EMN and MFC Microfinance Survey 2020-2021

Welcome to the bi-annual survey of the microfinance sector in Europe!

The European Microfinance Network (EMN) and the Microfinance Centre (MFC) would appreciate your valuable contribution to the development of the European microfinance sector by completing the following questionnaire by … April 2022.

Data provided will only be used by EMN and MFC for research and advocacy purposes. EMN and MFC will not disclose the information of individual respondents. Only aggregated data will be published.

Once you have all the information, the questionnaire will take about 15-20 minutes to complete. Where possible, information and data should refer to the institution’s microcredit activity (loans of up to 25,000 EUR). This is particularly important for institutions where the provision of microcredit is not the main organizational activity.

For any clarifications, please contact the team managing this Survey on behalf of EMN and MFC at justyna@mfc.org.pl.

**INSTITUTIONAL CHARACTERISTICS**

1. Contact information\*

Institution Name \_\_\_\_\_\_\_\_\_\_

Headquarter city \_\_\_\_\_\_\_\_

Contact person \_\_\_\_\_\_\_\_\_\_

Job position \_\_\_\_\_\_\_\_\_\_\_

Phone number (incl. country code) \_\_\_\_\_\_\_\_\_\_\_\_\_

Mobile number (incl. country code) \_\_\_\_\_\_\_\_\_\_

Email Address \_\_\_\_\_\_\_\_\_\_\_

1. What  is the primary goal of your institution's operations? \*

Please select only one answer.

* Increased access to financial services (financial inclusion)
* Poverty reduction
* Job creation
* Development of start-up enterprises
* Growth of existing businesses
* Rural development
* Youth opportunities
* Gender equality and women empowerment
* Housing improvement
* Promote positive environmental impacts
* Increase the resiliency of clients to climate change
* Social integration of migrants and refugees
* Other (please specify): \_\_\_\_\_\_\_\_\_\_

**PRODUCTS AND SERVICES**

1. Which financial products and services do you offer?\*

Please select all that apply.

* Business loans to microenterprises
* Business loans to SMEs
* Business loans to corporate entities
* Agricultural loans
* Personal loans
* Housing loans
* Green loans
* Group loans
* Credit/debit card
* Leasing
* Factoring
* Compulsory savings
* Voluntary sight deposits
* Voluntary time deposits
* Current/checking accounts
* Mandatory life insurance
* Voluntary life insurance
* Agriculture insurance
* Health insurance
* Property insurance
* Climate disaster insurance
* Remittances
* Payments
* Currency exchange
* Other (please specify, multiple options can be entered) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Which non-financial services do you offer? \*

**Client development services** are support services that address people with no or very low levels of financial management skills. They aim to prevent harmful situations (e.g. over-indebtedness) and address target groups that do not have the necessary skills to manage a loan product.  
**Entrepreneurship development services** include services that focus on developing the business skills and know-how of individuals. They help to raise awareness of entrepreneurship as a conscious career choice and offer basic business skills training.  
**Business development services** target existing micro and small businesses and aim to help these businesses improve their operations, with services ranging from business advice and technical skills training to linking entrepreneurs to markets.

Please select all that apply.

* Client development services
* Entrepreneurship development services
* Business development services
* No non-financial services are offered (Skip logic: go to Q10)
* Other, please specify \_\_\_\_

1. How are client development services provided? If you do not provide client development services, please skip this question.

Please select all that apply.

|  |  |  |
| --- | --- | --- |
|  | support in person | online |
| One-on-one (coaching, consulting, mentoring) |  |  |
| Group support (trainings, workshops, seminars) |  |  |
| Self-service (e.g. eLearning) |  |  |
| Other, please specify \_\_\_\_\_\_ |  |  |

1. How are entrepreneurship development services provided? If you do not provide entrepreneurship development services, please skip this question.

Please select all that apply.

|  |  |  |
| --- | --- | --- |
|  | support in person | online |
| One-on-one (coaching, consulting, mentoring) |  |  |
| Group support (trainings, workshops, seminars) |  |  |
| Self-service (e.g. eLearning) |  |  |
| Other, please specify \_\_\_\_\_\_ |  |  |

1. How are business development services provided? If you do not provide business development services, please skip this question.

Please select all that apply.

|  |  |  |
| --- | --- | --- |
|  | in person | online |
| One-on-one (coaching, consulting, mentoring) before the loan disbursement |  |  |
| One-on-one (coaching, consulting, mentoring) after the loan disbursement |  |  |
| Group support (trainings, workshops, seminars) |  |  |
| Self-service (e.g. eLearning) |  |  |
| Other, please specify \_\_\_\_\_\_ |  |  |

1. What was the total number of recipients of your non-financial services during the year? \*

If you don't have the data, please input N/A.

Number of recipients who had active loans and received non-financial services in 2021 \_\_\_\_

Number of recipients who had active loans and received non-financial services in 2020 \_\_\_\_

Number of recipients who did not have active loans and received non-financial services in 2021 \_\_\_\_

Number of recipients who did not have active loans and received non-financial services in 2020 \_\_\_\_

1. Who provides the main part of the non-financial services?

Please select all that apply.

* Loan officers
* Other staff (trainers, back-office staff, etc.)
* Volunteers
* Other institution (subsidiary, external provider, individual consultant)

**HOT TOPICS AND CHALLENGES**

**Digitalization**

1. Which digital solutions does your institution use in the loan process? \*

Please select all that apply.

|  |  |  |
| --- | --- | --- |
|  | Business loans | Personal loans |
| Digital marketing, leads generation through online platform |  |  |
| Online loan application form |  |  |
| Uploading documents to accompany the loan application |  |  |
| Digital pre-scoring during field visit |  |  |
| Online decision |  |  |
| Digital contract |  |  |
| Monitoring loan status through e-client area on website/app |  |  |
| Online loan repayment |  |  |
| None - the institution does not use any digital solutions) |  |  |
| Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |

1. Do you offer services specifically related to supporting clients in the use of your MFI’s digital solutions?

* Yes, in person at the branch
* Yes, online (chat, messenger)
* Yes, through dedicated trainings
* No, but we are considering to start in the future
* No, and we do not plan to do so in the future
* No, because we don't offer any digital solutions to our clients

1. What are the main challenges to digitalization?

* Lack of adequate, existing solutions on the market that are needed by my MFI
* Limited managerial capacity to select the appropriate system
* Limited staff capacity to use advanced systems
* High cost
* Low levels of digital know-how by customers
* Unstable internet connection
* Other, please specify: \_\_\_\_\_

1. Does your institution use credit scoring to assess repayment capacity?\*

*Credit scoring is a credit risk management practice that evaluates a borrower’s risk by allocating points to borrower features in order to calculate a numeric value that represents how likely a particular loan is expected to perform relative to other loans.*

* Yes
* No (Skip logic – go to Q16)

1. To what extent does the credit decision rely on the credit score?

* Fully – credit score decides whether or not a loan is approved
* Partially – additional factors are taken into account by the loan officer/credit committee in addition to the credit score

1. Which products use credit scoring?

* All types of loans for all clients
* All types of loans for selected clients only
* Some types of loans for all clients
* Some types of loans for selected clients only

**Green microfinance**

1. Which of the following statements apply to your MFI?

|  |  |  |  |
| --- | --- | --- | --- |
| Statement | Yes, fully | Yes, partially | No |
| The institution has a documented strategy that specifies its environmental goals, indicators, targets, processes, responsibilities, monitoring and reporting. |  |  |  |
| The institution monitors its environmental performance and practices and reports them to the board, investors, or in its annual report? |  |  |  |
| The institution assesses and manages (i.e. avoids, minimizes and/or offsets) the adverse impacts of its internal activities on the environment. |  |  |  |
| The institution identifies clients' adverse impacts on the environment, and it uses indicators in the loan assessment to categorize its clients according to the level of their environmental risks and it has a process in place to manage risks of their clients and portfolio. |  |  |  |
| The institution identifies clients' vulnerability to climate change, and it uses indicators in the loan assessment to categorize its clients according to the level of their vulnerability and it has process in place to manage risks of their clients and portfolio. |  |  |  |

1. Does your institution provide green microloans? \*

Please select all that apply.

* Yes, dedicated loans to finance renewable energies (photovoltaic solar panels, solar water-heaters, solar lamps, etc.)
* Yes, dedicated loans to finance energy efficiency (industrial energy-efficient technologies, apartment/house insulation, biogas digesters, energy efficient electrical appliances, etc.)
* Yes, dedicated loans to finance sustainable agriculture, animal breeding, fishery practices, or forestry, supporting climate change adaptation or biodiversity conservation (agroforestry, organic farming, drip irrigation, etc.)
* Yes, dedicated loans to finance improvement of sanitation facilities, hygiene or access to water (WASH)
* Yes, dedicated loans to finance the circular economy (waste collection, recycling, etc.), or other green practices (please specify)
* No, we do not have specific green microloans but we finance environmentally friendly activities or technologies through our normal microloan activities.
* No, but we are planning to develop specific green microloans in the next 2 years
* No, we don't have specific green microloans today and we don't plan to introduce any green loans in the near future.

1. What type of green non-financial services, if any, does your institution offer? Please select all that apply.
   * Raising awareness of clients on their vulnerability to climate change or their negative environmental impacts and possible mitigation strategies.
   * Client trainings on how to implement green practices, install, maintain, use and manage green technologies, or mitigate their vulnerability and adverse environmental impacts.
   * Ongoing technical assistance to clients on the implementation or maintenance of green practices and technologies.
   * Support clients by linking/introducing them to providers of green technologies or capacity for green practices.
   * My institution does not offer green non-financial services

Which type of extra support would you need to be able to start or advance providing green microloans to your clients? Please select all that apply.

Borrowing for on-lending

Guarantees

Technical assistance to adapt existing and/or develop new dedicated products and services

Grants/subsidies for non-financial services

No additional funding required

Other (please specify)

What are the main challenges to the adoption of green microloans? Please select all that apply.

Weak demand for green loan products

Difficulty in selling green loans (e.g. developing new dedicated loan products)

Low profitability of green products

Staff resistance and low engagement

Inconsistent supply of green technology products

Lack of collaboration with suppliers and vendors

Rigid approach of investors

Weak public support

**Business sentiment**

1. How would you assess the current state of your business (microfinance operations)?

* Very good
* Good
* Neither good nor bad
* Bad
* Very bad

1. How do you expect the state of your business (microfinance operations) to change over the next 12 months?

* Strongly improve
* Slightly improve
* Remain the same
* Slightly deteriorate
* Strongly deteriorate

1. What are the key challenges that your institution is currently facing? \*

Please rate each of the challenges on a scale from 1 - negligible to 5 - very significant

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |
| Strategy: failure to provide a service that makes the MFI relevant |  |  |  |  |  |
| Social climate inside the MFI: lack of commitment among staff to deliver social value |  |  |  |  |  |
| Staffing: failure to recruit and retain qualified staff |  |  |  |  |  |
| Digital capability: inability to digitize crucial processes to increase efficiency or enhance data management and activities/impact monitoring |  |  |  |  |  |
| Client relationships: poor client relationship management leading to harmful client behavior, e.g. unwillingness of clients to repay loans, or low outreach from the MFI, etc. |  |  |  |  |  |
| Digital capability of clients: clients are not ready for digital interaction with MFI |  |  |  |  |  |
| Financial capability of clients: clients are unable to make informed decisions due to a lack of financial knowledge |  |  |  |  |  |
| Income volatility of clients: fluctuations in client income/expenses due to worsening economic conditions, which affects their capacity to repay loans |  |  |  |  |  |
| High default rates of clients: clients not repaying loans or repaying but with substantial delays |  |  |  |  |  |
| Low demand: clients do not need loan products |  |  |  |  |  |
| Regulation: lack of appropriate (or adverse) regulation and supervision |  |  |  |  |  |
| Funding: the MFI lacks access to adequate sources of debt and equity |  |  |  |  |  |
| Political interference: interventions by politicians that may harm the sector and distort the market |  |  |  |  |  |
| Climate risks: clients and MFIs are affected by extended winters/summers, more extreme temperatures, droughts, floods, heat waves, windstorms, forest fires, and/or changing hydrology. |  |  |  |  |  |
| Other key challenges - please describe: |  | | | | |

1. If you were to select one thing where your institution excels over its peers, it would be:

Please select only one answer.

* Innovative products
* Outreach to vulnerable target groups
* Customer service
* Rural finance solutions
* Non-financial services
* Impact measurement
* Digitalization advancements
* Reliable funding base
* Sound financial position
* Other, please specify \_\_\_\_

1. Please let us know in a few words the details of your achievements in the category mentioned above:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**LOAN PORTFOLIO**

1. Please select the currency of the data you are providing: \_\_\_\_\_\_\_\_\_\_\_\_\_ \*
2. What was the value of the gross loan portfolio outstanding as of 31 December? (ATLAS)\*

*Gross loan portfolio: principal balance of all outstanding loans, including current, delinquent, and restructured loans, but not loans that have been written off or interest receivable.*

2021\_\_\_

2020 \_\_\_\_

1. What was the value of the gross loan portfolio outstanding as of 31 December in each category? \*

***Business loans*** *are loans disbursed to natural or legal persons with the purpose of financing the development or establishment of business activities in trade, services, manufacturing or agricultural production/processing.*

***Personal loans*** *are disbursed to natural persons with the purpose of financing personal or family development, improving living conditions, income smoothing and other family needs.*

If you don't have the data, please input N/A.

* **2021** business loans less than 25,000 EUR \_\_\_\_\_\_
* **2021** business loans more than 25,000 EUR \_\_\_\_\_\_
* **2021** personal loans less than 25,000 EUR \_\_\_\_\_\_
* **2021** personal loans more than 25,000 EUR \_\_\_\_\_\_
* 2020 business loans less than 25,000 EUR \_\_\_\_\_\_
* 2020 business loans more than 25,000 EUR \_\_\_\_\_\_
* 2020 personal loans less than 25,000 EUR \_\_\_\_\_\_
* 2020 personal loans more than 25,000 EUR \_\_\_\_\_\_

1. Please provide the breakdown of the gross loan portfolio for personal loans less than 25,000 EUR by client type as of 31 December 2021.\*

If you don't have the data, please input N/A.

* Professional development (education to improve qualifications or start a business, mobility etc.) \_\_\_\_\_\_
* Housing needs (rent, mortgage, etc.) \_\_\_\_\_\_
* Children education (school fees, etc.) \_\_\_\_\_\_
* Medical expenses \_\_\_\_\_\_
* Energy-efficiency, green practices and technologies \_\_\_\_\_\_
* Other family needs \_\_\_\_\_\_

1. What was the number of active borrowers as of 31 December? (ATLAS)\*

Active borrowers: natural or legal person who currently has an outstanding loan balance or is primarily responsible for repaying any portion of a gross loan portfolio. Those natural or legal persons with multiple loans with a microcredit provider should be counted as a single borrower.

2021 \_\_\_

2020 \_\_\_\_

1. What was the number of women among active borrowers as of 31 December?\_\_\_\_\_\_\_\_\_\_\*

2021 \_\_\_

2020 \_\_\_\_

1. What was the number of active borrowers living in rural areas as of 31 December?\_\_\_\_\_\_\_\_\_

2021 \_\_\_

2020 \_\_\_\_

1. What was the number of active borrowers in each of the portfolio categories? \*

*Active borrowers: natural or legal person who currently has an outstanding loan balance or is primarily responsible for repaying any portion of a gross loan portfolio. Those natural or legal persons with multiple loans with a microcredit provider should be counted as a single borrower.*

If you don't have the data, please input N/A.

* **2021** active borrowers with business loans less than 25,000 EUR \_\_\_\_\_\_
* **2021** active borrowers with business loans more than 25,000 EUR\_\_\_\_\_\_
* **2021** active borrowers with personal loans less than 25,000 EUR \_\_\_\_\_\_
* **2021** active borrowers with personal loans more than 25,000 EUR \_\_\_\_\_\_
* 2020 active borrowers with business loans less than 25,000 EUR \_\_\_\_\_\_
* 2020 active borrowers with business loans more than 25,000 EUR \_\_\_\_\_\_
* 2020 active borrowers with personal loans less than 25,000 EUR \_\_\_\_\_\_
* 2020 active borrowers with personal loans more than 25,000 EUR \_\_\_\_\_\_

1. Please provide the breakdown of the number of active borrowers with business loans less than 25,000 EUR by client type as of 31 December 2021. If you don't have the data, please input N/A.

* Solo entrepreneurs (including unregistered businesses, agricultural activities, etc.)
* Enterprises with 5 or fewer employees (including unregistered businesses, agricultural activities, etc.)
* Enterprises with 6-10 employees (including unregistered businesses, agricultural activities, etc.)
* Enterprises with 10+ employees (including unregistered businesses, farms, etc.)

1. Please provide the breakdown of active borrowers with personal loans less than 25,000 EUR by loan purpose as of 31 December 2021.\*

If you don't have the data, please input N/A.

* Professional development (education to improve qualifications or start a business, mobility etc.) \_\_\_\_\_\_
* Housing needs (rent, mortgage, etc.) \_\_\_\_\_\_
* Children education (school fees, etc.) \_\_\_\_\_\_
* Medical expenses \_\_\_\_\_\_
* Energy-efficiency, green practices and technologies \_\_\_
* Other family needs \_\_\_\_\_\_

**MICROLENDING ACTIVITIES**

The following questions specifically refer to microlending activities (loans up to 25,000 EUR).

1. How many staff were employed to support microlending activities as of 31 December? (ATLAS) \*

2021 total number of paid staff \_\_\_\_\_\_

2021 number of paid female employees \_\_\_\_\_\_

2021 number of unpaid staff (volunteers or staff paid by another institution) \_\_\_\_\_\_

2020 total number of paid staff \_\_\_\_\_\_

2020 number of paid female employees \_\_\_\_\_\_

2020 number of unpaid staff (volunteers or staff paid by another institution) \_\_\_\_\_\_

1. Which client groups does your institution serve with microlending activities (loans up to 25,000 EUR)? \*

Please select all that apply.

* Rural population
* Poor/deprived urban areas
* Unemployed people/welfare recipients
* Women
* Ethnic minorities
* Immigrants/refugees
* Youth (18-25 years old)
* Elderly > 60 years old
* Disabled people
* Other (specify the target group) \_\_\_\_\_\_\_

1. What was the number of active borrowers in each client group (loans up to 25,000 EUR) as of 31 December 2021?

* Poor/deprived urban areas \_\_\_\_\_\_
* Unemployed people/welfare recipients \_\_\_\_\_\_
* Ethnic minorities \_\_\_\_\_\_
* Migrants/refugees \_\_\_\_\_\_
* Youth (18-25 years old) \_\_\_\_\_\_
* Elderly > 60 years old \_\_\_\_\_\_
* Disabled people \_\_\_\_\_\_
* Other (specify the target group) \_\_\_\_\_\_\_

Which type of extra support would you need to cater to the needs of migrants/refugees?

An **international migrant** is someone who changes his or her country of usual residence, irrespective of the reason for migration or legal status.

A **refugee** is a person who is outside their country of origin for reasons of feared persecution, conflict, generalized violence, or other circumstances that have seriously disturbed public order and, as a result, require international protection.

Please select all that apply

Borrowing for on-lending

Guarantees

Technical assistance to adapt existing and/or develop new dedicated products and services

Grants/subsidies for non-financial services

No additional funding required

Other (please specify)

Do you plan on strengthening your support (financial and non-financial) towards immigrant/refugee populations in the next two years?

Yes, this is part of our current strategy

Yes, we are currently considering this possibility

Not yet, but we might consider this possibility

No, this is not our priority

1. What types of guarantees do your clients use to back up microloans?

Please select all that apply.

* No guarantee or collateral
* Pledge of honor
* Individual guarantor
* Co-signer
* Promissory note
* Asset collateral
* Group guarantee

1. What was the number of active borrowers who used a guarantee/collateral to back up microloans as of 31 December 2021?

* No guarantee or collateral \_\_\_
* Some kind of guarantee or collateral \_\_\_\_\_

1. Which of the following impact and outreach indicators do you track? \*

* Number of jobs created
* Number of jobs sustained
* Survival rate of financed businesses
* Number of newly created businesses financed
* Number of clients below the poverty line financed
* Other, please specify \_\_\_\_\_\_\_\_\_\_\_

1. What were the values of the following indicators as of 31 December 2021?

* Number of jobs created and sustained in the last year \_\_\_
* Survival rate (>1 year) of financed businesses \_\_\_
* Survival rate (>3 years) of financed businesses \_\_\_
* Number of newly created businesses financed during the year\_\_\_
* Number of clients below the poverty line financed during the year \_\_\_
* Other, please specify \_\_\_\_\_\_\_\_\_\_\_

**Loan products and portfolio quality**

1. What is your institution’s current average microloan term (in months) in 2021?

*The average microloan term refers to the duration of the loans making up the outstanding loan portfolio.*

Please enter the number with only one decimal (e.g. 2.5 and 2,5).

* Business microloans \_\_\_\_\_\_
* Personal microloans \_\_\_\_\_\_

1. What was your institution's annual interest rate (Average Annual Percentage Rate-APR) in 2021?

*APR: The annual rate charged for borrowing, expressed as a single percentage number that represents the actual yearly cost of funds over the term of a loan. Includes any fees or additional costs associated with the transaction. A simple tool for calculating APR can be found under this link:* [*https://www.atlasdata.org/toolkit/tools*](https://www.atlasdata.org/toolkit/tools)

Please enter percentages as a number with a maximum of one decimal (e.g. 2.5 not 2,5) and without the percentage symbol (e.g. 2.5 not 2.5%).

* Business microloans \_\_\_\_\_\_
* Personal microloans \_\_\_\_\_\_

1. Please select the currency of the data you are providing from the drop-down list: \_\_\_\_\_\_\_ \*
2. What was the value of the outstanding balance of the portfolio in arrears for more than 30 days for microlending activities as of 31 December? (ATLAS) \*

*Portfolio >30 days in arrears: value of all loans outstanding that have one or more instalments of principal past due for more than 30 days. It includes the entire unpaid principal balance, both past-due and future instalments, but not accrued interest.*

If you don’t have the data, please input N/A.

* **2021** business microloans \_\_\_\_\_\_
* **2021** personal microloans \_\_\_\_\_\_
* 2020 business microloans \_\_\_\_\_\_
* 2020 personal microloans \_\_\_\_\_\_

1. What was the value of the restructured portfolio for microlending activities as of 31 December? (ATLAS)

*Restructured portfolio: outstanding balance of loans whose original contract has been changed.*

If you don't have the data, please input N/A.

* **2021** business microloans \_\_\_\_\_\_
* **2021** personal microloans \_\_\_\_\_\_
* 2020 business microloans \_\_\_\_\_\_
* 2020 personal microloans \_\_\_\_\_\_

1. What was the value of portfolio write-offs for microlending activities as of December 31? (ATLAS) \*

*Written-off portfolio amount: value of loans recognized as uncollectable for accounting purposes. A write-off is an accounting procedure that removes the outstanding balance of the loan from the gross loan portfolio and impairment loss allowance, but does not affect the net loan portfolio, total assets or equity accounts.*

If you don’t have the data, please input N/A.

* **2021** business microloans \_\_\_\_\_\_
* **2021** personal microloans \_\_\_\_\_\_
* 2020 business microloans \_\_\_\_\_\_
* 2020 personal microloans \_\_\_\_\_\_

1. What was the value of the gross loan portfolio under moratoria as of 31 December?

* **2021** business microloans \_\_\_\_\_\_
* **2021** personal microloans \_\_\_\_\_\_
* 2020 business microloans \_\_\_\_\_\_
* 2020 personal microloans \_\_\_\_\_\_

1. What was the value of the refinanced loan portfolio as of 31 December?

* Refinanced portfolio: Outstanding balance of all loans that were repaid before the end of the loan term with the amount of a loan disbursed simultaneously by the same institution.**2021** business microloans \_\_\_\_\_\_
* **2021** personal microloans \_\_\_\_\_\_
* 2020 business microloans \_\_\_\_\_\_
* 2020 personal microloans \_\_\_\_\_\_

1. What was the value of refinanced loan portfolio under moratoria as of 31 December?

* **2021** business microloans \_\_\_\_\_\_
* **2021** personal microloans \_\_\_\_\_\_
* 2020 business microloans \_\_\_\_\_\_
* 2020 personal microloans \_\_\_\_\_\_

1. What was the value of loans disbursed during the year?

* 2021 \_\_\_\_\_\_
* 2020 \_\_\_\_\_\_
* 2019 \_\_\_\_\_\_

**FINANCIAL PERFORMANCE**

1. Please select the currency of the data you are providing from the drop-down list: \_\_\_\_\_\_\_\_\_

Balance sheet

1. What was the value of total assets as of 31 December? (ATLAS)

* 2021 \_\_\_\_\_\_
* 2020 \_\_\_\_\_\_
* 2019 \_\_\_\_\_\_

1. What was the value of total liabilities as of 31 December?

* 2021 \_\_\_\_\_\_
* 2020 \_\_\_\_\_\_

1. What was the value of voluntary deposits as of 31 December? (ATLAS)

* 2021 \_\_\_\_\_\_
* 2020 \_\_\_\_\_\_

1. What was the value of compulsory deposits as of 31 December? (ATLAS)

* 2021 \_\_\_\_\_\_
* 2020 \_\_\_\_\_\_

1. What was the value of total equity as of 31 December? (ATLAS)

* 2021 \_\_\_\_\_\_
* 2020 \_\_\_\_\_\_
* 2019 \_\_\_\_\_\_

Profit and loss statement

1. What was the value of the interest and fee income from the loan portfolio as of 31 December? (ATLAS)

*Interest and fee income from the loan portfolio: revenue from interest earned, fees and commissions (including late fees and penalties) on the gross loan portfolio only. It includes interest paid in cash and interest accrued but not yet received.*

* 2021 \_\_\_\_\_\_
* 2020 \_\_\_\_\_\_

1. What was the value of interest and fee income from investments as of 31 December? (ATLAS)

*Interest and fee income from investments: revenue from interest, dividends or other payments generated by financial assets other than the gross loan portfolio, such as interest-bearing deposits, certificates of deposits and treasury obligations. It includes interest paid in cash and interest accrued but not yet received.*

* 2021 \_\_\_\_\_\_
* 2020 \_\_\_\_\_\_

1. What was the value of other income from financial services as of 31 December? (ATLAS)

*Other income from financial services: all other revenue from the provision of financial services related to saving and credit activities, including transaction fees, premiums, membership fees, passbooks, and smartcards. If the MFI provides loans to employees or board members, the interest and fee revenue from those loans should be included here.*

* 2021 \_\_\_\_\_\_
* 2020 \_\_\_\_\_\_

1. What was the value of other operating income (non-extraordinary) as of 31 December? (ATLAS)

*Other operating income (non-extraordinary) is revenue generated from other financial services that are not related to savings and credit activities. This item may include revenue from financial services such as payment services or insurance. This item does not include any revenue that is generated from activities such as merchandise sales or training fees. However, if the MFI views training as an integral element of the financial services it provides, training revenue should be included.*

* 2021 \_\_\_\_\_\_
* 2020 \_\_\_\_\_\_

1. What was the value of interest and fee expenses as of 31 December? (ATLAS)

*Interest and fee expense: interest, fees, and commissions incurred on all liabilities, including the deposit accounts of customers held by MFI, commercial and concessional borrowings, mortgages, and other liabilities. It may also include facility fees for credit lines.*

* 2021 \_\_\_\_\_\_
* 2020 \_\_\_\_\_\_

1. What was the value of other financial expenses as of 31 December? (ATLAS)

*Other financial expense: interests, fees, and commissions incurred on liabilities, such as deposit accounts of customers held by MFI, mortgages, and other liabilities, except for fees and commissions on borrowings.*

* 2021 \_\_\_\_\_\_
* 2020 \_\_\_\_\_\_

1. What was the value of the net loan loss provision expense as of 31 December? (ATLAS)

*Net loan loss provision expense: non- cash expense that is used to create or increase the loan loss reserve on the balance sheet. The provision is usually calculated as a percentage of the value of the gross loan portfolio that is at risk of default. Net loan loss provision expense = + LLP expense - LLP recovery + direct write-off- write-off recovery. Direct write-offs are loans written off as an expense and not against Loan Loss Reserves.*

* 2021 \_\_\_\_\_\_
* 2020 \_\_\_\_\_\_

1. What was the value of operating expenses as of 31 December? (ATLAS)

*Operating Expenses = Personnel Expenses + Administrative Expenses*

*Personnel Expenses: wages and salaries, other short-term employee benefits, post- employment benefit expense, termination benefit expense, share-based payment transactions, other long-term benefits and other employee benefits.*

*Administrative Expenses: non-financial expenses (excluding personnel) directly related to the provision of financial services or other integral services that form an integral part of an MFI's financial services relationship with customers.*

* 2021 \_\_\_\_\_\_
* 2020 \_\_\_\_\_\_

1. What was the value of net income as of 31 December? (ATLAS)

*Net Income = Net Operating Income + Net Non-operating income + Net Extraordinary Income– Taxes*

*Net income: total revenue less all expenses, including operating income and expenses, non-operating income and expenses, extraordinary income and expenses, after taxes, before donations*

* 2021 \_\_\_\_\_\_
* 2020 \_\_\_\_\_\_

**FUNDING SOURCES AND NEEDS**

1. Please select the currency of the data you are providing from the drop-down list: \_\_\_\_\_\_\_\_\_
2. What was the value of the main funding sources as of 31 December 2021?

* Long-term time deposits (>1 year) \_\_\_\_\_\_
* Long-term borrowed funds (>1 year) \_\_\_\_\_\_
* Subordinated debt \_\_\_\_\_\_
* Other long-term liabilities (incl. conditional grants) \_\_\_\_\_\_
* Paid-up share capital \_\_\_\_\_\_
* Donated equity \_\_\_\_\_\_
* Reserved/retained earnings/accumulated losses \_\_\_\_\_\_
* Other equity \_\_\_\_\_\_

1. Please list the names of your three main investors/shareholders/financiers/supporters in terms of the volume of financing provided as of 31 December 2021.

1. \_\_\_\_\_\_

2. \_\_\_\_\_\_

3. \_\_\_\_\_\_

1. How much additional funding does your institution need in the next 24 months to achieve its organizational goals according to your capital raising plan?

* Borrowings (debt) \_\_\_\_\_\_
* Equity \_\_\_\_\_\_
* Guarantees \_\_\_\_\_\_
* Grants/subsidies \_\_\_\_\_\_
* Other (please specify the funding source) \_\_\_\_\_\_
* No additional funding required \_\_\_\_\_\_
* Don't know/hard to say

1. Do you authorize EMN-MFC to share the data collected through this survey with ATLAS? \*

ATLAS is a common platform that improves efficiency, serving as a single hub for accessing reports. Operated by MFR, ATLAS offers data on financial performance, social performance, pricing and client protection. To learn more please visit: https://www.atlasdata.org/about-benefit

* YES with full transparency

Confidentiality: my institution’s data will not be publicly available. My institution’s data will only be visible to ATLAS subscribers with my institution's name disclosed. My institution’s individual data will be anonymized to subscribers who operate in the same country.

Benefits: I will receive access to an overview benchmark report, comparing my institution to other Financial Service Providers in the region and globally on key indicators. I will have international visibility with subscribing investors.

* YES with partial transparency

Confidentiality: my institution’s data will not be publicly available. My institution’s anonymized data will only be visible to ATLAS subscribers.

Benefits: I will receive access to an overview benchmark report, comparing my institution to other Financial Service Providers globally on some key indicators. I will not have specific international visibility with subscribing investors.

* NO. I am aware that I will not enjoy ATLAS benefits and this is my preference.

Additional question to the Italian MFIs:

1. Do you authorize EMN-MFC to share the data, including my institution’s identity, collected through this survey with RITMI? \*

* Yes
* No