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| Name : | Number: | <input type="checkbox"/> Visit |
| Client ID : | Loan ID: | Phone Call |
| Client Classification : <input type="checkbox"/> Entrepreneur <input type="checkbox"/> Employee <input type="checkbox"/> Unemployed | | <input type="checkbox"/> Answered <input type="checkbox"/> Line closed |
| Loan Type: <input type="checkbox"/> GL <input type="checkbox"/> Micro <input type="checkbox"/> Micro Plus <input type="checkbox"/> VSE | Loan Analyst: | <input type="checkbox"/> Unavailable <input type="checkbox"/> Refused |
| Number of Cycles: | Number of Default Days: | <input type="checkbox"/> Wrong num. <input type="checkbox"/> Death |
| | | <input type="checkbox"/> Call later |

Hello, my name is (.....) from the Customer Care Unit at Al Majmoua. We are conducting a study to improve our services, if you don't mind, I would like to ask you a couple of quick questions to understand your current situation and why you haven't renewed your loan. If you agree to participate, we would like to thank you in advance and would appreciate your full honesty so that the study is accurate and valuable. If you disagree to participate, we respect your opinion and understand your right.

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| 1. In the last 3 months of your last loan, and until now, has any of Al Majmoua's employees contacted you? | |
| <input type="checkbox"/> Yes, shortly before I paid off my loan | <input type="checkbox"/> No, LA has left Al Majmoua and I haven't received a call from the replacement |
| <input type="checkbox"/> Yes, after paying off my loan in full | <input type="checkbox"/> No, I haven't received any calls |
| <input type="checkbox"/> Yes, before and after repaying my loan | |

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| 2. Reasons for Withdrawal | | |
| Reasons Related to Al Majmoua | Major Reason Specific to Al Majmoua / All Loans Without Exception | |
| | <input type="checkbox"/> Loan amount is small <input type="checkbox"/> Monthly payment is high <input type="checkbox"/> Loan term is short <input type="checkbox"/> Interest rate is high <input type="checkbox"/> Payment schedule date is unsuitable <input type="checkbox"/> No grace period <input type="checkbox"/> Waiting time between preparation and disbursement is long <input type="checkbox"/> Impossible to postpone a payment for compelling reasons (a month, a longer period...) | Best suited to borrow again (depending on the reason) |
| | <input type="checkbox"/> Loan terms/procedures bothered me: <input type="checkbox"/> Signature of another family member <input type="checkbox"/> Securing required guarantee <input type="checkbox"/> Follow-up procedure <input type="checkbox"/> Delay penalty <input type="checkbox"/> House visit <input type="checkbox"/> Additional agent fees <input type="checkbox"/> Investigation procedure <input type="checkbox"/> Want USD loan | <u>Details:</u> |
| | <input type="checkbox"/> I am a current guarantor <input type="checkbox"/> Spouse is a current borrower in Al Majmoua. How did this affect your decision not to renew? <input type="checkbox"/> Al Majmoua rejected loan renewal: | |
| | <input type="checkbox"/> Employee's lack of transparency (didn't tell me about the interest/loan terms from the beginning, the accepted loan, I was surprised during disbursement...) <input type="checkbox"/> Transferred to Customer Care Unit | |
| | <input type="checkbox"/> Bad treatment from staff <input type="checkbox"/> Transferred to Customer Care Unit | |
| | Specific to Group Loans | |
| | <input type="checkbox"/> Group loan problems: the group dissolved (different members, inability to form a group...) | |
| | Other: | |
| | Reasons Related to Borrower | <input type="checkbox"/> Inability to pay due to working condition (decrease in income) <input type="checkbox"/> Inability to repay the loan due to stopping work (left job, business closed) <input type="checkbox"/> Inability to repay the loan due to personal reasons (illness, accident...) <input type="checkbox"/> Fear of the current economic situation (its impact on ability to live) <input type="checkbox"/> Personal sources of finance (family, friends) |
| <input type="checkbox"/> Personal reasons (marriage, divorce, prohibition of interest/religious...) <input type="checkbox"/> Health reasons (Corona, Beirut explosion, other specify) <input type="checkbox"/> Closing or selling business to do something else (get a job, start a new business) <input type="checkbox"/> Intend to leave the country | | Reason: Reason: |
| <input type="checkbox"/> I don't need/have enough money: | | |
| <input type="checkbox"/> Al Majmoua's loan helped me reach self-sufficiency (I invested my profits in the business and they are sufficient) | | |
| <input type="checkbox"/> Used personal savings | | |
| <input type="checkbox"/> Borrowed informally from a close person | | |
| <input type="checkbox"/> I currently don't need money: | | |
| <input type="checkbox"/> Seasonal work; I will borrow again when needed | | |

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| <input type="checkbox"/> I don't have specific plans to fund |
| <input type="checkbox"/> Existing borrower somewhere else/benefited from a competitor |
| Other: |

3. Do you currently deal or intend to have dealings with another financial institution?
 No Currently thinking Yes: institution name:.....

4. Why this institution?

5. If you left, why?

6. What distinguishes other financial institutions' services from Al Majmoua?

7. Are you interested in renewing your loan? No Yes, when: Now After..... week/s After..... month/s
 After more than 6 months When situation gets better

8. If yes, loan amount required:

9. If yes, monthly payment capacity:

10. If yes, purpose of the loan: Business Development Social Personal

| Business Development | Social | Personal |
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| <input type="checkbox"/> Start a new business | <input type="checkbox"/> Medication | <input type="checkbox"/> Repair/ purchase a motorcycle |
| <input type="checkbox"/> Working capital | <input type="checkbox"/> Education | <input type="checkbox"/> Repair/ purchase a car |
| <input type="checkbox"/> Fixed assets | <input type="checkbox"/> Saving/ Gold | <input type="checkbox"/> Household consumption (heating, preserves) |
| <input type="checkbox"/> Business registration | <input type="checkbox"/> Rehabilitation/home repairs | <input type="checkbox"/> Furniture and household items |
| <input type="checkbox"/> Repair/ purchase a motorcycle | <input type="checkbox"/> Build a house (add a room, a roof) | <input type="checkbox"/> Informatics and communications |
| <input type="checkbox"/> Repair/ buy a car | <input type="checkbox"/> Alternative energy | <input type="checkbox"/> Debt settlement |
| <input type="checkbox"/> Informatics & communications | | <input type="checkbox"/> Fees and charges (land registration, driving license...) |
| <input type="checkbox"/> Maintenance/ infrastructure | | <input type="checkbox"/> Occasions (wedding, engagement, birth...) |
| <input type="checkbox"/> Alternative energy | | <input type="checkbox"/> Travel (religious sights, tourism...) |

Feedback/Suggestions/Other:

We thank you for the time you gave us and apologize for any inconvenience. We are at your service at any time. If you have any complaints, inquiries or suggestions, please contact us on the hotline number 03 009 004.

Name and signature of the employee who conducted the survey: