

SPM QUARTERLY DASHBOARD

Jun-14

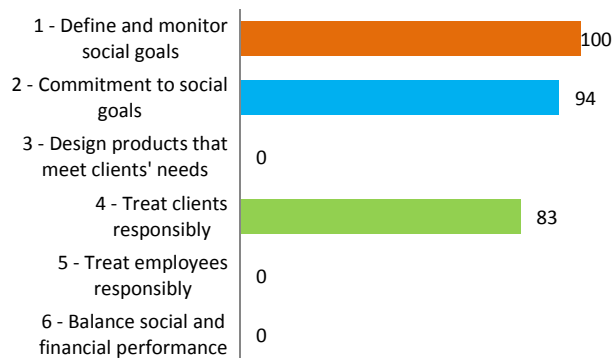
SPM RECENT ACTIVITIES

Task 1
Task 2
Task 3
Task 4

SPM GOALS FOR NEXT QUARTER

Task 11
Task 12
Task 13
Task 14

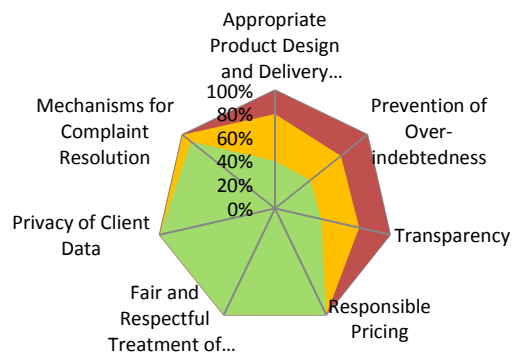
UNIVERSAL STANDARDS OF SPM



Best practice implementation focus for next quarter

Please type your implementation focus here

CLIENT PROTECTION PRINCIPLES



Best practice implementation focus for next quarter

Please type your implementation focus here

PORTFOLIO OVERVIEW

	Mar-14	Jun-14	% change
Active Borrowers		1,000	
Voluntary Savers		2,000	
Gross Loan Portfolio		6,000	
Deposits as a % of GLP		67%	

Portfolio and Sustainability	Mar-14	Jun-14	% change
PAR, >30 days		6.0%	
OSS		102.0%	

RANGE OF SERVICES

	Total number	> 10% clients	> 5% clients
Credit Product and Services	4	4	
Non-credit Financial Services	3	0	
Complementary Services	5		2

New Products/Services Launched (Quarter)	
Financial	Leasing for agriculture
Complementary	Literacy program

CLIENT SATISFACTION

Product/services design informed by clients	✓
Effective mechanisms to handle complaints	!
Standard measure of client satisfaction	✓
Average Net Promoter Score in the quarter	6.0

Client exit interviews are undertaken	✓
Number of client complaints in the quarter	125
% of client complaints resolved	48%

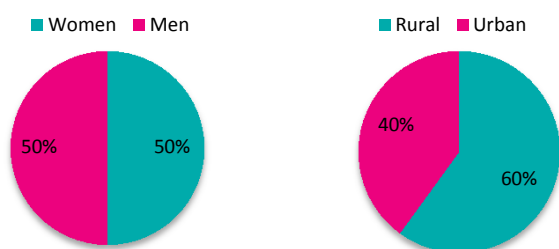
CLIENT AND STAFF PROTECTION

Responsible Pricing	Mar-14	Jun-14
Average APR		52%
Country average rate (group loan)		35%

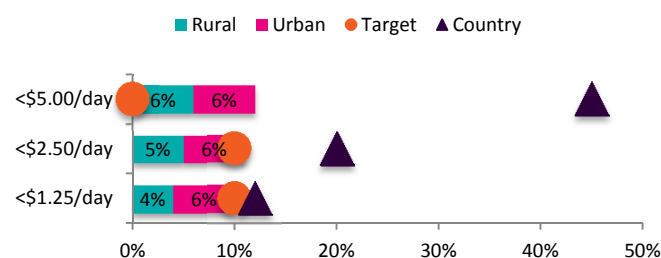
Retention Rates	Jun-13	Jun-14
Client retention rate		89%
Staff turnover rate		11%

CLIENT PROFILE AND OUTREACH

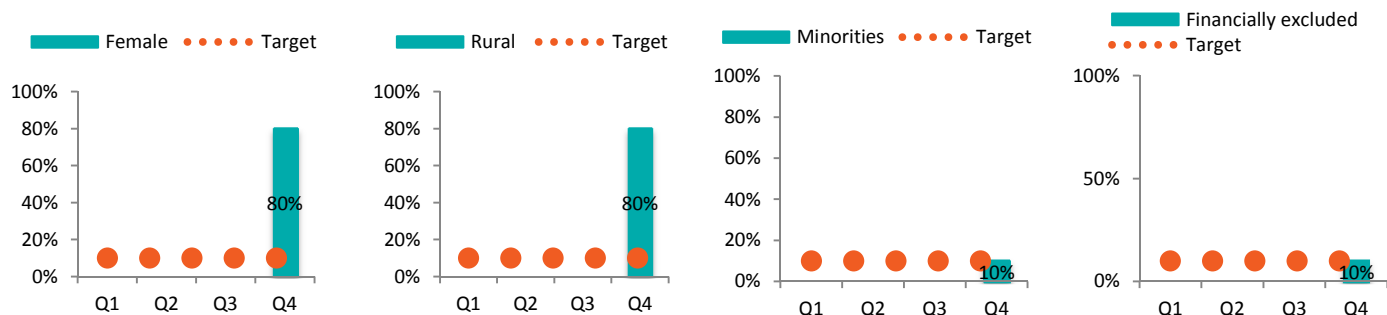
Total Active Borrowers



New borrowers surveyed (Target represents % of total borrowers)



New borrowers surveyed over time (Targets represent % of total borrowers, Q4 is last quarter)



TRANSFORMATION

	Previous survey	This survey	% change
Start		06/30/13	
End		06/30/14	
Number surveyed		1,500	
% of clients who report having experienced a serious medical condition/illness in the last 6 months within their household		14%	
Of those with a serious medical condition, % of clients that reported having access to a qualified health practitioner or health f		15%	
% of clients who at any point in the last 6 months have been unable to provide adequate food for themselves or their family		1%	
% of clients who at any point in the last 6 months have worried about the safety of themselves or their family		0%	
% of clients who feel able to participate in key community decisions		1%	
Of clients with children (7-18), % whose children have the possibility of going to college or university		1%	
% of clients who at any point in the last 6 months have been unable to provide adequate food for themselves or their family		1%	
% of clients who at any point in the last 6 months have worried about the safety of themselves or their family		0%	