



ERSTE  | Social Banking
Group

Annual Report 2024

Supported by



ERSTE
Stiftung




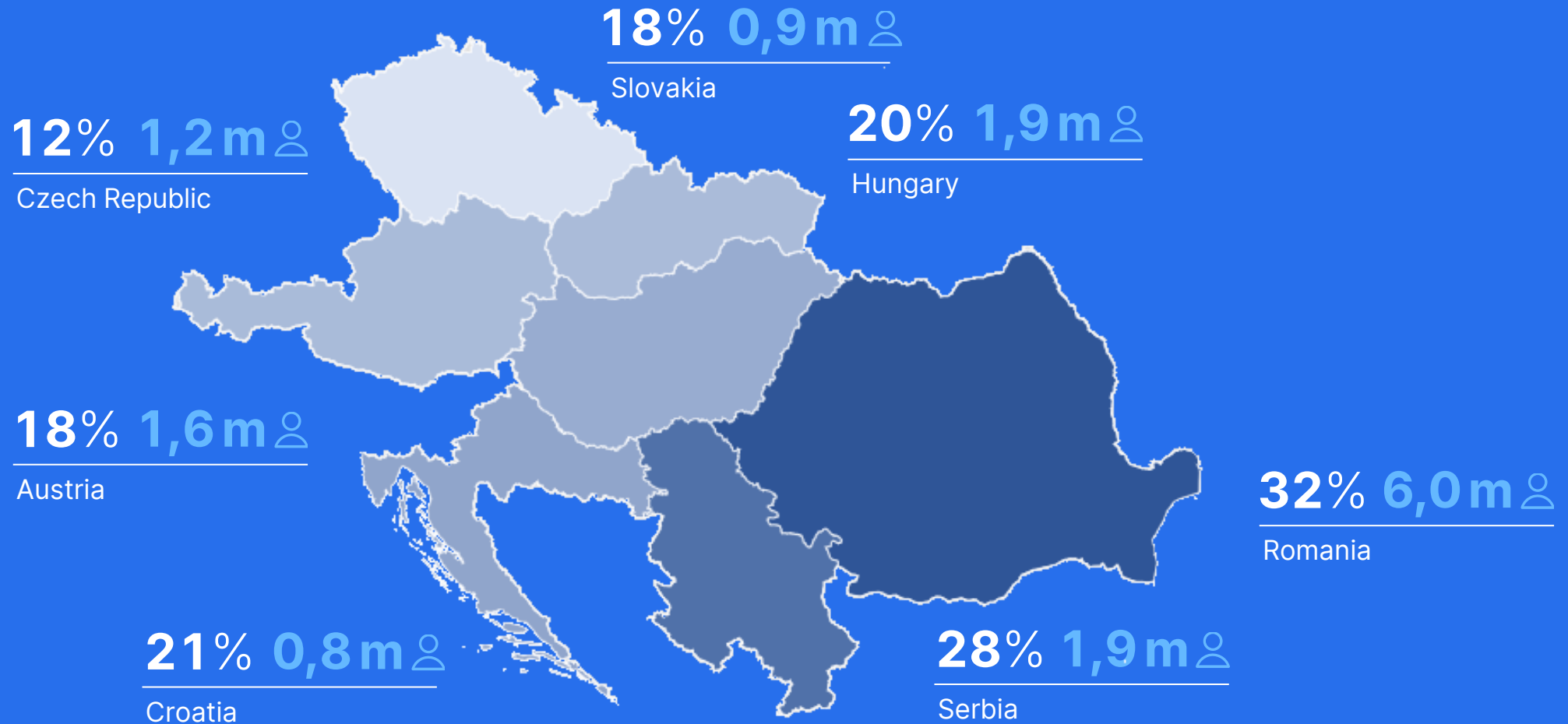
**European
Investment Fund**

Social Banking benefits from guarantees funded by the European Union under the InvestEU Programme.

At risk-of-poverty situation in Erste Group markets

 Persons at risk-of-poverty or social exclusion as a percentage of the total population

 Number of persons (in million) at risk-of-poverty or social exclusion



Our approach to Social Banking

We foster Starting Entrepreneurs



WITH
→ Working-capital loans
→ Start-up loans



AND PROVIDE
→ Business trainings
→ Mentoring

**to create
new jobs**

We support Micro Businesses



WITH
→ Working-capital loans
→ Investment loans



AND OFFER
→ Cash flow assessment
→ Financial advisory

**to create and preserve
jobs in rural areas**

We empower Social Organisations



WITH
→ Quasi-Equity financing
→ Funding via SIBs*
→ Bridge and investment loans



AND FACILITATE
→ Capacity building
→ Networking

**to expand their
social impact**

We stand by People in financial difficulties



WITH
→ Special accounts
→ Housing micro loans
→ Education loans



AND CONDUCT
→ Debt advisory
→ Financial
education

**to improve their financial health,
education and housing**

Supported United Nations
Sustainable Development Goals:

1 NO
POVERTY



3 GOOD HEALTH
AND WELL-BEING



4 QUALITY
EDUCATION



5 GENDER
EQUALITY



8 DECENT WORK AND
ECONOMIC GROWTH



10 REDUCED
INEQUALITIES



11 SUSTAINABLE CITIES
AND COMMUNITIES



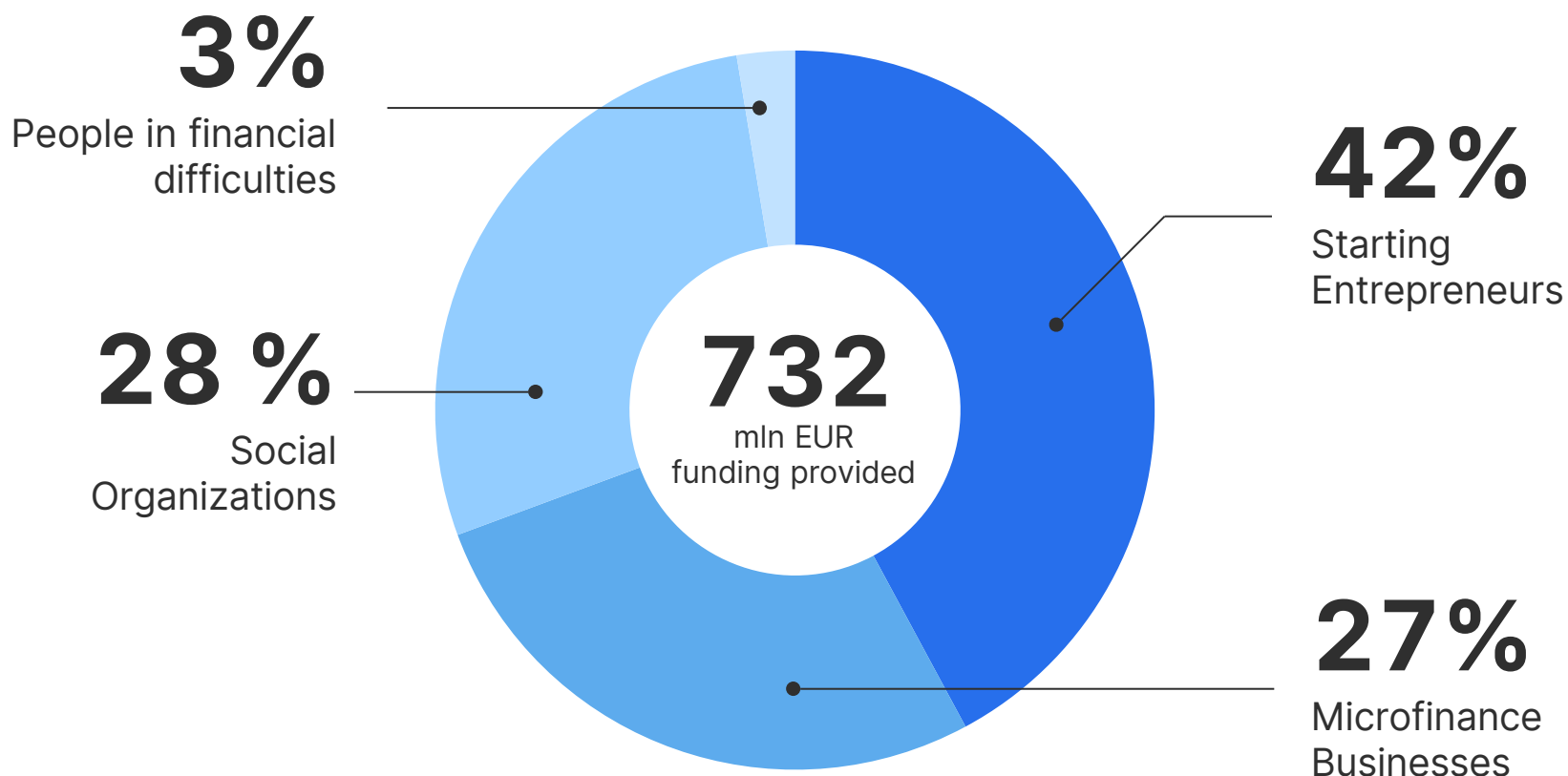
13 CLIMATE
ACTION



17 PARTNERSHIPS
FOR THE GOALS



Social Banking Overall*

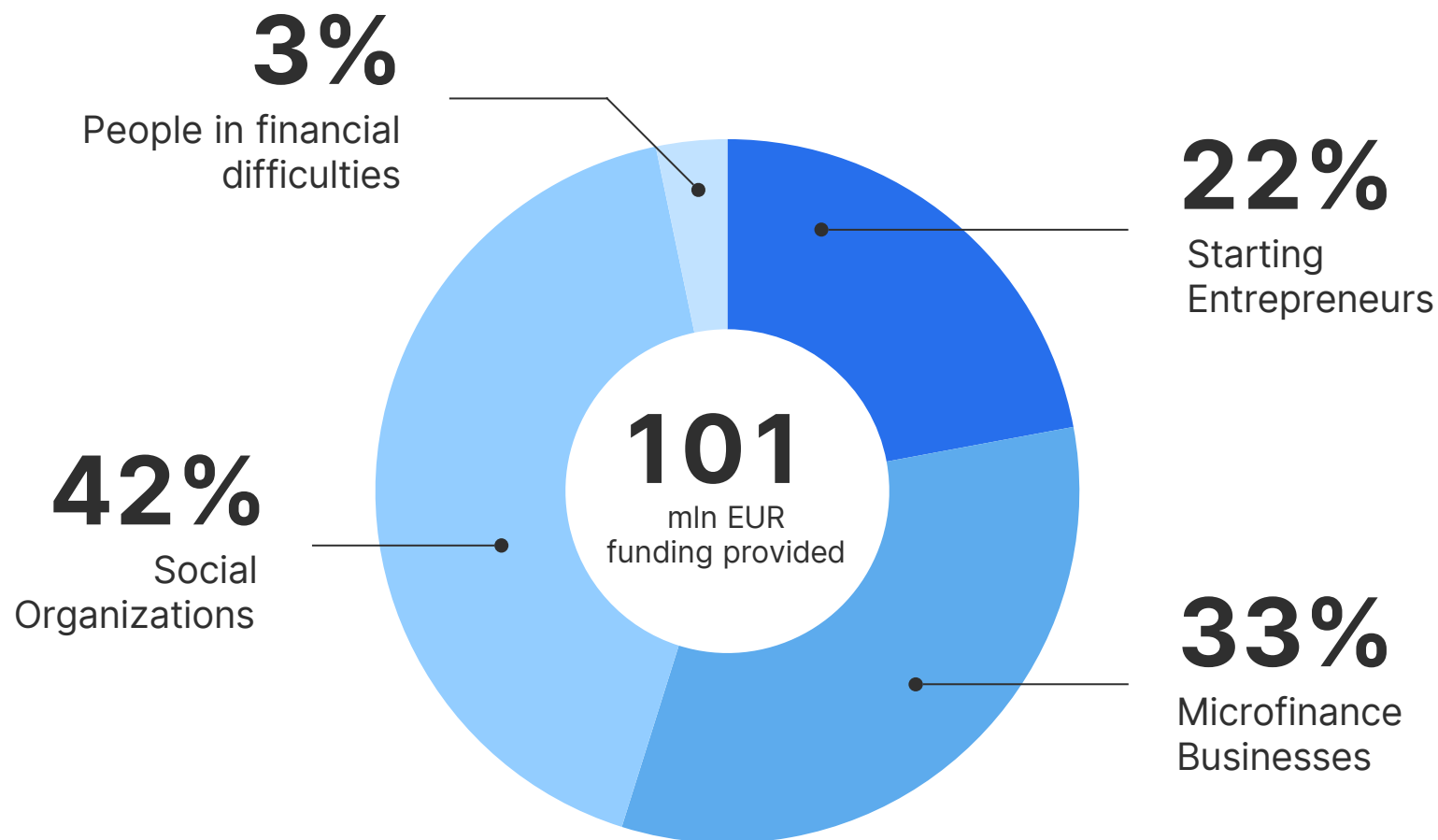


51.941 
social banking clients


23.210 
financed clients

90.249 
education participants

Social Banking in 2024



4.956 
social banking clients

2.078 
financed clients

18.367 
education participants



SOCIAL BANKING ANNUAL REPORT

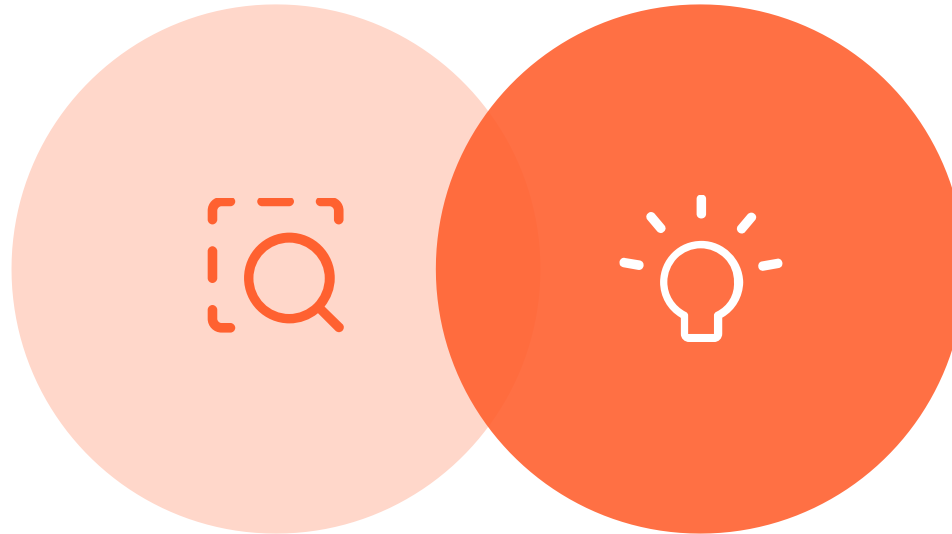
Starting Entrepreneurs



Our approach to starting entrepreneurs

IDENTIFIED PROBLEMS

- Unemployment
- Limited or no access to financing



OUR SOLUTIONS

- Providing start-up loans
- Delivering business trainings
- Offering e-learning
- Connecting to peers & partners
- Mentoring and business plan assessments

OVERALL

9.838



financed clients

58.642



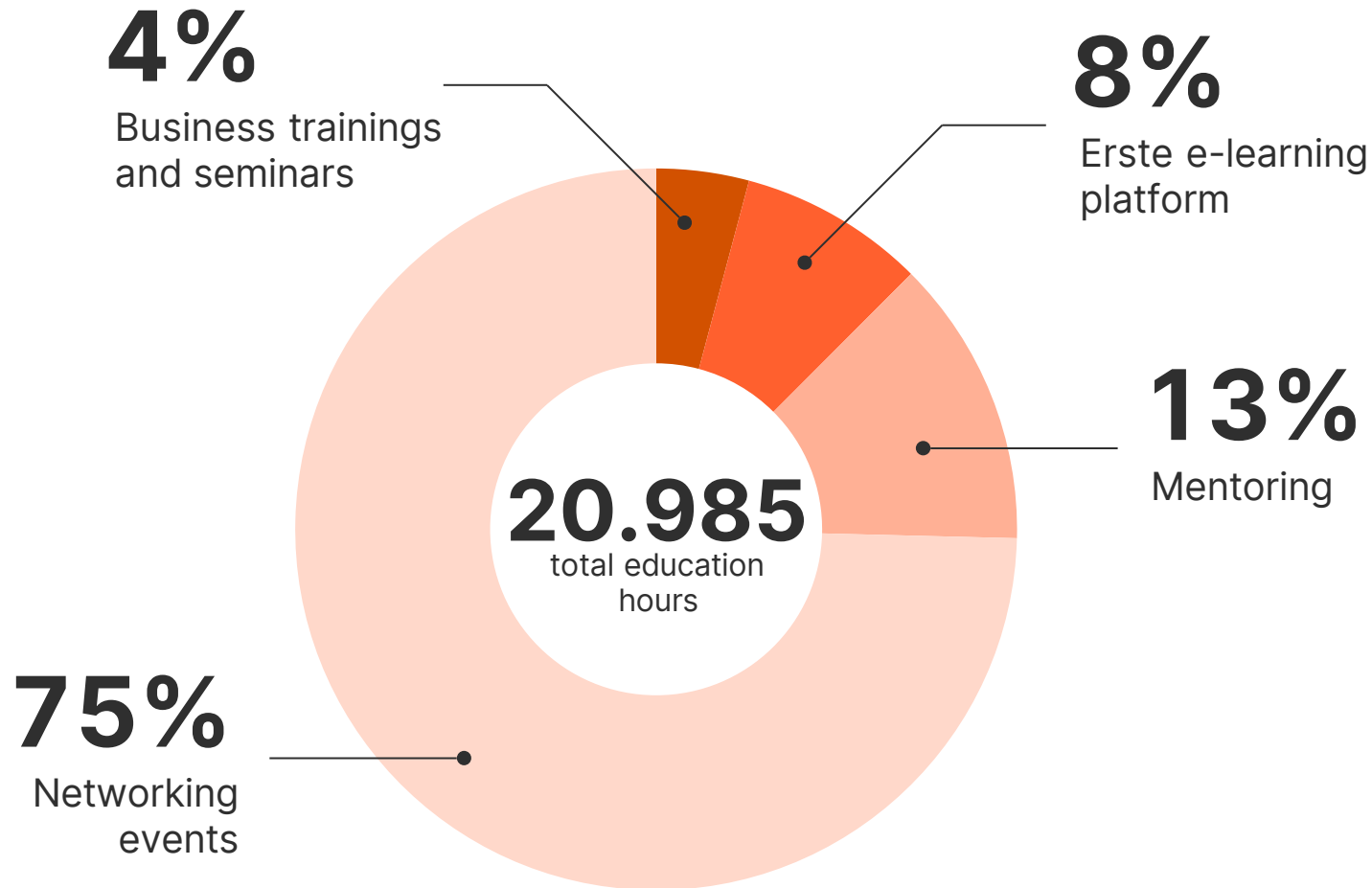
education participants

308



mIn EUR disbursed loans

Support in 2024



823 
financed clients

11.703 
education participants

22,3 
mln EUR disbursed loans

Meet Sladjana

ONE OF OUR STARTING ENTREPRENEURS



SG Dresses

Serbia

"Believing in yourself is crucial. I lacked support at the start, but I stayed confident, followed through on my goals, and things have gone well ever since."

SOCIAL IMPACT

Job opportunities provided to locals, with profits reinvested to create even more jobs.

BUSINESS

Tailoring custom gowns and wedding dresses



[WATCH VIDEO](#)

Find out more about Sladjana's starting enterprise [here](#) ➔



[MORE CLIENTS](#)

Visit our webpage and meet more of [our clients](#) ➔



SOCIAL BANKING ANNUAL REPORT

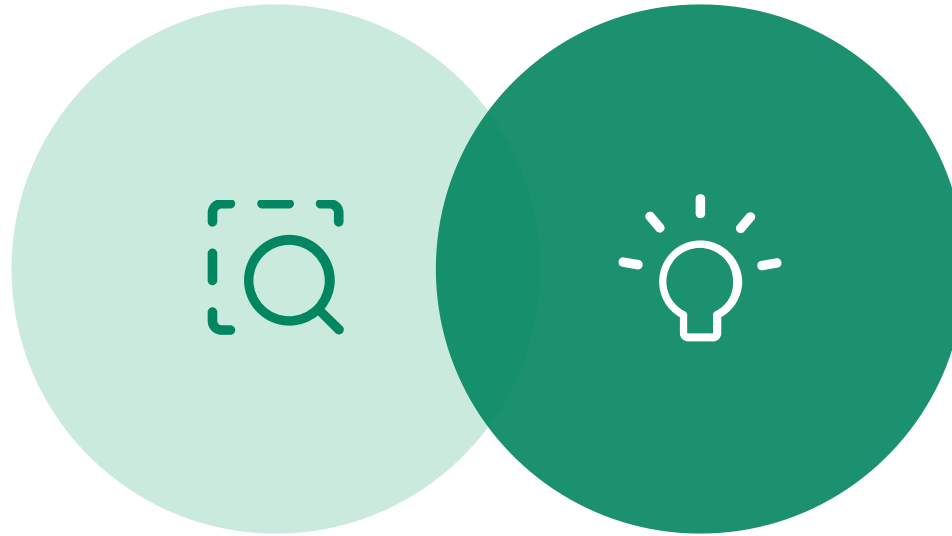
Microfinance Businesses



Our approach to microfinance businesses

IDENTIFIED PROBLEMS

- Limited or no access to financing
- High unemployment in rural areas



OUR SOLUTIONS

- Providing working capital and investment loans
- Micro-factoring
- Cash flow assessment
- Financial advisory
- Mobile relationship managers visiting clients at home

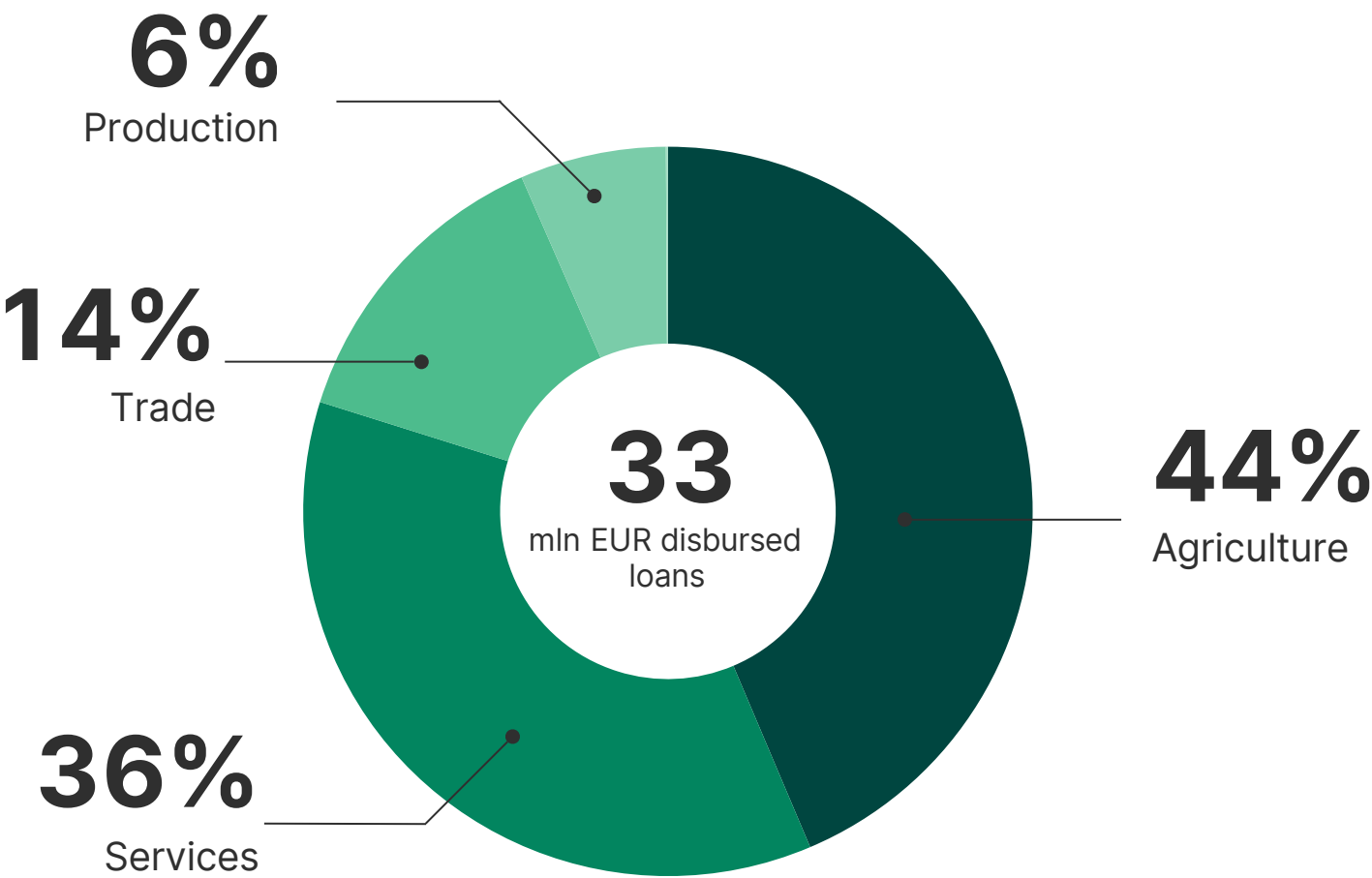
OVERALL

11.446 
financed clients


8.477 
education participants

199 
mln EUR disbursed loans

Support in 2024



1.056 
financed clients

2.258 
provided loans

1.452 
total education hours

Meet Ilie

ONE OF OUR MICROFINANCE CLIENTS



Basilescu Wine Cellar
Romania

"Each grape is a part of our story: a story about patience and respect for the earth and the people we are working with."

SOCIAL IMPACT

Job opportunities are provided in rural areas, with profits reinvested to create even more employment.

BUSINESS

Production of wine



[WATCH VIDEO](#)

Find out more about Ilie's micro business [here*](#) ➔



[MORE CLIENTS](#)

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SOCIAL BANKING ANNUAL REPORT

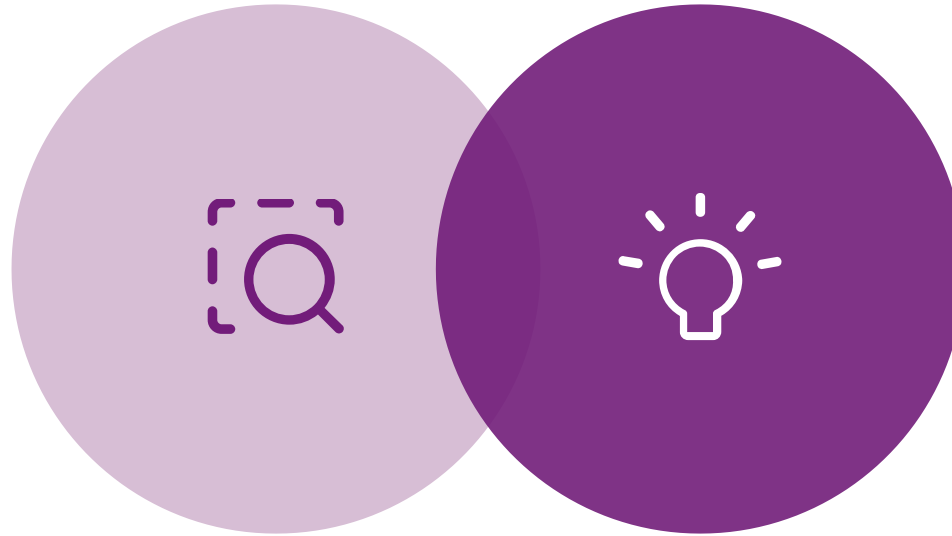
Social Organisations



Our approach to social organisations

IDENTIFIED PROBLEMS

- Lack of business and financial know-how
- Poor access to financial products and services



OUR SOLUTIONS

- Providing bridge and investment loans
- Quasi-equity and SIB
- Offering training courses, accelerators and mentoring
- Facilitating pitching and networking events

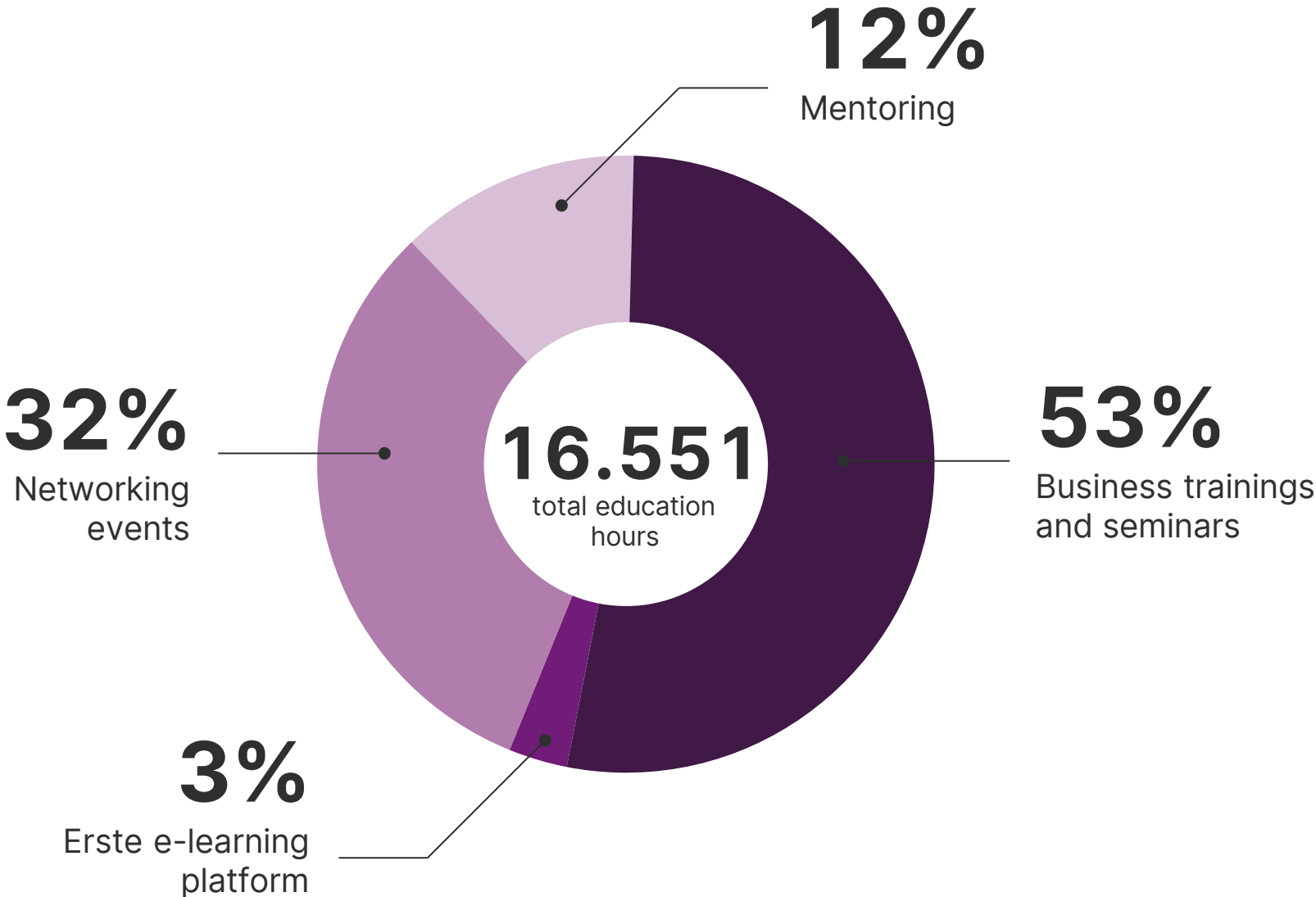
OVERALL

1.412 
financed clients

19.536 
education participants

205 
mln EUR disbursed loans

Support in 2024



199 
financed clients

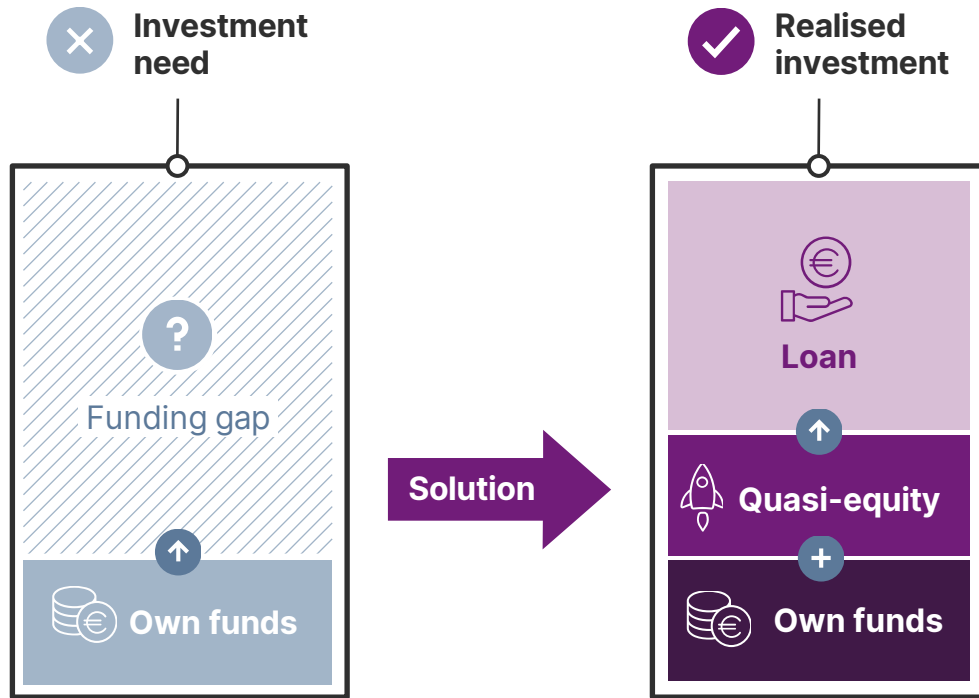
4.378 
education participants

42.3 
mln EUR disbursed loans

Quasi-equity

PURPOSE

- To scale social or green business
- To develop social real estate



OVERALL

12 
financed clients

26 
education participants

3,07 
mln EUR disbursed quasi-equity

Funding via Social Impact Bonds

April 2020 – March 2024

PURPOSE

- test new approaches to solve social issues
- reduce government spending
- encourage innovation
- foster collaboration in social and public sectors

OVERALL

74 

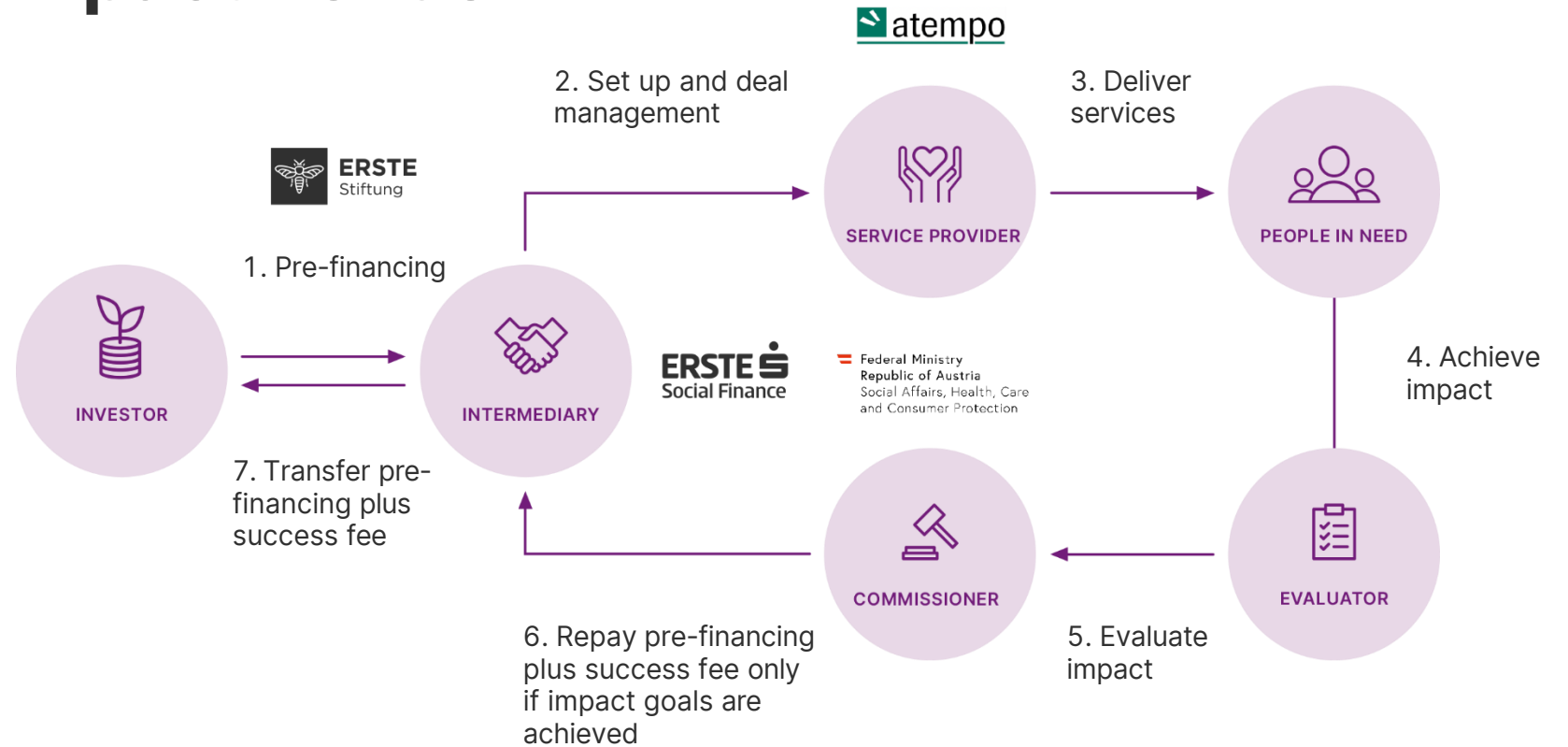
women received training

29.253 

paid hours

55 

women found a job



Meet Hana

ONE OF THE NGOs WE SUPPORT



Hrabri Telefon

Croatia

"We are providing our callers with emotional support, examining the situation they are in from as many different perspectives as possible, and together with them, we identify steps they can take that best suit their needs."

SOCIAL IMPACT

Free psychological support resulting in the empowerment of vulnerable individuals.

BUSINESS

Helpline for neglected children and support/guidance for parents



MORE CLIENTS

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SOCIAL BANKING ANNUAL REPORT

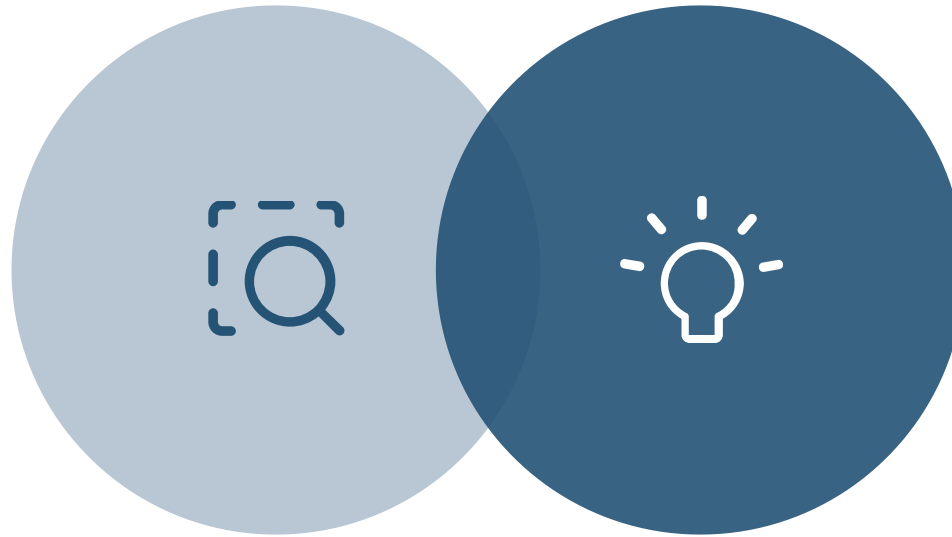
People in financial difficulties



Our approach to people in financial difficulties

IDENTIFIED PROBLEMS

- Over-indebtedness and financial exclusion
- Lack of financial literacy
- Precarious housing condition



OUR SOLUTIONS

- Enabling financial inclusion by offering bank accounts
- Offering individual consulting and debt advisory
- Housing program
- Providing financial education trainings

OVERALL

25.408 

clients supported via Zweite Sparkasse

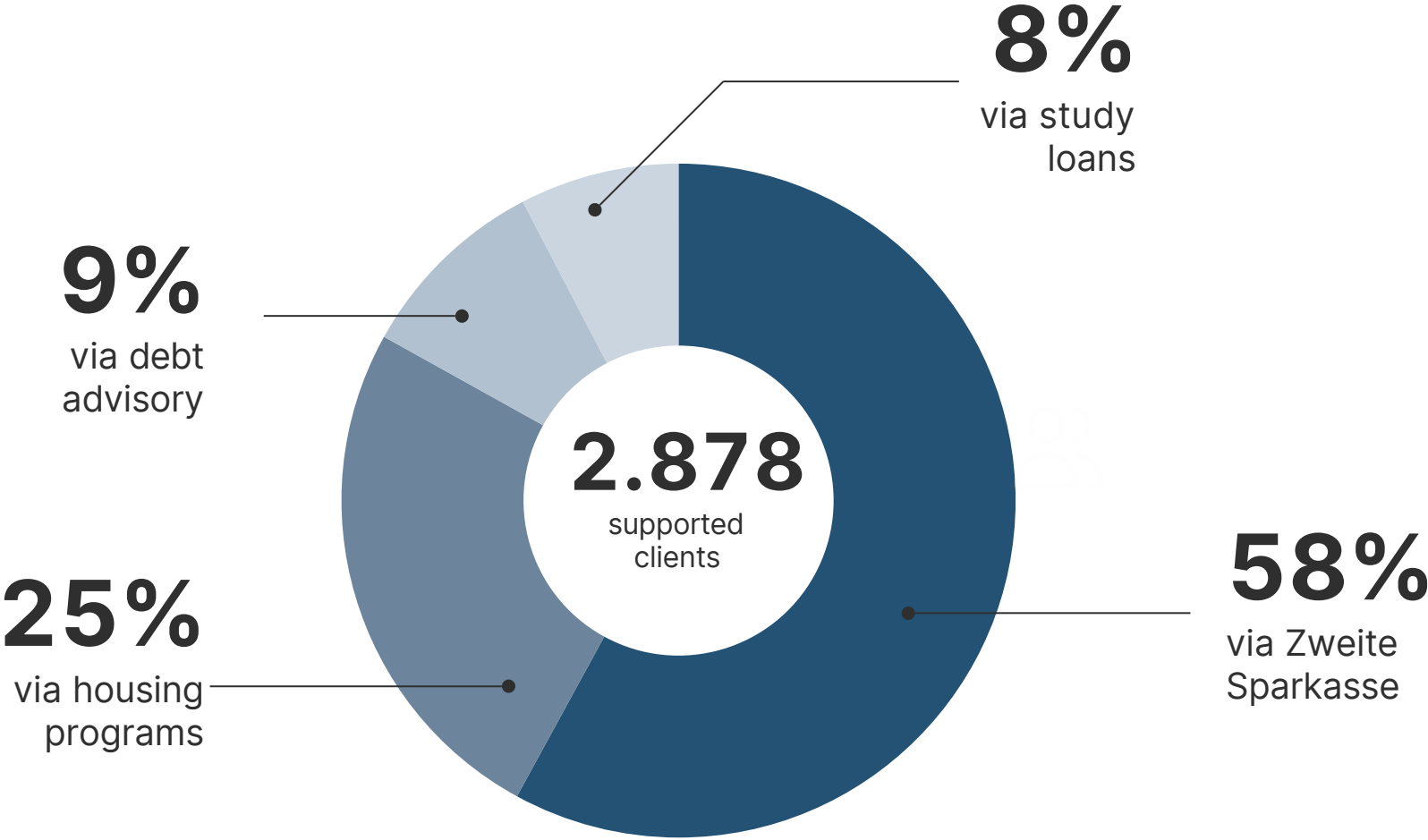
1.533 

clients supported via debt advisory

1.921 

clients supported via housing programs

Support in 2024



834 

education participants

2.551 

number of new current
and saving accounts

2,8 

mIn EUR restructuring &
housing loans

Meet Maria

ONE OF DOSTUPNÝ DOMOV TENANTS



Dostupný Domov
Slovakia

"Living independently has always been my big dream. Thanks to the support of Dostupný Domov, I now feel more fulfilled. I'm working as a tailor, and my life has become much richer because of this opportunity."

SOCIAL IMPACT

Affordable housing is provided to vulnerable groups, helping them gain stability, confidence, and opportunities for integration.

CLIENT CHALLENGE

Finding decent housing because of difficult financial situation



MORE CLIENTS

Visit our webpage and meet more of [our clients](#) ➔

Erste Group Social Banking Team



PETER ŠUREK

Head of Group Social Banking
peter.surek@erstegroup.com



GABRIELLA BAKSA-HASKÓ

Data Management Expert
gabriella.baksa-hasko@erstegroup.com



JOHANN HEEP

Social Banking Expert
johann.heep@erstegroup.com



FLORIAN OTT

Social Banking Expert
florian.ott@erstegroup.com



LUCIJA DUZEL

Marketing Manager
lucija.duzel@erstesocialfinance.com



RAPHAEL LEHMANN

Impact Investment Manager
raphael.lehmann@erstesocialfinance.com



MARGIT MAYR

Social Banking Expert
margit.mayr@erstegroup.com



VANJA ŠIRBEGOVIĆ

Assistant
vanja.sirbegovic@erstesocialfinance.com

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MORE CLIENTS

Find out more about
Social Banking [here](#) ➔

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A-1100 Vienna, Am Belvedere 1

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