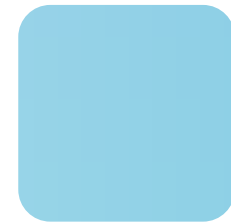
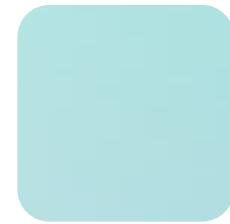
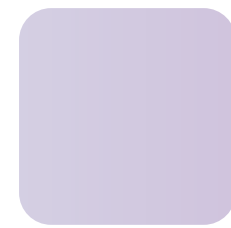




EUROPEAN  
MICROFINANCE  
NETWORK

# Annual Report 2020



# When life gives you lemons...

What a year to look back upon! While there is surely no need to remind anyone of the COVID-19 pandemic that took the world by storm in the early months of 2020, it is essential to reflect together on the silver linings of this storm. Chief amongst them is the extraordinary resilience demonstrated by the European microfinance sector in light of these events. The viability of its various business models, the solidarity it displayed, and ultimately the efforts made by all its actors to mitigate the impact on the most vulnerable and their businesses, are some of the many reasons to feel not only proud but also optimistic about the post-Covid era. One of the best examples is probably when the various waves of sanitary measures hit, rather than hampering the activity of microfinance practitioners, it pushed them instead to move forward with their digitalisation processes, turning their resources towards seeking and implementing solutions to ensure business continuity for their clients.

The actions taken by EMN from the very beginning of the crisis played a crucial part in nurturing the flexibility of the sector. From the large-scale direct consultation immediately set up in March 2020 to the scores of webinars facilitating the flow of information throughout the year, the responsiveness showed by both the Secretariat and the Members was a clear demonstration of the vitality of our network.

The importance of a strong and reactive network like EMN in such times cannot be overstated, not just on specific topics like digitalisation but in relaying the most urgent needs directly from the ground to the European institutions. Our advocacy efforts last year, and in particular the three letters sent to the European Commission and the European Investment Fund on behalf of the sector, played a major role in unlocking additional contingency funds for microfinance as well as in ensuring a prime spot in the next EU programme replacing EaSI from 2021 onwards.

During such a shaky period, EMN's ability to adapt so quickly and propose a different format for its flagship events was greatly appreciated. With all its limitations and the fact that nothing will ever replace face-to-face interaction, moving the European Microfinance Day and the Annual Conference to fully online formats allowed us to maintain the connection between members and stakeholders, and to keep moving forwards with these milestones to guide the way.



On an unrelated note, 2020 was also the year that saw considerable advances made towards closer cooperation between EMN and the Microfinance Centre. While the process did not result in an actual integration of our two organisations, it undoubtedly gave us a clearer picture of each network's strengths and assets, and a way forward for our collaboration, to the benefit of all our members.

Early 2020 also saw our General Manager, Jorge Ramírez Puerto, announce he would be leaving, though he graciously agreed to stay on an extra year when Covid hit. We again want to thank Jorge again for the nine years he dedicated to the network. His liaising between staff, network members and stakeholder institutions has helped bring EMN into a more stable phase. We know he will remain a dedicated ambassador for microfinance!

In conclusion, to say that these were and still are challenging times is an understatement, and no one truly knows what tomorrow holds. But in the face of such uncertainty, one can only feel optimistic when being part of a such a vibrant, flexible, and dedicated network, committed to helping the most vulnerable as summarised in the present Annual Report.

I wish you all a pleasant read!

**Elwin Groenevelt**  
President of EMN

# 2020 in numbers

The activities of EMN in 2020 were primarily carried out in response to the COVID-19 crisis. However, it was equally important to operate as normally as possible, and deliver on the core objectives of the network. Below is a selection of indicators painting a picture of the work done in various departments, from advocacy to communications, through research and capacity building.

Amongst the most notable changes in 2020, EMN started sending fortnightly Members Updates, to inform the network about the most recent developments in the microfinance sector on a reliably regular basis. The Advocacy Toolkit, which aims to help prepare practitioners who are willing to develop their national legislative framework, also received a massive overhaul.

Finally, our capacity building efforts continued unabated last year. Through the EaSI Technical Assistance programme EMN delivered tailored trainings, scores of webinars, answered questions through the Helpdesk, technical assistance in complying with the European Code of Good Conduct, etc. With the support of J.P. Morgan, 6 MFIs were selected for technical assistance in building their resilience and that of their clients during the pandemic.



**6**  
Working Groups organised



**21**  
Members Updates sent



**25**  
Webinars organised



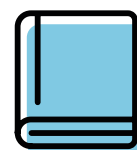
**59**  
Q&A handled by the Helpdesk



**13<sup>th</sup>**  
Research Award organised



**15**  
High-level advocacy meetings attended



**20**  
Publications released



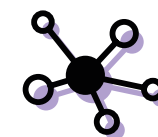
**20**  
International calls published



**3**  
Good Practices identified



**24**  
Country Reports up-to-date



**10**  
Impact Reports promoted



**15**  
Tools in the Advocacy Toolkit

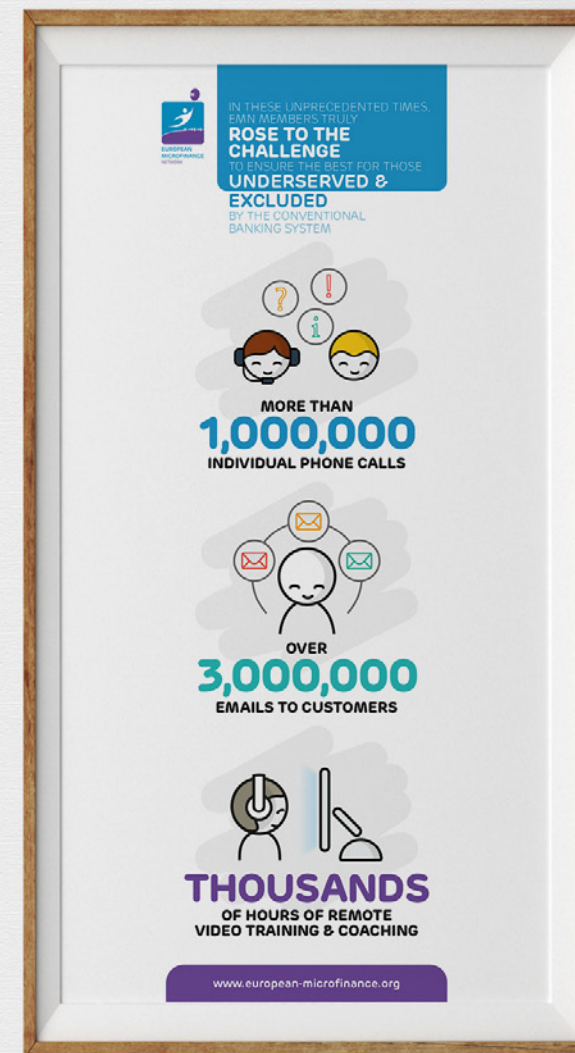
# Our response to the crisis

As early as March 2020, EMN mobilised all its resources towards coordinating a response to the COVID-19 crisis. From the early onset of the crisis in Europe, the Secretariat launched a network-wide direct consultation to precisely map out the most urgent needs of our members. This led to the drafting of a letter to Nicolas Schmit, European Commissioner for Jobs and Growth, and to the European Investment Fund. These letters, co-signed by EMN and the Microfinance Centre (MFC) relayed concerns from the ground and proposed a set of emergency measures to mitigate the impact on the microfinance sector, and first and foremost on its clients. These letters were followed by a third one addressed to Ursula von der Leyen, President of the European Commission, in April. EMN's efforts largely contributed to the launch in July of new COVID-19 support measures, under the €400,000,000 EaSI Guarantee instrument.

In May 2020, EMN also joined an international pledge launched on the initiative of the Grameen Crédit Agricole Foundation. With this pledge, 30 organisations committed to complying with some key principles to protect microfinance institutions and their clients in the COVID-19 crisis.

Another key action taken by EMN was the creation of a dedicated COVID-19 section on our website. This dedicated space listed all publications, webinars, public measures, etc. relevant to tackling COVID-related issues for microfinance providers. Initially designed in partnership with MFC, this section received massive amounts of attention. Through a project supported by J.P. Morgan, a new and improved version was created which added an updated list of national measures to the available resources.

Lastly, a side consultation with a large selection of EMN members allowed EMN to put together some figures strikingly demonstrating the efforts deployed by the European MFIs in those exceptional times. Two infographics were prepared and widely shared on social media.



Infographics summarising the action of EMN practitioner members in the early months of the crisis. ©EMN



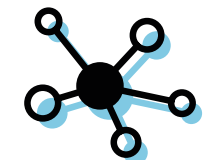
1

Covid-19 Resource Centre



3

Letters to the EU institutions



1

Membership-wide direct consultation

# Annual Conference 2020

Initially planned for Sofia, Bulgaria, our 2020 Annual Conference became a fully online event. From 13 to 15 October, a series of focused webinars brought together various stakeholders for an exchange of views and practices, to challenge long-standing preconceptions, and to resolutely orientate ourselves towards concrete recovery measures for microcredit in a reforming economy. The topics covered in this edition ranged from the future of the EaSI programme to digital signatures, through financial health, delinquency management, etc. The presentation material and recordings of the sessions are all available on the EMN website.

 **272**  
participants

 **9.1**  
out of 10

 **41**  
countries



# European Microfinance Day

Organised at the end of October 2020, this 6<sup>th</sup> edition of the European Microfinance Day campaign was designed to allow participants to reflect upon the various actions taken and lessons learned by the microfinance sector during the first strike of the COVID-19 crisis. While resources across the membership were channelled towards activities other than awareness-raising, this edition saw 23 local actions take place, from short movie clips to social media campaigns and dedicated webinars. It also saw a well-attended online Brussels event featuring various EU representatives and a video clip from MFIs that recently complied with the European Code of Good Conduct.

 **23**  
local actions

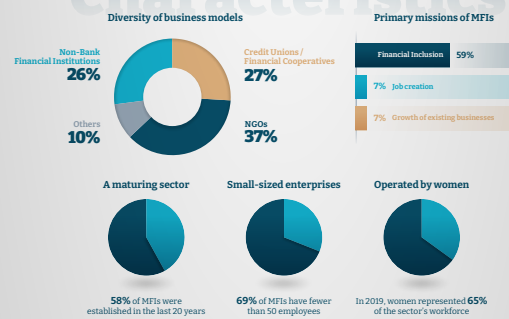
 **12**  
countries

 **1**  
Brussels  
(online) event

# Microfinance in Europe

Survey Report  
2020 Edition

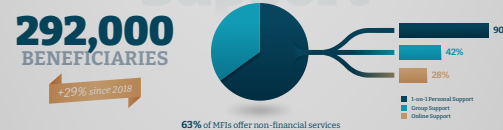
## MFI Characteristics



## Microlending Activity



## Non-financial Support



## Latest trends



The analysis is based on data collected by EMN and MFC from 143 MFIs across 29 European countries. Survey data is self-reported and refers to fiscal year 2018-2019.



# Survey Report 2020

One of the industry's most trusted source of information, the Survey Report saw its latest edition being prepared and finalised in 2020. This Report presents a snapshot of the microfinance sector from 2018-2019, with additional data collected during the summer of 2020. As a result, it can be seen as the most recent data available on the European microfinance sector before it was hit by the pandemic, but it also includes a chapter on the preliminary impact of the crisis in 2020.

This was the 9th edition of this Overview Survey for the European Microfinance Network (EMN), and the third time it was carried out in collaboration with the Microfinance Centre (MFC). The collaboration between our two networks allowed the survey to cover the vast majority of the European microfinance sector, delivering the most complete dataset available at this time. The study covered 143 institutions from 29 countries.

Amongst other findings, the report showed that microcredit providers employ approximately 11,000 staff directly, of which 22% are volunteers. The survey confirmed the importance of non-financial services (63% of MFIs offer them) and the shift towards the digital provision of these key services. Both the microloan portfolio and the number of active borrowers showed a growing trend that resulted in a significant expansion of the sector's size, in line with previous survey results. Business loans constitute 55% of the total microloan portfolio while personal loans make up 45% of it, a large percentage of the total being in the hands of a few providers. Women and the rural population are the two main target groups.



# Annual accounts

Revenues	Core	Annual Conference	Programmes	Total
Beneficiary's contributions in cash	€ 76,723.21	-	-	€ 76,723.21
Revenue generated by operation	€ 17,450.00	€ 15,398.60	€ 306,044.21	€ 338,892.81
Public funds	€ 353,144.02	€ 63,213.15	€ 4,080.92	€ 420,438.09
<b>Total revenues</b>	<b>€ 447,317.23</b>	<b>€ 78,611.75</b>	<b>€ 310,125.13</b>	<b>€ 836,054.11</b>
Expenditures	Core	Annual Conference	Programmes	Total
Staff	€ 363,406.43	€ 51,980.44	€ 142,039.20	€ 557,426.07
Travel & accommodation	€ 5,427.76	-	€ 7,630.19	€ 13,057.95
Services	€ 76,564.80	€ 12,886.42	€ 165,376.97	€ 254,828.19
Administration	€ 48,425.28	€ 6,643.81	€ 16,240.19	€ 71,309.28
Provisions	-	-	-	-
<b>Total expenditures</b>	<b>€ 493,824.26</b>	<b>€ 71,510.67</b>	<b>€ 331,286.55</b>	<b>€ 896,621.49</b>
<b>Balance</b>	<b>-€ 46,507.03</b>	<b>€ 7,101.08</b>	<b>-€ 21,161.42</b>	<b>-€ 60,567.38</b>

Assets	2020	2019	2018	2017
Fixed assets	€ 6,591.09	€ 14,536.57	€ 19,676.18	€ 12,016.08
<b>Total I</b>	<b>€ 6,591.09</b>	<b>€ 14,536.57</b>	<b>€ 19,676.18</b>	<b>€ 12,016.08</b>
<b>Current assets</b>				
Accounts receivable	€ 208,324.86	€ 186,986.73	€ 71,661.68	€ 264,911.69
Bank	€ 1,060,224.83	€ 397,882.42	€ 464,875.69	€ 252,883.73
Prepaid expenses	€ 688.24	€ 438.40	€ 462.32	€ 1,067.53
<b>Total II</b>	<b>€ 1,269,237.93</b>	<b>€ 585,307.55</b>	<b>€ 536,999.69</b>	<b>€ 518,862.95</b>
<b>Total I+II</b>	<b>€ 1,275,829.02</b>	<b>€ 599,844.12</b>	<b>€ 556,675.87</b>	<b>€ 530,879.03</b>

Equity & liabilities	2020	2019	2018	2017
<b>Own and general funds</b>				
Own funds	€ 429,419.97	€ 461,983.14	€ 416,888.98	€ 312,215.12
Surplus of the year	€ -60,567.38	-€ 32,563.17	€ 45,094.16	€ 104,673.86
<b>Total I</b>	<b>€ 368,852.59</b>	<b>€ 429,419.97</b>	<b>€ 461,983.14</b>	<b>€ 416,888.98</b>
Provision for risk	-	-	-	-
<b>Total II</b>	<b>€ 0.00</b>	<b>€ 0.00</b>	<b>€ 0.00</b>	<b>€ 0.00</b>
<b>Current liabilities</b>				
Accounts payable	€ 101,812.74	€ 107,068.66	€ 47,647.05	€ 62,596.75
Fiscal and social debts	€ 92,934.36	€ 63,355.49	€ 47,045.68	€ 51,141.87
Other debts	€ 296,161.33	-	-	€ 251,43
Revenue received in advance	€ 416,068.00	-	-	-
<b>Total III</b>	<b>€ 906,976.43</b>	<b>€ 170,424.15</b>	<b>€ 94,692.73</b>	<b>€ 113,990.05</b>
<b>Total I+II+III</b>	<b>€ 1,275,829.02</b>	<b>€ 599,844.12</b>	<b>€ 556,675.87</b>	<b>€ 530,879.03</b>

# Our Members

In 2020, the European Microfinance Network had **98 members** in **25 countries**.

## ALBANIA

**Fondi BESA**  
www.fondibesa.com

## ARMENIA

**Jinishian Memorial Foundation**  
www.jinishian.org

## AUSTRIA

**Erste Group Bank AG**  
www.erstegroup.com

## BELGIUM

**BRUSOC**  
www.srib.be

**WSBI-ESBG**  
www.wsbi-esbg.org

**Hefboom**  
www.hefboom.be

**Inpulse**  
www.inpulse.coop

**microStart**  
www.microstart.be

**Reseau Financité**  
www.nancite.be

## BOSNIA & HERZEGOVINA

**AMFI**  
www.amf.ba

**LIDER**  
www.lider.ba

**MI-BOSPO**  
www.mi-bospo.org

**Mikrofin**  
www.mikrofin.com

**Partner**  
www.partner.ba

## BULGARIA

**BACCOM**  
www.baccomm.eu

**Evrostart**  
www.evrostart.org

**Notolytix**  
notolytix.com

**SIS CREDIT**  
www.siscredit.com

**USTOI**  
www.ustoi-businesscredit1.org

## FRANCE

**Adie**  
www.adie.org

**BNP Paribas**  
group.bnpparibas

**Caisse des Dépôts et Consignations**  
www.caissedesdepots.fr

**Créa-Sol**  
www.creasol.be

**Initiative France**  
www.initiative-france.fr

## GERMANY

**DMI**  
www.mikrofinanz.net

**Evers&Jung**  
www.eversjung.de

**GLS Bank**  
www.gls-fonds.de

## GREECE

**Action Finance Initiative**  
www.afi.org.gr

**Cooperative Bank of Karditsa**  
www.bankofkarditsa.com.gr

## HUNGARY

**Credinfo**  
www.credinfo.hu

**Fejér Enterprise Agency**  
www.rva.hu

**Hungarian Microfinance Network**

## IRELAND

**Microfinance Ireland**  
www.microfinanceireland.ie

## ITALY

**ACAF Italia**  
www.acafitalia.it

**Banca Etica**  
www.bancaetica.it

**Oadvisory**  
www.oadvisory.com

**Cofiter**  
www.cofiter.it

**Confeserfidi**  
www.confeserfidi.it

**COOPFIN**  
www.coopfin.it

**Cred.it**  
www.creditspa.it

**Fidipersona**  
www.fidipersona.it

**Fondazione de Grisantis**  
fondazionegrisantis.it

**Fondazione Don Mario Operti**  
fondazioneoperti.it

**Fondazione Grameen Italia**  
www.grameenitalia.it

**Fondazione Ottavio Sgariglia Dalmonte**  
www.fondazioneottaviosgariglia.it

**Galileo Network**  
www.galileonetwork.it

**ICCREA BANCA**  
www.iccreabanca.it

**Microfinanza**  
www.microfinanza.it

**Mikro Kapital**  
www.mikrokapital.it

**PerMicro**  
permicro.it

**MicroLab**  
permicrolab.it

**RITMI**  
ritmi.org

**UniCredit**  
www.unicredit.eu

## KOSOVO

**AMIK**  
www.amik.org

## LUXEMBOURG

**microlux**  
www.microlux.lu

**Mikro Kapital**  
www.mikrokapital.com

## MONTENEGRO

**MonteCredit**  
montecredit.me

**Montenegro Investments Credit**

## POLAND

**Microfinance Centre**  
www.mfc.org.pl

**PZFP**  
www.pzfp.pl

## PORTUGAL

**Cresaçor**  
www.cresacor.pt

**Bank Millennium**  
www.bankmillennium.pl

## ROMANIA

**Banca Transilvania**  
www.bancatransilvania.ro

**EUROM**  
www.eurom-consultancy.ro

**FAER**  
www.faer.ac.in

**BCR Social Finance**  
www.bcr-socialfinance.ro

**Mikro Kapital**  
www.mikrokapital.ro

**OMRO**  
www.omro.ro

**Patria Credit**  
www.patriacredit.ro

**REDI**  
redi-ngo.eu

**Rocredit**  
www.rocredit-ifn.ro

**Romcom**  
en.romcom.ro

**Aurora**  
www.aurora.com.ro

**UNCAR**  
www.uncar.ro

**AsCAR RV**  
www.utcar.ro

## SERBIA

**AgroInvest**  
www.agroinvest.rs

## SLOVAKIA

**RAIC Presov**  
www.rpicpo.sk

## SLOVENIA

**Slovene Enterprise Fund**  
podjetniskisklad.si

## SPAIN

**ACAF Spain**  
www.winkomun.org

**Asociacion Espanola de Microfinanzas**  
www.asociacionmicrofinanzas.org

**Autoocupacio**  
www.cpac.es

**CEEI Burgos**  
www.ceeburgos.es

**Fundacion Montemadrid**  
www.fundacionmontemadrid.es

**Oportunitas**  
www.oportunitasimf.org

**Gaztenpresa**  
www.gaztenpresa.org

**MicroBank**  
www.microbank.com

**Nantik Lum**  
www.nantiklum.org

**Seed Capital Bizkaia Mikro**  
www.seedcapitalbizkaiamikro.com

**Treball Solidari**  
www.treballsolidari.org

## SWEDEN

**Favafond**  
favafond.com





EUROPEAN  
MICROFINANCE  
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