

EMN Peer-to-Peer

Visiting Organisation	Hosting Organisation
Date of the event: November 24 th and 25 th 2022	
Name: Adie	Name: Permico
Country: France	Country: Italy
Names and emails of people involved: <ol style="list-style-type: none"> 1. Clara Chenot - cchenot@adie.org 2. Bruno Gautier - bgautier@adie.org 3. Rodrigo Esquivel - resquivel@adie.org 4. Lucie Cordier - lcordier@adie.org 5. Sophie Rolland - srolland@adie.org 6. Adrien Gizon - agizon@adie.org 	Names and emails of people involved: <ol style="list-style-type: none"> 1. Filippo Chiesa - filippo.chiesa@permico.it 2. Giulia Boioli - giulia.boioli@permico.it 3. Benigno Imbriano- filippo.chiesa@permico.it 4. Mauro Manca mauro.manca@permico.it 5. Caterina Ottani caterina.ottani@permico.it 6. Fulvio Lovera fulvio.lovera@permico.it
Objectives of your visit: (please answer why your organisation wants to visit the host and how this relates to your organisations situation/plans/strategy) <p>Since 2018, Adie has an International Department, which aims at supporting the development of microfinance & self-employment abroad, through advocacy and coopération actions with fellow microfinance institutions in Europe and the mediterranean basin. International exchanges is part of Adie's international strategy as it allows his executive managers, as well as its operational staff to learn from other practitioners and get inspired in order to spur its development in France.</p>	

Background of the meeting and the visiting delegation: (consider why you wanted to talk to the hosts and highlights/things that called your attention – 1-2 paragraphs)

As part of its 2022-2024 strategic plan, Adie's International Direction aims to contribute to the development of microcredit in Europe and to strengthen the association's international influence.

We have been in contact with Permico for several years. Permico is the leading MFI in Italy and one of the flagship of the European microfinance sector, notably for chat concerns service delivery to migrants. It is also one of the fex MFI, along with Adie) which proposes microinsurance plans. In order to deepen our understanding of their work and vision, we were thus willing to visit them to observe and learn both from their field practices and headquarters strategy.

Lessons learnt during the visit:

- One of Permico's mission is to enhance the financial inclusion of its customers, namely to help them access to banking services. This is why i) they are serving a clientele, which is slightly different from that of Adie and ii) they actively promote the services of their banking partners: checking & saving accounts, means of payment, insurance products, "Satispay", etc.
- Banking partnerships : At Permico, 20% of customers are deferred by partner banks. This is the result of a development strategy launched 2-3 years ago: To increase microloans ceiling and reach out a different type of clientele (less vulnerable yet without access to banking loans) To achieve this, Permico has changed its recruitment & induction process as well as its management and operational schemes in order to make sure loan officers develop close relationship with partner banks: approach methodology & speech, at least 2 days of presence per week in banking partners premises. Also, Permico has revisited its implantation strategy on the Italian territory: 80% of its branches are hosted by BNL.
- Migrants target population: 24% of Permico's business clients are migrants and 91% of Permico's personal clients are migrants. This market penetration is very impressive. Part of the explanation is that Permico can finance personal projects (home construction, etc.) in the country of origin. To mitigate credit risk, Permico only finances migrants clients if they have an open-ended labour contract (personal loans). In addition to the guarantor, the loan officer also asks for 2 referents + a contact person in their home country. Finally in order to foster Permico's visibility within migrants' communities and build trust, Permico can sponsor some social events.
- 6-month rule : following a payment incident, the customer must reimburse its microcredit for 6 months without experiencing any payment incident in order to qualify for refinancing
- Personal loans: They only finance people with permanent contracts as there is no social income in Italy.

What my organisation still needs to learn more about is:

- To have more details about Permico's training & induction program addressed to its loan officers and their managers in order to develop partnerships & trustful relationships with partner banks.

Adaptation of some key lessons to your own organisation (do you plan to adapt anything you learnt in your own organisation? If yes, please specify what as we can also offer consultancy dates to support you with implementation):

- No. There are some areas in which Permico's practices are inspiring but given the difference between the French and the Italian context on the one hand, and the differences in our organizations' missions statement (and target population) there is nothing we could implement shortly.

I will have difficulty applying the following to my organisation:

- Yes, see above.

Please rate the following statements by circling the appropriate number:

1= No, not at all	2= Not really	3= Neutral	4= Yes, somewhat	5= Yes, absolutely
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· **Did the event match your needs?**

1 2 3 **X** 4 5

Additional comments:

· **Did you feel supported by EMN in facilitating the event?**

1 2 **X** 3 4 5

Additional comments:

· **Did you gain relevant knowledge and information?**

1 2 3 **X**,4 5

Additional comments:

· **Will you apply the information from this event in your work?**

1 2 **X** 3 4 5

Additional comments:

Which topics interest you the most for future events?

Partnership with banks. Serving migrant population

On which topics could you host a visiting MFI?

Non-financial services (BDS, e-learning)
Impact measurement & advocacy
Customer care and client satisfaction monitoring.
AML/KYC
Fundraising

