

SPTF Social Investor Working Group Minutes - April 29, 2020

Overview

The SPTF Social Investor Working Group (SIWG) is meeting biweekly to coordinate efforts regarding COVID-19. Below are minutes from our April 29 call. Visit SIWG's [webpage](#) to find minutes from past meetings, investor update briefs, and details for our next call. Email Katie Hoffmann at katiehoffmann@sptf.info with any questions.

Overview of Crisis Assessment Tool

- A group of MIVs developed a Crisis Assessment and Monitoring Tool (CAT) to reduce the reporting burden on investees during the COVID crisis and to collect timely and additional liquidity information. The tool is available [here](#).
 - The tool has three parts:
 - Bi-weekly operational and liquidity reporting, including indicators such as level of collection, disbursements, number of branches operating, and qualitative information.
 - Monthly cash flows
 - Ad-hoc reporting on lenders and refinancing, including a breakdown of loan obligation for more clarity
 - MIVs will voluntarily implement the tool with investees, define frequency and collect additional information in a standard fashion.
- Investors were generally open to using the ATLAS platform to house data collected by the CAT, as that would provide a more comprehensive picture of the crisis. "We are half blind about what's happening in the market," Edouard Sers of Grameen Credit Agricole Foundation noted said. "We need a global picture." Investors noted that privacy concerns would have to be addressed with this data.
- Investors said it would be helpful to have a harmonized approach for stress testing.

Updates on investor coordination frameworks

- The MOU developed by the group of MIVs has been finalized since the April 24 SIWG call and is available on the SIWG [webpage](#). Frank Streppel (Triodos) noted that this is meant to be a working document, and other investors are invited to endorse it.
- The investor pledge, which has been led by Grameen Credit Agricole Foundation, will be finalized by the end of the week. The pledge is meant to be complementary to the MOU, and it includes principles related to client and staff protection and technical assistance. The pledge will also be open for signatures.
- Many highlighted the need to coordinate work with DFIs. EDFI has agreed to a joint approach with payment referrals that has similarities to the MOU.
- SPTF can be used as platform to exchange experience and feedback from the field, especially on social issues.

Update on COVID-19 Client Interview Tool

- SPTF, 60 Decibels and FINCA have developed the COVID-19 Client Interview Tool, which is a survey that financial service providers can use to understand their clients' situation during COVID-19. The tool is available [here](#). It is designed:
 - To produce actionable information for FSPs and their investors
 - For use by non-specialist staff
 - To help FSPs understand the differences between clients and make informed, nuanced decisions. Segmentation is essential, as this crisis is not affecting all clients in the same way.
- Three ways to use the tool:
 - Download the tool in Word document form. This will not allow for centralized data collection
 - Use FINCA's electronic ValiData tool. This has basic data analysis already available
 - Hire 60 Decibels to implement the survey.
- SPTF and Regmifa are funding development of a global dashboard with results.
- Natalia Realpe (Hedera) said her organization also has a [tool](#) for MFIs to conduct surveys with Android devices. She would be happy to coordinate.

Crisis Checklist based on the Universal Standards for SPM

- SPTF has also developed a crisis checklist, based on the Universal Standards for SPM. The checklist is a list of the 12 essential practices that institutions can think about during the COVID-19 crisis.
- FSPs can use the tool to design a socially responsible response to the crisis.

SIWG next steps

- The SIWG will next convene on Wednesday, May 13 at 10:30 a.m. ET for its standing, biweekly call. Find call information [here](#).