



BANKING SURVEY

Evaluation

OCT 2019



Purpose of the Survey:

Rating the benefits of your institution's cooperation with the European Investment Bank (EIB), to assess the impact of the technical assistance programme offered and to develop new programmes for the East Africa region.

1. In which country do you work?

Out of 43 Responses:

Country	Total
Eastern Southern Africa	1
Kenya	11
Rwanda	3
Somalia	3
Tanzania	2
Uganda	12



2. In which type of financial institution do you work?

Answer	Count	Percentage
Non-bank financial institution	3	8.6%
Microfinance institution	3	8.6%
Bank	25	71.4%
Other	4	11.4%



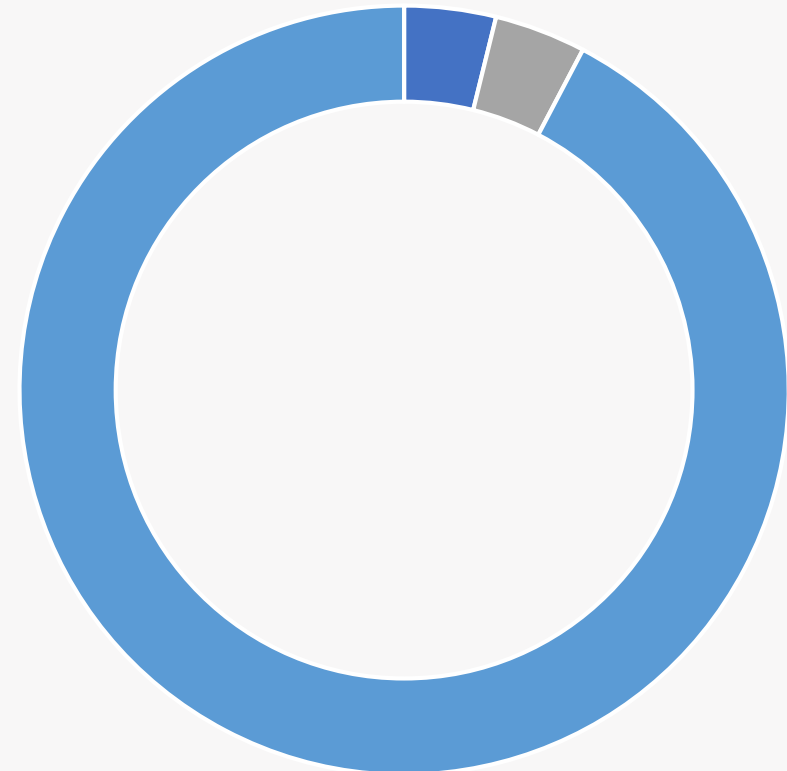
3. Which function/area do you cover in your financial institution?

Answer	Count	Percentage
Head of Department in Head Office	11	33.3%
Member of Executive Committee	10	30.3%
Credit	7	21.2%
Specialist in Head Office	4	12.1%
Branch Manager	2	6.1%
Risk	1	3.0%
Marketing	0	0.0%
HR	0	0.0%
Relationship officer / loan officer in branch	0	0.0%
Other:	5	15.2%



4. How has your institution's M/SME loan volume developed in 2018 compared to 2017?

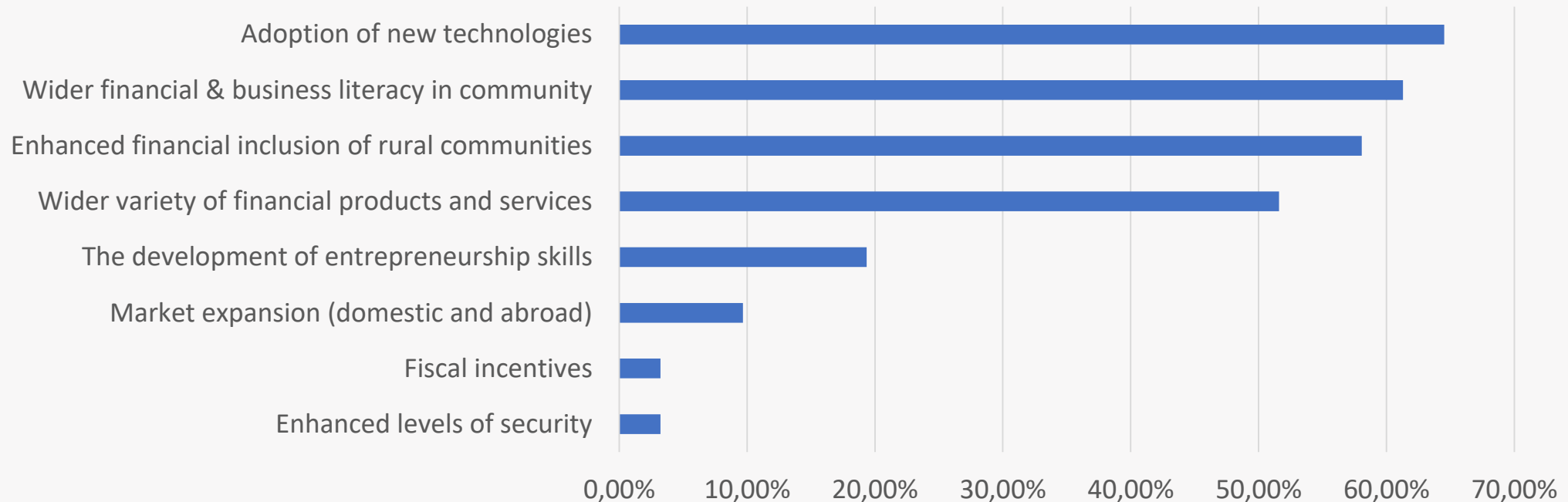
Answer	Percentage
decreased	3.0%
constant	3.0%
increased	72.7%



■ decreased ■ constant ■ increased



5. In your view, what are the three key enabling factors that would support Micro/SME loan pipeline growth for financial intermediaries (banks and microfinance institutions)?



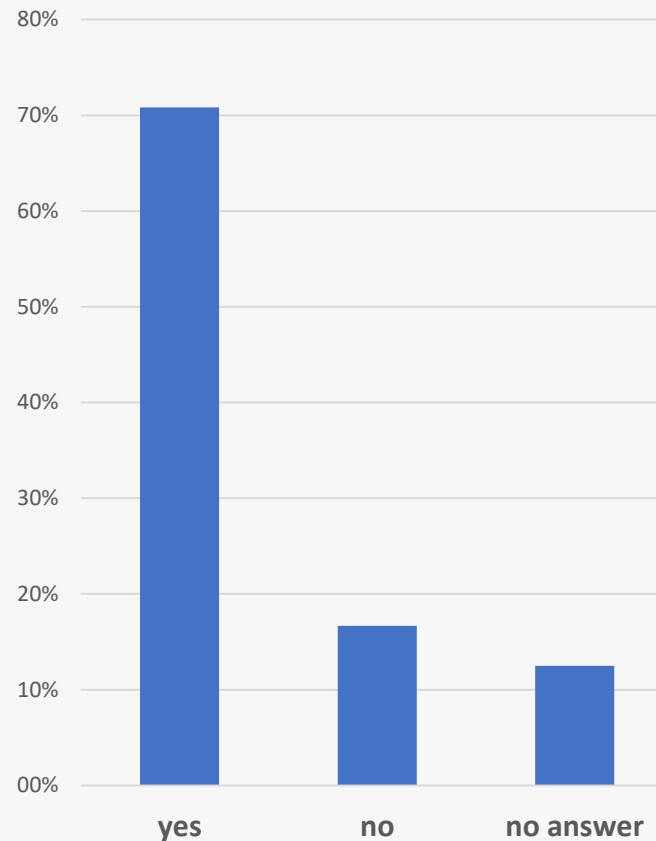


6. What are the main challenges for the development of the M/SME portfolio for your institution/ in your point of view?

- “ Lack of bankable proposals
- “ Lack of skills
- “ Lack of collateral
- “ High cost of funding
- “ Poor financial management
- “ Suitability of products



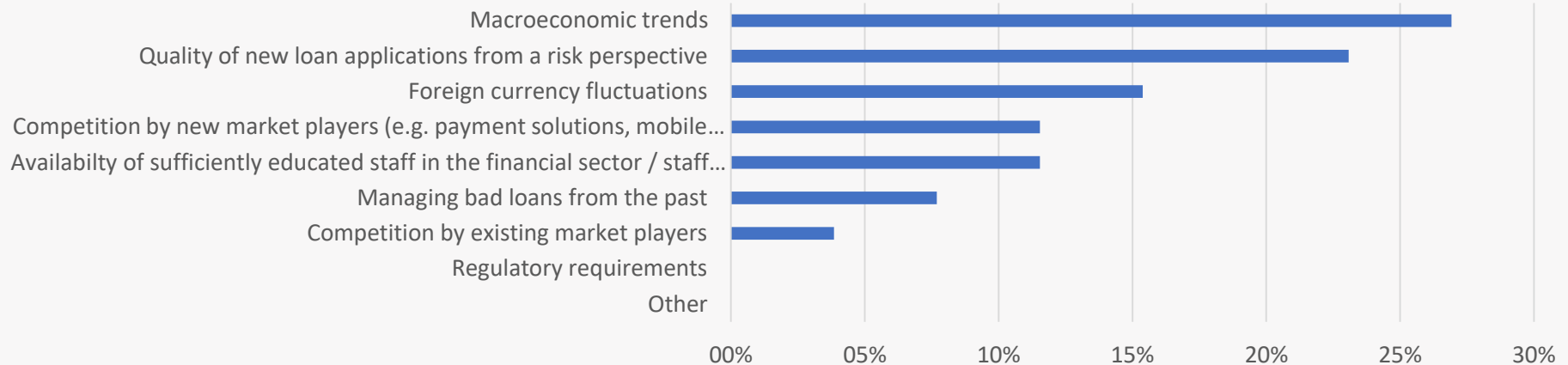
7. Would your credit decision (scoring, rating) on a new loan applicant be more favourable if the applicant had undertaken and passed a business/ financial literacy training by a recognized institution?



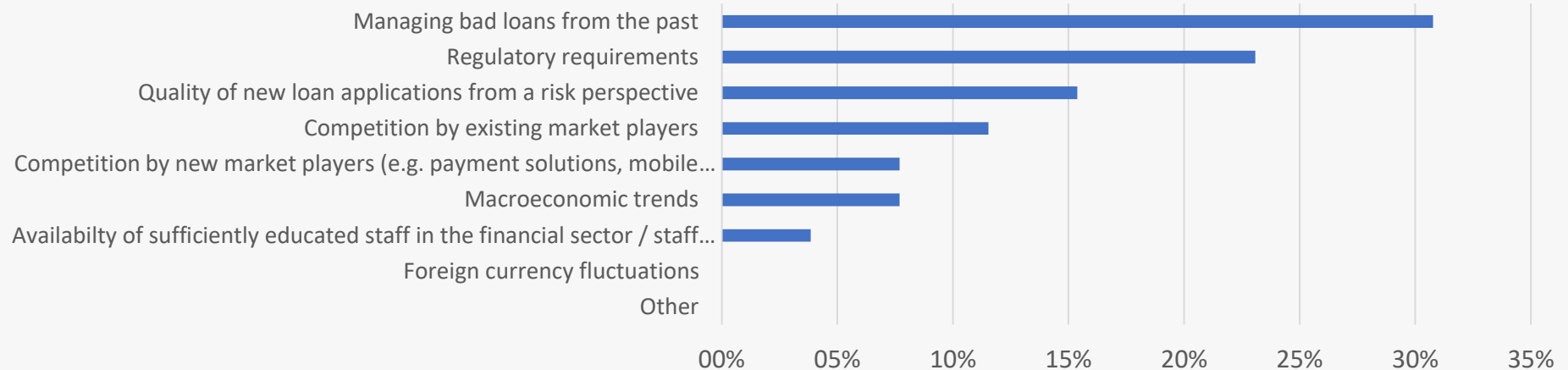


8. What are the main challenges that the financial sector faces in your country 2017/18 in your perception?

Ranked First



Ranked Second

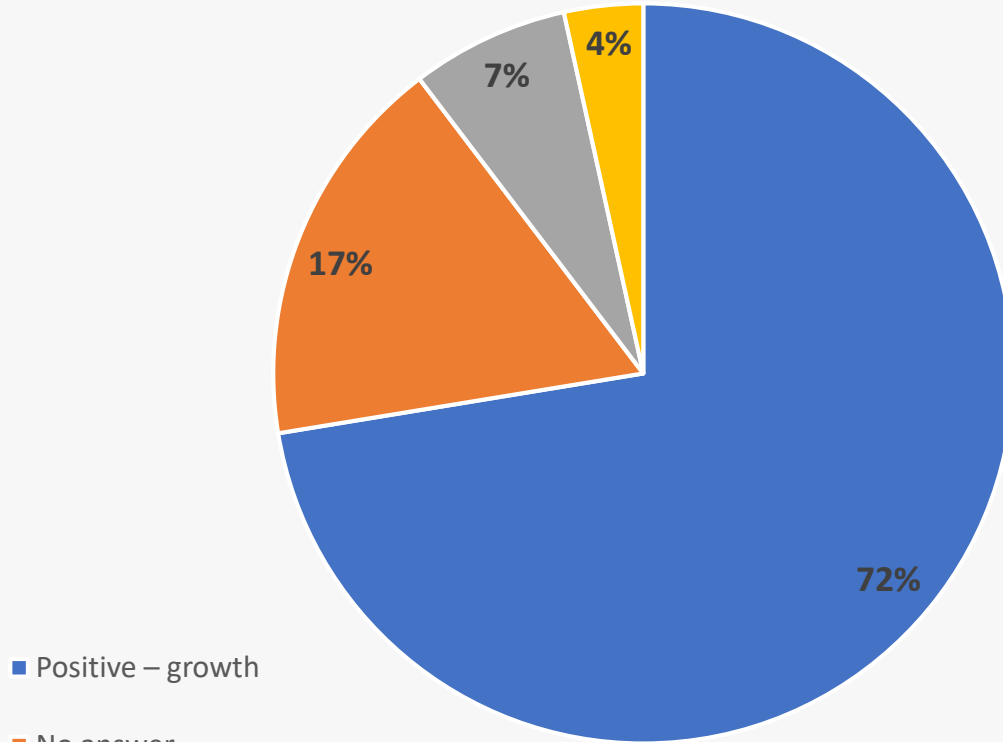




9. In this TA Programme the EIB has implemented a capacity building component for SME entrepreneurs (both for existing borrowers and for potential ones). Please select the 3 activities that would lead to an improved M/SME customer portfolio of your institution?

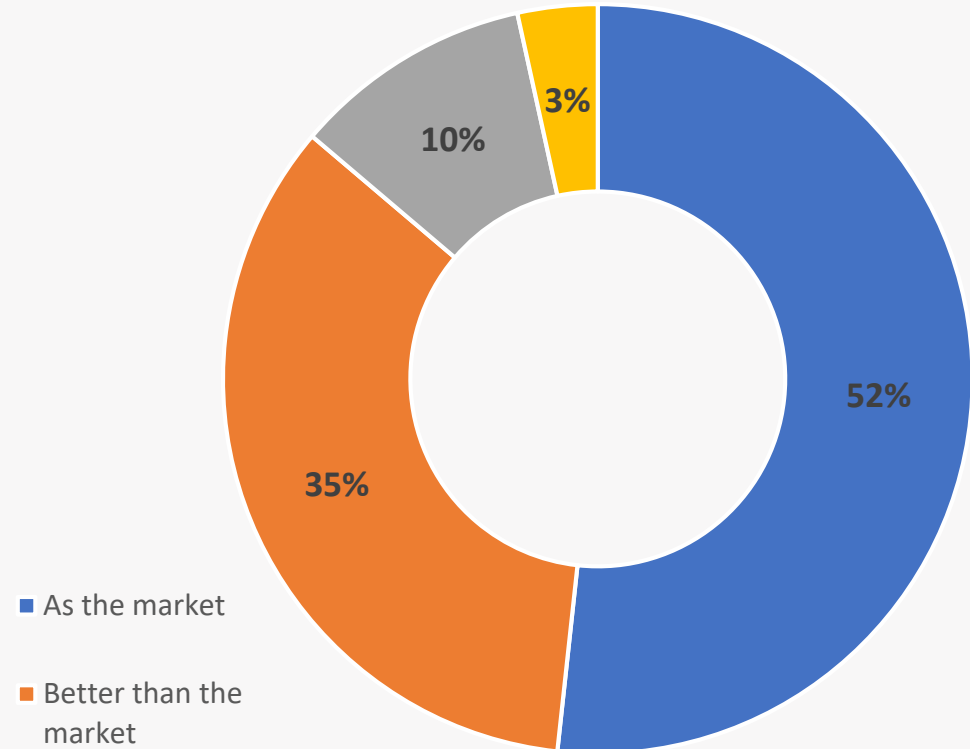
- | |
|-------------------------------------------------------------------------------------------|
| 1. Training of your staff in cash-flow based lending understanding M/SMEs business models |
| 2. Training of entrepreneurs in basic financial management |
| 3. Establishing a mentorship programme for MSMEs through business clubs |
| 4. Training of entrepreneurs in business management |
| 5. Training of entrepreneurs in business planning |
| 6. Running regular networking events for clients (and/or offering annual awards) |

10. How do you see the future of the financial sector in your country in the next 3 years? Please explain.



- Positive – growth
- No answer
- Will remain at the same level
- Difficult – shrinking business volumes

11. How do you expect your financial institution to perform in 2019 in comparison to your national market (in terms of assets growth)?



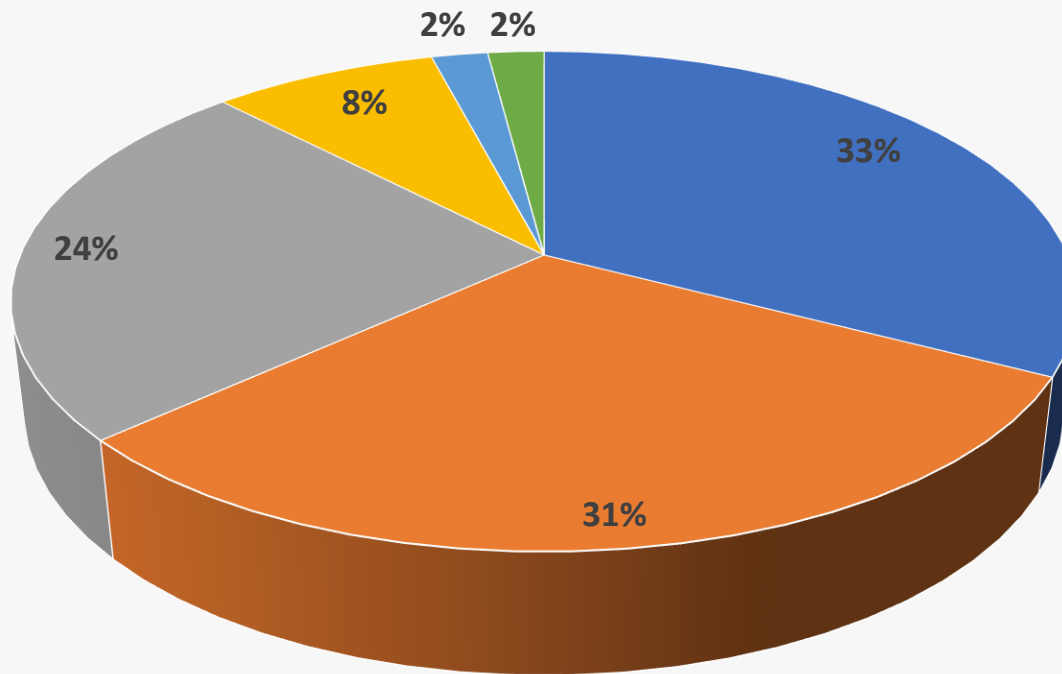
- As the market
- Better than the market
- No answer
- Less good than the market



12. Most retail financing institutions would not consider lending to refugees through their loan facilities. Why do you think that is?

1. Status of refugees prevents them from being able to provide collateral (i.e. not allowed to own land, small social network, etc.)
1. Risk of flight
3. Status of refugees prevents them to generate income (i.e. not allowed to work)

13. What do you consider the main advantage that the EIB credit lines provide to your institution?

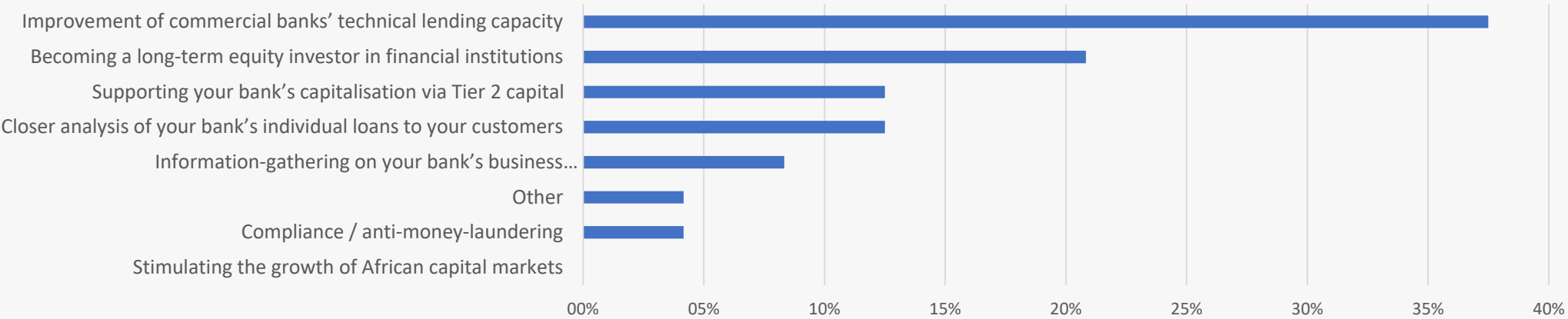


- Availability of medium/ long-term funding
- Ability to access its Technical Assistance programmes
- Cost of funding
- Availability of local currency as opposed to foreign currency
- Market Reputation of working with EIB
- Other

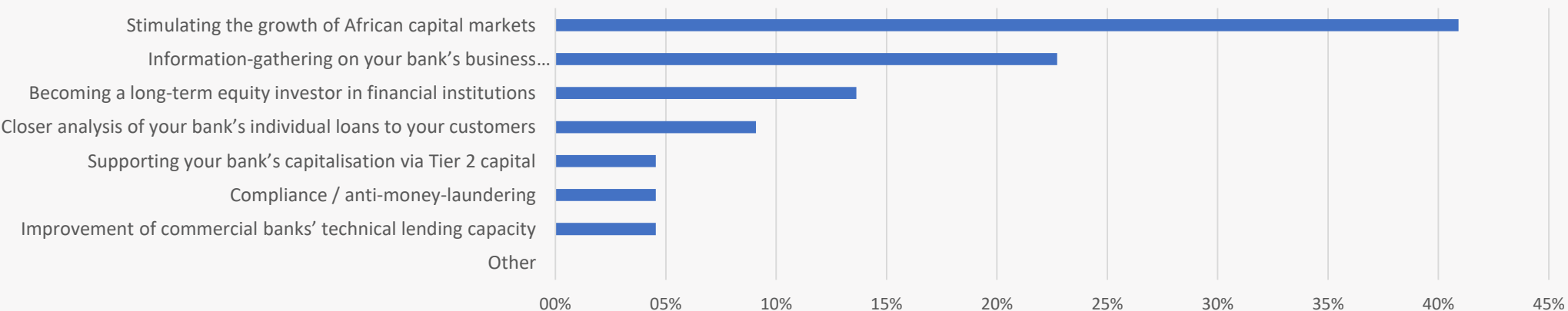


14. EIB's mandate in Africa is to finance economic development. In order to fulfil this mandate, what do you believe EIB should focus on in the financial sector?

Ranked First

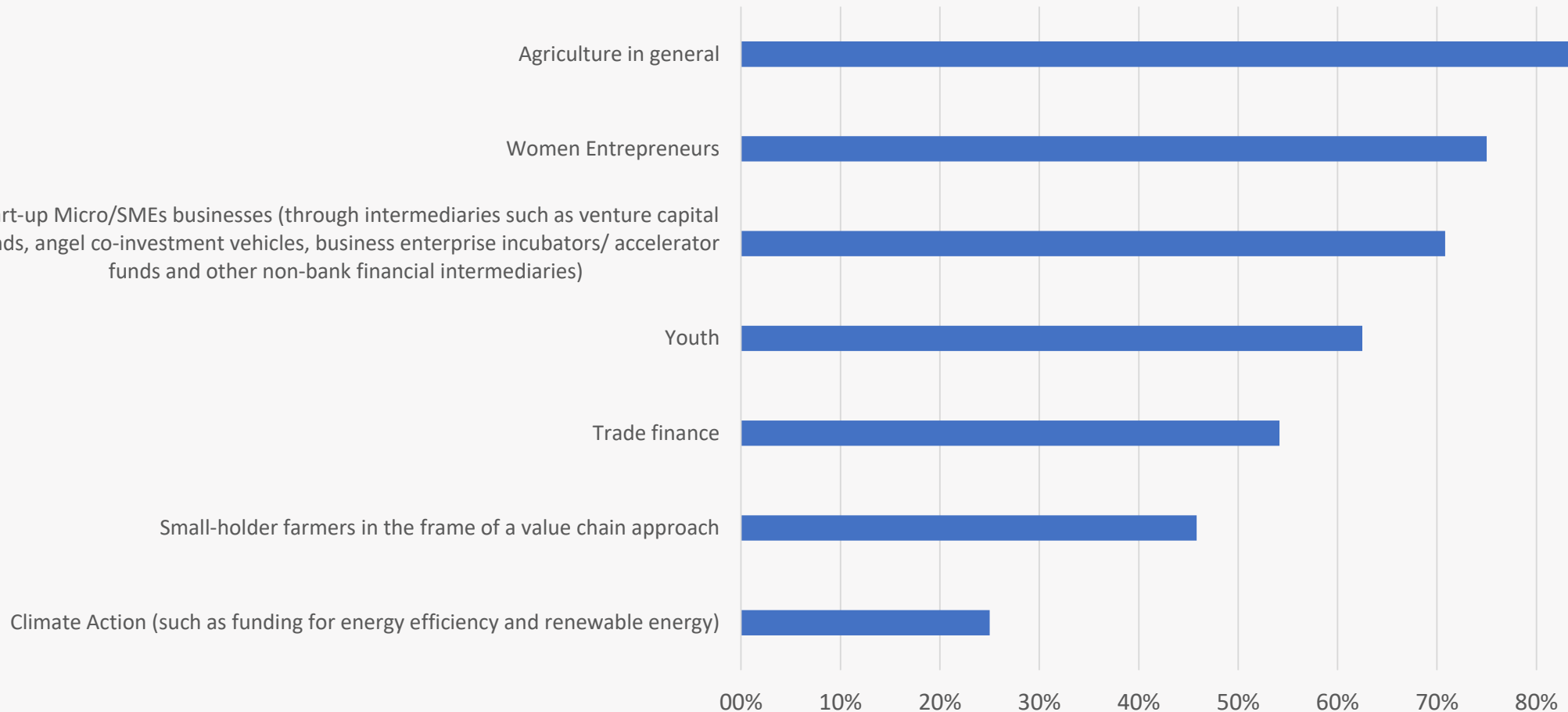


Ranked Second



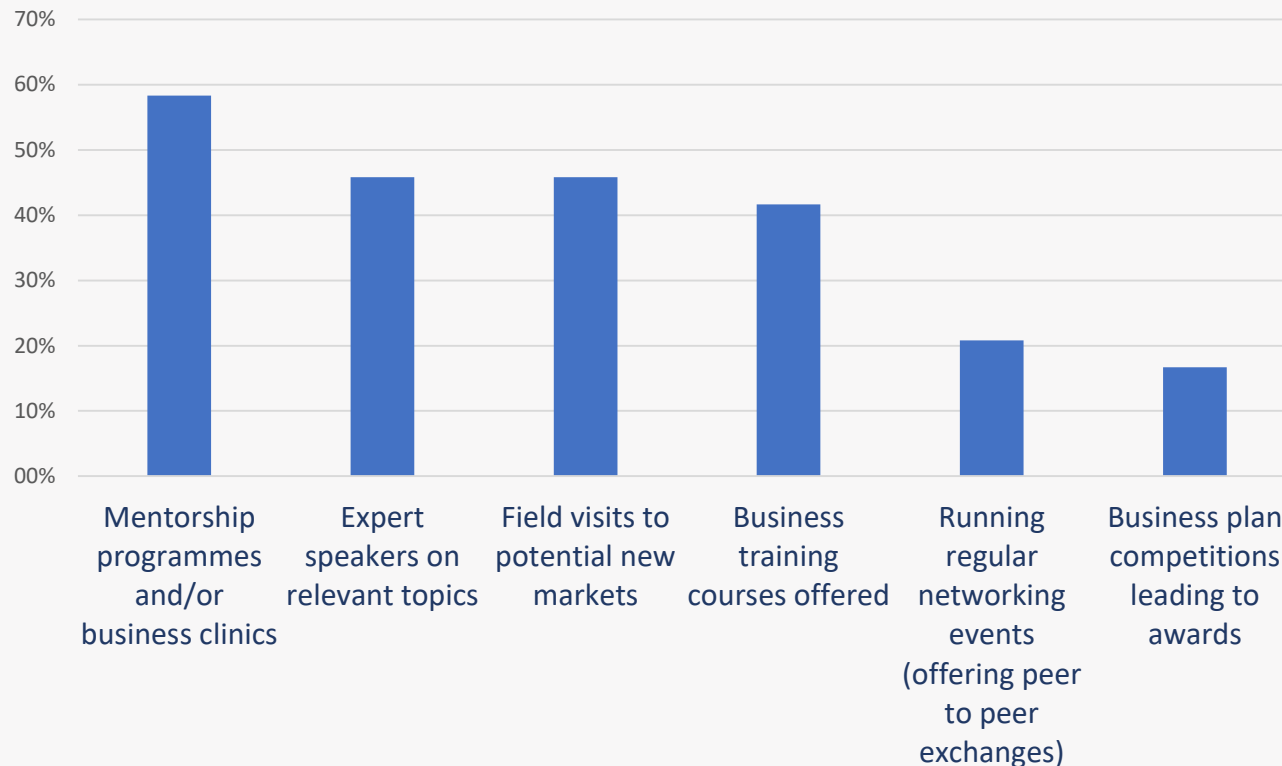


15. Which MSME business segments would you like the EIB lines of credit and TA to target to further develop MSMEs in your country?



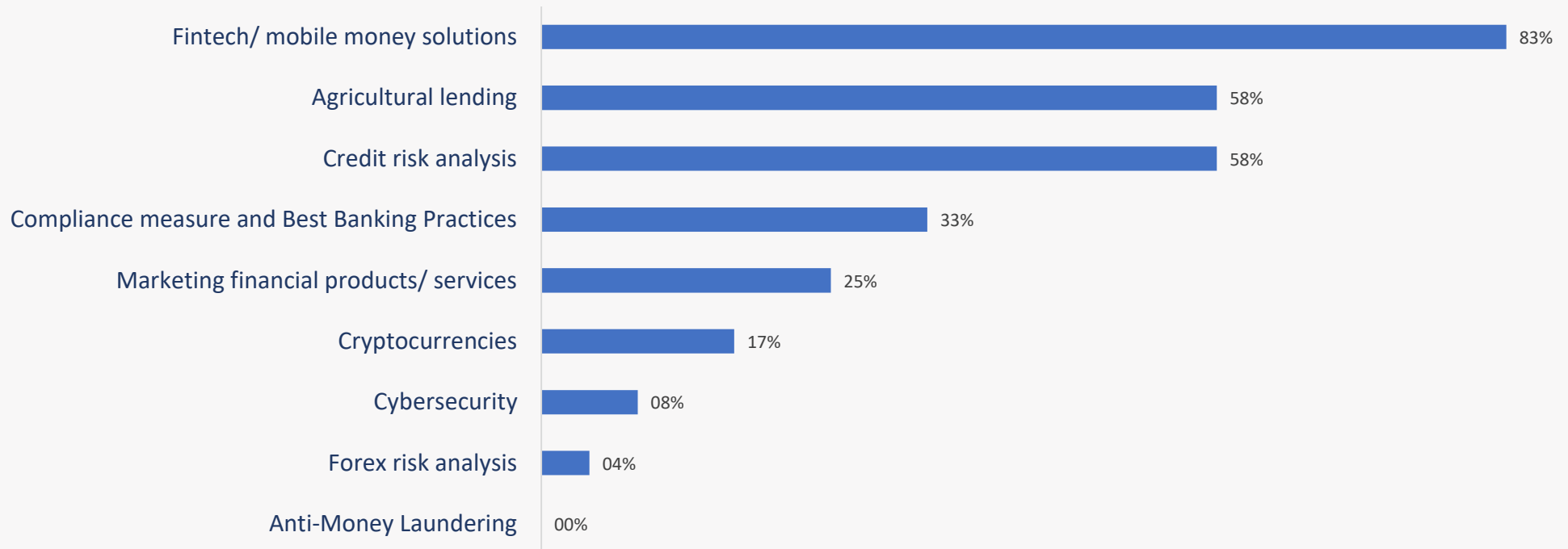


16. Does your institution run Business Clubs? If so, please select the 3 key activities that you believe your M/SME clients would value the most (which would you encourage customer retention)?





17. With regards to the annual EIB Banking Forum, what are the 3 key topics that you would wish the forum to prioritize?



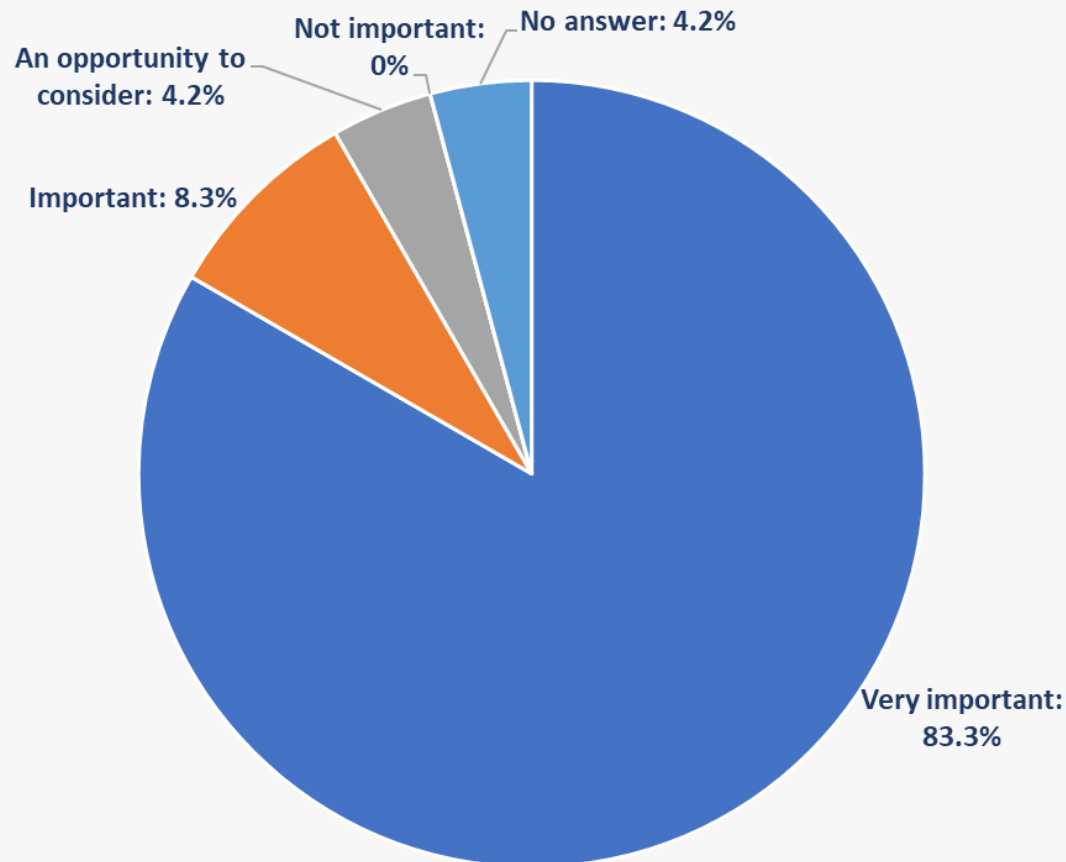


18. In your opinion, what further services could the EIB offer (or do more of its existing products) to support the development of Micro and SME businesses in your country?

- “ Loan guarantees
- “ Training/ capacity building of bank staff
- “ Support of M/SMEs



19. The availability of medium term credit lines from international development finance institutions such as EIB in the next 3 years for my institution is:





THANK YOU FOR YOUR ATTENTION!

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