

KASHF FOUNDATION SOCIAL PERFORMANCE DASHBOARD- JUNE, 2018
CERTIFIED BY THE SMART CAMPAIGN FOR CLIENT PROTECTION



PROGRAM SCALE

	Jun-18	Jun-17
Total Outreach	413,932	299,966
Individuals insured under life and health insurance schemes	1,611,893	1,275,844
% of Clients in Less developed areas	47%	21%

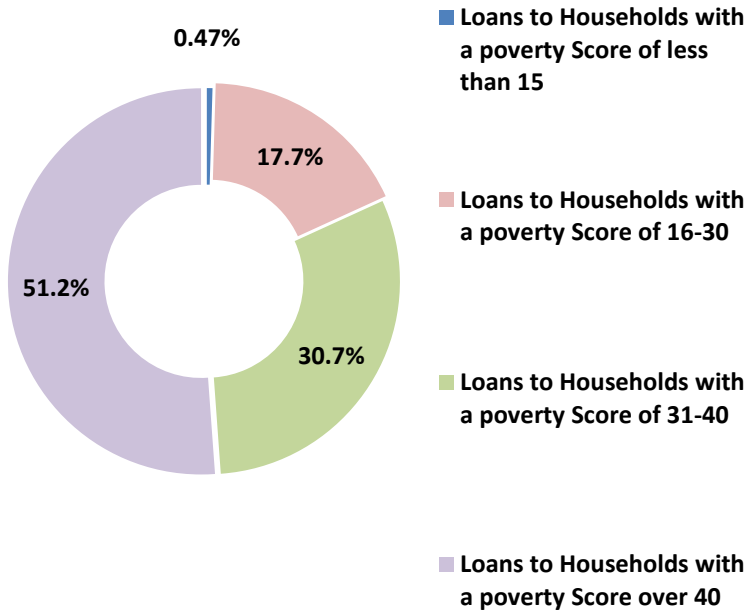


PORTFOLIO SEGMENTATION

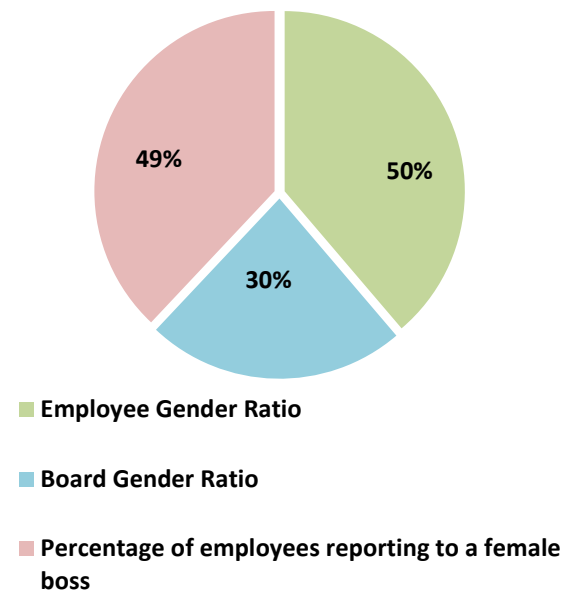
	Jun-18	Jun-17
Business Loans	356,114	271,993
Loans for Emergency Needs	60,097	25,731
Loans for Ultra Poor	2,595	2,242
Loans for schools infrastructure development	1,147	986



PORTFOLIO PENETRATION

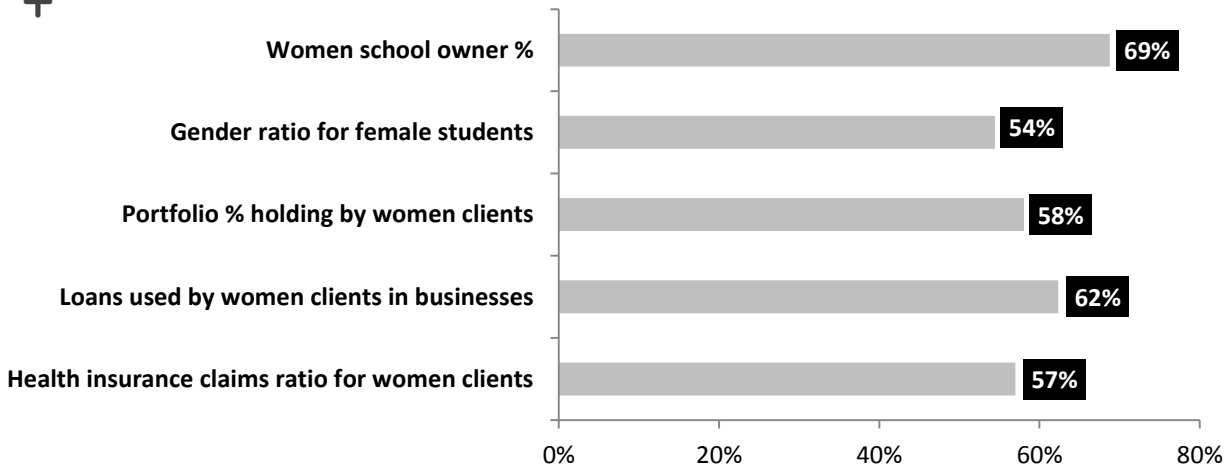


GENDER DIVERSITY AT THE WORKPLACE





GENDER FOCUSED POGRAMMING



RESPONSIBLE FINANCE

	Jun-18
Loans utilized for business purposes	93%
Consumer Protection Code violations reported	0.02%
Business trainings given to clients	1,191
Financial trainings given to clients	6,404
Good Parenting Trainings for clients	4,762
Gender Awareness Trainings given to non-clients, clients and their spouses	7,382
Vocational Trainings for non-clients	1,896
Credit bureau checks for loans disbursed	100%



CUSTOMER CARE



94% Customers are satisfied by the standards of customer care



89 % Customers are satisfied by services and delivery channels



78% Customers are satisfied by the pricing



86% Customers are satisfied with product and services



75% Rate of Retention