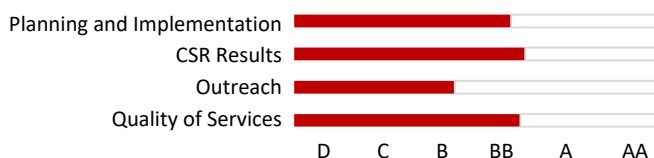


IMPRO IFD, Bolivia

SOCIAL RATING SCORE ^s BB

Adequate planning and monitoring capacity.

Results are mostly aligned with the planning.



Rating Committee

Jun.-24

Previous Rating: BB, MFR 2023.

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SOCIAL PERFORMANCE RATING FOUNDATIONS

PLANNING AND IMPLEMENTATION

Adequate commitment from the Board of Directors and management team to fulfilling the social mission and objectives. Areas for improvement in the inclusion and tracking of social performance indicators. Board decisions consider social performance information. Moderate viability for institutional growth and limited levels of responsible profitability. Opportunities for the creation and implementation of an environmental strategy.

E&S RESULTS

Perceived adequate gender balance among staff, with an increase in turnover in 2023. Adequate product design capacity based on the needs of the target customers. Adequate processes for managing customer information privacy and over-indebtedness prevention. Good levels of transparency and responsible pricing. Complaint resolution system complies with local regulations. The environmental strategy is moderate. Areas for improvement in the development of specific plans on social responsibility towards the community and stakeholders.

OUTREACH

The institution maintains a limited geographic coverage and moderate outreach compared to regional and local benchmarks. Adequate growth in the number of borrowers in 2023. Greater focus on clients in rural areas with higher levels of vulnerability. Loan sizes are aligned with the social mission and objectives. Adequate outreach to women and proper alignment of funded activities with IMPRO's mission.

QUALITY OF SERVICES SERVICIOS

Adequate variety of credit products and financial services in line with the size of the institution. Perceived delays in obtaining the license to offer savings products. Adequate variety of credit products, complemented by insurance services that meet the needs of the target population. No barriers to accessing credit. Dropout rates remain stable. Limited offering of non-financial services.

Institucional Data		Dec.-23	Social Indicators		Dec.-23
Active Borrowers		2.607	Rural coverage, clients		16%
Active Savers		-	Female Clients		54%
Gross Portfolio, USD		3.857.522	Female Staff		47%
Total Active Savings, USD		-	Female Staff in Management		0%
Branches		5	Average disbursed loan amount, USD		1.645
Total Staff		45	Portfolio for Income Generating Activites		73%
			Productive Portfolio to Microenterprises		100%
Legal Form		NGO	Average Loan Balance / GNI pc		44%
		IFD	Individual Methodology, clients		84,3%
Inception	1995	Network	Client drop-out ratio		32%
Area	Urban-rural	FINRURAL	PAR30		1,2%
Credit Methodology	Individual, Community Banking		Staff turn-over ratio		27%
Financial Services	Credit, Insurance		Average annual percentage rate (APR)		28%
Non. Fin. Services	Business Development		Average Transparency Index		99
Coverage	1 of 9 departments		Growth in Active Borrowers		-19%

See annex 2 and 4 for more details

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Annex 5 – Social Rating Scale

Grade	Definition
^s AA	Excellent planning and monitoring ability. Results fully aligned with the planning.
^s A	Good planning and monitoring ability. Results largely aligned with the planning.
^s BB	Adequate planning and monitoring ability. Results mostly aligned with the planning.
^s B	Moderate planning and monitoring ability. Results partially aligned with the planning.
^s C	Weak planning and monitoring ability. Results poorly aligned with the planning.
^s D	Very weak planning and monitoring ability. Results not aligned with the planning.

'+' and '-' modifiers which can be added to the rating indicate small relative differences within the same rating category.

Further Information: www.mf-rating.com

The information used in the social rating has been partially provided by the evaluated institution and partially gathered during interviews with the institution's executives, managers, staff, and clients. The analysis is based on internal GIS data as well as other official sources. MFR does not guarantee the reliability and integrity of the information, as it does not conduct audit activities, and therefore assumes no responsibility for any errors or omissions arising from that information. The Social Rating should be considered as an external and independent opinion and should not be regarded as a recommendation to invest in a specific institution.