SCBF **SWISS CAPACITY BUILDING FACILITY**
Association for Income and Employment Generation

PRODUCT UP-SCALING SUPPORT – FACTSHEET

Product Up-scaling Support	**2017-10: Individual small business loan product for Sèvis Finansye Fonkoze (SFF)**
Country / Region	Haiti
Partner Financial Institution/s	Sèvis Finansye Fonkoze (SFF)
Grantee	Opportunity International Switzerland
Overall Budget	CHF 202'917 (39% self-contribution)
SCBF Contribution	CHF 123'650
Date of Approval	26.9.2017 & 31.10.2017
Duration	11.2017 until 10.2018
Context	The 2014 financial inclusion data of the World Bank ranks Haiti still among the least financially included countries. The Economist Intelligence Unit's *Global Microscope 2016*, an annual report on the state of financial inclusion in select countries, identifies Haiti as having the worst overall regulatory and institutional environment for financial inclusion—ranked 55 out of the 55 countries assessed. Especially in remote rural areas, access to finance remains limited. SFF is working to combat this: the institution has consistently grown in remote areas and makes a notable contribution to financial inclusion in Haiti. SFF plays a major role in providing essential financial services to the 48% of the population living outside of the major urban centers. With the aim to better support the generally neglected SME sector, SFF had launched a Business Development loan product and SME lending but still needs to build institutional capacities and appropriate structures for successful and sustainable individual lending. SFF is very well-positioned to offer a product to this particular target group as it is familiar with the informality of the economy and physically present in all towns of Haiti. SFF just need to build the skills of its staff and work on its risk management framework.
Current Status of the MFI	SFF is the largest microfinance institution in Haiti in terms of outreach with over 70,000 loan clients and over 210,000 depositors served through 44 offices located throughout Haiti's ten departments. SFF offers a full range of retail financial services including microcredit, small business loans, savings, foreign exchange, domestic money transfers, international remittances, a call center and other financial services. Of the largest microfinance institutions in Haiti, SFF is the only one serving the lower end of the market. To achieve an upgrade of its processes, tools and capacities in individual lending SFF needs capacity and technical knowledge that is infused from the outside. SFF has the clear objective to play an innovative and catalytic role in the microfinance industry in Haiti, hence the need for international expertise and SCBF capacity building support.
Objective and Main Activities	The overall goal of this project is to sustainably scale-up SFF's individual small business loan product, with loans ranging from HTG 45 thousand to HTG 6 million, from current 4,718 (July 2017) to 13,532 clients by 2020. In order to reach this goal, it is essential for SFF to review the operations of the product; to identify the critical weaknesses in the product, staff capacity and/or design; and to identify several options for the product going forward. Main activities are: - Development of a marketing plan based on market research - Development and implementation of a Credit Control Unit, including the necessary tools - Development of a proposal for adaptations to the small business loan policies and procedures and suggestions for an action plan to manage credit risk - Training of staff of the credit control unit and of managers and loan officers (including needs analysis and train the trainer component) - Introduce an approach to review credit procedures on a regular basis - Monitoring of SFF training and necessary adaptations Upon project completion, SFF should be in a position to further increase the disbursement of new individual small business loans by reaching out to 2,610 new clients and to reach a PAR30 after write-off of 2-3% of all new loans disbursed.