

# ANNUAL FACTSHEET REPORT



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PMBLT



People's Micro Bank  
Hapi Pipel's Bank!

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KADAP



Papua New Guinea FY 2020

Centre for Excellence in Financial Inclusion

[www.thecefi.org](http://www.thecefi.org)

## Acknowledgement

CEFI (as well as the CEFI board membership) recognizes the continued efforts of the Micro-Finance Institutions (MFIs) in Papua New Guinea for compiling and submitting the quarterly MFI Factsheets – the result of which is, the production of the **“2020 Annual Factsheet Report”**.

Different to the previous edition, the 2020 edition reports data and findings from seven MFIs (with the exclusion of PNG Microfinance, acquired by Nationwide Microbank - AKA MiBank, in early 2019, and Alekano S&LS, which ceased submitting its quarterly MFI factsheets to CEFI mid-way through 2020). Hence, reporting for the 2020 report covers seven institutions only. These seven MFIs are: (four under the Microfinance Institutions category - Kada Poroman, Nationwide MiBank, Peoples Micro Bank and Womens Micro Bank), and three Savings & Loan (S&L) Societies in Nasfund Contributors (NCSL) and Niu Ailan S&L Society.

This production is all the more special to CEFI as it is a milestone production by the CEFI Data Analysis team after years of co-authoring with partner stakeholder consultants based in PNG and abroad. The previous production (2019) was done in collaboration with a team of international consultants based out of Belgium. After the 2019 edition, CEFI has since taken ownership and the challenge to "Author" this production and is pleased to showcase its maiden production of the 2020 Annual Factsheet (along with the Benchmark) Report.

With the support and use of Microfact collection tools (the MFI Factsheet report and Compiler), this report presents the financial performance of the institutions alluded to earlier, which CEFI serves as custodian to, in facilitating quarterly and annual data collection as well as analysis and reporting. The report covers the Fiscal Year (FY) 2020.

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## Introduction

The **Annual Factsheet Report** is one of the primary trend analysis products created by CEFI that offers a unique opportunity to analyze the performance of individual Financial Service Providers (FSPs) and peer groups, and to conduct country comparisons. As part of CEFI's continued efforts to collect and publish high-quality data that strengthens the financial inclusion sector, builds transparency and further enhances financial inclusion in PNG, it (CEFI) has created the "2020 Annual Factsheet Report".

This report includes key financial and operational indicators that provide a country overview, performance and trend view of each FSP in detail, that have reported to CEFI in partnership with BPNG. The indicators include a range of performance variables pertaining to outreach, institutional characteristics, financing structure, financial performance, revenue, expenses, efficiency, productivity, risk, and liquidity. The numbers are presented at the aggregate level and individual FSP level. This report compares the FY 2020 performance against the previous three fiscal years and provides a view into the changes impacted during the year.

The publication of global industry benchmarks and trend reports are customized to provide comparative performance results that the industry and its retail institutions can use to contextualize FSP performance over a period of time. This factsheet report allows institutions to view relative trends and drivers in their own performance to have a comparative perspective.

The Factsheet report supports transparency necessary for improved institutional performance and greater access to capital markets for growth that distinguishes between real trend and the noise variable. This report captures the overall performance of the participating FSPs country-wide, and at an individual level, evaluating the trend across the industry and FSPs to its peers.

## About CEFI

CEFI was established under the Association Incorporation Act and officially launched on the 24th of April 2013 by the then Honourable Prime Minister of Papua New Guinea Mr. Peter O'Neill as the industry apex organization for coordinating, advocating and monitoring all financial inclusion activities in Papua New Guinea.

CEFI maintains strategic partnerships with a range of national stakeholders, including industry, donor and training partners, and the Government of Papua New Guinea. With the support of its stakeholders, CEFI strives to develop the growth of financial inclusion across the country.

As part of implementing the National Strategy on Financial Inclusion and Financial Literacy 2016-2020, one of CEFI's core functions is, it advocates for all Papua New Guineans to have a bank account, and to have access to financial services provided by financial institutions such as commercial banks, microbanks, and savings and loan institutions in Papua New Guinea. CEFI also provides education and literacy training for financial inclusivity with a special focus on women in PNG.

In regards to the financial data collection contained in this report, CEFI obtained data from seven (7) partner FSPs of which four (4) are categorized as micro banks and three (3) savings and loan societies in PNG. These institutions are Peoples Micro Bank, Nationwide Microbank (Mibank), Womens Microbank, and Kada Poroman (under the micro banks category), and the three savings and loan institutions in Niu Ailan, East New Britain, and Nasfund Contributor Savings & Loan.

## Data and Methodology

CEFI's sector reports of the former years were based on data reported to MIX Market. As MIX Market stopped its operations at the end of 2019, a new solution was developed. Currently, Microfact is worldwide the most known and most widely spread system for microfinance data reporting and analysis. Its reporting format is used by the ATLAS database that brings microfinance data together from 3485 MFIs out of 136 countries.

CEFI adopted the Microfact format for data collection of its members. In order to keep CEFI's habitual reporting style, the Microfact collection formats were linked to the former formats used by CEFI. As such, CEFI is well connected to the international, most commonly used sectoral references for Microfinance.

**Some general remarks on the data and the methodology are provided below:**

1. The data and analysis in this report are based on self-reported operational and financial numbers for FY 2019 and FY 2020, for a total of seven (7) FSPs that submit data to CEFI.
2. The financial numbers also are verified by the audited financial statements<sup>[i]</sup> of the FSPs for FY 2019 and 2020 and are reclassified based on IFRS Standards.
3. Balanced data: The growth value or the change in the indicator over the year is calculated based on balanced data, meaning for the FSPs that have reported consistently to CEFI for FYs 2016 to 2020 their values have been aggregated to present the percentage change.
4. CEFI follows global industry standard definitions and formulae that are used for all analysis in the report. (Refer to the glossary for the details of all the definitions and ratios used in the publication).
5. 25th and 75th Percentile: The smallest observation that is greater than or equal to the specified percentage of observations. In this report the 25th and 75th percentiles are displayed, to signify the upper and lower bounds of the middle 50% of FSPs' values for each indicator.

**[i] Note well that FSP Niu Ailan SLS's figures of the FY2020 report provided are based on non-audited financial statements.**

## Understanding Micro Banks and Savings & Loans Societies (S&LS)

The Institutional profile section captures the detailed information for individual institution performance. The peer groups across all the indicators are relevant to the context of PNG market. The peer group distribution widens the scope of comparison of individual institutions and a group of institutions. It differentiates the institution's positioning and thus helps to draw a comparison across the others. The two major peer groups identified in the PNG market are Micro Banks and Savings & Loan Societies (S&LS) which are briefly explained below.

### Micro Banks

These institutions offer microloans to low income households and small business operators often referred to as the unbanked market in PNG. They fall under the category of Banks and Licensed Financial Institutions (LFIs) that are licensed under the Banks and Financial Institutional Act 2000 (BFIA) to conduct "banking business". The BFIA defines banking business as the "business of taking money on deposit, using that money to lend to others or to finance any other activity of the business, wholly or to a material extent, out of the capital or interest on money received by way of deposit"<sup>[1]</sup>.

As at the end of the fiscal year 2020, four (4) microbanks in Kapa Poroman Microfinance Limited, Nationwide Microbank Limited, Peoples Microbank and Womens Microbank Limited, reported to CEFI.

### Savings & Loan Societies (S&LS)

These institutions specialize in accepting deposits and making mortgage and other loans (like other banks) but with a specialty of operating on a principle of mutuality. S&LSs are licensed or authorized under the Savings & Loan Societies Act 1995. A minimum of 500 members or as stated by the Registrar are required to form an S&LS. These members are the owners of the Societies where each member has an equal right on the election of the boards of the Societies. They also have a right in the distribution of the profits. S&LSs can raise money or loans, subject to approval by the Registrar. The objects of S&LSs are to; (i) receive savings and make loans to their members, (ii) promote thrift amongst their members, and (iii) educate their members in financial responsibility<sup>[2]</sup>.

As at the end of the fiscal year 2020, three (3) S&LSs reported to CEFI; namely East New Britain S&LS Limited, Nasfund Contributors S&LS, and Niu Ailan S&LS Limited.

<sup>[1]</sup> <http://www.bankpng.gov.pg/financial-system/superannuation>

<sup>[2]</sup> <http://www.bankpng.gov.pg/financial-system/superannuation>

## Important Note

It is important to note that the previous report covered 9 reporting MFIs as opposed to the 7 used in the 2020 report. This "mismatch" poses two issues - firstly, we are not comparing 7 against 7 or 9 versus 9 entities (i.e, an unequal number of entities to compare with), and secondly, not exactly the same MFIs are analysed as two have been dropped (akin to comparing apples against oranges).

Consequently, the resulting percentage calculations and differences for indicators is based on the the total sum of the 9 MFIs in 2019 and the 7 MFIs in 2020 (where applicable).

The two MFIs that have been dropped in the 2020 reports (both in the BM Report as well as the Factsheet Report) are: PNG Microfinance, acquired by Nationwide Mibank Limited in early 2020, and Alekano S&LS, which has become inactive and ceased submitting its quarterly MFI factsheets to CEFI midway through 2020.

The "Key Findings" presented below are based purely on the data being captured from reporting institutions and comparisons may somewhat be obscured for some indicators. Refer to the "Understanding Micro Banks and Savings & Loan Societies" section for details on reporting institutions in 2019 and 2020.

## Indicator Reference

	FY 2019			FY 2020		
	Micro Bank	Savings & Loan Society	Total	Micro Bank	Savings & Loan Society	Total
Number of MFIs	4	3	7	4	3	7
Average loan balance per borrower (PGK) (WAV)	8,599.94	1,192.41	2,275.42	8,224.85	938.21	1,479.78
Assets (PGK) m	281.27	290.94	572.21	352.11	324.33	676.44
Average deposit account balance (PGK) (WAV)	392.81	993.33	636.19	401.02	979.73	603.07
Borrowers per staff member (WAV)	12.80	683.28	195.12	22.42	296.06	88.24
Capital/assets (WAV)	34.79%	11.46%	22.93%	26.87%	11.52%	19.51%
Cost per borrower (PGK)	5,413.61	244.31	650.92	5,897.66	235.00	788.25
Cost per deposit accounts (PGK) (WAV)	0.70	67.04	1.09	105.76	67.19	91.61
Deposit accounts per staff member (WAV)	887.02	1,618.48	1,085.92	1,055.41	1,787.48	1,231.50
Deposits (PGK) m	156.76	249.19	405.95	212.47	278.45	490.91
Deposits to total assets (WAV)	55.73%	85.65%	70.94%	60.34%	85.85%	72.57%
Equity (PGK) m	97.86	33.33	131.19	94.62	37.37	131.99
Financial expense/assets (WAV)	0.76%	0.48%	0.62%	0.91%	0.18%	0.55%
Financial revenue / assets (WAV)	15.90%	13.08%	14.49%	17.45%	12.80%	15.16%
Gross Loan Portfolio (PGK) m	110.85	135.24	246.09	145.72	150.04	295.75
Gross loan portfolio to Assets (WAV)	39.41%	46.48%	43.01%	41.38%	46.26%	43.72%
Loan to deposit (WAV)	70.71%	54.27%	60.62%	68.58%	53.88%	60.25%
Number of active borrowers '000	5.31	105.91	111.22	11.25	47.07	58.33
Number of deposit accounts '000	368.11	250.86	618.98	529.82	284.21	814.02
Number of depositors '000	188.37	72.63	260.99	316.19	89.25	405.44
Offices	29	28	57	35	29	64
Operating expense / loan portfolio (WAV)	30.26%	13.90%	21.51%	38.08%	12.60%	24.67%
Operational self sufficiency (WAV)	110.79%	186.06%	135.55%	96.30%	210.89%	124.43%
Personnel	415	155	570	502	159	661
Portfolio at risk > 30 days	13.41%	6.64%	9.69%	23.69%	11.89%	17.70%
Portfolio at risk > 90 days	11.27%	3.37%	6.93%	12.53%	7.21%	9.83%
Return on assets (WAV)	0.90%	4.43%	2.67%	-1.03%	4.29%	1.59%
Return on equity (WAV)	2.61%	38.57%	11.63%	-3.38%	37.31%	7.55%
Risk coverage (WAV)	-0.61%	19.28%	6.88%	-0.65%	0.86%	-0.13%
Yield on gross loan portfolio (WAV)	30.72%	12.62%	21.04%	32.72%	12.83%	22.25%

Notes: (i) m = Millions (ii) WAV = Weighted average value

# **Microfinance Institution (MFI)**

## **Trend Analysis**

**Micro Bank**



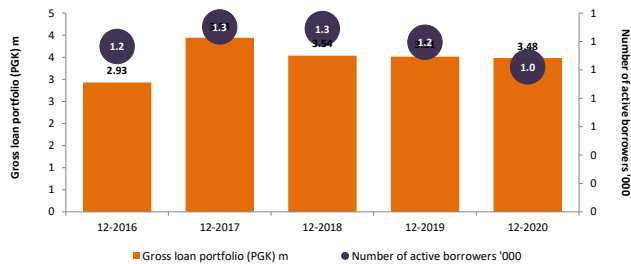
## KADA POROMAN MICROFINANCE



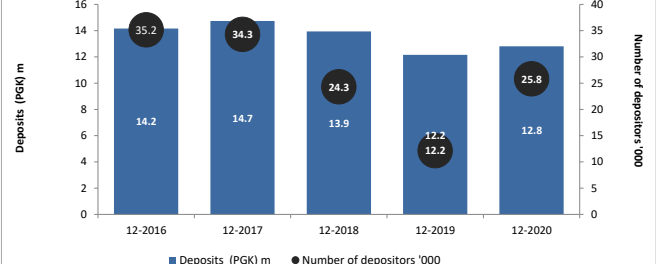
Legal Status (Peer group): Micro Bank

### Outreach

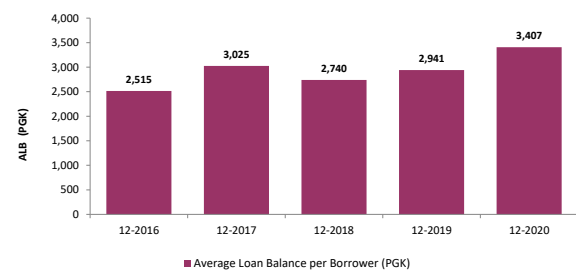
Gross Loan Portfolio and Number of Active Borrowers



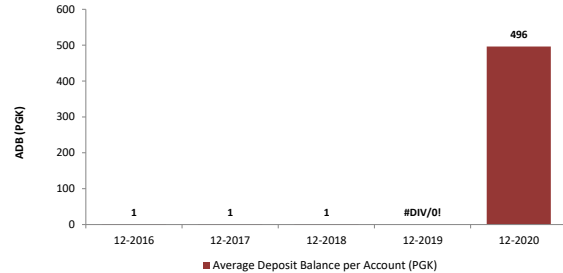
Deposits and Number of Depositors



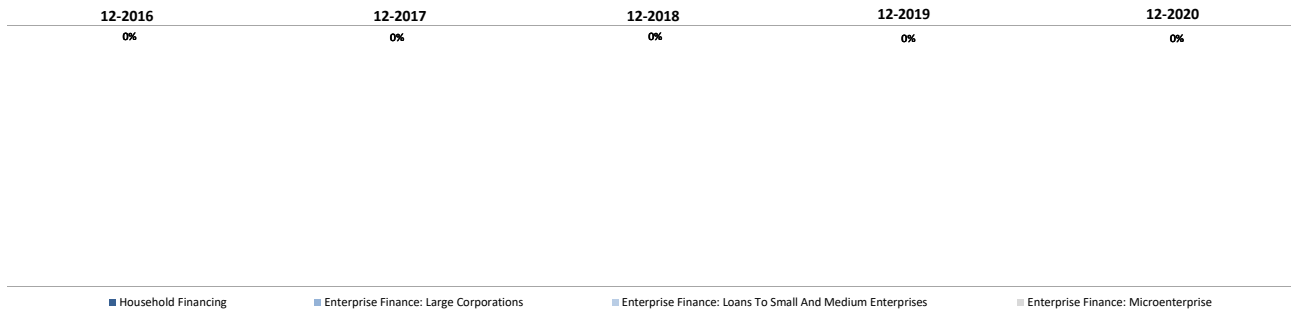
Average Loan Balance per Borrower



Average Deposit Balance per Account

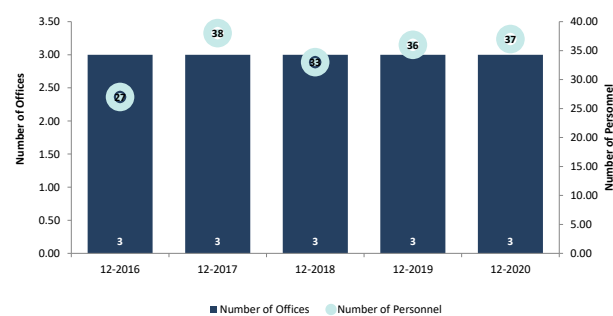


Credit Product break-up by Gross Loan Portfolio

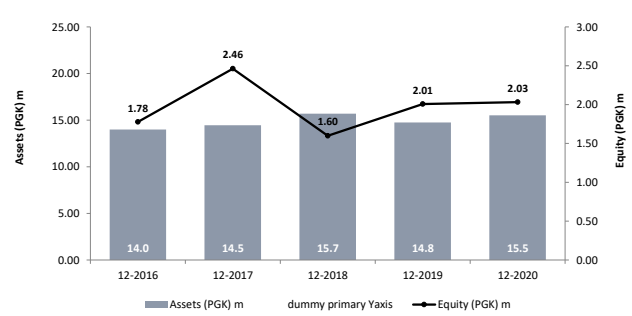


### Institutional Characteristics

Number of Offices and Personnel

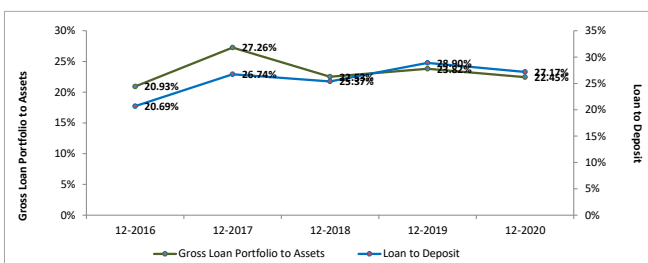
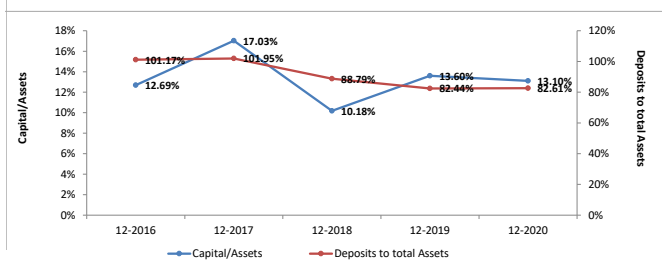


Assets and Equity



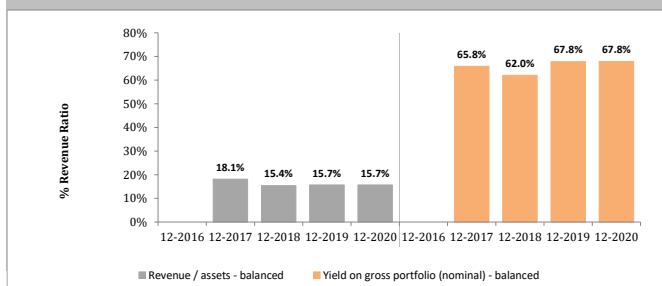
## KADA POROMAN MICROFINANCE

### Financing Structure

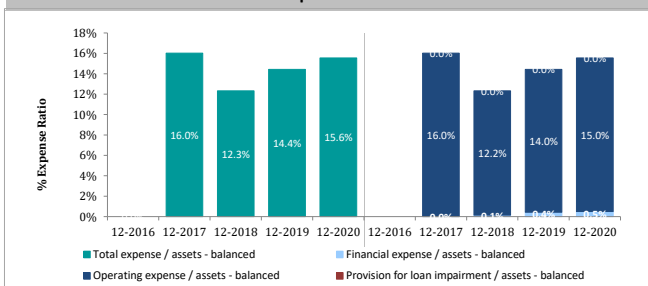


### Revenue and Expenses

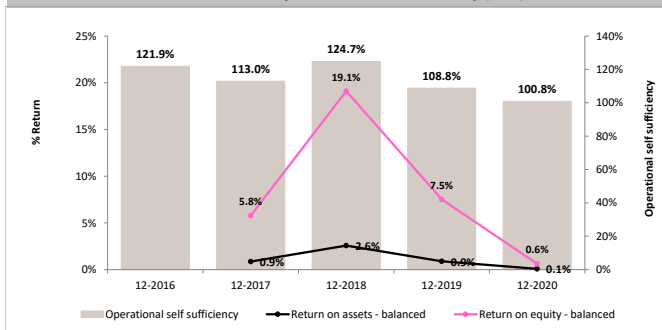
#### Revenue Ratio



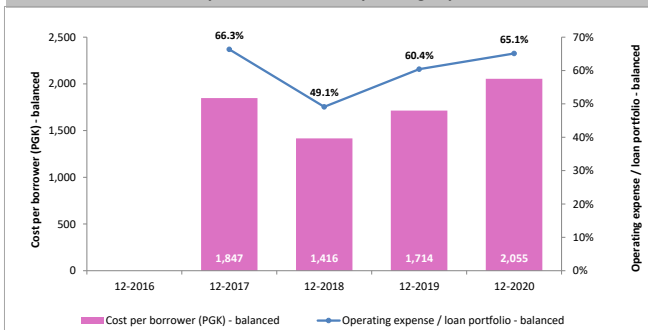
#### Expense Ratio



#### Return and Operational self sufficiency (OSS)

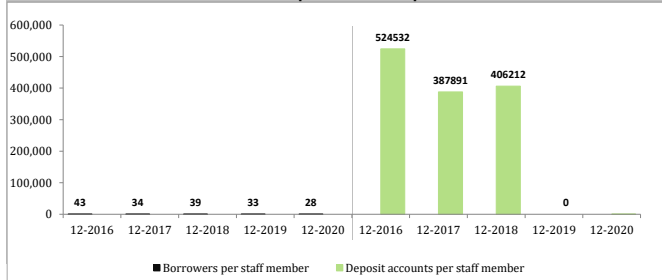


#### Cost per Borrower and Operating Expenses

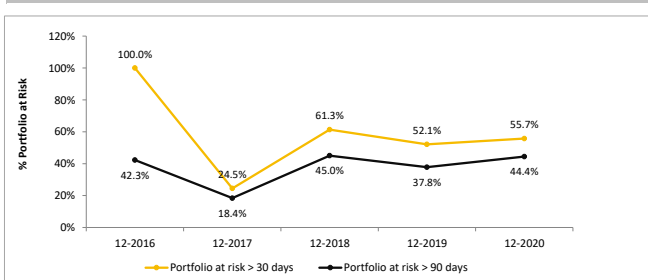


### Productivity and Risk

#### Borrowers and Deposit accounts per Staff member



#### Portfolio at Risk



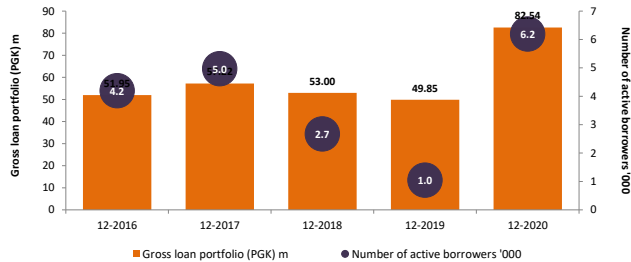
## NATIONWIDE MICROBANK



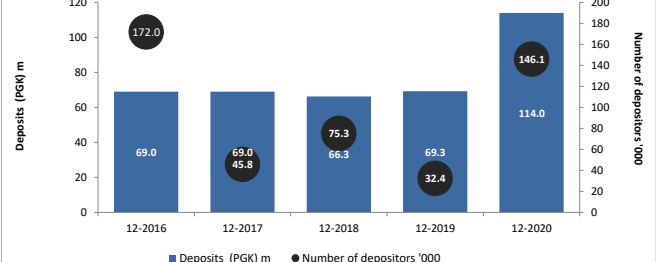
Legal Status (Peer group): Micro Bank

### Outreach

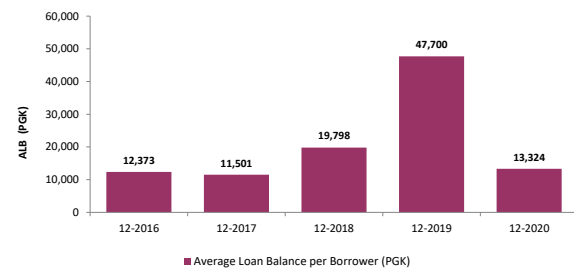
Gross Loan Portfolio and Number of Active Borrowers



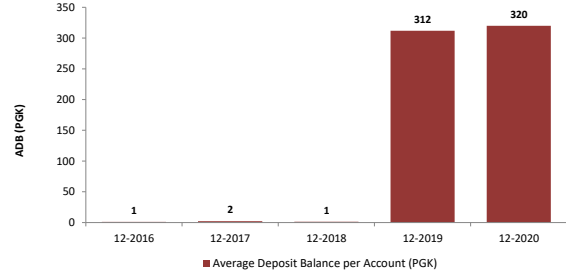
Deposits and Number of Depositors



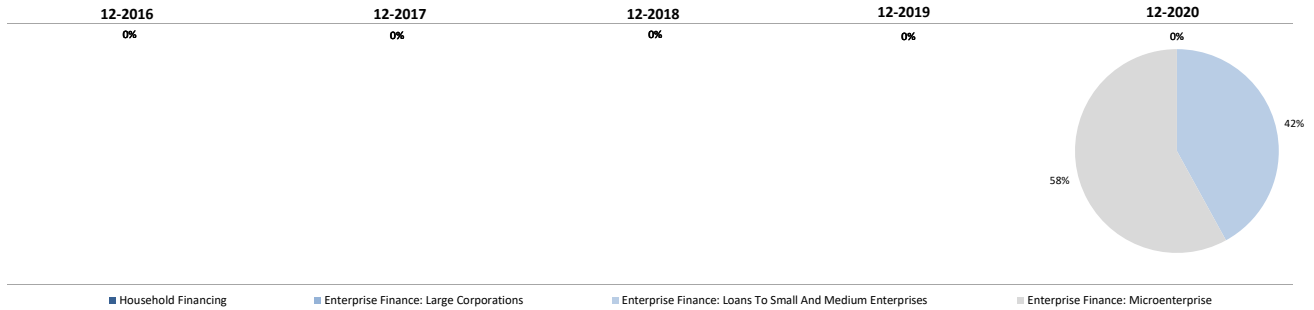
Average Loan Balance per Borrower



Average Deposit Balance per Account



Credit Product break-up by Gross Loan Portfolio

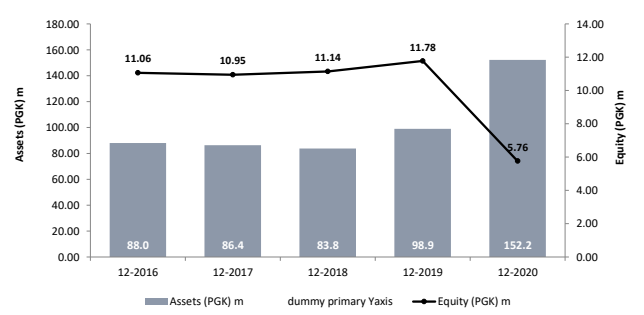


### Institutional Characteristics

Number of Offices and Personnel

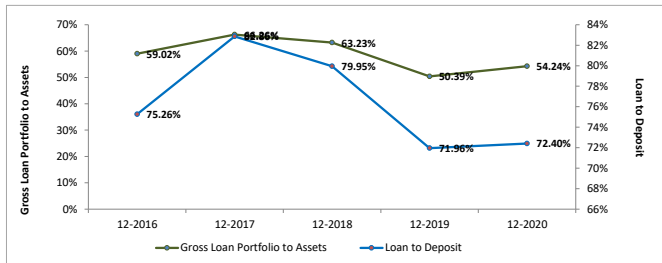
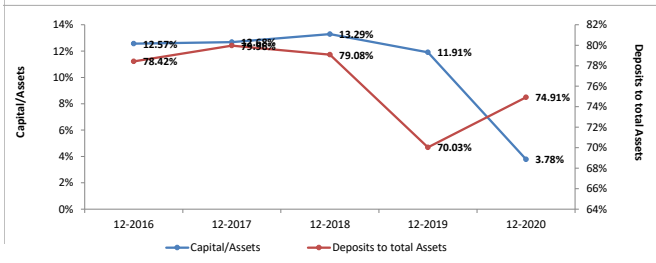


Assets and Equity

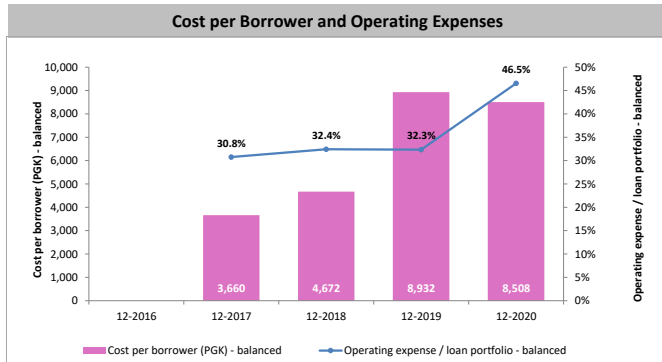
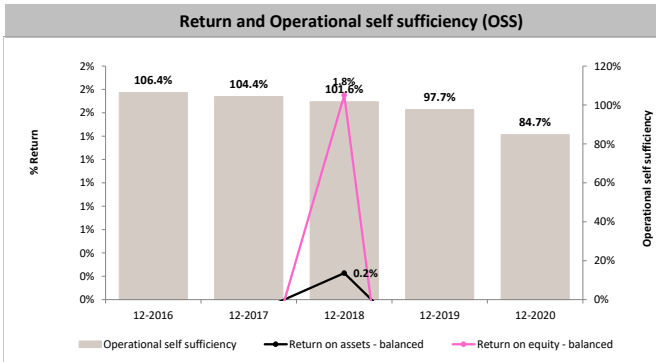
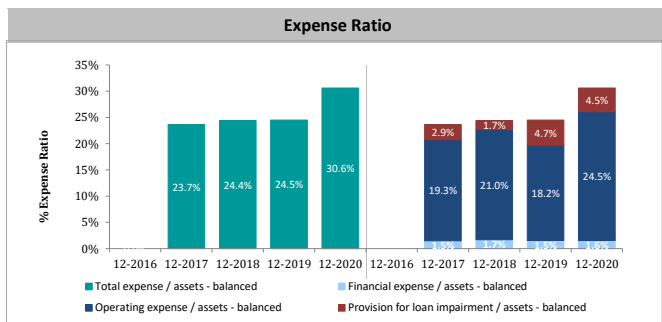
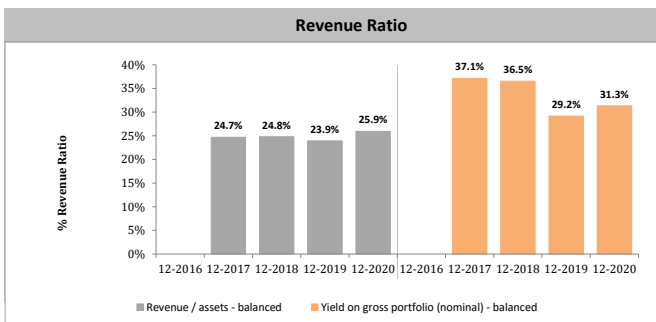


# NATIONWIDE MICROBANK

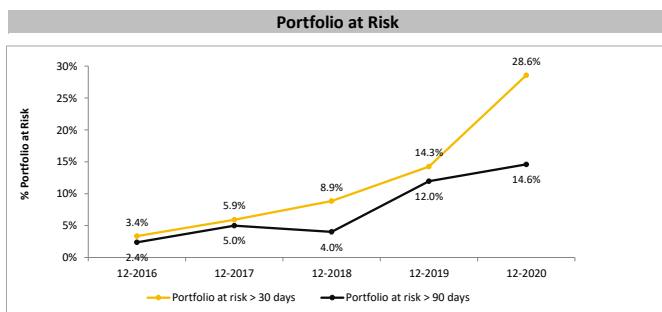
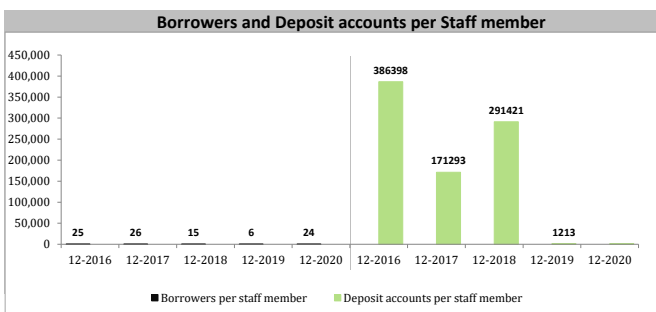
## Financing Structure



## Revenue and Expenses



## Productivity and Risk



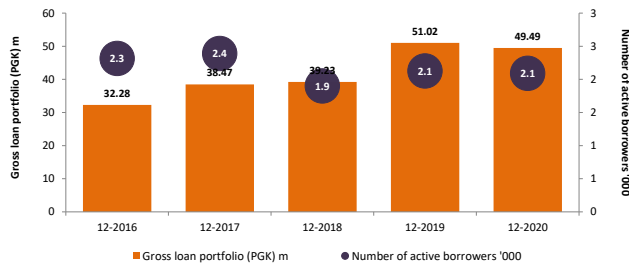
# PEOPLES MICRO BANK



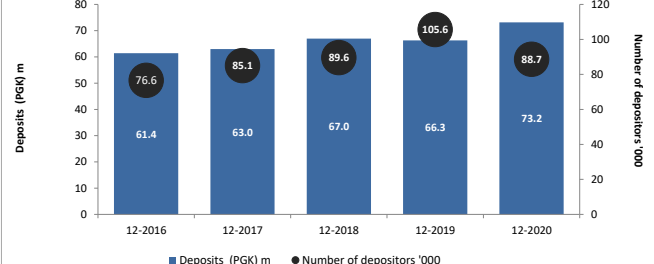
Legal Status (Peer group): Micro Bank

## Outreach

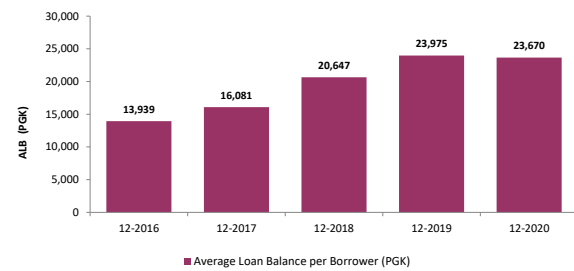
Gross Loan Portfolio and Number of Active Borrowers



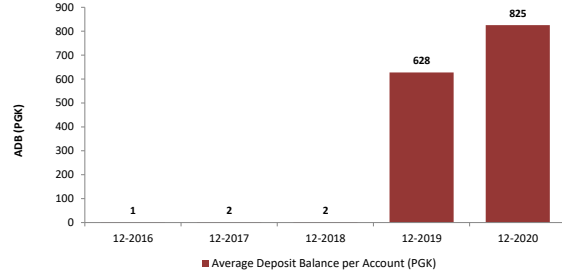
Deposits and Number of Depositors



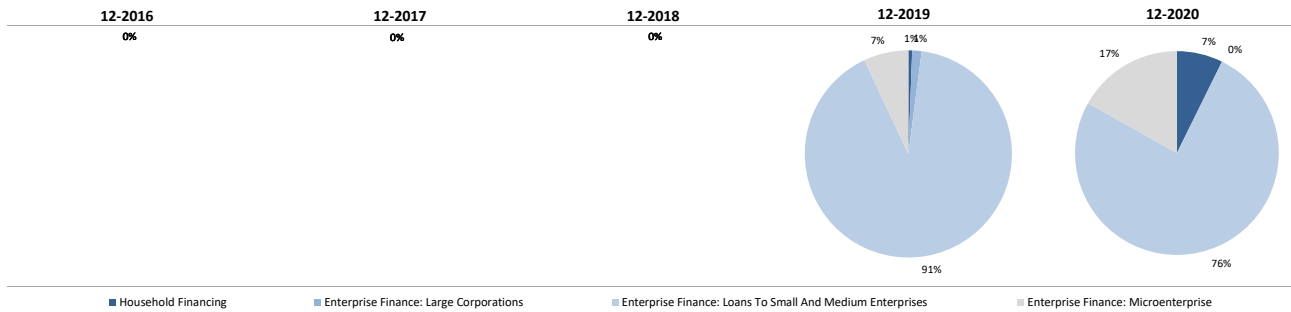
Average Loan Balance per Borrower



Average Deposit Balance per Account

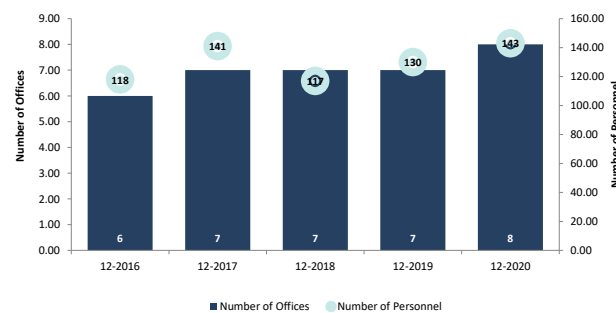


Credit Product break-up by Gross Loan Portfolio

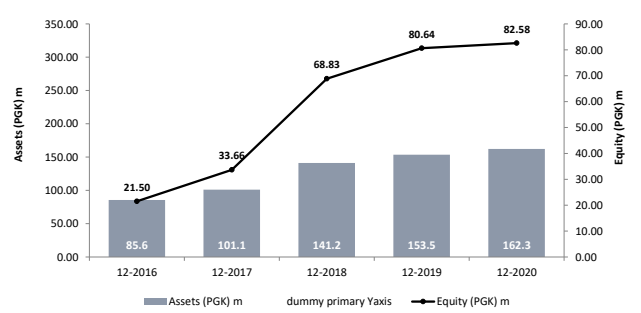


## Institutional Characteristics

Number of Offices and Personnel

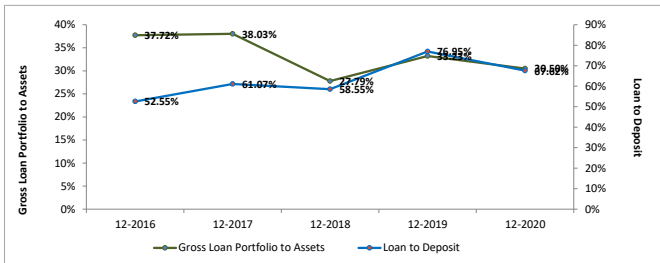
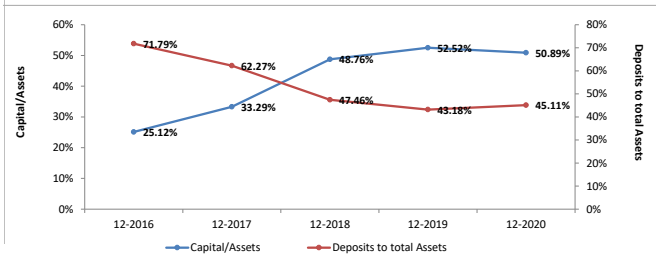


Assets and Equity

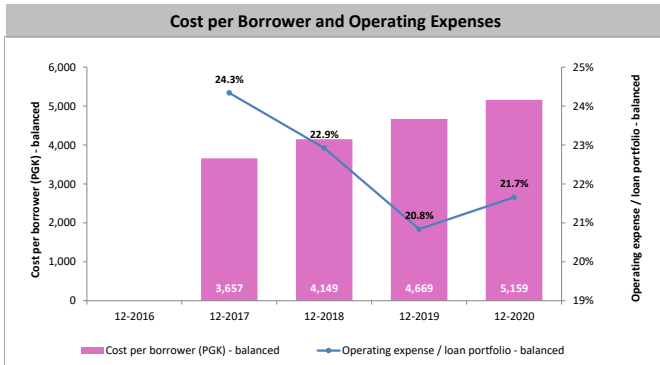
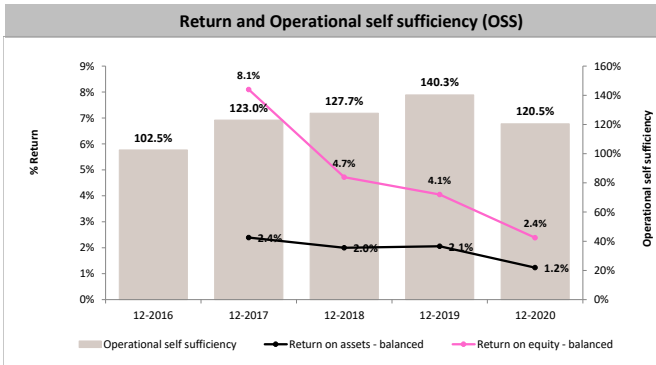
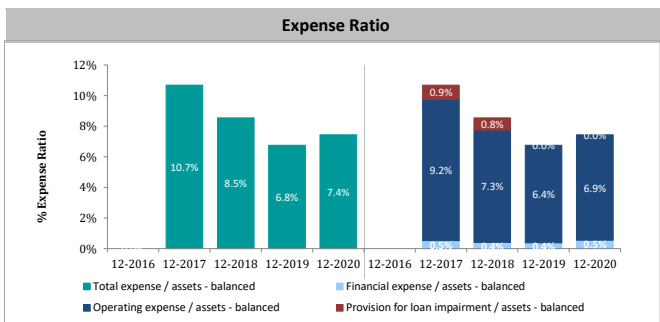
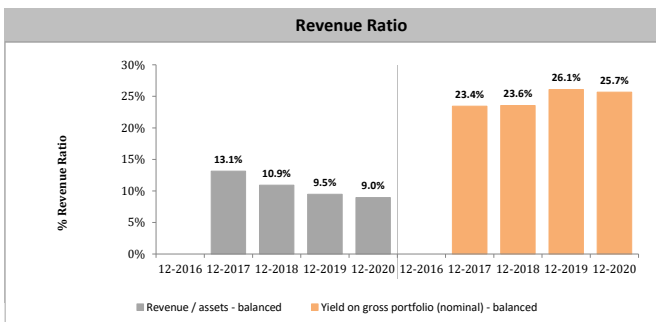


# PEOPLES MICRO BANK

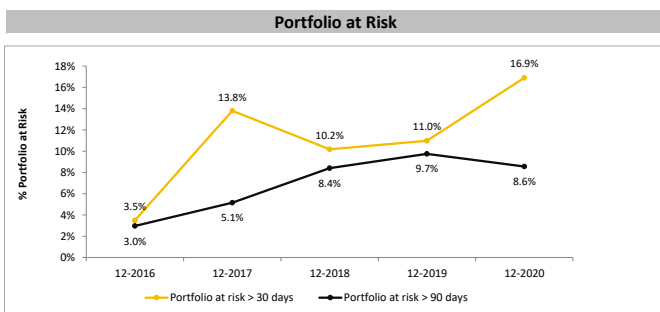
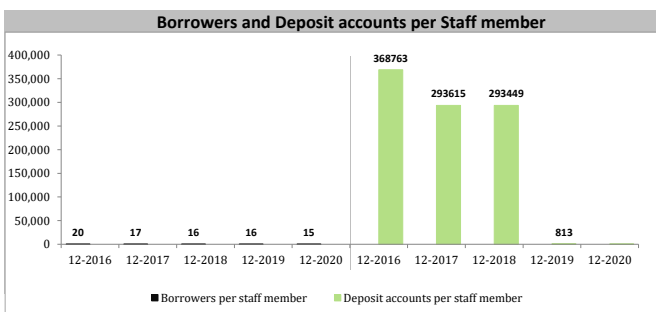
## Financing Structure



## Revenue and Expenses



## Productivity and Risk



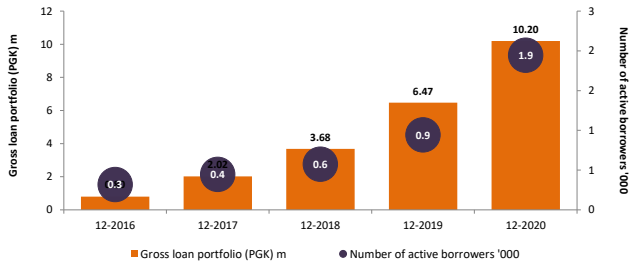
## WOMENS MICRO BANK



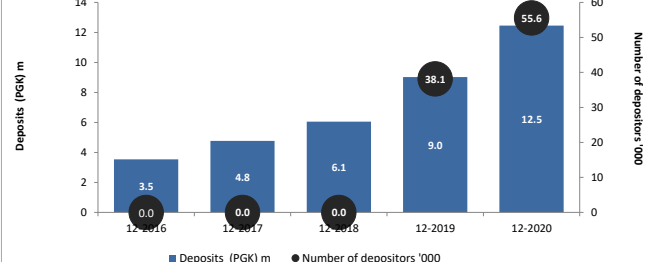
Legal Status (Peer group): Micro Bank

### Outreach

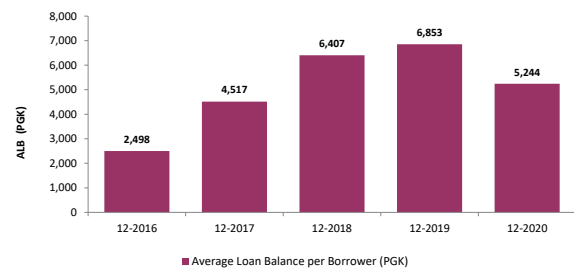
Gross Loan Portfolio and Number of Active Borrowers



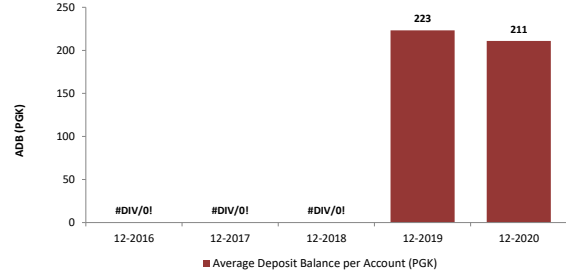
Deposits and Number of Depositors



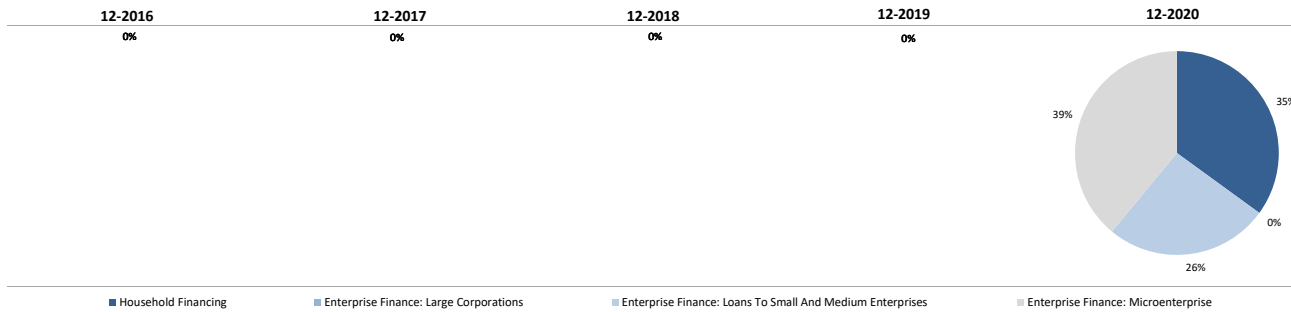
Average Loan Balance per Borrower



Average Deposit Balance per Account

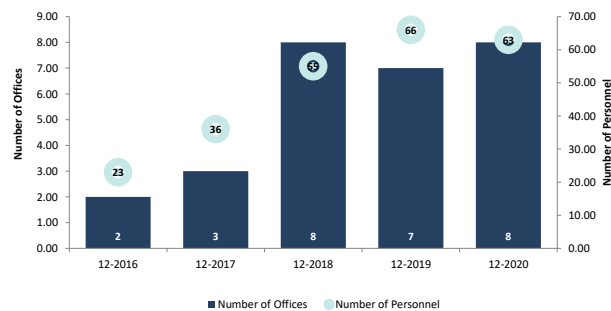


Credit Product break-up by Gross Loan Portfolio

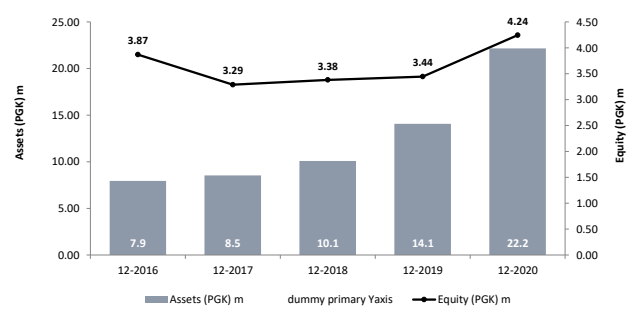


### Institutional Characteristics

Number of Offices and Personnel

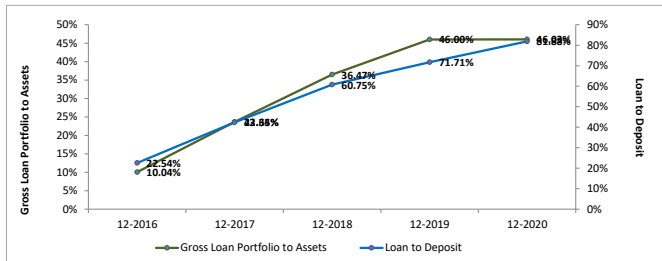
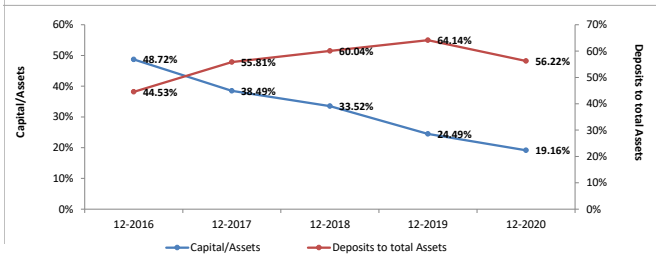


Assets and Equity



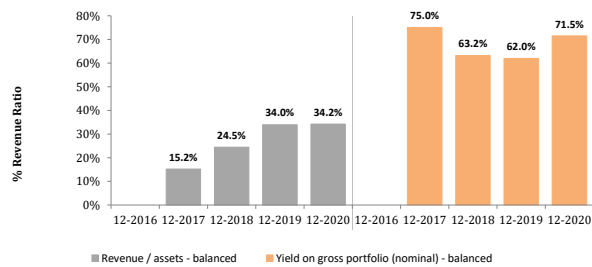
## WOMENS MICRO BANK

### Financing Structure

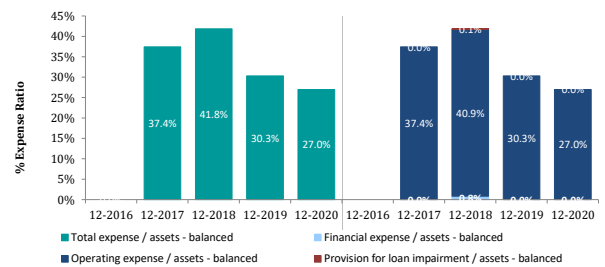


### Revenue and Expenses

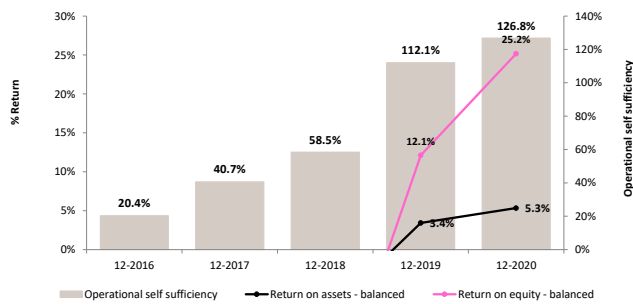
#### Revenue Ratio



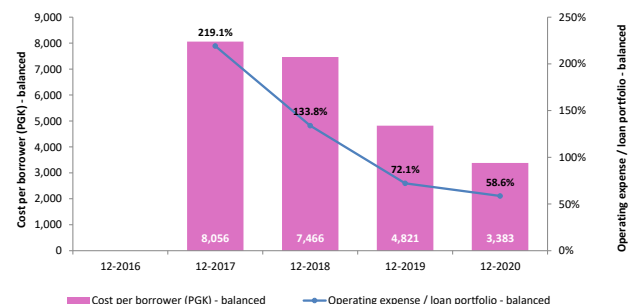
#### Expense Ratio



#### Return and Operational self sufficiency (OSS)

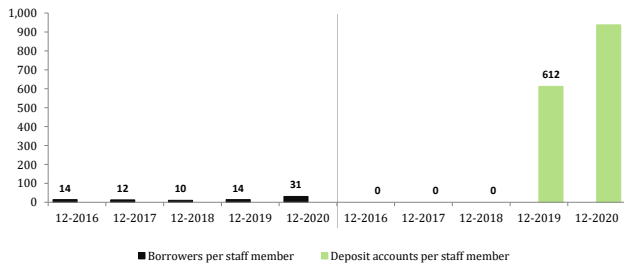


#### Cost per Borrower and Operating Expenses

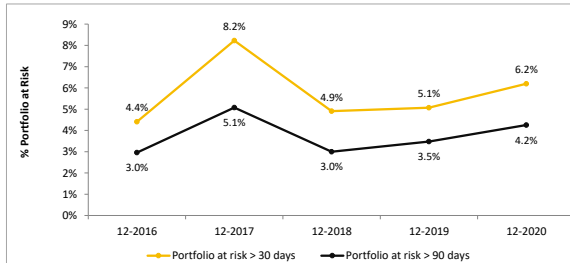


### Productivity and Risk

#### Borrowers and Deposit accounts per Staff member



#### Portfolio at Risk





# **Microfinance Institution (MFI) Trend Analysis**

## **Savings & Loan Society**

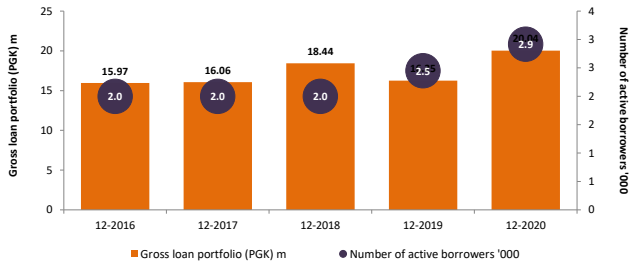
## EAST NEW BRITAIN S&L



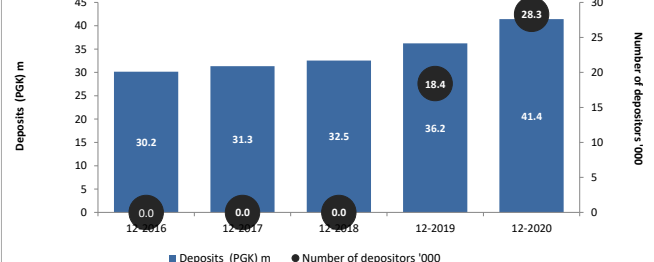
Legal Status (Peer group): Savings & Loan Society

### Outreach

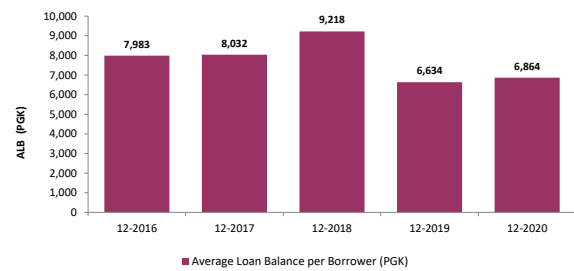
Gross Loan Portfolio and Number of Active Borrowers



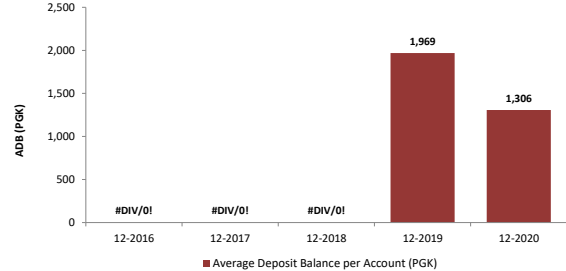
Deposits and Number of Depositors



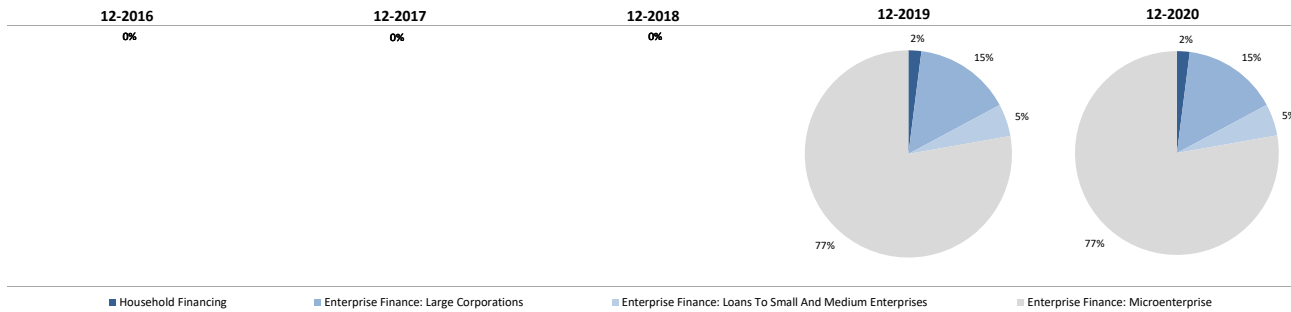
Average Loan Balance per Borrower



Average Deposit Balance per Account



Credit Product break-up by Gross Loan Portfolio

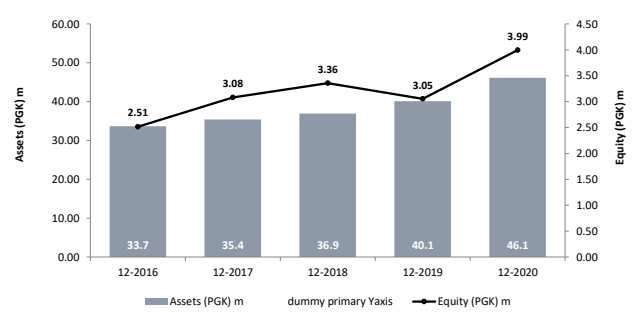


### Institutional Characteristics

Number of Offices and Personnel

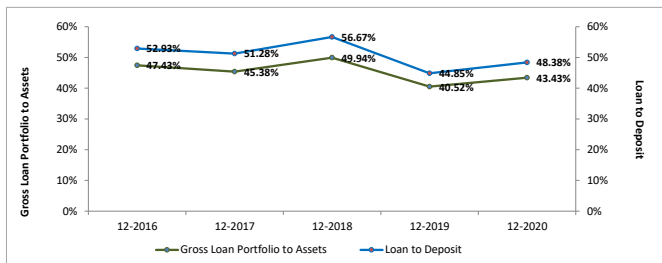
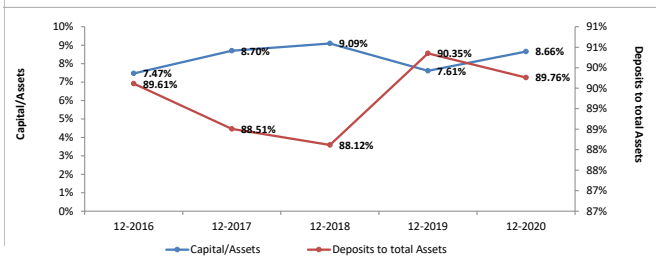


Assets and Equity

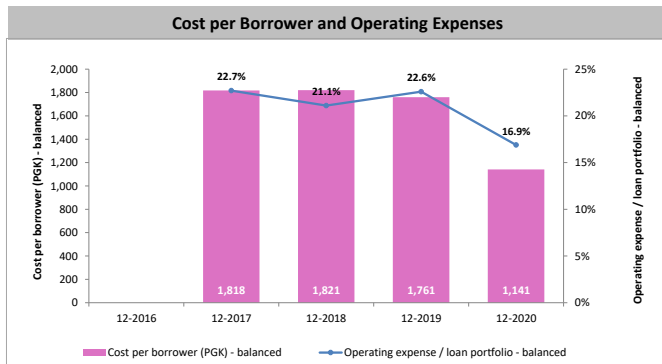
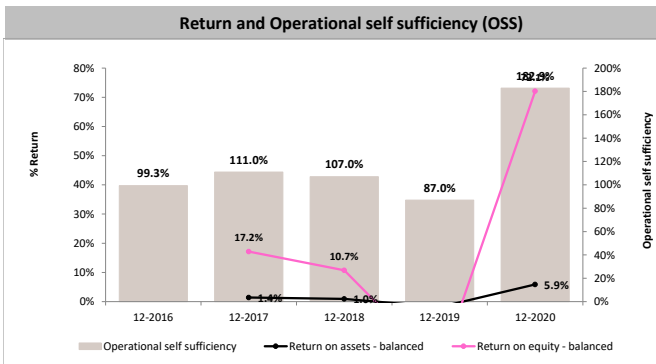
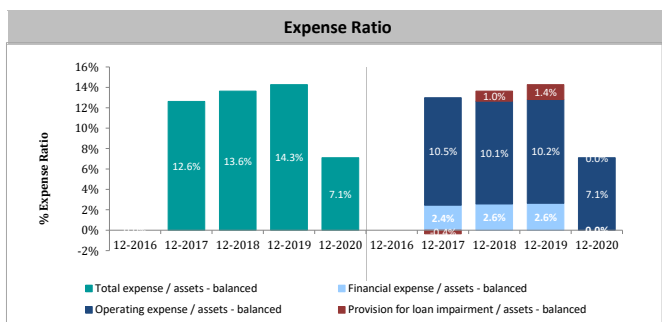
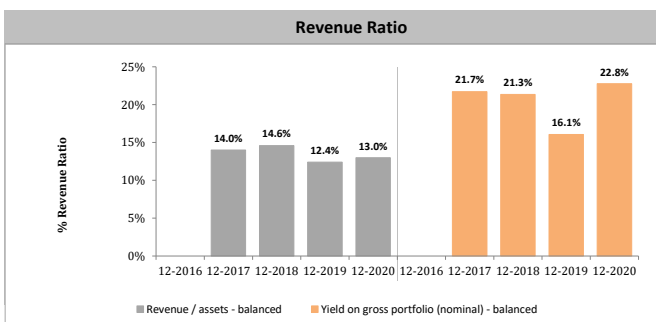


## EAST NEW BRITAIN S&L

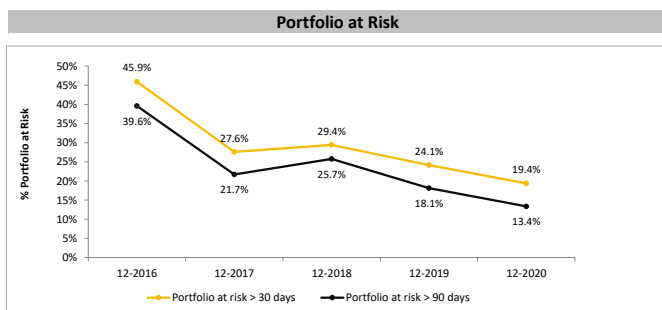
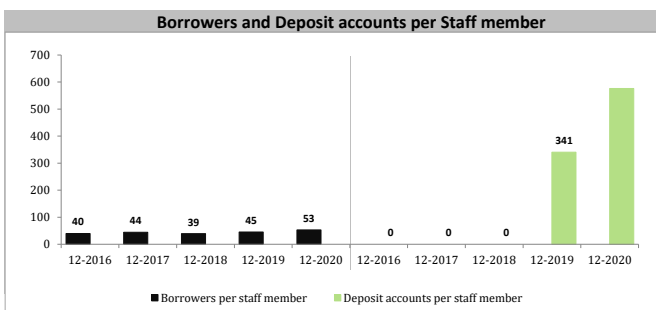
### Financing Structure



### Revenue and Expenses



### Productivity and Risk



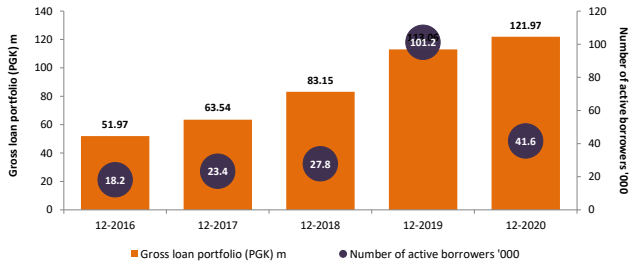
## NCSL



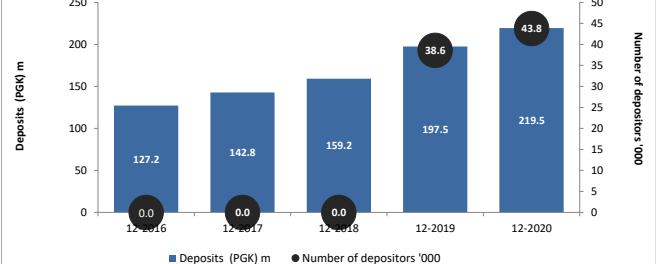
Legal Status (Peer group): Savings & Loan Society

### Outreach

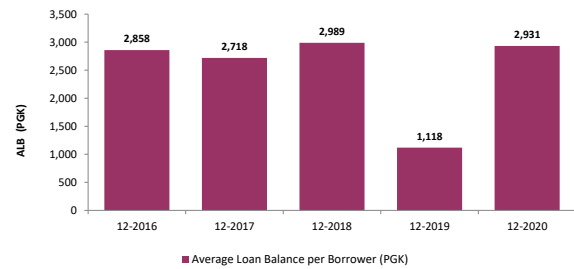
Gross Loan Portfolio and Number of Active Borrowers



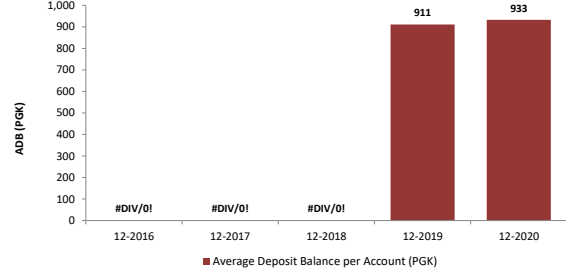
Deposits and Number of Depositors



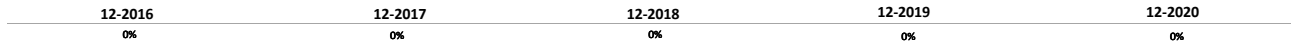
Average Loan Balance per Borrower



Average Deposit Balance per Account



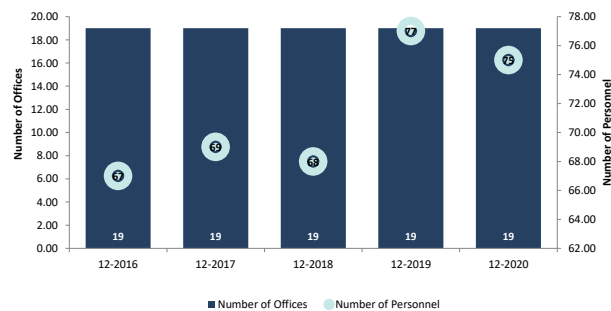
Credit Product break-up by Gross Loan Portfolio



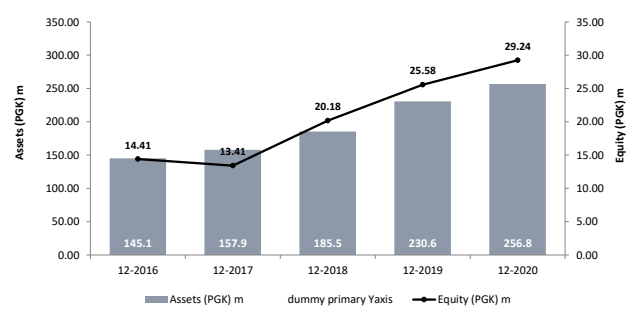
Household Financing Enterprise Finance: Large Corporations Enterprise Finance: Loans To Small And Medium Enterprises Enterprise Finance: Microenterprise

### Institutional Characteristics

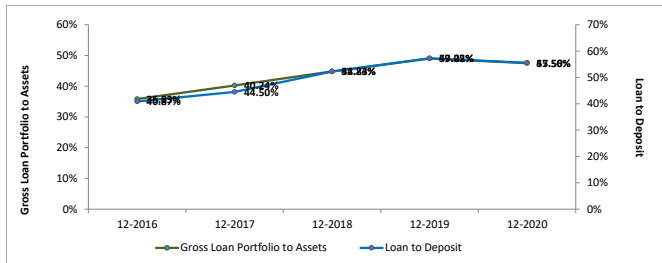
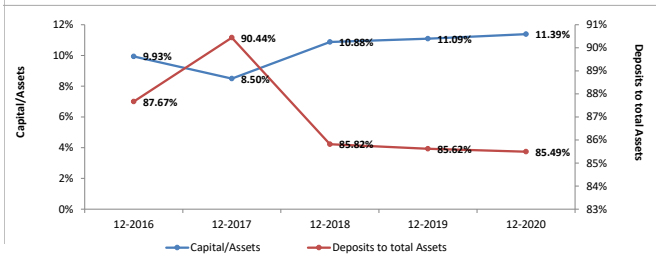
Number of Offices and Personnel



Assets and Equity

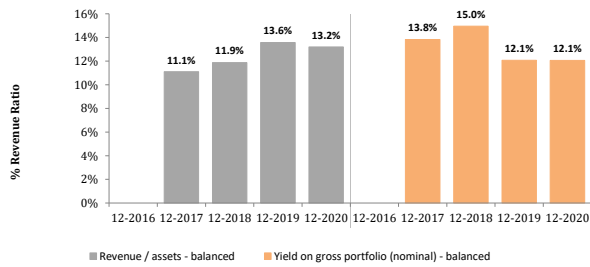


## Financing Structure

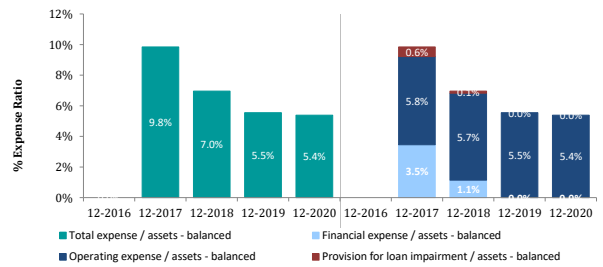


## Revenue and Expenses

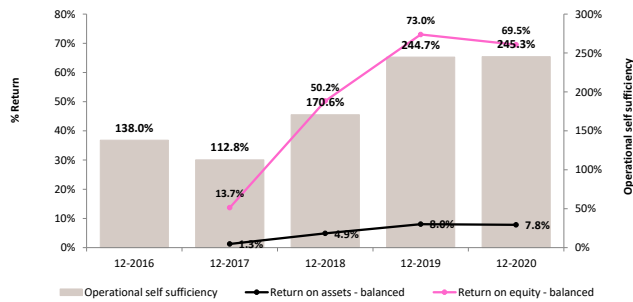
### Revenue Ratio



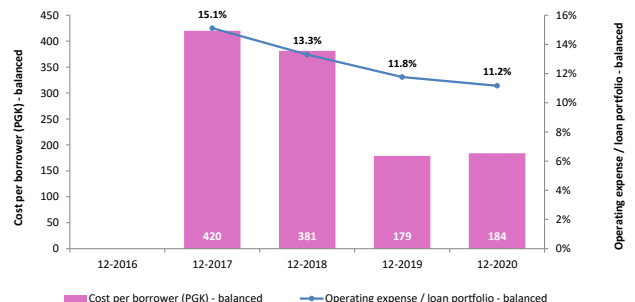
### Expense Ratio



### Return and Operational self sufficiency (OSS)

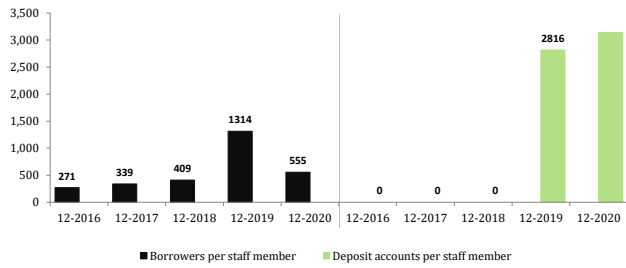


### Cost per Borrower and Operating Expenses

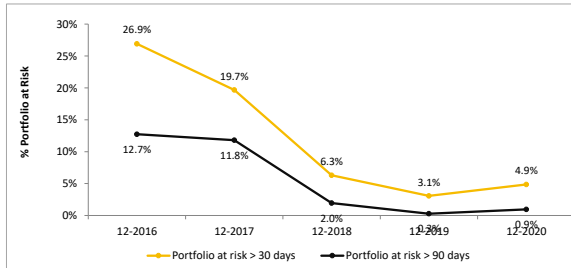


## Productivity and Risk

### Borrowers and Deposit accounts per Staff member



### Portfolio at Risk

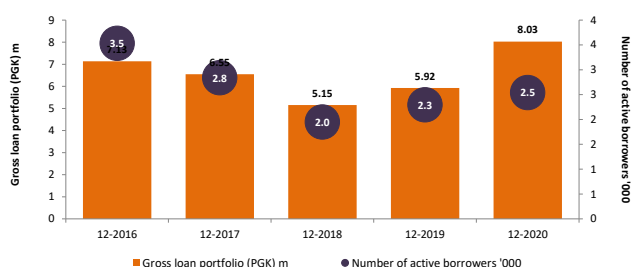




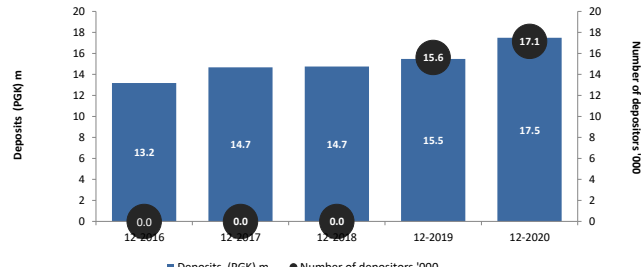
Legal Status (Peer group): Savings & Loan Society

## Outreach

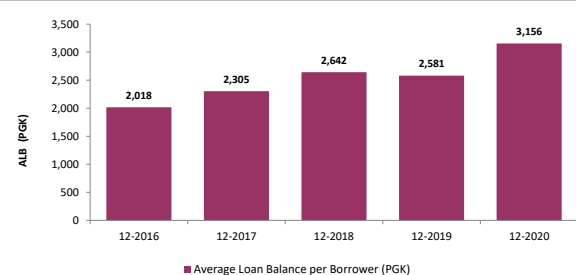
Gross Loan Portfolio and Number of Active Borrowers



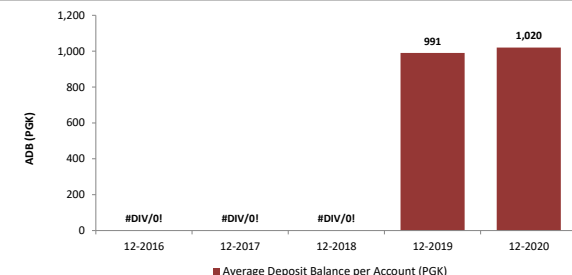
Deposits and Number of Depositors



Average Loan Balance per Borrower



Average Deposit Balance per Account



Credit Product break-up by Gross Loan Portfolio

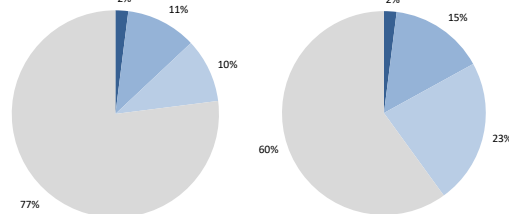
12-2016  
0%

12-2017  
0%

12-2018  
0%

12-2019

12-2020



Household Financing

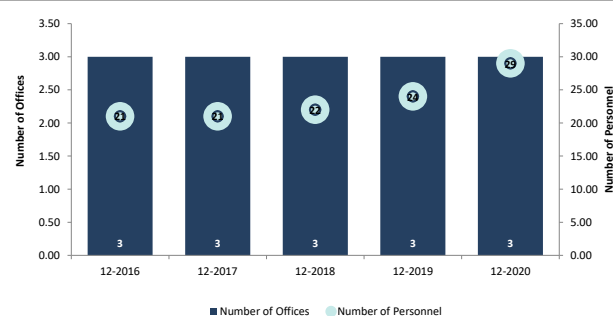
Enterprise Finance: Large Corporations

Enterprise Finance: Loans To Small And Medium Enterprises

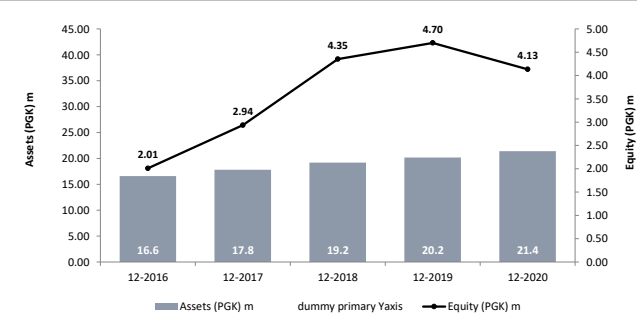
Enterprise Finance: Microenterprise

## Institutional Characteristics

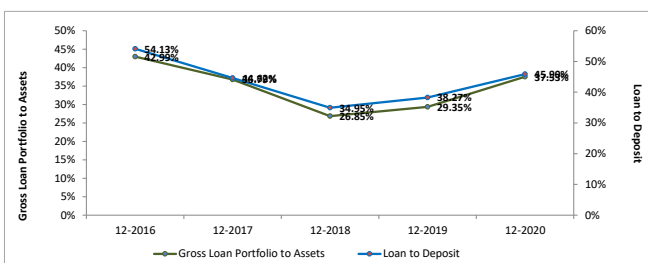
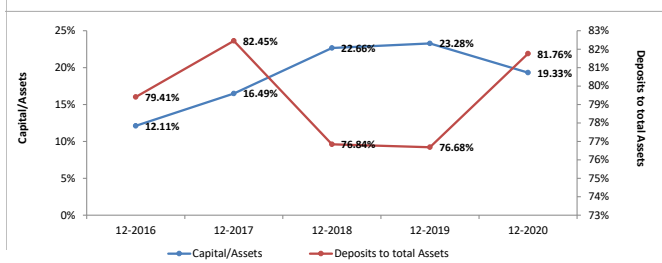
Number of Offices and Personnel



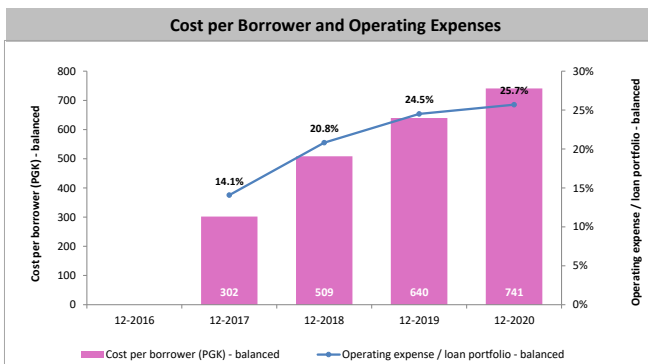
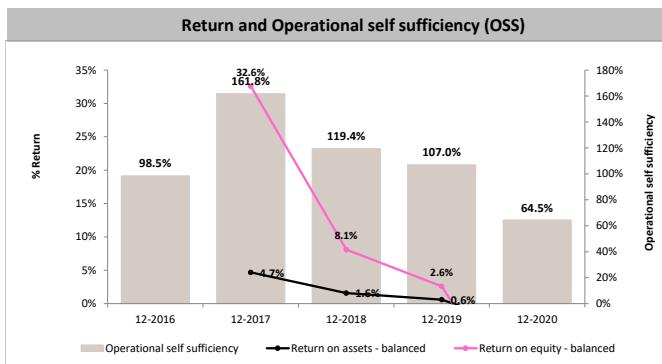
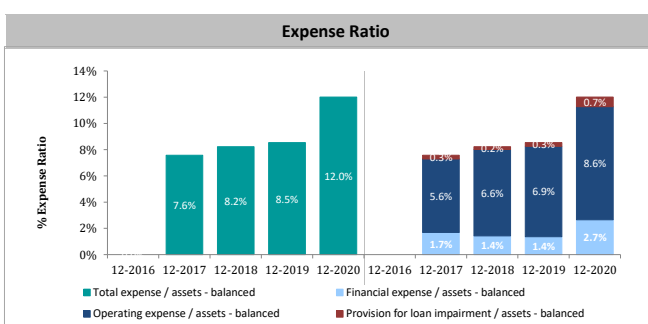
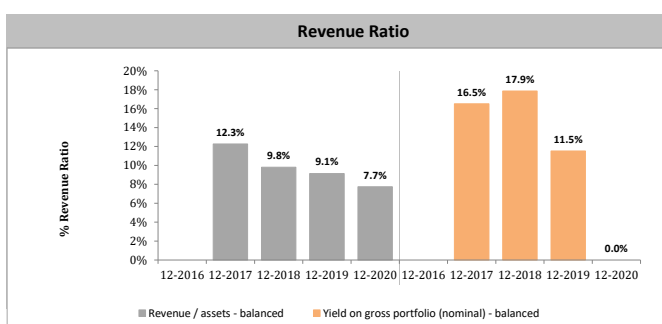
Assets and Equity



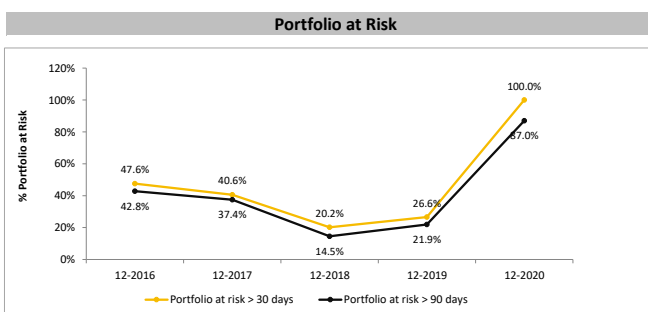
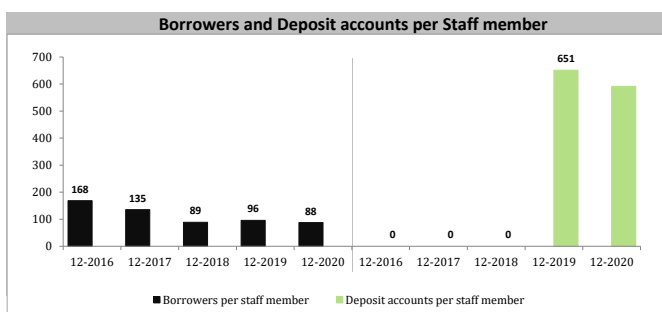
## Financing Structure



## Revenue and Expenses



## Productivity and Risk



# **Microfinance Institutions (MFIs) data**



## Microfinance Institutions (MFIs) Operational and Financial Indicators

Legal status	Name	FY	Assets (PGK) m	Equity (PGK) m	Offices	Personnel	GLP over Assets	Capital over Assets	Deposits over Assets	GLP over Deposits	nr of active borrowers	GLP (PGK) m	ALB per Borrower	nr of depositors	nr of deposit accounts	Deposits (PGK) m	Avg deposit account balance (PGK)
Micro Bank	Kada Por	FY 12-2019	14.75	2.01	3	36	23.82%	13.60%	82.44%	23.82%	1,195	3.51	3,105	12,162	0	12.16	
		FY 12-2020	15.51	2.03	3	37	22.45%	13.10%	82.61%	22.45%	1,022	3.48	3,354	25,825	25,825	12.81	496.18
	MI Bank	FY 12-2019	98.92	11.78	12	183	50.39%	11.91%	70.03%	50.39%	1,045	49.85	7,167	32,416	222,066	69.27	311.95
		FY 12-2020	152.18	5.76	16	259	54.24%	3.78%	74.91%	54.24%	6,195	82.54	10,619	146,083	356,261	114.01	320.01
	Peoples MB	FY 12-2019	153.53	80.64	7	130	33.23%	52.52%	43.18%	33.23%	2,128	51.02	11,290	105,640	105,640	66.30	627.62
		FY 12-2020	162.26	82.58	8	143	30.50%	50.89%	45.11%	30.50%	2,091	49.49	4,781	88,677	88,677	73.19	825.36
	Women's MB	FY 12-2019	14.06	3.44	7	66	46.00%	24.49%	64.14%	46.00%	944	6.47	5,245	38,147	40,407	9.02	223.25
		FY 12-2020	22.16	4.24	8	63	46.03%	19.16%	56.22%	46.03%	1,945	10.20	4,266	55,601	59,052	12.46	210.95
Savings & Loan Society	ENB SLS	FY 12-2019	40.11	3.05	6	54	40.52%	7.61%	90.35%	40.52%	2,450	16.25	2,181	18,407	18,407	36.24	1,968.72
		FY 12-2020	46.14	3.99	7	55	43.43%	8.66%	89.76%	43.43%	2,919	20.04	3,328	28,293	31,702	41.42	1,306.43
	NCSL	FY 12-2019	230.64	25.58	19	77	49.02%	11.09%	85.62%	49.02%	101,164	113.06	1,116	38,597	216,833	197.47	910.71
		FY 12-2020	256.80	29.24	19	75	47.50%	11.39%	85.49%	47.50%	41,610	121.97	918	43,810	235,358	219.54	932.79
	Niu Ailan	FY 12-2019	20.18	4.70	3	24	29.35%	23.28%	76.68%	29.35%	2,295	5.92	1,054	15,624	15,624	15.48	990.68
		FY 12-2020	21.39	4.13	3	29	37.53%	19.33%	81.76%	37.53%	2,544	8.03	1,308	17,149	17,149	17.49	1,019.87

## Microfinance Institutions (MFIs) Operational and Financial Indicators

Legal status	Name	FY	ROA	ROE	OSS	Revenue over Assets	Yield on GLP	Financial expense over Assets	Operating expense over GLP	Cost per Borrower (PGK)	Borrowers per Staff member	Deposit accounts over Staff	Cost per Deposit account (PGK)	PAR30	PAR90	Risk coverage ratio
Micro Bank	Kada Por	FY 12-2019	1.87%	15.76%	108.82%	15.70%	67.79%	0.44%	60.42%	1,714	33	0		52.11%	37.81%	-4.95%
		FY 12-2020	0.08%	0.62%	100.83%	15.68%	67.84%	0.50%	65.10%	2,055	28	698	88	55.75%	44.42%	-11.50%
	Mi Bank	FY 12-2019	-1.08%	-8.63%	97.67%	23.92%	29.17%	1.55%	32.33%	8,932	6	1,213	1	14.25%	11.96%	0.00%
		FY 12-2020	-4.79%	-68.62%	84.74%	25.93%	31.33%	1.55%	46.53%	8,508	24	1,376	107	28.57%	14.60%	0.00%
	Peoples MB	FY 12-2019	2.06%	4.05%	140.27%	9.47%	26.08%	0.37%	20.84%	4,669	16	813	1	10.98%	9.75%	0.00%
		FY 12-2020	1.23%	2.38%	120.47%	8.96%	25.66%	0.54%	21.66%	5,159	15	620	112	16.90%	8.56%	0.00%
	Women's MB	FY 12-2019	0.54%	1.91%	112.06%	33.96%	61.98%	0.00%	72.12%	4,821	14	612	91	5.07%	3.48%	0.00%
		FY 12-2020	4.44%	20.91%	126.85%	34.23%	71.51%	0.00%	58.64%	3,383	31	937	98	6.19%	4.25%	0.00%
Savings & Loan Society	ENB SLS	FY 12-2019	-1.04%	-12.47%	86.98%	12.41%	16.06%	2.64%	22.58%	1,761	45	341	213	24.15%	18.14%	0.00%
		FY 12-2020	1.92%	23.51%	182.90%	12.99%	22.76%	0.00%	16.88%	1,141	53	576	122	19.37%	13.36%	0.00%
	NCSL	FY 12-2019	5.81%	52.84%	244.72%	13.58%	12.07%	0.00%	11.77%	179	1,314	2,816	53	3.07%	0.28%	48.20%
		FY 12-2020	5.43%	48.31%	245.28%	13.20%	12.06%	0.00%	11.16%	184	555	3,138	58	4.86%	0.94%	0.00%
	Niu Ailan	FY 12-2019	0.60%	2.60%	107.01%	9.14%	11.53%	1.36%	24.51%	640	96	651	87	26.60%	21.93%	3.52%
		FY 12-2020	-4.23%	-19.91%	64.47%	7.74%	0.00%	2.65%	25.69%	741	88	591	109	100.04%	86.99%	1.92%

# Glossary

## Indicator names and its formulas:

**A**ssets - Formula: Not applicable

Average assets - Formula: Mean value calculated on the basis of total assets of the period and total assets at the end of the previous year.

Average deposit balance per account - Formula: Deposits / Number of deposit accounts

Average equity - Formula: Methodology of average calculation is same as explained for Average Assets.

Average gross loan portfolio - Formula: Gross Loan Portfolio / Total Assets

Average loan balance per borrower - Formula: Gross loan portfolio / Number of active borrowers

Average number of active borrowers: Methodology of average calculation is same as explained for Average Assets.

Average number of deposit accounts: Methodology of average calculation is same as explained for Average Assets.

**B**orrowers per Staff member: Formula: Number of Active Borrowers / Personnel

**C**apital to Assets ratio: Formula: Total Equity / Total Assets

Cost per borrower - Formula: Operating expense / Average number of active borrowers

Cost per deposit account: Operating expense / Average number of deposit accounts

**D**eposit accounts per staff member - Formula: Number of deposit accounts / Number of personnel

Deposits - Formula: Not applicable

Deposits to total assets - Formula: Total Savings / Total Assets

**E**quity - Formula: Not applicable

**F**inancial expense / assets - Formula: Total Financial expense / Average assets

**G**ross Loan Portfolio - Formula: Not applicable

Gross Loan Portfolio to Total Assets: Formula: Gross loan portfolio / Total Asset

**L**oan to deposit: Formula: Gross loan portfolio / Total Deposit

**N**umber of active borrowers - Formula: Not applicable

Number of deposit accounts - Formula: Not applicable

Number of depositors - Formula: Not applicable

Number of offices - Formula: Not applicable

**O**perating expense / loan portfolio - Formula: Operating expense / Average gross loan portfolio

Operational self sufficiency - Formula: (Financial income + other operating income) / (Financial expense + Net loan loss provisions +

**P**ersonnel - Formula: Not applicable

Portfolio at risk > 30 days (%) - Formula: (Outstanding balance, portfolio overdue > 30 days + Renegotiated loans) / Gross loan portfolio

Portfolio at risk > 90 days (%) - Formula: (Outstanding balance, portfolio overdue > 90 days + Renegotiated loans) / Gross loan portfolio

**R**eturn on assets - Formula: (Net operating income, including Taxes) / Average assets

Return on equity - Formula: (Net operating income, including Taxes) / Average equity

Revenue / assets - Formula: (Financial and operational revenue) / Average assets

Risk coverage - Formula: Loan loss reserves/ (PAR > 30 days + rescheduled loans)

**T**otal expense / assets - Formula: (Total financial expense + Net loan loss provisions + Operating expense) / Average assets

**Y**ield on Gross portfolio (nominal) - Formula: (Interest and fee income from Loan portfolio) / Average Gross loan portfolio



## CENTRE FOR EXCELLENCE IN FINANCIAL INCLUSION

### Partner Financial Institutions

NASLS



NWMIB



NCS&L



NCSL

PMBLT



People's Micro Bank  
Happy People's Bank!

WMIBK



ENBSL



KADAP

