

Quiz: True or False?

True or False?

1. The Universal Standards for Social Performance Management (USSPM) do not include the Client Protection Principles.

True or False?

2. Responsible investors committed to financial inclusion can use the Universal Standards for Social Performance Management as a self-audit and public reporting tool.

True or False?

3. MF *Transparency's* tool draws a line where interest rates should be.

Responsible Microfinance:



Where Do We Stand?



Responsible Inclusive Finance Working Group



Collaborating to streamline efforts, avoid duplication and reduce confusion of the various resources and tools related to responsible inclusive finance.

- * Producing a common data collection tool and data exchange platform to streamline data reporting for MFIs
- * Conducting industry mapping of TA providers and training resources to identify gaps in technical assistance for MFIs
- * Working with funders to support responsible inclusive finance infrastructure
- * Conducting joint workshops and trainings on responsible inclusive finance for multiple stakeholder audiences

Responsible Inclusive Finance

Every institution along the value chain of “responsible inclusive finance” – whether socially or financially motivated – employs responsible, client-centric practices at every level of its business and demonstrates commitment to fulfilling its mission.

Responsible Inclusive Finance

CLIENT PROTECTION

*Applicable to **all** financial institutions*

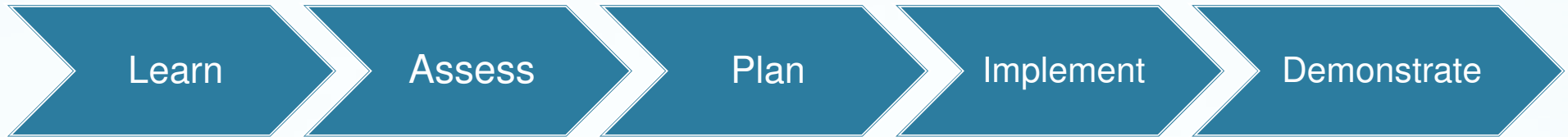
- Prevent harm to clients
- Assures transparent, respectful, and prudent financial services to all clients

SOCIAL PERFORMANCE MANAGEMENT

*Applicable to institutions with a **double-bottom line***

- Ensures institutional focus on client well-being
- Measures progress against social goals
- Balances financial and social objectives
- **Includes client protection**

RIF: From Intent to Action



CLIENT PROTECTION

SOCIAL PERFORMANCE

POVERTY FOCUS

RIF: From Intent to Action

Learn

Who should be involved?

Board members, management, field officers

CLIENT PROTECTION

- Smart Campaign Client Protection Principles
- MF *Transparency* 10 Steps for Pricing Transparency

SOCIAL PERFORMANCE

- Universal Standards for Social Performance Management
- Principles for Investors in Inclusive Finance

POVERTY FOCUS

- Truelift learning guide

RIF: From Intent to Action

Assess

Who should be involved?

Board members, management

CLIENT PROTECTION

- Smart Getting Started Questionnaire
- Smart Assessments
- MFT Calculating Transparent Pricing Tool v2.2

SOCIAL PERFORMANCE

- SPI-4 Audit Tool
 - Can self-assess performance against Universal Standards
 - Evaluates indicators for social performance management and client protection
 - Will coordinate with common data collection tool of MIX, investors and raters
- MIX Market regional reports, cross-market analysis and social performance analysis

POVERTY FOCUS

- Truelift Self-Assessment

RIF: From Intent to Action

Plan

Who should be involved?

Board members, management

ALL TRACKS

- Develop an action plan – what would you address first? This includes:
 - Defining mission, target clients and goals
 - Incorporating plan into board agenda
 - Incorporating SPM plan into overall business plan
- Collaborate with regional and national networks for training and peer-learning
- Connect with technical assistance providers

RIF: From Intent to Action

Implement

Who should be involved?

Board members, management, field officers

CLIENT PROTECTION

- Smart tools
 - Report pricing through MFT Data Collection Tool
-

SOCIAL PERFORMANCE

- Universal Standards Implementation Series
 - SPTF Resource Center – case studies, templates
 - Report data to MIX
-

POVERTY FOCUS

- Truelift Community of Practice

RIF: From Intent to Action

Demonstrate

Who should be involved?

Board members, management

CLIENT PROTECTION

- Smart Campaign Client Protection certification
- Smart Assessment
- MF *Transparency* Seal of Transparency

SOCIAL PERFORMANCE

- Social ratings
- Microfinance Institutional Rating
- MIX Star MFI Recognition

POVERTY FOCUS

- Truelift Milestones (Aspirant, Emerging, Achiever, Leader)

Q&A