

SPTF Social Investor Working Group

Minutes - April 15, 2020

Overview

The SPTF Social Investor Working Group (SIWG) is meeting biweekly to coordinate efforts regarding COVID-19. Below are minutes from our April 15 call. Read the minutes from previous meetings, biweekly investor updates, and details for upcoming calls [here](#). Email Katie Hoffmann at katiehoffmann@sptf.info with any questions.

RIF resources during COVID

On the last call, investors said their top priority for SPTF was to provide resources regarding social responsibility during COVID. Here are a few of the resources SPTF has developed over the past two weeks:

- Check out the data collection tool developed by SPTF, 60 Decibels, and FINCA, which investees can use to gather actionable data about how COVID is affecting clients. To effectively respond to the crisis, financial service providers (FSPs) need to know which of their clients are affected and how, as well as how this information changes over time. To that end, the tool:
 - Has a menu of survey questions, including modules on financial health and resilience, challenges related to access and use of financial services, ability to repay loans, impact on business and income sources, overall experience with coronavirus, and outlook on future needs.
 - Is available as a free, off-the-shelf template for FSPs to use. Or, if providers do not have the capacity to gather reliable data, they can hire external consultants, such as 60 Decibels, to implement the survey. Co-funding is available to FSPs for both options. View SPTF's RIF facilities' sites ([Africa and the Middle East](#); [Central America and the Caribbean](#); [Southeast Asia](#)) for more information.
 - Will be used by 60 Decibels in its market-level surveys and will feed into its sector-level dashboard.
 - Will be available in Word format on covid-finclusion.org on April 22, along with implementation guidance for FSPs. An online format will be available soon.
 - Has been actively vetted by ADA, FINCA, and Oikocredit partners.
- Read [key principles and examples of customer-centric responses from the field](#), which investors or investees might find useful to guide their responses to the COVID pandemic.
- Review SPTF's draft Universal Standards for SPM [checklist](#) for crisis response. We will continue to add to this checklist, and we plan to add content related to cybersecurity and fraud risks soon.
- Review our quick tips on treating employees responsibly during COVID. You can find our tips on this [video](#) or on our [blog post](#) on FinDev Gateway.

Investor efforts and initiatives

- There have been several investor statements and proposals regarding coordination to support our sector during the crisis. SPTF recommends SIWG members review the blog by Paul DiLeo and Ira Lieberman on FinDev Gateway, which outlines a [microfinance investor strategy during the COVID crisis](#). The blog has several concrete recommendations, including starting with an immediate 90-day standstill and then developing a rescue strategy, centralized steering committee, and crisis units within 30 days.
 - Next steps: SIWG will host a [discussion webinar](#) on Friday, April 24 to discuss the proposal.
- Several investor coordination initiatives (comprising many SIWG investors) have included a clear commitment to a harmonized, sector-wide reporting template to better collect crisis-related data from investees without overburdening them. However, the initiatives have encountered challenges in implementing such a template for a variety of reasons, including specific internal reporting requirements, regulatory requests for NAV calculations and existing templates that are already integrated into MIS. A group of nine leading MIVs has proposed a cash flow reporting template, which could be a starting point.

Platforms for sharing information

- SIWG is using its LinkedIn group as a place where investees can share their latest information and questions. The group is open to investors only. Join the LinkedIn group [here](#).
- E-MFP, SPTF, and CFI launched a [discussion forum](#) for issues that address COVID concerns across stakeholder groups. This is meant to be complementary to the FinDev Gateway, which does not provide a discussion forum.