

Financial Resilience Institute

Advancing financial health, resilience and well-being through evidence, strategy and collaboration

[Financial vulnerability](#) is a mainstream issue which the Financial Resilience Institute works to address by [helping to advance financial health and resilience globally](#), in collaboration with values-aligned partners, in particular for more vulnerable populations.

The financial health, financial resilience and financial well-being of individuals, families and Micro, Small and Medium Enterprises (MSMEs) support resilience, prosperity and growth across generations. The health and resilience of small businesses and the financial resilience of financial systems are also critical to thriving, prosperous economies. As a non-profit organization, we're leading work globally, uniting around our purpose - *building financial resilience and well-being together*. We are driven by a key vision to help create a better world and systemic change through improved financial resilience and financial well-being for all, while enabling evidence-based decision-making, targeted interventions and innovation that sparks positive change.

As a [leading independent authority](#) on financial health and financial well-being in Canada and internationally, we help advance financial health, financial inclusion and impact globally, while driving measurable financial, social and customer outcomes in line with [Sustainable Development Goals](#).

From measurement to meaningful impact

Our valued clients and partners include Financial Institutions, Policymakers, Financial Authorities, Central Banks, world-leading financial health organizations such as the World Bank/ CGAP, UNSGSA, UNEP-FI and others; Employers and purpose-led organizations. Our key services include [impact measurement and Index analytics](#); [financial health strategic consulting and advisory](#); and customized solutions. We also work on [impact innovation projects to advance financial health and resilience innovation, with partners and valued clients](#) internationally.

Our evidence-based research analytics, impact measurement, proven methodologies, customized solutions and cross-sector collaboration spark solutions in programs and practice. This includes leveraging our world-leading peer-reviewed personal [Financial Health and Resilience Index](#), [MSME Business Financial Health and Resilience Index](#), other indices and studies.

As leading experts in [MSME Business Financial Health and Resilience](#) impact and measurement, [Climate Change and Financial Resilience](#) and other key areas of practice, our holistic [Personal Financial Well-Being Framework and Small Business Financial Resilience Frameworks](#) ground our studies and work. Our team has developed proprietary solutions, including leveraging transactional and supply-side data, and is leading work to advance financial inclusion, economic inclusion and mobility. We lead and support financial health strategy-to-execution projects, organizations using our Indices to measure their purpose and/or progress social finance innovation for target populations and [those who need help most](#).

Driven to help empower all global citizens and drive systemic change, we have launched the free [financial resilience score tool](#) and [financial well-being score tool](#), linked to banks of independent articles and resources. While the Financial Health and Resilience Index Model is our primary instrument, we have made available an open-source subjective [Financial Well-Being Index Model and Toolkit](#) to support financial well-being measurement, complementing organizations' and countries' studies and indicators.

The Institute publishes numerous independent, [free reports and intelligence](#) on financial resilience, health and well-being and contributes to financial health impact measurement and [thought leadership](#) internationally and is a world leader in impact measurement and strategy innovation.

Founded by Eloise Duncan, CEO, and governed by a [Board of Directors](#) with a senior [Advisory Council](#), our work builds on 15+ years of dedicated financial health practice. Our organization leads impactful work and programs in line with our [impact goals](#) thanks to the support of our [strategic partners, funders and supporters](#), with more information available about our progress to date in our 2025 and 2026 [impact reports](#). We are growing our funders and partners to accelerate impact and advance financial health and resilience systemic change.

Financial Health Consulting and Advisory Services

Financial Resilience Institute helps organizations turn evidence into measurable improvements in financial health, resilience and well-being. As an independent non-profit, we combine more than 15 years of dedicated financial well-being practice with rigorous measurement, Index analytics and strategic consulting. Our work is led by CEO and Founder Eloise Duncan, a Certified Management Consultant with over 25 years of experience.

Index analytics and evidence-based reporting and decision-making

We help organizations establish baselines, identify vulnerability and opportunity, set targets and track whether their strategies, policies, products and programs improve outcomes. Our multidimensional Financial Health and Resilience Index and Financial Well-Being Studies are proven instruments longitudinal benchmark data and evidence while measuring household financial health and resilience outcomes, also linked to overall well-being and other benefits. We also track and help improve financial inclusion and access to financial help, while helping to identify and track which levers, interventions, policies and programs drive improved financial resilience outcomes and other benefits.

We tailor research and measurement for households and priority populations; customers and communities; employees; and MSMEs, including women-led businesses. Services include financial well-being and business benefits measurement, segmentation, decision intelligence, and customized indices built from survey, transactional or administrative data. By combining quantitative analytics with qualitative insight, we show where needs are changing, which factors are associated with stronger outcomes, and which practical levers partners can use to improve them.

We are also experts in MSME Business Financial Health and Resilience and have also created a world-leading MSME Business Financial Health and Resilience Index, with multiple applications in different countries. This and the personal Index help organizations to drive evidence-based policy, program and innovation for impact, while measuring and prioritizing the levers and interventions that can drive improved financial health and resilience outcomes, plus other benefits.

Financial Health and Resilience Strategic Consulting and Advisory and Program Support

We work directly with boards, senior leaders and innovators to define financial health ambitions, develop customer-led strategies and turn them into action. Our support spans executive education, organizational alignment and culture change; customer and employee experience; financial resilience segmentation; and the design of products, advice, protection, services and programs for moments that matter.

We also support research and thought leadership, co-design, partner assessment, staff and advisor enablement, pilots, implementation and evaluation. Senior-led teams tailor each engagement to an organization's goals, maturity and budget, connecting financial health outcomes with customer, employee, business and social value.

Custom Solutions and Collaborative Partnerships for Impact

We collaborate with organizations on financial health impact projects, from discovery and innovation through delivery and evaluation. Revenue from our commercial services is reinvested in the Institute's non-profit impact work, extending the value of each partnership.

We look forward to advancing financial health and resilience innovation in collaboration with our partners, recognizing this is a journey and requires evidence-based solutions, continuous learning and innovation.

Find out more about our [impact measurement](#), [consulting and advisory](#) and [partnership collaborations for impact](#).

Financial Resilience Institute is based in Vancouver, Canada and provides services globally. Contact Eloise Duncan, CEO and Founder, at eloise@finresilienceinstitute.org or [contact us](#) to explore collaboration opportunities.

Learn more on our [website](#) and follow us on [LinkedIn](#).