EaSI Technical Assistance

Qredits Branchless MFI Approach and COVID-19 Actions

André Dolsma
a.dolsma@qredits.nl

16 April 2020
Qredits Netherlands
Organization
- 100 employees
- 550 volunteer mentors
- € 250 Million in funding

Loan products
- 20,000 Loans disbursed
- € 450 mln Total credit amount

Social impact
- 25,000 jobs created
- € 47 Mln government savings
- 87% Companies active after 3 years

Education
- E-learning in 6 languages
- 15,000 courses taken
- 8,500 students *EigenBaas*
• Qredits is a independant Non-profit organization

• **Broad funding base: € 250,000,000 by**
  - EIB € 100mln
  - CEB € 26,6mln
  - Government € 45mln
  - Banking syndicate (4) € 15mln
  - Insurance syndicate (9) € 15mln
  - BNG € 50mln
  - De Volksbank € 10mln

• **Pending**
  - BNP Paribas Fortis € 10mln
  - New banking syndicate € 40mln
Loan products

- **Microcredit loan**
  - max € 50,000

- **SME-Loan**
  - € 50,000 to € 250,000

- **Mortgage loan**
  - max € 250,000

- **Flexible Credit facility**
  - max € 25,000

Social entrepreneurs: Easi social entreprise Loan max € 250,000,-
Effective way to deliver finance locally

**Central approach**
- Internet based credit application
- Download e-learnings, templates
- Central back-office
- Focus on internet & mass marketing
  Google, Facebook, advertisements, radio & TV campaigns

**De-central approach**
- Credit: regional loan officers
- Mentoring & training: local initiatives
Technology supports the organization

- Loan application module
- Loan management (view, withdraw, pay back)
- Web services (Chat)
- Payment module (Free) products
- Coach square
- 13 websites
- 2 Mobile Apps

- External registry checks (CoC, Creditscore, D&B, fraud, Postal code)
- Risk modules: intake/assessment, Screening, Risk management
- Screening tools
- Credit management
- Task management
- Communication (text-message, Outlook integration, e-mail, doc generation)
- Loan administration (sopra banking)
- Risk scorecards

- MicroNET
- 485,000 visitors/year
- 95

- Salesforce
- Data warehouse + tableau reporting tool
- Coaching Academy
- 50

- Reporting / Analysis
- Monitoring tools
- Event management
- Marketing Cloud
- e-learning platform
- Customer Service Center
Technology supports the organization

CIS: 360 degree customer view

- Logs and notes
- Risk ratings
- External data sources
- Contracts and attachments
- Previous applications
- Contacts and related companies
- Payment status
How to scale?

- The personal home visit...
  - most important part of Qredits risk assessment
  - But.... Costly and time consuming!

- Customer expectations have changed under the influence of digitalization
- New competitor with fast credit process (e.g. Fintech)

While exploring digital solutions, two challenges needed to be addressed:
  - How to identify our customer?
  - How to detect fraud?
Acceptance scorecard

Data collection
Credit risk assessment
Qredits

Application
Initial Assessment
Screening
Risk-assessment
Loan offer

Credit monitoring

Annual survey
Mentoring
Payment experiences

Debt registry
Bankruptcy
Debt restructuring
Debt collection
Payment score
Property registry

Experience
competences
Debt history
Personal finances
Financial guarantees

Business plan
Finance plan
Annual reports

Chamber of Commerce data
Company info
Payment score
Bankruptcy score
Debt collection

Collect CoC registration

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Fasttrack application process

2 to 5 days

Initial Assessment
- Customer applies online
- External data is added
- First 5 min check (employee)
- Automatic Qredits-score (1-10)

Screening
- Score >7 qualify for Fasttrack
- Choice for video call or visit
- Call max 30 min.
- Report max 30 min.

Digital approval & Contracting
- Contract send by e-mail
- Identification through bankaccount
- Signing through bank security
- Customer friendly, by PC or phone
IT infrastructure enables branchless approach.

Qredits Caribbean Netherlands
Results

- About 25% - 30% of applications qualify
- Application process reduced, 5 days is possible
- In-house loan officers can do the video calls.
- >40% more loans disbursed, with small increase in personnel
- Applications that went through fast-track process have lesser payment problems.
- Loan officers can spend more time on customers that appear to be at higher risk based on the data alone and and larger amounts (>50k).
Growth applications and disbursed

Nieuwe aanvragen per jaar

Gehonoreerde aanvragen per jaar
Spread of loan applications
Disbursement vs. Outstanding
Financial results

Financial results Qredits 2009 - 2019

- Operational result
- Net result
Solid Business Plan

**Templates:**
Business plan / Financial plan (for free)

**E-learning:**
How to write a business plan (for free)

**One year mentoring** (for free)
Without a loan € 200

**Entrepreneurial Training School** (€ 275)

*BeYourOwnBoss Educational Programme* (€ 250)
Qredits and Covid-19

Hoe onderneem je in tijden van crisis? Qredits biedt jou kennis en inspiratie!

Qredits Hulplijn
Financiële problemen door het coronavirus? Elke ondernemer met een krediet bij Qredits kan uitstel van aflossing aanvragen voor zes maanden. Tijdens deze periode betaal je slechts 2% rente.

Qredits CrisisCoach
Even sparen over je onderneming in tijden van het coronavirus? Bel met een gratis CrisisCoach via 0546-534085. We helpen je namelijk graag verder!

Krediet
Een goed idee verdient een goede financiering. Je kunt bij ons terecht voor een zakelijke lening tot € 250.000.

Academy
Aanvullende producten die jou helpen starten en groeien: ondernemingsplan, financieel plan, kennis van experts en ondernemers.
Timeline towards intelligent lockdown in The Netherlands

- 6th March: Noord-Brabant – Stay home
- 9th March: Government - no shaking hands
- 12th March: Work from home, events cancelled > 100
- 13th March: QREDITS AID LINE for customers and start of postponement of monthly repayment
- 15th March: Schools closing and restaurants, bars etc
- Qredits arranged over the weekend with support of Ministry Economic Affairs and interest discount!
- 30th March: bridging loans 12,5k for Qredits customers
Qredits assistance customers

- 4326 customers received 6-month grace period – interest only – lowered to 2%
- 55% of Qredits loan portfolio
- Interest reduction subsidized by government
- Bridging loans customers and non-customers
## Corona effect March 2020

### Nieuwe aanvragen per maand

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How do we assist entrepreneurs

- Special help line with extra operators to advice customers and help them

- Crisis mentoring help line with 85 mentors on call

- Bridging loans up to € 25.000,- for customers and non customers
Questions?
EaSI Technical Assistance

For more information, about:

Technical Assistance, contact: easi.ta@fs.de

Ratings and Evaluations, contact: easi.ta@mf-rating.com

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