

# Social Performance Dashboard Jun-2022

## Outreach



## Portfolio Segmentation

99.7%

Female

34%

Rural

0.27%

Male

37%

Urban

0.004%

Transgender

29%

Semi Urban

## Product Distribution



92%  
Business Loans



8%  
Household Consumption Loans



1 Million  
Life Insurance Beneficiaries



2 Million  
Health Insurance Beneficiaries

## Top 5 Business Trade

Garments 24%

Livestock 27%

Food Business 5%

Trading 17%

Services 14%

## Loan Utilization



Loan used in  
Female-led  
businesses

75%



Loan used in  
Male-led  
businesses

22%



Loan used in  
joint  
businesses

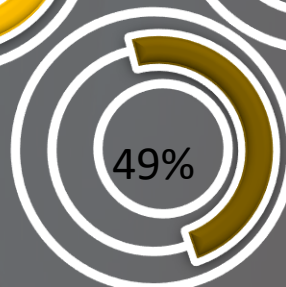
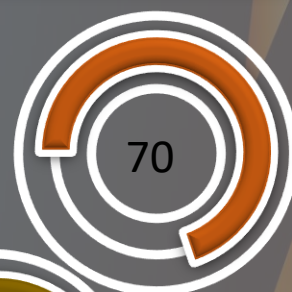
03%

## Gender Diversity

Staff gender ratio



Female Participation at the Board



## Capacity Building & Social Advocacy

Staff reporting to female manager

25,477  
Women



Financial Education

1,143  
Women



Business Development

13,581  
Participants



Maternal Health Trainings

11,858  
Participants



Social Theatre

## Customer Care

Clients satisfied with the  
customer care

98%

Clients are satisfied with  
delivery channels

97%

Clients understand the  
pricing

93%

Feedback Mechanism



Received

18,130



Resolved

18,130



Resolution

100%