



**Fonkoze**  
fondasyon kole zepòl

#119 Avenue Christophe • Port-au-Prince, Haïti  
Tel: (509) 2816-2050  
E-mail: [croenen@fonkoze.org](mailto:croenen@fonkoze.org)

# 2025 SOCIAL IMPACT MONITORING REPORT

Produced by the Fondasyon FONKOZE's Monitoring and Evaluation Department  
For Sèvis Finansye Fonkoze – SFF S.A.  
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## List of acronyms

CI: Confidence interval

ENSO: Monitoring and Evaluation Department of Fonkoze Foundation

FONKOZE: Fondasyon Kole Zepol

HTG: Haitian Gourdes

Kd Sant: Kredi Endividyèl nan Sant (individual borrower)

Julius.ai: Julius artificial intelligence

M&E: Monitoring & Evaluation

MFI: Micro-Finance Institution

MPI: Multidimensional Poverty Index

ODK: Open Data Kit

rCSI: Reduced Coping Strategies Index

SFF: Sèvis Finansye Fonkoze – Fonkoze Financial Services

## Summary

The Fonkoze Foundation's Monitoring and Evaluation Department undertakes an annual evaluation of Sèvis Finansye Fonkoze S.A. (SFF) to collect data against its social performance goals. This exercise provides valuable insights into the impact of SFF's products and services on clients' lives and their businesses and informs SFF on its progress towards meeting its social performance goals. The goals were evaluated against indicators which measure poverty incidence and intensity, resilience and risk reduction, and accessibility to SFF services. New and continuing clients from two financial products, Solidarity (group lending) and Kd Sant (individual lending), across 12 branches were the focus of the study.

Also included this year were the new and continuing clients of the Business Development financial product with a view to establishing a baseline against a social performance goal which specifically addresses the welfare of their enterprises.

The typical new SFF client in 2025 – for both Solidarity and Kd Sant – is a 37-year-old woman living in a 5-member household. She has two children and is accompanied by two other adults in the household. She lives in a rural area and has had some schooling, though approximately 11% have had no schooling at all. Her average monthly income is 17,100 HTG, with 4,190 in savings. Forty (40%) percent own their home. She spends 1,440 HTG per day on household meal provision and around 23 minutes per day collecting water. Approximately 2% have no source of energy for lighting; 16% have no access to toilet facilities.

The typical continuing client is also a woman, in her forties, 41 years old. On average, households have not grown. Eleven percent (11%) have had no schooling at all. Still predominantly living in rural areas, housing ownership is higher among continuing clients, 52%, but she spends the same amount of time accessing water. The continuing client declared having spent 1,390 HTG for daily food provision. The continuing client has a slightly elevated monthly income of 18,562 HTG and 7,440 HTG in savings. Less than 1% responded having no source of lighting at all; on the other hand, 17% still have no access to toilet facilities.

The United Nations Development Program's Multidimensional Poverty Index was used to measure the incidence and intensity of poverty among SFF clients. 36% are ranked POOR with an additional 15% ranked SEVERE. Generally, whereas 49% of Kd Sant clients fell into the POOR/SEVERE category, 52% of Solidarity clients fell into that category. Furthermore, regression analysis found that poverty rates were negatively associated with the repeated borrowing: this association was found to be statistically significant among Kd Sant clients.

Clients do appear to have become more resilient over time, as continuing clients have higher savings balances. They have higher rates of home ownership and regularly make improvements in their homes. They use mobile money services. They also increasingly invest in their enterprises, the longer their association with SFF.

New clients were questioned about the degree of access - the ease of acquiring information and applying for SFF products – they encountered. Most clients expressed satisfaction with the documentary requirements and the service provided by credit officers. 88% affirmed their intention to renew their loans.

Finally, this evaluation finds that SFF continues to meet its social performance goals.

<b>Social performance goal</b>	<b>Indicator</b>	<b>Finding<sup>1</sup></b>
SFF aims to serve the poor, with a focus on women.	% of women of total clients;	98%
	% poor and severely poor in Multidimensional Poverty Index	51% (36% Poor; 15% Severe)
SFF strives to provide access to beneficial products and services.	Number of documents required for application, average	2
	% experienced long waiting time	11%
	Number of visits to the branch	2
SFF ensures that clients have a voice within the organization. <sup>2</sup>	Borrowing terms clearly explained by credit officer	99%
	Efficient application process	95%
	Professional credit officer	99%
	Knowledge of complaints mechanism	69%
	Satisfaction with borrowing amount	94%
	SFF tries to meet client needs	94%
SFF aims to improve clients' economic situation.	Median household revenue	15,000
	Average household revenue, HTG	17,996
	Housing ownership rate	45%
SFF aims to improve clients' quality of life.	Reduced Coping Strategies Index Score	15
	Investments to improve living conditions within previous 12 months; % of total	14%
	Daily food expenditure, average HTG	1,557
SFF aims to enhance clients' resilience.	Amount of net savings, average HTG	2,690
	Employ non-family workers, % of total	1%
	Amount invested in business capital stock during previous 3 months, average HTG	39,696
	Use of digital or mobile banking services, % of total	52%

Note: reporting only Solidarity and KD Sant clients.

<sup>1</sup> Includes both Solidarity and Kd Sant clients, new and continuing clients

<sup>2</sup> Includes all respondents, including BD

## 1 Introduction

Poverty reduction is the overall goal of microfinance. An early evaluation of the impact of microfinance in the 1990s on client poverty rates was undertaken in Bangladesh. It found that those suffering from moderate poverty declined by 1.6 percentage points annually; 2.2 percentage points annually for those suffering from extreme poverty, and that microfinance can account for approximately 40 percent of these reductions.<sup>3</sup> Similarly structured studies in sub-Saharan African countries do not reveal such strong results; that is, they find improvement in health, education and/or women's empowerment with differing effects, with the strongest positive impact on food security and nutrition.<sup>4</sup>

In the hope of identifying the impact of its financial products on the lives of clients and their families, as well as to understand their level of satisfaction with SFF services, Sèvis Finansye Fonkoze S.A. (SFF) has engaged the Fonkoze Foundation's Monitoring and Evaluation Department to annually collect data on its clients and to compare the results against its social performance goals.

This exercise provides valuable insights into the nature and intensity of the poverty experienced by SFF clients; the impact of SFF's products and services on clients' lives and their businesses; the degree of accessibility of SFF products and services and the level of client satisfaction. The SFF Social Performance Goals are listed below.

1. SFF aims to serve the poor, with a focus on women.
2. SFF strives to provide access to beneficial products and services.
3. SFF ensures that clients have a voice within the organization.
4. SFF aims to improve clients' economic situation.
5. SFF aims to improve clients' quality of life.
6. SFF aims to enhance clients' resilience.
7. SFF focuses on the growth of BD Clients' businesses and their economic impact.
8. SFF aims to maintain a committed and satisfied workforce.

Goals 1 through 6, which concern the poorest of SFF clients, are the focal points of this evaluation. Table 1.1 offers indicators for each of the goals.

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<sup>3</sup> Khandker, S. R. (2005). Microfinance and Poverty: Evidence Using Panel Data from Bangladesh. The World Bank Economic Review, vol. 19, No. 2, pp. 263–286, doi:10.1093/wber/lhi008.

<sup>4</sup> Van Rooyen et al. (2012). The Impact of Microfinance in Sub-Saharan Africa: A Systematic Review of the Evidence. World Development, [Volume 40, Issue 11](#), November 2012, Pages 2249-2262

**TABLE 1.1. SOCIAL PERFORMANCE GOALS AND INDICATORS**

<b>Social performance goals</b>	<b>Indicators</b>
SFF aims to serve the poor, with a focus on women.	% of women of total clients; % poor and severely poor in Multidimensional Poverty Index
SFF strives to provide access to beneficial products and services.	Number of documents required for application; waiting time experienced; number of visits to the branch
SFF ensures that clients have a voice within the organization.	Borrowing terms clearly explained by credit officer; Efficient application process; Professional credit officer; Knowledge of complaints mechanism; Satisfaction with borrowing amount; SFF tries to meet client needs
SFF aims to improve clients' economic situation.	Median and average household revenue; housing ownership rates
SFF aims to improve clients' quality of life.	Reduced Coping Strategies Index Score; investments to improve living conditions within previous 12 months; median and average weekly food expenditure
SFF aims to enhance clients' resilience.	Amount of savings; number of employees in business; amount invested in business capital stock during previous 3 months; use of digital or mobile banking services

Given the above goals and indicators, this evaluation sought to determine:

- Whether SFF is accurately targeting its desired clientele?
- Whether access to microfinance has had an impact on clients' socio-economic situation?
- Whether SFF clients and their businesses have become more resilient over time?
- Whether SFF services remain accessible and responsive to client needs?

This report addresses the above questions separately, beginning with a brief description of the methodology and sampling frame. It then presents the results of the analysis, including the socio-economic situation of clients, client satisfaction levels, and the usage of other financial and digital services. The concluding section includes a summary of findings and recommendations for the next year's evaluation.

Additionally, with the objective of tracking progress made against Goal 7, some preliminary baseline data on BD Clients was collected and is presented as a supplement.

## 2 Methodology

This section describes the population of interest, the sampling strategy, the data collection method, and the steps undertaken to ensure data quality.

### 2.1 The Population of interest

For this evaluation, the population of interest are Fonkoze Financial Services (SFF) clients, who have accessed two (2) specific loan products: Solidarity loans, which are loans to a group of approximately five women, and Kd Sant, loans to individual borrowers, across eleven (12) branches.<sup>5</sup> Both loans offer support to micro-enterprises and encourage investment. The population was cross sectioned by the number of times that they have renewed their loans, referred to as cycles. New clients are in Cycle 1; Cycle 3 clients have been with Fonkoze for nine (9) months; Cycle 6 clients, for three (3) years; Cycle 9 clients, for five (5) years. Additional information regarding the loan products can be found in Annex 3.

Across the pre-selected 12 branches, there are 8,267 clients of interest; 2,515 in Kd Sant and 4,019 in Solidarity. After filtering for active and new clients in Cycles 1-3-6-9, the population of interest was reduced to 6,380.

**Table 2.1.1 Number of clients in population, by financial product and cycle**

Loan product	Cycle 1	Cycle 3	Cycle 6	Cycle 9	Total
Solidarity	3061	515	211	133	3920
Kd Sant	1509	385	294	272	2460
<b>Total</b>	<b>4570</b>	<b>900</b>	<b>505</b>	<b>405</b>	<b>6380</b>

Solidarity is the larger product, with more than 50% of all clients. But Solidarity doesn't drive the portfolio size in all branches; most notably in Aken and Ench. While Okay is heavily Solidarity-driven, 75% of total clients, Ench is notable strong in KD Sant. Of these 12 branches, the client base is concentrated among only 5: Okay, Leyogann, Dam Mari, Ench and Gonayiv, which represent 60% of the total. Okay, Leyogann and Dami Mari alone account for 42%.

**Table 2.1.2 Clients by branch and financial product**

BRANCH	Kd Sant	Solidarity	TOTAL
Aken	350	106	456
Dam Mari	76	565	641
Ench	378	178	556
Fondeblan	195	231	426
Gonayiv	144	378	522
Jan Rabel	147	49	196
Lenbe	151	326	477
Leyogan	307	510	817

<sup>5</sup> The branches, selected by SFF management, are Aken, Dam Mari, Ench, Fondeblan, Gonayiv, Janrabel, Lenbe, Leyogann, Marigo, Okay, Twoudino, and Wanament.

<b>Marigo</b>	170	190	360
<b>Okay</b>	252	1122	1374
<b>Twoudino</b>	156	137	293
<b>Wanament</b>	134	128	262
<b>Grand Total</b>	<b>2460</b>	<b>3920</b>	<b>6380</b>

Across both loan categories, the data indicates that client retention declines over time, declining over 80% for nearly all branches, except Janrabel, which is at 74%.

**Table 2.1.3 SFF Clients by cycle and branch**

<b>BRANCH</b>	<b>Cycle 1</b>	<b>Cycle 3</b>	<b>Cycle 6</b>	<b>Cycle 9</b>	<b>Total</b>
<b>Aken</b>	285	80	49	45	459
<b>Dam Mari</b>	487	164	84	28	763
<b>Ench</b>	355	96	49	58	558
<b>Fondeblan</b>	261	88	51	26	426
<b>Gonayiv</b>	392	64	36	31	523
<b>Jan Rabel</b>	115	32	22	30	199
<b>Lenbe</b>	329	83	41	28	481
<b>Leyogan</b>	701	76	21	21	819
<b>Marigo</b>	229	59	38	40	366
<b>Okay</b>	1023	194	102	63	1382
<b>Twoudino</b>	217	26	22	30	295
<b>Wanament</b>	176	30	31	26	263
<b>Grand Total</b>	<b>4570</b>	<b>992</b>	<b>546</b>	<b>426</b>	<b>6534</b>

Okay stands out for having the largest disparity between Cycle 1 (1023 clients) and Cycle 9 (63) clients.

Both active and inactive clients were targeted for this evaluation. Inactivity refers to suspension of payments against the loan taken, regardless of reason for default or nature of the decision to not renew. They represent 2% of all clients.

**Table 2.1.4 Client status, by branch**

<b>BRANCH</b>	<b>Active</b>	<b>Inactive</b>	<b>New</b>	<b>TOTAL</b>
<b>Aken</b>	171	3	285	459
<b>Dam Mari</b>	154	122	487	763
<b>Ench</b>	201	2	355	558
<b>Fondeblan</b>	165		261	426
<b>Gonayiv</b>	130	1	392	523
<b>Jan Rabel</b>	81	3	115	199
<b>Lenbe</b>	148	4	329	481
<b>Leyogan</b>	116	2	701	819
<b>Marigo</b>	131	6	229	366

<b>Okay</b>	351	8	1023	1382
<b>Twoudino</b>	76	2	217	295
<b>Wanament</b>	86	1	176	263
<b>Grand Total</b>	<b>1810</b>	<b>154</b>	<b>4570</b>	<b>6534</b>

## 2.2 Sampling strategy

The size of the population being known, the formula for sampling from finite populations was used to determine the minimum sample size required to meet the standard of statistical representativity:

$$n = \frac{N \cdot z^2 \cdot p \cdot (1 - p)}{(e^2 \cdot (N - 1)) + (z^2 \cdot p \cdot (1 - p))}$$

The following parameters values were used in the formula:

- N is the size of the population, which is 7387<sup>6</sup>.
- E is the margin of error, which was set at 5%.
- z refers to the confidence interval, which was selected to be 95%.
- p is the proportion at which the sample resembles the population, which was conservatively set at 0.5.

The calculation yielded a minimum sample size of 368. Nevertheless, in a desire to increase statistical power – especially to make comparisons across branches - the sample size was increased to 1,479; 985 for KD Sant and Solidarity clients. The rest are BD clients.

A proportionally stratified sampling approach by branch was used to set up the sampling frame. For example, Aken represents 7% of all KD Sant and Solidarity clients. While efforts were made to adhere to these proportions in the sample, resource constraints restricted sample sizes in some areas. Consequently, 6% of the sample was drawn from Aken.

**Table 2.2.1 Proportion of clients by branch, population and sampling frame**

<b>BRANCH</b>	<b>POPULATION</b>	<b>SAMPLE</b>
<b>Aken</b>	7%	6%
<b>Dam Mari</b>	11%	10%
<b>Ench</b>	10%	9%
<b>Fondeblan</b>	6%	6%
<b>Gonayiv</b>	8%	8%
<b>Jan Rabel</b>	3%	6%
<b>Lenbe</b>	8%	7%
<b>Leyogan</b>	12%	11%
<b>Marigo</b>	6%	6%
<b>Okay</b>	19%	17%

<sup>6</sup> DB clients were including in the sampling.

<b>Twoudino</b>	5%	6%
<b>Wanament</b>	5%	6%
<b>Grand Total</b>	7%	6%

Then, with the sample sizes set, the sample was clustered by financial product and status. Every effort was made to respect the minimum of 30 observations for each branch and cluster.

**Table 2.2.2 Proportional stratified sampling frame**

Branches	Solidarity		KD Sant		Total
	New	Continuing	New	Continuing	
<b>Aken</b>	22	10	19	13	64
<b>Dam Mari</b>	36	15	21	30	101
<b>Ench</b>	32	14	28	18	92
<b>Fondeblan</b>	19	10	15	15	59
<b>Gonayiv</b>	33	6	18	21	77
<b>Jan Rabel</b>	18	12	18	12	60
<b>Lenbe</b>	26	10	22	13	72
<b>Leyogan</b>	49	4	39	14	107
<b>Marigo</b>	18	12	19	11	60
<b>Okay</b>	66	20	54	32	172
<b>Twoudino</b>	21	9	18	12	60
<b>Wanament</b>	18	12	17	13	60
<b>Total</b>	<b>359</b>	<b>134</b>	<b>288</b>	<b>204</b>	<b>985</b>

Fonkoze's Business Development (BD) clients were also included in the sampling frame. These are individual 12-month loans beginning at \$1,300, with the objective of helping entrepreneurs expand their businesses. The financial product is offered by all of the selected branches. It was pre-determined that the study would draw from the first three cycles of the program.

**Table 2.2.3 Stratification of BD clients**

BRANCH	BD1	BD2	BD3	Total
<b>Aken</b>	25	6	1	32
<b>Dam Mari</b>	40	6	6	52
<b>Ench</b>	35	3	7	46
<b>Fondeblan</b>	16	7	7	30
<b>Gonayiv</b>	33	3	2	38
<b>Jan Rabel</b>	16	7	7	30
<b>Lenbe</b>	30	2	5	36
<b>Leyogan</b>	34	6	14	53
<b>Marigo</b>	20	5	5	30
<b>Okay</b>	60	14	12	86
<b>Twoudino</b>	20	5	5	30

<b>Wanament</b>	20	5	5	30
<b>Grand Total</b>	<b>350</b>	<b>68</b>	<b>76</b>	<b>494</b>

Efforts to respect the proportions observed in the population of BD clients were also undertaken. For example, BD1 clients represent 77% of total BD clients; 71% of the proposed sampling framework. Some sample sizes were also inflated here also to ensure a minimum of 30 observations per branch.

The client list, which included those from all three financial products, was then filtered to create two lists for every branch, New (cycle 1) and - Continuing (cycles 3-6-9) for Solidarity and KD Sant or BD 2 and BD3 - and were selected randomly by the Excel RAND function.

### 2.3 Data collection

Given the sample size required for each branch, the Social Impact Team decided that those branches with 100 or more clients to interview would be assigned two enumerators.

**Table 2.3.1 Sample size by branch**

<b>BRANCH</b>	<b>Sample</b>	<b>Enumerator, number</b>	<b>Audit</b>
<b>Aken</b>	95	1	
<b>Dam Mari</b>	154	2	
<b>Ench</b>	138	2	+
<b>Fondeblan</b>	90	1	
<b>Gonayiv</b>	115	2	
<b>Jan Rabel</b>	90	1	+
<b>Lenbe</b>	108	1	
<b>Leyogan</b>	160	2	+
<b>Marigo</b>	90	1	
<b>Okay</b>	259	2	
<b>Twoudino</b>	90	1	
<b>Wanament</b>	90	1	+
<b>Grand Total</b>	<b>1479</b>	<b>17</b>	<b>4</b>

Each enumerator was given a list of randomly selected clients from each of the categories. All enumerators underwent a three-day training and had the opportunity to test the questionnaire on actual SFF clients on Day 3, which was followed by discussion with the evaluation team. These clients were unrelated to the study and had been selected by branch managers.

The questionnaire, addressing social performance goals 1 through 6, is composed of the following sections:

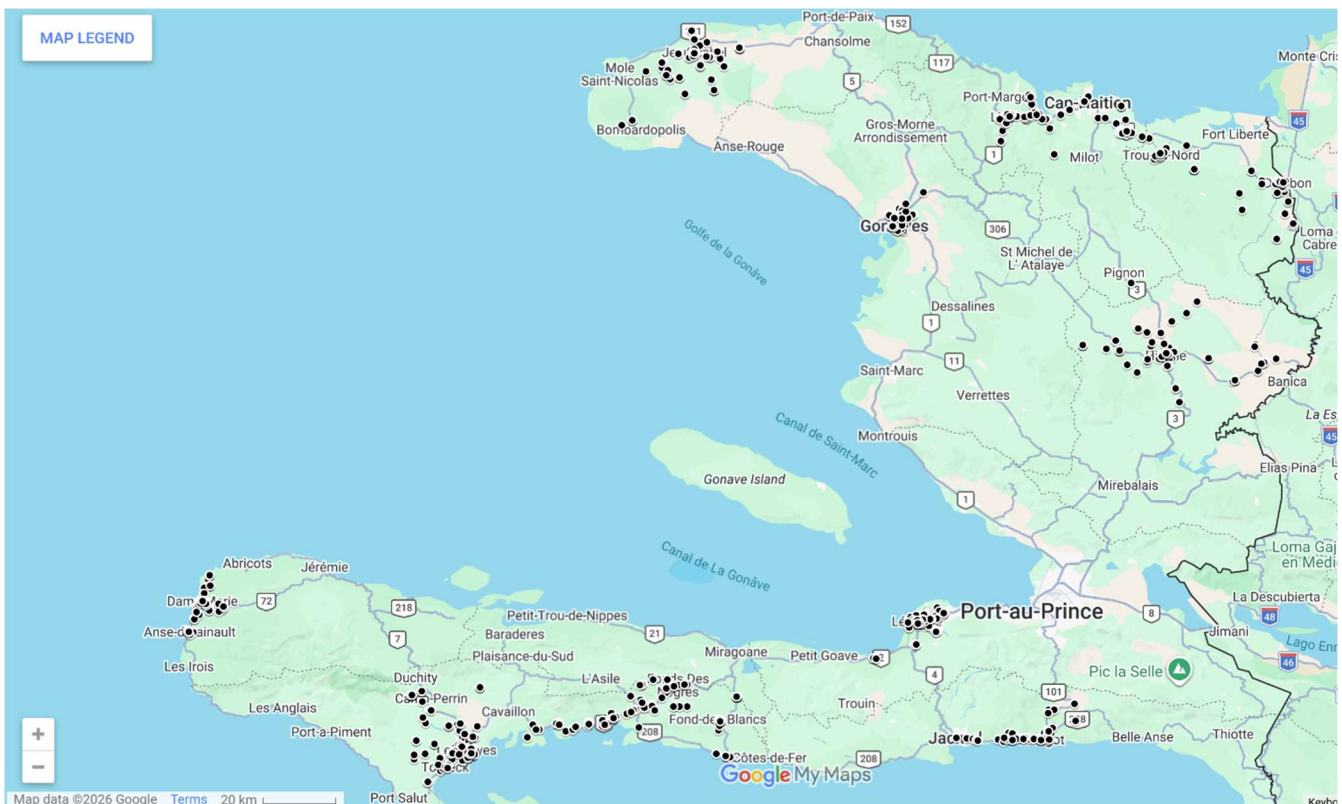
- Demographic information, including age, marital status, number of children, household size, and type of household

- Questions from the Multidimensional Poverty Index to compare poverty levels relative to fellow clients and to national surveys
- Questions from the Reduced Coping Strategy Index to ascertain the intensity of food insecurity
- Questions to ascertain to what degree clients are resilient against shocks
- Questions to gauge clients' perception of the quality of SFF services and their levels of satisfaction with these services

The terms of reference for the evaluation can be found in Annex 1 and the questionnaire in Annex 2. There were no material changes made to the questionnaire from the 2024 study, but there were improvements made to the programming of the questionnaire in Open Data Kit (ODK) Collect. The same questionnaire was also used for BD clients.

To conduct the surveys, questionnaires were administered using tablets equipped with the ODK application and saved to the tablet until the enumerator could find internet access; upon which, completed questionnaires were immediately uploaded to the department's account with ONA Data, a cloud server provider. The data set was subsequently exported to Excel for analysis.

There were two simultaneous enumerator trainings held in Okap and Okay, 06 – 08 January 2026, and data collection was launched the following week. Submissions were accepted until 28 February 2026. The map below displays the clustered GPS points of all interviews undertaken.



Tool: Google MyMaps

## 2.4 Data quality assurance: concerns and limitations

A two-step data validation process was used in the study; both undertaken in real-time:

- Questionnaire submissions were tracked daily for conformity of responses and integrity. Indicators like GPS and time stamps of the interviews informed the Data quality officer about whether the interview had indeed taken place and its duration. The questionnaire was tested once by each of the enumerators, so the evaluation team did have a pre-collection sample of 20 interviews, giving us an indication of the approximate average length of the interview. The data was also monitored for extreme or abnormal values, relative to those anticipated and/or cited in previous surveys, which could either signal a data entry error or a lack of clarity around the question.
- Then, a random selection of 15% of submissions from four branches (Leyogann, Janrabel, Ench and Wanament) was assigned to 3 additional enumerators for audit and one of the department's field officers. They were given abridged questionnaires to verify responses and confirm any emerging tendencies. Of the 75 audits programmed, 68 were realized.

There were **1,506** total submissions to the Ona Data server, of which **28** were tests, undertaken both during the training and immediately afterwards. There were an additional **5** questionnaires eliminated because they were either duplicates or unverifiable. Finally, **5** clients refused to participate in the survey, leaving **1,468** records for treatment and analysis.

The Data quality officer's report highlighted the principal types of aberrations encountered during data collection. There were instances in which the sex of the respondent did not align with the household type selected; for example, male respondent in a female-headed household. More frequent were incoherent responses regarding investment choices for the loan received and the range of business activities in which the client claimed to be implicated, which were separate questions. For example, a client claiming to have invested in small trade and yet cited some percentage of the loan in livestock. Similarly, there were a series of questions regarding the building materials used to construct their homes; at times, the materials seemed illogical. For example, concrete walls on a dirt floor. The most frequent incoherences were related to the household's assets; that is being in possession of electricity-driven goods with the household not having a stable source of electricity. Upon reflection, the Social Impact team deduced that households were in possession of these assets both because of the strong link to its diaspora and thriving second-hand markets in the country. And that possession did not imply use but rather implied that the assets could be regarded as a store of value. Nevertheless, this irregularity affected 3% of submissions.

There were a series of questions in which the respondent was asked for a monetary value – household income, daily food expenditures, monthly rent, amount invested in business, amount borrowed and/or owed, and savings balances. For two of them, the Data Quality Officer found that there were data points found to be far from the sample mean: daily food expenditures (9% of submissions) and monthly rent (7% of submissions).

### *2.4.1 Audit*

The audit typically contains an assortment of factual and subjective questions. The former are static and not expected to change within a short time period or maybe not at all. These include household type, number of children, household assets, among others. Whereas subjective questions are dynamic and could change abruptly, such as empowerment and satisfaction questions.

Regarding the parallel audit of submitted questions, the Data Quality officer's report highlighted a high number of divergent responses for the following factual questions:

- How many visits did you make to the center before receiving the credit?
- What is the reason for relocating to this area?
- Does the house have a toilet?
- Are there children in the house, less than 13 years old, who are not in school?
- Are there people in the house, over the age of 10, who have had 6 years of schooling?
- Which documents did you have to submit to apply for the loan?

Subjective questions are somewhat rooted in time and circumstance, and so answers may change from enumerator to auditor, without being a reflection of poor quality interviewing. These include:

- How long does it take to fetch water?
- How much do you owe SFF today?
- What is your savings balance?
- Do you feel as if SFF designs its products with the population's needs in mind?

### *2.4.2 Learning*

After the end of the collection period, a debriefing held with the enumerators and auditors revealed challenges encountered by the enumerators and the Social Impact Department.

- Enumerators cited logistical difficulties related to the cost of transportation, which had indeed increased due to gang mobilization. Generally, mobility has become more expensive throughout Haiti.
- Clients found some questions invasive, specifically those relating to household size and ages of household members.
- A nontrivial number of clients wanted to be reimbursed for their time.
- Enumerators felt that they had insufficient information to locate clients. The Department supplied them with clients lists by product, status and cycle, with the assumption that contact information would be made available to them by credit officers. Enumerators would have preferred to have had clients phone numbers or their last known address.
- Some clients were hesitant to participate in the survey without first having spoken to their respective credit officer. In fact, enumerators felt that their success was too dependent on collaboration with credit officers.

There were several innovations incorporated into this year’s evaluation, which appear to have improved the cost efficiency of the exercise.

- During training, the enumerators participated in a special session with Data quality officers, who shared with them the most common errors and incoherences found in past collections. They also shared with them several tips to improve quality.
- Branch directors were informed ahead of the evaluation launch and two (Ench and Fondeblan), on their own initiative, organized a branch meeting to introduce the enumerators to staff. This apparently contributed to improved client engagement and coordination with credit officers.
- A WhatsApp group was created with enumerators, who were encouraged to give daily updates, share challenges, or simply ask questions.
- It was decided that enumerators should start by interviewing clients in and around city-center before contacting clients farther away. While transport cost was the main incentive, this also gave enumerators more time to plan for the longer trips.
- The plenary debriefing session was also a first. Enumerators were given the opportunity to voice the challenges encountered as well as recommendations for future evaluations.

### *2.4.3 Data cleaning*

Based on the breadth and nature of incoherences discovered, five criteria were developed with the intention of eliminating questionnaires with a multiplicity of incoherences. The elimination rule rested on whether a questionnaire met at least 3 of the criteria below.

**Criterion 1: Incoherence between sex of respondent and type of household.**

Nine (9) submissions had contradictory responses; for example, a female respondent with the category male-only household selected.

**Criterion 2: Amount in HTG spent daily on food.** Responses exceeding the fifth largest amount were signaled. These were 3 in total.

**Criterion 3: Household revenue.** Responses exceeding the fifth largest amount *and* lower than the fifth smallest amount were signaled. These numbered 40.

**Criterion 4: Remittances.** Contradictory responses to questions ‘How often do you receive transfers?’ and ‘Have you received a transfer within the last 12 months?’ There were no incoherences identified.

**Criterion 5: Age.** Any respondent less than 18 or no age entered but they were in possession of identification. Only 1 questionnaire met this criterion.

None of the questionnaires received 3 or more signals against the above criteria. Furthermore, there were 7 questionnaires that received 2 signals – that is, failed on 2 criteria – but, of those, 2 had already been invalidated for other reasons and for 5, the clients declined or abandoned the interview. Consequently, no additional submissions were eliminated. Nevertheless, it was decided that extreme values would be eliminated in the subsequent analysis.

In the end, **1,468** submitted questionnaires, of the 1479 targeted, were validated.

**Table 2.4.1 Submitted questionnaires, by product and status**

PRODUCT	New	Continuing	Total
Solidarity	359	184	543
Kd Sant	187	198	385
Total	546	382	928

**Table 2.4.2 Submitted BD client questionnaires, by cycle**

BD1	BD2	BD3	Total
374	69	97	540

### 3 Analysis and results

This evaluation, coiffed by the social performance goals of SFF’s Social Performance Committee, addresses issues such as the level and nature of poverty, the extent of access to SFF services, and client impressions of SFF services. Specifically, the following research questions are the focus of the study:

- What is the socio-demographic profile of SFF’s new clients (Cycle 1) and SFF’s older clients (Cycles 3-6-9)?
- How poor are SFF clients and how has their poverty status changed during their association with SFF?
- Have SFF clients become more resilient over time?
- What is the level of satisfaction among clients of SFF services?

The clients considered in this section are new and continuing clients from Solidarity and Kd Sant products.

#### 3.1 Demographic profile of new and continuing SFF clients

In general, a new SFF client in 2025 was a 37-year-old woman living in a 5-member household. She has two children and is accompanied by 2 other adults in the household. She lives in a rural area and has had some schooling. Her average monthly income is below 20,000 HTG.

Table 3.1.1 reveals that Solidarity clients are operating from a slightly disadvantageous economic position. This is partially explained by the fact that approved borrowers of Kd Sant are, by qualification for the program, ‘wealthier’ in comparative terms than Solidarity clients, making the disparity in economic condition somewhat endogenous. Solidarity clients do appear to outperform those in Kd Sant in home ownership, 42% versus 38%. However, there was another potential response to the question regarding home ownership which referred to whether their spouse was the homeowner. When these

two types of home ownership are combined, the differential between the product categories becomes negligible, 46% versus 45%. With respect to new clients (Cycle 1) in both products, their home ownership was not a consequence of their affiliation with SFF.

**Table 3.1.1 Socio-economic situation of new clients, by product**

Indicators	New Solidarity clients	New Kd Sant clients
Number of Clients (N)	373	199
Average age	37	38
Average household size	5	5
Number of children in the house, average	2	2
Number of persons >18 years in household, average	3	3
% house ownership	42	38
% of clients who are living in the most remote areas	62	66
%, women who gave birth in previous 12 months	5	5
% who have had no schooling at all	13	6
Average monthly household income, HTG	15413	20347

Only 5% of new clients gave birth in the previous 12 months. Half of them, 14 women, gave birth at home, unaccompanied. The remaining 14 gave birth in a hospital or medical center.

Where it relates to the typical continuing client, she is a female, in her forties. On average households have not grown. Only 4% of continuing clients gave birth in the last 12 months. Housing ownership is markedly higher among continuing clients; 5 percentage points higher for Solidarity. However, when considering the response that the house belonged to the spouse, ownership rates for Kd Sant were higher, 59%, and remained unchanged at 54% for Solidarity clients. Finally, it appears that educational achievement has not improved between new and continuing Solidarity clients, as 13%, on average, have not had any schooling at all. The new Kd Sant client has a slightly lower percentage of those who have had no schooling (6%) compared to the continuing client (9%).

**Table 3.1.2 Socio-economic situation of continuing clients, by product**

Indicators	Solidarity clients	Kd Sant clients
Number of Clients (N)	170	186
Average age	41	40
Average household size	5	5
Number of children in the house, average	2	2
Number of persons >18 years in household, average	3	3
% house ownership	54	49
% of clients who are living in the most remote areas	65	56
%, women who gave birth in previous 12 months	4	5
% who have had no schooling at all	13	9
Average monthly household income, HTG	16739	20205

### 3.1.1 Food insecurity

New and continuing Solidarity and Kd Sant clients were asked behavioral questions meant to draw out the severity of food insecurity experienced, using the Reduced Coping Strategy Index (rCSI). The rCSI is a proxy indicator of household food insecurity, based on a list of behaviors or coping strategies that people adopt to manage their domestic food insecurity situation. The index reflects both the *frequency* of each behavior; that is, how many times over the last 7 days the coping strategy was used by any member of the household, and *severity* (i.e., how serious the strategy is relative to other strategies). While the frequency is obtained by the respondent, severity is a function of the pre-assigned weight of the coping strategy. Coping strategy 4 has the highest weighting; strategy 2 in second place. The other strategies are equally weighted. Specifically, the question put to them was: “In the previous 7 days, if there have been times when you did not have enough food or money to buy food, how many times has your household had to \_\_\_\_\_?”. The 5 coping strategies were:

- Rely on less preferred and less expensive foods
- Borrow food or rely on help from friends or relatives
- Limit portion size at mealtime
- Restrict consumption by adults in order for small children to eat
- Reduce the number of meals eaten in a day

The index is best used for monitoring purposes to determine if a household’s food availability situation has changed. That is, multiple observations of a household yield more insight as to whether there is an emerging crisis and how the household has adapted to changing circumstances. The index is less

relevant for prolonged food insecurity situations because households would have presumably adapted to their circumstances by utilizing the different coping strategies, maxing out on the index.

Essentially, the lower the score, the less likely the client is experiencing food insecurity. A higher rCSI score indicates that more frequent and/or extreme coping mechanisms were adopted in response to the unavailability of food. Many international organizations consider that an rCSI score equal to and above 19 indicates a state of acute food insecurity. The maximum score is 56.

In the 2025 National Food Security Study<sup>7</sup>, the most frequent coping strategies utilized at national level were consuming lower quality foods, reducing the number of meals, and reducing meal portions, all of which occurred, on average, 3 times in the seven days prior to being interviewed. Among Solidarity and Kd Sant clients, reducing both the number of meals and portion sizes were the most frequent coping strategies, also occurring on average 3 times during the week prior to the survey. In the 2025 National Food Security Study, Port-au-Prince and the surrounding regions registered frequencies as high as four times per week for these coping strategies.

**Table 3.1.3 rCSI frequencies, by product**

<b>PRODUCT</b>	<b>Cheaper foods</b>	<b>Borrow food (Second highest weight)</b>	<b>Limit portions</b>	<b>Restrict adults for children (Highest weight)</b>	<b>Reduce # of meals</b>
<b>KD Sant</b>	2.2	0.7	2.3	1.5	2.6
<b>Solidarity Loan</b>	2.5	1.2	2.8	2.2	3.0
<b>Average</b>	<b>2.3</b>	<b>1.0</b>	<b>2.6</b>	<b>1.9</b>	<b>2.8</b>

On average, the typical Solidarity clients employed 12 coping strategies throughout the week; whereas, the Kd Sant client, employed 9. By way of comparison, Port-au-Prince residents registered an average of 16.1 instances during the week prior to the national survey; 12.7 for the Northern region of the country; 7.1 for the Southeast region.

The average rCSI score for the sample was 15; for Kd Sant clients is 13; for Solidarity, 17. The average rCSI score for new clients in the sample was 16; unchanged for Kd Sant but 18 for Solidarity.

Since food security is a direct consequence of the amount and quality of food available in a specific place and at a certain time, the rCSI scores by branch were also calculated. To provide a benchmark, the rCSI score for Port-au-Prince in May 2024 was 24, and Port-au-Prince is considered to be in a

<sup>7</sup> Coordination nationale de la sécurité alimentaire (2025). Enquête nationale de suivi de la sécurité alimentaire et nutritionnelle, ENSSAN, édition Décembre 2025.

situation of severe food insecurity with gangs having taken control of logistics routes and hence have impeded the population’s consistent access to food.<sup>8</sup>

### 3.1.4 rCSI scores, by branch

Branches	Average	Minimum	Maximum	2024 rCSI score
Aken	7	0	42	21.4
Dam Mari	21	0	49	
Ench	9	0	24	18.9
Fondeblan	9	0	37	
Gonayiv	13	0	43	
Jan Rabel	15	0	50	22.4
Lenbe	10	0	54	
Leyogan	12	0	53	
Marigo	8	0	36	
Okay	14	0	40	
Twoudino	11	0	32	
Wanamant	14	0	46	
<b>Average</b>	<b>13</b>	<b>0</b>	<b>54</b>	

The highest rCSI scores were found in Jan Rabel, Leyogann and Lenbe; the lowest, in Ench and Twoudino. Clients in Dam Mari appear to suffer disproportionately compared to the sample mean, especially since the highest rCSI scores in the sample were not registered in Dam Mari; whereas Aken and Marigo appear to be better off than the rest of the sample. Dam Mari also had a disproportionately higher number of inactive clients, which may indicate a vulnerable situation. All three branches are located in Haiti’s southern region.

#### 3.1.1.1 Food expenditures

The sample spent, on average, 1,421 HTG (95% CI: 65 HTG) on daily household meals (median and mode: 1,000 HTG). New clients spent approximately 1,440 HTG on average on meals; Kd Sant clients, 1,466 HTG; whereas for Solidarity clients, 1,427 HTG. Continuing clients, on the other hand, declared having spent slightly lower amounts on daily food expenditures: 1,451 and 1,323 HTG, on average, for Kd Sant and Solidarity, respectively. Compared to the self-declared monthly income, it is unlikely that these clients pay cash for their food. The responses given probably represent the monetary value of daily food consumption and that food is purchased on credit or via in-kind exchange.

<sup>8</sup> World Food Programme (2024). Market and Food Security: Port-au-Prince Metropolitan Area, May 2024. <https://reliefweb.int/report/haiti/haiti-market-and-food-security-port-au-prince-metropolitan-area-may-2024>. Accessed May 2025

Daily food expenditure ranged from 1,026 (Okay) to 2,127 (Twoudino) HTG across the branches. When matched against reported monthly household income, food consumed approximately 8% of income. Notable incoherences were found for two branches, Dam Mari and Twoudino, where the median incomes were significantly lower; 4,000 and 5,000 HTG, respectively.

**Table 3.1.5 Food expenditure, by branch**

Branches	Food expenditure	Household revenue	% of income
Aken	1259	19302	7%
Dam Mari	1224	4958	25%
Ench	1026	17441	6%
Fondeblan	1363	18291	7%
Gonayiv	2013	28112	7%
Jan Rabel	1149	10411	11%
Lenbe	2127	30500	7%
Leyogan	1606	18996	8%
Marigo	1312	18333	7%
Okay	1138	17132	7%
Twoudino	2123	8427	25%
Wanamant	1596	27143	6%
<b>Average</b>	<b>1421</b>	<b>17647</b>	<b>8%</b>

As a benchmark from which to compare food expenditure by branch, according to the 2025 National Food Security Study, the average amount spent on food monthly by households was 22,625 HTG nationally, approximately 754 HTG/day. In the South-east (Aken, Fondeblan, Marigo) region, the average was 40,773 or 1,359 HTG/day; whereas in the Grand’Anse (Dam Mari) region the average was 24,319 HTG or 811 HTG/day.

### 3.2 The State and Nature of Poverty among SFF clients

The study analyzes two aspects of poverty - income poverty and multidimensional poverty - to determine whether SFF clients are indeed among the most needy as per the Social Performance Goal related to targeting. It also treats the question of whether poverty rates have declined over time and whether this decline is correlated to clients’ participation in SFF programs.

#### 3.2.1 Income poverty

Income poverty can be measured by comparing the daily household income against the international benchmark for the amount of money that a person needs to sustain his most basic needs daily. Recently (June 2025), the World Bank adjusted this threshold to \$3.00 (2021 PPP), from US\$2.15 (2017 PPP) per capita for low-income countries or 390 HTG per capita/per day. That is, for an average household of 5

people, a family is considered poor below 58,500 HTG per month.<sup>9</sup> In other words, if, after factoring in the number of working adults and dependents and all sources of income, households earn less than this, then it implies that they cannot meet their minimum daily needs and are considered poor.

Clients were asked to self-declare the average monthly income for the entire household. The mean monthly household income was 17,643 HTG; (CI 95% +/- 1188 HTG). The median was 15,000 HTG, meaning half of the households surveyed declared income over this amount and the other half, below this amount.

**Table 3.2.1 Average monthly household income, HTG**

PRODUCT	Cycle 1	Cycle 3	Cycle 6	Cycle 9
Kd Sant	19650	18824	17587	21075
Solidarity	16301	18433	13849	13635

An important source of income for households appears to be remittances. Although over half of the clients surveyed (50% Kd Sant and 58% for Solidarity) declared never having received remittances, 16% of Kd Sant and 18% of Solidarity receive remittances at some point in the year; an additional 13% and 19% of Solidarity and Kd Sant clients declared having received transfers more than four times during the year. Furthermore 84% answered affirmatively to a third question regarding whether they had received transfers from abroad.

Even with the support of remittances, the majority of SFF clients fall below the World Bank poverty line of \$3.00 per person, per day. The differential is over \$2 per person, per day for most SFF clients.

**Table 3.2.2 Daily income, per capita, USD**

PRODUCT	Cycle 1	Cycle 3	Cycle 6	Cycle 9
Kd Sant	1.00	0.96	0.90	1.08
Solidarity	0.83	0.94	0.71	0.69

However, these results should be taken with reserve. There is always the presence of response bias, driven by a natural distrust to disclose intimate family details. Furthermore, there is also a tendency to depress income in the hopes of being available for a grant. Also, most of the interviews were undertaken

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<sup>9</sup> Assumptions include 30 days in a month, an exchange rate of 130 HTG per \$1 US dollar, and the 5 members in the household.

in public; that is, in an open-air market or at SFF centers, which could contribute to reticence in reporting the truth. Finally, the responses could not be independently verified.

The World Bank benchmark is a global one, based on general tendencies observed across income groups. Alternatively, the World Food Programme uses the minimum expenditure basket (MEB) adapted to local conditions. The MEB is the monetary threshold that households require to cover their essential needs through the market and is designed for a typical household of five people (two adults and three children). The MEB was adjusted by the Haiti Country Cash Working Group in March 2024 to 54,743 HTG (29,108 HTG for food and 25,635 HTG for non-food essentials).<sup>10</sup> At the current dollar exchange rate, it is \$2.8 per person, per day. Valued as such, the MEB is still out of reach for SFF clients.

### *3.2.2 Multidimensional poverty*

Generally, income poverty should be taken for what it is, an attempt to assess what percentage of the population can meet their own needs by accessing markets (informal or formal), without the help of social protection. It is limited in the sense that it does not consider other structural drivers of poverty, which may contribute to income poverty. The Multidimensional Poverty Index (MPI) is an international measure of acute multidimensional poverty covering the areas of Health, Education and Living Standards. These three dimensions altogether have ten (10) indicators, each assigned a weight. Health and Education have two indicators each, while Living Standards has six. The weighting is such that each dimension contributes one-third to a household's *deprivation score*. That is, the two indicators of either Health or Education have equal weight to the six indicators for Living Standards.

The questions are designed to draw out areas of deprivation that are structural or systemic and cannot be simply addressed by increased incomes. In the case of the MPI, the areas of deprivation cover several sectors, like water and sanitation, housing, children's education among others.

Scores are positively correlated with deprivation: that is, the more areas of deprivation that a client experiences, the higher the deprivation score. A deprivation score of 0.33 is used to distinguish between the multidimensionally poor and nonpoor. A lower deprivation score falling between 0.20 and 0.33 is assigned a classification of VULNERABLE. If the deprivation score is between 0.33 and 0.50, the household is classified as POOR. If the deprivation score is greater than 0.50, the household is classified as SEVERE.

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<sup>10</sup> World Food Programme (2024). Haiti April 2024 WFP VAM Bulletin, Food Security Analysis. World Food Programme (2020). Minimum expenditure baskets : guidance note, December 2020. <https://docs.wfp.org/api/documents/WFP-0000074198/download/>. [https://www.haitilibre.com/docs/Bulletin\\_VAM\\_WFP\\_Haiti\\_Recap\\_2023Dec-EN.pdf](https://www.haitilibre.com/docs/Bulletin_VAM_WFP_Haiti_Recap_2023Dec-EN.pdf)

**Table 3.2.3 MPI dimensions, definitions and weights**

Dimension	Indicator	Deprived if...	Weight
Health	Nutrition	Any adult under age 70 years or any child for whom nutritional information is available is undernourished. Adults ages 19–70 years (229–840 months) are considered undernourished if their body mass index (BMI) is below 18.5 kg/m <sup>2</sup> . Individuals ages 5–19 years (61–228 months) are considered undernourished if their age-specific BMI values are below minus two standard deviations from the median of the reference population ( <a href="https://www.who.int/growthref/en/">https://www.who.int/growthref/en/</a> ). In the majority of countries, BMI-for-age covered individuals ages 15–19 years, as anthropometric data were available only for this age group; if other data were available, BMI-for-age was applied for all individuals ages 5–19 years. Children under age 5 years (under 60 months) are considered undernourished if their z-score for either height-for-age (stunting) or weight-for-age (underweight) is below minus two standard deviations from the median of the reference population ( <a href="https://www.who.int/childgrowth/software/en/">https://www.who.int/childgrowth/software/en/</a> ). Nutritional information is not provided for households without members eligible for measurement; these households are assumed to be nondeprived in this indicator.	1/6
	Child mortality	Any child under age 18 has died in the five years preceding the survey. When a survey lacks information about the date of child deaths, deaths that occurred at any time are taken into account. <sup>a</sup>	1/6
Education	Years of schooling	No household member of “school entrance age + six years” or older has completed at least six years of schooling. <sup>b</sup>	1/6
	School attendance	Any school-age child <sup>c</sup> is not attending school up to the age at which he or she would complete class 8.	1/6
Standard of living	Electricity	The household has no electricity. <sup>d</sup>	1/18
	Sanitation	The household does not have access to improved sanitation (according to Sustainable Development Goal guidelines), or it is improved but shared with other households. A household is considered to have access to improved sanitation if it has some type of flush toilet or latrine or ventilated improved pit or composting toilet that is not shared. When a survey uses a different definition of adequate sanitation, the survey report is followed.	1/18
	Drinking water	The household does not have access to an improved source of drinking water (according to Sustainable Development Goal guidelines), or an improved source of drinking water is at least a 30-minute walk from home, roundtrip. A household is considered to have access to an improved source of drinking water if the source is piped water, a public tap, a borehole or pump, a protected well, a protected spring or rainwater. When a survey uses a different definition of improved source of drinking water, the survey report is followed.	1/18
	Housing	At least one of the household’s three dwelling elements—floor, walls or roof—is made of inadequate materials—that is, the floor is made of natural materials and/or the walls and/or the roof are made of natural or rudimentary materials. The floor is made of natural materials such as mud, clay, earth, sand or dung; the dwelling has no roof or walls; the roof or walls are constructed using natural materials such as cane, palm, trunks, sod, mud, dirt, grass, reeds, thatch, bamboo or sticks or rudimentary materials such as carton, plastic or polythene sheeting, bamboo or stone with mud, loosely packed stones, uncovered adobe, raw or reused wood, plywood, cardboard, unburnt brick, or canvas or tent.	1/18
	Cooking fuel	The household cooks with dung, wood, charcoal or coal.	1/18
	Assets	The household does not own a car or truck and does not own more than one of the following assets: radio, television, telephone, computer, animal cart, bicycle, motorbike or refrigerator. <sup>e</sup>	1/18

Source: Global Multidimensional Poverty Index, Technical note, 2021.

After scoring each household, the MPI score is calculated: it is the product of the incidence of poverty and the intensity of that poverty. *Incidence* is the proportion of households who are assigned a POOR rating of the total households sampled. *Intensity* is the average of the weighted deprivation scores. The MPI score ranges from 0 to 1; the higher the score, the more multidimensionally poor the household. For this evaluation, MPI scores were calculated for each household and by branch and financial product.

The United Nations Development Program’s most recent MPI exercise for Haiti was in 2016.<sup>11</sup> 41.3% of the population were classified as POOR, 37% as SEVERE. The MPI score was 0.200. In comparison, Guatemala and Honduras, who rank just above Haiti in the Latin American and Caribbean region, in the United Nations Development Index, have MPI values of 0.134 and 0.051, respectively.

<sup>11</sup> United Nations Development Program (2023). Briefing note for countries on the 2023 Multidimensional Poverty Index: Haiti, <https://hdr.undp.org/sites/default/files/Country-Profiles/MPI/HTI.pdf>. Accessed May 2025.

The MPI score in this evaluation is 0.224; 0.217 for KD Sant and 0.229 for Solidarity. Over the whole sample, 36% are ranked as POOR with an additional 15% ranked as SEVERE.

**Table 3.2.4 MPI results**

VULNERABLE	POOR	SEVERE
32%	36%	15%

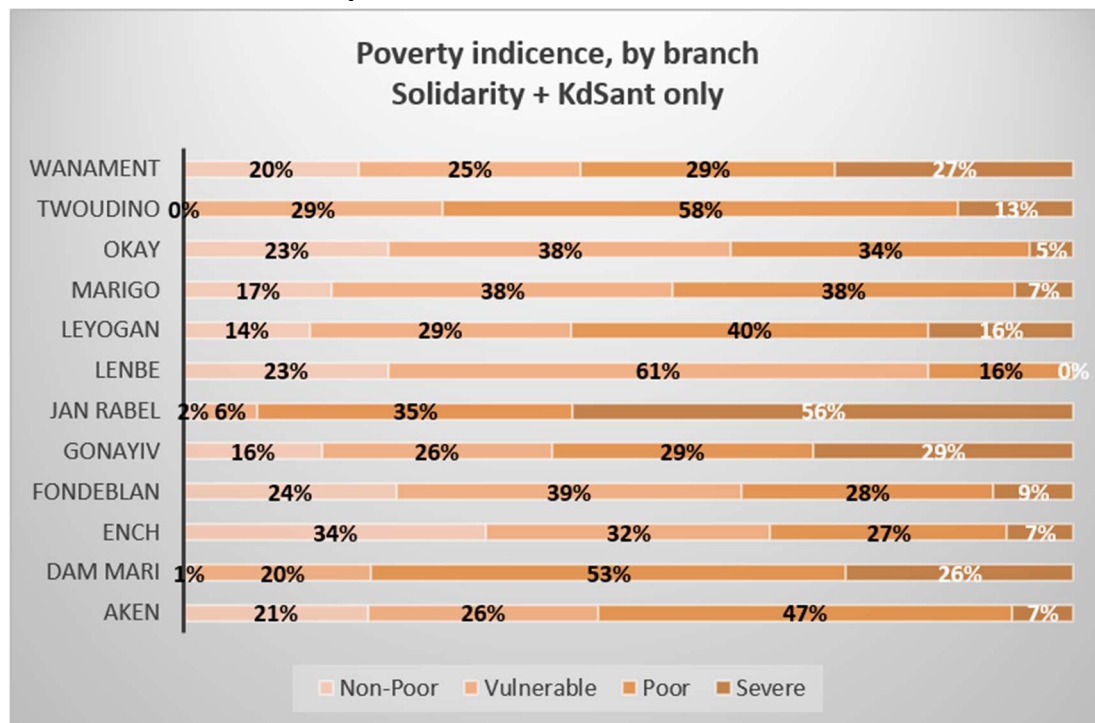
There is a negligible difference in the proportion of Solidarity clients fall in the POOR and SEVERE categories, 69%; 68% for Kd Sant.

**Table 3.2.5 MPI results, by financial product**

PRODUCT	VULNERABLE	POOR	SEVERE
Solidarity	33	39	13
Kd Sant	31	32	17

MPI incidence by branch yields interesting results. Non-negligible percentages of clients have deprivation scores below the threshold for vulnerability; that is, according to the index scale, 17%, on average, had deprivation scores in the NON-POOR range; 32% classified as VULNERABLE, and 36% and 15% as POOR and SEVERE, respectively.

**Table 3.2.6 MPI results, by branch % of clients**



Jan Rabel and Lenbe, both in the Northern region of the country, stand out as outliers, where it concerns the percentage of clients who are classified as SEVERE. Fifty-six percent (56%) of clients are classified as SEVERE in Jan Rabel. Analysis of deprivation scores by branch reveals that, the deprivation scores for Jan Rabel were 89%, 132%, and 13% higher than the rest of the sample, on average, for the Health, Education, and Living Standards, respectively.

**Table 3.2.7 Average deprivation scores, by branch and dimension**

<b>BRANCH</b>	<b>HEALTH</b>	<b>EDUCATION</b>	<b>LIVING STANDARDS</b>
Aken	0.103	0.011	0.204
Dam Mari	0.122	0.054	0.244
Ench	0.023	0.071	0.171
Fondeblan	0.060	0.022	0.202
Gonayiv	0.112	0.109	0.141
Jan Rabel	0.118	0.163	0.220
Lenbe	0.016	0.014	0.214
Leyogan	0.100	0.071	0.156
Marigo	0.036	0.058	0.210
Okay	0.032	0.046	0.212
Twoudino	0.024	0.167	0.172
Wanament	0.051	0.140	0.155
<b>Average</b>	<b>0.062</b>	<b>0.070</b>	<b>0.194</b>

Because Education appears to be the driver of poverty in Jan Rabel, the average deprivation scores for the two questions were tabulated. It appears that the source of the extreme values is the question related to whether anyone in the house, aged 10 or higher, having at least 6 years of schooling. Here, Jan Rabel is nearly 3 times higher, 0.149, versus the sample average of 0.05.

**Table 3.2.8 Average Education deprivation scores, by branch**

<b>BRANCH</b>	<b>Child &lt;13 yrs, not in school</b>	<b>Anyone in the house &gt;10 years with 6 years of schooling</b>
Aken	0.009	0.003
Dam Mari	0.017	0.037
Ench	0.004	0.067
Fondeblan	0.017	0.005
Gonayiv	0.023	0.086
Jan Rabel	0.014	0.149
Lenbe	0.008	0.005
Leyogan	0.036	0.034
Marigo	0.011	0.047
Okay	0.008	0.038

Twoudino	0.003	0.164
Wanamant	0.048	0.092
<b>Average</b>	<b>0.015</b>	<b>0.055</b>

Regarding Lenbe, none of the clients scored in the SEVERE category. As illustrated in Table 3.2.7, Lenbe clients scored 74% and 81% lower than the sample in the Health and Education dimensions.

### 3.2.2.1 MPI by dimension

The MPI is one of many ways to measure deprivation, which can take a variety of forms. Pokhriyal et al. (2020)<sup>12</sup>, for example, used satellite imagery to determine deprivations throughout Haiti by identifying patterns or signals which correlate with socioeconomic deprivations. The number of motor vehicles, the height of structures, the use of telephones, internet and electricity coverage are all associated with economic development. Essentially, the authors attempted to determine the national poverty rate by analyzing mobile phone data and satellite imagery, which they estimate to be 57.1%. While there was a great deal of dispersion, ranging from 12.3% to 89.8%, average commune had a poverty level exceeding 66%. The authors also found that Haiti’s communes register high levels of standards of Living Standards deprivation.

The main driver of poverty in the UNDP’s MPI Haiti study was also Living Standards; approximately 57% of the weight of the deprivation score was attributed to the responses given to the questions in that dimension. Health and Education represented 18.5% and 24.6% of the deprivations score, respectively. The results are similar in this evaluation, the four questions pertaining to Health and Education represented 18% and 21% of the MPI Score, whereas the answers to the Living Standards questions contributed 61% to the deprivation score.

Though not appearing to be the principal drivers of poverty, the answers to the questions regarding Health and Education yield some insight into the nature of poverty experienced. Health, for example, represents approximately 18% of the deprivation score; yet, nearly a third of Solidarity and Kd Sant clients responded affirmatively to the question about whether anyone under 70 years old in the household had begun losing weight and the reason why. Forty-three percent (43%) among them cited not having access to health care as the principal reason. Likewise, the second health question asked whether the household had experienced the death of an infant in the previous 12 months. Only 44 of the 928 respondents answered affirmatively; however, nearly all, 73%, were Solidarity clients. And the same reason – lack of access to treatment - was cited by the majority.

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<sup>12</sup> Pokhriyal, N., Zambrano, O., Linares, J., & Hernández, H. (2020). *Estimating and Forecasting Income Poverty and Inequality in Haiti Using Satellite Imagery and Mobile Phone Data*. <https://doi.org/10.18235/0002466>

Deprivation in the educational sector also does not appear to be a driver of poverty. Only 13% of respondents declared having children, aged 13 years and younger, that did not attend school. The second education question pertained to whether there was anyone in the house, aged 10 years or more, that had completed 6 years of schooling. To which, two-thirds responded affirmatively. Here again, Solidarity clients appear to be more deprived. Among the one-third of respondents that had no one in the household that had completed 6 years of schooling, 58% were Solidarity clients.

The six questions regarding Living Standards, however, reveal real deprivation across the two products, lending weight to the argument that certain structural pre-conditions must be met in order to eradicate poverty in Haiti. They pertain to energy access, access to potable water, sanitation infrastructure, among others.

Only 1% of respondents declared having no energy at all, but, on average, 67% use flashlights and/or kerosene: 68% Solidarity and 61% of Kd Sant clients. There does appear to have been some widening of access to energy use for lighting: 18% use solar panels and an additional 11% use battery storage with their panels. The *Other* category pertains to candles, lamps, and flashlights and would have been assigned deprivation points, along with the use of kerosene and those having no electricity at all.

**Table 3.2.9 Energy access for lighting**

PRODUCT	None	Kerosene Lamp	EDH	Solar panels, w/out battery	Solar panels, with battery	Other
Kd Sant	<1%	3%	3%	22%	14%	57%
Solidarity	2%	4%	2%	15%	9%	68%

Clients were also asked about their use of energy for cooking. The vast majority, 61%, irrespective of product category, use pollutive sources of energy and received points towards their deprivation scores. A slight minority, 6%, use solar-powered ovens, propane, or electric stoves (*Other*).

**Table 3.2.10 Energy use for cooking, by product, % of clients**

PRODUCT	Wood	Charcoal, petrol, kerosene	Other	TOTAL
Kd Sant	30	62	9	100
Solidarity	35	61	5	100

Access to sanitation infrastructure is equally telling of the nature of poverty experienced by SFF clients. Expectedly, a higher percentage of Solidarity clients have no access to sanitation facilities, 22% versus 10% for Kd Sant, and the latter also have higher rates of toilet ownership. Nevertheless, approximately

16% of both groups are using latrines that are either public or private and have not been emptied, the use of which carries higher incidence rates of microbial infections. Eight percent (8%) of clients had experienced frequent diarrheal episodes; the opportunity cost of which amounted to 5 work days, on average. The only option that did not add points to the deprivation score is that of a regularly emptied facility, exclusive to the household.

**Table 3.2.11 Household sanitation infrastructure, by product and % of clients**

PRODUCT	None	Public toilet	Private toilet	Public toilet, unemptied	Private toilet, unemptied	TOTAL
Kd Sant	10	11	64	2	13	100
Solidarity	22	9	52	2	15	100

Regarding access to potable water, unsurprisingly Kd Sant clients have higher rates of access. SFF clients, on average, spend 23 minutes per day collecting water. Deprivation points were given for either more than 30 minutes spent collecting water daily or consuming water from an untreated source.

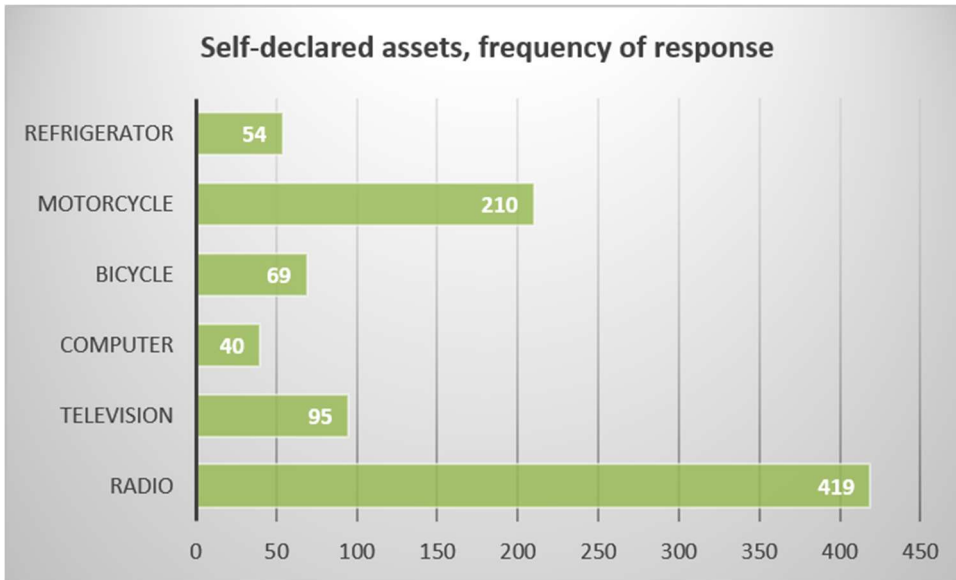
**Table 3.2.12 Potable water access, % of total by product**

PRODUCT	Treated	Untreated or from natural sources	TOTAL
Kd Sant	55	45	100
Solidarity	40	60	100

To ascertain dangers associated with housing structures, clients were asked about the impacts on their housing structures during certain climactic events. 33% and 36% of Kd Sant and Solidarity clients, respectively, experience leakage when it rains. Large percentages of both products experienced problems with insects and rodents, even when doors are closed: 75% of Kd Sant and 78% of Solidarity clients. Lower percentages experienced problems with the roofing during strong winds; 16% and 18% respectively. Deprivation points were assigned if a client answered affirmatively to any one of these problems.

Lastly, the Living Standards dimension of the MPI includes questions on household small goods possessions. Ownership of less than one of these goods added to the deprivation score. Most clients – 90% - own a telephone. Only 5% claimed to not own any of the assets listed in Table 3.2.13.

**Chart 3.2.13 Small assets ownership, frequency of responses**



*3.2.3 Does access to microfinance reduce poverty?*

Given the opportunity that SFF clients have to renew their loans and to graduate to other financial products, this provokes the question of whether longer exposure to the program is associated with better welfare outcomes. This section estimates whether such exposure leads to lower MPI deprivation scores, while controlling for branch and household fixed effects.

**3.2.3.1 Model specification**

The sample contains 928 borrowers in total: 385 borrowers in Kd Sant and 543 borrowers in the Solidarity program. The MPI deprivation score by household was converted into a three-category ordered outcome, in which vulnerable and non-poor were combined.

Ordered MPI category	Definition
Non-poor / low deprivation	$MPI < 0.333$
Moderate deprivation	$0.333 \leq MPI < 0.500$
High deprivation	$MPI \geq 0.500$

An ordered probit regression was estimated for each financial product, with the following explanatory variables: Cycle, Region (Nord, Sud, and Centre), Household type (female-headed, male-headed or both), Zone (urban or rural), Household size, Educational achievement (of client), and Repayment rating, which was the outcome of a trend analysis of client repayment behavior with each cycle. CYCLE was treated ordinally, with the lowest Cycle 1 being no exposure and Cycle 9 the highest exposure, signaling prolonged exposure. Branches were clustered by region.

<b>Nord</b>	<b>Centre</b>	<b>Sud</b>
Jan Rabel	Ench	Okay
Lenbe	Leyogann	Aken
Wanament	Gonayiv	Dam Mari
Twoudino		Fondeblan
		Marigo

### 3.2.3.2 Regression results

Because Cycle is considered the proxy for exposure, the coefficient of cycle is the key estimate. A negative coefficient means that higher exposure is associated with a lower probability of being in a higher deprivation category (poverty). Likewise, a positive coefficient implies a positive correlation between deprivation scores and prolonged exposure to the program. A coefficient of zero implies no relationship.

**Table 3.2.14 Regression results on Cycle**

<b>Product</b>	<b>Coefficient</b>	<b>Std. Error</b>	<b>p-value</b>	<b>Interpretation</b>
Kd Sant	-0.378	0.070	<0.001	Strong evidence of lower deprivation with higher exposure
Solidarity Loan	0.032	0.066	0.628	No statistically detectable exposure effect

The coefficient for Kd Sant is negative and statistically significant, which means that there is a strong negative association between the Kd Sant clients prolonged exposure to the program and their MPI deprivation score. That is, repeat Kd Sant clients are less poor.

The coefficients for the other explanatory variables are shown in the table below. Standard errors are reported in parentheses. Significance levels: \*\*\*  $p < 0.01$ , \*\*  $p < 0.05$ , \*  $p < 0.10$ .

**Table 3.2.15 Regression results, all variables**

<b>Variable</b>	<b>Kd Sant</b>	<b>Solidarity</b>
Loan cycle exposure, ordinal	-0.378*** (0.070)	0.032 (0.066)
Region: Nord	-0.032 (0.181)	-0.076 (0.166)
Region: Sud	0.292* (0.159)	0.023 (0.137)

Household type: female-headed	0.094 (0.163)	0.198 (0.134)
Household type: male-headed	0.348 (0.627)	0.277 (0.826)
Zone: urban	-0.097 (0.140)	-0.077 (0.118)
Household size	0.039 (0.062)	-0.028 (0.047)
Education: university	-0.175 (0.257)	-0.114 (0.241)
Education: some primary, no certificate	0.551** (0.231)	0.919*** (0.211)
Education: some secondary, no diploma	0.209 (0.229)	0.368* (0.202)
Education: no schooling	0.497 (0.313)	0.853*** (0.242)
Education: rhéto	0.088 (0.281)	0.229 (0.260)
Education: certificate	0.556** (0.240)	0.429* (0.225)
Repayment rating: decrease	-0.388 (0.795)	
Repayment rating: increase	-0.257* (0.140)	0.160 (0.116)
Repayment rating: no change	0.114 (0.330)	-0.120 (0.346)

Besides the coefficient on cycle, there were some other interesting observations:

- The coefficient on the Sud zone is positive and significant at the 10% significance level, which implies that repeat borrowers - Kd Sant only - in these branches experienced increased poverty. It is impossible to control for branch-level fixed effects, which include managerial and staff competencies and particularities of the area like price dynamics and infrastructure.
- Unsurprisingly, lower educational attainment is statistically significantly associated with higher MPI deprivation scores for Solidarity clients. That is, clients with no education or some primary have higher deprivation scores and are more likely to be poor, regardless of exposure.

- Finally, a repayment rating of ‘increase’, meaning that the client’s financial discipline had improved over time, had a significantly negative association with the MPI deprivation score among Kd Sant clients.

### 3.2.3.3 Predicted probabilities

Predicted probabilities for both products were calculated by cycle, while holding other variables like household type and client educational attainment, at mean values. For example, 16.5% of Kd Sant cycle 1 clients have a 16.5% probability of suffering from high deprivation and that probability drops to less than 2% by the time they reach cycle 9.

### 3.2.16 Deprivation probabilities, by product and cycle

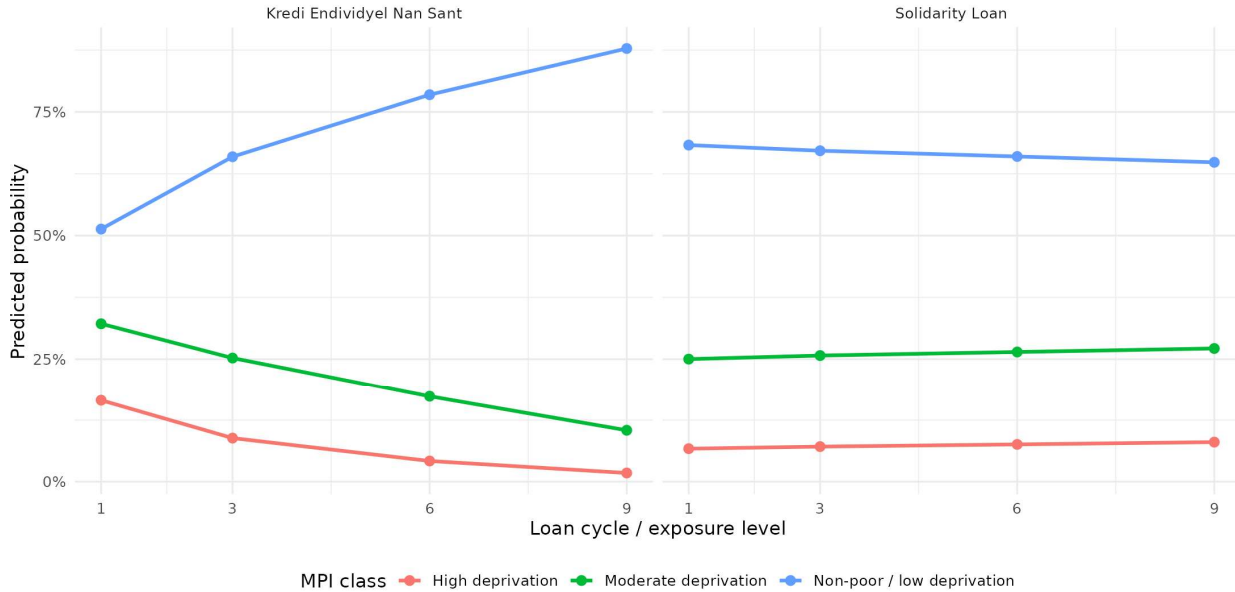
Product	Cycle	Low deprivation	Moderate deprivation	High deprivation
Kd Sant	1	51.3%	32.2%	16.5%
Kd Sant	3	65.9%	25.2%	8.8%
Kd Sant	6	78.5%	17.3%	4.2%
Kd Sant	9	87.8%	10.4%	1.8%
Solidarity Loan	1	68.3%	25.0%	6.7%
Solidarity Loan	3	67.2%	25.7%	7.1%
Solidarity Loan	6	66.0%	26.5%	7.5%
Solidarity Loan	9	64.8%	27.2%	8.0%

Ideally, we would like to see the low deprivation scores – the blue line - increase with cycle or, at the very least, the high deprivation scores – the red line – decline over time. This is the case for Kd Sant but not for Solidarity clients. That is, the proportion of Solidarity clients that transition from high deprivation to low deprivation over time does not change significantly. Whereas for Kd Sant, there is approximately 36% probability that her MPI deprivation score will decrease by 0.378.

### Chart 3.2.17 Predicted probability figure

Full ordered probit: predicted MPI class probabilities

Controls: region, household type, zone, household size, education, repayment rating; cycle coded as ordinal exposure



The findings suggest that the poverty-reduction association is concentrated among individual borrowers using Kd Sant. For this product, repeated exposure is strongly associated with lower deprivation. For Solidarity Loan, the regression model did not identify a statistically meaningful relationship between cycle exposure and MPI category.

The analysis should be interpreted as associational rather than causal. The data compare borrowers at different cycles, but they do not follow the same households over time. Differences across cycles may reflect program exposure, but they may also reflect selection by credit officers for loan renewal or better relationships with credit officers, or unobserved baseline differences.

### 3.3 Indicators of Resilience

The poor tend to be exceptionally vulnerable to unexpected events such as natural disasters, climatic shocks, illness and economic shocks. They also tend to be less able to act in mitigation of these adverse events. It is presumed that microfinance helps the poor mitigate these shocks by improving their resilience; thus, reducing their risk of exposure.

When they occur, unexpected events can affect clients' ability to uphold financial engagements. Gross National Income (GNI) per capita in Haiti was 283,448 HTG in 2024 according to World Bank Open Data.

When adjusted for consumer price inflation of 21%<sup>13</sup>, the real value is 234,254 HTG. Given that the average amount borrowed by Solidarity clients was 23,063 HTG and by Kd Sant, 40,076 HTG, this value represents between 10 and 17% of annual GNI and can be potentially destabilizing if repayment coincides with an external shock.

**Table 3.3.1 Average loan amounts, by product and cycle, HTG**

PRODUCT	Loan principal		Balance owed	
	New clients	Continuing clients	New clients	Continuing clients
Kd Sant	28,325	52,647	13,400	31,142
Solidarity Loan	20,202	29,341	9,748	12,071

Unsurprisingly, approximately 8% of the clients sampled had left their respective programs. Clients were asked to identify their priority household expenses. Solidarity and Kd Sant clients displayed identical priorities: health care and expanding their businesses emerged as the top priorities.

**Table 3.3.2 Household spending priorities, % of total, by product**

	Health	Food	Education	Business investment	Housing	Total
Kd Sant	64%	0%	1%	34%	2%	100%
Solidarity	69%	0%	2%	27%	1%	100%

Investments in livestock or capital stock for their commercial enterprises, participation in informal or formal savings mechanisms, and maintenance of social networks are among the actions that can reduce the negative impact of adverse and unexpected events. Ideally, clients would be implicated in more than one of these mitigative actions.

### 3.3.1 Business investment

With 90% of clients from both financial products engaged in petty commerce, clients identified investing in more merchandise as a business priority. The remaining 10% are engaged in charcoal, services including food and aesthetics, and parts – mainly auto and telephone.

**Table 3.3.3 Economic sectors implicated**

	Agriculture	Artisanal/manual trades	Petty commerce	Other	No business	Grand Total
Kd Sant	1%	1%	89%	5%	4%	100%
Solidarity	0%	0%	91%	6%	3%	100%

<sup>13</sup> Twelve month average, from March 2025 to March 2026. Institut Haitien de Statistiques et d'Informatique

When asked how much they had invested in their businesses during the three months prior to the survey, Kd Sant clients had invested, on average, 50,501 HTG and Solidarity, 33,500 HTG. Nearly a third, 27%, of clients had made some investment in equipment or materials in the previous 12 months of the survey. And 62% felt that their businesses had grown during the same period. Forty-seven percent (47%) added a new product or service within the last 12 months.

One indicator of business growth is whether the client had taken on family members or non-family members as employees. Five percent (5%) of clients had indeed done so and an additional 1% have non-family employees.

### 3.3.2 Savings

Nearly all clients had some available funds in their accounts. The average, self-reported savings balance for the entire sample was 5,410 HTG; median, 5,000 HTG. The average savings balance represents therefore nearly 2.3% of GNI per capita.

**Table 3.3.4 Average savings balances, by product and status, HTG**

<b>PRODUCT</b>	<b>New</b>	<b>Continuing</b>
Kd Sant	6283	8684
Solidarity	3392	5299

The average savings balances were tabulated by branch and appear to be remarkably concentrated around the mean, with the exception of Marigo.

**Table 3.3.6 Average savings balance, by branch, HTG**

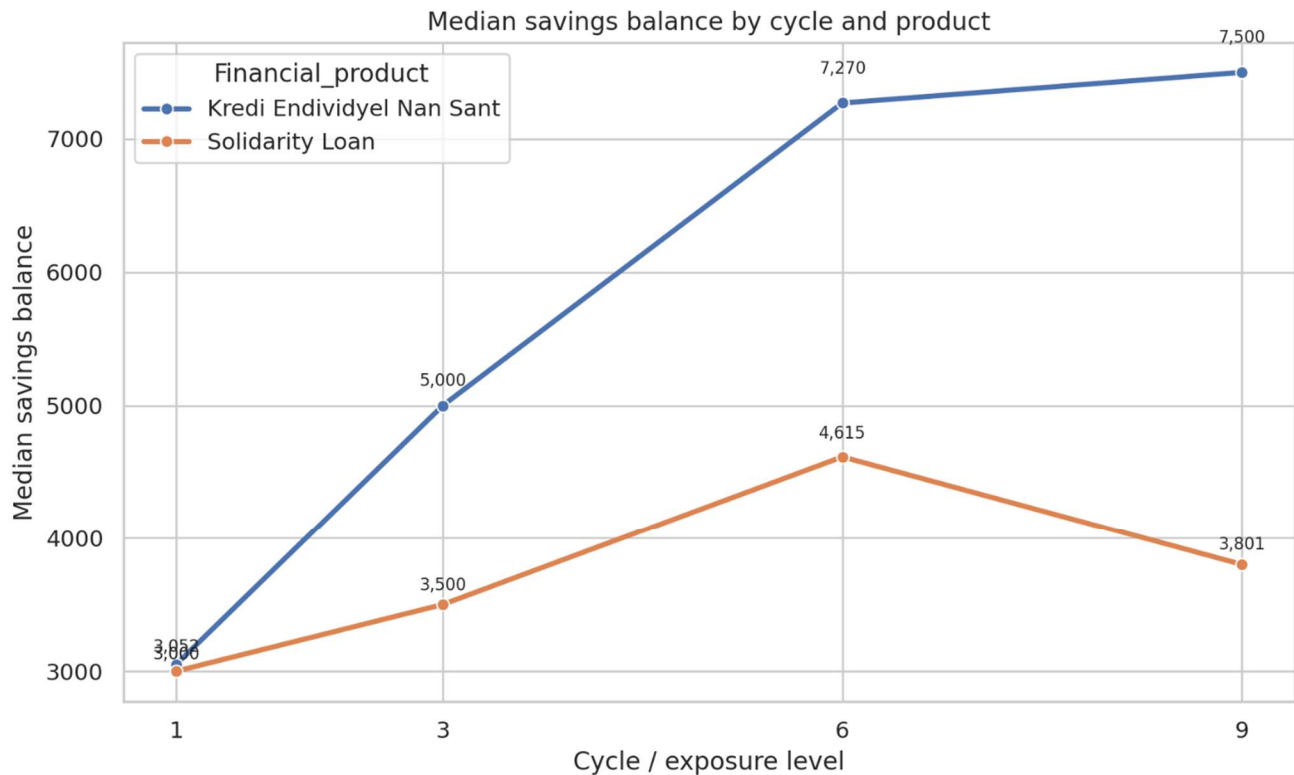
<b>BRANCH</b>	<b>Savings Amount</b>	<b>Net savings</b>
Aken	4558	2010
Dam Mari	5178	2700
Ench	4331	1507
Fondeblan	5290	2470
Gonayiv	4308	1362
Jan Rabel	5902	3252
Lenbe	5798	1837
Leyogan	5731	3092
Marigo	8629	6532
Okay	5989	3298
Twoudino	4053	946
Wanament	5553	2629

Given the savings balances of KD Sant and Solidarity clients and their respective cycles, Julius.ai was asked to determine whether there was a statistically significant relationship between the two variables; that is, do clients save more given prolonged affiliation with SFF? For both products, savings balances generally increase with exposure.

### 3.3.7 Median saving, by product and cycle, HTG

PRODUCT	Cycle 1	Cycle 3	Cycle 6	Cycle 9
Kd Sant	3,053	5,000	7,270	7,500
Solidarity	3,000	3,500	4,615	3,801

For Kd Sant, the increase is clear and fairly strong. Median savings rise from about 3,053 in Cycle 1 to 7,500 in Cycle 9. For Solidarity Loan, savings also rise from Cycle 1 to Cycle 6, but Cycle 9 is somewhat lower than Cycle 6. Still, Cycle 9 remains above Cycle 1.



Furthermore, Julius.ai was asked to estimate whether there was a positive correlation between savings and clients' exposure to SFF products, measured by cycle.

$\log(1 + \text{savings balance}) \sim \text{ordinal cycle exposure} + \text{branch} + \text{household type}$ , where cycle, the proxy for program exposure, was coded ordinally. That is, Cycle 1 clients have the least exposure; Cycle 9 clients, the longest exposure to SFF products.

**Table 3.3.8 Savings trend, regression output**

<b>PRODUCT</b>	<b>Cycle coefficient</b>	<b>p-value</b>	<b>Approx. change per exposure level</b>
Kd Sant	0.315	0.00047	+37.0%
Solidarity	0.259	0.00086	+29.5%

The cycle coefficient is positive and statistically significant for both products, which means that, after controlling for branch and household type, higher exposure is associated with higher savings balances. For Kd Sant, each step up in exposure (cycle) level is associated with about a 37% higher savings balance, on average. For Solidarity, each step up in exposure level is associated with about a 30% higher savings balance, on average. Thus, the regression evidence supports the conclusion that savings increase with exposure for both products.

The variance in mean savings by branch presented above appeared to have been negligible, but the regression also showed that this variance is statistically significant. For Kd Sant, 8.7% of the variation observed and 10.3% of the variation observed for Solidarity clients can be explained by branch level dynamics.

However, SFF imposes a required reserve to be deposited into their accounts in order to access the credit: It is 8% of the amount borrowed for Solidarity; 10% for Kd Sant. After subtracting this amount from savings balances, net savings were considerably lower: 2,690 HTG, down from 5,410 HTG, across both products and cycles. The average net savings balance was 3,693 HTG for Kd Sant and 1,979 HTG for Solidarity clients. Furthermore, 133 clients had zero or negative savings.

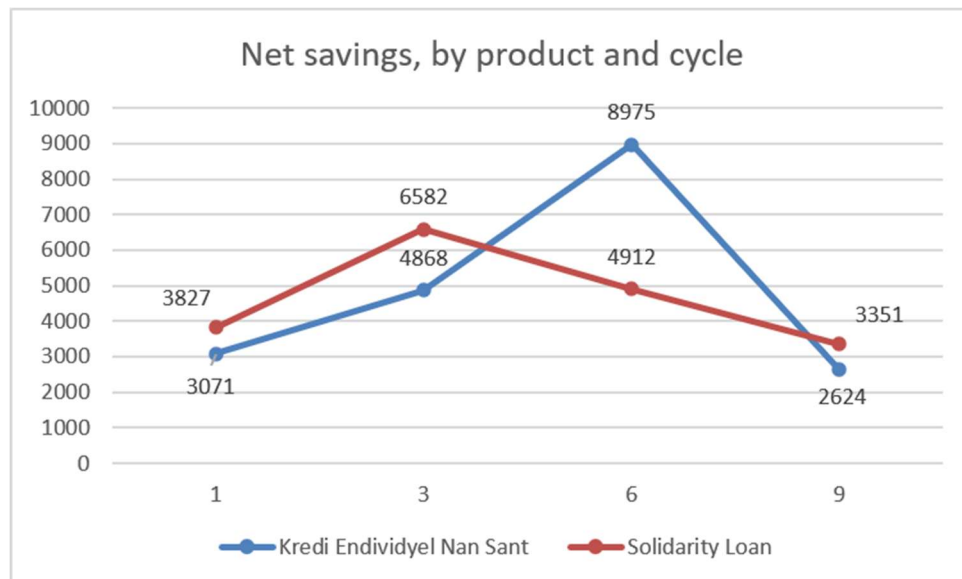
**Table 3.3.5 Average net savings, by product and status, HTG**

<b>PRODUCT</b>	<b>New</b>	<b>Continuing</b>
Kd Sant	3071	4359
Solidarity	1649	2703

Re-running the same regression shows that net savings still increases with cycle, but much of the increase is explained by the increase in loan size. Nevertheless, savings are expected to increase 1.8%

with each cycle, but these results are not statistically significant. That is, continuing clients do have higher net savings but it is likely because they are working through larger loans.

**Chart 3.3.6 Net savings, by cycle, HTG**



### 3.3.3 Empowerment

Respondents – mostly women – were asked whether they felt confident making decisions regarding money in the household. Overall, 73% answered affirmatively; 69% of Kd Sant and 76% of Solidarity clients.

**Table 3.3.9 Empowerment, by product and status, % of total**

PRODUCT	NEW	CONTINUING
Kd Sant	70	69
Solidarity	77	74

Similarly, respondents were asked the extent to which they participated in social groups or associations (school, church, savings groups, etc.). Forty-one percent (41%) of all clients answered affirmatively; 45% of Kd Sant and 38% of Solidarity clients.

**Table 3.3.10 Social connections, by product and status, % of total**

PRODUCT	NEW	CONTINUING
Kd Sant	44	45
Solidarity	38	38

### 3.3.4 Technology use

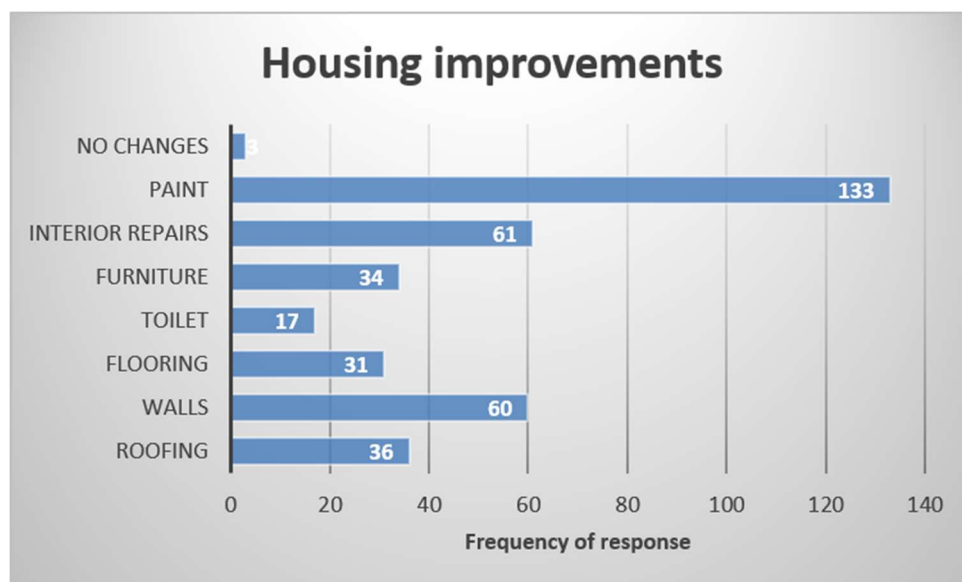
Technology adoption, specifically fintech, is also an indicator of resilience. Costs are minimized for all users and cash flow and management cease to be a security concern. Clients were asked if, in the 12 months preceding the survey, they had used digital money services. Over half, 52% of all clients had done so; 56% of Kd Sant and 48% of Solidarity clients.

**Table 3.3.11 Mobile money usage, by product and status, % of total clients**

PRODUCT	NEW	CONTINUING
Kd Sant	56	56
Solidarity	51	42

### 3.3.5 Housing investment

Investments to upgrade their homes render clients more resistant to adverse weather events. Only 14% had made some investment in their housing; 16% of Kd Sant and 13% of Solidarity clients.



The nature of the investments ranged from changing doors, improvement to roofing, walls or floors, and investments in sanitation.

### 3.3.6 Remittances

Analyzing the full contribution of remittances to clients' socio-economic situation remains a challenging question because clients are hesitant to divulge their various income streams. A triangulation of questions was used to bring some precision to the extent of their interactions with relatives and friends abroad and also to get a clearer picture of the support they can expect to receive during adverse events. In response to the question to how many times during the year did you receive money from outside of Haiti for you and your family. While approximately half responded never, approximately 35% of Kd Sant and 31% of Solidarity clients receive remittances at least once per year.

**Table 3.3.12 Frequency of remittances, % of all clients**

Frequency	KD Sant	Solidarity
Never	49	57
Infrequently	16	12
1 time/year	3	9
2-3 times/year	13	10
More than 4 times/year	19	12

However, when asked if they had received remittances in the 12 months prior to the survey, 84% responded affirmatively; 83% of Kd Sant and 85% of Solidarity clients. The third question asked whether, within the last 12 months, the client had to change American dollars for HTG; on average, 10% of clients said that they had.

### 3.4 Access and Voice<sup>14</sup>

Access refers to the ease of acquiring information and applying for SFF products. The greater the number of administrative procedures, the more clients' costs of applying for credit increases. These costs are related to the cost of gathering and submitting the documentary requirements, the time cost of traveling to and from the branches, and the opportunity cost of clients' time.

Clients were asked how many visits they had to make to the branch before getting approved for the loan. Both Solidarity and Kd Sant clients made, on average, 2 visits, while BD clients made, on average, 3 visits. Jan Rabel, Lenbe and Twoudino stand out as branches requiring a high number of visits.

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<sup>14</sup> This section considers all clients, including BD.

**Table 3.4.1 Number of visits, by product and branch**

Branches	BD1	BD2	BD3	Kd Sant	Solidarity
Aken	2.1	2.1	3.0	1.8	1.7
Dam Mari	1.8	2.3	3.7	2.0	2.1
Ench	3.1	2.5	3.4	2.0	1.1
Fondeblan	2.2	1.8	1.0	2.0	1.9
Gonayiv	2.8	2.3	2.8	2.1	2.3
Jan Rabel	3.4	3.4	3.6	2.7	2.9
Lenbe	2.3	4.0	2.4	1.7	1.8
Leyogan	2.9	2.7	4.5	1.7	1.7
Marigo	2.0	2.0	3.0	1.1	1.0
Okay	2.6	2.7	2.4	1.8	1.2
Twoudino	3.1	6.0	3.0	2.9	2.8
Wanament	3.0	2.5	2.2	2.1	1.8
Total	<b>2.6</b>	<b>2.8</b>	<b>3.2</b>	<b>2.0</b>	<b>1.7</b>

Clients were asked if they felt like they waited a long time before being served. Overall, only 11% felt that they had waited an exceptionally long time. This appears to be concentrated among the clients at Jan Rabel and Leyogann for BD clients; at Gonayiv and Jan Rabel, for Kd Sant and Solidarity clients.

**Table 3.4.2 Clients who affirmed long waiting times, by branch and product**

Branches	BD1	BD2	BD3	Kd Sant	Solidarity
Aken	0%	0%	0%	0%	0%
Dam Mari	4%	0%	0%	12%	11%
Ench	6%	0%	14%	5%	5%
Fondeblan	7%	50%	0%	6%	6%
Gonayiv	14%	0%	0%	29%	33%
Jan Rabel	46%	38%	60%	26%	29%
Lenbe	9%	0%	15%	5%	8%
Leyogan	24%	17%	19%	5%	7%
Marigo	0%	33%	0%	0%	0%
Okay	13%	8%	14%	8%	14%
Twoudino	0%	0%	0%	4%	3%
Wanament	11%	0%	20%	11%	17%
Total	<b>12%</b>	<b>14%</b>	<b>15%</b>	<b>9%</b>	<b>11%</b>

Clients were also asked about the number of documents required before getting approved for the loan. Two or less was the most common answer for both Kd Sant and Solidarity clients. For BD clients, the average was 3 documents. The Aken branch had the highest evidentiary burden. Documents required by prospective clients included identification cards, birth certificates, photographs, and proof of address.

**Table 3.4.3 Number of documents required for application, by branch and product**

<b>Branches</b>	<b>BD1</b>	<b>BD2</b>	<b>BD3</b>	<b>Kd Sant</b>	<b>Solidarity</b>
Aken	5	5	5	2	2
Dam Mari	3	3	3	2	3
Ench	3	4	3	2	1
Fondeblan	3	3	2	1	1
Gonayiv	2	2	2	2	2
Jan Rabel	3	3	3	2	2
Lenbe	1	1	1	1	1
Leyogan	2	2	2	2	2
Marigo	2	2	4	1	1
Okay	3	3	3	3	2
Twoudino	2	2	1	2	2
Wanamant	2	2	3	2	2
<b>Total</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>

Clients were asked to what extent they agreed with statements related to their level of satisfaction with SFF services. While the majority selected *Agree* or *Totally agree*, there were some indications of dissatisfaction with service delivery. Thirty percent (30%) do not appear to be aware of any complaints mechanism. Six (6%) do not agree that the customer is at the center of SFF action nor that the loan amount is sufficient to meet their needs. An additional 5% did not agree that the application process was efficient.

**Table 3.4.4 Satisfaction questions**

Statements	Totally agree	Agree	Disagree	Totally disagree
The Loan Officer gives clear & sufficient information on the loan program	36%	63%	1%	<1%
The application process was efficient; it didn't take a lot of time and was not costly.	82%	13%	5%	<1%
The Loan Officer is professional and has good relationship with the clients	70%	29%	1%	0%
If I am not satisfied with something, I know that there are mechanisms to make complaints.	63%	6%	25%	5%
The customer is at the center of every SFF action	75%	19%	5%	1%
The credit helps me respond to my family needs and solve my problems	70%	25%	5%	1%

Generally clients, 88%, declared that it as their intention to renew their loans with SFF. The average from all financial products was above the 85<sup>th</sup> percentile.

**Table 3.4.5 Client intention to renew, by product**

PRODUCT	No	Yes
BD1	13%	87%
BD2	9%	91%
BD3	8%	92%
Kd Sant	12%	88%
Solidarity Loan	13%	87%

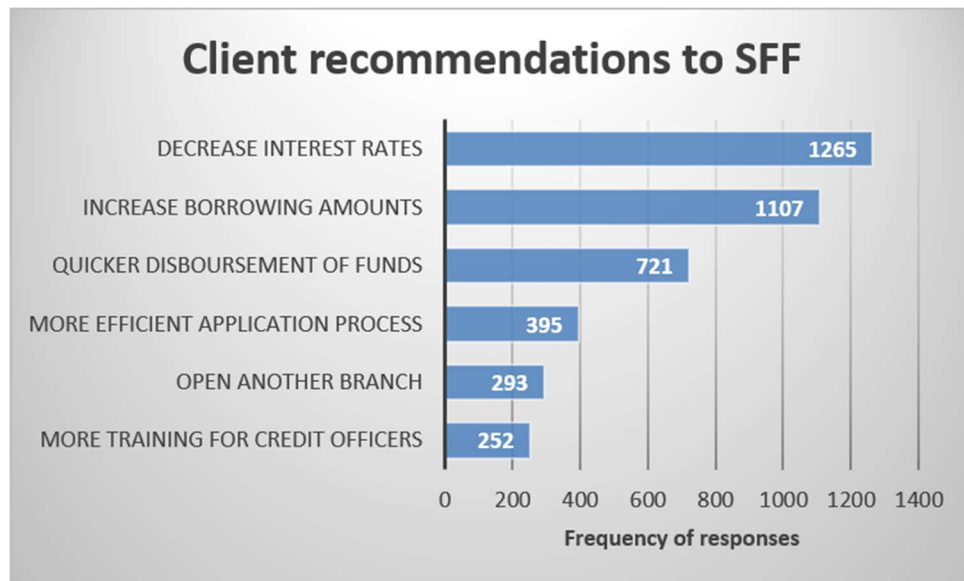
Clients were also asked whether they would recommend SFF to others. For all products, the majority of clients – greater than 75% - would *just recommend* or *highly recommend*. It should be noted however that 8% of the sample would not recommend their respective product.

**Table 3.4.6 Client recommendations, by product**

Recommendation	Not recommend at all	Recommend a little	Just recommend	Highly recommend
Kredi BD SME BD1	7%	8%	43%	42%
Kredi BD SME BD2	6%	19%	30%	45%
Kredi BD SME BD3	10%	10%	31%	49%
Kredi Endivdyel Nan Sant	5%	11%	39%	45%
Solidarity Loan	10%	10%	34%	46%

The final group of questions in the survey asked clients to make recommendations to SFF to improve their service delivery and client experiences. The most frequent recommendations were to decrease interest rates and increase borrowing amounts. Clients were allowed to choose more than one of the prescribed recommendations.

**Table 3.4.7 Client recommendations to SFF**



## 4 Conclusion

The 2025 Social Impact Monitoring Report, produced by the Monitoring and Evaluation Department of the Fonkoze Foundation for Sèvis Finansye Fonkoze (SFF), assesses the institution’s progress toward achieving its social performance objectives among clients of its primary microfinance products. The evaluation focuses primarily on clients of the Solidarity Loan and Kd Sant loan products across twelve branches in Haiti and examines poverty levels, food security, access to services, and client satisfaction to determine whether SFF’s financial services contribute meaningfully to improvements in clients’ economic conditions, resilience, and quality of life.

The evaluation targeted active and inactive clients of the Solidarity and Kd Sant loan products across twelve SFF branches, with particular attention given to borrowers at different loan cycles to measure the potential effects of prolonged program participation. The total population of interest consisted of 6,380 eligible clients after filtering for active borrowers within cycles 1, 3, 6, and 9.

A statistically representative sample was developed using a proportionally stratified sampling approach by branch and loan product. Although the minimum required sample size was calculated at 368 respondents, the study expanded the sample to 1,479 clients to improve analytical strength and allow for branch-level comparisons. Additional baseline data were also collected from Business Development (BD) loan clients to support future monitoring of enterprise growth outcomes.

Data collection was conducted using trained enumerators equipped with tablets and the Open Data Kit (ODK) platform. Enumerators completed a three-day training and administered questionnaires covering demographics, multidimensional poverty, food insecurity, resilience, and perceptions of SFF services. Data were uploaded to a cloud-based system and later exported to Microsoft Excel for analysis.

To ensure data quality, the evaluation implemented a two-step validation process involving daily monitoring of submissions and follow-up audits on a random sample of interviews. While the report identifies several challenges—including logistical constraints, respondent hesitancy, and inconsistencies in some responses—it also highlights improvements made to strengthen the evaluation process, such as enhanced enumerator training, improved coordination with branch staff, and real-time communication through WhatsApp groups.

Ultimately, 1,468 questionnaires were validated and retained for analysis.

The analysis presents a detailed profile of SFF clients and evaluates their socio-economic conditions, poverty status, resilience, and satisfaction with services. The typical SFF client in 2025 was identified as a rural woman in her late thirties or early forties living in a five-person household with modest income levels. Continuing clients generally demonstrated slightly stronger economic indicators than new clients, including higher savings balances and greater rates of home ownership.

Food insecurity emerged as a major concern among clients. Using the Reduced Coping Strategies Index (rCSI), the study found that many households regularly adopted coping mechanisms such as reducing meal sizes and decreasing the number of meals consumed. Solidarity clients exhibited higher food insecurity scores than Kd Sant clients, suggesting greater vulnerability among this group.

The report also examined income poverty and multidimensional poverty. Average household incomes among clients remained substantially below international poverty thresholds, even when remittances were considered. Using the United Nations Development Programme's Multidimensional Poverty Index (MPI), the evaluation found that 51% of clients were classified as poor or severely poor. The Living standards dimension—questions which touched on access to sanitation, potable water, clean energy, and secure housing—was identified as the principal driver of deprivation.

Notably, the analysis explored whether prolonged participation in SFF programs was associated with reduced poverty. An ordered probit regression analysis found a significant negative relationship between program exposure (cycle) and poverty levels (MPI deprivation score) among Kd Sant clients, indicating that repeat borrowers in the individual lending program tended to experience lower deprivation over time. However, no statistically significant relationship was found for Solidarity Loan clients, suggesting that longer participation in group lending did not correspond with measurable reductions in multidimensional poverty.

Overall, SFF continues to serve predominantly poor and vulnerable populations, particularly women, while providing accessible financial services and contributing to improvements in client resilience. At the same time, the findings highlight persistent structural poverty and food insecurity challenges, especially among Solidarity clients, underscoring the need for continued adaptation of social and financial interventions.

<b>Social performance goal</b>	<b>Indicator</b>	<b>Kd Sant</b>	<b>Solidarity</b>
SFF aims to serve the poor, with a focus on women.	% of women of total clients	98%	98%
	% poor and severely poor in Multidimensional Poverty Index	49%	52%
SFF strives to provide access to beneficial products and services.	Number of documents required for application	2	2
	Long waiting time experienced	10%	11%
	Number of visits to the branch	2	2
SFF ensures that clients have a voice within the organization. % clients in agreement with the following statements:	Borrowing terms clearly explained by credit officer	99%	99%
	Efficient application process	94%	96%
	Professional credit officer	100%	100%
	Knowledge of complaints mechanism	69%	74%
	Satisfaction with borrowing amount	93%	97%
	SFF tries to meet client needs	94%	97%
SFF aims to improve clients' economic situation.	Average (median) household revenue, HTG	20,279 (15,000)	15,811 (12,500)
	Housing ownership rates	43%	46%
SFF aims to improve clients' quality of life.	Reduced Coping Strategies Index Score	13	17
	Made investments to improve living conditions within previous 12 months	16%	13%
	Average (median) weekly food expenditure, HTG	1,459 (1,250)	1,394 (1,000)
SFF aims to enhance clients' resilience.	Amount of savings (net savings), HTG	7,721 (3,693)	3,824 (1,979)
	% having family (non-family) employees	7% (2%)	4% (1%)

	Amount invested in business capital stock during previous 3 months, HTG	50,501	33,500
	% using digital or mobile banking services	56%	48%

## 5 Supplement: Baseline for BD clients

Future studies of BD clients will focus principally on Social Performance Goal no. 7: SFF focuses on the growth of BD Clients' businesses and their economic impact. Consequently, a survey of BD clients was undertaken to establish some baseline values with regards to the nature and size of their businesses, as well as indicators of resilience. There were 507 BD clients sampled, with the majority in BD1, across the 12 branches.

**Table 5.1 Sample of BD clients, by branch**

BRANCH	BD1	BD2	BD3	Total
Aken	29	7	1	37
Dam Mari	47	3	11	61
Ench	33	2	7	42
Fondeblan	14	4	1	19
Gonayiv	43	4	5	52
Jan Rabel	28	8	5	41
Lenbe	32	2	13	47
Leyogan	33	6	21	60
Marigo	18	3	1	22
Okay	46	12	14	72
Twoudino	18	4	5	27
Wanament	18	4	5	27
Total	<b>359</b>	<b>59</b>	<b>89</b>	<b>507</b>

The typical BD client is a person in their early 40s, living in a 4-member household. Seventy-six percent (76%) live in a two-parent household; however, 31% of the female BD clients declared living in a single parent household. Only half of BD clients are women, and the majority, 63%, have at least a secondary school diploma. Ownership rates are higher for BD2 and BD3 clients. The majority of households also appear to be supported by transfers, with 52% declared having received remittances at least once per year; 92% declared having received a transfer during the 12 months preceding the survey. BD clients don't appear to be suffering from food insecurity and employ, on average, a coping strategy 6 times over a 7-day period. They spend 1,799 HTG on food per week; median, 1,500 HTG. Thirty percent (30%) ranked as poor/severely poor in the MPI. One-third, 28%, declared having made improvements to their homes in the 12 months prior to the survey; most of whom, 68%, were BD1 clients.

**Table 5.2 Summary statistics, by cycle**

CYCLE	% women	Average age	Household size	House ownership	Urban resident	rCSI score	%, at least secondary education
BD1	54%	39	4	38%	74%	9	70%
BD2	46%	42	4	54%	68%	5	66%
BD3	40%	42	4	54%	70%	6	78%

When asked to identify priority areas for investment, 62% responded that health was their first priority; 36%, to invest in their businesses. Nearly all, 92%, are in the commerce sector; 2%, in artisanal/manual trades. An additional 5% responded that they were implicated in the services sector, which includes telephone accessories, vehicle parts, restaurant and catering, and aesthetic services. When asked about business location, half of those who identified as traders, 48%, were in operated in open-air markets (*marches*). Other respondents identified their own homes as the principal location of the business (27%) or a place that was rented (20%). Two percent of respondents are itinerant.

**Table 5.3 BD client indicator table**

	BD1	BD2	BD3
Amount invested in business, within last 3 months, HTG, average	157,733	331,967	334,604
% invested in equipment/tools in last 12 months	39%	46%	40%
Average savings, HTG	19,211	36,862	47,994
Average household income, HTG	43,800	82,917	68,808
Average amount borrowed, HTG	134,276	274,203	415,193
Average amount owed, HTG	56,598	154,178	154,110
% having employees	16%	20%	32%
% using mobile banking	74%	74%	66%
% left program	9%	7%	10%
% having a home garden	32%	25%	34%
% invested in livestock	29%	35%	27%

Respondents were asked about the amount invested in their business in the 3 months prior to the survey. The overall average, across the 3 cycles, was 212,000 HTG. These amounts increase with cycle, as do borrowing amounts. For BD1, the amount invested was 17% higher than the amount borrowed; for BD2, 16% higher, but for BD3, this amount was 20% less than the amount borrowed.

## Annex 1 Terms of reference

### 2025 Evaluation of Sèvis Finansye Fonkoze’s Social Performance Monitoring Indicators: Terms of Reference

#### Objectives:

The objectives of the 2025 evaluation of Sèvis Finansye Fonkoze S.A. (SFF) services are

- (1) to provide a general profile of the well-being of clients, with a particular focus on the nature and scope of poverty experienced by clients;
- (2) to monitor their state of welfare over time;
- (3) to track usage and impact of their loans,
- (4) to assess the quality of service provision and client satisfaction levels.

The evaluation takes into consideration SFF Social Performance Management goals; in particular, goals 1 through 6.

1. SFF aims to serve the **poor**, with a focus on **women**.
2. SFF strives to provide **access to beneficial** products and services.
3. SFF ensures that clients have a **voice** within the organization.
4. SFF aims to **improve clients' economic situation**.
5. SFF aims to **improve clients' quality of life**.
6. SFF aims to **enhance clients' resilience**.
7. SFF focuses on the **growth of BD Clients' businesses** and their economic impact.
8. SFF aims to maintain a **committed and satisfied workforce**.

#### Methodology:

1. The Foundation’s Social Impact team (ENSO) will take a representative sample of new and continuing clients (Solidarity, Kd Sant, and DB (1-3)) and clients who have discontinued from **12 branches**. Schedule 1 lists the branches sampled during the 2024 evaluation. The size sampled from each branch (i.e. the number of clients surveyed) is a function of the total number of clients serviced at the branches selected.
2. The administered questionnaire will include questions from the Multidimensional Poverty Index and any other related questions. See Schedules 2 for information about the MPI and Schedule 3 for additional suggested indicators.
3. EnSo will design the instrument, train and supervise enumerators. The number of enumerators will depend on the number of branches surveyed.
4. A data validation exercise will randomly select 20% of enumerators’ completed questionnaires.
5. Data will be collected via tablets, using the ODK Collect application and stored on EnSo’s ONA platform, an external private server.

## **Information requested from SFF**

A list of new clients in each of the selected branches from loan products KD Sant, Solidarity, and DB1-DB3.

The total number (active and inactive) of clients, by loan product (above) and by branch (Schedule 1)

List of active clients (those with renewed loans) in Cycles 3, 6, and 9, by product (above) and branch (Schedule 1)

Confirmation that the definition of the cycles remains the same: New clients joined SFF less than three months; Cycle 3 clients have been with Fonkoze 9 months; Cycle 6 clients, three years; Cycle 9 clients, 5 years.

## **Deliverables**

A validation (for data integrity) report of the collection phase

A preliminary report (1<sup>st</sup> draft), to include:

- MPI scores, by branch and by cycle for new clients
- A distribution of poor and extremely poor households, by branch area
- An analysis of the indicators relating to access to SFF products and services; implicit costs and transaction costs of opening an account/applying for a loan; the documentary burden; the costs associated with time and travel.
- An analysis of the indicators measuring voice: What mechanisms provide a voice to clients? Is there a complaints mechanism in place? How do clients express their satisfaction?
- An analysis of the indicators tracking resilience: For those engaged in livestock, number of heads lost to theft or natural disaster in the last 12 months? What security measures are taken? How costly are they? Similar for agriculture and commerce.
- An analysis of the indicators that measure the growth of enterprise: Have they hired someone? Renewal of capital stock? Operating expenditures?
- The results of new and active client satisfaction surveys and of clients who have discontinued their association with SFF

A final report, incorporating feedback from SFF/SPM, to include:

- A longitudinal poverty analysis of active clients to cycle 9
- A discussion of the nature of observed changes in poverty (i.e. health, education, standard of living) and how their lives have improved (both economically and financially) while an SFF client
- A discussion about the observed resilience strategies of SFF clients
- An evaluation of SFF operations vis a vis its social performance goals.
- A summary in French
- Presentation of results, including PowerPoint presentations in French and English

### Calendar of deliverables

Activity	Date
Finalization of terms of reference	November
Data collection and audit	January - March 2026
Data collection and audit report	April 2026
Report, 1 <sup>st</sup> draft	May 2026
Final report	June 2026

### Schedule 1 List of Branches

Branches surveyed for 2024 evaluation	Branches to be surveyed for 2025 evaluation
Aken	Aken
Bomon	Dam Mari
Folibete	Wanament
Janrabel	Janrabel
Fondwa	Marigo
Lagonav	Okay
Milo	Twoudino
Tomonn	Gonayiv
Ench	Ench
Miragwan	Leyogann
TiRivye de Nip	Fondeblan
	Lenbe

**Annex 2 Julius.ai prompts and output**

Separate attachment.

### Annex 3: About the SFF loan products stated in the report

Amongst the large-scale financial products and services offered to the Haitian community by the SFF, our social impact analyses data for clients of 3 major loan products. They are described in the table below.

Loan Products	Description																																	
<p><i>Solidarity Loan</i></p>	<p>It is a Solidarity Loan for groups in existing centers.</p> <p>It is offered to group of five Haitian women aged from 18 and 45 years to help them in their economic activities: Trade, Service and Transformation.</p>	<table border="1"> <thead> <tr> <th data-bbox="855 564 967 636">Cycle</th> <th data-bbox="967 564 1203 636">Limit Amount (HTG)</th> <th data-bbox="1203 564 1421 636">Period</th> <th data-bbox="1421 564 1421 636"></th> </tr> </thead> <tbody> <tr> <td data-bbox="855 636 967 678">1</td> <td data-bbox="967 636 1203 678">3,000 – 6,000</td> <td data-bbox="1203 636 1421 678">4-6 months</td> <td data-bbox="1421 636 1421 678"></td> </tr> <tr> <td data-bbox="855 678 967 720">2</td> <td data-bbox="967 678 1203 720">9,000</td> <td data-bbox="1203 678 1421 720">4-6 months</td> <td data-bbox="1421 678 1421 720"></td> </tr> <tr> <td data-bbox="855 720 967 762">3</td> <td data-bbox="967 720 1203 762">13,500</td> <td data-bbox="1203 720 1421 762">4-6 months</td> <td data-bbox="1421 720 1421 762"></td> </tr> <tr> <td data-bbox="855 762 967 804">4</td> <td data-bbox="967 762 1203 804">20,000</td> <td data-bbox="1203 762 1421 804">4-6 months</td> <td data-bbox="1421 762 1421 804"></td> </tr> <tr> <td data-bbox="855 804 967 846">5</td> <td data-bbox="967 804 1203 846">30,000</td> <td data-bbox="1203 804 1421 846">4-6 months</td> <td data-bbox="1421 804 1421 846"></td> </tr> <tr> <td data-bbox="855 846 967 888">6</td> <td data-bbox="967 846 1203 888">45,000</td> <td data-bbox="1203 846 1421 888">4-6 months</td> <td data-bbox="1421 846 1421 888"></td> </tr> <tr> <td data-bbox="855 888 967 930">7</td> <td data-bbox="967 888 1203 930">60,000</td> <td data-bbox="1203 888 1421 930">6-9 months</td> <td data-bbox="1421 888 1421 930"></td> </tr> </tbody> </table>	Cycle	Limit Amount (HTG)	Period		1	3,000 – 6,000	4-6 months		2	9,000	4-6 months		3	13,500	4-6 months		4	20,000	4-6 months		5	30,000	4-6 months		6	45,000	4-6 months		7	60,000	6-9 months	
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<p><i>Kredi Endividyèl Nan Sant (Individual Credit in the Center)</i></p>	<p>It is an individual loan offered to women from 18 to 60 years old in the credit centers.</p> <p>Loans shall be used to fund the client’s own enterprise for the purpose of either working capital or investment in any of the following business sectors:</p> <ul style="list-style-type: none"> <li>• Trade: selling and purchasing of goods in market and local areas;</li> <li>• Agriculture: crops, vegetable, kitchen gardening etc.;</li> <li>• Livestock: pigs, goats, poultry farms etc.; or</li> <li>• Other businesses: any sector other than above.</li> </ul>	<table border="1"> <thead> <tr> <th data-bbox="855 1052 967 1123">Cycle</th> <th data-bbox="967 1052 1187 1123">Limit Amount (HTG)</th> <th data-bbox="1187 1052 1421 1123">Term</th> <th data-bbox="1421 1052 1421 1123"></th> </tr> </thead> <tbody> <tr> <td data-bbox="855 1123 967 1205">New Client</td> <td data-bbox="967 1123 1187 1205">15,000</td> <td data-bbox="1187 1123 1421 1205">3-6 months</td> <td data-bbox="1421 1123 1421 1205"></td> </tr> <tr> <td data-bbox="855 1205 967 1247">1</td> <td data-bbox="967 1205 1187 1247">25,000</td> <td data-bbox="1187 1205 1421 1247">4-6 months</td> <td data-bbox="1421 1205 1421 1247"></td> </tr> <tr> <td data-bbox="855 1247 967 1289">2</td> <td data-bbox="967 1247 1187 1289">35,000</td> <td data-bbox="1187 1247 1421 1289">4-6 months</td> <td data-bbox="1421 1247 1421 1289"></td> </tr> <tr> <td data-bbox="855 1289 967 1331">3</td> <td data-bbox="967 1289 1187 1331">50,000</td> <td data-bbox="1187 1289 1421 1331">4-9 months</td> <td data-bbox="1421 1289 1421 1331"></td> </tr> <tr> <td data-bbox="855 1331 967 1373">4</td> <td data-bbox="967 1331 1187 1373">75,000</td> <td data-bbox="1187 1331 1421 1373">4-12 months</td> <td data-bbox="1421 1331 1421 1373"></td> </tr> <tr> <td data-bbox="855 1373 967 1415">5+</td> <td data-bbox="967 1373 1187 1415">100,000</td> <td data-bbox="1187 1373 1421 1415">4-12 months</td> <td data-bbox="1421 1373 1421 1415"></td> </tr> </tbody> </table>	Cycle	Limit Amount (HTG)	Term		New Client	15,000	3-6 months		1	25,000	4-6 months		2	35,000	4-6 months		3	50,000	4-9 months		4	75,000	4-12 months		5+	100,000	4-12 months					
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