Social Performance Dashboard
Dec-2021

Outreach

Products Distribution
- Business Loans: 92%
- Household Consumption Loans: 8%
- Life Insurance Beneficiaries: 0.9M
- Health Insurance Coverage: 1.9M

Portfolio Segmentation
- Rural: 33%
- Semi-Urban: 29%
- Urban: 38%

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

<table>
<thead>
<tr>
<th>Month</th>
<th>CPC Violations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec-20</td>
<td>0.37%</td>
</tr>
<tr>
<td>Jun-21</td>
<td>0.23%</td>
</tr>
<tr>
<td>Dec-21</td>
<td>0.33%</td>
</tr>
</tbody>
</table>

Capacity Building & Social Advocacy

- **Financial Education**: 26,407 Women
- **Business Development**: 7,478 Participants
- **Social Theatre**: 1,301 Women

Gender Diversity

- **Female representation at the board**: 70%
- **Staff reporting to female managers**: 50%
- **Female Staff Gender Ratio**: 50%