

SME Finance Forum

Convening 200+ members from 60+ countries, operating in 190+ countries sharing knowledge, spurring innovation in & promoting growth of SME financing.



Created by G20 –
Managed by



Member Benefits

LEARN

- Communities of practice
- Immersion Programs
- Study Visits
- Online library/Publications
- LinkedIn discussions
- Monthly webinars
- Global/ regional & partner events
- Fintech expo/demo
- Tips from experts
- SME data

LINK

- Networking
- Contacts brokering
- B2B marketplace

LEAD

- Connecting industry with policy-makers
- Voice in key policy bodies -G20, AFI, APEC/ ABAC, Basel institutions, OECD



Being a member of the SME Finance Forum gives us insight into innovations around the world.

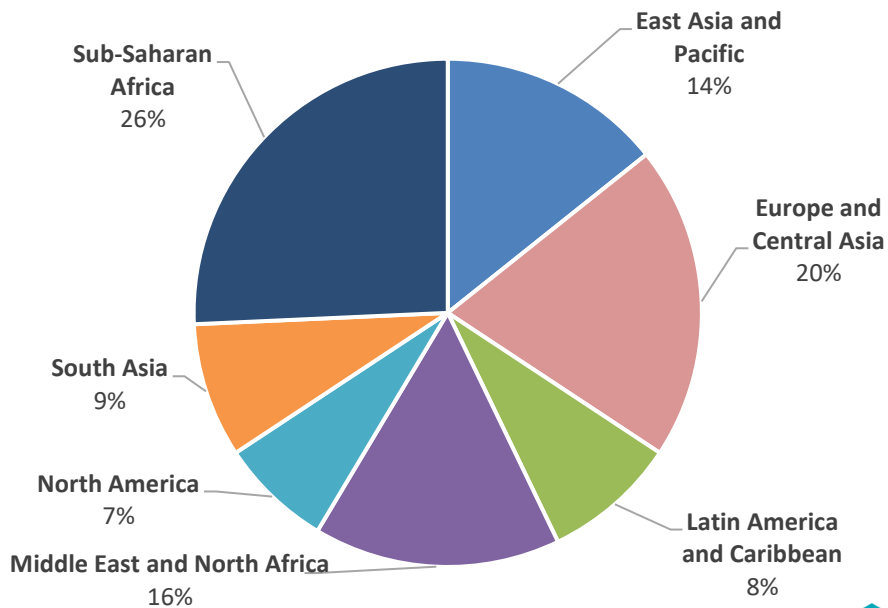
Selim R. F. Hussain, CEO, BRAC Bank



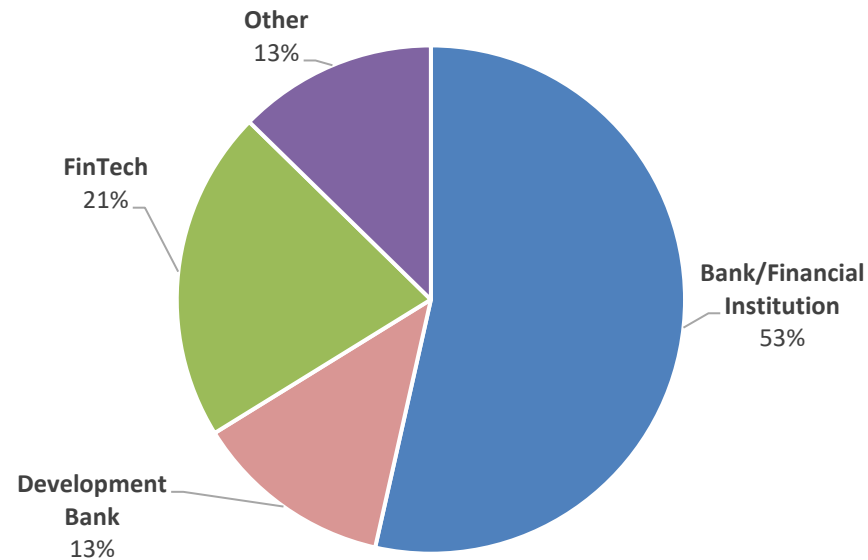
Member Pulse Survey

All Respondents (February)

71 Respondents
from
44 different countries (HQ)
representing work in 143
countries



Type of Respondents

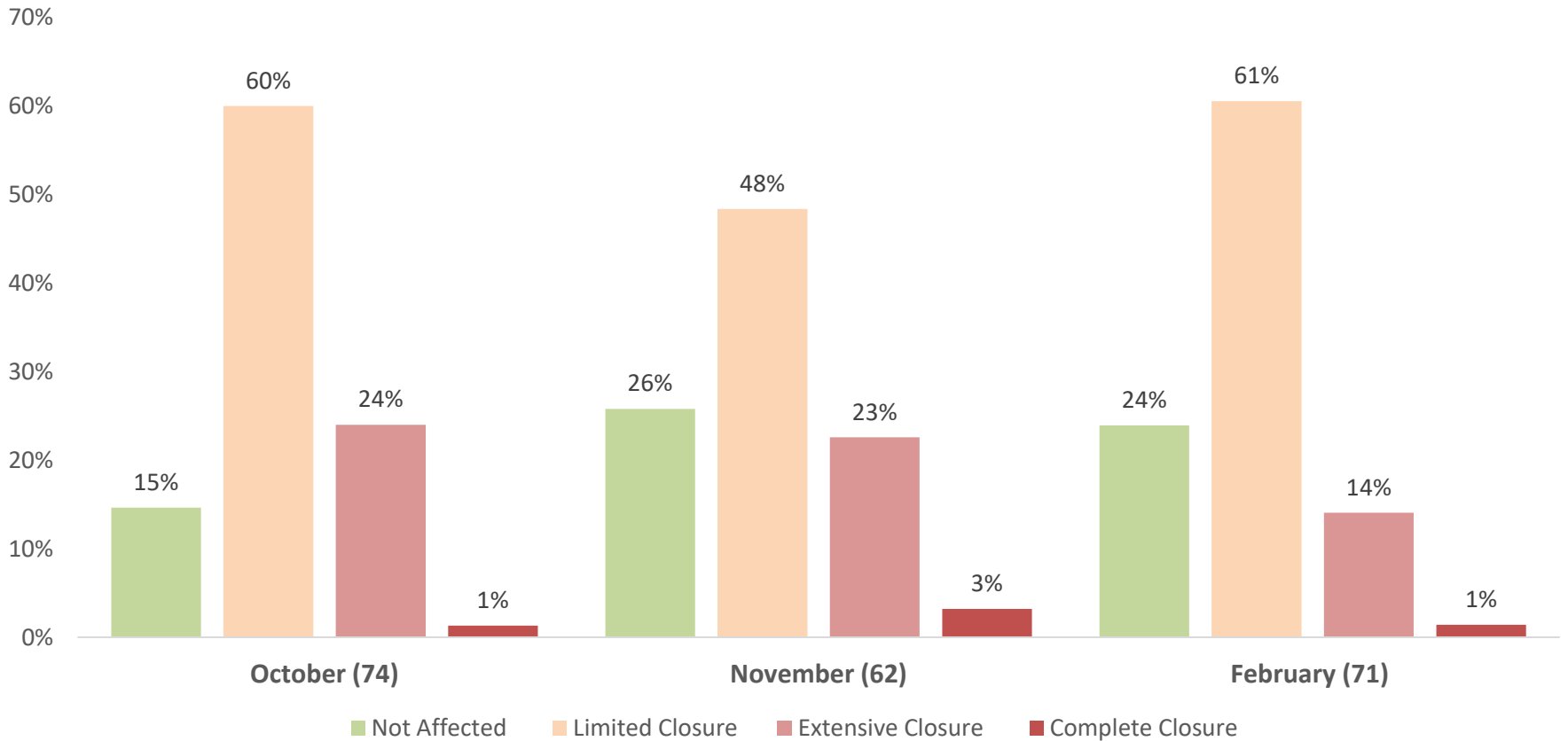


SME FINANCE
FORUM

Data are **not strictly comparable, unless specified, as they are based on data reported by varying sets of members*

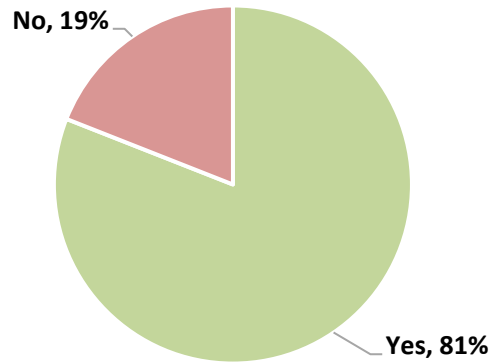
Member Pulse Survey

How has your business been affected? (71)

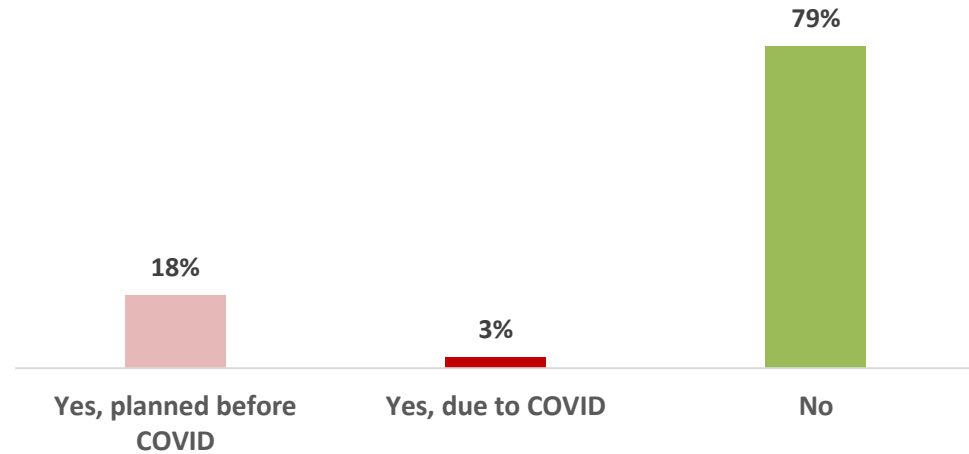


Member Pulse Survey

Does your business model include physical branches?
(47)



Are you closing branches?
(39)



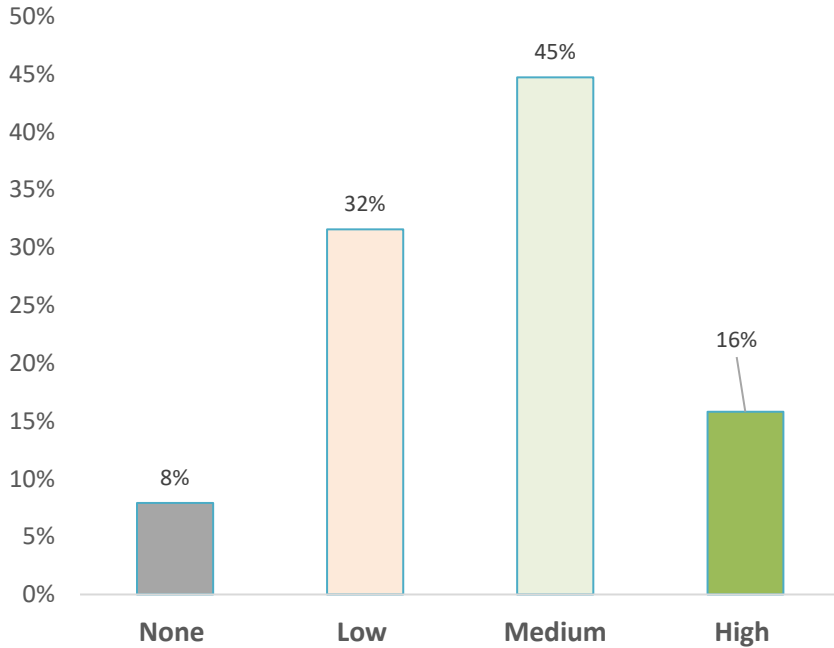
Has there been any shift in customer behavior?
(47)



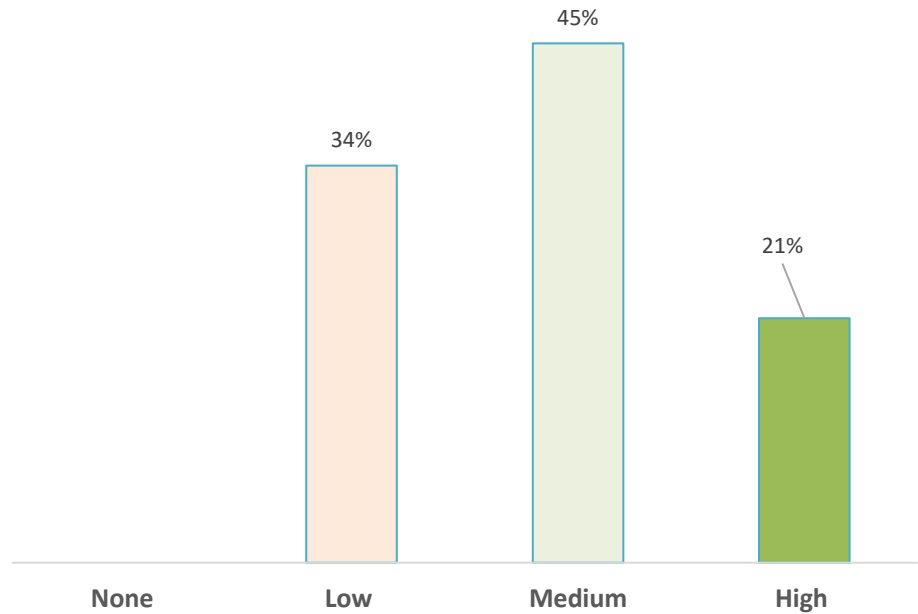
Member Pulse Survey

Proportion of customers...

Sales Origination through Digital Channels (38)

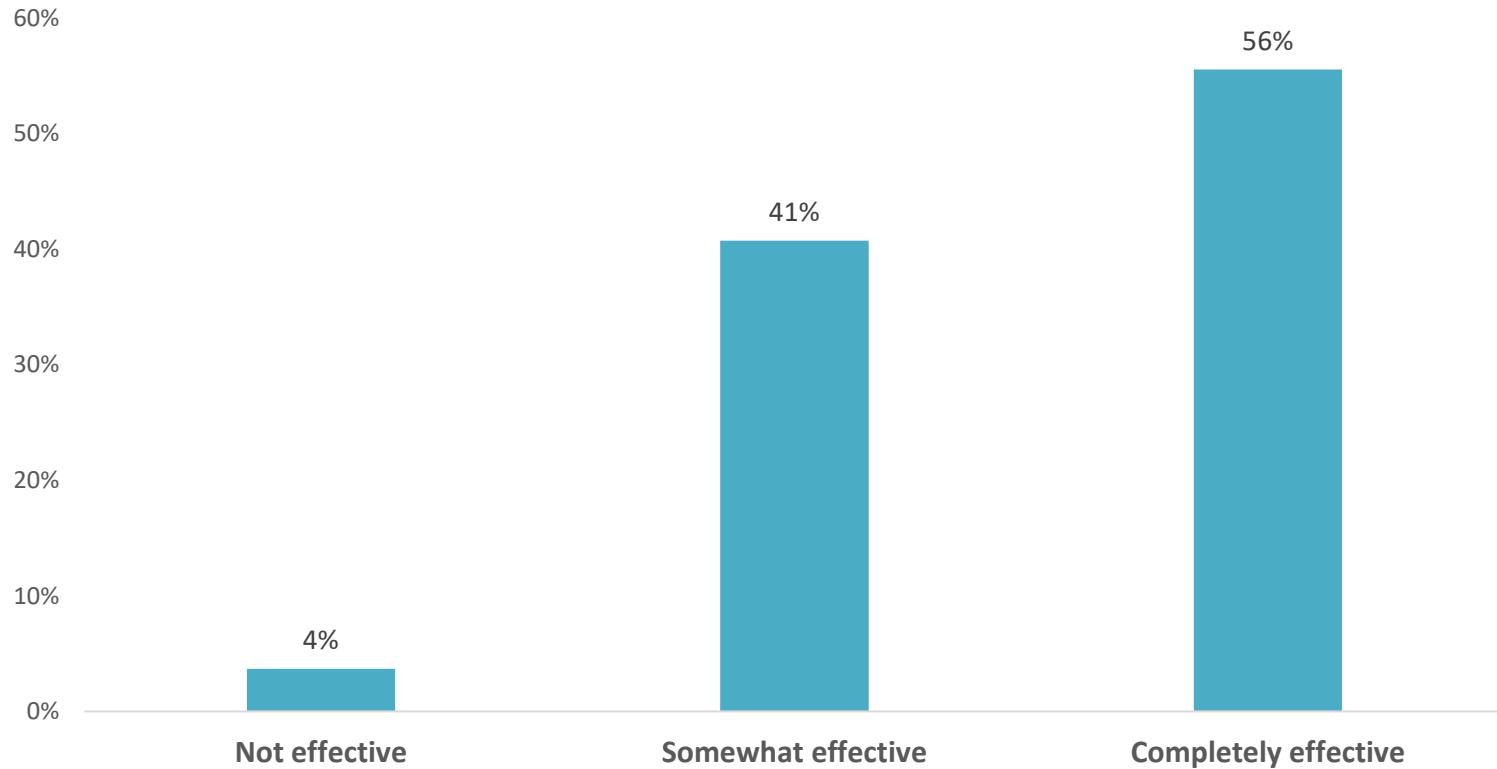


Customer Digital Activity (38)



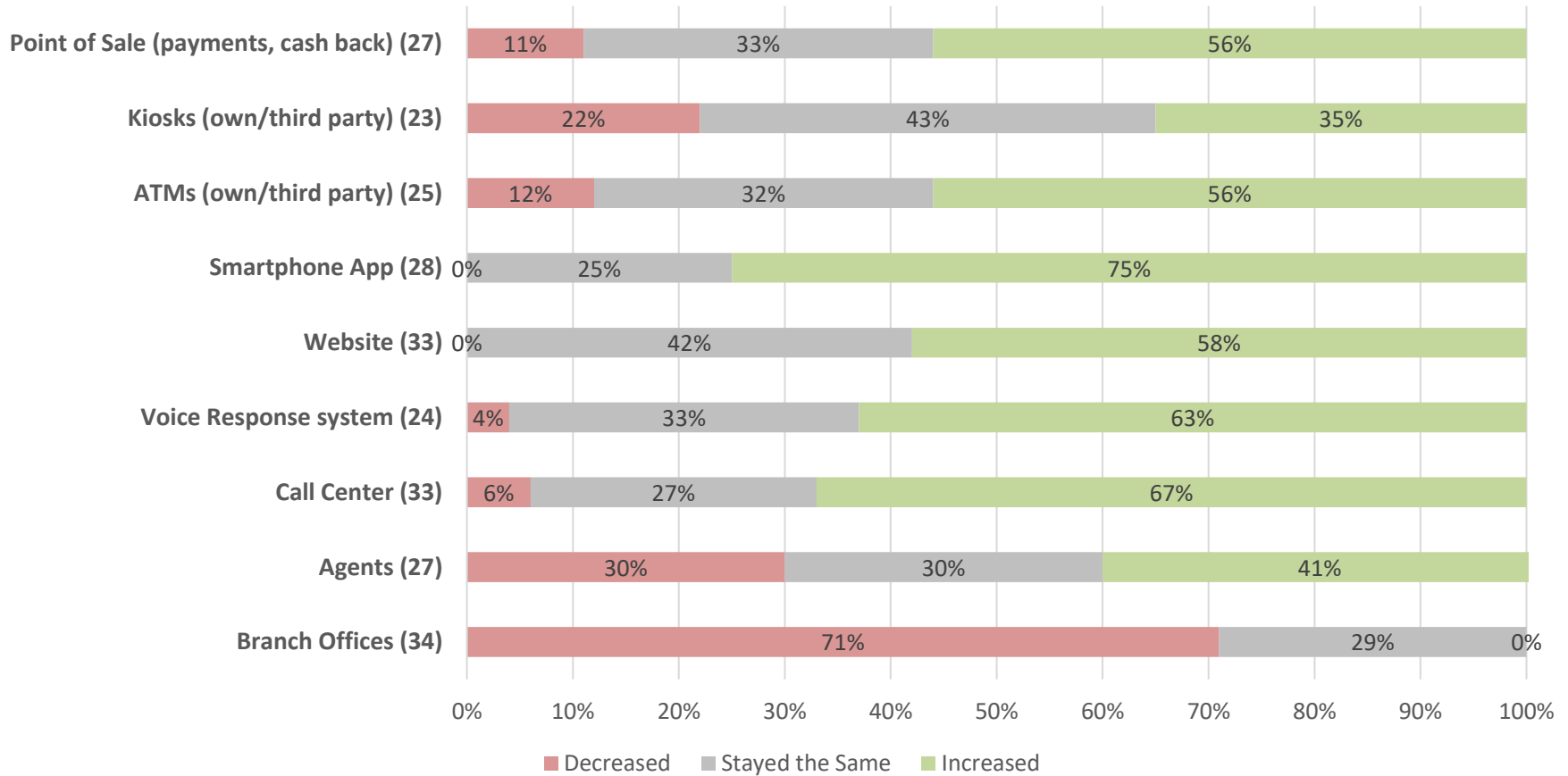
Member Pulse Survey

How effectively have your staff been able to work from home?
(54)



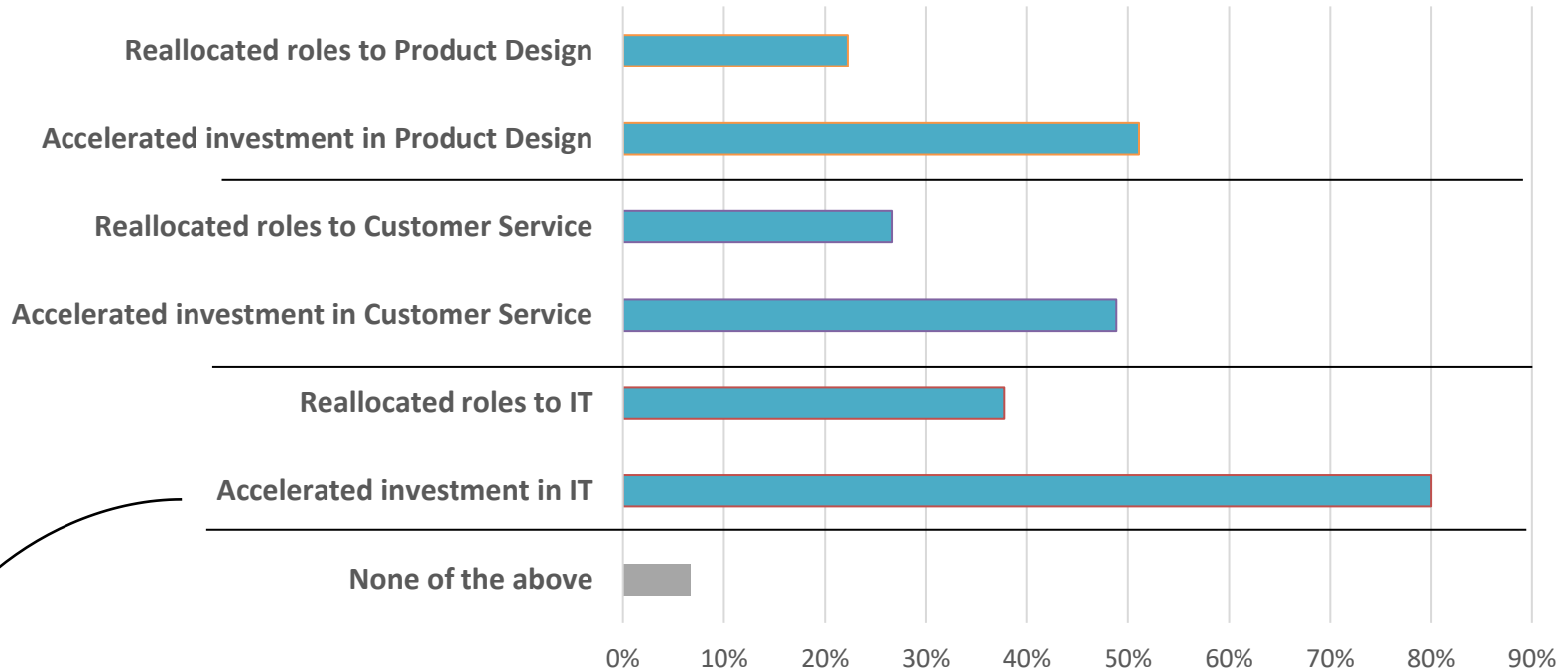
Member Pulse Survey

Which channels saw traffic change? (36)

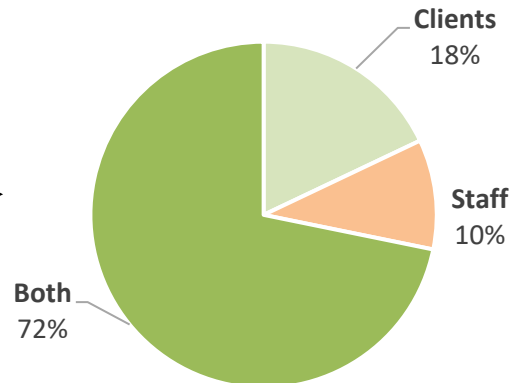


Member Pulse Survey

Operational Change (45)

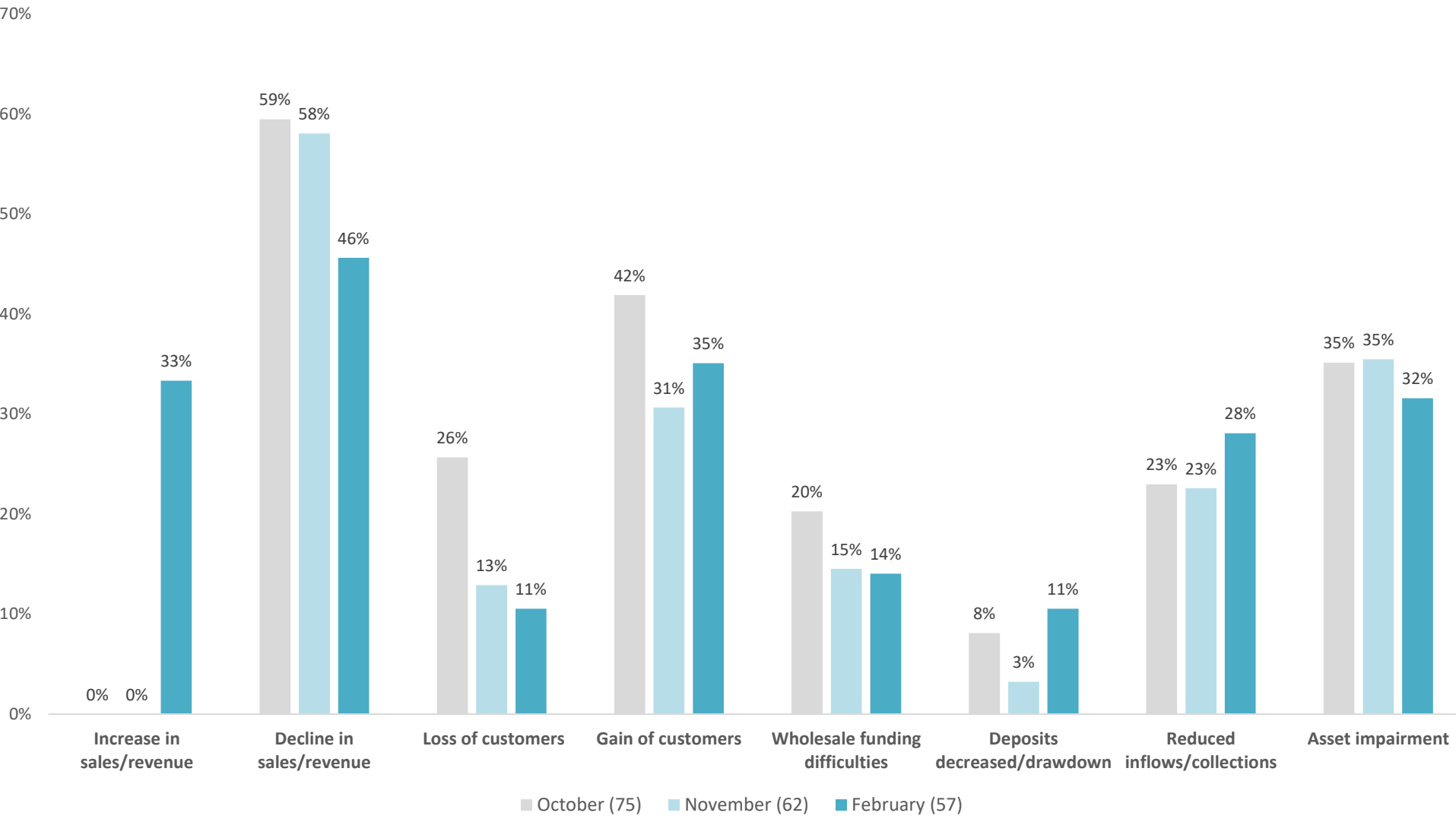


If you accelerated investment in IT,
was this done to connect...? (39)



Member Pulse Survey

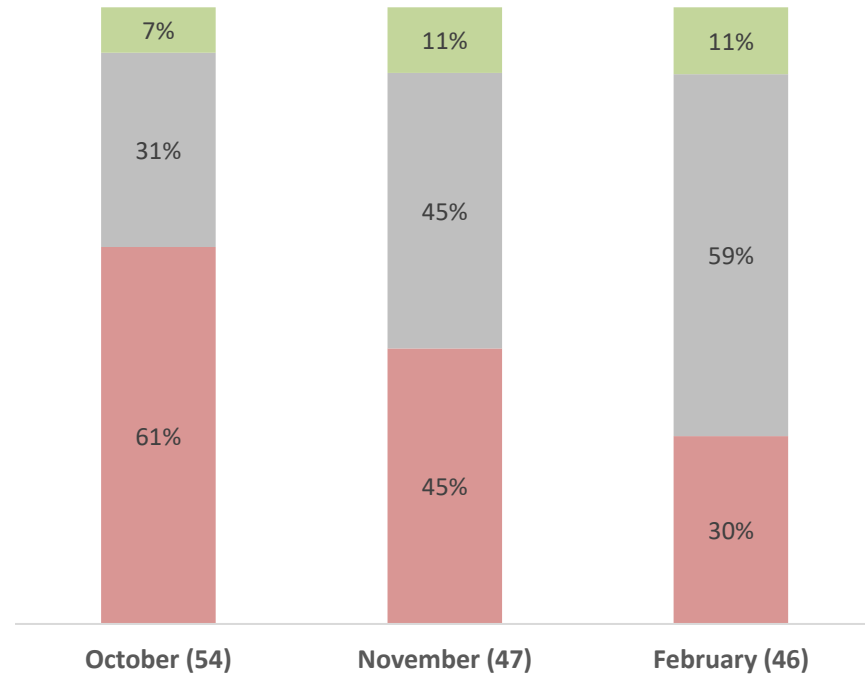
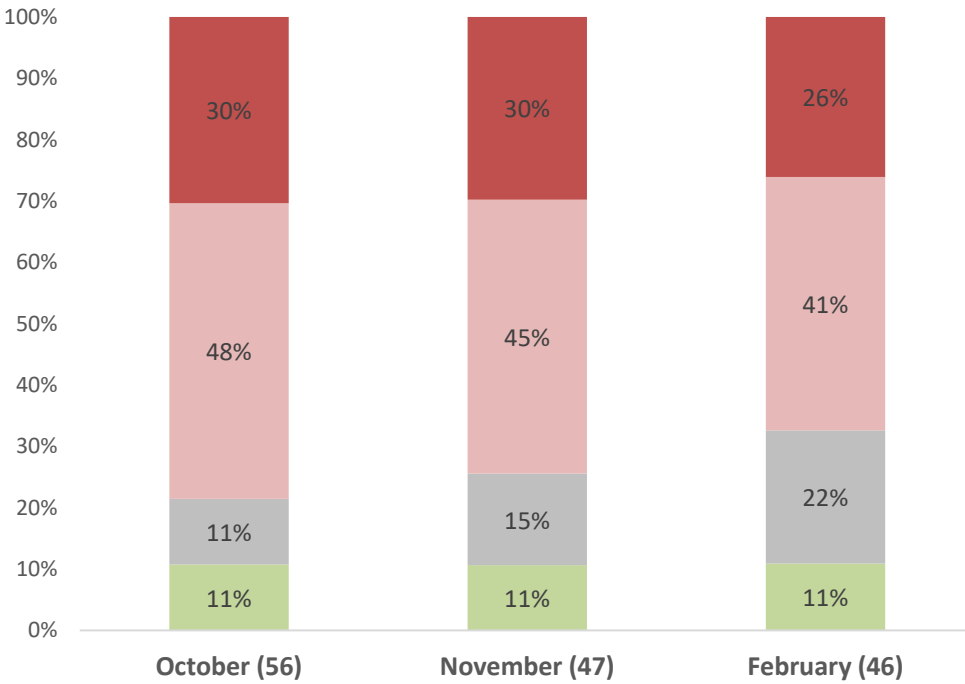
How has your business been affected?



Member Pulse Survey

How has your portfolio been affected? (46)

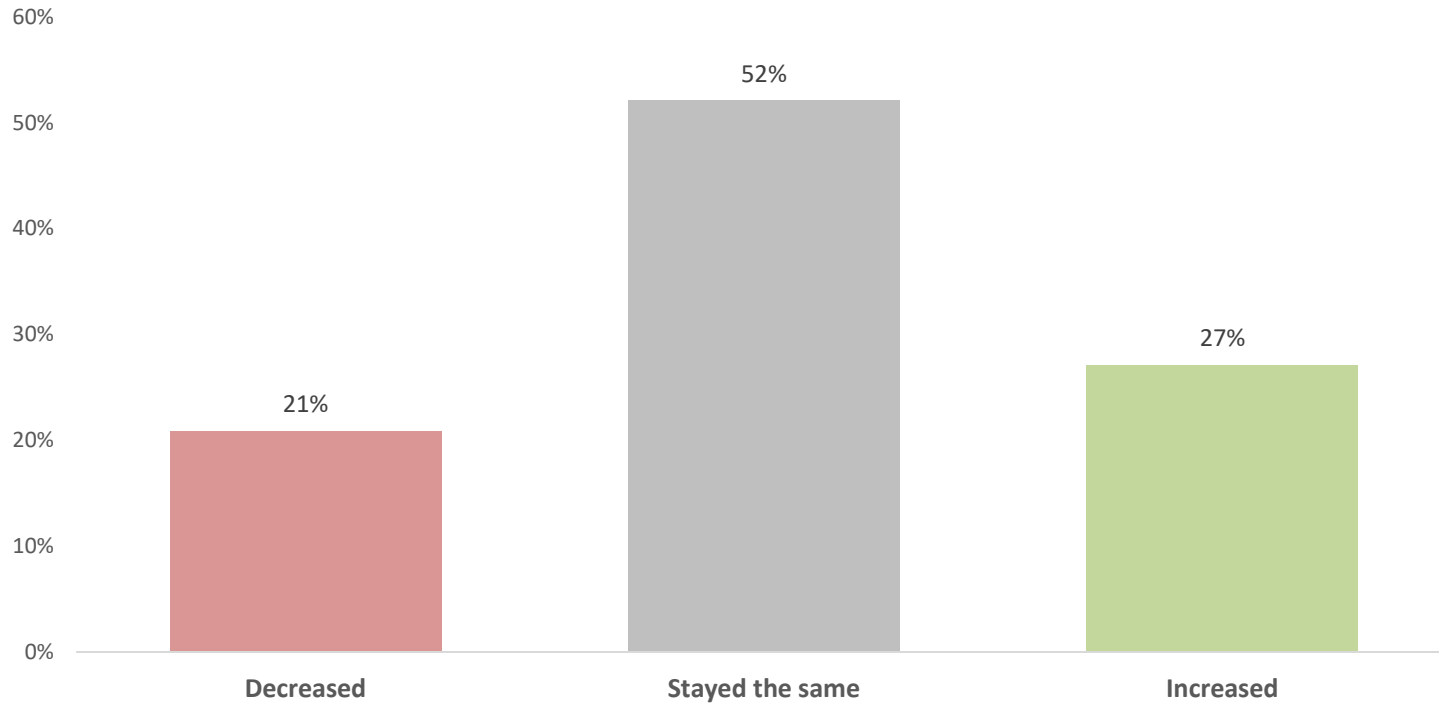
Have you changed your credit criteria? (46)



- Positive impact
- No measurable impact
- Slight negative impact
- Significant negative impact
- Tightened credit criteria
- Maintained existing credit criteria
- Loosened credit criteria

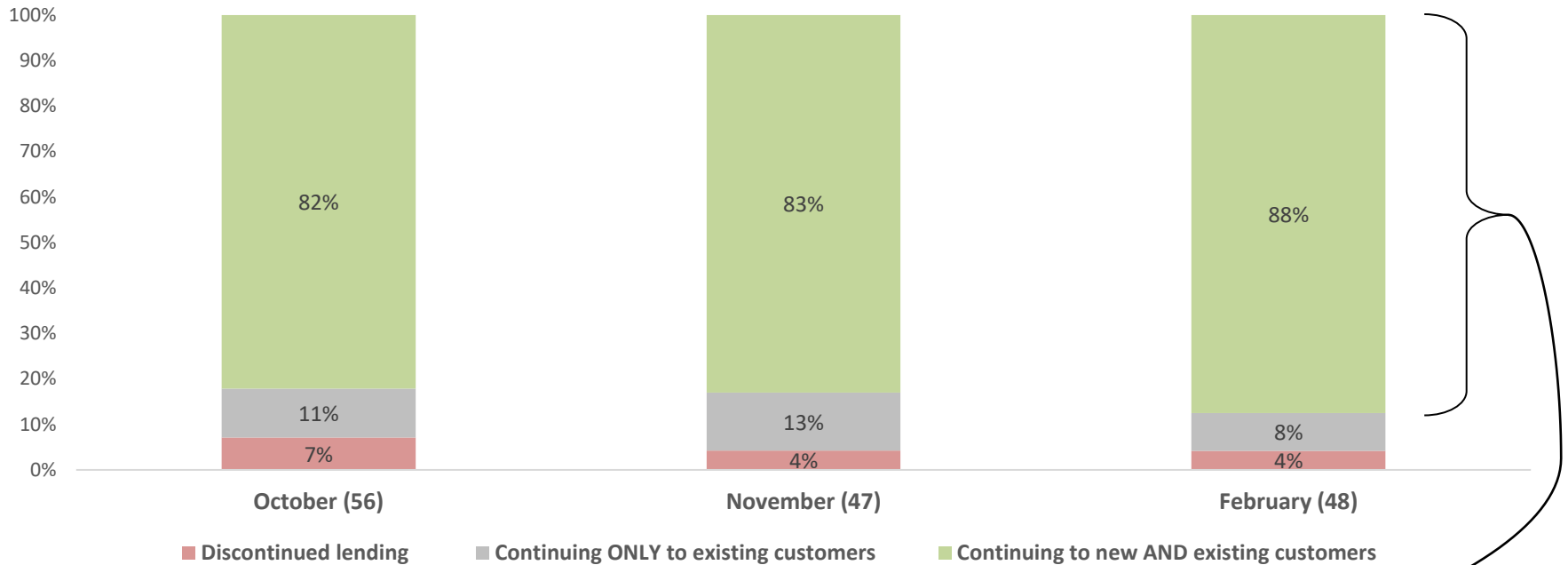
Member Pulse Survey

Has your time frame from loan application to onboarding changed? (48)

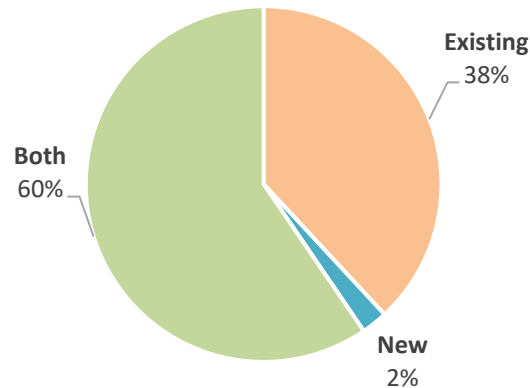


Member Pulse Survey

Are you continuing lending to new and existing customers?



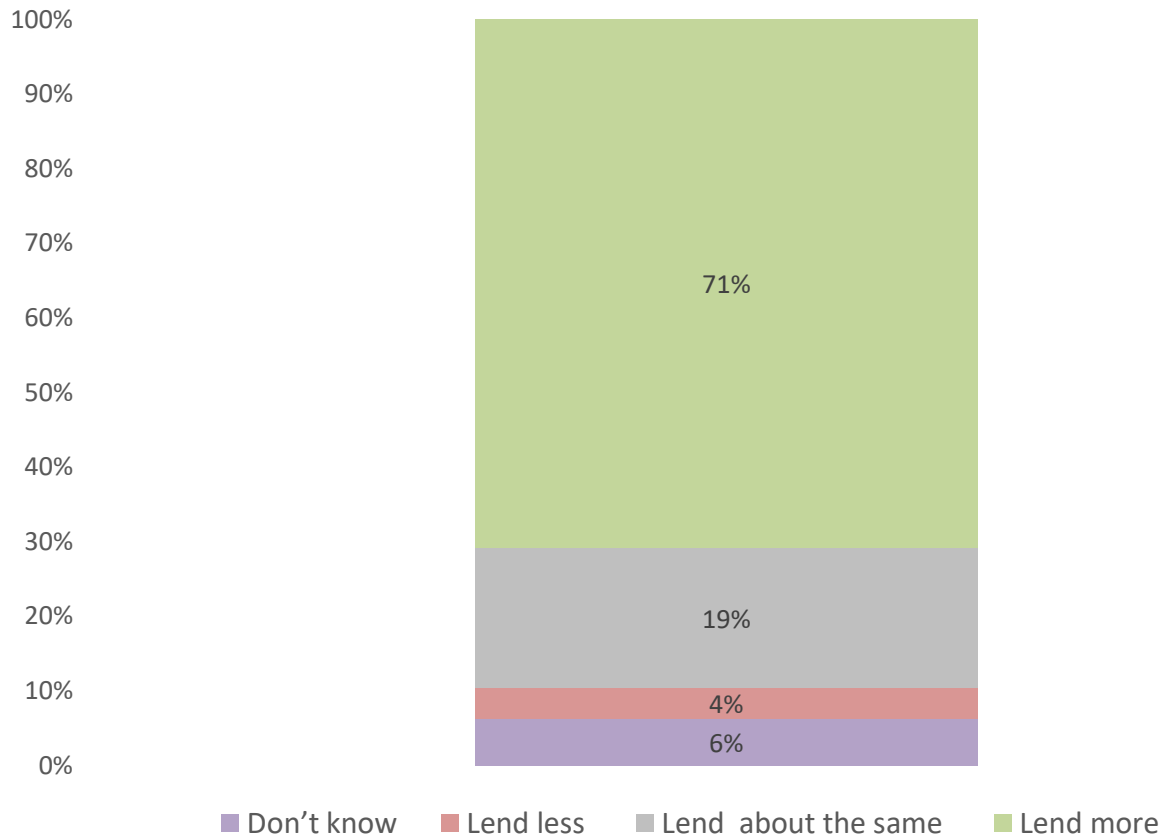
Lending to NEW customers in existing or new sectors? (42)



Member Pulse Survey

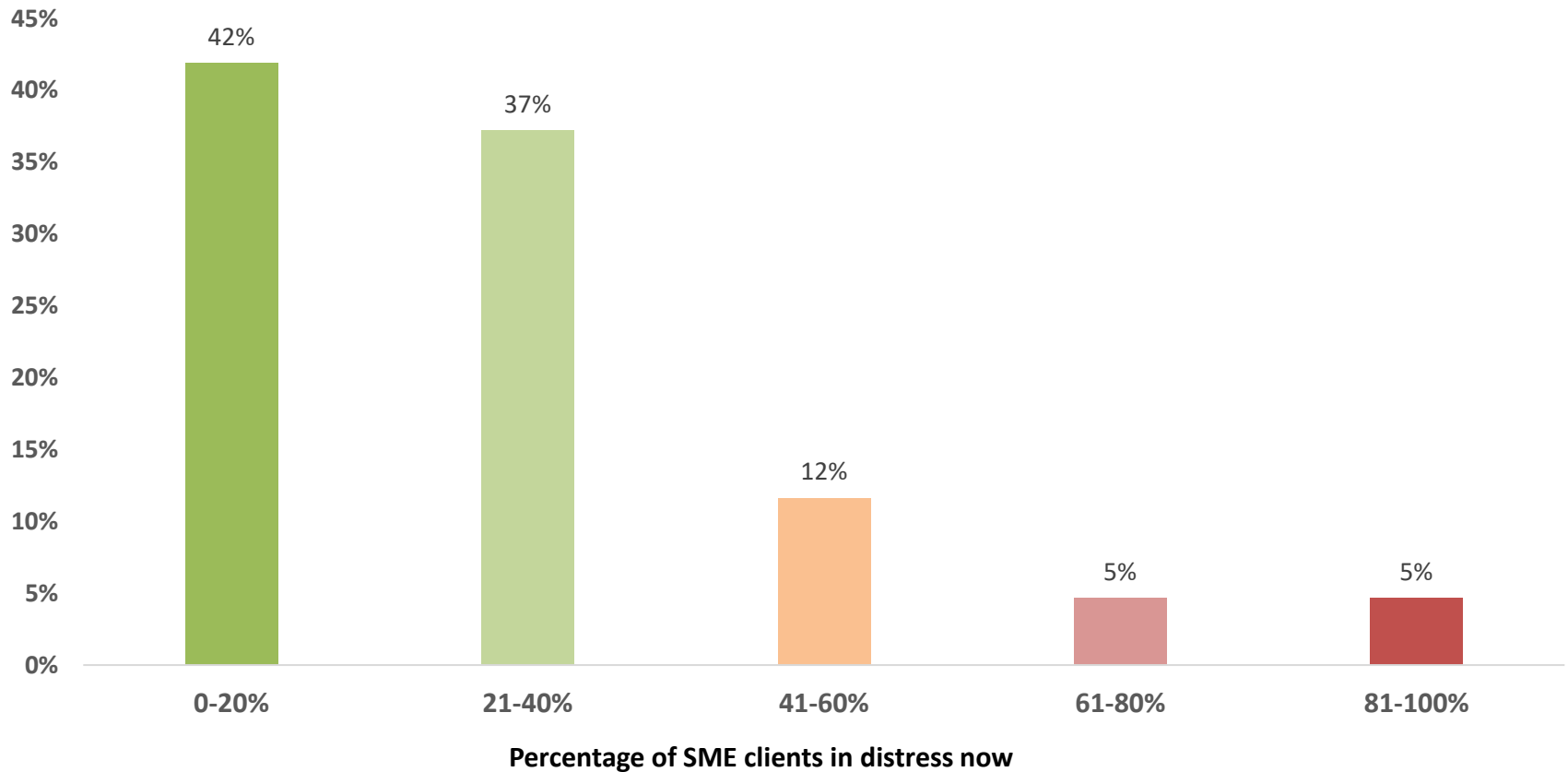
Next quarter, what do you expect to happen to...

Lending



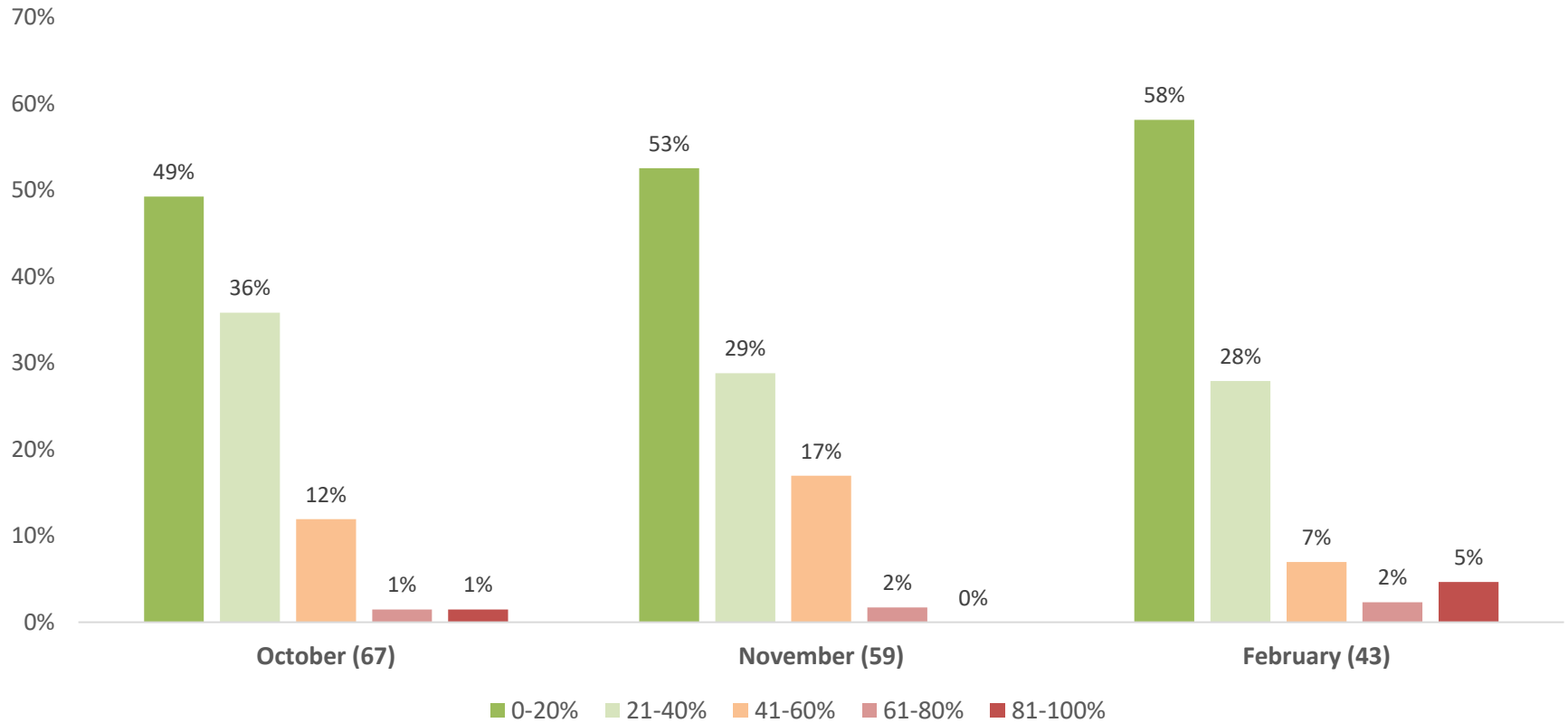
Member Pulse Survey

Percentage of SME clients in financial distress now? (43)



Member Pulse Survey

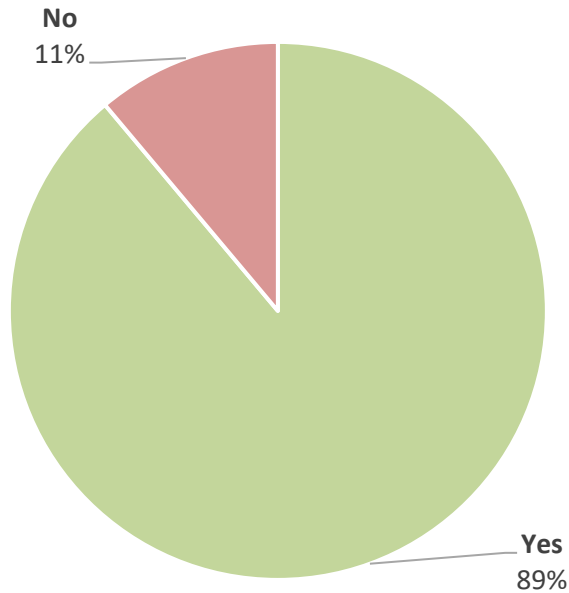
Percentage of SME clients expected to be in financial distress in three months?



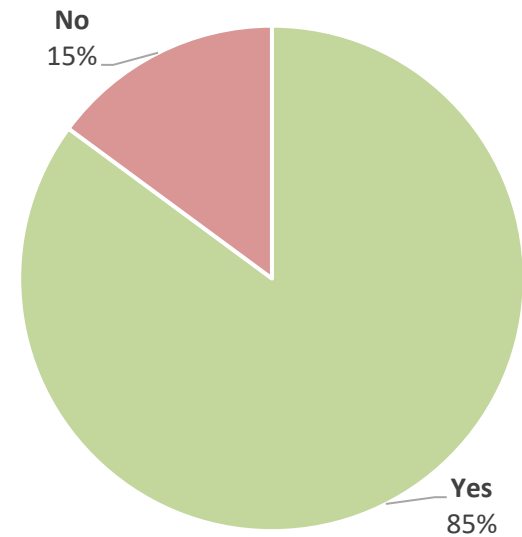
Percentage of SME clients expected to be in distress, in three months

Member Pulse Survey

Are you investing in Digitizing Clients? (45)



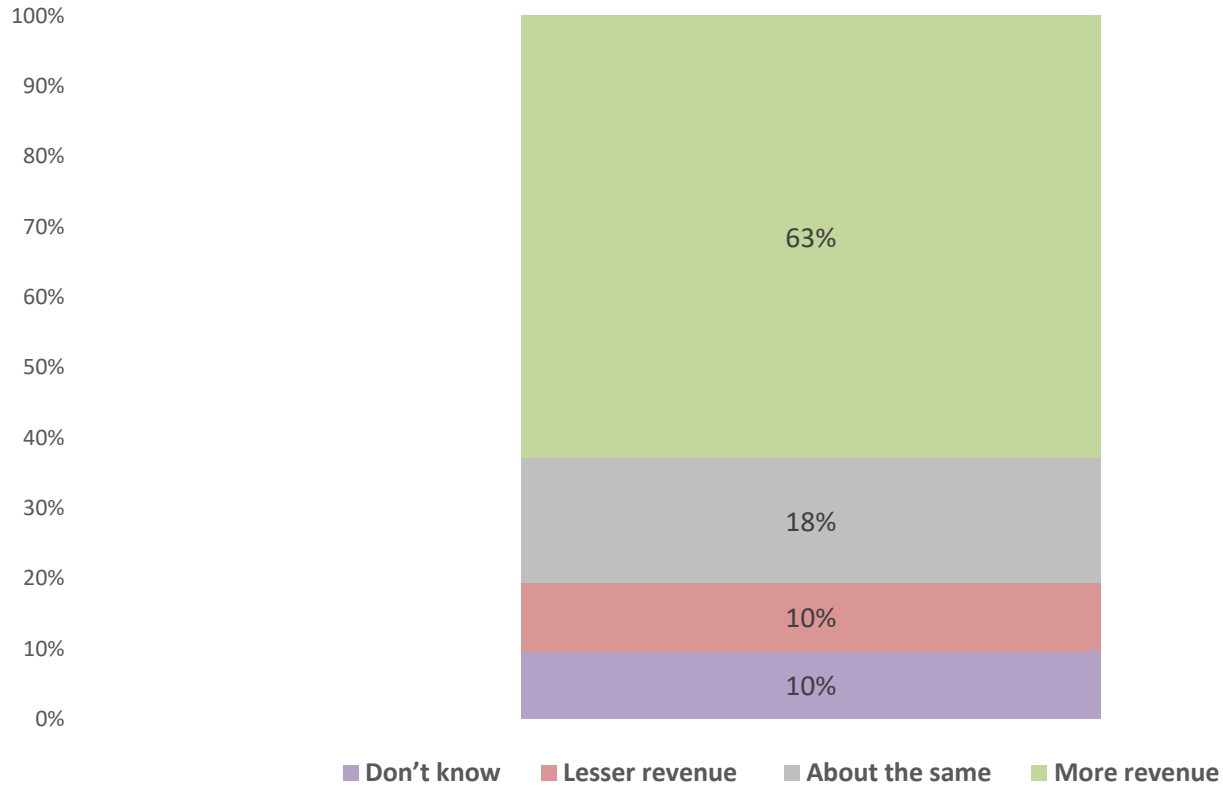
Are you investing in Upskilling clients (47)





Member Pulse Survey

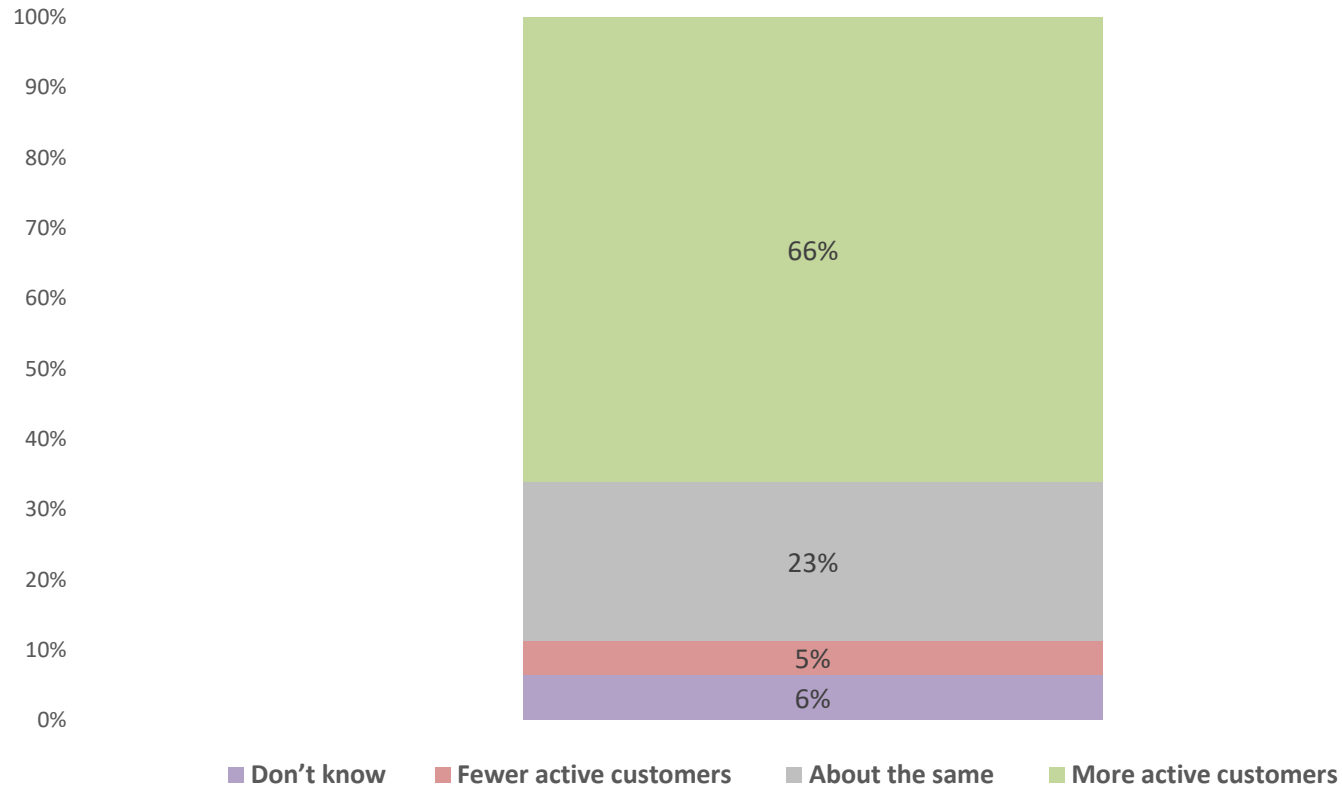
Next quarter, what do you expect to happen to... Revenue





Member Pulse Survey

Next quarter, what do you expect to happen to...
Number of Customers





SME FINANCE
FORUM

Accelerating finance for businesses

Connect with us

www.smefinanceforum.org

Twitter: @smefinanceforum

LinkedIn: SME Finance Forum

