



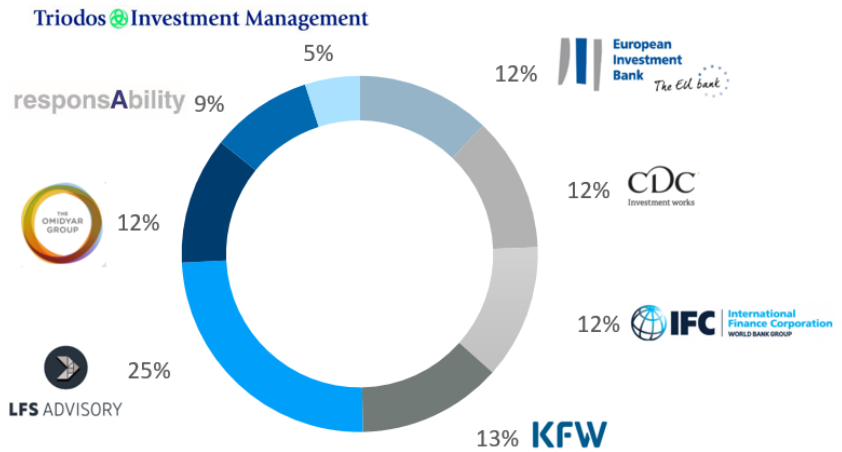
ACCESSHOLDING IMPACT REPORT

Jun 2020 – Jun 2021

Around 1.7 billion adults worldwide are still without an account at a financial institution or a mobile money provider, and more than half of them are women and people from poor households in rural areas. Micro and small enterprises, regardless being the backbone of economies due to their huge potential for employment generation and socio-economic development, still remain largely underserved by financial institutions. AccessHolding is enhancing financial inclusion, jobs creation and equality by building responsible and resilient financial institutions that provide financial services which people need to invest in their businesses and improve their lives.

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AccessHolding was founded in 2006 as a partnership between public-development finance institutions and impact investors from the private sector. Our shareholders are united in their desire to support entrepreneurs in developing and emerging markets by providing access to responsible and fair financial services.

AccessHolding envisions responsible and resilient banking institutions in an inclusive financial sector that improves people's livelihoods, drives local economic growth and job creation and is built on equal rights and gender equality. Group financial institutions provide easily accessible banking products and services tailored to the economic needs of underserved urban and rural clients.


Our development pathway reflects the changes we would like to see in the mid to long term and how we want to advance our mission to achieve impact.

AccessHolding Impact at a Glance

 **€ 390.789.707**
outstanding loan portfolio

 **68%**
digital transactions

 **5.694**
staff

 **48%**
female staff

 **€ 591**
average loan amount

 **661.349**
outstanding loans

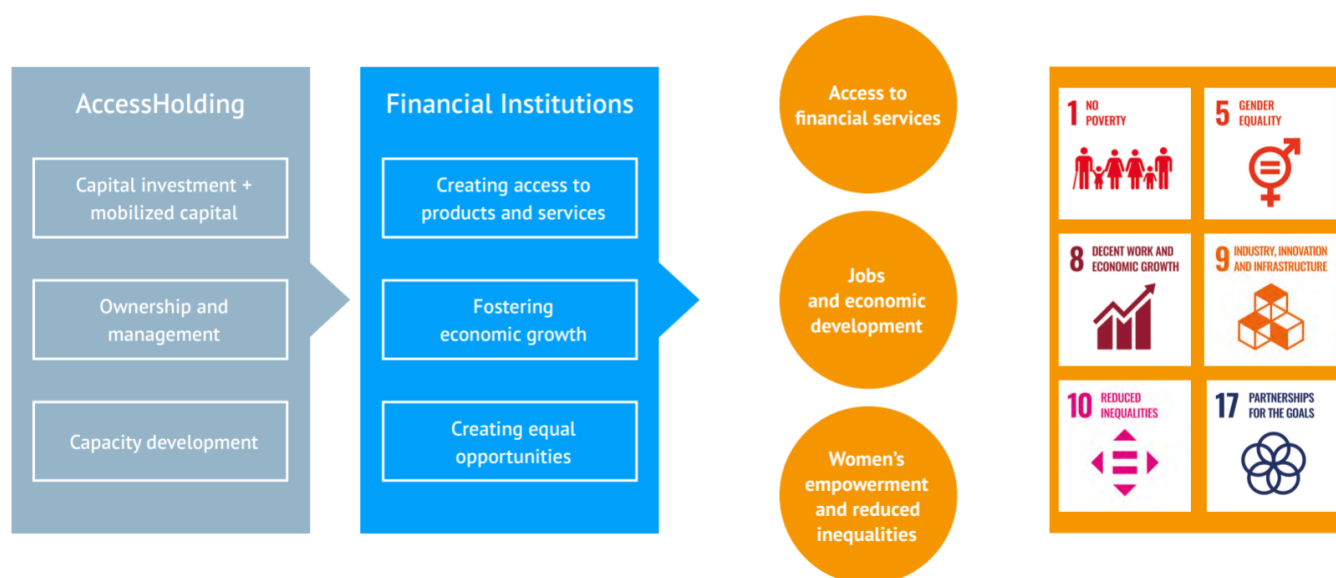
 **51%**
loans to female clients

 **38%**
agro loans

AccessHolding's mission is condensed into three goals that help operationalise and measure our [impact](#) around the world:



AccessHolding currently operates a [network](#) of seven financial institutions in sub-Saharan Africa and Central Asia. Our key impact goals are aligned with the [Sustainable Development Goal \(SDGs\)](#). Since many SDGs are interrelated and interdependent, the choice of six priority SDGs helps streamline the development pathway and report against them within our impact framework.



We drive digital transformation in our institutions and provide employees with the necessary tools and technologies to address the needs of their customers. New technologies enable a broader geographical outreach and add to the institutions' efficiency and productivity. The holding's strategic management support includes broad-based capacity building through the AccessCampus corporate academy and network-wide e-learning modules.



7.232
employee training days



19.092
completed e-learning

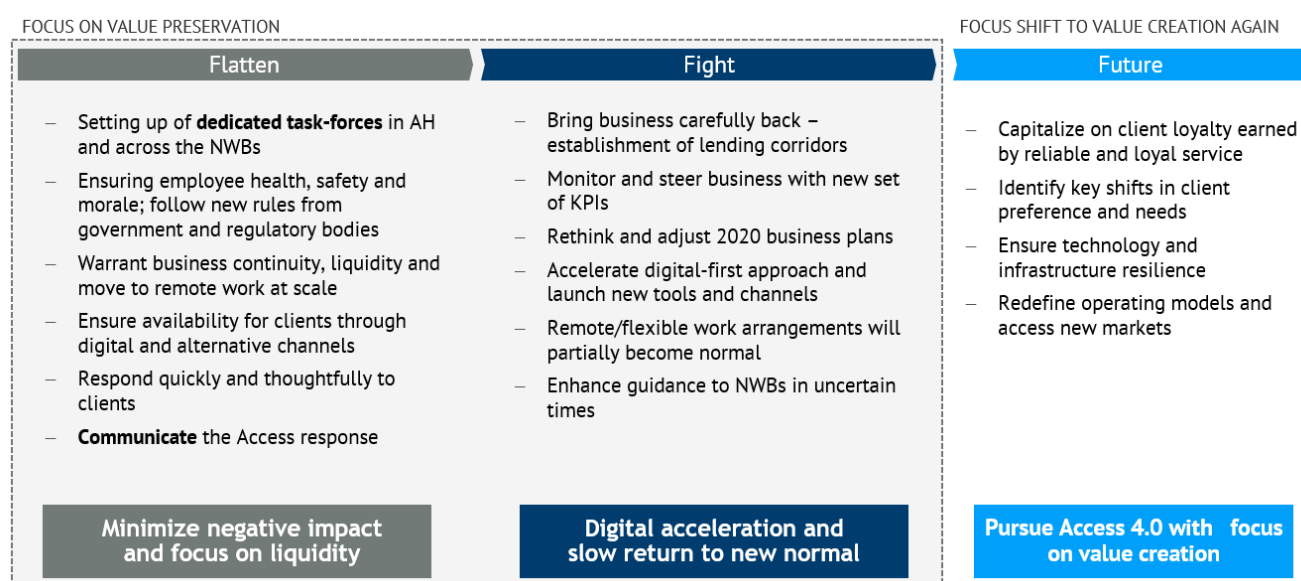
AccessHolding COVID-19 response

The COVID-19 ("C19") pandemic represents an existential threat to our customers and our staff. AccessHolding and its network institutions continue to support global efforts to slow down and eventually halt the spread of C19 and mitigate its economic impact on vulnerable segments in developing countries. As customer-oriented institutions, we apply various response measures with a specific focus on customer wellbeing and resilience.

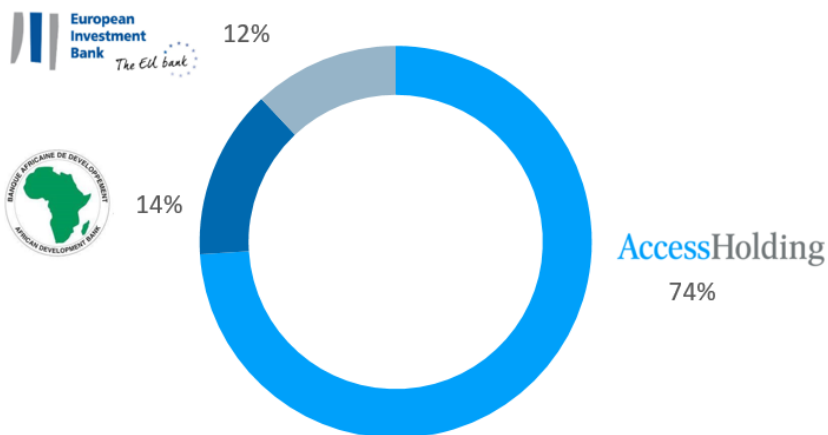
Our agile task forces, dedicated to business continuity, financial and business risk, and employee wellbeing, identified a set of global measures which continue to be applied in our Berlin Head Office and across our network financial institutions. These include:

- Introducing automatic grace periods for loan repayments along with other payment rescheduling options.
- Applying zero fees for transactions via mobile channels, thereby encouraging clients to bank electronically and from home.
- Continue to advise clients to use alternative channels like mobile banking and e-wallets to reduce the need to commute and, thereby, exposure to the virus.
- Transitioning to remote working to the greatest extent possible following national governmental directives.
- Increased knowledge sharing of latest developments and best response practices.
- Sharing of guidelines and tools with the broader network of investees and business partners.
- Intensified capacity building on how to take care of health and wellbeing through our eLearning platform, AccessMind (check the material [here](#)).
- Enhanced measures for cyber security as a response to increased global [cyber frauds](#).

We are aware that our Banks have a critical role to play for our more than 1.5m customers and to protect the lower-income strata from hardship. Our goal is to continue providing services and funding while many of our clients suffer severe income cuts. To do this effectively, we are working hand in hand with our shareholders and other business partners. We divide our C19 journey into three time-buckets: Flatten, Fight and Future.



More about the AccessHolding crisis response and preparation for returning to a New Normal can be found [here](#).



AccessBank Liberia (ABL) positioned itself as a socially responsible institution committed to financial inclusion and achievement of long term development goals since its inception in 2008. Bank staff is dedicated to fair and respectful treatment of clients, delivery of appropriate products, prevention of client over-indebtedness, transparency and responsible pricing. ABL is a member of the SMART campaign and pays special attention to data privacy and complaint resolutions. The Bank is mainly focused on disbursing business loans through seven branches and one credit outlet.

During the global C19 crisis, numerous partnerships have helped the institution build resilience and offer new and digitally enhanced services, which enable remote access and avoid direct contact to protect employees and clients alike.

AccessBank Liberia Impact at a Glance

 **€ 11.422.434**
outstanding loan portfolio

 **400**
staff

 **37%**
female staff

 **€ 1.448**
average loan amount

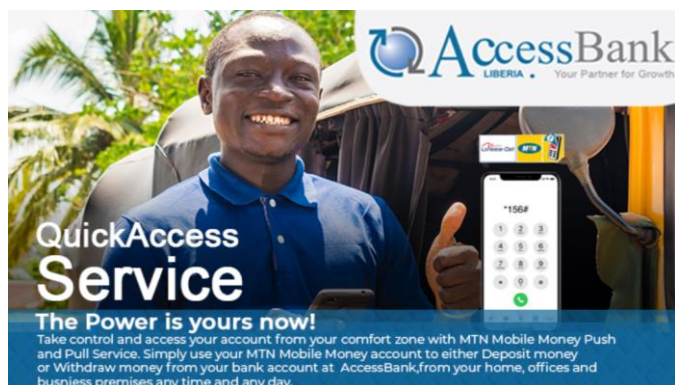
 **7.489**
outstanding loans

 **57%**
loans to female clients

 **17%**
digital transactions

The Bank has faced severe conditions during the reporting period: business activities were almost paralysed for two months in 2020 (April and May) due to the pandemic. The Bank responded with an accelerated digitalisation process and offered new digital services to clients in record time: remote payments for loans and deposits and withdrawals from AccessBank accounts using MTN mobile wallets. The mobile banking services under the unique brand name "QuickAccess" are available 24/7 and allow customers, who are Telecom subscribers, to transfer money from their mobile money wallet to their AccessBank account and vice versa.

Another innovation improved customer services via the Call Center through easier access, better-educated staff and improved internal management to achieve higher customer experience and satisfaction.

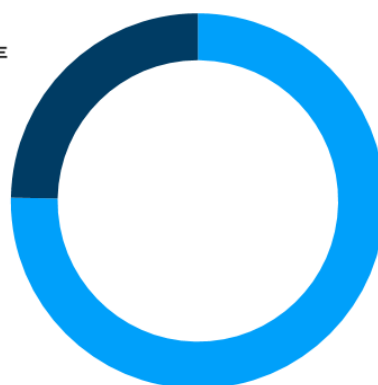


To learn more about AccessBank Liberia's Impact through financial inclusion and customer-centricity, read the stories of our clients [Victoria Joseph](#) and [Mohamed Prosper](#).



Partnerships





AccèsBanque Madagascar (ABM) was founded in October 2006 as a development institution focused on job creation and poverty reduction through financial inclusion. At the moment, it operates in 30 locations supporting MSME clients by providing them with easy access to responsible financial services needed for their development. Since 2017 the Bank has invested in green finance by providing Solar-Loans designed to acquire solar equipment. At the end of 2020, the Solar-Loan business records 2,436 outstanding loans against 1,592 in the previous year (+53%), amounting to MGA 106.4 million against MGA 69.5 million (EUR 22.7k vs EUR 17.2k).

Since early 2018 the Bank has been engaging in digitisation and developed new, [alternative channels](#) like internet banking and chatbot on Facebook Messenger. The new channels made existing banking services easier accessible and thus increased the Bank's customer and regional outreach. ABM now provides various new services in cooperation with business partners, e.g. through the [a-pay platform](#), bringing its services even closer to the end clients.

AccèsBanque Madagascar Impact at a Glance

 **€ 43.258.933**
outstanding loan portfolio

 **50%**
digital transactions

 **700**
staff

 **51%**
female staff

 **€ 1.056**
average loan amount

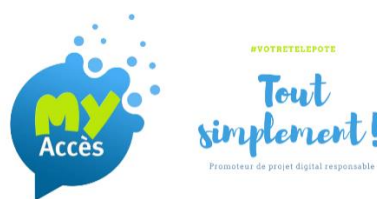
 **40.864**
outstanding loans

 **49%**
loans to female clients

 **22%**
agro loans

The global pandemic speeded up the digitalisation process in companies worldwide, and ABM is not an exception. Thanks to the Messenger Banking Application called "MyAccès", introduced earlier in 2019, clients can fully access their accounts through the internet. Available services include account balance checking, internal and external money transfers, invoice payment and merchant payment.

ABM also introduced a digital tool for automated loan application analysis. It consists of data-collection connected to a centralised underwriting solution that performs real-time, instant and objective decision-making. It has significantly decreased the processing time and limits the need for a client to travel to the Bank to receive a loan. Introducing debit and credit cards and internet banking confirmed the place of ABM as a digital leader in the market that offers accessible and custom-tailored services to the people of Madagascar.

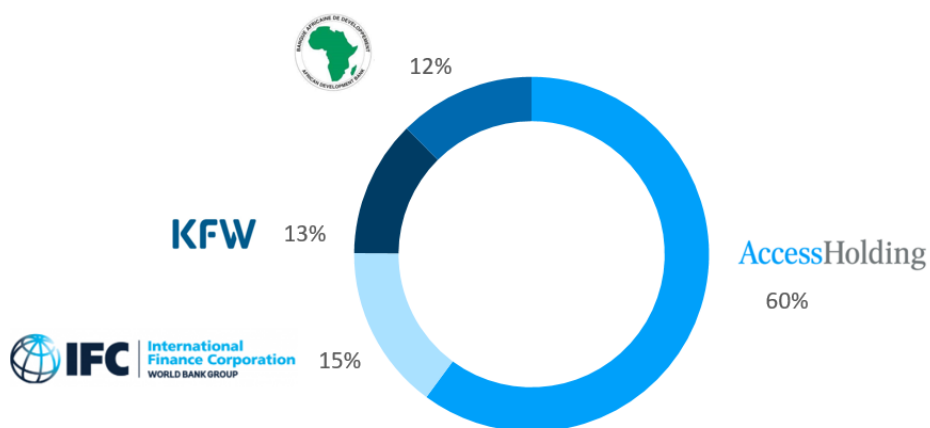


Due to the C19 pandemic, the government took restrictive measures to contain the spread of the virus: social distancing, lockdown, barrier measures, amongst others. As a result, the Bank suspended disbursements during two quarters of 2020. It focused its activities on the quality of the portfolio, for which purpose a particular recovery unit has been established. Exceptionally during the crisis, to prevent customers from over-indebtedness and support clients to keep their business running, the Bank restructured and refinanced 15.282 loans worth MGA 116 billion (EUR 24.7 million). Additionally, the Bank took special care for protecting its main stakeholders – staff, clients, and partners.

The Bank introduced a home office and provided internet access to staff who do not work directly with the core banking system. Additionally, it increased security and safety measures for front office staff, who are constantly exposed to the risk of infection. Management introduced WhatsApp as an employee engagement tool to communicate crucial information timely and adequately, decreasing uncertainty and improving information sharing. Clients were encouraged to use all previously introduced digital channels to avoid direct contact with other clients and staff members. To enhance these preventive protection measures, ABM continued to introduce more digital services. Despite the severe impact of the health crisis on population and businesses, it can support its clients throughout the situation and make them more resilient.

Partnerships






AB Microfinance Bank Nigeria (ABN) was founded in 2008 and has grown a network of 25 branches, with the last branch, opened end of 2020 in Nkpor Anambra state. The year 2020 brought unprecedented challenges due to the C19 crisis: the government measures that [immensely impacted Nigeria](#) and forced the Bank to halt its operations for two months. However, the Bank managed to fully recover, showing [remarkable business results](#) by the end of 2020: an increase of the loan portfolio by 23% and of the deposit base by 25%, to mention a few.

Continuing the earlier embarked-on digitalisation was crucial for the Bank in achieving the above results, same as the dedication and loyalty of clients and staff, who trusted management's vision and goals. One of the most remarkable projects the Bank managed to complete during this period is the [Loan Process Digitalization](#), based on the [Juakali](#) Field App and implemented with the support of AccessHolding. With this project, the Bank increases customer satisfaction on the one hand and internal efficiency on the other hand by decreasing the loan processing time and reducing operational costs of paper consumption and transportation.

AB Microfinance Bank Nigeria Impact at a Glance



€ 31.644.391
outstanding loan portfolio



68%
digital transactions



1066
staff




38%
female staff



€ 736
average loan amount



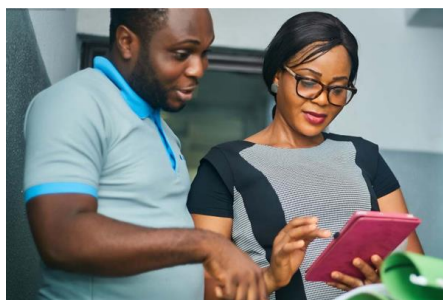
43.008
outstanding loans



64%
loans to female clients

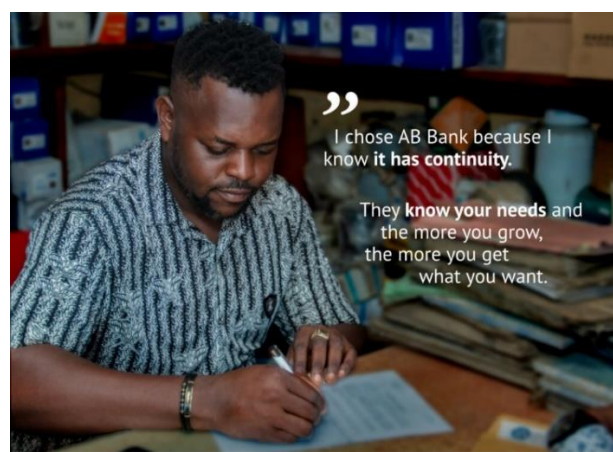
Also, during the observed period, a strong emphasis has been placed on the energy efficiency of the Bank's operations. With the help of a Nigerian consultant [Smarterise Ltd.](#), a monthly energy monitoring system for the ten most significant locations has been installed. It includes details regarding energy consumption, electrical grid availability, diesel consumption and electricity quality. In addition, inefficient (too large) generators in two branches were replaced by smaller and more efficient ones. Despite the complex situation, the Bank managed to support three community activities: the Ipaja branch bought 30 sets (desks and chairs) for two primary schools; Ajah branch bought food for an orphanage, and Dugbe branch (in Ibadan) financed the refurbishment and equipment for a Community Health Center.

The digitalisation of internal and external channels remains the highest priority for the Bank. After the successful implementation of mobile banking and debit cards, the Bank further improved its customer care through an improved Contact Center and the introduction of a Chatbot.



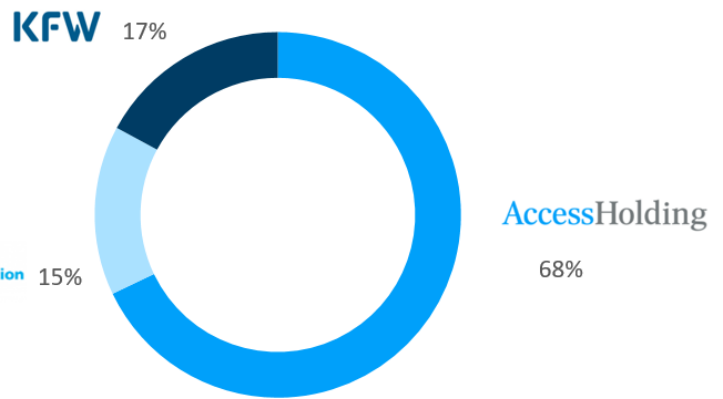
[Chatbot Debby](#) has been developed to decrease personal interaction in times of pandemic while providing the most relevant answers about location, working hours, loan requirements and product conditions. The service is available 24/7 and aims primarily at increasing customer satisfaction and automating routine communication to leave more time for individual client counselling. The Chatbot functionalities and communication flow have been designed based on client input and feedback gathered through repeated market research.

To learn more about AB Microfinance Bank Nigeria's Impact through financial inclusion and customer-centricity, read the stories of our clients [Abiodun Abosede](#) and [Chikoze Nebo](#).



Partnerships






AB Bank Rwanda (ABR) started its activities in January 2014 and has focused on financial inclusion since then. It has developed a network of fifteen locations – five branches and ten credit outlets. Employees are driven by their passion for providing entrepreneurs easy access to affordable loans that help grow their businesses and develop the country.

In 2020, the Bank accelerated its digitalisation journey. It introduced a [digital transaction channel](#) called AB IBAKWE (AB QUICK in English), enabling clients to perform deposits and withdrawals through their mobile phones. As a pioneer in the market AB Bank launched the [virtual assistant "Abby"](#) (a Chatbot), envisioned as an additional banking channel. Abby currently provides information services, and clients can open an account or apply for loans. Soon the channel will introduce services like account transfers, first internally within the Bank and later externally with other financial institutions in the market.

AB Bank Rwanda Impact at a Glance




€ 9.319.837
outstanding loan portfolio



48%
digital transactions



246
staff



43%
female staff



€ 1.221
average loan amount



7.636
outstanding loans



37%
loans to female clients



7%
agro loans

In 2020, as the C19 pandemic erupted globally, the Bank set up a business continuity plan to protect staff and clients from being infected by the virus. ABR implemented a series of measures including increased hygienic and safety protocols: use of hand sanitisers and thermometers in all offices, and staff rotation plans to reduce physical interactions, the mandatory wearing of masks for staff and clients, shuttle service for staff, removal of paper-based transactions and shifting administrative procedures to digital tools.

Additionally, the Bank accelerated the delivery pace of digital services, and at the beginning of May 2020, the new digital access channel was available for customers. The Bank also decided to remove fees on a certain number of banking services, including SMS notification fees, balance enquiry and mini-statements fees through the mobile banking platform. The Bank also banned the use of cheques and withdrawal receipts to prevent possible infection through exchanging papers. These measures helped the Bank to combat the pandemic efficiently.



AB IBAKWE
Ikaze mu
Ikoranabuhanga
rya Banki.

**Bitsa ndetse unabikuze
bitagusabye kuza kuri banki!**

KUBITSA
Kanda *182*4*2*11*12
ugakuriza amabwiriza.

KUBIKUZA
Kanda *182*4*3*11*12
ugakuriza amabwiriza.

KUBINDI BISOBANURO BAZA ABBY



BAZA ABBY

**SABA INGUZANYO WIFASHIJE
IKORANABUHANGA.**

Biroroshye kandi biraboneye. Abby azagufasha gusaba
Inguzanyo maze unamenyeshwe mugihe amafaranga
yabonetse.

WHATSAPP
+250 78 831 91 08
Dial +250 78 831 91 08
Tangiza ikiganiro na
ABBY wandika "Hi".
Komeza ikiganiro cyangwa
wandike ijamba
"Inguzanyo".

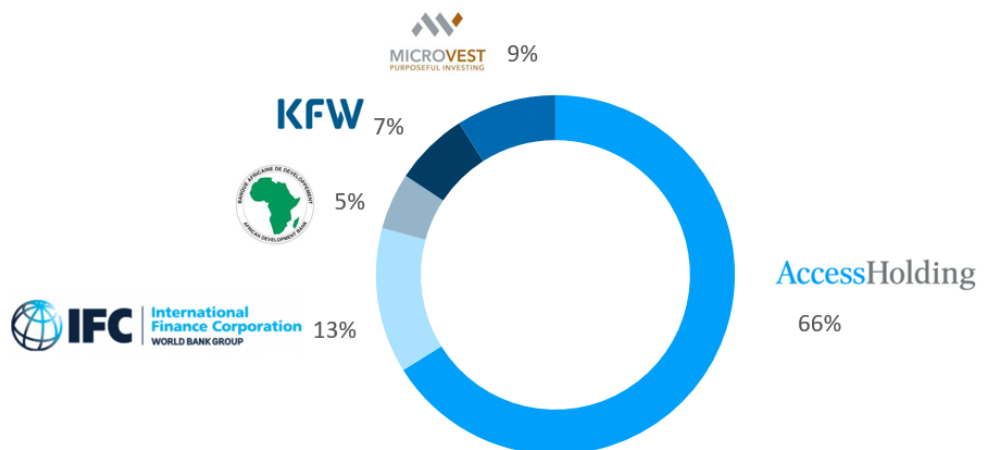
FACEBOOK
@abbankrwanda
Sura pajyi yacu kuri
@abbankrwanda
Kanda ahanditse "Send
Message" hafi y'ikirango
cya ABBY.
Tangiza ikiganiro na
ABBY wandika "Hi".
Komeza ikiganiro cyangwa
wandike ijamba
"Inguzanyo".

WEB
www.abbank.rw
Fungura www.abbank.rw
Kanda ikirango cya ABBY
uburyo ahagana hasi.
Tangiza ikiganiro na
ABBY wandika "Hi".
Komeza ikiganiro cyangwa
wandike ijamba
"Inguzanyo".

The Bank continued its socially responsible activities despite the impediments of the global health and later economic crisis. One of the [actions](#) was the joint commemoration of the 1994 genocide against the Tutsi with Kabingo village families in April 2020. The same year, in December, AB Bank Rwanda aided more than 79 families in the Rwamagana district (Eastern province) by distributing food and house cleaning products.

Partnerships






AccessBank Tanzania (ABT) started its activities in November 2007 and currently operates in eight branches in six regions of Tanzania. The Bank is committed to developing a financial system that supports social progress by rendering services to all people with the same ambition for excellence and quality. It was among the first network banks in Africa to take the lead in digitalisation, introducing ATMs and Mobile Money and served as a pilot institution for the proof of concept of the AccessGroup *e-Wallet project*.

Recently, the Bank appointed a [new CEO](#), who had been working with ABT since 2016, confirming its determination to invest in local staff development, engagement and motivation.

AccessBank Tanzania Impact at a Glance

 **€ 15.191.250**
outstanding loan portfolio

 **73%**
digital transactions

 **328**
staff

 **39%**
female staff

 **€ 2.059**
average loan amount

 **7.451**
outstanding loans

 **29%**
loans to female clients

 **18%**
agro loans

The Bank focuses on various digital projects such as Merchant Digital Loans and Straight Through Processing (STP) of incoming transfers through the Government Electronic Payment Gateway (GEPG), to name only a few of the most important developments. In the period under review, the Bank successfully advanced the new loan scoring engine, which provides faster and more secure service to clients in the uncertain times of global [pandemic](#).

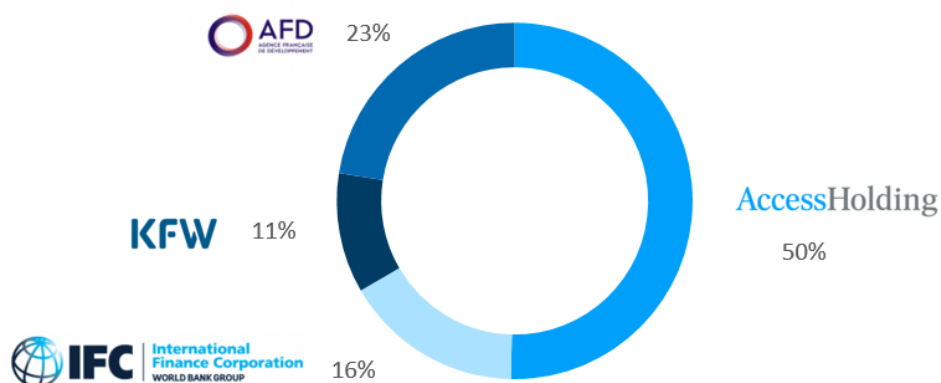


AccessBank Tanzania, in collaboration with the European Investment Bank, promoted business forums for **Women Entrepreneurs** in the regions of Mbeya, Dar es Salaam and Kahama in 2020. Due to the pandemic in 2021, only one forum was organised to provide essential business skills in savings, financial discipline and general business management.

Partnerships



BILL & MELINDA
GATES foundation



AB Bank Zambia (ABZ) is a Greenfield commercial bank founded in October 2010. The "vision 2023" of AB Bank is to offer everyone in Zambia simple and affordable financial services, accessible anytime and everywhere. To do this, the Bank commits to be responsive to customer needs, respectful and tech-savvy. Thereby, ABZ plans to reach 1.5 million customers, 4 billion ZMW total assets and 30 locations by 2023.


The pandemic that spread around the globe in 2020, leaving national economies and businesses struggling, didn't spare Zambia. However, the already implemented digital channels such as the mobile wallet [eTumba](#) and mobile money integrations were advantageous in ensuring that the Bank continued to provide its products and services in a safe and remotely accessible manner. Digitising payments via the merchant payment function of eTumba helped clients to reduce their cash handling levels. Due to mobile money integrations, credit clients of AB Bank can make their monthly loan repayments without travelling to the Bank. Farmers in rural areas benefit the most from this innovation. It saves the client time, cost and unnecessary exposure to virus infections. You can read more about the AB Bank's Impact [here](#).

AB Bank Zambia Impact at a Glance

 **€ 8.445.916**
outstanding loan portfolio

 **45%**
digital transactions

 **416**
staff

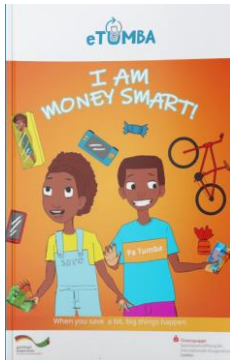
 **41%**
female staff

 **€ 606**
average loan amount

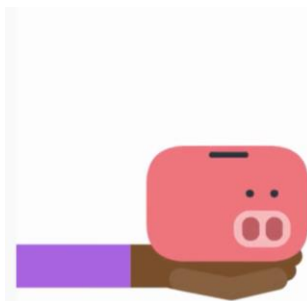
 **14.040**
outstanding loans

 **53%**
loans to female clients

 **12%**
agro loans



The eTumba bus as a business centre aims to increase brand awareness and mobilise savings on eTumba. To promote financial education in rural areas for youth and women, ABZ has taken part in the financial literacy week. [Handbooks](#) like "The 10 Golden Rules of Savings" and "I am money smart" were distributed during financial literacy activities in urban and rural areas as well as in schools.



AB Bank joined the rest of the world in celebrating World Savings Day and advocating for the importance of saving. With this year's theme – "[When you save a bit, Big things Happen](#)", AB Bank embarked on activities highlighting the importance of savings to its clients and the community.

The campaign allowed clients to receive 50 Kwacha cash back after opening a savings account during the campaign period. Additionally, ABZ also published this campaign on the bank-own wallet, eTumba.

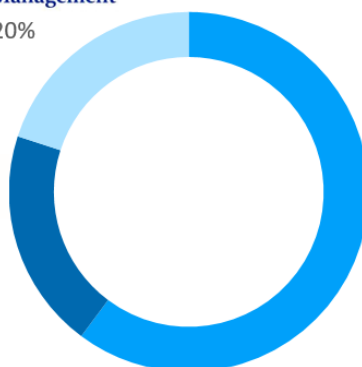
Partnerships



20%

20%

60%



Credo Bank joined the group in 2014 as a valuable member of the AccessHolding family from the very beginning. As direct contact with its large customer base in rural areas is essential, Credo has business centres in 75 locations all over Georgia. But the Bank is not only focussing on agriculture clients and personal contact; in recent years, it developed rapidly by digitising its services with customer satisfaction as the primary goal. It started with payment cards and email banking and continues with internet banking, mobile banking and a Chatbot. The Bank confirmed its dedication to innovation and further digitalisation of its services and operations by opening a co-working space – the [Project Lab and Digital Hub](#).

In 2020 the main goals of Credo Bank were to improve customer protection systems, increase financial literacy and support society during the difficult times caused by C19.

Credo Bank Impact at a Glance


€ 271.657.339

outstanding loan portfolio


79%

digital transactions


2.516

staff


57%

female staff


€ 503

average loan amount


540.166

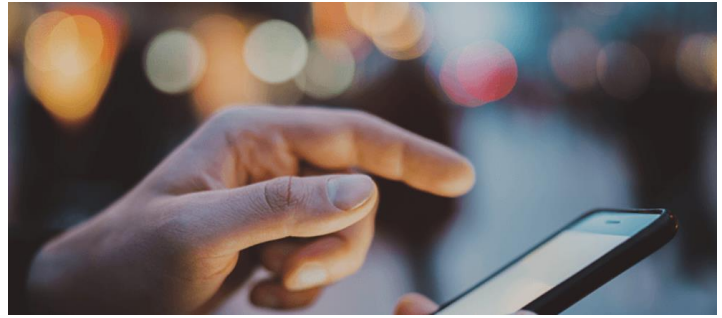
outstanding loans


51%

loans to female clients


45%

agro loans



During the uncertain times of the pandemic, Credo Bank has decided to support its elderly clients, who are in the highest risk group in terms of infection, by giving each client 71 years and older a unique gift service – "Insurance and More". With this service elderly will be able to obtain up to 50% discount on personal physician services for 12 visits per year in prestigious, experienced medical institutions and a 20% discount on prescribed medicines. Together with the Kharagauli (Imereti Region) city council, the Bank conducted a charity event supporting fifteen socially vulnerable families with food and other household products.

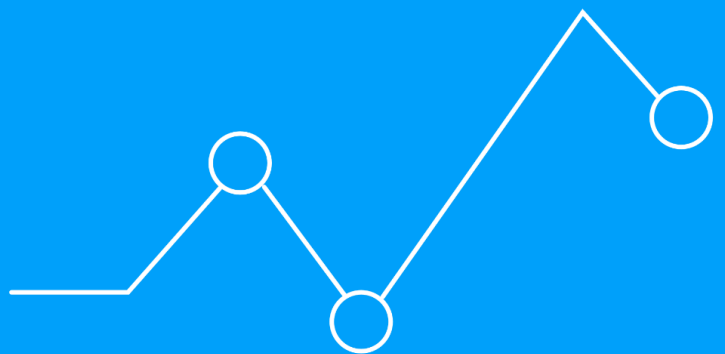
Together with the National Bank and other banking institutions, Credo Bank participated in a [financial literacy](#) campaign [emphasising savings](#). In October 2020 blog post contest was conducted. Contestants had to write blogs about the importance of savings. The project's goal was to increase awareness about savings and highlight the importance of a savings culture. Credo Bank's goal was also to increase interest in financial education. The winner of the best blog received a 500 Gel deposit in Credo Bank.

During the period, Credo worked with numerous international organisations to further develop financial inclusion. The Bank partnered with the European Investment Bank on a [Business Continuity Plan](#) preparation project. Earlier in 2021, Credo received a long-term local currency [loan from EFSE](#) to mitigate currency-induced credit risk for agriculture producers. And thanks to GFF, the Bank will create access to green finance, promote smart households and sustainable businesses in rural Georgia. [ACTIAM Financial Inclusion and DWM Income Fund](#) support was an immediate response to C19 impact, similar to the assistance received from [Proparco](#).



Partnerships





AccessHolding