

Important News

AWARDS AND RECOGNITION BANCO SOLIDARIO S.A.

BancoSol offers a national network of 438 Client Service Points, establishing it as the largest among microfinance providers and one of the most extensive among the national financial system.

Distinction	Granting Institution
Best Microfinance Bank of the Continent	Inter-American Development Bank
5 Diamonds MIX Market	Microfinance Information Exchange
1st Place in the Category of Connect Banking	Inter-American Development Bank
Bank with Best Reputation	'Grupo Nueva Economía' (New Economy Group)
Most Powerful Brand in Santa Cruz	Bolivian Business Weekly
Most Powerful Brand in Cochabamba	Bolivian Business Weekly
Bank with Best Corporate Governance	'Grupo Nueva Economía' (New Economy Group)
Financial Entity- Friend of the Children	Mayor's Office of the City of La Paz
Award for Business Excellence PAUL HARRIS 2015	Rotary Club Chuquiago Marka 2015

47,321

Beneficiaries of Social Capital, the Corporate Social Responsibility program of BancoSol.

Social Performance

- BancoSol received a rating of 4+, out of 5, in the 2014 Social Performance Rating performed by the independent consultant Planet Rating.
- In the Social Performance Rating, BancoSol received an average of 4 in the areas of Social Performance Management, Financial Inclusion, Client Protection and Financial Ethics, Human Resources Policy, and Social Change.
- BancoSol received the Client Protection Certification from the Smart Campaign.
- High instance of loyalty among borrowers in 2014, with an exclusive clientele of 62%. This favorable result can be explained by our established customer loyalty policies and practices.

Technology

- Implementation of a DATACENTER with the latest technology, which allows high availability of the server infrastructure.
- Implementation and commissioning of a second DATACENTER.
- High availability in the central Telecommunications System.
- In 2014, special ATMs for the disabled were installed in the backbone of the country (La Paz, Cochabamba, Santa Cruz).
- One of the largest projects was the acquisition of an E-learning training platform, which allows large-scale training of BancoSol staff.
- The new internet portal, called SOLNET, was implemented as an online platform for financial transactions.
- Complete digital Pricing Lists on LCD screens were implemented to replace the physical pricing lists in BancoSol branches.

Important News

- Becoming a bank in February 2015
- Change of the institutional image (BanCompartir)
- Marketing strategy of the new brand ([BanCompartir](#)) through a strong advertising campaign by traditional and digital media
- Large nationwide coverage through branches and correspondal banking
- BanCompartir's Profitability higher than Colombian Financial System's Profitability
- BanCompartir client won the 2014 Citi-Microentrepreneur award
- Microrate Social Rate 3.5 stars

Loans Portfolio
Annual growth
May 2014 to May
2015 of 16.6%,
achieving US\$ 266
millions of loans
portfolio balance

Social Performance

- BanCompartir won the 2014 Citi Award in the category of innovation to microfinance companies for its social responsibility programs including financial education, financial rehabilitation, sustainability and the product known as the miracle loan.
- Smart Campaign Certification 2014
- Design and launch of the first green passive product in Colombia (Green Time Deposit)

Technology

- Implementation of Client Virtual File
- Implementation of IFRS Accounting
- Implementation of the model for mobile selling for the loan officers (Client segmentation)

Main Challengers

- Implementation of Current Accounts for clients
- Implementation of automatic commercial schedule for loan officers
- Implementation of Mobile Banking
- Change of the Core Banking

Important News

Sustainability in the microfinance operation% Net Margin superior in \$120% that in budget

- **Growth in loan portfolio** in 11 %.

- **write off** in lower levels (0.02% in the disbursements).

\$100 MM Decrease in loan portfolio with regard to 2013.

-476 Credits \$627.401 000 Invested in study , international alliance.

906 Seed credits for credits .

- The MF Unit has structured and entrepreneurship ecosystem : - EDUCATION AND FINANCIAL INCLUSION – UMF SUSTAINABILITY – PLANNING PARTICIPATION IN INCLUSION POLICIES . In addition there have been contributions to the formal enterprise strategy, there have been adjustments to credit products adapted to communities. In association with international consultancies , the management capacity has improved and the structuring of micro financial products . There have also been improvements in the technological platforms for the effective information intake and new customer involvement and the execution of internal strategies for performance management and improvement in operational productivity.

Sustainability 120%
PAR 30 < 5%
Write off 0.02.% in the disbursements

Social Performance

Experiences exchange with the support of international funding models and presentation of the institutional experience in social knowledge for the public.

- Financial education and project evaluation, oriented to entrepreneur students .

- Training for inclusion to populations with financial exclusion (Cundinamarca, Bolívar y Atlántico) with mothers with children in nutritional risk , peasant women and population victim of the armed conflict.

-Led the creation of bank incentives in the territorial strategic plan for formalities, with special financial offers for the formal entrepreneurs through integral campaigns from the regulatory entities.

- Knowledge and experience contributions to the construction of the financial inclusion public policies for rural and scattered rural areas.

-Financial Education and credit offers for the community support route of the FMSD (Ruta VAAS).

-Articulated actions , directed to the financial inclusion of population in disability conditions.

- Contributions to the commercial balance strategy in DINC's territories: Induction to 15 candidates for employment, selection of 3 in both DINC's territories

: Promoters in random study of credit products adjusted to the needs of the most vulnerable, led by IPA researchers.

-Construction of good practices in ethical , physical and strategic approach for financial inclusions.

- Strengthening to the MF Unit performance through international consulting (Georgetown University) to

Technology

Accomplished developments in SICCU:

Credit Re Liquidation

Credit extensions

Credit Disbursements

Blank promissory notes

External Collections

User sign ups through mobile devices

Claim process modification with the FNG

Main Advances:

Implementation of performance management tool: success factors

Implementation of the Intranet

Implementation of the correspondence , hiring and billing in the Documentation Management System.

Important News

- Describe news and the most important institutional achievements during 2014 and the first 2015 semester.

1. Needs and opportunities to achieve a high level of performance.

2. Incorporate a new vision and needs to a different sector.

Expand our project "Crece mujer"

3. Create collaborative strategies with BE.

4. Improve the communication with O.V.

5. Progress

Extension of a non-financial offer by working with Red de Fomento and Creating a skill-development program to our clients.

500 thousands of clients

The coverage, the assistance to our clients make this has been possible.

**N° 1 GPTW Chile y
N° 2 GPTW LA**

Social performance

Achievements in social performance:

- Help people from different regions of the country who has been affected by a calamity.
- Reschedule debts.

Activities:

- Creation of the "Crece Mujer Emprendedora" program.

Our goal:

- Inclusion for all chilean entrepreneurs.

Our challenge:

- Establish a new method to measure our social performance.

Technology

Our most important technological project::

- Use of Mype platform with SDS Experian.

Technological achievement:

- Introduction of Micro platform
- Introduction of TER express
- Introduction of pre-approved credit

Important News

- Accion will invest in **Grassland Finance's** capital raise to fund expansion in Hunan and growth in Chifeng.
- Accion's Finance Committee approved an investment in India's **IFMR Holdings**, a financial inclusion pioneer and leader that will help Accion enhance its market position.
- Accion, FMO, and Triodos Investment Management purchased **Myanmar's Dawn Microfinance**, providing Accion with the opportunity to guide Myanmar's nascent financial inclusion sector.
- The **MCWG** released model legislation based on the Smart Campaign and assembled commitments from each member organization to expand financial access by 70 million people by 2020.
- The **Harvard Business School-Accion Program on Strategic Leadership in Inclusive Finance** celebrated its 10th anniversary.
- **The Africa Board Fellowship** launched in Cape Town, South Africa, bringing together 30 MFI board members and CEOs from 13 different countries.

29

Total number of portfolio companies globally for Accion's two impact investment vehicles V-Lab and Frontier

Social Performance

- Supporting and encouraging our partners' progress in the areas of Client Protection, Social Performance Management, and Transparency.
- Applying for funding opportunities that will further our partners' progress toward Smart Certification, and piloting a new program that will provide subsidized Technical Assistance for those that want to implement Client Protection Principles.
- Supporting Red Accion's Social Performance Committee by hosting webinars, organizing meetings, and sharing resources on implementing the USSPM.
- Participating on the MCWG Social Performance Committee to share knowledge about furthering the progress of the SP initiatives across our partner networks and collaborating on outcomes research.

Technology

- **Tiixa** uses Big and Alternate data to assess clients on 70 variables and extend more than 1 million unsecured nano-loans in 10 countries every day. Tiixa is beginning to make small working capital loans.
- **Eseye** is an M2M technology provider enabling prepaid and PAYG financing in emerging markets for solar lamps, water pumps, and refrigerators.
- **Azimo** is an 'online-only' remittances company offering low-cost, fast, and secure payments from any device to recipients in more than 190 countries.
- **First Access** provides a credit-scoring solution for MFIs and other emerging market lenders that uses data from consumers' prepaid mobile phone histories.
- **Intoo**: Online credit marketplace for SMEs in Brazil.

Important News

- BANDESAL Award: **1ST Place Microcredit Encouragement**
- International MIX Market Award (Paris, France) as **First Socially Responsible and transparent MFI in El Salvador (STAR)**
- BANDESAL Award for support to **Proyecto BANCAMUJER**
- Participation in the international event “**Día mundial de la banca con valores**” of GABV (Global Alliance for Banking on Values)
- CITI FOUNDATION and ESEN recognition, as **MFI of the Year in El Salvador for performance in social figures**
- Junior Achievement Recognition (Young Entrepreneurs), for unconditional support to **Proyecto Mujeres Emprendedoras**

*47% growth in
deposit balance
* 7% growth in loan
balance

Social Performance

- PPI initial assessment with 30.4% of customers under national poverty line
- Inclusion of 43% new loan clients
- 78% of active clients have access to health and life microinsurance
- 44% of active clients trained in financial and environmental education
- 64% of home improvement clients have received free construction assistance through Asesoría Técnica Constructiva (ATC)
- Encouragement of environment awareness to children through the program Plantando América
- Sensitization towards environment awareness to Integral's staff through TRASTORNA2 program, and turtle liberation.

Technology

- Change and stabilization of banking Core (BANTOTAL)
- Development and implementation of a new product Credilinea (innovation in microfinance through a line of revolving credit)
- Daily Sales Indicators systematization
- Development and implementation of automated reports for money and asset laundering prevention

Important News

- Strategic alignment with client centered vision
- Coordination and interaction between specialized sales force and branch network
- Commercial focus and consolidates support structure
- Decrease in turnover of sales forces
- Consolidation of the new integrated model for client management
- Comprehensive portfolio of products and channels (savings, credit, insurance)
- Implementation of new customer service model
- Empowerment of NBCs – Pichincha Mi Vecino

SEGMENT FIGURES: Dic/2014

- 1.5 million active clients (Savings and credit)
- US\$ 1,193 Mill. Total portfolio
- US\$ 724 Mill. Total deposits

Social Performance

- Participation in regional and global initiatives for female empowerment
- Implementation of client protection initiatives
- Execution of Smart Campaign plan of action
- Implementation of human resources development program
- Implementation of Financial Education program with Fundacion Crisfe
- Cooperation agreement with UN to attend refugees
- Consolidation of the occupational health and security program

Technology

- Launch of technology exchange program for the segment
- Development of first phase of the replacement of portfolio generating system
- Migration of portfolio to Pichincha's CORE
- Implementation of mobile platform for sales management



Important News

Solidario is the 3rd bank in Ecuador in number of credit clients: 381 652 March 2015. It has one of the lowest average loans in the system.

In 2014 it increased its portfolio in UD 24 million and incorporated 8000 new microcredit clients as part of a credit portfolio purchase from another financial institution

In 2015 it offers its clients a new credit card –Alia– through an international agreement.

As part of an agreement with Freedom from Hunger, Solidario offers telemedicine to its clients. Several centers are already in place and loan officers are promoting this as an additional benefit for clients: access to specialized medical care through technology.

#

Long term foreign investment in Solidario reached an unprecedented number: US 112 million.

Since its creation, Solidario has attracted US 445 million in foreign investment.

Social Performance

- Between 2014 and 2015, Solidario's financial education program "*Cuida tu Futuro*" has trained 35,343 people in workshops, it has provided information and raised awareness among 1,189,210 and it has reached 1,439,011 through its web, FB and twitter.
- Red Financiera Rural placed Solidario among the best financial institutions in Latin America based on the *Social Performance Index*.
- Solidario is 16th among the leading 100 microfinance institutions, according to *FOMIN 2014*.
- Solidario signed an agreement with The Nature Conservancy to protect water sources in Ecuador.
- Since 2014 it supports the "*Jóvenes Emprendedores Sociales*" program in 4 schools in clients' communities. 43 teachers and 221 students are trained in developing social undertakings that benefit either the schools or the communities.

Technology

- Solidario is replacing loan officers' PDAs with tablets, a more efficient, cost effective and flexible tool.
- Solidario is implementing a *psychometric evaluation Project*. It is basically a statistical model to predict clients' willingness to pay on the basis of questions regarding their behavior. It is an important complement to traditional scoring models that evaluate socio demographic variables. The objective is to identify potentially good clients where traditional evaluation and scoring models do not.

Important News

- Implementation of Medical Assistance
- Product Portfolio optimization
- Specialization of Commercial Channels
- Channel expansion
- Zoning - Sectorization
- Agenda Management (Efficiency)
- Re-Construction of Social Variables and PPI
- Variable Income with financial and development variables
- Opening of the Endomarketing Area
- National Advertising Campaign (radio, press, advertising hoardings, first time on TV)

100 Thousand
Customers
benefited with
insurance and
medical
assistance
(SPT)

Social Performance

- Strengthening of management model focused on development and social performance
- Customer Developing route for compliance with the Mission
- Development route for our employees
- New design of technical training for employees: Individual courses, technical level, and university degree

Technology

- Implementation of the new Core Information System adapted to Genesis Model
- Smartphones for scoring, referencing and photograph. Coming soon automated agenda, smart routes, concentration and dispersion, red zones, etc.
- Technological Platform for area sectorization

Important News

- Biggest agricultural portfolio nationwide:
 - +10,000 clients
 - +270MM HTG
- The only IMF with a Call Center to manage clients complaints and/or suggestions
 - The calls are free for the client
- The only IMF using tablets in the field
 - For Agriculture now
 - For the 150 LO by the end of 2015
- Struggle to improve portfolio quality:
 - Microfinance sector heavily impacted by
 - Poor economic growth
 - Political instability
 - Severe drought

43,000

of agricultural loans
disbursed the last 3 years

Social Performance

- N/A

Technology

- N/A

Important News

- Banco Popular Training Center developed.
- Loans officers training program implemented .
- Middle management Strengthening program implemented.
- Automatic loans process implemented.
- Rural micro entrepreneurs methodologies developed.
- Non Banking corresponsal program implemented thru alliances.
- Housing improvements product developed.
- Remittances “Remesas de mi Gente” implemented.
- Clients risk profile tools developed.

#

6076 Customers have been attended with family assistance service, since February 2015

Social Performance

- Implementing of a Financial Education Program.
- Medical and house assistance services offered to bank costumers.
- Support for primary schools to improve their infrastructure.
- Medical prevention and occupational health program.
- Programs to support and recognize academic excellence.
- “Re bancarizar” Financial inclusion program.
- Savings fairs
- Support for local amateur soccer leagues .

Technology

- Banco Popular has a strong technological infrastructure to deliver financial services, this infrastructure has been developed as follows:
 - Migration to the Power System 8 server supplemented by the banking application Byte from Guatemala.
 - Microsoft Office 365 and teller system with better response times.
 - Development GPS tools
 - Development of a platform for to digitize files.

Important News

2014:

- › The Smart Campaign granted Compartamos Banco the client protection certification thanks to our fulfillment of client protection principles
- › Gentera acquired a percentage of shares at Mimoni, a business models that works in providing loans through the internet and developing predictive algorithms

2015:

- › Gentera acquired 100% of the shares at Pagos Intermex, a business of payment of family remittances
- › By 1Q 2015 Yastás has reached 2,163 CNBV approved correspondents
- › In May, Fitch Ratings raised Compartamos 's long term risk rating to 'AA+(mex)' from 'AA(mex)'

- › More than 2.8 million clients in Mexico, Peru, and Guatemala
- › 8.3 million credits disbursed in 2014 and over 1.7 million by 1Q 2015.
- › Client retention index of 79.9%
- › Aterna sold more than 12 million insurances in México, Perú and Guatemala in 2014 and over 3.8 million active insurances by 1Q 2015.

Social Performance

2014 Closure

- › The Fund for Corporate Social Responsibility made up by 2% of annual net profit, disbursed Ps. 45 million to support social projects in the communities we work in, which has benefited 236 thousand people.
- › More than 1 million Crédito Mujer clients were given Personal Finance Workshops in Mexico, Peru, and Guatemala
- › 26 Compartamos with the Community Days in Mexico and 3 in Guatemala, with direct benefits to over 38 thousand people
- › 13,672 staff members participated in 61,054 of voluntary work for the community

Technology

2014:

- › Implementation of SAP platform in all service branches in Mexico without interrupting the continuity of the business. This will allow to reduce financial products creation time that are adequate and accessible for the BOP.

2015:

- › We started the replacement of mobile appliances of the sales force in May. This will allow us to reduce the waiting times for data synchronization, having more communication with clients and working groups, and improving control of their daily operations.

Important Facts

- Financiera FAMA has obtained the best results in its history: Active Portfolio of US\$42.2 millions, Active Clients of 50,031 and PAR30 of 1.67%.
- A 24.62% portfolio's growth, the highest rate of the national financial system, surpassing by 13.6 percentage points and maintaining the quality of the portfolio in an average PAR30 of <2%
- Highest ROA of the national financial system 3.72%
- Obtained A+ Risk Rating
- Customer Service Satisfaction Rating of 96%
- Launched a Savings Mobilization Project

\$42.2 Millions

Highest Active Portfolio in
the history of FAMA

Social Performance

- Implementation of the action plan in compliance with the principles of "Smart Campaign".
- Assessment Tool for Social Performance measurement Locfund- An Advanced Qualification was obtained
- Development of a plan of CSR / Social Performance with guidelines STPF (DS Standards) and ISO 26000
- On going implementation of a Financial Education Program for customers, community and FAMA's employees
- On going: Support of academic institutions, health centers, among others.
- Organizational climate assessment showed a 80.4% employees satisfaction at institutional level.

Technology

- Institutional Technology Platform Update and Renewal
- Preparation for the incorporation of alternative channels for collecting deposits
- Improvements and developments for the business model (renewal 0 days and Call Center-renewal processes, canceled customers rescue, sales campaigns and promotions, incorporation of overdue collection by telephone)
- Acquisition of Payroll System and TOPAZ Riskguard
- Automation book for tracking credit requests to improve service times to clients

Important News

- Increase of risk rating to BBB-
- Opening of new branch in Darien (border with Colombia)
- General License Granted
- Saving mobilization plan
- Development of new product for house acquisition

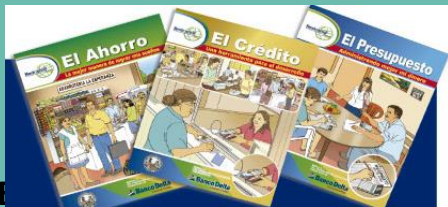
BBB-

Risk Rating

Social Performance

We launched our financial education program

In 6 months we have certified over 1.000 microentrepreneurs in the 3 modules



RELATI

- Preparation for Smart Campaign Certification process
- New product that offers medical assistance to microfinance clients

Technology

MOST RELEVANT

TECHNOLOGY PROJECT:

- Implementation of NBC
- Integra Project
 - Operations Factory
 - Unique file
 - Document digitalization

UPCOMING PROJECTS:

- Mobile Banking

Important News

- First Place in the Top of Mind Awards, Financial sector.
- First company with Mobile Attention Center.
- Public-Private Partnerships with the Ministry of Public Health and Social Welfare; Ministry of Labor, Employment and Social Security for training and technical assistance to clients and employees.
- First Paraguayan company that signed with the MIF/IDB for EcoMicro Programme.
- Improvements in the management of operational risks.
- Training for Non-Banking Correspondents on issues of care and clients protection.
- Training in financial education, business opportunities, medical care to 450 clients, especially women leaders of community banks.

- ✓ More than 153 thousand clients.
- ✓ More than 22 thousand clients of village banking trained in financial education.
- ✓ 50 Managers and Heads trained in Strategic Planning.
- ✓ Growth of total portfolio by 30% in 2014.

Social Performance

- ✓ Bernard Ramazzini Award for healthy workplaces.
- ✓ Access to financial education of 5927 girls and 6700 boys from 116 schools of Guairá Department, 686 teachers and 26 technicians were trained.
- ✓ We measure the status and quality of life of our employees through a survey of 50 self evaluative indicators following the methodology of traffic light.
- ✓ 1600 health professionals and relatives of people with physical disabilities trained through an alliance.

Technology

- Western Union product launch through ATMs.
- Implementing first level tool in Business Intelligence.

Important News

- Implementation of traffic light methodology for eradication of poverty with 42 companies in 18 countries
- Award for best MFI of the year by Whole Planet
- Best global rating in social performance, granted by Moody's
- First Traffic Light for Eradication of Poverty Conference in Africa
- One of our clients was micro entrepreneur of the year among 475 participants. Citi-Avina Award
- Health micro insurance for all our clients
- Working with 82.000 families
- PAR 2,28 %

24000

families with income below poverty line raised their income to cross that line

Social Performance

- 6.000 families crossed poverty line
- 1.600 overcame multidimensional poverty
- Integration of client protection principles manual and credit regulation
- Micro franchises
- Inclusion of people with disabilities
- Contests Mi Baño, Mi cocina, Mi orgullo
- Customers Club(Benefits)

Technology

- Collections and disbursements using cell phone technology
- HP 2.0 Software for Traffic Light Classification of Poverty

Important News

- **New majority shareholder**, en febrero de 2014 se transfieren 60.68% de las acciones de Mibanco a Financiera Edyficar. Al cierre del año 2014, Mibanco tiene como principal accionista a Financiera Edyficar quien posee el 81.93% del total de acciones.
- **Integration Project**, the Boards at Mibanoc, Banco Microempresa SA and Empresa Financiera Edyficar approved a project in which a significant equity block made up of assets and liabilities of Edyficar will be absorbed by Mibanco .
- **Integration Mibanco - Financiera Edyficar**, in preparation for the integration a project took place that aimed to retake the right path in portfolio management , customers and delinquency and to enhance our growth. As part of this plan , Topaz was defined as the central application for the new institution.
- **Approval of merger by SBS**, February 24, 2015 ,the SBS approved the draft whereby Mibanco absorbs almost all of the assets and liabilities of Edyficar , thereby strengthening their capital and their position as leaders of the microfinance sector.
- **Migration – Campaign LO BUENO DE ESTAR JUNTOS**, On March 2 migration of core of the organization to the Topaz system took place. To back it up we developed an awareness campaign for our customers , who were kept always informed about the whole process of integration.
- **New visual identity launch** , on April 12 Mibanco held the massive launch of its new visual identity , renewing its image and reaffirming its commitment to the development of new entrepreneurs of micro and small enterprises from all over Peru

New Mibanco has:

- More than S/. 7,500 million portfolio
- 900 thousand clients in credit and 400 thousand clients in savings
- More than 9,500 staff members

Social Performance

- Leaders in banking , in 2014 the leadership in banking remained , getting share of 28 % (140,000) of all persons who entered the Peruvian financial system
- Second most important network , more than 320 service points for our customers, (between the networks Mibanco , Edyficar and agencies shared with National Bank) becoming the second largest nationwide network
- We facilitate the access to the network by adding more than 2,300 BCP ATMs and a network of more than 5,300 correspondents BCP agents .

Technology

During the year, we held the Phoenix Plan that aimed to retake the right path in portfolio management , customers and arrears, to reverse the trend of the indicators. Among these initiatives they were :

- Training in credit evaluation
- Changes in business processes of collections
- Implementation of campaigns
- New committees of collections and identification of risks
- New customer service policy
Georeferencing for new customers
Definition of Topaz as the central application for the new institution.

Important News

- **New system for capture, evaluation and analysis of information for credit applications in the field through the web.**
- Implementation of **banking agents model** through multibank and exclusive agent models.
- Raise of risk rating from **BBB+** to **A- (Fitch Rating)**
- According to **Argentarium** ranking we are the number 5 bank of Dominican Republic.
- **Diversification of products and services**
 - Electronic payroll
 - Automobile financing
 - Ademi al Rescate (Loan for clients with bad credit history)).
 - Education Loan

Productivity Increase

Last May for the first time we had a total of 17,409 credit operations, with an average of 40 operations per officer. In 2014 the number was 15,642

Technology

Social Development

- **Diplomado de Transformación Gerencial** for our clients through **BARNA**, National Business School.
- **Financial Education Program**, for which we have 40 workshops planned in 2015. We participated in the Financial Education Fair of the Central Bank (april 2015)
- **Sustainability Plan**, Including creation of sustainability committee
- We have started to work towards Smart Campaign certification

Implmented Projects:

- Final Phase of new Core
- Instant electronic payments through central bank and SWIFT
- 900 virtual desktops.

Projects to be implemented:

- Credit cards with chip
- Operations factory
- Credit Scoring
- Smart Campaing
- Savings mobilization

Important News

- We approve and communicate the Code of Business Conduct
- We fully reformed the Bank Statutes, incorporating best practices in corporate governance
- We completed the scoring calibration of selection and segmentation of customers
- In 2014 we enrolled 19,213 new customers to the loan portfolio
- We are the bank with the lowest default rate of the peer group in Venezuela's microfinance system
- We conduct an agreement to provide credit card co-branded (Bancaribe-Bangente) to our employees and customers

Indicator (At the end of 2014)	Exchange rate Sicad II (11/02/2015) Bs. 52,10/USD	Exchange rate Simadi (19/06/2015) Bs. 197,64/USD
Gross Loan Portfolio	43,940,408	11,582,982
Loans' Average Amount	1,344.00	354.00
Active Loans	57,158	57,158
Deposit Clients	197,868	197,868
Headcount	463 (195 business staff)	463 (195 business staff)

Social Performance

- We publish the first Report on Corporate Social Responsibility of the bank (see www.bangente.com.ve)
- We signed agreements with NGO Niña Madre, Trabajo y Persona and Cesap, and IESA to support young entrepreneurship and the development of researches on microfinance
- We publish the new Fundación Bangente Web site (www.fundacionbangente.org.ve)
- We published the book "De la inclusión a la prosperidad. Una visión que cambia vidas"
- We performed functional testing to the new tool for collecting socio-demographic data for the report of Social Performance

Technology

- We updated the mobile devices to all our advisors for collecting customers information
- We migrated our mobile credit management software to Android platform
- We put into operation the an alternate Data Center
- We reengineered internal commercial processes to reduce paper use and increase efficiency