



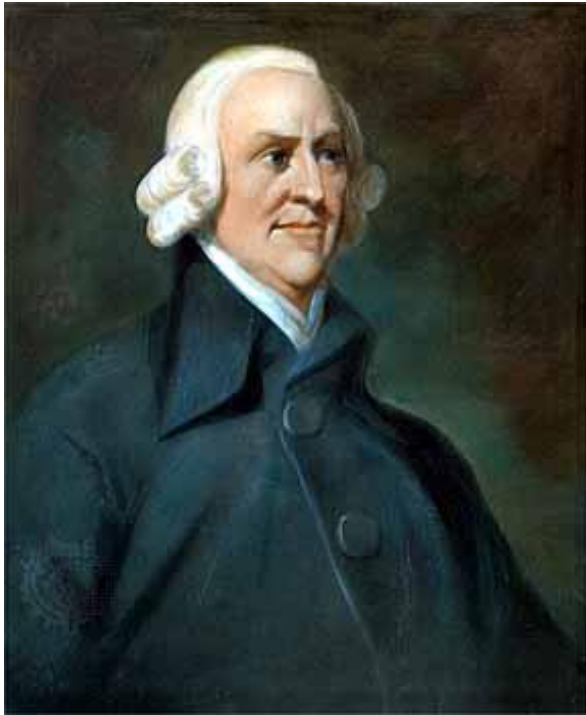
Business & Finance Consulting

Establishing centralized microlending model

Michael Kortenbusch

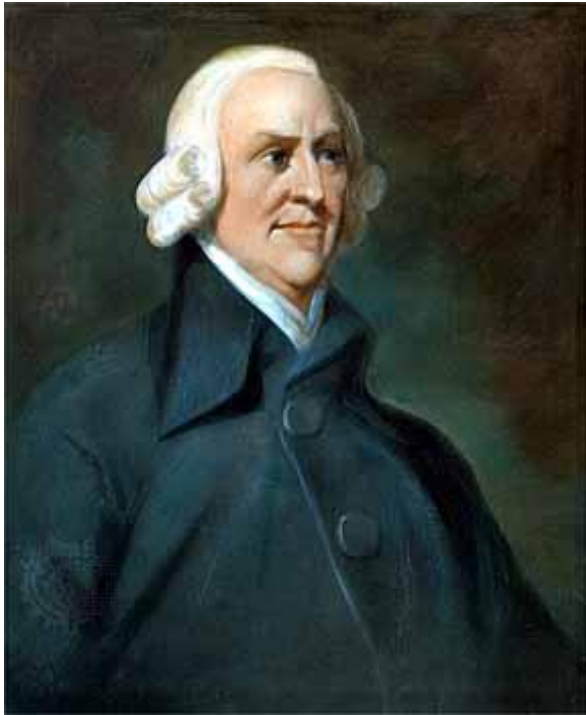
November 4, 2011

Luxembourg



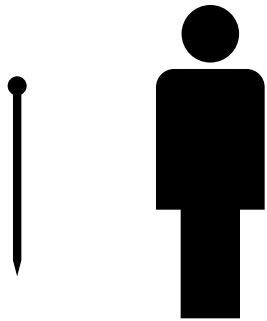
Adam Smith

1723—1790

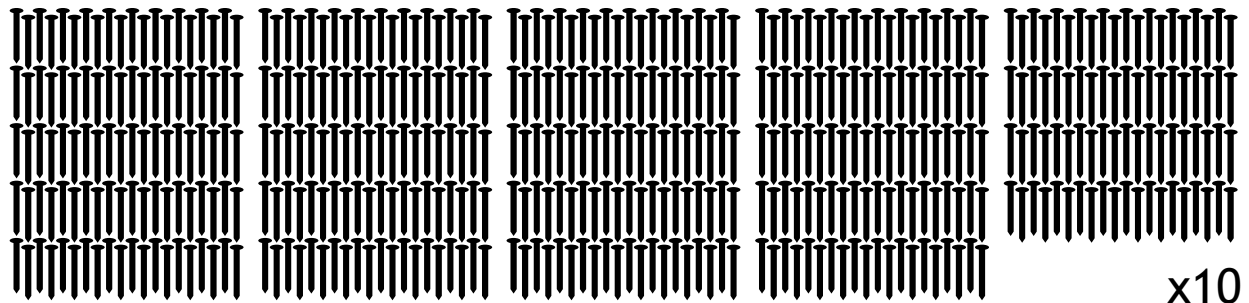


Adam Smith

1723–1790



1 pin per day



4,800 pins / per day / per worker

Centralized microlending model...

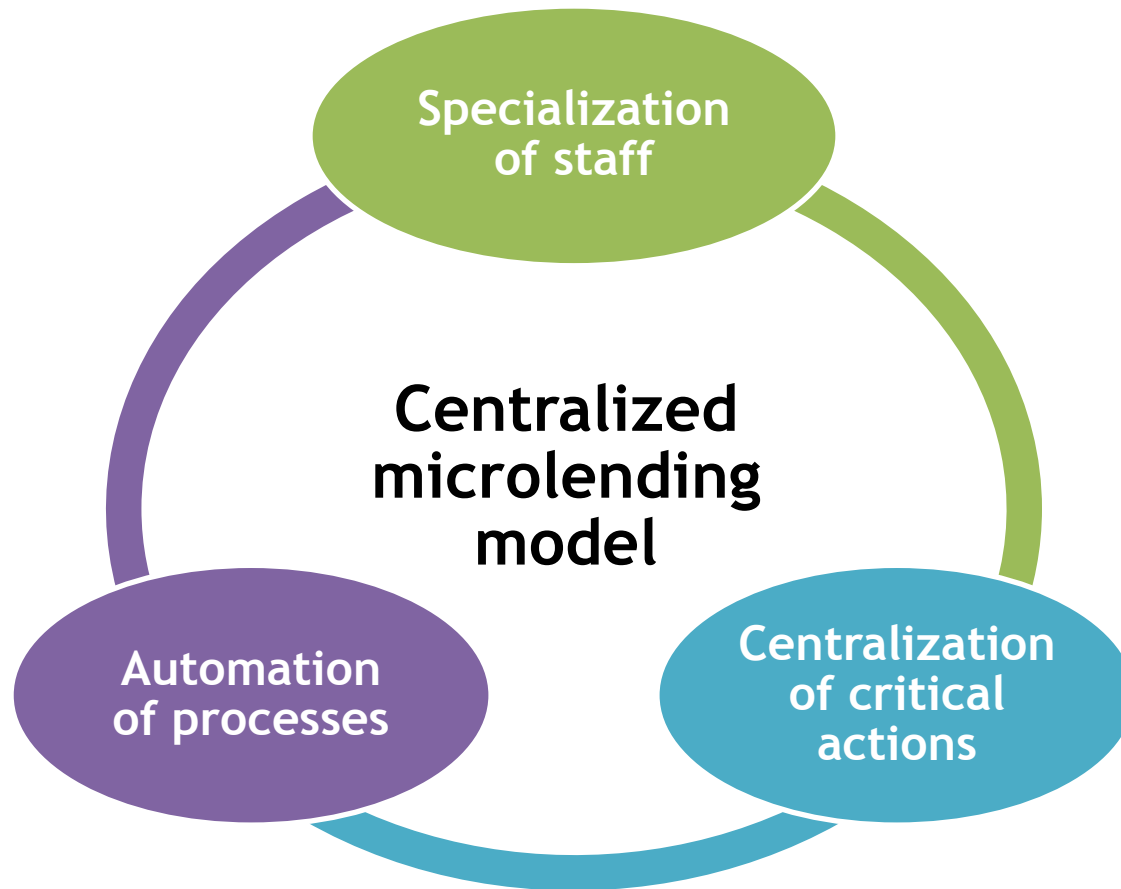
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...enables lenders to:

- ✓ reengineer and streamline processes
- ✓ increase staff efficiency
- ✓ reduce complexity at branch level

Key features

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Specialization of staff: Function distribution

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Sales

- Data collection
- Initial screening
- Disbursement

Loan officer



Underwriting

- Investigation
- Credit scoring
- Verification
- Loan approval

Underwriter



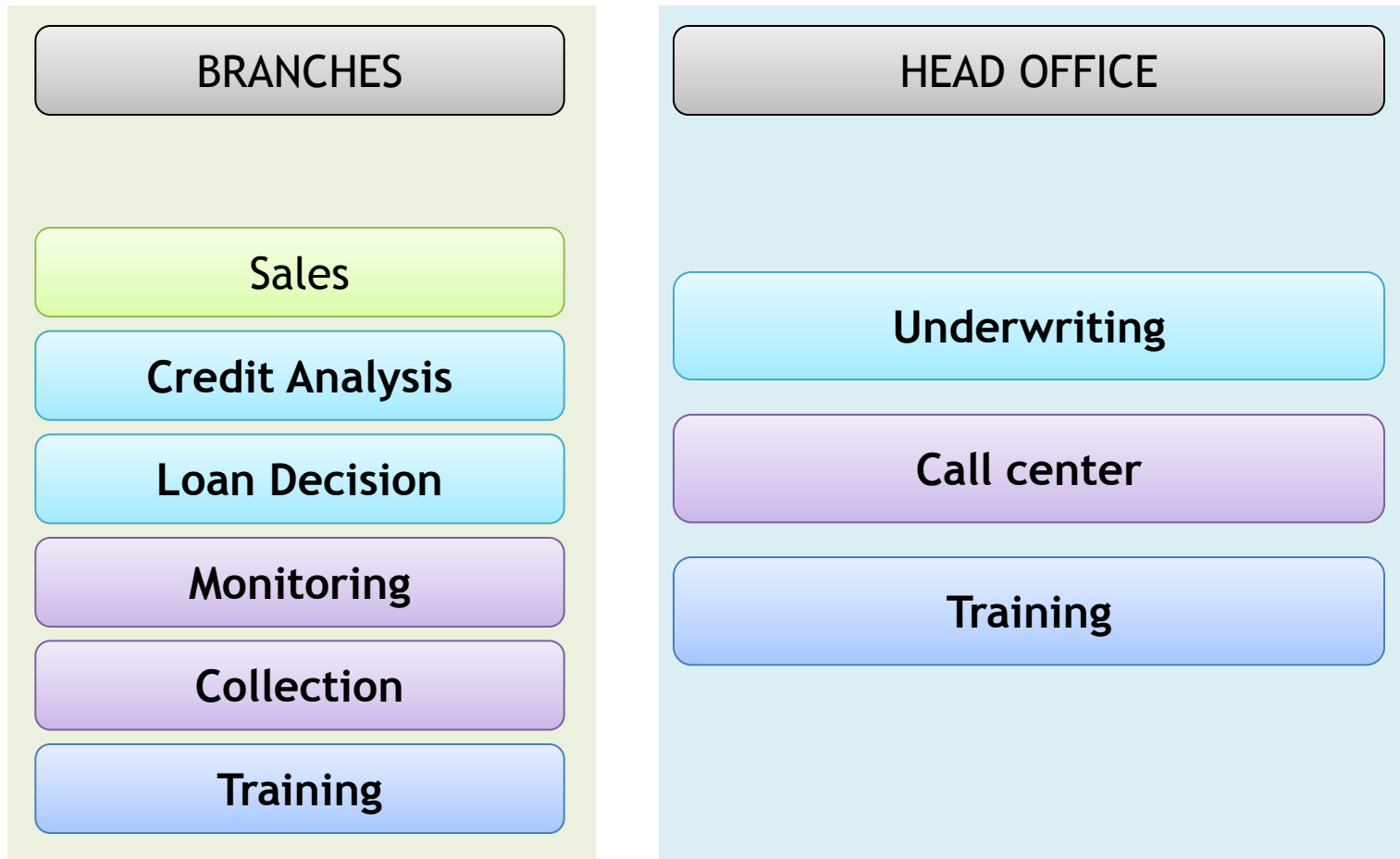
Monitoring & Collection

- Marketing
- Monitoring
- Collection

Call-center specialist

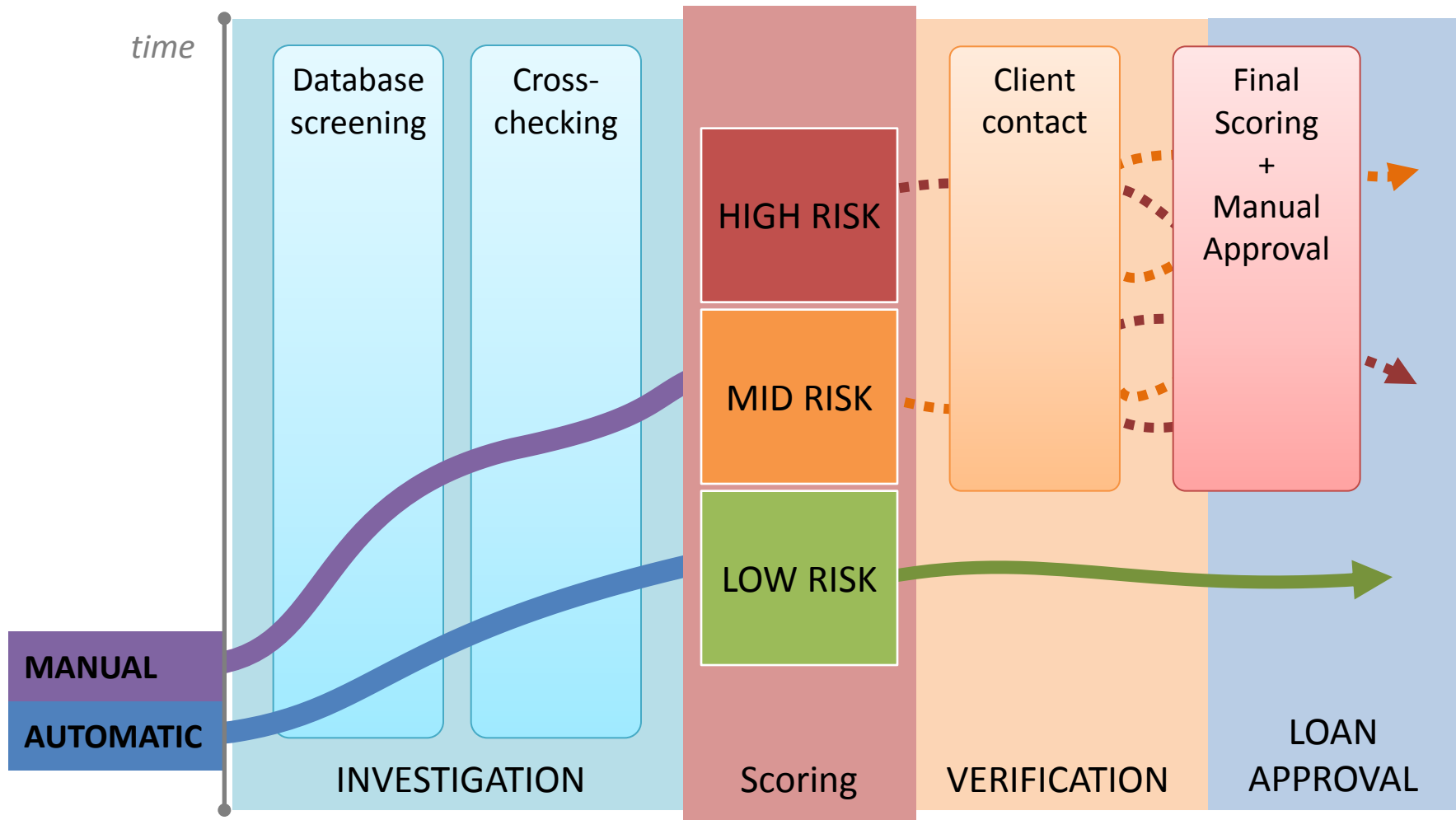
Centralization of critical functions

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Centralized units: Underwriting

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Centralized units: Call center

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Marketing

- Customer surveys
- Product offer
- Congratulations

Monitoring

- SMS
- Call
- Direct Mail

Collection

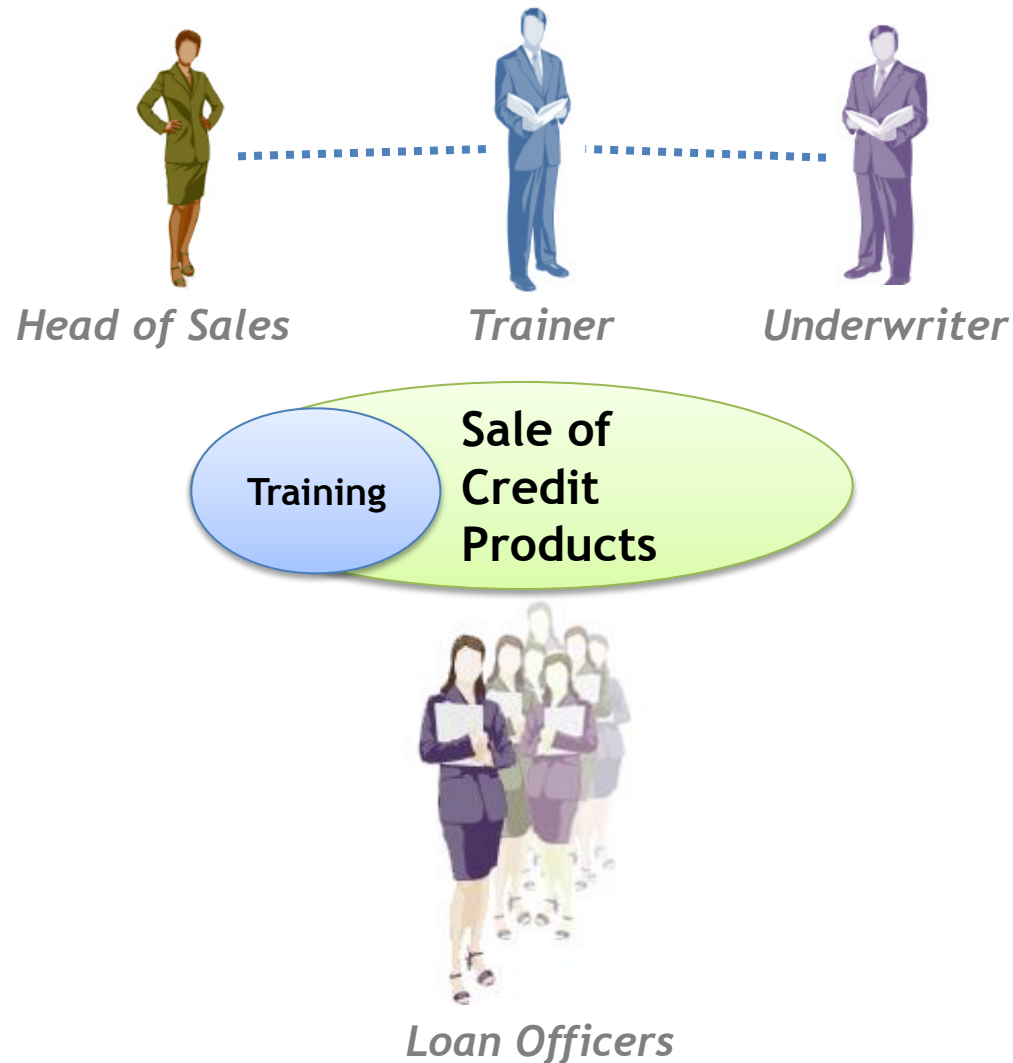
- SOFT
- HARD
- LEGAL

1 call-center specialist per **1000** loans



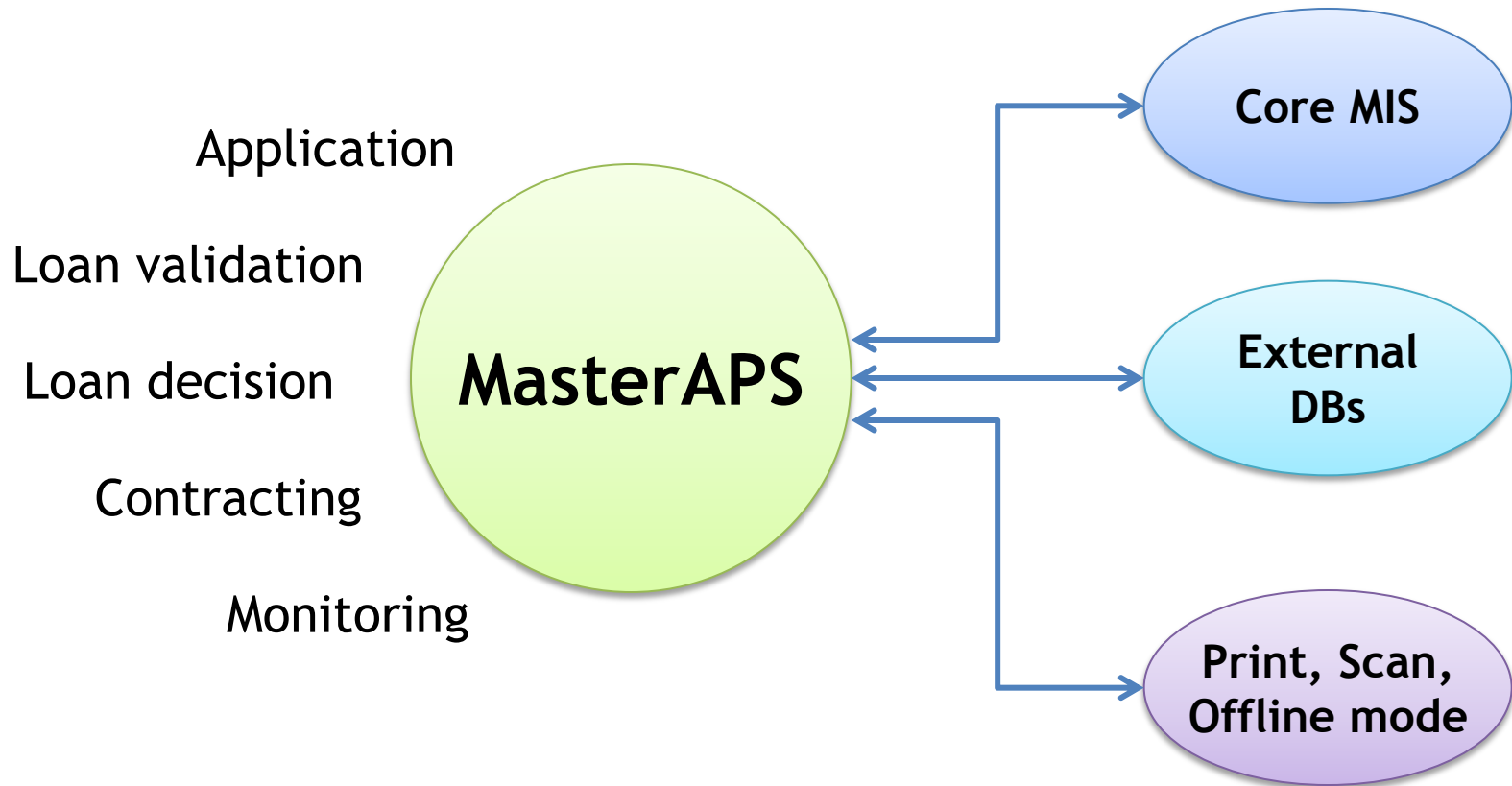
Centralized units: Training

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BFC MasterAPS: Credit cycle automation

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BFC MasterAPS: Key benefits

High speed application processing

Integrated electronic archive

Built in reporting on process efficiency

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BFC MasterAPS
(Application Processing System)

The screenshot displays the BFC MasterAPS web application interface. The main window shows the application details for Mark Elton, including a sidebar with navigation links (New application, Download forms, Loans in work, Application [1], In work, Approved, Disbursed, Committee, Branch, Other, Feedback, Search, Reports, Password) and a central area with tabs for Application, In work, Approved, Data Input, Disbursed, and Paid off. The Application tab is active, showing a table of application details and a section for uploading files. A secondary window shows the payment schedule for application #4344 Mark Elton, with a table of due dates, principal, service, interest, total, and rest.

Date	Division	Status	LO	Application	Business plan
04.04.2009	Бюдж	Утвержден	LI	Mark Elton, 2000 USD, 12 mth	Important client Information

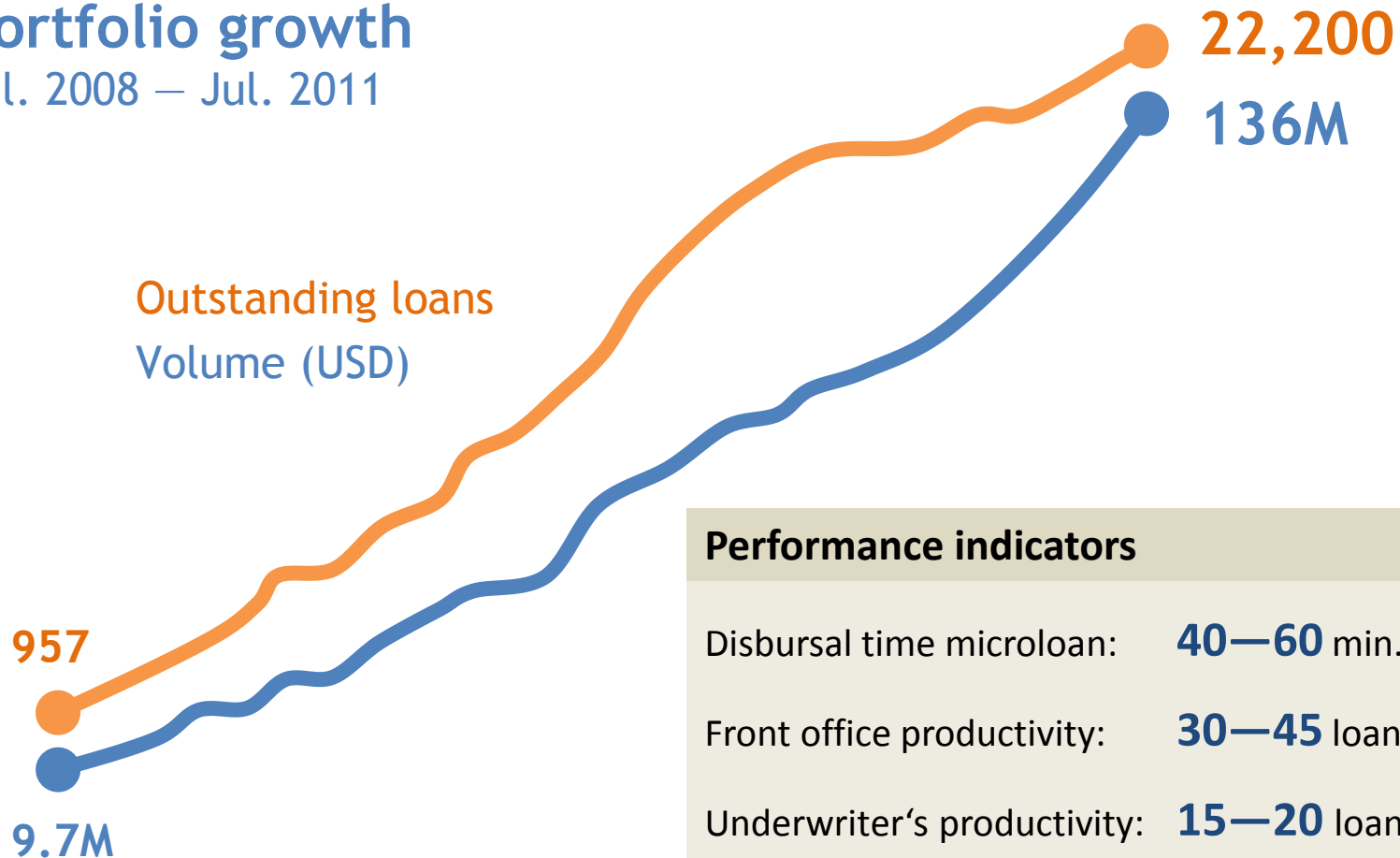
Due date	Principal	Service	Interest	Total	Rest
09.05.2009	0.00	48.33	48.33	48.33	0.00
06.06.2009	182.00	48.33	230.33	230.33	0.00
04.07.2009	182.00	43.94	226.94	226.94	0.00
01.08.2009	182.00	39.54	221.54	221.54	0.00
29.08.2009	182.00	35.14	217.14	217.14	0.00
26.09.2009	182.00	30.74	212.74	212.74	0.00
24.10.2009	182.00	26.34	208.34	208.34	0.00
21.11.2009	182.00	21.94	203.94	203.94	0.00
19.12.2009	182.00	17.55	199.55	199.55	0.00
16.01.2010	182.00	13.15	195.15	195.15	0.00
13.02.2010	182.00	8.75	190.75	190.75	0.00
14.04.2010	180.00	4.35	184.35	184.35	0.00
	0.00	0.00	0.00	0.00	0.00
Total	2000.00	2338.09	338.09	2338.09	

Showcase

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Portfolio growth

Jul. 2008 – Jul. 2011



Performance indicators

Disbursal time microloan: **40—60** min.

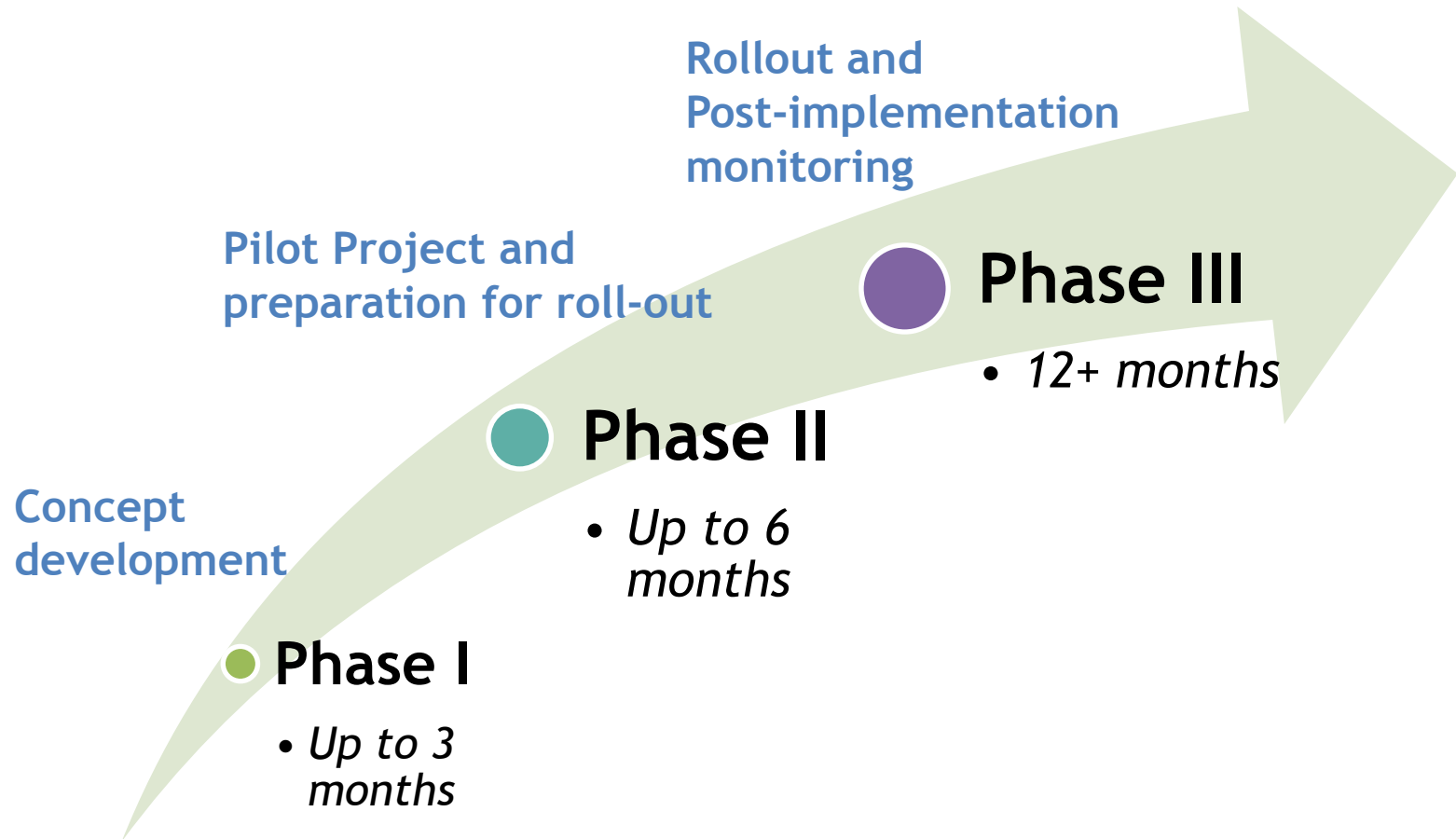
Front office productivity: **30—45** loans/month

Underwriter's productivity: **15—20** loans/day

PAR<30: **3.5%**

Sample project timeline

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Impact

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Increasing efficiency



Enhancing customer convenience



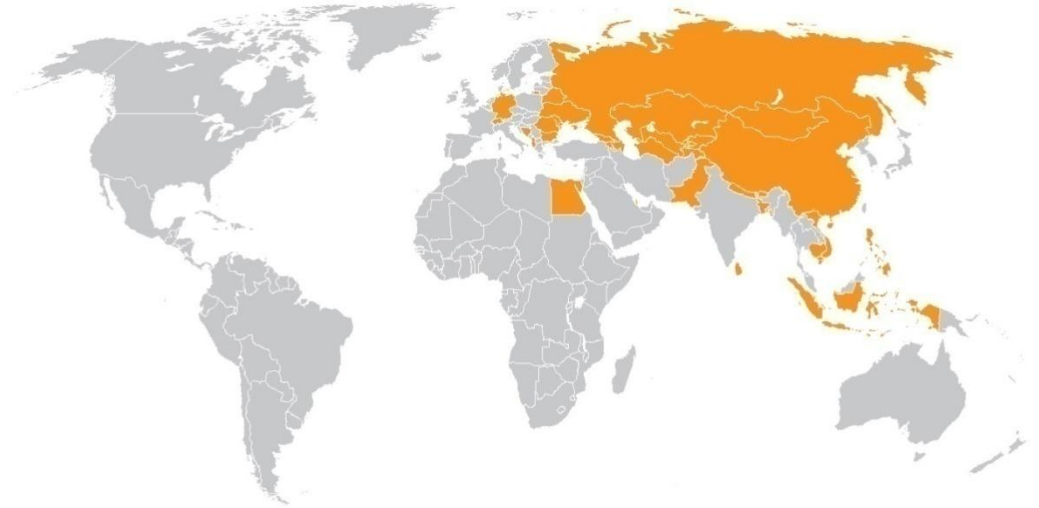
Reducing operational risks



Business & Finance Consulting

Thank You!

Questions?



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