

EMN Peer-to-Peer

Visiting Organisation	Hosting Organisation
Date of the event: 06-08/11/2024	
Name: AFI Microfinance	Name: Qredits
Country: Greece	Country: Netherlands
Names and emails of people involved: 1. Stamatis Velegrakis – aficeo@afi.org.gr	Names and emails of people involved: 1. Elwin Groenevelt, e.groenevelt@qredits.nl 2. Marc Wessels m.wessels@qredits.nl 3. Laurens Olde Riekerink 4. Marnix Bakker m.bakker@qredits.nl
Objectives of your visit: Enhance the know-how, expand the network and build on the expertise in MFIs. Learn from experienced colleagues and from a more matured market in the field. Transfer best practices and train the AFI staff in Greece	

Background of the meeting and the visiting delegation: (consider why you wanted to talk to the hosts and highlights/things that called your attention – 1-2 paragraphs)

Qredits demonstrates a great level of system service integration and operational performance that Afi Microfinance can learn from. Understanding the way Qredits conducts its business and being exposed to Qredits' processes and clientele would allow me to draw the necessary parallels to the way we operate in Greece.

Their risk mechanisms and organisational set up differs from the one we have in AFI and understanding the opportunities to upskill our way of working and to incorporate new elements to our service were the main drivers for this visit.

Lessons learnt during the visit:

- System integration – provide a seamless experience
- Customer support
- Client visits – conducting the business meetings
- Operational mechanisms

Adaptation of some key lessons to your own organisation (do you plan to adapt anything you learnt in your own organisation? If yes, please specify what as we can also offer consultancy dates to support you with implementation):

- Exploring the idea of establishing a customer support unit
- Working on enhancing our training and volunteer offerings
- Simplify our loan application process, enhance our system integration and embed our risk management capabilities

Please rate the following statements by circling the appropriate number:

1= No, not at all	2= Not really	3= Neutral	4= Yes, somewhat	5= Yes, absolutely
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•Did the event match your needs?

1 2 3 4 5

Additional comments:

•Did you feel supported by EMN in facilitating the event?

1 2 3 4 5

Additional comments:

• Did you gain relevant knowledge and information?

1 2 3 4 5

Additional comments:

Will you apply the information from this event in your work?

1 2 3 4 5

Additional comments:

Which topics interest you the most for future events?

Client service
Operations
Organisational set up

On which topics could you host a visiting MFI?

Same topics