

ABSTRACT

Financial Inclusion means to give access to financial services at a low cost to all society members. By using Financial Technology, it is very easy to achieve the target of providing financial services at a low cost. When people are financially literate, they are able to use technology knowing all the risks associated with digital transaction. They also have knowledge to deal with risks and manage it. This paper analyzed the relationship between FI and FinTech using Financial Literacy as moderator. Primary source of data collection has been used in this study. The data has been collected from 403 customers of banks. In this study, to analyze such relation, PLS-SEM has been used. The results showed that there is a significant positive relation between FI and FinTech. People who use technology for using financial products can easily reduce their cost of transaction. The direct relation between FL and FI has also been gauged. It showed positive significant relation. Literate people have good understanding of using financial products. They are able to choose products providing by banks at a low cost having good knowledge related to it. In the end, FL has been taken as a moderator, it would stronger the relationship between FI and FinTech. These results indicate that it is needed to spread awareness, arrange seminars and meeting for people for increasing FL in the society, guide people for using FinTech in order to achieve FI. It is needed to target the unbanked society to give them awareness about the benefits of technology and inclusion. It is not only beneficial for individuals but also for the economy of the country.