

# A Reading of the Five-Year Trends in Social Performance



## MFIs and Financial Deepening

Consistent gender focus confirms the role of microfinance in empowering women entrepreneurs.

Indeed, the average ratio of female borrowers remained above 50% in the last five years.

It accompanies an upward trend in rural financial inclusion from 2018 (32%), suffering an interruption due to the effects and measures taken to face the pandemic.

Female Clients



56.7%

Rural Clients



43.2%

Loan Balance/GDP per capita



48.2%

Five-Year Average

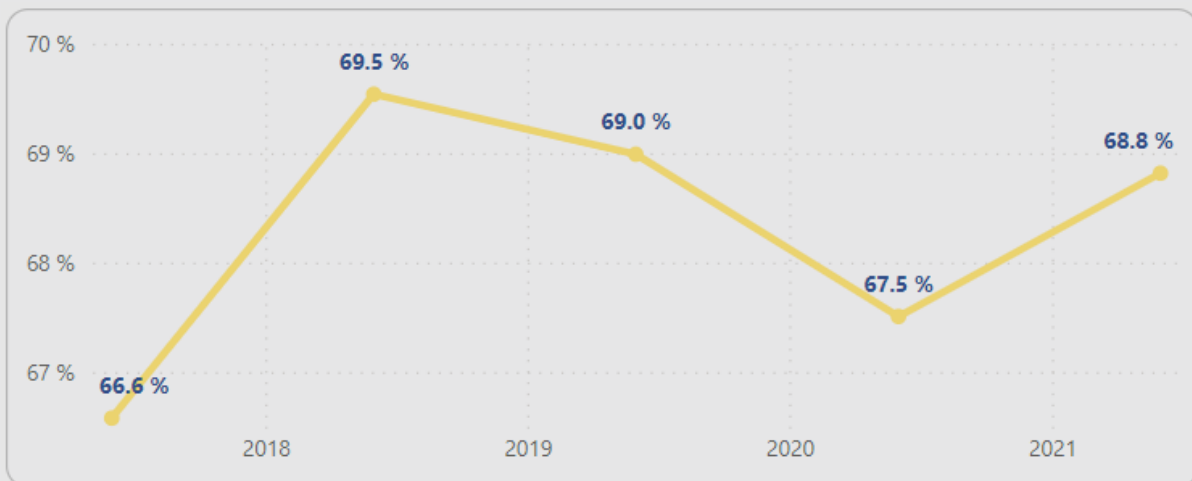
The average amount per GDP per capita increased, mainly as a result of the fall in global GDP and the focus on better performing clients.



## Clients retention

Consistent concern of best customers retention, specially, in times of pandemic with ratios bordering 70%.

Client Retention Evolution



Clear focus on efficiency through personnel expenses, incentives and base salaries declining and a comparatively more stable workforce.

## Cost and Sustainability of MFIs



**29.0%**

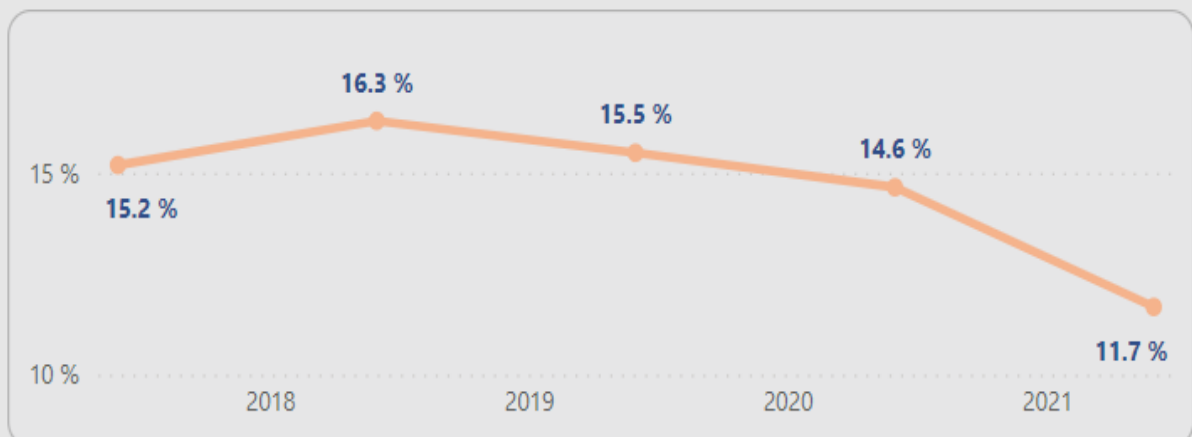
Average Variable Salary/Base Salary



**14.7%**

Average Personnel Expenses

Personnel Expenses/Average Gross Loan Portfolio



Efforts focused on responsibility to employees are less clear yet. It is identified that the female employee turnover increased the most.



## Staff rotation



**23.8%**

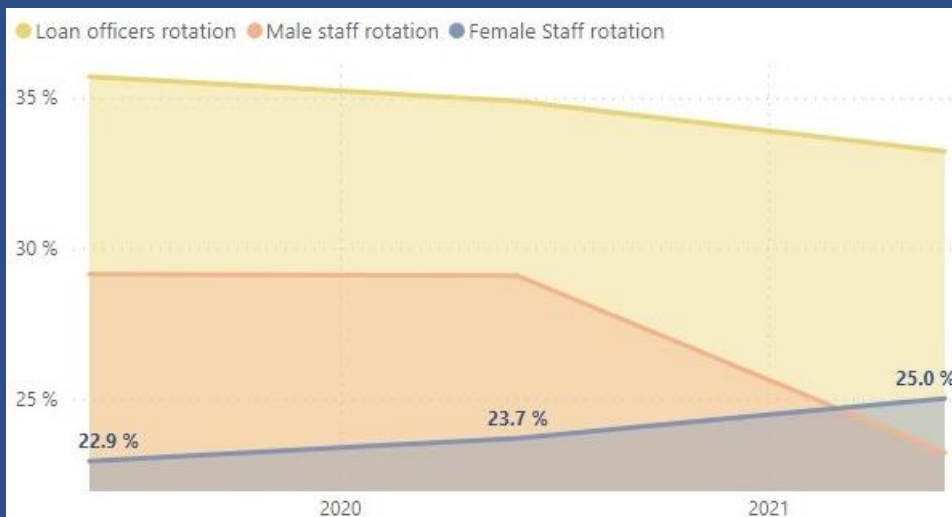
Average Female staff turn over



**26.9%**

Average Male staff turn over

### Loan Officers, Female Staff and Male Staff Rotation



Recovery of MFI investment in non-financial services (borrowers training in financial education, health, businesses, etc.) despite the lower profitability of MFIs.

Social projects expense / Total operating expense

