



Second “Principles for Responsible Banking” report

It is a financial institution with more than 30 years of experience offering credit, savings, insurance, and payment channels to the popular segment in Mexico; we currently serve more than 2.6 million customers. Keeping the person at the center, we continue to fulfill our purpose of promoting the dreams of our customers through financial solutions with human sense.

2,322,907 of our customer base are women (figure at the end of 2022), our commitment is to continue providing opportunities for financial inclusion by facilitating information, skills and tools to empower them financially, that is, to measure their ability to pay, avoid over-indebtedness and damage their credit history, so that they continue to have access to credit. With 2020 as a base year, we are committed to:

1. By 2025, financially include/empower five million women through access to convenient and simple financial opportunities, with 1,989,599 clients as a reference in 2020
2. By 2025, disburse ten million loans of less than 500 USD, reinforcing the penetration of credit to the lowest segment of the population, with a reference of 5.7 million loans in 2020

To monitor progress towards achieving the goals, Compartamos Banco annually monitors:

Indicator	Base Year 2020
Number of clients	1,989,599
Number of accounts provided to unbanked customers	Information Not Available
Value of personal loans (portfolio in millions of pesos)	\$31,009
Amount disbursed (in millions of pesos)	\$78,330
Percentage of customers who use the digital app to make transactions	Information Not Available
Number of channels for our customers to collect and pay their credits	42,416
Number of clients receiving financial education	20,467
Number of clients receiving entrepreneurship training	3,300
Percentage of employees certified in customer protection principles	99%
Number of active savings accounts	1,190,906
Number of clients with beneficiary/active life policies	6,918,221

Although Mexico is among the 15 largest economies in the world and the second largest in Latin America¹, it still has gaps and challenges to achieve financial inclusion for the entire

¹ World Bank (2022). <https://www.bancomundial.org/es/country/mexico/overview#1>

population. According to the National Survey of Business Financing of the National Institute of Statistics and Geography (INEGI), during 2021 only 30% of companies in Mexico had access to some type of financing, of which only 24.5% were microenterprises.² It is important to highlight that microenterprises in Mexico represent 99.8% of the total number of companies and generate 68.4% of the employment in the country.³

The data suggest that there are differences related to gender, status, economic wealth, location, and education. Women, low-income people, people living in rural areas, as well as people with only primary education, tend to be excluded from access to financial products and services, such as savings and credit accounts, or places where they can carry out transactions, and generally tend to be in a less stable financial situation⁴.

These differences have been reduced through microfinance, through financial services such as credit, savings, insurance and payment channels for micro-entrepreneurs and entrepreneurs whose needs and ways of doing business are constantly changing. According to ProDesarrollo, 80% of clients in the microfinance sector are women⁵.

To learn more about Compartamos Banco's work in favor of financial inclusion , [click here](#).

² National Survey on Business Financing, INEGI (2021). <https://www.inegi.org.mx/programas/enafin/2021/>

³ Statistics on Micro, Small and Medium-sized Enterprises Day, INEGI (2020) <https://www.inegi.org.mx/contenidos/saladeprensa/aproposito/2020/MYPIMES20.pdf>

⁴ Center for Public Policy Research, IMCO (2020). <https://imco.org.mx/el-rompecabezas-de-lainclusion-financiera-en-mexico/>

⁵ Benchmarks of microfinance in Mexico 2020-2021, ProDesarrollo (2021). http://prodesarrollo.org/wp-content/uploads/2021/10/BENCH20-21_compressed.pdf