



GPI

Global Partnership
for Financial Inclusion

G20 National Remittances Plan

UAE 2023

Biennial Update

G20 Finance Track
**Global Partnership for Financial
Inclusion (GPFI)**

2023 G20 National Remittance Update

UAE

UAE's progress in enhancing the remittances ecosystem:

The UAE, being a globally leading country in remittance flows, reemphasizes its commitment to enhancing the flows and reducing remittance transfer cost in line with the G20 Financial Inclusion Action Plan. In this regard, it is worth mentioning that remittance service providers in the UAE have strengthened their digital services platforms to better satisfy their customers' needs, in terms of facilitating user-friendly access to services and providing accurate information on applicable fees, execution time etc. These recent improvements have expanded largely in 2023 to cover the majority of the service providers.

Digital transformation has contributed to enhancing the monitoring process of remittance flows and reduction in the transfer costs, in line with the UAE's vision, which aims at supporting remittances service providers through providing guidance, enhancing the regulatory framework, and facilitating access and use of digital financial services through various initiatives.

First, the UAE regulators are supporting the monitoring process of remittance flows and the reduction of transfer costs. This is being facilitated by the comprehensive guidance provided to remittance service providers, the continuous enhancement of the regulatory framework, as well as the facilitation of access through targeted initiatives to implement digital financial services.

Second, the UAE has shown its commitment towards improving remittance flows by participating as a forerunner towards various international projects such as the GCC's Real Time Gross Settlement system (GCC-RTGS) and the Arab Regional Payment System (ARPS) also known as 'Buna'. These systems are now capable of full fledged operations and will be on high level focus for increased usage in the upcoming years as an effective and price competitive means of transactional processing across the region.

Finally, the UAE is moving forward on standardization of payments messages with ISO 20022 that is intended to transform the financial landscape. Implementing the ISO standard will revolutionize financial communication, enhance data quality and customer experience, and elevate security and governance of the messages are some of the major benefits of its adoption.

As of November 2023, expats' remittances from the UAE reached USD 1,459 billion (AED 5,357 billion). The portion attributed to family support amounted to USD 49 billion (AED 180 billion). Further, the total inward remittances reached USD 1,347 billion (AED 4,948 billion). India remains the top receiving country for earnings made by expats, followed by the United Kingdom, and the United States of America.