



# Global Pulse Survey of Microfinance Institutions

## Why is CGAP conducting a global survey of microfinance providers?

The microfinance sector is facing an unprecedented challenge in COVID-19. Stakeholders who care deeply about the sector and its clients – from MFIs to funders, development partners, regulators, and policy makers – are responding with urgency and resolve. But a robust response requires data on how the crisis is unfolding, which institutions are being hardest hit, and what measures seem to be working.

Today, nobody has this information. Many data collection exercises are underway, but none capture the full picture at a global, regional, and national level. CGAP is trying to fill this gap – and hopefully reduce the number of parallel surveys in the process.

## How frequent is the survey and how long will it take to fill out?

The survey should take no more than 15 minutes to complete. It is fully digital and designed to be as lean and frictionless as possible. It asks only the most essential questions and aligns with common standards and reporting frameworks. A small core of questions will be repeated biweekly, but the rest are posed only monthly or quarterly as needed.

## How will the data be used?

All data will be anonymized and permit only aggregate analysis (e.g., by country, region, or MFI size or type); data on any individual MFI will not be accessible. The data will be hosted at [ATLAS](#), which is the leading data provider in the space and already hosts similar data on a secure, permissioned platform.

The data will be accessible to the public in interactive graphs, heatmaps, trend analysis, and other outputs that show the “real-time” state of the industry and how it is evolving for key metrics. Longer term, the data will be used for post-crisis analysis to understand the effectiveness of responses taken by MFIs and policy makers in different contexts.

## Why should microfinance providers participate?

- Participating MFIs will get access to a deeper level of analysis with benchmarking against different averages, to help CEOs understand how their business is doing compared to peers.
- Understanding how the crisis is striking and evolving in different parts of the sector should dispel some of the uncertainty, helping CEOs know what to expect and plan accordingly.

- Giving funders and policy makers a comprehensive, updated picture of the crisis will enable quicker and better responses to distressed parts of the sector, which will benefit MFIs directly and indirectly.

### How can I learn more?

We thank you for your time and interest in the survey. Get more info on [www.cgap.org/pulse](http://www.cgap.org/pulse). Please feel free to email us your comments or questions at [pulsesurvey@cgap.org](mailto:pulsesurvey@cgap.org).

To participate, MFIs can register and fill out the survey [here](#).