

# Annual Benchmark Report

Promoting financial inclusion through data and insight

Ghana FY 2017

**By Pascal Diouf** 

www.themix.org

#### Acknowledgement

MIX is privileged to showcase the results of Fiscal Year 2016 and FY 2017 of Ghana in the form of the "Annual Benchmark Report FY 2017". This report presents the financial and operating data of 11 Financial Service Providers (FSPs) that have reported to MIX Market during FY 2017.

MIX is grateful to all the FSPs that have provided comprehensive data in a timely manner. MIX would not be able to contribute to building transparency in the Financial Inclusion sector without their continued support and effort.

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MIX has taken due care and caution in preparing this report, it has obtained the information from the institutions. Thus MIX relies on the information submitted and does not guarantee the accuracy, adequacy or completeness of any information and is not responsible for any errors in transmission.

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### Introduction

**The Annual Benchmark Report** is one of the primary benchmarking products created by MIX that offers a unique opportunity to analyze **the performance of individual financial service providers (FSPs) and peer groups, and to conduct country comparisons**. As part of our continued efforts to collect and publish high quality data that strengthens the Financial Inclusion sector, builds transparency and further enhances financial inclusion in Ghana, we at MIX have created the "Annual Benchmark Report" for FY 2017.

This report includes **key financial and operational indicators** that provide a country overview, indicator level performance and institutional details. The indicators include a range of performance variables pertaining to outreach, institutional characteristics, financing structure, financial performance, revenue, expenses, efficiency, productivity, risk and liquidity. **The numbers are presented at the aggregate level, peer-group level and individual FSPs level**. The report also compares the FY 2017 performance against the previous fiscal year and provides the growth or decline rate for each of the indicators.

The publication of global industry benchmarks and customized benchmarking services create comparative performance results that the industry and its retail institutions can contextualize FSP performance within relevant peer groups. These benchmarks allow institutions to view relative trends and drivers in their own performance from a comparative perspective.

The benchmarks support the transparency necessary for improved institutional performance and greater access to capital markets for growth. The first section of each of the following pages captures the **overall performance of the FSPs in the country**. Each following section then explores the relative diversified peer comparison by the **legal types in the country and scale of the FSP**.

#### **About MIX**

MIX is the leading global data resource for socially responsible investors and businesses focused on inclusive finance. MIX's data platform covers thousands of mission-focused financial service providers in more than 100 developing markets. MIX collects, analyzes, and maintains data on financial services providers. That data is shared both as a public good for the advancement of the industry and on a fee-paid basis for subscribers interested in more detailed market intelligence. MIX helps socially responsible investors who move 10 billion USD annually to monitor their portfolios and increase their investments in underserved sectors and geographies, including agricultural finance and inclusive fintech. Founded in 2002, MIX has data analysts in every region of the world. Learn more at www.themix.org.

### **Data and Methodology**

1. The data and analysis in this report are based on self-reported operational and financial numbers for FY 2016 and FY 2017, for a total of 12 FSPs that submit data to MIX.

2. The financial numbers also are verified by the audited financial statements of the FSPs for FY 2016 and FY 2017 and are reclassified based on IFRS Standards.

3. The benchmark values have been presented across all the indicators and peer groups based on the average value in each category.

4. Balanced data: The growth value or the change in the indicator over the year is calculated based on balanced data, meaning for the FSPs that have reported consistently to MIX for 2016 and 2017 their values have been aggregated to present the percentage change.

5. Peer grouping information in based on the legal classifications that are relevant to the context of Ghana Financial Inclusion sector, that are Bank, NBFI, Rural Banks, NGO.

6. Peer grouping classification is also based on the scale of the FSPs i.e. **small** [GLP size less than USD 5 m], **medium** [GLP size between USD 5 m to 20 m] and **large** [GLP size greater than USD 20 m].

7. MIX follows global industry standard definitions and formulae that are used for all analyses in the report. (Refer the glossary for the details of all the definitions and ratios used in the publication)

8. 25th and 75th Percentile: The smallest observation that is greater than or equal to the specified percentage of observations. In this report the 25th and 75th percentiles are displayed, to signify the upper and lower bounds of the middle 50% of FSPs' values for each indicator.

9. Average and Weighted Average Value (WAV) - **Average value** is presented as a line in the "benchmark graphs by peers". **Simple average** is presented when an indicator is an absolute number whereas **weighted average** is presented when the indicator is a ratio.

#### **Key Findings**

#### **Economic Overview**

The GDP (Gross Domestic Product) of Ghana recorded a growth of 8.5% in 2007, which was a significant improvement compared to the growth of 3.7% registered in 2016. This increase was mainly driven by the rise of commodity prices, specifically oil and gas. Ghana's economy recorded strong growth in the export of crude oil, gold, and cocoa as a result of which the balance of payment registered a surplus of USD 1.1 billion (or 2.3% of the country's GDP). The efforts taken by the Governement of Ghana in the last year to manage the national budget significantly reduced the fiscal imbalance. In terms of foreign exchange, the cost of 1 USD equaled 4.52GHS, according to The Bank of Ghana, the country's central bank. The depreciation of the GHS in 2017 was a moderate 6.9% compared to 9.6% in 2016; while the inflation rate stabilized at 12.3% in 2017 when compared to last year's rate of 17.4%. The Bank of Ghana also introduced a new minimum capital requirement for banks, raising it to GHS 400 million from GHS 120 million, so as to reduce the risk of bank failures. During 2017, there were 34 banks, 68 non-banking financial institutions (NBFIs), 141 rural and community banks, 566 microfinance institutions and other financial operators in operation. The deployment of ATMs (Automated Teller Machines) increased to 2,044 in 2017 from to 1,928 in 2016. According to annual report of The Bank of Ghana, the use of mobile money increased in 2017 when compared to 2016.

#### **Financing Structure**

The capital to asset ratio for 2017 declined 1.73 percentage points (PP) and reached 10.52% in 2017. Although the Ghanaian financial service providers improved their profit margins, it was not reflected in a higher capital/assets ratio as the growth in assets during 2017 largely surpassed the equity's growth. Hence, banks and NBFIs recorded a lower capital to assets ratio of 1.89PP and 0.43PP, respectively. The ratio for the NGOs remained at the same level of 11.92% for both 2017 and 2016 as they were the only financial service providers by legal status that achieved greater growth in equity than assets. There was an increase of 1.17x in the debt to equity ratio at the national level. Banks reported the highest ratio of 9.07, the leverage level of their deposits to loans ratio increased strongly to 322.59% in 2017 from 222.64% in 2016 due to the greater deposits. NBFIs and NGOs deposits to loan ratio declined to 110.33% in 2017 from 121.31% and to 78.61% in 2017 from 89.80%, respectively. However, the ratio remains high for the Ghanaian financial service providers.

#### **Financial Performance**

Ghanaian financial service providers reported higher profitability in 2017 as measured by the return on assets (ROA) and return on equity (ROE) ratios. The return on assets grew to 1.81% in 2017 from 0.46% in 2016. **Banks** recorded a higher return on assets of 1.90% among peers, compared to the last year when **NBFIs** stood out with 1.74%. The return on equity increased 12.93PP in 2017 to 16.62% from 3.70% in 2016. **NBFIs** recorded the lowest ROE of 6.39% among peers in 2017; some of the largest **NBFIs** such as **OISL** reached 5.20% and **Pan African Savings and Loans** reached 7.57%.

**Banks** recorded a noticeable growth of 18.56PP in the operational self-sufficiency (OSS) ratio in the year, while **NBFIs** reported a decline of 2.12PP to reach 104.93% by the end of 2017. The operational self-sufficiency ratio for the **NGOs** turned positive in 2017 by taking advantage of lower operating expense levels as the ratio of operating expense by assets went to 22.75% by the end of 2017 from 25.35% in 2016. In contrast, the ratio for the **NBFIs** also reached lower expense levels; the operating expense by assets reached the level of 22.83% and financial expense by assets was at 7.41%, but the operational self ratio still dropped as their income generation reduced as the financial revenue by assets recorded a drop to 33.90% in 2017 from 42.87% in 2016.

#### **Institutional Characteristics**

In 2017, the Ghanaian FSPs (Financial Service Providers) strengthened their assets to USD 1,338 million in 2017 from USD 1,118 million in 2016. Although **banks** led this trend, **NGOs** and **NBFIs** also increased their assets. Analyzing individual data on financial service providers, it is noted that **Sinapi Aba Trust** recorded the highest growth of 21.29%. The growth in the assets was mostly driven by the accounts other than the loan portfolios which actually declined 11.94% as explained in the outreach section.

Equity recorded a slight increase of 2.8% compared to last year's figure. **NBFIs** recorded the highest growth to USD 19.35 million from USD 17.94 million. However, the equity of most of the financial service providers increased slightly. **ID Ghana** recorded the highest equity growth of 40.24% driven by faster growth in retained earnings and donated equity.

There was a growth of 6.40% in the total number of offices in 2017. While **banks** maintained the same number of offices, **NBFIs**, especially **Advans Ghana** and **VisionFund Ghana**, recorded a growth. The total number of personnel stood at 3,388 in 2017 which represents a growth of 3.07% compared to 2016. The growth in the number of loan officers increased to 767 in 2017 from 724 in 2016. However, in the case of the **NGOs**, the number of loan officers declined to 193 in 2017 from 201 in 2016. However, in terms of the personnel allocation ratio, the variation was almost flat as the aggregated ratio remained at 32.0% in both 2017 and 2016.

#### Outreach

The total number of active borrowers declined to 246.81 thousand in the current year from 250.70 thousand in the previous year, a decline of 1.55%, in which both the **NGOs** and **NBFIs** recorded a decline. The aggregated gross loan portfolio also dropped to USD 364.06 million in 2017 from USD 413.45 million in 2016 representing a decline of 11.94%. The downward trend in the gross loan portfolio was mainly led by **banks**, such as **Fidelity Bank**, which recorded a decline of 20.60% over the year 2017. Some variations relating to the composition of peer groups were recorded. **Sinapi Aba Trust**, which was classified as medium scale in 2016, was included in the category of large scale financial service providers in 2017. Similarly, **Vision Fund** was reclassified to the medium peer group in 2017 from the small peer group in 2016. There was an increase of 26.81% in average loan balance (ALB) when compared to 2016, and stood at USD 348.78. **NBFIs** continued to record a higher average loan balance than **NGOs** based on their more diversified lending offerings, including household and SME loans.

The number of depositors at the country level recorded a growth of 12.57% during 2017, a higher growth rate compared to the number of borrowers. At the individual level, all reporting financial service providers, whether **NGOs** or **NBFIs**, recorded a growth in the year. The deposits balance increased 14.79% to USD 961.49 million in 2017 from USD 837.52 million in 2016. **Banks** recorded the highest variation of 15.02% to USD 865.75 million in 2017 from USD 752.57 million in 2016. The average deposit balance (ADB) per depositor was USD 75 and remained almost flat in 2017. Unlike the average loan balance, the Ghanaian financial service providers by legal status recorded a comparable average deposit size; in particular, **NBFIs** reduced their average deposit balance in the year, such was the case with **Advans Ghana** which saw a reduction of 16.15%.

#### **Risk and Liquidity**

The portfolio at risk > 30 days (PAR 30) improved by 0.99PP during 2017. At the country level, the improved portfolio at risk > 30 days rate was accentuated -- it was 5.91% in 2017 compared to 8.15% recorded by the end of 2016. This was due to the fact that most of the small scale financial service providers led the decline in the portfolio at risk > 30 days (7.27% and 3.14% in 2016 and 2017, respectively). The portfolio at risk > 90 days (PAR 90) rate slightly decreased as measured as the weighted average of 0.91PP and median of 0.80PP. Same as for the portfolio at risk > 30 days, the medium financial service providers recorded the highest portfolio at risk > 90 days among peers of 4.19%.

There was a decrease of 5.69% in the aggregated write off ratio, which represented a decline of 5.69PP, largely driven by **banks**. In the case of the **NBFIs** and **NGOs**, the write off ratio increased. This is noticeable when looking at the median write off ratio of 3.92% at the country level in 2017 compared to 0.21% recorded in 2016. The risk coverage ratio slightly decreased 0.85PP to 63.8% during 2017. When measured by the weighted average although the median saw a greater coverage of 90.36% by the end of 2017 mostly fueled by **NGOs** that allocated more resources to create impairment loss provisions over the year. Their provision for loan impairment by assets ratio went from -0.46% to 0.76% in 2017.

# **Benchmark Indicator Reference**

	FY 2016	FY 2017
Number of FSPs	12	11
ADB per depositor (USD) (WAV)	425.29	74.44
ALB per borrower (USD) (WAV)	1,335.55	348.78
Administrative expense/assets (WAV)	5.39%	5.12%
Assets (USD) m	1,118.05	1,338.35
Average deposit account balance (USD) (WAV)	371.62	66.11
Borrowers per loan officer (WAV)	359.58	321.79
Borrowers per staff member (WAV)	84.39	72.85
Capital/assets (WAV)	12.25%	10.52%
Cost per borrower (USD) (WAV)	367.68	378.23
Debt to equity (WAV)	7.16	8.51
Deposit accounts per staff member (WAV)	617.11	319.64
Depositors per staff member (WAV)	539.23	288.73
Deposits (USD) m	856.09	962.62
Deposits to loans (WAV)	203.48%	264.41%
Deposits to total assets (WAV)	74.91%	71.93%
Equity (USD) m	136.99	140.82
Financial expense/assets (WAV)	7.41%	5.75%
Financial revenue / assets (WAV)	21.34%	18.63%
Gross Loan Portfolio (USD) m	420.72	364.06
Loan loss rate (WAV)	6.17%	0.92%
Loan officers	847	767
Number of active borrowers '000	315.02	246.81
Number of deposit accounts '000	2,303.67	1,082.94
Number of depositors '000	2,012.96	978.21
Offices	222	216
Operating expense/assets (WAV)	9.31%	8.66%
Operational self sufficiency (WAV)	103.13%	116.89%
Personnel	3,733	3,388
Personnel allocation ratio (WAV)	22.69%	22.64%
Personnel expense/assets (WAV)	3.92%	3.42%
Portfolio at risk > 30 days (WAV)	1.02%	1.62%
Portfolio at risk > 90 days (WAV)	0.62%	0.94%
Profit margin (WAV)	3.04%	14.44%
Provision for loan impairment/assets (WAV)	3.99%	1.53%
Return on assets (WAV)	0.46%	1.80%
Return on equity (WAV)	3.70%	16.33%
Risk coverage (WAV)	61.24%	74.02%
Total expense / assets (WAV)	20.70%	15.94%
Write-off ratio (WAV)	6.25%	0.99%
Yield on gross loan portfolio (WAV)	46.74%	55.40%

Notes: (i) m = Millions (ii) WAV = Weighted average value

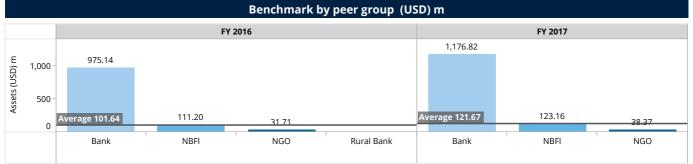
# Institutional Characteristic

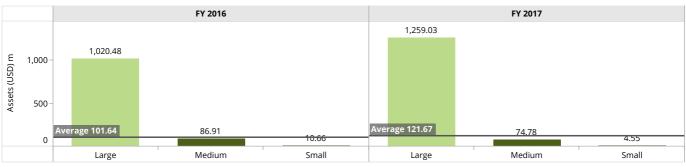


#### Assets

#### Percentage Change [Balanced] Percentiles and Median FY 2016 FY 2017 1,338.35 40.0% Total Assets (USD) m Balanced Assets (USD) m - Balanced 1,118.05 Percentile (25) of Assets 1.87 1.59 (USD) m 1,000 30.0% % Change in Assets -1,338.35 19.70% 20.0% Median Assets (USD) m 12.96 14.21 500 10.0% reported as of FY 2017 Percentile (75) of Assets 26.19 30.94 0 0.0% (USD) m FY 2016 FY 2017 Benchmark by legal status Benchmark by scale FY 2016 FY 2016 FY 2017 FY 2017

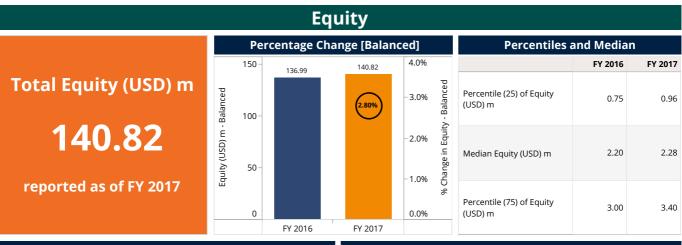
Legal Status	FSP count	Assets (USD) m	FSP count	Assets (USD) m	Scale	FSP count	Assets (USD) m	FSP count	Assets (USD) m
Bank	1	975.14	1	1,176.82	Large	2	1,020.48	3	1,259.03
NBFI	6	111.20	6	123.16	Medium	5	86.91	4	74.78
NGO	4	31.71	4	38.37	Creatil		10.00	4	4.55
Rural Bank	1				Small	5	10.66	4	4.55
Total	12	1,118.05	11	1,338.35	Total	12	1,118.05	11	1,338.35



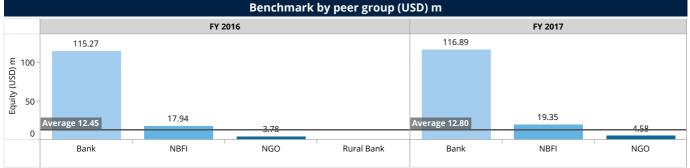


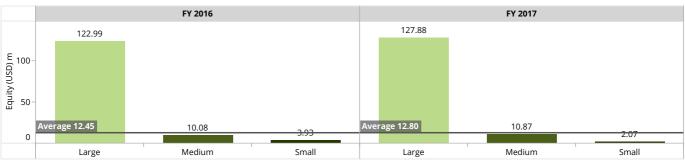
Top Ten Institutions by Indicator (USD) m and Year on Year Change (%)

	Fidelity Bank Ghana Ltd.	O	SL	Sinapi Trus		WWB (	Ghana	Advans	Ghana	PanA Savings			nFund ana	ID G	hana	K	SF	T Microfii	
- %0.02 Change in Assets - %0.01 de la contra de la contr	20.68%		5.43%	1	21.29%		14.37%		17.34%		9.68%		14.17%		19.31%		12.22%		17.09%
0.0%	1,176.8	2																	
Assets (USD) m 200 - 200 -	975.14	2																	
0		45.34	47.81	28.37	34.41	24.01	27.46	21.58	25.32	12.96	14.21	6.82	7.78	2.38	2.84	0.80	0.90	0.50	0.58
	FY 2016 FY 201	7 FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 201

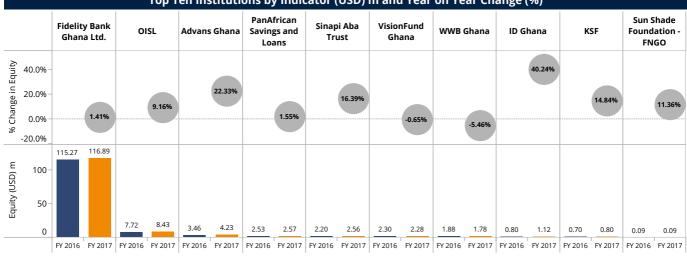


	Benchm	ark by legal	status		Benchmark by scale						
	FY 2	2016	FY 2	2017		FY 2	2016	FY 2017			
Legal Status	FSP count	Equity (USD) m	FSP count	Equity (USD) m	Scale	FSP count	Equity (USD) m	FSP count	Equity (USD) m		
Bank	1	115.27	1	116.89	Large	2	122.99	3	127.88		
NBFI	6	17.94	6	19.35	Medium	5	10.08	4	10.87		
NGO	4	3.78	4	4.58							
Rural Bank	1				Small	5	3.93	4	2.07		
Total	12	136.99	11	140.82	Total	12	136.99	11	140.82		





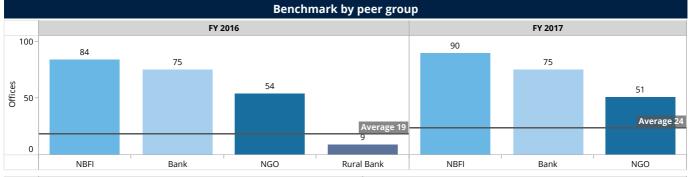
Top Ten Institutions by Indicator (USD) m and Year on Year Change (%)

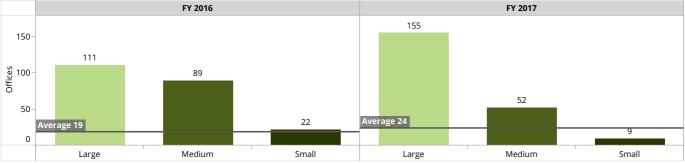


#### Offices

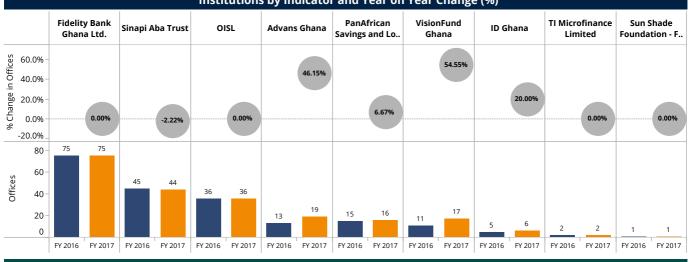
#### Percentage Change [Balanced] **Percentiles and Median** 250 10.0% FY 2016 FY 2017 216 **Total Offices** 203 - Balanced 200 8.0% Percentile (25) of Offices 5 6 Offices - Balanced 6.40% % Change in Offices -150 6.0% 216 100 4.0% 10 17 Median Offices 50 2.0% reported as of FY 2017 Percentile (75) of Offices 20 36 0.0% 0 FY 2016 FY 2017

	Benchmark b	oy legal sta	itus		Benchmark by scale						
	FY 2	016	FY 2	2017		FY 2	016	FY 2	017		
Legal Status	FSP count	Offices	FSP count	Offices	Scale	FSP count	Offices	FSP count	Offices		
Bank	1	75	1	75	Large	2	111	3	155		
NBFI	6	84	6	90	Medium	5	89	4	52		
NGO	4	54	4	51		_					
Rural Bank	1	9			Small	5	22	4	9		
Total	12	222	11	216	Total	12	222	11	216		

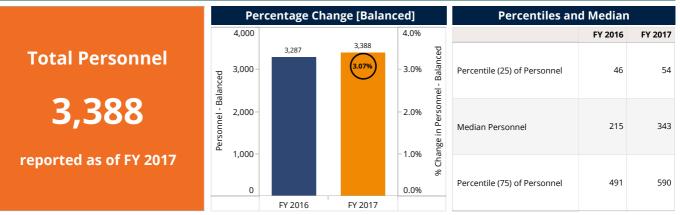




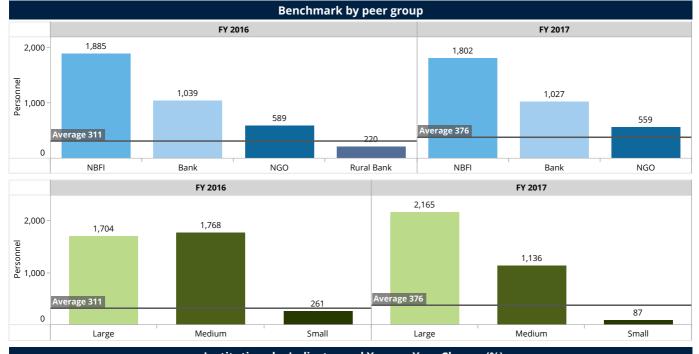
#### Institutions by Indicator and Year on Year Change (%)

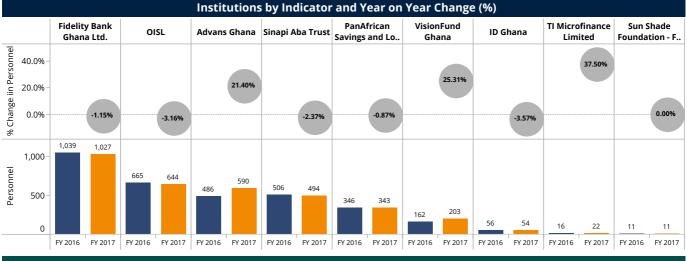


#### Personnel

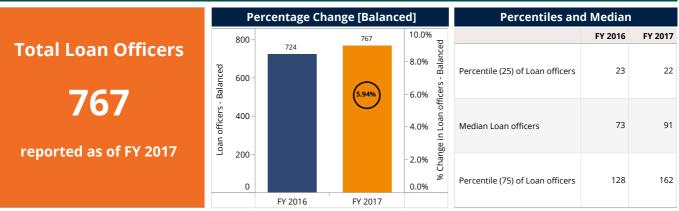


Ве	nchmark l	oy legal sta	itus		Benchmark by scale							
	FY 2016		FY 2017			FY 2	016	FY 2017				
Legal Status	FSP count	Personnel	FSP count	Personnel	Scale	FSP count	Personnel	FSP count	Personnel			
Bank	1	1,039	1	1,027	Large	2	1,704	3	2,165			
NBFI	6	1,885	6	1,802	Medium	5	1,768	4	1,136			
NGO	4	589	4	559								
Rural Bank	1	220			Small	5	261	4	87			
Total	12	3,733	11	3,388	Total	12	3,733	11	3,388			

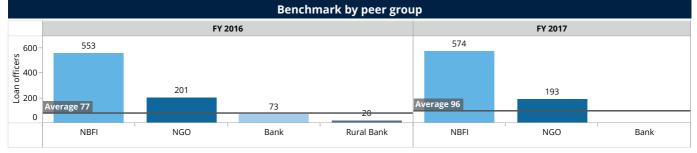


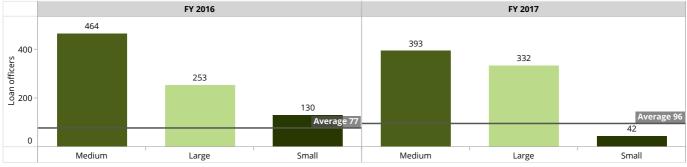


### **Loan Officers**



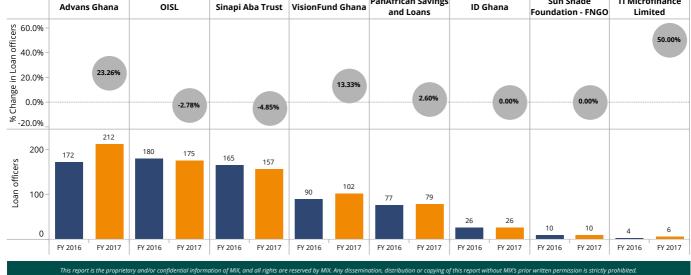
Be	enchmark l	by legal sta	atus		Benchmark by scale						
	FY 2016			FY 2017		FY 2	016	FY 2017			
Legal Status	FSP count	Loan officers	FSP count	Loan officers	Scale	FSP count	Loan officers	FSP count	Loan officers		
Bank	1	73	1		Large	2	253	3	332		
NBFI	6	553	6	574	Medium	5	464	4	393		
NGO	4	201	4	193		_					
Rural Bank	1	20			Small	5	130	4	42		
Total	12	847	11	767	Total	12	847	11	767		







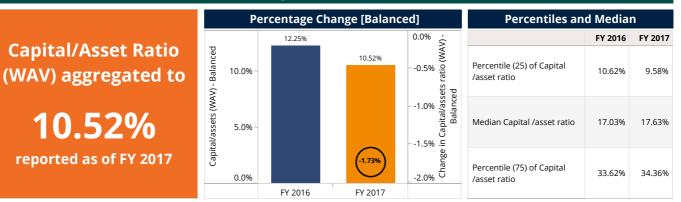
**TI Microfinance** 



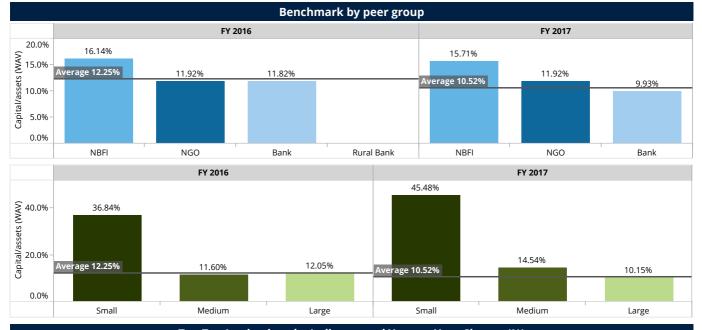
# Financing Structure



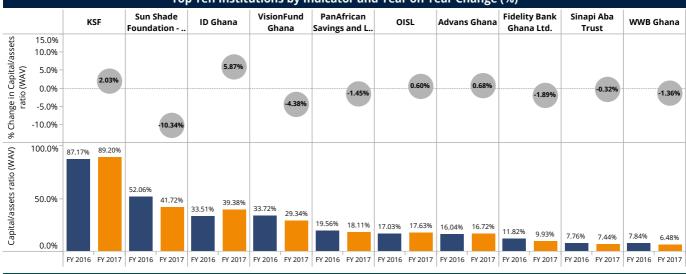
#### **Capital to assets**



Be	enchmark	by legal sta	tus		Benchmark by scale						
	FY 2016 FY 2017				FY 2	2016	FY 2017				
Legal Status	FSP count	Capital/ assets (WAV)	FSP count	Capital/ assets (WAV)	Scale	FSP count	Capital/assets (WAV)	FSP count	Capital/assets (WAV)		
Bank	1	11.82%	1	9.93%	Large	2	12.05%	3	10.15%		
NBFI	6	16.14%	6	15.71%	Medium	5	11.60%	4	14.54%		
NGO	4	11.92%	4	11.92%							
Rural Bank	1				Small	5	36.84%	4	45.48%		
Aggregated	12	12.25%	11	10.52%	Aggregated	12	12.25%	11	10.52%		



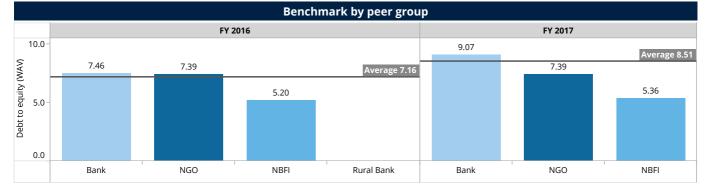
Top Ten Institutions by Indicator and Year on Year Change (%)

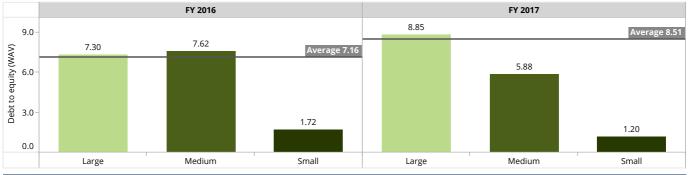


#### Debt to equity

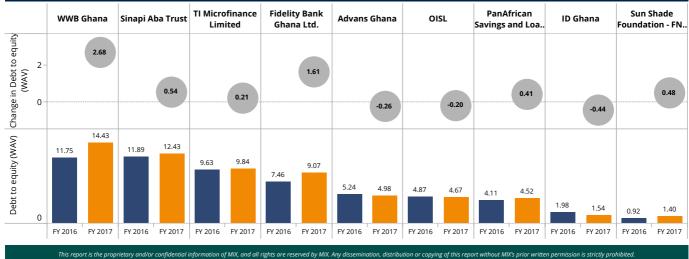
#### Percentage Change [Balanced] **Percentiles and Median** 10.0 2.0 **Debt/Equity Ratio** FY 2016 FY 2017 8.48 Debt to equity (WAV) - Balanced Change in Debt to equity (WAV) Balanced 8.0 (WAV) aggregated to 7.32 Percentile (25) of Debt to - 1.5 1.98 1.98 equity ratio 6.0 (1.17 1.0 8.51 4.67 Median Debt to equity ratio 4.87 4.0 0.5 2.0 reported as of FY 2017 Percentile (75) of Debt to 8.55 9.46 0.0 0.0 equity ratio FY 2017 FY 2016

E	Benchmark	by legal sta	atus		Benchmark by scale							
	FY 2016			FY 2017		FY 2	2016	FY 2017				
Legal Status	FSP count	Debt to equity (WAV)	FSP count	Debt to equity (WAV)	Scale	FSP count	Debt to equity (WAV)	FSP count	Debt to equity (WAV)			
Bank	1	7.46	1	9.07	Large	2	7.30	3	8.85			
NBFI	6	5.20	6	5.36	Medium	5	7.62	4	5.88			
NGO	4	7.39	4	7.39								
Rural Bank	1				Small	5	1.72	4	1.20			
Aggregated	12	7.16	11	8.51	Aggregated	12	7.16	11	8.51			

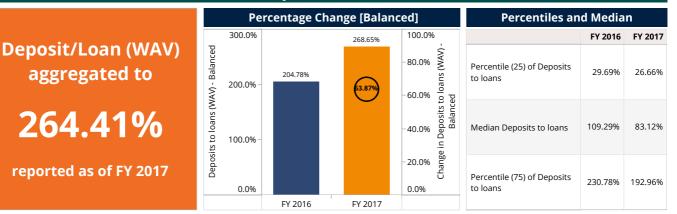




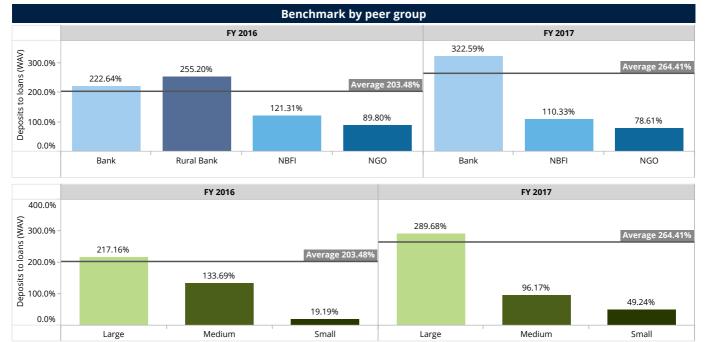
Institutions by Indicator and Year on Year Change (%)



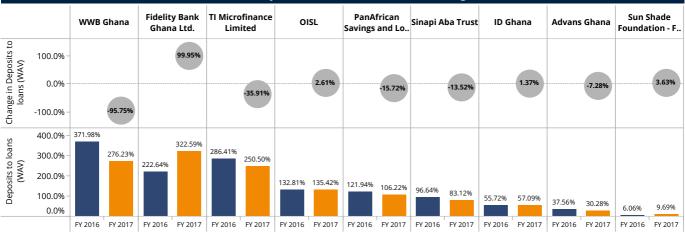
#### Deposit to loan



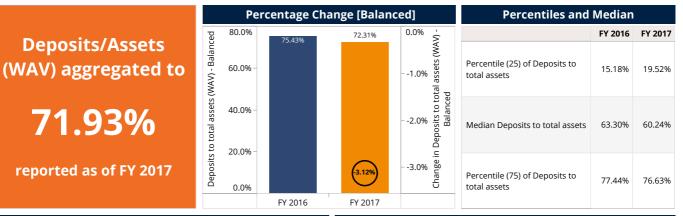
Ве	enchmark l	by legal sta	itus		Benchmark by scale						
	FY 2016			2017		FY 2	016	FY 2017			
Legal Status	FSP count	Deposits to loans (WAV)	FSP count	Deposits to loans (WAV)	Scale	FSP count	Deposits to loans (WAV)	FSP count	Deposits to loans (WAV)		
Bank	1	222.64%	1	322.59%	Large	2	217.16%	3	289.68%		
NBFI	6	121.31%	6	110.33%	Medium	5	133.69%	4	96.17%		
NGO	4	89.80%	4	78.61%	Weddini						
Rural Bank	1	255.20%			Small	5	19.19%	4	49.24%		
Aggregated	12	203.48%	11	264.41%	Aggregated	12	203.48%	11	264.41%		



Institutions by Indicator and Year on Year Change (%)



#### Deposit to total assets



	Benchm	ark by legal	status		Benchmark by scale							
	FY 2	016	FY 2	017		FY 2	016	FY 2017				
Legal Status	FSP count	Deposits to total assets (WAV)	FSP count	Deposits to total assets (WAV)	Scale	FSP count	Deposits to total assets (WAV)	FSP count	Deposits to total assets (WAV)			
Bank	1	77.18%	1	73.57%	Large	2	76.61%	3	72.98%			
NBFI	6	59.61%	6	61.14%	Medium	5	62.90%	4	56.85%			
NGO	4	58.86%	4	56.20%								
Rural Bank	1				Small	5	10.78%	4	29.13%			
Aggregated	12	74.91%	11	71.93%	Aggregated	12	74.91%	11	71.93%			



Institutions by Indicator and Year on Year Change (%)

Large

Medium

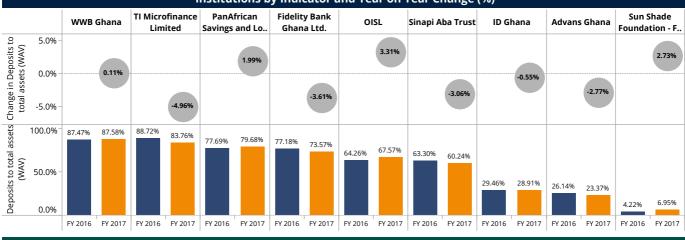
Small

Small

0.0%

Large

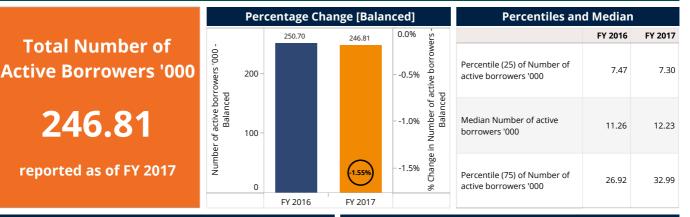
Medium



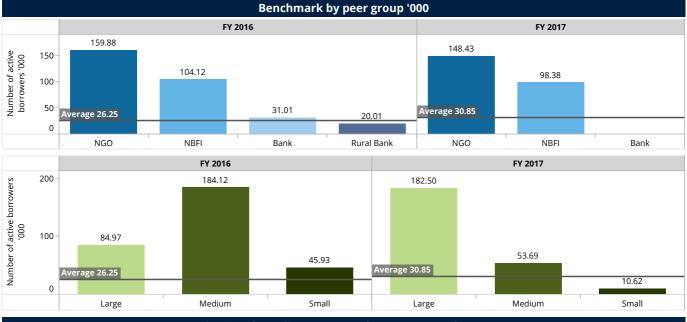
# Outreach



### Number of active borrowers



	Benchn	nark by legal	status		Benchmark by scale						
	FY 2	2016	FY 2	2017		FY 2	2016	FY 2017			
Legal Status	FSP count	Number of active borrowers '000	FSP count	Number of active borrowers '000	Scale	FSP count	Number of active borrowers '000	FSP count	Number of active borrowers '000		
Bank	1	31.01	1		Large	2	84.97	3	182.50		
NBFI	6	104.12	6	98.38	Medium	5	184.12	4	53.69		
NGO	4	159.88	4	148.43							
Rural Bank	1	20.01			Small	5	45.93	4	10.62		
Total	12	315.02	11	246.81	Total	12	315.02	11	246.81		



Institutions by Indicator '000 and Year on Year Change (%)

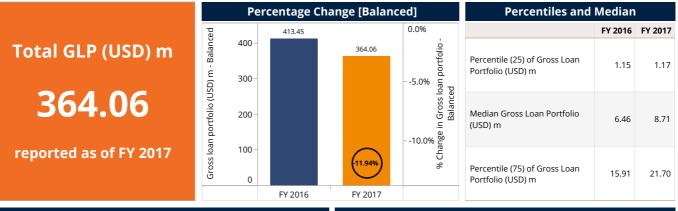


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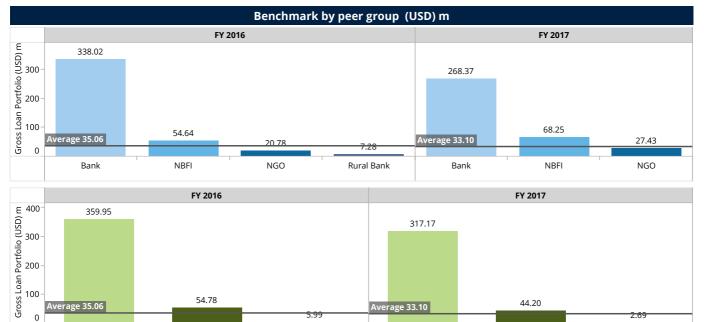
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## Gross Loan Portfolio



	Benchi	mark by lega	l status		Benchmark by scale						
	FY 2	2016	FY 2	2017		FY 2	2016	FY 2017			
Legal Status	FSP count	Gross Loan Portfolio (USD) m	FSP count	Gross Loan Portfolio (USD) m	Scale	FSP count	Gross Loan Portfolio (USD) m	FSP count	Gross Loan Portfolio (USD) m		
Bank	1	338.02	1	268.37	Large	2	359.95	3	317.17		
NBFI	6	54.64	6	68.25	Medium	5	54.78	4	44.20		
NGO	4	20.78	4	27.43							
Rural Bank	1	7.28			Small	5	5.99	4	2.69		
Total	12	420.72	11	364.06	Total	12	420.72	11	364.06		



) Ten Institutions by Indicator (USD) m and Year on Year Change (%)

Large

Small

Medium

Small

Medium

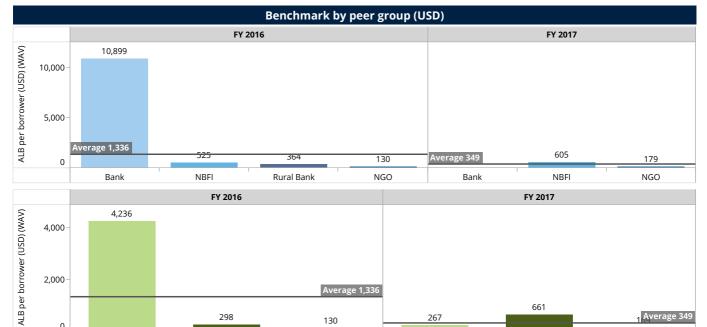
Large

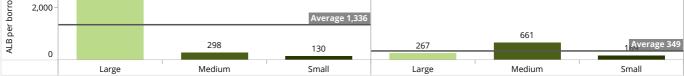
		lity Ban ana Ltd		DISL		oi Aba ust	Advans	Ghana	PanA Savings	frican and L	WWB	Ghana	Vision Gha		ID G	hana	к	SF	T Microfi	TI nance
60.0%	_			8.73%		34.22%		30.10%		29.13%		54.22%		45.78%		14.29%		7.60%		26.409
-30.0%		-20.60	%																	
300 E 200 100 0	338.0	2 268.3	7																	
E 200	-																			
100 0			21.94	23.85	18.58	24.94	15.02	19.54	8.25	10.66	5.65	8.71	3.63	5.30	1.26	1.44	0.83	0.90	0.15	0.2
0		6 FY 20	7 FY 201	5 FY 2017	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017		FY 2017	FY 2016		FY 2016	FY 2017	FY 2016	1

# Average loan balance (ALB) per borrower

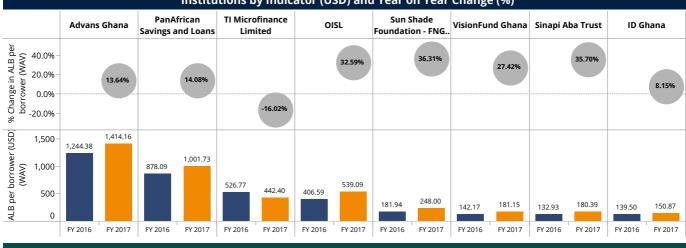
Total ALB per	Pe	ercentage Ch	ange [Balanc	ed]	Percentiles a	nd Mediaı	า
	400		348.78	40.0% 5		FY 2016	FY 2017
Borrower (USD) (WAV)	- (USD) (WAV) - ed	275.04	26.81%	borrower (WA	Percentile (25) of ALB per borrower (USD)	141.50	180.96
348.78	– 005 – 007			ge in ALB per l Balance	Median ALB per borrower (USD)	385.10	345.20
reported as of FY 2017	ALB P	FY 2016	FY 2017	CL and working	Percentile (75) of ALB per borrower (USD)	969.66	654.75

	Benchmar	k by legal st	atus		Benchmark by scale					
	FY 2016 FY 2017					FY 2	016	FY 2017		
Legal Status	FSP count	ALB per borrower (USD) (WAV)	FSP count	ALB per borrower (USD) (WAV)	Scale	FSP count	ALB per borrower (USD) (WAV)	FSP count	ALB per borrower (USD) (WAV)	
Bank	1	10,898.81	1		Large	2	4,236.15	3	267.36	
NBFI	6	524.83	6	605.25	Medium	5	297.51	4	661.11	
NGO	4	130.01	4	178.80						
Rural Bank	1	363.61			Small	5	130.42	4	168.99	
Total	12	1,335.55	11	348.78	Total	12	1,335.55	11	348.78	

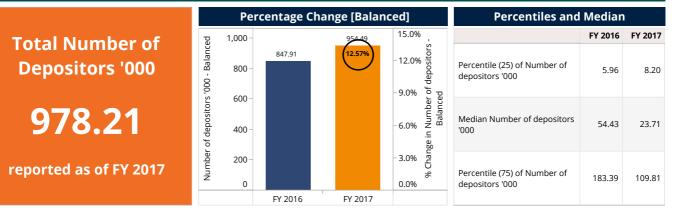




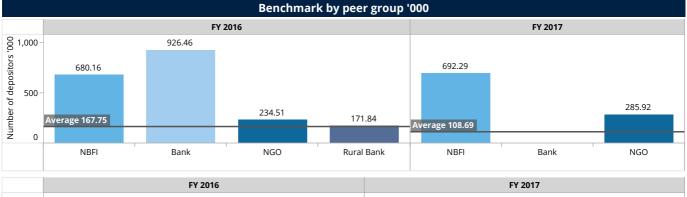
Institutions by Indicator (USD) and Year on Year Change (%)

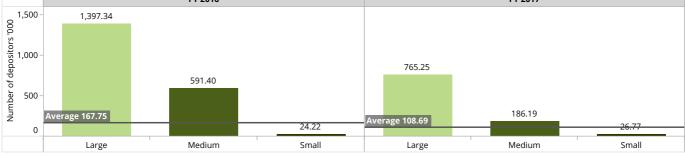


## Number of depositors

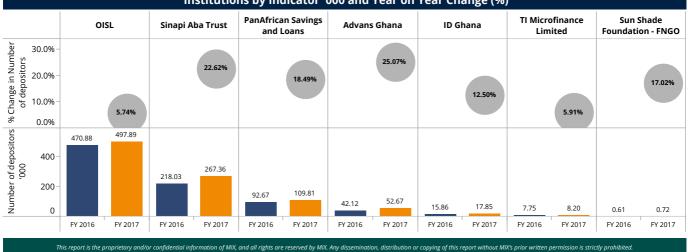


Bei	nchmark b	y legal sta	tus		Benchmark by scale						
	FY 2	016	FY 2017			FY 2	2016	FY 2017			
Legal Status	FSP count	Number of depositors '000	FSP count	Number of depositors '000	Scale	FSP count	Number of depositors '000	FSP count	Number of depositors '000		
Bank	1	926.46	1		Large	2	1,397.34	3	765.25		
NBFI	6	680.16	6	692.29	Medium	5	591.40	4	186.19		
NGO	4	234.51	4	285.92							
Rural Bank	1	171.84			Small	5	24.22	4	26.77		
Total	12	2,012.96	11	978.21	Total	12	2,012.96	11	978.21		



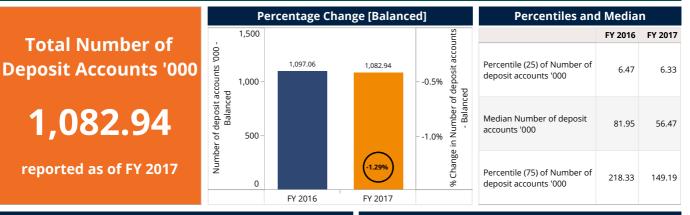


Institutions by Indicator '000 and Year on Year Change (%)

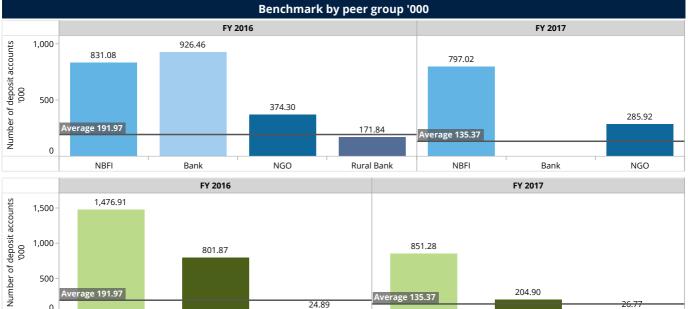


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### Number of deposit accounts

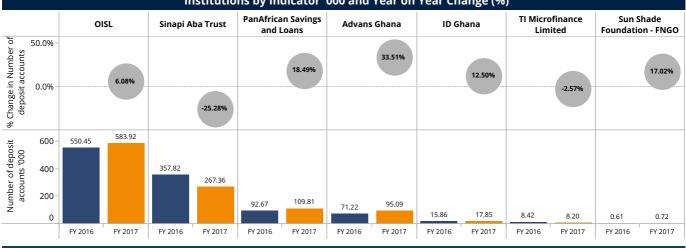


Be	enchmark l	oy legal sta	tus		Benchmark by scale					
	FY 2016 FY 2017						2016	FY 2017		
Legal Status	FSP count	Number of deposit accounts '000	FSP count	Number of deposit accounts '000	Scale	FSP count	Number of deposit accounts '000	FSP count	Number of deposit accounts '000	
Bank	1	926.46	1		Large	2	1,476.91	3	851.28	
NBFI	6	831.08	6	797.02	Medium	5	801.87	4	204.90	
NGO	4	374.30	4	285.92						
Rural Bank	1	171.84			Small	5	24.89	4	26.77	
Total	12	2,303.67	11	1,082.94	Total	12	2,303.67	11	1,082.94	



204.90 ge 191.97 ge 135.37 24.89 0 26.77 Medium Small Medium Small Large Large

Institutions by Indicator '000 and Year on Year Change (%)

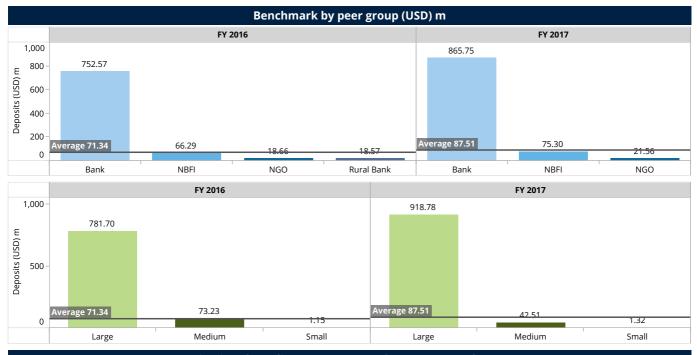


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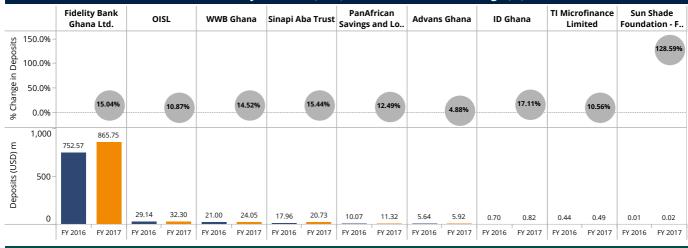
## Deposits

		Per	centage C	han	ge [Balar	nced]		Percentiles an	d Media	n
		1,000 -			961.40	20.0%			FY 2016	FY 2017
Total Deposits (USD) m	- Balano		837.52		14.79%		its - Balanced	Percentile (25) of Deposits (USD) m	0.33	0.65
962.62	osits (USD) m	500 -				- 10.0%	Change in Deposits	Median Deposits (USD) m	7.85	5.92
reported as of FY 2017	Depos	0	FY 2016	1	FY 2017	0.0%	% Cha	Percentile (75) of Deposits (USD) m	19.18	22.39

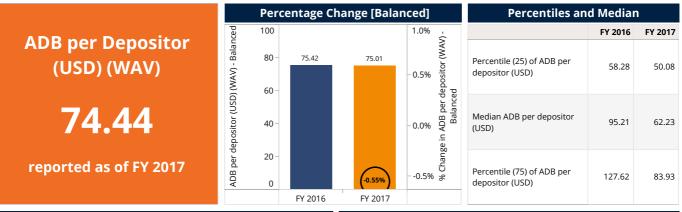
	Benchma	rk by legal :	status		Benchmark by scale					
	FY 2	016	FY 2	017		FY 2016 FY 20				
Legal Status	FSP count	Deposits (USD) m	FSP count	Deposits (USD) m	Scale	FSP count	Deposits (USD) m	FSP count	Deposits (USD) m	
Bank	1	752.57	1	865.75	Large	2	781.70	3	918.78	
NBFI	6	66.29	6	75.30	Medium	5	73.23	4	42.51	
NGO	4	18.66	4	21.56						
Rural Bank	1	18.57			Small	5	1.15	4	1.32	
Total	12	856.09	11	962.62	Total	12	856.09	11	962.62	



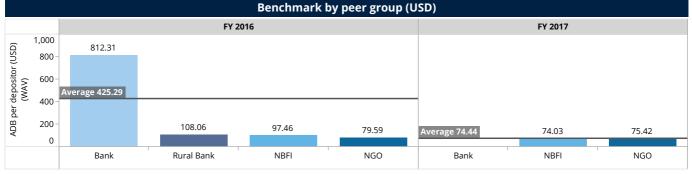
Institutions by Indicator (USD) m and Year on Year Change (%)

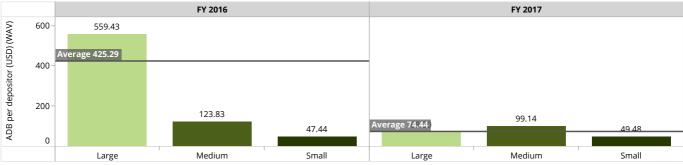


### Average deposit balance (ADB) per depositor

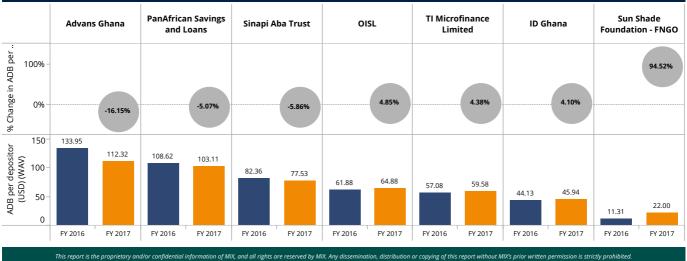


Ben	chmark b	y legal stat	tus		Benchmark by scale						
	FY 2016 FY 2			2017		FY	2016	FY 2017			
Legal Status	FSP count	ADB per depositor (USD) (WAV)	FSP count	ADB per depositor (USD) (WAV)	Scale	FSP count	ADB per depositor (USD) (WAV)	FSP count	ADB per depositor (USD) (WAV)		
Bank	1	812.31	1		Large	2	559.43	3	69.30		
NBFI	6	97.46	6	74.03	Medium	5	123.83	4	99.14		
NGO	4	79.59	4	75.42			47.44	4	49.48		
Rural Bank	1	108.06			Small	5	47.44	4	49.48		
Total	12	425.29	11	74.44	Total	12	425.29	11	74.44		

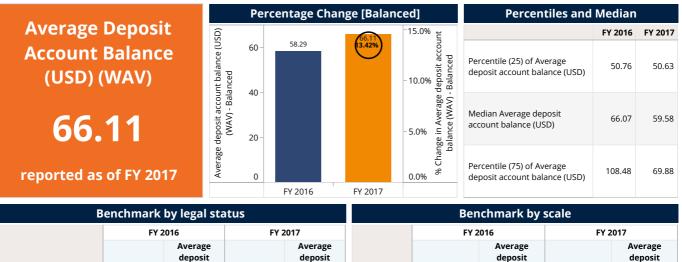




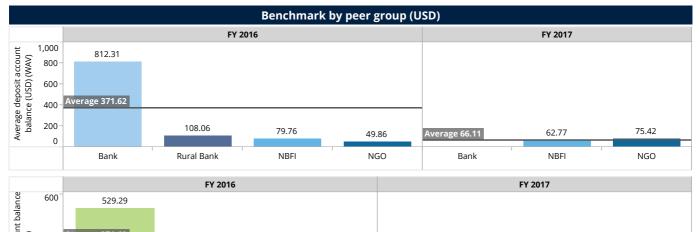
Institutions by Indicator (USD) and Year on Year Change (%)

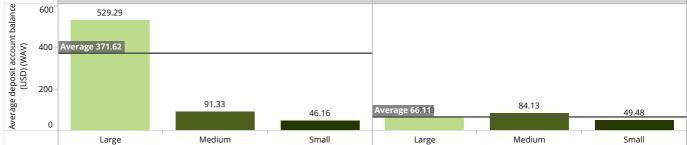


#### Average deposit account balance

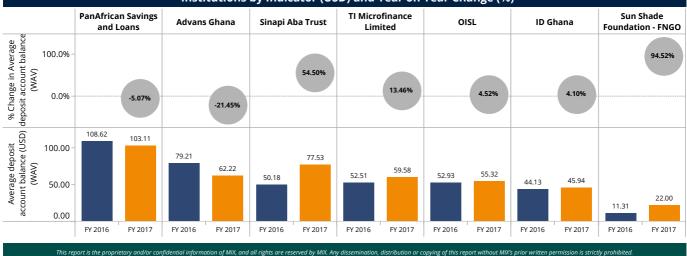


Legal Status	FSP count	Average deposit account balance (USD) (WAV)	FSP count	Average deposit account balance (USD) (WAV)	Scale	FSP count	Average deposit account balance (USD) (WAV)	FSP count	Average deposit account balance (USD) (WAV)
Bank	1	812.31	1		Large	2	529.29	3	62.30
NBFI	6	79.76	6	62.77	Medium	5	91.33	4	84.13
NGO	4	49.86	4	75.42					
Rural Bank	1	108.06			Small	5	46.16	4	49.48
Aggregated	12	371.62	11	66.11	Aggregated	12	371.62	11	66.11





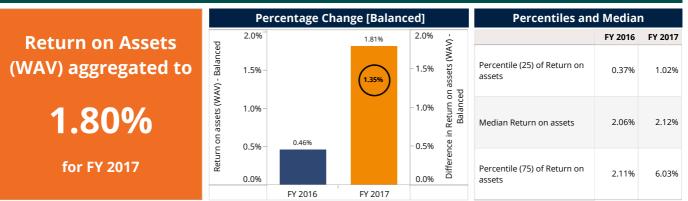
Institutions by Indicator (USD) and Year on Year Change (%)



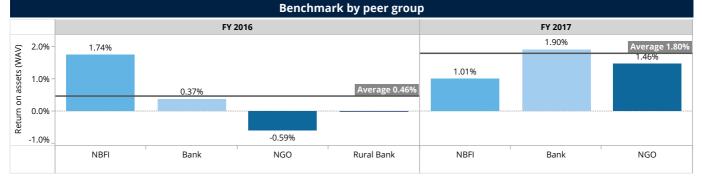
# Financial Performance

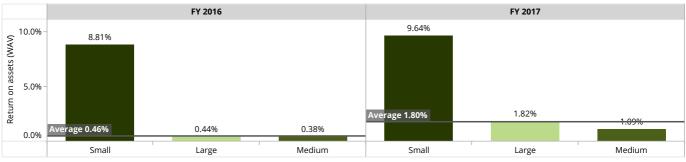


#### **Return on assets**

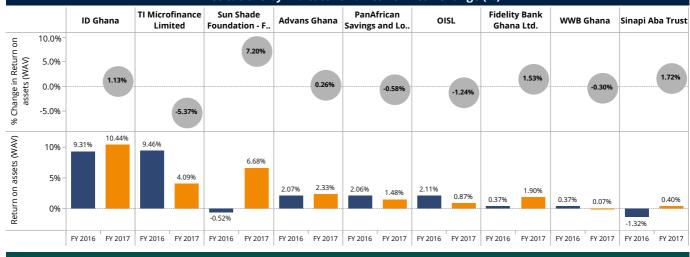


Bei	n <mark>chm</mark> ark b	y legal sta	tus		Benchmark by scale					
	FY 2016 FY 2017						2016	FY 2017		
Legal Status	FSP count	Return on assets (WAV)	FSP count	Return on assets (WAV)	Scale	FSP count	Return on assets (WAV)	FSP count	Return on assets (WAV)	
Bank	1	0.37%	1	1.90%	Large	2	0.44%	3	1.82%	
NBFI	6	1.74%	6	1.01%	Medium	5	0.38%	4	1.09%	
NGO	4	-0.59%	4	1.46%		_				
Rural Bank	1				Small	5	8.81%	4	9.64%	
Aggregated	12	0.46%	11	1.80%	Aggregated	12	0.46%	11	1.80%	





Institutions by Indicator and Year on Year Change (%)

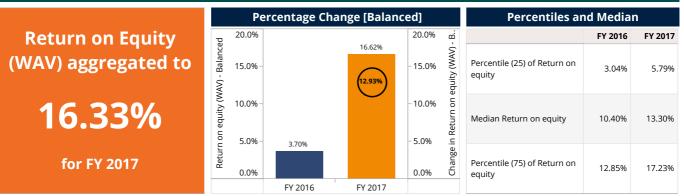


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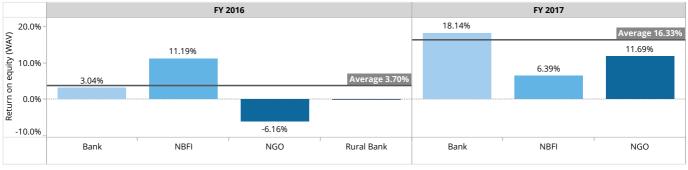
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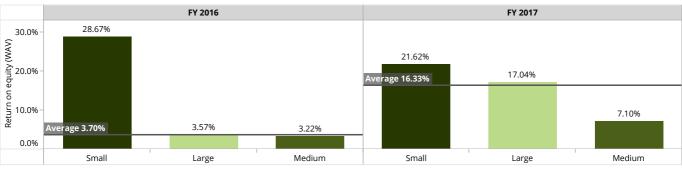
### **Return on equity**



	Benchmark	by legal st	atus		Benchmark by scale						
	FY	FY 2016		FY 2017		FY 2	016	FY 2017			
Legal Status	FSP count	Return on equity (WAV)	FSP count	Return on equity (WAV)	Scale	FSP count	Return on equity (WAV)	FSP count	Return on equity (WAV)		
Bank	1	3.04%	1	18.14%	Large	2	3.57%	3	17.04%		
NBFI	6	11.19%	6	6.39%	Medium	5	3.22%	4	7.10%		
NGO	4	-6.16%	4	11.69%	Weddini						
Rural Bank	1				Small	5	28.67%	4	21.62%		
Aggregated	12	3.70%	11	16.33%	Aggregated	12	3.70%	11	16.33%		

#### Benchmark by peer group

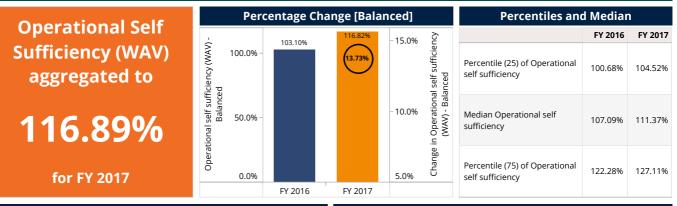




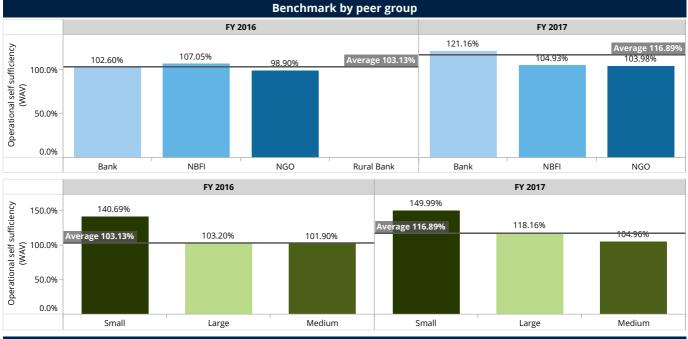
Institutions by Indicator and Year on Year Change (%)

	TI Micro Limi		ID G	nana	Advans	Ghana		y Bank a Ltd.	PanA Savings	frican and Lo	0	ISL		ihade tion - F	WWB	Ghana	Sinapi A	ba Trus
0.0%-				-0.12%		0.89%		15.10%		-2.83%		-7.01%		15.43%		-3.09%		22.17%
-100.0%-		-104.66%																
0.0% - -100.0% - 100.0% -	148.59%	43.93%	27.89%	27.77%	12.85%	13.74%	3.04%	18.14%	10.40%	7.57%	12.21%	5.20%		14.51%	4.03%	0.94%		4.96%
0.0%-													-0.92%				-17.21%	
	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 201

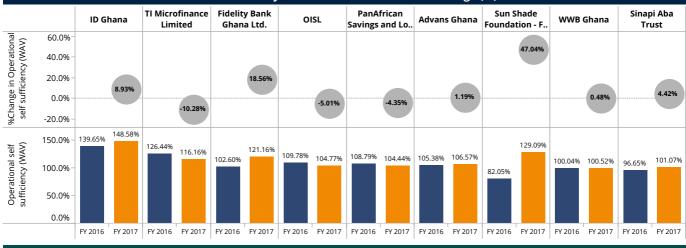
## **Operating self sufficiency (OSS)**



	Bench	nmark by lega	al status		Benchmark by scale						
	FY 2016		FY 2017			FY 2	2016	FY 2017			
Legal Status	FSP count	Operational self sufficiency (WAV)	FSP count	Operational self sufficiency (WAV)	Scale	FSP count	Operational self sufficiency (WAV)	FSP count	Operational self sufficiency (WAV)		
Bank	1	102.60%	1	121.16%	Large	2	103.20%	3	118.16%		
NBFI	6	107.05%	6	104.93%	Medium	5	101.90%	4	104.96%		
NGO	4	98.90%	4	103.98%							
Rural Bank	1				Small	5	140.69%	4	149.99%		
Aggregated	12	103.13%	11	116.89%	Aggregated	12	103.13%	11	116.89%		



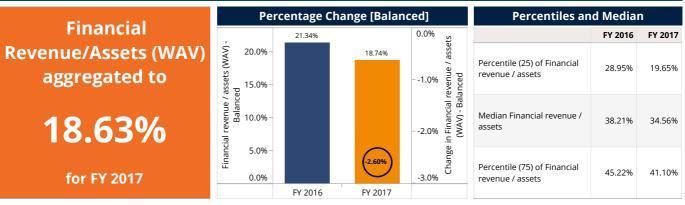
Institutions by Indicator and Year on Year Change (%)



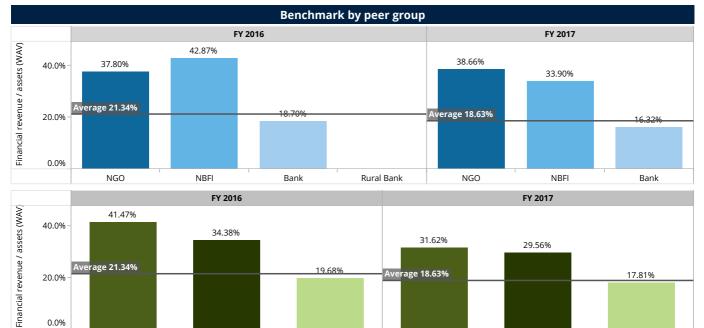
# Revenue & Expenses



## Financial revenue by assets



	Benchmar	k by legal s	tatus		Benchmark by scale						
	FY 2	FY 2016		FY 2017		FY 2	016	FY 2017			
Legal Status	FSP count	Financial revenue / assets (WAV)	FSP count	Financial revenue / assets (WAV)	Scale	FSP count	Financial revenue / assets (WAV)	FSP count	Financial revenue / assets (WAV)		
Bank	1	18.70%	1	16.32%	Large	2	19.68%	3	17.81%		
NBFI	6	42.87%	6	33.90%	Medium	5	41.47%	4	31.62%		
NGO	4	37.80%	4	38.66%	inculant						
Rural Bank	1				Small	5	34.38%	4	29.56%		
Aggregated	12	21.34%	11	18.63%	Aggregated	12	21.34%	11	18.63%		





Medium

Small

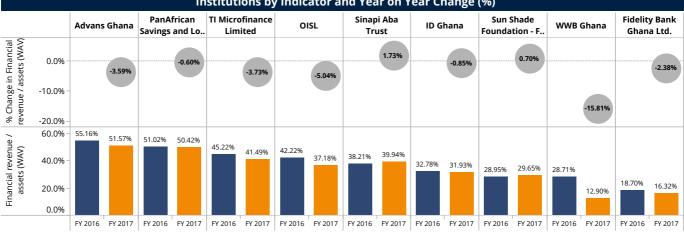
Large

Large

0.0%

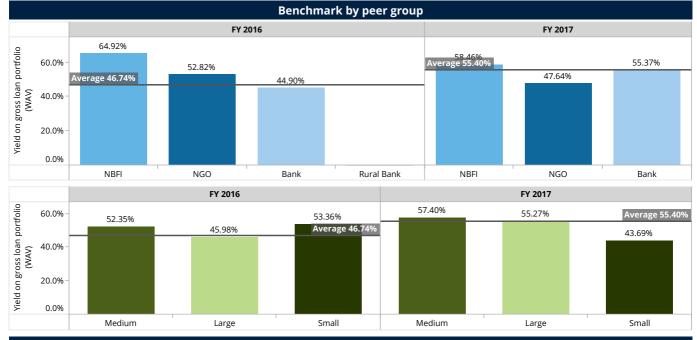
Medium

Small

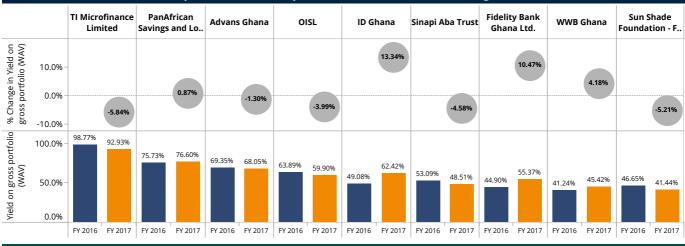


#### Yield on gross loan portfolio Percentage Change [Balanced] **Percentiles and Median** 60.0% FY 2016 FY 2017 56.15% 20.0% nge in Yield on gross portfolio (WAV) Balanced Yield on GLP (WAV) Vield on gross loan portfolio (WAV) -Balanced 47.46% Percentile (25) of Yield on aggregated to gross loan portfolio 46.65% 46.19% 15.0% (nominal) 40.0% 55.40% 10.0% Median Yield on gross loan 8.69% 53.09% 57.64% portfolio (nominal) 20.0% 5.0% Percentile (75) of Yield on for FY 2017 Char gross loan portfolio 69.35% 66.64% 0.0% 0.0% (nominal) FY 2016 FY 2017

	Benchma	rk by legal s	status		Benchmark by scale						
	FY 2	FY 2016		FY 2017		FY 2	2016	FY 2017			
Legal Status	FSP count	Yield on gross loan portfolio (WAV)	FSP count	Yield on gross Ioan portfolio (WAV)	Scale	FSP count	Yield on gross loan portfolio (WAV)	FSP count	Yield on gross loan portfolio (WAV)		
Bank	1	44.90%	1	55.37%	Large	2	45.98%	3	55.27%		
NBFI	6	64.92%	6	58.46%	Medium	5	52.35%	4	57.40%		
NGO	4	52.82%	4	47.64%							
Rural Bank	1				Small	5	53.36%	4	43.69%		
Aggregated	12	46.74%	11	55.40%	Aggregated	12	46.74%	11	55.40%		

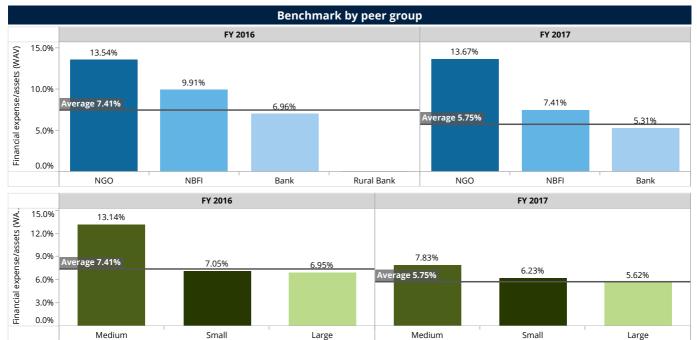


Top Ten Institutions by Indicator and Year on Year Change (%)

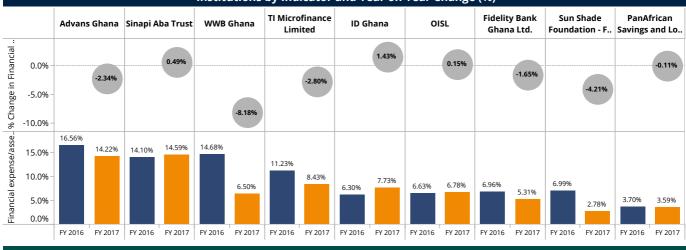


#### Financial expense by assets Percentage Change [Balanced] **Percentiles and Median** Financial 8.0% 0.0% -0.5% 0.0% Change in Financial expense/assets (WAN) - Balanced 0.0% 7.41% FY 2016 FY 2017 **Expense/Assets (WAV)** Financial expense/assets (WAV) -Percentile (25) of Financial 5.79% 6.0% 6.63% 4.02% aggregated to expense / assets Balanced 4.0% Median Financial expense / 5.75% 6.99% 6.64% assets 2.0% 1.62% Percentile (75) of Financial 14.10% 8.26% for FY 2017 0.0% expense / assets FY 2016 FY 2017

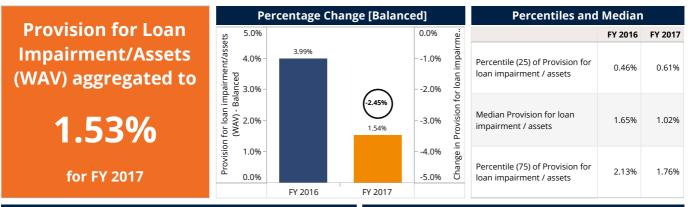
	Benchma	ark by legal	status		Benchmark by scale						
	FY 2016		FY 2017			FY 2	2016	FY 2017			
Legal Status	FSP count	Financial expense/ assets (WAV)	FSP count	Financial expense/ assets (WAV)	Scale	FSP count	Financial expense/assets (WAV)	FSP count	Financial expense/assets (WAV)		
Bank	1	6.96%	1	5.31%	Large	2	6.95%	3	5.62%		
NBFI	6	9.91%	6	7.41%	Medium	5	13.14%	4	7.83%		
NGO	4	13.54%	4	13.67%							
Rural Bank	1				Small	5	7.05%	4	6.23%		
Aggregated	12	7.41%	11	5.75%	Aggregated	12	7.41%	11	5.75%		



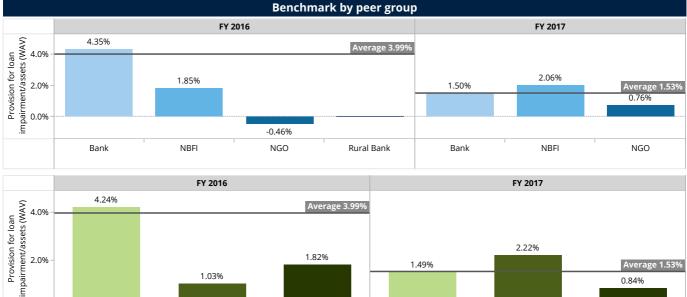
Institutions by Indicator and Year on Year Change (%)

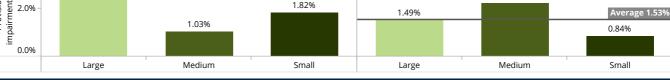


### Provision for loan impairment by assets

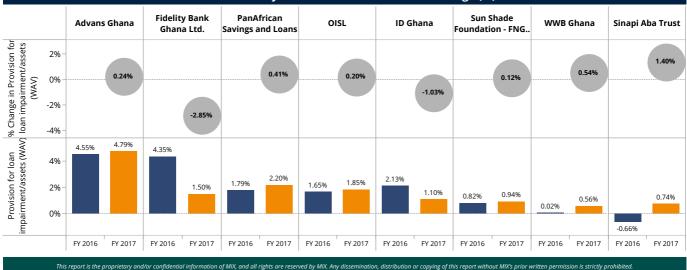


	Benchmark	by legal sta	atus		Benchmark by scale						
	FY 2	2016	FY 2	2017		FY 2	016	FY 2017			
Legal Status	FSP count	Provision for loan impairment/ assets (WAV)	FSP count	Provision for loan impairment/ assets (WAV)	Scale	FSP count	Provision for loan impairment/ assets (WAV)	FSP count	Provision for loan impairment/ assets (WAV)		
Bank	1	4.35%	1	1.50%	Large	2	4.24%	3	1.49%		
NBFI	6	1.85%	6	2.06%	Medium	5	1.03%	4	2.22%		
NGO	4	-0.46%	4	0.76%	Small	5	1.82%	4	0.84%		
Rural Bank	1				Siliali	5	1.0270		0.0470		
Aggregated	12	3.99%	11	1.53%	Aggregated	12	3.99%	11	1.53%		

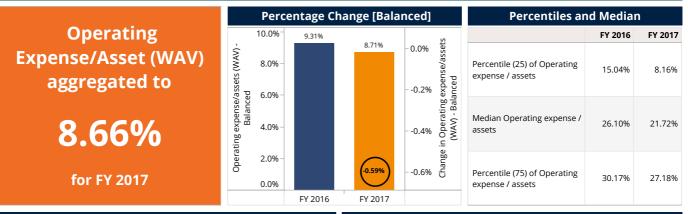




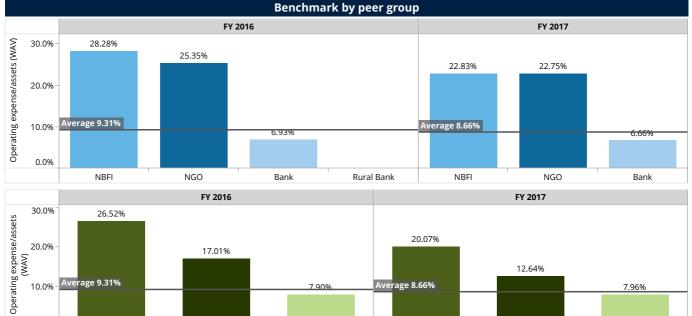
Institutions by Indicator and Year on Year Change (%)

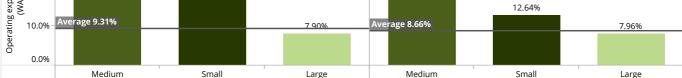


## **Operating expenses by assets**

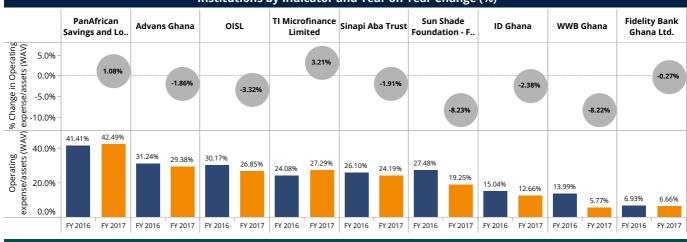


	Benchma	rk by legal :	status		Benchmark by scale						
	FY 2	016	FY 2017			FY 2	2016	FY 2017			
Legal Status	FSP count	Operating expense/ assets (WAV)	FSP count	Operating expense/ assets (WAV)	Scale	Count of ID	Operating expense/assets (WAV)	Count of ID	Operating expense/assets (WAV)		
Bank	1	6.93%	1	6.66%	Large	2	7.90%	3	7.96%		
NBFI	6	28.28%	6	22.83%	Medium	5	26.52%	4	20.07%		
NGO	4	25.35%	4	22.75%		-					
Rural Bank	1				Small	5	17.01%	4	12.64%		
Aggregated	12	9.31%	11	8.66%	Aggregated	12	9.31%	11	8.66%		

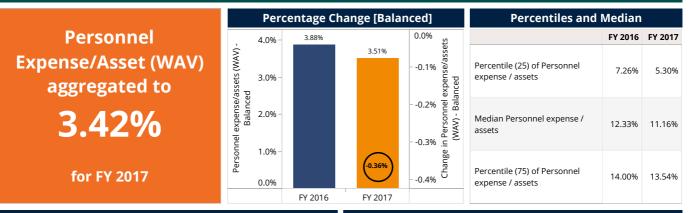




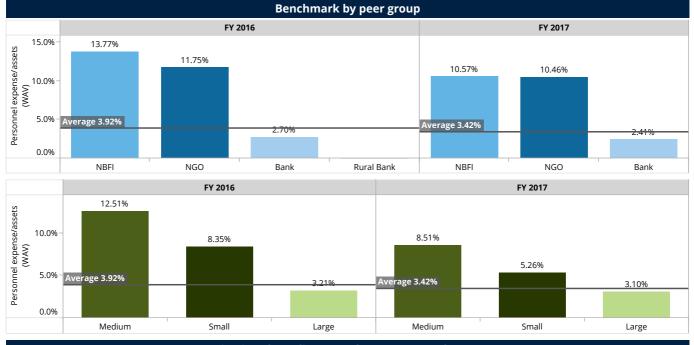
Institutions by Indicator and Year on Year Change (%)

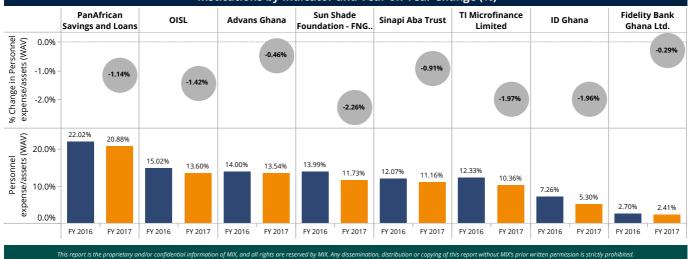


## Personnel expenses by assets

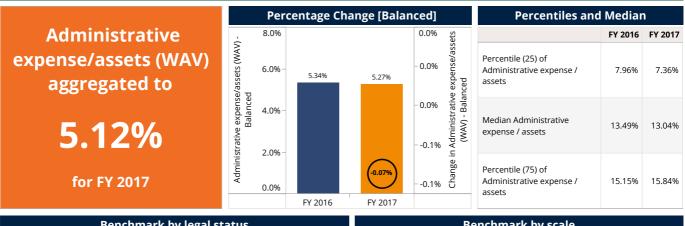


	Benchm	ark by legal	status		Benchmark by scale					
	FY 2016 FY 2017					FY 2	2016	FY 2017		
Legal Status	FSP count	Personnel expense/ assets (WAV)	FSP count	Personnel expense/ assets (WAV)	Scale	FSP count	Personnel expense/assets (WAV)	FSP count	Personnel expense/assets (WAV)	
Bank	1	2.70%	1	2.41%	Large	2	3.21%	3	3.10%	
NBFI	6	13.77%	6	10.57%	Medium	5	12.51%	4	8.51%	
NGO	4	11.75%	4	10.46%			0.050			
Rural Bank	1				Small	5	8.35%	4	5.26%	
Aggregated	12	3.92%	11	3.42%	Aggregated	12	3.92%	11	3.42%	

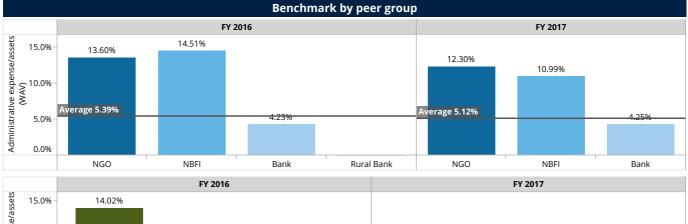




## Administrative expense by assets

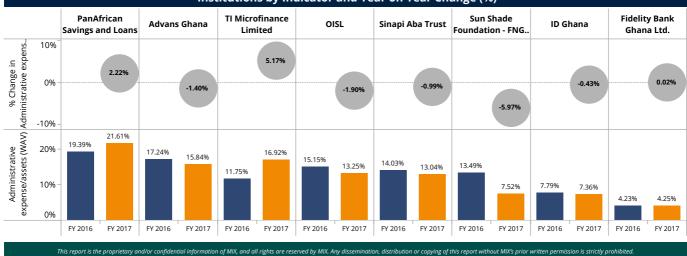


	Benc	hmark by lega	al status		Benchmark by scale					
	FY 2016 FY 2017					FY	2016	FY 2017		
Legal Status	FSP count	Administrative expense/assets (WAV)	FSP count	Administrative expense/assets (WAV)	Scale	FSP count	Administrative expense/assets (WAV)	FSP count	Administrative expense/ assets (WAV)	
Bank	1	4.23%	1	4.25%	Large	2	4.68%	3	4.85%	
NBFI	6	14.51%	6	10.99%	Medium	5	14.02%	4	9.42%	
NGO	4	13.60%	4	12.30%		_				
Rural Bank	1				Small	5	8.67%	4	7.38%	
Aggregated	12	5.39%	11	5.12%	Aggregated	12	5.39%	11	5.12%	





Institutions by Indicator and Year on Year Change (%)



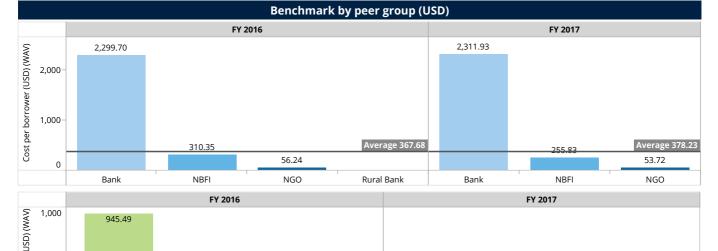
# Productivity & Efficiency

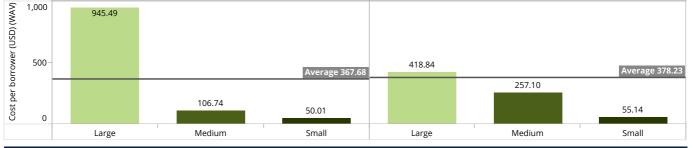


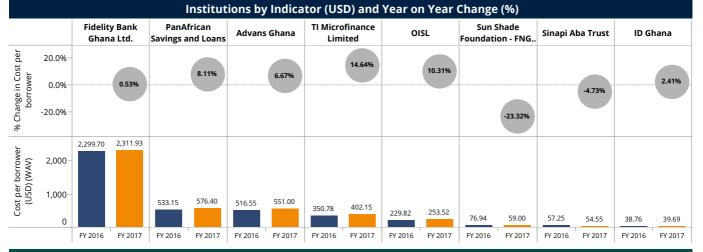
## Cost per borrower

	Per	centage Cl	nange [Balan	Percentile	Percentiles and Median		
Cost per borrower			417.86	8.0%		FY 2016	FY 2017
(USD) (WAV)	400.0 - WW (GSD) 300.0 -	393.04	6.32%		Percentile (25) of Cost per borrower (USD)	72.02	57.89
378.23	borrower Balano - 0.005			- 4.0%	Median Cost per endependent borrower (USD)	290.30	327.83
for FY 2017	100.0 – 0.0	FY 2016	FY 2017	0.0%	Percentile (75) of Cost per borrower (USD)	520.70	557.35

E	Benchmark	by legal sta	atus		Benchmark by scale				
	FY 2	016	FY 2017			FY 2016		FY 2017	
Legal Status	FSP count	Cost per borrower (USD) (WAV)	FSP count	Cost per borrower (USD) (WAV)	Scale	FSP count	Cost per borrower (USD) (WAV)	FSP count	Cost per borrower (USD) (WAV)
Bank	1	2,299.70	1	2,311.93	Large	2	945.49	3	418.84
NBFI	6	310.35	6	255.83	Medium	5	106.74	4	257.10
NGO	4	56.24	4	53.72					
Rural Bank	1				Small	5	50.01	4	55.14
Aggregated	12	367.68	11	378.23	Aggregated	12	367.68	11	378.23

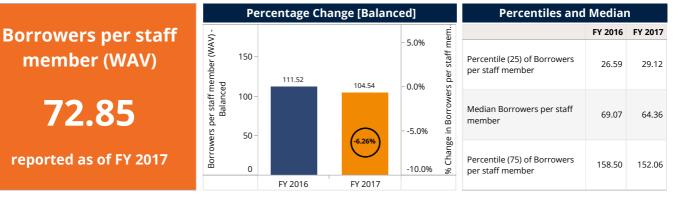




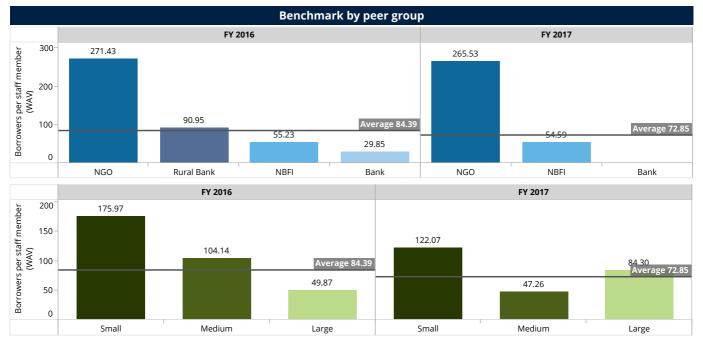


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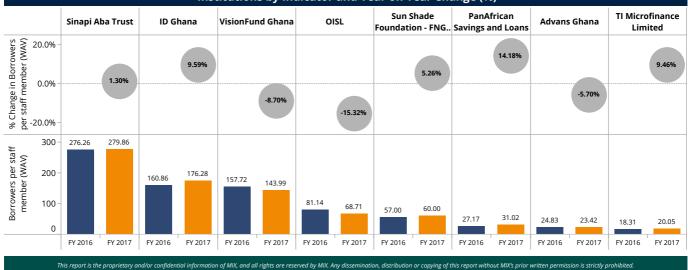
## Borrower per staff member



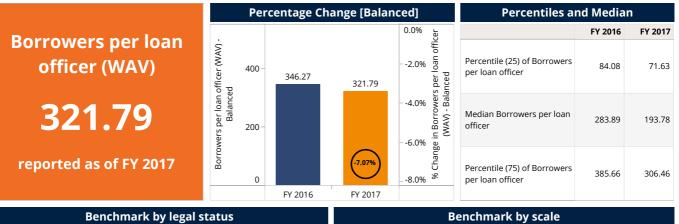
	Benchm	ark by legal	status		Benchmark by scale					
	FY 2	2016	FY 2017			FY 2016		FY 2017		
Legal Status	FSP count	Borrowers per staff member (WAV)	FSP count	Borrowers per staff member (WAV)	Scale	FSP count	Borrowers per staff member (WAV)	FSP count	Borrowers per staff member (WAV)	
Bank	1	29.85	1		Large	2	49.87	3	84.30	
NBFI	6	55.23	6	54.59	Medium	5	104.14	4	47.26	
NGO	4	271.43	4	265.53						
Rural Bank	1	90.95			Small	5	175.97	4	122.07	
Aggregated	12	84.39	11	72.85	Aggregated	12	84.39	11	72.85	



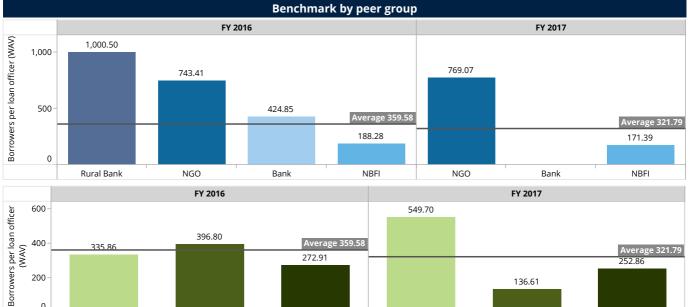




## Borrower per loan officer

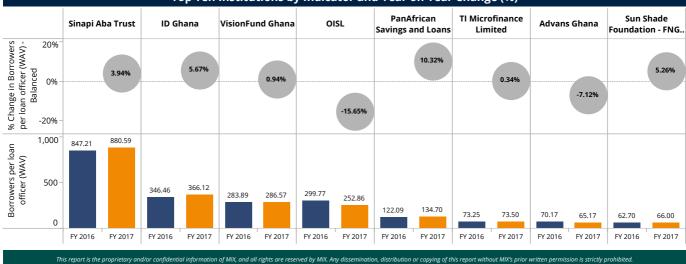


	Benchma	rk by legal s	tatus		Benchmark by scale					
	FY 2016			FY 2017		FY 2	2016	FY 2017		
Legal Status	FSP count	Borrowers per loan officer (WAV)	FSP count	Borrowers per loan officer (WAV)	Scale	FSP count	Borrowers per loan officer (WAV)	FSP count	Borrowers per loan officer (WAV)	
Bank	1	424.85	1		Large	2	335.86	3	549.70	
NBFI	6	188.28	6	171.39	Medium	5	396.80	4	136.61	
NGO	4	743.41	4	769.07		_				
Rural Bank	1	1,000.50			Small	5	272.91	4	252.86	
Aggregated	12	359.58	11	321.79	Aggregated	12	359.58	11	321.79	

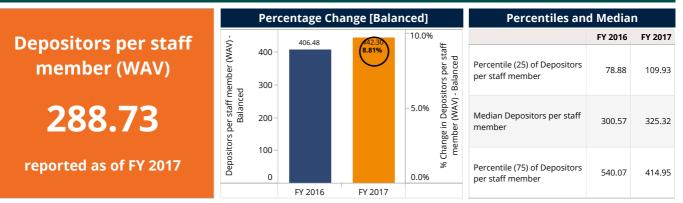


200 136.61 0 Medium Small Medium Small Large Large

Top Ten Institutions by Indicator and Year on Year Change (%)

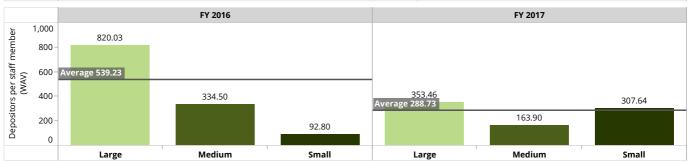


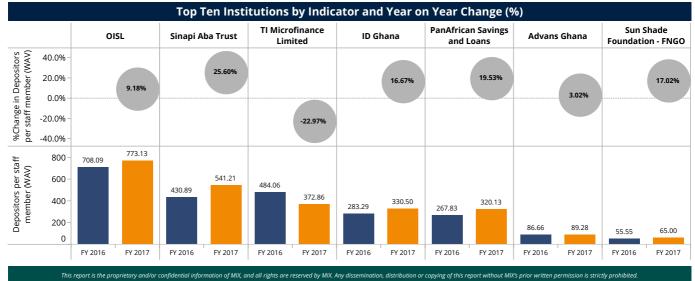
## Depositors per staff member



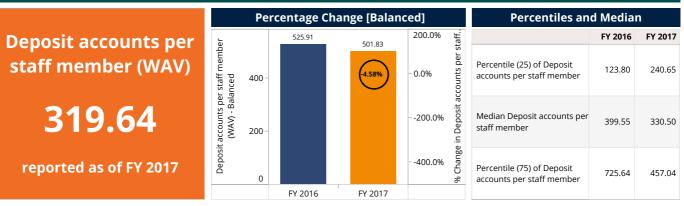
	Benchn	nark by lega	status		Benchmark by scale					
	FY 2016 FY 2017					FY 2	2016	FY 2017		
Legal Status	FSP count	Depositors per staff member (WAV)	FSP count	Depositors per staff member (WAV)	Scale	FSP count	Depositors per staff member (WAV)	FSP count	Depositors per staff member (WAV)	
Bank	1	891.68	1		Large	2	820.03	3	353.46	
NBFI	6	360.83	6	384.18	Medium	5	334.50	4	163.90	
NGO	4	398.14	4	511.48						
Rural Bank	1	781.08			Small	5	92.80	4	307.64	
Aggregated	12	539.23	11	288.73	Aggregated	12	539.23	11	288.73	



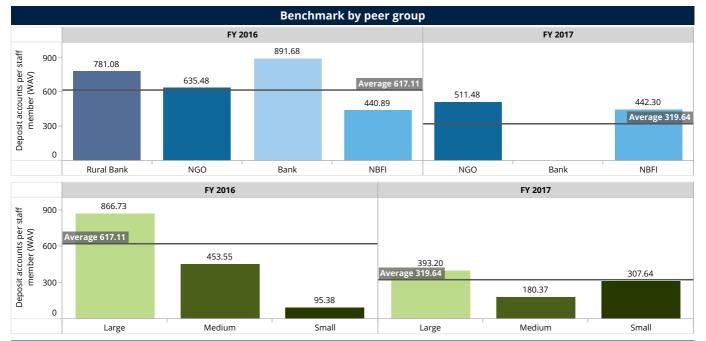


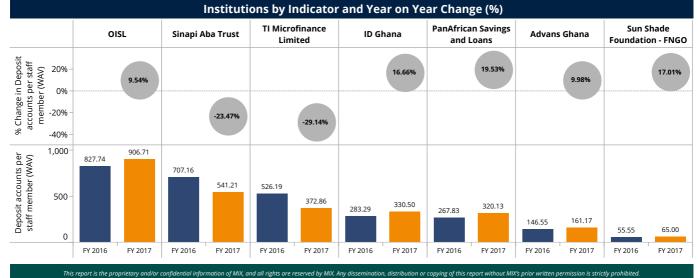


## Deposit accounts per staff member

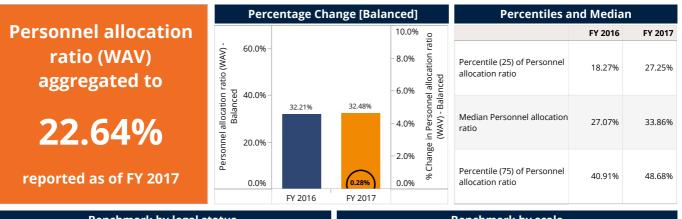


	Bench	nmark by lega	l status		Benchmark by scale					
	FY 2	2016	FY 2	017		FY 2	2016	FY 2017		
Legal Status	FSP count	Deposit accounts per staff member (WAV)	FSP count	Deposit accounts per staff member (WAV)	Scale	FSP count	Deposit accounts per staff member (WAV)	FSP count	Deposit accounts per staff member (WAV)	
Bank	1	891.68	1		Large	2	866.73	3	393.20	
NBFI	6	440.89	6	442.30	Medium	5	453.55	4	180.37	
NGO	4	635.48	4	511.48		-	05.00		207.64	
Rural Bank	1	781.08			Small	5	95.38	4	307.64	
Aggregated	12	617.11	11	319.64	Aggregated	12	617.11	11	319.64	

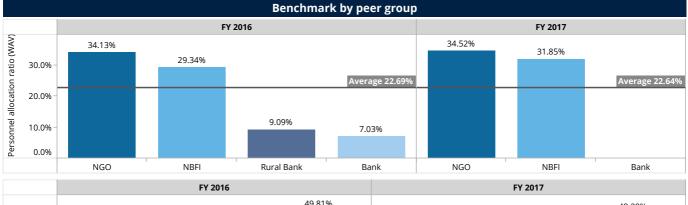


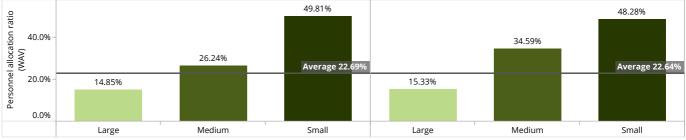


## Personnel allocation ratio



Ben	chmark by	/ legal stat	tus		Benchmark by scale					
	2017		FY 2	2016	FY 2017					
Legal Status	FSP count	Personnel allocation ratio (WAV)	FSP count	Personnel allocation ratio (WAV)	Scale	FSP count	Personnel allocation ratio (WAV)	FSP count	Personnel allocation ratio (WAV)	
Bank	1	7.03%	1		Large	2	14.85%	3	15.33%	
NBFI	6	29.34%	6	31.85%	Medium	5	26.24%	4	34.59%	
NGO	4	34.13%	4	34.52%		_	10.010/			
Rural Bank	1	9.09%			Small	5	49.81%	4	48.28%	
Aggregated	12	22.69%	11	22.64%	Aggregated	12	22.69%	11	22.64%	





Institutions by Indicator and Year on Year Change (%)

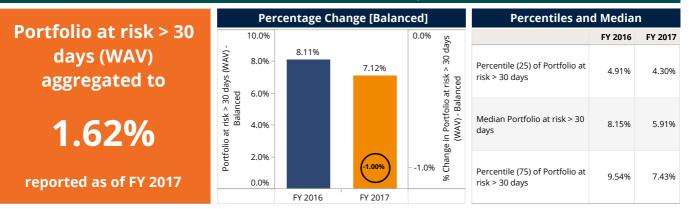


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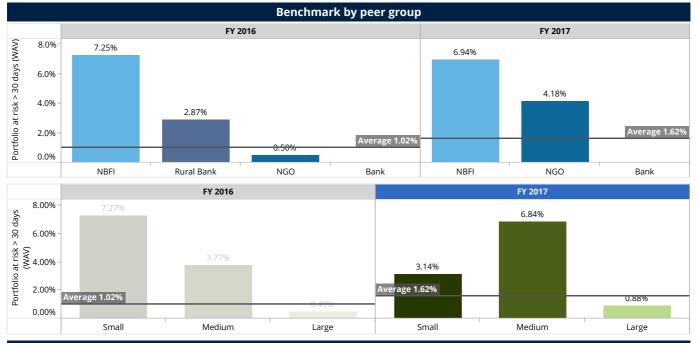
# Risk & Liquidity

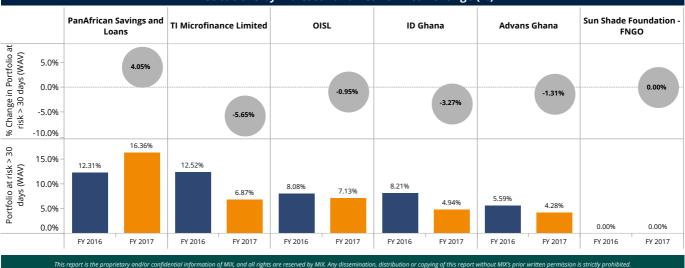


## Portfolio at risk > 30 days (%)



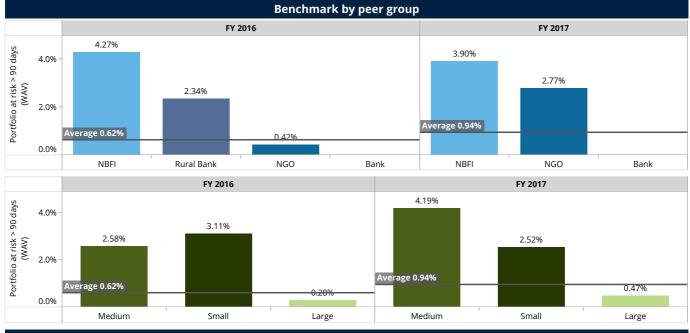
	Bench	mark by lega	l status		Benchmark by scale					
	FY 2016 FY 2017					FY 2016 FY 201				
Legal Status	FSP count	Portfolio at risk > 30 days (WAV)	FSP count	Portfolio at risk > 30 days (WAV)	Scale	FSP count	Portfolio at risk > 30 days (WAV)	FSP count	Portfolio at risk > 30 days (WAV)	
Bank	1		1		Large	2	0.49%	3	0.88%	
NBFI	6	7.25%	6	6.94%	Medium	5	3.77%	4	6.84%	
NGO	4	0.50%	4	4.18%	mediam	5		-		
Rural Bank	1	2.87%			Small	5	7.27%	4	3.14%	
Aggregated	12	1.02%	11	1.62%	Aggregated	12	1.02%	11	1.62%	

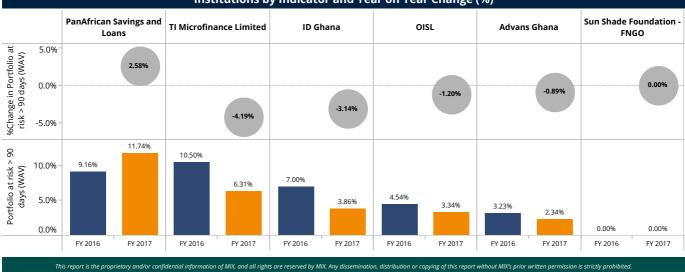




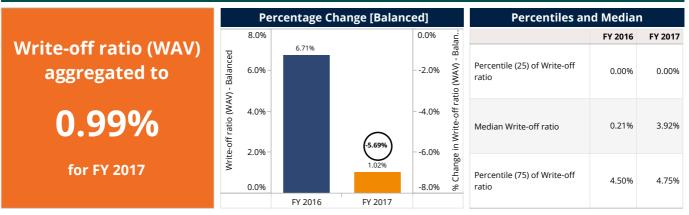
#### Portfolio at risk > 90 days (%) Percentage Change [Balanced] **Percentiles and Median** Portfolio at risk > 90 8.0% FY 2016 FY 2017 Change in Portfolio at risk > 90 days (WAV) - Balanced Portfolio at risk > 90 days (WAV) -Balanced days (WAV) Percentile (25) of Portfolio at 6.0% 2.32% 2.61% risk > 90 days aggregated to 5.06% 4.14% -0.5% 4.0% Median Portfolio at risk > 90 0.94% 3.89% 3.09% days 2.0% 0.91% Percentile (75) of Portfolio at 7.54% 4.47% reported as of FY 2017 0.0% -1.0% risk > 90 days FY 2016 FY 2017

	Benchma	ark by legal s	status		Benchmark by scale					
	FY 2	2016	FY 2017			FY 2016		FY 2017		
Legal Status	FSP count	Portfolio at risk > 90 days (WAV)	FSP count	Portfolio at risk > 90 days (WAV)	Scale	FSP count	Portfolio at risk > 90 days (WAV)	FSP count	Portfolio at risk > 90 days (WAV)	
Bank	1		1		Large	2	0.28%	3	0.47%	
NBFI	6	4.27%	6	3.90%	Medium	5	2.58%	4	4.19%	
NGO	4	0.42%	4	2.77%	incalaiti					
Rural Bank	1	2.34%			Small	5	3.11%	4	2.52%	
Aggregated	12	0.62%	11	0.94%	Aggregated	12	0.62%	11	0.94%	

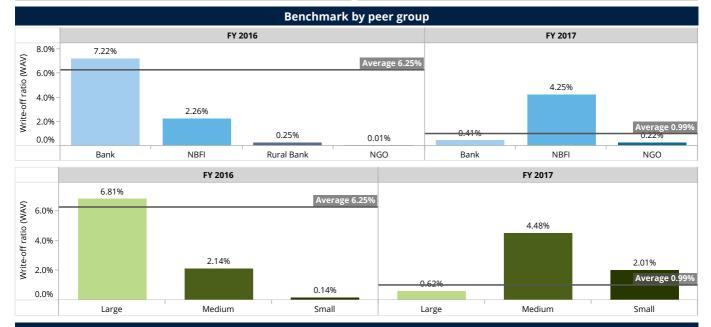


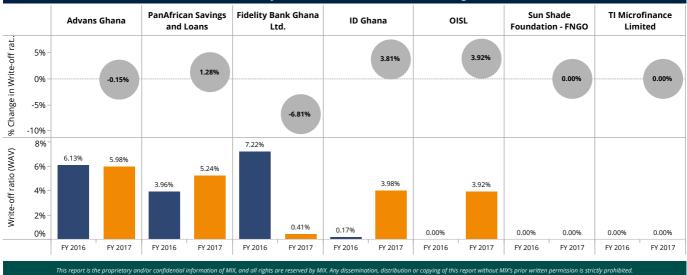


## Write-off ratio

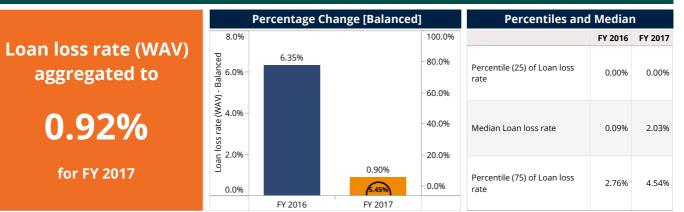


	Benchr	nark by lega	l status		Benchmark by scale						
	FY 2	2016	FY 2	2017		FY 2	017				
Legal Status	FSP count	Write-off ratio (WAV)	FSP count	Write-off ratio (WAV)	Scale	FSP count	Write-off ratio (WAV)	FSP count	Write-off ratio (WAV)		
Bank	1	7.22%	1	0.41%	Large	2	6.81%	3	0.62%		
NBFI	6	2.26%	6	4.25%	Medium	5	2.14%	4	4.48%		
NGO	4	0.01%	4	0.22%		_					
Rural Bank	1	0.25%			Small	5	0.14%	4	2.01%		
Aggregated	12	6.25%	11	0.99%	Aggregated	12	6.25%	11	0.99%		

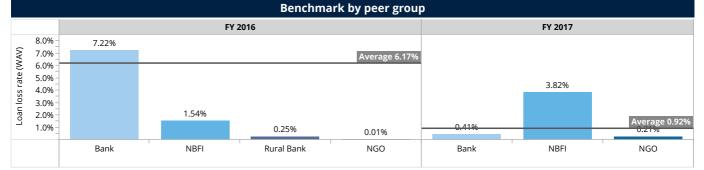


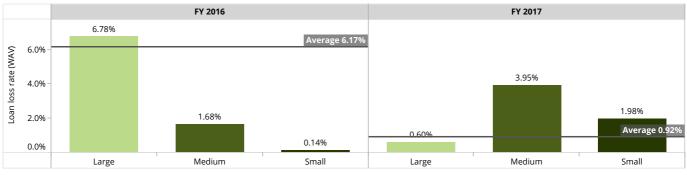


### Loan loss rate

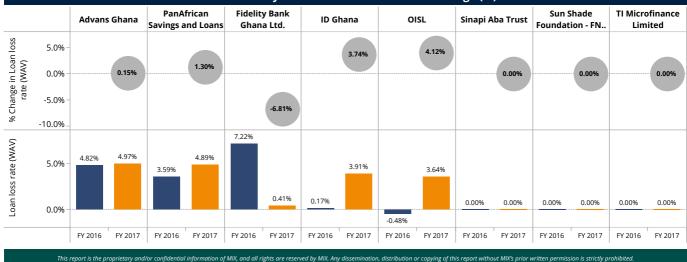


Be	enchmark l	oy legal sta	tus	Benchmark by scale							
	FY 2	016	FY 2	017		FY 2	2016	FY 2017			
Legal Status	FSP count	Loan loss rate (WAV)	FSP count	Loan loss rate (WAV)	Scale	FSP count	Loan loss rate (WAV)	FSP count	Loan loss rate (WAV)		
Bank	1	7.22%	1	0.41%	Large	2	6.78%	3	0.60%		
NBFI	6	1.54%	6	3.82%	Medium	5	1.68%	4	3.95%		
NGO	4	0.01%	4	0.21%		-					
Rural Bank	1	0.25%			Small	5	0.14%	4	1.98%		
Aggregated	12	6.17%	11	0.92%	Aggregated	12	6.17%	11	0.92%		





Institutions by Indicator and Year on Year Change (%)

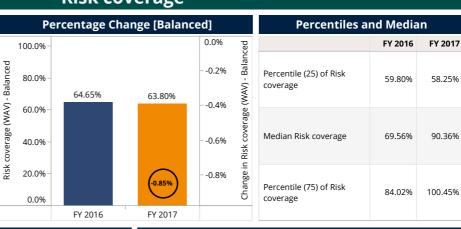


## **Risk coverage**

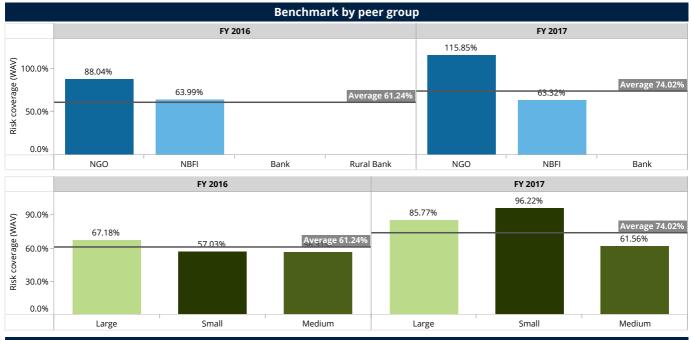


74.02%

for FY 2017



	Benchmar	k by legal st	atus	Benchmark by scale							
	FY	2016	FY	2017		FY 2	2016	FY 2017			
Legal Status	FSP count	Risk coverage (WAV)	FSP count	Risk coverage (WAV)	Scale	FSP count	Risk coverage (WAV)	FSP count	Risk coverage (WAV)		
Bank	1		1		Large	2	67.18%	3	85.77%		
NBFI	6	63.99%	6	63.32%	Medium	5	56.31%	4	61.56%		
NGO	4	88.04%	4	115.85%		_					
Rural Bank	1				Small	5	57.03%	4	96.22%		
Aggregated	12	61.24%	11	74.02%	Aggregated	12	61.24%	11	74.02%		







## Financial Service Provider (FSP) data



## Financial Service Providers (FSPs) Operational Indicators

Legal Status	FSP Name	FY	Assets (USD) m	Equity (USD) m	Offices	Personnel	Loan officers	Deposits to loans (WAV)	Deposits to total assets (WAV)	Number of active borrowers '000	Gross Loan Portfolio (USD) m	ALB per borrower (USD) (WAV)	Number of depositors '000	Number of deposit accounts '000	Deposits (USD) m	ADB per depositor (USD) (WAV)	Average deposit account balance (USD) (WAV)
Bank	Fidelity Bank Ghana Ltd.	FY 2016	975.14	115.27	75	1,039	73	222.64%	77.18%	31.01	338.02	10,898.81	926.46	926.46	752.57	812.31	812.31
Dank	Tidelity bank Ghana Etd.	FY 2017	1,176.82	116.89	75	1,027		322.59%	73.57%		268.37				865.75		
	Advans Ghana	FY 2016	21.58	3.46	13	486	172	37.56%	26.14%	12.07	15.02	1,244.38	42.12	71.22	5.64	133.95	79.21
	Advans Ghana	FY 2017	25.32	4.23	19	590	212	30.28%	23.37%	13.82	19.54	1,414.16	52.67	95.09	5.92	112.32	62.22
	OISL	FY 2016	45.34	7.72	36	665	180	132.81%	64.26%	53.96	21.94	406.59	470.88	550.45	29.14	61.88	52.93
	UISL	FY 2017	47.81	8.43	36	644	175	135.42%	67.57%	44.25	23.85	539.09	497.89	583.92	32.30	64.88	55.32
	PanAfrican Savings and	FY 2016	12.96	2.53	15	346	77	121.94%	77.69%	9.40	8.25	878.09	92.67	92.67	10.07	108.62	108.62
	Loans	FY 2017	14.21	2.57	16	343	79	106.22%	79.68%	10.64	10.66	1,001.73	109.81	109.81	11.32	103.11	103.11
NBFI		FY 2016	0.50	0.05	2	16	4	286.41%	88.72%	0.29	0.15	526.77	7.75	8.42	0.44	57.08	52.51
	TI Microfinance Limited	FY 2017	0.58	0.05	2	22	6	250.50%	83.76%	0.44	0.20	442.40	8.20	8.20	0.49	59.58	59.58
		FY 2016	6.82	2.30	11	162	90	0.00%	0.00%	25.55	3.63	142.17	0.00	0.00	0.00		
	VisionFund Ghana	FY 2017	7.78	2.28	17	203	102	23.04%	15.67%	29.23	5.30	181.15	23.71		1.22	51.46	
	MAD Chang	FY 2016	24.01	1.88	7	210	30	371.98%	87.47%	2.85	5.65	1,983.08	66.75	108.32	21.00	314.62	193.88
	WWB Ghana	FY 2017	27.46	1.78				276.23%	87.58%		8.71				24.05		
	ID Change	FY 2016	2.38	0.80	5	56	26	55.72%	29.46%	9.01	1.26	139.50	15.86	15.86	0.70	44.13	44.13
	ID Ghana	FY 2017	2.84	1.12	6	54	26	57.09%	28.91%	9.52	1.44	150.87	17.85	17.85	0.82	45.94	45.94
		FY 2016	0.80	0.70	3	16		0.00%	0.00%	10.45	0.83	79.65	0.00	0.00	0.00		
	KSF	FY 2017	0.90	0.80				0.00%	0.00%		0.90		0.00	0.00	0.00		
NGO		FY 2016	28.37	2.20	45	506	165	96.64%	63.30%	139.79	18.58	132.93	218.03	357.82	17.96	82.36	50.18
	Sinapi Aba Trust	FY 2017	34.41	2.56	44	494	157	83.12%	60.24%	138.25	24.94	180.39	267.36	267.36	20.73	77.53	77.53
	Sun Shade Foundation -	FY 2016	0.16	0.09	1	11	10	6.06%	4.22%	0.63	0.11	181.94	0.61	0.61	0.01	11.31	11.31
	FNGO	FY 2017	0.23	0.09	1	11	10	9.69%	6.95%	0.66	0.16	248.00	0.72	0.72	0.02	22.00	22.00
Rural Bank	Nwabiagya RB	FY 2016			9	220	20	255.20%		20.01	7.28	363.61	171.84	171.84	18.57	108.06	108.06

This section provides information for all the FSPs that have reported to MIX for FY 2016 and FY 2017. The blank values here means either the FSP has not submitted the data or the data is not applicable for them.

## Financial Service Providers (FSPs) Financial Indicators

Legal Status	FSP Name	FY	Capital/assets (WAV)	Debt to equity (WAV)	Return on assets (WAV)	Return on equity (WAV)	Operational self sufficiency (WAV)	Financial revenue / assets (WAV)	Profit margin (WAV)	Yield on gross loan portfolio (WAV)	Total expense / assets (WAV)	Financial expense/assets (WAV)	Provision for loan impairment/ assets (WAV)	Operating expense/assets (WAV)	Personnel expense/assets (WAV)	Administrative expense/assets (WAV)
Bank	Fidelity Bank	FY 2016	11.82%	7.46	0.37%	3.04%	102.60%	18.70%	2.53%	44.90%	18.23%	6.96%	4.35%	6.93%	2.70%	4.23%
Dalik	Ghana Ltd.	FY 2017	9.93%	9.07	1.90%	18.14%	121.16%	16.32%	17.46%	55.37%	13.47%	5.31%	1.50%	6.66%	2.41%	4.25%
	Advance Channe	FY 2016	16.04%	5.24	2.07%	12.85%	105.38%	55.16%	5.11%	69.35%	52.35%	16.56%	4.55%	31.24%	14.00%	17.24%
	Advans Ghana	FY 2017	16.72%	4.98	2.33%	13.74%	106.57%	51.57%	6.17%	68.05%	48.39%	14.22%	4.79%	29.38%	13.54%	15.84%
	0.01	FY 2016	17.03%	4.87	2.11%	12.21%	109.78%	42.22%	8.91%	63.89%	38.46%	6.63%	1.65%	30.17%	15.02%	15.15%
	OISL	FY 2017	17.63%	4.67	0.87%	5.20%	104.77%	37.18%	4.55%	59.90%	35.48%	6.78%	1.85%	26.85%	13.60%	13.25%
	PanAfrican	FY 2016	19.56%	4.11	2.06%	10.40%	108.79%	51.02%	8.08%	75.73%	46.90%	3.70%	1.79%	41.41%	22.02%	19.39%
105	Savings and Loans	FY 2017	18.11%	4.52	1.48%	7.57%	104.44%	50.42%	4.25%	76.60%	48.28%	3.59%	2.20%	42.49%	20.88%	21.61%
NBFI	TI Microfinance	FY 2016	9.41%	9.63	9.46%	148.59%	126.44%	45.22%	20.91%	98.77%	35.76%	11.23%	0.46%	24.08%	12.33%	11.75%
	Limited	FY 2017	9.23%	9.84	4.09%	43.93%	116.16%	41.49%	13.91%	92.93%	35.72%	8.43%	0.00%	27.29%	10.36%	16.92%
	VisionFund	FY 2016	33.72%	1.97												
	Ghana	FY 2017	29.34%	2.41												
		FY 2016	7.84%	11.75	0.37%	4.03%	100.04%	28.71%	0.04%	41.24%	28.70%	14.68%	0.02%	13.99%	6.03%	7.96%
	WWB Ghana	FY 2017	6.48%	14.43	0.07%	0.94%	100.52%	12.90%	0.52%	45.42%	12.83%	6.50%	0.56%	5.77%		
		FY 2016	33.51%	1.98	9.31%	27.89%	139.65%	32.78%	28.39%	49.08%	23.48%	6.30%	2.13%	15.04%	7.26%	7.79%
	ID Ghana	FY 2017	39.38%	1.54	10.44%	27.77%	148.58%	31.93%	32.70%	62.42%	21.49%	7.73%	1.10%	12.66%	5.30%	7.36%
	KSF	FY 2016	87.17%	0.15			407.16%		75.44%							
NGO	KSF	FY 2017	89.20%	0.12	11.35%	12.86%	449.03%	14.60%	77.73%	7.94%	3.25%	0.96%	0.55%	1.75%	0.40%	1.35%
NGO	Cineri Aha Tuurt	FY 2016	7.76%	11.89	-1.32%	-17.21%	96.65%	38.21%	-3.46%	53.09%	39.54%	14.10%	-0.66%	26.10%	12.07%	14.03%
	Sinapi Aba Trust	FY 2017	7.44%	12.43	0.40%	4.96%	101.07%	39.94%	1.06%	48.51%	39.52%	14.59%	0.74%	24.19%	11.16%	13.04%
	Sun Shade	FY 2016	52.06%	0.92	-0.52%	-0.92%	82.05%	28.95%	-1.81%	46.65%	35.29%	6.99%	0.82%	27.48%	13.99%	13.49%
	Foundation - FNGO	FY 2017	41.72%	1.40	6.68%	14.51%	129.09%	29.65%	22.53%	41.44%	22.97%	2.78%	0.94%	19.25%	11.73%	7.52%
Rural Bank	Nwabiagya RB	FY 2016														

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## Financial Service Providers (FSPs) Productivity, Efficiency and Risk Indicators

Legal Status	FSP Name	FY	Cost per borrower (USD) (WAV)	Borrowers per staff member (WAV)	Borrowers per loan officer (WAV)	Personnel allocation ratio (WAV)	Portfolio at risk > 30 days (WAV)	Portfolio at risk > 90 days (WAV)	Loan loss rate (WAV)	Write-off ratio (WAV)	Risk coverage (WAV)	Deposit accounts per staff member	Depositors per staff member (WAV)
Bank	Fidelity Bank	FY 2016	2,299.70	29.85	424.85	7.03%			7.22%	7.22%		891.68	891.68
Darik	Ghana Ltd.	FY 2017	2,311.93						0.41%	0.41%			
	Advans Ghana	FY 2016	516.55	24.83	70.17	35.39%	5.59%	3.23%	4.82%	6.13%	71.94%	146.55	86.66
		FY 2017	551.00	23.42	65.17	35.93%	4.28%	2.34%	4.97%	5.98%	90.36%	161.17	89.28
	OISL	FY 2016	229.82	81.14	299.77	27.07%	8.08%	4.54%	-0.48%	0.00%	67.18%	827.74	708.09
	UISE	FY 2017	253.52	68.71	252.86	27.17%	7.13%	3.34%	3.64%	3.92%	65.84%	906.71	773.13
	PanAfrican Savings and	FY 2016	533.15	27.17	122.09	22.25%	12.31%	9.16%	3.59%	3.96%	57.34%	267.83	267.83
NBFI	Loans	FY 2017	576.40	31.02	134.70	23.03%	16.36%	11.74%	4.89%	5.24%	49.23%	320.13	320.13
NBH	TI Microfinance	FY 2016	350.78	18.31	73.25	25.00%	12.52%	10.50%	0.00%	0.00%	89.71%	526.19	484.06
	Limited	FY 2017	402.15	20.05	73.50	27.27%	6.87%	6.31%	0.00%	0.00%	106.63%	372.86	372.86
	VisionFund	FY 2016		157.72	283.89	55.56%	8.62%	2.26%			44.79%	0.00	0.00
	Ghana	FY 2017		143.99	286.57	50.25%	8.34%	2.70%	4.75%	4.75%	50.66%		116.81
	WWB Ghana	FY 2016		13.56	94.90	14.29%			-0.80%			515.80	317.86
	WWD Gliana	FY 2017											
	ID Ghana	FY 2016	38.76	160.86	346.46	46.43%	8.21%	7.00%	0.17%	0.17%	88.04%	283.29	283.29
		FY 2017	39.69	176.28	366.12	48.15%	4.94%	3.86%	3.91%	3.98%	94.26%	330.50	330.50
	KSF	FY 2016		653.13								0.00	0.00
NGO		FY 2017							0.00%				
	Sinapi Aba Trust	FY 2016	57.25	276.26	847.21	32.61%			0.00%			707.16	430.89
	Sinapi Aba must	FY 2017	54.55	279.86	880.59	31.78%	4.31%	2.83%	0.00%	0.00%	117.28%	541.21	541.21
	Sun Shade Foundation -	FY 2016	76.94	57.00	62.70	90.91%	0.00%	0.00%	0.00%	0.00%		55.55	55.55
	FNGO	FY 2017	59.00	60.00	66.00	90.91%	0.00%	0.00%	0.00%	0.00%		65.00	65.00
Rural Bank	Nwabiagya RB	FY 2016		90.95	1,000.50	9.09%	2.87%	2.34%	0.25%	0.25%		781.08	781.08

This section provides information for all the FSPs that have reported to MIX for FY 2016 and FY 2017. The blank values here means either the FSP has not submitted the data or the data is not applicable for them.

			p Classification		
Le	egal Status			Scale	
FSP Name	FY	Legal Status	FSP Name	FY	Scale
Advans Ghana	FY 2016	NBFI	Advans Ghana	FY 2016	Medium
	FY 2017	NBFI		FY 2017	Medium
Fidelity Bank Ghana Ltd.	FY 2016	Bank	Fidelity Bank Ghana Ltd.	FY 2016	Large
	FY 2017	Bank		FY 2017	Large
ID Ghana	FY 2016	NGO	ID Ghana	FY 2016	Small
	FY 2017	NGO		FY 2017	Small
KSF	FY 2016	NGO	KSF	FY 2016	Small
	FY 2017	NGO		FY 2017	Small
Nwabiagya RB	FY 2016	Rural Bank	Nwabiagya RB	FY 2016	Medium
OISL	FY 2016	NBFI	OISL	FY 2016	Large
	FY 2017	NBFI		FY 2017	Large
PanAfrican Savings and Loans	FY 2016	NBFI	PanAfrican Savings and Loans	FY 2016	Medium
	FY 2017	NBFI		FY 2017	Medium
Sinapi Aba Trust	FY 2016	NGO	Sinapi Aba Trust	FY 2016	Medium
	FY 2017	NGO		FY 2017	Large
Sun Shade Foundation - FNGO	FY 2016	NGO	Sun Shade Foundation - FNGO	FY 2016	Small
	FY 2017	NGO		FY 2017	Small
TI Microfinance Limited	FY 2016	NBFI	TI Microfinance Limited	FY 2016	Small
	FY 2017	NBFI		FY 2017	Small
VisionFund Ghana	FY 2016	NBFI	VisionFund Ghana	FY 2016	Small
	FY 2017	NBFI		FY 2017	Medium
WWB Ghana	FY 2016	NBFI	WWB Ghana	FY 2016	Medium
	FY 2017	NBFI		FY 2017	Medium

### Glossary

Please refer to link [ https://www.themix.org/glossary ] to view the detailed glossary of MIX Market indicator and ratios.

### Indicator names and its formulas:

Administrative expense / assets - Formula: (Administrative expense + Depreciation and amortization expense) / Average assets Assets - Formula: Not applicable Average assets - Formula: Mean value calculated on the basis of total assets between two consecutive periods, including monthly, quarterly and annual data if available. Average deposit balance per account - Formula: Deposits/ Number of deposit accounts Average deposit balance per depositor - Formula: Deposits/ Number of depositors Average equity - Formula: Methodology of average calculation is same as explained for Average Assets. Average forss loan portfolio: Methodology of average calculation is same as explained for Average Assets. Average loan balance per borrower - Formula: Gross loan portfolio/ Number of active borrowers

**B**orrowers per loan officer - Formula: Number of active borrowers / Number of loan officers Borrowers per staffmember - Formula: Number of active borrowers / Number of personnel

Capital/ asset ratio - Formula: Total capital/ Total assets Cost per borrower - Formula: Operating expense/ Average number of active borrowers

Debt to equity ratio - Formula: Total Liabilities/ Total Equity Deposit accounts per staff member - Formula: Number of deposit accounts / Number of personnel Depositors per staff member - Formula: Number of depositors / Number of personnel Deposits - Formula: Not applicable Deposits to total assets - Formula: Total Deposits / Total Assets Deposits to loans - Formula: Deposits / Gross Loan Portfolio

Equity - Formula: Not applicable

**F**inancial expense / assets - Formula: Financial expense on funding liabilities / Average assets Financial revenue / assets - Formula: Financial revenue/ Average assets

Gross Loan Portfolio - Formula: Not applicable

Loan loss rate - Formula: Write-offs - Amount recovered from written-off loans) / Average gross loan portfolio Loan officers - Formula: Not applicable Loan portfolio disbursed - Formula: Not applicable

**N**umber of active borrowers - Formula: Not applicable Number of deposit accounts - Formula: Not applicable Number of depositors - Formula: Not applicable Number of loans disbursed - Formula: Not applicable Number of offices - Formula: Not applicable

Operating expense / loan portfolio - Formula: Operating expense / Average gross loan portfolio Operating expense/ assets - Formula: Operating expense / Average assets Operational self sufficiency - Formula: Financial revenue / (Financial expense on funding liabilities + Net Impairment Loss on gross loan portfolio + Operating expense)

Personnel - Formula: Not applicable

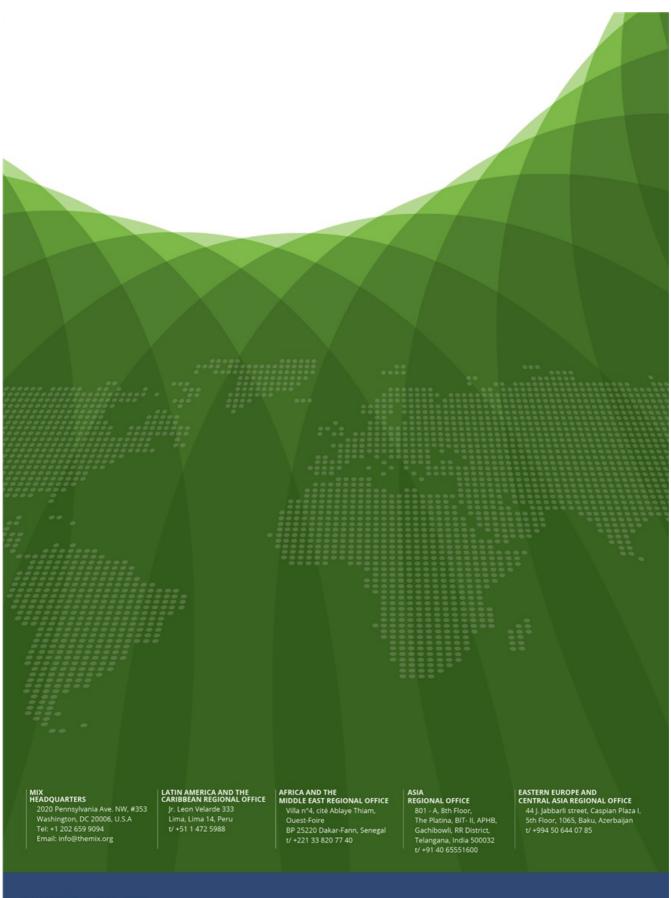
Personnel allocation ratio - Formula: Number of Ioan officers / Number of personnel Personnel expense/ assets - Formula: Personnel expense / Average assets Personnel expense/ Ioan portfolio - Formula: Personnel expense/ Average gross Ioan portfolio Portfolio at risk > 30 days (%) - Formula: (Outstanding balance, portfolio overdue > 30 days + Renegotiated Ioans)/ Gross Ioan portfolio Portfolio at risk > 90 days (%) - Formula: (Outstanding balance, portfolio overdue > 30 days + Renegotiated Ioans) / Gross Ioan Portfolio Portfolio at risk > 90 days (%) - Formula: (Outstanding balance, portfolio overdue > 90 days + Renegotiated Ioans) / Gross Ioan Portfolio Profit margin - Formula: Net operating income/ Financial revenue Provision for Ioan impairment/ assets - Formula: Net impairment Ioss on gross Ioan portfolio / Average assets

**R**eturn on assets - Formula: (Net operating income, less Taxes)/ Average assets Return on equity - Formula: (Net operating income, less Taxes)/ Average equity Risk coverage - Formula: Impairment loss allowance/ PAR > 30 days

Total expense / assets - Formula: (Financial expense on funding liabilities + Impairment loss (reversal of impairment loss on gross loan portfolio) + Operating expense) / Average assets

Write-off ratio - Formula: Value of loans written-off / Average gross loan portfolio

Yield on gross portfolio (nominal) - Formula: Financial revenue from loans/ Average gross loan portfolio



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