



Global Pulse Survey of Microfinance Institutions

Indicators : Wave 2

Background

The Global Pulse Survey has been designed to be as simple and light as possible for microfinance institutions to fill out. Hence only a small core of questions is repeated in each wave, while the rest are spread out over different waves.

Response measures taken by the MFI

- | | |
|---|-------------------------|
| 1. What response measures have been taken with borrowers? | <i>Pick from a list</i> |
| 2. Are end-customer repayment moratoria mandatory? | <i>Yes / No</i> |
| 3. To which clients do repayment moratoria apply? | <i>Pick from a list</i> |
| 4. Has the MFI discussed measures with its funders? | <i>Pick from a list</i> |
| 5. Has the MFI agreed on such measures with its funders? | <i>Yes / No</i> |
| 6. What operational changes is the MFI currently implementing? | <i>Pick from a list</i> |
| 7. How much is lending reduced? | <i>Pick from a list</i> |
| 8. What % of staff are working from home, had hours reduced, or have been furloughed? | <i>Pick from a list</i> |
| 9. What % of branches have been closed? | <i>Pick from a list</i> |
| 10. What % of agents have been closed? | <i>Pick from a list</i> |

Response measures taken by the government or supervisory authority

- | | |
|--|-------------------------|
| 11. Which regulatory requirements have been <i>relaxed</i> by the government or the supervisory authority? | <i>Pick from a list</i> |
| 12. Which regulatory requirements have been <i>tightened</i> by the government or the supervisory authority? | <i>Pick from a list</i> |

Financial information (approximate figures only)

13. What sources of funding do you have?	Pick from a list
14. What is the % of each funding type over total assets?	%
15. Total number of borrowers as of 30 April 2020	Number
16. Gross loan portfolio as of 30 April 2020	LCU value
17. Value of loans disbursed from 1 Jan 2019 to 31 Dec 2019	LCU value
18. Total assets as of 15 May 2020	LCU value
19. Cash and liquid assets convertible to cash <90 days, as of 15 May 2020	LCU value
20. % PAR30 as of 15 May 2020	%
21. % transactions over digital channels as of 30 April 2020	%
22. Do you anticipate any liquidity shortage and/or difficulty meeting your repayment obligations in the next 90 days?	Yes / No
23. Do you anticipate any solvency issue or would require a capital increase from now until Dec 2020?	Yes / No
24. How badly would you say the microfinance sector in your country is struggling right now?	Scale 1-10

How will these 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. Please feel free to email us your comments or questions at pulsesurvey@cgap.org.

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

