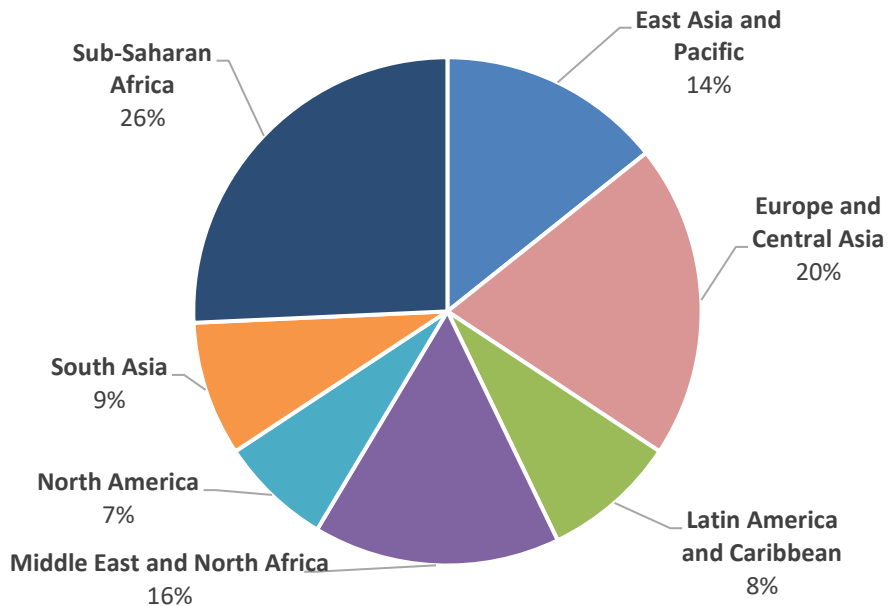


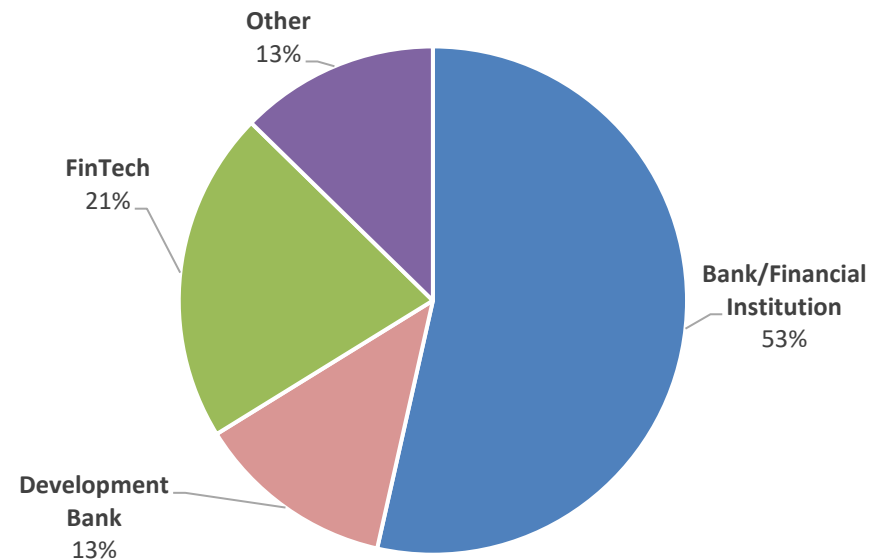
Member Pulse Survey Q1

All Respondents (February)

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



Type of Respondents



SME FINANCE
FORUM

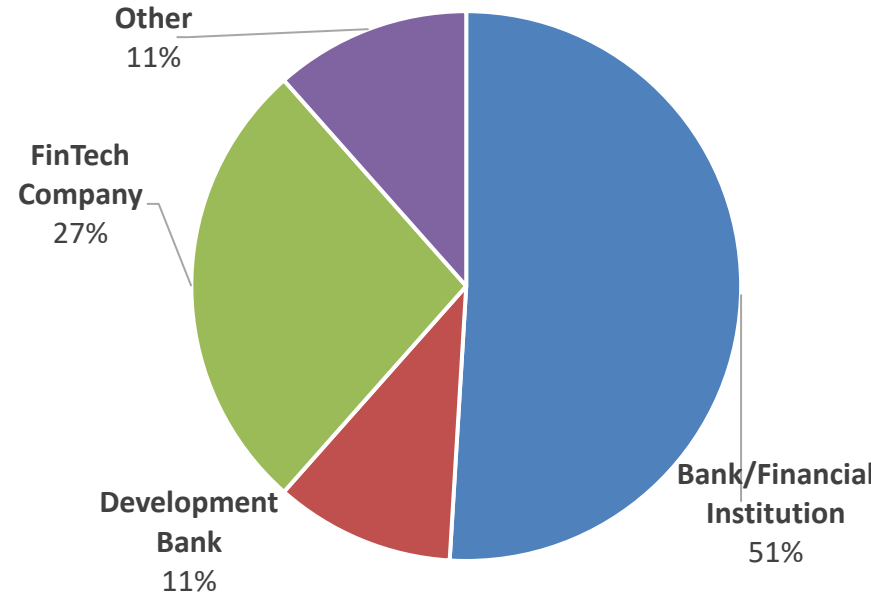
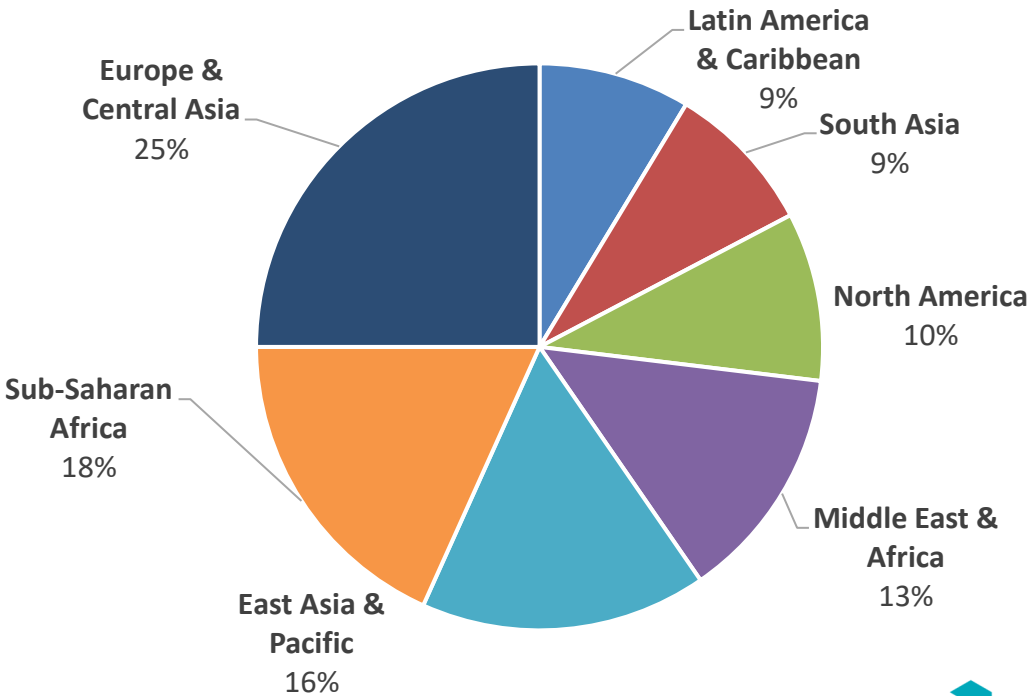
Data are **not strictly comparable, unless specified, as they are based on data reported by varying sets of members*

Member Pulse Survey Q2

All Respondents (June/July)

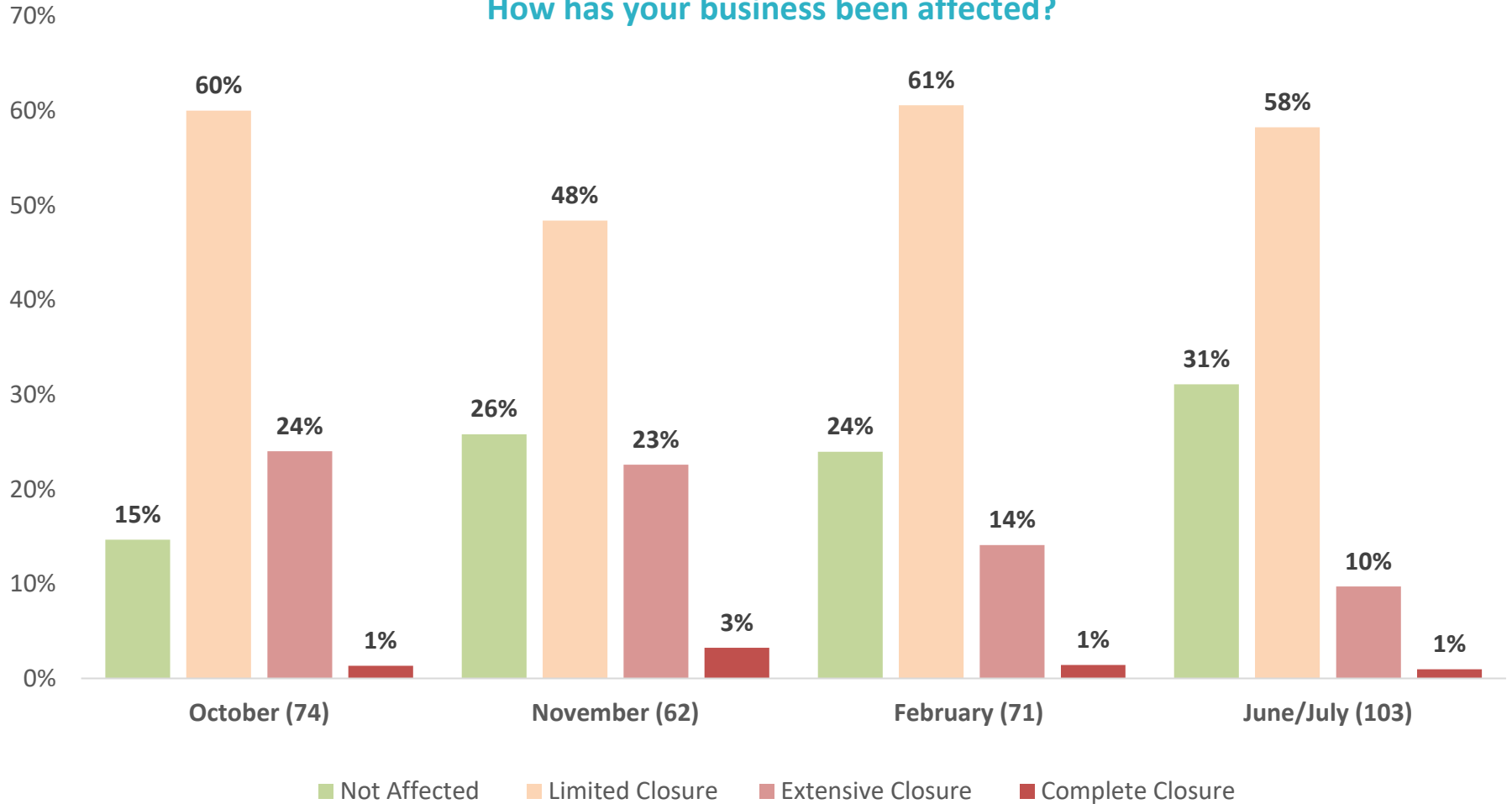
104 Respondents
from
51 different HQ countries
representing work in 192
countries

Type of Respondents



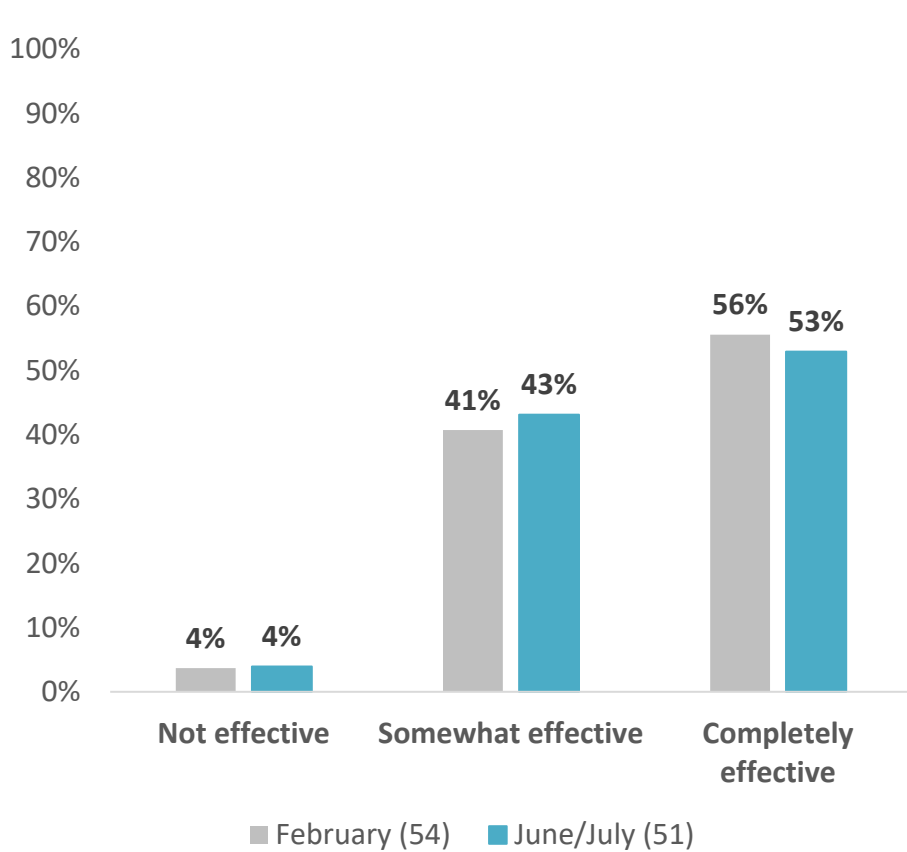
Member Pulse Survey

How has your business been affected?

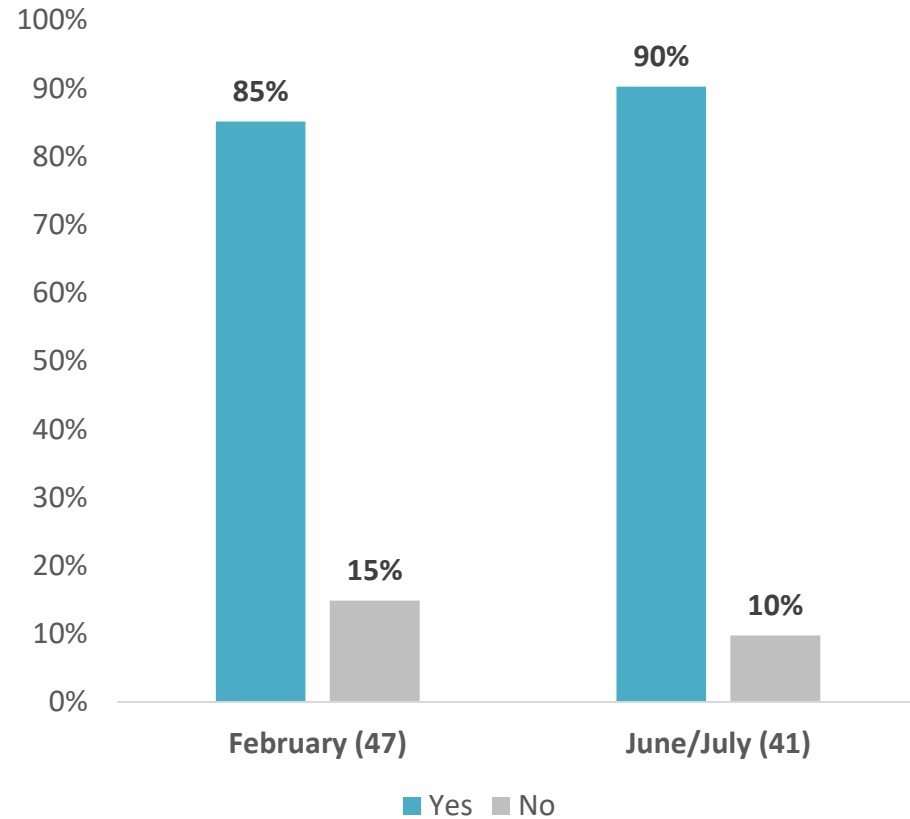


Member Pulse Survey

How effective have your staff been?



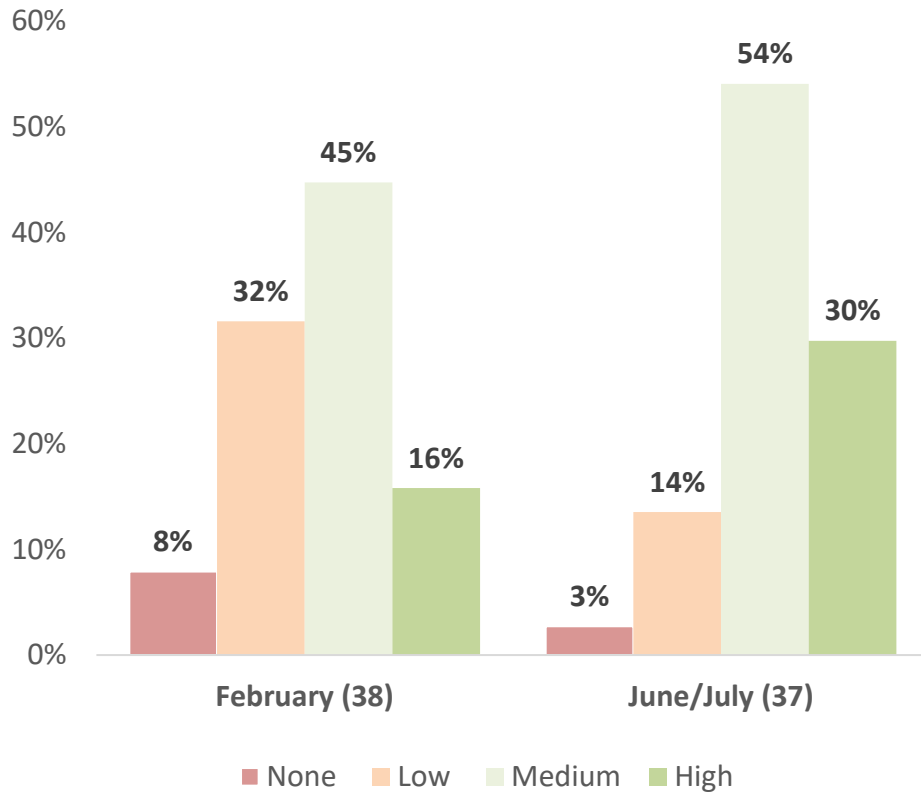
Has there been any shift in customer behavior?



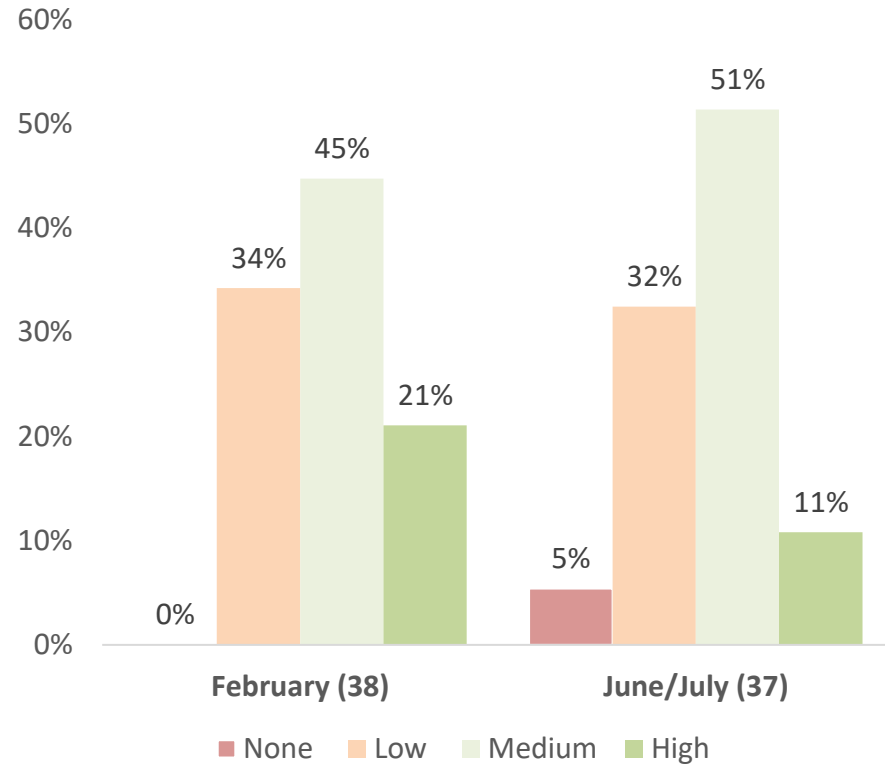
Member Pulse Survey

Proportion of customers...

Sales Origination through Digital Channels

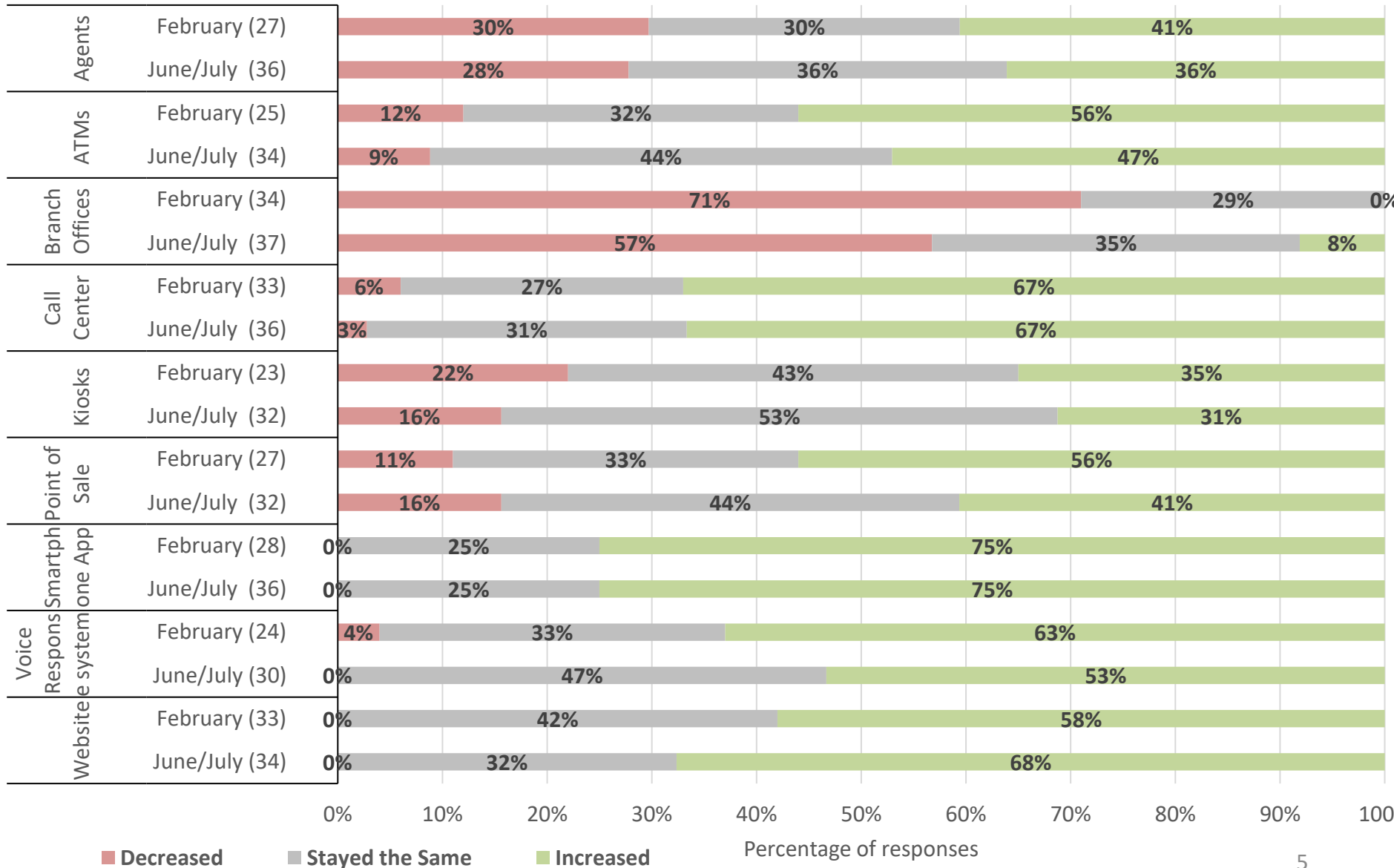


Customer Digital Activity



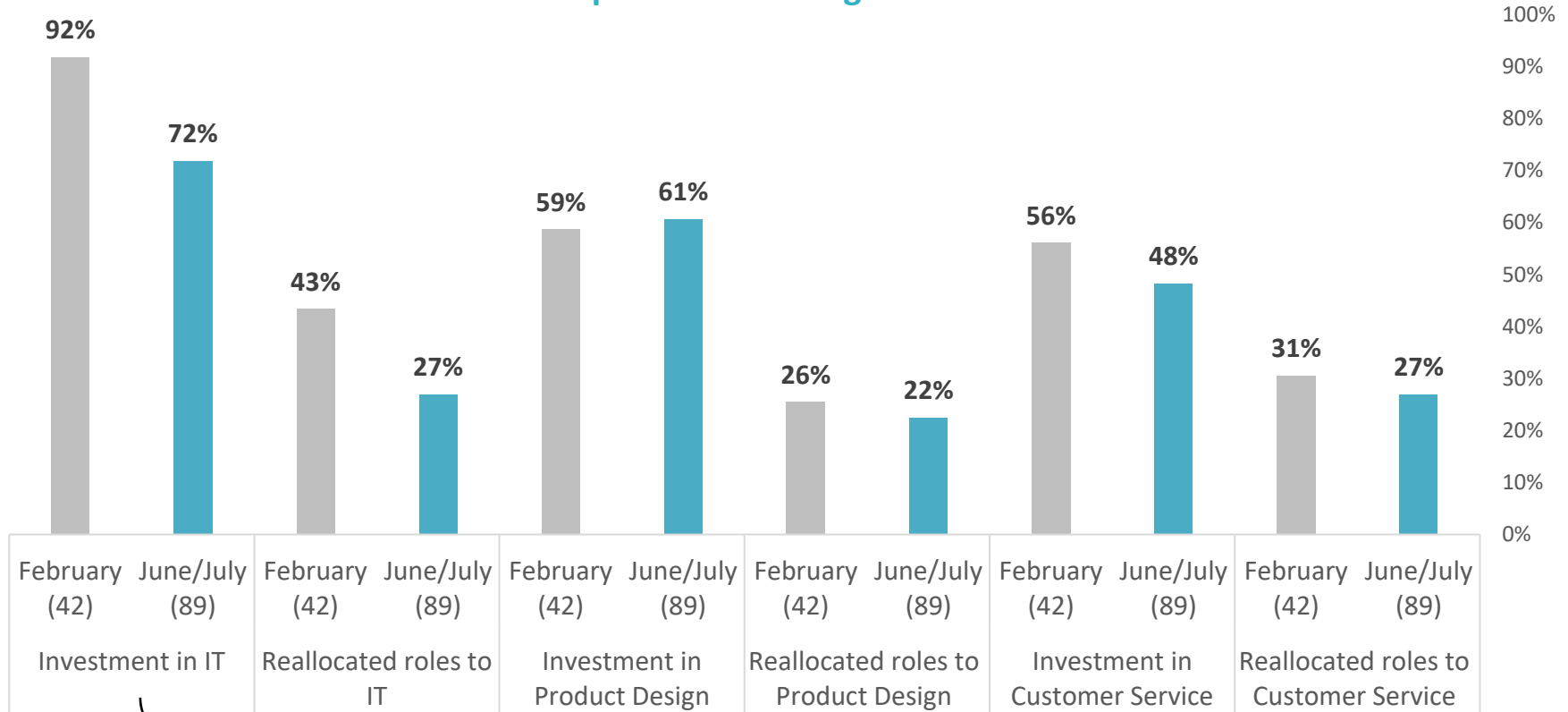
Member Pulse Survey

Which channels saw traffic change?

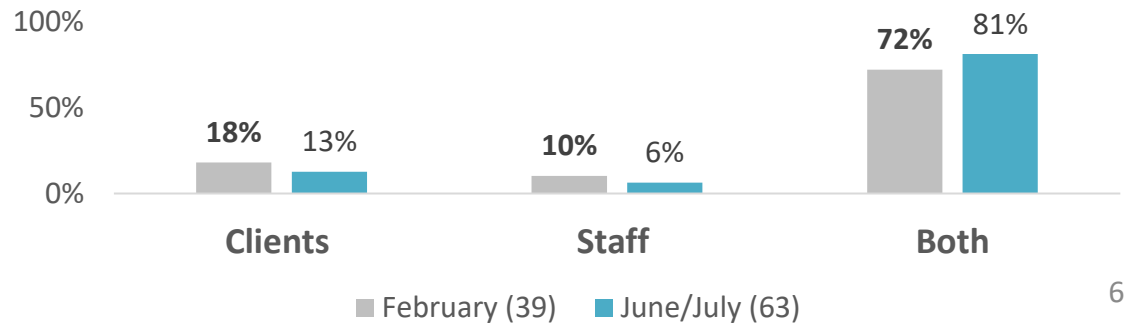


Member Pulse Survey

Operational Change



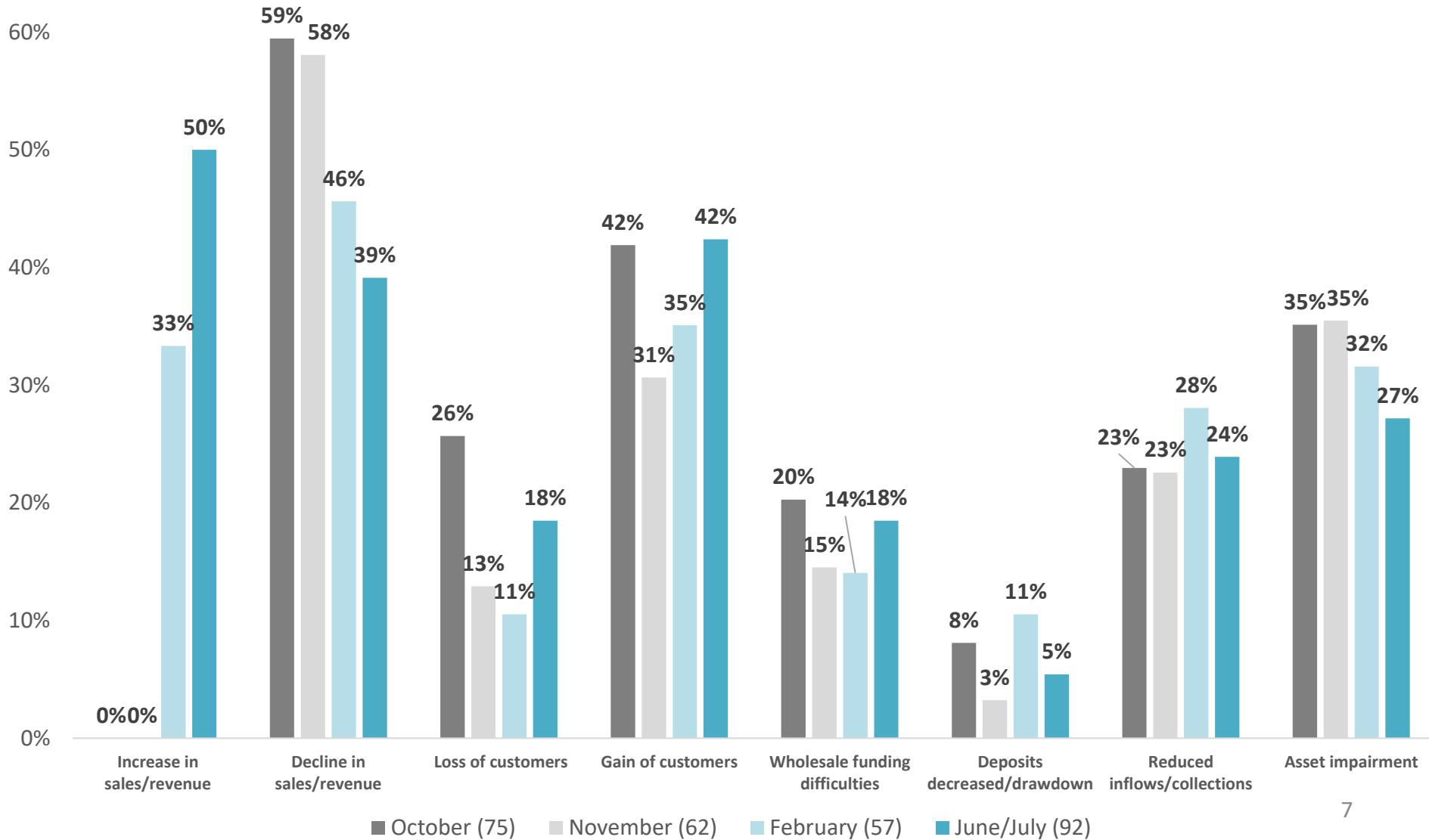
If you accelerated investment in IT, was this done to connect...?





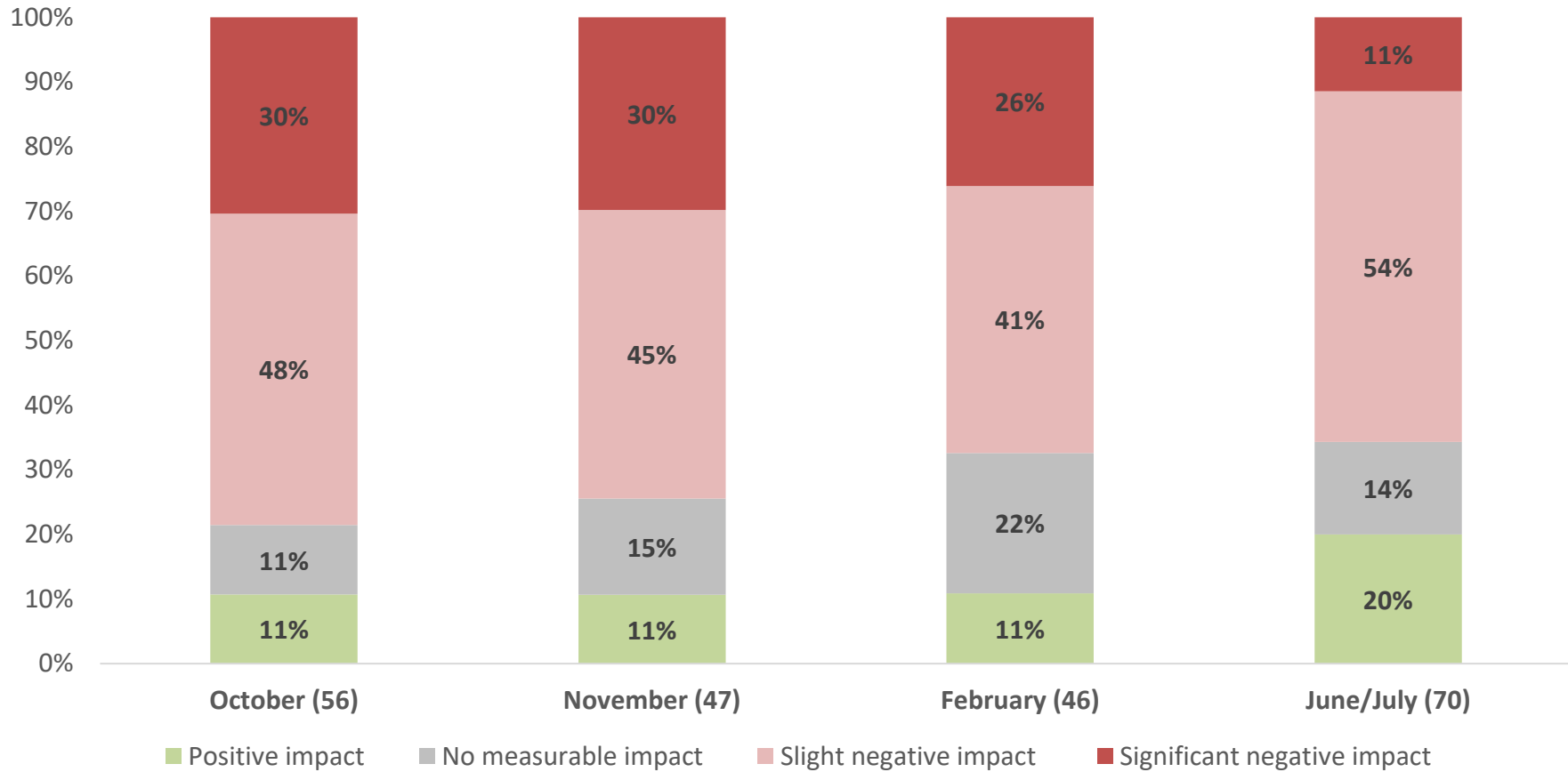
Member Pulse Survey

How has your business been affected?



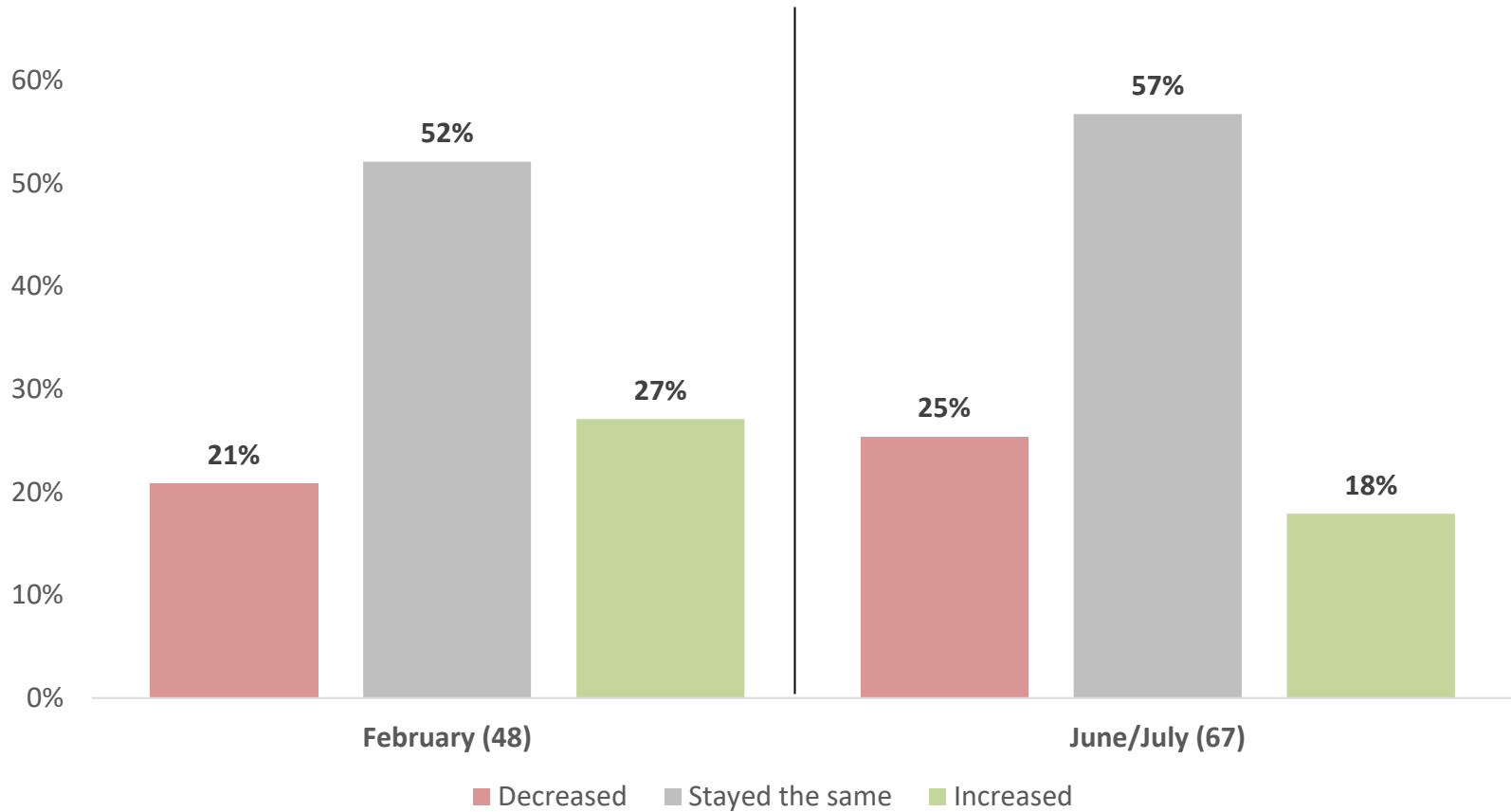
Member Pulse Survey

How has your portfolio been affected?



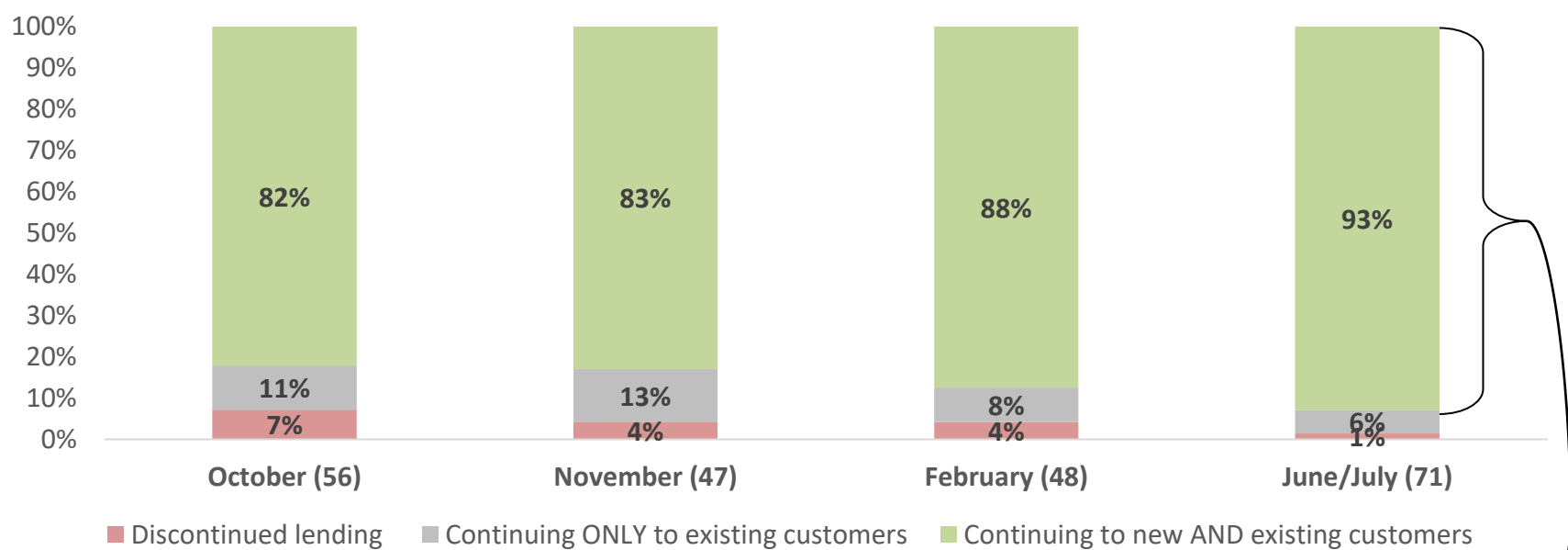
Member Pulse Survey

Has your time frame from loan application to onboarding changed?

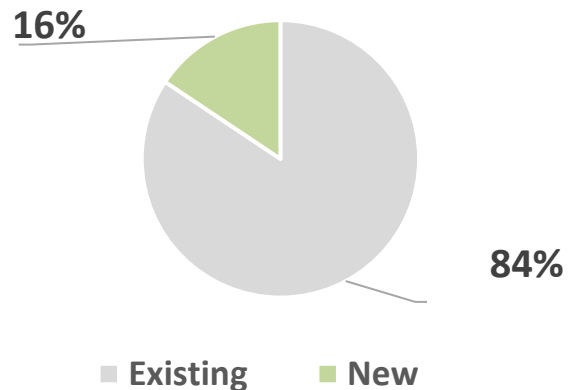


Member Pulse Survey

Are you continuing lending to new and existing customers?



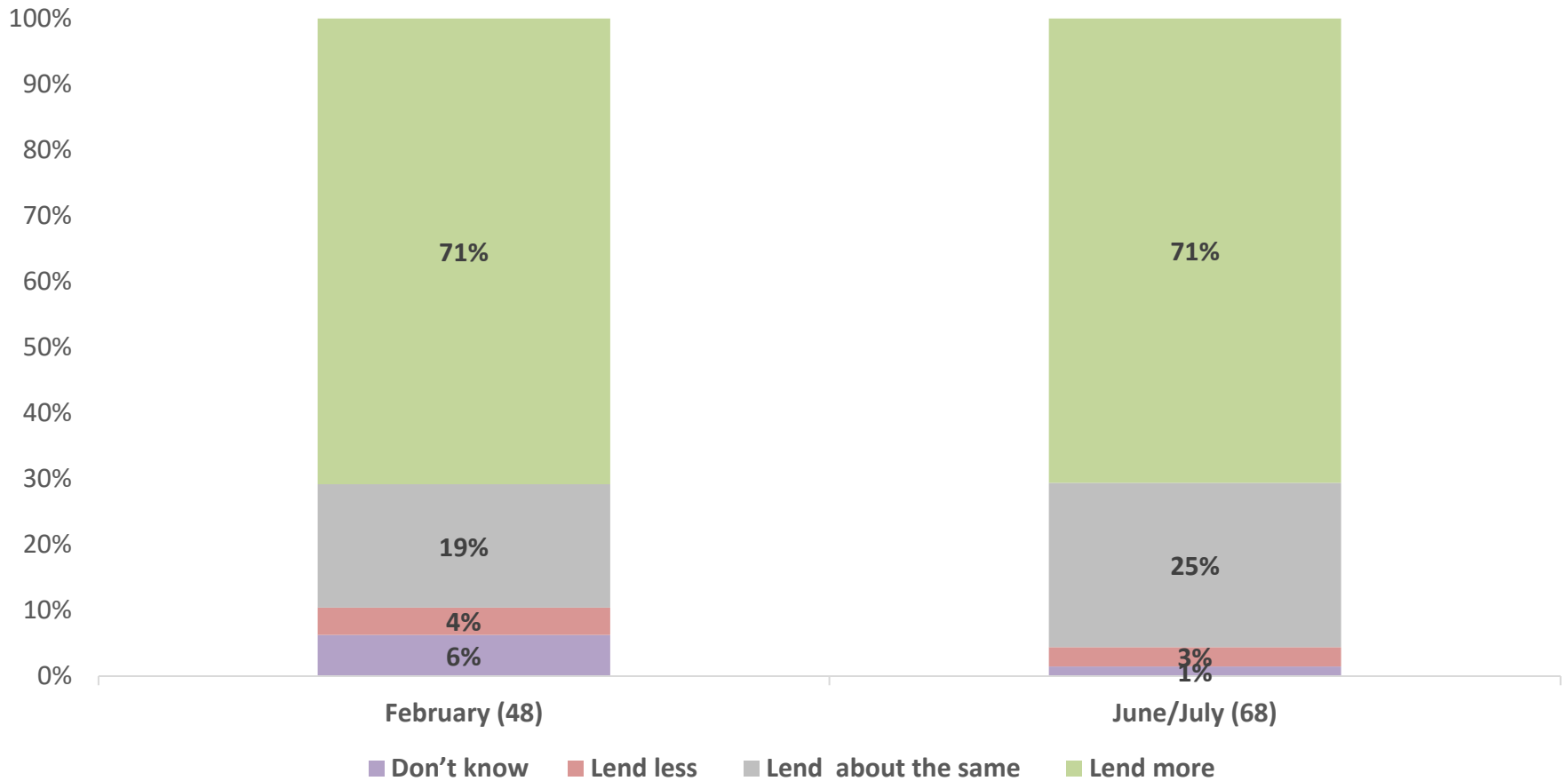
Since you are lending to new customers, are you lending mostly in NEW or EXISTING sectors?



Member Pulse Survey

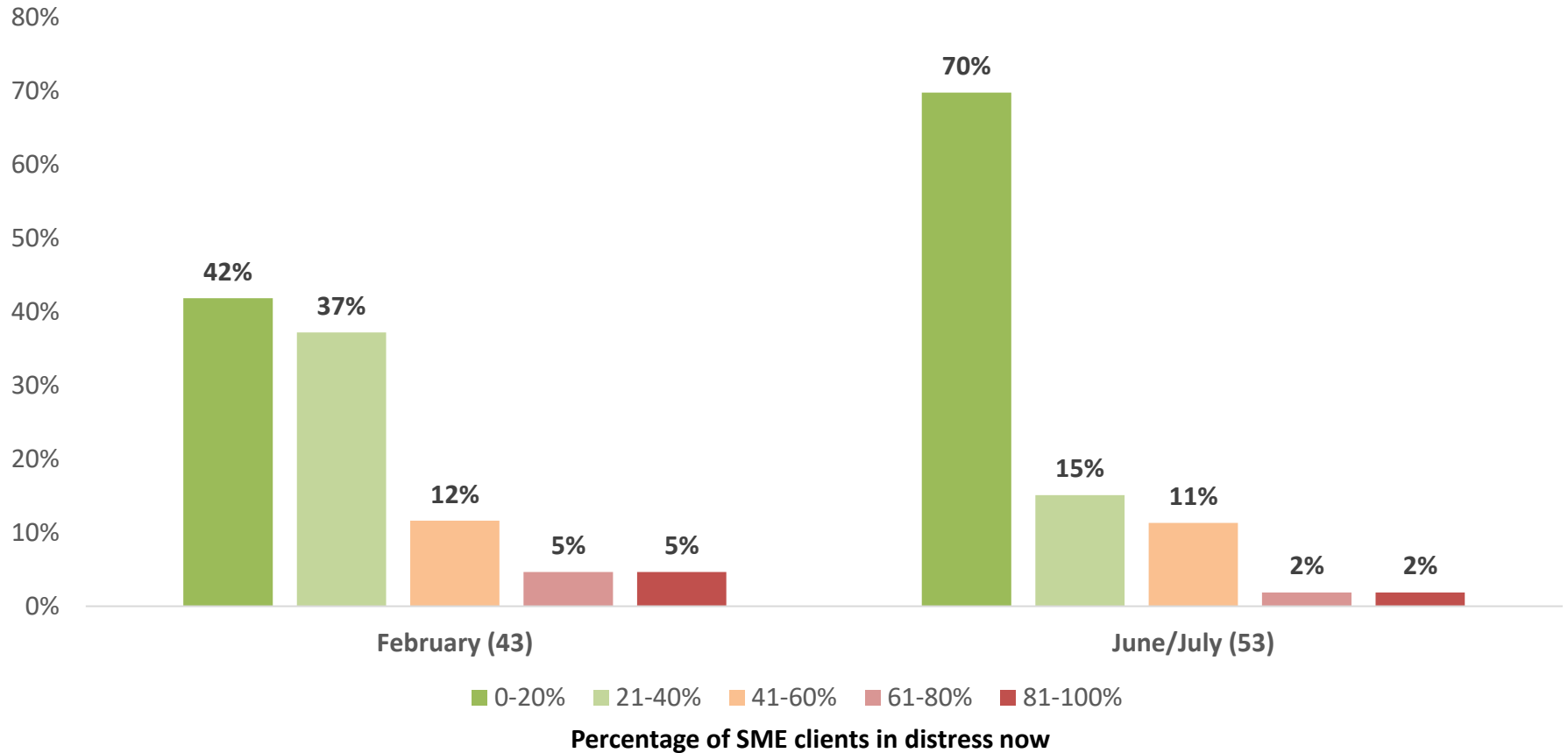
Next quarter, what do you expect to happen to...

Lending



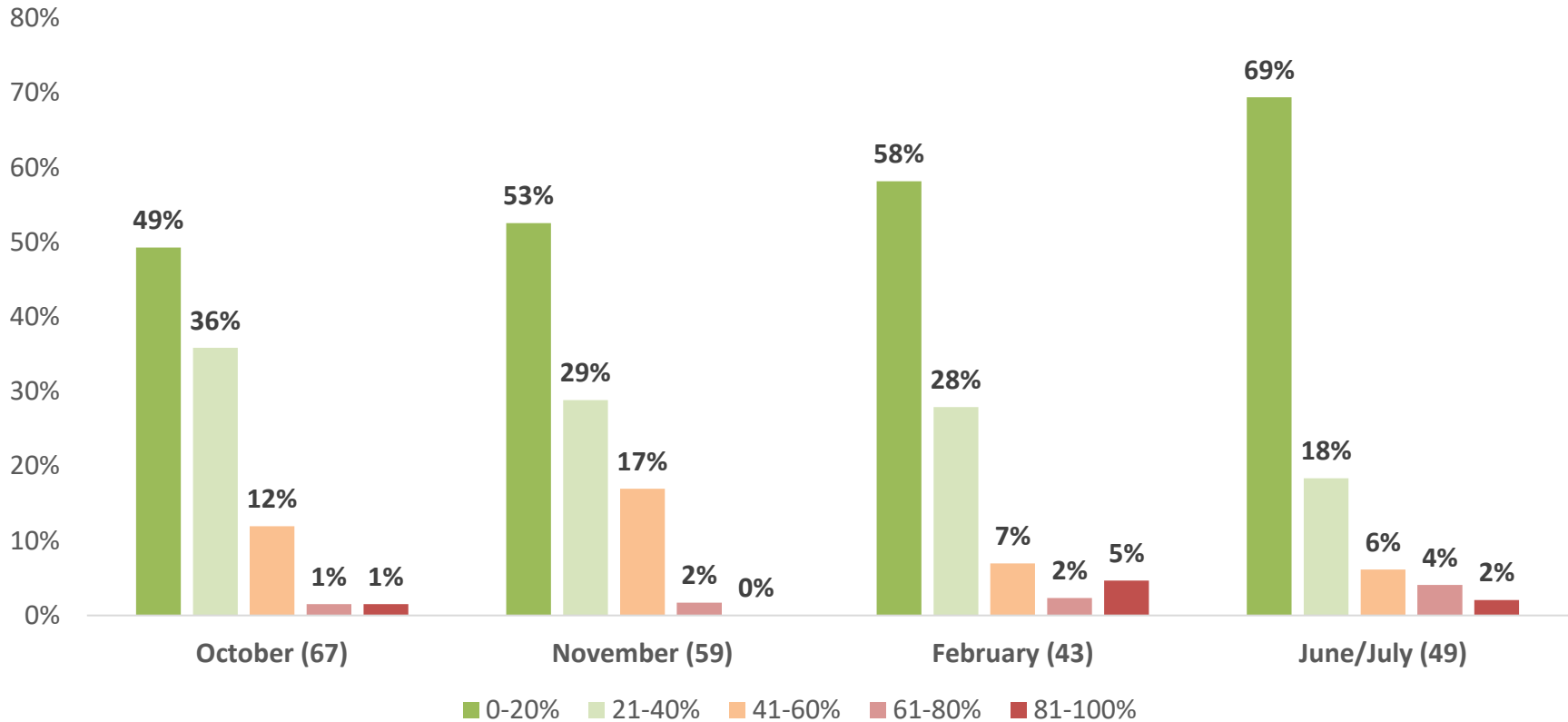
Member Pulse Survey

Percentage of SME clients in financial distress now?



Member Pulse Survey

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

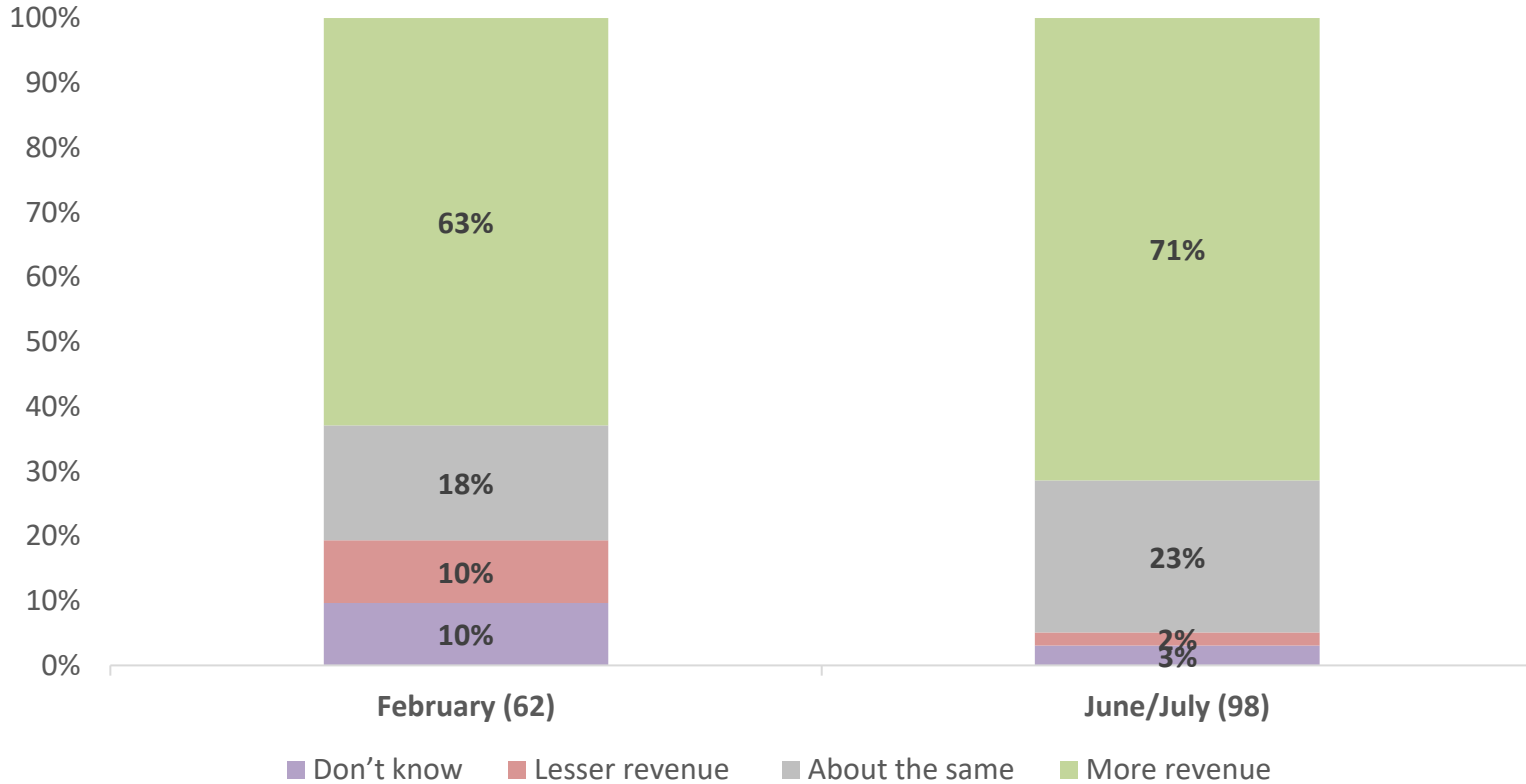


Percentage of SME clients expected to be in distress, in three months



Member Pulse Survey Q2

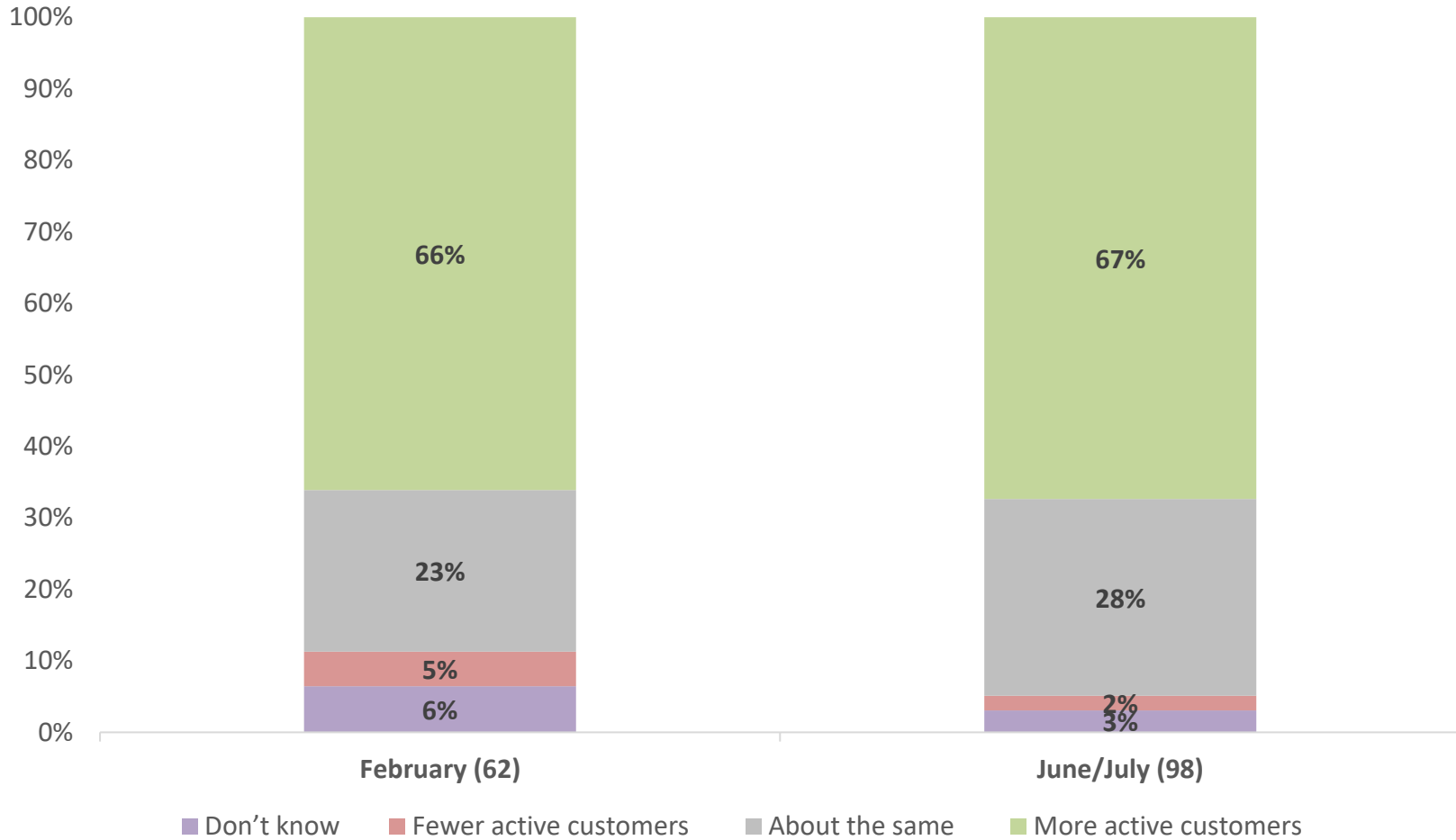
Next quarter, what do you expect to happen to...
Revenue





Member Pulse Survey

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

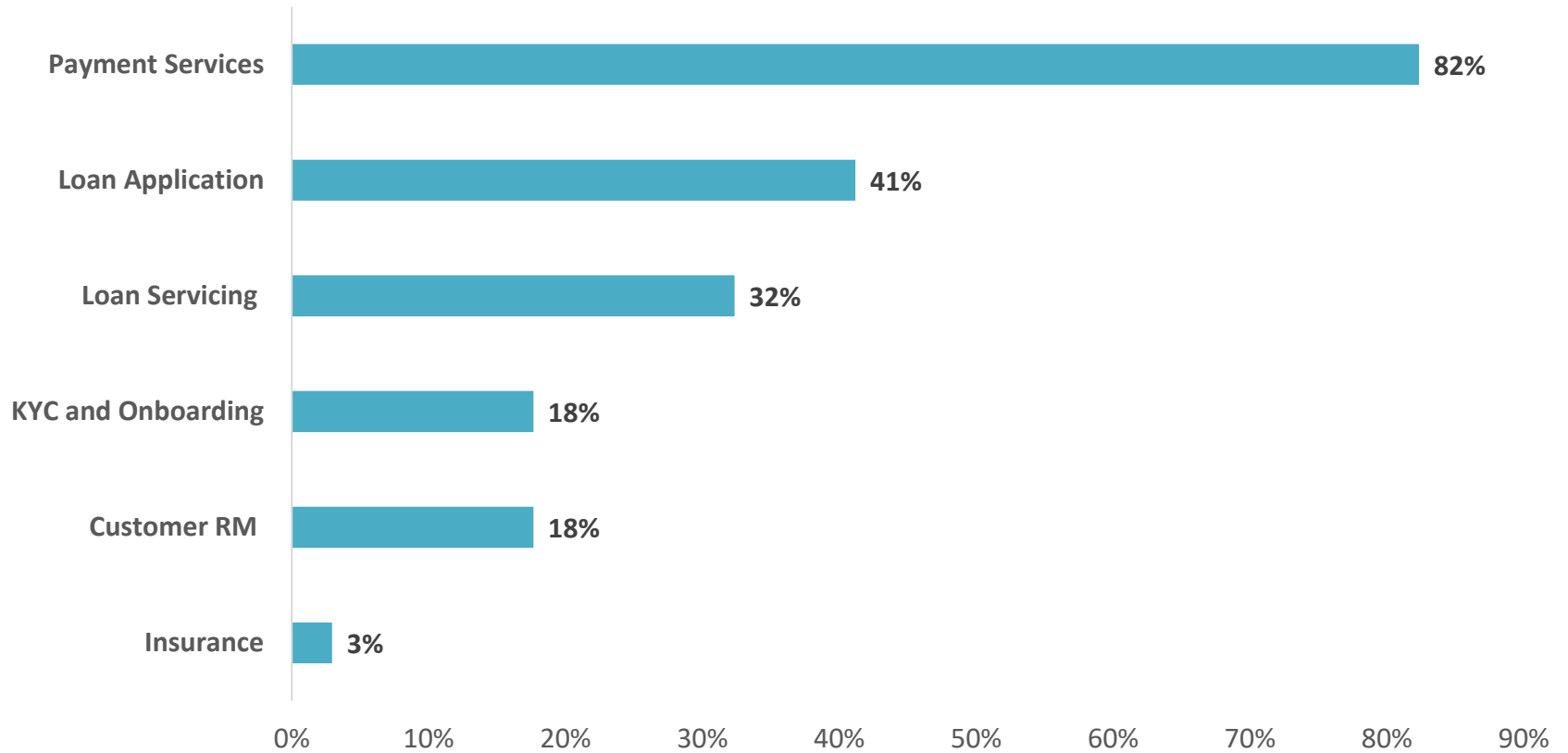




Member Pulse Survey

NEW ADDITIONS

What MSME client operations have been fully digitalized as result of COVID-19? (34)

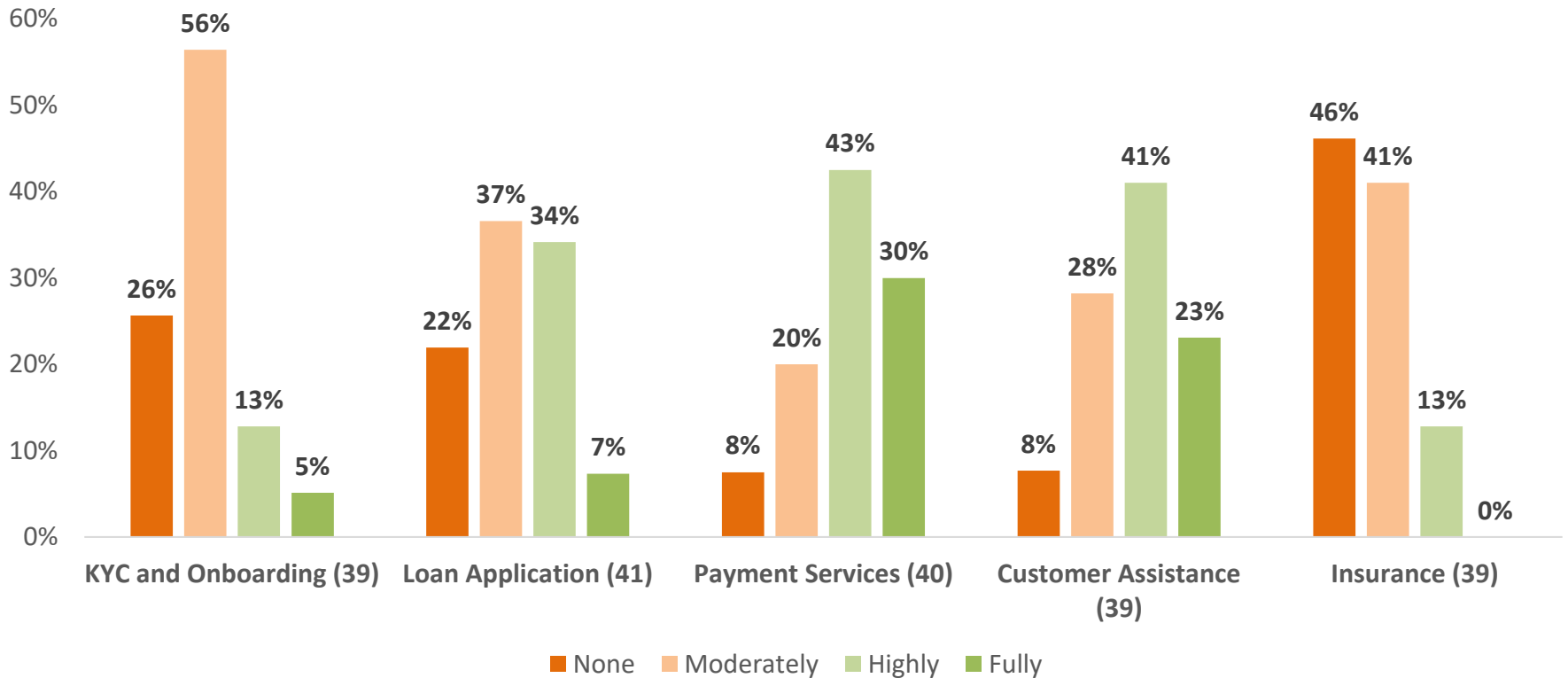




Member Pulse Survey

NEW ADDITIONS

To what degree has each of the following MSME client operations been automated?

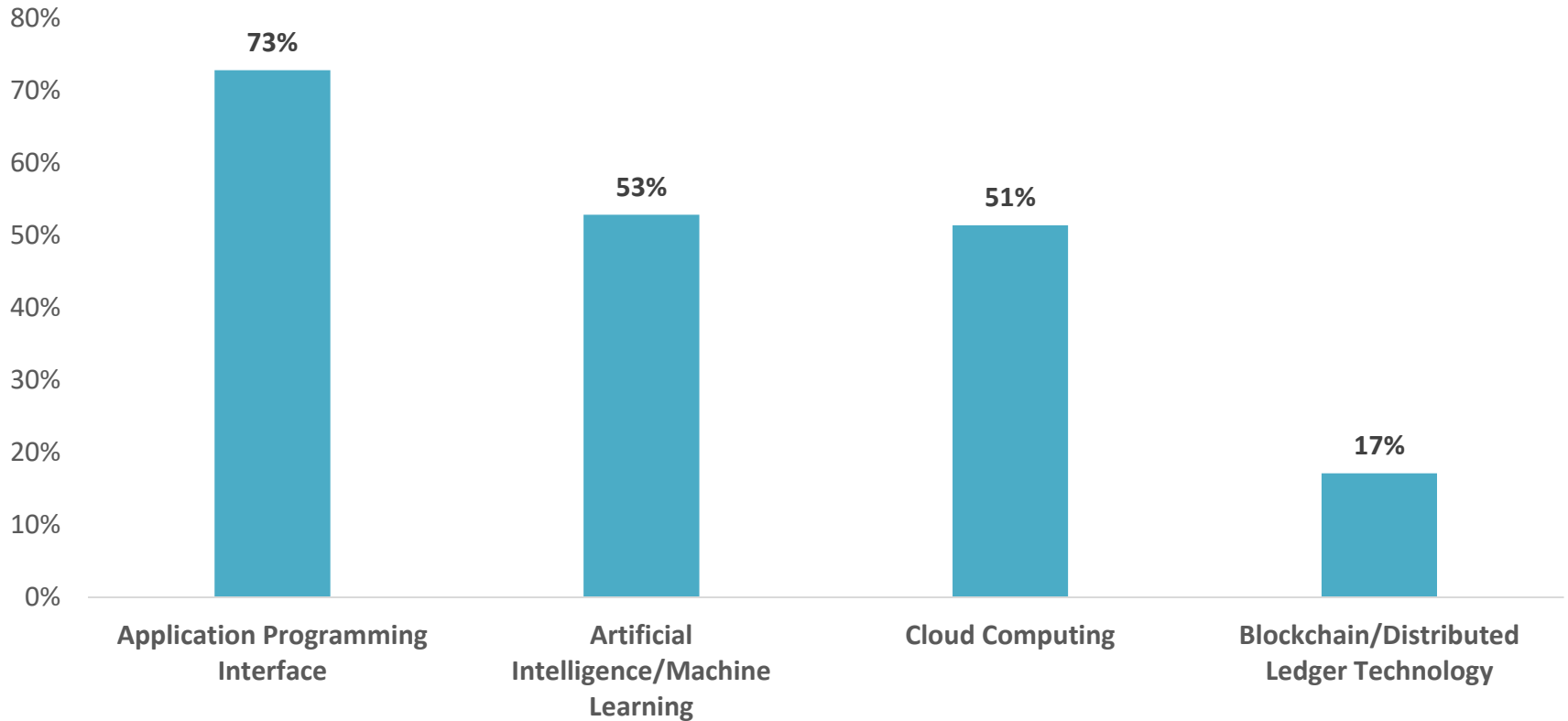




Member Pulse Survey

NEW ADDITIONS

Has COVID-19 pushed you to adopt one of these technologies as part of the digitalization of your processes and services? (70)

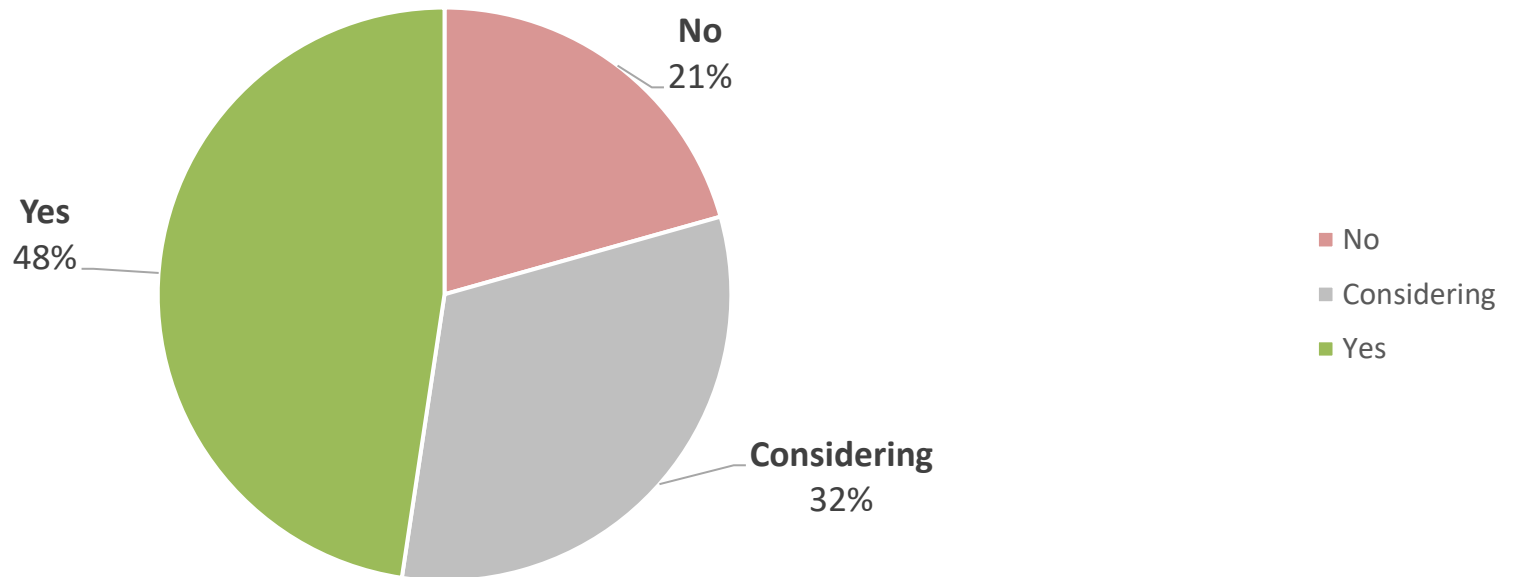




Member Pulse Survey

NEW ADDITIONS

Have you partnered with a FinTech company to offer new digital financial product/services to your MSME client?
(63)

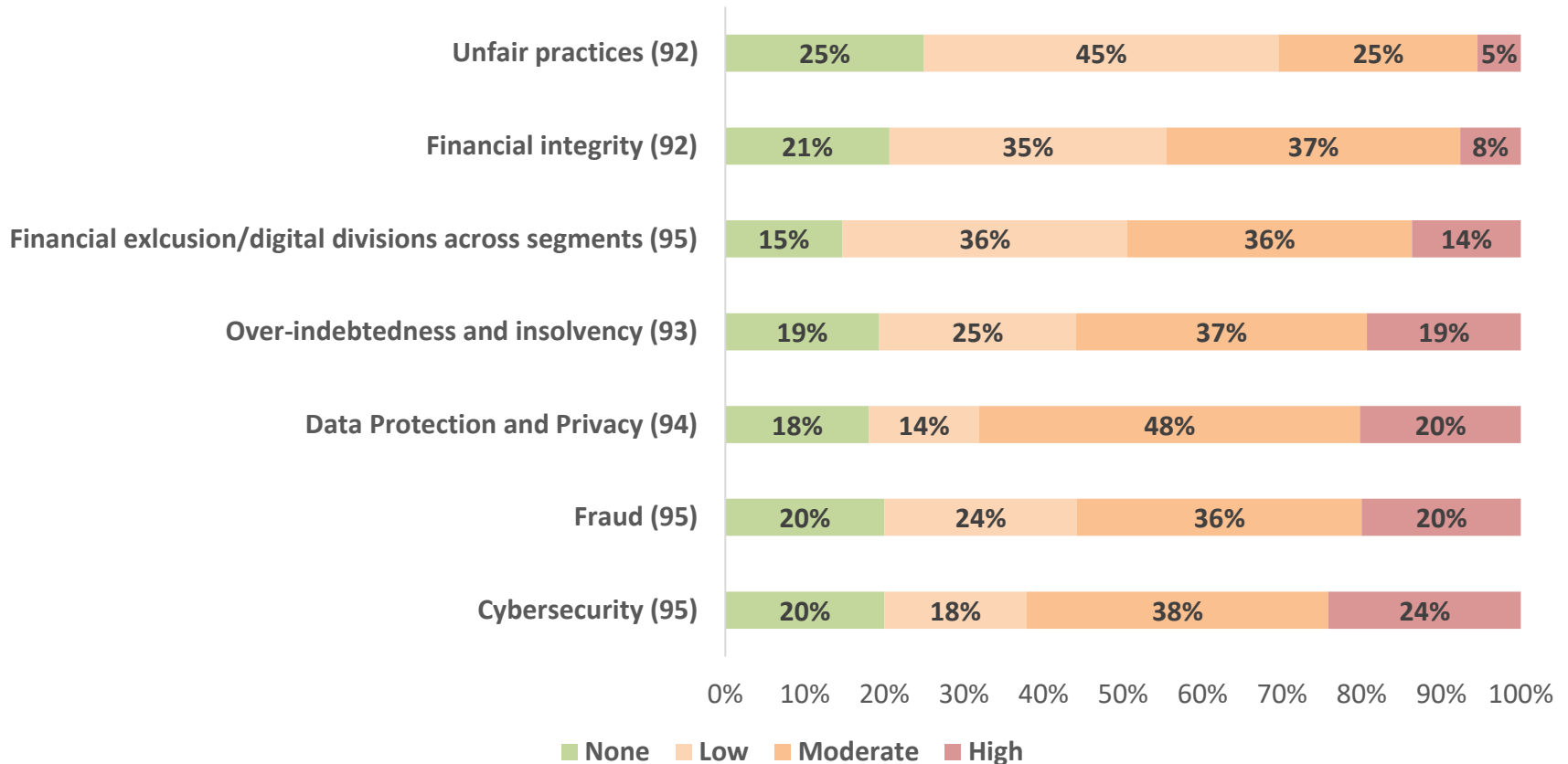




Member Pulse Survey

NEW ADDITIONS

To what extent has COVID-19 increased the following risks, for either the customer or institution, related to the use of digital financial services?





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