

Appendix A: CYCI Loan Application Form

A. Personal Details

1. Surname: 2. Forename(s):
3. Address of Residence
-
4. Postal address (if different from above)
-
5. Date of birth 6. Sex (F/M) 7. Age
8. Nationality 9. National ID/Social insurance no.
10. Marital status 11. Education level attained:
12. Name and address of parent or guardian:
-
13. Relation to applicant:
14. Name of savings group
15. Name and address of business:
-
16. Average weekly income from business (if it is a new business, estimate the amount):
.....
17. Is this a legally registered enterprise? (Yes/No) If so, attach copy of registration.
18. Nature of business
19. Previous experience in this type of business
-
20. Relevant training courses attended/passed
-
21. Do you have a bank account? (Yes/No) If so, please state:
22. Name of bank: 23. Sort code:
24. Account number: 25. Type of account (checking/savings)

B. Details of Loan

26. Amount of loan:

27. Period of repayment:

28. Use of loan (specify what is to be purchased and how much it costs):

..... Amount:

(a) raw materials/supplies/ goods for resale:

.....

(b) fixed assets:

.....

(c) Overheads/administration:

.....

..... Total amount requested:

29. Have you ever borrowed money before? (Yes/No)

If so, state name of lending institution and amount

.....

30. Did you pay back the loan on time? (Yes/No) If not, state reasons:

.....

31. Do you currently have any debts? (Yes/No) if so, state creditor and amount:

.....

32. Do you have savings, land, machinery or other assets? (Yes/No)

If so, describe:

.....

Total value of assets:

33. Signature and declaration:

I, the undersigned, hereby declare that the information on this application is true and accurate to the best of my knowledge.

Applicant's Signature: Date:

Credit approval (for use of credit group):

33. We, the undersigned, hereby approve the loan as described above. We understand that we as a group are responsible for the timely repayment of the loan and interest, that if the borrower cannot repay the loan we are responsible for making the payments, that savings we have made as a group may be used for this purpose, and that no new loans are payable to any member of this group until any overdue or late repayments on this loan have been paid in full.

Group Leader:

Name (printed): Signature: Date:

Group Treasurer:

Name (printed): Signature: Date:

Group Members:

Name (printed): Signature: Date:

Name (printed): Signature: Date:

Name (printed): Signature: Date:

Name (printed): Signature: Date:

Name (printed): Signature: Date:

Name (printed): Signature: Date:

Name (printed): Signature: Date:

Name (printed): Signature: Date:

Name (printed): Signature: Date:

Credit approval (for use of Implementing agency):

34. Amount approved:

35. Interest rate:

36. Repayment period (attach repayment schedule)

37. Compulsory savings: (frequency of payment) (amount)

38. Signature of loan supervisor: Date:

Source: UNDP 1997 and CYP

Appendix B: Promissory Note

I, the undersigned, agree to pay (implementing agency)

the sum of (total loan principal)

at an interest rate of (monthly interest rate) per month

repayable in instalments of (amount per payment) every frequency of repayment)

The first repayment is due on (first due date)

and the last is due on (last due date)

The total amount payable is..... (principal plus interest),

of which is the principal and is interest.

I am a member of credit group.

I also undertake to pay (amount) on(frequency) as compulsory savings, which are refundable to me, in full but without interest, once my loan and interest have been paid in full.

I understand that if any instalment is not paid on the date due, the whole amount of the unpaid balance remaining on the loan, including all interest not yet paid, becomes due and payable with interest from the date of default, and may be paid from the savings of the credit group named above.

Applicant's name (print): Signature: Date:

Group Officers:

Leader's name (print): Signature: Date:

Treasurer's name (print): Signature: Date:

Group Members:

Name (printed): Signature: Date:

Name (printed): Signature: Date:

Name (printed): Signature: Date:

Name (printed): Signature: Date:

Name (printed): Signature: Date:

Source: adapted from UNDP, 1997

Appendix C: Beneficiary Passbook

Beneficiary Name: Credit group name:

Amount of loan: (principal) plus (interest)

Frequency of payment Amount per payment

Compulsory savings: (amount)

*to be deducted from the loan prior to issuance (.....)

*to be paid in instalments of (amount) every (frequency) (.....)

(*tick where appropriate)

Payment number	Amount due	Date due	Amount paid	Date paid	Balance remaining	Remarks
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						

Source: UNDP, 1997

Appendix D: Transfer Report

Borrower's name:	Amount paid:	Date of payment:
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
Total payment collected:		
Total amount deposited:		
Amount transferred to field agent		

Appendix E: Beneficiary Record

Beneficiary Name: Credit group name:

Beneficiary Address:

..... Sex (M/F)

Summary of loans:						
Loan number	1	2	3	4		
Purpose:						
Date issued:						
Principal:						
Interest:						
Total loan:						
Compulsory savings:						
Term:						
Interest rate:						
Loan repayment record:				Loan number:		
Payment number	Amount due	Date due	Amount paid	Date paid	Balance remaining	Remarks
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						

Appendix F: CYCI Monthly Report

Name of implementing agency:

Month

Beneficiaries:	This month:			Previous month:			Year to date:			Comments:
	f	m	total	f	m	total	f	m	total	
1. Total number of beneficiaries										
2. No. of beneficiaries trained										
3. No. of beneficiaries who received loans										
4. No. of beneficiaries who fully repaid loans										
5. No. of delinquent beneficiaries										
6. Number of credit groups formed										
Implementing agency:	f	m	total	f	m	total				
7. No. of full-time office staff										
8. No. of full-time field officers										
9. Total staff working on the programme:										
10. Number of loans outstanding:										
11. Field officer productivity: ¹										
12. Office staff productivity: ¹										
13. Programme staff productivity: ¹										
14. Number of meetings of loan assessment committee										
15. Number of meetings of Management Advisory Board										

Loans & savings:									
16. Number of loan applications received									
17. Number of loan applications processed									
18. No. of loans:	f	m	total	f	m	total	f	m	total
– approved									
– rejected									
– disbursed									
– repaid in full									
19. Total value of loans to women									
20. Total value of loans to men									
21. Total value of loans disbursed									
22. Value of smallest loan									
23. Value of largest loan									
24. Interest rate or range of rates									
25. Loan period or range of periods									
26. Total interest due:									
27. Total interest received:									
28. Total interest payments over due by 1 month									
29. Total interest payments over due by 3 months									
30. Capital payments due									
31. Total of capital repayments over due by 1 month									
32. Total of capital repayments over due by 3 months									
33. No. of defaulters by one month									
34. No. of defaulters by 3 months									
35. Total unpaid balance of loans with payments past due									
36. Total of all unpaid balances (outstanding portfolio)									
37. Portfolio at risk: ²									

38. Number of loans rescheduled				
39. Number of loans written off				
40. Value of loans written off				
41. Average outstanding portfolio: ³				
42. Loan write-off ratio: ³				
43. Payments received this month/year:				
44. Payments that became due this month/year				
45. Current repayment rate: ⁴				
46. Amount saved by credit groups in this period				
47. Total accumulated savings of credit groups				

Notes:

1. 'Field officer productivity' equals 'number of loans outstanding' divided by 'total number of field officers'. 'Office staff productivity' equals 'number of loans outstanding' divided by 'total number of office staff'. 'Programme staff productivity' equals 'number of loans outstanding' divided by 'total number of programme staff (including both field officers and office staff)'.
2. 'Portfolio at risk' equals 'total unpaid balance of loans with payments past due' divided by 'total of all unpaid balances (outstanding portfolio)'.
3. 'Loan write-off ratio' equals 'total amount written off over the period' divided by 'average outstanding portfolio over the period'. 'Average outstanding portfolio over the period' is obtained by adding this month's outstanding portfolio to the previous month's, and dividing by two (for the year to date figure, add the outstanding portfolio at the beginning of the year to this month's outstanding portfolio, and divide by two).
4. Current repayment rate equals 'payments received during the period', divided by 'payments that became due during the period'.

Comments:

Source: CYP; CGAP (1998); Ledgerwood (1999); UNDP, 1997

Appendix G: CYCI Quarterly Report

Name of implementing agency:

Quarter: Dates (from) (to).....

1. Financial statement

(attached)

2. Performance indicators	<i>(this period)</i>	<i>(previous period)</i>
portfolio at risk	_____	_____
loan write-off ratio	_____	_____
current repayment rate	_____	_____
programme staff productivity	_____	_____
operating cost ratio	_____	_____
cost per unit of currency	_____	_____
operational self-sufficiency	_____	_____
financial self-sufficiency	_____	_____

3. Narrative report

Appendix H: Financial Statement

(1) Income and expenses

Income:

Interest on loans:		_____
Interest on investments:		
accrued and received	_____	
accrued but not received	_____	
total		_____
Other income (state source):		_____
Total income:		_____

Expenses:

Salaries/consultancy fees		
Staff salaries	_____	
Consultancy fees	_____	
Sub-total salaries/consultancy fees		_____
Office overheads		
office rental	_____	
office furniture/equipment	_____	
office supplies	_____	
telephone	_____	
utilities	_____	
bank charges	_____	
transportation/travel costs	_____	
advertising and promotion	_____	
insurance	_____	
repairs and maintenance	_____	
Sub-total overheads		_____
Other expenses		
cost of capital	_____	
loan loss provision	_____	
Sub-total other expenses		_____
Total expenditures		_____
Profit/(loss)		_____

(ii) Assets and liabilities

Assets:	<i>(this period)</i>	<i>(previous period)</i>
Cash	_____	
Bank deposit account	_____	
Loans receivable	_____	
Interest receivable	_____	
Arrears receivable	_____	
Fixed assets	_____	
Total assets:	_____	_____
Liabilities		
Accounts payable	_____	
Loans payable	_____	
Interest payable	_____	
Loan loss reserve	_____	
Total liabilities:	_____	_____
Net worth (assets minus liabilities)	_____	_____

Appendix I: Computer Software Packages

FAO Microbanking System

This integrated package can handle loans, savings accounts, time deposits, current accounts, customer information, and the general ledger. It can also provide for internal checks and issue management reports.

The package works on a standard Personal Computer and is sufficiently flexible to work as a single teller, a stand-alone installation or a multi-teller installation. It exists in two editions: the Standard RunTime Edition (SRTE) and the Extended Edition (EXTE), the latter of which allows users to make major modifications to the standard package.

The SRTE version costs US\$800 (as of 1997); this allows an unlimited number of users and a three-month warranty. The EXTE version costs US\$8,000 access fee plus a site license fee for each installation, of \$400 per site for the first ten sites, \$250 per site for 11-100 sites, and \$200 per site for more than 100 sites. It is recommended that a contract be negotiated between the user and an authorised support service provider for assistance with installation, customisation and long-term technical support beyond the three-month warranty period.

The software has been installed at more than 900 locations in more than 20 countries in Asia, Africa, the Caribbean and Latin America.

Contact: Food and Agriculture Organisation of the United Nations, Rome, Italy
Telephone: 39-6-5225-3817; Fax: 39-6-5225-6850.

Grameen Banker/Grameen Accounts

These two packages provide respectively a micro-credit loan monitoring system and an accounting system. Successfully operated at field level for more than three years, they are in use in Grameen Bank branch and zone offices in Bangladesh and Nepal.

The accounting package allows users to enter daily vouchers, and provides a daily transaction statement, cash and bank book, general ledger, income and expenditure, balance sheet and other features.

The loan tracking package, which is DOS and Windows-based, monitors information on each borrower, and includes daily instalment collection, monthly collection sheet production, monthly process, and year-end closing activities. The software supports group-lending methodologies and includes four different methods of calculating interest rates. It can also handle savings.

The two packages each have a selling price of US\$300.

Contact: Computer Services Unit, Grameen Bank Trust, Dhaka, Bangladesh
Telephone: 880 2-9005350, 9005257-68 (ext. 1243 or 1214); Fax: 880-2-806319.

Fig. 5: Checklist of Criteria for Evaluating Accounting and Portfolio-Tracking Software

Ease of use

- how user-friendly are the interface and screen design?
- are comprehensive manuals and documentation provided?
- are hands-on tutorials available?
- are help menus included?
- does it automatically detect errors and prohibit the entering of contradictory or mathematically inconsistent data?

Features

- does it handle both accounting and loan portfolio tracking?
- can it calculate interest rates according to a range of methods?
- can it handle a range of repayment methods and schedules?
- can it handle a range of different loan and savings products?
- can it calculate key indicators automatically?
- can it be adapted to local languages?
- can data be disaggregated by gender?
- can it be customised to suit specific needs?
- can automatic linkages between loan and accounting elements be established?
- can it print a range of user-specified reports in a range of formats?

Compatibility and system requirements

- what operating system does it run on (DOS, Windows, AppleMac, Unix, etc.)?
- what are the system requirements (memory, hard disk space, processor speed)?
- can it run on a local or wide area network?
- is it compatible with existing hardware and software within the organisation?

Security

- does it provide for passwords and levels of authorisation?
- can data be protected from unauthorised modification?
- does it include automatic or manually operated data backup systems?
- can documents and modifications to documents be tracked for auditing purposes?

Support

- is technical support by telephone available?
- is technical support through the Internet available?
- is technical support through site visits available?
- is user training available?

Costs

- basic purchase price
- installation fees
- additional user charges
- additional charges for use on different sites
- training costs
- technical support costs

Source: adapted from Ledgerwood (1999)

IPC Banking System

This software contains modules for loan monitoring, savings, fixed deposits and accounting. It can run in DOS on stand-alone PCs, and under Novell and Windows networks.

The product of ten years' experience in micro-lending, the package provides extensive support for the entire lending process, starting with registration of the loan application, loan application analysis, integrated generation of loan agreements and payment plans (with a wide range of possible payment plans), various interest calculation procedures, close arrears monitoring, and basic support for group lending.

The system is installed in more than ten institutions in ten countries in Africa, Europe and Latin America.

IPC personnel visit user sites for installation, configuration and user training. The price depends on the type of contract, the number of modifications required, and the number of installations. The minimum cost of a contract is US\$50,000.

Contact: IPC GmbH, Am Eisernen Schlag 31, 60431 Frankfurt am Main, Germany
E-mail: ipc_sys@compuserve.com

Micro Finance 2000

This is an easy-to-use, basic savings and loan application with integrated general ledger. It can calculate interest rates on either the declining balance or flat rate method, and supports group lending. It can issue a wide variety of reports including standard financial statements, delinquency reports and client balance listings. It also includes a Windows-based financial reports package, with balance sheet, income and expenses statement, liquidity report and delinquency report.

The software runs under DOS or Windows on any level of Personal Computer. It can report 38 performance ratios, which are useful in the monitoring and evaluation of the performance of the credit programme.

Installed in some 70 locations in eight countries in Africa and Asia, the software costs US\$700 per user per year, and is sold in three-year blocks including remote support and upgrades.

Contact: DBS Consult (South Africa)
Telephone: 27-21-234838; Fax: 27-21-244179.

Quicken '98

This is an inexpensive, user-friendly accounting software package for individuals and small businesses. It includes built-in invoicing and report printing facilities, and calculating monthly repayments according to size of loan and interest rate. It can allow for a large number of loans. Quicken is the package recommended by the UNDP's MicroStart guide (UNDP, 1997).

It is widely available in PC or AppleMac formats.

Contact: Intuit software +44 (0) 1932 578 500

Solace for Workgroups

This system supports translation management facilities; two languages may be resident at the same time. The translation of the user interface to a local language is included in country customisation of the package.

It can handle an unlimited number of user-definable loan accounts, including group loans, as well as user-defined savings account products and current (checking) accounts. It includes full-featured financial tracking, including a general ledger and cash-book, and provides a wide range of (over 200) management, administrative and operational reports.

Currently installed in 13 locations in Australia, New Zealand, South Africa and Zimbabwe, the system can run on Windows 95, Windows 98, Windows NT, UNIX and AS400 operating systems.

The cost is US\$3,000 per user, plus run-time costs and an annual support fee.

Contact: DBS Consult (South Africa)

Telephone: 27-21-234838; Fax: 27-21-244179.