Voice of the Client: An analysis of client satisfaction and consumer protection across four financial service providers in Peru

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SUMMARY

This report presents the findings of the Voice of the Client (VoC) project, a pilot developed for financial service providers (FSPs) to leverage mobile technologies as a means to analyze the level of satisfaction of their clients with the suite of products and services offered. Between June and July 2017, data related to client protection principles (CPPs) were collected from 2,996 clients across five FSPs in Peru – ADRA Perú, Financiera Confianza, Financiera ProEmpresa, Manuela Ramos, and Mibanco. The analysis also draws from the survey responses of a subset of the 2,324 clients that we were able to match with client profile data extracted from the FSPs' databases. The data were collected using a mobile technology called interactive voice response (IVR), which allows respondents to interact with a computer through the use of their telephone's touchscreen or keypad.

The findings show a generally high level of satisfaction among the clients sampled, demonstrating the robustness of the consumer protection practices put in place by the five FSPs, as well as reflecting the efforts undertaken by the stakeholders in the Peruvian microfinance industry to promote the application of the CPPs. The most notable areas of strength are listed below.

Areas of strength

- The majority of clients appear to be generally satisfied with their experience with their respective FSPs, citing the cordiality and friendliness with which they are treated by FSP staff members, the facility in growing their business, and attractive loan interest rates as the top reason contributing to their satisfaction.

- Of those who made a formal complaint, the majority were satisfied with the resolution of their complaint and the time it took to address their grievance.

However, the pilot also highlights some areas of opportunity that warrant further investigation, which are outlined below.

Areas in need of further investigation

- Approximately 11%, 6%, and 19% of the sample resorted to borrowing from other sources, selling assets, and cutting expenses on basic needs, respectively, in order to make their loan payments. The survey results also show that a greater share of clients who believe their loan installment payments to be too big resorted to taking at least one of the three recourses when compared with their peers who view their installment payments as manageable or too small.

- Only 67% and 47% of the survey sample believe that they were clearly informed about the interest rate and other fees of their loan. It would be worth further investigating client understanding of their loan cost structure at the time of borrowing.

- Of those who experienced mistreatment or were charged fees other than the interest and official costs without being provided a receipt, a significant share reported that they had never filed a formal complaint.

We conclude the report with a summary of the findings and general recommendations.

Background

Over the past few years, the microfinance sector has systematically expanded and deepened information on client outreach and social performance in multiple dimensions, one of which is the area of consumer protection. More than 1,600 FSPs worldwide have pledged to adhere to a minimum set of standards for client services by endorsing the Smart Campaign's CPPs.

Despite the progress made in the promotion of client protection and the development of the industry standards of best practices in this area, the microfinance industry still lacks large-scale, reliable, and comparable information on client perceptions of the access to and quality of services offered.

By proactively tracking client feedback, FSPs and funders can access actionable data to support efforts addressing areas of weakness and improving operations in a timely fashion. This, in turn, has tremendous potential to help microfinance and other financial inclusion programs better meet client needs and preferences and to improve their impact on the population they aim to serve.

To address the need for comparable, client-level data, Hivos and MIX developed the Voice of the Client (VoC) initiative. The idea of the VoC initiative was originally conceived by Hivos, building on its citizen monitoring experiences in fields outside of microfinance. Hivos was the principal funder of the first two pilots in India and Peru, which were coordinated jointly by MIX and Hivos.

The selected indicators remain the same as those for the first two pilots, covering five out of seven of the Smart Campaign's principles: (1) appropriate product design, (2) prevention of over-indebtedness, (3) transparency, (4) fair and respectful treatment of clients, and (5) mechanisms for complaint resolution. The remaining two areas – responsible pricing and privacy of client data – were omitted from the questionnaire in order to keep it at a manageable length and minimize the drop-out rate.

Whereas the first two pilots in Peru and India employed three different methodologies – namely face-to-face interviews, call centers, and IVR – to administer the survey, MIX decided to rely strictly on the use of IVR to gather data for the second Peru pilot in order to leverage the benefits of the instrument, which include cost-efficiency and scale advantages. Furthermore, the first two pilots showed that, in some instances, results submitted via IVR tended to be less favorable for the more sensitive questions than those captured by the two other methodologies.

A. DESCRIPTION OF SAMPLE

The survey was completed in full by 2,996 respondents of two non-governmental organizations (NGOs) – namely ADRA Perú and Manuela Ramos – and three regulated FSPs – namely Financiera Confianza, Financiera ProEmpresa, and MiBanco. The survey was conducted in both urban and rural areas primarily in the departments of Arequipa, Lima/Callao, San Martin, and Ucayali (Table 1, Map). We were unable to extend the reach of the survey to the northern coast of Peru due to the severe floods that affected the region at the time of survey implementation.

The survey sample is comprised of approximately 68% women and 32% men who are second-cycle borrowers or older (Graph 1). We were able to gather client profile data for 2,343 respondents – representing 78% of the sample – by matching their telephone and National Identify Document (or DNI by its acronym in Spanish) numbers with those in the database provided to us by each FSP. For this subset, we grouped clients into three segments based on each their loan size and loan purpose (Tables 2, 3).

Table 1. Sample composition of matched clients by department

Department	Number of clients	Number of clients (%)
Arequipa	473	20.35%
Cajamarca	91	3.92%
Cusco	43	1.85%
Junín	52	2.24%
Lima/Callao	794	34.17%
Piura	82	3.53%
Puno	141	6.07%
San Martín	276	11.88%
Ucayali	372	16.01%

n = 2,324

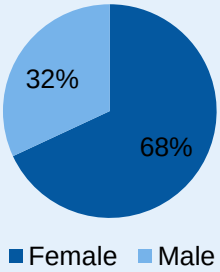
Map of survey area

Table 2. Composition of matched clients by loan type or purpose

Loan purpose	Number of clients	Number of clients (%)
Income-generating	2,258	97.16%
Consumption	66	2.84%

n = 2,324

Graph 1. Gender composition of entire survey sample



n = 2,981

Table 3. Composition of matched clients by loan size range

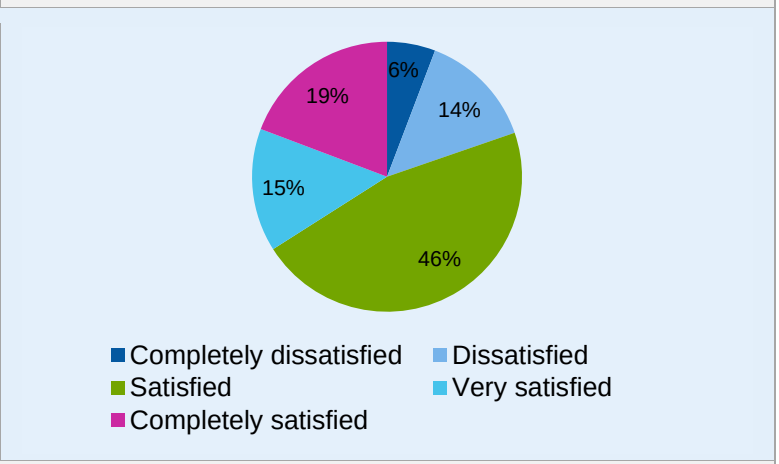
Loan size range	Number of clients	Number of clients (%)
$300 or less	449	19.32%
Between $301 and $900	908	39.07%
More than $900	967	41.61%

n = 2,324

B. GENERAL CUSTOMER SATISFACTION

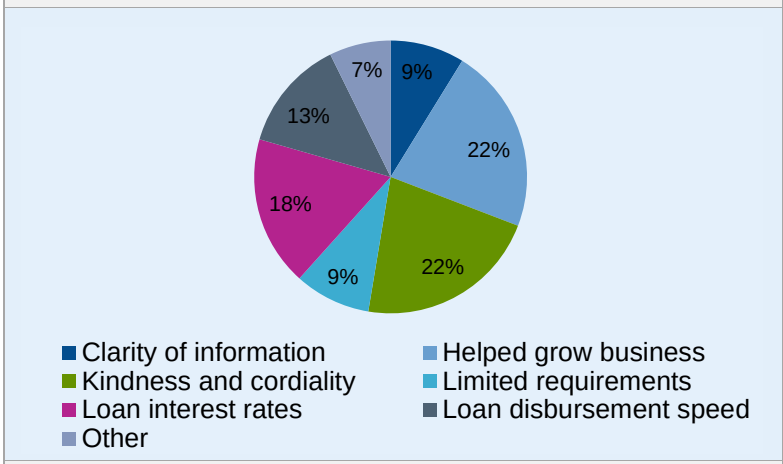
Clients were asked two questions to assess their overall satisfaction with their FSP. The majority, or 80%, of clients reported having some positive level of satisfaction with their institution (Graph 2). The most appreciated attributes or features that were most frequently cited by clients are the kindness and cordiality with which they were treated by their loan officer, the support received to help grow their business, and the loan interest rates, in that order (Graph 3). Although we did not specifically ask survey respondents what their least favorite attribute is, we attempted to look into the possible underlying sources of dissatisfaction of the 20% of clients who are dissatisfied and completely dissatisfied with their institution. In doing so, we observed that these clients tended to respond less favorably in some areas against their peers who are satisfied with the institution. We elaborate on each of them in the corresponding sections that follow.

Graph 2. Overall satisfaction



n = 2,987

Graph 3. Most appreciated aspect



n = 2,978

C. APPROPRIATE PRODUCT DESIGN

SUMMARY

- **Nearly half of the sample finds the current loan amount to be insufficient but approximately four-fifths find the size of their installment payments to be adequate or small.**
- **A greater share of those who perceive the size of their installments to be large also reported to have sold assets, borrowed from other sources, and reduced expenses in order to make loan repayments.**

The first area of consumer protection analyzed is the appropriateness of product design and is defined as:

Providers will take adequate care to design products and delivery channels in such a way that they do not cause clients harm. Products and delivery channels will be designed with client characteristics taken into account.

To assess this principle, clients were asked two questions to determine their perception of the size of their current loan and installment payments. The findings presented in this section highlight the challenge of designing a loan product that balances clients' needs with ensuring their capacity to repay without adding undue stress.

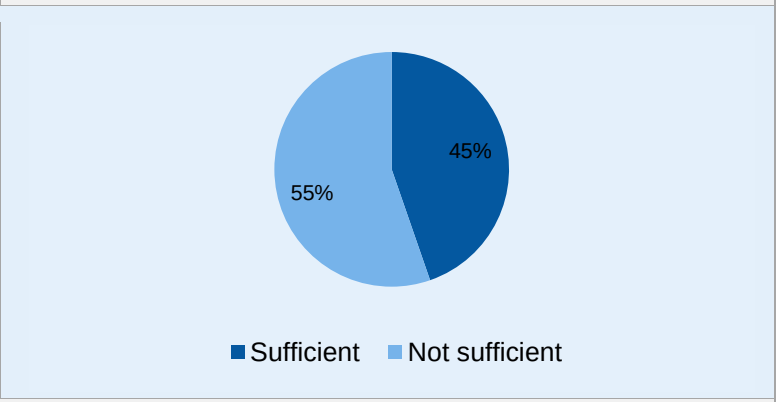
Nearly half of the respondents considers the size of their current loan to be sufficient, which indicates that the loan amount that was requested was enough to fulfill the purpose for which they took out the loan. The other half believes their current loan amount to be insufficient (Graph 4). Nearly four-fifths of the sample believe the size of their installment payments to be either 'normal' or 'small', while 21% find them to be 'large' (Graph 5). Approximately 20% of clients who found their loan amount to be sufficient view their installment payments as large.

A closer look at the data points to a positive – albeit weak – relationship between clients' perception of their installment payments being too large and the need to resort to actions to help manage their cash flow. Specifically, we observed that a greater share of clients who found their loan installment size to be too big reported to have sold assets, borrowed from other sources, and reduced expenses on basic needs in order to make their loan payments (Table 4).[1,2]

We also found a moderate correlation between perception of loan size and number of outstanding loans. (Table 5).[3] Of the clients who find their loan amount to be insufficient, 33% had one loan, 40% had two loans, and 27% had three or more loans. In contrast, of the clients who are content with their loan size, 45% had one loan, 33% had two loans, and 21% had three or more loans.

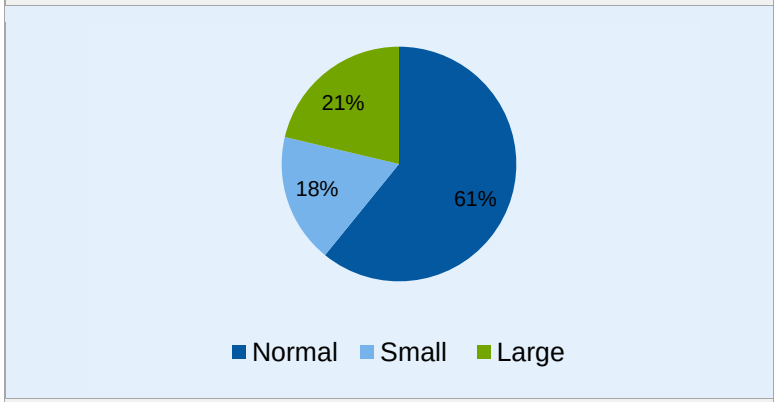
Finally, we found a positive – yet again weak – relationship between dissatisfaction with the institution and the perception that the installment payments are too large.[4] It is possible that the challenges that are associated with large installments may influence overall satisfaction with the loan provider.

Graph 4. Perception of current loan size



n = 2,976

Graph 5. Perception of installment size of current loan



n = 2,976

[1] The Cramer's V value for perception of installment size and (1) sell assets, (2) borrow from other sources, and (3) reduce expenses is 0.08 0.10, and 0.08, respectively.

[2] Table 4 captures the share of clients within each group of installment size perception who took each action. For example 5% of those who perceive their installment payment to be normal, 5% sold assets.

[3] The Cramer's V value for perception of loan size and number of outstanding loans is 0.24.

[4] The Cramer's V value for perception of installment size and overall satisfaction is 0.11.

Table 4. Loan installment size and recourse taken to make loan repayment

	Recourse taken		
Installment size	**Sell assets**	**Borrow from other sources**	**Reduce expenses**
Normal	4.59%	9.49%	17.60%
Small	5.11%	11.05%	16.79%
Large	9.09%	15.42%	27.19%

n (sell) = 2,964; n(borrow) = 2,956; n(reduce) = 2,966

Table 5. Perception of loan amount and number of outstanding loans

	Number of loans		
Loan size	**One loan**	**Two loans**	**Three or more loans**
Sufficient	45.24%	33.29%	21.46%
Insufficient	33.11%	40.06%	26.83%

n (sufficient loan size) = 1,323; n (insufficient loan size) = 1,640

D. PREVENTION OF OVER- INDEBTEDNESS

SUMMARY

- **Approximately 38% of the sample reported making a late payment during their current loan. The three most frequently cited reasons for late payments are: (a) not having enough income, (b) forgetting the due date, and (c) experiencing an emergency or unforeseen expense.**
- **Approximately 11%, 6%, and 19% of the sample resorted to borrowing from other sources, selling assets, and cutting expenses on basic needs, respectively, in order to make their loan payments.**

The second client protection principle analyzed prevention of over-indebtedness and is defined as:

Providers will take adequate care in all phases of their credit processes to determine that clients have the capacity to repay without becoming over-indebted. In addition, providers will implement and monitor internal systems that support prevention of over-indebtedness and will foster efforts to improve market level credit risk management (such as credit information sharing).

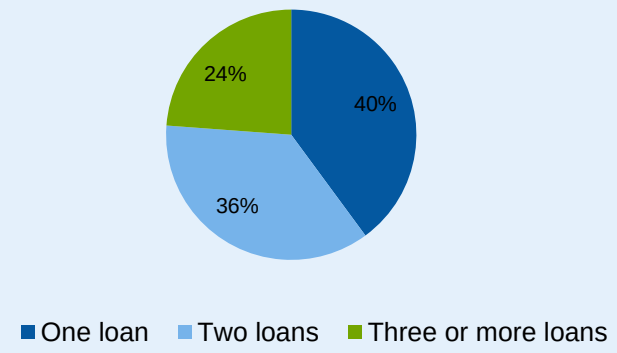
To assess this principle, we asked six questions that focus on the risk of clients falling into over-indebtedness during the loan cycle. Specifically, we sought to understand whether clients who had problems making loan repayments on time, the reasons for their repayment problems, and whether they resorted to actions that may have increased their risk for over-indebtedness in order to service their loan.

Approximately 60% of all respondents reported having more than one loan (Graph 6) and 38% of all respondents in the study reported that they have been late in making a payment during their current loan (Graph 7). We observed that although relatively more clients who made a late payment had more than one loan than those who with only one loan, this is not a significant association.

Of those who made a late payment during their current loan, the three most frequently cited reasons are (a) experiencing an emergency or other unforeseen expense, (b) forgetting the due date, and (c) not having enough income, in that order (Graph 8). Clients who pointed to the first two reasons comprise approximately 80% of those who made a late payment, which is not of particular concern because the reasons can be treated as one-off or extraordinary circumstances and, therefore, are not reliable measures of risk of over-indebtedness. However, the reasons provided by the remaining 20% of clients – including the fact that (d) their business did not generate enough revenue, (e) they had to repay another loan, and (f) their co-borrower did not pay back their loan – can serve as better proxies for risk of over-indebtedness.

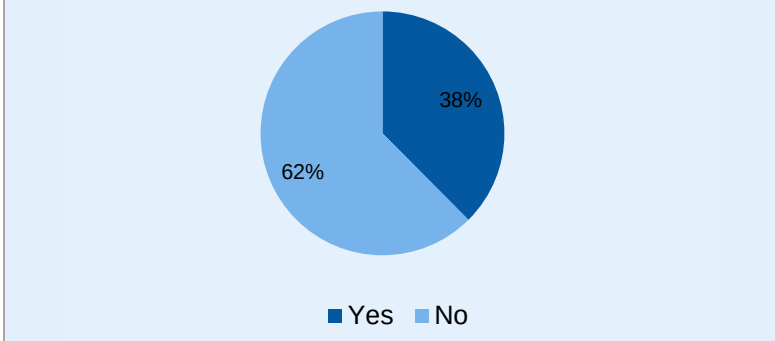
Other indications of over-indebtedness and financial-related stress can be examined through the lens of loan-servicing behavior. In order to make a repayment for their current loan, 19% of the entire sample sold assets, 33% borrowed from another source, and 33% reduced their expenses on basic necessities (Graphs 9, 10, 11). Furthermore, 22%, 5%, and 1% of the sample claim to have resorted to taking one, two, and all three of these measures to pay down their current loan, respectively. We also observed that amongst the 62% of the sample who made all of their payments on time, 4% have sold assets, 17% have cut expenses on basic necessities, and 7% have borrowed from another source in order to complete their payments. The latter example emphasizes the importance of understanding cash flow management behavior – even of those clients who maintain a good repayment track record – in order to monitor risk of over-indebtedness.

Graph 6. Number of loans



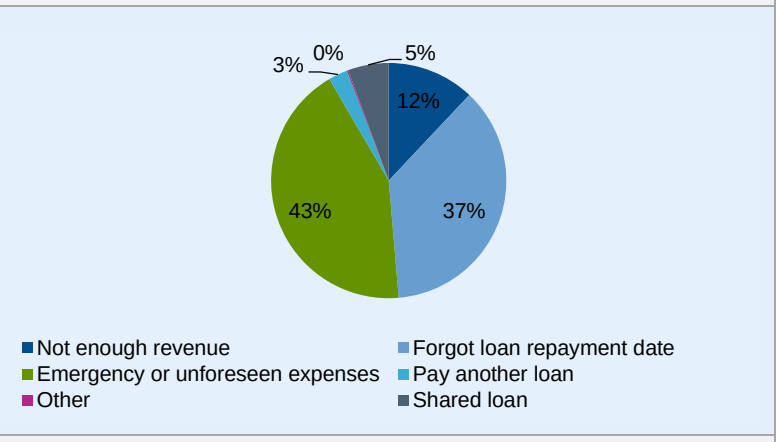
n = 2,980

Graph 7. Late payment



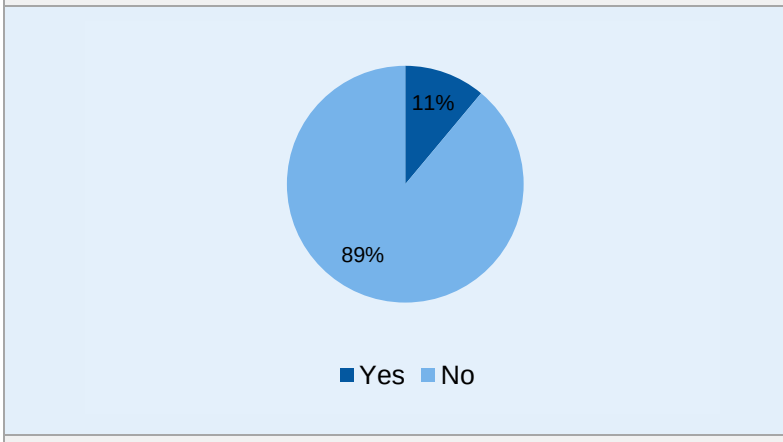
n = 2,988

Graph 8. Reason for late payment



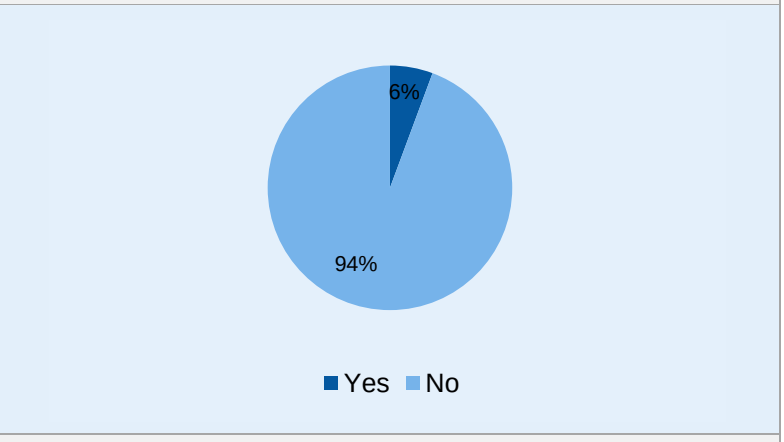
n = 1,106

Graph 9. Borrow from other sources



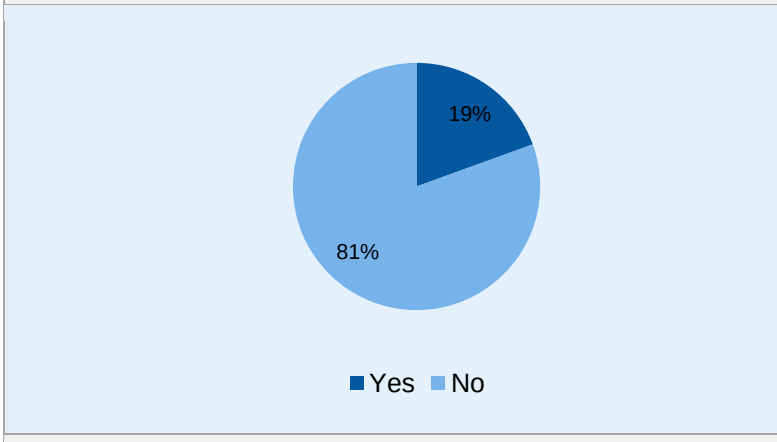
n = 2,973

Graph 10. Sell assets



n = 2,983

Graph 11. Reduced expenses



n = 2,984

E. TRANSPARENCY

SUMMARY

- **Only 67% and 47% of the sample responded that they were clearly informed about the interest rate and loan fees, respectively.**

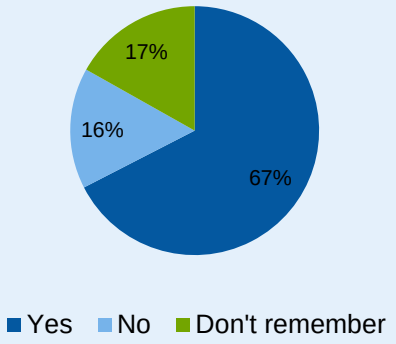
The third consumer protection principle analyzed is transparency and is defined as:

Providers will communicate clear, sufficient and timely information in a manner and language that clients can understand, so that clients can make informed decisions. The need for transparent information on pricing, terms and conditions of products is highlighted.

To assess this principle, clients were asked two questions as to whether they believe they were clearly informed about the loan terms and fees. We found that around 67% of the sample believe that they were clearly informed about their loan interest rate before they accepted it, with the remaining 16% believing that they were not clearly informed, and the other 17% having no recollection of being informed (Graph 12). Approximately 47% of the sample believe that they were clearly informed about the loan fees (Graph 13).

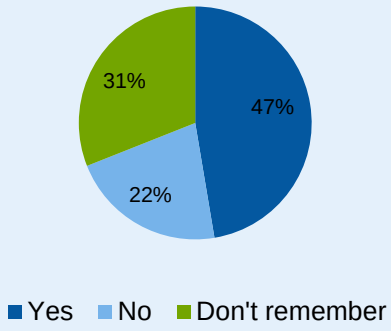
The Superintendent for Banking and Insurance (SBS by its Spanish acronym) – the lead financial regulator in Peru – mandates that banks disclose their Annual Effective Cost Rate (TCEA by its Spanish acronym), which includes all costs associated with a loan. Given the legal mandate, and in light of a lower than anticipated awareness of their loan's cost structure, clients – irrespective of their FSP's legal status – stand to benefit from strong financial literacy programs and streamlined communications processes that are designed to ensure proper dissemination of cost information.

Graph 12. Clearly informed about interest rate



n = 2,992

Graph 13. Clearly informed about loan fees



n = 2,986

F. FAIR AND RESPECTFUL TREATMENT OF CLIENTS

SUMMARY

- **Approximately 7% of the study sample reported having been mistreated by an FSP staff member and 3% reported being asked to pay an amount in addition to the principal and interest fee without being provided a receipt.**

The fourth consumer protection principle analyzed is fair and respectful treatment of clients and is defined as:

Financial service providers and their agents will treat their clients fairly and respectfully. They will not discriminate. Providers will ensure adequate safeguards to detect and correct corruption as well as aggressive or abusive treatment by their loan officer, particularly during the loan sales and debt collection processes.

To assess this principle, we asked two questions as to whether clients have faced any situation wherein they believe that an FSP staff member mistreated, intimidated or behaved disrespectfully towards them, as well as whether they were asked to pay an amount in addition to the principal and interest without being provided with a receipt.

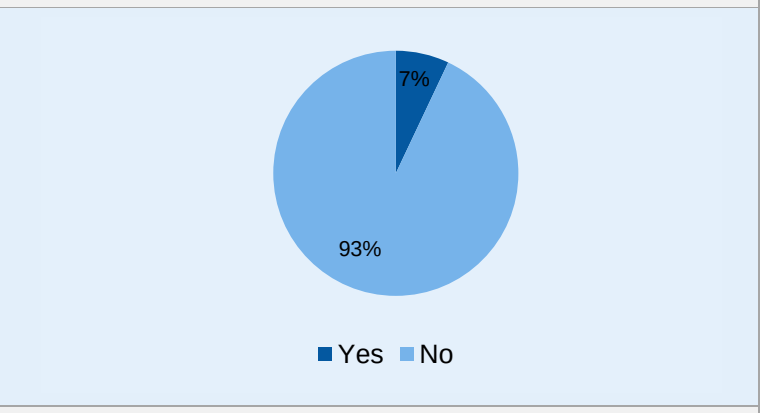
Approximately 7% of the sample responded that they were either intimidated or mistreated by a staff member (Graph 14). A smaller share of the sample – 3% – reported they were asked to pay an amount in addition to the loan principal and interest rate without having been provided with a receipt (Graph 15).

The number of cases in which clients reported to have experienced both forms of impropriety represents only approximately 2% of the total sample. However, it is possible that some clients might interpret the request to pay an unofficial fee as a form of mistreatment, so the actual number of clients who were disrespected – i.e. subjected to rude behavior or vulgar language – comprises less than 7% of the sample.

Drawing from the next section on complaint mechanism, we found that approximately 80% of the sample prefer to address a grievance by directly notifying their loan officer or head of branch, with the rest preferring to use more indirect channels such as calling the institution by phone or filing a complaint online (Graph 16). While arguably the decision of which channel to air their grievance depends on the nature of the grievance, the latter finding reveals a favorable 'social distance' between clients and FSP staff members. This is consistent with the findings highlighted in the section on general customer satisfaction, wherein clients cited "kindness and cordiality" of their loan officer as their most favorite aspect of the FSP.

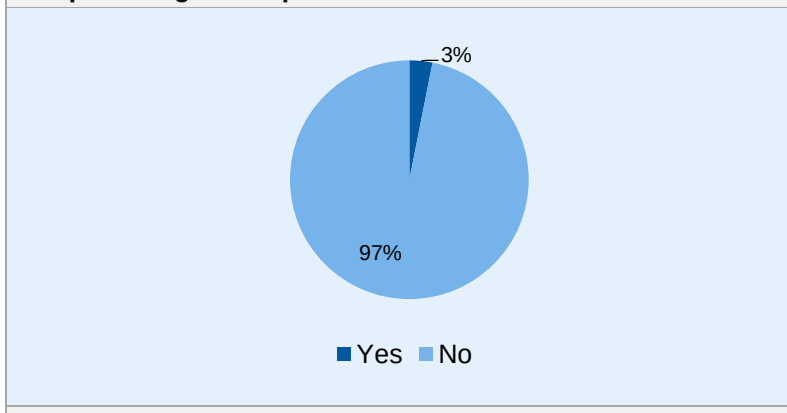
Peruvian FSPs are required to adopt the code of conduct issued by the Association of Peruvian Banks. While it does not prescribe any specific set of behaviors for engaging with clients, it does emphasize that it is incumbent upon institutions to fulfil the interest and respect the rights of the communities they serve. However, In spite of an emphasis on ethics and compliance within the Peruvian microfinance industry, our findings show that it is difficult to prevent all instances of misconduct. Regardless, these instances should not be ignored by FSPs and, therefore, capturing and examining these types of data renders the effort to minimize such acts of impropriety more manageable.

Graph 14. Client was disrespected or intimidated



n = 2,988

Graph 15. Client was asked to pay for a fee without providing a receipt



n = 2,989

G. MECHANISMS FOR COMPLAINT RESOLUTION

SUMMARY

- **Half of the clients who reported they had made a formal complaint were either somewhat or fully satisfied with how it was resolved and the turnaround time for the complaint redressal.**

The fifth and final client protection principle analyzed is mechanisms for complaint resolution and is defined as:

Providers will have in place timely and responsive mechanisms for complaints and problem resolution for their clients and will use these mechanisms both to resolve individual problems and to improve their products and services.

To assess this principle, four questions were asked to know whether clients know how to file a complaint with their FSP, have ever filed an official complaint, and if so, their level of satisfaction with the resolution and handling time of their complaint. A minority – 11% –of respondents claimed that they had filed a formal complaint with the FSP as of the time the survey was administered, while 89% claimed to never have done so (Graph 17). Of the former group, only 50% are satisfied to some degree with the resolution of their complaint, while the other half are either dissatisfied or completely dissatisfied (Graph 18). Additionally, 59% were satisfied with the time it took their FSP to handle their complaint, while the rest were either dissatisfied or completely dissatisfied with the turnaround time (Graph 19). Interestingly – but perhaps unsurprisingly – a greater share of clients who claimed to have been mistreated by an FSP staff member reported that they would prefer to use one of the two more 'impersonal' channels, namely calling the institution by phone and notifying the institution online.

While a low rate of complaint can be interpreted as a high level of satisfaction amongst customers, it can also signal that those who have a grievance are not communicating it with the FSP. We draw from subsequent sections in the report to illustrate that for the total number of problems that are brought to the attention of an FSP, a multiple of that number goes unreported. For instance, of those who reported to have felt disrespected by an FSP staff member, 70% reported that they never filed a complaint with the institution (Table 6). Similarly, of those who reported to have been charged an amount other than the principal and interest fee, 67% never filed a complaint.

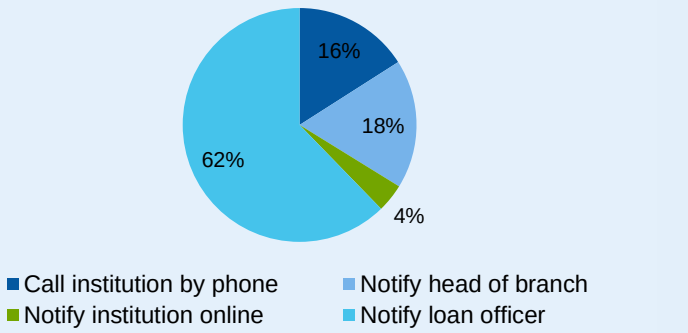
Although we do not have any insight into the nature of the complaints that were filed, it is important to highlight that acts such as mistreatment or improper charges that would commonly warrant attention went unreported by those clients who claimed to have experienced them.

Table 6. Client who experienced mistreatment and/or were asked to pay a fee without being provided a receipt but never filed a complaint

	Never filed a complaint	
Scenario	**Number of cases**	**Number of cases (%)**
Mistreated	148	70%
Not provided with receipt when asked to pay another amount	62	67%

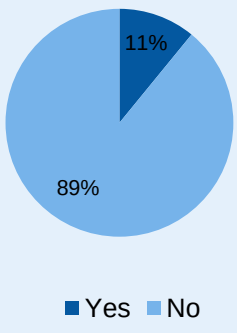
n (mistreated) = 210 ; n (not provided w/ receipt) = 93

Graph 16. Channel most likely to use to make a complaint



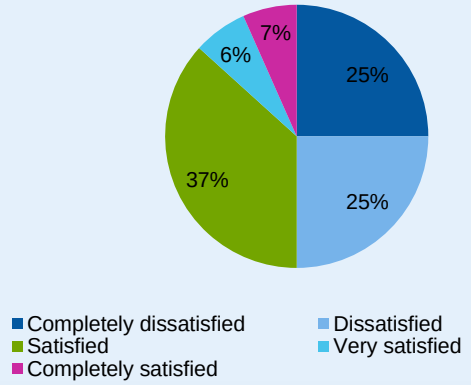
n = 2,982

Graph 17. Made a formal complaint



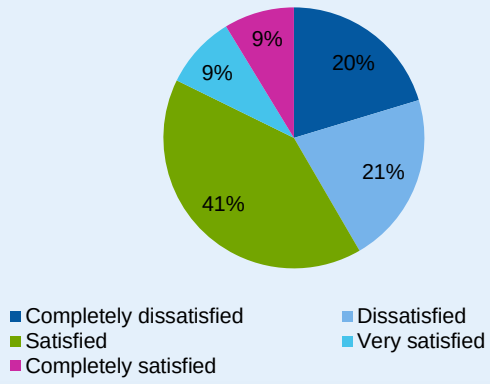
n = 2,989

Graph 18. Level of satisfaction with complaint resolution



n = 316

Graph 19. Level of satisfaction with complaint handling time



n = 310

CONCLUSION AND RECOMMENDATIONS

The analysis shows that the five participating FSPs fared generally well in the five CPPs that were examined in the survey. However, we found a few areas of opportunity that may be considered for further investigation.

In light of these findings, MIX's recommendations are as follows:

1. Consider integrating the IVR data collection system into FSP operations as a way to proactively gather client feedback in an efficient, timely, and continuous manner. This will prove particularly useful to examine the ex-ante and ex-post behavior patterns and perceptions for both external events such as the promulgation of a new regulation or internal changes such as the addition of a new product or service.

2. Narrow the breadth of the survey content so that it includes questions related to no more than four CPPs. While it would have been fruitful to include additional questions, FSP must be mindful of the survey duration in order to minimize the drop-out rate. Based on the results obtained, we also recommend tailoring the questionnaire for future data collection in order to focus on those areas that appear more 'problematic' in particular: (a) risks for over-indebtedness, especially given the relatively high rate of recourses taken by clients to service their loan, (b) transparency, and (c) limited use of complaint channels in place.

3. Follow-up on areas that require further investigation including those related to over-indebtedness and complaint mechanisms by using other methodologies – such as focus group discussions and one-on-one interviews – that allow for a more in-depth examination of these areas.

These findings represent the second attempt in the Peruvian market to establish a series of indicators related to customer satisfaction that can be compared across institutions, as well as be used by FSPs for their own market research and product development purposes.

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ANNEX I: METHODOLOGY

Client sensitization

Clients who were pre-selected to participate in the survey were sensitized by their assigned loan officers during their scheduled disbursement and repayment sessions. Loan officers distributed a double-sided flyer that provided information on the survey purpose, data confidentiality, as well as instructions on how to participate in the survey (see two sample of flyer on the right), and whenever possible, provided a demonstration of how to access the survey via their mobile devices.

Data collection

Clients participated in the survey free-of-charge by either calling in to the survey platform (incoming) or taking it upon receiving the call from the survey platform (outgoing). The two-way communication channels were set up in order to maximize the completion rate. Incoming calls yielded a survey completion rate of 29% and outgoing calls yielded a completion rate of 5 % (Table 7). The higher completion rate resulting from incoming calls reflects effective client sensitization of the survey while most of the outgoing calls were made to clients who were not sensitized.

The survey questionnaire was pre-recorded by a professional studio based in Lima, and the survey duration ranged between eight and nine minutes. In addition to being presented with the answer choices, clients were given the option to repeat or skip any question. Three of the five FSPs opted to have their clients enter their National Identification Document number once they reach the end of the survey, which allowed us to gather client profile information for the purpose of analysis.

Table 7. Survey completion rate by call type

Call type	Number of calls	Number of surveys completed	Completion rate (%)
Incoming	3,118	863	28.68%
Outgoing	44,716	2,133	4.77%
Total	47,834	2,996	6.26%

Data analysis

For every indicator analysed, we are unable to determine whether the sample of clients interviewed is representative of the entire number of clients served by the four FSPs of the pilot. The analysis produced seeks to establish a correlation between the different indicators collected in order to assess the robustness of the data collected. We used the Chi-Square test of Independence by setting α at 0.05 to determine whether there is an association between two nominal (categorical) variables. The statistical analysis uses the Cramer's V across the following combinations: nominal on one side, nominal, dichotomous or ordinal on the other). We classify the various levels of correlation and association as follows:

- Coefficient of less than 0.10 = non-existent to "weak relationship"'
- Coefficient from 0.10 to 0.30 = "moderate relationship"
- Coefficient of more than 0.30 = "strong relationship"

As noted in the description of the data collection process, clients were given the option to skip questions. We did not compute the "skipped" responses in the Graphs and correlation analysis. The frequency of skipped responses for each question is specified in Annex II.

ANNEX II: SURVEY RESULTS

1. GENDER

Question 1: Are you a man or a woman?

	Man	Woman	Skip
Distribution	31.78%	67.72%	0.50%
Count	952	2,029	15

2. GENERAL SATISFACTION

Question 2: How satisfied or dissatisfied are you generally with the institution?

	Completely dissatisfied	Dissatisfied	Satisfied	Very satisfied	Completely satisfied	Skip
Distribution	5.77%	13.89%	46.13%	14.72%	19.19%	0.30%
Count	173	416	1,382	441	575	9

Question 3: What aspect do you appreciate the most about the institution?

	Friendly and cordial treatment by loan officer	Clarity of information disclosure	Helped grow my business	Loan disbursement speed	Limited requirements	Lower loan interest rates	Reason not listed	Skip
Distribution	21.66%	8.74%	21.90%	13.18%	8.98%	17.69%	7.24%	0.60%
Count	649	262	656	395	269	530	217	18

2. APPROPRIATE PRODUCT DESIGN

Question 4: What do you think of the size of your current loan?

	Sufficient	Not sufficient	Skip
Distribution	54.94%	44.39%	0.67%
Count	1,646	1,330	20

Question 5: What do you think the size of the installment payments of your current loan?

	Too high	Normal	Too low	Skip
Distribution	21.16%	60.45%	17.72%	0.67%
Count	634	1,811	531	20

3. PREVENTION OF OVER-INDEBTEDNESS

Question 6: How many loans do you currently have with institutions or family, including the institution?

	One loan	Two loans	Three or more loans	Skip
Distribution	39.69%	36.08%	23.70%	0.53%
Count	1,189	1,081	710	16

Question 7: Have you ever made a late payment to the institution?

	Yes	No	Skip
Distribution	37.45%	62.28%	0.27%
Count	1,122	1,866	8

Question 8: What was the reason for the last time you made a late payment to the institution?

	Forgot due date	Business did not generate enough revenue	Emergency or unforeseen expense	Repay another loan	Shared loan and co-borrower did not pay back	Other	Skip
Distribution	36.10%	11.85%	42.34%	0.18%	5.53%	0.18%	1.43%
Count	405	133	475	29	62	2	16

Question 9: During the term of your current loan, did you ask for a loan from another source, such as a relative or other financial institution, to make payments on the current loan?

	Yes	No	Skip
Distribution	10.98%	88.25%	0.77%
Count	329	2,644	23

Question 10: Have you ever had to sell assets in order to make a current loan repayment to the institution?

	Yes	No	Skip
Distribution	5.64%	93.93%	0.43%
Count	169	2,814	13

Question 11: Have you had to reduce your expenses for basic necessities such as food, drinking water or electricity in order to make a current loan repayment to the institution?

	Yes	No	Skip
Distribution	19.39%	80.21%	0.40%
Count	581	2,403	12

4. TRANSPARENCY

Question 12: Did the institution tell you clearly about the interest rate before taking your current loan?

	Yes	No	Don't remember	Skip
Distribution	67.36%	15.69%	16.82%	0.13%
Count	2,018	470	504	4

Question 13: Did the institution tell you clearly about the other loan costs before taking your current loan?

	Yes	No	Don't remember	Skip
Distribution	47.20%	21.56%	30.91%	0.33%
Count	1,414	646	926	10

5. FAIR AND RESPECTFUL TREATMENT OF CLIENTS

Question 14: Has any employee of the institution ever threatened or disrespected you?

	Yes	No	Skip
Distribution	7.01%	92.72%	0.27%
Count	210	2,778	8

Question 15: Have you ever asked for a commission or tip from an institution employee?

	Yes	No	Skip
Distribution	3.10%	96.66%	0.23%
Count	93	2,896	7

6. MECHANISMS FOR COMPLAINT RESOLUTION

Question 16: What mechanism is most likely to be used first to resolve a claim related to your current loan?

	Notify loan officer	Call institution by phone	Notify institution via web or Facebook	Notify branch manager	Skip
Distribution	61.98%	15.89%	3.91%	17.76%	0.47%
Count	1,857	476	117	532	14

Question 17: Have you ever made a complaint to the institution?

	Yes	No	Skip
Distribution	10.88%	88.89%	0.23%
Count	326	2,663	7

Question 18: Are you satisfied with the way the institution handled your complaint?

	Completely dissatisfied	Dissatisfied	Satisfied	Very satisfied	Completely satisfied	Skip
Distribution	24.23%	24.23%	35.58%	6.44%	6.44%	3.07%
Count	79	79	116	21	21	10

Question 19: Are you satisfied with how long it took the institution to handle your complaint?

	Completely dissatisfied	Dissatisfied	Satisfied	Very satisfied	Completely satisfied	Skip
Distribution	19.44%	20.37%	38.89%	8.64%	8.33%	4.32%
Count	63	66	126	28	27	14

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