that double funding is not present for this selected request.** |
| Please note that the Commission shall establish a single online public repository through which it may, subject to applicable rules and on the basis of consultation with the Member States concerned, **make available final studies or reports produced as part of eligible actions set out in the TSI Regulation**. Where justified, the Member States concerned may request that the Commission does not disclose such documents without their prior agreement. |
| In accordance with the Financial Regulation, Regulation (EU, Euratom) No 883/2013 and Council Regulations (EC, Euratom) No 2988/95 (10), (Euratom, EC) No 2185/96 (11) and (EU) 2017/1939, **the financial interests of the Union are to be protected by means of proportionate measures, including measures relating to the prevention, detection, correction and investigation of irregularities, including fraud,** to the recovery of funds lost, wrongly paid or incorrectly used, and, where appropriate, to the imposition of administrative penalties. In accordance with the Financial Regulation, any person or entity receiving Union funds is to fully cooperate in the protection of the financial interests of the Union, grant the necessary rights and access to the Commission, OLAF, the Court of Auditors, and, in respect of those Member States participating in enhanced cooperation pursuant to Regulation (EU) 2017/1939, the EPPO, and ensure that any third parties involved in the implementation of Union funds grant equivalent rights.  **The Member States shall counter fraud and any other illegal activities affecting the financial interests of the Union** (Article 325(1) TFEU). Member States shall take the same measures to counter fraud affecting the financial interests of the Union as they take to counter fraud affecting their own financial interests (Article 325(2) TFEU). It is of paramount importance that the providers/implementing partners of support have an equivalent stand against fraud and any other illegal activities affecting the financial interests of the Union. |
| It is to be noted that the support provided is intended to assist the Member State in its efforts to identify suitable investments and reforms [and to develop action plans]. The Member State remains fully responsible for such investments and reforms [and action plans], including their implementation. The provision of the technical support does not commit the Commission in any way to further support, whether financial or otherwise. |
| **For the requests linked with the RRPs**: The provision of the technical support under the TSI is without prejudice to the responsibility of Member States in relation to the fulfilment of relevant milestones and targets of the RRP and is without prejudice to the assessment that the Commission carries out in relation to the Member State’s RRP or any request for payment. |
| DG REFORM monitors the implementation of the Technical Support Instrument based on a performance reporting system for which data and results are collected in an efficient, effective and timely manner and, where relevant and feasible, in a gender-disaggregated form. To that end, proportionate reporting requirements are imposed on recipients of Union funding. As foreseen in the TSI Regulation, monitoring activities include, but are not limited to, the TSI mid-term and ex-post evaluations. Should this request be selected, the information provided therein may be used for evaluation purposes. |

1. Regulation (EU) 2021/240 of the European Parliament and of the Council of 10 February 2021 establishing a Technical Support Instrument, OJ L 57, 18.2.2021, p. 1–16. [↑](#footnote-ref-2)
2. **Should a Member State wish to submit a request for special measures under urgency (Article 12(7) of the TSI Regulation), it should contact DG REFORM at** [**REFORM-TSI@ec.europa.eu**](mailto:REFORM-TSI@ec.europa.eu) **for the relevant template. Please note that** the request for special measures under urgency should be filled in **only if** there are **serious grounds of urgency requiring an immediate response**. The special measures that may be provided under urgency will only be interim support (for a maximum of six months), and could be replaced by support measures that are to be provided under normal circumstances according to the procedure of annual calls under the TSI Regulation. If the Member State concerned wishes to continue receiving support under the TSI, after the special measures expire, the standard request will need to be submitted according to Article 9 of the TSI Regulation. [↑](#endnote-ref-2)
3. See IOSCO report on retail distribution and digitalisation, January 2022, <https://www.iosco.org/library/pubdocs/pdf/IOSCOPD695.pdf>. [↑](#footnote-ref-3)
4. According to the OECD definition of financial literacy: <https://www.oecd.org/financial/education/INFE-guidance-on-digital-delivery-of-financial-education.pdf>. [↑](#footnote-ref-4)