

Please do not complete this document, as it is solely meant for your reference.  
The questionnaire must be filled out online.

## Microfinance in Europe Survey 2023 Questionnaire

### INTRODUCTION

The European Microfinance Network (EMN) and Microfinance Centre (MFC) warmly welcome you to participate in their survey on the state of the microfinance sector in Europe!

Rest assured that the data you provide will be strictly used for research and advocacy purposes. Your individual information will remain confidential, as EMN and MFC will not disclose any details about individual respondents.

This survey is specifically intended for institutions directly involved in the provision of microloans or who are engaged in partnerships with other financial institutions, such as banks. For institutions where microcredit is not the primary focus, please provide information and data related to your microcredit activities to the greatest extent possible.

- The questionnaire should take approximately 15 minutes to complete once you have gathered all the necessary information.
- While filling out the survey you can pause and close the web browser. Then, you can edit your answers and continue answering the questions using the same link as a cookie is stored in your browser that remembers your survey responses.  
[https://www.surveymonkey.com/r/Microfinance\\_Sector\\_Survey2023](https://www.surveymonkey.com/r/Microfinance_Sector_Survey2023)
- Your responses are saved only after clicking the Next button on each page of the survey. Responses don't automatically save as each question is answered—they are saved page by page as respondents progress through the survey.
- When editing or adding the responses you need to use the same computer and web browser.

We sincerely appreciate your participation in advance.

Best regards,

The EMN and MFC teams

# 1 KEY INDICATORS

## 1. Contact information\*

Institution Name \_\_\_\_\_  
Contact person \_\_\_\_\_  
Job position \_\_\_\_\_  
Phone number (incl. country code) \_\_\_\_\_  
Email address \_\_\_\_\_

## 1.1 SIZE OF THE SECTOR

### 1.1.1 Staff

2. How many staff were employed to support microlending activities as of 31 December 2022? \*
- Total number of paid staff \_\_\_\_\_
  - Number of paid female staff \_\_\_\_\_
  - Number of unpaid staff (volunteers or staff paid by another institution) \_\_\_\_\_  
Number of loan officers (intermediary between MFIs and clients either in person or virtually) \_\_\_\_\_

### 1.1.2 Microloan portfolio

Data must refer to the institution's microcredit portfolio. We define the microcredit portfolio in two broad categories; each category has different purposes and maximum thresholds:

- **Business microloans** are disbursed to natural or legal persons with the purpose of financing the development or establishment of business activities. Business microloans have a maximum original principal value of 50,000 EUR. Personal microloans are disbursed to natural persons with the purpose of financing personal or family development, mobility, improving living conditions, income smoothing and other family needs. Personal microloans have a maximum original principal value of 25,000 EUR.

3. Please select the currency of the data you are providing: \_\_\_\_\_ \*
4. What was the value of the gross microloan portfolio outstanding in each of the two portfolio categories as of 31 December 2022? \*
- Gross microloan portfolio: principal balance of all outstanding loans, including current, delinquent, and restructured loans, but not loans that have been written off or are designated as interest receivable.*  
If you don't have the data, please input N/A.
- Total value of business microloans less than 50,000 EUR \_\_\_\_\_
  - Total value of personal microloans less than 25,000 EUR \_\_\_\_\_
5. What was the number of active borrowers in each of the two portfolio categories as of 31 December 2022? \*
- Active borrowers: natural or legal person who currently has an outstanding loan balance or is primarily responsible for repaying any portion of a gross loan portfolio. Those natural or legal persons with multiple loans with a microcredit provider should be counted as a single borrower.*  
If you don't have the data, please input N/A.
- Number of active borrowers with business loans less than 50,000 EUR \_\_\_\_\_
  - Number of active borrowers with personal loans less than 25,000 EUR \_\_\_\_\_

6. What was the number of active borrowers for both personal and business microloans portfolio as of 31 December 2022?\*

Please state the actual number, not percentage of borrowers (e.g. 200 women and not their percentage).

If you don't have the data, please input N/A.

An **international migrant** is someone who changes his or her country of usual residence, irrespective of the reason for migration or legal status.

A **refugee** is a person who is outside their country of origin for reasons of feared persecution, conflict, generalized violence, or other circumstances that have seriously disturbed public order and, as a result, require international protection. In this category we also include asylum-seekers (those whose request for sanctuary has yet to be processed).

An **ethnic minority** is a non-dominant group that is usually numerically less than the majority population of a State or region regarding their ethnic, religious or linguistic characteristics and who (if only implicitly) maintain solidarity with their own culture, traditions, religion or language.

- Women \_\_\_\_\_
- Youth (18-29 years old) \_\_\_\_\_
- Seniors (65+) \_\_\_\_\_
- Migrants and refugees \_\_\_\_\_
- Ethnic minorities \_\_\_\_\_
- Rural population \_\_\_\_\_

### 1.1.3 Non-financial services

7. Which non-financial services does your institution offer? \*

**Personal development services** are support services that address people with no or very low levels of financial management skills. They aim to prevent harmful situations (e.g., over-indebtedness) and address target groups that do not have the necessary skills to manage a loan product.

**Entrepreneurship development services** include services that focus on developing the business skills and know-how of individuals. They help to raise awareness of entrepreneurship as a conscious career choice and offer basic business skills training.

**Business development services** target existing micro and small businesses and aim to help these businesses improve their operations, with services ranging from business advice and technical skills training to linking entrepreneurs to markets.

Please select all that apply.

- Personal development services
- Entrepreneurship development services
- Business development services
- Other, please specify \_\_\_\_\_
- No non-financial services are offered

## 1.2 SUSTAINABILITY

### 1.2.1 Financial performance

8. What was the portfolio at risk ratio (PAR 30) of your institution for microlending activities as of 31 December 2022?\*

Formula: (Outstanding balance portfolio overdue > 30 days / Gross loan portfolio) x 100

*Outstanding balance portfolio overdue > 30 days: value of all loans outstanding that have one or more instalments of principal past due more than 30 days. It includes the entire unpaid principal balance (both past-due and future instalments), but not accrued interest.*

Please enter the percentage and not the actual value of the portfolio at risk.

If you don't have the data, please input N/A.

- PAR 30 ratio of business microloan portfolio \_\_\_\_\_
- PAR 30 ratio of personal microloan portfolio \_\_\_\_\_

9. What was the write-off ratio of your institution for microlending activities as of 31 December 2022?\*

Formula: (Value of loans written-off / Average gross loan portfolio) x 100

*Value of written-off loans: value of loans recognized as uncollectible for accounting purposes. A write-off is an accounting procedure that removes the outstanding balance of the loan from the gross loan portfolio and impairment loss allowance, but does not affect the net loan portfolio, total assets or any equity account.*

Please enter the percentage and not the actual value of the write-off loans.

If you don't have the data, please input N/A.

- Write-off ratio of business microloan portfolio \_\_\_\_\_
- Write-off ratio of personal microloan portfolio \_\_\_\_\_

### 1.2.2 Funding needs

10. Did your institution benefit from guarantees to reduce the risk on its microcredit portfolio in 2022?\*

- Yes, EU guarantees (InvestEU/EaSI)
- Yes, a national guarantee fund
- Yes, other guarantee funds
- None

11. What is the amount of financing (borrowing for on-lending and equity) needed over the next three years to fulfill your growth plan? \*

Please select only one option for borrowings and one for equity.

	Borrowing (for on-lending)	Equity
below 250,000 EUR		
between 250,000 and 500,000 EUR		
Between 500,001 and 1,000,000 EUR		
Between 1,000,001 and 5,000,000 EUR		
Between 5,000,001 and 10,000,000 EUR		
Over 10,000,000 EUR		
No additional funding required		
Don't know/hard to say		

## 1.3 OUTREACH AND IMPACT

12. Sector of the business clients supported by your institution (business loans). Which of the following options represent the largest share of your active clients as of 31 December 2022? \*  
Please rank order your response from 1 to 3, with 1 being the largest share of your active clients. If you don't have the data, please input N/A. You are allowed to rank up to 3 of the following options.
- Professional services\_\_\_\_\_
  - Retail trade \_\_\_\_\_
  - Construction\_\_\_\_\_
  - Hospitality and catering\_\_\_\_\_
  - Manufacturing\_\_\_\_\_
  - Agriculture\_\_\_\_\_
  - Other\_\_\_\_\_
13. Maturity of the businesses supported by your institution (business loans). Which of the following options represent the largest share of your active clients as of 31 December 2022? \*  
Please rank order your response from 1 to 3, with 1 being the largest share of your active clients. If you don't have the data, please input N/A.
- Pre-start-up phase\_\_\_\_\_
  - Start-up phase (up to 2 years of operations)\_\_\_\_\_
  - Post start-up phase (3+ years of operations)\_\_\_\_\_

## 2 PRIORITY TOPICS

### 2.1 GREEN MICROFINANCE

14. Does your institution provide green microloans? \*
- Yes, with a dedicated product
  - Yes, through our standard products
  - No (skip logic +3)
15. What type of green microloans does your institution offer? \*
- Loans to finance renewable energy (e.g., photovoltaic solar panels, solar water-heaters, solar lamps, etc.)
  - Loans to finance energy efficiency (e.g., industrial energy-efficient technologies, apartment/house insulation, biogas digesters, energy efficient electrical appliances, etc.)
  - Loans to finance sustainable agriculture, animal breeding, fishery practices, or forestry, or biodiversity conservation (e.g., agroforestry, organic farming, drip irrigation, etc.)
  - Loans to finance improvement of sanitation facilities, hygiene or access to water (WASH)
  - Mobility loans to finance the purchase/leasing of electric cars, bikes, etc.
  - Loans to finance the circular economy (e.g., waste collection, recycling, etc.)
  - Loans to mitigate climate risks or facilitate adaptation to the adverse effects of climate change such as droughts, floods, forest fires or other severe weather events
  - Other (please specify)\_\_\_\_\_
  - Don't know/hard to say

16. What was the value of the gross loan portfolio outstanding for green microloans as of 31 December 2022? \*

If you don't have the data, please input N/A.

- Business microloans \_\_\_\_\_
- Personal microloans \_\_\_\_\_

17. What type of green non-financial services, if any, does your institution offer? \*

Please select all that apply.

- Raising awareness of clients on their vulnerability to climate change or the negative environmental impacts and possible mitigation strategies related to their business
- Client trainings on how to implement green practices, install, maintain, use and manage green technologies, or mitigate their vulnerability and adverse environmental impacts
- Ongoing technical assistance to clients on the implementation or maintenance of green practices and technologies
- Support clients by linking/introducing them to providers of green technologies or capacity for green practices
- Other (please specify) \_\_\_\_\_
- My institution does not offer green non-financial services (Skip logic +1)

**SKIP LOGIC – this question is only asked only if the respondent selected “No” in Q14 (Does your institution provide any green microloans?)**

18. Does your institution plan to provide green microloans in the next two years?\*

- Yes, we plan to develop a dedicated green product
- Yes, we plan to start financing green solutions with our standard products
- No
- Don't know/hard to say

19. Which type of extra support would you need to be able to start providing green microloans or increase their availability to your institution's clients? \*

Please select all that apply.

- Borrowing for on-lending
- Guarantees
- Technical assistance to develop an environmental strategy
- Technical assistance to adapt existing and/or develop new dedicated products and services
- Technical assistance to raise awareness and train loan officers
- Technical assistance for other purposes
- Grants/subsidies to offer non-financial services to clients
- Grants/subsidies for outreach campaigns
- Grants/subsidies for other purposes
- Other (please specify) \_\_\_\_\_
- No additional funding required
- Don't know/Hard to say

## 2.2 SOCIAL TARGET GROUPS

20. What kind of dedicated approach/services has your institution developed to support certain social target groups?\*

*A dedicated approach/initiative includes financial products and services developed specifically for this group, taking into account their specific needs and addressing their unique vulnerabilities (e.g., loans with specific terms, the way the service is delivered, non-financial services specifically directed towards the target group, outreach campaigns, etc.).*

	Women	Rural population	Youth	Seniors	Migrants/refugees	Ethnic minorities
Dedicated financial product/services						
Dedicated non-financial services						
Dedicated outreach campaigns to attract clients from the particular group						
Other						
None						

## 2.3 DIGITAL TRASFORMATION

21. What are your institution's top three priorities in terms of digitalization? \*

Please rank order your response from 1 to 3, with 1 being the highest priority. If you don't have the data, please input N/A. You are allowed to rank up to 3 of the following options.

- Online branding and digital marketing
- Lead scoring (to be able to nurture leads based on their online interest in the MFIs' products or services)
- E-learning platforms
- Customer app/portal
- Digital customer onboarding
- Easy loan renewal
- Credit scoring
- Automated arrears management system
- Digital wallet for online payments
- Document management system
- Data integration & cybersecurity
- Combination of data warehouse with reporting tools
- Open Banking (PSD2)
- CRM (Single Customer view)
- Core Banking
- Artificial Intelligence (AI) initiatives
- Other (please specify)\_\_\_\_\_
- Don't know/hard to say

22. Which type of support would you need to speed up the digital transformation of your institution? \*  
Please select all that apply.
- Technical assistance to develop a digital strategy
  - Technical assistance to raise awareness and train staff (e.g., how to use new tools)
  - Technical assistance for other purposes
  - Grants/subsidies to train clients with low digital skills to use front end solutions
  - Funding to enable IT investments and developments
  - Exchange of good practices with other European microfinance providers
  - Advocacy support at the national level to overcome constraining regulation
  - Support with procurement of the right solution(s)
  - Other (please specify)\_\_\_\_\_
  - No need of additional support
  - Don't know/hard to say

## USAGE OF DATA

23. Do you authorize EMN-MFC to share the data collected through this survey with ATLAS? \*  
ATLAS is a common platform that improves efficiency, serving as a single hub for accessing reports. Operated by MFR, ATLAS offers data on financial performance, social performance, pricing and client protection. To learn more please visit: <https://www.atlasdata.org/about-benefit>

- YES with full transparency

Confidentiality: my institution's data will not be publicly available. My institution's data will only be visible to ATLAS subscribers with my institution's name disclosed. My institution's individual data will be anonymized to subscribers who operate in the same country.

Benefits: I will receive access to an overview benchmark report, comparing my institution to other Financial Service Providers in the region and globally on key indicators. I will have international visibility with subscribing investors.

- YES with partial transparency

Confidentiality: my institution's data will not be publicly available. My institution's anonymized data will only be visible to ATLAS subscribers.

Benefits: I will receive access to an overview benchmark report, comparing my institution to other Financial Service Providers globally on some key indicators. I will not have specific international visibility with subscribing investors.

- NO. I am aware that I will not enjoy ATLAS benefits and this is my preference.