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1 Can be contacted at: szottel@worldbank.org
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## Sketches' Characters

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![Character Images](image1.png) ![Character Images](image2.png) ![Character Images](image3.png)
Sketch 1 – Setting Financial Goals

Announcer: Welcome to this financial education program. What are we going to talk about in this episode?

Expert: THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEDING OR FOLLOWING EPISODES.

Announcer: Excellent! So, with no further ado, here is the sketch, which I remind you is entitled “Setting Financial Goals.” And we will check back with you right after…

LISA:
Hold on, I’m very serious!
With a group of friends, we were discussing launching a business of home care and health support services.

GABRIEL:
Well that sounds like a great idea. I am sure that needs are abundant.
And you’re right, it would be easier to launch this initiative with a group of other young persons like you.

LISA:
Yes. But first, my wedding.

(continued)
SAMUEL:
I, for one, was thinking that in a year from now, I could buy a motorbike with a group of friends to handle your transportation needs. Actually, one of my friends also suggested that we could also buy a trailer, which we could use to transport agricultural produce and sell them in the regional market at higher prices than we would obtain locally.

ARIANA:
Well, well! These are great ideas. You’ll need a lot of persistence. These projects don’t come about in a day. You’ll need discipline. You have to choose well your friends, who’ll become then your partners. You’ll have to agree with them on numerous things including who does what and when, and for how much. Oh my! Lots of work and discussions in store for you.

NANA:
More importantly, you’ll have to decide on your objectives, and persist in your pursuit of these goals. As your late grand-father used to say: Going slowly does not prevent from arriving.

Announcer: Thank you for your attention… We have now arrived at the end of the sketch… Addressing my question to our expert in financial education, could you please tell us what should we take away from this sketch?


Announcer: We thank you all for having listened to this sketch, which has worked up our appetite for more… Meet up with us and our financial education expert for our next sketch entitled “The importance of having a budget.”
**Sketch 2 – The Importance of Having a Budget**

Announcer: We are back with our financial education expert to tackle our second training session. What will we be talking about in this session?

Expert: **THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEEDING OR FOLLOWING EPISODES.**

Announcer: Excellent! So, with no further ado, here is the sketch, which I remind you is entitled “The importance of having a budget.” And we will check back with you right after…

ARIANA

*Sounds of a door opening and closing.*

*Well finally, you’re back!*

GABRIEL

*Sorry I'm late. On my way home I stopped by the furniture store-

ARIANA

*(interrupting)*

*To look at that sofa with the big cushions…*

GABRIEL

*It’s just so comfortable, especially when compared to these wooden chairs.*

ARIANA

*They’re better for your back… and for your wallet…*
GABRIEL

I don’t know about my back, but no doubt about my wallet.
The salesman is set on the price, no possibility of a discount…

ARIANA

I know what you mean!
I went to the market today to buy more thread, but I didn’t have enough money.
The prices just keep going up. I will need more money so I can go back.
And I want to do it soon because I’m running low.
Hey! This is our son!

SAMUEL

The sound of a door opening and closing
Mom, dad, I have great news!

GABRIEL

You found a suitcase full of money ??

SAMUEL

What…? No. I’ve passed my exams!
I can start my 3rd year!

ARIANA

Oh, that’s wonderful news. We’re very proud of you!

SAMUEL

Dad, you know what that means don’t you?

GABRIEL

That you’ll have to study even harder…
SAMUEL

Yes, but what else…

GABRIEL

Hum…

SAMUEL

You didn’t forget your promise did you?

ARIANA

What promise?

SAMUEL

He promised that he would pay for me to get my driver’s license as soon as I was accepted in the 3rd year.

ARIANA

(surprised)

You did that?

GABRIEL

Indeed I did…

ARIANA

And how are we planning on paying for it?

SAMUEL

What’s wrong? Dad, did you lose your job?

GABRIEL

No, God forbid! It’s just that the timing is not the best… right now we hardly have enough to pay for the essentials, so your license…
SAMUEL

(interrupting)
But you promised! You kept telling me to study hard and that I’d be rewarded for it. Not only by the satisfaction of succeeding, but with a driver’s license!

GABRIEL

I know I did, I’m sorry…

ARIANA

SAMUEL, we will honor your dad’s word, but right now we can’t.

SAMUEL

When then?

GABRIEL

First we have to find a way to pay for the more essential things this family needs

ARIANA

Like food and rent and thread so I can finish my sewing contract.

GABRIEL

Then it may be your turn

SAMUEL

What will be the point of getting my license if we don’t have enough money to by a motorbike? And then gas and repairs and-

GABRIEL

(interrupting)
SAMUEL, please, one problem at a time…
LISA
The sound of a door opening and closing.
Hey everyone, guess what.

SAMUEL
You found a suitcase full of money!

GABRIEL
Very funny SAMUEL.

LISA
Mom, what are they talking about?

ARIANA
Don’t pay attention to them. Tell me what’s going on, you look so happy…

LISA
With good reason;
GEORGE and I have settled on an ideal date for our wedding!

ARIANA
That’s wonderful! Isn’t it, GABRIEL?

GABRIEL
Well, that depends on the date they picked…

LISA
What difference does it make?

GABRIEL
Unless you want to get married at home with no guests and no party following the ceremony then I hope for your sake that your date is long ways off…
NANA
(from a distance)
My granddaughter is getting married!

GABRIEL
(surprised)
Mother, you heard that all the way from your room?

NANA
My hearing is just fine. The problem is with my legs…

GABRIEL
Something’s wrong with your legs?

NANA
They can’t support me any more! Why do you think I’ve been asking you to buy me a new cane?

ARIANA
SAMUEL, help Nana to a chair

SAMUEL
Take my arm Nana, I’ll be your cane since we apparently can’t afford to buy you a new one…

GABRIEL
Okay, that does it!
I’m going to buy a cane right now and the first thing I’ll do with it is hit myself over the head for making such a shamble of our financial situation!
(They all laugh)
ARIANA

No need for that GABRIEL. We just need to plan better.

LISA

Dad, if you want, SAMUEL and I can help you make a real budget
Like the one he helped me make with GEORGE for our life together after we are married

ARIANA

What a great idea!

GABRIEL

Oh, I agree!!
I have no problem making a budget when there is enough money coming in to pay for everything.
The hard part is making the budget work when there isn’t…

ARIANA

And that is exactly why you have to plan ahead.

GABRIEL

You know what, why don’t we do it all together?
Each one of us could think about it, and we could then meet…
Let’s say tomorrow night, to put the information together and have a better idea of our household budget.

ARIANA

Great idea!

SAMUEL

I’m in!
LISA

So am I!

NANA

It’s good to plan ahead.

Like my late husband used to say: it’s not the day of the battle that you sharpen your blade!

Announcer: Excellent! We have arrived at the end of our second sketch… The question that comes to my mind right away is then: Why is it necessary to make a budget?


Announcer: Excellent! This sums up perfectly the sketch and obviously prepares us for the following one whose subject is on “how to prepare a budget” … The title is already indicative of the topic that will be coming up. See you next time.
Sketch 3 – How to Prepare a Budget

Announcer: Here we are enthusiastically ready for our next sketch, with this ever so evocative title: How to prepare a budget? And now, I will turn it over to our expert for more information.

Expert: THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEEDING OR FOLLOWING EPISODES.

Announcer: Excellent! So, with no further ado, here is the sketch, which I remind you is entitled “How to prepare a budget.” And we will check back with you right after…

ARIANA

(shouting)
Kids, Nana, we’re waiting for you oh!

GABRIEL

(sarcastic)
They must need more time because their lists must be so much longer than ours.

ARIANA

You think you’re joking but unfortunately, for their expense list, you may be right…

GABRIEL

(surprised)
Even Nana?

ARIANA

No, I’m talking about the children…
GABRIEL

Funny how they are the ones making the least but spending the most…

ARIANA

And with the motorbike and the wedding, that’s not about to change…

GABRIEL

Is it too late to put them up for adoption?

ARIANA

(amused)

Oh, you’re terrible.

GABRIEL

We could still visit them… I’m sure she would invite us to the wedding…

ARIANA

Stop it!

GABRIEL

It’s perfect: she gets her wedding, we get to go and her new family pays for it!

NANA

(from afar)

Who pays for what?

ARIANA

(surprised)

Euh…

GABRIEL

That’s exactly why we are doing this, to find out who pays for what…
ARIANA
Right! Kids, what are you doing, we’re ready!

SAMUEL
(shouting)
Coming!

GABRIEL
(shouting)
Even Nana is faster than you!

LISA
(approaching)
Well soon with her new cane she can probably give Usain Bolt a run for his money.

GABRIEL
Speaking of money, I can’t wait to see your income list…

LISA
It’s not very long…

GABRIEL
I was afraid of that…

ARIANA
(shouting)
SAMUEL!!!

SAMUEL
(shouting)
Coming!
ARIANA

Oh! That boy is so slow.

GABRIEL

Well at least we won’t have to worry about him speeding once he gets his motorbike…

ARIANA

If he gets his motorbike…

The sound of footsteps running.

GABRIEL

(Sarcastic)

Speaking of the devil…

SAMUEL

What’s this I hear about a motorbike? Is it waiting for me outside?

GABRIEL

Very funny SAMUEL

SAMUEL

It was worth a try

ARIANA

Okay, now that we’re all here let’s get to it!

LISA

Should I go first, since my list is probably the simplest?

SAMUEL

Is your wedding on your list?
LISA

It’s the first item on my expense list!

GABRIEL

Then you should probably go last… I’m sure it will be our biggest expense…

SAMUEL

Dad is right!
Let’s first see how much our total earnings amount to before deciding if we can afford your wedding

LISA

What! What do you mean IF we can afford my wedding? Of course we can!

SAMUEL

We’ll know once we finish the budget

LISA

No, you put it in the budget and find a way to pay for it!

NANA

I agree, if I have to sell more vegetables from my garden I will.
My granddaughter will have her wedding, and not just any wedding…
I want to invite the whole village!

GABRIEL

Why stop there? Why not invite the entire nation?

ARIANA

Okay, we are getting a little distracted.

SAMUEL

If LISA insists on getting married I guess we could always borrow some money to pay for it…
GABRIEL
Wait a minute, we haven’t started making the budget and you’re already talking about borrowing money?

ARIANA
Why not? The government does it all the time…
Just this second over the news we heard that we will have a deficit to settle…
why not us?
(EVERYBODY LAUGHS)

GABRIEL
Right… and our country is in such great shape…

ARIANA
We’re surviving…

LISA
I’m willing to compromise it doesn’t have to be a huge affair.
Let’s see what the numbers tell us and we’ll see what we can afford.

SAMUEL
Okay, but it still wont go in the list of the major expenses: not like food, rent, clothing and transportation.

LISA
Well if that’s the case so do all things related to you getting a motorbike!

GABRIEL
Kids, please be quiet for a minute. We need to go about this in an orderly fashion if we want to get anywhere.

ARIANA
Why don’t we start with earnings?
SAMUEL
Well dad’s salary from his job should be at the top of the list. So dad, write your monthly salary for January first.

GABRIEL
I should go ahead and right it in for all twelve months, shouldn’t I?

ARIANA
But what about the times when you work longer hours?

SAMUEL
That’s usually at the end of the year, right?

LISA
So just put a higher amount for October, November and December.

GABRIEL
But it’s never the same. How can I know in advance?

SAMUEL
Use the past years amounts.

GABRIEL
I don’t know them by heart, I’ll have to check my memory.

SAMUEL
Okay, let’s do mom’s earnings next.

LISA
No, we should finish dad’s first.

SAMUEL
Pay attention LISA, we just did that.
LISA
You forgot to include the money he makes by fixing lamps and other electrical appliances for our neighbours.

SAMUEL
Oh, you’re right…

GABRIEL
But how can I budget that? It’s never the same…

ARIANA
It’s like my income, it depends on the orders I get.
One month it can be almost nothing and the next I can work day and night and still not finish all my orders

NANA
It’s the same for me oh!
Sometimes I sell all my vegetables at the market and sometimes I hardly sell any…

SAMUEL
Okay, I think we need to be better prepared before we try this again. We have to differentiate between regular income and occasional income. And for occasional income we should rely on past years to get an idea of what we can expect for the future.

ARIANA
And we should do the same thing with expenses. Make one list for regular expenses, meaning expenses we incur every month, and another list for occasional or extraordinary expenses, like LISA’s wedding and SAMUEL’s motorbike.
GABRIEL

And don’t forget my comfortable new sofa!

NANA

Great idea!! Let’s proceed in good order.
Because as my late husband used to say: you always sit down before you lie in bed.

(They all laugh)

Announcer: We have arrived at the end of this sketch, which turned out to be as captivating as the preceding ones. As I hand this over to our expert, what message should we take away from this sketch?


Announcer: Thank you for these very helpful precisions!! If you have carefully followed the end of this sketch and our expert’s intervention, you will already know the topic of our next sketchs: “Identifying all sources of income.”
Sketch 4 – Identifying All Sources of Income

Announcer: We have seen the necessity of having a household budget, and then we identified a method in order to prepare one. Now, we have to put it into practice, right?

Expert: THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEDING OR FOLLOWING EPISODES.

Announcer: Excellent! So, with no further ado, we are going to listen to the sketch entitled, I remind you, “Identifying all sources of income.” And we will conclude, as per usual, right afterwards…

LISA

(shouting)
Mom, dad we’re waiting for you!

SAMUEL

What are they doing?

LISA

Probably just double-checking their lists

NANA

I hope that’s all they’re doing!

LISA

(shocked)
Nana!
NANA
What? You know your parents. They like to do more than one thing at a time.

SAMUEL
Yes, but I don’t think—

NANA
(interrupting)
I just hope that your father isn’t tinkering with an old lamp and that your mother isn’t sewing some dress while they prepare their papers or they’ll never be ready.

LISA
Oh… I thought you meant…

NANA
What?

SAMUEL
Never mind

GABRIEL
(approaching)
Here we are!

ARIANA
Sorry to keep you waiting. So, are we all ready?

SAMUEL
I think so

GABRIEL
Okay, let’s start
ARIANA

Your father and I prepared a sheet that will help us keep things organized.

GABRIEL

See, for every month of the year, we have a line for each of us to write in how much money they will earn for that month.

LISA

And a line for expenses too, I hope?

GABRIEL

Let’s just concentrate on in-coming money

ARIANA

We’ll do the same thing with expenses once we are done with earnings.

GABRIEL

It’s better this way… less depressing,…

ARIANA

Right. The good news first: the money we earn

SAMUEL

Okay. So let’s see what you have so far

GABRIEL

So for me, I wrote in my salary from my job-

ARIANA

(interrupting)

And you can see that the amount is higher for October, November and December-
GABRIEL
(interrupting)
Because I usually work more the last three months of the year. So that covers my salary.
Now under that line we have a space for my earnings from other sources.

NANA
Like when you repair electrical appliances for the neighbours.

GABRIEL
Exactly!!
Obviously, it’s not as precise as my salary, but I tried to remember my previous years to help guide me with the amounts.

LISA
And I guess that you put less for the months of October, November and December since you have less time to spend on doing that because you are busier at work.

SAMUEL
Very good sister. There is hope for you yet…

ARIANA
Be nice with your sister!

GABRIEL
So then we did the same thing with your mother’s earnings
ARIANA

I also looked at the previous years and noticed that my earnings aren't evenly spread over the year.
My income goes way up whenever there is a special occasion in the village like a wedding or a celebration

NANA

And those are usually held in May, June and July…

ARIANA

You’re right. So that’s why I put higher amounts for those three months.

SAMUEL

Anything else for you?

ARIANA

No, that’s it for me

NANA

Should I go next?

GABRIEL

Sure, so I guess one line for the money you make selling your vegetables at the market will be enough?

NANA

No, I have another source of money coming in

GABRIEL

(surprised)

Really?
NANA
Yes, when I will have my cane I will be able to walk the streets again…

SAMUEL
(shocked)
NANA!!!

NANA
Relax son, I’m just joking. I tell you, young people today have no sense of humor…

ARIANA
You are terrible…

GABRIEL
Okay, so no more source of revenue for you?

NANA
No, seriously, I do have one more thing to add. I’m going to sell some of my old jewelry to pay for the wedding.

LISA
Oh Nana!

NANA
I’m so sorry my granddaughter!
I would have loved to do both: pay for your wedding and give you all the jewelry, but I can’t.

LISA
No reason to be sorry Nana, I’d much rather have a nice wedding and no jewelry than nice jewelry and no wedding.
SAMUEL

Typical…

GABRIEL

Okay, so when she settles on a date we will put the money Nana gets from the sale of her jewelry on the list for the month before. So we know we can use that money to pay for that expense.

ARIANA

Okay, great, so who wants to go next?

LISA

I’ll go

GABRIEL

So, what should I write?

LISA

I’m afraid it’s rather straightforward. It’s just my salary from my nursing job at the hospital.

GABRIEL

And it’s always the same, every month?

LISA

More or less the same. … when it arrives on time

ARIANA

Could you take extra shifts, to make a little bit more if you wanted?

LISA

I can ask, but I don’t think so. I’m one of the youngest nurses on staff. The extra shifts are usually given to the nurses with more experience. But I will certainly try.
GABRIEL
Okay then I guess that’s it for you?

LISA
I’m sorry I don’t contribute more, but at least my part of the budget was simple.

SAMUEL
Just like you…

NANA
Son!

SAMUEL
Just joking, see Nana I do have a sense of humor. Okay seriously-

LISA
(interrupting)
Oh, this is going to be good… Dad, I hope you have a lot of space left on your paper, it is now my brother’s turn, no? … Ha!

SAMUEL
Very funny.

ARIANA
You deserved it.

GABRIEL
Go ahead son, I’m listening.

SAMUEL
Well, being a student takes up most of my time.
LISA
Get to your earnings…

SAMUEL
Fine, my part time job at the garage gets me some income all year long.
So you can write the same amount for all twelve months

GABRIEL
Great. So that’s it then we can-

SAMUEL
(interrupting)
Wait, I also want to add the money I will make when I get my motorbike.

LISA
What are you talking about?
That won’t make us money. It will COST us money.

SAMUEL
Yes, okay, we have to spend money to get the bike, but once I have it I can
charge people for rides and also for deliveries.

GABRIEL
I see your point, but for now I think it’s best not to include those possible
earnings in our calculations.

ARIANA
Okay, I think we are done with earnings. Tomorrow we do the same for the
expenses.
GABRIEL

EUH, so soon??

Let’s wait for another few weeks, as the list is always longer for expenses!!!…

(They all laugh)

ARIANA

It won’t be so bad…

GABRIEL

I’m sorry, have you met our kids?

ARIANA

Anyway, one thing at a time.

NANA

You are right!

Now that we have gone through incoming money, we will know what to do, because as my late husband used to say: **Think about the quality of your teeth before you take a bone in the cooking pot.**

Announcer: We have now come to the end of this sketch, which aligns itself with the others in being just as pleasant as it is instructive. So, what can you tell us newcomers to financial education?

Expert: *(laughing)* First of all, that you will become experts yourselves by the end of these sessions. *(laughter)*

THE EXPERT EXPLAINS WHAT SHOULD BE RETAINED AS WELL AS THE SKETCH’S KEY MESSAGE, while referring to the Beneficiaries’ Manual.

Announcer: This has the merit of being precise and clear! You are probably wondering about what we should be doing next. Well, we are not finished yet. We will be back for another sketch to speak about expenses… Looking forward to some headaches… Until next time.
Sketch 5 – Identifying the Various Categories of Expenses

Announcer: The sketch we will be listening to next is entitled “Identifying the various categories of expenses.” I don’t know about you, but when I hear the word “expenses,” palpitations are never far behind. (laughter)

Expert: THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEDING OR FOLLOWING EPISODES.

Announcer: Excellent! So let’s get started with the sketch, which I remind you is entitled “Identifying the various categories of expenses” …

LISA
(shouting)
Come on brother, we’re waiting for you oh!

SAMUEL
(shouting)
I’m coming!

GABRIEL
(shouting)
You said that ten minutes ago!

NANA
That boy has been late from day one… didn’t he come out a week after your due date?

ARIANA
Three days, Nana, just three days
What is he doing?

(approaching)
I’ll tell you what I was doing, just coming up with a solution to get rid of our greatest expense.

I like the sound of that.
But first tell me what, according to you, is our greatest expense?

My sister’s wedding of course!

Mom!

Hold on, he’s not wrong. That wedding of yours is going to be the most expensive thing we have to pay for this year.

But I said I would sell my jewelry to pay for it.

That doesn’t change anything.
The money you get from the jewelry could be spent on other things.
So it’s not as if the wedding will be free…

I agree
ARIANA
Okay son, so what is your brilliant plan?

SAMUEL
It’s really very simple, all we have to do is introduce my sister’s fiancé to another girl and our problem disappears!

LISA
Ha! Ha! You know, I actually have a much better idea to help reduce our expenses

GABRIEL
By all means, I’m all ears.

LISA
Instead of buying my brother’s motorbike, we should get him something more age appropriate… like a tricycle.
It’s cheaper, you don’t need a license and you don’t have to buy gasoline.

GABRIEL
That’s actually not a bad idea…

SAMUEL
Dad!!!

ARIANA
Okay kids, if you are done, I think it’s time to get down to business

GABRIEL
Right. So we did our earnings sheet, now the not so fun part of the budget: the expense sheet.

ARIANA
So who wants to go first?
GABRIEL

Wait, before we list our individual expenses, we should start with the household expenses, the ones we all share

NANA

What are those?

GABRIEL

That would be the rent for the house, the food for the family, the electric bill, the visits to the doctor…

(( --- REPLACE BY A SERIES OF COMMON EXPENSES APPROPRIATE TO THE TARGET GROUP --- ))

NANA

Okay, I understand, so how do you list those?

GABRIEL

Every month I put in a line for every item. Rent is the same-

SAMUEL

(interrupting)

Until the landlord decides to raise it…

ARIANA

Well we know that for the next year we won’t have to deal with that.

GABRIEL

So for the amounts that are stable, it’s the same amount every month. For the things that vary, like the medical costs, I searched in my memory to remember how much we spent last year to know how much to put in each month.
SAMUEL
I understand. So is that it for the household items?

ARIANA
Not quite, your father and I decided that we should also put aside a small amount of money every month as a security fund.

NANA
Are you planning to hire body guards?!

GABRIEL
(amused)
Not that kind of security… financial security…

ARIANA
(interrupting) To have money available in case of an emergency

NANA
So the money will be there right away if you need it.

GABRIEL
Exactly!

LISA
So is that it for the household expenses?

ARIANA
Yes. So now we can go ahead and list our individual expenses

GABRIEL
I’ll go first. So, for me I put down the cost of transportation to go to work, the cost of buying the materials I use to repair the neighbor’s appliances and I also set aside a small amount every month to save up enough to buy the new sofa that I want.
ARIANA

My list is very simple, only one item, the cost of raw materials for my sewing. All the rest is included in the household expenses

NANA

Well mine is even simpler. It costs me almost nothing to grow my vegetables, some grains and some fertilizers, and when we can, my cane. Apart from that I need nothing.

GABRIEL

I like the sound of that!

ARIANA

Okay kids, your turn

SAMUEL

Well, my list is a little longer than Nana’s…

GABRIEL

Yes, I figured as much…

SAMUEL

First I have the expenses related to my studies.

GABRIEL

Those books and school materials I am happy to pay for.

SAMUEL

Then I put the expenses related to my getting a motor bike

LISA

Your tricycle you mean
ARIANA

Stop it…

SAMUEL

I know it’s a big expense but you promised me… and as I’ve told you I will charge people to give them rides so it will pay for itself in no time.

GABRIEL

Okay, we will include it in the list of expenses as one large amount if we can, depending of what the numbers say once we are done.

SAMUEL

(worried)

And what if the numbers don’t work out?

GABRIEL

Then I guess we may have to borrow the money to pay for it, and If that’s the case we will add a monthly amount to our expense list till we repay what we borrowed

ARIANA

I’m not sure I like the idea of owing money…

I don’t like having debts. And even less debt for this.

SAMUEL

It’s not really a debt, it’s more like an investment…

ARIANA

Hum…

GABRIEL

Anything else for you son?
SAMUEL

No, I’m done

LISA

Okay, since we’ve already discussed how we would list the expenses related to my wedding, I guess the only other thing for me is the trips I take to go visit other hospitals in the surrounding villages.

ARIANA

That happens four times a year, right?

LISA

Yes, so write it down for January, April, July and October

SAMUEL

Okay then, we are done!

ARIANA

Now we can compare our earnings to our expenses and have a clear view of our financial situation

GABRIEL

You know what I want to see?

ARIANA

More money coming in than going out?

GABRIEL

Yes, of course, but more importantly a new sofa right there in the corner of the room!
Anyway, now we can compare money coming in and money coming out. We’re getting there.

As my late husband used to say: *The new rope is woven at the end of the old rope.*

They all laugh.

**Announcer:** And this is how this sketch ends, after revenues, we went onto expenses. And it was definitely more painful for our family. But they managed to get through it....

**Expert:** THE EXPERT EXPLAINS WHAT SHOULD BE RETAINED AS WELL AS THE SKETCH’S KEY MESSAGE, while referring to the Beneficiaries’ Manual.

**Announcer:** Now that we have learned about revenues and expenses, we have to put it all together… something our next sketch will outline for us. On that note, until next time.
Sketch 6 – How to Match Expenses With Income

Announcer: As we had saw at the end of our last session, we have learned about the two essential components of a budget and need to make them work together, but how?

Expert: THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEEDING OR FOLLOWING EPISODES.

Announcer: Excellent! And with no further ado, let’s listen to this sketch, entitled “How to match expenses with income” … Enjoy your listening

ARIANA:

Now that we have our incomes and expenses, we must match these,
I wonder if our incomes will be sufficient

SAMUEL:

Do not worry mom, I have the solution!
Let’s start by removing my sister’s wedding, we will save big time

GABRIEL:

Come now! Stop bothering your sister, we will start by eliminating your motorbike, it would be much better after all.

ARIANA:

Let’s look at the timetable.
I see months where our cash inflows are bigger than our outflows. This is a good thing: we can then displace the months! Or what?
SAMUEL:
Bah, it would be interesting to figure something else…
For example, we could reduce expenses during the months when cashflow is lower…

LISA:
Speaking of reducing expenses, wouldn’t it be wiser to reduce expenses made by CERTAIN OF US on fashionable clothing, no?

ARIANA:
Oh honestly, incorrigible those two!
But I have to admit honey that you are maybe right! Your father and I spoke about it a few days ago…

SAMUEL:
But my clothes is not all that expensive!!

LISA:
Excuse me ??

GABRIEL:
Ya !
It’s clear you don’t look at the prices properly before you buy them…

NANA:
Hmmm! It’s better to wait and have the money before spending it rather than going on a spending spree…
As we say “waste not, want not”

ARIANA:
So true Nan, thank you!! I think it would be good as well for each of us to try to increase the amount of money we bring in.
GABRIEL:
That’s a very good idea… I will try to do wayyyyy more repairs…

ARIANA:
And as for me… I will try harder to get new clients…

SAMUEL:
There, you see?
If I had my motocycle, I would certainly have made much more money too…

LISA:
Yes! Yes! Yes!
But there is no motorcycle… I wonder if it will ever make an appearance…
hmm!
In any case, I will also propose my services to more clinics

GABRIEL:
In the meantime, you also son could do more hours at the garage, no??

SAMUEL:
Yes, Dad, you’re right! I’ll do that!

ARIANA:
Could we also transfer money from months when we have MORE to months when we have LESS???

LISA:
Yes, that’s a good idea…

GABRIEL:
But really, if we have so little money, I wonder if all this effort is really useful for us!!
NANA:

But of course!!
It’s even more useful for us than for the others…
As we say: “Each river traces its path”

LISA:

So actually, all together, with everyone’s revenues and expenses, with all the periods, and the adjustments we’ve just made, we’re not that badly off…

NANA:

Yes, this budget (with all the incomes and expenses, all a bit confusing to me) forms a kind of whole that can’t be taken apart without the risk of deforming it completely.
It’s a bit like my late husband’s dog, who in spite of having four legs, could not take two paths at once.

SAMUEL:

In general, with everybody’s incomes and cash outflows for all the months, we manage to stay afloat.
We need to keep money aside when we have a bit more so we can use it during the months when we are short.

(continued)
You are right. Your budget with all its moving parts (of income and of expenses) forms a single object, like my late husband’s **dog who in spite of having four legs, could not take two paths at the same time**

**Announcer:** And here we come to the end of this sketch with, as usual, a strong intervention on the part of the grandmother, don’t you think?

**Expert:** THE EXPERT EXPLAINS WHAT SHOULD BE RETAINED AS WELL AS THE SKETCH’S KEY MESSAGE, while referring to the Beneficiaries’ Manual.

**Announcer:** This concludes the section on how we elaborate a budget. During the course of this session, we have seen how to apply a method and prepare a budget that is well thought-out… But is that it? Find out during our next sketch.
Sketch 7 – Adjusting Budgets to Unforeseen Events

Announcer: Now that we have a well-established budget, we want to find out if it will stay the course, don’t we?

Expert: THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEDING OR FOLLOWING EPISODES.

Announcer: This sounds interesting and merits to be followed! We will now listen to this sketch, which I remind you is entitled “A surprise visit”…

Gabriel:
I just received a call from my brother, he is coming to visit us for a whole week at the end of the month

Ariana:
Is he coming alone or with the rest of family?

Gabriel:
All the six of them. We have not seen them for donkey’s years. His younger ones must have really grown now!!

Ariana:
Oh boy, how are we going to do this!! This is a lot of guests…
But it’s always a pleasure to see them again…
Indeed…
I’m excited to see my cousins again… We have spent such good times together…

Well, yes…
Breaking everything in the house with your ball, if that’s what you mean…

Oh yes … I still get a headache just thinking about it…

Ha! Ha! Ha!… Thank goodness that period is over…

I don’t think it’s over for everyone…My sister still has her dolls next to her bed… He! He!

Those are only memories… I’m too old for that now…

Hmm… we’ll see

Ok, enough you two…
There are more important things to tend to…

Dad don’t worry, I believe I know how to manage this unexpected event.
We can postpone our purchase of clothes, and spend less for the celebrations scheduled for the beginning of the month.
GABRIEL:

Good idea. Any other suggestions?

SAMUEL:

I think that we could also take some money from our savings that we can put back later, no?

ARIANA:

I can make more dresses to sell at the market… I still have some fabric left over from our last purchase orders. We could make more money that way.

NANA:

Finally, we have many solutions as long as each one of us makes a special effort. Such efforts are always needed because, as we say: the fig does not fall straight to the mouth

Announcer: This sketch ends our series of sketches on budgeting. We come to realize that once put into place, our budget can be incapacitated by certain events. Does that put its existence into question?


Announcer: Well said! There couldn’t be a better conclusion to this section on budgeting… See you next time for our next session on savings…
Sketch 8 – Why Save Money

Announcer: We have spoken about budgeting in every preceding session!

We have seen all the steps on how to prepare a budget, and on how to adjust it.

So what do we need to look at after this?

Expert: THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEDING OR FOLLOWING EPISODES.

Announcer: Very interesting issue! So, without any further delay, let’s listen to this sketch entitled “Why save money?” and come back for a discussion afterwards…

ARIANA:
These last few days… I’ve received a lot of orders.

GABRIEL:
Really? That’s good news…
Does that mean we could be getting our new sofa sooner?

ARIANA:
Yes, I guess… that sofa will get us nothing though…

SAMUEL:
Oh, but yes, Mom… we’ll be so much more comfortable, especially during the football matches…

GABRIEL:
Ah, so you see! Our son has the same opinion as me…
ARIANA:
Yes, I can see that… like father, like son
(Everyone starts laughing)

LISA:
In any case, it’s very good news…
But Mom, I can see that this doesn’t make you smile…”

ARIANA:
It’s just that with my sewing machine getting old, I’m not sure I will be able to keep up…

LISA:
Really? How is that?

ARIANA:
It’s old and very slow...

GABRIEL:
Well then how will you be able to deliver your orders?

ARIANA:
So, a new sewing machine would allow me to go faster and make more dresses to earn money.

GABRIEL:
You are right,
And new tools would enable me to undertake more work and finish faster.
So we can save for all this??

LISA:
My future husband and I have decided to set aside some money each month to help with the expenses of the wedding.
SAMUEL:
Yes and then! Me too, I will make my contribution for the motorcycle. Maybe in one year we can make it. And I am sure that I will earn more as a motorcycle-taxi.

ARIANA:
Don’t you think we should also do the same for unexpected expenses? We did when your younger brother came to visit. We never know what can happen…

GABRIEL:
I totally agree with you… It’s very important…

LISA:
Yup! I think SAMUEL and I are all for it… right?

NANA:
Oh yes! I will also help you to save with my vegetables that I sell. It is better to top up our savings to be even stronger! As my late husband used to say, Who owns a pestle does no use his teeth.

Announcer: We have just listened to a sketch that listed reasons for everyone in the household to put away some savings. Each person based these reasons on their individual needs…

As for you, as an expert, why should we put money into savings?


Announcer: Some really relevant reasons that you have offered us! … And on that note, this first section on savings comes to an end. Next, after the “why,” we’ll look into the “how.”
Sketch 9 – How to Save Money

Announcer: After listening to “Why save money?” in the preceding sketch, we are now going to listen to “How to save money.” Even if the title is suggestive, what exactly is this sketch about??

Expert: THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEDING OR FOLLOWING EPISODES.

Announcer: So let’s listen to this sketch, which is entitled “How to save money.” And we’ll meet up afterwards…

ARIANA:
So, when we were preparing the budget, we said that we would put money aside each month for security reasons in case something happened.

GABRIEL:
Easier said than done. We could very well make an effort and spend less each month, but not on food to remain in good health.

ARIANA:
What could we spend less on, then?

GABRIEL:
It could be on clothes, for example…
Or celebrate less often…

SAMUEL:
Oh, like LISA’s wedding, for example… very good idea.

ARIANA:
SAAAAAMUEL!!
GABRIEL:
And you, why not your nocturnal outings?

LISA:
Now that would be a good idea…

SAMUEL:
Well… it sure looks like you’re all against me!!

GABRIEL:
Whatever…
We’re going off track again ….

LISA:
But Dad, your idea to cut clothing expenses is very good!
Also, we could put in a little more effort and try to earn more.

GABRIEL:
Good idea…

SAMUEL:
Also, to help us out, we could deposit a part of the transfer we receive into our savings.

GABRIEL:
Another good idea…

ARIANA:
See, you can all come up with good ideas when you don’t fight

LISA:
Great idea! Also, we can make an effort and try to earn more.
SAMUEL:
Also, we could use part of the money transfer that we receive as saving.

NANA:
I will also continue to put aside small amounts of money each month and I am sure that we can accomplish gradually a lot more by the end of the year, as my late husband used to say, when a tree falls we hear it but the forest grows silently.

Announcer: And this is how our session on “How to save” comes to an end. So, according to you, how should we save money?


Announcer: Thank you for all this great advice! … Since we cannot have a “why” and a “how” without a “where,” we shall meet up for our following sketch entitled “Where to save money” … Thank you and until next time


**Sketch 10 – Where to Save Money**

**Announcer:** After having understood, in the previous sketches, the importance behind “Why save money” and “How to save money,” we are now ready to ask about where to do it, no?

**Expert:** THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEDING OR FOLLOWING EPISODES.

**Announcer:** Excellent! So, without further delay, we will now listen to the sketch entitled “Where to save money”...

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**ARIANA:**

NANA said that she wanted to contribute her savings set aside for your wedding.

**LISA:**

Yes we will remind her. Tell me, NANA, do you remember this.

**NANA:**

Oh yes! I have a good surprise for you my grand-daughter. Just go look under the old mattress!

**GABRIEL:**

Oh no! You mean the old red mattress that we wanted to throw away this morning to make room?

**NANA:**

What do you mean that you wanted to throw away this morning???
GABRIEL:
Yes… SAMUEL and I wanted to make more room in the house …
And that old mattress isn’t useful anymore …

NANA:
Oh no you don’t!! That mattress is my hiding place…
You have no idea how long my money has been comfortably nesting there …

GABRIEL:
I’m so sorry NANA… but honestly!

SAMUEL:
Wow, did we ever come close to losing your savings!
NANA! Your money would be better off in a reliable institution like a bank, or a credit union.

NANA:
Really?

GABRIEL:
Yes, NANA !!… Your money would be safer…

NANA:
Don’t worry about me, little SAMUEL…
My cane is the best defense against any thief…

GABRIEL:
Oh, come on NANA… your money isn’t safe against rodents and other creatures…
And what about a fire, what then?

NANA:
Oh dear me… do not speak of such disasters, my son…
**SAMUEL:**

But Dad is right, NANA...

**NANA:**

Well, I guess...

**LISA:**

Also, in an institution, you’ll earn interest, your money will be safe from theft and loss... And no one will be able to come ask you for some every day.

**SAMUEL:**

Phew! We came very close to losing your savings! Your money would be safer in a reliable institution like a bank or a credit union.

**LISA:**

Also, in an institution, you will earn interest income, your money will be safe from theft and loss.

And people will not be able to come and ask you for money each day.

**NANA:**

So my savings can grow instead of it remaining the same.

As my late husband used to say: No matter how long you leave it in the river, the piece of wood will not become a caiman.

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**Announcer:** What a lovely story we have just heard… one which has yet again brought us right into the heart of this family. We are starting to know them quite well! So, dear expert, I take it mattresses are out?

**Expert:** THE EXPERT EXPLAINS WHAT SHOULD BE RETAINED AS WELL AS THE SKETCH’S KEY MESSAGE, while referring to the Beneficiaries’ Manual.

**Announcer:** This certainly has the merit of being clear ... Now we know where to keep our money ...Thank you all for your attention and see you next time for our next sketch where we will talk about retirement!
Sketch 11 – Saving for Retirement

Announcer: We are now ready for our sketch on retirement. We are still going to be talking about savings obviously, but this time it will touch on a point that we do not necessarily think about often even though it’s very important… Can you tell us more?

Expert: THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEDING OR FOLLOWING EPISODES.

Announcer: Excellent! So without any further ado, let’s listen to this sketch, which is entitled “Saving for retirement” …

ARIANA:
Today at the market, I saw the old couple living near the bus stop who could barely walk trying to earn some meager income.
We have to help them, because their children are gone, and they do not have much energy left to work.

GABRIEL:
Oh yes! You’re right. We will bring them food tomorrow.
We should also be careful ourselves. We do not want to be a burden for our children when we get older.

ARIANA:
By the way, do you know where their children are?

GABRIEL:
Not really!
But in town I’ve hear it said that they work in the big city …
ARIANA:
Really? Then we could maybe find out more from our future son-in-law …

GABRIEL:
Yes, probably!
We should be careful ourselves too. We don’t want to be a burden on our children later.

LISA:
You will never be a burden for us,
but it is better to be cautious, as we also do not know what will happen to us in the future.
Think about your pension as a priority.

SAMUEL:
Yes, sister, I am 100% in agreement with you.
We will be there to support our parents. They did so much for us. But we can also help them to save for their pension.

LISA:
Absolutely…
Especially, Dad! Mom!! It would be a good thing to buy some valuable goods over a period of time, which you would then be able to sell later one when you need money…

GABRIEL:
Really! What do you mean honey?
LISA:
Yes...
_It could be livestock… Or a lamp repair workshop… for you Dad…_ 
_Mom, a sewing workshop…for example…_

ARIANA:
_That’s actually a very good idea…_

SAMUEL:
_Or, also, you could sell your knowledge when you start being less active…_

GABRIEL:
_How do you do this?_

SAMUEL:
_For example, you Dad…_ 
_Later on, you could train young people who want to repair lamps…_

ARIANA:
_And I could train young women who want to learn how to sew, is that it?_

SAMUEL:
_Exactly, Mom!_

LISA:
_With the knowledge you’ll accumulate… people will be knocking down your door to learn from you…_

GABRIEL:
_What a wonderful idea to prepare for our retirement…_

ARIANA:
_Yesss!! Thank you for everything children…_
NANA:

Oh yes, if you knew, my children…

We become old faster than we believe: *Time is a file that works quietly.*

Announcer: What a lovely sketch that we have just heard! So rich with information… I have to admit that it has got me thinking… So what are the most important aspects?


Announcer: As always, our expert’s explanation is clear! And on that note, we will meet up to listen to our next sketch “When to use savings”…
Sketch 12 – When to Use Savings

Announcer: We are back for our last session on the topic of savings. This one is entitled “When to use savings.” Can you tell us a bit more about this session?

Expert: THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEDING OR FOLLOWING EPISODES.

Announcer: Excellent! And now, time for our sketch on “When to use savings” …

SAMUEL:
My friends decided to go to a party in town.
I wanted to travel with them to be part of the celebration.

GABRIEL:
Oh ya! And you can afford that?
Going to town is expensive, it needs transportation, food, lodging, all that!

SAMUEL:
You know that I started to save money for the motorcycle, so I can take some of that money, no?

ARIANA:
But! You also used your savings last month to buy more fashionable clothes... rather than wearing the ones I prepare for you!

SAMUEL:
Yes, Mom! But…
GABRIEL:
This boy seems to have huge savings! Oh!
When the time comes, there will be nothing left for his motorcycle! I am sure.

SAMUEL:
No! Dad…
I was counting on putting back the money I took a little later on…

GABRIEL:
And when is “a little later on”?

SAMUEL:
Uhhhhhh…

ARIANA:
Look, you should follow the example your father and I set…

SAMUEL:
Yes, I know, but….

GABRIEL:
Listen to your mother, son…

SAMUEL:
Yes, Dad!

ARIANA:
We don’t touch our savings so that they accumulate quickly, so that we can then have enough money to buy what we wanted…

GABRIEL:!
Especially without letting ourselves get distracted by all sorts of temptations.
You set a goal…
ARIANA:
Persevere until you reach that goal…

GABRIEL:
Be as determined as you are in your studies… son!!

SAMUEL:
Ok, understood!

GABRIEL:
Look!
Rather than going to party in town, why don’t you go help NANA in her
garden for two days… Her back is hurting!!

SAMUEL:
I will Dad!

ARIANA:
Well! We hope that our advice didn’t get pushed by the wayside…

SAMUEL :
Oh, no! I can guarantee you it didn’t.

ARIANA:
You must take example from me and your father:
We do not touch our savings so that we can quickly accumulate them and
finish having the means to buy what we were targeting originally without
being distracted by all these temptations.
NANA:
You're right my daughter, one should persist on the chosen path, until the objective is attained.
As my late husband used to say: the croaking of frogs does not prevent the elephant from drinking

Announcer: We have now arrived at the end of this sketch. What a fine moral lesson, don’t you think?


Announcer: And these words from our expert, we thank you and more importantly, see you next time when we will discover all about borrowing. See you soon…
**Sketch 13 – Why Borrow Money**

**Announcer:** We first spoke about budgeting then about savings, and now we will be looking at another component of your training, borrowing… With this sketch in mind, what are we going to be looking at specifically?

**Expert:** THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEDING OR FOLLOWING EPISODES.

**Announcer:** This is going to be riveting and instructive! Let’s all listen to “Why borrow money.”

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**ARIANA:**

My sewing machine no longer works and my savings are insufficient to allow me to buy a new one.

I think I will go borrow the rest of the money.

**GABRIEL:**

Really? So what are you going to do?

**ARIANA:**

I am going to have to borrow the rest of the money.

**GABRIEL:**

Oh yea?! So you’re thinking of doing it soon?

**ARIANA:**

Yes, as soon as possible, otherwise without it I cannot work…

**GABRIEL:**

And you think it’s a good idea?
SAMUEL:

Yes, Dad...
The sewing machine would allow Mom to generate a future revenue.
And she could then pay back her loan more easily…
And that is a very good idea…

GABRIEL:

So listen… Do you think I could do the same thing for the sofa, or what?

ARIANA:

Euuhhh…

SAMUEL:

Hold on!
Do you think you’ll be able to rent seating on the sofa to earn enough money
and reimburse the loan?

GABRIEL:

(Ironic)
Well that’s an idea for you… let me think about it…

GABRIEL:

Oh! Really! So, you think I should do the same thing for the couch, or what?

SAMUEL:

But, do you believe you can rent seating places on the couch to earn some
money to pay back the loan, or what?

LISA:

Come on dad! Our place can be converted into a «Rest-Stop» for the whole village!!!
GABRIEL:
Well, well!! I guess the couch will have to wait. I don’t want to borrow and not be able to pay my loan back.

ARIANA:
I think it’s better that way…

LISA:
Yep, Dad…
You always have to borrow in terms of your capacity to pay back the debt …

SAMUEL:
Very good point, LISA…
Don’t do it if you cannot reimburse it… to be avoided

GABRIEL:
You’re right!
I don’t want to borrow without a means to reimburse the amount.

NANA:
You are right. Some loans can destroy us financially.
As my late husband used to say, let us be cautious because Any canoe, no matter how big, can always tip over.

Announcer: What an interesting sketch… So as an expert, what part of the story is the most important?


Announcer: Indeed! An important concept to remember… Let’s all meet back for our following sketch entitled “Understanding the terms of borrowing”… a promising title… until next time!
Sketch 14 – Understanding the Terms of Borrowing

Announcer: As was announced at the end of the previous sketch… this following one is entitled “Understanding the terms of borrowing,” what does this mean in concrete terms.

Expert: THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEDING OR FOLLOWING EPISODES.

Announcer: Looking very forward to hearing this sketch! So without any delay, here is “Understanding the terms of borrowing”…

ARIANA:
This morning I went to take a loan for my new sewing machine.
I think it will be approved but I’m not sure I understand everything.
They talked to me about ‘interest’, ‘term of the loan’, I do not know what else.
Can you help me?

LISA:
Oh yes! So the interest is an amount you repay to your lender in excess of the amount that you borrow.

SAMUEL:
And the term of the loan, is simply the length of time that you will take to repay your loan.
It can be 1, 2 or 3 years for instance. That will depend.

ARIANA:
On what?
SAMUEL:
If you repay over a longer period, you will pay a little less each month, but during more months.

LISA:
Yes, but be careful!

SAMUEL:
Why?

LISA:
You repay less every month, but at the end of the entire period you would have paid more in interest.

ARIANA:
Ohhhhh ok! Now I understand better …

Also he told me that I could keep some of my savings but borrow more money!

Is that possible, or did I misunderstand?

SAMUEL:
Yes.

ARIANA:
How, though? I’m having difficulty understanding this…

SAMUEL:
To pay for your new sewing machine, you can take only a quarter of the value from your savings, and the rest you borrow.

ARIANA:
Okayyyyy
SAMUEL:
Or you can pay half, and the rest you borrow.

GABRIEL:
Yes, but then you will not have the same payback every month. You have to compare that with your future income that this new machine will enable you to earn.

LISA:
Dad is right!!

ARIANA:
Thank you, both of you, for these explanations… I understand way better now…

NANA:
Yes. Be careful my daughter with this loan, you choose wisely and only as much as you can afford, because, as my late husband used to say, the old man who sets his beard on fire must be able to extinguish it.

Announcer: We have now arrived at the end of this sketch. So let’s ask our expert the following question: when all is said and done, what are borrowing terms?

Expert: THE EXPERT EXPLAINS WHAT SHOULD BE RETAINED AS WELL AS THE SKETCH’S KEY MESSAGE, while referring to the Beneficiaries’ Manual

Announcer: Thank you for these explanations… Next time, we will be hearing a sketch entitled “Comparing loan terms and conditions”
**Sketch 15 – Comparing Loan Terms and Conditions**

**Announcer:** Now that we have understood what is meant by borrowing terms, we will be comparing them… so what is this about?

**Expert:** THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEDING OR FOLLOWING EPISODES.

**Announcer:** Perfect! Let’s now turn our attention to the sketch “Comparing loan terms and conditions”

---

**ARIANA:**

So, I went to see several institutions today. You were right. I have to compare this with your help.

---

**GABRIEL:**

You did the right thing! Let’s see what that gives? Oh yes! It is really different.

---

**LISA:**

Yes!

You see, one institution gives you a longer term, a higher interest rate, but lends you more.

---

**ARIANA:**

Yea!? And what do you think of this?
LISA:
You will then be able to keep part of your savings, and your monthly payment will be lower.

SAMUEL:
Yes, you are right my sister, but after all this time it will have cost more, right?

LISA:
Yes, indeed!

SAMUEL:
What is the other one proposing?

ARIANA:
The other one has a shorter term, a higher interest, but lends me a lot less money..

LISA:
That means that you end up paying a lot less in the end, right?

ARIANA:
yes, actually!

LISA:
Except that even if your monthly interest rate is higher… you are going to have to use all your savings, Mom!!

GABRIEL:
Look! In the end, you have to think about how much money you will earn.

LISA:
Really? And why is that?
LISA:
Let me explain!
If the amount you bring in is insufficient to pay off a higher sum every month, then it’s better to go with the second institution.

ARIANA:
Okayyyyy!!

GABRIEL:
Otherwise, the first one is better even if it ends up costing you a bit more.

LISA:
Alright, I see…

GABRIEL:
Listen, basically you have to think about your cash inflows.
If they are enough to pay a larger sum every month, then it’s better to go with the second institution,
otherwise it’s better with the first one even though it ends up costing a little more.

(continued)
NANA:

You have to choose well the financial institution from which to borrow. Better go with the one that allows you to have less daily worries so you can concentrate on your earning activities.

As my late husband used to say: one befriends an elephant to escape the morning dew.

Announcer: We have arrived at the end of this fascinating sketch “Comparing loan terms and conditions”… What was most important?

Expert: THE EXPERT explains what should be retained as well as the sketch’s key message, while referring to the Beneficiaries’ Manual.

Announcer: Perfect! Thank you so much for these explanations… and see you all soon for our next listening session with a sketch on “Negotiating with a lender.”
Sketch 16 – Negotiate with a Lender

**Announcer:** And we’re off again for another listening session with our expert in financial education. We’re still on the topic of borrowing. So, help us understand the story line in this new sketch?

**Expert:** THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEDING OR FOLLOWING EPISODES.

**Announcer:** Perfect! Looking forward to hearing this… So let’s all listen …

**ARIANA:**

Finally, I prefer the proposal with a longer term, which costs me a little more in the end but allows me to keep part of my savings, and makes my monthly payments smaller.

**GABRIEL:**

Ah ok! Excellent!

**ARIANA:**

I have chosen what to do based on all your advice…

It was very useful…

**LISA:**

Really?

**ARIANA:**

Yes, honey…

I chose what to do based on the interest rate and the amount that had to be paid out at the end.

But also on the length and the amount to pay back per period.
SAMUEL:
Very good, Mom!

ARIANA:
I have an appointment to negotiate my loan tomorrow. I hope that all will go well.

SAMUEL:
Do not worry, Mom!

ARIANA:
Easier said than done…
I need this machine so badly…

GABRIEL:
More importantly be calm, make sure that what you understand is what is offered by this institution.

ARIANA:
Ok!

GABRIEL:
You can also ask questions and ask to come back with the papers before signing. We will try to review these with those who can read….

SAMUEL:
I remind you Mom that you are a client of this institution. They need you as much as you need them. Even if you think this institution is in a strong position, think that if you do not borrow they will lose a client.

LISA:
Yes, especially Mom, be calm,
ARIANA:
I will try honey!

LISA:
always keep your cool and patience while negotiating.
Do not forget, if it does not work with this institution, you can always go and see the other one.

NANA:
Yes, I tell you these young people are full of common sense.
It looks like they have known my late husband who used to say everything goes wrong when patience lacks.

Announcer: Excellent sketch, as always, with interesting points being taken up, but dear expert, tell us, what was most important?


Announcer: And I think, with all this advice, we are ready to become good negotiators… Thank you for your intervention. Let’s not forget to meet for our next sketch entitled “Tracking repayment and building trust”...
Sketch 17 – Tracking Repayment and Building Trust

Announcer: As revealed at the end of our last sketch, we will be listening to a new sketch entitled “Tracking repayment and building trust” … what is this new one about?

Expert: THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEDEING OR FOLLOWING EPISODES.

Announcer: Perfect! We are excited see how this pans out in this story… So, let’s listen to the sketch.

Lisa:
Hey! Let me tell you.
I saw our neighbors the other day queuing up to try the clothes you prepare for them.
Your new sewing machine works fast, or what?

Ariana:
Rather well my daughter!
I am so busy that I cannot go to the institution to make my deposit and my payment.
I thought I could go there only next month, with more money in hand.

Lisa:
But no! Do not do that.

Ariana:
Oh yes, why is that? I just do not have time to go see them oh!
LISA:

Yesss! Buuuut....
The institution will believe that your business is not doing well or that you
don’t take good care, whereas it is quite the opposite.

ARIANA:

Really?! They’ll think that?

ARIANA:

I tell you Mom: You communicate with your institution by your concrete
actions.
If you are going to make your deposits, and you make your payments
regularly, they understand that everything is fine, and that you respect them.
They will be well disposed for other loans that you might want to have in the
future.

ARIANA:

Do you think you can go on my behalf with your brother?

SAMUEL:

Yes mom, your good reputation is worth the time of our detour.

ARIANA:

Ohh, thank you so very much, my son!!

SAMUEL:

We are also somewhat affected by this... because if we ever need to borrow ourselves, you will be able to serve us as
a reference and the institution will consider us more favorably if everything
has gone well with you.
NANA:

In my time too, in all circumstances but even more when it came to money matters we had to respect our word, otherwise the entire village would run away from us, as my late husband used to say, the dignity of man is in the word given.

Announcer: We have now come to the end of the sketch. Turning now to our expert, what did you think of it?


Announcer: Excellent! Shows how important your word is, especially when it comes to borrowing. On that note, let’s all meet back next time for a new sketch on “Communicating with confidence”
Sketch 18 – Communicating with Confidence

Announcer: Here we are back, as promised, to listen to the next sketch called “Communicating with confidence”… so what is this one about?

Expert: THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEEDING OR FOLLOWING EPISODES.

Announcer: Perfect! Looking forward to seeing how this works out in our story… and here is our sketch….

LISA:
Hey! Tell me. It has been eight months since you took your loan. So how are you doing with your repayments?

ARIANA:
Until now, pretty well my daughter!

LISA:
Fantastic!!

ARIANA:
But last month and this month, I had fewer orders and I feel that with bad weather, several people have put off their spending.

LISA:
Oh, yes? And will this affect your reimbursement?
ARIANA:
Yes, unfortunately!
I will not be able to meet my next monthly payment, maybe even the next one, and I am worried.

LISA:
Do you think that everything will come back to normal later? Or what?

ARIANA:
Yes, but with the drop in my income I cannot keep up.

LISA:
Well then mom, you have to go to your institution and tell them.

ARIANA:
But, will that change anything, honey?

LISA:
I know they can do something for you.

ARIANA:
You think so? That would surprise me…
What, for example?

LISA:
They can sometimes lend you more money…
Or, even better, they can extend your loan maturity and allow you to move your next two payments to a later date.

ARIANA:
That would be great…
NANA:  

Well, I'm sure it is better to talk with them rather than remain silent.  

It reminds me that my late husband used to say: **pleasant words pull the snake out of its hole**.
Mobile Money Sketch 1 – How to Open and Fill a Mobile Money Account

Announcer: And here we are back for some new listening sessions that will broach the topic of mobile money... The first sketch we are going to listen to in this series is entitled “How to open and fill a mobile money account”... what exactly is this topic about?

Expert: THE EXPERT SUMMARIZES THE CONTENT OF THE EPISODE AND RELATES IT TO THE PRECEEDING OR FOLLOWING EPISODES.

Announcer: That’s great! We are excited to see where this all leads to... Let’s listen to sketch #1 on mobile money...

(Sound of knocking at the door)

Mrs. JULIET

Is someone there?

ARIANA

Yes, I’m here! Who is it?

Mrs. JULIET

It’s your neighbour, Mrs. JULIET!

ARIANA

Hey! Mrs. JULIET, just a minute, but do come in, make yourself at home! Don’t stay in front of the door!

Mrs. JULIET

Thank you, ARIANA
(Sound of a sewing machine winding down)

ARIANA

Hello, Mrs. JULIET. It’s been a long time oh! How are you?

Mrs. JULIET

Well, I guess you could say things are alright. So many things are driving me crazy, my friend.

But I make do. But you? How is the family?

ARIANA

Everyone is doing well here!

The children are out and my husband has gone to work… Nana is at the market selling her vegetables.

Mrs. JULIET

Really! I’m happy everyone is doing well…

Last time I went to the shop, I saw your daughter. She has become a lovely young lady. Just like her mother…

ARIANA

(sporting a large smile)

Thank you, my friend, everyone is saying the same thing!

Mrs. JULIET

It really is true!

ARIANA

We’re actually trying to figure out how to organize her wedding, it’s in a few months!
Mrs. JULIET
Wow! Now that’s great news! I’m bringing my wrapper tomorrow to start preparing.

ARIANA
I’m counting on you!
We have to burn up that dance floor, just like we used to in our youth…

Mrs. JULIET
As we say, “the oil never finishes in the bottle”,
I’m fit as a fiddle in spite of my years… (laughter)

ARIANA
I don’t doubt it for a minute, my sister…
(Both of them start laughing)

ARIANA
Earlier, you were saying you were preoccupied with something?
What’s going on? Nothing too serious I hope?

Mrs. JULIET
Yes, rather preoccupied actually! I’m going through a difficult financial situation.

ARIANA
Really? How so?

Mrs. JULIET
I’m unable to sell off all my products at the market anymore
and my brother who lives in the capital wanted to send me a bit of money to help.
ARIANA

Really? But how does your brother usually send you money?

Mrs. JULIET

With money transfer services at the counter in the shop, it’s the only agency in the town close to our village.

But this time, I can’t get there because of the strong rains these days.

ARIANA

Oh my friend, you too!!!

Haven’t you tried to do this using mobile money?

Mrs. JULIET

I’ve heard about this, but no, I haven’t tried it oh.

How DOES it work? Are the user fees high?

ARIANA

My friend, it’s very simple. Hold on, I’ll explain it to you, you’ll see.

Let me get my phone in my bag.

Mrs. JULIET

No problem!

ARIANA

Since my children have shown me how to use this service, I’m unable to use anything else.

It’s really practical.

Mrs. JULIET

Yea? I’m eager to hear about it!
ARIANA

Oh, where is my head today. I haven’t even offered you something to drink. Can I get you a glass of water?

Mrs. JULIET

Yes, thank you. I would love a glass.

(Sound of water pouring in a glass, and sound of a first sip)

ARIANA

It’s a very practical electronic money transfer service because you don’t need a bank account to use it.

Just imagine, you can both send and receive money to and from your relatives, as you see it.

You can even pay some of your bills this way. See how handy it is?

Mrs. JULIET

Yes, my friend, this service is starting to interest me more and more.

ARIANA

All this is possible directly from your mobile phone… and the fees are much lower than with other types of money transfer services.

Mrs. JULIET

Seriously? Hold on. You really have me interested here.

You’ve got all my attention; could you give me more details on how I could use it?
ARIANA

It’s like a bank account attached to your mobile phone’s SIM card…
To subscribe: (1) you go to your mobile phone operator’s place of business with a piece of identification issued by a governmental authority (either your national identity card, your passport, your driver’s licence or an attestation of identity),
(2) you then fill in a registration form,
(3) and once that’s done, you deposit a minimum amount to activate the service.

Mrs. JULIET

Ah! That’s really nice.
So, I don’t have any money, I open this account, and then I have money?
That’s all there is to it?

ARIANA

No, no. It’s not magic, Oh!
Once you go through this, you’ll have an account.
But first you have to ‘charge’ it by putting money in it. To do this you go to your agency, you give them your phone number and a piece of id, along with the money, and the cashier will charge your account.
Once it’s done, you’ll receive an SMS confirming the deposit. You then sign the operator’s transaction document for security reasons and there you have it!
You can now send money directly to your parents, you only need to refer to your operator’s sending instructions.
Mrs. JULIET

Ha! my friend, thank you so much and it’s not really complicated to register, I’m going to speak to my brother about this on the phone this very evening!

Announcer: As we come to the end of this first session on mobile money, what should we remember as being important here?

Expert: In this sketch where our housewife suggests using mobile money to fix her neighbour’s problem… we saw that with this service we can send and receive money with the help of only a mobile phone.

Moreover, it’s a service to which we can easily subscribe… you only need to present yourself in an agency with a piece of official identification…

And that’s it!

Announcer: Excellent!! We will meet up for our next sketch where we will continue talking about mobile money… now that we know we can receive and send money, how do we go about actually doing it? The answer is in the next sketch. Until then…
Mobile Money Sketch 2 – How to Receive Mobile Money Transfers

**Announcer:** Second session on mobile money… what exactly is sketch #2 about?

**Expert:** As the title clearly indicates… In this sketch we are going to learn, thanks to the mother, how to receive mobile money transfers…

Following in the same footsteps of our preceding sketch, she will get into the details of the procedure in order to help her neighbour make an informed decision…

**Announcer:** With no further ado, let’s listen to sketch #2 on mobile money, entitled “How to receive mobile money transfers”…

**Mrs. JULIET**

But hang on, I have a question:

how can I receive the money that my brother is supposed to send me?

**ARIANA**

It’s very simple, the same way as you, your brother will open a mobile money account to send you money.

**Mrs. JULIET**

Oh yes, that’s so obvious now.
ARIANA

Practically, he must first deposit money in his mobile wallet.
Then, in the menu of the telephone associated with his mobile account, he selects the option “Send money”, afterwards he enters your telephone number and the amount he wishes to send you along with his PIN number.
You will then receive a text message, which you can show to a local mobile money company agent to receive the money in cash.
As soon as the transaction is finalized, your bother will also receive a confirmation SMS indicating that he has completed a fund transfer.

Mrs. JULIET

Oh ya? Is it as safe as that?

ARIANA

I tell you, my friend!

Mrs. JULIET

But how will I know that the money has then arrived?

ARIANA

I understand your concern. But do you remember, he used your telephone number to complete the transaction?

Mrs. JULIET

Yes??

ARIANA

Well… you will receive an SMS telling you that you have received a transfer via mobile money. So, you can deposit the money in your account and then go to an agent, with your id of course, to safely withdraw it.
Mrs. JULIET
Well in any case, tomorrow, I’ll certainly register with this service. And with everything I’ll tell him, I think my brother won’t hesitate for a second to do the same.

ARIANA
I strongly encourage you!
I too have been delighted by this service.

Announcer: End of sketch #2… So as we turn to our expert, the question is: what is the important information to retain here?

Expert: We have seen how easily the service can be used to receive money, and even to send some… Select “send money” in the mobile phone menu. Enter the phone number and the amount… enter the NIP code and that’s all there is to it……

Announcer: Indeed, sending money is very easy… and receiving it?

Expert: Also very easy, actually even easier… As soon as you receive the text message telling you you have received money… you accept the payment and are then able to simply withdraw your money in an agency…

Announcer: Couldn’t be any clearer… On to the next sketch to learn how to spend mobile money… Until then…
Mobile Money Sketch 3 – Spending Mobile Money

**Announcer:** After having listened to our two previous sketches, we know now how to open a mobile money account, and how to receive and send mobile money… We can already tell by reading the title of the upcoming sketch #3 “Spending mobile money” what is coming up, right?

**Expert:** Yes, indeed! Our neighbour continues to question our friend and wants to know more about this service… And that’s when she learns that she can also pay for translations right from her phone, without having to take cash out each time…

**Announcer:** Without any further delays, let’s then listen to what comes next in the sketch “Spending mobile money”…

**Mrs. JULIET**
This really saves time at the start of the school year.
But it seems that I still have to go through an agency to withdraw money, no?

**ARIANA**
Not at all!
This service offers other choices for you to spend your money:
Like perform long distance transactions or still, make a face-to-face payment with a shopkeeper.

**Mrs. JULIET**
You mean directly from my mobile phone?

**ARIANA**
Yes, absolutely, my friend…
Mrs. JULIET

Really? How?

ARIANA

Hang on, I’ll explain, let me take a sip of water first.

ARIANA

Your operator will generally have a list of businesses with whom they have an agreement.
On this list, there are business codes for each company registered that you can use to pay your bills.

Mrs. JULIET

So this means that, for example, I can pay my bills with certain suppliers without having to go anywhere?

ARIANA

Yes, you can do that.
But before, you will have to make sure your suppliers work with this service.

Mrs. JULIET

Yes, indeed, you are right, I must find out.

ARIANA

But you know, it can be even easier than that:
You can pay your suppliers directly. It works the same way as when you transfer money to a family member.

Mrs. JULIET

Oh, that’s true! Thank you!
ARIANA

You can even pay most of your transactions that way, without having to withdraw cash each time.
Imagine you want to get to the village market by moto taxi, you can take the driver’s number and pay with mobile money.
More and more people have an account on their mobile phone and accept to get paid that way.

Mrs. JULIET

This is really practical.

ARIANA

You can even pay your rent that way.
In the case of a payment in a shop, transactions are dealt with this way:

Mrs. JULIET

But I have a question about all this:
is it an obligation to have the same operator in order to do all this?

ARIANA

No, not at all, it doesn’t matter, your mobile service providers can be different, it makes no difference with the service.
For example, when I take a moto taxi, regardless of the driver’s provider, I pay my transactions this way.

Mrs. JULIET

This very evening, I'll call my brother in the capital to tell him all this great information you've given me.
Really, thank you very much dear sister, I don't know how to thank you for all this.
ARIANA

Oh, it’s nothing.

It makes me so happy to be able to help you, you’re like a big sister to me.

Announcer: End of sketch #3, so “Spending mobile money” what do we need to remember

Expert: Very simply, that mobile money is not limited to sending and receiving money only… but can also be used to pay for certain bills… and suppliers as well.

Announcer: Indeed, but can you remind us how?

Expert: It’s very simple… just like sending money… in the mobile phone menu, you then select “pay invoice” and follow the same steps… that’s it

Announcer: … Excellent… It’s clear we can get many things done with this service… but that’s not even all… sketch #4 “Accumulating and saving mobile money funds” has more in store for us…
Mobile Money Sketch 4 – Accumulating and Saving Mobile Money Funds

Announcer: We spoke of additional possibilities at the end of sketch #3, and here we are. So here we learn about “Accumulating and saving mobile money funds.” Can you sum up the sketch for us?

Expert: With pleasure… so, in sketch #4, our mother is victim to a mishap… she loses her money on her way home… Completely discouraged once at home, she is helped by her daughter who gives her advice in order to avoid reliving the situation…

Announcer: … Let’s listen to sketch #4 on mobile money… which is entitled “Accumulating and saving mobile money funds”…

LISA

Hi Mom, what is it? Looks as if you saw a dead black cat this morning.

ARIANA

Hey! Never you mind over there! Don’t you add to my day’s problems…

LISA

What’s wrong? My wedding dress won’t be ready in time??

ARIANA

Pffft… actually, you there, except for your wedding, are we allowed to think about anything else in life?
SAMUEL
You’re so right Mom! We aren’t able to breathe anymore in this house!
Morning, noon and night all we talk about is this wedding.

LISA
You, who asked you anything? Always wanting to meddle in other people’s business…

ARIANA
Tssssss ! You too, over there, you’re not any better!
You spend your time getting on our nerves with your motorcycle.

SAMUEL
Whoa! I feel stuck between a rock and a hard place here!!
So excuse me I was on the way out anyway!

LISA
Good riddance!

ARIANA
Yes, good idea! I’m in no mood for bantering at the moment!

(Sound of the door opening and shutting)

LISA
Mom, WHAT is going on? You are seriously starting to worry me.

ARIANA
Oh! Honey, if only you knew. Hmm…

LISA
Come on, Mom?
ARIANA

I came back home by moto taxi from the market and on the front stoop when I arrived, I realized that a part of my earnings from this morning fell out during the journey…

LISA

Oh! Mom! Now I understand why you’re in this state, and here I started bugging you as soon as you arrived home. I’m so sorry!

ARIANA

(Sighing) Thank you, Honey. It’s not your fault oh. This loss has put me in a complicated situation. I wanted to use the sum to buy thread and some more material. Thankfully, I can still use a part of my sales from this morning.

LISA

Well, at least there’s that. But Mom, do you have any sort of solution in order to avoid this happening again?

ARIANA

Not really! I was thinking of buying two wrappers next time to really secure the money before being able to go to town to deposit it as usual in my account at the end of the month.

LISA

But Mom, have you ever thought about using your mobile money account to accumulate your sales earnings or to put away some money in case of an emergency?
ARIANA

No, I only use it to send and receive money, and to pay my suppliers.

LISA

But Mom, it’s not just for that, you can also deposit money from your sales right away.
That way, you can completely avoid situations like the one you’re dealing with today.

ARIANA

I didn’t realize I could do that, Honey!

LISA

Yes, you can! It’s true though…
I don’t think I told you about this before, but I can definitely confirm it,
it’s what I do myself for security reasons first of all, but also because it’s a practical way to put money securely away and save.

ARIANA

Really? Tell me how you do this?

LISA

As soon as I receive my pay, I don’t wait. I go directly to a mobile money agent and I proceed with a deposit.
And I do this, every time I get paid.
As a result, I gradually accumulate money.
ARIANA
But doesn’t it cost more in fees to do this? I already pay enough of those with my other account.

LISA
Actually no, take that idea right out of your mind, the service is totally free.

ARIANA
That’s an excellent idea, Honey, I’m going to do this after my very next sale.

LISA
Don’t forget to bring along an ID to make the deposit, it’s really important.

ARIANA
Don’t worry, my daughter! And as we say, “the river turns and twists because no one shows it the way”.
And now that you showed me this, I will do it systematically.
Thank you sincerely for your advice today. And as for your dress, don’t worry, it will be ready in time.
(They both start to laugh)

LISA
No worries Mom, I’m always here for you.
And I know that with the best seamstress in the village, I will have the prettiest wedding dress.
ARIANA

You don’t even have to doubt about that, Honey. You are going to be the envy of this here village…

Announcer: Very interesting sketch… We just keep on learning about mobile money… So what here is important in this sketch?

Expert: On top of enabling us to send money, pay our bills and our suppliers… We can also accumulate money by way of mobile money…

Not only for security reasons, but also as a convenience…

Announcer: … Thank you for this great intervention… Let’s meet back up for our next sketch in which we look at the topic of mistakes and fraud…
Mobile Money Sketch 5 –
Using Mobile Money Wisely and Avoiding Mistakes and Fraud

Announcer: In the last 4 sketches, we have considered the different services offered by mobile money… in sketch #5 though, things will be a bit different… but how, specifically?

Expert: As you put it so well, we have now learned about the services offered… logically, it is now time to learn how to use them prudently…

In this sketch, the soon-to-be bride’s brother and his brother-in-law are sharing a meal. The latter one, all happy, explains the reason to the former… he almost got his mobile money squeezed out of him… and the ensuing discussion goes on to explain the situation…

Announcer: … Let’s now listen to sketch #5 “Using mobile money wisely and avoiding mistakes and fraud”…

SAMUEL
What’s going on today? You really look happier than usual.

GEORGE
Ha! yes! And it’s in part because of you that I am in such a good mood!

SAMUEL
Oh, yes? And why is that?
GEORGE

The day before yesterday, I left my mobile phone on the table while I was taking my shower, and as usual one of my young brothers took my phone and started playing around with it.

He must have spent at least 15 minutes trying, as he has done in the past, to “borrow” my mobile money without my permission.

SAMUEL

The same way he had withdrawn your money before??
To go out and party with his friends in a bar.

GEORGE

Yes, exactly!!!

SAMUEL

Oh! MY, I can’t believe your brother did that. But what about this time?

GEORGE

Ha! I put in a security pass code like you had advised me to do.
And it worked! (Sigh of relief) Can you imagine? The money in that account, I’ve been putting it aside for a long time for wedding expenses. I don’t even want to imagine the kind of trouble I’d be in if my brother had made it disappear.

SAMUEL

He, he! Faced with that situation, my sister would have wanted to kill you, especially if it put “her” wedding into peril…

GEORGE

hum… (discouraged) … I don’t even know how I would have told her.
Knowing my sister, if I were you, I would have prepared my funeral with the little amount of money left over… (said mockingly)

What a great brother-in-law I have! Instead of telling me you would have defended me, you make fun of me…

Ha! if you asked me to cross a mine field for you, I would in a second… but going to see my sister to tell her would have been beyond my ability!

Really, you don’t reassure me!

I would’ve preferred lending you the money needed through a transfer!! Anything to avoid telling your future wife the wedding had to be “postponed”.

Anyway, a heartfelt thank you for the information about the mobile phone locking code!

This is really the first level of security measures you should put in place So that no one can access your personal information on your mobile phone. Everyone should do this.
GEORGE

You are so right!!
And also, thanks for having suggested a code that’s hard to guess for those close to me.
I tell you, 15 to 20 minutes he spent trying to get in!! And he completely failed.

SAMUEL

Excellent!
But beyond this, you do know that you should be careful of lots of other fraudulent tricks to avoid finding yourself in unpleasant situations.

GEORGE

Oh ya? Which ones?

SAMUEL

One of the first ones you should watch out for is phishing.

GEORGE

Fishing! Now what is this? I never go fishing!

SAMUEL

No, no. It’s not a bunch of fraudsters that go off fishing! They are looking for a “fish” and this “fish” should not be you.

GEORGE

Tell me.

SAMUEL

It’s a technique used by fraudsters to steal your personal information, like for example your PIN, to then empty your mobile money account.
GEORGE

Seriously? How do I protect myself from this?

SAMUEL

You first have to understand how they operate.

GEORGE

You’re right!

SAMUEL

Generally, you receive phone calls, or even SMSs and emails, from people passing themselves off as employees from your mobile phone provider. The goal is to manipulate you into giving them your personal information. So you must be very careful when you receive these types of calls. When in doubt, go directly to an agency. And most important, never answer a suspicious SMS, and never click on a link sent to you by SMS or through email. That is the best advice I can give you about this type of fraud.

GEORGE

Thank you very much! I’m definitely going to follow your suggestions.

SAMUEL

You must also be careful when you proceed with transactions in the presence of a mobile money agents.

GEORGE

Why? Aren’t they the most reliable?

SAMUEL

You’re right, they are. But you know that reliability does not exclude verification, as we say. Not all of them are well-meaning.
GEORGE

Indeed, you’re right!

SAMUEL

Certain agents try to earn more fees by splitting client transactions into smaller ones. So, be vigilant about this.

GEORGE

We’re never vigilant enough these days!

SAMUEL

You should also avoid putting on display your personal id. It can be falsified and your identity then stolen, which makes it easy for the fraudsters to exchange your SIM card and steal all your funds in your mobile wallet.

GEORGE

Oh brother! No need to say this twice! Sincerely, thank you for all this advice! I’m definitely going to put it all into practice right away!

As we say “if you lick the lion’s tongue, he will devour you”, I won’t give anyone the opportunity to con me like this. (Laughter)

Announcer: We have now come to the end of the sketch on mistakes and fraud… so, what’s important to remember?

Expert: In all, using mobile money requires that you adopt certain security habits, like, for example, choosing a security code for your phone…

Umm, protecting your personal information and proof of identification…

Being vigilant even when in front of an agent…

Announcer: … As we say forwarned is forarmed… so you must be very careful and respect these instructions… no one is safe… Thank you and we’ll see next what to do when we become a victim of fraud…
Mobile Money Sketch 6 – To Whom and How to Complain in Case of Fraud

Announcer: Our characters spoke about fraud in our last sketch… so, what happens if we become a victim of fraud?

Expert: That is exactly what our characters are going to show us in sketch #6 on mobile money… The father falls prey to fraud, completely unnerved and discouraged, his son quickly come to help him out with advice on how to rectify the situation legally...

Announcer: … With no further ado, here is sketch #6 on mobile money and “To whom and how to complain of fraud”...

GABRIEL

Thief! Thief!

SAMUEL

Dad, what’s going on? Where’s the thief?

GABRIEL

Hey! Where are you going with your club? He’s in my phone.

NANA

What do you mean in your phone, you almost gave me a heart attack… I’d already grabbed my cane and was ready to run…

SAMUEL

Nana, I didn’t realize you had the strength to run anymore…
NANA

My dear grandson, “even dry, the river keeps its name”, when I heard your father cry out, it felt as if my legs were twenty years old again...

GABRIEL

(With a furious tone)
I’m not happy at all. I think I’ve been defrauded.

SAMUEL

(Surprised)
What do you mean defrauded? What’s going on?

GABRIEL

Yesterday, I deposited money into my mobile account and this morning after checking my balance, I saw no trace of the amount. 
I don’t even know what to do!

NANA

So this means I won’t have my new cane, or what?

GABRIEL

Very funny Mom!

NANA

In my time, we would have gone to see the village medicine man who would have spoken to his spirits and we would have found the thief straight away.

GABRIEL

That time is long gone, Mom!

NANA

Young people today don’t respect old traditions anymore…
But this is serious! Have you thought about contacting your mobile service provider to see what happened?

No, not really! I don’t even know how to go about this. Can you explain to me how to do this?

No problem, Dad. Sit down and I’ll tell you exactly how this is done.

Thank you, son…

This evening, go to your agency and ask an agent to verify if yesterday a deposit was made to your mobile wallet…

If he answers that he sees no trace of this transaction, I can’t discuss this any further, since he holds all the information.

No, Dad, you have the right to ask for a transaction statement and to check it yourself, he is obligated to show it to you…

Oh yea? I didn’t know this…

Yes, absolutely. Unfortunately, many people like you don’t know this…

But what if I don’t see anything on my statement either…
SAMUEL
Just tell me Dad, yesterday when you made the transaction, did you receive an SMS confirmation, like usual…

GABRIEL
Yes, son, here look for yourself…

SAMUEL
Indeed, I’m starting to see what happened here…

GABRIEL
What, son?

SAMUEL
It’s just a hypothesis, but it seems that after your transaction was over, someone (maybe even an unscrupulous agent) must have put in a transfer from your account without your consent…

GABRIEL
Is it possible for someone to do this? He has the right?

SAMUEL
He does NOT have the right, but it’s actually a popular extortion tactic these days…

GABRIEL
But if this is the case, I won’t ever see my money again…
Oh God, How am I going to get along???

SAMUEL
Dad, don’t worry! I’ll guide you through the proper procedures in order to make this right.
GABRIEL

Really son! I’m lost, I’ve no idea what to do!
Look how I’m sweating; it looks like I’ve just emerged from a pond.

SAMUEL

First thing, you’re going to go to your agency and you’re going to lodge a complaint against your mobile service provider for transferring money from your account without your consent. That’s the first step…

GABRIEL

Ok, understood.

SAMUEL

Then, Dad, I suggest you take down the date and time at which you lodged your complaint, as well as the name of the agent to whom you spoke.

GABRIEL

Oh yea? Why do I have to do this?

SAMUEL

It’s very important to keep all traces of the procedure you have initiated to avoid any unpleasant surprises and also to have a recourse in case they don’t follow through on your complaint.

GABRIEL

Oh, ok, I see! I’ll do this!

SAMUEL

From there, you have to give 14 days to your service provider to follow through on your complaint.
GABRIEL
I don’t want to be pessimistic, but what happens if, at this step, this doesn’t succeed?

SAMUEL
If you’re sure you’ve exhausted all possible remedies, including warnings that you are about to file a complaint with legal authorities,

GABRIEL
Yes?

SAMUEL
At that point, you file a complaint with the financial services mediator or “ombudsman” who takes care of the whole financial sector. He’ll analyze your complaint and then, if it’s founded, he’ll demand an explanation from your service provider.

GABRIEL
That’s excellent! But aren’t all these recourses very expensive?

SAMUEL
Nooooo Dad, the good news is that this service is free and available to everyone. And the mediator’s decision is usually final.

GABRIEL
Thanks for all this advice, son. I don’t know what I would’ve done without you today to fix this problem. I was really lost.

SAMUEL
You’re welcome, Dad. Anytime. With my moto at stake, it’s in my best interest that you get your money back…
GABRIEL

Hey, wise guy… But I definitely see a bit of myself in you.

SAMUEL

You’re the one who always says “he who has planted a tree before dying has not lived a useless life”. Children are also there for this, to help their parents when they need it.

GABRIEL

Ah, son, each time I look at you, I’m prouder and prouder of the man you’ve become… The apple never falls very far from the tree…

(Both start to laugh)

Announcer: And here we come to an end of our series of sketches on mobile money… in this last one, what exactly should we remember?

Expert: First of all, in case of fraud, you have to quickly get to an agency, no waiting around…

You can file a complaint from home…

Keep all traces of the complaint procedure to avoid unpleasant surprises…

And if you do not win your case, there is always the financial ombudsman as a last resort…

So there is always a solution for those who are proactive…

Announcer: … Thank you for this practical advice in the use of these services… And with these last words, I take my leave and bid you goodbye.