

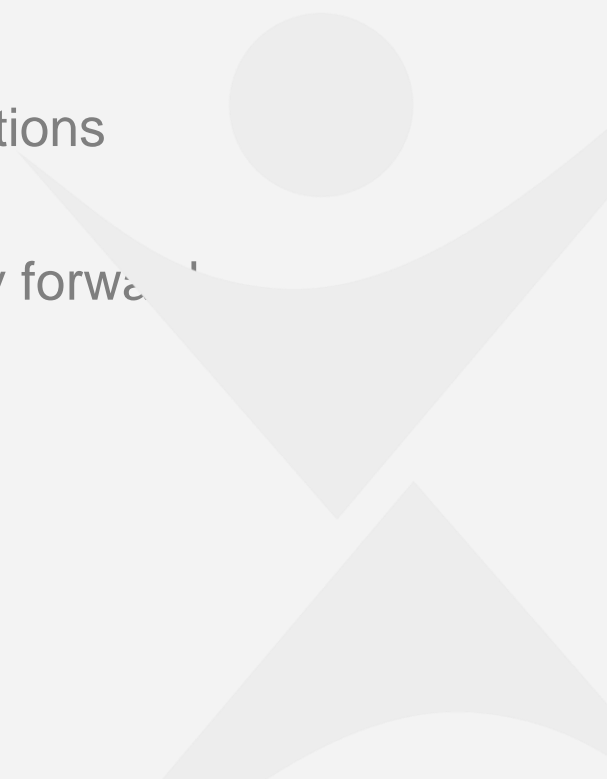


TANMEYAH MICRO ENTERPRISE SERVICES

Microinsurance Learning Sessions in Egypt
Innovative ways of Micro insurance Distribution

Contents

About Us

- I. Tanmeyah: The First and Last Resort for Microenterprises
 - II. Tanmeyah: A Partner in Growth
 - III. Egypt's Microlender From the Dam to the Delta
 - IV. People and Technology Are The Heart of Our Operations
 - V. The partner agent Model .
 - VI. The partner agent Model . Early experience and way forward
- 



Tanmeyah: The First and Last Resort for Microenterprises

Tanmeyah is a fast-growing, high-street lender operating on a hyper local level. We provide comprehensive microfinance solutions to lower-income business owners across Egypt who would otherwise have no access to the banking sector

Founded in 2009	EGP 7,800 Average Loan Size	Partners Include EFG Hermes & Management Team	470,273 Loans Issued to date	Current Loan Portfolio: EGP 509 mn (FY15)	2 Second-largest non-NGO microfinance institution in Egypt
1,588 employees inc. 1,356 in the field (FY15)	365,265 Clients served since inception (FY15)	114 Branches Nationwide	In-House Training Center	Loans Issued since Inception: EGP 3.2 bn (FY15)	EGP 41.7mn in Net Profit (FY15)



Tanmeyah: A Partner in Growth

- Microfinance solutions for individual business owners across all sectors except agriculture and transport
- Responsible lending policy that helps maintain a healthy portfolio
- National scale commercial lender for micro and very small enterprises



MICROFINANCE SERVICES

MICRO-ENTERPRISE LENDING (MEL)

- Working capital finance for formal & informal businesses
- Loans range: EGP 4k-30k
- Loan tenor: 4-12 months
- Loan methodology: Individual
- Loan use: Cash flow and assets

VERY-SMALL ENTERPRISE LENDING (VSE)

- For existing formal businesses
- Loan range L.E. 30k-100k
- Loan tenor: 6-24 months
- Loan methodology: individual
- Loan use: cash flow only



PLATFORM

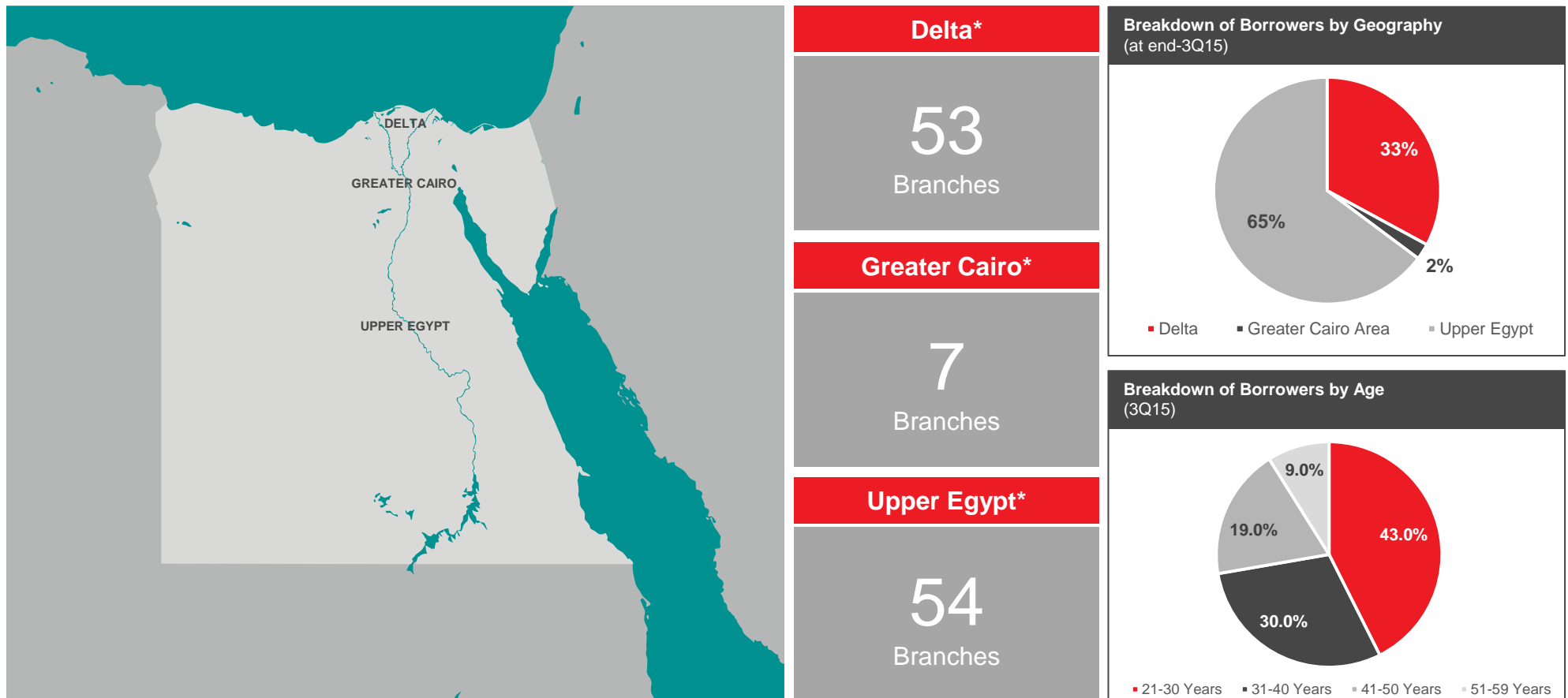
Leveraging our round the clock state-of-the-art infrastructure as a platform to deliver third party services, including:

- In-branch Super Fawry machines (payment platform)
- ATM compatible infrastructure across our branches
- Micro-insurance services
- Transfer services via Western Union



Egypt's Microlender From the Dam to the Delta

We currently operate 114 branches in 17 governorates across Egypt and foresee our network growing to cover the whole country, making us an integral part of the rural and urban communities in which we operate as we go where others have never been



* Figures are as at FY15



A High-Street Lender for the Underserved





People and Technology Are The Heart of Our Operations

From the management team to our loan officers and branch managers, Tanmeyah is a streamlined operation that works efficiently and transparently



EXPERIENCE



Our management team comes with years of experience as they are the innovators that helped turn micro lending in Egypt from a charitable institution into a commercial-scale industry



Outstanding network of regulatory and industry contacts that allow us to ink agreements with some of the biggest names in the banking sector such as Egyptian Gulf Bank and United Bank.



Dynamic portfolio and good product selection capabilities as our strategy relies on success as an incentive, which allows us to focus our resources on marketing rather than collection



Deep insights into the market and areas of operation as we believe in promoting from within & our branch staff is recruited from the hearts of the communities we branch out into and are aware of the needs of the clients they service



In-house training offered to all personnel, with around 80-100 employees receiving training courses each month



Flexible and resilient in the face of changing market conditions, backed by a strong approach to risk mitigation based on lessons learned from the experience of the post-2011 crisis period in Egypt



TECHNOLOGY



Our Oracle based core banking solution, EGABI, handles everything from our general ledger to client accounts management & product development



Live connectivity across all our branches and head office allowing continuous real-time transfer of data.



30 in-house call center agents available 24/7 to support branch functions



28 specialized arrear recovery collectors spread out across our areas of operation



State of the art system applications that ensure loan quality and effective, timely, portfolio management



Advantages of the partner – agent scenario

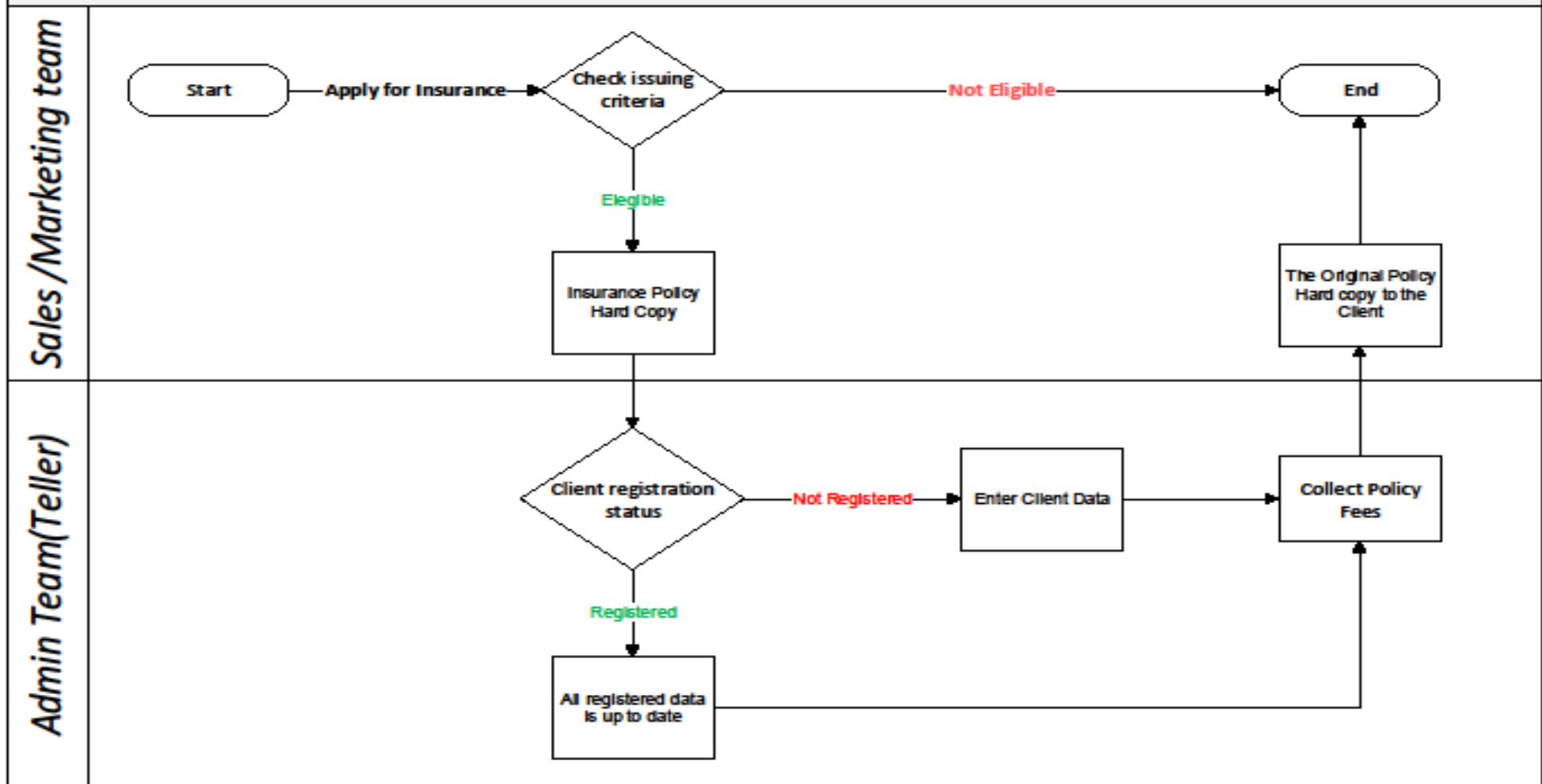
- In the partner-agent scenario, the insurers, agents and clients all benefit.
- Insurers utilize the efficient delivery mechanism of the MFI / Company agent, which provides the sales and basic services to the client in the field / branches helps lower costs.
- The product array benefits companies profitably and allows them to penetrate a new market segment.



The Business Advantage

- Existing channels to the poor that can be harnessed for low cost transactions and education.
- Existing microfinance distribution channels translate into more efficient micro-insurance operations.
- Regular interactions with clients translate into:
 - + better knowledge of demand patterns
 - + better design of insurance products
- Higher retention of clients
- Formulation of saving schemes leading to financial inclusion
- Companies manage customer relationship premium collection (maybe) claims payment, e.g. (Tanmeyah Hemaya model).
- Fintech possibilities (carded solutions, technology enabled innovation and product development).

Personal Insurance Product (Work flow)





Way Forward

- Developing sustainable products that meet the needs of the market
- Reducing transactions costs (enhancing affordability)
- Creating an enabling regulatory environment
- Overcoming the market's natural resistance and educational barriers
- Building microinsurance infrastructure (e.g. actuaries, TA providers, data management systems)
- Distribution: getting products to the market
- Developing a microinsurance approach to claims

Source “ Microinsurance innovation facility , International Labour Organization”

Thank You

