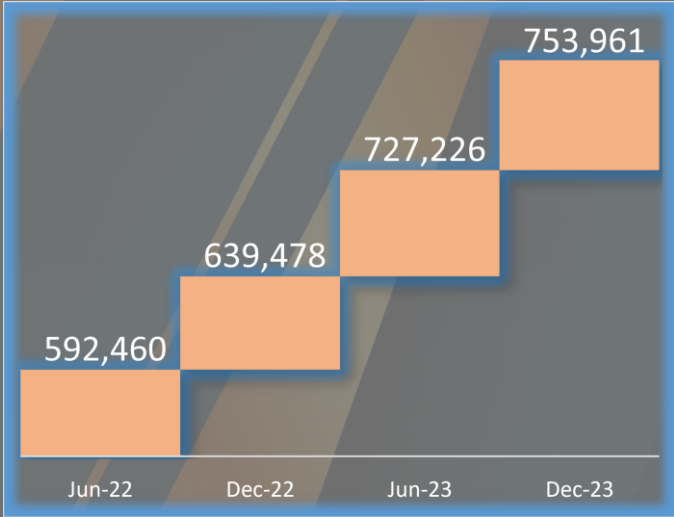
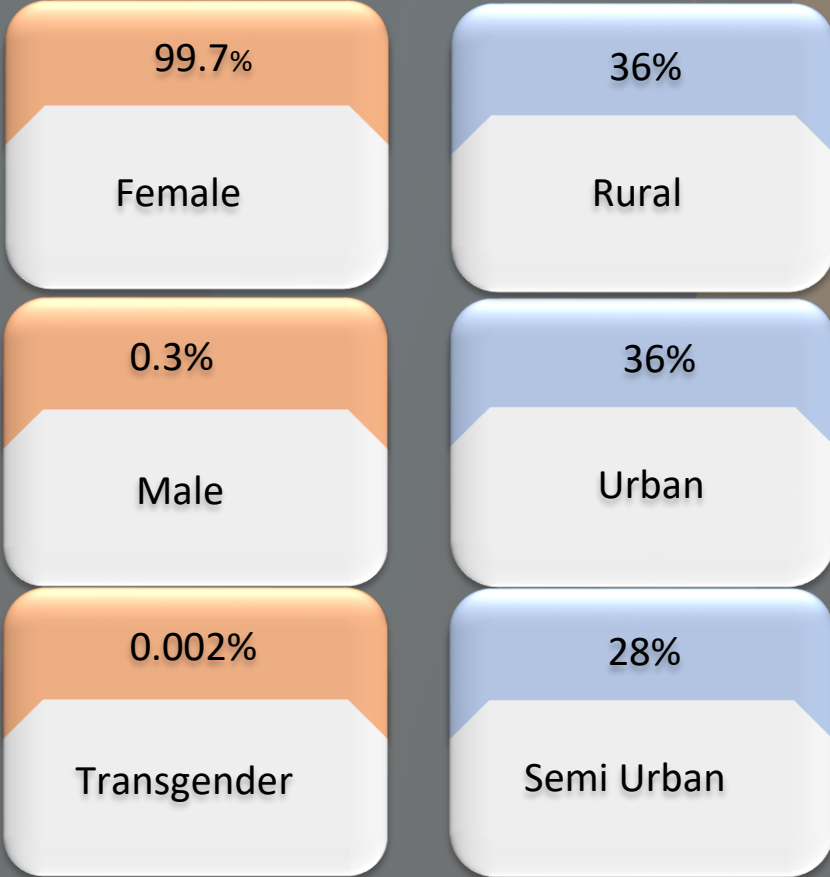


Social Performance Dashboard Dec-2023

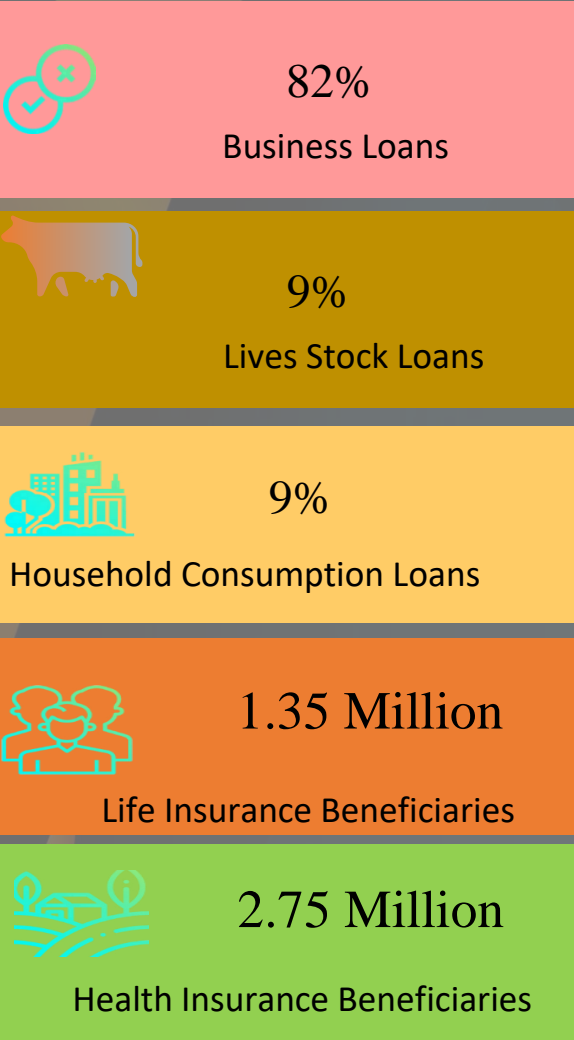
Outreach



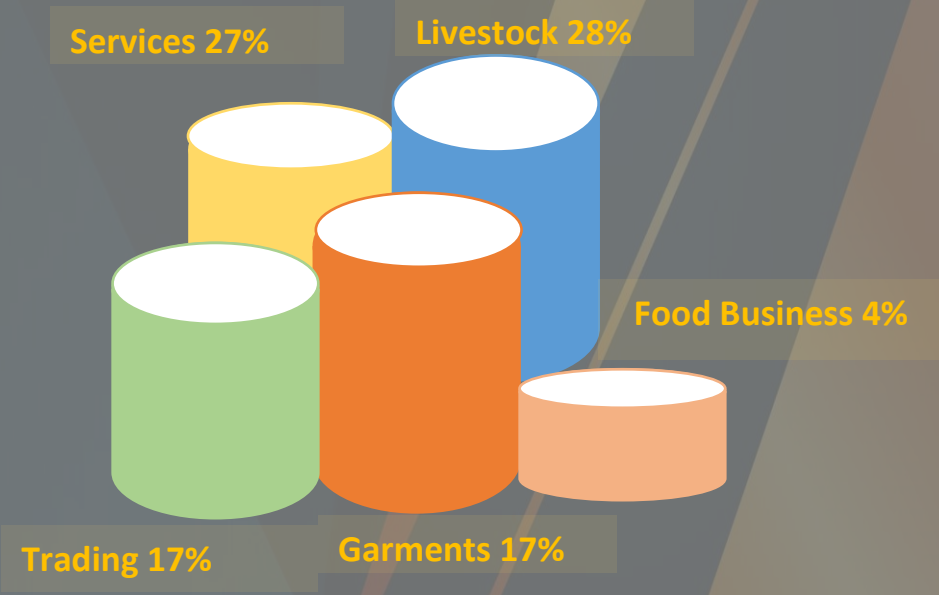
Portfolio Segmentation



Product Distribution



Top 5 Business Trades



Loan Utilization



Loan used in Female-led businesses

78%



Loan used in Male-led businesses

20%



Loan used in joint businesses

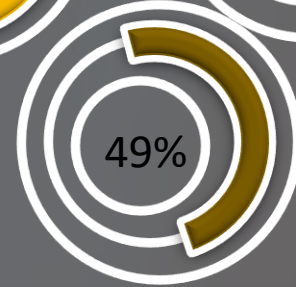
2%

Gender Diversity

Staff Gender Ratio



Female Participation at the Board



Staff reporting to female manager

Clients Capacity Building & Social Advocacy
(July 23 -Dec 23)

29,658
Women



Financial Education Trainings

2,434
Women



Business Development

12,376
Participants



Maternal Health Trainings

12,642
Participants



Social Theatre

Women Inclusion through Mobile Banking



* 163,017

Mobile Wallets Disbursements



* 7,032 Million

Mobile wallet Disbursed Amount

* Customer Care

Clients satisfied with the customer care

95%

Clients satisfied with loan processing time

93%

Clients satisfied with Alternate delivery channel

91%



Net Promoter Score

52%

* Percentages based on annual customer satisfaction Survey May 23

Feedback Mechanism (July 23 – Dec 23)



Received

15,741



Resolved

15,741



Resolution

100%