

MOBISOL'S
COMMITMENT
TOWARDS
CUSTOMER
PROTECTION

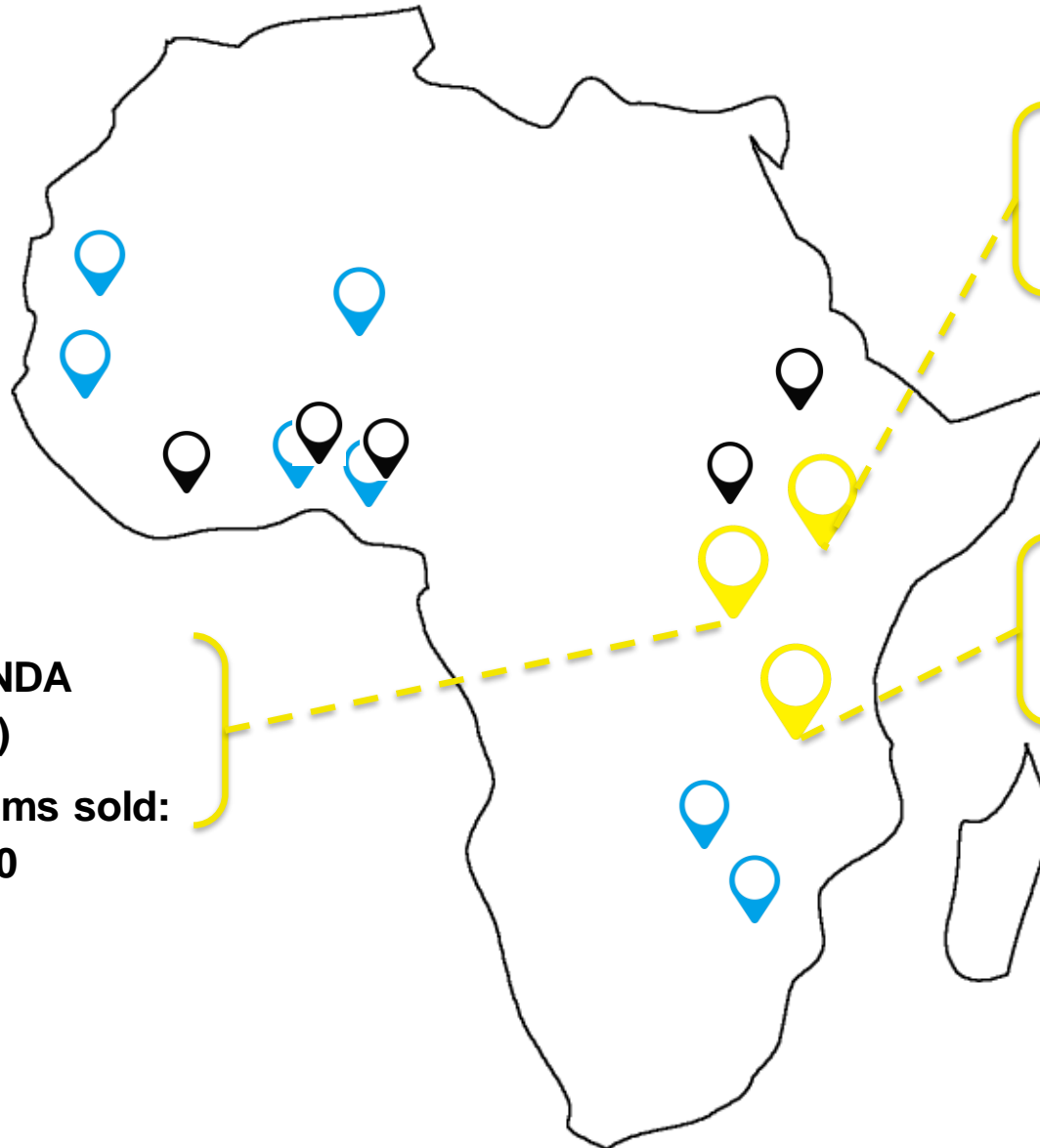
Best solar, best life.

mobisol



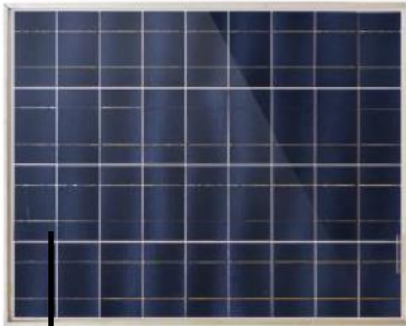
MBSL electrified over 650,000 people in East Africa

MBSL has direct/indirect operations in 15 African countries



MBSL's all-in-one product offering

80 – 200 Wp SOLAR HOME SYSTEM



DURABLE POLYCRYSTALLINE SOLAR PV PANEL

Embedded switch inside the PV panel controls its power output via the mobile network

HIGHLY EFFICIENT DC TV (19"-32")

Comes with user manual, antenna, decoder



MOBILE SIM CARD

Enables mobile banking via local network, receives payment information to unlock system



GSM MODEM

Tracks status and payment data, communicates with Mobisol server on hourly basis

MOBISOL SOLAR CONTROLLER

In-house designed controller enabling resource-efficient functioning of system, remote monitoring and maintenance



SEALED LEAD-GEL SOLAR BATTERY

Duration maximized through low discharge rate
Superior to lithium batteries due to easier and more sustainable recycling

BRIGHT LED LIGHT SETS

Efficient and durable, 2 W power consumption, 84 lumen

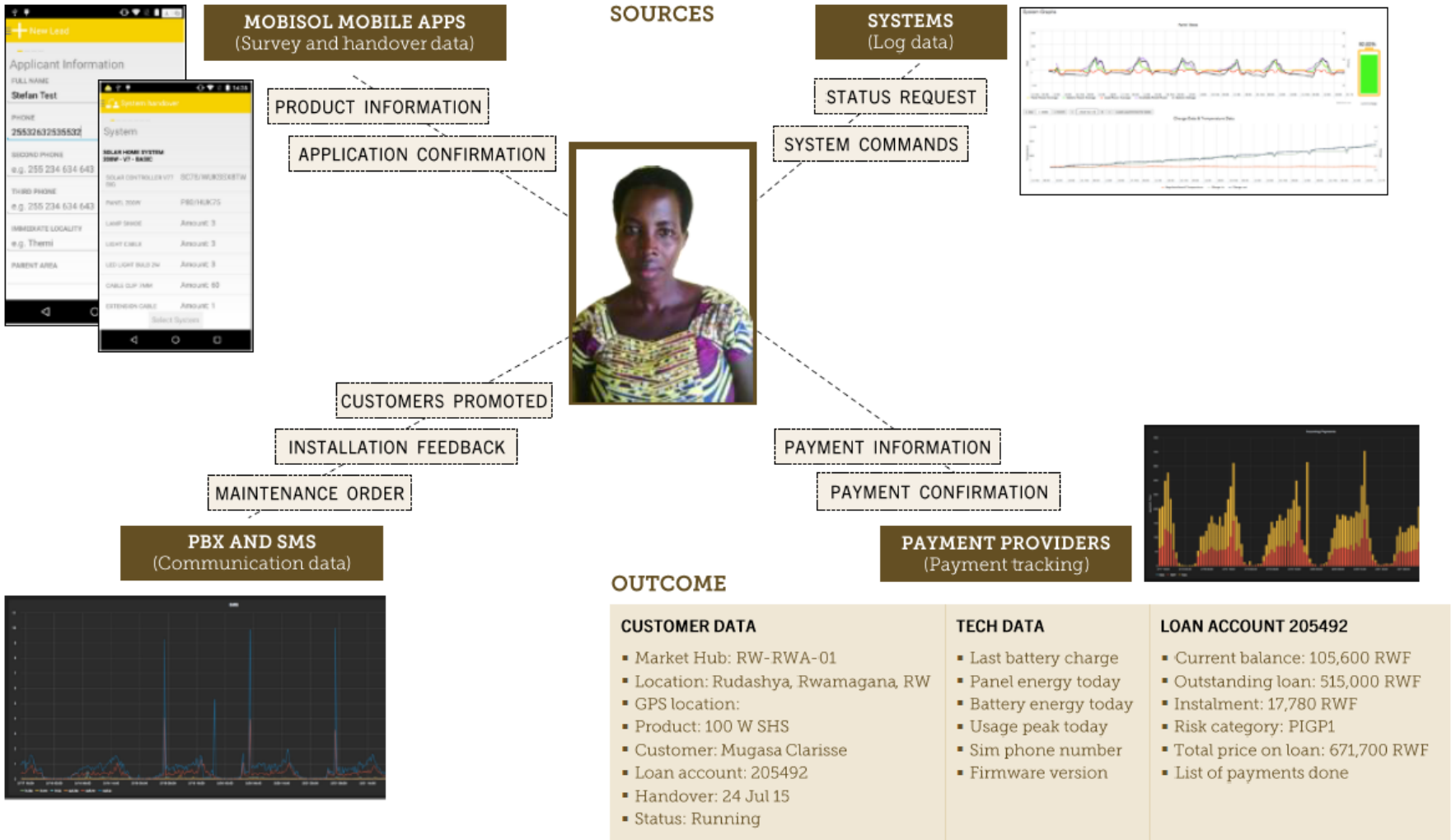


MOBILE CHARGING STATION ('MOBICHARGER C-100')

Powers up to 60 phones per day



SolarHub database with customer-centric approach



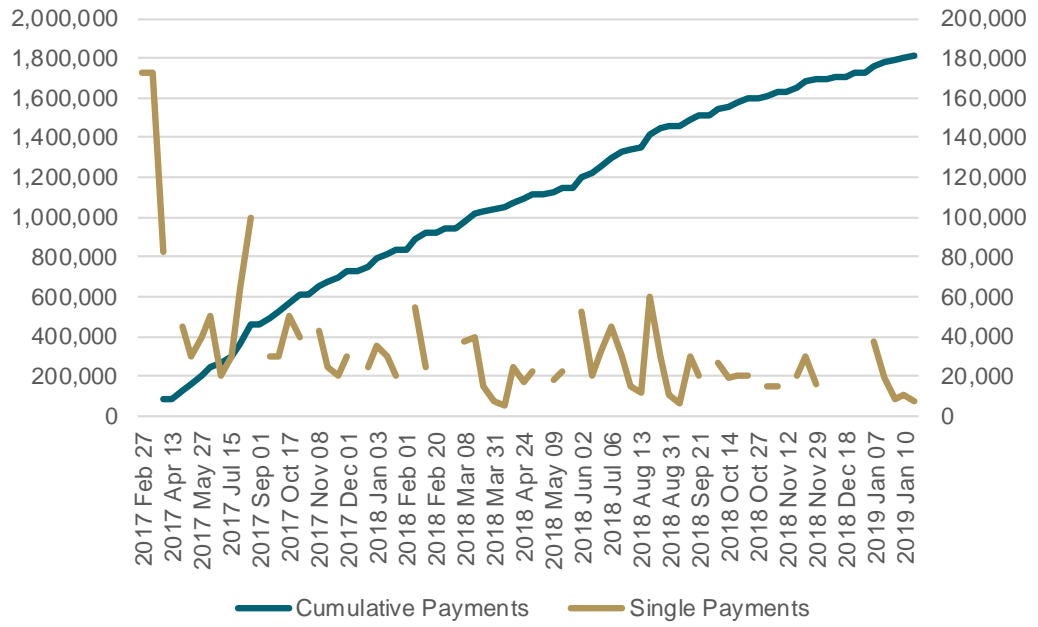
Example of MBSL Customer – Farmer – TZ



EMMANUEL M. G.
Customer #: 125860

Active since: Jan 2017
System: SHS 120W - V8 - Basic_TZ
Loan size: 3,129,963 TZS (1,358 USD)
Monthly installment: 82,137.89 TZS (35.6 USD)
Tenure: 36 months
Monthly disposable income: 487,210.36 TZS (211.3 USD)
Final credit rating: A
Main Income Category: Farming
Main Income Sub Category 1: Maize : 2,367,124 TZS
Main Income Sub Category 2: Beans : 1,864,282 TZS
Main Income Sub Category 3: Sunflower : 1,794,142 TZS
Share Of Main Income Sub Category To Main Income Category: 0.39
Share Of Farming To Total Income: 0.66

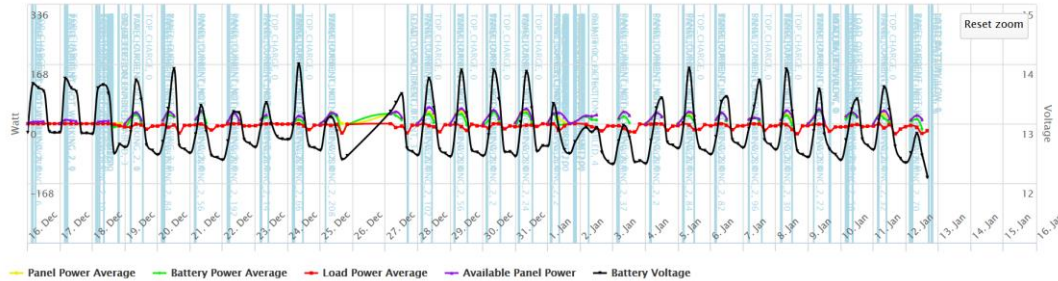
Payment History



SHS Charge Account



Power and Voltage Data



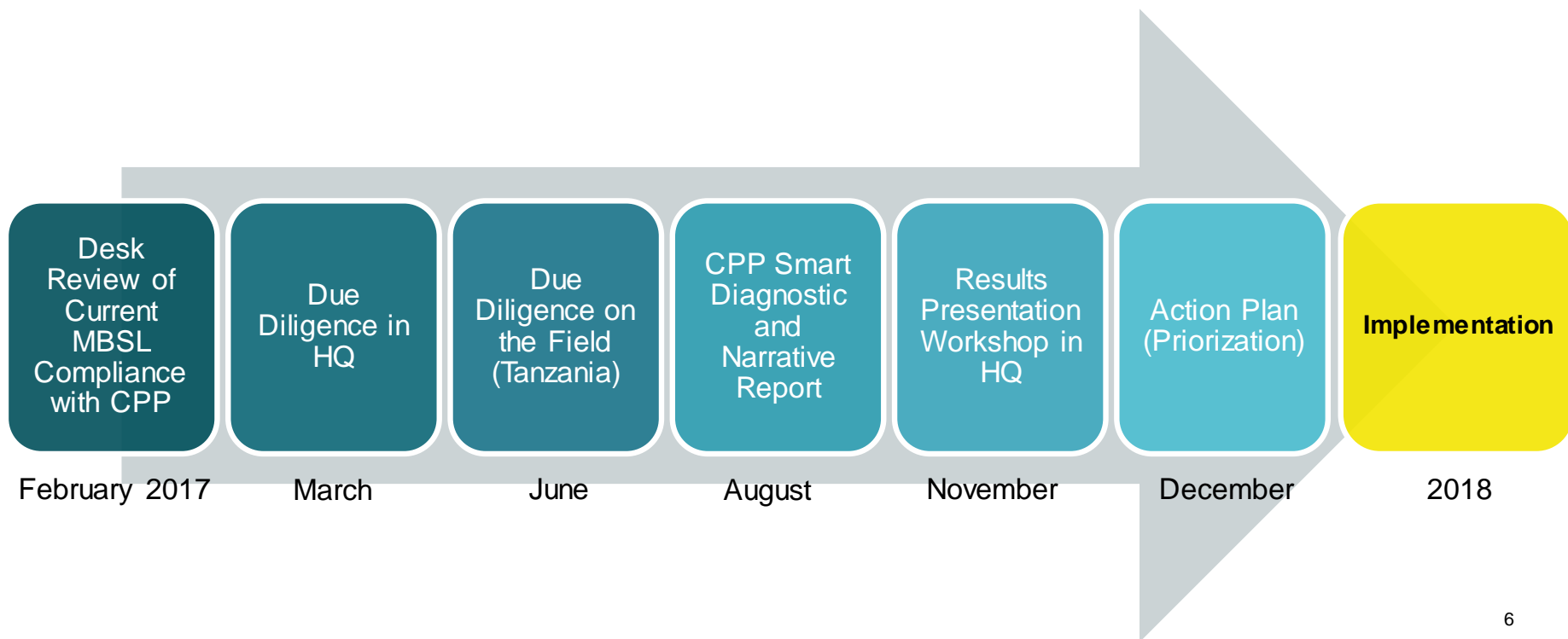
MBSL internal CPP Project's rationale, objectives and milestones

Why MBSL started the CPP journey?

- Specific request of one of MBSL institutional investor

Project's Objectives:

- Assess the level of MBSL compliance with the Client Protection Principles (CPP) defined by the SMART Campaign
- Establish an action plan to improve MBSL compliance with CPP



CPP recommended adjustments improved core business processes

		MOBISOL - CP ACTION PLAN		Priority					Done
		Recommendation/Action			2018				To do
					Q1	Q2	Q3	Q4	Delayed
	REC 0.1	Appoint a CPP committee to oversee CPP Action Plan implementation		1					
CPP1	REC 1.1	Draft a policy/manual on product design and development		2					
	REC 1.2	Introduce periodic satisfaction surveys and mystery shopping		2					
	REC 1.3	Integrate CPP in sales staff training material		2					
CPP 2	REC 2.1	Inclusion of CRB Data in Assessment		1					
	REC 2.2	Systematically produce credit reports formulating thresholds and actions to be taken once thresholds are surpassed		1					
CPP 3	REC 3.1	Key facts sheet to improve customer education		1					
	REC 3.2	Clarification in contract of grace period		4					
	REC 3.3	Strengthen CAO's role to educate customers education		1					
	REC 3.4	Posters w with relevant information in Mobishops		3					
CPP 4	REC 4.1	Ensure periodic financial performance ratio analysis		2					
CPP 5	REC 5.1	Including CPP reference in Code of Ethics (CoE) and include CoE in HR policies		1					
	REC 5.2	Include inappropriate conduct into new work out policy		2					
	REC 5.3	Formalize an overall rescheduling policy		2					
	REC 5.4	Include unacceptable behaviours and fair treatment of clients in all trainings		2					
CPP 6	REC 6.1	Make reference privacy of clients' data in all the HR internal documents, including disciplinary actions		3					
CPP 7	REC 7.1	Internally share a complaint report format		2					

MBSL Challenges with respect to the SMART Campaign CPP

MBSL Specificities

CP Standards

BUSINESS MODEL

- | | |
|--|--------------|
| • MBSL products = physical products + associated services | CPP 1 |
| • Low-touch underwriting process | CPP 2, CPP 5 |
| • MBSL is not a FSP | CPP 2, CPP 3 |

LOAN PRODUCT

- | | |
|---|--------------|
| • No cash loan | CPP 4, CPP 3 |
| • No “real” interest rate | CPP 4, CPP 3 |
| • Gross outstanding portfolio (and PAR) including both the principal and “interest” part | CPP 2, CPP 4 |
| • No collateral | CPP 2, CPP 4 |
| • Complex value chain including third parties | All |

INSTITUTIONAL DEVELOPMENT

- | | |
|---|-----|
| • Early stage of institutional development | All |
|---|-----|

GOGLA responded to the need of sector-specific CPP

GOGLA CPP Specificities

TRANSPARENCY

- Accurately communicate product's features and technical performances

GOOD CUSTOMER SERVICE

- Minimum product warranty
- Ensure availability of technical support
- Ensure continuity of service in the event of failure of provider
- Consumer is made aware of disposal requirements at product's end of life

GOOD PRODUCT QUALITY

- Product quality standard certifications

Diversity of actors in the sector might reduce GOGLA CPP impact.

Example of “over-indebtedness”

SMART Campaign Approach

1 dedicated principle & 30 indicators

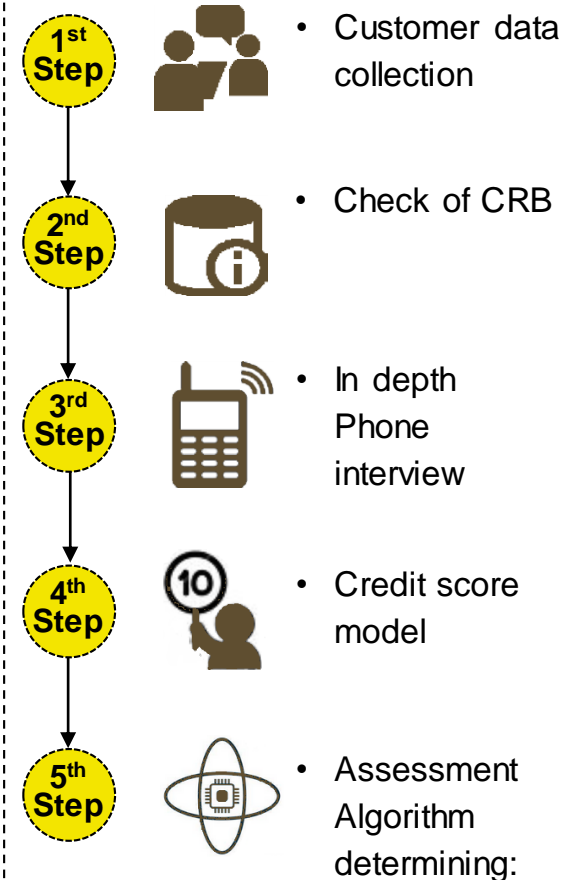
- Policy for loan approval
- Maximum % of borrower's disposable income that can be applied to debt service
- Loan approval process evaluates repayment capacity
- Use of credit reporting information
- Timely reporting to credit bureaus
- BoDs review results related to over-indebtedness in the market
- Total credit risk has not averaged more than 10% during any quarter in the past 3 years
- [...]

GOGLA Approach

General reference in the “Responsible sales and pricing” principle

- “[...] mitigate the risks of financially overburdening consumers”.

Mobisol Approach



(i) Payment capacity; (ii) Consistency; (iii) Plausibility; (iv) Confidence; (v) Payment willingness



THANK
YOU!

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Contact

Luca Giacobelli
Senior Risk Account Manager

E-mail: luca.giacopelli@plugintheworld.com

Phone: +49 (0)30 72 62 17 414

www.plugintheworld.com