



# Welfare

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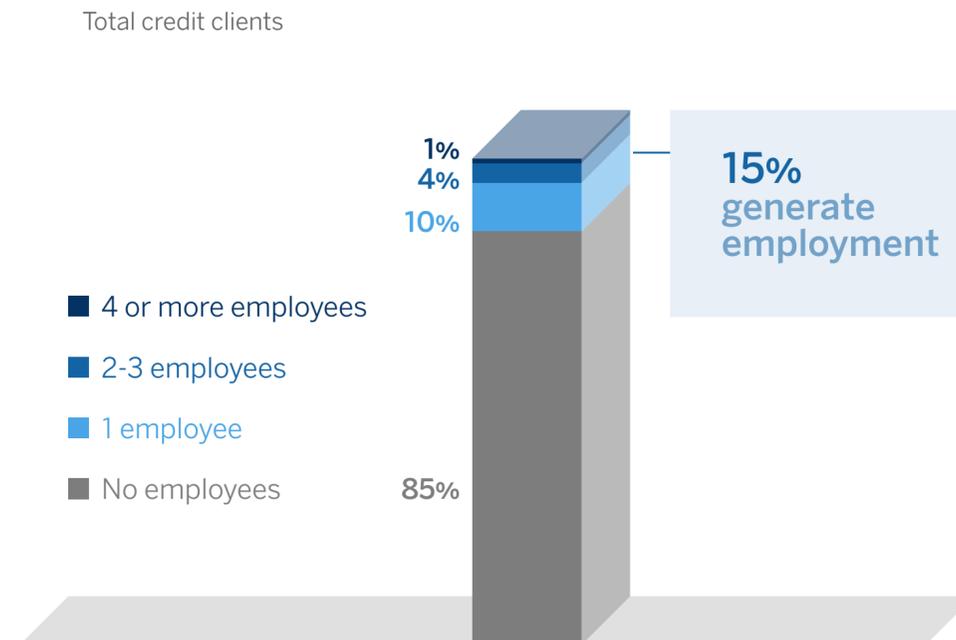
# Welfare

## Improvement in employment, education, and housing

People's economic progress not only has an impact on areas such as their domestic welfare, their housing and education, but also on the societies in which they operate, through job creation. 15% of entrepreneurs with current loans generate employment through their business, which translates into 186,285 people hired.

Job creation grows as entrepreneurs' relationship with their financial institution matures. After two years, 5% of clients generate at least one new job position. This figure stood at 9% in 2019, before the pandemic. Hiring people or having to let them go was a strategy adopted by entrepreneurs before the pandemic. The slow recovery of this indicator is a sign of this deeper impact on the financial management of their businesses.

### 50 | Employment source

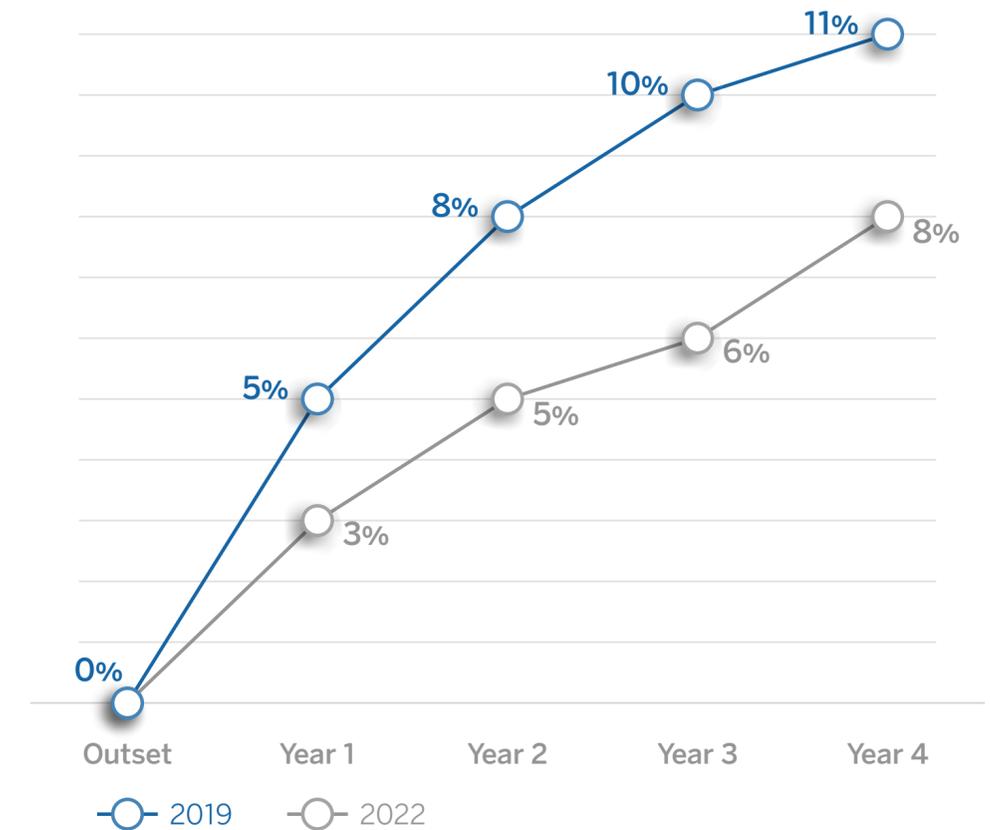


G-50. N° of employees in current clients' businesses at 12.31.2022. Information available for all institutions.

G-51. Increase in the n° of business employees compared to the outset. Average for each cohort (entry year) between 2015 and 2022. Information available for Banco Adopem, Fondo Esperanza & Microserfin.

### 51 | Job creation

Total credit clients



**The pandemic and the current complexity of the economic environment have delayed improvements to household welfare**

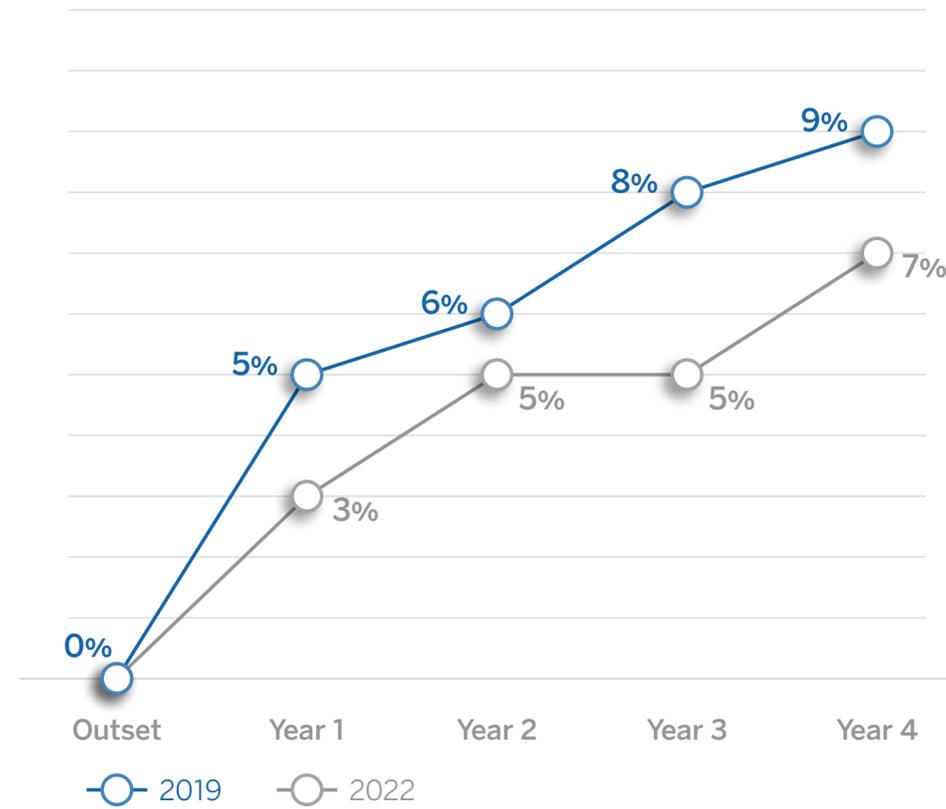


Another need met by business surpluses is that of upgrades to housing and education. In the third year of banking with us, 5% of clients had made an improvement to their home and 2% had invested in raising their educational attainment level. However, in both dimensions we see a lag compared to 2019.

The issues in the local context (the impact of the pandemic, inflation, etc.) pass over into a slowdown in the improvements to household welfare, with less job creation, lower investment in housing and education. Healthcare is the only area where households have made a significant commitment, by taking out healthcare insurance (see ['Relationship with insurance'](#)).

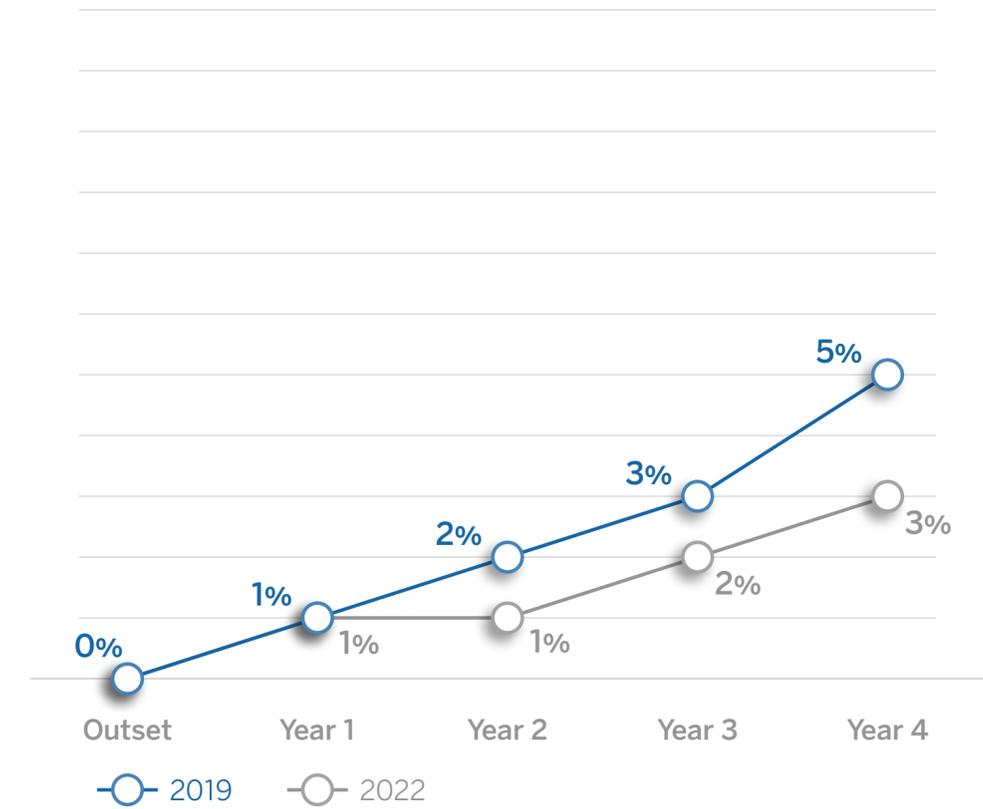
### 52 | Home improvements

Total credit clients



### 53 | Housing improvements

Total credit clients



G-52. Proportion of clients in each cohort, current at 12.31.2022, that had moved to having their own home or had upgraded their home's sanitation (bathroom, septic tank), building materials, fuel or had increased the number of rooms initially recorded. Information available: Bancamía, Financiera Confianza & Banco Adopem.

G-53. Proportion of clients current at 12.31.2022 that had improved their educational level. Average for 2013-2018 cohorts (year of entry). Information available for Bancamía.



# Creating minimum living standards

After analyzing the results of the multidimensional poverty surveys conducted in 2021, we have become even more aware of the multiple dimensions of vulnerability and of the importance of households having decent living standards. Progress has been made in two areas during 2022:

## The development offering

We have started to frame our activity with more than financial services, attaching importance and visibility to different areas of household welfare and the communities of which they form part.

We are designing a value offering that covers these shortfalls and improves households' quality of life, either directly (with an internal product/service), or through partnerships with third parties. For more details on the welfare offering, go to [Activity Report, Welfare](#).

## Multidimensional poverty figures

The aim is to learn about shortfalls in housing, education, and healthcare for each of our entrepreneurs' households in order to have a more targeted, direct impact on their welfare. In fact, the new assessment is already being rolled out in our systems to enable us in the future to originate this targeted offering and build an Internal Multidimensional Poverty Index (IMPI). The methodology will follow the standard introduced in 2021 (Alkire-Foster), with minor adjustments. The information will be available from 2024.

### 54 | Multidimensional value proposition

Total credit clients

#### Housing

Loans for housing upgrades



Colombia, Peru,  
Dominican Republic  
& Panamá

**35,710** clients  
USD 119 M

#### Education

Educational loans for the children of **3,306** clients  
USD 1.6 M



Colombia,  
Peru &  
Dominicana Rep.

#### Health

Health insurance & care services  
Colombia, Chile  
& Panamá



**197,739**  
policyholders