Voice of the Client: An analysis of client satisfaction and consumer protection across four microfinance institutions in Cambodia

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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 April and June 2017, data related to client protection principles (CPPs) were collected from 1,698 clients across four FSPs in Cambodia – AMK, IPR, MAXIMA, and PRASAC. The analysis draws from the survey responses of these 1,698 clients, as well as a subset of the 1,357 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 four FSPs, as well as reflecting the efforts undertaken by the stakeholders in the Cambodian microfinance industry to promote the application of the CPPs. In fact, PRASAC and AMK received their Smart Campaign Certification in December 2015[1] and November 2016[2], respectively, which means that they have been found to meet all 30 of the standards of care in the treatment of their clients. The most notable areas of strength are listed below.

Areas of strength

- The majority of clients reported being satisfied with their FSP's loan product design, finding the loan amount and installment size to be adequate.
- Clients also seem to be generally well-informed of their loan terms, with most of them reporting being aware of their loan interest rates and loan fees.

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

Areas in need of further investigation

- The survey results point to the limited use of the complaint mechanisms that are available to clients. Specifically, clients who had experienced mistreatment by an FSP staff and/or who had been asked to pay an amount other than the principal and interest fees without being provided with a receipt did not report their experiences to their FSP.
- The results captured related to over-indebtedness are of greatest significance; between one-fifth and one-third of all clients sampled have had to take measures – including selling assets, borrowing from other sources, and cutting down expenses on basic needs – in order to make their payments for a current or previous loan.
- Within the subset of matched clients, we found that a greater share of clients with agricultural loans reported taking one of the three measures in order to make their payments for a current or previous loan when compared to those clients with income generating and non-income generating loans.

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

Note: During the launch of the survey, the National Bank of Cambodia imposed an 18% ceiling on interest rates in the microfinance sector – for which the market average stood around 25% – effective from April 1st, 2017.[3] As a result of this policy, one of the original five FSPs dropped out of the pilot in order to work on revamping their product line and adapting operations in preparation for the new regulation.

[1] PRASAC's Smart Certification Report is not available on the Smart Campaign website.

[2] *AMK Smart Certification Report*. <http://www.smartcampaign.org/storage/documents/Output_Report_AMK.pdf>. Web. 25 July 2017.

[3] Kong Meta, Hor Kimsay, and Erin Handley."MFI loan interest capped." *Phnom Penh Post* 14 Mar. 2017. <http://www.phnompenhpost.com/national/mfi-loan-interest-capped>. Web. 27 Jul. 2017.

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 to actionable data to support efforts addressing areas of weakness and improving operations in a timely fashion. This, in turn, has the 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 Cambodia 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 1,968 respondents located in both urban and rural areas in primarily three provinces in the Tonle Sap region – Battambang, Pursat, and Siem Reap – and two provinces and one municipality in the Central Plains – Kandal, Takeo, and Phnom Penh (Table 1, Map). The survey sample is comprised of approximately 54% women and 46% men who have completed at least one loan cycle with their respective institution (Graph 1). We were able to gather client profile data for 1,357 respondents – representing 69% of the sample – by matching their telephone and survey ID 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 by province for subset of matched clients

Province	Number of clients	Number of clients (%)
Battambang	200	15%
Kandal	338	25%
Phnom Penh	130	10%
Pursat	133	10%
Siem Reap	234	17%
Takeo	263	19%
Other	59	4%

n = 1,357

Map of survey area

Table 2. Sample composition by loan range size for subset of matched clients

Loan size range	Number of clients	Number of clients (%)
Small (up to $500)	462	34%
Medium (between $501 and $3,000)	499	37%
Large (greater than $3,000)	396	29%

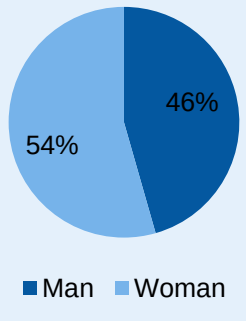
n = 1,357

Table 3. Sample composition by loan purpose for subset of matched clients

Loan purpose	Number of clients	Number of clients (%)
Agriculture / livestock	602	44%
Income-generating	272	20%
Non-income generating	483	36%

n = 1,357

Graph 1. Gender composition of entire survey sample



n = 1,885

B. APPROPRIATE PRODUCT DESIGN

SUMMARY

- **79% and 78% of the sample believe the size of their current loan and installment payments to be adequate, respectively.**
- **68% of the sample are satisfied with the size of both their current loan and installment payments.**

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 majority of respondents – 79% and 78% – consider the size of their current loan and installment payments to be sufficient, respectively (Graphs 2, 3). Among those clients who answered otherwise, 16% view the size of their current loan to be too small and 5% consider it to be too big, while 12% believe the size of their installment payments to be too small and 10% think that they are too big.

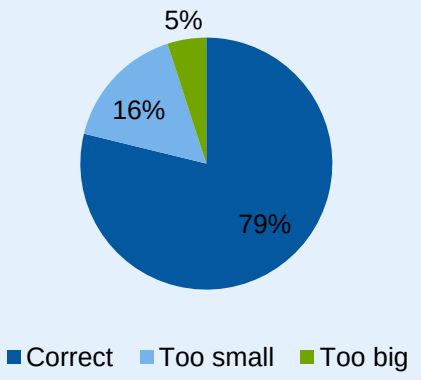
Approximately 68% of the respondents are satisfied with the size of both their current loan and installment payments (Table 4).

Table 4. Perception of size of loan and installment

	Installment size		
Loan size	**Correct**	**Too small**	**Too big**
Correct	68%	7%	5%
Too small	9%	4%	3%
Too big	2%	1%	2%

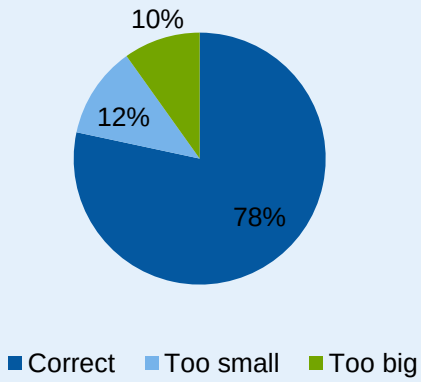
n = 1,734

Graph 2. Perception of current loan size



n = 1,822

Graph 3. Perception of instalment size of current loan



n = 1,825

C. MECHANISMS FOR COMPLAINT RESOLUTION

SUMMARY

- **The majority of 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 survey findings point to an opportunity for FSPs to promote the use of complaint mechanisms, as indicated by the number of cases of impropriety that went unreported.**

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

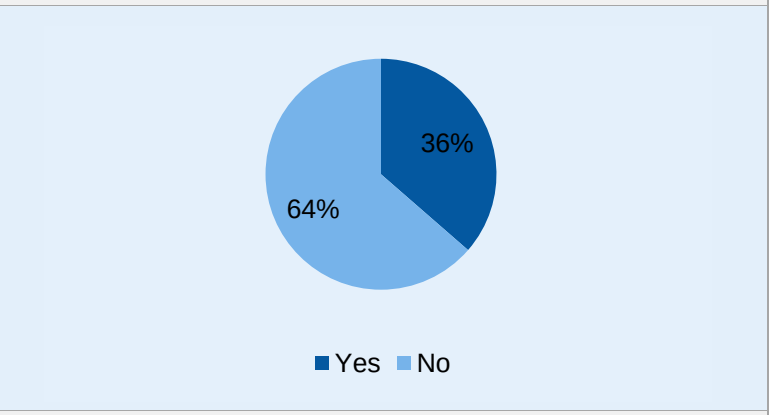
Providers will have in place timely and responsive mechanisms for complaints and problem resolution for their clients and will use these mechanisms both to resolve individual problems and to improve their products and services.

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. To our surprise, we found that a mere 36% responded that they know how to file a complaint (Graph 4). Although professionals translated the questionnaire into Khmer, we believe that either the question was poorly formulated or interpreted incorrectly by the respondents. A minority – 15% – of respondents claimed that they had filed a formal complaint with the FSP as of the time the survey was administered, while 85% claimed to never have done so (Graph 5). Of the former group, 58% are satisfied with the resolution of their complaint, while 32% and 6% are either somewhat satisfied or not satisfied, respectively (Graph 6). Additionally, of those whose complaint had already been processed, 65% are satisfied with the time it took their FSP to handle their complaint, while 32% are somewhat satisfied, and the remaining 3% were not satisfied (Graph 7). For the matched clients, none of the FSPs was able to provide MIX with additional information on the complaints as these are not systematically stored in their database.

While a low rate of complaint can be interpreted as a high level of satisfaction amongst customers, it can also signal that those with grievances are not addressing them with their 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's customer service department, a multiple of that number goes unreported. For instance, of those who reported to have felt disrespected by an FSP staff member, 77% reported that they did not file a formal complaint (Table 5). Similarly, of those who reported to have been charged an amount other than the principal and interest fee, 71% chose not to file a formal complaint (Table 5). 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.

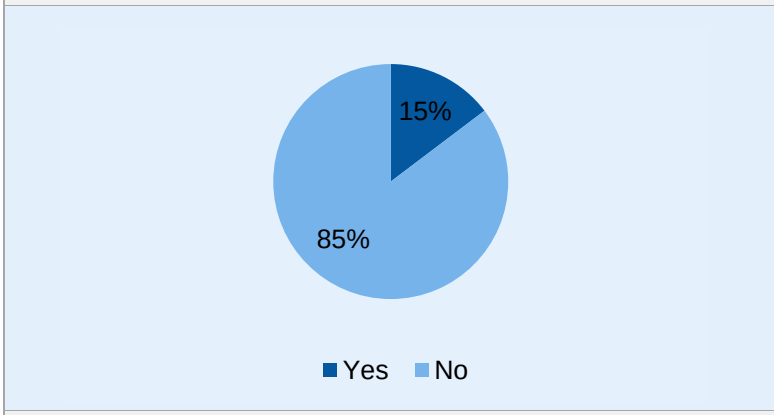
In another example, 47% of clients who reported having made a late payment did not communicate their repayment challenges with their FSP (Table 6). While a repayment problem does not constitute a grievance brought on by the FSP per se, the social distance between clients and their FSPs can provide meaningful insight on how FSPs can better position themselves to be 'part of the solution'.

Graph 4. Informed about complaint mechanism



n = 1,857

Graph 5. Made a formal complaint



n = 1,891

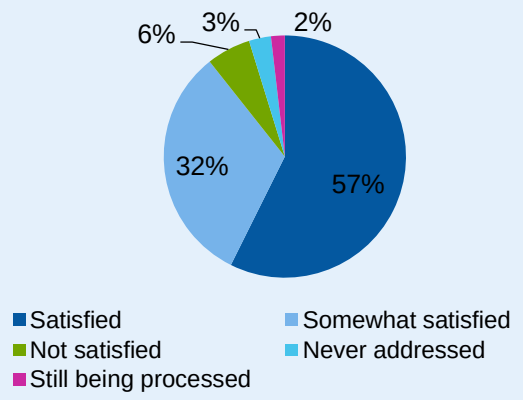
Table 5. Share of unreported cases by scenario

Scenario	Unreported by client	
	Number of cases unreported	Number of cases unreported (%)
Mistreated or intimidated	215	77%
Not provided w/ receipt when asked to pay other amount	103	71%

n (mistreated) = 281; n (not provided w/ receipt) = 146

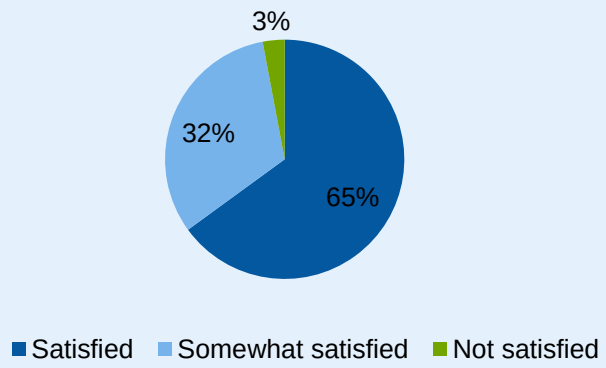
Based on these findings, we recommend that FSPs prioritize their efforts to increase client awareness of their complaint resolution process and their rights to communicate their grievances so that any unethical behavior can be redressed accordingly. As emphasized in the guidelines developed by the Smart Campaign,[4] not only do complaint mechanisms allow FSPs to strengthen their suite of products and services offered, these mechanisms also convey to clients that they have agency in their consumption decisions.

Graph 6. Level of satisfaction with complaint resolution



n = 272

Graph 7. Level of satisfaction with complaint handling time



n = 237

[4] Wardle, Leah. *How to Design a Complaints Mechanism*. <http://www.smartcampaign.org/storage/documents/Mechanisms_for_Complaints_Resolution.pdf>. The Smart Campaign Web. 27 Jul. 2017.

C. PREVENTION OF OVER-INDEBTEDNESS

SUMMARY

- **Approximately 23% of the sample reported making a late payment during their current or previous 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.**
- **Between 15% and 27% of those who reported to consistently making timely payments managed to do so by resorting to at least one of three of the following actions: (a) selling assets, (b) cutting expenses on basic needs, and (c) borrowing from other sources.**
- **Clients with agricultural loans more frequently reported taking at least one of the three aforementioned actions to make their payments than those with income generating and non-income generating loans.**

The third 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).

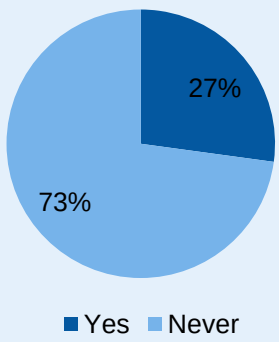
To assess this principle, we asked six questions that focused on the risk of falling into over-indebtedness during the loan cycle. Specifically, we sought to understand whether clients who had problems making loan repayments on time, felt they could discuss repayment problems with their loan officer,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

Approximately a quarter of all respondents in the study reported that they have been late in making a payment during their current or previous loan (Graph 8). Of this group, the three most frequently cited reasons for their late payment are forgetting the due date, not having enough income, and experiencing an emergency or other unforeseen expense, in that order (Graph 9). Surprisingly, nearly one-third of those who made a late payment, or 32%, chose the "forgetting the due date" option. However, we suspect that some respondents were influenced by desirability bias, which is the tendency of respondents to answer questions in a manner that they believe to be more favorable. Interestingly, more than half of the respondents who reported missing their payment, or 57%, attributed to either not having enough income or having experienced an emergency or unforeseen expense.

We also should take note that households that manage to make timely loan payments may find it challenging to do so. In fact, of those who reported to never have made a late payment, 22% responded to have informed their loan officer about their repayment difficulty (Table 6). This is one of several indications that can be gleaned from the survey results that underscore the fact that – barring the due diligence undertaken in the initial phases of the credit process – tracking late payments only partially captures the risk for over-indebtedness.

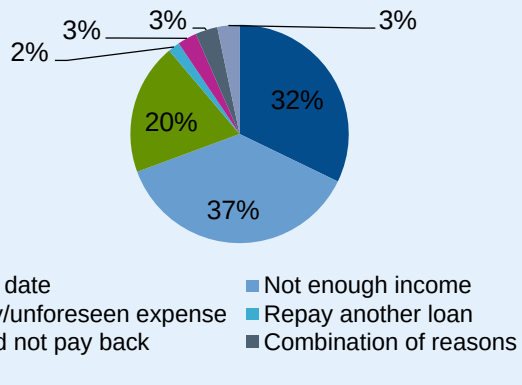
Other indications of over-indebtedness and financial-related stress can be examined through the lens of loan-servicing behavior. In order to make a repayment for their

Graph 8. Late payment



n = 1,915

Graph 9. Reason for late payment



n = 457

Table 6. Share of clients reporting repayment difficulty

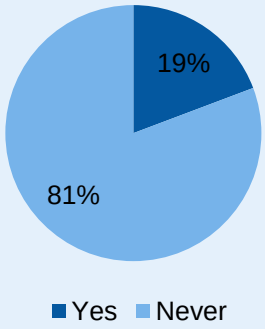
	Informed FSP about repayment difficulty	
Late payment	**Yes**	**No**
Yes	53%	47%
No	22%	78%

n (Yes late payment) = 486; n (No late payment) = 1,288

current or previous loan, 19% of the entire sample reportedly sold assets, 33% borrowed from another source, and 33% reduced their expenses on basic necessities (Graphs 10, 11, 12). We also observed that of the 73% of clients who claimed to have made all of their payments on time for their current and previous loans, 15% have sold assets, 28% have cut expenses on basic necessities, and 27% have borrowed from another source. The latter example indicates that, although the majority of the clients have had to take action in order to manage to consistently make timely payments.

Also of note, a greater share of clients with agriculture loans resorted to at least one of the three recourses in order to make their payments. In particular, we found a moderate relationship between clients with agriculture loans and the need to sell assets and borrow from other sources.[5] This observation can be driven by a number of factors in addition to those related to over-indebtedness, including loan product design – such as a mismatch between a farmer's repayment schedule and business cycle.

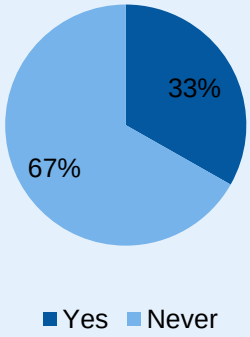
Graph 10. Sell off assets



n = 1,921

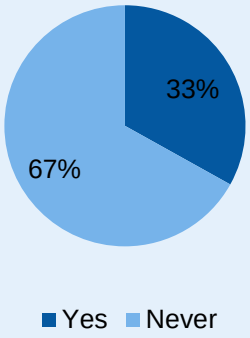
We cannot conclusively state the magnitude of the level of over-indebtedness using the survey questionnaire because the questions in this section were not time-bound. However, we do recommend that FSPs look into ways they can help facilitate loan repayment structures to minimize the need to resort to taking measures that would subject their clients to a greater risk for of over-indebtedness.

Graph 11. Cut expenses on basic needs



n = 1,879

Graph 12. Borrow from other sources



n = 1,892

Table 7. Share of clients selling assets, cutting expenses, and borrowing from other sources by loan type

Loan purpose	Sell assets	Sell assets (%)	Cut expenses	Cut expenses (%)	Borrow from other sources	Borrow from other sources (%)
Agriculture	158 / 593	27%	217 / 578	38%	256 / 583	44%
Income-generating	37 / 266	14%	85 / 263	32%	78 / 264	30%
Non-income generating	69 / 468	15%	113 / 458	29%	113 / 467	24%

[5]The Cramer's V value for loan purpose and sell assets is 0.15, and for loan purpose and borrow from other sources is 0.19.

D. TRANSPARENCY

SUMMARY

- **Nearly 90% of the sample responded that they were clearly informed about the terms of their loan contract.**
- **The majority of the respondents reported they had been clearly informed about the interest rate and loan fees.**

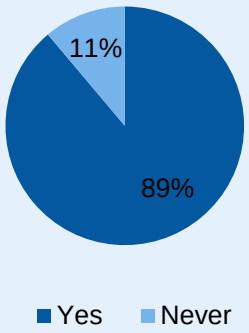
The fourth consumer protection principle analyzed is transparency and is defined as:

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 three questions as to whether they believe they were clearly informed about the loan terms and fees. The survey results are generally favorable, with around 89% of the aggregate sample they were allowed to read the loan contract and to have all of their questions answered before accepting the loan terms (Graph 13). Furthermore, approximately 93% of the sample believed that they were clearly informed about both the loan interest rate and loan fees before they accepted it (Graphs 14, 15).

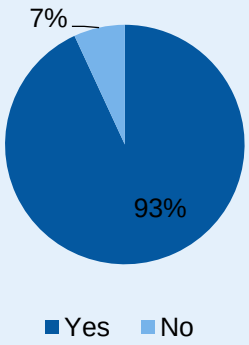
Note: The National Bank of Cambodia (NBC) historically has prioritized promoting transparency within the banking and microfinance sectors. For instance, the use of the flat balance method of calculating interest rates has been banned since 2001, as articulated in the *Prakas on the Calculation of Interest Rate on Microfinance Loans*.[6] In addition, microfinance institutions (MFIs) are required to disclose the APR and include an amortization table in each loan contract. However, it came as a surprise to industry stakeholders when the NBC swiftly introduced an interest rate ceiling of 18% on all loans issued from April 2017 onwards. While all of the respondents who were selected to participate in the survey are second-cycle borrowers or older, we cannot be certain about the communication they may have received beyond the messaging that was formulated by their FSPs regarding the new regulation.

Graph 13. Read loan contract answer questions about loan terms



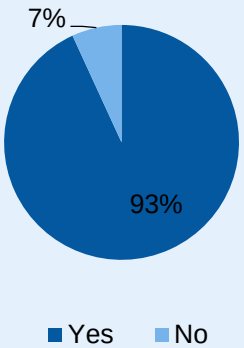
n = 1,876

Graph 14. Clearly informed about interest rate



n = 1,910

Graph 15. Clearly informed about loan fees



n = 1,882

[1] "Prakas on the Calculation of Interest Rate on Microfinance Loans." National Bank of Cambodia. 14 Aug. 2001. <https://www.nbc.org.kh/download_files/legislation/prakas_eng/1578B7-01-115.pdf>. Web. 27 Jul. 2017.

E. FAIR AND RESPECTFUL TREATMENT OF CLIENTS

SUMMARY

- **Approximately 15% of the study sample reported having been mistreated by an FSP staff member and 8% reported to being asked to pay an amount in addition to the principal and interest fee without being provided a receipt.**

The fifth and final 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. The Association of Banks of Cambodia and the Cambodian Microfinance Association issued a Code of Practice in 2015,[7] which all four FSPs of the study have voluntarily adopted as members of the two entities. In addition, each of the four FSPs has institutionalized a Code of Conduct or Code of Ethics, which describes how to serve clients appropriately and establishes a list of forbidden practices. Furthermore, the contents of the Code of Conduct are part of the induction training for all staff.

Approximately 15% of the sample responded that a staff member mistreated them – either by using improper language or being rude (Graph 16). A smaller share of the entire sample – 8% – 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 17). On a positive note, the number of cases in which clients reported to have experienced both forms of impropriety represents only approximately 4% of the total sample (Table 8).

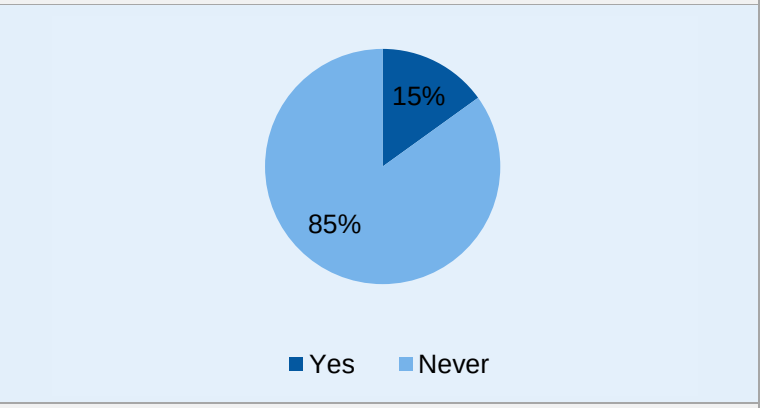
In spite of an emphasis on ethics and compliance within the Cambodian microfinance industry, our findings show that it is difficult to prevent all instances of misconduct. Regardless, these instances should not be ignored by FSPs and, therefore, capturing and examining these types of data renders the effort to minimize such acts of impropriety more manageable.

Table 8. Share of clients mistreated, asked to pay an amount and no receipt provided

	Paid amount other than principal and interest, no receipt given	
Disrespected or intimidated	**Yes**	**No**
Yes	4%	10%
No	4%	82%

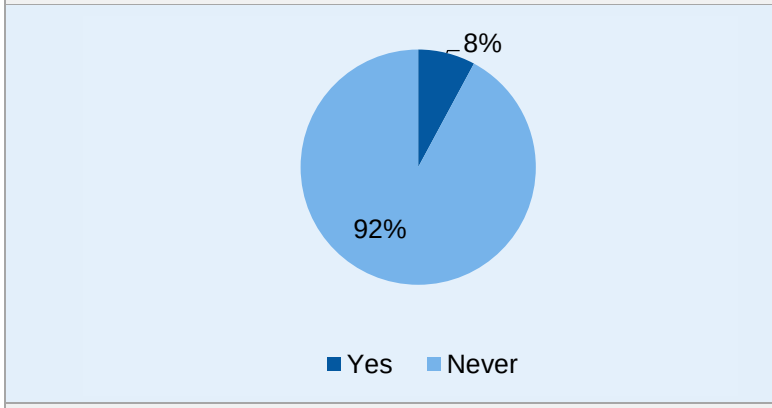
n = 1,888

Graph 16. Was disrespected or intimidated



n = 1,932

Graph 17. Was asked to pay for a fee without providing a receipt



n = 1,909

[1] "Code of Banking Practice." Association of Banks of Cambodia. 16 Feb. 2014. <http://www.acledabank.com.kh/kh/assets/pdf_zip/ABC_Code_of_Banking_Practice_20150216_Eng.pdf >. Web. 27 Jul. 2017.

CONCLUSION AND RECOMMENDATIONS

The analysis shows that the four participating FSPs generally fared 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, FSPs must be mindful of the survey duration when using the IVR tool 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) ethical misconduct of loan officers, and (c) limited use of complaint channels in place.

3. Follow-up on areas that require further investigation including the three cited above by using other methodologies – such as focus group discussions and one-on-one interviews – that allow for a more in-depth examination of the problems at hand.

4. We encourage other FSPs in Cambodia to join the Voice of the Client initiative to improve their knowledge of their clients' needs as well as those of the market in which they operate.

These findings represent the first attempt in the Cambodian 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 sample of front-side 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 greater survey completion rate of 36% relative to the outgoing calls, which only yielded a completion rate of 4% (Table 10).

The survey questionnaire was pre-recorded by a professional studio based in Phnom Penh, and the survey duration ranged between 7 and 8 minutes. In addition to being presented with the answer choices, clients were given the option to repeat or skip any question. Each client was assigned a unique four-digit survey ID number, which they were asked to input once they reached the end of the survey in order to allow us to validate their identity as the official credit holder. However, as noted in the Description of Sample section.

Table 10. Survey completion rate by call type

Call type	Number of calls	Number of surveys	Completion rate (%)
Incoming	3,126	1,113	36%
Outgoing	22,737	855	4%
Total	25,863	1,968	8%

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	43.65%	52.13%	4.22%
Count	859	1,026	83

2. APPROPRIATE PRODUCT DESIGN

Question 2: What do you think about the size of your current loan?

	Correct	Too small	Too big	Skip
Distribution	72.97%	14.99%	4.62%	7.42%
Count	1,436	295	91	146

Question 3: What do you think about the installment size of your current loan?

	Correct	Too small	Too big	Skip
Distribution	72.66%	10.92%	9.15%	7.27%
Count	1,430	215	180	143

3. MECHANISM FOR COMPLAINT RESOLUTION

Question 4: Do you know how to make a formal complaint to your FSP?

	Yes	No	Skip
Distribution	34.35%	60.01%	5.64%
Count	676	1,181	111

Question 5: Have you ever made a formal complaint to your FSP?

	Yes	No	Skip
Distribution	14.13%	81.96%	3.91%
Count	278	1,613	77

Question 6: I understand that you have made a formal complaint to your FSP in the past. Are you satisfied with how your FSP handled your complaint?

	Satisfied	Somewhat satisfied	Not satisfied	Never addressed	Still being processed	Skip
Distribution	56.12%	31.29%	5.76%	2.88%	1.80%	2.16%
Count	156	87	16	8	5	6

Question 7: Are you satisfied with how long it took your FSP to handle your complaint?

	Satisfied	Somewhat satisfied	Not satisfied	Skip
Distribution	57.89%	28.57%	2.63%	10.90%
Count	154	76	7	29

4. PREVENTION OF OVER-INDEBTEDNESS

Question 8: Have you ever been late in making a payment to your FSP during your current or previous loan?

	Yes	No	Skip
Distribution	26.42%	70.88%	2.69%
Count	520	1,395	53

Question 9: What was the reason for the last time you made a late payment to your FSP?

	Forgot due date	Not enough income	Emergency or unforeseen expense	Repay another loan	Shared loan and co-borrower did not pay back	Combination of reasons	Other	Skip
Distribution	31.14%	36.02%	18.86%	1.69%	2.75%	3.18%	3.18%	3.18%
Count	147	170	89	8	13	15	15	15

Question 10: Did you communicate with your FSP about any difficulties you faced in making a payment to your FSP for your current or previous loan?

	Yes	No	Skip
Distribution	28.05%	63.77%	8.18%
Count	1,007	93	281

Question 11: Have you ever had to sell off assets to be able to make a loan repayment for your current or previous loan?

	Yes	No	Skip
Distribution	18.80%	78.81%	2.39%
Count	370	1,551	47

Question 12: Have you had to cut down on your expenses for basic necessities such as food, drinking water, or electricity to be able to make a loan repayment for your current or previous loan?

	Yes	No	Skip
Distribution	31.71%	63.77%	4.52%
Count	624	1,255	89

Question 13: Have you had to borrow from another FSP, a relative, a friend, or money lender to be able to make a loan repayment for your current or previous loan?

	Yes	No	Skip
Distribution	31.81%	64.33%	3.86%
Count	626	1,266	76

5. TRANSPARENCY

Question 14: For your current or previous loan, did an FSP staff let you read your loan contract and take the time to answer any of your questions before asking you to sign it?

	Yes	No	Skip
Distribution	84.71%	10.62%	4.67%
Count	1,667	209	92

Question 15: Do you believe you were clearly informed about your loan interest rate before you accepted your current and previous loans?

	Yes	No	Skip
Distribution	90.45%	6.66%	2.90%
Count	1,780	131	57

Question 16: Do you believe you were clearly informed about all of your loan fees before you accepted your current and previous loan?

	Yes	No	Skip
Distribution	89.08%	6.61%	4.32%
Count	1,753	130	85

6. FAIR AND RESPECTFUL TREATMENT OF CLIENTS

Question 17: Has an FSP staff ever made you feel uncomfortable or disrespected, for example, by using impolite language or being rude towards you?

	Yes	No	Skip
Distribution	14.79%	83.38%	1.83%
Count	291	1,641	36

Question 18: Has an FSP staff ever asked you to pay an amount other than your principal and interest rate without providing you with a receipt?

	Yes	No	Skip
Distribution	7.62%	89.38%	3.00%
Count	150	1,759	59

ANNEX III: KEY FIGURES

Indicator (FY 2015)	AMK	IPR	MAXIMA	PRASAC	Cambodia (median)
Gross Loan Portfolio*	128,318,669	9,389,014	8,016,117	856,592,432	34,503,874
PAR30	0.41%	1.24%	0.67%	0.30%	0.61 %
PAR90	0.30%	1.02%	0.42%	0.20%	0.37 %
Write-off ratio	0.00%	0.31%	0.00%	0.09%	0.09 %
Average outstanding balance*	382	2,028	1,695	2,694	1,199
Average loan balance per female borrower*	4,683.68	2,258.60	2,028.88	3,280.44	N/A
Average loan balance per borrower / GNI per capita	41.42%	213.51%	178.43%	283.54%	140.89 %
Number of loans outstanding	335,801	4,629	4,729	318,005	43,421
Microenterprise loans	97.26%	0.00%	100.00%	62.74%	100.00%
Solidarity group (methodology)	268,996	0	560	9184	204,896
Number of active borrowers	326,121	4,629	4,729	318,005	43,421
Female borrowers	84.01%	89.80%	83.55%	82.11%	80.90 %
Rural borrowers	92.50%	98.60%	64.96%	89.59%	40.88%
Borrowers per loan officer	374	77	95	114	143
Loans per loan officer	386	77	95	114	143
Personnel allocation ratio	44.44%	46.30%	52.64%	52.64%	41.17 %
Operating expense/ loan portfolio	17.47%	12.45%	13.91%	6.39%	12.45 %
Average salary/ GNI per capita	5.97	4.95	5.43	6.85	6.35
Cost per loan*	58	237	202	162	148
Return on assets	3.60%	6.16%	3.70%	5.32%	3.73%
Return on equity	18.76%	9.51%	7.50%	45.46%	15.87%
Operational self sufficiency	119.29%	158.46%	131.82%	157.38%	131.82%

*All amounts expressed in USD.

Source: MIX Market

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