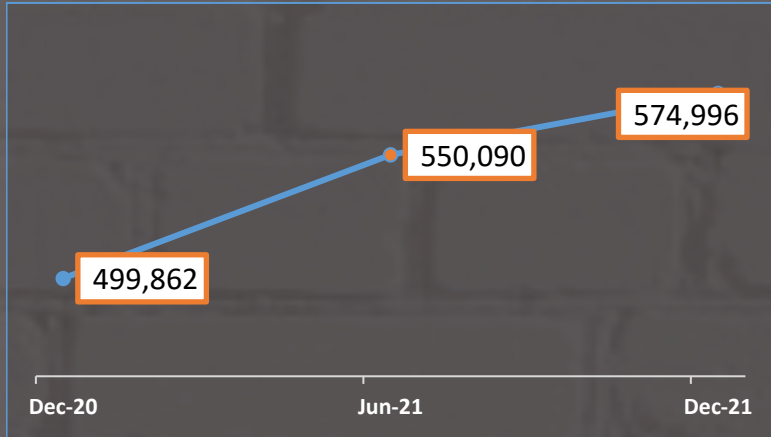


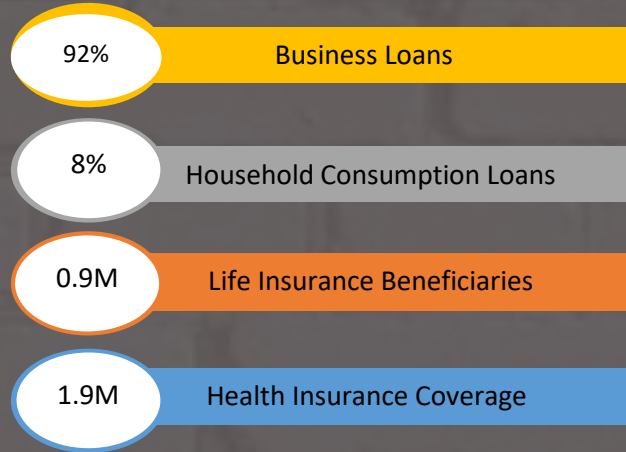
# Social Performance Dashboard

Dec-2021

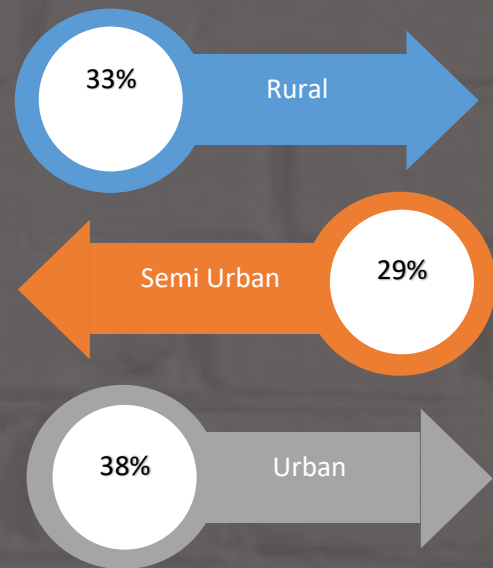
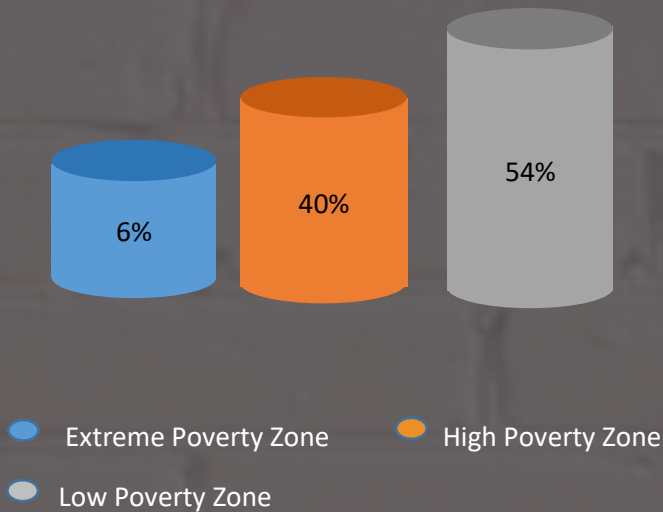
## Outreach



## Products Distribution



## Portfolio Segmentation



## Loans Utilization



Loans used in Female-led Businesses

70%



Loans used in Male-led Businesses

26%



Loans used in Family Businesses

4%

## Customer Care

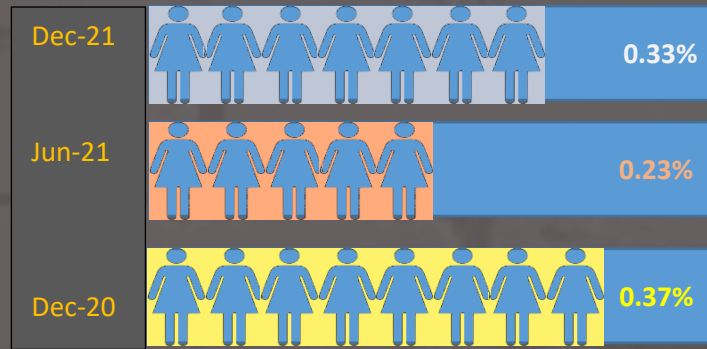
97% of clients satisfied with customer care Standards

91.5% clients are satisfied with delivery channels

79.5% clients understand the pricing of the loan

\*Numbers are based on Customer Satisfaction survey March-21

## CPC Violations



## Capacity Building & Social Advocacy



26,407  
Women

Financial Education



1,301  
Women

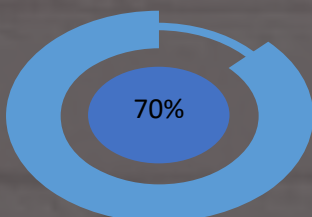
Business Development



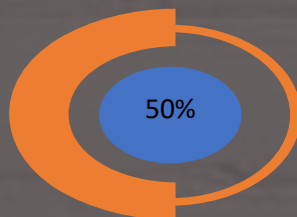
7,478  
Participants

Social Theatre

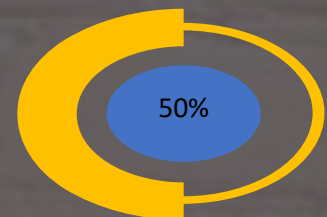
## Gender Diversity



Female representation at the board



Staff reporting to female managers



Female Staff Gender Ratio