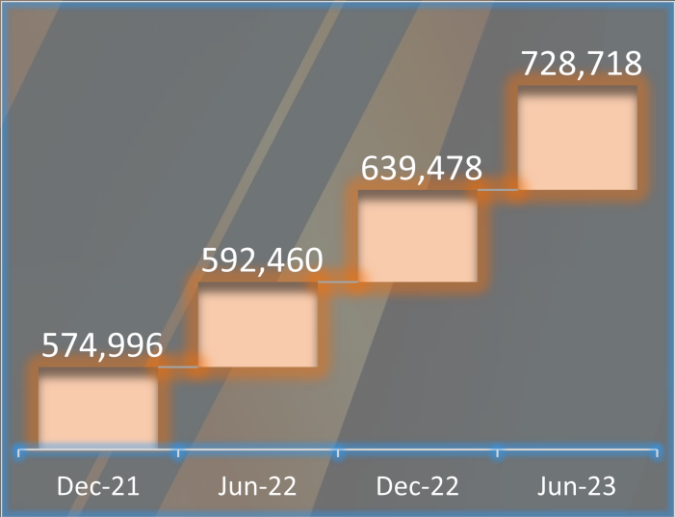
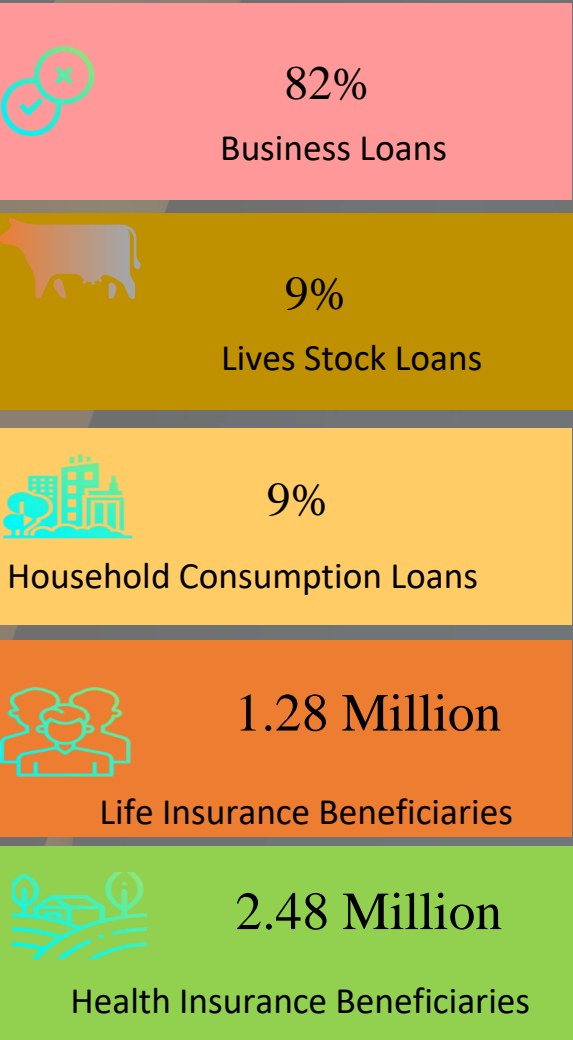


Social Performance Dashboard June-2023

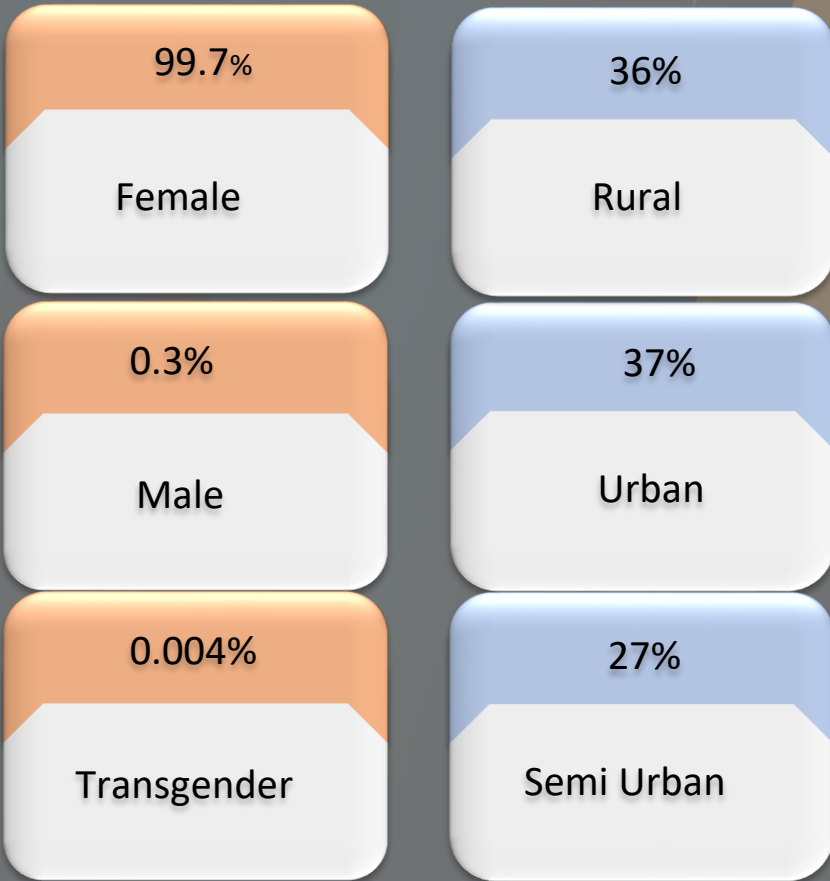
Outreach



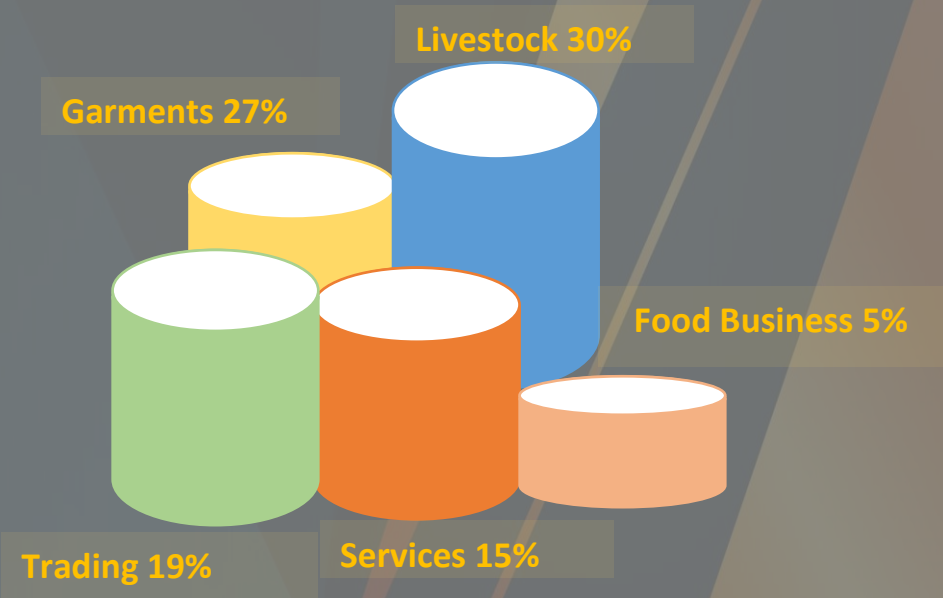
Product Distribution



Portfolio Segmentation



Top 5 Business Trades



Loan Utilization



Loan used in
Female-led
businesses

77%



Loan used in
Male-led
businesses

20%



Loan used in
joint
businesses

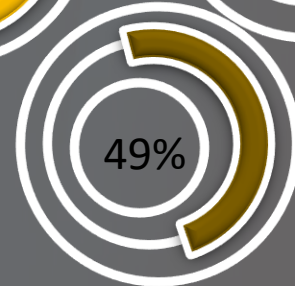
3%

Gender Diversity

Staff Gender Ratio



Female Participation at the Board



Staff reporting to female manager

Clients Capacity Building & Social Advocacy
(July 22 -June 23)

57,471
Women



Financial Education Trainings

6,413
Women



Business Development

24,677
Participants



Maternal Health Trainings

23,440
Participants



Social Theatre

Women Inclusion through Mobile Banking



* 161,086

Mobile Wallets Disbursements



* 6,969 Million

Mobile wallet Disbursed Amount

*Cumulative Numbers

* Customer Care

Clients satisfied with the customer care

95%

Clients satisfied with loan processing time

93%

Clients satisfied with Alternate delivery channel

93%



Net Promoter Score

52%

* Percentages based on annual customer satisfaction Survey May 23

Feedback Mechanism (July 22 – June 23)



Received

41,392



Resolved

41,392



Resolution

100%