

## SOCIAL PERFORMANCE REPORT



Manju Kumari lives in Bhagwanpur, Bihar, India and has been a client of Satin Creditcare Network for more than 3 years.

She became a client of Satin to become financially independent and to provide better education for her children. With her first loan (USD 450) she started a business selling garments such as Saree and Salwar suits.

Manju Kumari has worked hard and has managed to grow her business despite tough competition. Today Manju's children are studying in a good school.

"I am happy with the services rendered by Satin. Our lifestyle has improved and we are respected and loved by all. Today we dream of a larger business and a better life for our children," says a grateful Manju Kumari.

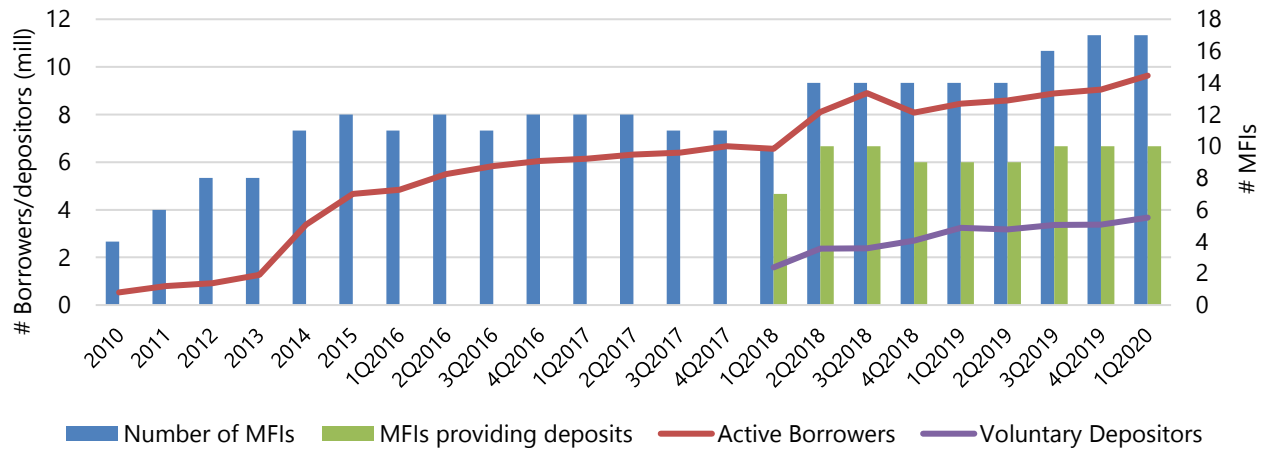
<https://satincreditcare.com/success-stories/#1532157199828-90f2d945-5db8>

# SOCIAL PERFORMANCE REPORT

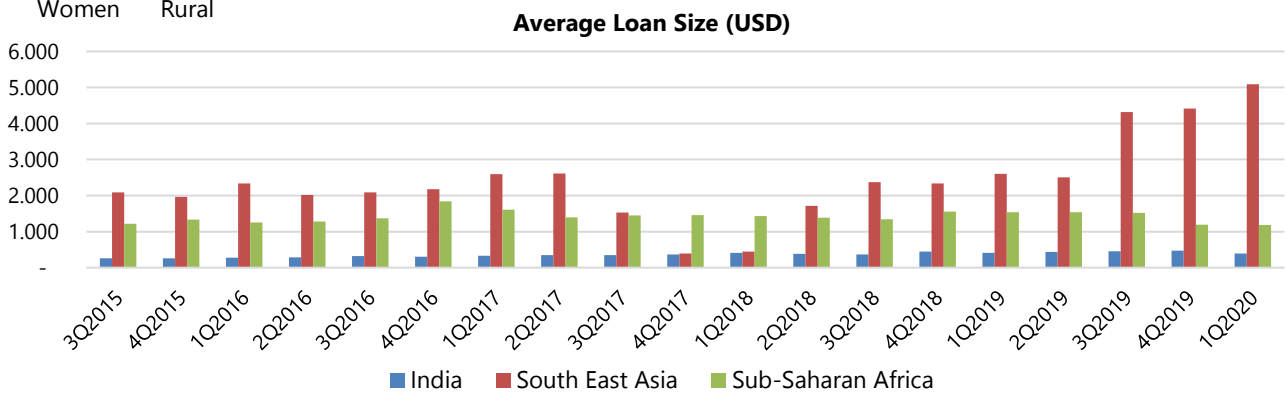
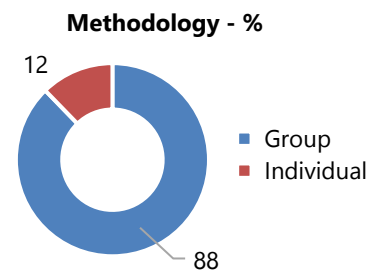
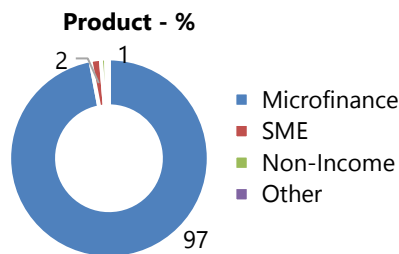
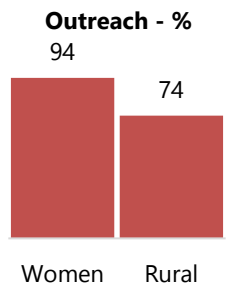
COVERING DIRECT MFI INVESTMENTS IN NMI GLOBAL FUND, NMI FRONTIER FUND, NMI FUND III AND NMI FUND IV, NOT INDIRECT (MIV) INVESTMENTS

## OUTREACH

Snapshot: number of MFIs, borrowers, and depositors

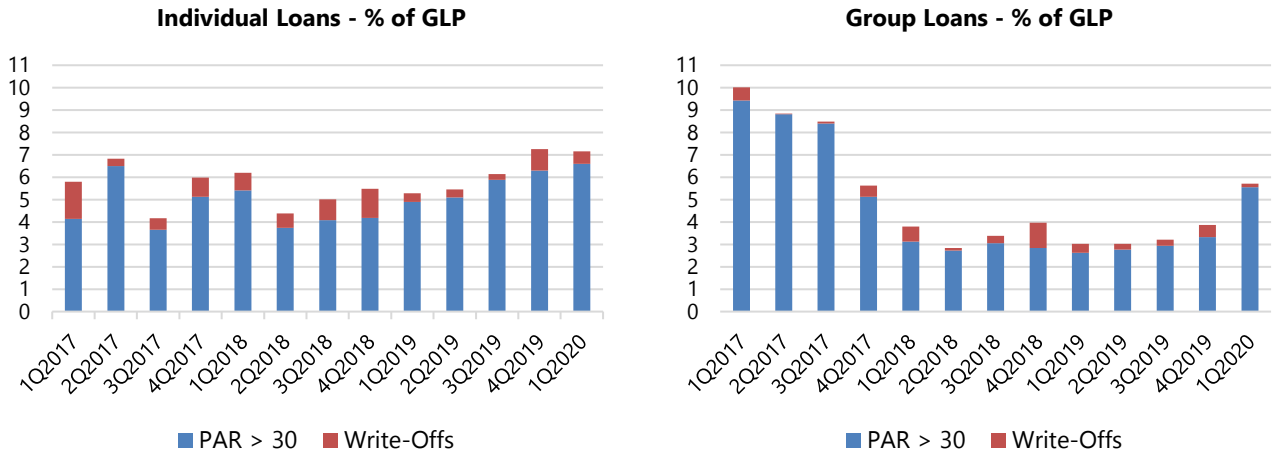


## BORROWER PROFILE BY NUMBER



Notes: Since 1Q2018 the average loan size in South East Asia has increased. This is mainly caused by some of the new investments in the portfolio, which have a specific market focus on MSMEs and relatively higher average loan sizes.

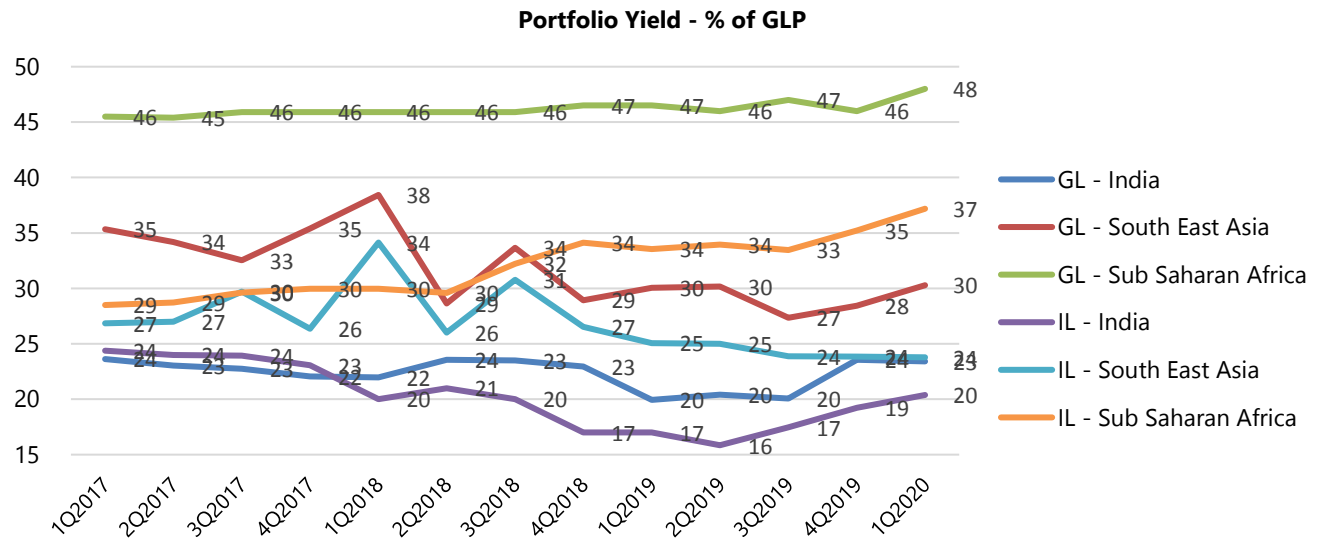
## PORTFOLIO QUALITY



Notes 1Q2020:

PAR30 for Group Loans increased in 1Q2020. This is mainly caused by investees being affected by the crisis in Assam. Impact of Covid19 is not yet visible in 1Q data, but we expect to see significant impact in 2Q.

## PORTFOLIO YIELD<sup>1</sup> FOR INDIVIDUAL (IL) AND GROUP LOANS (GL)

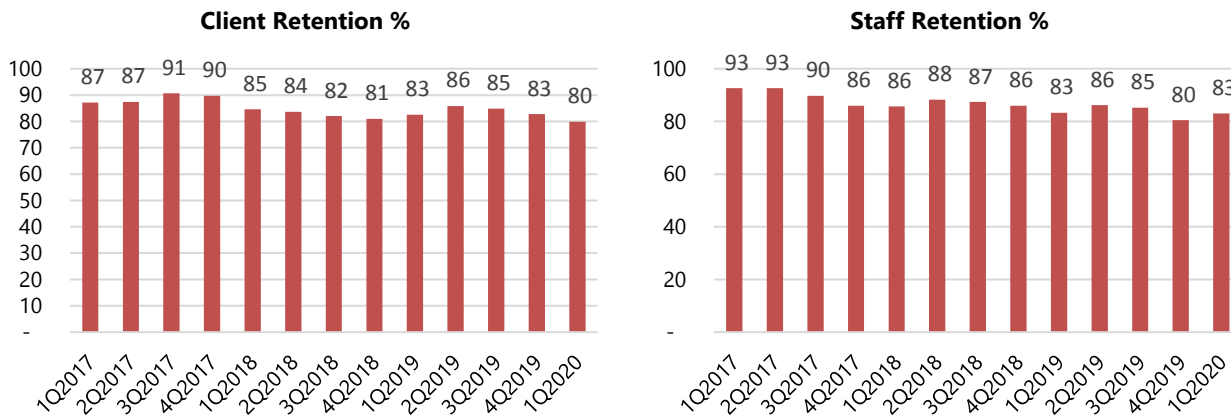


Notes:

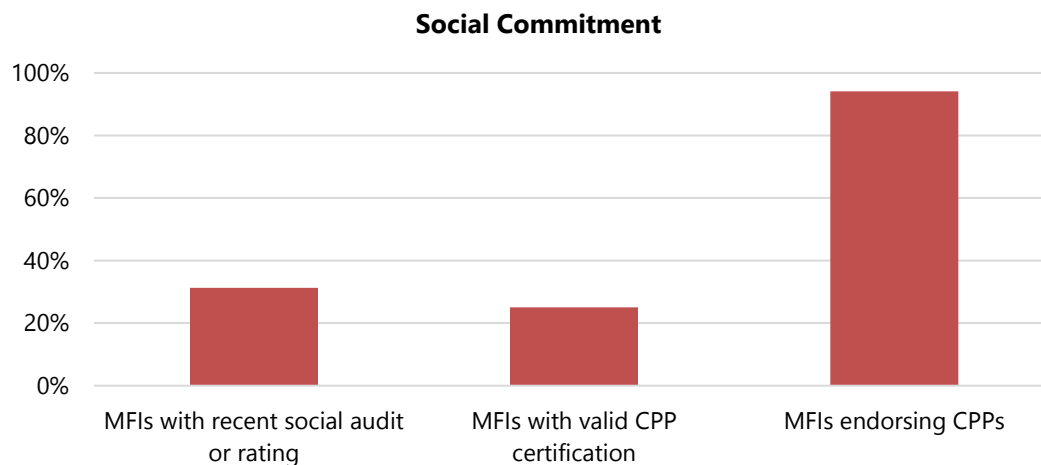
- The fluctuations in yield in South East Asia are caused by 1) adding new investment in the portfolio and 2) by regulators introducing or changing caps on interest rates or fees e.g. in Cambodia during 2017.

<sup>1</sup> Portfolio yield: Financial Revenue from Loan Portfolio / Average Gross Loan Portfolio.

## STAFF AND CLIENT RETENTION<sup>2</sup>



## SOCIAL COMMITMENT<sup>3</sup>



Notes 1Q2020: The percentage of investees with a recent social audit or a CPP certification has dropped over the past year. The background is that several of the newest investments are made in relatively young and growing institutions. None of these have a social rating or a CPP certification, but plan to work with this as they grow and mature, possibly with support from NMI's TA facility. One of NMI's newest investees has not yet endorsed the Smart Campaign's CPPs, but plan to do so asap.

<sup>2</sup> Staff retention: 100% - staff turnover. Staff turnover: number of staff exiting during the period divided by the average of number of staff at the end of the reporting period + number of staff employed for one year or more.

Client retention: Active Borrowers at the end of the reporting period divided by the sum of active borrowers at the beginning of the reporting period and new borrowers during the reporting period.

<sup>3</sup> Recent social rating is defined as a social rating conducted by an independent rating agency within the last 3 years. CPP certification is valid for two years.