Symbiotics

COVID-19 Aggregate Report



Welcome To Your 60dB Results

We enjoyed hearing from 3150 of your clients – they had a lot to say!

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family financial

situation got worse

Symbiotics Data Snapshot

The financial impact of COVID-19 has been devastating for clients globally. Symbiotics clients are being more severly impacted compared to clients of other global FSPs.

food consumption

decreased

Poverty Profile	Gender Profile	Main Activity Sectors	Concern Level
51% live in poverty (below \$3.20 line)	69% of respondents were female	51% Retail23% Service19% Agriculture	70% 'very much' concerned about COVID-19
Financial Situation	Income Change	Repayment Burden	Food Consumption

stated loan repayments

a 'heavy burden'

main source of income

decreased

Customer Voice

"I was expecting the government to come and help us but they didn't. But from the time to time we hear the number of recoveries rise, so it's good news."

Data Summary

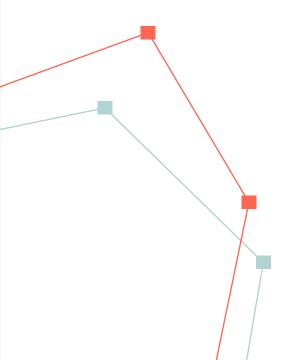
Company Performance: 3150 MFI clients survey across two rounds between August – November 2020. The 60dB Financial Inclusion COVID-19 Benchmark includes data from **8,095 clients**, from **15 financial service providers** in **12 countries** collected between July and November.

60dB Financial Inclusion COVID-19 Benchmark:

Concern Level: 66%
Financial Situation Worsened: 88%
Decreased Income: 84%
Decreased Food Consumption: 43%

Customer Voices

We love hearing customer voices. Here are some that stood out.



Reasons for Concern due to Pandemic

70% stated they are 'very much' concerned with the economic and health impact from the coronavirus pandemic

"Before, we worked as a group. Since the start of the pandemic, the authorities have imposed social distancing on us. As we work individually, production has dropped a lot, so we no longer win as before." (Senegal)

"Before, our business was booming. But when the lockdown came, we no longer had sales again like before because customers are not coming to patronize our items as usual." (Nigeria)

"During this corona period, I reduced the number of days and working hours because I have diabetes. This is because I fear getting the virus. I also have to send one of my employees to the slaughterhouse to buy meat for me." (Kenya)

"I was expecting the government to come and help us but they didn't. But from the time to time we hear the number of recoveries rise, so it's good news." (Senegal)

Reason for Change of Main Income

89% reported their main income source decreased

"At first, because of the lockdown, we were not allowed to work. And when the lockdown was lifted, people were still scared of the virus, and they stayed confined, saved for the new school year, and had less money, so clothes are not their priorities." (Madagascar)

"I do not sell my tomatoes as I used to because the demand has decreased. I used to sell 100 kg of tomatoes for 10,000 Kenyan shillings; now, I sell 100 kg of 4000 Kenyan shillings." (Kenya)

"During the lockdown the suppliers couldn't come around often, and when they did I was having enough money to buy in bulk." (Senegal)

Opportunities For Company Support

88% of clients had a specific suggestion for improvement

"The first deposit and loan must be in the same month, meaning they should give us the loan immediately after we deposit the caution." (Senegal)

"They should increase the period to pay. Because we are struggling, let's say if it's supposed to be 6-8 months, they should increase it to one year." (Nigeria)

"We haven't been able to pay our kids' school fees for two months now; we need help with that." (Madagascar)

"They should make more loans available at low interest rates." (Senegal)

How are your clients faring financially?

How have clients' incomes been impacted?

How are your clients coping with COVID-19?

How has food consumption been affected?

What is the loan burden of your clients?

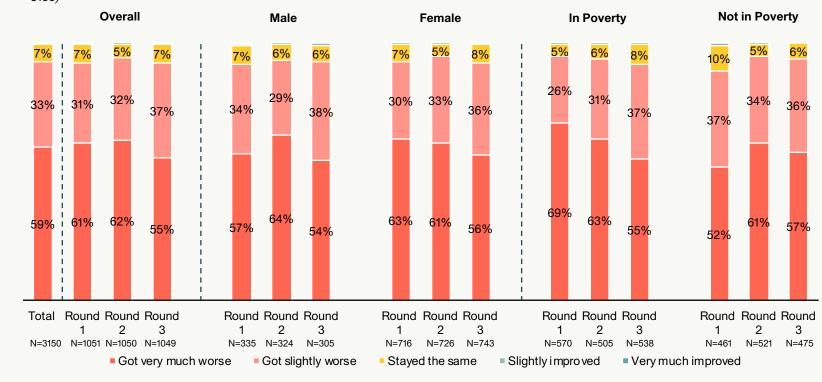
The impact on clients' financial situation has been significant: 93% of respondents

reported their financial situation worsened.

There has been a slight improvement of the financial situation over time for nearly all customer segments. Although clients living in poverty have been most severely impacted, these clients report the largest improvement across rounds. The impact of COVID-19 on most clients' financial situations has improved across rounds, however, clients not in poverty have seen the severity of this worsening grow over time.

Impact on Financial Situation by Round, Gender & Poverty

Q: So far, overall, has the financial situation of your family changed since the coronavirus lockdown? (n = 3150)



Impact on Financial Wellbeing

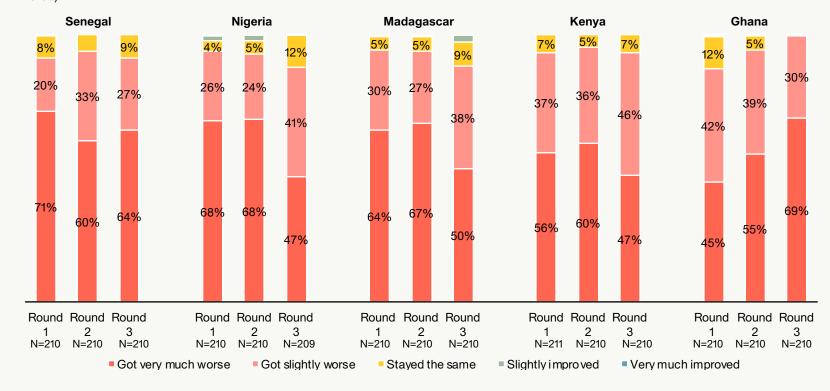
The severity of worsening financial situations has improved in most countries across time. However, the overall proportion saying their financial situation has gotten worse remains high.

At present, clients in Nigeria and Kenya report the least severe financial impact. Clients in Senegal and Ghana report the most severe impact, with clients in both countries reporting a worsening impact between round 2 and round 3.

Financial situations have improved in 4 of 5 countries; Addosser clients in Nigeria have seen the most significant improvements, while clients of Sinapi in Ghana have seen their situation worsen.

Impact on Financial Situation by Country and Round

Q: So far, overall, has the financial situation of your family changed since the coronavirus lockdown? (n = 3150)



Despite improvements in the severity of worsening financial situations across rounds, clients in all sectors continue to be heavily impacted by the pandemic.

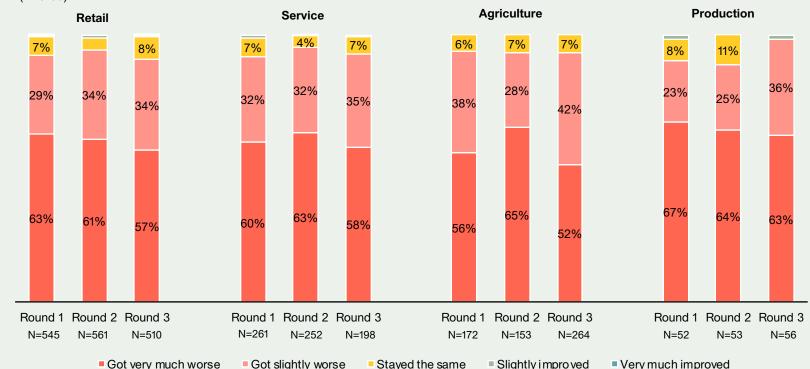
Clients in the Production sector continue to be the most heavily impacted by COVID-19, with nearly all clients in round 3 saying their financial situation has worsened.

Clients in the Service and Agriculture sectors both saw a spike in the severity of worsening financial situations in round 2, but those rates have recovered slightly in round 3.

Client in the Production sector have seen their financial situations most severely impacted, while those in the Agriculture sector appear to be more insulated.

Impact on Main Income Source By Activity Sector & Round

Q: So far, overall, has the financial situation of your family changed since the coronavirus lockdown? (N=3150)



How are your clients faring financially?

How have clients' incomes been impacted?

How are your clients coping with COVID-19?

How has food consumption been affected?

What is the loan burden of your clients?

Impact on Main Income Source

90% of clients say their income has 'very much decreased' or 'slightly decreased' because of COVID-19; severity of income loss has improved across rounds.

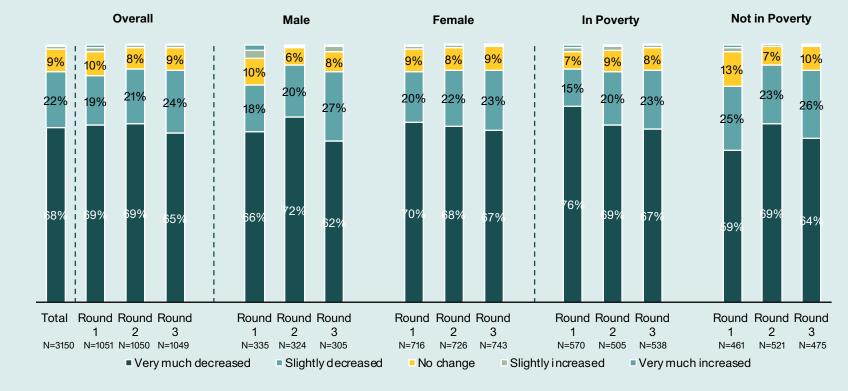
The impact on clients' main income source has been devastating, but appears to me improving over time. The proportion of clients saying their income had 'very much decreased' dropped slightly from 69% in round 1 to 65% in round 2.

Clients living in poverty have seen the most significant improvements, while clients not in poverty have seen the severity of income loss worsen from 59% in round 1 to 64% in round 3.

The number of clients saying they have 'no income' dropped slightly from 8% to 3%, which may be an early sign of recovery.

Impact on Main Income Source by Round, Gender & Poverty

Q: Has income from your main income source changed because of COVID-19? (n = 3150)



Impact on Main Income Source: Country

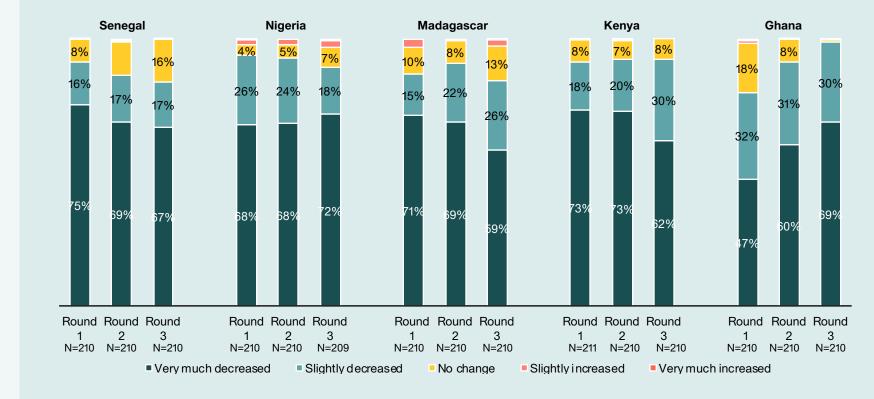
Despite slight improvements in financial situations, the proportion of clients seeing income decreases remains high in most countries; Clients in Nigeria and Ghana report the most severe loss of income.

Severity of income losses has improved in 3 of 5 countries. Clients in Senegal, Madagascar, and Kenya have seen the severity of income losses improve over time, while clients in Nigeria and Ghana report more severe income losses in round 3.

Despite having the lowest rate of income loss in round 1, 99% of clients in Ghana say their income has decreased by round 3.

Impact on Main Income Source by Country

Q: Has income from your main income source changed because of COVID-19? (n = 3150)



Impact on Main Income Source: Sector

The majority of clients in all sectors say their income got 'very much worse'; income losses are the largest for clients in the production sector.

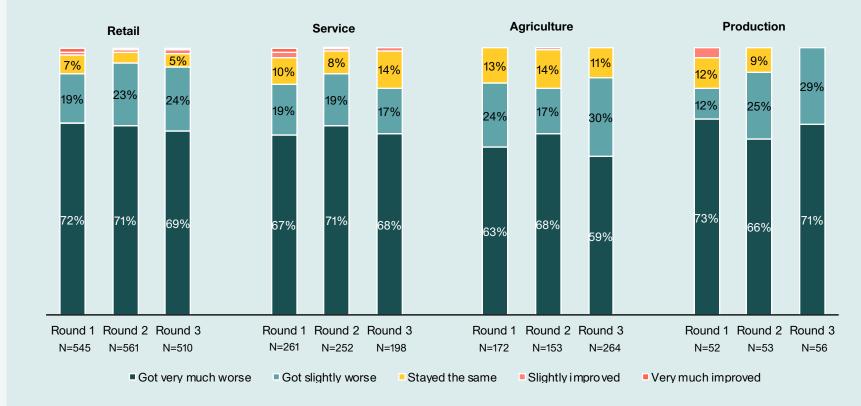
Clients across sectors report small improvements in the severity of income losses, however these improvements are statistically insignificant. This suggests that the initial COVID-19 lockdown restrictions have caused longer-term, macro economic downturn leading to persistent loss of income.

Despite improvements in the severity of income losses between round 1 and round 3, 100% of clients in the Production sector report decreased income because of COVID-19

Stagnated improvements for Retail and Service clients are likely driven by decreased purchasing power of customers who are, themselves, still recovering from the shock of COVID-19.

Impact on Main Income Source By Sector & Round

Q: Has income from your main income source changed because of COVID-19? (N=3150)



Decreased customer demand continues to be the top driver of loss of income. The proportion of clients mentioned 'loss of customers' spiked in round 2, but dropped back to initial levels in round 3. This suggests that an overall worsening in the economy could be resulting in customers' decreased purchasing power.

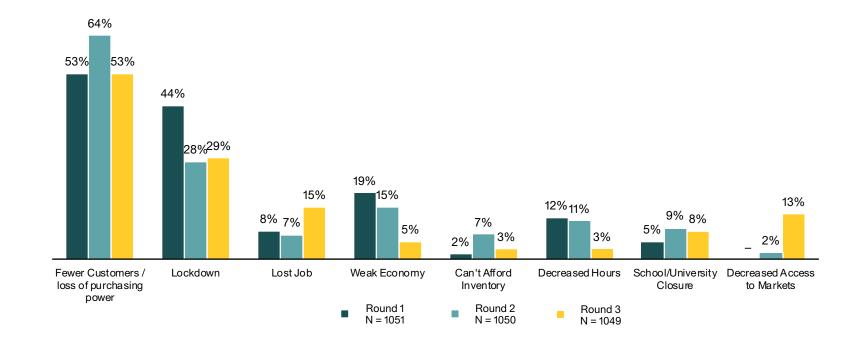
As lockdown restrictions have eased in most countries, fewer customers mention 'lockdown restrictions' and 'decreased business hours' as drivers of income loss.

In Round 3, there was a spike in clients mentioning 'loss of jobs' and 'decreased access to markets', suggesting the pandemic is causing longer term macro-economic downturn.

Market factors, such as decreased customer demand, decreased access to markets, and loss of job have worsened over time, while lockdown related factors have improved.

Self-reported Reasons for Loss of Income from Main Income Source

Q: Can you please explain why your income from this source has changed since the pandemic? (Openended coded by 60 Decibels) % of respondents reporting 'decreased' income (n=2599)



Reason for Income Loss by Segment

Across countries and sectors 'Lockdown restrictions' and 'Loss of Customers' are the top drivers of income loss.

The 'weakened economy' and 'loss of job access' were other frequently mentioned drivers across countries and sectors.

Loss of customers has been most prevalent in Ghana and Nigeria; Lockdown restrictions had a larger impact on incomes in the Retail and Services sectors.

Top Drivers of Income Loss by Country

Q: Can you please explain why your income from this source has changed since the pandemic? (Open-ended coded by 60 Decibels) (N=2599)

Senegal 43% Lockdown / 42% Loss of

Customers

Ghana 56% Loss of Customers / 29%

Lockdown

Nigeria 54% Loss of Customers / 40%

Lockdown

Madagascar 48% Loss of Customers / 38%

Lockdown

Kenya 49% Loss of Customers / 15%

Lockdown / 15% Lost Job Access

Drivers of Income Loss by Sector

Q: Can you please explain why your income from this source has changed since the pandemic? (Open-ended coded by 60 Decibels) (n=2599)

14

Retail 54% Loss of Customers / 36%

Lockdown

Services 47% Loss of Customers / 37%

Lockdown

Agriculture 42% Loss of Customers / 22%

Lockdown

Production 50% Loss of Customers / 28%

Lockdown

- How are your clients faring financially?
- How have clients' incomes been impacted?
- What coping mechanisms are your clients using?
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- What is the loan burden of your clients?

Coping Mechanisms

Clients' use of savings dropped from 57% in round 1 to 46% in round 3. Subsidiaries should monitor this closely, as it may be an early indicator of financial stress.

Clients reliance on borrowing has increased over time from 24% in round 1 to 28% in round 3, as has the rate of clients saying they have 'stopped loan repayments'. Subsidiaries should keep a close watch on this to prevent overindebting clients, and to ensure liquidity at the subsidiary level

Reliance on borrowing from 'Friends or Family' increased from 50% in round 1 to 72% round 3, while borrowing from MFI/banks decreased from 44% to 6%. This suggests clients are seeking more flexible loans as recovery continues.

Clients' reliance on savings has decreased over time, while borrowing has increased, which may be a sign of clients' increasing financial stress.

Financial Coping Mechanisms

None of the above

Q: Which of the following have you had to do to cope with COVID-19? (n=3150)

Used money that you had been saving Reduced household or business investments Borrowed money Reduced loan repayments Stopped loan repayments Stopped loan repayments Sold or pawned an asset 11% 9% Round 1 Found new/additional work 8% Reduced loan repayments

6%

8% 8% Round 2

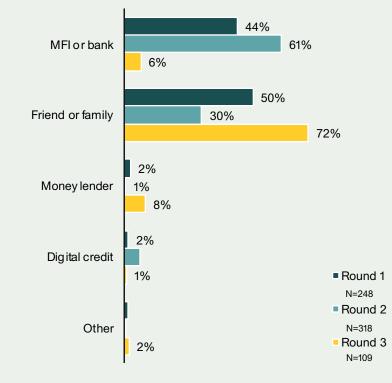
N=1050

Round 3

N=1049

Borrowing Sources

Q: Where did you borrow money from? (n=675)



Coping Mechanisms

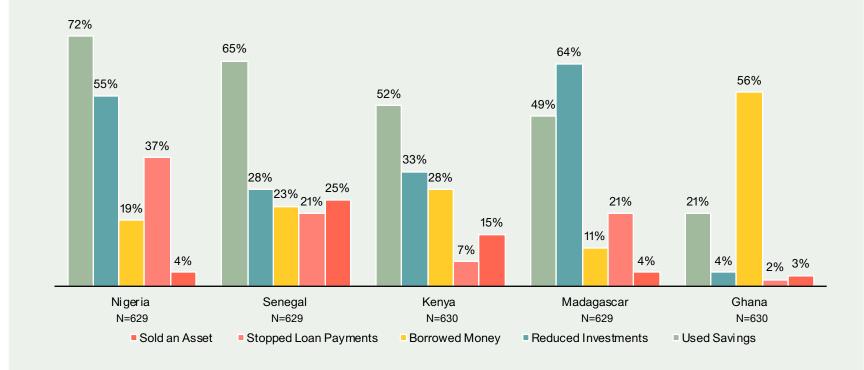
While savings was the top coping mechanism across 3 of 5 geographies, there was significant variation in clients' top coping mechanisms.

Clients in Madagascar and Nigeria were significantly more likely to report 'reducing investments' as a means to cope, while clients in Nigeria, Senegal, and Madagascar were more likely to take the severe step of 'selling an asset'.

'Use of Savings' was the top coping mechanism in 3 of 5 countries; Clients in Ghana are utilizing fewer mechanisms than clients in other countries, and are more likely to have 'Borrowed'.

Top Financial Coping Mechanisms by Country

Q: Which of the following have you had to do to cope with COVID-19? (n=3150)



Coping Mechanisms

Top coping mechanisms were fairly consistent across sectors. Agriculture clients are less likely to have 'Reduced investments' while Retail clients were more likely to 'stop loan repayments'.

Clients living in poverty are utilizing coping mechanisms at higher rates than their wealthier peers. 'Borrowing' was the only coping mechanism used at a higher rate by those not in poverty.

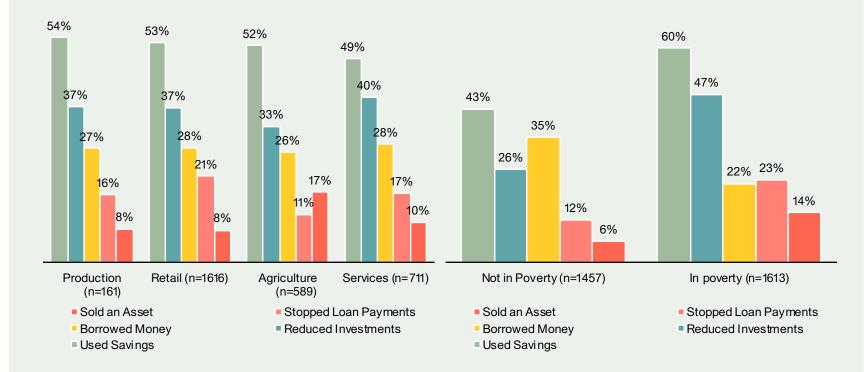
Agriculture clients, and those living in poverty were significantly more likely to report 'selling an asset' as a way to cope with the pandemic. Clients living in poverty have relied on a higher number of coping mechanisms their wealthier peers.

Top Coping Mechanisms by Sector

Q: Which of the following have you had to do to cope with COVID-19? (n=3150)

Top Coping Mechanisms by Poverty Level

Q: Which of the following have you had to do to cope with COVID-19? (n=3150)



- How are your clients faring financially?
- How have clients' incomes been impacted?
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- How has food consumption been affected?
- What is the loan burden of your clients?

Impact on Food Consumption

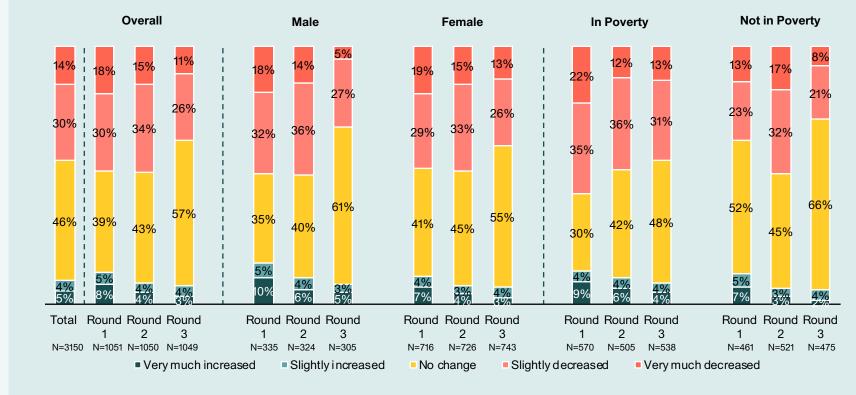
Decreased food consumption is a sign of financial distress. By round 3, the majority of clients reported their food consumption has 'not changed' as a result of COVID-19, suggesting clients have been able to find other means to cope with the financial shock of the pandemic.

Clients in poverty have reduced household consumption at higher rates than wealthier peers. Male clients show the greatest improvements in decreased food consumption, with the rate of clients saying there has been 'no change' in food consumption increasing from 35% in round 1 to 61% to round 3.

The proportion of clients saying their food consumption had 'slightly decreased' or 'very much decreased' dropped from 48% in round 1 to 37% in round 2.

Impact on Main Income Source by Round, Gender & Poverty

Q: Has your household's food consumption changed since the pandemic? (N=3150)

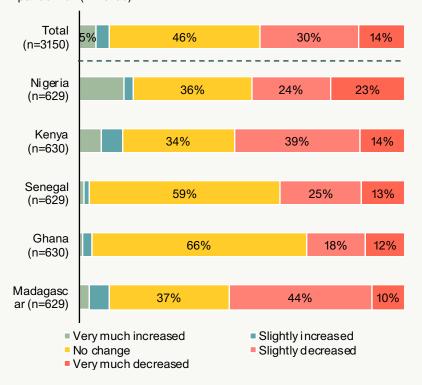


Impacts On Food Consumption

In Madagascar, Kenya, and Nigeria more than 50% of clients say their consumption has 'slightly decreased' or 'very much decreased'; Clients in the Agriculture sector report the highest decreases, however, Retail clients report the most severe impact. Clients' decreased income and the cost of food are driving these decreases.

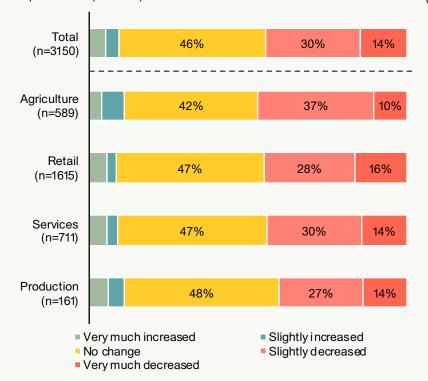
Impact on Food Consumption by Country

Q: Has your household's food consumption changed since the pandemic? (n = 3150)



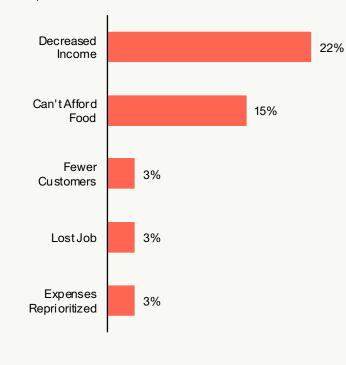
Impact on Food Consumption by Sector

Q: Has your household's food consumption changed since the pandemic? (n = 3150)



Drivers of Food Consumption Change

Please explain why your food consumption has decreased. (n = 1309)



- How are your clients faring financially?
- How have clients' incomes been impacted?
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- What is the loan burden of your clients?

Impact on Repayment Burden

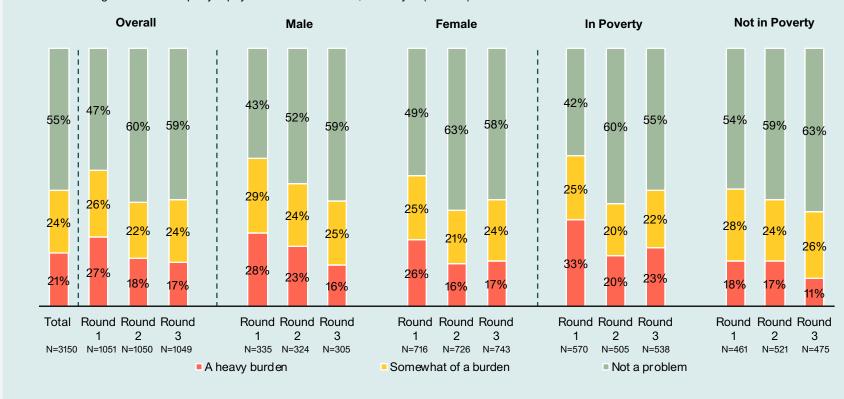
Despite severe impact on clients' financial wellbeing, the proportion of clients saying their loan repayments are 'not a problem' has increased from 47% in round 1 to 59% in round 3.

More than half of clients (55%) stated loan repayments are 'not a problem,' despite generally being negatively impacted financially. There was an increase in respondents who considered it 'not a problem' across all segments, suggesting that repayment burden has improved as measures to aid clients' recovery have been implemented.

In addition, the rate of clients' saying their loan repayments have worsened because of the pandemic decreased from 62% in round 1 to 53% in round 3.

Impact on Loan Burden by Round, Gender & Poverty

Q: Thinking about the company repayments at the moment, are they? (N=3150)



38%

21%

24%

43%

39%

Got better

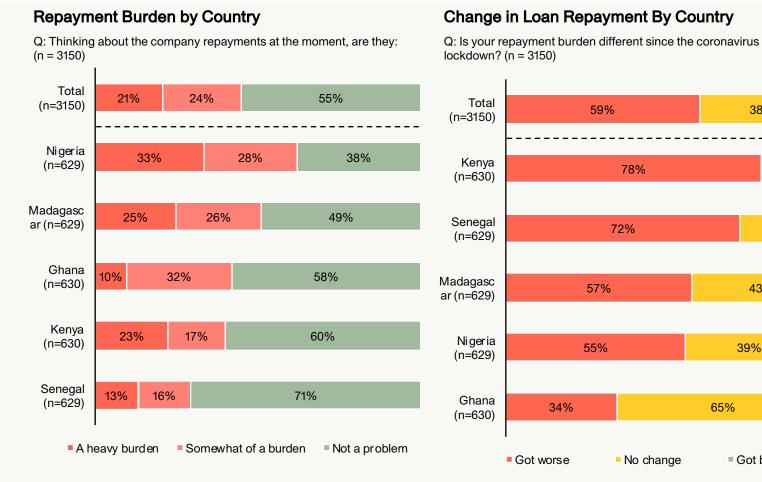
65%

Payment Burden and **Future Repayments**

Clients in Nigeria find their loan repayments to be the highest burden, however clients in Kenya and Senegal report the most severe worsening of repayments because of COVID-19.

Clients in Nigeria and Madagascar find their loan repayments to be the heaviest burden. Clients in these countries also report the lowest rates of 'borrowing' as a means to financially cope with the pandemic.

Interestingly, clients in Kenya and Senegal are most likely to report their loan repayments are 'not a problem' but are also the most likely to say their loan repayments have 'got worse' because of the pandemic.

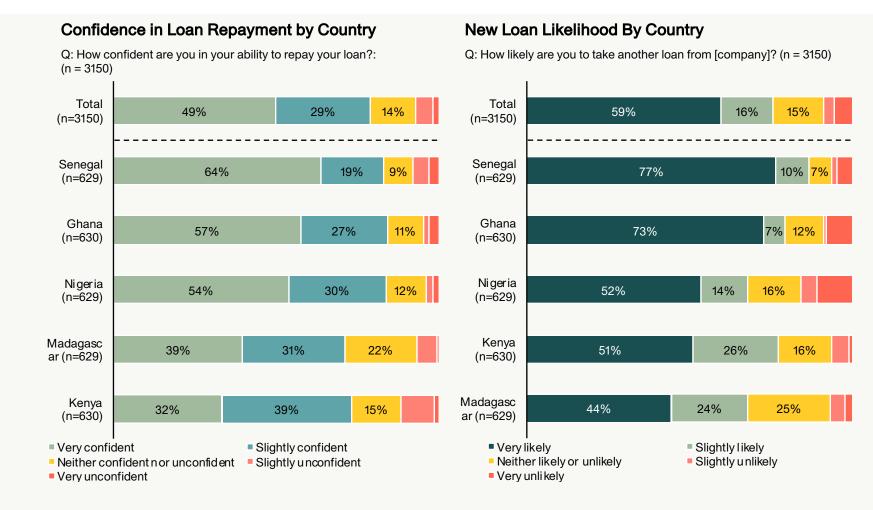


Confidence and New Loan Likelihood

Despite loan repayments becoming more of a burden, clients remain confident in their ability to repay. Confidence is highest in Senegal and Ghana where clients were least likely to say their repayments were a burden.

Unsurprisingly, likelihood to take a new loan tracks closely with clients' confidence. Clients in Kenya and Madagascar are least likely to take a new loan and are least confident in their ability to repay.

Over 70% of clients in all countries say they are either 'very confident' or 'slightly confident' in their ability to repay their loan; Repayment confidence is highest in Senegal and lowest in Kenya. Clients in Senegal and Ghana are most likely to take a new loan.



How are your clients faring financially?

How have clients' incomes been impacted?

What coping mechanisms are your clients using?

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What is the loan burden of your clients?

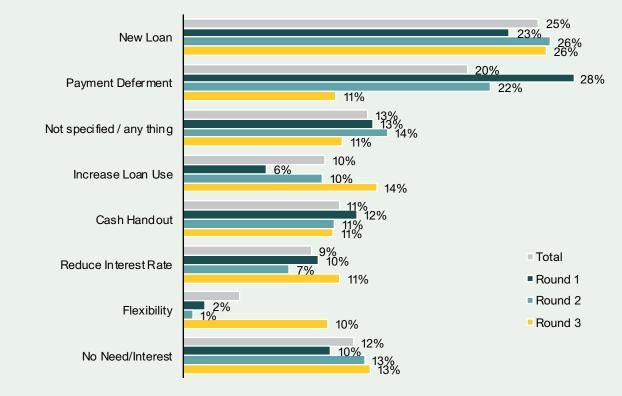
Customer Suggestions

The rate of clients asking or Payment Deferment decreased from Round 1 to Round 3, while the rate of clients asking for New Loans increased.

The proportion of clients asking for increased loan flexibility increased from 6% in round 1 to 14% in round 3, suggesting clients are seeking flexible liquidity to support recovery efforts.

Opportunity for Assistance

Q: Is there anything that the company can do that would be particularly helpful to you? (n = 3150)



Customer Suggestions

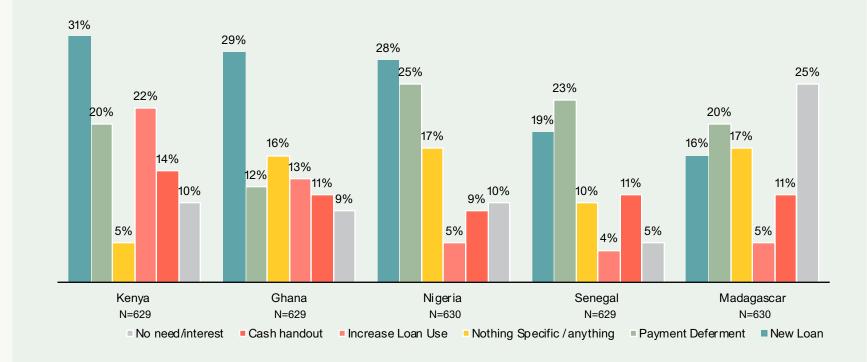
The top request for support for clients in Kenya, Ghana, and Nigeria is 'New Loans' while clients in Senegal and Madagascar want 'payment deferment'; clients in Madagascar are significantly more likely to say they don't need any assistance.

In addition to new loans, clients in Kenya and Ghana are seeking flexible loan use for their existing loans.

Given the less severe impacts reported by clients in Madagascar, it is unsurprising that these clients were more likely to say they did not need assistance.

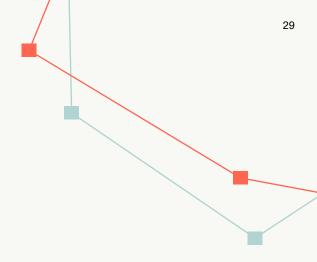
Opportunity for Assistance

Q: Is there anything that the company can do that would be particularly helpful to you? (n = 3150)



Thank You For Working With Us!

Let's do it again sometime.



About 60 Decibels

60 Decibels makes it easy to listen to the people who matter most. 60 Decibels is an impact measurement company that helps organizations around the world better understand their customers, suppliers, and beneficiaries. Its proprietary approach, Lean DataSM, brings customer-centricity, speed and responsiveness to impact measurement.

60 Decibels has a network of 150+ trained Lean DataSM researchers in 34 countries who speak directly to customers to understand their lived experience. By combining voice, SMS, and other technologies to collect data remotely with proprietary survey tools, 60 Decibels helps clients listen more effectively and benchmark their social performance against their peers.

60 Decibels has offices in London, Nairobi, New York, and Bengaluru. To learn more, visit 60decibels.com.

Your Feedback

We'd love to hear your feedback on the 60dB process; take 5 minutes to fill out our feedback survey here!

Acknowledgements

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I cannot sell I don't know Better be safe

door to door who has the disease than sorry."

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